Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/10/2009 01:36:07 PM	ARIASAD	ARIASAD	Outbound Call Customer	Left Message	Done	6/10/2009 01:38:40 PM	fu with cust
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
Comments							
			HEVY DIVISIONAL ADDRES				
			M THEIR, left information on				
		e vm, can no lon	ger work with you with an atto	orney involved, please have	ve lawyer contact le	gal, thank	
ou, left ext and sr to refl	erence						
AdrianaArias/atx/t2							
	0 / 15		A 4: 4: T	A :: :: 0.1.T	0		
created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
/10/2009 12:41:27 PM	MAURERS	ARIASAD	Ownership Changed		Done	6/10/2009 12:41:28 PM	Service Request Ownership has changed FROM: BAGNASCH TO:
Contact Last Name		Contact Firs	t Name	Account		BAC Code	ARIASAD
No management of							1
Comments							
reated	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
/8/2009 05:02:38 PM	MARTINN1	ARIASAD	Scheduled Outbound Call	Activity SubType	Done	6/10/2009 01:38:36 PM	F/U on File
10/2009 03.02.30 FIVI	INIMI	ANIASAD	Cust		Done	0/10/2009 01.30.30 PW	F/O OII FIIE
ontact Last Name		Contact Firs	t Name	Account		BAC Code	
					•		•
omments							1

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Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/2/2009 07:58:46 PM	ARIASAD	ARIASAD	Outbound Call Customer	Left Message	Done	6/2/2009 08:01:15 PM	fu with cust
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
Comments							

"""give the cust the reso, if the cust looking to file a small claims, the legal dpt aspects of gm is not what a t2 agent is qualified to further discuss, adv the cust of this below and close the file out>

FYI: CLOSE FILE W/ RESO GIVEN AND CHEVY DIVISIONAL ADDRESS GIVEN SO CUST CAN SEND IN A LTR AND REF IT TO THE LEGAL DPT AND THEY CAN PICK IT UP FROM THEIR

Frederica Thomas/EWT/ATX/Level III Empowered #866 ext 11043""

need to advise of above information has not been able to get in touch with cust will need to advise of information or send letter with information to close case

adrianaris/atx/t2

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/31/2009 02:38:04 PM	MAURERS	BAGNASCH	Ownership Changed		Done	5/31/2009 02:38:04 PM	Service Request Ownership has
Contact Last Name		Contact First	t Name	Account		BAC Code	changed FROM: ARIASAD TO:
							BAGNASCH
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed
5/28/2009 07:24:35 PM	ARIASAD	ARIASAD	Scheduled Outbound Call Cust		Done	6/2/2009 07:58:41 PM
Contact Last Name		Contact Fire		Account		BAC Code
Comments						
	to send in lette	er addressing to	our legal dept, to divisional ad	dress, will try again on m	onday	
adrianarsi/atx/t2						

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LEGAL DPT AND THEY CAN PICK IT UP FROM THEIR

Frederica Thomas/EWT/ATX/Level III Empowered #866 ext 11043

Activities

reated	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
/27/2009 07:29:37 PM	ARIASAD	ARIASAD	Scheduled Outbound Call Cust		Done	5/28/2009 07:24:27 PM	fu with cust
ontact Last Name		Contact Firs	t Name	Account		BAC Code	
omments							
with cust on case							
drianaArias/atx/t2							
reated	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
/27/2009 07:29:04 PM	ARIASAD	ARIASAD	Outbound Call Customer		Done	5/28/2009 01:24:04 PM	fu with cust
ontact Last Name		Contact Firs	t Name	Account		BAC Code	
							ı
omments	-1 1 1 1		of district address and to word	and the same to see Laborate and the	la a a la de conservación		
deliver denial and if cu	st seeks to go t	o lawyer advise	of district address and to work	k with our legal dept, will try	back tommorow		
drianaRais/atx/t2							
reated	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
reated /22/2009 09:36:27 PM	Created By VALDEZJA	VALDEZJA	Inbound Call Customer	Voice Mail Received	Status Done	5/22/2009 09:37:47 PM	Description voicemails received.
reated /22/2009 09:36:27 PM			Inbound Call Customer	· · · · · · · · · · · · · · · · · · ·			
drianaRais/atx/t2 Greated //22/2009 09:36:27 PM Contact Last Name		VALDEZJA	Inbound Call Customer	Voice Mail Received		5/22/2009 09:37:47 PM	•
created /22/2009 09:36:27 PM contact Last Name comments	VALDEZJA	VALDEZJA Contact Firs	Inbound Call Customer t Name	Voice Mail Received Account	Done	5/22/2009 09:37:47 PM BAC Code	
reated /22/2009 09:36:27 PM contact Last Name comments I'm expecting yo	VALDEZJÁ our call <u>and i ha</u>	VALDEZJA Contact Firs ven't received it	Inbound Call Customer t Name yet, today is the 22nd of may	Voice Mail Received Account	Done	5/22/2009 09:37:47 PM BAC Code	
contact Last Name comments I'm expecting you	VALDEZJÁ our call <u>and i ha</u>	VALDEZJA Contact Firs ven't received it	Inbound Call Customer t Name	Voice Mail Received Account	Done	5/22/2009 09:37:47 PM BAC Code	
Created //22/2009 09:36:27 PM Contact Last Name Comments I'm expecting your string here waiting for your string for your strin	VALDEZJA Dur call and i ha bur call	VALDEZJA Contact Firs ven't received it	Inbound Call Customer t Name yet, today is the 22nd of may ease call me immediately	Voice Mail Received Account and the time is 2 west coar	Done	5/22/2009 09:37:47 PM BAC Code	
Created //22/2009 09:36:27 PM Contact Last Name Comments I'm expecting your string here waiting for your string for your strin	VALDEZJA Dur call and i ha bur call	VALDEZJA Contact Firs ven't received it	Inbound Call Customer t Name yet, today is the 22nd of may	Voice Mail Received Account and the time is 2 west coar	Done	5/22/2009 09:37:47 PM BAC Code	
comments I'm expecting for your calling again, ive	VALDEZJA Dur call and i ha bur call	VALDEZJA Contact Firs ven't received it	Inbound Call Customer t Name yet, today is the 22nd of may ease call me immediately	Voice Mail Received Account and the time is 2 west coar	Done	5/22/2009 09:37:47 PM BAC Code	
created //22/2009 09:36:27 PM contact Last Name comments I'm expecting you itting here waiting for you calling again, ive	VALDEZJA our call and i ha our call e neglected to g	VALDEZJA Contact Firs ven't received it ple give my sr 71-70	Inbound Call Customer t Name yet, today is the 22nd of may ease call me immediately 8058156, im still waiting for yet	Voice Mail Received Account and the time is 2 west coacour promise call today.	Done st time. Once aga	5/22/2009 09:37:47 PM BAC Code in ive been	voicemails received.
Created //22/2009 09:36:27 PM Contact Last Name Comments I'm expecting your string here waiting for your string for your strin	VALDEZJA Dur call and i habour call e neglected to concepted to concepted by	VALDEZJA Contact Firs ven't received it ple give my sr 71-70 Assigned To	Inbound Call Customer t Name yet, today is the 22nd of may ease call me immediately 8058156, im still waiting for your control of the contr	Voice Mail Received Account and the time is 2 west coacour promise call today.	Done st time. Once aga Status	5/22/2009 09:37:47 PM BAC Code in ive been	voicemails received. Description calling cust at (707) 528-7982 or (70
reated /22/2009 09:36:27 PM ontact Last Name omments I'm expecting you titing here waiting for you calling again, ive reated /22/2009 08:14:46 PM	VALDEZJA Dur call and i habour call e neglected to concepted to concepted by	VALDEZJA Contact Firs ven't received it ple give my sr 71-70 Assigned To ARIASAD	Inbound Call Customer t Name yet, today is the 22nd of may ease call me immediately 8058156, im still waiting for your control of the contr	Voice Mail Received Account and the time is 2 west coadour promise call today. Activity SubType	Done st time. Once aga Status	5/22/2009 09:37:47 PM BAC Code in ive been Completed 5/27/2009 07:28:59 PM	voicemails received. Description calling cust at (707) 528-7982 or (707)
contact Last Name calling again, iverteated //22/2009 09:36:27 PM contact Last Name l'm expecting you calling again, iverteated //22/2009 08:14:46 PM contact Last Name comments	VALDEZJA Dur call and i habur call e neglected to concept the co	VALDEZJA Contact Firs ven't received it ple give my sr 71-70 Assigned To ARIASAD Contact Firs	Inbound Call Customer t Name yet, today is the 22nd of may ease call me immediately 8058156, im still waiting for your control of the contr	Voice Mail Received Account and the time is 2 west coadour promise call today. Activity SubType Account	Done st time. Once aga Status Done	5/22/2009 09:37:47 PM BAC Code in ive been Completed 5/27/2009 07:28:59 PM BAC Code	voicemails received. Description calling cust at (707) 528-7982 or (70

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FYI: CLOSE FILE W/ RESO GIVEN AND CHEVY DIVISIONAL ADDRESS GIVEN SO CUST CAN SEND IN A LTR AND REF IT TO THE

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/22/2009 08:12:44 PM	SANDERGI	SANDERGI	Outbound Call Customer	Left Message	Done	5/22/2009 08:14:16 PM	calling cust at
Contact Last Name		Contact Fire	t Name	Account		BAC Code	
Comments							
Tried to get ahold of cust	oemr but was u	inable too and v	vent ahead and left message				

Gilberto R. Sanderson/ATX/DS/lvl 3

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/22/2009 05:40:24 PM	THOMASFR	ARIASAD	Notify CRM		Done	5/22/2009 08:12:35 PM	executive dpt monitoring file
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
Comments							

pls review mgr review,

FYI: close this file

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/22/2009 05:38:29 PM	THOMASFR	THOMASFR	Manager Review	Case Assessment	Done	5/22/2009 08:12:28 PM	executive dpt monitoring file
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
Comments							

give the cust the reso, if the cust looking to file a small claims, the legal dpt aspects of gm is not what a t2 agent is qualified to further discuss, adv the cust of this below and close the file out>

FYI: CLOSE FILE W/ RESO GIVEN AND CHEVY DIVISIONAL ADDRESS GIVEN SO CUST CAN SEND IN A LTR AND REF IT TO THE LEGAL DPT AND THEY CAN PICK IT UP FROM THEIR

Frederica Thomas/EWT/ATX/Level III Empowered #866 ext 11043

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/18/2009 07:31:03 PM	SANDERGI	SANDERGI	Scheduled Outbound Call		Done	5/22/2009 08:12:43 PM	calling cust at
			Cust				
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
Comments							

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Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/18/2009 07:28:40 PM	SANDERGI	SANDERGI	Scheduled Outbound Call Cust	Rescheduled - Customer	Done	5/18/2009 07:31:01 PM	calling cust at
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description	
5/18/2009 07:17:27 PM	SANDERGI	SANDERGI	Outbound Call Customer	Made Contact	Done	5/18/2009 07:32:38 PM	calling cust at	
Contact Last Name		Contact Fire	t Name	Account		BAC Code		_
Comments								

. . .

cust seeks: who he can serve

crm adv; ok well i will look more into this for you and i will follow up wiht you on 05/22/09 between 7-9 pm eastern standard time. cust agreed and will await call.

cust states; basicaly all im trying to find out is who i can serve because i have a small claims court pending against GM.

Gilberto R. Sanderson/ATx/DS/IvI 3

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed
5/14/2009 08:21:47 PM	ARIASAD	ARIASAD	Scheduled Outbound Call		Done	5/18/2009 07:17:26 PM
			Cust			
Contact Last Name		Contact Firs	t Name	Account		BAC Code
Comments						

fu with cust to discuss decision in case

aDrianaaris/atx/t2

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/14/2009 08:21:02 PM	ARIASAD	ARIASAD	Outbound Call Customer		Done	5/22/2009 08:12:14 PM	deliver denial
Contact Last Name		Contact Firs	t Name	Account		BAC Code	

Comment

crs is to advise of denial that stands and if wanting to speak with our legal dept he will need to send letter to divisional address and signify to speak with someone in our legal dept

adrianaarias/at/xt2

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Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/13/2009 07:54:53 PM	ARIASAD	ARIASAD	Scheduled Outbound Call		Done	5/14/2009 08:20:32 PM	fu with cust
			Cust				
Contact Last Name		Contact Firs	t Name	Account		BAC Code	

Comments

fu with cust to deliver infomation in file

aDrianarias/atx/t2

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/13/2009 07:39:50 PM	ARIASAD	ARIASAD	Outbound Call Customer		Done	5/22/2009 08:14:37 PM	fu with cust
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
Comments							

aDrianaaris/atx/t2

legal dept

5/13/2009 12:43:25 PM THOMASFR ARIASAD Notify CRM Done 5/13/2009 06:52:29 PM Executive Dpt Monitoring file Contact Last Name Account BAC Code	Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
Contact Last Name Contact First Name Account BAC Code	5/13/2009 12:43:25 PM	THOMASFR	ARIASAD	Notify CRM		Done	5/13/2009 06:52:29 PM	Executive Dpt Monitoring file
	Contact Last Name		Contact Fir	st Name	Account		BAC Code	

Comments

pls review mgr review

FYI: CLOSE FILE W/ RESO GIVEN AND CHEVY DIVISIONAL ADDRESS GIVEN SO CUST CAN SEND IN A LTR AND REF IT TO THE LEGAL DPT AND THEY CAN PICK IT UP FROM THEIR

action plan fu with cust to redeliver denial to cust on account of not being able to assist, and if presistant advise of divistional addres to direct to

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/13/2009 12:41:00 PM	THOMASFR	THOMASFR	Manager Review	Case Assessment	Done	5/13/2009 12:43:21 PM	Executive Dpt Monitorinf file
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
Commonto							

Comments

Contact cust and re-interate the reso, if cust is persistant about takeing concern legal give the cust the chevy divisional address and have him attention it to the legal dpt. See if cust and provide you w/ attorney name and contact info as well.

Note: view notifys and if read pls done them

Frederica Thomas/EWT/ATX/Level III Empowered #866 ext 11043

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Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/5/2009 05:36:12 PM	MENDOZLA	ARIASAD	Notify CRM	Customer Called	Done	5/13/2009 06:42:31 PM	Refer to IBC activity
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
Comments							
Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
/5/2009 05:35:45 PM	MENDOZLA	MENDOZLA	Inbound Call Customer	Voice Mail Received	Done	5/5/2009 05:36:10 PM	*Assisting CRS only
ontact Last Name		Contact Firs	t Name	Account		BAC Code	voice mail-cust left message
Comments							
Karuchi							
7075287982	at aanvanianaa						
olease call at your earlie hank you	st convenience						
iain you							
IANA SMITH/CAC T1/N	MLA/LVL 1 EMP						
Assisting CRS							
Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/4/2009 05:51:50 PM	MENDOZLA	ARIASAD	Notify CRM	Customer Called	Done	5/13/2009 06:42:26 PM	Refer to IBC activity
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
comments							
reated	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
/4/2009 05:49:59 PM	MENDOZĹA	MENDOZLA	Inbound Call Customer	Voice Mail Received	Done	5/4/2009 05:51:49 PM	*Assisting CRS only
ontact Last Name		Contact Firs		Account		BAC Code	voice mail-cust left message
omments							
poko o pouplo dovo con	_						
poke a couple days ago comeone from the legal		sed to contact r	ne regarding this				
ses.io iroin alo logar	asp i mas suppe		ogaranig uno				
DIANA SMITH/CAC T1/N	MLA/LVL 1 EMP						
Assisting CRS							

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FaithJackson/ATX/CAC DS/EMP LVL 0

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/1/2009 06:59:04 PM	ARIASAD	ARIASAD	Scheduled Outbound Call Cust		Done	5/13/2009 07:39:45 PM	fu with cust
Contact Last Name		Contact Fire	st Name	Account		BAC Code	
Comments							
eviewing case, doesnt s	seem to relate w	vith information t	old by t1 agent need help with	information to get on case	correct path.		
adrianarais/atx/t2							
iunanarais/aix/iz							
Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/1/2009 01:44:19 PM	JACKSOFA	JACKSOFA	Outbound Call Customer	Received No Answer	Done	5/1/2009 01:44:59 PM	
Contact Last Name		Contact Fire	st Name	Account		BAC Code	
Comments							
o answercust disconn	ected line						
FaithJackson/ATX/CAC	DS/EMDIVI O						
alli Dackson/ATA/CAC	D3/LIVIF LVL 0						
Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/1/2009 01:43:20 PM	JACKSOFA	JACKSOFA	Outbound Call Customer	Received No Answer	Done	5/1/2009 01:43:51 PM	
Contact Last Name		Contact Fire	st Name	Account		BAC Code	
			·				
Comments							
no answer							

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Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/30/2009 05:52:31 PM	MENDOZLA	ARIASAD	Notify CRM	Customer Called	Done	5/13/2009 06:52:50 PM	cust asked for update about concern.
Contact Last Name		Contact Firs	t Name	Account		BAC Code	

Comments

contact customer and review reasons for denial.

vehicle was broken into--not manufacturers responsibilty.

"Mr. Customer, I am sorry to hear that we have so far been unable to resolve this concern to your satisfaction, and I would like to have the opportunity to continue to work with you, if I may. I do need to gather some additional information so that I can assist in making sure your concerns are resolved. Would you mind if I asked a few questions?"

"In order for me to assist you, may I please have the name, address and telephone number of your Attorney/Lawyer?"

If the customer is unable to provide you the attorney's name, address and telephone number you must record this information in the new activity, documenting the fact that the customer was not able to provide this information.

Offer to assist the customer with their concerns. Our goal is to ensure the customer is satisfied with their vehicle ownership experience.

The dealership can provide you with a copy of the bulleton you are seeking.

FaithJackson/ATX/CAC DS/EMP LVL 0

					Description
4/30/2009 05:50:33 PM MENDOZLA MENDOZ	ZLA Other		Done	4/30/2009 05:52:29 PM	CONTINUATION
Contact Last Name Contact	ct First Name	Account		BAC Code	

Comments

your case is still owned by Adriana and based from the file here the bulletin you are pertaining to is a TSB, meaning it is not a recall nor special coverage bulletin but just a guide on how svc adsvrs will svc teh veh for a specific component if the part fails at a certain point, this is just a guid like a manual for svc, apologized for the misinformation given earlier

>advsd cust that the file was denied cost assistance bec there is no related bulletin however he was offered 12/12 smart care, cust said he declined bec he's filing for a small calim on this case

>advsd cust that the file will be transferred to the Legal Correspondence Team and they will respond to him w/in 48 business hours >will also notify the OCRS of this call

>gave ACRS contact info for further assistance

**Attorney General and State Agency Contact Handling Process Document ID: d_104209

Create the service request and document the caller's contact information.

Advise the caller you will transfer them to the Legal Correspondence Team, and that Legal Correspondence will respond within the next 48 business hours.

Your Team Lead can contact the Legal Correspondence Team Lead for Legal Correspondence CRS availability.

Leave the Service Request open for Legal Correspondence to assume.

DIANA SMITH/CAC T1/MLA/LVL 1 EMP

*Assisting CRS

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Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/30/2009 05:35:33 PM	MENDOZLA	MENDOZLA	Inbound Call Customer	Customer	Done	4/30/2009 05:52:24 PM	*Assisting CRS only
Contact Last Name		Contact Firs	t Name	Account		BAC Code	

Comments

CUST STS: wanted to know what's up with the file, cust called earlier and he's nto really happy of what happened, he was provided with a number of the person who got his letter bec he is appealing regarding his case and the rep earlier gave him a diff number that is not in operation, was advsd that the rep working with the case is a Mr. Reggie Militech.

- >The rep also said that someone called me on APR 14 when you rovd the letter but I did not rov any call from you at that time
- >regarding the file, the bulletin that the dlrshp gave me, I was advsd from a firestone shop that there is a known concern on these specific components and found it related to the bulletin
- >He wants to file a case at their states small claim dep't and wants to know who will be the receiver on Chevy's end

CUST SKS: procedure on small claim

CRS ADVSD:

>as per the info given by the earlier rep, the number she gave was incorrect we only use the ;ast 5 digits of the number she gave and that would be the extension number that you can enter if you wish to speak with your OCRS, Mr. Militech is the one who rcvd the letter however he is in a diff dep't that attaches files from a bin of letters to a file if the file has na SR or related to a recent file a cust has, your case is still owned by Adriana and based from the file here the bulletin you are pertaining to is a TSB,

CONTINUED

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/30/2009 04:35:43 PM	QUINANMA	ARIASAD	Notify CRM	Customer Called	Done	5/13/2009 06:52:53 PM	cust asked for update about concern.
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
Comments							
Pls see previous IB activi	ty						

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Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/30/2009 04:28:55 PM	QUINANMA	QUINANMA	Inbound Call Customer	Complex Request	Done	4/30/2009 04:35:41 PM	customer called.
Contact Last Name	Contact First Name			Account		BAC Code	

Comments

cust sts: im calling in reference sr 71-708058156. I wrote a letter and sent it on April 7th but heard nothing. I sent it to chevrolet in detriot, mi.

cust sks: update on concern

crs adv: told cust that case had been forwarded to a DS and the best person to talk to about his concern is the DS agent who's handling his concern.

cust sts: ok give her name and work #

crs adv: gave cust info requested. offered to call DS agent, cust agreed. called DS agent but was only forwarded to her voice mail. adv cust that DS agent is not available, and offered to transfer him to her voice mail so he can leave him a msg, cust agreed.

Julian Roberts/ CAC Tier 1/ MLA/ Lvl 0

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/30/2009 04:28:51 PM	QUINANMA	ARIASAD	SR Opened		Done	4/30/2009 04:28:51 PM	SR in Status of Closed has been Re-
Contact Last Name		Contact Firs	t Name	Account		BAC Code	Opened by QUINANMA
Comments							
Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/14/2009 08:54:03 PM	ARIASAD	ARIASAD	SR Closed - Dissatisfied		Done	4/14/2009 08:54:03 PM	Service Request has been Closed
Contact Last Name		Contact Firs	t Name	Account		BAC Code	Dissatisfied.
	•						
Comments							l
Comments							l

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Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/14/2009 07:16:53 AM	ALEJANRH	ARIASAD	Notify CRM	Other	Done	4/14/2009 08:53:59 PM	Pls see attached docs
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
Comments							
Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/14/2009 06:24:56 AM	SADMIN	ARIASAD	Inbound White Mail	Customer	Done	4/14/2009 07:16:52 AM	REQUEST FOR ASSISTANCE
Contact Last Name		Contact Fire	t Name	Account		BAC Code	Scanned: 2009-04-13-10.19.07.000000

MSXDocNum: 0000C4D0

Comments

Cust sts:

- -Power steering unit suffered a premature component failure
- -Problem initially diag by Firestone
- -In contacting Santa Rosa Chevrolet, I was advised there was no recall.
- -Estimate cost, \$900
- -Phone Dawn Davis would not accept Firestone diag and insisted that only Chevrolet diag would be acceptable.
- -Sta Rosa charged me \$120 for an inspection making no diag, found bulletin 07-02-32-007
- -Also found the lock cylinder has been damaged, nothing to do w/ the steering problem, damaged to an attempt to steal car.
- -I intend to take this matter to small claims court for the cost of repairs and the \$120 I was forced to spend for diag.

Cust sks:

Copy of bulletin 07-02-32-007 and any other directives you have re: power steering

CRS action plan:

Attach and notify OCRS

Reggie Militech/CAC T1//Mla /Emp Lvl 1

4/14/2009 06:24:46 AM ALEJANRH ARIASAD SR Opened Done 4/14/2009 06:24:46 AM Contact Last Name Account BAC Code Comments Created By Assigned To Activity Type Activity SubType Status Completed Description 4/6/2009 07:00:13 PM ARIASAD ARIASAD SR Closed - Satisfied Done 4/6/2009 07:00:14 PM Service Request has been Closed Contact Last Name Account BAC Code Comments Comments	Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
Created Created By Assigned To Activity Type Activity SubType Status Completed Description 4/6/2009 07:00:13 PM ARIASAD ARIASAD SR Closed - Satisfied Done 4/6/2009 07:00:14 PM Service Request has been Closed Contact Last Name Account BAC Code Satisfied.	4/14/2009 06:24:46 AM	ALEJANRH	ARIASAD	SR Opened		Done	4/14/2009 06:24:46 AM	
Created Created By Assigned To Activity Type Activity SubType Status Completed Description 4/6/2009 07:00:13 PM ARIASAD ARIASAD SR Closed - Satisfied Done 4/6/2009 07:00:14 PM Service Request has been Closed Contact Last Name Account BAC Code Satisfied.	Contact Last Name		Contact Firs	t Name	Account		BAC Code	Opened by ALEJANRH
Created Created By Assigned To Activity Type Activity SubType Status Completed Description 4/6/2009 07:00:13 PM ARIASAD ARIASAD SR Closed - Satisfied Done 4/6/2009 07:00:14 PM Service Request has been Closed Contact Last Name Account BAC Code Satisfied.								
4/6/2009 07:00:13 PM ARIASAD ARIASAD SR Closed - Satisfied Done 4/6/2009 07:00:14 PM Service Request has been Closed Satisfied. Contact Last Name Contact First Name Account BAC Code Satisfied.	Comments							
4/6/2009 07:00:13 PM ARIASAD ARIASAD SR Closed - Satisfied Done 4/6/2009 07:00:14 PM Service Request has been Closed Satisfied. Contact Last Name Contact First Name Account BAC Code Satisfied.								
4/6/2009 07:00:13 PM ARIASAD ARIASAD SR Closed - Satisfied Done 4/6/2009 07:00:14 PM Service Request has been Closed Contact Last Name Account BAC Code Satisfied.								
Contact Last Name Contact First Name Account BAC Code Satisfied.	Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
Contact Hame Did Code	4/6/2009 07:00:13 PM	ARIASAD	ARIASAD	SR Closed - Satisfied		Done	4/6/2009 07:00:14 PM	•
Comments	Contact Last Name		Contact Firs	t Name	Account		BAC Code	Satisfied.
Comments								
	Comments							

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Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/6/2009 03:25:55 PM	ARIASAD	ARIASAD	Outbound Call Customer		Done	4/6/2009 03:45:50 PM	deliver denial
Contact Last Name		Contact Firs	t Name	Account		BAC Code	

Comments

crs is to advise that with this specific concern, we would not be able to warrant the concern, with the issue of the vehicle being broken into we cannot say wheter this has caused issue or not, but in any case vehicle is outside warranty and bullitan pertaining to issue is a technical srv bullitan, not something that has a coverage, jsut instructions for our dirship on how to make repairs, they are just reliesed to help in repairs.

but since this issue could not have been caused or prevented by you and since you have owned gm in the past, even though i recieved the denail on assistance i want to offer you a 12/12 smartcare to take care of your sched maintence for the next year or 12,000 miles on the vehicle.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/6/2009 01:37:10 PM	ARIASAD	ARIASAD	Outbound Call Dealer		Done	4/6/2009 03:45:47 PM	srv dept
Contact Last Name		Contact Firs	t Name	Account		BAC Code	

Comments

07-02-32-007

power stearing, hard to turn, whole slew of dtc,

diagnostic tips, for power steaing inopertive/ stearing, power stearing messege displayed, on. 6 or more diagnostic codes come up could, either way with tsb, there are no coverage on repairs, just instructions on how to make the repair for our dirships.

05-08 colbolt; 06-08 hhr; 07-08 pontiac g5; 03-07 saturn ion.

JASON srv advisor

AdrianaArias/atx/t2

4/6/2009 01:15:39 PM ARIASAD ARIASAD Inbound Call Field Done 4/6/2009 03:45:44 PM dvm inbound Rep/Whlsl Contact Last Name Contact First Name Account BAC Code	Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
Contact Last Name Contact First Name Account BAC Code	4/6/2009 01:15:39 PM	ARIASAD	ARIASAD			Done	4/6/2009 03:45:44 PM	dvm inbound
	Contact Last Name		Contact Firs	t Name	Account		BAC Code	

Comments

Sharon 71-708058156, information from rich stantan, it currantly appears this is not a warranty issue, vehicle is outside of warranty and as cust admitted and dlr noted vehicle had been broken into at somepoint in the past, cannot speculate if it created issue, but based on that we are not going to provide any sort of assistance

AdrianaArias/atx/t2

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Activities

4 D I 4 O 4 D	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
ARIASAD	ARIASAD	Scheduled Outbound Call Cust		Done	4/6/2009 03:30:25 PM	fu with cust
	Contact Firs	t Name	Account		BAC Code	
discuss tsb	and any updates	s on case				
Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
ARIASAD				Done		fu with cust
	Contact Firs	t Name	Account		BAC Code	
						I
on tsh and ne	ed more time to	recieve answer				
on too and no		Todovo unovoi				
Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
ARIASAD	ARIASAD	Outbound Call Dealer		Done	4/6/2009 03:45:40 PM	srv manager
	Contact Firs	t Name	Account		BAC Code	
						1
200						
asc.						
Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
ARIASAD	ARIASAD	Outbound Call Field Rep/Whlsl		Done	4/6/2009 03:45:38 PM	dvm outbound
	Contact Firs	t Name	Account		BAC Code	
00.000						
on case						
lucts in the pa	st					
	Created By ARIASAD on tsb and nee Created By ARIASAD ase. Created By ARIASAD on case	Created By Assigned To ARIASAD ARIASAD Contact Firs On tsb and need more time to Created By Assigned To ARIASAD ARIASAD Contact Firs Created By Assigned To ARIASAD ARIASAD Contact Firs Created By Assigned To ARIASAD ARIASAD Contact Firs Created By Assigned To ARIASAD ARIASAD Contact Firs	Created By Assigned To Activity Type ARIASAD ARIASAD Outbound Call Customer Contact First Name On tsb and need more time to recieve answer Created By Assigned To Activity Type ARIASAD ARIASAD Outbound Call Dealer Contact First Name Created By Assigned To Activity Type ARIASAD ARIASAD Outbound Call Dealer Contact First Name Created By Assigned To Activity Type ARIASAD ARIASAD Outbound Call Field Rep/Whlsl Contact First Name On case	Created By Assigned To Activity Type Activity SubType ARIASAD ARIASAD Outbound Call Customer Contact First Name Account Created By Assigned To Activity Type Activity SubType ARIASAD ARIASAD Outbound Call Dealer Contact First Name Account Created By Assigned To Activity Type Activity SubType ARIASAD ARIASAD Outbound Call Dealer Contact First Name Account Account Created By Assigned To Activity Type Activity SubType ARIASAD ARIASAD Outbound Call Field Rep/Whlsl Contact First Name Account Contact First Name Account	Contact First Name Account Created By Assigned To Activity Type Activity SubType Status ARIASAD ARIASAD Outbound Call Customer Contact First Name Account Created By Assigned To Activity Type Activity SubType Status And I Account Created By Assigned To Activity Type Activity SubType Status ARIASAD ARIASAD Outbound Call Dealer Contact First Name Account Created By Assigned To Activity Type Activity SubType Status ARIASAD ARIASAD Outbound Call Field ARIASAD ARIASAD Outbound Call Field Rep/Whisl Contact First Name Account	Created By Assigned To Activity Type Activity SubType Status Completed ARIASAD ARIASAD Outbound Call Customer Done 4/6/2009 03:45:42 PM Contact First Name Account BAC Code On tsb and need more time to recieve answer Created By Assigned To Activity Type Activity SubType Status Completed ARIASAD ARIASAD Outbound Call Dealer Done 4/6/2009 03:45:40 PM Contact First Name Account BAC Code Created By Assigned To Activity Type Activity SubType Status Completed ARIASAD ARIASAD Outbound Call Dealer Done 4/6/2009 03:45:40 PM BAC Code Created By Assigned To Activity Type Activity SubType Status Completed ARIASAD ARIASAD Outbound Call Field Rep/Whlsl Contact First Name Account BAC Code Created By Assigned To Activity Type Activity SubType Status Completed ARIASAD ARIASAD Outbound Call Field Rep/Whlsl Contact First Name Account BAC Code

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Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/1/2009 07:59:58 PM	ARIASAD	ARIASAD	Scheduled Outbound Call Cust		Done	4/3/2009 06:54:57 PM	fu with cust
Contact Last Name		Contact Firs	t Name	Account		BAC Code	l
							_
Comments							
get informatino from dvm	and find out w	hat answer is on	assistance, bullitan is a techr	nical srv bullitan, they are	not covered concern	ns.	

adrianaarias/atx/t2

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/1/2009 07:58:34 PM	ARIASAD	ARIASAD	Outbound Call Customer		Done	4/6/2009 03:45:34 PM	fu with cust
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
Comments							

crs advises that i have reserached your case and recieving the denail on assistnace i want to get with my higher recourse and will get back with you friday

cust sts the break it was over a year ago this isue is barely going on, i dont htink that is what caused it, but im a good gm cust and need help

crs advises to try back fri

cust agrees

Adrianaaris/atx/t2

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
3/30/2009 08:26:01 PM	ARIASAD	ARIASAD	Scheduled Outbound Call Cust		Done	4/1/2009 07:58:30 PM	fu with cust
Contact Last Name		Contact Firs	t Name	Account		BAC Code	ı
							•
Comments							
fu with cust on cost assis	tance on case						

Adrianaarias/atx/t2

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Activities

Created	Created By	Assigned to	Activity Type	Activity SubType	Status	Completed	Description
3/30/2009 08:24:12 PM	ARIASAD	ARIASAD	Outbound Call Customer		Done	4/6/2009 03:45:32 PM	initial contact
Contact Last Name		Contact Fire	t Name	Account		BAC Code	
Comments							
crs asked for further ifno	rmation						
cust sts have report from anything about recall.	srv manager v	vhich michioned	internal motor failure, recieve	ed from fireston, then calle	d chevy people no o	one knew	
spoke to srv manager, re 32-007	port was writte	n, why dont you	call lady, said between you tv	vo. phoned into chila, and	have information re	ad. 07-02-	
whatever hannens is het	ween you and	shila kina they s	are going to charge 150 for in	enection, said we have to	ao through people	get reduced	
			ever had situiaton like this, ne		go tiliough people.	gerredded	
		,	, , , , , , , , , , , , , , , , , , , ,				
is sons name, he	e is the driver						
Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
3/30/2009 11:51:56 AM	KINGS1	ARIASAD	Dealer Notification	Action Required	Done	3/30/2009 11:51:56 AM	Dlr Notify on T2 Escalation
Contact Last Name		Contact Fire	t Name	Account		BAC Code	
Comments							
			ict Specialist (Tier 2) CRS. T		shortly to discuss th	ne	
customer's concerns. If	possible, you n	nay want to reac	h out to the customer to atten	npt to resolve.			
Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
3/30/2009 11:51:56 AM	KINGS1	ARIASAD	Ownership Changed	, , , , , , , , , , , , , , , , , , , ,	Done	3/30/2009 11:51:56 AM	Service Request Ownership has
Contact Last Name		Contact Firs	1 0	Account		BAC Code	changed FROM: KINGS1 TO:
							ARIASAD

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
3/30/2009 11:51:55 AM	KINGS1	ARIASAD	T2 Initial Acknowledgement		Done	3/30/2009 08:17:36 PM	Initial Customer Contact after escalation
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
Comments							

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Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
3/30/2009 11:50:34 AM	KINGS1	KINGS1	Other	Reason for Escalation	Done	3/30/2009 11:51:47 AM	Business case for escalation
Contact Last Name		Contact Firs	t Name	Account		BAC Code	

Comments

Bought new Not cust caused/preventable Bulletin out for steering concern Low mileage on vehicle Loyal GM buyer

sheila king/cac/stj/lvl2/t1

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
3/30/2009 11:46:39 AM	KINGS1	KINGS1	Inbound Call Dealer	Service Request Update	Done	3/30/2009 11:50:32 AM	SM returning call.
Contact Last Name		Contact Firs	t Name	Account		BAC Code	

Comments

SM sts: There was a code stored and the bulletin tells us that we have to examine the harness and if that is fine, we have to replace the steering column.

Steering column has been tampered with, unsure if this has anything to do with that.

Not cust caused/preventable

May be related to age/mileage

CRS advs: We will be escalating this to a DS. There is less than 50k on the vehicle.

SM sts: Fair enough

sheila king/cac/stj/lvl2/t1

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
3/30/2009 11:25:53 AM	KINGS1	KINGS1	Outbound Call Dealer	Made Contact	Done	3/30/2009 11:31:23 AM	
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
Comments							

CRS spoke to Rich, SM

SM sts: I can't tell anything from what I have in front of me. All the bulletin tells us is that there may be prior concerns with this component. I need to pull the file and have a better look at it. I will call you back shortly.

sheila king/cac/stj/lvl2/t1

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Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
3/30/2009 10:16:00 AM	KINGS1	KINGS1	Scheduled Outbound Call Dir		Done	3/30/2009 11:26:03 AM	funnels
Contact Last Name		Contact Firs		Account		BAC Code	lulilleis
							1
Comments							
03/30/09 11:30-1:30 pm l sheila king/cac/stj/lvl2/t1							
Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
3/30/2009 10:13:39 AM	KINGS1	KINGS1	Outbound Call Dealer	Left Message	Done	3/30/2009 10:15:55 AM	

BAC Code

Account

Comments

CRS left message with contact info, cust name and SR #.

sheila king/cac/stj/lvl2/t1

Contact Last Name

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
3/30/2009 10:04:05 AM	KINGS1	KINGS1	Outbound Call Customer	Made Contact	Done	3/30/2009 10:13:19 AM	
Contact Last Name		Contact Firs	t Name	Account		BAC Code	Diagnosis?

Comments

Cust sts: I went in and had the diagnosis, they found the steering to be working, and found a bulletin regarding the steering. They said this is between CAC and me. I got this report from the SM.

Contact First Name

Bought new
Diagnosis from dealership
Son is primary driver
Personal use
Has owned many GM products in the past
Maintenance done at independent facilities

CRS advs: We will be escalating this file to a DS.

sheila king/cac/stj/lvl2/t1

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Activities

eated	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
7/2009 09:14:14 AM	KINGS1	KINGS1	Scheduled Outbound Call Cust		Done	3/30/2009 10:04:00 AM	Diagnosis?
ntact Last Name		Contact Firs	t Name	Account		BAC Code	
omments							
/30/09 9-11 am EST							
neila king/cac/stj/lvl2/t1							
eated	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
27/2009 09:13:03 AM	KINGS1	KINGS1	Outbound Call Customer	Made Contact	Done	3/27/2009 02:50:24 PM	
ontact Last Name		Contact Firs	st Name	Account		BAC Code	Diagnosis?
	to be covered		n today at 10:30 am. I went yo not to fix it, I can't afford it.	esterday and spoke to the	e manager there, C	urtis, and	
ust sts: We couldn't mald him if it wasn't going	to be covered			esterday and spoke to the	e manager there, C	urtis, and	
ust sts: We couldn't m ld him if it wasn't going RS set call back time/d	to be covered			esterday and spoke to the Activity SubType	e manager there, C	urtis, and Completed	Description
ust sts: We couldn't m ld him if it wasn't going RS set call back time/d neila king/cac/stj/lvl2/t1	to be covered	under warranty r	not to fix it, I can't afford it.		-		Description Diagnosis?
ust sts: We couldn't m d him if it wasn't going RS set call back time/d eila king/cac/stj/lvl2/t1 eated 25/2009 12:00:12 PM	to be covered date Created By	under warranty r	Activity Type Scheduled Outbound Call Cust		Status	Completed	
ust sts: We couldn't m ld him if it wasn't going RS set call back time/d neila king/cac/stj/lvl2/t1 reated	to be covered date Created By	Assigned To KINGS1	Activity Type Scheduled Outbound Call Cust	Activity SubType	Status	Completed 3/27/2009 09:12:59 AM	
ust sts: We couldn't m Id him if it wasn't going RS set call back time/d neila king/cac/stj/lvl2/t1 reated 25/2009 12:00:12 PM	to be covered date Created By	Assigned To KINGS1	Activity Type Scheduled Outbound Call Cust	Activity SubType	Status	Completed 3/27/2009 09:12:59 AM	
ust sts: We couldn't m Id him if it wasn't going RS set call back time/d neila king/cac/stj/lvl2/t1 reated 25/2009 12:00:12 PM	to be covered date Created By	Assigned To KINGS1	Activity Type Scheduled Outbound Call Cust	Activity SubType	Status	Completed 3/27/2009 09:12:59 AM	
ust sts: We couldn't m Id him if it wasn't going RS set call back time/d neila king/cac/stj/lvl2/t1 reated 25/2009 12:00:12 PM ontact Last Name omments	to be covered date Created By	Assigned To KINGS1	Activity Type Scheduled Outbound Call Cust	Activity SubType	Status	Completed 3/27/2009 09:12:59 AM	
ust sts: We couldn't m Id him if it wasn't going RS set call back time/d neila king/cac/stj/lvl2/t1 reated 25/2009 12:00:12 PM ontact Last Name omments B/27/09 9-11 am EST	to be covered date Created By	Assigned To KINGS1	Activity Type Scheduled Outbound Call Cust	Activity SubType	Status	Completed 3/27/2009 09:12:59 AM	
ust sts: We couldn't mild him if it wasn't going RS set call back time/dneila king/cac/stj/lvl2/t1 reated 25/2009 12:00:12 PM contact Last Name comments 8/27/09 9-11 am EST neila king/cac/stj/lvl2/t1	to be covered date Created By KINGS1	Assigned To KINGS1 Contact Firs	Activity Type Scheduled Outbound Call Cust st Name	Activity SubType Account	Status Done	Completed 3/27/2009 09:12:59 AM BAC Code	Diagnosis? Description
ust sts: We couldn't mild him if it wasn't going RS set call back time/d neila king/cac/stj/lvl2/t1 reated 25/2009 12:00:12 PM ontact Last Name omments 8/27/09 9-11 am EST neila king/cac/stj/lvl2/t1 reated	to be covered date Created By KINGS1 Created By	Assigned To KINGS1 Contact Firs Assigned To	Activity Type Scheduled Outbound Call Cust st Name Activity Type Outbound Call Customer	Activity SubType Account Activity SubType	Status Done Status	Completed 3/27/2009 09:12:59 AM BAC Code Completed	Diagnosis?

Cust sts: We have an appointment for 10 am tomorrow. Can we call you after that?

CRS advs: Of course, and if for any reason we don't make contact, we will call you 03/27/09 9-11am EST.

sheila king/cac/stj/lvl2/t1

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Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
3/19/2009 02:57:26 PM	KINGS1	KINGS1	Outbound Call Customer	Made Contact	Done	3/19/2009 03:02:27 PM	
Contact Last Name		Contact Firs	st Name	Account		BAC Code	
Comments							
CRS advs: When you ma	ake your appoir	ntment for the di	iagnosis, please ask for Curtis	s, and they have agreed to	take \$30 off the di	agnostic fee.	

sheila king/cac/stj/lvl2/t1

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
3/19/2009 02:53:54 PM	KINGS1	KINGS1	Outbound Call Dealer	Made Contact	Done	3/19/2009 02:58:56 PM	
Contact Last Name		Contact Firs	t Name	Account		BAC Code	

CRS spoke to Curtis SA

SA advs: If he comes in for the recall, we can knock \$30 off the diagnostic fee.

sheila king/cac/stj/lvl2/t1

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
3/19/2009 02:51:51 PM	KINGS1	KINGS1	Other		Done	3/19/2009 03:03:16 PM	Action plan
Contact Last Name		Contact Firs	t Name	Account		BAC Code	

Comments

Get diagnosis from dealership If not cust caused/preventable, assess for cost assistance If cust caused/preventable, deliver the no

sheila king/cac/stj/lvl2/t1

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
3/19/2009 02:44:10 PM	KINGS1	KINGS1	Scheduled Follow-up		Done	3/25/2009 11:58:58 AM	
Contact Last Name		Contact Firs	t Name	Account		BAC Code	Diagnosis/appointment?
							Remind of recall
Comments							
03/25/09 12-2 pm EST							
sheila king/cac/stj/lvl2/t1							

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Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
3/19/2009 02:39:27 PM	KINGS1	KINGS1	Ownership Changed		Done	3/19/2009 02:39:28 PM	Service Request Ownership has
Contact Last Name		Contact Firs	t Name	Account		BAC Code	changed FROM: BONAVENE TO:
							KINGS1
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
3/19/2009 02:22:31 PM	KINGS1	KINGS1	Inbound Call Customer	Complex Request	Done	3/19/2009 02:51:45 PM	Steering concern
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
Comments							
Cust sts: I took my car in	nto Firestone ar	nd they gave me	a diagnosis. They said ther	re is a bulletin about the pov	ver steering. It will	cost me	

Cust sts: I took my car into Firestone and they gave me a diagnosis. They said there is a bulletin about the power steering. It will cost me \$150 for the diagnosis at the GM dealership, plus another over \$800 for the repair. I can't afford that.

Cust sks: Cost assistance

CRS advs: We have to have a formal diagnosis from a properly trained tech. Considering the low mileage of the vehicle, cost assistance would definitely be considered providing the issue was not customer caused/preventable.

set call back time/date

sheila king/cac/stj/lvl2/t1

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
3/19/2009 02:22:28 PM	KINGS1	BONAVENE	SR Opened		Done	3/19/2009 02:22:28 PM	SR in Status of Closed has been Re-
Contact Last Name Contact First Name		Account	BAC Code		Opened by KINGS1		
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
3/9/2009 05:49:17 PM	BONAVENE	BONAVENE	SR Closed - Satisfied		Done	3/9/2009 05:49:17 PM	Service Request has been Closed
Contact Last Name Contact First Nam		t Name	Account		BAC Code	Satisfied.	
Comments							

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Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
3/9/2009 05:26:47 PM	BONAVENE	BONAVENE	Inbound Call Customer	Complex Request	Done	3/9/2009 05:48:32 PM	complaint veh
Contact Last Name		Contact Firs	t Name	Account		BAC Code	

Comments

cust sts:

_power steering went out

_can't afford a formal diagnosis

cust sks:

RFI recall

crs advised:

- -we strongly recommend that you visit your dlr for diagnosis
- -once you have a formal diagnosis, then we can look into giving you assistance
- -the dlr and GM will work together to see what is the best possible resolution to your concern
- -we are unable to assure you of assistance but i assure you that we will review your case

Don Davis Tier1/CAC/Mla/Lvl 1 Emp

UCC Codes

UCC Code	UCC Symptom	UCC Description
M04	Leaks	Steering - Power Steering Hose

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RCMPR010

VEHICLE DELIVERY/INCENTIVE HISTORY

PROCESSING SOURCE: CHEVROLET 14:21:17 PAGE:

VIN: 1G1AK55F2 67

SELLG SCE: 13 MDL YR: 06 ORD NO: KBTX73

08/11/07

ODATE: 04/18/06 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 06051

DDATE: 06/30/06 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

SANTA ROSA

DLVY DOE: 06/30/06 ORDER BY:

CANC:

CANC DOE:

TRADE: 06/30/06 DLVY TO: TRD DOE: 06/30/06

SRVC OUT: CANC SRVC IN: BFSO CUST:

PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

DATE AMOUNT MTHD DLR SHR 07/04/06 32.40 OA 0.00 CODE PAY SS/SITE INV/INC NO STAT FFC 01 13 06051 00030532717 07/04/06 O.00 9

PROCESS TYPE: 001 CHECK NO: SSN:

DATA SCE: DLVY INC MEMO NO: 00030532717 AUTH PUR CD: MISC DATE: MISC:

POLICY PYMT CMNT: ACTV TYPE: 6

CODE PAY SS/SITE INV/INC NO DATE AMOUNT MTHD DLR SHR STAT XMF 01 13 06051 862301 07/27/06 3,015.97 OP 0.00 9 STAT

PROCESS TYPE: 004 CHECK NO: SSN:

DATA SCE: GMAC INC MEMO NO: 862301 AUTH PUR CD:

MISC DATE: 06/30/06 MISC: 0000077496HAA0

POLICY PYMT CMNT: ACTV TYPE: 6 To: sharron.a.zoyhofski@gm.com @ SITELCWEB

cc: miklos.gonzalez@gm.com

Subject: Re: Small Claims Hearing

Sharron, I checked with Paula Maggard and she showed me a email she had sent to you and to Mick Gonzalez advising we had a small claims case.



Copy of July email from Paula.TIF

Anyway, to answer your question, the customer purchased the vehicle new on 06/30/06. He had the standard warranty of 3/36 which expired on 06/30/09 or when he hit 36,110 miles. Per GMVIS the customer doesn't have a GMPP extended contract. Customer had no warranty repairs made dring the warranty period. I have contacted the dealership location which is now a Platinum Chevrolet & a Saturn dealer, to verify if the customer had any maintenance at the dealership. I received a call back from the dealer who stated the customer had no maintenance at his dealership and the only visit was for the power steering pump. The power steering pump was working at the time, no repairs made, but the dealer noted that the lock cylinder on the column had been damaged (hammered) and was only charged \$120.00 for the diagnosis. The customer apparently had advised the damage to the lock cylinder and column were due to attempted theft of the vehicle. At the time of his filing this small claim case the customer had **over 47,000** miles on this vehicle. The customer alleges he was told that the power steering failure was a known issue and cited the TSB 07-02-32-007A. After reading the repair order information and reviewing the bulletin it appears the tech may have misread and noted incorrect information on his repair order history.

" INSPECTED POWER STEERING IS WORKING AT THIS TIME NOTICE LOCK
CYLINDER HAS BEEN HANMERED ON UNKOWN WHY STILL WORKING IGNTION SWICTH
MAY HAVE DAMAGE DUE TO HAMMERING LOCK CYLINDER FOUND BULLETIN
07-02-32-007 FOR THIS CODE MAY BE INTERNAL MOTOR FAILURE AND RECOMEND
REPAIR IS TO REPLACE THE STEERING COLSUMN DUE TO INTERMINT ISSUE
RECOMEND ELIMATING CLOUMN THEN RETEST ALOS RECOMEND REPLACEING LOCK
CLYNDER AND IGNTION SWICTH DUE TO TAMPERING"

Per the TSB it states:

No DTCs Review Corporate Bulletin Number **05-02-32-002D** to assure you do not have a blown 60 amp steering fuse. The fuse can be blown during improper jump starting of the vehicle on the HHR and ION. Check for this particularly for tow in conditions. DO NOT replace the steering column unless an internal short has been identified in the column that is causing fuse to blow.

Power Steering Warning Message on DIC with DTCs C0176 and C0476 This condition is often the result of excessive lock-to-lock turns of the steering wheel, causing the thermal protection in the power steering control module (PSCM) to take the steering motor temporarily off line. This is a normal operating characteristic of the system. DO NOT replace the steering column for this condition. Refer to Corporate Bulletin Number **06-02-32-002C** for additional information.

Please note the discrepancy between the technicians notes and the actual bulletin.

The customer contends that he had a power steering failure, however the dealer states the power steering was operating. He contends that we "failed to repair a premature component failure that is a known problem" Customer is seeking a judgement of \$7,500, a break down is: Fees \$16.00,

Diagnosis \$120.00, repairs \$1, 084.95 and \$6,300.00 for punitive damage. There is no record of a repair at a General Motors dealer nor has customer provided a receipt for said repair.

Please let me know if there is any additional questions.

Dianna Barber (aka Levetta Sheppard) Business Resource Center Aditva Birla Minacs Phone: 866-790-5700 ext. 21116

Fax: 866.554-4011

levetta sheppard@gmexpert.com

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sharron.a.zoyhofski@gm.com on 09/03/2009 10:31:10 AM



sharron.a.zoyhofski@gm.com on 09/03/2009 10:31:10 AM

To: levetta_sheppard@gmexpert.com CC: miklos.gonzalez@gm.com

Subject: Re: Small Claims Hearing

Levetta,

This is the first I am hearing about this.

I had no idea of the Small Claims hearing, let alone that it is next Thursday at 4:30 p.m..

Any comments from Legal in regard to what the customer has listed as his demands?

Thanks for providing some additional information.

Sharron Zoyhofski District Service Manager Northern California Zone 1512 SPO N. San Francisco Area 1212 510-295-8589 cell 925-600-8231 fax 800-248-5507 mailbox 58647 Voice Mail

levetta_sheppard@gmexpert.com

09/03/2009 06:11 AM



Good Morning Sharron, just a friendly reminder the hearing is still set for at Sonoma County, Santa Rosa Superior Court for September 10, 2009 at 4:30 pm. I am attaching to documents for the file. I checked with Paula Maggard and she had not sent you the copies of the customer letter, repair order or a copy of the TSB bulletin the customer references. Please let me know if you have any questions.

Dianna Barber (aka Levetta Sheppard) Business Resource Center Aditya Birla Minacs Phone: 866-790-5700 ext. 21116

Fax: 866.554-4011

levetta sheppard@gmexpert.com

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computer. 07-02-32-007B.TIF BARS incentive.pdf BARS Invoice.pdf CAC file.pdf Carruci CT Notice.TIF

Customer letter and repair order.TIF GMVIS.TIF Summons.pdf

To: CC:

sharron.a.zoyhofski@gm.com

Subject: Small Claims Hearing

Good Morning Sharron, just a friendly reminder the hearing is still set for I County, Santa Rosa Superior Court for September 10, 2009 at 4:30 pm. I am attaching to documents for the file. I checked with Paula Maggard and she had not sent you the copies of the customer letter, repair order or a copy of the TSB bulletin the customer references. Please let me know if you have any questions.













07-02-32-007B.TIF BARS incentive.pdf BARS Invoice.pdf CAC file.pdf Carruci CT Notice.TIF Customer letter and repair order.TIF





GMVIS.TIF Summons.pdf

Dianna Barber (aka Levetta Sheppard)

Business Resource Center

Aditya Birla Minacs

Phone: 866-790-5700 ext. 21116

Fax: 866.554-4011

levetta sheppard@gmexpert.com

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GM Vehicle Inquiry SystemSummary

<u>Home</u> - <u>Summary</u> - <u>Claim History</u> - <u>Vehicle Build</u> - <u>Vehicle Component</u> - <u>Delivery Information</u> - <u>Dealer Information</u> - <u>Service Contract</u> - <u>Warranty Block</u> - <u>Branded Title</u>

Help

VIN:	1G1AK55F267	

VEHICLE INFORMATION

Merchandising Model:		1AK69 -2006 COBALT 4-DOOR LS SEDAN			Warranty Start Date :			06/30/2006	
BARS Order Type:	70	- RETAIL - STOCK			-				
Delivering Dealer:	250	NTA ROSA CHEVROLI DI MARTIN RD	ЕТ		Selling Sou	rce :		13 - CHEVI	ROLET
		IRFIELD , CA 94534 7) 544-1414			Site Code :			06051	
					Business A Code :	ssocia	te	166312	
Service Contract :	No	Branded Title:	No	Warran	ty Block :	No	PDI St	tatus :	Paid

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
YT	<u>07132</u>	SERVICE UPDATE-INV/CUST-OBD SYS IMPROVE-REPROG PCM-EXP W/8YR/80K MILE ECM WARR	06/27/2007	Open

SERVICE INFORMATIONAL ITEMS

Ту	pe	Number	Description	Posted Date	Status
I	ei	<u>09110</u>	SIR/AIRBAG LIGHT ILLUMINATED, DTC B0081 SET(REF. TSB 09-09-41-003)	05/05/2009	See Bulletin

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 LIMITED WARRANTY	06/30/2006	110 miles	06/30/2009	36110 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	06/30/2006	110 miles	06/30/2012	100110 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	06/30/2006	110 miles	06/30/2014	80110 miles
36/50000 CALIFORNIA EMISSIONS	06/30/2006	110 miles	06/30/2009	50110 miles

96/100000 CALIFORNIA SELECT COMPONENT	06/30/2006	110 miles	06/30/2014	100110 miles
60/60000 POWERTRAIN - U.S. LIMITED WARRANTY	06/30/2006	110 miles	06/30/2011	60110 miles

CLAIM HISTORY

R.O Date	R.O Number	Туре	Labor Operation	Odometer Reading
05/11/2006	A62301	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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GM Vehicle Inquiry System Claim History

<u>Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title</u>

Help

VIN:	G1AK55F267

CLAIM HISTORY

Repair Or	der Date	: 05/	11/2006	Repair Order Number :	A62301	Odometer Readin		ng :	0 miles		
Serviced By:	BILL NELSON CHEVROLET- OLDSMOBILE 3233 AUTO PLAZA-HILLTOP RICHMOND, CA 94806-1994 (510) 222-2070			Selling Source :			13 - CHEVROLET				
By:				Site Code:			06451				
				Business Associate Code:			112113				
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Par	t	Auth Code		rson ode	Line Total	Comments

CHECK HISTORY

Vehicle Has No Associated Check History.

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GM Vehicle Inquiry System Vehicle Build

<u>Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title</u>

Help

VIN	1G1AK55F267

VEHICLE BUILD

Merchandising Model:	1AK69 -2006 COBALT 4-DOOR LS SEDAN				
Gross Vehicle Weight Rating:	1705 kg (3760 lb)	Order Number :	KBTX73		
Build Date :	05/11/2006	Build Plant :	167A		

GMVIS is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please refer to the original vehicle invoice or window sticker.

OPTION CODES

AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAGS	AR9 - DELUXE FRONT BUCKET SEAT
C67 - ELECT. FRONT AIR CONDITIONER	DC8 - MIRROR, O/S MANUAL FLDG, BLK
FE1 - SUSPENSION SYSTEM-SOFT RIDE	FY1 - TRANS/AXLE 3.63 RATIO
IPB - INTERIOR TRIM DESIGN	J41 - POWER DISC FRONT BRAKES
K64 - 115 AMP GENERATOR	LOD - ASSEMBLY PLANT - LORDSTOWN,OHIO
L61 - 2.2L DOHC 4 CYL ENGINE	MN5 - 4 SPEED AUTO TRANSMISSION
MX0 - 4-SPD. AUTO. TRANS. W/OVERDRIVE	NU3 - EMISSIONS SYSTEM CALIFORNIA, SULEV
N46 - 4 SPOKE STEERING WHEEL	PG1 - 15" STEEL WHEEL
QTU - P195/60R15 TOURING BW TIRES	R6P - PREMIUM PAINT
R8K - ************	SLM - STOCK ORDERS
UN0 - AM/FM STEREO W/CD & RDS	UQ4 - BASE SPEAKER SYSTEM
VK3 - FRONT LICENSE PLATE MOUNT	V73 - STATEMENT OF VEHICLE CERT U.S. /CANADA
YF5 - CALIFORNIA EMISSIONS	1LS - 1LS BASE PACKAGE
1SZ - OPTION PACKAGE DISCOUNT	14B - GRAY
14I - GRAY	46U - BLUE GRANITE METALLIC
6AR - FRONT SPRING	7AR - FRONT SPRING
8AA - REAR SPRING	9AA - REAR SPRING

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Service of Process Transmittal

07/22/2009

CT Log Number 515177561



TO: Motors Liquidation Compan Service of Process

AlixPartners, LLP

2100 McKinney Avenue, Suite 800 Dallas, TX 75201

RF: **Process Served in California**

FOR: General Motors Corporation (Former Name) (Domestic State: DE)

Motors Liquidation Company (True Name)

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

TITLE OF ACTION: Pltf. vs. General Motors Corp., Dft.

Name aiscrepancy noted.

DOCUMENT(S) SERVED: Claim and Order

COURT/AGENCY: Sonoma County, Santa Rosa, Superior Court, CA

Case # MSC176686

NATURE OF ACTION: Defendant refuses to repair a premature component failure that is a known problem

- Seeking - \$7500.00

C T Corporation System, Walnut Creek, CA ON WHOM PROCESS WAS SERVED:

DATE AND HOUR OF SERVICE: By Certified Mail on 07/22/2009 postmarked on 07/20/2009

APPEARANCE OR ANSWER DUE: 9/10/09 at 4:30 p.m.

ATTORNEY(S) / SENDER(S):

SOP Papers with Transmittal, via Fed Ex Standard Overnight, 792800454676 **ACTION ITEMS:**

Email Notification, Motors Liquidation Compan Service of Process

CTCorporation@MotorsLiquidation.com

SIGNED: C T Corporation System

PER: Nancy Flores

ADDRESS: 818 West Seventh Street Los Angeles, CA 90017

TELEPHONE: 213-337-4615

SC-100

Plaintiff's Claim and ORDER to Go to Small Claims Court

Notice to the person being sued:

- You are the Defendant if your name is listed in ② on page 2 of this form. The person suing you is the Plaintiff, listed in ③ on page 2.
- You and the Plaintiff must go to court on the trial date listed below. If you
 do not go to court, you may lose the case.
- If you lose, the court can order that your wages, money, or property be taken to pay this claim.
- · Bring witnesses, receipts, and any evidence you need to prove your case.
- Read this form and all pages attached to understand the claim against you and to protect your rights.

Aviso al Demandado:

- Usted es el Demandado si su nombre figura en 2 de la página 2 de este formulario. La persona que lo demanda es el Demandante, la que figura en 1 de la página 2.
- Usted y el Demandante tienen que presentarse en la corte en la fecha del juicio indicada a continuación. Si no se presenta, puede perder el caso.
- Si pierde el caso la corte podría ordenar que le quiten de su sueldo, dinero u otros bienes para pagar este reclamo.
- Lleve testigos, recibos y cualquier otra prueba que necesite para probar su caso.
- . Lea este formulario y todas las páginas adjuntas para entender la demanda en su contra y para proteger sus derechos.

Clerk stamps date here when form is filed.

ENDORSED FILED

JUL 17 2009

SUPERIOR COURT OF CALIFORNIA COUNTY OF SONOMA

Fill in court name and street address:

Superior Court of California, County of

SONOMA COUNTY SUPERIOR COURT CIVIL DIVISION 600 ADMINISTRATION DR RM 107-J SANTA ROSA CA 95403

Clerk fills in case number and case name.

Case Number:

176686

Case Name: C a

abornamo. Cancel V

General motors

Order to Go to Court

The people in 1 and 2 must go to court: (Clerk fills out section below.)

Trial Date Time Department of the Date 1. SEP 10 2009 4:30	Name and address of court if different from above COO Administration Drive Santa Rosa, CA 95403
DENISE L. GORDON	
Date: JUL 1 7 2009 Clerk, by	

Instructions for the person suing:

- You are the Plaintiff. The person you are suing is the Defendant.
- Before you fill out this form, read Form SC-150, Information for the Plaintiff (Small Claims), to know your rights. Get SC-150 at any courthouse or county law library, or go to: www.courtinfo.ca.gov/forms
- Fill out pages 2 and 3 of this form. Then make copies of all pages of this form. (Make 1 copy for each party named in this case and an extra copy for yourself.) Take or mail the original and these copies to the court clerk's office and pay the filing fee. The clerk will write the date of your trial in the box above.
- You must have someone at least 18—not you or anyone else listed in this case—give each Defendant a court-stamped copy of all 5 pages of this form and any pages this form tells you to attach. There are special rules for "serving," or delivering, this form to public entities, associations, and some businesses. See Forms SC-104, SC-104B, and SC-104C.
- · Go to court on your trial date listed above. Bring witnesses, receipts, and any evidence you need to prove your case.

	Case No	ımber:	
intiff (list names):			
The Plaintiff (the person, business, or publ Name:	ic entity that is sulng) i	s: Phone: (
Street address:	SAIVTA H	State	
Mailing address (if different): Street	City	State	Zip
If more than one Plaintiff, list next Plaintiff	here:	Phone: (
Street address:	City	State	Zip
Mailing address (if different): Street Check here if more than 2 Plaintiffs and attach Form	City	State	Zip
Check here if either Plaintiff listed above is doing by		e. If so, attach F	Form SC-103.
The Defendant (the person, business, or pur Name: GENERAL MOTORS Street address: PO BOX 33170 Street Mailing address (if different): C. T. CORPO Street	CORP. DETBOIT City BATION SYSTE	Phone: (Mi. 14. State	8232-51
AGENT 818 WEST 5 If more than one Defendant, list next Defendant		Phone: (900 17
Street address:			
Street Mailing address (if different):	City	State	Zip
Street Check here if more than 2 Defendants and attach For	City	State	Zip,
☐ Check here if any Defendant is on active military dut		here:	
a. Why does the Defendant owe the Plaintiff money? A why does the Defendant owe the Plaintiff money? Bremature component of the Component of	failure Eller Fall 2008 Thron		nown nues writiveda
Check here if you need more space. Attach one sheet the top.	of paper or Form MC-031 an	d write "SC-10	0, Item 3" at
<i>ιπε τυμ.</i>			

Plair	ntiff (list names):	Case Number:
4		one) to pay you before you
5	(2) Where the Plaintiff's property was damaged. signed, performance (3) Where the Plaintiff was injured. where the De	s, services, or loans. (Code Civ.
	a retail installment contract (like a credit card). (Civil Code, § 1812.1 d. Where the buyer signed the contract, lives now, or lived when the co is permanently garaged, if this claim is about a vehicle finance sale. (e. Other (specify):	10.) ntract was made, or where the vehicle
9)	Is your claim about an attorney-client fee dispute? If yes, and if you have had arbitration, fill out Form SC-101, attach it to this Are you suing a public entity? Yes No If yes, you must file a written claim with the entity first: A claim was file If the public entity denies your claim or does not answer within the time allow Have you filed more than 12 other small claims within the la Yes No If yes, the filing fee for this case will be higher.	No form, and check here: d on (date): ved by law, you can file this form.
10)	I understand that by filing a claim in small claims court, I have not like the not filed, and understand that I cannot file, more than two small claims California during this calendar year. I declare, under penalty of perjury under California State law, that the inform this form is true and correct. Date:	cases for more than \$2,500 in
1011	Requests for Accommodations Assistive listening systems, computer-assisted, real-time caption	



Assistive listening systems, computer-assisted, real-time captioning, or sign language interpreter services are available if you ask at least 5 days before the trial. Contact the clerk's office for Form MC-410, Request for Accommodations by Persons With Disabilities and Response. (Civil Code, § 54.8.)

SC-100

Information for the Defendant (the person being sued)

"Small claims court" is a special court where claims for \$5,000 or less are decided. A "natural person" (not a business or public entity) may claim up to \$7,500, including a sole proprietor. The process is quick and cheap. The rules are simple and informal.

You are the Defendant—the person being sued. The person who is suing you is the Plaintiff.

Do I need a lawyer?

You may talk to a lawyer before or after the case. But you may not have a lawyer represent you in court (unless this is an appeal from a small claims case).

How do I get ready for court?

You don't have to file any papers before your trial, unless you think this is the wrong court for your case. But bring to your trial any witnesses, receipts, and evidence that supports your case. And read "Get Ready for Court" at: www.courtinfo.ca.gov/selfhelp/smallclaims/getready.htm

What if I need an accommodation?

If you have a disability or are hearing impaired, fill out Form MC-410, Request for Accommodations. Give the form to your court clerk or the ADA/Access Coordinator.

What if I don't speak English well?

Bring an adult who is not a witness to interpret for you, or ask the court clerk for an interpreter at least five days before your court date. A court-provided interpreter may not be available or there may be a fee for using a court interpreter unless you qualify for a fee waiver. You may ask the court for a list of interpreters and also the Application for Waiver of Court Fees and Costs (form FW-001).

Where can I get the court forms I need?

Go to any courthouse or your county law library, or print forms at: www.courtinfo.ca.gov/forms

What happens at the trial?

The judge will listen to both sides. The judge may make a decision at your trial or mail the decision to you later.

What if I lose the case?

If you lose, you can appeal. You'll have to pay a fee. (Plaintiffs cannot appeal their own claims.)

- If you were at the trial, file Form SC-140, Notice of Appeal. You must file within 30 days after the judge's decision.
- If you were not at the trial, fill out and file Form SC-135, Notice of Motion to Vacate Judgment and Declaration, to ask the judge to cancel the judgment (decision). If the judge does not give you a new trial, you have 10 days to appeal the decision. File Form SC-140.

For more information on appeals, see: www.courtinfo.ca.gov/selfhelp/smallclaims/appeal.htm

Do I have options?

Yes. If you are being sued, you can:

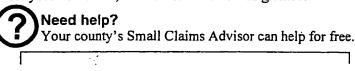
- Settle your case before the trial. If you and the Plaintiff agree on how to settle the case, both of you must notify the court. Ask the Small Claims Advisor for help.
- Prove this is the wrong court. Send a letter to the court before your trial, explaining why you think this is the wrong court. Ask the court to dismiss the claim. You must serve (give) a copy of your letter (by mail or in person) to all parties. (Your letter to the court must say you have done this.)
- witnesses, receipts, and any evidence you need to prove your case. To make sure the witnesses go to the trial, fill out Form SC-107, and the clerk will subpoena (order) them to go.
- Sue the person who is suing you. File Form SC-120, Defendant's Claim. There are strict filing deadlines you must follow.
- Agree with the Plaintiff's claim and pay the money. Or, if you can't pay the money now, go to your trial and say you want to make payments.
- Let the case "default." If you don't settle and do not go to the trial (default), the judge may give the Plaintiff what he or she is asking for plus court costs. If this happens, the Plaintiff can legally take your money, wages, and property to pay the judgment.

What if I need more time?

You can change the trial date if:

- You cannot go to court on the scheduled date (you will have to pay a fee to postpone the trial) or
- You did not get served (receive this order to go to court) at least 15 days before the trial (or 20 days if you live outside the county) or
- You need more time to get an interpreter. One
 postponement is allowed, and you will not have to pay
 a fee to delay the trial.

Ask the Small Claims Clerk about the rules and fees for postponing a trial. Or fill out Form SC-110 (or write a letter) and mail it to the court *and* to all other people listed on your court papers before the deadline. Enclose a check for your court fees, unless a fee waiver was granted.



Or go to "County-Specific Court Information" at: www.courtinfo.ca.gov/selfhelp/smallclaims

Información para el demandado (la persona demandada)

La "Corte de reclamos menores" es una corte especial donde se deciden casos por \$5,000 ó menos. Una "persona natura!" (que no sea un negocio ni una entidad pública) puede reclamar hasta \$7,500. El proceso es rápido y barato. Las reglas son sencillas e informales.

Usted es el Demandado — la persona que se está demandando. La persona que lo está demandando es el Demandante.

¿Necesito un abogado?

Puede hablar con un abogado antes o después del caso. Pero no puede tener a un abogado que lo represente ante la corte (a menos que se trate de una apelación de un caso de reclamos menores).

¿Cómo me preparo para ir a la corte?

No tiene que presentar ningunos papeles antes del juicio, a menos que piense que ésta es la corte equivocada para su caso. Pero lleve al juicio cualquier testigos, recibos, y cualquier pruebas que apoyan su caso. Y lea "Prepárese para la corte" en: www.courtinfo.ca.gov/selfhelp/espanol/reclamosmenores/prepararse.htm

¿Qué hago si necesito una adaptación?

Si tiene una discapacidad o tiene impedimentos de audición, llene el formulario MC-410, Request for Accomodations. Entregue el formulario al secretario de la corte o al Coordinador de Acceso/ADA de su corte.

¿Qué pasa si no hablo inglés bien?

Traiga a un adulto que no sea testigo para que le sirva de intérprete. O pida al secretario de la corte que le asigne uno. Si quiere que la corte le asigne un intérprete, lo tiene que pedir como minimo menos cinco dias antes de la fecha en que tenga que ir a la corte. Es posible que no haya disponible un intérprete proporcionado por la corte o que tenga que pagar una cuota por emplear un intérprete de la corte, a menos que tenga una exención de cuotas. Puede pedir a la corte una lista de intérpretes y la Solicitud de exención de cuotas y costos de la corte (formulario FW-001).

¿Dónde puedo obtener los formularios de la corte que necesito?

Vaya a cualquier edificio de la corte, la biblioteca legal de su condado o imprima los formularios en: www.courtinfo.ca.gov/forms

¿Qué pasa en el juicio?

El juez escuchará a ambas partes. El juez puede tomar su decisión durante la audiencia o enviársela por correo después.

¿Qué pasa si pierdo el caso?

Si pierde, puede apelar. Tendrá que pagar una cuota. (El Demandante no puede apelar su propio reclamo.)

- Si estuvo presente en el juicio, llene el formulario SC-140, Aviso de apelación. Tiene que presentarlo dentro de 30 días depués de la decisión del juez.
- Si no estuvo en el juicio, llene y presente el formulario SC-135, Aviso de petición para anular el fallo y Declaración para pedirle al juez que anule el fallo (decisión). Si la corte no le otorga un nuevo juicio, tiene 10 días para apelar la decisión. Presente el formulario SC-140.

Para obtener más información sobre las apelaciones, vea: www.courtinfo.ca.gov/selfhelp/espanol/reclamosmenores/ apelar.htm

¿Tengo otras opciones?

Sí. Si lo están demandando, puede:

- Resolver su caso antes del juicio. Si usted y el Demandante se ponen de acuerdo en resolver el caso, ambos tienen que notificar a la corte. Pídale al Asesor de Reclamos Menores que lo ayude.
- Probar que es la corte equivocada. Envie una carta a la corte antes del juicio explicando por qué cree que es la corte equivocada. Pídale a la corte que despida el reclamo. Tiene que entregar (dar) una copia de su carta (por correo o en persona) a todas las partes. (Su carta a la corte tiene que decir que hizo la entrega.)
- Ir al juicio y tratar de ganar el caso. Lleve testigos, recibos y cualquier prueba que necesite para probar su caso. Para asegurarse que los testigos vayan al juicio, llene el formulario SC-107, y el secretario emitirá una orden de comparecencia ordenándoles que se presenten.
- Demandar a la persona que lo demandó. Presente el formulario SC-120, Reclamo del demandado. Hay fechas límite estrictas que debe seguir.
- Aceptar el reclamo del Demandante y pagar el dinero. O, si no puede pagar en ese momento, vaya al juicio y diga que quiere hacer los pagos.
- No ir al juicio y aceptar el fallo por falta de comparecencia. Si no llega a un acuerdo con el Demandante y no va al juicio (fallo por falta de comparecencia), el juez le puede otorgar al Demandante lo que está reclamando más los costos de la corte. En ese caso, el Demandante legalmente puede tomar su dinero, su sueldo o sus bienes para cobrar el fallo.

¿Qué hago si necesito más tiempo?

Puede cambiar la fecha del juicio si:

- No puede ir a la corte en la fecha programada (tendrá que pagar una cuota para aplazar el juicio) o
- No le entregaron los documentos legalmente (no recibió la orden para ir a la corte) por lo menos 15 días antes del juicio (ó 20 días si vive fuera del condado) o
- Necesita más tiempo para conseguir intérprete. (Se permite un solo aplazamiento sin tener que pagar cuota para aplazar el juicio).

Pregúntele al secretario de reclamos menores sobre las reglas y las cuotas para aplazar un juicio. O llene el formulario SC-110 (o escriba una carta) y envíelo antes del plazo a la corte y a todas las otras personas que figuran en sus papeles de la corte. Adjunte un cheque para pagar los costos de la corte, a menos que le hayan dado una exención.

?	¿Necesita ayuda? El Asesor de Reclamos Menores de su condado le puede ayudar sin cargo.
<u> </u>	
O vea '	'Información por condado" en:

O vea "Información por condado" en: www.courtinfo.ca.gov/selfhelp/espanol/reclamosmenores

491173 SUPERIOR COURT OF CALIFORNIA COUNTY OF SONOMA HALL OF JUSTICE

600 ADMINISTRATION DRIVE SANTA ROSA, CALIFORNIA 95403-2878

Return Service Requested



CT corporation system GIY W. Seventh ST LOS Angeles, CA 90017 MSC- 176686

BIRMINGHAM AL 350 Goodwater Al DODGEN BIL 03-17-09A08:37 REVI

General Motors Corporation PO BOX 33170

Detroit, Mi. 48232-5170

<u> 3-11-09</u> To Whom if Concerns I am writing this letter in regards to a problem I had with my 2006 Chevy. Cobalt. My lower steering
unit went out on my Car. It
happened while I was driving. I stopped to buy power Steering fluid but I discovered that it was electionic. I had to pay \$800.00 to replace the Unit because it was n't under warranty any more. What if a Elderly person had been driving he or she would probably have wrecked. I feel that this should have been covered under warranty as a tactor defect and I think I Should get my money back or af least, half of it if Not All of it. Please respond to this matter my Pone Number

PS. Enclosed is a copy of the envoice for



SERRA CHEVROLET-HONDA

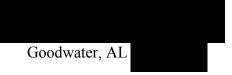
40941 U.S. Hwy. 280

SYLACAUGA, ALABAMA 35150

256-245-5000 1-800-323-0138



114379	SUZY	102	211 TAG NO.	"03710/09	™℃VCS119675
	LABOR RATE	LICENSE NO.	MILEAGE 82,049	COLOR	°C32565
	YEAR / MAKE / MODEL 06/CHEVRO	l LET/COBALT/4D	1	10/28/05	DELIVERY MILES 32
GOODWATER, AL		5 5 F 8 6 7		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.). NO.	⁶ 037509/09	REPRINT#
	COMMENTS				
SUR & PARTS: 1 03CVZZCS (SUSP) CUST. STATES: CUSTOMER STATES TO REPLACE ELE QOUTE OF \$812.21 PREVIOUSLY DIAG. ON RO 119514 STEERING UNIT FAILURE REMOVED AND REPLACED ELECTRIC CLEARED CODES AND TEST DROVE.	CTRIC POWER STEERY AND ELECTRIC POWER POWER STEERING UNI		200.00	Customer and Dealersh disputes or claims arisi purchase and/or these accordance with the cor can Arbitration Associat award rendered by the any court having jurisdice	N AGREEMENT hip agree that any end a ing from or relating to th repairs shall be settled immercial rules of the Amer ion and judgment upon th arbitrator may be entered tion thereof. Customer ar the parts involved in th
RTSQTYFP-NUMBERDE B # 1 1 19200751 1	SCRIPTION	UNIT P 5 JOB # 1 TOTAL P	63.27 563.2	purchase and/or these a commerce. Customer a arbitration, proceedings	repairs traveled in intersta and Dealership agree th s shall be conducted
	JOB #	1 TOTAL LABOR & P	ARTS 763.2	7	
2+00CVZLOF LUBE-DIL-FILTER CUSTOMER STATES: CHANGE OIL AF ROUTINE MAINTENANCE. CHANGED OIL AND FILTER.	ND FILTER.	S):112878	8.3		
RTSQTYFP-NUMBER	ILTER 1.836	JOB # 2 TOTAL P	7.48 7.49 PARTS 7.49	8	•
		2 TOTAL LABOR & F	PARTS 15.8	5	
O.G. & SUPPLIESB # 2 5.0 GM OIL	@ 2.700 /l	TOTAL - G	13.5 60G 13.5		
TALS				•	
**************************************		*		100	$\mathcal{J} \boxtimes \mathcal{M}$
ISTOMER SATISFACTION IS OUR #1 GOAL. YOU		TOTAL LABOR	R 208.3		
ISTORIER SAME THE MANUFACTURER ASKING ABOUT IN THE WANUFACTURER ASKING ABOUT ITS IS OUR REPORT CARD AND IF FOR ANY REALISMER "COMPLETELY SATISFIED" PLEASE FEEL IR SERVICE MANAGER, SCOTT HOLLIS. E VALUE YOUR BUSINESS.	OUR SERVICE. SON YOU CAN NOT	TOTAL PARTS TOTAL SUBLE TOTAL G.O.C TOTAL MISC TOTAL MISC TOTAL TAX.	S 570.7 ET 0.0 G 13.5 CHG. 0.0 DISC 0.0	50000	
ASH () CK# () CARD () OTH ()	TOTAL INVO	DICE \$ 838.2	B D MAI	No Do
CUSTOMER SIGNATURE				By	
		,			



Service Request Number: 71-710073059

Dear

We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

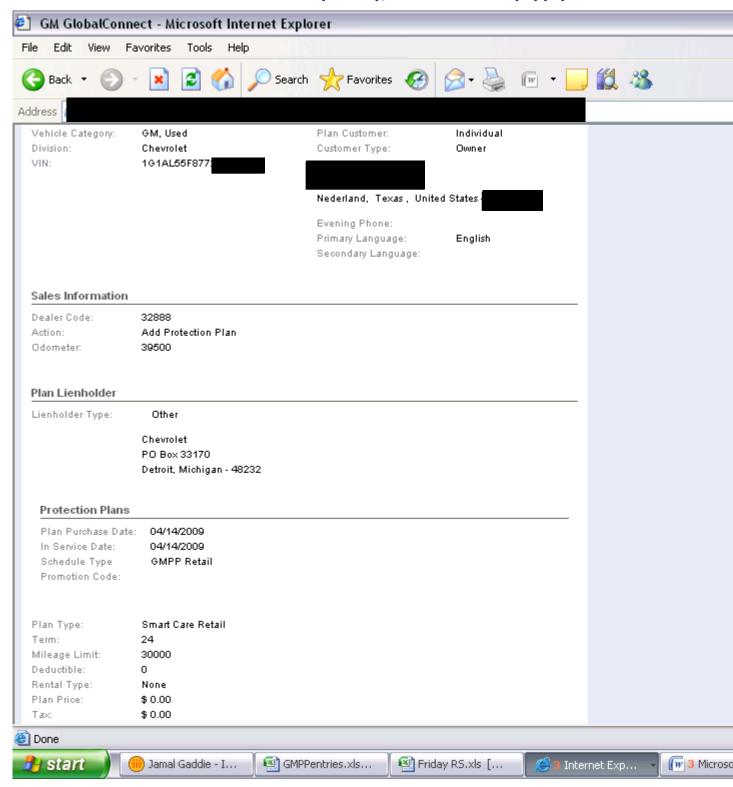
If your situation has been resolved to your satisfaction, no further action is necessary, If it has not, we invite you call us at 1-800-222-1020. Please refer to the service request number listed above when you reach our representative.

Total customer satisfaction is important to us at Chevrolet. If we can be of any assistance, 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

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







Dear

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP) for the Smart Care plan on your 2007 Chevrolet Cobalt, Vehicle Identification Number 1G1AL55F877

The processing time will take approximately eight weeks.

You will be notified by GMPP once the plan has been processed and you will receive complete details on your plan's coverage at that time. This letter will serve as your policy until you receive your plan confirmation. Should you require service prior to receiving your plan confirmation from GMPP, simply bring this letter to your local Chevrolet Dealership. Your complete satisfaction is very important to us at Chevrolet. We hope the issuance of this GMPP demonstrates our appreciation of you as a valued customer.

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 Service Request: 71-711324454

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

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

SECTION 1: CUSTOMER INFORMATION

BBB AUTO LINE Customer Claim Form

Case number: CHV0935494-1R

Contact Date: 08/03/09 Start Date: 08/03/09

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

Titled owner:			
Mailing address:			
City: El Paso		State: TX	Zip code:
Day phone:	Evening phone:		Cell phone:
Fax:	E-mail address:		
SECTION 2: VEHICLE INFORMA	TION		
Make: Chevrolet	Model: Cobalt	Year: 2008	Current mileage: 30000
Name(s) that appears on the vehicle	title:		
Selling dealer/city/state: Mission C	Chevrolet, LTD, , TX		
Primary Servicing dealer/city/state	MISSION CHEVROLET	ſ, LTD.,	
Acquired as new used d	demo 🗌 leased — Is th	ne vehicle in your p	possession? 🛛 yes 🗌 no
Purchase/lease date: 05/05/08	Mile	age at purchase/le	ease: 12500
First repair attempt date: 06/05/08 How often is the vehicle used for business purposes (percentage):	Number of v	repair attempt mi rehicles owned r the business:	ileage: 1000 Transmission type: 凶 Automatic
Has the vehicle been in an accident/h	nad body damage? 🔲 yes	; 🗵 no	Date of accident:
Description of damage:			
SECTION 3: DESIRED OUTCOM	E (Describe what you	want done to r	esolve vour concern)
The customer would like the mai refund their money. Chevrolet			d
Please complete the missing in	nformation in the box	below and on p	page 2.
VEHICLE INDENTIFICATION	NUMBER 1G1AL58F08	7:	
Lienholder/Leasing Company	/	Pho	one Number
Account Number			

Case Number: CHV0935494-1 **SECTION 4: VEHICLE PROBLEMS (List primary problem first)** Does the # of problem repair List the date, mileage, and days out of exist Problem Servicing dealer(s) attempts service for each repair attempt now? **Example:** 4/23/06 3,500 miles 5 days 2 6/10/07 12,700 miles 1 day A/C won't cool properly Any Dealer, Inc. yes Steering system keeps going yes out/wheel locks up Ignition switch yes malfunctioning- unable to remove the key Rack n pinion steering system no replaced Strut failed / replaced no issues with turn signal yes shifter handle replaced no brakes didn't work correctly yes door locks don't unlock yes

Total days out of service for all problems:								
Signature of Titled Owner(s)	Date							
Printed Name of Titled Owner(s)								

automatically

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

Privileged and Confidential Information

CASE ASSESSMENT

By: Kolby Gilbert State: TX

Customer Name: Service Request: BBB Case No.: 71-713028649 CHV0935494-1R

Only customer's last name to be recorded

Vehicle ID No.: In Service Vehicle is: Used - Demo 1G1AL58F087 Date:

9/22/2007

Year, Make & Model: 2008 Chevrolet Cobalt Vehicle Purch

Mileage at Time of BBB Filing (30,000)

Lien holder: Unknown DVM Name: Alexander Perez Phone/Cell Number: 972075 6525

Svc Mgr Name: N/A

Vehicle Purchased Used on: 05/05/08 at

BAC Code:

167125

odometer 12,500 Sale Type: Purchase CAM Name: Larry Shields Phone Number: 972-443-2901

VEHICLE REPAIR HISTORY

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

HAS TAC BEEN CONTACTED FOR SERVICE HISTORY? N/A

IF TAC HAS NOT BEEN CONTACTED WHY NOT? N/A

ALL REPAIR HISTORY AND INFO IS FROM GMVIS

Steering

Date:	<u>RO # :</u>	<u>Days</u> Out:	Mileag e:	Description of Complaint and Repair Performed:
6-10-08	275330	2	13,866	E7680 - STEERING COLUMN REPLACEMENT NOTE: Z7902 - 2-DAY COURTESY TRANSPORTATION 1G1ZT58N47F VIN# FOR RENTAL, CUSTOMER IN 2 DAY RENTAL DUE TO DIAGNOISE
7-15-08	277383	1	15,290	E7680 - STEERING COLUMN REPLACEMENT E3850 - STRUT, FRONT - RIGHT – REPLACE note on this PREVENT OVLERAP ON HISTORY NOTE: Z7901 - 1-DAY COURTESY TRANSPORTATION CUSTOMER IN ONE DAY RENTAL

____ <u>Valve</u>

Date:	<u>RO # :</u>	<u>Days</u> Out:	Mileag e:	Description of Complaint and Repair Performed:
6-10-08	275330	*	13,866	D3220 - VALVE, EXPANSION – REPLACE CODE OE9QKLQ00E9G09AAEL

_____ Trim

Date:	<u>RO # :</u>	<u>Days</u>		Description of Complaint and Repair Performed:
		<u>Out</u> :	<u>e:</u>	
7-15-08	277383	*	15,290	B7876 - MOLDING, FRONT DOOR - LEFT - SIDE - R&R OR REPLACE

9-16-08 280972 2 19,154 N2388 - SWITCH - REAR COMPARTMENT - LID RELEASE – REPLACE K5111 - HANDLE, AUTOMATIC TRANSMISSION CONTROL LEVER – REPLACE

NOTE: Z7902 - 2-DAY COURTESY TRANSPORTATION IN 2 DAY RENTAL DUE TO DIAGNOISE AND REPAIRS

Restraint

Date:	<u>RO # :</u>	<u>Days</u> Out:	<u>Mileag</u> e:	<u>Description of Complaint and Repair Performed:</u>
7-15-08	277383	*	15,290	C8800 - STEERING WHEEL INFLATABLE RESTRAINT MODULE COIL REPLACEMENT

Lights

Date:	<u>RO # :</u>	<u>Days</u> Out:	Mileag e:	Description of Complaint and Repair Performed:
7-15-08	277383	*	15,290	E7059 - TURN SIGNAL MULTIFUNCTION SWITCH REPLACEMENT
3-30-09	290975	*	30,025	E7059 - TURN SIGNAL MULTIFUNCTION SWITCH REPLACEMENT OVERLAP ON HISTORY RO#277383 07-15-08 TURN SIGNAL

Ignition

Date:	<u>RO # :</u>	<u>Days</u> Out:	Mileag e:	Description of Complaint and Repair Performed:
9-16-08	280972	2	19,154	E7650 - MODULE, IGNITION LOCK CYLINDER (HOUSING) - R&R OR REPLACE R4490 - REMOTE CONTROL DOOR LOCK TRANSMITTER REPLACEMENT
3-30-09	290975	4	30,025	E7200 - IGNITION LOCK CYLINDER REPLACEMENT N0110 - BATTERY REPLACEMENT NOTE: CUSTOMER GOODWILL DUE TO PREVIOUS HISTORY, OVERLAP ON RO#280972 09-16-08 19,154 KEY WONT TURN NOTE: Z7904 - 4-DAY COURTESY TRANSPORTATION CUSTOMER IN 4 DAY RENTAL DUE TO DIAGNOISE AND REPAIRS ON VEHICLE. CUSTOMER SATISFACTION

Recall/Campaign - N/A

Has the vehicle ever been involved in an accident N/A
Did you confirm your answer with the customer N/A
What type of damage was sustained N/A

Are the RO's attached if the vehicle was in an accident N/A

Has the customer filed any insurances claims on this Vehicle V or I

Has the customer filed any insurances claims on this Vehicle Y or ${\bf N}$

Insurance Company N/A

Insurance Rep 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 N/A

Have you confirm this with the customer N/A

List: N/A

Was a Trade Repurchase offered to the customer N/A 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: Customer appears not to be eligible, has filed outside of 12/12 timeframe.

Lemon Law Repurchase/Replacement: Customer appears to be eligible, has filed within the parameters of states LL.

GM Program Summary Repairs/Reimbursement for past repairs: Customer appears to be eligible, still within bumper to bumper warranty.

THE STATE LEMON LAW READS:

Days out of service: 30

Repairs / Time Period: four or more repair attempts to same nonconformity, two of the attempts made within earlier of 12 months or 12,000 miles, and other two made within earlier of 12 months or 12,000 miles following second repair attempt

Does Lemon Law state nonconformity must continue to exist? Y

If applicable, safety-related repairs/ Time Period: two or more repair attempts to same serious safety nonconformity, at least one attempt made within earlier of 12 months or 12,000 miles, and at least one other made within earlier of 12 months or 12,000 miles after first attempt

Vehicle Meets Presumption of Lemon Law No

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: Located SR# 71-664729987, complaint with broken struts, closed dissatisfied with no GW.

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: Would like the manufacturer to repurchase the vehicle and refund them their money.

DVM sts: Has repeatedly tried to meet with the customer to inspect the vehicle. Still would like to schedule a meeting with the customer for an opportunity to inspect it.

SVM sts: Contact made by DVM.

CRS Rationale: Customer is ineligible, the vehicle has been totaled.

What are the 3 main strengths of the customer's case to win repurchase through Lemon Law N/A

What are the 3 mains weaknesses of the customer's case to win repurchase through Lemon Law? 1. Customer is not eligible to file, the vehicle has been totaled.									
CRS: Arbitrate case:	Settle ca	se: <u>Ine</u>	eligible, customer's vehicle was						
Ineligible, vehicle has been totaled		DATE :	CUST Ineligible, vehicle has been totaled.						
Attorney Fees (if applicable): \$0.00		08/25 /09							
TEAM LEAD APPROVING: {Name} Date: {Date}									
	CRS: Arbitrate case: Ineligible, vehicle has been totaled Attorney Fees (if applicable): \$0.00	Ineligible, vehicle has been totaled. CRS: Arbitrate case: Settle case. Ineligible, vehicle has been totaled Attorney Fees (if applicable): \$0.00	Ineligible, vehicle has been totaled Ineligible, vehicle has been totaled Attorney Fees (if applicable): \$0.00 O8/25 /09						

BBB AUTO LINE Customer Claim Form

Case number: CHV0935494

Contact Date: 04/01/09

Start Date:

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

SECTION 1: CUSTOMER INFORMATION

Titled owner:				
Mailing address:				
City: El Paso		State:	ТХ	Zip code:
Day phone:	Evening phone:			Cell phone:
Fax:	E-mail address:			
SECTION 2: VEHICLE INFORM	MATION			
Make: Chevrolet	Model: Cobalt	Year: 4	2008	Current mileage: 30000
Name(s) that appears on the vehic	le title:			
Selling dealer/city/state: Mission	Chevrolet, LTD, , TX			
Primary Servicing dealer/city/sta		ET, LTD.,		
Acquired as ☐ new ☐ used 🗵] demo □ leased Is t	the vehicle in	your p	oossession? 🛛 yes 🔲 no
Purchase/lease date: 05/05/08	Mil	leage at purch	ase/le	ease: 12500
First repair attempt date: How often is the vehicle used for business purposes (percentage	Number of	st repair atten f vehicles owne by the busines	ed	ileage: Transmission type: 図 Automatic 및 Manual
Has the vehicle been in an acciden	t/had body damage? 🔲 ye	es 🏿 no		Date of accident:
Description of damage:				
SECTION 3: DESIRED OUTCO	— MF (Describe what you	− ∪ want don∈	- - to r	esolve vour concern)
The customer would like the m refund their money. Chevrol	nanufacturer to repurcha	se the vehic		-
Please complete the missing	information in the box	x below and	no t	page 2.
VEHICLE INDENTIFICATIO	N NUMBER			
Lienholder/Leasing Compa	ny		Pho	one Number
Account Number			_	

Case Number: CHV0935494 **SECTION 4: VEHICLE PROBLEMS (List primary problem first)** Does the # of problem repair List the date, mileage, and days out of exist Problem Servicing dealer(s) attempts service for each repair attempt now? **Example:** 4/23/06 3,500 miles 5 days 2 6/10/07 12,700 miles 1 day A/C won't cool properly Any Dealer, Inc. yes 3 Steering system keeps going yes Steering wheel locks up while 1 yes driving Ignition switch 1 yes malfunctioning- unable to remove the key Rack n pinion steering system 1 yes replaced The vehicle wouldn't start, 1 yes non starting condition Strut failed / replaced 1 yes

Total days out of service for all problems: Signature of Titled Owner(s) Date				
Signature of Titled Owner(s)	Date	_		
Printed Name of Titled Owner(s)				

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 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.

Customer Responsibilities

At the time of the repurchase or replacement transaction, the customer's vehicle must be currently registered per that state's lemon law. The customer will be responsible for turning over the vehicle as it existed at the time of sale, taking into account normal wear and tear, without any after-market equipment or accessories that were installed after the time of sale and without any abnormal wear or damage evident on the vehicle that is not caused by the nonconformity. 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.

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

Certain warranty claims that do not meet all standards of the applicable lemon law may be eligible for arbitration if they meet certain conditions.

Time Period for Filing Claims

Claims 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.

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** to defects in material or workmanship. The arbitrator may not order a change in the vehicle's options or its design. The arbitrator may not order repairs to aftermarket parts or accessories that are not covered by the General Motors New Vehicle Limited Warranty. Further, it is the customer's responsibility to remove any after-market equipment or accessories that interfere with General Motors' ability to perform the repair.
- **Reimbursement** for documented expenses the customer incurred to repair defects in material or workmanship. It is the customer's responsibility to provide copies of receipts for these repairs.

Customer Responsibilities

If repairs are awarded, it is the customer's responsibility to remove any after-market equipment or accessories that interfere with General Motors' ability to perform the repair.

CLAIMS THAT WILL NOT BE ARBITRATED

- Claims not covered by the General Motors New Vehicle Limited Warranty.
- 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 after-market equipment or accessories that interfere with General Motors' ability to make repairs to the vehicle under warranty.
- 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 (1) bodily injury or (2) an accident or fire that resulted in damage to any vehicle or damage to property.
- 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 arbitration claim 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.

STANDARDS OF THE TEXAS LEMON LAW

The following is a brief explanation of most relevant provisions of the Texas lemon law. The complete text of the lemon law can be found at Texas Rev. Civ. Stat. Ann. title 14, §§ 2301.001 et seq.

VEHICLES COVERED

The Texas lemon law covers a motor vehicle, defined as:

- 1. Every fully self-propelled vehicle that has two or more wheels and has as its primary purpose the transport of persons or property on a public highway;
- 2. Every fully self-propelled, titled vehicle that has two or more wheels and has as its primary purpose of off-road transportation of persons or property;
- 3. An engine, transmission, or rear axle whether or not attached to a vehicle chassis, that is manufactured for installation in a vehicle having as its primary purpose the transport of persons or property on a public highway and having a gross vehicle weight rating of more than 16,000 pounds; and
- 4. A towable recreational vehicle.

CONSUMERS COVERED

The lemon law covers the following consumers:

- 1. A person who purchases a motor vehicle at retail from a Texas dealer, and who is entitled to enforce the terms of the manufacturer's warranty;
- 2. The lessor or lessee (other than a sublessee) who purchased or leased a motor vehicle from a Texas dealer or lessor; or
- 3. The transferee or assignee of a retail purchaser, lessor or lessee as described above, as long as the transferee or assignee is a resident of Texas and is entitled to enforce the terms of the manufacturer's warranty.

VEHICLE CONVERTERS

The lemon law applies to vehicle converters.

PROBLEMS COVERED

The lemon law covers any defect or condition that creates a serious safety hazard or substantially impairs the use or market value of the motor vehicle. This is referred to as a *nonconformity*. The Texas Department of Transportation has indicated that the nonconformity must continue to exist.

"Serious safety hazard" is defined as a life-threatening malfunction or nonconformity that substantially impedes a person's ability to control or operate a motor vehicle for ordinary use or intended purposes or that creates a substantial risk of fire or explosion.

"Impairment of market value" is defined as a substantial loss in market value caused by a defect specific to the motor vehicle.

The lemon law provides manufacturers with an affirmative defense if it can be shown that the nonconformity is the result of abuse, neglect, or unauthorized modifications or alterations of the motor vehicle, or the nonconformity does not substantially impair the use or market value of the motor vehicle.

MANUFACTURER'S DUTY TO REPAIR

If a new motor vehicle does not conform to the manufacturer's, converter's, or distributor's express warranty, then the manufacturer, converter or distributor must make the necessary repairs if:

- 1. The consumer or the consumer's agent reports the nonconformity to the manufacturer, converter, or distributor, or any of their agents or franchised dealers during the term of the express warranty; or
- 2. The terms of the *presumption* relating to the vehicle (see below) have been met.

The necessary repairs must be made regardless of whether the applicable warranty period has expired.

MANUFACTURER'S DUTY TO REPURCHASE OR REPLACE A VEHICLE

If the manufacturer, converter, or distributor is unable to conform the motor vehicle to the applicable express warranty by repairing or correcting a nonconformity after a *reasonable number of attempts*, the manufacturer, converter, or distributor must either replace or repurchase the motor vehicle.

REASONABLE NUMBER OF REPAIR ATTEMPTS

The Texas lemon law establishes a *presumption* that a reasonable number of attempts have been undertaken to conform a motor vehicle to the applicable express warranties if:

1. The same nonconformity continues to exist after being subject to repair four or more times by the manufacturer, converter, or distributor, or any of their agents or franchised dealers. Two of the repair attempts must be made within 12 months or 12,000 miles, whichever occurs first, following the date of original delivery to a consumer. The two other repair attempts must be made within 12 months or 12,000 miles, whichever occurs first, immediately following the date of the second repair attempt;

- 2. The same nonconformity creates a serious safety hazard and continues to exist after being subject to repair two or more times by the manufacturer, converter, or distributor, or any of their agents or franchised dealers. At least one attempt to repair must be made within 12 months or 12,000 miles, whichever occurs first, following the date of original delivery to a consumer. At least one other attempt must be made within 12 months or 12,000 miles, whichever occurs first, after the first repair attempt; or
- 3. A nonconformity that substantially impairs the vehicle's use or market value still exists and the vehicle is out of service for repair for a cumulative total of 30 or more days with in the 24 months or 24,000 miles, whichever occurs first, following the date of original delivery to a consumer. At least two repair attempts must be made within the first 12 months or 12,000 miles following the date of original delivery to a consumer.

The initial 12 month or 12,000 mile periods, the subsequent 12 month or 12,000 mile periods, and the 30 day period are extended by any period during which repair services are not available because of war, invasion, strike, fire, flood, or other natural disaster.

The 30 day period does not include any period during which the manufacturer or distributor lends a comparable motor vehicle to the consumer during the time of repairs by a franchised dealer.

NOTICE AND OPPORTUNITY TO REPAIR

The manufacturer, converter, or distributor will not be required to replace or repurchase a vehicle unless:

- 1. The consumer or a person on behalf of the consumer mailed written notice of the alleged nonconformity or defect to the manufacturer, converter or distributor; and
- 2. The manufacturer, converter, or distributor has been given an opportunity to cure the alleged defect or nonconformity.

DISPUTE RESOLUTION

A consumer may not file an action seeking refund or replacement unless the consumer has first exhausted the administrative remedies through the state-operated arbitration program.

TIME PERIOD FOR FILING CLAIMS

A proceeding must be commenced within six months following the earlier of (1) expiration of the express warranty term, or (2) 24 months or 24,000 miles following the date of the vehicle's original delivery to a consumer.

REMEDIES UNDER THE TEXAS LEMON LAW

REPURCHASE OF OWNED VEHICLES

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

- 1. The full purchase price. The Texas Department of Transportation indicates this means the amount of the total purchase price of the vehicle, including sales taxes and title, registration and documentary fees, but not including the amount of any interest or finance charge or insurance premiums; and
- 2. Reasonable incidental costs resulting from loss of use of the motor vehicle because of the nonconformity or defect. The Texas Department of Transportation has defined reimbursable incidental expenses as including but not limited to:
 - (a) alternate transportation;
 - (b) towing;

plus

- (c) telephone calls or mail charges directly attributable to contacting the manufacturer, distributor, converter or dealer regarding the vehicle;
- (d) meals and lodging necessitated by the vehicle's failure during out-of-town trips;
- (e) loss or damage to personal property;
- (f) attorney fees if the complainant retains counsel after notification that the respondent is represented by counsel; and
- (g) items or accessories added to the vehicle at or after purchase, taking into consideration the permanent nature, functionality and value added by the items or accessories and whether the items or accessories are original equipment manufacturer parts or non-OEM parts;
- 3. Less a reasonable allowance for the consumer's use of the vehicle.

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

The reasonable allowance for use must be that amount directly attributable to use of the motor vehicle when the vehicle is not out of service for repair. The Texas Department of Transportation has established a presumption that a motor vehicle has a useful life of 120,000 miles, and has defined reasonable allowance for use to be the following except in cases where the preponderance of the evidence shows that the vehicle has a longer or shorter expected useful life than 120,000 miles:

a)	# miles vehicle traveled from delivery to consumer until first report of defect		
	or condition leading to repurchase	v	Purchase Price
	120,000	^	FIICE

b)	# miles vehicle traveled after				
	date of first report of defect or				
	condition leading to repurchase				
	through date of the hearing		Purchase		
		Χ	Price	Χ	50%
	120.000				

REPURCHASE OF LEASED VEHICLES

The Texas Department of Transportation has set out the following amounts that a manufacturer must pay when it repurchases a leased vehicle under the lemon law:

To the lessee

- 1. All lease payments previously paid by the lessee to the lessor under the terms of the lease;
- 2. All sums previously paid to the lessor in connection with entering into the lease, including but not limited to any capitalized cost reduction, down payment, trade-in, or similar cost; and
- 3. Sales tax, license and registration fees, and other documentary fees, if applicable; and
- 4. Reasonable incidental costs resulting from loss of use of the motor vehicle because of the nonconformity or defect. The Texas Department of Transportation has defined reimbursable incidental expenses as including but not limited to:
 - (a) alternate transportation;
 - (b) towing;
 - (c) telephone calls or mail charges directly attributable to contacting the manufacturer, distributor, converter or dealer regarding the vehicle;
 - (d) meals and lodging necessitated by the vehicle's failure during out-of-town trips;
 - (e) loss or damage to personal property;
 - (f) attorney fees if the complainant retains counsel after notification that the respondent is represented by counsel; and
 - (g) items or accessories added to the vehicle at or after purchase, taking into consideration the permanent nature, functionality and value added by the items or accessories and whether the items or accessories are original equipment manufacturer parts or non-OEM parts;
- 5. Less a reasonable allowance for the consumer's use of the vehicle.

To the lessor

- 1. 105% of the actual price paid by the lessor for the vehicle
- 2. Any tax, title, license and documentary fees paid by the lessor and as evidenced in a bill of sale, bank draft demand, tax collector's receipt, or similar instrument;
- 3. Any amount or fee, if any, paid by the lessor to secure the lease or interest in the lease;

4. Less all payments made by the lessee.

Refunds must be made to the lessee, lessor, and any lienholder as their interests may appear. The motor vehicle must be returned to the manufacturer, converter or distributor with clear title upon payment of these amounts. The lessor must transfer title of the motor vehicle to the manufacturer, converter or distributor as necessary to effectuate the lessee's rights under the lemon law. The lease must be terminated without any penalty to the lessee.

The reasonable allowance for use must be that amount directly attributable to use of the motor vehicle when the vehicle is not out of service for repair. The Texas Department of Transportation has established a presumption that a motor vehicle has a useful life of 120,000 miles, and has defined reasonable allowance for use to be the following except in cases where the preponderance of the evidence shows that the vehicle has a longer or shorter expected useful life than 120,000 miles:

plus

REPLACEMENT

When replacing a vehicle under the Texas lemon law, the manufacturer must replace the motor vehicle with a comparable motor vehicle. The Texas Department of Transportation indicates on its web site that a replacement award will be reduced for mileage used.

The manufacturer must also reimburse the consumer for reasonable incidental costs resulting from loss of use of the motor vehicle because of the nonconformity or defect. The Texas Department of Transportation has defined reimbursable incidental expenses as including but not limited to:

- (a) alternate transportation;
- (b) towing;
- (c) telephone calls or mail charges directly attributable to contacting the manufacturer, distributor, converter or dealer regarding the vehicle;
- (d) meals and lodging necessitated by the vehicle's failure during out-of-town trips;
- (e) loss or damage to personal property;

- (f) attorney fees if the complainant retains counsel after notification that the respondent is represented by counsel; and
- (g) items or accessories added to the vehicle at or after purchase, taking into consideration the permanent nature, functionality and value added by the items or accessories and whether the items or accessories are original equipment manufacturer parts or non-OEM parts.

BBB AUTO LINE



August 25, 2009



Re:TL1 CHV0935494-1R: vs Chevrolet Motor Division 1G1AL58F087

Dear :

I would like to thank you for your interest in the BBB AUTO LINE program. Unfortunately, after carefully reviewing your claim and the program eligibility standards set out in the *Program Summary*, I have determined that your vehicle does not qualify for the BBB AUTO LINE program since the vehicle title has been identified as being branded as one of the following type: salvage, scrapped, totaled or junk.

I regret we will not be able to provide assistance to you.

Sincerely,

William Clopton at Extension 502

CC: LuAndrea Dudley

GM Vehicle Inquiry System Claim History

<u>Home</u> - <u>Summary</u> - <u>Claim History</u> - <u>Vehicle Build</u> - <u>Vehicle Component</u> - <u>Delivery Information</u> - <u>Dealer Information</u> - <u>Service Contract</u> - <u>Warranty Block</u> - <u>Branded Title</u>

Help

VIN:	1G1AL58F087

CLAIM HISTORY

Repair Or Date :	der	03/30	0/2009	Repair Order Number :	290975	Odomete Reading			30025 miles		
Serviced				ET, LTD.	Selling So	urce :		13 -	CHEVROLET		
By :	PO BOX EL PAS	O, TX	79926	-6488	Site Code	:		0729	93		
	(915) 59	4-1700	0		Business Associate Code :				125		
Cycle Date	Cycl e Nbr	Cas e	Typ e	Labor Operation	Part	Aut h Cod e	Per r Co	1	Line Total	Comment	
04/24/200	998	01	#	N0110 - BATTERY REPLACEMENT	8902216 - BATTE Y	N/A	N/A		\$ 166.20	<u>Y</u>	
04/24/200	998	02	#	E7200 - IGNITION LOCK CYLINDER REPLACEMENT		AB	N/A		\$ 78.79	<u>Y</u>	
04/24/200	998	03	#	E7059 - TURN SIGNAL MULTIFUNCTION SWITCH REPLACEMENT	1591585 I - SWITCI	В	N/A		\$ 85.48	Y	
04/24/200	998	04	#	Z7904 - 4-DAY COURTESY TRANSPORTATION	N/A	G	N/		\$ 148.00	Y	
04/24/200	998	05	#	T2020 - TOWING	N/A	N/A	N/	A	\$ 64.50	N	

Repair Order Date :	09/16/2008	Repair Order Number :	280972	Odometer Reading:	19154 miles
------------------------	------------	--------------------------	--------	----------------------	-------------

Serviced	PO BOX 26488 EL PASO, TX 79926-6488	Selling Source :	13 - CHEVROLET		
By:		Site Code :	07293		
	(915) 594-1700	Business Associate Code :	167125		

Cycle Date	Cycl e Nbr	Cas e	Typ e	Labor Operation	Part	Aut h Cod e	Perso n Code	Line Total	Commen ts
10/03/200	940	01	#	E7650 - MODULE, IGNITION LOCK CYLINDER (HOUSING) - R&R OR REPLACE	25848845 - CYLINDER	N/A	N/A	\$ 266.64	N
10/03/200	940	02	#	T2020 - TOWING	N/A	N/A	N/A	\$ 55.00	N
10/03/200	940	03	#	N2388 - SWITCH - REAR COMPARTMENT - LID RELEASE - REPLACE	25762050 - SWITCH	N/A	N/A	\$ 50.08	N
10/03/200	940	04	#	R4490 - REMOTE CONTROL DOOR LOCK TRANSMITTER REPLACEMENT	15252034 - TRANSMIT T	N/A	N/A	\$ 92.86	N
10/03/200	940	05	#	K5111 - HANDLE, AUTOMATIC TRANSMISSION CONTROL LEVER - REPLACE	22706232 - HANDLE	N/A	N/A	\$ 66.40	N
10/03/200	940	06	#	Z7902 - 2-DAY COURTESY TRANSPORTATI ON	N/A	G	N/A	\$ 74.00	<u>Y</u>

Repair Order Date :		07/15/2008	Repair Order Number :	277383	Odometer Reading:		15290 miles
Serviced By:	PO BOX	N CHEVROL 26488 D, TX 79926	,	Selling So		13 - CHEVROLET 07293	
	(915) 594-1700		Business A	Associate	167125		

Cycle Date	Cycl e Nbr	Cas e	Typ e	Labor Operation	Part	Aut h Cod e	Perso n Code	Line Total	Comment s
03/13/200	986	01	G	E7059 - TURN SIGNAL MULTIFUNCTION SWITCH REPLACEMENT	N/A	N/A	N/A	\$ 47.27	N
09/19/200	936	01	#	E7059 - TURN SIGNAL MULTIFUNCTION SWITCH REPLACEMENT	15915857 - SWITCH	N/A	N/A	\$ 105.65	N
09/19/200	936	02	#	B7876 - MOLDING, FRONT DOOR - LEFT - SIDE - R&R OR REPLACE	15932009 - MOLDIN G	N/A	N/A N/A	\$ 86.38	N
09/19/200	936	03	#	B7976 - MOLDING, REAR DOOR - LEFT - SIDE - R&R OR REPLACE	15932017 - MOLDIN G	В	N/A	\$ 79.21	<u>Y</u>
09/19/200	936	04	#	E7680 - STEERING COLUMN REPLACEMENT	19200752 - COLUMN KI	В	N/A	\$ 520.86	Y
09/19/200	936	05	#	C8800 - STEERING WHEEL INFLATABLE RESTRAINT MODULE COIL REPLACEMEN	15923770 - COIL	N/A	N/A	\$ 146.68	N
09/19/200	936	06	#	E3850 - STRUT, FRONT - RIGHT - REPLACE	15876216 - STRUT KIT	В	N/A	\$ 290.00	N
09/19/200	936	07	#	Z7901 - 1-DAY COURTESY TRANSPORTATIO N	N/A	N/A	N/A	\$ 37.00	Y

Repair Order Date :		07/14/2008	Repair Order Number :	277277	Odometer Reading:		13866 miles
Serviced	rviced MISSION CHEVROLET, LTD.		Selling So	urce :	13 -	CHEVROLET	

By: PO BOX 26488						Site Code :				07293		
EL PASO, TX 79926-6488 (915) 594-1700					Business Associate Code :				167125			
Cycle Date	Cycl Nbr	e Case	Туре	Labor Operati	on	Part	Auth Code	Pers Cod		Line Total	Comments	

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
07/18/2008	918	01	F	Z7200 - CORPORATE PARTS RETURN REIMBURSEMENT	N/A	N/A	N/A	\$ 22.57	N

Repair Order Date :		06/10/2008		Repair Order Number :	275330		Odometer Reading :				13866 miles	
Serviced By:	MISSIO PO BOX	ET, LTD.	Selling Source: 13 -					- CHEVROLET				
EL PASO		O, TX	79926	-6488	Site Code:				0729	07293		
	(915) 59	4-1700)		Business Associate Code :				167125			
Cycle Date	Cycl e Nbr	Cas e	Typ e	Labor Operation	Part		Aut h Cod e	Perso		Line Total	Comment s	
07/04/200	914	01	#	E7680 - STEERING COLUMN REPLACEMENT	192007: - COLUM N KI		N/A	N/	Λ	\$ 520.86	N	
07/04/200	914	02	#	Z7902 - 2-DAY COURTESY TRANSPORTATION) N/A		G	N/	A :	\$ 74.00	<u>Y</u>	
07/04/200	914	03	#	D3220 - VALVE, EXPANSION - REPLACE	5249577 - VALV KIT	.	N/A	N/	Δ	\$ 218.96	<u>Y</u>	

Repair Or Date :	rder	09/21/	/ () () /	Repair Order Number :	A37274	Odome Readin				0 miles
Serviced	T COMPANY	Selling Source: 1				3 - CHEVROLET				
By :	_	UERQU	E, NM	I 87125-0928	Site Code :			39121		
	(505) 766	5-6800			Business Associate Code :			114659		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code		Line Total	Comments

09/25/2007	833	01	I	Z7000 - PRE- DELIVERY INSPECTION - BASE TIME	N/A	N/A	N/A	\$ 108.82	N
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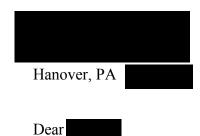
CHECK HISTORY

Vehicle Has No Associated Check History.

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

June 27, 2011



At Chevrolet, we take pride in the vehicles we produce and appreciate the time you took to contact us.

Because customer satisfaction is a top priority for us, please accept this letter worth up to \$100 towards your next maintenance service or repair on your 2007 Chevrolet Cobalt.

This offer is valid towards <u>one</u> service visit on VIN 1G1AL58F677 . In the event the cost of your service exceeds the \$100 maximum value, you will be responsible for paying the difference. If the total cost of your services is less than \$100, a credit or refund will not be issued. This letter is not transferable and is valid for 12 months from the date of issue.

We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any Chevrolet dealership for redemption. 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.

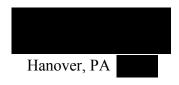
Sincerely,

Chevrolet Customer Assistance Center Service Request 71-713134045

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

ATTENTION: DEALERSHIP SERVICE MANAGER

When submitting the claim, please use labor op Z7410, insert the amount in the net item column, and insert the CAC Service Request number in your comments. This <u>original</u> letter must be surrendered by the customer and retained by the dealer for audit purposes.



Service Request Number: 71-713134045

Dear

We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary, If it has not, we invite you call us at 1-800-222-1020. Please refer to the service request number listed above when you reach our representative.

Total customer satisfaction is important to us at Chevrolet. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

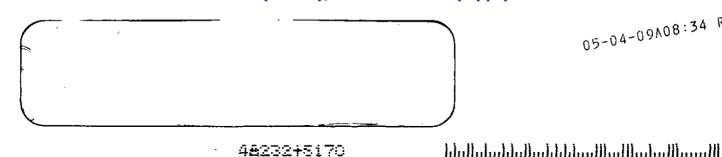
Chevrolet Customer Assistance Center



Better Business Bureau Serving Eastern Michigan 30555 Southfield Road, Suite 200 Southfield, MI 48076-7751



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



05-04-09A08:34 RCVD



BBB of Detroit & Eastern Michigan 30555 Southfield Road, Ste. 200 Southfield, MI 48076-7751

Phone: (248)644-9100 | Fax: (248)644-5026

www.easternmichiganbbb.org

05/01/2009

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

Dear Business Resource Center, Legal Correspondence:

The Better Business Bureau has received a complaint about your business. The complaint was submitted on 4/29/2009 12:00:00 AM and was assigned an ID of 7856441. The complaint was filed by Jason Pineau. The consumer's complete contact 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 .

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If commonst was received the possestive of the properties of the parties of performend when and texture such packing the 90%.

Reference to the first of the f

COMPLAINT INFORMATION:

BBB Case # 7856441 - General Motors Corporation

Customer Information:

North Andover , MA

Daytime Phone - E-mail -

The details of this matter are as follows:

Complaint Involves: Refund Practices

Customer's Statement of the Problem:

see Attached document

Desired Settlement:

see Attached document

Rebecca Gohlke

7856441

From:

"Sandra Rooks" <srooks@easternmichiganbbb.org>

To.

"Rebecca Gohlke" <rgohlke@easternmichiganbbb.org>

Sent:

Monday, April 13, 2009 12:41 PM

Subject:

Fw: BBB Complaint Case#75078374(Ref#73-23000009-75078374-4-14200)

Sandra Rooks | Dispute Resolution Manager

Tel: 248-644-9100 Fax: 248-644-5026

Email: srooks@easternmichiganbbb.org

www.easternmichiganbbb.org | Start with Trust

Better Business Bureau Serving Eastern Michigan

30555 Southfield Road, Suite 200 Southfield, Michigan 48076-7751

Celebrating 90 Years of Ethical Consumer and Business Relations

This communication contains confidential information intended only for the person(s) to whom it is addressed. Any unauthorized disclosure, copying, other distribution of this communication or taking any action on its contents is strictly prohibited. If you have received this message in error, please notify us immediately and delete this message without reading, copying or forwarding it to anyone.

---- Original Message -----From: Dawn J. Forsyth To: Sandra Rooks

Sent: Monday, April 13, 2009 8:34 AM

Subject: FW: BBB Complaint Case#75078374(Ref#73-23000009-75078374-4-14200)

Hi Sandra, please review and respond as necessary, thank you, Dawn

From: Better Business Bureau [mailto:denver.tony@bureaudata.com]

Sent: Monday, April 13, 2009 8:06 AM

To: Ms Victoria Galpin

Subject: BBB Complaint Case#75078374(Ref#73-23000009-75078374-4-14200)

We have received a complaint in our office that appears to apply to a business in your service area. We have informed the consumer that they will hear directly from your office. If the complaint is not available under the nature of dispute please click here to access the website where you can click on the "Complaint Received by BBB (April 13, 2009)" to download a copy of the scanned complaint.

CONSUMER



BUSINESS

Chevrolet Motor Division-Customer Assistance

PO Box 33170

Detroit, MI 48232-5170

800 222-1020 Fax: 303 930-5718

NATURE OF DISPUTE

Many people are having problems with a defective and potentially FATAL power steering issue.

My problem usually occurs on the highway. I will get a warning bell and many warning lights on the dash witch include: Traction control, Alarm or Security, Red brake light flashes, A.B.S. and in the digital display it reads Power steering. When this happens

I loose power steering (at highway speeds!) the manual transmission selector handle inside the car will click, the transmission itself shifts really hard, the engine runs rough, the speedometer fluctuates erratically. The first time I had this issue was on 10-17-07 and the last was on 4-11-09. I have taken this car two the dealership three different times. Last time all they did was clear the computer in the car, and told me to drive it a couple of days. Now my warranty is expired and I am still having this problem. It is said the I will need to replace the entire steering column at a potential price of \$1200.00 with out labor! I have read many complaints on the internet on this subject, many replaced their steering column and it did not fix the issue. This is a faulty design by G.M. and needs to be brought to their attention before someone gets killed. I have not contacted my dealership yet to see if they can help. I doubt they will. And there is no recall for this problem

DESIRED RESOLUTION

{\fs16 There should be a recall for this problem, I want my car either fixed or replaced.}

ACTIVITY

```
\{\fs16 \\b 04/12/2009 \text{ web BBB} \} Case Received by BBB} \\
\{\fs16 \\b 04/12/2009 \text{ web BBB} \} Forward to Another BBB - OTTO} \\
\{\fs16 \\b 04/12/2009 \text{ Otto BBB} \} Inform Consumer Case Transferred to Another BBB} \\
\{\fs16 \\b 04/12/2009 \text{ Otto BBB} \} Inform other BBB Case Transferred} \\
\{\fs16 \\b 04/12/2009 \text{ Otto BBB} \} Case Closed as TRANSFERRED to another BBB}
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Sincerely,

Tonya Bustillos Dispute Resolution Specialist 303 996-3646 303 577-8104Fax Dispute Resolution Department



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

May 6, 2009

BBB of Detroit & Eastern Michigan 30555 Southfield Road, Ste. 200 Southfield, MI 48076-7751 Attention: Rebecca Gohlke

Customer: Reference number: 7856441

Customer Relationship Specialist: Brenda Santos

Dear Rebecca Gohlke:

Thank you for your recent correspondence regarding We are sorry he was dissatisfied with his 2006 Chevrolet Cobalt.

At your request, we again reviewed case with our Central Office Staff. Our review shows on April 14, 2009, the vehicle was repaired, at Bill Deluca Chevrolet-Cadillac, Inc. and was satisfied with the repairs. We also covered the repairs under warranty. We offered customer an Owner Loyalty Certificate in the amount of 1000.00 and he accepted. 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 may have experienced.

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

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

Sincerely,

Chevrolet Customer Assistance Center

LC0006 V6262006













North Andover, MA

Dear

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

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

To ensure that you have the opportunity to obtain the best value possible, this certificate may be used in addition to any other retail purchase incentive programs available at the time you purchase your new vehicle. We hope you will take advantage of this special incentive offer. Simply present the certificate to your dealer after you have negotiated your best deal, sign the certificate and your dealer will complete the necessary information and process it for you.

We are proud you made Chevrolet your choice when you purchased your 2006 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: 71-716253497

Issued by: Chevrolet

Certificate No. 1G1AL55F067

Issue Date: June 27, 2011

Issued exclusively for:

North Andover, MA

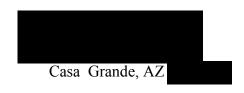
Valid through: May 5, 2010

Amount: One Thousand Dollars and Zero Cents

****\$1,000.00****

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

June 28, 2011



Service Request Number: 71-719395962



Thank you for contacting us recently regarding the dissatisfaction you have experienced with your 2007 Chevrolet Cobalt. We apologize for any inconvenience you may have experienced.

If you have any concerns with your vehicle at this time, we recommend that you contact the service manager at Henry Brown Chevrolet, Llc who will determine the most appropriate action to take. Chevrolet dealerships have the authority to handle most situations and will contact our Customer Assistance Center if additional assistance is required.

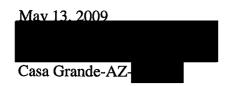
Although we would like you to be completely satisfied with your ownership experience, we do not feel a repurchase or trade is appropriate at this time.

If you have any future questions, please feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

Chevrolet Customer Assistance Center

CMUD938020 CSdog



General Motors

Reference Number: 71-719-395-962 To: BBB Auto line Program Council of better business bureaus, INC. 4200 Wilson Boulevard Suite 800 Arlington, VA 22203-1838

In October 2007 I purchased a Chevrolet Cobalt 2007 from Henry Brown Dealership in Casa Grandee, AZ. The first year of driving this car I was a satisfied Chevrolet customer. Then on December 18, 2008 the problems with my car began to occur. I believe that these circumstances could have been fatal and life threatening not only to me and my family, but to other citizens on the road.

PROBLEM 1 at Mileage 12,124 December 18, 2008

I was driving my car in town when suddenly the gear shift knob came off in my hand. I maneuvered my way through traffic and finally was able to come to a stop. I had to stop, hold my foot on the brake and try and locate the pieces to the gear shift handle. This was a very dangerous situation. I believe I just happened to be in the right place at the right time and was able to avoid a serious accident. It took me approximately 10-15 minutes to fix this issue so I could make it home safely to my family. I had to take the vehicle in and leave it at the dealership. I had to find another way of transportation.

PROBLEM 2 at Mileage 12,822 January 5, 2009

I noticed the molding around the windshield had basically come apart. It was not properly sealed. It looked as if the whole windshield could fly off if the wind had caught it. Again, I believe I just happened to notice this at the right time. I again took the car into the dealership. I found another way of transportation while the windshield was replaced. I am so thankful no accident occurred while on the highway.

PROBLEM 3 at Mileage 15,424 March 23, 2009

I originally bought the Chevrolet Cobalt because due to my medical condition in which I felt I needed a great dependable affordable "NEW CAR". I search around and found that Chevrolet had the best reputation for QUALITY, SERVICE, and DEPENDABILITY at the best price.

Then, on March 23, 2009 at approximately 8:00 pm, I got into my "DEPENDABLE" new car to drive to the local pharmacy to get my much needed Asthma that causes sever chest pain and hernia medication (I will be more than happy to provide medical records). The COBALT would not start. It is funny how when you now you can't reach medicine that your body feels you need it even more. This was not a night I ever wish to relive again. I did call the "road side assistance" team. They came out and started the car for me. I proceeded to go to the pharmacy and then back home. I can't begin to tell you the frustration and fear this placed in me. I was so disappointed that I was working hard to pay for this COBALT and when I needed it the most, IT FAILED. THEN, the very next morning the same problem occurred. The "roadside assistance team member" said, "this is a common problem with the Chevrolet Cobalt". This resulted in me being late for work. I take much pride in my attendance record at work and the thought of not being able to depend on my car I am working hard to pay for causes me a great amount of stress. When I took the car to be "looked at" the Chevrolet Service Department also said that this was a "common problem with the Chevrolet Cobalt". Once again, I had to leave the car for repair and find another mode of transportation to work.

PROBLEM 4 at Mileage 16,830 April 21, 2009

This was the last and most severe problem that has lead me to the decision of PARKING MY CAR and writing this letter. It was on this afternoon that I was driving the COBALT and needed to change lanes. I signaled for a lane change and all of a sudden I was unable to turn the "steering wheel" to make the signaled maneuver. The message "power steering" lit up on the display. I was shocked and begin to fear what should I do? I started to press on the brake. The car stopped between two lanes. I turned off the car and restarted it, basically due to fear. The car started right up and as I begin to move, the steering worked. I began to think about the "what ifs". You cannot imagine the fear and emotion that this situation put me and my family in. I thought then, that I cannot afford mentally, emotionally, or safely to subject me, my family, or other citizens to this kind of "what if" situation.

Again, I had to take the Cobalt to the dealer for repair. When I began to research this problem, I found out that there had been "injuries" related to this very "power steering" problem. I cannot believe that Chevrolet has not notified their "loyal consumers" of this potential fatal "what if" problem.

I wanted to let you know also that I had to turn down a job in Phoenix, Arizona due to the problems with this car. The unreliability of this COBALT caused me to turn down this job. This job would have been a significant increase in salary and helped me provide a more stable environment for my family. But, due to Phoenix being an hour commute and driving in "commuter traffic", I did not think that this was the safest or smartest decision to make. As I reflect back on this decision and the whole situation with the COBALT car, I am so very disappointed. Power steering is a very common problem I am really surprised why they did not issue a recall how many innocent lives could or should be lost before they take an action, please check those two links.

http://www.aboutautomobile.com/Complaint/2007/Chevrolet/Cobalt

http://www-odi.nhtsa.dot.gov/complaints/index.cfm

Please select Search for selected type

Select year 2007 then make Chevrolet then model then retrieve complaints There are 84 complaints a lot of them about steering problems and people got injured.

On Thursday April 23, 2009 I started this long journey with General Motors Anti-Customer Service Department. I filed a complaint stating all the problems that I listed above. I asked them to contact me. I requested to be given COBALT of a different year. I do not think this was an unreasonable request. Based upon the above problems, I do not think *any* Customer would think this was an unreasonable request.

On Friday April 24, 2009, I received my first call from General Motors Texas **Anti**customer service department representative, Ms. Orisha Habitt, the district manager. She started the conversation by saying "there is a slim chance to give you a new car". She then proceeded to tell me that the problems I was having with the COBALT and those problems "not a big concern", especially since they had been repaired. I was completely shocked at this response from the General Motors representative.

All the problems I have had with this car have caused me and my family undue stress out our lives and other peoples lives in danger. I needed someone to validate my fears and tell me they could help or at least try. I became very angry and ended the call because I did not want to further lose my temper. I did call back left a message stating that I do not want Ms. Orisha Habitt to call me back under any circumstances. I left a message for her supervisor to call me.

I waited all day Friday, all day Monday, and all day Tuesday for a return phone call. I received no communication. Then I made another call, asking to speak with Ms. Orisha Habbitt's supervisor. Ms. Melissa Patterson began speaking to me. She stated General Motors would not repurchase my car because all the "problems" have been fixed. I asked her for a letter stating that General Motors found my car "safe" to drive. Melissa Patterson said she could not send me a letter stating that, how that makes you feel if the manufacturer of the vehicle can not guarantee that it is safe to drive and they refuse to replace it and ask you to drive it???. I then ask her for a copy of my phone conversation with the employee, Ms. Orisha Habbitt and herself, she also said she could not do that. I then ask for her supervisor's name, and she said she could not do that either. I ask for the mailing address to where I could send a complaint and she said she cannot give me the address. Again, I was shocked beyond all belief by the way I was treated by a representative from General Motors. A company that is supposes to stand behind its customers and the "American Dream". I felt my safety and satisfaction meant nothing to the person behind the voice.

It was then that I decided to call the Michigan Office of General Motors. I reported what happened at the Texas office. I basically got the same response, stating that no action would be taken on General Motors part to provide me with a "buy back" or another COBALT car, different year I also called ten days later on May 4, 2009, asked again to

speak to their supervisor and yet the same response, finally May 8th I received a call from a supervisor her name is heather Bagnchi she verbally stated that my car is safe to drive and refused to give me something in writing as well, then added that ,she might ask the dealer if he might do it. I was completely shocked from this response how could GM put the RESPONSIBALITY on the dealership and do not stand behind there product

Today, I sit here writing this asking you to put yourself in my shoes and try to picture these same situations occurring in your own day to day life. How upset would you be? How would this make you feel? All, I am asking for is for General Motors to stick behind their word and provide me with a reliable and safe vehicle that I can drive daily. I work hard to pay for this car, money that I feel I am throwing away and will be throwing it for the next four years until my car loan will be paid off. I am asking General Motors to repurchase this car and provide me with another car. I am not asking for anything unreasonable. I want to put this "bad situation" behind me and move on, my family and I are tired of having night mares and daily stress from this car.

I thank you for your time in reading this detailed letter. I do ask for a quick response to this situation. Please advise me of what action I might take next to insure that I get a reliable car to drive on a daily basis.

G M thanks a lot for guaranteeing that my pets are safe and not putting it in writing that I the PURCHASER of the vehicle...the actual DRIVER of the car can feel safe.

http://www.gm.com/corporate/responsibility/safety/news/2009/bark_022 309.jsp

Respectfully, Chemist Deyaa Shaheen

defre shehoer

Phone number I called for Texas office (Austin Area) 1-800-222-1020

Phone number I called for Michigan office 1-866-790-5600

P.S if you have troubles viewing the above three supportive links please email me at Deyaa_shaheen@yahoo.com I will forward you the links.

Phone: 520-705-0832



400CF

CUSTOMER NO.

1990 N. Pinal Ave. Casa Grande, AZ 85222 (520) 836-2147 • (602) 252-3891 • (800) 825-9450 CHEVROLET

TAG NO.



NVOICE NO

STOCK NO. **C7190**

DELIVERY MILES

PRODUCTION DATE

CVCS192320

MO: 12124

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ADVISOR

	Thank you for
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1	serve you.
₹	If our service was
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2	friends; if not, please
4	tell us immediately.

UPPLIES - A token charge is included r HAZARDOUS WASTĚ DISPOSAL nd supplies used on your vehicle. pplicable supply items are: Nuts, bolts, ashers, tape, pins, aerospray, shellac, livent, rags, carburetor cleaner, towels, older, battery cleaner, wire, window aler, etc.

LIMITED WARRANTY

IS - THE ONLY WARRANTIES APPLYING TO IIS PART(S) ARE THOSE WHICH MAY BE FERED BY THE MANUFACTURER. THE ELLING DEALER HEREBY EXPRESSLY SCLAIMS ALL WARRANTIES, EITHER EX-RESS OR IMPLIED, INCLUDING ANY IMPLIED ARRANTIES OF MERCHANTABILITY OR FIT-ESS FOR A PARTICULAR PURPOSE, AND EITHER ASSUMES NOR AUTHORIZES ANY THER PERSON TO ASSUME FOR IT ANY ABILITY IN CONNECTION WITH THE SALE THIS PART(S) AND/OR SERVICE. BUYER ALL NOT BE ENTITLED TO RECOVER FROM E SELLING DEALER ANY CONSEQUENTIAL MAGES, DAMAGES TO PROPERTY, DAM-ES FOR LOSS OF USE, LOSS OF TIME, SS OF PROFITS, OR INCOME, OR ANY HER INCIDENTAL DAMAGES.

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or fruck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's iten is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Not responsible for items left in car.

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PAGE 1 OF 1

CUSTOMER COPY

[END OF INVOICE] 03:18pm



1990 N. Pinal Ave. Casa Grande, AZ 85222 (520) 836-2147 • (602) 252-3891 • (800) 825-9450 CHEVROLET

NVOICE NO.

C7190

DELIVERY MILES

PRODUCTION DATE

CVCS192456

MO: 12408

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LIMITED WARRANTY

HE ONLY WARRANTIES APPLYING TO RT(S) ARE THOSE WHICH MAY BE D BY THE MANUFACTURER. THE DEALER HEREBY EXPRESSLY IS ALL WARRANTIES, EITHER EX-R IMPLIED, INCLUDING ANY IMPLIED TIES OF MERCHANTABILITY OR FIT-OR A PARTICULAR PURPOSE, AND ASSUMES NOR AUTHORIZES ANY PERSON TO ASSUME FOR IT ANY IN CONNECTION WITH THE SALE PART(S) AND/OR SERVICE. BUYER T BE ENTITLED TO RECOVER FROM ING DEALER ANY CONSEQUENTIAL , DAMAGES TO PROPERTY, DAM-R LOSS OF USE, LOSS OF TIME, PROFITS, OR INCOME, OR ANY CIDENTAL DAMAGES.

uthorize the repair work hereinafter set forth along with the necessary material, and nt you and/or your employees permission to a car or truck 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 car or truck to secure the amount of repairs thereto. Not responsible for items

SIGNED	The second of th

PAGE 2 OF 3

CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 03:18pm



49965

CUSTOMER NO.

1990 N. Pinal Ave. Casa Grande, AZ 85222 (520) 836-2147 • (602) 252-3891 • (800) 825-9450 CHEVROLET

39536

1207

CVCS192617

MO: 12822

11

C7190

DELIVERY MILES

PRODUCTION DATE

01/06/09

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J0B# 1 TOTALS				
JOB# 1			AL 0.00	CURRIES A tok
				107 17 12 11 12 2 2 2
LABOR	TECH(S)	:40618≱* ∜∞.√	WARRANTY	and supplies use Applicable supply i
CHET CTATES DATAT CUTTE AND LIUTTE	MADES ON DOTVEDS	EDANT AND		washers, tape, pin solvent, rags, carbu
DRIVERS REAR DOOR CLEANED AREA JOB# 2 TOTALS				solder, battery cle sealer etc.
JOB# 2 TOTALS				LIMITED
JOB# 3 CHARGESJOB# 2	JOURNAL PREFIX	CVCS JOB# 2 TOT	AL 0.00	AS IS - THE ONLY WAI
				OFFERED BY THE SELLING DEALER
LABOR	TECH(S)	:40618	WARRANTY	DISCLAIMS ALL WAF
HANDLE PEALING		NG V		WARRANTIES OF MEI
REPLACE PEELING INSIDE DOOR HANDLI				NESS FOR A PARTIC NEITHER ASSUMES
PARTSQTYFP-NUMBERDESCR 1 22722747 BEZEL	IPTION	UNIT PRI	CE -	OTHER PERSON TO LIABILITY IN CONNEC
	10.515 22/22/	TOTAL - PAR	TS 0.00	OF THIS PART(S) AN SHALL NOT BE ENTITE
JOB# 3 TOTALS				THE SELLING DEALER
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ESTIMATE				LOSS OF PROFITS, OTHER INCIDENTAL D
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)			Ì	*I hereby authorize the rep to be done along with t
				hereby grant you and/or you operate the car or truck I highways or elsewhere for

JON



PLIES - A token charge is included IAZARDOUS WASTE DISPOSAL supplies used on your vehicle. cable supply items are: Nuts, bolts, ers, tape, pins, aerospray, shellac, nt, rags, carburetor cleaner, towels, r, battery cleaner, wire, window r, etc.

LIMITED WARRANTY

THE ONLY WARRANTIES APPLYING TO PART(S) ARE THOSE WHICH MAY BE RED BY THE MANUFACTURER. THE NG DEALER HEREBY EXPRESSLY AIMS ALL WARRANTIES, EITHER EX-S OR IMPLIED, INCLUDING ANY IMPLIED ANTIES OF MERCHANTABILITY OR FIT-FOR A PARTICULAR PURPOSE, AND ER ASSUMES NOR AUTHORIZES ANY R PERSON TO ASSUME FOR IT ANY ITY IN CONNECTION WITH THE SALE IIS PART(S) AND/OR SERVICE. BUYER NOT BE ENTITLED TO RECOVER FROM ELLING DEALER ANY CONSEQUENTIAL GES, DAMAGES TO PROPERTY, DAM-FOR LOSS OF USE, LOSS OF TIME, OF PROFITS, OR INCOME, OR ANY R INCIDENTAL DAMAGES.

by authorize the repair work hereinafter set forth done along with the necessary material, and grant you and/or your employees permission to e the car or truck 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 car or truck to secure the amount of repairs thereto. Not responsible for items

SIGNED CUSTOMER ACKNEWN, EXCEPT OF COPY HEREOF

PAGE 1 OF 2

CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 03:17pm



1990 N. Pinal Ave. Casa Grande, AZ 85222 (520) 836-2147 • (602) 252-3891 • (800) 825-9450 CHEVROLET



03/24/09

SELLING DEALER NO.

03/24/09

LASER BLUE/ 10/27/07

NVOICE NO

c7190

DELIVERY MILES

PRODUCTION DATE

CVCS194195

MO: 15424

11

CUSTOMER NO. 49965	ADVISOR JON	39536 TAG NO. 1812
	LABOR RATE	LICENSE NO. MILEAGE 15,424
CASA GRANDE, AZ		ET/COBALT/4 DR SEDAN
CASA GRANDE, AZ		5 5 F 2 7 7 3
	F. T. E. NO.	P. O. NO.
	COMMENTS	
JOB# 1 CHARGES		
CUST STATES KEY W FOUND KEY BINDING CYLINDER INTERNALY	DULD NOT TURN IN IGNITION IN IGNITION, PERFORMED DIAG FOU):40764 WARRANTY ND IGNITION
	DESCRIPTION CYLINDER 2.188 2584	TOTAL - PARTS 0.00
153982 732578	·	TOTAL - SUBLET 0.00
MISCCODEDESCRIPTI Z5 Z5000 PAF	ION TS ALLOWANCE	CONTROL NO WARRANTY TOTAL - MISC 0.00
JOR# 2 CHAPGES	JOB# 1 JOURNAL PREFIX	CVCS JOB# 1 TOTAL 0.00
LAPOP		
PERFORMED EVERY 3. Lubricate chassis Top off all engine Reset tire monitor Perform Multi-poin Reset oil life ind REPLACE: Engine oil (up to Oil filter with ge INSPECT: Tires for wear. me	000 MILE INTERVALS OR EVERY 3 M components (if applicable) compartment fluids (if applicable) it inspection lex (if applicable)	ressure
Undercarriage for Wiper blades MAINTENANCE. PERFORMED LOF SERV	damage & leaks	
PARTSQTYFP-NUMBER 1 12605566	FILTER 1.836 126055	UNIT PRICE- 5.60 5.60 TOTAL - PARTS 5.60
G.O.G. & SUPPLIES 5.0 10W30	@ 2.590 /UN	IT 12.95 TOTAL - GOG 12.95



SUPPLIES - A token charge is included for HAZARDOUS WASTE DISPOSAL and supplies used on your vehicle. Applicable supply items are: Nuts, bolts, washers, tape, pins, aerospray, shellac, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, etc.

LIMITED WARRANTY

AS IS - 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 EX-PRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FIT-NESS 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, DAMAGES TO PROPERTY, DAM-AGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

*I hereby authorize the repair work hereinafter set forth to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, operate the car or fruck nerein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Not responsible for items left in car.

SIGNED	CONTINUED ACKNOWN ADORS DESCRIPT OF CORY HEREOF
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PAGE 1 OF 2

CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 03:17pm



1990 N. Pinal Ave. Casa Grande, AZ 85222 (520) 836-2147 • (602) 252-3891 • (800) 825-9450 CHEVROLET

CVCS194732

MO: 16834

11

C7190

DELIVERY MILES

PRODUCTION DATE

CUSTOMER NO. 49965	ADVISOR JON	39536 TAG	^{NO.} 1263	04/22/09
	LABOR RATE	1.05.05	• • • • • • • • • • • • • • • • • • • •	COLOR LASER BLUE
	YEAR/MAKE/MODEL 07/CHFVROL			DELIVERY DATE 10/27/07
CASA GRANDE, AZ	VEHICLE LD NO	5 5 F 2 7 7		SELLING DEALER NO.
	F. T. E. NO.	P. O. NO.		04/21/09
	COMMENTS	· · · · · · · · · · · · · · · · · · ·		
JUB# I CHARGES				
LABOR	NG WHEEL LOCKS UP WHI NG AG FOUND CODE CO475, ENDS AND PINS ARE GOO LURE. EMBLY, TESTS GOOD, RE	LE DRVING A FOUND D, FOUND PAIR	WARRANTY	this opp serv If our se satisfacto
PARTSQTYFP-NUMBER 1 19200751			WARRANTY 0.00	friends; if
JOB# 1 TOTALS			0.00	
ESTIMATECUSTOMER HEREBY ACKNOWLEDGES RECEIVING	+TAX)* 3.5 3.5 3.5	\		for HAZARDOUS and supplies use Applicable supply i
FOR ANY REASON YOU ARE NOT COMPLETELY SAT SERVICE EXPERIENCE, PLEASE SEE A MEMBER O TEAM. THANK YOU. HENRY BROWN AUTOMOTIVE P O BOX 11306 CASA GRANDE, AZ 85230	ISFIED WITH YOUR F OUR MANAGEMENT	TOTAL SUBLET TOTAL G.O.G TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX	0.00 0.00 0.00 0.00 0.00	LIMITED' AS IS - THE ONLY WAI THIS PART(S) ARE T OFFERED BY THE SELLING DEALER DISCLAIMS ALL WAI
THANK YOU FOR LETTING HENRY BROWN AUTO YOUR VEHICLE. CUSTOMER SATISFACTION IS OU FOR ANY REASON YOU ARE NOT COMPLETELY SAT SERVICE EXPERIENCE, PLEASE SEE A MEMBER O TEAM. THANK YOU. HENRY BROWN AUTOMOTIVE P O BOX 11306 CASA GRANDE, AZ 85230 ***********************************	TERNAL CHARGE HER CASHIER	4/22/0	9	PRESS OR IMPLIED, II WARRANTIES OF ME NESS FOR A PARTIC NEITHER ASSUMES I CHER PERSON TO LIABILITY IN CONNECOF THIS PART(S) AN SHALL NOT BE ENTITITHE SELLING DEALEF DAMAGES, DAMAGES FOR LOSS OF PROFITS, OTHER INCIDENTAL D



PLIES - A token charge is included IAZARDOUS WASTĒ DISPOSAL supplies used on your vehicle. cable supply items are: Nuts, bolts, ers, tape, pins, aerospray, shellac, nt, rags, carburetor cleaner, towels, r, battery cleaner, wire, window r, etc.

LIMITED WARRANTY

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SIGNED	CUSTOMER ACKNOWLEDGES PECEIPT OF COPY HEREOF

nolds and Reynolds Company ERAINTINVE CC674778 Q (10/07)

CELL:



1990 N. Pinal Ave. Casa Grande, AZ 85222 (520) 836-2147 • (602) 252-3891 • (800) 825-9450 CHEVROLET

INVOICE NO.

STOCK NO

C7190

DELIVERY MILES

PRODUCTION DATE

CVCS195316

11

							CELL:
CUSTOMER NO.	49965		JON		39536	1 148	05/22/09
			ABOR RATE	LICENSE NO.	MILEAGE		LASER BLUE
CASA GR	ANDE, AZ		PEAR/MAKE/MODEL 07/CHEVROL		/4 DR SED	AN	10/27/07
	,		/EHICLE I.O. NO. 1 G 1 A K	5 5 F 2			SELLING DEALER NO.
			T. E. NO.		P. O. NO.		05/21/09
Pi .	RGES		COMMENTS				
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		JOB# 1 JO	OURNAL PREFIX	CVCS JOB#	1 TOTAL	0.00	satisfact friends; if
CUSTOMER HER ORI TOTALS	REBY ACKNOWLEDGES RECE GINAL ESTIMATE OF	\$0.00 (+TAX)		· · · · · · · · · · · · · · · · · · ·			tell us in
FOR ANY REAS SERVICE EXPE TEAM. THANK	HENRY BROWN AUTON P O BOX 11300 CASA GRANDE, AZ	TELY SATISFIED W MEMBER OF OUR MA MOTIVE 6 85230 *********	IITH YOUR NAGEMENT	TOTAL SU TOTAL G. TOTAL MI TOTAL MI TOTAL TA	SC D15C	0.00 0.00 0.00 0.00 0.00 0.00	for HAZARDOUS and supplies use Applicable supply washers, tape, pln solvent, rags, carb solder, battery cl
CHECK	MASTERCARD CHECK#	TATTEDNAL					LIMITED AS IS - THE ONLY WA
VISA	BODY SHOP	INTERNAL OTHER	CASHIER				THIS PART(S) ARE T OFFERED BY THE SELLING DEALER DISCLAIMS ALL WAF PRESS OR IMPLIED, II WARRANTIES OF MEI
	MER SIGNATURE ****** D (J P L I C A T E	INVOIC	E *****	*****	****	NESS FOR A PARTIC NEITHER ASSUMES OTHER PERSON TO

MO: 17530 Thank you for this opportunity to serve you. If our service was satisfactory tell your friends; if not, please tell us immediately.

SUPPLIES - A token charge is included OF HAZARDOUS WASTE DISPOSAL nd supplies used on your vehicle. applicable supply Items are: Nute, bolts, ashers, tape, pins, aerospray, shellac, olvent, rags, carburetor cleaner, towels, older, battery cleaner, wire, window ealer, etc.

LIMITED WARRANTY

S IS - THE ONLY WARRANTIES APPLYING TO HIS PART(S) ARE THOSE WHICH MAY BE FFERED BY THE MANUFACTURER. THE ELLING DEALER HEREBY EXPRESSLY ISCLAIMS ALL WARRANTIES, EITHER EX-RESS OR IMPLIED, INCLUDING ANY IMPLIED ARRANTIES OF MERCHANTABILITY OR FIT-ESS FOR A PARTICULAR PURPOSE, AND EITHER ASSUMES NOR AUTHORIZES ANY THER 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, DAMAGES TO PROPERTY, DAM-AGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES,

Thereby authorize the repair work hereinafter set forth to be done along with the necessary meterial, and hereby grant you and/or your employees permission to operate the car or truck 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 car or truck to secure the amount of repairs thereto. Not responsible for items

SIGNED _ CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF

PAGE 1 OF 1

CUSTOMER COPY

[END OF INVOICE] 04:29pm



1990 N. Pinal Ave. Casa Grande, AZ 85222

(520) 836-2147 • (602) 252-3891 • (800) 825-9450 CHEVROLET

FOUND STERRING COLUMN AND SET TOE-IN. PRINTER INOP. AT THIS TIME. ROAD TESTED 0.K. PARTS. OTY. FP-NUMBER. DESCRIPTION. UNIT PRICE. 1 19200751 COLUMN KI 6.518 192 TOTAL PARTS 0.00 JOB# 1 TOTALS. JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00 ESTIMATE. CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX) TOTALS. THANK YOU FOR LETTING HENRY BROWN AUTOMOTIVE SERVICE YOUR VEHICLE. CUSTOMER SATISFACTION IS OUR #1 GOAL. IF TOTAL PARTS. 0.00 SOIDER SATISFACTION IS OUR #1 GOAL. IF TOTAL PARTS. 0.00 SOIDER SATISFACTION IS OUR #1 GOAL. IF TOTAL SERVICE EXPERIENCE, PLEASE SEE A MEMBER OF OUR MANAGEMENT TOTAL SUBLET. 0.00 SOIDER, DESCRIPTION OF DESC					CELL .	
A 49965 JON 39536 1547 05/20/09 POOR PATE LICENSE NO. MILEAGE 17,426 LASER BLUE/	CHCYCMED NO	140,0000				
CASA GRANDE, AZ CASA GRANDE, AZ	49965		3953	-1		CVCC105360
CASA GRANDE, AZ VERAL MANKE IMMOREL OT/CHEVROLET/COBALT/4 DR SEDAN 10/27/07 SECURIO DEBLUEN PORT 10/27/07 SECURIO DEBLUEN PORT				MILEAGE	COLOA	CVC\$195268 STOCK NO.
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COMMENTS JOB# 1 CHARGES LABOR: J# 1 09CVZ FRONT SUSP. J# 1 09CVZ FRONT SUS		VEHICLE I.D. NO.	"	,	SELLING DEALER NO.	PRODUCTION DATE
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Thank You for letting henry brown automotive service your vehicle. Customer satisfactor of the April Service experience. Please see amended the polymer steering of the Norman Automotive for any reason you are not completely satisfied with your thank you. Henry brown automotive for any reason automotive for any reason you are not completely satisfied with your other heres. Please see amended for the April Service of the April	JOB# 1 CHARGES					- NOT 17723
NESS FOR A PARTIC NEITHER ASSUMES NOTHER PERSON TO A	CUST STATES HAS NO FOUND STEERING COLL REPLACED STEERING THIS TIME. ROAD TEST OF NOW SET OF TOTALS. ESTIMATE— CUSTOMER HEREBY ACKNOWLEDGES RECONSIGNAL ESTIMATE OF TOTALS. THANK YOU FOR LETTING HENRY BYOUR VEHICLE. CUSTOMER SATISFACT FOR ANY REASON YOU ARE NOT COMPLED SERVICE EXPERIENCE, PLEASE SEE ATEAM. THANK YOU, HENRY BROWN AUT PO BOX 113 CASA GRANDE. AZ ***********************************	POWER STEERING POWER STEERING MN OP INTERMITTENT COLUMN AND SET TOE-IN. PRINTER STED O.K. DESCRIPTION COLUMN KI 6.518 192 JOB# 1 JOURNAL PREFIX EIVING \$0.00 (+TAX) ROWN AUTOMOTIVE SERVICE ION IS OUR #1 GOAL, IF ETELY SATISFIED WITH YOUR MEMBER OF OUR MANAGEMENT OMOTIVE 06 85230 *********************************** AMEX WARR INTERNAL CHARGE	TOTAL LABOR TOTAL PARTS TOTAL PARTS TOTAL PARTS TOTAL PARTS TOTAL SUBLET TOTAL G.O.G. TOTAL MISC CHG. TOTAL MISC CHG. TOTAL TAX	E- WARRANTY S 0.00 L 0.00	Thank this opposerve If our serve If our serve If our serve Satisfactor friends; if notell us immediately supply items supply items washers, tape, pine, solvent, rags, carbure solder, battery clean sealer, etc. LIMITED WA AS IS - THE ONLY WARR THIS PART(S) ARE THE OFFERED BY THE MI SELLING DEALER HI DISCLAIMS ALL WARR PRESS OR IMPLIED, INC WARRANTIES OF MERC NESS FOR A PARTICUMARRANTIES OF MERC NESS FOR A PARTICUMARRANTIES OF MERC OTHER PERSON TO AS LIABILITY IN CONNECTI	rtunity to you. vice was y tell your not, please nediately. I charge is Included VASTE DISPOSAL on your vehicle, ms are: Nuls, bolls, aerospray, shellac, plor cleaner, towels, ner, wire, window ARRANTY LANTIES APPLYING TO DOSE WHICH MAY BE ANUFACTURER. THE EREBY EXPRESSLY ANTIES, EITHER EX- LUDING ANY IMPLIED CHANTABILITY OR FIT- LAR PURPOSE, AND PR AUTHORIZES ANY SSUME FOR IT ANY

APPLYING TO HICH MAY BE CTURER. THE EXPRESSLY EITHER EX-ANY IMPLIED BILITY OR FIT-JRPOSE, AND HORIZES ANY FOR IT ANY THE SALE OF THIS PART(S) AND/OR SERVICE, BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAM-AGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

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SIGNED __ CUSYOMER ACKNOWLEDGES DECE BY OF CORY MERKAN

PAGE 1 OF 1

CUSTOMER COPY

DUPLICATE INVOICE

[END OF INVOICE] 04:30pm

Privileged and Confidential Information

CASE ASSESSMENT

By: Daniel Ramones State: AZ

Customer Name: Service Request: 71- BBB Case No.: CHV0938020

719395962

Only customer's last name to be recorded

Vehicle ID No.:In ServiceVehicle is: NewBAC Code:1G1AK55F277Date:234369

10/27/2007

Year, Make & Model: 2007 Chevrolet Cobalt Mileage at Time of BBB Filing 16,830 mi.

Lien holder: GMAC ☐ Other ☐: Chase Bank Sale

DVM Name: Paul Zbojniewicz Phone/Cell Number: 80509 58797 Svc Mgr Name: Keith Pollard Vehicle Purchased Used on: N/A

Sale Type: Purchase ☐ Lease☐ CAM Name: Miklos (Mick) Gonzalez

Office Phone: 805-373-8417 or 8-620-8417

Mailbox/Node is 805373/8417 Fax: 805-373-9598 or 8-620-9598 Email: <u>miklos.gonzalez@gm.com</u>

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.

IF TAC HAS NOT BEEN CONTACTED WHY NOT?

☐ Knob

Date:	<u>RO # :</u>	<u>Days</u> Out:	Mileag e:	Description of Complaint and Repair Performed:
12/17/0 8	19232 0	2		Customer sts: Shifter knob has fallen off. Came apart.
Ū	J			-Shifter knob replaced.

Paint

Date:	<u>RO # :</u>	<u>Days</u> Out:	Mileag e:	Description of Complaint and Repair Performed:
12/26/0 8	19245 6	1	12,408	Customer sts: paint is peeling on rear drivers side door.
1/5/09	19261 7	*	12,822	 -No work done at this time. Customer sts: paint chips and white marks on driver front and rear door.

-Cleaned area.

Windshield

Date:	<u>RO # :</u>	<u>Days</u> Out:	Mileag e:	Description of Complaint and Repair Performed:
12/26/0 8	19245 6	*	12,408	Customer sts: top of windshield moulding appears to be warped.
1/5/09	19261 7	2	12,822	-Found trim defective. Special ordered windshield with moulding. Installed new Special ordered windshield.

☐ Door chrome handle

Date:	<u>RO # :</u>	<u>Days</u> Out:	Mileag e:	Description of Complaint and Repair Performed:
12/26/0 8	19245 6	*	12,408	Customer sts: drivers side front door inner handle chrome is coming apart.
1/5/09	19261 7	*	12,822	-Found handle defective. Ordered new handle. Installed special order door handle.

Date:	<u>RO # :</u>	<u>Days</u> Out:	<u>Mileag</u> e:	Description of Complaint and Repair Performed:
3/24/09	19419 5	1	15,424	Customer sts: key wont turn in the ignition. Found key binding.
				Replaced ignition lock cylinder. Tests good.

Power Steering

Date:	<u>RO # :</u>	<u>Days</u> Out:	Mileag e:	Description of Complaint and Repair Performed:
4/21/09	19473 2	2	16,830	Customer sts: steering locks up while driving and power steering light turns on.
5/20/09	19526	1	17,426	Found diag code C0475 in relation to TSB 07-02-32-007. Connector ends and pins are good. Found steering column failure. Replaced steering column assembly. Cust sts has no power steering
3, 23, 33	8	_	_,,,	Found steering column operating intermittently. Replaced steering column. Road tested ok.
5/21/09	19531 6	2	17,492	
				DIr found no DTC stored. Road tested vehicle 38 miles throughout the day. No problem found

Has the vehicle ever been involved in an accident Y or N? No Did you confirm your answer with the customer Y or N? Yes 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? $\,\,$ No 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 Y or N: No Have you confirm this with the customer Y or N: Yes

<u>List:</u> 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

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: Eligible, inside 12/12 program summary

Lemon Law Repurchase/Replacement: Eligible, inside 24/24 filing time

GM Program Summary Repairs/Reimbursement for past repairs: Eligible, inside 36/36 warranty

THE STATE LEMON LAW READS:

Days out of service: 30

Repairs 4 or more to the same nonconformity Time period within six months of 24 / 24

Does Lemon Law state nonconformity must continue to exist? yes

Number of repair attempts in the presumption period: 3
Total days out of service during the presumption period: 11
Total days out of service during customer's ownership: 11

Vehicle Meets Presumption of Lemon Law NO

NO PREVIOUS SRs FOUND

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: Wants vehicle repurchase because he doesn't feel it is safe. No problems currently on the vehicle. Cust has withdrawn claim to sue GM

DVM sts: Feels GMPP Major Guard is excessive. CCL is appropriate.

SVM sts: vehicle has been repaired. No problems found currently

CRS Rationale: Cust doesn't meet presumption. Best offer would be Steering CCL for customer.

What are the 3 main strengths of the customer's case to win repurchase through Lemon Law								
What are the 3 mains weaknesses of the customer's case to win repurchase through Lemon Law?								
Decision reached by CRS: Arbitrate case: Settle case: XXX								
CRS FINAL OFFER:	CCL for steering.	DATE: 6/2/09	CUST declined. Withdrew claim to sue GM					
Goodwill: None	Attorney Fees (if applicable): N/A							

BBB AUTO LINE Customer Claim Form

Case number: CHV0938020 Contact Date: 05/15/09 Start Date: 05/15/09

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

	mpany	Phon	e Number
VEHICLE INDENTIFICA	TION NUMBER 1G1AK55	5F277.	
Please complete the miss	sing information in the l	box below and on pa	ge 2.
She is asking for GM to stic and safe vehicle that she c		provide her with a reli	able
SECTION 3: DESIRED OUT	-		· ·
Description of damage:			
Has the vehicle been in an acc	cident/had body damage?] yes 🛛 no	Date of accident:
How often is the vehicle used for business purposes (percent	_	of vehicles owned ed by the business:	Transmission type:
First repair attempt date: 12/	18/08	First repair attempt mile	
Purchase/lease date: 10/27/		Mileage at purchase/leas	•
Acquired as ⊠ new ☐ used		Is the vehicle in your po	ssession? 🛛 yes 🔲 no
Primary Servicing dealer/city			
Selling dealer/city/state: Hel		Casa Grande, A7	
Make: Chevrolet Name(s) that appears on the v	Tiodon	Year: 2007	Current mileage: 16830
SECTION 2: VEHICLE INFO			16030
Fax:		·	
	Evening phone E-mail address		Cell phone:
Day phone:	Evaning phono		
City: Casa Grande		State: AZ Z	Zip code:
Titled owner: Mailing address:			

Case Number: CHV0938020 **SECTION 4: VEHICLE PROBLEMS (List primary problem first)** Does the # of problem repair List the date, mileage, and days out of exist Problem Servicing dealer(s) attempts service for each repair attempt now? **Example:** 4/23/06 3,500 miles 5 days A/C won't cool properly 2 6/10/07 12,700 miles 1 day Any Dealer, Inc. unable to turn steering 1 wheel/power steering light came on gear shift knob came off 1 no 2 molding around windshield no came apart car wouldn't start 1 no

Total days out of service for all problems:		
Signature of Titled Owner(s)	Date	
Printed Name of Titled Owner(s)		

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

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

Issued by: Chevrolet

Certificate No. 1G1AK52F657

Issue Date: June 28, 2011

Issued exclusively for:

Elwood, IN

Valid through: May 11, 2010

Amount: One Thousand Dollars and Zero Cents

****\$1,000.00****



Dear

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

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

To ensure that you have the opportunity to obtain the best value possible, this certificate may be used in addition to any other retail purchase incentive programs available at the time you purchase your new vehicle. We hope you will take advantage of this special incentive offer. Simply present the certificate to your dealer after you have negotiated your best deal, sign the certificate and your dealer will complete the necessary information and process it for you.

We are proud you made Chevrolet your choice when you purchased your 2005 Cobalt and trust you will give us the opportunity to retain you as a valued Chevrolet customer. Should you have any questions regarding General Motors' products and current incentives, please call our Marketing Support department at 1-800-950-2438. You may also begin your vehicle shopping online by visiting gm.com or any of our divisional websites.

Sincerely,

Chevrolet Customer Assistance Center Service Request: 71-721116681

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION FIELD PHOTOGRAPHIC NOTES

Customer's Name:

Inspection Date: 05-11-09

Vehicle Brand: File #

 Chevrolet
 Model:

 71-721141207
 VIN:

2009 Colbalt SS 1G1AP18XX97

Inspector Michael Schamel

Neg.# Description

1.

2.



Data tag with VIN.
Left door panel



undamaged.

3. Steering wheel

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION FIELD PHOTOGRAPHIC NOTES

Customer's Name: Vehicle Brand: <u>Inspection Date:</u> 05-11-09

Chevrolet File # 71-721141207

2009 Colbalt SS Model: 1G1AP18XX97 VIN:



undamaged. Side view of steering wheel 4.



5. Lower dash panel undamaged.

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION FIELD PHOTOGRAPHIC NOTES

Customer's Name:

<u>Inspection Date:</u> 05-11-09

Vehicle Brand:

Chevrolet

Model:

2009 Colbalt SS

File # 71-721141207 1G1AP18XX97 VIN:



6. Underside of left seatbelt latch plate.



7. Left front seatbelt latch plate ID.

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION FIELD PHOTOGRAPHIC NOTES

Customer's Name:

Inspection Date: 05-11-09

Vehicle Brand: File #

Chevrolet 71-721141207

Model: 2009 Colbalt SS VIN: 1G1AP18XX97



8. Left front seatbelt latches normally.



9. Left front seatbelt latched into buckle end normally.

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION FIELD PHOTOGRAPHIC NOTES

Customer's Name:

<u>Inspection Date:</u> 05-11-09

Vehicle Brand:

Chevrolet

2009 Colbalt SS Model:

File # 71-721141207 1G1AP18XX97 VIN:



Left front seatbelt guides undamaged and in normal position. 10.



PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION FIELD PHOTOGRAPHIC NOTES

Customer's Name:

Inspection Date: 05-11-09

Vehicle Brand: File #

Chevrolet 71-721141207

Model: 2009 Colbalt SS VIN: 1G1AP18XX97

11.



Inside mirror undamaged.

12. <u>Left sunvisor reveals no damage.</u>



13. <u>Left sunvisor vanity mirror undamaged.</u>

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION FIELD PHOTOGRAPHIC NOTES

Customer's Name:

<u>Inspection Date:</u> 05-11-09

Vehicle Brand:

Chevrolet

2009 Colbalt SS Model:

File # 71-721141207 VIN: 1G1AP18XX97



Vehicle equipped with a manual transmission and center console undamaged. 14.



15. Right side upper and lower dash undamaged and no contact marks present.

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION FIELD PHOTOGRAPHIC NOTES

Customer's Name:

<u>Inspection Date:</u> 05-11-09

Vehicle Brand:

Model: Chevrolet

2009 Colbalt SS

File # 71-721141207 1G1AP18XX97 VIN:



16. Right sunvisor undamaged.



17. Underside of right sunvisor

Customer's Name:

Inspection Date: 05-11-09

Vehicle Brand:

Chevrolet

Model: 2009 Colbalt SS

File # 71-721141207 VIN: 1G1AP18XX97



18. Right side sunvisor vanity mirror intact and undamaged.



19. Underside right front sunvisor reveals no damage or contact marks.

Customer's Name:

<u>Inspection Date:</u> 05-11-09

Vehicle Brand: Chevrolet

2009 Colbalt SS Model:

File # 71-721141207 VIN: 1G1AP18XX97



20.



Turbo boost gauge at left pillar mount. 21.

Customer's Name:

<u>Inspection Date:</u> 05-11-09

Vehicle Brand: Chevrolet

2009 Colbalt SS Model:

File # 1G1AP18XX97 71-721141207 VIN:



22. Vehicle right side overview reveals no damage.



23. Frontal overview reveals damage offset to the right side only.

Customer's Name:

Inspection Date: 05-11-09

Vehicle Brand:

Chevrolet 71-72114120

Model: 2009 Colbalt SS

File # 71-721141207 VIN: 1G1AP18XX97



24. Front bumper cover on the right front corner indicated vehicle contact prior to engaging the right front wheel.



25. Extreme close-up of damage to front bumper at right side.

Customer's Name:

<u>Inspection Date:</u> 05-11-09

Vehicle Brand:

Chevrolet

2009 Colbalt SS Model:

File # 71-721141207 VIN: 1G1AP18XX97



26. Overview or right fender damage forward of wheel damage and strut.



27, Extreme close-up of damage at right front corner.

Customer's Name:

<u>Inspection Date:</u> 05-11-09

Vehicle Brand: File #

Chevrolet 71-721141207

2009 Colbalt SS Model: 1G1AP18XX97 VIN:



28. Side-overview of damage to right side of vehicle.



29. Side damage to right fender forward of wheel position.

Customer's Name:

Inspection Date: 05-11-09

Vehicle Brand: File #

Chevrolet 71-721141207

Model: 2009 Colbalt SS VIN: 1G1AP18XX97



30. Overview of strut rub area mark as wheel contacted strut with inner side wall of tire.



31. Overview of side impact to right front door.

Customer's Name:

Inspection Date: 05-11-09

Vehicle Brand:

Chevrolet

Model: 2009 Colbalt SS

File # 71-721141207 VIN: 1G1AP18XX97



32. Overview or right door rear edge containing on to right quarter panel.



33. Overview of right rear wheel damaged and quarter panel side damage depth of crush.

Customer's Name:

Inspection Date: 05-11-09

Vehicle Brand: File #

Chevrolet 71-721141207

Model: 2009 Colbalt SS VIN: 1G1AP18XX97



34. Right rear bumper damage at extreme end.



35. Rear bumper overview reveals no damage at face only side damage at extreme right corner.

Customer's Name:

Inspection Date: 05-11-09

Vehicle Brand: Ch File # 71-

 Chevrolet
 Model:
 2009 Colbalt SS

 71-721141207
 VIN:
 1G1AP18XX97



36. Right rear wheel scuffed and rim damage from side impact.



37. Scuff marks at right rear wheel edge.

Customer's Name:

Inspection Date: 05-11-09

Vehicle Brand: File #
 Chevrolet
 Model:
 2009 Colbalt SS

 71-721141207
 VIN:
 1G1AP18XX97



<u>Customer's Name:</u> Vehicle Brand: Chevrolet 71-721141207

Inspection Date: 05-11-09

Model: 2009 Colbalt SS VIN: 1G1AP18XX97

Mileage at Inspection: 1136

File #

Inspection Location: Kerry Chevrolet Body Shop

24 E. 5th St. Covington Kentucky 41011

<u>Inspector's phone number:</u> **812-883-0226** <u>Inspected By:</u>

_Michael Schamel EA Associates Inc.

Section 1

INSPECTION SUMMARY

BRIEFLY Describe the customer's ALLEGATION below:

Customer alleges the right front knuckle mounting bolts severed prior to contact causing loss of control causing this accident.

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

Vehicle has sustained crush deformation offset to the right side of front bumper, fender side and wheel and tire continuing on to the entire right side of the vehicle. Damage to right corner of front bumper and right front fender ends indicates frontal contact forward of damaged wheel and knuckle assembly. Damage to the strut forward of the knuckle mounting holes of the front strut tube indicates knuckle damage was a result of wheel contact rather than alleged cause.

Both knuckle to strut tube mounting bolts were tight and intact with the knuckle pulled through metal tube mounts from wheel contact. Right outer tie rod end also was bent and twisted also indicating knuckle and wheel contact. Damage to strut tower and wheel inside lip also confirms vehicle was moving at eh time of the primary impact to the wheel side and tire.

Bosch CDR System recorded a near-deployment event, see attached CDR data summary for details of recording. CDR data summary indicates vehicle was accelerating the entire recording cycle with throttle at 25% the entire cycle.

Data summary also indicates the driver's seatbelt was buckled but the passenger belt was not buckled at recording.

There has been no estimate of damage prepared by dealership or owner.

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: X By Telephone Incident Date and Time: 04/25/2009 at 03:30 AM

Interview date: 05/13/2009

Customer's Vehicle	<u>S Name:</u> <u>Brand:</u> Chevrolet <u>File #</u> 71-721141		Inspection Date: 05-11-09 2009 Colbalt SS 1G1AP18XX97		
Provide driver/of of other vehicle may be placed in so Owner His vehicle wallocked up caupurchased this son stated vehicle lurche	s involved; describe all of ection 9) states: s being driven by his s sing him to hit a guard s vehicle a few days pr to him he was rounding	incident. If there wa objects contacted ar con a rail on Route 536 ior and there have ag a curve when he maging eh entire r	X No s a collision, describe all collision events; include description of the sequence in which they were contacted. (Additional cmts a nineteen year old male when suddenly the steering eight miles from his residence. States he had just been no repairs or prior issues with this vehicle. States heard something pop under the vehicle and then the ight side. States after the accident he found the strut		
Driver/other occupant's physical description (include name, gender, height, weight, & disabilities): a nineteen year old male, 6-1 180 lbs. If there was a collision: Describe extent of any injuries to the Driver: None. Describe where other occupants were seated & extent of any injuries: Another occupant, girlfriend seated in the passenger's seat. and was not injured.					
What was the exact location of the incident. Driving conditions at the time of the incident: Weather conditions & Visibility: Approximate Temp (°F): Road Surface: Concrete X Asphalt Gravel Crushed rock Dirt Road Condition: X Dry Wet Icy Other: Shoulder X Curb Concrete X Asphalt Gravel X Crushed rock Dirt Shoulder/Curb Condition: X Dry Wet Icy Other: Posted Speed Limit 45 Any objects in the road? (rocks, scrap metal, pothole, speed bump, etc.) Length of Drive Prior to incident: Total Time (hrs. & mins.): 10 Distance (miles): 8 Miles Estimate of vehicle speed: mph Source of est. (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 Suspension Brakes Engine Electrical	Normal X Normal X Normal X Normal X Normal X	Other Description	cribe cribe cribe cribe cribe		

Confidential GM/PAR Rev 04-19-2004

the details and describe the event(s).

Were any warning lights illuminated or driver information center messages displayed?

Yes X No If "Yes", get

Customer's Name: Vehicle Brand:

File #

Chevrolet 71-721141207

Inspection Date: 05-11-09

Model: 2009 Colbalt SS **VIN:** 1G1AP18XX97

Has the vehicle behavior noted during this incident ever been noted prior to this incident? \square Yes X 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.				
Describe any evasive action: X Turning Braking Accelerating Other:				
Describe cargo (in the vehicle interior, trunk and/or trailer (if any): 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?: X Yes Objects Impacted: Steel guardrail along roadway.				
How was the vehicle transported from the incident site to the present location? ☐ Tow Truck X Flat Bed ☐ Other				
Additional comments concerning the incident: Owner Decker feels strut bolts broke causing this accident.				
Section 3 INTERVIEW - VEHICLE HISTORY				
Section 3 INTERVIEW - VEHICLE HISTORY Source of information (name, address, phone number, & relationship), if other than claimant: Owner Comments: (Additional cmts may be placed in section 9) None				
Source of information (name, address, phone number, & relationship), if other than claimant: Owner Comments: (Additional cmts may be placed in section 9)				
Source of information (name, address, phone number, & relationship), if other than claimant: Owner Comments: (Additional cmts may be placed in section 9) None				
Source of information (name, address, phone number, & relationship), if other than claimant: Owner Comments: (Additional cmts may be placed in section 9) None Did the owner purchase the vehicle new? X Yes No Date 04/16/2009 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:				
Source of information (name, address, phone number, & relationship), if other than claimant: Owner Comments: (Additional cmts may be placed in section 9) Did the owner purchase the vehicle new? X Yes No Date 04/16/2009 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: None.				
Source of information (name, address, phone number, & relationship), if other than claimant: Owner Comments: (Additional cmts may be placed in section 9) None Did the owner purchase the vehicle new? X Yes No Date 04/16/2009 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: None. VEHICLE REPAIR / SERVICE HISTORY Prior electrical system service? X No Yes If yes, describe:				
Source of information (name, address, phone number, & relationship), if other than claimant: Owner Comments: (Additional cmts may be placed in section 9) None Did the owner purchase the vehicle new? X Yes No Date 04/16/2009 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: None. VEHICLE REPAIR / SERVICE HISTORY Prior electrical system service? X No Yes If yes, describe: Prior collision repair? X No Yes If yes, describe:				

<u>Customer's Name:</u> Vehicle Brand: Chevrolet

Inspection Date: 05-11-09

File # 71-721141207

Model: 2009 Colbalt SS VIN: 1G1AP18XX97

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:

Vehicle has sustained crush deformation to the extreme right side of front fender, knuckle and wheel pulling knuckle from strut attach point. Damage continued the entire right side of vehicle.

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

Impact to wheel and fender side pushed right knuckle rearward pulling the knuckle attach bolts (intact) from the strut mounting tower. Right wheel reveals impact at side and edge and severe scuff marks to tire side. There was body damage forward or the right wheel at fender end and bumper end.

CORNER ASSEMBLIES

Struts/shocks Ball joints Tire/wheel assemblies

Springs Steering knuckles
Control arms Axle assemblies

Comments: Right knuckle pulled from strut tower at attach point to knuckle. Both knuckle bolts were tight and intact as impact pulled bolts though strut tower mounting holes allowing tire to kick out at bottom.

UNDERHOOD

Engine compartment Power steering lines, hoses, clamps and connections

Brake fluid level and condition Power steering fluid level and condition

Comments:

All under hood systems and components all intact and fully operational.

GENERAL OBSERVATIONS

Photograph and comment on any aftermarket equipment found, vehicle modifications or items that are unusual or out of place.

Comments:

Damage forward of the wheel and knuckle assembly indicates knuckle separation from shock tower was a result of the impact rather than the cause of this accident.

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

Chevrolet

Inspection Date: 05-11-09

Model: 2009 Colbalt SS VIN: 1G1AP18XX97

File#

71-721141207

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 were no interior damage or present or contact marks from occupants.

Section 6

STEERING, SUSPENSION, TIRE AND WHEEL SYSTEM INSPECTION

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

Customer's Name: Vehicle Brand:

File #

Chevrolet 71-721141207

Inspection Date: 05-11-09

Model: 2009 Colbalt SS VIN: 1G1AP18XX97

ITEM	OBSERVATIONS/TEST RESULTS
Steering system-Are all	Right front tie rod end was bent but operational with steering inputs both left
components in place and	and right normal. Right knuckle pulled from mounting holes at right strut
connected in a normal manner?	tower. Bolts were tight and intact as impact pulled bolts from the mounting
Can the steering wheel be	holes in the strut tower.
rotated lock to lock with	
appropriate movement of the	
front wheels. Is there any	
binding, sticking or uneven feel?	
Steering linkage-Is the linkage	Right outer tie rod bent but still connected to knuckle. Tie rod end steers
free from cracks, bends,	vehicle when input at steering wheel made.
fractures, etc. Are there any	
scrapes, abrasions, signs of	
contact with any of the linkage?	
Gear/rack and pinion-Any sign	Rack and pinion intact and operational with only the right tie rod bent.
of leakage, damage to boots on	
the rack, contact by foreign	
objects?	All a consol and Protect
Steering column, ignition switch,	All normal and intact.
and intermediate shaft. Does	
the column unlock with the	
ignition key "on"? Is the steering	
column properly fastened to the	
dash?	Electric acciet and all fully energical
Steering pump, drive, hoses,	Electric assist and all fully operational.
connections, flow, and pressure. If possible, start the	
engine and rotate the steering	
wheel lock to lock. Is power	
assist normal? If not, it may be	
necessary to check pressure	
and flow.	
PS fluid level and condition-	N/A
Color, contamination, odor	
Steering knuckle-All	Knuckle intact as mounting bolts to shock tower pulled from mounting holes.
attachments secure and	The state of the s
proper?	
Suspension components – LF	No damage.
Strut attachments, springs	
intact; control arms properly	
attached, deformed, broken,	
scraped, etc. Sway bars	
properly attached.	
Strut attachments, springs	Knuckle attaches bolts pulled from strut tower from impact to wheel and
intact; control arms properly	knuckle assembly.
attached, deformed, broken,	
scraped, etc. RF	
Strut attachments, springs	No damage.
intact; control arms properly	

VIN:

Customer's Name: Vehicle Brand:

File #

Chevrolet 71-721141207

Model: Inspection Date: 05-11-09
2009 Colbalt SS

2009 Colbalt SS 1G1AP18XX97

attached, deformed, broken,	
scraped, etc Rear sway bars,	
trailing arms properly attached	
and undamaged. LR	N. I
Strut attachments, springs	No damage.
intact; control arms properly	
attached, deformed, broken,	
scraped, etc. RR	
Rear axle assembly-deformed,	No damage.
signs of impact, properly	
located, etc.	
Deformation to the frame	None present.
Describe and photograph	Damage forward of wheel and knuckle assembly confirms knuckle pushed
evidence of axle/ suspension/	rearward through mounting holes in right front strut tower.
tire contact with frame, body or	
components	
Describe and photograph	Right fender and bumper end sustained crush deformation continuing on the
contact of the under- carriage	wheel and knuckle at the right front pulling knuckle from strut mounting
with the road surface (road,	holes. Both mounting bolts were tight and intact as impact pulled bolts
shoulder, curb, or grass)	through strut tower attach holes.
Stability Enhancement	N/A
system/components-check for	
codes with Tech II	
Engine (normal, other)-Obtain	Normal
codes using a Tech II.	
Electrical (normal, other)	Normal
Warning lights/messages	None.
displayed? Describe and obtain	
codes using a Tech II	
Anything components missing?	Nothing.
Other	•

If the vehicle is driveable, conduct a road test to evaluate the concern expressed by the customer. Describe the results of the road test. If the concern is observed during the road test, it would be desirable to get a Tech II "snapshot".

Not drivable

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.

Inspect the system wiring, connections and components for damage. Note if the damage was the result of the incident.

Customer's Name: Vehicle Brand: Chevrolet

Inspection Date: 05-11-09 Model:

2009 Colbalt SS

71-721141207 1G1AP18XX97 VIN:

TIRE AND WHEEL INSPECTION

File #

1. IDENTIFICATION:

					AVE. TREAD	DOT
	TIRE BRAND	TIRE TYPE	TIRE SIZE	PRESSURE	DEPTH	Numbers
	(Goodyear)	(Eagle GA)	(P205/70R15)	<u>(psi)</u>	32nds of inch	
LF	<u>Centennial</u>	<u>RS</u>	225/40/R18	<u>30</u>	<u>10/32</u>	
RF	<u>Same</u>	<u>Same</u>		<u>32</u>	<u>10/32</u>	
LR	<u>Same</u>			<u>30</u>	<u>10/32</u>	
RR	<u>Same</u>			<u>32</u>	<u>10/32</u>	

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

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

LF Intact and no damage

RF Inside wall cut and scuffed from strut contact and s=outer side wall scuffed and damaged.
LR Intact
RR Intact

2. TIRE PLACARD DATA:

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

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

TIRES 225/40/R18 32 <u>35</u>

SPARE TIRE N/A

Customer's Name: Vehicle Brand:

File #

Chevrolet 71-721141207 **Inspection Date: 05-11-09**

2009 Colbalt SS Model: VIN:

1G1AP18XX97

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 (quard 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:

No site inspection made.

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.

None

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)

X Data Downloads X Other Records X Photographs

EAA Inspection Request

Date: 05/06/09					
	V	ehicle Informatio	on		
TO: EAA EAA/SPX Field Coordinator		IN#: <u>1G1AP1</u> 8			
Phone: 586-582-5835		ear/Make:	2009 Chevrolet		
Fax: 586-582-5840		odel:	Cobalt		
Email: eaafc@servicesolutions.spx.com	Co	ontact's Name:	Mark Camardo		
Linuii. cuare & services or atrons. spx.com	Co	ontact's Number	: 859-581-0911		
E. Duandy Fabian	Ve		Kerry Chevrolet		
From: Brandy Fabian PAR Customer Relations Specialist			ast 5 th Street		
PAR Customer Relations Specialist	T 0		ngton, KY 41011		
Email: brandy_fabian@gmexpert.com			age/Auction Yard:		
Phone: 866-790-5600 ext.31065		s. Adj. Name: none #:			
or 866-790-5700 ext.		ione #: aim or Salvage l	D #•		
Fax: 866-480-3626	Ci	aiiii oi Saivage i	D π.		
Mailing Address:	Cl	aimant Informa	tion		
GM PAR Investigations		AR File #: 71-			
7401 E. Ben White		aimant Name:			
Building 3	_	aimant Home #:			
Austin, TX 78741	Cl	aimant Work #:			
	Cl	aimant <u>Cell #:</u>			
	Ac	ddress:	<u> </u>		
		Alexandr	ia, KY		
	AR CRS via voicer	nail/email of ins _]	pection date.		
	timate Required				
	Il PAR File inform				
	PAR CRS After In	spection			
Please Use Form(s): Accelerator/Throttle Control	Restraint-SIR	/Seathalts	Seats		
Brake/ABS/TCS/VSES	Side Impact		Power Sliding Door		
Steering/Suspension/Tires/Wheels	Inadvertent De	enloyment	OnStar		
Engine Exhaust/Odor	Transmission/	<u> </u>	OTHER:		
Engine Stalling	Thermal Even				
Special Instructions:					
Interview Owner? Yes No	Vetronix Requ	rested	Obtain Fire/Police Report		
Other (define)	, ett omm reequ		1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0		
Investigations can on	ly ha muchad if a ma	ailed by one of the	following		
		-	ionowing.		
RUSH (Name of Team Manager or Ops	Mgr Approving the	e Kusn):			
	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 p	romptly by phone,	fax or email.			
Date Report Uploaded to EAA FTP SITE:					

Customer's Name:

Inspection Date: 05-11-09

Vehicle Brand: File #

Chevrolet 71-721141207

Model: 2009 Colbalt SS VIN: 1G1AP18XX97

Inspector Michael Schamel

Neg.# Description

1.

2.



Data tag with VIN.
Left door panel



undamaged.

3. Steering wheel

Customer's Name:
Vehicle Brand:

Inspection Date: 05-11-09

Chevrolet

Model: 2009 Colbalt SS

File # 71-721141207 VIN: 1G1AP18XX97



undamaged.

4. Side view of steering wheel



5. Lower dash panel undamaged.

Customer's Name:

Inspection Date: 05-11-09

Vehicle Brand:

Chevrolet 71-72114120

Model: 2009 Colbalt SS

File # 71-721141207 VIN: 1G1AP18XX97



6. Underside of left seatbelt latch plate.



7. Left front seatbelt latch plate ID.

Customer's Name:

Inspection Date: 05-11-09 2009 Colbalt SS

Vehicle Brand: Chevrolet File # 71-7211412

 Chevrolet
 Model:
 2009 Colbalt SS

 71-721141207
 VIN:
 1G1AP18XX97



8. <u>Left front seatbelt latches normally.</u>



9. Left front seatbelt latched into buckle end normally.

Customer's Name:

Inspection Date: 05-11-09

Vehicle Brand: Chevrolet File # 71-721141:

 Chevrolet
 Model:
 2009 Colbalt SS

 71-721141207
 VIN:
 1G1AP18XX97







Customer's Name:

Inspection Date: 05-11-09

Vehicle Brand: File #

Chevrolet 71-721141207

Model: 2009 Colbalt SS VIN: 1G1AP18XX97

11.



Inside mirror undamaged.

12. <u>Left sunvisor reveals no damage.</u>



13. <u>Left sunvisor vanity mirror undamaged.</u>

Customer's Name:

Inspection Date: 05-11-09

Vehicle Brand: Chevrolet

Model: 2009 Colbalt SS

<u>File # 71-721141207 VIN: 1G1AP18XX97</u>



14. Vehicle equipped with a manual transmission and center console undamaged.



15. Right side upper and lower dash undamaged and no contact marks present.

Customer's Name:

Inspection Date: 05-11-09

Vehicle Brand:

Chevrolet

Model: 2009 Colbalt SS

<u>File # 71-721141207 VIN:</u> 1G1AP18XX97



16. Right sunvisor undamaged.



17. <u>Underside of right sunvisor</u>

Customer's Name:

Inspection Date: 05-11-09

Vehicle Brand: Chevrolet

Model: 2009 Colbalt SS

File # 71-721141207 VIN: 1G1AP18XX97



18. Right side sunvisor vanity mirror intact and undamaged.



19. Underside right front sunvisor reveals no damage or contact marks.

Customer's Name:

Inspection Date: 05-11-09

Vehicle Brand: Ch File # 71-

 Chevrolet
 Model:
 2009 Colbalt SS

 71-721141207
 VIN:
 1G1AP18XX97



20.



21. Turbo boost gauge at left pillar mount.

Customer's Name:

Inspection Date: 05-11-09

Vehicle Brand:

Chevrolet

Model: 2009 Colbalt SS

File # 71-721141207 <u>VIN:</u> 1G1AP18XX97



22. Vehicle right side overview reveals no damage.



23. Frontal overview reveals damage offset to the right side only.

Customer's Name:

Inspection Date: 05-11-09

Vehicle Brand: Chevrolet
File # 71-721141

 Chevrolet
 Model:
 2009 Colbalt SS

 71-721141207
 VIN:
 1G1AP18XX97



24. Front bumper cover on the right front corner indicated vehicle contact prior to engaging the right front wheel.



25. Extreme close-up of damage to front bumper at right side.

Customer's Name:

Inspection Date: 05-11-09

Vehicle Brand: C File # 7

 Chevrolet
 Model:
 2009 Colbalt SS

 71-721141207
 VIN:
 1G1AP18XX97



26. Overview or right fender damage forward of wheel damage and strut.



27, Extreme close-up of damage at right front corner.

Customer's Name:

Inspection Date: 05-11-09

Vehicle Brand:

Chevrolet Model:

2009 Colbalt SS

File # 71-721141207 VIN: 1G1AP18XX97



28. Side-overview of damage to right side of vehicle.



29. Side damage to right fender forward of wheel position.

Customer's Name:

Inspection Date: 05-11-09

Vehicle Brand: File #

Chevrolet 71-721141207

Model: 2009 Colbalt SS VIN: 1G1AP18XX97



30. Overview of strut rub area mark as wheel contacted strut with inner side wall of tire.



31. Overview of side impact to right front door.

Customer's Name:

Inspection Date: 05-11-09

Vehicle Brand: File #

Chevrolet 71-721141207

Model: 2009 Colbalt SS VIN: 1G1AP18XX97



32. Overview or right door rear edge containing on to right quarter panel.



33. Overview of right rear wheel damaged and quarter panel side damage depth of crush.

Customer's Name:

Inspection Date: 05-11-09

Vehicle Brand:

Chevrolet 71-721141207

Model: 2009 Colbalt SS

<u>File # 71-721141207 VIN:</u> 1G1AP18XX97



34. Right rear bumper damage at extreme end.



35. Rear bumper overview reveals no damage at face only side damage at extreme right corner.

Customer's Name:

Inspection Date: 05-11-09

Vehicle Brand: Chevrolet File # 71-721141:

Model: 2009 Colbalt SS



36. Right rear wheel scuffed and rim damage from side impact.



37. Scuff marks at right rear wheel edge.

Customer's Name:

Inspection Date: 05-11-09

Vehicle Brand: File #

Chevrolet 71-721141207

Model: 2009 Colbalt SS VIN: 1G1AP18XX97







CDR File Information

Vehicle Identification Number	1G1AP18XX97138
Investigator	michael schamel
Case Number	71-721141207
Investigation Date	Monday, May 11 2009
Crash Date	00-00-00
Filename	1G1AP18XX97
Saved on	Monday, May 11 2009 at 11:10:56 AM
Collected with CDR version	Crash Data Retrieval Tool 3.1
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	**1AP18X*9*138844
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)	OFF

System Status At 1 second

Cyclom Clarac Att i Cocoma	
Transmission Range (If Equipped)	Invalid
Transmission Selector Position (If Equipped)	Invalid
Traction Control System Active (If Equipped)	No
Service Engine Soon (Non-Emission Related) Lamp	OFF
Service Vehicle Soon Lamp	OFF
Outside Air Temperature (degrees F) (If Equipped)	54
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)	Invalid	Invalid	Invalid	Invalid	Invalid
Engine Speed (RPM)	2432	2368	2368	2304	2368
Percent Throttle	16	16	38	36	34
Accelerator Pedal Position (percent)	4	7	23	22	21
Antilock Brake System Active (If Equipped)	No	No	No	No	No
Lateral Acceleration (feet/s²)(If Equipped)	0	4.92126	6.56168	5.74147	5.74147
Yaw Rate (degrees per second) (If Equipped)	-1	3	4	4	3
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)	No	No	No	No	No



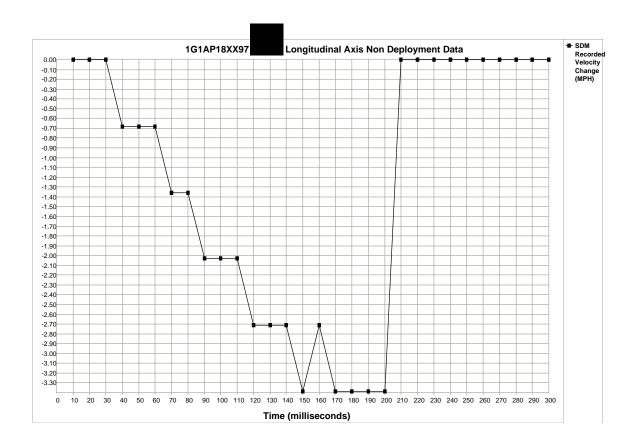


System Status At Non-Deployment

SIR Warning Lamp ON/OFF Time (seconds) Number of Ignition Cycles SIR Warning Lamp was ON/OFF Continuously 118 Ignition Cycles Since DTCs Were Last Cleared Driver's Belt Switch Circuit Status Passenger's Belt Switch Circuit Status Automatic Passenger's Belt Switch Circuit Status Automatic Passenger SIR Suppression System Validity Status Valid Automatic Passenger SIR Suppression System Status Diagnostic Trouble Codes at Event, fault number: 1 Diagnostic Trouble Codes at Event, fault number: 2 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: 3 N/A Diagnostic Trouble Codes at Event, fault number: 3 N/A Diagnostic Trouble Codes at Event, fault number: 5 N/A Diagnostic Trouble Codes at Event, fault number: 5 N/A Diagnostic Trouble Codes at Event, fault number: 6 N/A Diagnostic Trouble Codes at Event, fault number: 5 N/A Diagnostic Trouble Codes at Event, fault number: 6 N/A Diagnostic Trouble Codes at Event, fault number: 6 N/A Diagnostic Trouble Codes at Event, fault number: 6 N/A Diagnostic Trouble Codes at Event, fault number: 6 N/A Diagnostic Trouble Codes at Event, fault number: 6 N/A Diagnostic Trouble Codes at Event, fault number: 6 N/A Diagnostic Trouble Codes at Event, fault number: 6 N/A Diagnostic Trouble Codes at Event, fault number: 6 N/A Diagnostic Trouble Codes at Event, fault number: 7 N/A Diagnostic Trouble Codes at Event, fault number: 8 N/A Diagnostic Trouble Codes at Event, fault number: 9 N/A Diagnostic Trouble Codes at Event, fault number: 9 N/A Diagnostic Trouble Codes at Event, fault number: 9 N/A Diagnostic Trouble Codes at Event, fault number: 9 N/A Diagnostic Trouble Codes at Event, fault number: 9 N/A Diagnostic Trouble Codes at Event, fault number: 9 N/A Diagnostic Trouble Codes at Event, fault number: 9 N/A Diagnostic Trouble Codes at Event, fault number: 9 N/A Diagnostic Trouble Codes at Event, fault number: 9	System Status At Non-Deployment	
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Deployment Event Recorded in the Non-Deployment Record No		
	Event Recording Complete	Yes



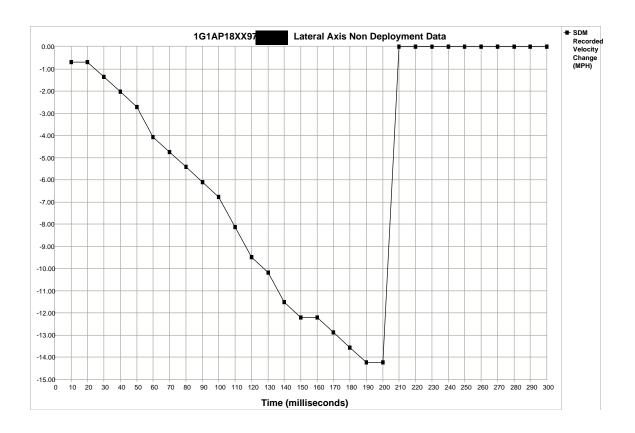




Time (milliseconds)	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150
Longitudinal Axis Recorded Velocity	0.00	0.00	0.00	-0.68	-0.68	-0.68	-1.36	-1.36	-2.03	-2.03	-2.03	-2.71	-2.71	-2.71	-3.39
Time (milliseconds)	160	170	180	190	200	210	220	230	240	250	260	270	280	290	300
Longitudinal Axis Recorded Velocity	-2.71	-3.39	-3.39	-3.39	-3.39	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)	-0.68	-0.68	-1.36	-2.03	-2.71	-4.07	-4.74	-5.42	-6.10	-6.78	-8.13	-9.49	-10.17	-11.52	-12.20
Time (milliseconds)	160	170	180	190	200	210	220	230	240	250	260	270	280	290	300
Lateral Axis Recorded Velocity Change (MPH)	-12.20	-12.88	-13.56	-14.23	-14.23	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.

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$4D
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$4E
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Comments

1135

PHOTOGRAPH DESCRIPTION SHEET

FILE NO.: <u>71-721141207 Decker# 2</u>

Please provide a brief description of the reason for **each photograph**. Supply all photos in a zip file with report form and this photo log. Refer to the required photo list for below.

Digital Camera	Description
Photo No. Eg.: 100_1950.jpg	D Seat Belt Unlatched
38	Scuffs at side wall or right rear tire.
39	Tire type and DOT numbers
40	Damage ar right rear wheel face from a side impact.
41	Rear veiw facing forward of side damage to entire vehicle right side.
43	Right front strut tower rub indicates right tire rubbing against strut tube.
44	Right front lower control arm attached normally at inner end and no damage.
45	Lower ball stud intact in mounting at lower control arm bracket.
	Extreme close-up of right knuckle pulled from strut mount holes from wheel impact. Note bolts
46	not damaged as reported as strut tube mounted pulled through.
47.	Right front headlamp broken out at side.
48.	Tire type and size.
49.	Tire size.
50	Right front tire damage indicates tire rub at strut tower while turning after impact to wheel.
51.	Extreme close up of right wheel inner edge lip reveals daamge from strut tower contact.
52.	Cuts in right wheel inner edge lip reveals wheel turning against strut tube.
53.	Right front tire side wall damge from strut contact.
54	Overview of right front side wall daamge.
55.	Overhead view of right knuckle pulled from strut tube.
56.	Extreme close up of knuckle pulled from strut tube at right side.
57.	Extreme close up of strut tube mounting holes pulled through from wheel and knuckle contact.
58.	Close up of strut holes.
59.	Strut tube mounting bolts tight against knuckle mount.
60.	Inner tire overview reveals side wall damage to right front tire.
61.	Inside view of damaged right front wheel edge.
62.	Overview of left front side undamaged.
63.	Rearview of knuckle pulled from strut tube mount from wheel side contact.
64.	View of right knuckle puuled from strut tube facing forward.
65.	forward view of right knuckle undamged puuled from strut tube.
66.	Forward facing view of right knuckle and strut tube mount.
67.	Overview or right front strut tube.
68.	Overview or right brake disk and caliper mounting.
69.	Overview reveals bend in right side outer tie rod end.
70.	Sideview of outer tie rod damage.
71.	Overview of right tie rod damage.

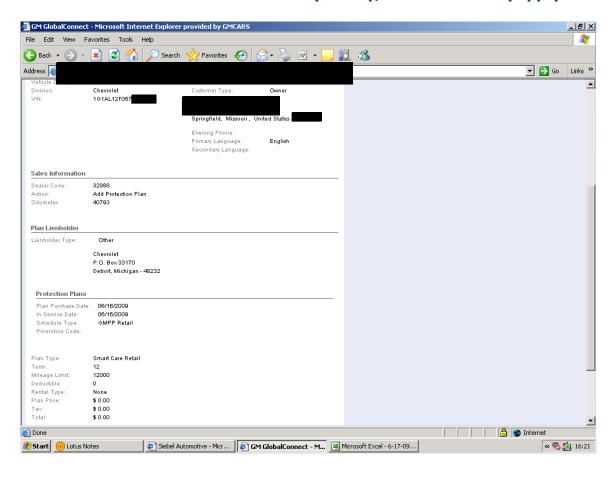
Photo Log

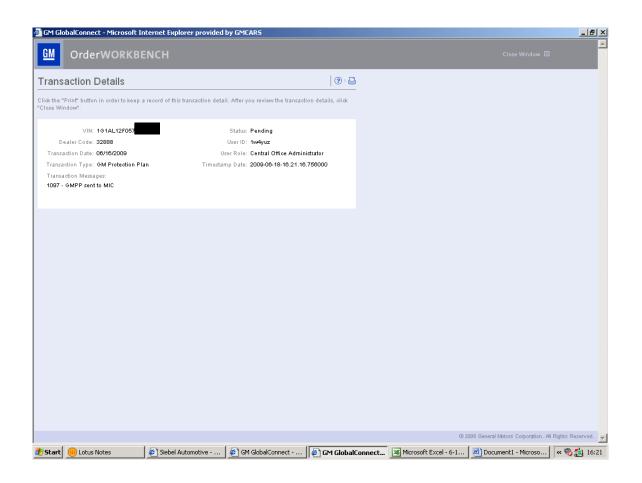
PHOTOGRAPH DESCRIPTION SHEET

Photo Log

PHOTOGRAPH DESCRIPTION SHEET		

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





Springfield, MO

Dear

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP) for the Smart Care plan on your 2005 Chevrolet Cobalt, Vehicle Identification Number 1G1AL12F057

The processing time will take approximately eight weeks.

You will be notified by GMPP once the plan has been processed and you will receive complete details on your plan's coverage at that time. This letter will serve as your policy until you receive your plan confirmation. Should you require service prior to receiving your plan confirmation from GMPP, simply bring this letter to your local Chevrolet Dealership. Your complete satisfaction is very important to us at Chevrolet. We hope the issuance of this GMPP demonstrates our appreciation of you as a valued customer.

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 Service Request: 71-722484632

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

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

June 28, 2011

Vermilion, OH

Service Request: 71-726435793

Dear

Thank you again for making us aware of the situation with your 2009 Chevrolet Cobalt. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

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

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

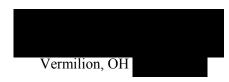
To contact the BBB AUTO LINE, or get more information about the program, call the BBB at 1-800-955-5100 (Monday through Friday during normal business hours). You may also access the BBB AUTO LINE website by visiting www.dr.bbb.org/goauto.

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

Thank you for the opportunity to review this matter.

Sincerely,

Chevrolet Customer Assistance Center



Dear

We sincerely regret that you have experienced a concern with your vehicle. Because you are a valued Chevrolet customer, we are pleased to provide you with this Component Coverage Letter. This coverage does not change the manufacturer's warranty which came standard on your vehicle at the time of purchase.

This Component Coverage Letter is valid for VIN 1G1AT58H097 and will begin on June 3, 2009 at 13,500 miles and will continue until June 3, 2014 or 88,500 miles, whichever occurs first.

The following Steering components will be covered: Gear housing and all internal parts; rack and pinion; power steering pump; steering shaft couplings; seals and gaskets; steering column; ignition switch; ignition lock cylinder; and steering wheel..

Chevrolet will make repairs to correct any defects related to materials or workmanship on the items listed above during the coverage period specified. Chevrolet will not be responsible for conditions arising from tampering, abuse, physical damage, improper maintenance or normal wear and tear. While this coverage is not transferable to any other vehicle, it is transferable to any subsequent owner of this vehicle (excluding vehicles sold or registered in California, New Hampshire or Vermont).

Should your vehicle require repairs within the coverage period, present this letter to the Service Manager of an authorized Chevrolet Dealership. If you have any future questions, please call us at 1-800-222-1020. Any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

Chevrolet Customer Assistance Center Service Request 71-726435793

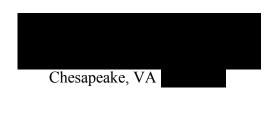
ATTENTION: DEALERSHIP SERVICE MANAGER

Please H-route the claim to your Area Service Manager. Retain a copy of this letter in the customer's file and return the original to the customer.

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

June 28, 2011

Dear



At Chevrolet, we take pride in the vehicles we produce and appreciate the time you took to contact us.

Because customer satisfaction is a top priority for us, please accept this letter worth up to \$100 towards your next maintenance service or repair on your 2005 Chevrolet Cobalt.

This offer is valid towards <u>one</u> service visit on VIN 1G1AK52F857 In the event the cost of your service exceeds the \$100 maximum value, you will be responsible for paying the difference. If the total cost of your services is less than \$100, a credit or refund will not be issued. This letter is not transferable and is valid for 12 months from the date of issue.

We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any Chevrolet dealership for redemption. If you have future questions, please don't hesitate to contact our Executive Office at 1-313-667-7153. Please refer to your service request number listed above and we will be happy to assist you.

Sincerely,

General Motors Executive Office Service Request 71-728481741

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

ATTENTION: DEALERSHIP SERVICE MANAGER

When submitting the claim, please use labor op Z7092, insert the amount in the net item column, and insert the CAC Service Request number in your comments. This <u>original</u> letter must be surrendered by the customer and retained by the dealer for audit purposes.

Chesapeake, VA August 4, 2009

Mr. Frederick A. Henderson President/CEO GM P. O Box 33136 Detroit, Michigan 48232

Dear Mr. Henderson:

On May 28, 2009, I was driving my vehicle on High St. in Portsmouth, VA when I heard a beeping sound. I looked at my dash where the miles is located and it said power steering. I went to Advance Auto to purchase a bottle of power steering fluid because I thought my power steering fluid was low. When the employee at Advance Auto got ready to pour the power steering fluid in, he could not find the area to put the power steering fluid in. I called Hall Chevrolet on Western Branch Blvd. where I purchased my 2005 Chevy to speak to someone so they could help me in finding out where to put the fluid. I spoke to Stacey Morris in the Service Department and I asked her where to put the power steering fluid and Ms. Morris told me my power steering was electrical and that it did not take power steering fluid. I drove my vehicle which was very hard to steer to Hall Chevrolet to have a technician check my power steering and I was told I needed a new one(power steering).

I purchased my vehicle new on April 25, 2005 and the miles on my vehicle at the time when the power steering went out was 26142. In four years Mr. Henderson, there is no way my power steering should be gone. I take my vehicle to Hall Chevrolet to have my oil changed and inspected. They are the only ones who have ever serviced/worked on my vehicle. The amount to fix my vehicle was \$900.00 but Hall Chevrolet assisted me and only charged me for the labor which was \$286.01. In my opinion Mr. Henderson I feel like I should have not been charged because number one, the mileage on my vehicle at the time of the incident was very very very low considering it has been four years since I had my vehicle. In four years, I should be at 48000 miles. I take very good care of my vehicle. I feel the power steering had to be defective.

I called GM to speak to a dealer representative and the person I talked to was Izzie Smith on May 29, 2009. She stated that she needed to talk to Stacey Morris with Hall Chevrolet before anything could be done. Ms. Smith did not know if they were going to charge me or not. Ms. Smith called me on 6-2-09 to let me know that she had spoken to Stacey Morris about the power steering and that I did have low mileage and there was nothing I did to cause the power steering to not operate. Ms. Smith stated I had a case and she said she had to give it to the district specialist to review. Someone called me on 6-3-09 at my part-time job and asked me some questions but I did not get her name; all I know is she had an accent. She told me that someone would be calling me back. Izzie Smith called me on 6-4-09 and told me I had to pay the \$286.00 because according to Donnie Wilson, Service Department Manager, they were giving me assistance and that Hall Chevrolet had given me over 1/3 of a discount which I do appreciate but I still feel that I should not have paid anything. Reason is the power steering should not have stopped working especially since I have very low mileage on my vehicle. The power steering on my vehicle had to be defective.

When Izzie Smith told me I had to pay, I was very upset. I told her if it was her, she would feel the way I feel that she should not have to pay. Especially if she had a daughter and her daughter was driving her vehicle then all of a sudden the power steering went out; she could have been involved in an accident trying to turn or anything could have happened. Ms. Smith told me she understood my frustration and I told her no she



didn't because if she did, she would help me. Ms. Smith told me I had a choice, either I pay the \$286.00 or I pay the \$900.00 which I thought was unprofessional on her part to say to me since I was the customer. Customers do get upset, we have that right. It doesn't give them the right to say anything to us that they want to say. As the saying goes, CUSTOMERS ARE ALWAYS RIGHT. Stacey Morris is very nice and professional and I have never had a problem with her or any of the employees at Hall Chevrolet which is a compliment for Hall Chevrolet. The only problem I have Mr. Henderson is having to pay for something that I feel was not right on my part. I am retired and work part-time. I had just gotten my check in the mail and had to pay to have my car fixed. That was very hard for me.

When I am scheduled to take my vehicle in for an oil change, I end up waiting about two months later than when it is due because the mileage is never high enough to take it in and the oil percentage on the screen is always high. I take my vehicle in for an oil change when the percentage has gotten low and when the mileage is where it should be for my oil change. I take care of my car Mr. Henderson. I asked Stacey Morris what caused my power steering to go like it did and she spoke to a technician and that person told her the censors went and that it was just something that happened. It was not the wires that went bad, it was the power steering that had to be fixed. Just think Mr. Henderson, I could have gotten in an accident trying to turn when the power steering went out.. I purchased a 1989 Geo Spectrum in 1992 from Hall Chevrolet and never had anything like this happen to my Spectrum and it was a used car. My Chevy Cobalt was purchased on April 25, 2005 brand new off the lot and I have had my oil changed, inspected, air filter and fuel system work completed on it since 2005. But to have my power steering go bad, no way Mr. Miller. That just does not sound good.

I am not a hard person to get along with Mr. Henderson. I believe in treating people fair. I feel I was not treated fair. Don't get me wrong, I appreciate the assistance but I still feel I should not have been charged. Yes, I was given assistance, no I didn't pay the \$900.00 and yes I paid \$286.01 instead of \$900.00 but I feel the way I feel. According to my vehicle manual, when I get my car inspected they are suppose to check the electrical and I told Izzie Smith with GM that and she in turn told me the system needs to be upgraded. That didn't set well with me when she said that. Makes me think the system was outdated when the Cobalts were made and that the steering column was definitely defective. With 26142 miles in four years Mr.. Henderson, I must say, that is good mileage and that should tell you my vehicle is in good shape. I know things happen to cars, but to have the power steering go bad in four years, NO WAY.

I took my car to Hall Chevrolet on June 5, 2009 to have it fixed. So far so good but I pray this never happens again. Another thing, I am constantly putting bulbs in for the right or left front/rear turn signal. This seems to be an on-going problem. It seems like I am putting a bulb in every three months. That is not normal. I would appreciate a response. You may contact me at home). I appreciate your consideration in this matter.

Sincerely,

Chesapeake, VA 3-17-12 :27 :27.7 Mr. Frederick A. Henderson President/CEO

Chesapeake, VA August **7**, 2009

Mr. Frederick A. Henderson President/CEO GM P. O Box 33136 Detroit, Michigan 48232

Dear Mr. Henderson:

On May 28, 2009, I was driving my vehicle on High St. in Portsmouth, VA when I heard a beeping sound. I looked at my dash where the miles is located and it said power steering. I went to Advance Auto to purchase a bottle of power steering fluid because I thought my power steering fluid was low. When the employee at Advance Auto got ready to pour the power steering fluid in, he could not find the area to put the power steering fluid in. I called Hall Chevrolet on Western Branch Blvd. where I purchased my 2005 Chevy to speak to someone so they could help me in finding out where to put the fluid. I spoke to Stacey Morris in the Service Department and I asked her where to put the power steering fluid and Ms. Morris told me my power steering was electrical and that it did not take power steering fluid. I drove my vehicle which was very hard to steer to Hall Chevrolet to have a technician check my power steering and I was told I needed a new one(power steering).

I purchased my vehicle new on April 25, 2005 and the miles on my vehicle at the time when the power steering went out was 26142. In four years Mr. Henderson, there is no way my power steering should be gone. I take my vehicle to Hall Chevrolet to have my oil changed and inspected. They are the only ones who have ever serviced/worked on my vehicle. The amount to fix my vehicle was \$900.00 but Hall Chevrolet assisted me and only charged me for the labor which was \$286.01. In my opinion Mr. Henderson I feel like I should have not been charged because number one, the mileage on my vehicle at the time of the incident was very very low considering it has been four years since I had my vehicle. In four years, I should be at 48000 miles. I take very good care of my vehicle. I feel the power steering had to be defective.

I called GM to speak to a dealer representative and the person I talked to was Izzie Smith on May 29, 2009. She stated that she needed to talk to Stacey Morris with Hall Chevrolet before anything could be done. Ms. Smith did not know if they were going to charge me or not. Ms. Smith called me on 6-2-09 to let me know that she had spoken to Stacey Morris about the power steering and that I did have low mileage and there was nothing I did to cause the power steering to not operate. Ms. Smith stated I had a case and she said she had to give it to the district specialist to review. Someone called me on 6-3-09 at my part-time job and asked me some questions but I did not get her name; all I know is she had an accent. She told me that someone would be calling me back. Izzie Smith called me on 6-4-09 and told me I had to pay the \$286.00 because according to Donnie Wilson, Service Department Manager, they were giving me assistance and that Hall Chevrolet had given me over 1/3 of a discount which I do appreciate but I still feel that I should not have paid anything. Reason is the power steering should not have stopped working especially since I have very low mileage on my vehicle. The power steering on my vehicle had to be defective.

When Izzie Smith told me I had to pay, I was very upset. I told her if it was her, she would feel the way I feel that she should not have to pay. Especially if she had a daughter and her daughter was driving her vehicle then all of a sudden the power steering went out; she could have been involved in an accident trying to turn or anything could have happened. Ms. Smith told me she understood my frustration and I told her no she

didn't because if she did, she would help me. Ms. Smith told me I had a choice, either I pay the \$286.00 or I pay the \$900.00 which I thought was unprofessional on her part to say to me since I was the customer. Customers do get upset, we have that right. It doesn't give them the right to say anything to us that they want to say. As the saying goes, CUSTOMERS ARE ALWAYS RIGHT. Stacey Morris is very nice and professional and I have never had a problem with her or any of the employees at Hall Chevrolet which is a compliment for Hall Chevrolet. The only problem I have Mr. Henderson is having to pay for something that I feel was not right on my part. I am retired and work part-time. I had just gotten my check in the mail and had to pay to have my car fixed. That was very hard for me.

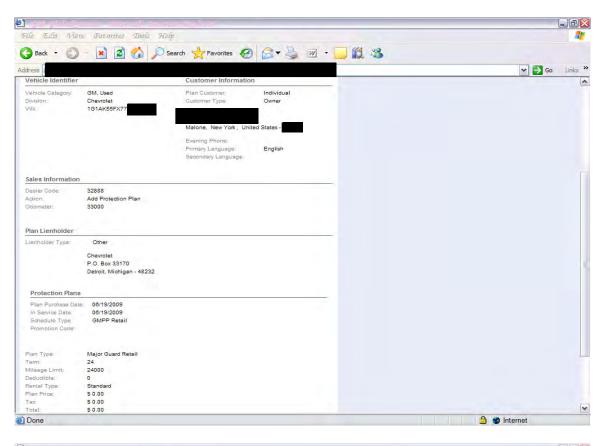
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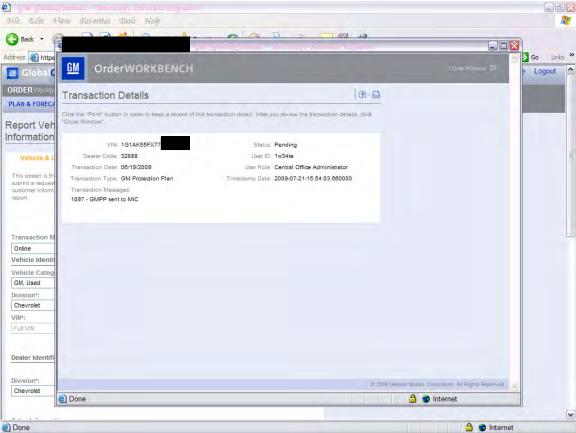
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INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)





Malone, NY

Dear

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP) for the Major Guard plan on your 2007 Chevrolet Cobalt, Vehicle Identification Number 1G1AK55FX77 The processing time will take approximately eight weeks.

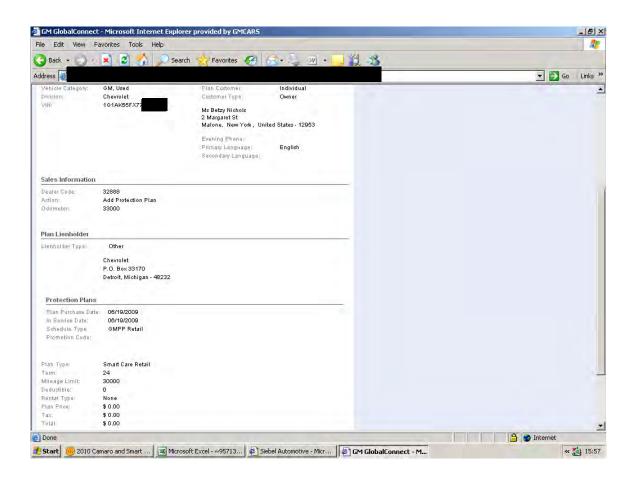
You will be notified by GMPP once the plan has been processed and you will receive complete details on your plan's coverage at that time. This letter will serve as your policy until you receive your plan confirmation. Should you require service prior to receiving your plan confirmation from GMPP, simply bring this letter to your local Chevrolet Dealership. Your complete satisfaction is very important to us at Chevrolet. We hope the issuance of this GMPP demonstrates our appreciation of you as a valued customer.

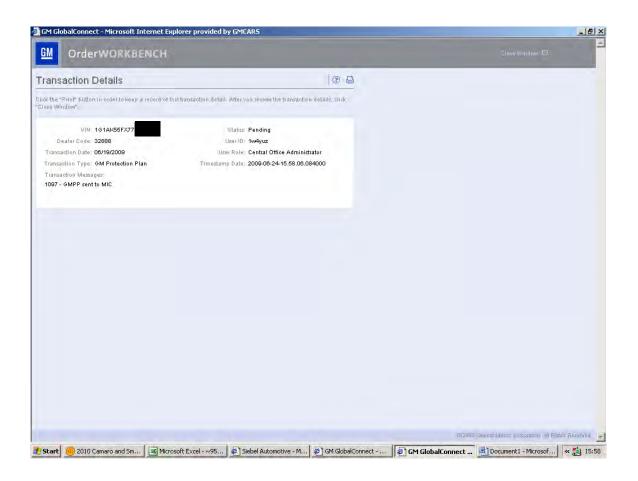
At Chevrolet, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

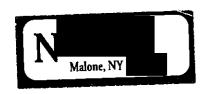
Sincerely,

Chevrolet Customer Assistance Center Service Request: 71-728754001

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











RETURN RECEIPT
REQUESTED

03-29-39201:03 RCVD

Chevrolet Motor Division Chevrolet Customer Assistance Center PO Box 33170 Detroit, MI 48232-5170

- 4

May 26, 2009

Chevrolet Motor Division Chevrolet Customer Assistance Center PO Box 33170 Detroit, MI 48232-5170

VIA: Certified Mail

RE: 2007 Chevy Cobalt

VIN No.: 1G1AK55FX77

Dear Madam or Sir:

In August 2007 I purchased, from Barstow's Motors in Potsdam, a new 2007 Chevy Cobalt. I purchased the Cobalt for several reasons: 1) gas mileage, 2) recommendations from other Cobalt owners, and 3) my brother-in-law is a GM Engineer.

Initially I was quite pleased with my new car, it handled beautifully and, as I have to travel 24+ miles round trip 5 days a week to work, the gas mileage was great. But my pleasure with the car was short-lived. Within a year of having this car, (July 2008), I noticed a thumping/knocking sound in the front end when I turned. I brought the car to our local Chevrolet dealer Ellis Chevrolet, Buick, Pontiac, GMC, Inc. where they replaced the left front sway bar, replaced the steering column and adjusted toe (see attached Invoice).

In February 2009 I began noticing the same type of noise again and brought my car back to Ellis's. This time they found the right front sway bar link loose (see attached Invoice). While talking to one of the salemen about the problems I'd been having he asked if I have a tendency to take this car "off-road". I told him the only roads I drive are State, County and local roads, I am the only driver and I certainly would know enough to NOT do such a thing to this car.

Shortly after picking up my car from Ellis's I began having problems with noise in the front end for the THIRD TIME. This time, before bringing it to one of your dealers, I had a mechanic I trust drive it and look it over to make sure I wasn't just being paranoid. He found the front strut was leaking, AND the control arm back bushing was bad. I decided this time to bring the car back to Barstow's where they replaced BOTH front control arm bushings, AND replaced BOTH front struts (see attached) The Service Manager at Barstow's commented that it wasn't uncommon for him to replace several Cobalt control arm bushings weekly. This news was not comforting to me at all.

Once again I began having problems with knocking/thumping when you turn the steering wheel, primarily at lower speeds, so I brought it back to Ellis' on May 21st. This time they found the intermediate steering shaft needs to be replaced. While the Service Manager assured me this was not a safety threat, I found online there had been a safety recall on this part in 2007! He claimed that the problem was "simply an annoying thump", yet in speaking to other mechanics, the intermittent steering shaft is an integral part of the steering system; failure could cause the steering to lock up. I have scheduled this work to be done June 3, 2009.

The Service Manager advised me, based on its past history, to 1) purchase an extended warranty for this car, 2) be prepared to spend a great deal of money on repairs after the warranty expires, or 3) trade it in before the warranty expires. While I appreciated his candor, any of these options means a financial burden to me that I shouldn't have to undertake with a car that's less than 2 years old.

What disturbs me is that so far, this car has had the following front end/steering work done:

Intermediate Steering Shaft Being Replaced 6/3/09

Front Struts: Replaced 2/24/09
Steering Column: Replaced 8/13/08
Front Control Arm Bushings: Replaced 2/24/09

Ü,

Sway Bar Linkage: Replaced 2/4/09 (left) 8/13/08 (right)

This car isn't even 2 years old!!! To say I'm discouraged is putting it mildly. I cannot afford a vehicle that isn't safe, reliable and mechanically sound. It concerns me to take this car on any lengthy trips (my granddaughter requires quarterly visits to a hearing specialist – 300+ miles round trip) with the problems I've had with the front end/steering.

I am fed up with this car, but, more importantly, I am frustrated and discouraged with General Motors. You can't expect people to want to purchase American made vehicles if these vehicles have such a short life span. I purchased a new car thinking it would last me at least the length of my loan, but here we are, less than 2 years into ownership and this car has caused me more problems than my used 1999 Chevy Blazer that I owned previously.

I hope that GM will, in the very least, acknowledge my letter. Better yet, I'd like to see GM go good on this car. Because of all the front end issues this car has had over the last 18 months, I intend to contact the NYS Attorney General to see if I have any legal recourse regarding this vehicle. In my opinion, this car poses a threat to my safety considering the components that have been replaced numerous times and continue to need repair/replacement. I expect that GM/Chevrolet and I will come to a mutually agreeable outcome in this matter. Please feel free to contact me at the property of the contact me at the cont



NOTE: According to the Ellis invoice the "mileage in" on July 7, 2008 was 19,156 and the "mileage out" on August 13, 2008 was 19,156. This is SERIOUSLY incorrect. Ellis's did NOT have my car sitting in their repair shop for 37 days, therefore I suspect the "mileage in" should read (approximately) 18,056 (figuring 37 days at an average of 30 miles/day = 1,100 miles which should be deducted from the 19,156 "mileage in"). This would put my car within 56 miles of the Lemon Law mileage limitation of 18,000 and well within the 2 years.

ELLIS PONTIAC-BUICK-GMC, INC.

551 EAST MAIN STREET

MALONE, N.Y. 12953

TEL: (518) 483-1880

1-800-469-1880

FAX PHONE: (518) 483-1492

MILEAGE OUT DATE QUI INVOICE NO. VEHICLE IDENTIFICATION 19156 08/13/08 65765 · 1G1AK55FX77 PART-CLOSE COLOR TAG NO. MODEL YEAR MAKE NY MALONE 00000 07 CHEVROLET COBALT LS PROD DATE TERMS WORK PHONE STOCK NO. SERV. ADV. CUST.NO. LICENSE HOME PHONE 00/00/00 NF 1894 CASH IN-SERV DATE DELIV.DATE DELIV MILES MILEAGE IN DATE_IN CUST LABOR RATE 19156 07/07/08 00/00/00 00/00/00 68.00 Incorrect NYS REPAIR FACILITY # 7059368 CUSTOMER SATISFACTION IS # ONE TECH. HOURS/QTY TYPE AMOUNT LINE OP.CODE FAIL-CD CUSTOMER STATES CLUNK NOISE WHEN TURNING AND GOING OVER BUMPS Α FOUND LEFT FRONT SWAY BAR LINK WORN CAUSING NOISE REPLACED LEFT FRONT SWAY BAR LINK A04 2542 W 15782690 LINK 1 Line Total NOTED: CLUNKING NOISE IN STEERING FOUND STEERING COULUMN CLUNKING - ORDERED PARTS 7-22-08 · REPLACED STEERING COLUMN , AJUSTED TOE A04 2542 W 19200751 COL KIT W TOE SET WARRENS SUBLET Line Total. LUBE ,OIL , AND FILTER COMPLETED LOF A61 2466 01 12605566 PF457G OIL FIL C 9.00 C WW W/WASHER FLUID C 5W30 MOTOR OIL 17.50 Line Total.... 26.50

CUSTOMER COPY - PAGE 01

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 SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

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

ELLIS PONTIAC-BUICK-GMC, INC.

551 EAST MAIN STREET MALONE, N.Y. 12953

TEL: (518) 483-1880 1-800-469-1880

FAX PHONE: (518) 483-1492

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NYS REPAIR FACILITY # 7059368 CUSTOMER SATISFACTION IS # ONE

LINE

TECH. OP.CODE FAIL-CD

HOURS/OTY TYPE

AMOUNT

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. A32 3904

20784686 LINK

1

Line Total

TOTAL-AMOUNT

NoCharge



CUSTOMER COPY - PAGE 01

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On behalf of servicing dealer, I hereby certify that the information contained

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

CUSTOMER	SIGNATURE



Barstow Motors Inc.

Pots

Telephone Dept.







Ed Market Chant	<u>leiebi ione</u>
54 Market Street	315-265-8800 / Office
P.O. Box 729	•
ndem NV 12474	315-265-8802 / Service D
sdom, N.Y. 13676	,; 315-265-5670 / Callisia

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INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) Privileged and Confidential Information

CASE ASSESSMENT

By: James Hardin State: Georgia

Customer Name:	Service 72958	e Request: 71-	BBB Case No.: CHV0938957
Only customer's last name t		J+J/	
Vehicle ID No.: 1G1AK58F187	In Service Date: 2/1/2008	Vehicle is: Used	BAC Code: 112493
Year, Make & Model: 2008 Che Mileage at Time of BBB Filing (Lien holder: GMAC Other DVM Name: Marty Cleypool Phone/Cell Number: 770-312-484 Svc Mgr Name: Bruce Mitchum	vrolet Cobalt 25,000) : Other	17,000 miles	
	VEHICLE RE	PAIR HISTORY	
Throughout the entire form, us category.	e an asterisk (*) if d	ay(s) out of service a	re already counted in another
PLACE A CHECKMARK IN THE E IF THERE WERE NO REPAIRS F			N REPAIR ORDERS. USE "N/A"
HAS TAC BEEN CONTACTED FO EXPLANATION TAC WAS INVOL	VED. IF TAC HAS		LEASE INCLUDE TAC # AND
IF TAC HAS NOT BEEN CONTANOTn/a	ACTED WHY		
Power steering locks up whi	le turning right/left		
Date: RO #: Days Out:	Mileag Description e:	on of Complaint and	d Repair Performed:
n/a			
Recall/Campaign (Not Relat	ed to Other Sympton	ns/Complaints)	
Date: RO #: Days Out:	Mileag Description:	on of Complaint and	d Repair Performed:

Has the vehicle ever been involved in an accident Y or N?

Did you confirm your answer with the customer Y or N? What type of damage was sustained (example front end collision) front end collision

Are the	RO's	attached	if t	he v	ehicle	wasi	in an	accident '	Y or N
71 C 111C		attatiicu		IIC V	CITICIC	was	ııı aıı	accident	1 01 11

Has the customer filed any insurances claims on this Vehicle Y or N If Yes obtain the following information below Insurance Companyn/a Insurance Rep (First and Last Name)n/a	Y
Phone #n/a	
Claim Made? Y/N N Claim Status: Pending/Denied/NA	n/a
Claim #n/a	•
Did Insurance Company refer customer to GM? Y/N/NA n/a	
Are there any Aftermarket Modifications to the Vehicle Y or N Have you confirm this with the customer Y or N List:	<u>N</u>
Was a Trade Repurchase offered to the customer Y or N (A Trade Repurchase is to be offered as a settlement before a Straight can be constituted by the DVM/CAMn/a	N sidered)
What is the customer eligible for based upon the BBB Program Eligibility Guidelines and the emon law requirements for meeting presumption? Explain with some Detail	States
GM Program Summary Repurchase/Replacement: not eligible for remedies	

Ν

THE STATE LEMON LAW READS:

Days out of service: 30 calendar days, 15 have to be within 12/12 Repairs: 1 attempt to safety defect in braking/steering during 12/12; 1 attempt to any other safety defect during 12/12 and at least 1 more attempt within 2/24 after first attempt; 1 attempt during 12/12 and 2 more in 2/24 (regular) Does Lemon Law state nonconformity must continue to exist? N

GM Program Summary Repairs/Reimbursement for past repairs: eligible for remedies

If applicable, safety-related repairs: see above

Lemon Law Repurchase/Replacement: not eligible for remedies

Safety-related time period: n/a

Number of repair attempts in the presumption period: n/a
Total days out of service during the presumption period: n/a
Total days out of service during customer's ownership: n/a

Vehicle Meets Presumption of Lemon Law NO

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: VIN scan performed, no previous SRs found

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: repeat concern w/ power steering that affects drivability/safety, would like a trade in vehicle

DVM sts: n/a

SVM sts: has had ongoing concern w/ power steering, is willing to work within term of factory warranty to repair properly

CRS Rationale: vehicle is ineligible for trade/repurchase request due to being purchased used; explains to customer that dealer and manufacturer willing to stand behind terms of factory warranty

What are the 3 main strengths of the customer's case to win repurchase through Lemon Law vehicle is under warranty									
vehicle has had ongoing concern w/ power steering as confirmed by dealer									
What are the 3 mains weaknesses of the customer's case to win repurchase through Lemon Law? - vehicle was purchased used – ineligible under state lemon law Decision reached by CRS: Arbitrate case: Settle case:									
CRS FINAL OFFER:			DATE :	CUST {Accepted / Declined}					
Goodwill: {Type}	Attorney Fees (if applicable): \${Am	nount}							
TEAM LEAD APPROVIN	IG:	{Name}		Date: {Date}					

BBB AUTO LINE Customer Claim Form

Case number: CHV0938957 Contact Date: 06/02/09

Start Date:

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

Account Number			
Lienholder/Leasing Compa			one Number
VEHICLE INDENTIFICATION	N NUMBER		
Please complete the missing	j information in the bo	x below and on	page 2.
Customer wants the manufact	urer to replace the vehic	cie.	
SECTION 3: DESIRED OUTCO			resolve your concern)
Description of damage: Front en	d damage		
Has the vehicle been in an accider	nt/had body damage? 🛛 y	es 🗌 no	Date of accident: 02/15/09
for business purposes (percentage		y the business:	Transmission type: 凶 Automatic 🔲 Manual
First repair attempt date: 05/22/ How often is the vehicle used	09 Fir	st repair attempt m	nileage: 24995
Purchase/lease date: 09/26/08		leage at purchase/l	
Acquired as new used	_	the vehicle in your	possession? ⊠ yes □ no
Primary Servicing dealer/city/st			
Name(s) that appears on the vehi Selling dealer/city/state: Youma		Δ	
Make: Chevrolet	Model: Cobalt	Year: 2008	Current mileage: 24995
SECTION 2: VEHICLE INFOR			24005
Fax:	E-mail address:		
Day phone:	Evening phone:		Cell phone:
City: Macon		State: GA	Zip code:
Mailing address:			
Titled owner:			
SECTION 1: CUSTOMER INFO	OKMATION		

Case Number: CHV0938957 **SECTION 4: VEHICLE PROBLEMS (List primary problem first)** Does the # of problem repair List the date, mileage, and days out of exist Problem Servicing dealer(s) attempts service for each repair attempt now? **Example:** 4/23/06 3,500 miles 5 days 2 6/10/07 12,700 miles 1 day A/C won't cool properly Any Dealer, Inc. yes Power Steering wheel locks up 4 yes while turning left/right

Total days out of service for all problems: ______

Signature of Titled Owner(s) ______ Date _____

Printed Name of Titled Owner(s) ______

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



1802 E CENTRAL TEXAS EXPRESSWAY KILLEEN, TEXAS 76541

F,	A	CSIN	IIL	ETR	ANS	TIN	[AL	SHEET
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TO: Brittany Bridges	FROM: Frank Johnson
COMPANY: GM (AC	DATE: 6 17.09.
FAX NUMBER: 866-715-6750	TOTAL OF PAGES:
PHONE NUMBER;	DEALER: 07-135-CHEVROLET
RE: 71-73/939222	CODE:
	PHONE: (254) 200-4650 FAX: (254) 200-4670
· · · · · · · · · · · · · · · · · · ·	FAX: (254) 200-4670

NOTES/COMMENTS:

29309 COPPERAS COVE, TX

201839

2542004670

CONNELL **CHEVROLET**

ACCOUNTING

1802 E. Central Texas Expy. KILLEEN, TEXAS 76541 (254) 200-4600 - (254) 200-4650

www.connellcars.com

PAGE 1

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CONNELL CHEVROLET

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ACCOUNTING

PAGE 2

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

The factory warranty constitutes all of the warranties with respect to the sale of this itemitiems. 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. DESCRIPTION TOTALS: LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC. CHARGES TOTAL CHARGES LESS INSURANCE SALES TAX DEALER, GENERAL MANAGER OR AUTHORIZED PERSON CUSTOMER SIGNATURE PLEASE PAY THIS AMOUNT

ANTICE PURPOSED TO \$10,001. YEARS PROPERTY CODE

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COPPERAS COVE, TX HOME: BUS:

PAGE 3

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THANK YOU FOR HAVING US SERVICE YOUR VEHICLE

TODAY IS OUR ONLY CHANCE TO "FIX YOUR VEHICLE

RIGHT THE FIRST TIME". IF, FOR ANY REASON, WE

DID NOT MEET YOUR EXPECTATIONS, PLEASE CALL

ME AT (254)200-4661.

FRANK JOHNSON SERVICE MANAGER

*** NO RO PUNCH TIMES ON FILE ***

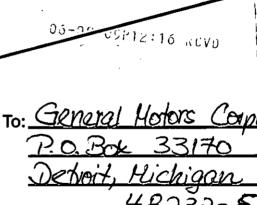
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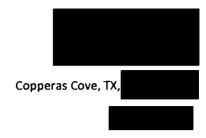




Ready Post.

Document Mailer

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General Motors (GM) Corporation

P.O. Box 33170

Detroit, Michigan, 48232-5170

TO WHOM IT MAY CONCERN:

I am writing to notify you of the problems I am experiencing with my 2007, Chevrolet, Cobalt, VIN: 1G1AL15F777 and and request that you correct this problem within 30 days of your receipt of this letter.

I purchased my vehicle from Connell Chevrolet Of Copperas Cove 1212 East Highway 190, Copperas Cove, TX, 76522 on July 14, 2007. Approximately 6 months after time of purchase I began having trouble with the communications within the vehicles computer which included the gauges of the vehicle and the steering and the steering column. There are still 2 codes which have been found and are unable to duplicate the codes so, the dealership is unable to repair. I took my vehicle back to the dealer for repairs on Jan. 10, 2008, Dec. 08, 2008, Apr. 23, 2009, Apr. 28, 2009, and May 05, 2009 but, to date, the dealer has been unable to correct the problem. Attached are copies of the repair orders which document the dealership's attempt to repair my vehicles problems.

This problem substantially impairs the use and value of my vehicle and creates a serious safety hazard. Therefore, if you or the dealer are unable to correct this problem, I will expect you to REPURCHASE the vehicle pursuant to chapter 2301, subchapter M of the Texas Occupations Code Annotated.

Please contact me on receipt of this letter at the above address or telephone number to arrange a mutually convenient date and time for you to have an opportunity to inspect my vehicle and make any necessary repairs.

Sincerely,



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

June 29, 2011

Fairfax, VA

Dear ,

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

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

To ensure that you have the opportunity to obtain the best value possible, this certificate may be used in addition to any other retail purchase incentive programs available at the time you purchase your new vehicle. We hope you will take advantage of this special incentive offer. Simply present the certificate to your dealer after you have negotiated your best deal, sign the certificate and your dealer will complete the necessary information and process it for you.

We are proud you made Chevrolet your choice when you purchased your 2005 Cobalt and trust you will give us the opportunity to retain you as a valued Chevrolet customer. Should you have any questions regarding General Motors' products and current incentives, please call our Marketing Support department at 1-800-950-2438. You may also begin your vehicle shopping online by visiting gm.com or any of our divisional websites.

Sincerely,

Chevrolet Customer Assistance Center Service Request: 71-733366475

Issued by: Chevrolet

Certificate No. 1G1AZ52F657

Issue Date: June 29, 2011

Issued exclusively for:

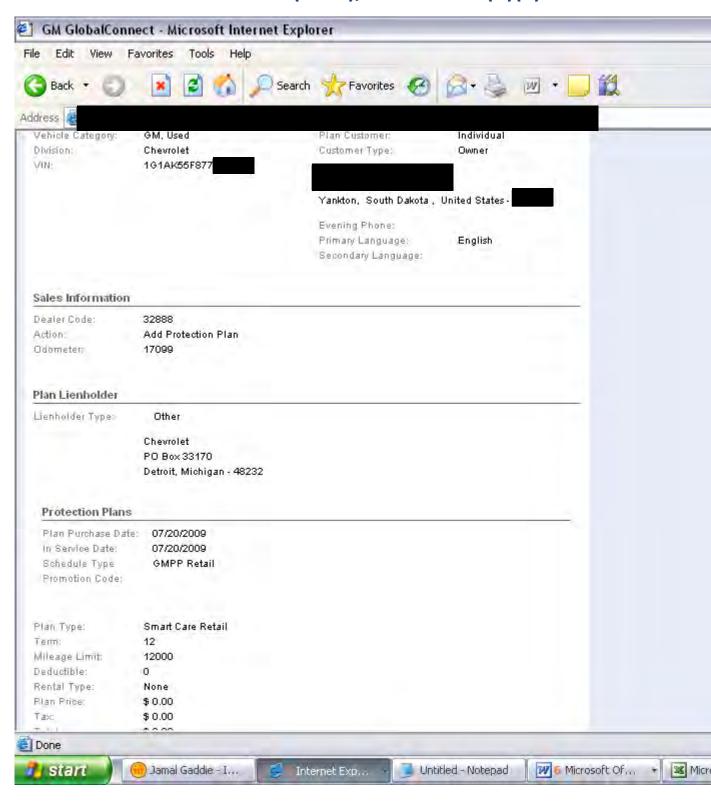
Fairfax, VA

Valid through: June 26, 2010

Amount: One Thousand Dollars and Zero Cents

****\$1,000.00****

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







Dear

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP) for the Smart Care plan on your 2007 Chevrolet Cobalt, Vehicle Identification Number 1G1AK55F877

The processing time will take approximately eight weeks.

You will be notified by GMPP once the plan has been processed and you will receive complete details on your plan's coverage at that time. This letter will serve as your policy until you receive your plan confirmation. Should you require service prior to receiving your plan confirmation from GMPP, simply bring this letter to your local Chevrolet Dealership. Your complete satisfaction is very important to us at Chevrolet. We hope the issuance of this GMPP demonstrates our appreciation of you as a valued customer.

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 Service Request: 71-736290349

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

Privileged and Confidential Information

CASE ASSESSMENT

By: Daniel Ramones State: AZ

Customer Name: Service Request: 71-BBB Case No.: CHV0938020

719395962

Only customer's last name to be recorded

Vehicle ID No.: In Service Vehicle is: New BAC Code: 234369 1G1AK55F277 Date:

10/27/2007

Year, Make & Model: 2007 Chevrolet Cobalt Vehicle Purchased Used on: N/A

Mileage at Time of BBB Filing 16,830 mi. Lien holder: GMAC ☐ Other ☐: Chase Bank

DVM Name: Paul Zbojniewicz

Phone/Cell Number: 80509 58797 Svc Mgr Name: Keith Pollard

Sale Type: Purchase ⊠ Lease ☐ CAM Name: Miklos (Mick) Gonzalez

Office Phone: 805-373-8417 or 8-620-8417

Mailbox/Node is 805373/8417 Fax: 805-373-9598 or 8-620-9598 Email: miklos.gonzalez@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 Y OR N.? IF YES PLEASE INCLUDE TAC # AND EXPLANATION TAC WAS INVOLVED.

ΤF	$T\Delta C$	HAS	NOT	RFFN	CONTACTED	WHY	NOT?
ΤI	IAC	паэ	1101	DELI	CONTACTED	VV I I I	1101:

Knob

Date:	<u>RO # :</u>	Days Out:	Mileag e:	Description of Complaint and Repair Performed:
12/17/0 8	19232 0	2	12,124	Customer sts: Shifter knob has fallen off. Came apart.
				-Shifter knob replaced.

Paint

<u>Date:</u>	<u>RO # :</u>	<u>Days</u> Out:	<u>Mileag</u> e:	Description of Complaint and Repair Performed:
12/26/0 8	19245 6	1	12,408	Customer sts: paint is peeling on rear drivers side door.
1/5/09	19261 7	*	12,822	 -No work done at this time. Customer sts: paint chips and white marks on driver front and rear door.

-Cleaned area.

Windshield

Date:	<u>RO # :</u>	<u>Days</u> Out:	Mileag e:	Description of Complaint and Repair Performed:
12/26/0 8	19245 6	*	12,408	Customer sts: top of windshield moulding appears to be warped.
1/5/09	19261 7	2	12,822	-Found trim defective. Special ordered windshield with moulding. Installed new Special ordered windshield.

☐ Door chrome handle

Date:	<u>RO # :</u>	<u>Days</u> Out:	Mileag e:	Description of Complaint and Repair Performed:
12/26/0 8	19245 6	*	12,408	Customer sts: drivers side front door inner handle chrome is coming apart.
1/5/09	19261 7	*	12,822	-Found handle defective. Ordered new handle. Installed special order door handle.

Date:	<u>RO # :</u>	<u>Days</u> Out:	Mileag e:	<u>Description of Complaint and Repair Performed:</u>
3/24/09	19419 5	1	15,424	Customer sts: key wont turn in the ignition. Found key binding.
				Replaced ignition lock cylinder. Tests good.

☐ Power Steering

Date:	<u>RO # :</u>	Days Out:	Mileag e:	Description of Complaint and Repair Performed:
4/21/09	19473 2	2	16,830	Customer sts: steering locks up while driving and power steering light turns on.
5/20/09	19526	1	17,426	Found diag code C0475 in relation to TSB 07-02-32-007. Connector ends and pins are good. Found steering column failure. Replaced steering column assembly. Cust sts has no power steering
	8		·	Found steering column operating intermittently. Replaced
5/21/09	19531	2	17,492	steering column. Road tested ok. Cust sts has loss of power steering
	6			DIr found no DTC stored. Road tested vehicle 38 miles throughout the day. No problem found

Has the vehicle ever been involved in an accident Y or N? No Did you confirm your answer with the customer Y or N? Yes 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? No 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 Y or N: No Have you confirm this with the customer Y or N: 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

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: Eligible, inside 12/12 program summary

Lemon Law Repurchase/Replacement: Eligible, inside 24/24 filing time

GM Program Summary Repairs/Reimbursement for past repairs: Eligible, inside 36/36 warranty

THE STATE LEMON LAW READS:

Days out of service: 30

Repairs 4 or more to the same nonconformity Time period within six months of 24 / 24

Does Lemon Law state nonconformity must continue to exist? yes

Number of repair attempts in the presumption period: 3
Total days out of service during the presumption period: 11
Total days out of service during customer's ownership: 11

Vehicle Meets Presumption of Lemon Law NO

NO PREVIOUS SRs FOUND

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: Wants vehicle repurchase because he doesn't feel it is safe. No problems currently on the vehicle. Cust has withdrawn claim to sue GM

DVM sts: Feels GMPP Major Guard is excessive. CCL is appropriate.

SVM sts: vehicle has been repaired. No problems found currently

CRS Rationale: Cust doesn't meet presumption. Best offer would be Steering CCL for customer.

What are the 3 main	What are the 3 main strengths of the customer's case to win repurchase through Lemon Law							
What are the 3 main	s weaknesses of the customer's case to win r	epurchase thro	ough Lemon Law?					
Decision reached by	Decision reached by CRS: Arbitrate case: Settle case: XXX							
CRS FINAL OFFER:	Denial	DATE: 7/20/09	CUST declined. Withdrew claim to sue GM					
Goodwill: None	Attorney Fees (if applicable): N/A							

CELL:

INVOICE NO.

C7190

DELIVERY MILES

PRODUCTION DATE

CVC5195750

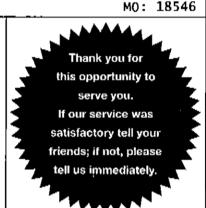
REPRINT# 2

11



1990 N. Pinal Ave. Casa Grande, AZ 85222 (520) 836-2147 • (602) 252-3891 • (800) 825-9450 CHEVROLET

CUSTOMER NO. ADVISOR TAG NO. INVOICE DATE 49965 39536 NOC 06/26/09 1013 LABOR RATE LICENBE NO. 18,474 LASER BLUE/ YEAR / MAKE / MODEL DELIVERY DATE 07/CHEVROLET/COBALT/4 DR SEDAN 10/27/07 CASA GRANDE, AZ 1 G 1 A K 5 5 F 2 7 7 F. O. NQ. 06/16/09 COMMENTS JOB# 1 CHARGES-----LABOR - - - -J# 1 09CVZ FRONT SUSP TECH(5):42145 **INTERNAL** CUST STATES HAS LOSS OF POWER STEERING SCAN SYSTEM FOR CODES. NO CODES IN ANY MODULE. ROAD TEST VEHICLE. COULD NOT DUPLICATE CONCERN AT THIS TIME ROAD TEST VEHICLE 72 MILES OPERATING AS DESIGN INTENT CUSTOMER DECLINED TO PICK UP VEHICLE ON 6-19-09 CLOSED REPAIR ORDER ON 6-25-09. JOB# 1 TOTALS-----JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00 ESTIMATE - - - - -CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX) THANK YOU FOR LETTING HENRY BROWN AUTOMOTIVE SERVICE TOTAL LABOR.... 0.00 YOUR VEHICLE. CUSTOMER SATISFACTION IS OUR #1 GOAL. IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED WITH YOUR SERVICE_EXPERIENCE. PLEASE SEE A MEMBER OF OUR MANAGEMENT TOTAL PARTS.... 0.00 TOTAL SUBLET...
TOTAL G.O.G... 0.00 0.00 TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX.... TEAM. THANK YOU. 0.00 HENRY BROWN AUTOMOTIVE 0.00 P O BOX 11306 0.00CASA GRANDE, AZ 85230 TOTAL INVOICE \$ 0.00 CA5H MASTERCARD AMEX WARR CHECK# INTERNAL CHECK CHARGE VISA BODY SHOP OTHER CASHIER CUSTOMER SIGNATURE DUPLICATE INVOICE *********



SUPPLIES - A token charge is included for HAZARDOUS WASTE DISPOSAL and supplies used on your vehicle. Applicable supply Items are: Nuts, bolts, washers, tape, pins, aerospray, shellac, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, etc.

LIMITED WARRANTY AS IS - 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 EX-PRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FIT-NESS 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, DAMAGES TO PROPERTY, DAM-AGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

* I hereby authorize the repair work hereinafter set forth to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck 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 car or truck to secure the amount of repairs thereto. Not responsible for items left in car.

SIGNED OUSTOMER ADVANCEDADE RECEIPT OF CORY HEREOF

PAGE 1 OF 1

CUSTOMER COPY

[END OF INVOICE | 10:13am

BBB AUTO LINE



AGREEMENT TO ARBITRATE

Case Number: Date: 07/15/2009 CHV0940586

Customer:

Business: Chevrolet

Mfr-Info: 1716 AZ 1G1AK55F277

The decision of the arbitrator(s) will be in accordance with the BBB AUTO LINE arbitration Rules and the applicable manufacturer's Program Summary. All remedies will fall within the confines of the applicable manufacturer's Program Summary unless additional remedies are noted below.

Model : Cobalt Year : 2007

All parties named above submit to arbitration the following:

- * Unable to turn steering wheel/power steering light came on
- * Gear shift knob came off
- * Molding around windshield came apart
- * Car wouldn't start

The parties have come to agreement on the following: n/a

Each party requests the arbitrator(s) render the following decision:

Consumer : Repurchase Manufacturer : Denial

If a repurchase/replacement is sought by one of the above parties, the actual amounts sought are: (reflects the deduction of a rebate, if applicable)

Purchase price:

(* Indicates additional remedies that can only be included if a lemon law repurchase is awarded)

The manufacturer also agrees to extend authority to the arbitrator(s) to award the following: n/a

BBB AUTO LINE Customer Claim Form

Case number: CHV0938020 Contact Date: 05/15/09 Start Date: 05/15/09

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

SECTION 1: CUSTOMER INFO	ORMATION		
Titled owner:	-	·	
Mailing address:		Ole 4 Martin and a second a second and a second a second and a second a second and a second and a second and a second and	
City: Casa Grande		State: AZ	Zip code:
Day phone	Evening phone:		Cell phon
Fax:	E-mail address:		
SECTION 2: VEHICLE INFOR	MATION		
Make: Chevrolet	Model: Cobalt	Year: 2007	Current mileage: 16830
Name(s) that appears on the veh	cle title:		
Selling dealer/city/state: Henry	Brown Automotive, Cas	a Grande, AZ	
Primary Servicing dealer/city/st	ate: Henry Brown Autom	otive,	
Acquired as X new used	demo leased Is	the vehicle in your p	ossession? 🛛 yes 🔲 no
Purchase/lease date: 10/27/07	Mil	leage at purchase/le	ase: 11 m; le
First repair attempt date: 12/18, How often is the vehicle used every for business purposes (percentage	ery day Number of	st repair attempt mil vehicles owned \(\) by the business:	eage: 12124 Transmission type: Automatic
Has the vehicle been in an accide	nt/had body damage? 🔲 ye	es 🗵 no	Date of accident:
Description of damage:	MIA		
SECTION 3: DESIRED OUTCO	ME (Describe what you	ı want done to re	esolve your concern)
\$he is asking for GM to stick to and safe vehicle that she can		ovide her with a re	liable
Please complete the missing	j information in the box	x below and on p	age 2.
VEHICLE INDENTIFICATION	N NUMBER 1G1AK55F2	77381420	
Lienholder/Leasing Compa	iny Chase B	20K_ Phoi	ne Number
Account Number			

Case Number: GHV09 2020 **SECTION 4: VEHICLE PROBLEMS (List primary problem first)** Does the # of problem repair List the date, mileage, and days out of exist **Problem** Servicing dealer(s) attempts service for each repair attempt now? Example: 4/23/06 3,500 miles 5 days A/C won't cool properly Any Dealer, Inc. 2 6/10/07 12,700 miles 1 day ves pril 21,2009 Henry Brown unable to turn steering 1 wheel/power steering light came on DOC. 18-2008, Henry Brown gear shift knob came off 1 no 01.08.2009 molding around windshield 2 no Miles 12,822 came apart Henry Brown car wouldn't start no Milesge 15,424 Unable to turn the steering when

Total days out of service for all problems:	·
Signature of Titled Owner(s) _	Date <u>05.26.69</u>
Printed Name of Titled Owner(s) _	

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

CNUD938020 CSdog



General Motors

Reference Number: 71-719-395-962 To: BBB Auto line Program Council of better business bureaus, INC. 4200 Wilson Boulevard Suite 800 Arlington, VA 22203-1838

In October 2007 I purchased a Chevrolet Cobalt 2007 from Henry Brown Dealership in Casa Grandee, AZ. The first year of driving this car I was a satisfied Chevrolet customer. Then on December 18, 2008 the problems with my car began to occur. I believe that these circumstances could have been fatal and life threatening not only to me and my family, but to other citizens on the road.

PROBLEM 1 at Mileage 12,124 December 18, 2008

I was driving my car in town when suddenly the gear shift knob came off in my hand. I maneuvered my way through traffic and finally was able to come to a stop. I had to stop, hold my foot on the brake and try and locate the pieces to the gear shift handle. This was a very dangerous situation. I believe I just happened to be in the right place at the right time and was able to avoid a serious accident. It took me approximately 10-15 minutes to fix this issue so I could make it home safely to my family. I had to take the vehicle in and leave it at the dealership. I had to find another way of transportation.

PROBLEM 2 at Mileage 12,822 January 5, 2009

I noticed the molding around the windshield had basically come apart. It was not properly sealed. It looked as if the whole windshield could fly off if the wind had caught it. Again, I believe I just happened to notice this at the right time. I again took the car into the dealership. I found another way of transportation while the windshield was replaced. I am so thankful no accident occurred while on the highway.

PROBLEM 3 at Mileage 15,424 March 23, 2009

I originally bought the Chevrolet Cobalt because due to my medical condition in which I felt I needed a great dependable affordable "NEW CAR". I search around and found that Chevrolet had the best reputation for QUALITY, SERVICE, and DEPENDABILITY at the best price.

Then, on March 23, 2009 at approximately 8:00 pm, I got into my "DEPENDABLE" new car to drive to the local pharmacy to get my much needed Asthma that causes sever chest pain and hernia medication (I will be more than happy to provide medical records). The COBALT would not start. It is funny how when you now you can't reach medicine that your body feels you need it even more. This was not a night I ever wish to relive again. I did call the "road side assistance" team. They came out and started the car for me. I proceeded to go to the pharmacy and then back home. I can't begin to tell you the frustration and fear this placed in me. I was so disappointed that I was working hard to pay for this COBALT and when I needed it the most, IT FAILED. THEN, the very next morning the same problem occurred. The "roadside assistance team member" said, "this is a common problem with the Chevrolet Cobalt". This resulted in me being late for work. I take much pride in my attendance record at work and the thought of not being able to depend on my car I am working hard to pay for causes me a great amount of stress. When I took the car to be "looked at" the Chevrolet Service Department also said that this was a "common problem with the Chevrolet Cobalt". Once again, I had to leave the car for repair and find another mode of transportation to work.

PROBLEM 4 at Mileage 16,830 April 21, 2009

This was the last and most severe problem that has lead me to the decision of PARKING MY CAR and writing this letter. It was on this afternoon that I was driving the COBALT and needed to change lanes. I signaled for a lane change and all of a sudden I was unable to turn the "steering wheel" to make the signaled maneuver. The message "power steering" lit up on the display. I was shocked and begin to fear what should I do? I started to press on the brake. The car stopped between two lanes. I turned off the car and restarted it, basically due to fear. The car started right up and as I begin to move, the steering worked. I began to think about the "what ifs". You cannot imagine the fear and emotion that this situation put me and my family in. I thought then, that I cannot afford mentally, emotionally, or safely to subject me, my family, or other citizens to this kind of "what if" situation.

Again, I had to take the Cobalt to the dealer for repair. When I began to research this problem, I found out that there had been "injuries" related to this very "power steering" problem. I cannot believe that Chevrolet has not notified their "loyal consumers" of this potential fatal "what if" problem.

I wanted to let you know also that I had to turn down a job in Phoenix, Arizona due to the problems with this car. The unreliability of this COBALT caused me to turn down this job. This job would have been a significant increase in salary and helped me provide a more stable environment for my family. But, due to Phoenix being an hour commute and driving in "commuter traffic", I did not think that this was the safest or smartest decision to make. As I reflect back on this decision and the whole situation with the COBALT car, I am so very disappointed. Power steering is a very common problem I am really surprised why they did not issue a recall how many innocent lives could or should be lost before they take an action, please check those two links.

http://www.aboutautomobile.com/Complaint/2007/Chevrolet/Cobalt

http://www-odi.nhtsa.dot.gov/complaints/index.cfm

Please select Search for selected type

Select year 2007 then make Chevrolet then model then retrieve complaints There are 84 complaints a lot of them about steering problems and people got injured.

On Thursday April 23, 2009 I started this long journey with General Motors Anti-Customer Service Department. I filed a complaint stating all the problems that I listed above. I asked them to contact me. I requested to be given COBALT of a different year. I do not think this was an unreasonable request. Based upon the above problems, I do not think *any* Customer would think this was an unreasonable request.

On Friday April 24, 2009, I received my first call from General Motors Texas **Anti**customer service department representative, Ms. Orisha Habitt, the district manager. She started the conversation by saying "there is a slim chance to give you a new car". She then proceeded to tell me that the problems I was having with the COBALT and those problems "not a big concern", especially since they had been repaired. I was completely shocked at this response from the General Motors representative.

All the problems I have had with this car have caused me and my family undue stress out our lives and other peoples lives in danger. I needed someone to validate my fears and tell me they could help or at least try. I became very angry and ended the call because I did not want to further lose my temper. I did call back left a message stating that I do not want Ms. Orisha Habitt to call me back under any circumstances. I left a message for her supervisor to call me.

I waited all day Friday, all day Monday, and all day Tuesday for a return phone call. I received no communication. Then I made another call, asking to speak with Ms. Orisha Habbitt's supervisor. Ms. Melissa Patterson began speaking to me. She stated General Motors would not repurchase my car because all the "problems" have been fixed. I asked her for a letter stating that General Motors found my car "safe" to drive. Melissa Patterson said she could not send me a letter stating that, how that makes you feel if the manufacturer of the vehicle can not guarantee that it is safe to drive and they refuse to replace it and ask you to drive it???. I then ask her for a copy of my phone conversation with the employee, Ms. Orisha Habbitt and herself, she also said she could not do that. I then ask for her supervisor's name, and she said she could not do that either. I ask for the mailing address to where I could send a complaint and she said she cannot give me the address. Again, I was shocked beyond all belief by the way I was treated by a representative from General Motors. A company that is supposes to stand behind its customers and the "American Dream". I felt my safety and satisfaction meant nothing to the person behind the voice.

It was then that I decided to call the Michigan Office of General Motors. I reported what happened at the Texas office. I basically got the same response, stating that no action would be taken on General Motors part to provide me with a "buy back" or another COBALT car, different year I also called ten days later on May 4, 2009, asked again to

speak to their supervisor and yet the same response, finally May 8th I received a call from a supervisor her name is heather Bagnchi she verbally stated that my car is safe to drive and refused to give me something in writing as well, then added that ,she might ask the dealer if he might do it. I was completely shocked from this response how could GM put the RESPONSIBALITY on the dealership and do not stand behind there product

Today, I sit here writing this asking you to put yourself in my shoes and try to picture these same situations occurring in your own day to day life. How upset would you be? How would this make you feel? All, I am asking for is for General Motors to stick behind their word and provide me with a reliable and safe vehicle that I can drive daily. I work hard to pay for this car, money that I feel I am throwing away and will be throwing it for the next four years until my car loan will be paid off. I am asking General Motors to repurchase this car and provide me with another car. I am not asking for anything unreasonable. I want to put this "bad situation" behind me and move on, my family and I are tired of having night mares and daily stress from this car.

I thank you for your time in reading this detailed letter. I do ask for a quick response to this situation. Please advise me of what action I might take next to insure that I get a reliable car to drive on a daily basis.

G M thanks a lot for guaranteeing that my pets are safe and not putting it in writing that I the PURCHASER of the vehicle...the actual DRIVER of the car can feel safe.

Respectfully,
Chemist

Phone number I called for Texas office (Austin Area) 1-800-222-1020

Phone number I called for Michigan office 1-866-790-5600

P. S. if you have troubles viewing the characters three supporting links places

P.S if you have troubles viewing the above three supportive links please email me at will forward you the links.

Phone:



1990 N. Pinal Ave. Casa Grande, AZ 85222 (520) 836-2147 • (602) 252-3891 • (800) 825-9450 CHEVROLET



NVOICE NO

STOCK NO. C7190

DELIVERY MILES

PRODUCTION DATE

CVCS192320

MO: 12124

11

CUSTOMER NO. 49965	JON		39536		12/18/08
	LABOR RATE	LICENSE NO.	MILEA	12.124	LASER BLUE
	YEAR/MAKE/MODEL 07/CHEVROLE	T/CORALTA			DELIVERY DATE 10/27/07
CASA GRANDE, AZ	VEHICLE I.D. NO. 1 G 1 A K			.DAN	SELLING DEALER NO.
	F. T. E. NO.	J J F Z I	P. O. NO.		R. O. DATE
AB CONTRACTOR OF THE CONTRACTO	COMMENTS		<u> </u>		12/17/08
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CUSTOMER HEREBY ACKNOWLEDGES RECEIVING			• • • • • • • • • • • • • • • • • • • •		
ORIGINAL ESTIMATE OF \$0.00 (+TAX)	• • • • • • • • • • • • • • • • • • • •		. .		SUPPLIES - A tole for HAZARDOUS
THANK YOU FOR LETTING HENRY BROWN AUTOMOTIVE YOUR VEHICLE. CUSTOMER SATISFACTION IS OUR #1 GO FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED SERVICE EXPERIENCE, PLEASE SEE A MEMBER OF OUR M. TEAM. THANK YOU. HENRY BROWN AUTOMOTIVE P O BOX 11306 CASA GRANDE, AZ 85230	SERVICE	TOTAL LA	30R	0.00	and supplies us Applicable supply
FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED	AL IF WITH YOUR	TOTAL SUI	RIS BLET	0.00	washers, tape, pir
SERVICE EXPERIENCE, PLEASE SEE A MEMBER OF OUR M TEAM. THANK YOU.	ANAGEMENT	TOTAL G.C	O.G SC CHG.	0.00 0.00	solvent, rags, carb solder, battery cl
HENRY BROWN AUTOMOTIVE P O BOX 11306		TOTAL MIS	C DISC	0.00	sealer, etc.
**************************************	*****	TOTAL IN	VOICE \$	0.00	AS IS - THE ONLY WA
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CUSTOMER SIGNATURE ************************************		***			LIABILITY IN CONNE
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Rel-# 11-719-395.	1 -				*! hereby authorize the re to be done along with hereby grant you and/or y

Thank you for	1
this opportunity to	4
serve you.	1
If our service was	
satisfactory tell your	ζ.
friends; if not, please	2
tell us immediately.	4

UPPLIES - A token charge is included r HAZARDOUS WASTĚ DISPOSAL nd supplies used on your vehicle. pplicable supply items are: Nuts, bolts, ashers, tape, pins, aerospray, shellac, olvent, rags, carburetor cleaner, towels, older, battery cleaner, wire, window ealer, etc.

LIMITED WARRANTY

S IS - THE ONLY WARRANTIES APPLYING TO HIS PART(S) ARE THOSE WHICH MAY BE FFERED BY THE MANUFACTURER. THE ELLING DEALER HEREBY EXPRESSLY SCLAIMS ALL WARRANTIES, EITHER EX-RESS OR IMPLIED, INCLUDING ANY IMPLIED ARRANTIES OF MERCHANTABILITY OR FIT-ESS FOR A PARTICULAR PURPOSE, AND EITHER ASSUMES NOR AUTHORIZES ANY THER PERSON TO ASSUME FOR IT ANY ABILITY IN CONNECTION WITH THE SALE THIS PART(S) AND/OR SERVICE. BUYER FALL NOT BE ENTITLED TO RECOVER FROM E SELLING DEALER ANY CONSEQUENTIAL MAGES, DAMAGES TO PROPERTY, DAM-ES FOR LOSS OF USE, LOSS OF TIME, SS OF PROFITS, OR INCOME, OR ANY HER INCIDENTAL DAMAGES.

*I hereby authorize the repair work hereinafter set forth to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's iten is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Not responsible for items left in car.

SIGNED		
0.0,.20	CLETOURD ACVINOUS ENGES DECENT	CE CODY HERECA

PAGE 1 OF 1

CUSTOMER COPY

[END OF INVOICE] 03:18pm



1990 N. Pinal Ave. Casa Grande, AZ 85222 (520) 836-2147 • (602) 252-3891 • (800) 825-9450 CHEVROLET

INVOICE NO.

C7190 DELIVERY MILES PRODUCTION DATE

CVCS192456

MO: 12408

CUSTOMER NO.	ADVISOR		TAG	NO.	INVOICE DATE
49965	JON		39536	1482	12/26/08
	LABOR RATE	LICENSE NO.	MILEAG	12 408	12/26/08 COLOR LASER BLUE/
	YEAR / MAKE / MODEL			12,400	DELIVERY DATE
CASA GRANDE, AZ	07/CHEVRO VEHICLE I.D. NO.	LET/COBALT	/4 DR SEI)AN	10/27/07 SELLING DEALER NO.
	1 G 1 A K	5 5 F 2	7 7		5
	F. T. E. NO.		P. O. NO.		R.O. DATE 12/26/08
	COMMENTS			***************************************	12/20/00
CUSTOMER STATES DRIVERS SIDE REA	AR DOOR FOGE PAIN	T IS PEFLING			T
INSPECT AND ADVISE NO WORK DONE AT THIS TIME	W DOOK LDGE FAIN	1 15 ILLLING			
					Thank
JOB# 3 TOTALS					this oppo
JOB# 4 CHARGES	3 JOURNAL PREFIX	CVCS JOB#	3 TOTAL	0.00	serv
					If our se
ABOR# 4 17CVZ-TRIM MISO TRIM	TECHE	5):4085 5	garijaaawaxx	WARRANTY	satisfacto
# 4 17CVZ-TRIM MISC TRIM CUSTOMER STATES TOP OF WINDSHIEL	D MOULDING APPEA	RS TO BE	and Action of Physical Dec 95 (80)	sym usiya na na na	friends; if
WARPED-INSPECT AND ADVISE FOUND WINDSHIELD MOULDING DEFECT	TI VE				tell us im
ORDERED SOP WINDSHIELD W/MOULDIN	IG		-		7
ARTSQTYFP-NUMBERDESC 0 15791707 WIND	RIPTION	UNI	T PRICE-		
PART ON SPECIAL ORDER				WARRANTY	SUPPLIES - A toke
** QUANTITY 1 IS SPECIAL	ORDERED **	TOTAL	- PARTS	0.00	for HAZARDOUS
					and supplies use Applicable supply it
OB# 4 TOTALS		`` ` `````````	ĺ		washers, tape, pins
	4 JOURNAL PREFIX	CVCS JOB#	4 TOTAL	0.00	solvent, rags, carbu solder battery cle
그리다 그 그 그 그 그 그 그 그 그 그 그 그 그 그 그 그 그 그			<u>.</u>		sealer, etc.
TO I/CVZ-PILDU PIIOU IRIN				₩ARRANTY	LIMITED V
CUSTOMER STATES DRIVERS SIDE FRO IS COMING APART -INSPECT AND ADV	nt door inner han	IDLE CHROME			AS IS - THE ONLY WAR THIS PART(S) ARE TI
FOUND HANDLE DEFECTIVE	13E				OFFERED BY THE I SELLING DEALER
ORDERED NEW HANDLE	ing and the second of the seco				DISCLAIMS ALL WAR
DB# 5 TOTALS	d. d. W	المعتبدة المتعادية المراكز	•		PRESS OR IMPLIED, IN WARRANTIES OF MER
JOB#	5 JOURNAL PREFIX	CVCS JOB#	5 TOTAL	0.00	NESS FOR A PARTIC NEITHER ASSUMES N
ISCDESCRIPTION		CONTROL NO-			OTHER PERSON TO
OB # A HAZS HAZARDOUS WASTE DISPOSA	L FEE		- MISC	1.00	LIABILITY IN CONNEC OF THIS PART(S) AND
				1.00	SHALL NOT BE ENTITL
STIMATE JSTOMER HEREBY ACKNOWLEDGES RECEIVING		• • • • • • • • • • • • • • • • • • • •	• • • • • • •		THE SELLING DEALER DAMAGES, DAMAGES
ORIGINAL ESTIMATE OF \$33.26 (+TAX)				AGES FOR LOSS OF LOSS OF PROFITS, O
AITER			• • • • • • • •		OTHER INCIDENTAL DA
				Ī	*I hereby authorize the reparto be done along with the
					hereby grant you and/or yo operate the car or truck h
				[highways or elsewhere for the inspection. An express of
					acknowledged on above amount of repairs thereto.
					left in car.
					SIGNED

you for rtunity to you. vice was ry tell your not, please nediately.

n charge is included WASTĚ DISPOSAL d on your vehicle. ems are: Nuts, bolts, aerospray, shellac, retor cleaner, towels, aner, wire, window

/ARRANTY

RANTIES APPLYING TO HOSE WHICH MAY BE MANUFACTURER. THE HEREBY EXPRESSLY RANTIES, EITHER EX-CLUDING ANY IMPLIED CHANTABILITY OR FIT-ULAR PURPOSE, AND OR AUTHORIZES ANY ASSUME FOR IT ANY TION WITH THE SALE OR SERVICE, BUYER ED TO RECOVER FROM ANY CONSEQUENTIAL TO PROPERTY, DAM-USE, LOSS OF TIME, OR INCOME, OR ANY MAGES.

ir work hereinafter set forth air work hereinafter set forth ie necessary material, and ur employees permission to erein described on streets, he purpose of testing and/or mechanic's illen is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Not responsible for items

SIGNED _______CUSTOMER ACKNOWLEDGES RECLIPT OF LICPY LISHEOF

PAGE 2 OF 3

CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 03:18pm



CUSTOMER NO.

1990 N. Pinal Ave. Casa Grande, AZ 85222 (520) 836-2147 • (602) 252-3891 • (800) 825-9450 CHEVROLET



CVCS192617

MO: 12822

11

C7190

DELIVERY MILES

PRODUCTION DATE

CUSTOMER NO. 49965	JON	39536		01/06/09
	LABOR RATE	LICENSE NO. MI	12,822	
	YEAR / MAKE / MODEL 07 / CHEVROLE	T/COBALT/4 DR	SEDAN	DELIVERY DATE 10/27/07
CASA GRANDE, AZ	VEHICLE LO NO	5 5 F 2 7 7		SELLING DEALER NO.
	FT.E.NO.	P.O. NO.		01/05/09
RE	COMMENTS			01/02/03
JOB# 1 CHARGES				
LABOR	TECH(S)	:40618	Warranty	Than
CUST STATES MOLDING AROUND DIAG AND FOUND SEAL ATTACHE	MINDOUIETD MAKKED			this opp
REPLACED WINDSHIELD	J 10 111100112112 11111 12			serv
PARTSQTYFP-NUMBER	-DESCRIPTION	UNIT PRICE	Warranty	If our se
1 15/91/0/	WINDSHIEL 10.027 15	TOTAL - PARTS	0.00	satisfact
SUBLETPO#VEND_INV#-INV.DATE	-DESCRIPTION		-	friends; if
152690 20018 01/06/09	INSTALL WS	TOTAL - SUBLE	WARRANIY	tell us in
JOB# 1 TOTALS	• • • • • • • • • • • • • • • • • • • •			
-			0.00	CUIDDUIES AND
JOB# 2 CHARGES	ODT I COOKINE INCITA	·····		SUPPLIES - A tok for HAZARDOUS
LABOR		- AACA &		and supplies use Applicable supply
J# 2 17CVZ DOOR DOORS were with the Cust States Paint Chips and	WHITE MARKS ON DRIVERS	FRONT AND		washers, tape, pin solvent, rags, carb
DRIVERS REAR DOOR CLEANED AREA				solder, battery cl
DRIVERS REAR DOOR CLEANED AREA JOB# 2 TOTALS				sealer, etc.
JOB# 3 CHARGES	OB# 2 JOURNAL PREFIX	CVCS JOB# 2 TOTAL	0.00	AS IS - THE ONLY WA
				01121120 01 1112
LABOR-	TECUASA		WADDANTY	SELLING DEALER DISCLAIMS ALL WAI
J# 3 16CVZ BODY ELECTRICAL CUST STATES DRIVERS FRONT II	NSIDE DOOR HANDLE PEALI	NG	ercya imaman aa	PRESS OR IMPLIED, I WARRANTIES OF ME
HANDLE PEALING REPLACE PEELING INSIDE DOOR	HANDLE			NESS FOR A PARTI NEITHER ASSUMES
PARTSQTYFP-NUMBER1 22722747	-DESCRIPTION	UNIT PRICE		OTHER PERSON TO
1 22722747	BEZEL 10.515 227227	TOTAL - PARTS	WARRANTY 0.00	LIABILITY IN CONNE OF THIS PART(S) AN
JOB# 3 TOTALS				SHALL NOT BE ENTIT THE SELLING DEALE
	DB# 3 JOURNAL PREFIX (0.00	DAMAGES, DAMAGES AGES FOR LOSS OF
			0.00	LOSS OF PROFITS,
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING			•	*I hereby authorize the re
ORIGINAL ESTIMATE OF \$0.00 ((+TAX)			to be done along with hereby grant you and/or y operate the car or truck

ADVISOR



PLIES - A token charge is included HAZARDOUS WASTE DISPOSAL supplies used on your vehicle. licable supply items are: Nuts, bolts, hers, tape, pins, aerospray, shellac, ent, rags, carburetor cleaner, towels, er, battery cleaner, wire, window er, etc.

LIMITED WARRANTY

- THE ONLY WARRANTIES APPLYING TO PART(S) ARE THOSE WHICH MAY BE ERED BY THE MANUFACTURER. THE ING DEALER HEREBY EXPRESSLY LAIMS ALL WARRANTIES, EITHER EX-S OR IMPLIED, INCLUDING ANY IMPLIED RANTIES OF MERCHANTABILITY OR FIT-FOR A PARTICULAR PURPOSE, AND HER ASSUMES NOR AUTHORIZES ANY ER PERSON TO ASSUME FOR IT ANY LITY IN CONNECTION WITH THE SALE HIS PART(S) AND/OR SERVICE. BUYER L NOT BE ENTITLED TO RECOVER FROM SELLING DEALER ANY CONSEQUENTIAL AGES, DAMAGES TO PROPERTY, DAM-FOR LOSS OF USE, LOSS OF TIME, OF PROFITS, OR INCOME, OR ANY R INCIDENTAL DAMAGES.

eby authorize the repair work hereinafter set forth e done along with the necessary material, and by grant you and/or your employees permission to tale the car or truck 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 car or truck to secure the amount of repairs thereto. Not responsible for items

SIGNED CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF

PAGE 1 OF 2

CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 03:17pm



CUSTOMED NO

1990 N. Pinal Ave. Casa Grande, AZ 85222 (520) 836-2147 • (602) 252-3891 • (800) 825-9450 CHEVROLET

TAG NO.



03/24/09

LASER BLUE/

NVOICE NO

c7190

DELIVERY MILES

PRODUCTION DATE

CVCS194195

MO: 15424

11

49965	JON		39536	1812	03/24/09
	LABOR RATE	LICENSE NO.	MILEAGE	15,424	LASER BL
CASA GRANDE, AZ	YEAR/MAKE/MODEL 07/CHEVROLE	T/COBALT/	4 DR SED	AN	10/27/07
CADA divinos / As	VEHICLE I.D. NO.	5 5 F 2 7	7		SELLING DEALER N
	F. T. E. NO.		P. O. NO.		03/24/09
	COMMENTS		J		
0B# 1 CHARGES					<u> </u>
ABOR	TECH(S)	:40764 D IGNITION			this
PARTSQTYFP-NUMBERDESCRIP 1 25848845 CYLINDE		IUIAL .	PARIS	WARRANTY 0.00	satis frien tell
UBLETPO#VEND INV#-INV.DATE-DESCRIP 153982 732578 03/24/09 KEY CYL	-	TOTAL ·	SUBLET	WARRANTY 0.00	The second secon
ISCCODEDESCRIPTIONZ5 Z5000 PARTS ALLOWANCE		IUIAL .	WI2C	WARRANTY 0.00	SUPPLIES - for HAZARD and supplies
OB# 1 TOTALS JOB# 1 J	OURNAL PREFIX (CVCS JOB# 1	. TOTAL	0.00	Applicable su washers, tap solvent, rags,
OB# 2 CHARGES	/				solder, batte sealer, etc.
ABOR- # 2 01CVZ-LOF/SPEC *LUBE, OIL & FILTER PERFORMED EVERY 3,000 MILE INTERVAL Lubricate chassis components (if ap Top off all engine compartment flui Reset tire monitor (if applicable) Perform Multi-point inspection Reset oil life index (if applicable REPLACE: Engine oil (up to 5 quarts) Oil filter with genuine GM filter INSPECT: Tires for wear, meausure tread dept Condition of air filter, belts & le Undercarriage for damage & leaks Wiper blades MAINTENANCE. PERFORMED LOF SERVICE.	S OR EVERY 3 MOI	NHS		10.40	AS IS - THE ON THIS PART(S) OFFERED BY SELLING DEA DISCLAIMS AL PRESS OR IMPI WARRANTIES ON IMPI WARRANTIES OTHER PERSOLIABILITY IN COF THIS PARTISHALL NOT BE THE SELLING DAMAGES, DAI AGES FOR LO LOSS OF PRO
ARTSQTYFP-NUMBERDESCRIP 1 12605566 FILTER	TION 1.836 126055	·····UNIT	PRICE- 5.60	5.6 0	OTHER INCIDE
.O.G. & SUPPLIES		TOTAL -		5.60	*I hereby authoriz to be done along hereby grant you a operate the car of highways or elsew
5.0 10W30 @	2.590 /UNIT	TOTAL -	GO G	12.95 12.95	inspection. An e acknowledged on amount of repairs left in car.

ADVISOR



SUPPLIES - A token charge is included for HAZARDOUS WASTE DISPOSAL and supplies used on your vehicle. Applicable supply items are: Nuts, bolts, washers, tape, pins, aerospray, shellac, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, etc.

LIMITED WARRANTY

AS IS - 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 EX-PRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FIT-NESS 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, DAMAGES TO PROPERTY, DAM-AGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

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PAGE 1 OF 2 **CUSTOMER COPY** [CONTINUED ON NEXT PAGE] 03:17pm



LASER BLUE/

CVCS194732

MO: 16834

11

C7190

DELIVERY MILES

PRODUCTION DATE

CUSTOMER NO. 49965	ADVISOR JON	39536	TAG NO. 1263	04/22/09
	LABOR RATE	LICENSE NO. MII	16,830	LASER BL
	YEAR / MAKE / MODEL 07/CHEVROLE	T/COBALT/4 DR	SEDAN	10/27/07
CASA GRANDE, AZ	VENICIETO NO	5 5 F 2 7 7		SELLING DEALER NO.
	F. T. E. NO.	P. O. NO.		04/21/09
	COMMENTS			
JOB# 1 CHARGES				
LABOR- J# 1 16CVZ CUSTOMER STATES POWER STEERI N DISPLAY READS POWER STEERI FOUND LIGHT ON, PERFORMED DI. TSB 07-02-32-007, CONNECTOR INTERNAL STEERING COLUMN FAI REPLACED STEERING COLUMN ASS COMPLETE.	NG WHEEL LOCKS UP WHIL NG AG FOUND CODE CO475, F ENDS AND PINS ARE GOOD LURE.	:40764 E DRVING A OUND , FOUND		If ou satisf
PARTSQTYFP-NUMBER		TOTAL - PARIS	WARRANTY 0.00	frienc tell u
	B# 1 JOURNAL PREFIX		0.00	SUPPLIES - A
ESTIMATE CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (CONTOTALS) THANK YOU FOR LETTING HENRY BROWN AUTOR YOUR VEHICLE. CUSTOMER SATISFACTION IS OUR FOR ANY REASON YOU ARE NOT COMPLETELY SAT SERVICE EXPERIENCE, PLEASE SEE A MEMBER OF TEAM. THANK YOU. HENRY BROWN AUTOMOTIVE P O BOX 11306 CASA GRANDE, AZ 85230 ***********************************	HTAX) MOTIVE SERVICE R #1 GOAL. IF ISFIED WITH YOUR F OUR MANAGEMENT ***********************************		0.00 0.00 0.00 0.00 0.00 0.00 0.00	NEITHER ASSUM OTHER PERSON LIABILITY IN CO OF THIS PART(S
CUSTOMER SIGNATURE				SHALL NOT BE E THE SELLING DE DAMAGES, DAM AGES FOR LOS LOSS OF PROF OTHER INCIDENT



SUPPLIES - A token charge is included for HAZARDOUS WASTE DISPOSAL and supplies used on your vehicle. Applicable supply items are: Nuts, bolts, washers, tape, pins, aerospray, shellac, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, etc.

LIMITED WARRANTY

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SIGNED	CUSTOMER ACKNOWLEDGES PECEIPT OF COPY HEREOF

nolds and Reynolds Company ERAINTINVE CC674778 Q (1007)

AUTOMOTIVE GROUP CT CHEVROLET.

CUSTOMER NO.

1990 N. Pinal Ave. Casa Grande, AZ 85222

(520) 836-2147 • (602) 252-3891 • (800) 825-9450 CHEVROLET



LASER BLUE/

CVCS192320

MO: 12124

11

TOCK NO

C7190

PRODUCTION DATE

49	965		JON			3953	6	774	12/18/08
			LABOR RATE		LICENSE NO.	Ţ	MILEAGE		LASER BI
			YEAR / MAKE / M	ÖDÉL		1		,	DELIVERY DATE
CASA GRANDE	. AZ		07/CHEV	ROLE	T/COBAL	T/4 DR	SEDA	4	10/27/0
	., 112		1 G 1	\ K !	5 5 F 2	77			SELLING DEALER N
			F.T. E. NO.			P.O.NO			12/17/0
ECIDENCE GUANE	la reille c	nione	COMMENTS						12/1//0
JOB# 1 CHARGES-									
•									
	BODY ELEGTR STATES SHIFTER APART ACED SHIFTER KW		(1900) TE	CHCSX	40618	ielies kallys Kapai	 95 8 (\$15)	KARRANTEY	this
			DTION			MIT OBIC	_		
ARTSQTY	22706232	HANDLE	4.006 2270	62		JNII PRIC	E- !	ARRANTY	lf c
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OB# 1 TOTALS	•••••	••		· - • • •					frier
		JOB# 1	Journal Pre	FIX C	VCS JOB	# 1 TOTA	L	0.00	tell
STIMATE									
USTOMER HEREBY A	CKNOWLEDGES RECE	IVING							
URIGINAL 	ESTIMATE OF	\$0.00 (+TAX)							SUPPLIES -
									for HAZARD and supplie
OUR VEHICLE. CUS	TOMER SATISFACT	ON IS OUR #1 G	OAL IF	, ,	TOTAL	PARTS		0.00	Applicable su
JR ANY REASON YO ERVICE EXPERIENC	U ARE NOT COMPLE E. PLEASE SEE A	HELY SATISFIED MEMBER OF OUR I	with/Your\ Management		TOTAL TOTAL	SUBLET	•	0.00	solvent, rags,
EAM. THANK YOU,	LIENDY DOOLN AUT	WOTTLE	1		TOTAL	MISC CHG		ŏ.ŏŏ	solder, batte
THANK YOU FOR OUR VEHICLE. CUS OR ANY REASON YO ERVICE EXPERIENC EAM. THANK YOU,	P 0 BOX 1130	WD11A⊊	:	(TOTAL	TAX		0.00	segier, etc.
************ *ASH	CASA GRANDE, AZ	85230	*************	**	TOTAL	INVOIC		0.00	
CASH	MASTERCARD	AMEX	WARR		IUIAL	. INVOIC	⊏ ⊅	0.00	THIS PART(S) OFFERED BY
CHECK CHE	Mastercard CK#	INTERNAL	CHARGI	F				}	SELLING DEA
****	BODY SHOP	2147614416	777 1	<u>.</u> :	1.7	٠		j	DISCLAIMS ALI
VISA	BODY § SHQP 1	OTHER 3	CASHII	E R ∦ ∖ *	こた メネナ	1"			WARRANTIES C
									NESS FOR A NEITHER ASSU
									OTHER PERSC
CUSTOMER S									LIABILITY IN C
****		UPLICATE	- IN A O	ICE	****	****	(*************************************	*****	OF THIS PART
									THE SELLING O
									DAMAGES, DAN AGES FOR LO
			. 4						LOSS OF PRO
		0000	-964						OTHER INCIDEN
Λ	f.#11-	719-1343	- 1-						"Thereby authorize to be done along
W	1. PP 11								hereby grant you s operate the car or
V	,							- 1	highways or elsew

ADMISOR

Thank you for this opportunity to serve you. If our service was satisfactory tell your friends; if not, please tell us immediately.

SUPPLIES - A token charge is included for HAZARDOUS WASTĒ DISPOSAL and supplies used on your vehicle. Applicable supply items are: Nuts, bolts, washers, tape, pins, aerospray, shellac, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, etc.

LIMITED WARRANTY

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PAGE 1 OF 1

CUSTOMER COPY

[END OF INVOICE] 03:18pm



IVOICE NO.

C7190 OELIVERY MILES

PRODUCTION DATE

CVCS192456

MO: 12408

12/26/08

10/27/07

SELLING DEALER NO.

12/26/08

LASER BLUE/

49965	JON		39536	3 NO. 1482	12/26/
	LABOR RATE	LICENSE NO.	MILEA	12,408	COLOR
	07/CHEVROL	ET/COBALT/	'4 DP SE	'DAN	10/27/
CASA GRANDE, AZ	VEHICLE I.D. NO.			DAN	SELLING DEALER
	ETENO.	5 5 F 2 7	IRO NO.		S. O. DATÉ
					12/26/
At.	COMMENTS				
CUSTOMER STATES DRIVERS SIDE REAR INSPECT AND ADVISE NO WORK DONE AT THIS TIME	DOOR EDGE PAINT	î î\$ PEELING			
JOB# 3 TOTALS					-7
.10 P# 3	JOHENAL PRETY	ĆVĆ\$ 10₽# ·	a TOTAL	0.00	_
JOB# 4 CHARGESJOB# 3				0.00	3
_ABOR			,		*
ABUR # 4 17GVZ-TRIM MISC TRIM CUSTOMER STATES TOP OF WINDSHIELD	TECH(S	7.40855		WARRANTIY	sa sa
WARPED-INSPECT AND ADVISE		W 10 DE			7 frie
FOUND WINDSHIELD MOULDĪNĀ DEFECTI ORDERED SOP WINDSHIELD W/MOULDING	VE.				The to
ARTS·····QTY···FP-NUMBERDESCR 0 15791707 WINDS	IPTION	uni	F PRICE-		7
0 15791707 WINDS PART ON SPECIAL ORDER	HIEL 10.027 15			WARRANTY	ALIED IEA
** QUANTITY 1 IS SPECIAL	ORDERED **	TATAL	DADTE	0.00	SUPPLIES for HAZAF
			• PARTS	1	and suppli Applicable
OB# 4 TOTALS JOB# 4 OB# 5 CHARGES		}			washers, ta
JOB# 4	JOURNAL PREFIX	CVCS JOB# 4	TOTAL	0.00	solvent, rag solder, bat
					sealer, etc.
ABOR- # 5.17cvz-Mldg hisc trim	SAN AND TECHOS):408 55	istra signification	:::WARRANTY	AS IS - THE C
CUSTOMER STATES DRIVERS SIDE FROM 15 COMING APART -INSPECT AND ADVI	T DOOR INNER HAN	OLE CHROME			THIS PART(S
FOUNO HANDLE DEFECTIVE	J.C.				OFFERED B
ORDERED NEW HANDLE	() () () ()	rhad a compa			OISCLAIMS A
IOB# 5 TOTALS		" هاڏيلائياڻياڻا			WARRANTIES
J0 8# 5	JOURNAL PREFIX	CVCS JOB# 5	TOTAL	11 (11)	NESS FOR A
ISCCODEDESCRIPTION		CONTROL NO		i	OTHER PER
OB # A HAZS HAZARDOUS WASTE DISPOSAL	FEE	TOTAL -			CIABILITY IN OF THIS PAR
CTIMATE			•		SHALL NOT B THE SELLING
USTOMER HEREBY ACKNOWLEDGES RECEIVING	• • • • • • • • • • • • • • • • • • • •	• • • • • • • • • • • • • • • • • • •			DAMAGES. D
ORIGINAL ESTIMATE OF \$33.26 (+TAX)					AGES FOR L
AITER					OTHER INCID
					"I hereby autho



SUPPLIES - A token charge is included for HAZARDOUS WASTE DISPOSAL and supplies used on your vehicle. Applicable supply items are: Nuts, bolts, washers, tape, pins, aerospray, shellac, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, etc.

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SIGNED _ чения и учество выполняем выполняем и подкручным вы

PAGE 2 QF 3

CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 03;18pm



CVCS192617

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C7190

DELIVERY MILES

PRODUCTION DATE

MO: 12822

LASER BLUE/

CUSTOMER NO. 4996	55	<u> </u>	MISOR ON		39536 TAG	1207	01/06/09
		LA	BOR RATE	LICENSE NO.	MILEAG	E	COLOR LASER BL
		₹.	AR / MAKE / MODEL				DELIVERY DATE
CASA GRANDE, A	NZ	177	7/CHEVROLI			JAN	10/27/07 SELLING DEALER NO.
			LGIAK	5 5 F Z	7 7		F.O. DATE
		C	DMMENTS				01/05/09
JOB# 1 CHARGES							
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PAGE 1 OF 2	دد مافردودافا وبافر	-0.000		AAUG-11-1			O.STONED
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SUPPLIES - A token charge is included for HAZARDOUS WASTE DISPOSAL and supplies used on your vehicle. Applicable supply items are: Nuts, bolts, washers, tape, pins, aerospray, shellac, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, etc.

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"I hereby authorize the repair work hereinafter set forth to be done stong with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's list is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Not responsible for items left in car.

SIGNED OF STREET AND ADDRESS OF THE PROPERTY O



CVCS194195

MO: 15424

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c7190

DELIVERY MILES

PRODUCTION DATE

49965		JON		,			39)536 TA	1812	03/24/09
		LABOR RATE		L	CENSE	NO.		MILEA	2E	LASER BLUE
		YEAR/MAKI	EVD	OLET	/co	BAI T	·/A	DR SE		DELIVERY DATE 10/27/07
CASA GRANDE, AZ		VEHICLE I.D.	NΩ						D7411	SELLING DEALER NO.
		F.T. E. NO.		~ ,	,	- 4		O, NO,		03/24/09
[7]		COMMENTS								03/24/09
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JOB# 1 TOTALS									****	and supplies use Applicable supply it
JOB# 1 TOTALS		OURNAL E	PREET	X CV	CS .	10R#	1 T	ΉΔΤΛ	0.00	washers, tape, pin: solvent, rags, carbu
JOB# 2 CHARGES			****		••••		27			solder, battery cle
LABOR J# 2 01CVZ LOF/SPEC *LUBE* OIL* & FPERFORMED EVERY 3,000 Lubricate chassis compared to the control of all engine oil (up to 5 qualified oil filter with genuin INSPECT: Tires for wear, meause Condition of air filter Undercarriage for dama Wiper blades MAINTENANCE. PERFORMED LOF SERVICE. PARTS OTY FP NUMBER.	MILE INTERVAL ponents (if app ponents (if app f applicable) aspection (if applicable) larts) le GM filter are tread dept er belts & le age & leaks	S OR EVE plicable ds) h & set aks	tire	pres	HS Sure	? :	îT Pi	RICE- 5.60	5.60 5.60	SEAIOR, etc. LIMITED AS IS - THE ONLY WARTHIS PART(S) ARE TOFFERED BY THE SELLING DEALER DISCLAIMS ALL WARTHIS OR MET NESS OR IMPLIED, IN WARRANTIES OF MET NESS FOR A PARTIC NEITHER ASSUMES OTHER PERSON TO LIABILITY IN CONNEC OF THIS PART(S) ANI SHALL NOT BE ENTITUTHE SELLING DEALER DAMAGES, DAMAGES AGES FOR LOSS OF LOSS OF PROFITS, OTHER INCIDENTAL DOTTOR TO THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE ONLY ONLY ONLY ONLY ONLY ONLY ONLY ONLY
G.O.G. & SUPPLIES						UIAL	- P/	AK12	5.60	to be done along with the hereby grant you and/or you operate the car or truck it
5.0 10w30	Ģ	2.590	/(TINIT	7	ÚTAL	- G	OG	12.95 12.95	highways or elsewhere for this paction. An express acknowledged on above amount of repairs thereto



SUPPLIES - A token charge is included or HAZARDOUS WASTÉ DISPOSAL and supplies used on your vehicle. Applicable supply items are: Nuts, bolts, veshers, tape, pins, aerospray, shellac, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, etc.

LIMITED WARRANTY

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'I hereby authorize the repair work hereinafter set forth to be done along with the necessary malerial, and the purpose of the car or truck herein described on streets, nighways or elsewhere for the purpose of testing and/or respection. An express mechanica lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Not responsible for items

SIGNED ... LUSTOMER ANATOMAL DOT STRIKE, BY OF DOCK YOUR DOC

PAGE 1 OF 2

CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 03:17pm



CVC5194732

MO: 16834

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Č7190

DELIVERY MILES

PRODUCTION DATE

04/22/09

SELLING DEALER NO.

04/21/09

LASER BLUE/ 10/27/07

49965	ACVISOR JON	39536	1263
	LABOR RATE		16,830
	YEAR / MAKE / MODEL		<u> </u>
CASA GRANDE, AZ		ET/COBALT/4 DR S	EDAN
·	I G I A K	5 5 F 2 7 7	
	F.T. E. NO.	P, Q. NO.	
	COMMENTS	i i	
DD# 1 CHARGES			
ABOR # 1 16CVZ BODY ELECTRICAL CUSTOMER STATES POWER STE	SWARKATE WAS CONTOUR TECHOS	3:40764	WARRANT
CUSTOMER STATES POWER STE	ERING WHEEL LOCKS UP WHI	LE DRVING A	
N DISPLAY READS POWER STE FOUND LIGHT ON, PERFORMED	DIAG FOUND CODE CO475,	FÓUND	
FOUND LIGHT ON, PERFORMED TSB 07-02-32-007, CONNECT INTERNAL STEERING COLUMN	OR ENDS AND PINS ARE GOO	D. FOUND	
REPLACED STEERING COLUMN	ASSEMBLY, TESTS GOOD, RE	PAIR	
COMPLETE.			
PARTS·····QTY···FP·NUMBER······ 1 19200751	DESCRIPTION	UNIT PRICE-	WARRANT
1 19200751	COLUMN KI 8.518 192	TOTAL - PARTS	
JOB# 1 TOTALS			
	JOB# I JOURNAL PREFIX	CAC2 DOBLE I LOLUT	0.0
ESTIMATECUSTOMER HEREBY ACKNOWLEDGES RECEIVING	•-•		
ORIGINAL ESTIMATE OF \$0.0	0 (+TAX)	1 1	
THANK YOU FOR LETTING HENRY BROWN A YOUR VEHICLE. CUSTOMER SATISFACTION IS FOR ANY REASON YOU ARE NOT COMPLETELY SERVICE EXPERIENCE. PLEASE SEE A MEMBE TEAM. THANK YOU.	UTOMOTIVE SERVICE	TOTAL LABOR	0.0
FOR ANY REASON YOU ARE NOT COMPLETELY	SATISFIED WITH YOUR	TOTAL SUBLET	0.00
SERVICE EXPERIENCE. PLEASE SEE A MEMBE TEAM. THANK YOU.	R OF OUR MANAGEMENT	TOTAL G.O.G TOTAL MISC CHG. TOTAL MISC DISC	0.00 0.00
HENRY BROWN AUTOMOTIV	E	TOTAL MISC DISC	0.00
P 0 BOX 11306 CASA GRANDE, AZ 8523	0	ΙΠΙΔΙ ΙΔΤ	11 (1)
CASA GRANDE, AZ 8523	ANTO HARD	TOTAL INVOICE	\$ 0.00
CASH MASTERCARD CHECK CHECK#	AMEX) (Y WARR ()	11 11 11 11	
CHECK CHECK#	INTERNAL	11/201	
VISA BODY SHOP	OTHER CASHIER	4/22/0	10
,		11010110	
CUSTOHER SIGNATURE			

Thank you for this opportunity to serve you. if our service was satisfactory tell your friends; if not, please tell us immediately.

SUPPLIES - A token charge is included for HAZARDOUS WASTE DISPOSAL and supplies used on your vehicle. Applicable supply items are: Nuts, botts, washers, tape, pins, aerospray, shellac, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, etc.

LIMITED WARRANTY

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Thereby authorize the repair work hereinafter set forth to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets. highways or elsewhere for the purpose of testing and/or inspection. An exprese mechanic's tien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Not responsible for items

SUBJECTAGE ACADOMIC FOOLS (COURT OF CURTY INTERF

PAGE 1 OF 1

CUSTOMER COPY

[END OF INVOICE] 12:05pm



1990 N. Pinal Ave. Casa Grande, AZ 85222

(520) 836-2147 • (602) 252-3891 • (800) 825-9450 CHEVROLET

			•		
				CELL:	
49965	ADVISOR		TAG NO.	INVOICE DATE	INVOICE NO.
	JON LABOR RATE	LICENSE NO.	36 1148 MILEAGE	05/22/09 colon	CVC5195316
	YEAR / MAKE / MODEL	<u> </u>	17,492		C7190
CASA GRANDE, AZ	07/CHEVROLE	T/COBALT/4 D	R SEDAN	10/27/07	OELIVERY MILES
	1 G 1 A K			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E.NO.		NO.	R. O. DATE	
	COMMENTS			05/21/09	
JOB# 1 CHARGES					мо: 17530
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING CRIGINAL ESTIMATE OF \$0.00 (+TAX) TOTALS THANK YOU FOR LETTING HENRY BROWN AUTOMOTIVE YOUR VEHICLE. CUSTOMER SATISFACTION IS OUR #1 G FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED SERVICE EXPERIENCE, PLEASE SEE A MEMBER OF OUR HEAM. THANK YOU. HENRY BROWN AUTOMOTIVE P O BOX. 11306 CASA GRANDE AZ 85230 CASH MASTERCARD	RING TEST SEVERAL TIME NO PROBLEM FOUND JOURNAL PREFIX C SERVICE OAL IF WITH YOUR MANAGEMENT	S AT	0.00 0.00 0.00 0.00 0.00 0.00 SC 0.00	SUPPLIES - A token for HAZARDOUS V and supplies used Applicable supply ite washers, tape, pins, solvent, rags, carbure solder, battery cleans sealer, etc.	rtunity to you. vice was y tell your not, please nediately. a charge is included VASTE DISPOSAL on your vehicle. ms are: Nuts, botts, aerospray, shellac, etor cleaner, towels, iner, wire, window
CHECK CHECK# INTERNAL VISA BODY SHOP OTHER CUSTOMER SIGNATURE	CHARGE NASHIER O	PIOP		AS IS - THE ONLY WARE THIS PART(S) ARE THE OFFERED BY THE MISCLAIMS ALL WARE PRESS OR IMPUED, INC WARRANTIES OF MERCHES FOR A PARTICU NEITHER ASSUMES NO OTHER PERSON TO A LIABILITY IN CONNECT OF THIS PART(S) AND/SHALL NOT BE ENTITLE! THE SELLING DEALER A DAMAGES, DAMAGES TAGES FOR LOSS OF COTHER INCIDENTAL DAMAGES, DAMAGES TO THER INCIDENTAL DAMAGES OF COTHER IN	OSE WHICH MAY BE ANUFACTURER. THE EREBY EXPRESSLY ANTIES, EITHER EXCLUDING ANY IMPLIED CHANTABILITY OR FIT-LAR PURPOSE, AND OR AUTHORIZES ANY SSUME FOR IT ANY ION WITH THE SALE OR SERVICE, BUYER OT TO RECOVER FROM MY CONSEQUENTIAL FO PROPERTY, DAMINES, LOSS OF TIME, R INCOME, OR ANY MAGES. TWORK hereinafter set forth necessary material, and remployaes permission to elin described on streets, it purpose of testing and/or schanic's lien is hereby at or truck to secure the

60/40 35A9

PAGE 1 OF 1

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[END OF INVOICE] 04:19pm

74:70 6002/82/80

SIGNED CUSTOMER ACKNOWLEDGER RECEIPT OF LCOY HEREOF

CUSTOMER COPY



CVCS195268

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C7190

DELIVERY MILES.

RODUCTION DATE

MO: 17428

CELL:

CUSTOMER NO. NVOICE DATE 49965 JON 39536 05/20/09 1547 ABOR RATE 17,426 LASER BLUE/ DELIVERY DATE 07/CHEVROLET/COBALT/4 DR SEDAN 10/27/07 CASA GRANDE, AZ VEHICLE LD. NO. ELLING DEALER NO. 1 G 1 A K 5 5 F 2 7 7 ET E MY 05/20/09 COMMENTS JOB# 1 CHARGES-----CUST STATES HAS NO POWER STEERING
FOUND STEERING COLUMN OP, INTERMITTENT.
REPLACED STEERING COLUMN AND SET TOE IN. PRINTER INOP. AT
THIS TIME. ROAD TESTED O.K. PARTS------QTY---FP-NUMBER--------DESCRIPTION--------UNIT PRICE-1 19200751 COLUMN KI 6.518 192 WARRANTY TOTAL - PARTS 0.00 JOB# 1 TOTALS------JOB# 1 JOURNAL PREFIX CYCS JOB# 1 TOTAL 0.00 EST IMATE----CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX) THANK YOU FOR LETTING HENRY BROWN AUTOMOTIVE SERVICE:
YOUR VEHICLE: CUSTOMEN SATISFACTION IS OUR #1 GOAL_IF:
FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED WITH YOUR
SERVICE EXPERIENCE: PLEASE SEE A MEMBER OF OUR MANAGEMENT. TOTAL PARTS.... 0.00 0.00 TOTAL SUBLET ... TOTAL G.O.G. TOTAL MISC CHG. FOTAL MISC DISC TOTAL TAX. TEAM. THANK YOU 0.00. HENRY BROWN AUTOMOTIVE P 0 BOX 11306 CASA GRANDE, AZ 85230 0.00 0.00 **** TOTAL INVOICE \$ 0.00 CASH MASTERCARD AMEX * INTERNAL CHECK VISA BODY SHOP CUSTOMER SIGNATURE

Thank you for this opportunity to serve you... If our service was satisfactory tell your. friends; if not, please tell us immediately.

SUPPLIES - A token charge is included for HAZARDOUS WASTE DISPOSAL and supplies used on your vehicle. Applicable supply items are: Nuts, bolts, washers, tape, pins, aerospray, shellac, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, etc.

LIMITED WARRANTY

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CUSTOMER ACKNOWN FORES RECEIPT OF CODY WEREOF

PAGE 1 OF 1

[END OF INVOICE] 02:51pm

CUSTOMER COPY

General Motors

Case number: CHV0938020

Reference Number: 71-719-395-962

To: BBB Auto line Program

Council of better business bureaus, INC.

4200 Wilson Boulevard

Suite 800

Arlington, VA 22203-1838

ATTN: Mr.\William Clopton Phone: 1-800-955-5100 ext.502

Fax: 703-247-9700

May, 26.2009

In May13 2009 I sent you a complaints regarding my 2007 cobalt car that a purchased from Henry Brown dealer in Casa grand-AZ
There are some new circumstances I would like you to take in consideration

PROBLEM 5 at Mileage 17,426 May20, 2009

It was about 5:40AM I was getting ready to go to work I was suppose to be there at6 AM I was pulling out of my drive way suddenly the power steering locked up on me again ,luckily I was able to stop the car and the car stopped half on my drive way the other half in the middle of the street ,I called the road side assistance they came and towed it up to the dealer I got a ride to work I ended up being at work at 7:15 AM not at 6 Am as i was suppose to be , again I was late at work because of my RELIABLE cobalt ,my boss had a serious talk with me which can effect my annual review ,again the car was left at the shop all day and they found out it's the same problem again and they changed the same part .the dealer said he will notify GM Anti-Customer service department about the new circumstances.

PROBLEM 6 at Mileage 17,492May 21.2009

First of all seriously actually the shop where my cobalt spends a lot of time as well as myself, the dealer should put in a time clock for me there because I am in there for problems with the cobalt more than I am at work.

I received the cobalt from the shop AGAIN, I drove the cobalt several times, then again the very next day I was driving my SAFE cobalt in a school area the power steering locked up on me Again I was unable to stop the cobalt from skidding, the cobalt slid as if it was sliding on the ice, I drifted all the way from my lane clear over to the side walk. I ALMOST HIT A SCHOOL KID, an actual child, merely walking to school, I could not believe my eyes. I got very scared and all kinds of fears filled my mind at this time, all kinds of what ifs, oh my God what if I really hit this kid, what if he was injured for life?

What if I actually killed him? What about his family? Would I have ended up in jail for my whole life? Would my whole future be gone? What would happen to my family? That Child future could have been destroyed totally and completely destroyed because I am driving a defective vehicle, the child's whole future, whole life would have been changed as well as mine, and to think it would have been over my dream car. There have been so many problems.

I called the road side assistance and they towed it away to the shop again, and I again left the cobalt there and I had to try to find a ride again, late to work again and try to take care of my daily routine when I am so tense and stressed now.

The dealer was unable to detect the cause of failure, then stated that it operates as designed, and failed to figure out why did it happen, failed to answer if it will happen again, failed to answer what kinds of signs that I should look for or notice in the car before it happens again, failed to answer after how many miles it might happen again, failed to answer what are the causes of power steering failure in this particular situation, failed to answer if this car is safe to drive or not, just asked me to keep driving it hoping and praying it won't happen again.

Now I am not only talking about my own safety and my family's safety. But also other peoples safety, that school kid combined with the cobalt's problems could have destroyed his life forever or got him killed, and ruined his families life forever along with my families life and mine. Is it guaranteed it will not happen again, I did not ask to put it in writing that my car is safe to drive because I know the response as many times before I have asked for written proof for written statements on my dream car that it is guaranteed to drive safely now. Will the GM representative and the dealer do jail time instead of me at this moment if I did hurt that kid? What are the dealers and GM going to tell the family of their injured child??? Please I need an answer for those questions.

In May 8th 2009 from few thousand miles away from me GM representative Miss\Heather Bagnch had the nerve to verbally state that my car is safe to drive she even offered to drive it,I am asking Miss\Heather and all other GM representatives who mishandled my case to bring there families including there children here to Arizona put them in this car and go drive it on the highway.

Miss Heather it happened again twice after you stated that it's safe to drive, are you going to state it again or put it in writing this time????? Is it safe to drive or not Miss Heather??? What kind of magic power do you have to be able to state my cobalt is safe to drive in the first place? When you are few thousand miles away from the car and have never been in it, should I believe you this time if you are going to say it again, if you ever will have the nerve to say it again?

In May19 2009 I received a cheap phone call from GM Anti-Customer service describing me as a loyal customer and discussing different options to compensate me, such as a free oil change ,or a free car wash, GM is this the price tag you put on my life and my family's life and the children walking back and forth to school everyday? And all the other people on the road, do you think the BBB is that naive and will be deceived by your antics, instead of coming to litigate the solution to save your dignity and integrity

you offer me a free car wash, free oil change, and free air for my tires, for your defective product. Is this really how you handle your loyal customer service complaints, also I received unsigned supposal it's official letter from GM customer service stating that they will not repurchase my car without explaining what is the criteria's they based there decision on? GM is this really how you issue your official business letters?? You need extensive education in this department, at least sign it and give a contact name and position.

GM let me professionally educate you as your loyal customer as you described to me, I am expecting that in addition to my new car you take off 50% of my current loan on the car as a small part of compensation for what I have been through, and for what my family has been through over the last eighteen month this is how professionals handle customer service this is the least you can do for one of your loyal Guinea Pig who have been driving your defective vehicle for more than eighteen month now

BBB of Texas, Arizona, Michigan and Virginia, I have seen the worst nightmare in my life, dealing with GM customer service, I have full trust in you that you will not put me and my family through this daily misery, stress, and tension any longer. I believe that BBB is there for the customer's safety and will not accept putting me and my family and all innocent citizens including innocent children in danger on a daily basis.

Attorneys General of Arizona, Texas and Michigan my life is in danger so as my family's lives and everyone else on the road am asking you to step up and put an end for this endless potentially dangerous situation

Thank you in advance for your prompt action.





1990 N. Pinal Ave. Casa Grande, AZ 85222

(520) 836-2147 • (602) 252-3891 • (800) 825-9450 CHEVROLET

NVOICE NO.

C7190

CVCS195316

PRODUCTION DATE

MO: 17530

CELL:

CUSTOMER NO.		ADVISOR		I TA	G NO.	INVOICE DATE
499	<u>65</u>	JON		39536	1148	05/22/0
		LABOR RAT	E LICENSE NO.		ge 17,492	LASER BI
			KE / MODEL			DELIVERY DATE
CASA GRANDE,	AZ	VEHICLE LI	HEVROLET/COBAL			10/27/0
		1 G	1 A K 5 5 F 2	7 7		5
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	99 1	COMMENT	3	L		103/22/0
JOB# 1 CHARGES	•					1
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DURING	THE DAY, TOTAL OF	38 MILES. NO PROF	VERAL TIMES BLEM FOUND AT			
THIS T	IME. OPERATING AS	DESIGNED.				lf c
JOB# 1 TOTALS				•		sati
		JOB# 1 JOURNAL	PREFIX CVCS JOB#	1 TOTAL	0.00	frier
ESTIMATE		•				tell
CUSTOMED HEDERY ACK	WHITEDOES DECETATE	c			*	7
ORIGINAL ES	STIMATE OF \$0.	00 (+TAX)				
THANK VALLED LET	TTING LIENDY DOGLAL	AUTOMOTIVE SERVICE	TOTAL	LADOD	0.00	OUDDI IEO
YOUR VEHICLE. CUSTON	HER SATISFACTION I	S OUR #1 GOAL. IF	TOTAL	PARTS	0.00	SUPPLIES -
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CAS	SA GRANDE, AZ 852	30 ********	***** TOTAL	INVOICE S	0.00	sealer, etc.
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PAGE 1 OF 1	CUSTO	MER COPY	[END	OF INVOICE] 04:19pm	

Thank you for opportunity to serve you. our service was sfactory tell your ds; if not, please us immediately.

A token charge is included OUS WASTE DISPOSAL s used on your vehicle. ipply items are: Nuts, bolts, e, pins, aerospray, shellac, carburetor cleaner, towels, ry cleaner, wire, window

WITED WARRANTY

ILY WARRANTIES APPLYING TO ARE THOSE WHICH MAY BE THE MANUFACTURER. THE LER HEREBY EXPRESSLY L WARRANTIES, EITHER EX-LIED, INCLUDING ANY IMPLIED OF MERCHANTABILITY OR FIT-PARTICULAR PURPOSE, AND JMES NOR AUTHORIZES ANY N TO ASSUME FOR IT ANY ONNECTION WITH THE SALE (S) AND/OR SERVICE. BUYER **ENTITLED TO RECOVER FROM** EALER ANY CONSEQUENTIAL MAGES TO PROPERTY, DAM-SS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

*I hereby authorize the repair work hereinafter set forth to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the cer or truck 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 car or truck to secure the amount of repairs thereto. Not responsible for items

SIGNED		
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1990 N. Pinal Ave. Casa Grande, AZ 85222

(520) 836-2147 • (602) 252-3891 • (800) 825-9450 **CHEVROLET**



INVOICE NO.

STOCK NO C7190

DELIVERY MILES

PRODUCTION DATE

CVCS195268

MO: 17428

11

CELL:

			CELL:
49965	JON:	39536 TAG NO. 1547	05/20/09
	LABOR RATE LICENSE NO.	MILEAGE	6 LASER BLUE
CASA GRANDE, AZ	07/CHEVROLET/COBALT/		10/27/07
	1 G 1 A K 5 5 F 2 7		SELLING DEALER NO.
	F. T, E. NO.	P. O. NO.	R.O. DATE 05/20/09
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ESTIMATE	JOURNAL PREFIX CVCS JOB# 1		tell us im
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX) TOTALS			SUPPLIES - A toke for HAZARDOUS
THANK YOU FOR LETTING HENRY BROWN AUTOMOTIVE YOUR VEHICLE. CUSTOMER SATISFACTION IS OUR #1 GO FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED SERVICE EXPERIENCE, PLEASE SEE A MEMBER OF OUR M TEAM. THANK YOU. HENRY BROWN AUTOMOTIVE P O BOX 11306 CASA GRANDE, AZ 85230 ***********************************	SERVICE TOTAL LAR ALL, IF TOTAL PAR WITH YOUR TOTAL SUE ANAGEMENT TOTAL MIS TOTAL HIS TOTAL TAX	BOR 0.00 ETS 0.00 BLET 0.00 BLET 0.00 C.C. 0.00 C.C. 0.00 C.C. 0.00 C.C. 0.00 C.C. 0.00	washers, tape, pins solvent, rags, carbu solder, battery cle sealer, etc. LIMITED V AS IS - THE ONLY WAF
CASH MASTERCARD AMEX CHECK CHECK# INTERNAL VISA BODY SHOP OTHER CUSTOMER SIGNATURE	CHARGE CASHIER	VOICE \$ 0.00	OFFERED BY THE ISELLING DEALER DISCLAIMS ALL WAR PRESS OR IMPLIED, IN WARRANTIES OF MEF NESS FOR A PARTIC NEITHER ASSUMES NOTHER PERSON TO LIABILITY IN CONNECTOR THIS PARTI(S) AND THE PERTICS OF THIS PARTI(S) AND THE PERSON TO LIABILITY IN CONNECTOR THIS PARTI(S) AND THE PARTICS AND TH



SUPPLIES - A token charge is included or HAZARDOUS WASTE DISPOSAL and supplies used on your vehicle. applicable supply items are: Nuts, bolts, ashers, tape, pins, aerospray, shellac, olvent, rags, carburetor cleaner, towels, older, battery cleaner, wire, window ealer, etc.

LIMITED WARRANTY

S IS - THE ONLY WARRANTIES APPLYING TO HIS PART(S) ARE THOSE WHICH MAY BE FFERED BY THE MANUFACTURER. THE ELLING DEALER HEREBY EXPRESSLY ISCLAIMS ALL WARRANTIES, EITHER EX-RESS OR IMPLIED, INCLUDING ANY IMPLIED ARRANTIES OF MERCHANTABILITY OR FIT-ESS FOR A PARTICULAR PURPOSE, AND EITHER ASSUMES NOR AUTHORIZES ANY THER PERSON TO ASSUME FOR IT ANY ABILITY IN CONNECTION WITH THE SALE F THIS PART(S) AND/OR SERVICE, BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAM-AGES FOR LOSS OF USE, LOSS OF TIME. LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

*I hereby authorize the repair work hereinafter set forth to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck 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 car or truck to secure the amount of repairs thereto. Not responsible for items

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PAGE 1 OF 1

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CHN0938020 csduc

MAY 2 9 2009

General Motors

Reference Number: 71-719-395-962

To: Arizona Better Business Bureau

4428 N. 12th Street Phoenix AZ 85014-4585 Phone: (602)264-1721

Fax: (602)263-0997

May, 26.2009

In May13 2009 I sent you a complaints regarding my 2007 cobalt car that a purchased from Henry Brown dealer in Casa grand-AZ

There are some new circumstances I would like you to take in consideration

PROBLEM 5 at Mileage 17,426 May20, 2009

It was about 5:40AM I was getting ready to go to work I was suppose to be there at6 AM I was pulling put of my drive way suddenly the power steering locked up on me again , luckily I was able to stop the car and the car stopped half on my drive way the other half in the middle of the street ,I called the road side assistance they came and towed it up to the dealer I got a ride to work I ended up being at work at 7:15 AM not at 6 Am as i was suppose to be , again I was late at work because of my RELIABLE cobalt ,my boss had a serious talk with me which can effect my annual review ,again the car was left at the shop all day and they found out it's the same problem again and they changed the same part .the dealer said he will notify GM Anti-Customer service department about the new circumstances.

PROBLEM 6 at Mileage 17,492May 21,2009

First of all seriously actually the shop where my cobalt spends a lot of time as well as myself, the dealer should put in a time clock for me there because I am in there for problems with the cobalt more than I am at work.

I received the cobalt from the shop AGAIN, I drove the cobalt several times, then again the very next day I was driving my SAFE cobalt in a school area the power steering locked up on me Again I was unable to stop the cobalt from skidding, the cobalt slid as if it was sliding on the ice, I drifted all the way from my lane clear over to the side walk. I ALMOST HIT A SCHOOL KID, a actual child, merely walking to school, I could not believe my eyes. I got very scared and all kinds of fears filled my mind at this time, all kinds of what ifs, oh my God what if I really hit this kid, what if he was injured for life? What if I actually killed him? What about his family? Would I have ended up in jail for my whole life? Would my whole future be gone? What would happen to my family? That Child future could have been destroyed totally and completely destroyed because I am driving a defective vehicle, the child's whole future, whole life would have been

changed as well as mine, and to think it would have been over my dream car. There have been so many problems.

I called the road side assistance and they towed it away to the shop again, and I again left the cobalt there and I had to try to find a ride again, late to work again and try to take care of my daily routine when I am so tense and stressed now.

The dealer was unable to detect the cause of failure, then stated that it operates as designed, and failed to figure out why did it happen, failed to answer if it will happen again, failed to answer what kinds of signs that I should look for or notice in the car before it happens again, failed to answer after how many miles it might happen again, failed to answer what are the causes of power steering failure in this particular situation, failed to answer if this car is safe to drive or not, just asked me to keep driving it hoping and praying it won't happen again.

Now I am not only talking about my own safety and my family's safety. But also other peoples safety, that school kid combined with the cobalt's problems could have destroyed his life forever or got him killed, and ruined his families life forever along with my families life and mine. Is it guaranteed it will not happen again, I did not ask to put it in writing that my car is safe to drive because I know the response as many times before I have asked for written proof for written statements on my dream car that it is guaranteed to drive safely now. Will the GM representative and the dealer do jail time instead of me at this moment if I did hurt that kid? What are the dealers and GM going to tell the family of their injured child??? Please I need an answer for those questions.

In May 8th 2009 from few thousand miles away from me GM representative Miss\Heather Bagnch had the nerve to verbally state that my car is safe to drive she even offered to drive it,I am asking Miss\Heather and all other GM representatives who mishandled my case to bring there families including there children here to Arizona put them in this car and go drive it on the highway.

Miss Heather it happened again twice after you stated that it's safe to drive, are you going to state it again or put it in writing this time?????? Is it safe to drive or not Miss Heather??? What kind of magic power do you have to be able to state my cobalt is safe to drive in the first place? When you are few thousand miles away from the car and have never been in it, should I believe you this time if you are going to say it again, if you ever will have the nerve to say it again?

In May19 2009 I received a cheap phone call from GM Anti-Customer service describing me as a loyal customer and discussing different options to compensate me, such as a free oil change ,or a free car wash, GM is this the price tag you put on my life and my family's life and the children walking back and forth to school everyday? And all the other people on the road, do you think the BBB is that naive and will be deceived by your antics, instead of coming to litigate the solution to save your dignity and integrity you offer me a free car wash, free oil change, and free air for my tires, for your defective product. Is this really how you handle your loyal customer service complaints, also I received unsigned supposal it's official letter from GM customer service stating that they will not repurchase my car without explaining what is the criteria's they based

there decision on? GM is this really how you issue your official business letters?? You need extensive education in this department, at least sign it and give a contact name and position.

GM let me professionally educate you as your loyal customer as you described to me, I am expecting that in addition to my new car you take off 50% of my current loan on the car as a small part of compensation for what I have been through, and for what my family has been through over the last eighteen month this is how professionals handle customer service this is the least you can do for one of your loyal Guinea Pig who have been driving your defective vehicle for more than eighteen month now

BBB of Texas, Arizona, Michigan and Virginia, I have seen the worst nightmare in my life, dealing with GM customer service, I have full trust in you that you will not put me and my family through this daily misery, stress, and tension any longer. I believe that BBB is there for the customer's safety and will not accept putting me and my family and all innocent citizens including innocent children in danger on a daily basis, Attorneys General of Arizona, Texas and Michigan my life is in danger so as my family's lives and everyone else on the road am asking you to step up and put an end for this endless potentially dangerous situation

Thank you in advance for your prompt action.

Chemist



1990 N. Pinal Ave. Casa Grande, AZ 85222

(520) 836-2147 • (602) 252-3891 • (800) 825-9450 CHEVROLET



четочен на: 49965	ACVISOR NO.		39536 1547	05/20/09	CVCS195268
		LICENSE NO.	LUILFAGE	COLOR	STOCK NO.
	YEAR / MAKE / MODEL			LASER BLUE/	DELIVERY MILES
CASA GRANDE, AZ	07/CHEVROLE			10/27/07 SELUNG GEALER NO.	PRODUCTION DATE
·	1 G 1 A K	5 5 F 2 7	7	5 H C Date	
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PAGE 1 OF 1

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PAGE 1 OF 1

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1990 N. Pinal Ave. Casa Grande, AZ 85222 (520) 836-2147 • (602) 252-3891 • (800) 825-9450

SIGNED TOTAL PROPERTY OF STREET

				CELL:	
19965	JON	39536	1148	05/22/09	CVCS195316
	LAGON PAYE	LICENSE NO. N	ileagé	COLOR	STOCK NO.
	YEAR! MAKE! MODEL		17,492	LASER BLUE/	C7190
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[END OF INVOICE] 04:19pm



June 12, 2009

Auto Line Division Council of BBBs, Inc. 4200 Wilson Boulevard, Suite 800 Arlington, VA 22203

RE: General Motors Corporation (Chevrolet)

Dear Colleague:

The enclosed complaints concern a firm located in your service area. We are forwarding them to you in accordance with procedures established by the Council of BBBs.

By copy of this letter, we are advising the customers that future inquiries regarding the status of their complaints should be referred to your office.

Thank you for your assistance.

Sincerely, armel Wesm

Carmel Weems

Ad Review Specialist

MALLO CUMIKALI AIVII PURCHASE MONEY SECURITY AGREEMENT Buyer(s)/Debtor(s): Seller/Creditor: HENRY BROWN CHEVROLET, LLC. 1990 N. RINAL AVE. CASA GRANDE AZ 85222 Address: CHSA GRANDE AZ This is an agreement for the installment purchase by you of the Vehicle described below. As used in this Contract, the words "you" and "your" mean the Buyer or Buyers who sign below. The words "we", "us", "our" and "Seller" refer to the Seller whose name and address appear above or to anyone to whom this Contract is assigned (referred to as the "Assignee"). If the Assignee notifies you that it has purchased this Contract, you agree to make all of your payments to the Assignee. This sale is subject to approval of your credit by us and acceptance of this Contract by an Assignee. BY SIGNING BELOW, YOU ALSO AGREE TO ALL OF THE TERMS ON BOTH SIDES OF THIS CONTRACT. The Vehicle which you are purchasing is a NEW OR YEAR MAKE NO. USED MODEL # VEHICLE MODE BODY TYPE TRADE NAME CYL OR SERIES NE. 2007 COBALT CHEVROLET 4 4 DR SEDAN 1AK69 161AK55F277 You intend to use the Vehicle primarily for Disconal, family, or household purposes ("personal use") Commercial, business, agricultural, or other non-personal uses ANNUAL Your payment schedule will be: Amonut of Payments When Payments are Y THE COST OF YOUR PERCENTAGE CREDIT AS A YEARLY HATE Number of Payments ryments When Payments are Due.
N/C RATE $d_{\mathrm{GL}}^{\mathrm{A}} = - \left(- \frac{1}{2} \Delta t_{\mathrm{e}}^{\mathrm{A}} \Delta t_{\mathrm{e}}^{\mathrm{A}} + \frac{1}{2} \Delta t_{\mathrm{e}}^{\mathrm{A}} \right)$ 72 12/11/2007 242.57 Monthly, Beginning FINANCE N/A THE DOLLAR AMOUNT THE M/A N/A Insurance: CREDIT LIFE INSURANCE AND CREDIT DISABILITY INSURANCE CREDIT WILL COST YOU. CHARGE ARE NOT REQUIRED TO OBTAIN CREDIT, AND WILL NOT BE PROVIDED 3865.29 UNLESS YOU SIGN AND AGREE TO PAY THE ADDITIONAL COST. Туре The amount of credit Term **Premium** Signature provided to you or on Credit Life Amount I want credit life Insurance your behalf. N/A mos. \$ N/A Financed insurance only Disability :3599.<u>84</u> Insurance N/C mos. 8 insurance only _ 11/4 The amount you will Credit Life I want credit life and Total of Payments have paid after you and Disability disability Insurance N/A mos. have made all pay-Joint Credit We want joint. ments as scheduled. Life Insurance M. F. mos. MAC credit life insurance 17465. 0a Joint Credit Life NZF mos. N/A We want joint credit and Single Dis-Ufe and single The total cost of Δ/Ω mos: \$ M/Ω disability insurance your purchase on Total Sale credit including Security: You are giving a security interest in the Vehicle being purchased. your down payment Price. Late Charge: If the Vehicle is purchased for p onal use, and a payment is not paid in full within 10 days after it is due, you will pay a late charge of the lesser of \$10,00 or 5% of the unpaid balance of the installment. Prepayment: If you pay off early, you will not have to pay a penalty. See the other portions of this Contract for additional information about non-payment, default, any required repayment in full before the scheduled date, and prepayment refunds and penalties. e means an estimate ITEMIZATION OF AMOUNT FINANCED .. Cash Price (incl. accessories) \$_ 13758 60 + Sales Tax 5 597 60 + Net Trade-In Deficiency (item 5 if acgative) \$_ <u> Ν/Α</u>το <u>Ν/Α</u> = Total Cash Price..... 14747. 00 Other charges included in this sale: _ to __ 4/4 M.O (b) Dealer Documentary Fee 357.00 ** (c) Other (describe) ____<u>#\/A</u> N/A ** (d) Other (describe) N/A __ to __N/A WID ** (e) Other (describe) _ NIG ____ to __<u>N/G</u> NZO ** (f) Other (describe) M/Q B. CE 4<u>8</u> (2) Payments made on your behalf to Public Officials for Official Fees <u> 243.84</u> Cash Sale Price (sum of items 1, 2 and 3) <u>15349. A4</u> N/A N/A 5 N/O N/3 (5) Gross Allowance Yr. Make & Model Net Trade-In (Deficiency) . Total Down Payment includes: (a) Net Trade-In (item 5) (if negative, insert \$0) (b) Cash Down Payment (includes manufacturer's rebate of \$ 1752 22 assigned to Seller) \$ Total Down Payment (a + b) 750. 000 (6)Unpaid balance of Cash Sale Price (item 4 less item 6) Payments made to others on your behalf; ** (a) Amounts paid to Insurance Companies for Insurance Premiums: (1) Credit Insurance Premiums \$____ N/Q + (2) Property Insurance Premiums \$ Total N/Q (8a) (b) Amounts paid to others: **(1) To:_ MITA N/A **(2) To: M / (8c)

9. Amount Financed - Amou	nt of credit you will get (item 7 plus iten	n 8)		\$ <u>- =5</u> s.4 (9)
	exceeds \$25,000 or if the Vehicle is pur	•		o the "Final Cash Price Balance" and
the "Total of Payments" is als				
11. Property Insurance: You	promise to keep the Vehicle insured for	its full value against loss or da	mage with loss payable endursement	in our favor during the time any amount
is unpaid under this Contract. Seller, the costs and items of a	YOU MAY OBTAIN YOUR REQUIRE coverage are as follows:	D INSUKANCE PROM ANY	COMPANY ACCEPTABLE TO US.	ir you purchase your insurance through
, Collision (actual cash va	aluc of loss less \$		TERM - Live - Color	PREMIUM
/ = / 10 m m	(cash value of loss less \$	<u>/ Q</u> deductible)	<u>%; / ②</u> _ months	\$
Other (describe) If you buy insurance through	your own agent, the cost is not included	in this Contract. Please give u	s the name and telephone number of t	he agent you choose:
Agent's Name AUTO	i ins spec	Tel	ephone Number (526) 85	6-3141
Agent's Address			City CASA S	
your payments to us set forth accrued finance charges and I necessary adjustments in you charge. If the Vehicle is purcharge will be the lesser of \$1 Security Interest. To protect u all accessions thereto, and in	elow, you promise to pay us the Amount I in the Payment Schedule shown above, late charges and then to reduce your unpart total finance charge will be reflected in hased for commercial use, the late charge 10.00 or 5% of the unpaid balance of the is if you do not pay as promised, or if you any proceeds of the Vehicle. If the Vehicle is purchase,	Your final payment may chan aid balance. This means your a your final payment. If a payle will be 5% of the unpaid ba installment of the promise of the promise of the services of the promise of the promise of the services.	so, depending upon your payment hab inance charge will be less when you a ment is not paid in full within 10 days lance of the installment; if the Vehicl fihis Contract, you give us a purchase tall use, this security interest also cove	its. We will apply each payment first to pay early and more if you pay late. Any a after it is due, you will also pay a late e is purchased for personal use, the late money security interest in the Vehicle, ers all conjument, accessories, and parts
added to the Vehicle within 1 insurance, maintenance, serving refunds of premiums or charge by us. NOTICE: BY G	10 days of the date of this Countact. You ce, or other contracts we finance for you es from the contracts. This security intereIVING US A SECURITY INT	also give us a security interes and all proceeds from insurar st does not cover any other de EREST IN THE VEHI	t in the proceeds of any physical dam ice, maintenance, service, or other con bts you owe us, and this debt is not co CLE DESCRIBED ABOVE	age insurance policy on the Vehicle; all macts we finance for you, including any wered by any other security interest held
PROVIDED BY LAW LIMITATIONS/EXCI (a) For "new" vehicles: (1) If Seller also gives you a writte contract, on its own behalf, v of a Seller's written warrant any particular purpose. The	TO CLAIM THE VEHICLE I USIONS OF PRODUCT WAR the Vehicle is purchased for personal ven warranty, on its own behalf, with re with you which applies to the Vehicle. I ty or service contract; (2) If the Vehicle Vehicle is sold to you AS IS, except for all cases, Seller shall not be liable for a	EXEMPT FROM LEG IRANTIES use, Selter makes no implied spect to the Vehicle, or, at the in that event, any implied was is purchased for commercial cany express warranties may	AL PROCESS. warranty of merchantability or of fit to time of the sale or within 90 days tranties arising from the sale of the lose, Selier makes no implied warra the by Selier, on its own behalf, or by	mess for any particular purpose unless thereafter, Seller enters into a service Vehicle shall be limited to the duration nty of merchantability or of fitness for the manufacturer of the Vehicle or of
	urranty of Merchantability:		<u> Alan Karaja di Jawa Kabupaten </u>	
The Seller hereby w	varrants that the vehicle will b	e fit for the ordinary p	urposes for which the vehic	le is used for 15 days or 500
miles after delivery,	whichever is earlier, except with have to pay up to \$25.00 for earlier.	th regard to particular	defects disclosed on the first	page of this agreement. You
ATTENTION PURG to buy the vehicle of ATENCION COMPR	n those terms:	dealer told you that t		problem(s) and that you agree dente problema(s) y que usted
1. N/Q	vencuo bajo estos termitos.	Buyer/Comprado		Date <u>16/27/24997</u>
2. N/A		Buyer/Comprado		Date <u>10/27/2007</u>
any warranty or service co- particular purpose, and the also gives you a written war on its own behalf, with you Seller's written warranty or the implied warranty of me damages arising from any k	ntract given by Seller on its own beha- e implied warranty of merchantability ranty, on its own behalf, with respect to which applies to the Vehicle in that r service contract. If the Vehicle is pure rehantability is limited to 15 days or 5 breach of any warranty, express or imp	alf, If the Vehicle is purchas is limited to 15 days or 500 to the Vehicle, or, at the time of event, any implied warrant hased for commercial use, S 00 miles after delivery, which lied, except for a breach of	inless Seller gives you a separate wr ed for personal use, Seller makes a miles after delivery, whichever is e of the sale or within 90 days thereaft ies arising from the sale of the Vehi eller makes no implied warranty of hever is earlier. In all cases, Seller si the implied warranty of merchantal	er, Seller enters into a service contract, icle shall be limited to the duration of fitness for any particular purpose, and hall not be liable for any consequential
copy of the Contract	vou sign.	والمعاص والمريا ويطعوها معتان وأبريك والمراجون	and the first of the second of the second of the second	New Control of the Property of the Control of the C
Annual Percentage Rate (of the finance charge or r	(APR) for the installment sale of an eccive other compensation for provi	automobile may be negotic ding the financing.	ited with the dealership; and the	dealership may receive some portion
THIS CONTRACT IN	METROCETYPOCHER PROTECTION OF THE PROPERTY OF	LAND AN APPROPRIA	TE PREMIUM CHARGE IS S	OTHERS IS NOT INCLUDED IN SHOWN IN ITEM 8(A) ABOVE. Of a fully completed copy of
THIS CONTRACT	I MAY BE ADDRESSED TO:	uns	Cont	
ARIZONA DEPART	MENT OF FINANCIAL INSTITUTIO	ONS *BUY	<u>ner</u>	
2910 N. 44th STREE PHOENIX, ARIZON		*BUY		
TELEPHONE: (692)	255-4421	20 5-7 R 1	FURY PROMI CHEVRO ET	1 1 CIts
Dated this 27+h	day of <u>GCTGBES</u>			le to pay this debt, please sign below to
give us a security interest i	in the Vehicle, its proceeds, and physic	al damage insurance policy	and any retunds of insurance premi	44H3•
SIGNATURE			ATURE	DATE
SELLING MOTOR VI	WHICH IS THE SUBJECT OF THIS EMICLE DEALER. IF APPLICABLE	, THE NAME OF THE BRO	KER IS:	VED BY A BROKER FROM THE
Calley Laurby agains t	er and Assignee, and in any event in a	ssignee under the terms and ecordance with the terms, o	conditions of a Dealer Agreement (U	Recourse Discourse previously ther's Assignment and Warranty on the For Dealer Proceeds
HENRY BROWN CH SELLER DATE	ED BY	AUTHORIZED SIGNER	THIE	Only Line 7
Assignee:		anch D. G. BOY 94 BUYER'S COPY	1633 FORT WORTH TX 7	6161-Evalt RIGHTS RESERVED
	· · · · · · · · · · · · · · · · · · ·			

NEW OR USED	YEAR MODEL		MAKE TRADE NAME	NO. CYL.	BODY TY	PE MODE OR SER		VEHICLE	
NEW	2007 COBALT		VROLET	4	4 DR SEDA	N 10K65	,	ID.#	
You intend to use "commercial use")	the Vehicle primarily fo	or: 🗆 Xphrson	al, family, or household	purposes ("per	rsonal use") 🗆 con	mmercial, business, agr	icultural,	or other non-persona	d uses
ANNUAL	THE COST OF YOUR E CREDIT AS A YEARLY		Number of Payments N/A 72	Amount of	Your paymen Payments Who	t schedule will be: on Payments are Due: N/A		de tig han took, tignigely	
FINANCE CHARGE	THE DOLLAR AMOUN CREDIT WILL COST Y	T THE OU.	N/A Insurance: CREI ARE NOT REQU	OIT LIFE IN	N/A SURANCE A OBTAIN CRE	nthly, Beginning N/A ND CREDIT DIS DIT, AND WILL	ABILI	E PROVIDED	
Amount Financed	The amount of credit provided to you or on your behalf.	4.11	Type Credit Life Insurance	Term N/A m	Premium	I want credit life insurance only		OST.	_
· · · · · · · · · · · · · · · · · · ·	\$ 13599.	84	Disability Insurance	N/A_m	os. \$_N/A	I want disability insurance only	-		_
Total of Payments	have made all pay- ments as scheduled.		Credit Life and Disability Joint Credit Life Insurance	N/A_m		I want credit life disability insuran We want joint credit life insuran	ce		
Total Sale	17465. The total cost of your purchase on	ù4 e	Joint Credit Life and Single Dis- ability Insurance	N/A_m	os." \$ <u>" N/A</u>	We want joint cre life and single disability insuran	dit		
Price	redit including your down payment of \$\frac{1750.60}{\$}\$		Security: You are givin Late Charge: If the Vel due, you will pay a late Prepayment: If you paysee the other portions o	hicle is purchase charge of the le y off early, you f this Contract i	ed for personal use sser of \$10.00 or 5 will not have to pa or additional infor	, and a payment is not p which of the unpaid balanc y a penalty. mation about non-paym	e of the i	nstallment.	it is
means an esti	mate	a est a de si Cellador de s	repayment in full before	the scheduled	date, and prepayme	ent refunds and penaltic	s.		
Cash Price (incl.	accessories) \$1	7750 44	ITEMIZATION		FINANCED	N			
Net Trade-In Del	ficiency (item 5 if negative	3 (3 6 . V 110 (e) \$	+ Sales Tax \$N/\text{\text{\text{\$\left}}} to \ \text{\text{\$\left}}	397.00+ /A	= To	tal Cash Price	\$	14747.00	_(1)
	cluded in this sale:						7		(1)
* (a) Vehicle Servi	ce Contract (Term)i\	/A	toN/A		· : \$	N/A			
(b) Dealer Docu	mentary Fee				\$	359.00			
	be) N/A	·	toN/A		\$	N/A	-		
(d) Other (descri	be) <u>N/A</u>		toN/A		\$	N/A			
(e) Other (descri	be) N/A		toN/A		s	N/Q	_		
(t) Other (descri	be)N/A	 	In N/A	TOT HE SERVICE OF THE ROOM	······································	NA	Ekonolina (d. 1)	unidistra ma fina	.50.
Total			• • • • • • • • • • • • • • • • • • •	• • • • • • • • • • • • • • • • • • • •			\$	359.00	_(2)
Cosh Solo Deigo	on your behalf to Public (• • • • • • • • • • • • • • • • • • • •		\$	243.84	_(3)
Trade-in	sum of items 1, 2 and 3)						\$	15349, 84	(4)
	N/A	\$	N/A\$_		/A=\$	N/A (5)			
Total Down Payn	Yr. Make & Model nent includes:	•	Bross Allowance	Payoff	Net Tr	ade-In (Deficiency)			
(a) Net Trade-In	(item 5) (if negative, inse	ert \$0)				N/A			
(b) Cash Down I	Payment (Includes manuf	acturer's reb	ate of \$ 1.750	. ViVi assig	ned to Seller) \$	1750 00			
Total Down I	Payment (a + b)							(1920) 2. mark	
Unpaid balance o	f Cash Sale Price (item 4	less item 6)			•••••		\$	1750.00 13599.84	_(6) _(7)
Payments made to	o others on your behalf:	***					Ψ	1-1-1-7-7-10#	_(7)
(a) Amounts paid	to Insurance Companies	for Insurance	e Premiums:						
(1) Credit Insura		N/A		rance Premium	s \$	N/A			
Total			********		S	N/A (8a)			
(b) Amounts paid	to others:		the transfer of the						4
**(1) To:	N/A	<u> </u>	_ for:N/A	<u> 1900 - </u>	\$	N/⊜ (8b)			5.
**(2) To:	N/A	- <u>- </u>	_ for:N/A		\$\$	N/A (8c)			

Seller, the costs and i		LIBLAIN YOUR REG			e with loss payable e			
	tems of coverage an		ÜIRED INSURANC	E FROM ANY CO	MPANY ACCEPTAL	SLE IU US. If you	purchase y	our insurance thr
	d cash value of loss	less \$N/	deductible) and Com	prehensive			EMTUM	
including fire a	nd theft (cash value	of loss less \$	N/Edeductible)			onths \$		WA.
If you buy insurance	through your own a	of loss less \$ N/H_ gent, the cost is not inc	luded in this Contract	. Please give us the	name and telephone	onths \$ number of the age	nt you cho	V/Aose:
Agent's Name Agent's Address	AUTO INS S	PEC		Teleph	one Number	(520)836-3	1 4 1 State	07 85222
Promise to Pay: By s	igning below, you pr	omise to pay us the Am	ount Financed, togeth	er with finance cha	rges calculated there	on at the Annual Pe	rcentage R	ate. You agree to r
accrued finance charge necessary adjustment charge. If the Vehicle	ges and late charges is in your total finan	and then to reduce you ce charge will be reflect commercial use, the late	r unpaid balance. Thi cted in your final pay charge will be 5% of	s means your finar ment. If a payment the unpaid balance	epending upon your ice charge will be les is not paid in full w e of the installment:	payment naous. we s when you pay ea ithin 10 days after if the Vehicle is no	will apply rly and mo- it is due, y irchased fo	re if you pay late. ou will also pay a
all accessions thereto (other than accessions added to the Vehicle insurance, maintenan refunds of premiums by us. NOTICE :	o, and in any proceed s) added to the Vehic within 10 days of the ce, service, or other or charges from the BY GIVING U	of the unpaid balance not pay as promised, of ds of the Vehicle, If the cle, If the Vehicle is pur le date of this Contract contracts we finance for contracts, This security S A SECURITY LIM THE VEHIC	chased for personal used. You also give us a sory or you; and all proceed interest does not cover interest for you.	I for commercial use, this security intecurity interest in its from insurance, are any other debts of the VEHICL	se, this security inter- erest also covers equi- he proceeds of any p- naintenance, service, ou owe us, and this d E DESCRIBED	est also covers all of pment, accessories obysical damage in or other contracts	equipment, , and parts (surance pol we finance	accessories, and other than access icy on the Vehicle for you, including
		OF PRODUCT		t i sales esses de como que do .	eng inganena	- 655		
Seller also gives you contract, on its own lof a Seller's written vany particular purpoany component parts (b) For "used" vehic	a written warranty behalf, with you wh warranty or service use. The Vehicle is s s; (3) In all cases, S cles:	is purchased for pers , on its own behalf, we ich applies to the Vehi- contract; (2) If the Ve- cold to you AS IS, exce- eller shall not be liable	ith respect to the Ve icle. In that event, an chicle is purchased fo cpt for any express w	hicle, or, at the tir y implied warran or commercial use arranties made h	ne of the sale or wit des arising from the Seller makes no im Seller, on its own b	hin 90 days theres sale of the Vehicle plied warranty of whalf, or by the m	ifter, Sellei shall be li merchanta anufactur	enters into a ser mited to the dura bility or of fitnes er of the Vehicle
	lied Warranty of N							
miles after del	livery, whicheve	that the vehicle wer is earlier, excep pay up to \$25.00 f	t with regard to	particular def	ects disclosed or	ı the first page	sed for of this	15 days or 50 agreement. Yo
(2) Waiver of	Head Car Impl	ied Warranty of N	Merchantahility:		esk issuest Livi			
1. N/A 2. N/A		bajo estos térmi	Buyer/G	Comprador Comprador		<u> </u>	Date_	18/27/200
				COMPI addr —			Date_	16/2//204
3. N/A (3) The vehicle is:	sold "AS IS NOT	FEXPRESSLY WAR			1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1			10/27/200 showing the tern
(3) The vehicle is any warranty or ser purticular purpose, also gives you a writton its own behalf, w Seller's written warrthe implied warrant damages arising fron NOTICE TO BI	vice contract giver and the implied wa ten warranty, on its vith you which app ranty or service con y of merchantabilit m any breach of an UYER: 1. Do no	r EXPRESSLY WARI n by Seller on its own urranty of merchantal to own behalf, with resp lies to the Vehicle. In tract. If the Vehicle is y is limited to 15 days y warranty, express o ot sign this Contr	RANTED OR GUAR behalf. If the Vehic lifty is limited to 15 bect to the Vehicle, or that event, any imp purchased for comn or 500 miles after d r implied, except for	tANTEED" unles le is purchased for days or 500 mile, at the time of the liled warranties as aercial use, Seller elivery, whichever a breach of the u	s Seller gives you a s r personal use, Sell s after delivery, whi sale or within 90 da ising from the sale makes no implied w its earlier. In all cas uplied warranty of ontains any blan	separate written in er makes no impl chever is earlier, tys thereafter, Sell- of the Vehicle she arranty of fitness es, Seller shall not merchantability.	istrument ied warra as set fortl er enters ir ill be limit for any pa t be ilable	showing the term nty of fitness for a above, unless S ato a service conti- to the duratic rticular purpose, for any conseque
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(3) The vehicle is any warranty or ser particular purpose, also gives you a writton its own behalf, we seller's written war the implied warrant damages arising fron NOTICE TO BU copy of the Con Annual Percentage of the finance char LIABILITY INSTHIS CONTRAC	vice contract giver and the implied waten warranty, on its fith you which apply anthy or service con y of merchantabilitm any breach of an UYER: 1. Do no tract you sign. Rate (APR) for t ge or receive other tract you. The contract you sign. The contract you want to see the contract you wan	a by Seller on its own arranty of merchantal own behalf, with resplies to the Vehicle. In tract. If the Vehicle is y is limited to 15 days y warranty, express o ot sign this Controle in the installment sale or compensation for paragraphs of the control of the c	RANTED OR GUAR behalf. If the Vehic bility is limited to 15 bect to the Vehicle, or that event, any imp purchased for comm or 500 miles after d r implied, except for act before you re of an automobile ma orividing the finance of ILY INJURY ANI M 11 AND AN AF S CONCERNING	tanteed" unles le is purchased for i days or 500 mile to at the time of the led warrantles an acroial use, Seller elivery, whichever a breach of the in ead it or if it co any be negotiated cing. PROPERTY PROPERTY PROPERTY PROPERTS	s Seller gives you a s or personal use, Sells s after delivery, while sale or within 90 da is good to be sale makes no implied w is earller. In all cas applied warranty of or ontains any blan with the dealership DAMAGE CAUS	separate written in er makes no implichever is earlier, sys thereafter, Sellio of the Vehicle she arranty of fitness es, Seller shall no merchantability. Ik spaces. 2. You and the dealers SED TO OTHE RGE IS SHOW	ustrument lied warra as set forther tenters in all be limit for any part be liable to u are el ship may are son are so	showing the term try of fitness for a phove, unless S to a service cont ed to the duratic rticular purpose, for any conseque ntitled to an e receive some po OT INCLUDE EM 8(A) ABO
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ARIZONA VEHICLE REGISTRATION

Body Style

List Price

Fuel Type

Category

County

First Registered

Weight (GVW)

Registration Type FUL

Print Date/Time 10/08/2008 11:46

Carry In Vehicle At All Times

4DSD

11/2007

013175

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PINAL

G

Α

Expiration Date 10/31/2009

Total

\$201.25

Vehicle Identification Number 1G1AK55F277	Veh Lic Tax	\$191.33
	Registration	\$8.00
Record Number	Air Quality	\$1.50
Plate Number	Postage/Handling	\$0.42
Tab Number		
Unit Number		
Year / Make 2007 CHEV		

:Crate and Barrel Outlet Store 1700 Prince Street Alexandria, Virginia 22314 Telephone: (703) 739-8800 Facsimile: (703) 739-8998

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

all time bong At dealer



Crate&Barrel

NUXK

07/09/2009 04:25 FAX 17037398998

ALEXANDRIA-OUTLET

2002 ATTN 71-738497898

1800 Old Richmond Hwy Alexandria, VA 22303 Phone: 703-370-7211 • 703-329-1300

Fax: 703-960-6703

INVOICE NO. CVCS327122

DELIVERY MILES

PRODUCTION DATE



01364	ADVISOR ONY PERSAUD	532 TA	3566	06/15/09
	ABOR RATE LICENSE NO.	MILEAG		COLOR
ļ.	YEAR / MAKE / MODEL		21,215	SILVER/
	08/CHEVROLET/COBA	LT/4DR SDN	LS	06/11/08
	/ЕНСЬЕ ID NO 1 G 1 A K 5 8 F	R		SELLING DEALER NO.
	-, T. E. NO.	8 8 7 P. O, NO.		R. O. DATE 06/15/09
	OMMENTS			
LABOR & PARTS 3# 1 03CVZ STEERING/SUSPENSION CUST STATES POWER STEERING WARNING N SCAN TEST CODE C0475	TECH(S):404 MESSAGE COMING ON		WARRANTY	
NORMAL OPERATION . SEE ATTACHED BULL	ETIN 06 02 32 002C			OCCURS FIRST REPLACEMENT
	JOB # 1 TOTAL LAE			(1) YEAR OR 12 OCCURS FIRST
# 2 21CVZSHUTTLE2 TWO WAY SHUTTLE RIDE SHUTTLE SERVICE ROUND TRIP Z7911	#ECH(S)::99 #	er en en en en en en en en en en en en en	WARRANTY	BUICK PONTIAC LIMITS IMPLIED SAME PERIOD. THESE REPAIRS
	JOB # 2 TOTAL LAG	OR & PARTS	0.00	BY THIS INVOIC
U#.3 01CVZINSPECT: MULTI POINT INSPECT: 10 10	TECH(S):404	i grandi i kana	60.00 V 0.00	MUST BE PERF CHEVY BUICK F
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	TOTAL	MISC CHG.	0.00	SHALL NOT BE
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YOUR SERVICE TODAY. WE APPRECIATE THE CHANCE TO E YOUR TRUST AND BUSINESS. YOU MAY RECEIVE A SURVEY GM ABOUT YOUR VISIT TODAY. IF WE HAVEN'T EARNED A OF "COMPLETELY SATISFIED", PLEASE CONTACT YOUR SE	iarn ' from tota !	L INVOICE \$	0.00	TO PROPERTY. USE, LOSS OF OR INCOME, O
ADVISOR AS SOON AS POSSIBLE SO THAT HE/SHE CAN AD YOUR CONCERN AS THIS SURVEY IS HIS/HER PERSONAL F CARD. AGAIN. WE THANK YOU FOR YOUR BUSINESS!!!	DORESS REPORT			DAMAGE. SHOP MATERIA LABOR (MAXIM
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CUSTOMER SIGNATURE	GU	esti	41	NOT RESPONSI
		440		FT IN THE VE

MO: 27275 NTED EXPRESSED WARRANTY: BOR AND PARTS WARRANTED FOR DAYS OR 4,000 MILES WHICHEVER CURS FIRST, GENERAL MOTORS PLACEMENT PARTS WARRANTY ONE YEAR OR 12,000 MILES WHICHEVER CURS FIRST, ALEXANDRIA CHEVY ICK PONTIAC GMC SATURN HEREBY 11TS IMPLIED WARRANTIES TO THE ME PERIOD, ANY CLAIMS AGAINST ESE REPAIRS MUST BE ACCOMPANIED THIS INVOICE, ALL ADJUSTMENTS IST BE PERFORMED AT ALEXANDRIA EVY BUICK PONTIAC GMC SATURN.

E SELLING DEALER HEREBY PRESSLY DISCLAIMS ALL RRANTIES, EITHER EXPRESS OR PLIED, INCLUDING ANY IMPLIED REANTIES OF MERCHANTABILITY FITNESS FOR A PARTICULAR RPOSE, AND NEITHER ASSUMES R AUTHORIZES ANY OTHER PERSON AŞŞUME FOR IY ANY LIABILITY IN NNECTION WITH THE SALE OF THIS RT(\$) AND/OR SERVIÇE, BUYER ALL NOT BE ENTITLED TO RECOVER OM THE SELLING DEALER ANY NSEQUENTIAL DAMAGES, DAMAGES PROPERTY, DAMAGE FOR LOSS OF E, LOSS OF TIME, LOSS OF PROFIT INCOME, OR ANY OTHER INCIDENTAL

OP MATERIAL: A CHARGÉ ÓF 10% ÓF BOR (MAXIMUM \$25) IS INCLUDED FOR TERIALŞ USED ON YOUR VEHICLE. DRAGE FEE OF \$35 A DAY FOR HICLES LEFT OVER 72 HOURS.

T RESPONSIBLE FOR LOSS OR MAGE TO VEHICLES OR ARTICLES FT IN THE VEHICLES IN THE CASE FIRE, THEFT OR ANY OTHER CAUSE. OND OUR CONTROL, INCLUDING Ds. MP35, CELL PHONES, ECT. ASE REMOVE THESE ARTICLES IM YOUR CAR, VEHICLES LEFT OVER IOURS WILL BE SUBJECT TO A \$35 A 7 STORAGE FEE

Thank You!

Completely Satisfied

GMC (

1800 Old Richmond Hwy Alexandri. MA 22303

Phone: 703-370-7211 + 703-020-1300

71-738497898

Fax: 703-960-6700

CUSTOMER NO.	ADVISOR	TAG NO	INVOICE DATE	TINYTHERE
1 01364	TONY PERSAUD	532 4566	06/19/09	CVC5327434
	YEAR/MAKE/MODEL	27,541	SILVER/	DELIVERY MILES
WASHINGTON DC, DC	08/CHEVROLET/COBAL		06/11/08 SELLING DEALER NO	PLODUCTION DATE
WASHINGTON BC, DC	1 G 1 A K 5 8 F 8	8 7	06/19/09	
	COMMENTS		- N = ~ & = .* = = .	MO: 27541
LABOR & PARTS- J# 1 03CVZ STEERING/SUSPENSION CUSTOMER STATES POWER STEERING WHEE	TECH(S):246 L GO OUT WHILE DRIVING	us territorio di mili vista d 0,00	LIMITED EXPRESSE LABOR AND PARTS 90 DAYS OR 4,000 M	D WARRANTY: WARRANTED FOR
NO ASSISTANCE HAD TO ORDER NEW STEERING COLUM			OCCURS FIRST, GE REPLAÇEMEN'Î PAF	NERAL MOTORS RTS WARRANTY ONE
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	JOB # 2 TOTAL LABO		SAME PERIOD, ANY	CLAIMS AGAINST JST BE ACCOMPANIED
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	JOB # 3 TOTAL LABO	R & PARTS 0.00	1 0	
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TOTALS			WARRANTILS OF SOME	PARTICL AR
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YOUR CONCERN AS THIS SURVEY IS HIS/HER PERSONAL IS CARD. AGAIN. WE THANK YOU FOR YOUR BUSINESS!!!	REPORT		· ·	35 A DAY FOR
CUSTOMER SIGNATURE			NOT RESPONSIBLE DAMAGE TO VEHICL LEFT IN THE VEHICL OF FIRE, THEFT OR	ES OR ARTICLES

BEYOND OUR CONTROL INCLUDING: IPODs, MP3s, CELL PHONES, ECT. PLEASE REMOVE THESE ARTICLES FROM YOUR CAR, VEHICLES LEFT OVER 72HOURS WILL BE SUBJECT TO A \$36 A DAY STORAGE FLE

Thank You!

Document ID: 2096333

ATTN# 71-73849789

-02-32-002C: Normal Operating Characteristics of Electric Power Steering (EPS) System During Extended ock-to-Lock Turns (Maximum Steerign Wheel otation) and/or DTCs C0176 and C0476 Set - (Apr 10, 008)

bject:

Normal Operating Characteristics of Electric Power Steering (EPS) System During Extended Lock-to-Lock Turns (Maximum Steering Wheel Retation) and (or PTS) 50175 and 50476 Set

Steering Wheel Rotation) and/or DTCs C0176 and C0476 Set

lels:

2004-2008 Chevrolet Malibu, Malibu Maxx (excluding 2006-

2007 SS and 2007 Maxx models)

2005-2008 Chevrolet Cobalt, Equinox

2006-2008 Chevrolet HHR

2005-2008 Pontiac G6 (excluding 2006-2007 GTP, 2006-2008 Convertible

and 2007-2008 GT models)

2005-2006 Pontiac Pursuit (Canada Only)

2006-2008 Pontiac Torrent

2007-2008 Pontiac G5

2002-2008 Saturn VUE

2003-2007 Saturn ION

This bulletin is being updated with the 2008 model year. Please discard Corporate Bulletin Number 06-02-32-002B (Section 02 - Steering).

The purpose of this bulletin is to inform technicians of normal operating characteristics of the electric power steering system (EPS) when the steering wheel is turned in either direction for an extended period of time.

When the steering wheel is turned to its maximum rotation, the power steering control module (PSCM) will command the maximum amount of current to the EPS motor. If the steering wheel is held in this position for an extended period of time, the PSCM will go into overload protection mode to avoid system thermal damage. In this mode, the PSCM will limit the amount of current commanded to the EPS motor, which reduces steering assist levels.

If the PSCM detects a high system temperature and the overload protection mode is invoked, DTC C0176 "System Thermal Error" may be set. On some models, DTC C0476 "Electric Steering Motor Circuit Range/Performance" may also be set. These DTCs indicate normal PSCM action (reduced steering assist) to prevent thermal damage to power steering system components.

Refer to Power Steering System Description and Operation in SI or the appropriate Service Manual © 2009 General Motors Corporation. All rights reserved.

Document ID: 2096333

ATT-N 71-73849-808021

for more information about this and other vehicle-specific information on electric power steering systems.

For customer inquiries regarding this characteristic, please refer to the Steering section under Driving Your Vehicle in the appropriate Owner Manual (reproduced below for reference).

Owner Manual Information

If you turn the steering wheel in either direction several times until it stops, or hold the steering wheel in the stopped position for an extended amount of time, you may notice a reduced amount of power steering assist. The normal amount of power steering assist should return shortly after a few normal steering movements.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



PAGE 1 OF 2

CUSTOMER COPY



1800 Old Richmond Hwy Alexandria, VA 22303

Phone: 703-370-7211 • 703-329-1300

Fax: 703-960-6703

1800-243-8272 A++N71738497898

CUSTOMER NO.	ADVISOR				NO.	INVOICE DATE	INVOICE NO.
91264	TONY PERS	AUD	E NO.	532	1.787	06/30/09	CVC5327745_
					<u> 27,93</u> 1	STI VER	
	YEAR / MAKE / MODEL						DELIVERY MILES
	08/CHEVRO)LET/CC	BALT/4	DR SDN	.1.5	06/11/08 SELLING DEALER NO.	PRODUCTION DATE
WASHINGTON DC, DC	1 G 1 A	K 5 8.	F_818	7			
	F, T, E, NO.		1	P. C. 110.		R. O. DATE 06/23/09	
BEGINENCE GHOME AHRIMERS PHOME	COMMENTS		ŀ	,		<u> </u>	
							мо: 27934
LABOR & PARTS J# 1 03CVZ STEERING/SUSPENSION STEERING LOSING ASSIST PART ORDER CO475 INTERNAL SHORT IN COLUM REPLACED STEERING COLUM		(\$):787			WARRANTY	LIMITED EXPRESSE LABOR AND PARTS 90 DAYS OR 4,000 M OCCURS FIRST. GEI REPLACEMENT PAR (1) YEAR OR 12,000	WARRANTED FOR IILES WHICHEVER NERAL MOTORS TS WARRANTY ONE
PARTS	T10N KI 6.518		UNIT		WARRANTY 0.00	OCCURS FIRST. ALE BUICK PONTIAC GM	XANDRIA CHEVY C SATURN HEREBY
	"					LIMITS IMPLIED WAI SAME PERIOD, ANY	
	JOB #	1 TOTAL	LABOR &	PARIS	0.00		ST BE ACCOMPANIED
J# 2 21CVZ MISC. REQUESTS CUST IN LOANER CAR	TECH	(S):99	•		WARRANTY	BY THIS INVOICE. AL MUST BE PERFORM	ED AT ALEXANDRIA
PART\$QTYFP-NUMBERDESCRIF	TION		UNIT	PRICE-		CHEVY BUICK PONT	TAC GMC SATURN.
		JOB #	2 TOTAL	PARTS	0.00	THE SELLING DEALE EXPRESSLY DISCLA	
	JOB #	2 TOTAL	LABOR &	PARTS	0.00	WARRANTIES, EITH	
1# 2.11CU730 CYG LYCUT ON	TECH				LIADDANTY	IMPLIED, INCLUDING	
J# 3+11CVZ28 SIR LIGHT ON CUSTOMER STATES SIR LIGHT ON CODE BOO12 AIR BAG COIL FAILURE REPLACED AIR BAG COIL	TECH	(S):787			WARRANTY	WARRANTIES OF MA OR FITNESS FOR A PURPOSE, AND NEI NOR AUTHORIZES A TO ASSUME FOR IT	PARTICULAR THER ASSUMES NY OTHER PERSON
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	100 #	2 TOTAL	LADÓD A	DADTE	0.00	FROM THE SELLING	DEALER ANY
	JVB #	3 IUIAL	LABOR &	PARIŞ	0.00	CONSEQUENTIAL D	
COMMENTS RECHECK. # 404						UŞE, LOSS OF TIME OR INCOME, OR AN	
PART ON ORDER . SHIPPED 06.24 NO PART						DAMAGE.	**********
						SHOP MATERIAL: A (LABOR (MAXIMUM \$ MATERIALS USED O STORAGE FEE OF \$ VEHICLES LEFT OVE	25) IS INCLUDED FÖR N YOUR VEHICLE. 35 A DAY FOR
						72HOURS WILL BE S DAY STORAGE FEE.	EŞ OR ARTICLES LES IN THE CASE ANY OTHER CAUSE ROL, INCLUDING: PHONES, ECT. HESE ARTICLES EHICLES LEFT OVER

[CONTINUED ON NEXT PAGE] 11:50am



1800 Old Richmond Hwy Alexandria, VA 22303

Thank You!

Phone: 703-370-7211 • 703-329-1300

Fax: 703-960-6703

ATTN 71-738497898

CUSTOMER NO.	ADVISOR	- 111119	TAG NO.	INVOICE DATE	INVOICE NO.
91264	TONY PERSAUD		32 <u>1787</u>	06/30/09	CVCS327745
	LABOR RATE		MILEAGE 27,933	SILVER/	STOCK NO.
	YEAR / MAKE / MODEL		· · · · · · · · · · · · · · · · · · ·	DELIVER DATE	DELIVERY MILES
	08/CHEVROLET/CO	DBALT/4DF	R SON LS	06/11/08	
WASHINGTON DC, DC	VEHICLE ID NO. 1 G 1 A K 5 8	C 0 0 7		SELLING DEALER NO.	PRODUCTION DATE
•	F. T. E. NO.		D. No.	R. O. DATE	
				06/23/09	
	COMMENTS				мо: 27934
TOTAL5				LIMITED EXPRESSE	ED WARRANTY:
**************************************		OTAL LACOR	0.00	LABOR AND PARTS	
CASH CHECK #		OTAL LABOR. OTAL PARTS.	0.00	4- 4-10 Olt 1000 t	
VISA/M.CDISCOVERAMEX		OTAL SUBLET		000011411141.44	NEMAL MOTORS RTS WARRANTY ONE
CHARGECUSTOMER #	Т	OTAL G.O.G.	0.00	131 VEAD OD 12 000	MILES WHICHEVER
CASHIER'S INITIALSDATE		OTAL MISC C OTAL MISC D		LOCCURE FIRST AL	
THANK YOU FOR GIVING US THE OPPORTUNITY TO PERFO	DRM T	OTAL TAX			IC SATURN HEREBY
YOUR SERVICE TODAY. WE APPRECIATE THE CHANCE TO	EARN			LIMITS IMPLIED WA	
YOUR TRUST AND BUSINESS. YOU MAY RECEIVE A SURVI	Y FROM TO	TAL INVO	MCE \$ 0.00		
GM ABOUT YOUR VISIT TODAY. IF WE HAVEN'T EARNED OF "COMPLETELY SATISFIED". PLEASE CONTACT YOUR S	A SCURE FRVICE			BY THIS INVOICE. A	JST BE ACCOMPANIED
ADVISOR AŞ ŞOON AŞ POSSIBLE SO THAT HE/SHE ÇAN /	ADDRESS			•	MED AT ALEXANDRIA
YOUR CONCERN AS THIS SURVEY IS HIS/HER PERSONAL CARD. AGAIN. WE THANK YOU FOR YOUR BUSINESS!!!	REPORT			CHEVY BUICK PON	
CUSTOMER SIGNATURE				TO ASSUME FOR IT CONNECTION WITH PART(S) AND/OR SE SHALL NOT BE ENT FROM THE SELLING CONSEQUENTIAL D TO PROPERTY, DAM USE, LOSS OF TIME OR INCOME, OR AN DAMAGE. SHOP MATERIAL: A LABOR (MAXIMUM \$ MATERIALS USED C STORAGE FEE OF \$ VEHICLES LEFT OVI NOT RESPONSIBLE DAMAGE TO VEHICLEST IN THE VEHICLES	AIMS ALL IER EXPRESS OR G ANY IMPLIED IERCHANTABILITY PARTICULAR ITHER ASSUMES ANY OTHER PERSON ANY LIABILITY IN I THE SALE OF THIS ERVICE, BUYER ITTLED TO RECOVER IS DEALER ANY AMAGES, DAMAGES MAGE FOR LOSS OF I, LOSS OF PROFIT IY OTHER INCIDENTAL CHARGE OF 10% OF IN YOUR VEHICLE 35 A DAY FOR IN TOURS. FOR LOSS OR LES OR ARTICLES LES IN THE CASE ANY OTHER CAUSE
				IPODS, MP3S, ÇELL I PLEASE REMOVE TH FROM YOUR CAR. V	PHONES, ECT. HESE ARTICLES EHICLES LEFT OVER SUBJECT TO A \$35 A

Washington, DC

Dear

We sincerely regret that you experienced a concern with your 2008 Chevrolet Cobalt. 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 of a vehicle payment. We have enclosed a check in the amount of \$369.81. We hope this goodwill adjustment will offset, to some degree, the inconvenience.

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.

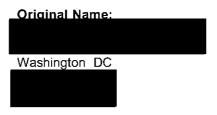
Sincerely,

Chevrolet Customer Assistance Center Service Request 71-738497898



Service Satisfaction Survey

Dissatisfied Customer



Revised Name:

About Your Chevrolet Dealership's Service Department

		Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
1.	How satisfied were you with the convenience of the						
	Service Department's hours?				X		
		Yes	No	Does Not Apply/Not Required	Don't Know		
2.	Were services available to you on both an appointment						
	and non-appointment basis?	<u>J</u>					
3.	When arriving for service, were you greeted promptly?			Ø			
		Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
4.	How satisfied were you that all dealership personnel treated						
	you in a courteous, fair, and professional manner?					Ø	
	About Your Service Consultant/Advisor						
		Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
5.	How satisfied were you that your Service Consultant took						
	enough time to thoroughly understand your service request?				X		
		Yes	No	Does Not Apply/Not Required	Don't Know		
	Mana variation antique						
ъ.	Were you offered transportation options?			A			
		Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does No Apply/No Required
7.	How satisfied were you that you were kept informed about the						
	status of your service request?					Ø	
		Yes	No	No Time Promised			
8.	Was your vehicle ready by the original time promised?		Þ				
		Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
9.	How satisfied were you with the explanation you were						
	given of all services performed?					Þ	
10.	Overall, how satisfied were you with your						
	Service Consultant					斌	

About Service Delivery Somewhat Completely Very Not At All Satisfied Satisfied Satisfied Satisfied Satisfied 11. When you picked your vehicle up, how satisfied were you with: - The time it took to complete the transaction?..... X - The ease of getting your vehicle?..... M - The condition in which it was returned?..... X Yes 12. Were ALL of your service concerns corrected on this service visit? M IF NO, why not?(check all that apply) Parts not available Condition explained - repair not necessary Work performed did not correct the problem ☐ I declined repair ☑ Other Service Department could not duplicate problem ☐ Service Department was too busy ☐ Don't Know Completely Not At All Verv Somewhat Satisfied Satisfied Satisfied Satisfied 13. How satisfied are you that your vehicle was fixed right on this service visit?..... Ø Yes No 14. Were you given a copy of the completed repair order/invoice?.. M

Don't Know/

Not Sure

	Summin	g Up Your Exper	rience					
				Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At Al Satisfied
16. Based on this service visit, overall, how satisfied are you with Alexandria Chevrolet?								a
				Definitely Would	Probably Would	Might/Might Not	Probably Not	Definitely Not
17. Would you recommend this dealership for service?								M
				Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At Al Satisfied
18. Overall, how satisfied are you with your 2008 COBALT?							A	
19.Are you	□ Male	🗷 Female						
20.Your age	□ Under 25	□ 25-34	,⊠ 35-44	□ 45-54 □ 55-64 □ 65 o		r older		
21.May we include your name when providing this information to your dea					,	Yes 🔄	No □	

Yes

Nο

X

22. Do you have any other comments/recommendations about Alexandria Chevrolet?

15. Were you contacted shortly after this service visit to

determine your satisfaction with the dealership 's service?....

I had came in in for power sterring issue. I was send home and was told me the way I was driving. They didn't communcation with me. One time I pick up the car I was toll back in same today and it took a week to get the part in.So it took about a month. To get my car fix.I call Gmand B.B.B for answer I wasn't satisfaction.

0299

North American Operations
Deneral Motors Corporation
Disbursements (2613)
O Box 62530
Phoenix, AZ 85082-2530 CHECK NO. DATE 08/24/09 **** AMOUNT THUOMA XXXXXXXXXXXXX369 DOLLARS North American Operations General Motors Corporation Disbursement Account PAY TO THE ORDER OF WASHINGTON SIGNATURE he Chase Manhattan Bank, H.A. yracuse, New York AUDIT North American Operations General Motors Corporation Disbursements (2613) DETACH BEFORE DEPOSITING CHECK CHECK NO. BB 000000008 PO Box 62530 Phoenix, AZ 85082-2530 PAYMENT DATE **ENDOR NAME** Phoenix, 08/24/09 REGISTER NO. INVOICE AMOUNT INVOICE DATE DOC. REFERENCE NUMBER % DISC. DISC. AMOUNT **NET AMOUNT** 08/21/09 VM 1-CBX6TB 71-738497898.1-CBX6T8 00.0000 369.81 .00 369.81 **IG1AK58F887** ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782 H3 369.81 .00 TOTAL 369.8













reljeventek

CENERAL MOTURS BUSINESS RESOURCE CENTER

07/10/09

Attn Carol Daugherty Kermit Stiltner ALEXANDRIA CHEVROLET 1800 OLD RICHMOND HWY ALEXANDRIA, VA. 22303-1858

Re:

Siebel Request: 71-738497898 2008 Chevrolet Colbat VIN #1G1AK58F387

Hello Carol Daugherty:

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 from and backs of the shop copies).

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

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

Sincerely,

Andre Ladd BRC Customer Relationship Specialist Ph# 866-790-5600 Ext 11273 FAX# 866-{874-7688}

Post Date	Effect Date	Amount	Balance DCN Pin So	eq/Ref# Description
06/29/2009	06/29/2009	\$1.06	\$201.53 D N	REDBOX *DVD RENTAL VIS 0628 OAKBRKTERRA IL2351147308852957 4180
07/02/2009	07/02/2009	\$14.01	\$158.27 D N	SHELL OIL 91002598111 VIS 0630 WASHINGTON DC6613447308852957 4183
07/03/2009	07/03/2009	\$171.88	\$828.47 D Y	AT&T ATM QD WA N0703 9574 ALPHARETTA GAPOS60615901 008 5505
Opening and a second	All the control of the latest the control of the co		eren (International Action of Conference on Conference on Conference on Conference on Conference on Conference	
07/06/2009	07/06/2009	\$160.00	\$409.60 D Y	ATM WITHDRAWAL PNCPI0646 N0704 95745813-B EASTERN R D CHILLUM MD
6144419#S ^C				
07/06/2009	07/06/2009	\$22.42	\$357.18 D Y	WAL-MART #1985 N0705 9574 LAUREL MDPOS24198501 018 6281
Hari Hari Karana da	ja jaljatandra allifanti visia (fr. oc			
07/06/2009	07/06/2009	\$15.03	\$322.15 D Y	SHELL SERVICE N0705 9574 WASHINGTON DCPOS40108301 018 6282
o ipalionina 1865. I				
07/08/2009	07/08/2009	\$1.06	\$306.31 D N	REDBOX *DVD RENTAL VIS 0707 OAKBRKTERRA IL4205447308852957 4189
en general en en en en en 1908 - Herring State en en 1908 - Herring State en en en en en en en en en en en en en				

GMAC FINANCIAL SERVICES

Payment Confirmation

A payment will be deducted from your bank account in the amount of \$258,87 on 07/03/2009 for your 2008 CHEV COBALT - Account #

Account Information

Account Number:

Account Type: RETAIL FFP

VIN: 1G1AK58F887

Buyer:

Vehicle Description: 2008 CHEV COBALT

Payment Information

Total Payment: \$258.87

Bank Account Number: ******2247

Confirmation Number: RWOGD5F8070220090116

Payment Date: 07/03/2009

Transactions received on a business day before 3:00pm EST will be posted the same day. Transactions received on a business day between 3:00pm and 12:00am EST or any non-business day will posted the next business day.

GMAC Payment Authorization

Authorization for Electronic Funds Transfer

Date: 07/03/2009

I authorize and ask GMAC to initiate an electronic funds transfer or use any other commercially accepted practice to charge my Bank Account identified above. I authorize and ask the financial institution that holds this Bank Account (the "Bank") to honor the debit entry that GMAC initiates and debit this charge to that Bank Account. This authorization relates to the payment identified above on the GMAC Account identified above. This authorization will be in effect until I cancel it. To cancel, I must notify GMAC and the Bank in writing far enough in advance to give GMAC and the Bank a reasonable opportunity to act.

<u>Agreements</u>

The information I provided in the GMAC Payment Authorization is accurate, and I have the authority to authorize the withdrawal of funds from the Bank Account identified above, both on my own behalf and on the behalf of anyone else whose signature is required to withdraw funds from the designated Bank Account.

I agree that I am capable of printing and will print a copy of the GMAC Payment Authorization when asked,

I was able to view and read this GMAC Payment Authorization, and I understand and agree to its terms and conditions.

By checking this box and clicking the Submit button, I acknowledge that I have read, understand and accept the terms of the Authorization for Electronic Funds Transfer and Agreements above.

Payment Confirmed:

07/03/2009

5 Sec. (24) Site Use | Site Map

@ 2005 - 2009 GMAC, All Rights Reserved.

Image Print

Page 1 of 1

© PNC			
Pay to the G-MAC Order of One Hund	red ten +	168840 168840 168840 941100 168840 168840 168840	197 09 5 110 94 .Dollar & ===
FOR		is a man for state	
203-139-8800	æ	SFIETC Wi EQUALS 3(.881
**************************************	00 221708	2012 3	Z90
and the Electrical Association	dagle sujawon alehe akatile katan ekani akeculisan Wali as		

Sheehy Dodge Chrysler Jeep 5300 Crain Highway Upper Marlboro, MD. 20772 301-627-5700 301-952-2341 fax

General Sales Manager



SHEEHY CHEV

Fax

	GENERAL MOTORS BRC	From:	ZIL CHAUDHRY	
Fax:	866-874-7688	Pages:	19 TOTAL	
Phone	<u> </u>	Date:	7/10/09	
Re:		cc:		
		, <u></u>	.,	
□ Urge	ent □ For Review □ Pleas	se Comment	□ Please Reply	□ Please Recycle
• Com		se Comment	□ Please Reply	□ Please Recycle
• Com		se Comment	□ Please Reply	□ Please Recycle
• Com	ments: uested, please see enclosed.	e Comment	□ Please Reply	□ Please Recycle

rax Server

7/10/2009 12:12:18 PM PACE

2/002

Fax Server



RETMED STATEGES REPMINISTER AND COM LAMBEED

07/10/09 Attn Vil, Chaudhry Sales Manager SHEEHY CHEVROLET 5300 Crain Hwy Upper Marlboro, MD 20772-3120

Re:

Siebel Request: 71-738497898 2008 Chevrolet Colbat VIN # 1G1AK53F887

Hello Vil Chaudhry:

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 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,

Andro Lodd BRC Customer Relationship Specialist Ph# 366-790-5600 Ext 11273 FAX# 366-{374-7633}

D UV1808OFF

warranty.

It is the policy of the dealer (seller) to make no refund or exchanges unless the same-be required by an applicable

I hereby certify that: I am over 18 years of age and under no legal disability; I have a right to dispose of Trade-in and within 96 hours after delivery of Trade-in to you give you a Cartificate for in assigned to you; Trade-in. Any vehicle Lien(s) (if any) shown hereon and none other. You will not be fiable for any personal property left in Trade-in. Any vehicle owned by me and driven by any of your officers or employees or used for instruction, at my request, is so driven at my risk. Under such circumstances, you will not be held responsible for any damage thereto or injury thereby.

3016275700

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT















(excludes Saturn)

	STOM 1:	ER NAME: /G /1 /A / K /5 / 8 /	/F / 8 /8 /7	4	
1.	Custo	mer Incentive			
	incent (Bill o	ive(s) be applied: (a) to f	he down payment o rice, amount of inc	of this vehicle, (b)	below and request that the available customer where permissible by law, as a price reduction with incentive applied), or (c) a check be
		Incentive Program CONSUMER PURCHASE BONUS CONQUEST		\$\frac{\frac{\text{Amount}}{1000.00}}{\text{500.00}}\$\$ \$\frac{\text{500.00}}{\text{500.00}}\$\$ \$\frac{\text{N/A}}{\text{500.7A}}\$\$	CNE GM Incentive Code BGK PDN 2500.00
			Total Incentive A	mount Received	\$
		Program Selection (Which ming/leasing, etc)	ay or may not be in	lieu of customer incent	ive programs; for example, Division supported
		I elect to receivein lieu of		and/or	
	b.	I elect to receive		and/or	
	a.	Vehicle Incentive Acknowled identification number, which for personal/business use an	gment. I am the <u>u</u> was sold/leased to d not resale and I	ltimate retail purchases me by the Dealer, nam took delivery on 06/1	or lessee of the vehicle bearing this vehicle led below. This vehicle was purchased/leased I acknowledge receipt of incentive(s) as or obligation for incentive(s) on this unit.
	b.	Terms and Condition	<u>s Acknowledgmen</u> n my vehicle is j	provided (copies are a	No I have received the Terms and Conditions under available in the vehicle glovebox, from the
					ricle, I must press the blue OnStar button Y 1.877.248.2080 and request that my
	1	Purchaser/Lessee Signature:	Y		Date: $\frac{06 / 11 / 08}{}$
ncer nas 1	ntive(s) taken o	described in Item and t	he Onstar Terms a ough this dealers	nd Conditions have bee	this application is true and correct, and the n provided to the said purchaser/lessee who completed accurate delivery data has been
	_	horized Dealer Signature: dership Name:	SHEERY CHEVY	DODGE CHRYSLER .	Date: 06 / 11/08 Dealer Code:

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

Incentive Management - VIN Incentive Look-Up: Results

Page 1 of 1

VIN Incentive Look-Up: Results - Consumer Cash

Eligible Incentive Programs for VIN: 1G1AK58F887

delivered on:: 06/11/2008

Vehicle Details

Vehicle Description: 2008 Chevrolet Cobalt LS Sedan

MMC: 1AK69

Inventory Status, New Dollvery Type: Individual Dealer Code: 14338

Delivery Destination

Region: NORTHEAST State: MARYLAND DMA: WASHINGTON, DC

Postal Code: 20772

County: PRINCE GEORGES

Report Generated On: 08/11/2008 17(11:24 EDT)

	Program Name	Start Date	End Date	Option Condition	Program #	Cash	Incantive Code
~	GM NORTHEAST REGION 2009/2008 RETAIL CON SUMER CASH/APR/DEALER CASH INCENTIVES	06/03/2008	06/30/2008		08-34/-10	1000	CNE
Į.	GM PURCHASE BONUS CASH PROGRAM	06/05/2008	06/30/2008		08-34AR-7	1000	BĢK
T	GM/GMAC/SFS 2008 Q2 PULL AHEAD PROGRAM	04/17/200B	06/30/2006		08-02-9		xxx
r.	2008 MODEL YEAR GM CUSTOMER ASSISTANCE CENTER GOODWILL CERTIFICATE PROCESS	10/01/2007	09/30/2008		06-03		LCP
Γ7	2008 MODEL YEAR COLLEGE GRAD DISCOUNT P RICING PROGRAM	05/10/2008	09/30/2008		08-04-1		GCG
Γ	2008 GM CARD (BLUE/GOLD) PROGRAM	04/15/2008	09/30/2008		08-05-1		ŲDE
Γ	2008 GM CARDS WITH REDEMPTION LIMITS COP PER/ PLATINUM AND FLEXIBLE EARNINGS PROG RAMS	04/15/2008	09/30/2008		08-05A-2		ศตบ
E T.	2008 MODEL YEAR GM BUSINESS CARD PROGR AM	10/01/2007	09/30/2008		08-05B		UDB
T	2008 MODEL YEAR GM EXTENDED FAMILY CARD PROGRAM	10/01/2007	09/30/2008		08-05C		UDF
I	2008 MÖDEL YEAR GM MÖBILITY ADAPTIVE EQUI PMENT PROGRAM	10/01/2007	09/30/2008		08-07		MÓB/MDC
Г:	2008 MODEL YEAR GM DRIVER EDUCATION PUR CHASE/LEASE PROGRAM	12/18/2007	09/20/2008	•	08-08	750	Ų4Ç
Night	2008 GM CUSTOMER APPREGIATION CERTIFICA TE PROGRAM	04/25/2008	09/30/2008		08-14-1	500	VHC
	2008 MODEL YEAR GM MILITARY DISCOUNT PRI CING PROGRAM	06/10/2008	09/30/2008		08-1G-2		GMM
	2008 MODEL YEAR GM RÉTIREE VOUCHER PRO GRAM	10/01/2007	09/30/2008		08-18		HRC
Sil	2008 Q2 COMPETITIVE LEASE DIRECT MAIL PRIV ATE OFFER PROGRAM	05/07/2008	07/07/2008		08-34CAB		BLZ
M	GM CONQUEST PROGRAM	06/03/2008	06/30/2008		08-34CC-8	500	PDN
199	GM CAMPING WORLD PRIVATE OFFER	01/04/2008	02/28/2009		08-34CN	500	DCW
98	GM SELECT BUSINESS/TRADE ASSOCIATION PRI VATE OFFER	03/04/2008	01/02/2009		08-34CO-3	600	PAD
1709	GM SELECT FARM BUREAU PRIVATE ÖFFER	02/07/2008	01/02/2009		08-34CP-2	500	PAC

Total >> | 2500

Programs in red and with italic point indicate a VIN Exception Condition - You must refer to program for specific eligibility/compatibility gridelines. Dealer responsible for determining consumer aligibility for each program.

Page 1 of 1

BARS Document Display

2008 COBALT 4-DOOR LS SEDAN 87U SLATE METALLIC 14B GRAY	/L4G	GENERAL M & SUBSIDI RENAISSAN	ARIES	
ORDER NO. MOMNZV/TRE STOCK NO	ο.	DETROIT	M.T. 4	0243-1114
VIN 1G1 AK58 F8 87	GO153		NVOICE 1A	D21019574

MODEL & FACTORY OPTIONS		INV AMT	RETAIL -	
	13925.00	13159.13	INVOICE	03/07/08
FE9 FEDERAL EMISSIONS	N/C	и/c	SHIPPED	03/07/08
L61 2.2L DOHC 4 CYL ENGINE	N/C	N/C	EXP I/T	03/12/08
MX0 TRANSMISSION, 4 SPD AUTOMATIC	925.00	814.00		03/12/08
PCI PROTECTION PACKAGE			PRC EFF	·
*FLOOR MATS, FRONT/REAR			KEYS G31	
*BODY COLOR, BODYSIDE MOLDINGS	5		WFP-S OT	
			BANK: GM	
			CHG-TO	14-338
			SHIP WT:	2783
			HP:	18.4
			GMS:	14490.63
			SUPPLR:	15135.96
			MRM:	15690.00
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TOTAL MODEL & OPTIONS 15030.00 14131.53 ACT 231 14340.63 DESTINATION CHARGE 660.00 H/B 261 660.00 450.90 LAM DEALER CONTRIBUTION 150.30 ADV 261 150-30 LAM GROUP CONTRIBUTION 150.30 EXP 65A 150.30

TOTAL

15690.00 15092.13 PAY 310 15092.13

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT

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.

SHEEHY CHEVROLET

REMIT TO GMAC NO. 020 VIN 1G1AK58F887 \$ 15092.13 INV 1AD21019574 DUE 03/12/08 DEALER 14-338

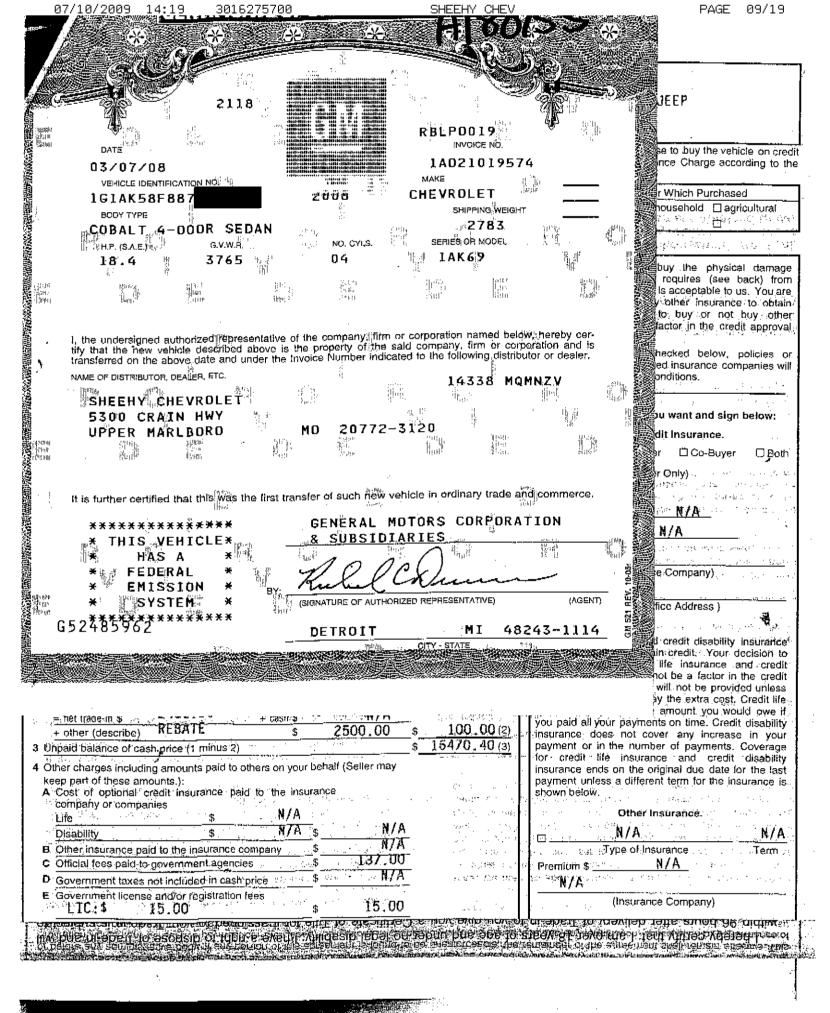
GOVERNMENT OF THE DISTRICT OF COLUMBIA DEPARTMENT OF MOTOR VEHICLES



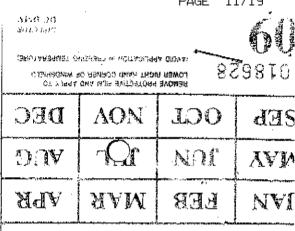
APPLICATION FOR A CERTIFICATE OF TITLE

PLEASE PRINT THE INFORMATION ON THIS APPLICATION
A CURRENT DC DRIVER'S LICENSE, DC NON-DRIVER'S ID or DC BUSINESS LICENSE MUST ACCOMPANY THIS APPLICATION OPERATOR'S NUMBER I/WE HEREBY APPLY FOR / TITLE (NEW TAGS) ☐ TITLE (TRANSFER OF TAGS) TITLE NUMBER ☐ TITLE ONLY (NO TAGS) OWNER FULL NAME (If a leased vehicle - provide the name of the Leasor & attach lease agreement) LAST NAME FIRST NAME DOB DC DRIVER'S LICENSE # OR SOCIAL SECURITY # JOINT OWNER(S)/LESSITE/LESSOR FULL NAME (If vehicle is leased, the lessee's name will not appear on the title) LAST NAME FIRST NAME MI. DOB DC DRIVER'S LICENSE # OR SOCIAL SECURITY # New Address (If address is different, you must provide proof of DC residency) Temporary Address CURRENT DC ADDRESS SECTION STREET APT. CITY STATE WASHINTON DC| VEHICLE DESCRIPTION MAKE YEAR BODY TITLE BRAND UNLADEN WEIGHT VEHICLE IDENTIFICATION NUMBER (PRINT) CHEVRO 2008 4DR 5 COBALT 1G1AK58F887 ODOMETER STATEMENT I CERTIFY TO THE BEST OF MY KNOWLEDGE THAT THE ODOMETER READING IS AND REFLECTS THE ACTUAL MILEAGE OF THE VEHICLE UNLESS ONE OF THE FOLLOWING STATEMENTS IS CHECKED: THE AMOUNT OF MILEAGE STATED IS IN EXCESS OF 99,999 MILES OR [] THE ODOMETER READING IS NOT THE ACTUAL MILEAGE. NEW VEHICLES ARE TAXED ON THE TOTAL PURCHASE EXCISE TAX 15540.00 932,40 SELLING PRICE USED VEHICLES ARE TAXED ON THE A LIEN INSTRUMENT MUST ACCOMPANY THIS APPLICATION. If a lien exist, the title will be mailed to the Lien holder LUEN INFORMAT LIEN HOLDERS NAME LIEN HOLL **GMAC** PO BOX 8140 COCKEYSVILLE MD INSURANCE INFORM (CURRENT PROOF OF DC INSURANCE MUST ACCO NAME OF POLICY OR INSURANCE CO. ERIE to certify that the above information is true and correct to the best of my/our knowledge, information and belief, Any person(s) using a lation of D.C. Law and subject to a fine of not n SIGNATURE OF OWNER: X SIGNTURE OF JOINT OWNER(S):_ DATE: 06/11/2008 (MUST BE SIGNED BY OWNER(S), OFFICER OF CORPORATION OR PARTNER IN PARTNERSHIP) DMV USE ONLY AMINER APPROVED:

To report waste, fraud and abuse by any DC Government agency or official, call the DC Inspector General at 1-800-521-1639



•	1 March 1909 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 -			
	Each undersigned seller certifies to this or any state at the time of or	lofthe best of his knowledge, information and it delivery and the vehicle is not subject to any t	belief under penalty of the law that the vehicle is new security interests other than those disclosed herein a	7 APC Nas not been registered. No warrant title to the vehicle
		The state of the s	CONTRACT OF THIS CERTIFICATE	TO:
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RXBIRES VI THE ERB OR WORLF INDICTED BEAGLION SLICKER DESYMMENT OF MOLOG ARRICLES DISLATEL OF COTOMRIV

WASHINGTON DC

DC DEPARTMENT OF MOTOR VEHICLES REGISTRATION CERTIFICATE

Tag No:

CHEVROLET 2008 P4D

VIN: 1G1AK58F887

WASHINGTON DC 20011

Expires: 07/17/09

Wt: 2783 Fee; 0

Title:



This is your new vehicle registration card

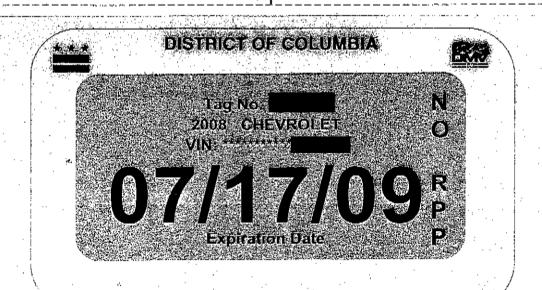
Your combined vehicle registration/zone sticker is attached below.

INSTRUCTIONS FOR APPLYING STICKER PLEASE FOLLOW CAREFULLY

- 1. Please remove all previous stickers from the interior driver's side of the windshield.
- 2. Carefully remove the registration sticker below from the back of the card.
- 3. Place the sticker on the lower left interior comer of the driver's side windshield. PLEASE NOTE: ONCE THE STICKER IS AFFIXED, IT CANNOT BE REPOSITIONED.

Interior windshield

Align like this ---



CHEV 2008 1**AK58F88**7 2783 1803 CLEAR

WASHINGTON DC

Luen Date Lien Amount 06-11-2008 \$17,271.40

GMAC PG BOX-8140 GCCKEYSVILLEE MD 21030-8140

3016275700

SHEEHY CHEV

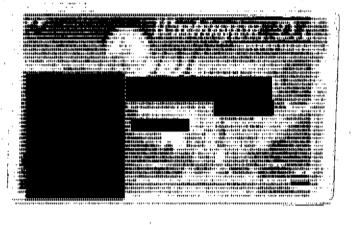
PAGE 13/19 Page 1 of 1

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SHEEHY AUTOSTORES

AUTHORIZATION FOR PAYOFF

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CVIS399286

CHEVROLET CHRYSLER JEEP DODG 5300 Crain Hwy.
UPPER MARLBORO, MD 20772
301-627-5700

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	LABOR RATE LICE	NOE NO.	MILENGE	O SEATE MET/G	30155
SPRINGFIELD. VA	√08 %©#EXXRDLET/	COBALT/≉DR	SDN LS	DELIVERY DATE	DELIVERY MILES
, , , , , , , , , , , , , , , , , , , ,	vellici@i.o.lvo.A K 5	8 F 8 8 7		SELLING DEALER NO.	PRODUCTION DATE
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APPROVED BY SIGNATURE

PAGE 1 OF 1

SERVICE FILE COPY-I

[END OF INVOICE] 11:29am



SHEEHY **CHRYSLER JEEP DODGE**

5300 Crain Hwy. **UPPER MARLBORO, MD 20772**

301-627-5700

Jeep.



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оизтомея но. 7	RICHARD MA	YO 730342 TAG NO). 	"03719/08	"℃ ѶҀ҅\$399286
	LADOR RATE	LICENSE NO. MILEAGE	O	SLATE MET/G	*A180155
SPRINCETELD	VEAR/MAKE/MODEL 08/CHEVROL	ET/COBALT/4DR SDN I	_5	06/11/08	DELIVERY MILES 12
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LABOR & PARTS				<u> </u>	
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PERFORM PRE DELIVERY INSPECT GUIDELINES	TION PER MANUFACTURER	S			
COMPLETED					1
	JOB # 1	. TOTAL LABOR & PARTS	0.00		
MISCCODEDESCRIPTION JOB # A C6 INTERNAL SHOP SUPPL		CONTROL NO	INTERNAL		
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[] CASH [] CHECK CK NO. [] *	TOTAL SUBLET	0.00		
[] VISA [] MASTERCARD	*	TOTAL MISC CHG. TOTAL MISC DISC	0.00		
[] OTHER	*	TOTAL TAX	0.00 0.00		
OUR COMPLETE SATISFACTION IS OUR GOAL		TOTAL INVOICE \$	0.00	x = x - x	
F YOU ARE NOT COMPLETELY SATISFIED OR IF R A SUGGESTION. PLEASE CONTACT OUR CUSTO	YOU HAVE A COMMENT MER				
ELATIONS MANAGER AT 301-627-5700 ON FACTORY PARTS WARRANTY:90DAY\$/4000 MI	LES				
ACTORY PARTS WARRANTY: 12MOS/12,000 MILE *" DENOTES LIFETIME WARRANTY WHERE APPLI	\$			•	
	** \				
CUSTOMER SIGNATURE					
	CATE INVOIC	E *********	*****		

ON THE PREMISES OF THE AUTOMOTIVE REPAIR FACILITY, THE AUTOMOTIVE REPAIR FACIL-ITY MAY NOT BE RESPONSIBLE FOR DAMAGE TO YOUR MOTOR VEHICLE UNDER CERTAIN CIR-CUMSTANCES, YOU SHOULD ASK A REPRESENTATIVE OF THE AUTOMOTIVE REPAIR FACILITY ABOUT THE EXTENT OF ITS RESPONSIBILITY, INCLUDING THE EXTENT OF THE INSURANCE COVERAGE OF THE AUTOMOTIVE

REPAIR FACILITY.

WHILE YOUR MOTOR VEHICLE IS

Ask your Service Consultant or Cashier how you can earn \$0.00 in SHEEHY VIP Bucks Today

PAGE 1 OF 1



CVC\$497370 SHEEHY CHEVROLET CHRYSLER JEEP DODG

5300 Crain Hwy.

UPPER MARLBORO, MD 20772 301-627-5700

CHEVROLET

Jeep.



850280 JOHN BERGLING IV 730450 TAG NO.1132 .vD3c23k6c/08 Mark 197370 CUSTOMER NO. 2,973 cstate MET/G sate60155 LICENSE NO. MILEAGE √Q8%GHEX&QLET/COBALT/4DR SDN LS **506**#4151#08° DELIVERY MILES 12 WASHINTON, DC √Дисбитдод К 5 8 F 8 8 7 SELLING DEALER NO. PRODUCTION DATE .07./16/08 ET. F. NO. t O NO Mo: 2973 COMMENTS LABOR & PARTS-----J#III DOCYZ WIP SERW LOF - FIRST VISIT rapperted ESH (S) (SU4SUP and Space appropriate and ERNAC COMPLIMENTARY SHEEHY FIRST OIL CHANGE
PERFORM OIL & FILTER CHANGE (LUBE AS REQUIRED). INSPECT TIRE
PRESSURE / WEAR, AND INSPECT FLUID LEVELS FOR WINDSHIELD
WASHER. POWER STEERING. BRAKES, AUTOMATIC TRANSMISSION AND COOLANT. -DESCRIPTION-------UNIT PRICE-12605566 011 INTERNAL JOB # 1 JOB # 1 Ī, FILTER 1.836 BULK OIL 8.800 INTERNAL JOB # 1 TOTAL PARTS 0.00 JOB # 1 TOTAL LABOR & PARTS 0.00 MISC CODE DESCRIPTION ------CONTROL NO------JOB # A C6 INTERNAL SHOP SUPPLIES INTERNAL .TOTAL - MISC 0.00 TOTALS-----TOTAL LABOR.... QUALITY CHECK PARKING SPOT 0.00 0.00 CK NO. [TOTAL SUBLET... [] CASH [] CHECK 0.00 0.00 TOTAL MISC CHG. [] VISA [] MASTERCARD 0.00 TOTAL HISC DISC 0.00[] OTHER [] CHARGE TOTAL TAX..... 0.00 **************** YOUR COMPLETE SATISFACTION IS OUR GOAL
IF YOU ARE NOT COMPLETELY SATISFIED OR IF YOU HAVE A COMMENT
OR A SUGGESTION, PLEASE CONTACT AMY RESTER, OUR CUSTOMER
RELATIONS MANAGER AT 301-627-5700 EXT. 1039
NON-FACTORY PARTS WARRANTY:90DAYS/4000 MILES
FACTORY PARTS WARRANTY:12MOS/12.000 MILES TOTAL INVOICE \$ 0.00Q_Q CUSTOMER SIGNATURE

PAGE 1 OF 1

SERVICE FILE COPY

[END OF INVOICE] 02:15pm

THE REPORT OF THE PERSON OF TH

A Company of the State of the S



SHEEHY CHEVROLET CHRYSLER JEEP DODGE

5300 Crain Hwy.

WAIT **UPPER MARLBORO, MD 20772** RECOMMENDED SERVICES

OPERATION OPERATION DESCRIPTION OPERATION **OPERATION DESCRIPTION** 3000 MILE SERVICE 0.00 69CVZ655 LUBE OIL AND FILTER 32.95 01CVZ003 (\$15.14) T. W. (\$1.15) (\$1.15)

SERVICE HISTORY OPERATION DESCRIPTION ADVISOR | TECHNICIAN | TYPE OPERATION REPAIR ORDER MILEAGE DATE 730342 50CVZ PDI 730055 399286 03/17/08 MICHAEL TROTTER STATE REG# RVIC SALESPERSON NO. 730172 LICENSE NO. CUSTOMER 1G1AK58F887 08/CHEVROLET/COBALT/4DR \$DN L\$

Toustomer No. | SERVICE CONTRACT DELIVERY DATE __YES 07/16/08 06/11/08 CONTRACT NO. 850280 JEHWS! TAG NO. SLATE MET/GRY CLT 1132 CHARGE WASHINTON, DC MILEAGE STYPE 2.973 LAUTHORIZE REPAIR WORK UP TO \$ 730450 JOHN BERGLING IV I AUTHORIZE YOU TO COMPLETE REPAIRS WITHOUT AN ESTIMATE I ACCEPT THE ESTIMATE AND AUTHORIZE REPAIRS CHECK HERE TO SAVE TERMS: STRICTLY CASH UNLESS AFRANGEMENTS MADE.
I finding with order work from not cert to be done plong with the
load or damage to whitch or articles lot in which is bed one plong with the
unavailability of parts or dalays in parts atherprets by the supplier or transpo 01:42pm | 07/16/08 07:00pm PARTS APPOINTMENT ☐ YES V NO L LABOR INSTRUCTIONS JØB ORIGINAL ESTIMATE CUSTOMER'S ACCEPTANCE ORIGINAL CUSTOMER ESTIMATE: TOTAL. OSCVZ:VIPISERVIII LOFVEIRST VISIT INITIAL HERIE AUTHORIZED ADDITIONS COMPLIMENTARY SHEEHY FIRST OIL CHANGE DATE BY. τευτάι. DATE HME LIMITED WARRANTY Parts and/or service are limited to a period of 90 days after date hereon or until the vehicle has been driven 4,000 miles, whichever shall occur. Sheehv Chevrolet Chrysler Jeep Dodge hereby limits its warranty for parts and/or service furnished to a period of 90 days after the date hereon or until the vehicle has been driven 4,000 miles, whichever shall first occur. 497370











CONTRACTOR OF THE PARTY OF THE

Soll Q Sheety Open. 6/11/08

CENERAL MOTORS BUSINESS RESOURCE CENTER

07/10/09

Am Carol Daugherty Kermit Stilmer ALEXANDRIA CHEVROLET 1800 OLD RICHMOND HWY ALEXANDRIA, VA. 22303-1858

Re:

Siebel Request: 71-738497898 2008 Chevrolet Colbut VIN # 1G1AK38F887

Hello Carol Daugherty:

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 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,

Andre Ladd BRC Customer Relationship Specialist Ph# 866-790-5600 Ext 11273 FAX# 866-{874-7633}

327/22

RS 327745 327434



1800 Old Richmond Hwy Alexandria, VA 22303

Phone: 703-370-7211 • 703-329-1300

Fax: 703-960-6703

SUSTOMER NO.	ADV:SOR	120	Ġ NO.	INVOICE DATE	INVOICE NO.
91264	TONY PERSAUD	532	1787	07/06/09	CVWS327745
	LABOR RATE VEAR / MAKE / MODEL	MILEAG	27,931	SILVER/ DELIVER DATE	STOCK NO. DELIVERY MILES
WASHINGTON DC, DC	08/CHEVROLET/COBALTIVEHICLE ID NO. 1 G 1 A K 5 8 F 8 F. T. E. NO.		LS	O6/11/08 SELLING DEALER NO.	PRODUCTION DATE
				06/23/09	
RESIDENCE BUŞINEŞS PHONE	COMMENTS				мо: 27934
STEERING LOSING ASSIST PART ORD CO475 INTERNAL SHORT IN COLUM REPLACED STEERING COLUM PARTSQTYFP-NUMBER	TIONU/COSTE/COS KI 6.518 273.50 273. JOB # 1 COST TOTAL 273. JOB # 1 TO JOB # 1 TOTAL LABO	TU/PRICE 50 382.90 50 TAL PARTS R & PARTS	382.90 382.90 505.22	(1) YEAR OR 12,000 OCCURS FIRST. ALE BUICK PONTIAC GM LIMITS IMPLIED WAI SAME PERIOD. ANY THESE REPAIRS MU BY THIS INVOICE. A	WARRANTED FOR MILES WHICHEVER NERAL MOTORS ITS WARRANTY ONE MILES WHICHEVER EXANDRIA CHEVY IC SATURN HEREBY RRANTIES TO THE CLAIMS AGAINST UST BE ACCOMPANIED LL ADJUSTMENTS MED AT ALEXANDRIA
COMMENTS	R/0 R/0	TAX TOTALS	0.00 505.22	TO ASSUME FOR IT CONNECTION WITH PART(S) AND/OR SE	MMS ALL ER EXPRESS OR 3 ANY IMPLIED ERCHANTABILITY PARTICULAR THER ASSUMES ANY OTHER PERSON ANY LIABILITY IN THE SALE OF THIS
CLAIM TOTALS 505.22				TO PROPERTY, DAM USE, LOSS OF TIME	AMAGES, DAMAGES IAGE FOR LOSS OF
1217	TY NEW CLAIM				35 A DAY FOR
RO NUMBER RO DATE VIN 327745 06/23/2009 1G1AK58F887 CUSTOMER NAME; FIRST: LAST: LAST: LN JOB CT CC PC PART-NO. TOT-1 01 0J 1 19209155 38 LN-TOT: 505.22 TECH SSN:	PTS FC LABOP LHRS OH	HOME: RS NET-AMT. AUTHOR	122.32	BEYOND OUR CON- IPODS, MP3s, CELL PLEASE REMOVE T FROM YOUR CAR, V	LES OR ARTICLES LES IN THE CASE I ANY OTHER CAUSE TROL, INCLUDING: PHONES, ECT. HESE ARTICLES EHICLES LEFT OVER SUBJECT TO A \$35 A

PAGE 1 OF 1

DUPLICATE INVOICE

CSI FOLLOW UP

[END OF INVOICE] 02:53pm

Thank You!



1800 Old Richmond Hwy Alexandria, VA 22303

Phone: 703-370-7211 • 703-329-1300

Fax: 703-960-6703

CUSTOMER NO.	DVISOR		AG NÓ.	INVOICE DATE.	INVOICE NO.
01001	ONY PERSAUD	532	4566	06/19/09	CVC5327434
	ABOR RATE LICENSE NO.	MILE	AGE	COLOR	STOCK NO.
	EAR/MAKE/MODEL		27,541	SILVER/ DELIVER DATE	DELIVERY MILES
	08/CHEVROLET/COBAL	T/40P 50	u is	06/11/08	
	EHICLE ID NO.	<u> </u>	<u>, </u>	SELLING DEALER NO.	PRODUCTION DATE
	<u> 1 g 1 a k 5 8 f 8</u>	8 7			
	. T. E. NO.	P. O. NO.		R. O. DATE 06/19/09	
	OMMENTS			00/19/09	
					MO: 27543
ABOR & PARTS				LIMITED EXPRESSE	D WARRANTY:
ABOR & PARTS: # 12 03CVZ	# TECHKS) :246	to ile coi ide tri gledoroperobrideo ocivio enegati i coi enegate en deci	0.00	LABOR AND PARTS	
CUSTOMER STATES POWER STEERING WHEEL NO ASSISTANCE	GO OUT WHILE DRIVING			90 DAYS OR 4,000 N	
HAD TO ORDER NEW STEERING COLUM				OCCURS FIRST GE	NERAL MOTORS RTS WARRANTY ONE
	300 H				MILES WHICHEVER
	JOB # 1 TOTAL LABO	JR & PARTS	0.00	OCCURS FIRST, ALI	
# 2201CVZINSPECT	TECH(S): 246	din (A.S.) ((N.) m) del m) din () () nya mai sis sina 1 maj () ya (1) (m) ((((((((((((((((0.00		IC SATURN HEREBY
The state of the s				LIMITS IMPLIED WA	
	JOB # 2 TOTAL LABO		0.00	SAME PERIOD, ANY	GLAIMS AGAINST JST BE ACCOMPANIE
COMMENTS				BY THIS INVOICE. A	
RECHECK. # 404 DELETED OPERATION(S)				I	MED AT ALEXANDRIA
21CVZSHUTTLE2 TWO WAY SHUTTLE RIDE				CHEVY BUIČK PÔN	TIAC GMC SATURN.
				THE SELLING DEAL	ER HEREBY
TOTALS				EXPRESSLY DISCLA	
**************************************	****** TOTA	LABOR	0.00	WARRANTIES, EITH	
CASH CHECK #	TOTAL	PARTS	0.00	WARRANTIES OF M	
CASHCHECK #	TOTAL	SUBLET	0.00	OR FITNESS FOR A	PARTICULAR
CHARGECUSTOMER #	TOTAL	G.O.G MISC CHG.	0.00 0.00	PURPOSE, AND NE	ITHER ASSUMES ANY OTHER PERSON
CASHIER'S INITIALSDATE	TOTAL	MISC DISC	0.00	TO ASSUME FOR IT	
THANK YOU FOR GIVING US THE OPPORTUNITY TO PERFOR	M TOTAL	TAX	0.00		THE SALE OF THIS
YOUR SERVICE TODAY. WE APPRECIATE THE CHANCE TO E YOUR TRUST AND BUSINESS, YOU MAY RECEIVE A SURVEY	AKN FORM TATAL	. INVOICE	\$ 0.00	PART(\$) AND/OR SE	
GM ABOUT YOUR VISIT TODAY. IF WE HAVEN'T EARNED A	SCORE	MVOICE	φ 0. 0 0	FROM THE SELLING	TITLED TO RECOVER
OF "COMPLETELY SATISFIED". PLEASE CONTACT YOUR SE	RVICE				AMAGES, DAMAGES
ADVISOR AS SOON AS POSSIBLE SO THAT HE/SHE CAN AT	DRESS EDADT				MAGE FOR LOSS OF
YOUR CONCERN AS THIS SURVEY IS HIS/HER PERSONAL F CARD. AGAIN, WE THANK YOU FOR YOUR BUSINESS!!!	EFORT			USE, LOSS OF TIME	E, LOSS OF PROFIT IY OTHER IN C IDENTA
** **********	*****			DAMAGE.	TOTALA INCIDENTA
				SHOP MATERIAL: A	CHARGE OF 10% OF
				LABOR (MAXIMUM S	\$25) IS INCLUDED FO
CUSTOMER SIGNATURE	THUOTOE MANAGEMENT		andendendendendendendenden 1 11-	MATERIALS USED (
**************************************	INVOICE ***	*********	********	STORAGE FEE OF S	
•					
				NOT RESPONSIBLE	
				DAMAGE TO VEHIC	
					ANY OTHER CALISE

Thank You!

OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL, INCLUDING: IPODs, MP3s, CELL PHONES, ECT. PLEASE REMOVE THESE ARTICLES FROM YOUR CAR. VEHICLES LEFT OVER 72HOURS WILL BE SUBJECT TO A \$35 A

PAGE 1 OF 1

CUSTOMER COPY

[END OF INVOICE] 02:53pm

DAY STORAGE FEE.



1800 Old Richmond Hwy Alexandria, VA 22303

Phone: 703-370-7211 • 703-329-1300

Fax: 703-960-6703

USTOMER NO.	ADVISOR	TAĢ NO.	INVOICE DATE	INVOICE NO.
91264	TONY PERSAUD	53 <u>2 </u> 3566	07/01/09	CVWS327122
	DABOR PATE	27,275	***************************************	
	YEAR / MAKE / MODEL		DELIVER DATE	DELIVERY MILES
	08/CHEVROLET/COBALT	'/4dr_sdn_ls	06/11/08 section 55/25/08	PRODUCTION DATE
WASHINGTON DC, DC	1 G 1 A K 5 8 F 8	8.7		
	F. T. E. NO.	P. O. NO.	R. O. DATE	
SINCANE DIFFARE DIFFARE	COMMENTS		<u> 106/15/09</u>	,
			<u>'</u>	MO: 2727
ABOR & PARTS- #1103GVZ	ent i Control de Maria (Maria de Cara	ačatni olan-magemino-se na rovima opri ovarno za umino u za ova premiera se se	LIMITED EXPRESSED	
CUST STATES POWER STEERING WARNIN	IG MESSAGE COMING ON	manye a na magung marang ang ang ang ang ang ang ang ang ang	90 DAYS OR 4,000 MIL	
SCAN TEST CODE C0475 NORMAL OPERATION . SEE ATTACHED B	ULLETIN OF AN 32 AAAC		OCCURS FIRST, GENE	
HOWAR OF ENTITION . SEE ATTACHED E	JOB # 1 TOTAL LABOR	& PARTS 26.21	REPLACEMENT PARTS (1) YEAR OR 12,000 M	-
#2221CVZSHUTTLEZ##TWOTWAY#SHUTTLE#RIDE#HOUR			OCCURS FIRST, ALEX	
SHUTTLE SERVICE-ROUND TRIP		new convenience and and an experience of the contract of the c	BUICK PONTIAC GMC	
27911	JOB # 2 TOTAL LABOR	. & PARTS 15.00	D-145 BEBIOD 410/	
	COD # 2 TOTAL LABOR	. 0 FARIS 15.00	THESE REPAIRS MUS	
ECOMMENDATIONSEXT SERVICE NEEDED 30.000 MILES SERV 730.0	0	•••••	BY THIS INVOICE. ALL MUST BE PERFORME	
			CHEVY BUICK PONT!	
	R/O T R/O T	AX 0.00 OTALS 41.21		R HEREBY
ARRANTY CLAIM DETAIL TOTALS		41.21	EXPRESSLY DISCLAIN	1S ALL
	***************************************	***************************************	 WARRANTIES, EITHER IMPLIED, INCLUDING 	
LAIM# TOTAL			WARRANTIES OF MER	RCHANTABILITY
41.21			OR FITNESS FOR A PA	
LAIM TOTALS 41.21			NOR AUTHORIZES AN	
			TO ASSUME FOR IT A	
			PART(\$) AND/OR SER	
APPROVED BY SIGNATURE			SHALL NOT BE ENTITI	
C\$ AUDIT SLIP			CONSEQUENTIAL DAM	
DCS DATA FILE: GMGMWF.132			USE, LOSS OF TIME, I	
07/01/2009 WARRAN 1859	TY NEW CLAIM		OR INCOME, OR ANY	OTHER INCIDENTA
RO NUMBER RO DATE VIN	DIV DEALER ODOMETE	R SERVICE ADVISOR #	DAMAGE. SHOP MATERIAL: A CH	14BGE OF #09/ OF
327122 06/15/2009 1G1AK58F887	3 14460 27275		LABOR (MAXIMUM \$25	
CUSTOMER NAME: FIRST:	MIDDLE:		MATERIALS USED ON	
LAST:	PHONE; WORK:	HOME:	STÖRAĞE FEE OF \$35 VEHIÇLEŞ LEFT OVER	
LN JOB CT CC PC PART-NO. TOT-		S NET-AMT. LAB-TOT.	NOT RESPONSIBLE FO	1
1 01 AV LN-TOT: 26.21 TECH SSN:	9Z N9995 .3 AUTH CODE: A	26.21 UTH. AUTHOR.:	DAMAGE TO VEHICLE	S ÖR ARTIČLES
			LEFT IN THE VEHICLE OF FIRE, THEFT OR A	
LN JOB CT CC PC PART-NO. TOT- 2 02 MJ	PTS FC LABOP LHRS OHR 98 27911	S NET-AMT, LAB-TOT. 15.00	BEYOND OUR CONTR	OL, INCLUDING:
LN-TOT: 15.00 TECH SSN:	AUTH CODE: A	IJΤΗ. ĀŬŤHŎR.:	PLEASE REMOVE THE	
	R.O. TO	TAL: 41.21	FROM YOUR CAR, VEH	HICLES LEFT OVER
**************************************			72HOURS WILL BE SU DAY STORAGE FEE.	JBJECT TO A \$35 A
DUPLICAT	E INVOICE ****	***********		· _
			Thank	' n

PAGE 1 OF 1

[END OF INVOICE] 02:53pm

CSI FOLLOW UP













and a variable

CENERAL MOTORS BUSINESS RESOURCE CENTER

07/10/09 Attn Vil Chaudhry Sales Manager SHEEHY CHEVROLET 5300 Crain Hwy Upper Marlboro, MD 20772-3120

Re:

Siebel Request: 71-738497898 2008 Chevrolet Colbat VIN # 1G1AK58F887

Hello Vil Chaudhry:

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 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,

Andre Ladd BRC Customer Relationship Specialist Ph# 866-790-5600 Ext 11273 FAX# 866-{874-7688}

Privileged and Confidential Information

CASE ASSESSMENT

By: Felicia Williams State: DC

Customer Name:	Service 738497	Request: 71- '898	BBB Case No.: CHV0940882
Only customer's last name to be			
Vehicle ID No.: 1G1AK58F887	In Service Date: 6/11/2008	Vehicle is: New	BAC Code: 06/11/2008
Year, Make & Model: 2008 Chevrolet Mileage at Time of BBB Filing 27,000		Vehicle Purchased U	Jsed on: N/A at odometer N/A
Lien holder: GMAC Other: { DVM Name:DVM Mark Phone/Cell Number: 716-949-9138 Svc Mgr Name: Kermit Stiltner	j	Sale Type: Purcha {Type} CAM Name: {Name Phone Number:	se 🛛 Lease 🗌 Other 🗌 :
	VEHICLE REP	AIR HISTORY	
Throughout the entire form, use an category.	asterisk (*) if da	ay(s) out of service ar	e already counted in another
PLACE A CHECKMARK IN THE BOX F IF THERE WERE NO REPAIRS FOR TH			REPAIR ORDERS. USE "N/A"
HAS TAC BEEN CONTACTED FOR SE EXPLANATION TAC WAS INVOLVED.	IF TAC HAS		EASE INCLUDE TAC # AND
IF TAC HAS NOT BEEN CONTACTED	O WHY NOT		N/A

Date:	<u>RO # :</u>	Days Out:	Mileag e:	Description of Complaint and Repair Performed:
6/15/09	32712 2	17	27275	Cust states power steering warning message coming on DLR Normal operation –SEE bulletin 06-02-32-002C
6/19/09	32742 4	1	32743	Cust states power steering wheel go out while driving DLR Ordered new steering column
6/23/09	32774 5	14	27931	Cust steering losing assist, part ordered DLR Replaced steering column

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

Power Steering

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

Has the customer filed any insurances claims on this Vehicle Y or N								
If Yes obtain the following information below Insurance Company								
Insurance Rep (First and Last Name)								
Phone # Claim Made? Y/N								
Did Insurance Company refer customer to GM? Y/N/NA								
Are there any Aftermarket Modifications to the Vehicle N Have you confirm this with the customer N List:								
Was a Trade Repurchase offered to the customer Y or N (A Trade Repurchase is to be offered as a settlement before a Straight can be considered) Date authorized by the DVM/CAM								
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: Ineligible								
Lemon Law Repurchase/Replacement: Ineligible								
GM Program Summary Repairs/Reimbursement for past repairs: Eligible								
THE STATE LEMON LAW READS:								
Days out of service: 30 Repairs 4 Time period 4 YEARS								

Does Lemon Law state nonconformity must continue to exist? Y

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

Number of repair attempts in the presumption period: 3
Total days out of service during the presumption period: 22
Total days out of service during customer's ownership: 22

Vehicle Meets Presumption of Lemon Law NO

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

Cust sts:

Went in like Manuel said, power steering, came on , they sent her home said it was like she was driving, a few days later took it back they found something. They took it apart did not have part in she had them rebuild it part took a week to come in got it last Wednesday, they seemed more concerned about the survey, she went 1 hour from the dealer got to the place she was going and power steering went out, towed back to dealer. She has been dealing with this a month now

Problem with customer service Has to turn it off for it to reset

DVM sts: contacted field rep left message Mark D Martin 716-949-9138 "BRC use only"

left the customer info on the case and let him know the customer filed with the BBB on this

let him know currently looking into the case and seeing what needs to be done

SVM sts: ALEXANDRIA CHEVROLET 243641 1800 OLD RICHMOND HWY ALEXANDRIA, VA 22303-1858 (703) 329-1300 Kermit Stiltner Service Manager

let him know customer filed with bbb

let him know need to fax him a request for info and get it faxed back to us

CRS Rationale: Vehicle is repaired. Cust was offered reim of \$369.81. Cust accepts offer.

Business Reason for offering 369.81 Reim

Goodwill: {Type}

- 1) Cust has had multiple visits for steering column concern.
- 2) Vehicle has been out of service for 32 days.
- 3) Cust has had a less than satisfactory experience with there GM vehicle.

Attorney Fees (if applicable): \${Amount}

What are the 3 main strengths of the customer's case to win repurchase through Lemon Law N/A-Not eligible for a repurchase				
What are the 3 mains N/A-Not eligible for a	s weaknesses of the customer's repurchase	s case to win repurcha	se through Lemon Law?	
Decision reached by (CRS: Arbitrate case:	Settle case:		
CRS FINAL OFFER:		DATE :	CUST {Accepted / Declined}	

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

Page 2 of 2

074.5				
07/10/200	ATM WITHDRAWAL PNCPI0646 N0709 9574 5813-B EASTERN RD CHILLUM MD	\$10.00		\$255.94
07/09/200	9 CHECK CARD PURCHASE MCDONALD'S F728 TAKOMA	\$10.37		\$265.94
07/09/200	9 POS PURCHASE POS40108301 0063258 SHELL SERVICE WASHINGTON DC	\$30.00		\$276.31
07/08/200	9 CHECK CARD PURCHASE REDBOX *DVD RENTAL	\$1.06		\$306.31
07/07/200	CHECK CARD PURCHASE WASHINGTON DC	\$14.78		\$307.37
07/06/2009		\$15,03		\$322.15
07/06/2009		\$20.00		\$337.18
07/06/2009		\$22.42		
07/06/2009		\$30.00		\$357.18 \$379.60
07/06/2009	ATM WITHDRAWAL PNCPi0646 N0704 9574 5813-8 EASTERN RD	\$160.00	_	\$409.60
07/06/2009	ACH WEBSINGLE GMAC & MAC PAYMT	\$258,87		\$569.60
- 07/03/2809	N0703 9574 PAYMENT PO\$60615901 0085505 AT&T ATM QD WA ALPHARETTA GA	\$171.60	_	\$828.47
07/03/2009	ACH CREDIT 132745 EUROMARKET DESIG PAYROLL	C D	42.08	\$4.000.0E
07/02/2009	CHECK CARD PURCHASE SHELL OIL XXXXX8111 WASHINGTON DC	\$14.01	42.00	\$1,000,35 \$158.27
07/01/2009	POS PURCHASE POS58434501 0066210 SHELL SERVICE LAUREL MD	\$29.25		\$172.28
06/29/2009	CHECK CARD PURCHASE I REDBOX *DVD RENTAL OAKBRKTERRA IL	\$1.06		\$201,53
06/29/2009	POS PURCHASE POS001 0203964 GIANT FOOD INC HYATTSVILLE	\$3.92		\$202.59
06/29/2009				
06/29/2009		\$5.00		\$206.51
06/29/2009	POS PURCHASE POS24249004 AMORGO VIVI	\$5.00		\$211.51
	POS PURCHASE POS24349001 0203963 WAL-MART #3490 HANOVER MD	\$5.29		\$216.51

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

BBB AUTO LINE Customer Claim Form

Case number: CHV0941327 Contact Date: 07/16/09

Start Date:

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

SECTION 1: CUSTOMER IN	ORMATION		
Titled owner:			
Mailing address:			
City: Dallas		State: TX	Zip code:
Day phone:	Evening phone		Cell phone:
Fax:	E-mail address:		
SECTION 2: VEHICLE INFO	RMATION		
Make: Chevrolet	Model: Cobalt	Year: 2006	Current mileage: 51000
Name(s) that appears on the ve	hicle title:		
Selling dealer/city/state: Publi	c Auto Sale, Dallas, TX		
Primary Servicing dealer/city/	state: Powell Chevrolet,		
Acquired as 🔲 new 🛚 used	demo leased Is t	he vehicle in your	possession? ⊠ yes □ no
Purchase/lease date: 04/15/0	8 Mile	eage at purchase/I	ease:
First repair attempt date: 07/1	5/05 Firs	t repair attempt n	nileage: 51000
How often is the vehicle used for business purposes (percenta	_	vehicles owned y the business:	Transmission type: 凶 Automatic 🔲 Manual
Has the vehicle been in an accid	ent/had body damage?	s 🛛 no	Date of accident:
Description of damage:			
	OME (Describe what were		
SECTION 3: DESIRED OUTO Customer wants the manufa	-		
vehicle.	,		
Please complete the missi	ng information in the box	below and on	page 2.
VEHICLE INDENTIFICATI	ON NIIMBED		
Lienholder/Leasing Com	pany	Ph	one Number
Account Number			

Case Number: CHV0941327 **SECTION 4: VEHICLE PROBLEMS (List primary problem first)** Does the # of problem repair List the date, mileage, and days out of exist Problem Servicing dealer(s) attempts service for each repair attempt now? **Example:** 4/23/06 3,500 miles 5 days 2 6/10/07 12,700 miles 1 day A/C won't cool properly Any Dealer, Inc. yes Lose of power in the 1 yes steering wheel (wheel does not turn)

Total days out of service for all problems:					
Signature of Titled Owner(s)	Date				
Printed Name of Titled Owner(s)					

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

Privileged and Confidential Information

CASE ASSESSMENT

By: Zachary Martinez State: TX

Customer	Name:			Service I 7416460		BBB Case No.: CHV0941327
Only cust	omer's l	ast name t	to be reco		,1	
Vehicle ID 1G1AK15F			Dat	Service te: 27/2006	Vehicle is: Used	BAC Code: N/A
Mileage at	Time of r: GMA(e: Not involuments of the contents of the cont		vrolet Cob xxx)	palt	Vehicle Purchased U at odometer N/A Sale Type: Purchas {Type} CAM Name: Larry Sh Phone Number:	se XX Lease Other :
			VE	HICLE REPA	AIR HISTORY	
Throughou category.	ıt the ent	ire form, us	se an aster	risk (*) if day	(s) out of service are	e already counted in another
				THE MAJOR COMPONENT (REPAIR ORDERS. USE "N/A"
		NTACTED FO WAS INVOI			Y OR N.? IF YES PL	EASE INCLUDE TAC # AND
_		BEEN CONTA	_	HY		
Symp	tom}					
<u>Date:</u>	<u>RO # :</u>	Days Out:	Mileag e:	<u>Description</u>	of Complaint and	Repair Performed:
Symp	tom}					
Date:	<u>RO # :</u>	Days Out:	Mileag e:	<u>Description</u>	of Complaint and	Repair Performed:

☐ {Symptom}

Date:	<u>RO # :</u>	<u>Days</u> Out:	Mileag e:	Description of Complaint and Repair Performed:
☐ {Symp	tom}			
Date:	<u>RO # :</u>	<u>Days</u> <u>Out</u> :	Mileag e:	Description of Complaint and Repair Performed:
☐ {Symp	tom}			
<u>Date:</u>	<u>RO # :</u>	<u>Days</u> <u>Out</u> :	Mileag e:	Description of Complaint and Repair Performed:
☐ {Symp	tom}			
Date:	<u>RO # :</u>	Days Out:	Mileag e:	Description of Complaint and Repair Performed:
☐ <u>Recall/</u>	<u>Campaigı</u>	<u>1 (Not Relat</u>	ed to Othe	er Symptoms/Complaints)
Date:	<u>RO # :</u>	Days Out:	Mileag e:	Description of Complaint and Repair Performed:
				lved in an accident? No
		_		vith the customer? Yes cained (example front end collision)
Are the	RO's a	ttached i	f the ve	hicle was in an accident? NO
11a a 4b a		£ : l		
If Yes o	btain t	he follow	ing info	urances claims on this Vehicle? NO ormation below
ınsurar	ісе кер) (First ai	na Last	Name)
Claim M	 lade? `	Y/N	Clai	 im Status: Pending/Denied/NA
Ciaiiii #				customer to GM? Y/N/NA
Ara tha		A f towns o	drat Mar	diffications to the Vehicle? NO

Are there any Aftermarket Modifications to the Vehicle? NO Have you confirm this with the customer? Yes List:

(A Trade	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						
Other							
Date:	<u>RO # :</u>	<u>Days</u> <u>Out</u> :	Mileag e:	Description of Complaint and Repair Performed:			
				upon the BBB Program Eligibility Guidelines and the States esumption? Explain with some Detail			
GM Progra	am Sumn	nary Repurc	chase/Repl	acement:			
Lemon La	Lemon Law Repurchase/Replacement:						
GM Progra	am Sumn	nary Repair	s/Reimbur	rsement for past repairs:			
			THE	STATE LEMON LAW READS:			

Days out of service: 30

Repairs 4 or more repair attempts

2 Repair attempts within 12 months / 12,000 mi

2 Additional repair attempts within 24 months / 24,000 mi

Does Lemon Law state nonconformity must continue to exist? YES

I If applicable, safety-related repairs at least One attempt within 12/12,000 Claim must be in before 30 months after in-service date or 6 months after 24,000mi

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: 0

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}

safety.			
Cust sts:			
DVM sts:			
SVM sts:			
CRS Rationale:			
What are the 3 main	strengths of the customer's case to	o win repurchase t	hrough Lemon Law
What are the 3 main	s weaknesses of the customer's cas	se to win repurcha	se through Lemon Law?
Decision reached by	CRS: Arbitrate case:	Settle case:	
CRS FINAL OFFER:		DATE :	CUST {Accepted / Declined}
Goodwill: {Type}	Attorney Fees (if applicable): \${An	nount}	
TEAM LEAD APPROVI	vG:	{Name}	Date: {Date}

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

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

CHECK NO.

DATE 09/22/09

186 A 188 (188)

PHOENIX:

DETACH BEFORE DEPOSITING CHECK

1

PAY.

North American Operations: General Motors Corporation Disbursement Account

£ 20 11 16 2 1 400 17

SIGNATURE

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

AUDIT

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530 JENDOR UNS NO CHECK NO. BB 000000018 PAYMENT ENDOR NAME AZ 85082-2530 Phoenix, 09/22/09 REGISTER NO. DOC. REFERENCE NUMBER INVOICE AMOUNT DISC, AMOUNT NET AMOUNT 09/21/09 VH 1-C. 71-742486758 1-CJyU73 4,000.00 00,0000 · 4,000.00 6 1. 1345 30 5% d 18**** U...3 100 Tales ŵ.M ä 4 K8 8 ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEHENTOR QUESTIONS CALL 800-462-8782

H3

4,000.00

.00

4,000.6

TOTAL

September 17, 2009

William Oldfield, Esq. Weisberg & Meyers 5025 N Central Ave # 602 Phoenix, AZ 85012

RE: v. General Motors Corporation

Service Request: 71-742486758

2007 Chevrolet Cobalt

Vehicle Identification Number: 1G1AK55F277

Customer Relationship Specialist: Donna Blackstone

Dear Mr. Oldfield:

Enclosed please find a check in the amount of \$4,000.00 made payable to 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

Privileged and Confidential Information

CASE ASSESSMENT

By: Daniel Ramones State: AZ

Customer Name: Service Request: 71- BBB Case No.: CHV0938020

719395962

Only customer's last name to be recorded

Vehicle ID No.: In Service Vehicle is: New BAC Code: 1G1AK55F277 Date: 234369

10/27/2007

Year, Make & Model: 2007 Chevrolet Cobalt Mileage at Time of BBB Filing 16,830 mi.

Lien holder: GMAC ☐ Other ☐: Chase Bank

DVM Name: Paul Zbojniewicz Phone/Cell Number: 80509 58797 Svc Mgr Name: Keith Pollard Vehicle Purchased Used on: N/A

Sale Type: Purchase ☐ Lease☐ CAM Name: Miklos (Mick) Gonzalez

Office Phone: 805-373-8417 or 8-620-8417

Mailbox/Node is 805373/8417 Fax: 805-373-9598 or 8-620-9598 Email: miklos.gonzalez@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 Y OR N.? IF **YES** PLEASE INCLUDE TAC # AND EXPLANATION TAC WAS INVOLVED.

IF TAC HAS NOT BEEN CONTACTED WHY NOT?

19261 *

7

1/5/09

☐ <u>Knob</u>				
<u>Date:</u>	<u>RO #:</u>	<u>Days</u> Out:	Mileag e:	Description of Complaint and Repair Performed:
12/17/0 8	19232 0	2	12,124	Customer sts: Shifter knob has fallen off. Came apart.
				-Shifter knob replaced.
☐ <u>Paint</u>				
Date:	<u>RO #:</u>	<u>Days</u> Out:	Mileag e:	Description of Complaint and Repair Performed:
12/26/0 8	19245 6	1	12,408	Customer sts: paint is peeling on rear drivers side door.

-No work done at this time.

Customer sts: paint chips and white marks on driver front and

-Cleaned area.

rear door.

12,822

☐ Windshie	<u>eld</u>			
<u>Date:</u> R	<u> </u>	<u>Days</u>	<u>Mileag</u>	Description of Complaint and Repair Performed:
12/26/0 1 8 6	9245	Out:	e: 12,408	Customer sts: top of windshield moulding appears to be warped.
1/5/09 1 7	9261	2	12,822	-Found trim defective. Special ordered windshield with moulding. Installed new Special ordered windshield.
☐ <u>Door chro</u>	ome hai	ndle		
Date: R	<u> </u>	<u>Days</u> Out:	<u>Mileag</u> e:	Description of Complaint and Repair Performed:
12/26/0 1 8 6	9245	*	12,408	Customer sts: drivers side front door inner handle chrome is coming apart.
1/5/09 1 ⁻	9261	*	12,822	-Found handle defective. Ordered new handle. Installed special order door handle.
⊠ <u>Starting i</u>	<u>issues</u>			
Date: R	<u> </u>	<u>Days</u>	<u>Mileag</u>	Description of Complaint and Repair Performed:
3/24/09 1 5	9419	Out: 1	<u>e:</u> 15,424	Customer sts: key wont turn in the ignition. Found key binding.
J				Replaced ignition lock cylinder. Tests good.
☐ Power Ste	eering			
<u>Date:</u> R	<u> </u>	<u>Days</u> Out:	Mileag e:	Description of Complaint and Repair Performed:
4/21/09 1 2	.9473 !	2	16,830	Customer sts: steering locks up while driving and power steering light turns on.
				Found diag code C0475 in relation to TSB 07-02-32-007. Connector ends and pins are good. Found steering column
		1	17,426	failure. Replaced steering column assembly. Cust sts has no power steering
	.9531	2	17,492	Found steering column operating intermittently. Replaced steering column. Road tested ok. Cust sts has loss of power steering
6	5			Dir found no DTC stored. Road tested vehicle 38 miles

Has the vehicle ever been involved in an accident Y or N? No Did you confirm your answer with the customer Y or N? Yes 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

throughout the day. No problem found

Has the customer filed any insurances claims on this Vehicle Y or N? No 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 Y or N: No Have you confirm this with the customer Y or N: 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

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: Eligible, inside 12/12 program summary

Lemon Law Repurchase/Replacement: Eligible, inside 24/24 filing time

GM Program Summary Repairs/Reimbursement for past repairs: Eligible, inside 36/36 warranty

THE STATE LEMON LAW READS:

Days out of service: 30

Repairs 4 or more to the same nonconformity Time period within six months of 24 / 24

Does Lemon Law state nonconformity must continue to exist? yes

Number of repair attempts in the presumption period: 3
Total days out of service during the presumption period: 11
Total days out of service during customer's ownership: 11

Vehicle Meets Presumption of Lemon Law NO

NO PREVIOUS SRS FOUND

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: Wants vehicle repurchase because he doesn't feel it is safe. No problems currently on the vehicle. Cust has withdrawn claim to sue GM

DVM sts: Feels GMPP Major Guard is excessive. CCL is appropriate.

SVM sts: vehicle has been repaired. No problems found currently

CRS Rationale: Cust doesn't meet presumption. Best offer would be Steering CCL for customer.

What are the 3 main	strengths of the customer's case to win rep	ourchase thr	ough Lemon Law
What are the 3 main	s weaknesses of the customer's case to win	repurchase	through Lemon Law?
Decision reached by	CRS: Arbitrate case: Settle o	case: XXX	
CRS FINAL OFFER:	CCL for steering.	DATE: 6/2/09	CUST declined. Withdrew claim to sue GM
Goodwill: None	Attorney Fees (if applicable): N/A		

BBB AUTO LINE Customer Claim Form

Case number: CHV0938020 Contact Date: 05/15/09 Start Date: 05/15/09

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

SECTION 1: CUSTOMER INFO	RMATION		
Titled owner:			
Mailing address:			
City: Casa Grande		State: AZ	Zip code:
Day phone:	Evening phone:		Cell phone:
Fax:	E-mail address:		
ECTION 2: VEHICLE INFORM	MATION		
Make: Chevrolet	Model: Cobait	Year: 2007	7 Current mileage: 16830
Name(s) that appears on the vehic	de title:		
Selling dealer/city/state: Henry	Brown Automotive, Casa	a Grande, AZ	
Primary Servicing dealer/city/sta	ate: Henry Brown Autom	otive,	
Acquired as 🛛 new 🗌 used 📋] demo 🔲 leased — Is t	the vehicle in your	possession? 🛛 yes 🗌 no
Purchase/lease date: 10/27/07	Mile	eage at purchase/I	lease:
First repair attempt date: 12/18/ How often is the vehicle used for business purposes (percentage	Number of	st repair attempt n vehicles owned y the business:	nileage: 12124 Transmission type: Automatic Manuai
Has the vehicle been in an acciden	t/had body damage? 🔲 ye	s 🗵 no	Date of accident:
Description of damage:			
ECTION 3: DESIRED OUTCO	ME (Describe what you	want done to	resolve your concern)
She is asking for GM to stick b and safe vehicle that she can o		vide her with a	reliable
Please complete the missing	information in the bo	below and on	page 2.
VEHICLE INDENTIFICATIO	N NUMBER 1G1AK55F2	77	
Lienholder/Leasing Compa	ny	Ph	one Number
Account Number			

Case Number: CHV0938020

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
unable to turn steering wheel/power steering light came		1		,
gear shift knob came off		1		no
molding around windshield came apart		2		no
car wouldn't start		1		no
Total days out of service for all	problems:	I		1
			Date	
Printed Name of Titled Owner(s)				
I am submitting this dispute for res under the BBB AUTO LINE Arbitration		O LINE pro	gram, and I agree to arbitrate the dis	pute

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

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

document Index - 71-719395962 3 Class - BRCSiebel Docs RequestNum 71-719395962 MSXDocNum Last First Timestamp 2009-05-15-15.09.03.000000 Division CorrType CatCode MSXSource O AttachNum VIN



Service Request Number: 71-719395962

Dear

Thank you for contacting us recently regarding the dissatisfaction you have experienced with your 2007 Chevrolet Cobalt. We apologize for any inconvenience you may have experienced.

If you have any concerns with your vehicle at this time, we recommend that you contact the service manager at Henry Brown Chevrolet, Llc who will determine the most appropriate action to take. Chevrolet dealerships have the authority to handle most situations and will contact our Customer Assistance Center if additional assistance is required.

Although we would like you to be completely satisfied with your ownership experience, we do not feel a repurchase or trade is appropriate at this time.

If you have any future questions, please feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

Chevrolet Customer Assistance Center

VIA FAX ONLY

August 20, 2009

Marshall Meyers, Esq. Weisberg and Meyers, LLC-Florida Office 2833 N Central Ave # 613 Phoenix, AZ 85004

RE:

Service Request: 71-742486758

2007 Chevrolet Cobalt

Vehicle Identification Number: 1G1AK55F277

Customer Relationship Specialist: Donna Blackstone

Dear Mr. Meyers:

We regret that your client(s) are dissatisfied with their 2007 Chevrolet Cobalt and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

After careful review of this case, Chevrolet Division of General Motors would like to make the following voluntary settlement offer for all defendants. This offer is being made in an effort to reach an early resolution that will be equitable to your client(s) and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client(s) at the earliest possible opportunity.

A cash settlement of \$2,500.00 inclusive.

A 36 month/ 45,000 mile (whichever comes first) Steering Component Letter, and begins with the current date and odometer shown on this offer letter. Coverage includes: Gear housing and all internal parts; rack and pinion; power steering pump; steering shaft couplings; seals and gaskets; steering column; ignition switch; ignition lock cylinder; and steering wheel.

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client(s) would retain the vehicle.















If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

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















	ce Request Det						
SR No.	71-719395962		V0938020	Goodwill	Goodwill Offered Cust Declined	BRC Type	
Account		Site		GW SubTyp		Bus. Unit	BRC
Last Name		First Name		Approval	Not Initiated	Area	ADR
Daytime #		Evening #		UCC	Steering - Column / Ignition Lock /	Sub-Area	BBB Case
Address		City Ca	sa Grande	Involved DI	r Henry Brown Chevrolet, Llc	Safety	Yes
State	AZ ZipCd	Con Acct		Source	Email	Updated	6/2/2009 05:59:33 PM
Serial #/VIN	1G1AK55F277	Model Year	2007	Priority	Esc to T2 - License #	Owner	RAMONEDA
Make	Chevrolet	Warr. Start	10/27/2007	Status	Closed	Opened	4/23/2009 08:07:53 PM
Model	Cobalt	Mileage	17492	Sub-Status	Dissatisfied	Closed	6/2/2009 05:59:30 PM
Abstract	BBB Case - AZ - Steering i						
Customer Description	This is no longer a BRC AL	OR Case. Please handle in (CAC.				
Pre-PAF							
PAR Notifier	Incident Date/Time	Injuries # Other Veh	# People in Veh Ro	ad Surface R	oad Cond. Fire Report#	Po	lice Report#
Driver Last Na	amo	Driver First Name	Height	DOB D	sabilities		
JIIVGI LUSUN	anc	Driver Flist Nume	ricignt	000 0	Sabillies		
Insurance Age	ent Last Name	Insurance Agent First	Name Phone	# Insur	ance Agency		
Incident				Incident			
_oc				Desc			
Component							
				Damage			
/ehicle				Desc			
_OC				Add'l Info			
Emgcy Svc							
Vames				Maint Loc			
PAR De	tail						
Collision	Non Collision	Property Damage	Thermal Evt	Spec Equip			
Vehicle Speed		Weather Condition		Prop Owne		Property Type	
Last Service Date	U,	Loc Last Service		Property Location		Prop Est Repair Co	st
Veh Est Repair Cost		Spec Equip Installer		Prop Dama Description	-		
Primary /eh Use		Inspection Type		Inspected E	Зу	Inspection Date/Time	
Veh Damage				Explain Oth	ner		

Report Generated for dehoyoju on 7/21/2009

Page 1 of 29

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/2/2009 05:59:28 PM	RAMONEDA	RAMONEDA	SR Closed - Dissatisfied		Done	6/2/2009 05:59:28 PM	Service Request has been Closed
Contact Last Name		Contact First	Name	Account		BAC Code	Dissatisfied.

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/2/2009 05:51:26 PM	RAMONEDA	RAMONEDA	Outbound Call Field Rep/Whlsl	Other	Done	6/2/2009 05:59:03 PM	DVM Notification
Contact Last Name	Contact First Name		Account		BAC Code		
Comments							

CRS left message advising customer has withdrawn claim to pursue legal avenues.

Daniel Ramones/ATX/BRC ADR/Ext. 41062

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/2/2009 05:51:03 PM	RAMONEDA	RAMONEDA	BRC ADR	Settlement- Denied	Done	6/2/2009 05:59:00 PM	Denial
Contact Last Name		Contact First	Name	Account		BAC Code	

Comments

CRS left message for returned call in regards to case.

Daniel Ramones/ATX/BRC ADR/Ext. 41062

Confidential Comments

Report Generated for dehoyoju on 7/21/2009 Page 2 of 29

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/2/2009 05:48:14 PM	RAMONEDA	RAMONEDA	BRC ADR	Closed-Withdrawn/Not Pursuing	Done	6/2/2009 05:58:58 PM	Executive Summary
Contact Last Name		Contact Firs	Name	Account		BAC Code	

Comments

Customer filed seeking repurchase due to trim issues and 2 steering issues.

Cust withdrew claim to pursue things through a legal avenue.

Daniel Ramones/ATX/BRC ADR/Ext. 41062

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/2/2009 05:45:31 PM	RAMONEDA	RAMONEDA	Outbound Call Customer	Made Contact	Done	6/2/2009 05:48:03 PM	Follow up
Contact Last Name		Contact First	Name	Account		BAC Code	1

Comments

CRS adv: calling about your claim. The BBB closed your case. Wanted to confirm that you withdrew the claim.

Cust stS: Yes. I am not dealing with GM anymore. I found a lawyer so I cancelled things with the BBB and I am going to sue in civil court.

CRS adv: Understand and we will close our file as well. Thank you.

Daniel Ramones/ATX/BRC ADR/Ext. 41062

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description	
6/2/2009 05:18:18 PM	SADMIN	RAMONEDA	BRC ADR	Auto BBB Case Info Update	Done	6/2/2009 05:48:06 PM	CHV0938020 17:18:07:630	06/02/2009
Contact Last Name		Contact First	Name	Account		BAC Code		
Comments				And the state of the state of		A TANK TANK		
				> <st:><zip:><ph1:><ph2:><fx< td=""><td></td><td></td><td></td><td></td></fx<></ph2:></ph1:></zip:></st:>				
Chose Not To Pursue Ca	ase Further <at< td=""><td>TYPH#:><lien:></lien:></td><td><lienaddr:><lienc< p=""></lienc<></lienaddr:></td><td>CITY:><lienst:><lienzip:><lie< td=""><td>NPH#:><clos:></clos:></td><td><res:></res:></td><td></td><td></td></lie<></lienzip:></lienst:></td></at<>	TYPH#:> <lien:></lien:>	<lienaddr:><lienc< p=""></lienc<></lienaddr:>	CITY:> <lienst:><lienzip:><lie< td=""><td>NPH#:><clos:></clos:></td><td><res:></res:></td><td></td><td></td></lie<></lienzip:></lienst:>	NPH#:> <clos:></clos:>	<res:></res:>		
Confidential Comments				44 6 44 44 44 64				

Report Generated for dehoyoju on 7/21/2009 Page 3 of 29

Activities

6/1/2009 06:21:08 PM RAMONEDA RAMONEDA Scheduled Follow-up Other Done 6/2/2009 05:48:13 PM BBB follow up Contact Last Name Account BAC Code	Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description	
Contact Last Name Contact First Name Account BAC Code	6/1/2009 06:21:08 PM	RAMONEDA	RAMONEDA	Scheduled Follow-up	Other	Done	6/2/2009 05:48:13 PM	BBB follow up	
Contact Fast Hamb	Contact Last Name		Contact First	Name	Account		BAC Code		

Comments

CRS to follow up on file to check for response from BBB Rep William Clopton.

William Clopton Wednesday 6/3/2009 11-1 PM EST

Daniel Ramones/ATX/BRC ADR/Ext. 41062

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/1/2009 11:30:44 AM	RAMONEDA	RAMONEDA	Outbound Email	BBB	Done	6/1/2009 11:31:40 AM	BBB rep William Clopton
Contact Last Name		Contact First	Name	Account		BAC Code	

Comments

William,

I was reviewing this case that was handled while I was out of the office and I dont see that a position was ever sent to you. Is that correct?

Daniel Ramones/ATX/BRC ADR/Ext. 41062

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/29/2009 05:56:04 PM	RAMONEDA	RAMONEDA	Scheduled Follow-up		Done	6/1/2009 11:24:48 AM	BBB Follow up
Contact Last Name		Contact First	t Name	Account		BAC Code	

Comments

CRS to follow up with BBB rep to verify that information in file was forwarded to BBB.

6/1/2009 11-1 PM EST

Daniel Ramones/ATX/BRC ADR/Ext. 41062

Confidential Comments

Report Generated for dehoyoju on 7/21/2009 Page 4 of 29

Activities

		Activity Type	Activity Sub-Type	Status	Completed	Description
5/29/2009 03:17:24 PM RAMO	NEDA RAMONEDA	Inbound Call Customer	Complex Request	Done	5/29/2009 03:25:51 PM	Seeking update
Contact Last Name	Contact Firs	t Name	Account		BAC Code	

Comments

Cust sts: Returning your call

CRS adv: At this point we have reviewed the case and we do not feel that a repurchase is warranted. What we would like to offer you is a CCL for the steering system to cover the issues you have had.

Cust sts: No, that is not an option. The only option is repurchase. If thats not what you are doing, it will be you me and the courts.

Cust disconnected call

Daniel Ramones/ATX/BRC ADR/Ext. 41062

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/29/2009 02:54:36 PM	RAMONEDA	RAMONEDA	Outbound Call Customer	Left Message	Done	5/29/2009 02:57:31 PM	Follow up
Contact Last Name		Contact First	Name	Account		BAC Code	

Comments

CRS left message for customer to call in regards to vehicle issues.

Daniel Ramones/ATX/BRC ADR/Ext. 41062

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/28/2009 01:07:15 PM	RAMONEDA	RAMONEDA	Outbound Call Field Rep/Whlsl	Other	Done	5/28/2009 01:08:47 PM	DVM Paul Zbojniewicz
Contact Last Name		Contact First	Name	Account		BAC Code	

Comment

CRS contacted DVM on Cell phone

CRS adv; Calling about this customer. I know you thought the GMPP may be excessive. Would you be in agreement with a CCL for the steering?

DVM sts: Yes, that would be fine.

Daniel Ramones/ATX/BRC ADR/Ext. 41062

Confidential Comments

Report Generated for dehoyoju on 7/21/2009 Page 5 of 29

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/28/2009 01:00:00 PM	SADMIN	RAMONEDA	Inbound Fax	Dealer	Done	5/28/2009 05:29:34 PM	BRC ADR Scanned: 2009-05-27-
Contact Last Name		Contact First	Name	Account		BAC Code	19.47.00.000000, MSXDocNum: RAM4A1D98F
							KAW4A ID90F

Comments

DIr faxed additional RO.

Daniel Ramones/ATX/BRC ADR/Ext. 41062

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/27/2009 06:52:42 PM	RAMONEDA	RAMONEDA	Scheduled Outbound Call Cust		Done	5/29/2009 02:51:30 PM	Shaheen
Contact Last Name		Contact First	Name	Account		BAC Code	

Comments

CRS to call customer to make final offer of CCL for steering.

Friday 5/29/2009 2-4 pm EST

Daniel Ramones/ATX/BRC ADR/Ext. 41062

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/27/2009 04:30:46 PM	RAMONEDA	RAMONEDA	Other		Done	5/27/2009 05:54:46 PM	Created in Error
Contact Last Name		Contact First	Name	Account		BAC Code	

Report Generated for dehoyoju on 7/21/2009 Page 6 of 29

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/27/2009 04:29:33 PM	RAMONEDA	RAMONEDA	Outbound Call Customer	Made Contact	Done	5/27/2009 04:43:14 PM	Dir call: Henry Brown Chevrolet
Contact Last Name		Contact First	Name	Account		BAC Code	

Comments

CRS spoke to Svc Mgr Keith Pollard

CRS adv: I was out of the office. Can you tell me if they have come back?

DIr sts: Customer was complaining of the steering again. I personally drove it for the day and found nothing so I sent it back to them. Looks like they were in here on the 20th. We put a steering column. He came back the next day and thats when I drove it with no duplication.

CRS adv: Can you send me those RO's?

Dir sts: Yes

CRS adv: I think the best offer here is a CCL for the steering since thats the customers primary concerns and most of the other ones have been related to cosmetic or trim items.

DIr sts: I agree

CRS provided fax for docs.

Daniel Ramones/ATX/BRC ADR/Ext. 41062

Confidential Comments

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/27/2009 04:17:38 PM	RAMONEDA	RAMONEDA	Outbound Call Customer	Made Contact	Done	5/27/2009 04:48:29 PM	Follow up
Contact Last Name		Contact First	Name	Account		BAC Code	

Comments

CRS adv: Calling you because I have returned to the office and I wanted to discuss your case

Cust sts: I dont want to talk to anyone because all you are doing is offering me an oil change and I almost killed a child in a school zone because of this.

CRS adv: I am definately glad there was no injury or loss of life because of this problem. Is it having issues currently?

Cust sts: Yes, they fixed it one day and the next day it wasnt working again and so I took the car back to me with nothing done.

CRS adv: What was the failure?

Cust sts: Power steering column. It almost made me kill a kid in a school zone. Why are you even calling me if you don't have options? This car is unsafe!

CRS adv: In order to make an appropriate offer we do have to communicate with you. I will call the dealer and then work with the BBB. Thank you.

Daniel Ramones/ATX/BRC ADR/Ext. 41062

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/26/2009 06:45:21 PM	RAMONEDA	RAMONEDA	Scheduled Outbound Call Cust		Done	5/27/2009 02:34:46 PM	
Contact Last Name		Contact First	t Name	Account		BAC Code	

Comments

CRS to call customer to advise that at this time we do not feel repurchase is an option. Offer CCL for steering.

5/26/2009 1-3 PM EST

Daniel Ramones/ATX/BRC ADR/Ext. 41062

Confidential Comments

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	Created By		Activity Type	Activity Sub-Type	Status	Completed	Description
/26/2009 04:06:21 PM	RAMONEDA		Manager Review	Case Assessment	Done	5/26/2009 04:22:38 PM	Review of file
Contact Last Name		Contact First	Name	Account		BAC Code	
Comments Per DVM, offer is excess	ivo CDC to rov	ico offer and call	customar to undata				
er DVIVI, offer is excess	ive. CRS to levi	ise oliei and call	customer to update				
Daniel Ramones/ATX/BR	C ADR/Ext. 41	062					
Confidential Comments							
Created	Created By		Activity Type	Activity Sub-Type	Status	Completed	Description
5/22/2009 10:19:10 AM	BLAKEAB	RAMONEDA	Scheduled Follow-up	Other	Done	5/26/2009 04:05:53 PM	- Take Action
Contact Last Name		Contact First	Name	Account		BAC Code	
Comments		-					
Tuesday 05/26/2009 2-4	PM Est.						
Abigail Blake/BRC/ADR/	ATY//1015						
Confidential Comments	11/41015						
confidential comments							
			- B - C - C - C - C - C - C - C - C - C		0/10/10	0	
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/22/2009 10:18:20 AM	BLAKEAB	BLAKEAB	Manager Review	Case Assessment	Done	5/22/2009 10:18:33 AM	No Updates At This Time.
		Contact First	Name	Account		BAC Code	
Contact Last Name		Control of the last of the last of				The Control of Control	
						300 400 400	
Comments							
Comments							
Comments Confidential Comments							
Comments Confidential Comments Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
Comments Confidential Comments Created 6/19/2009 01:22:25 PM	Created By BLAKEAB	Assigned To RAMONEDA	Scheduled Follow-up		Status Done	Completed 5/22/2009 10:18:18 AM	Description Check For Updates
Comments Confidential Comments Created 5/19/2009 01:22:25 PM		Assigned To	Scheduled Follow-up	Activity Sub-Type Account		Completed	
Comments Confidential Comments Created 5/19/2009 01:22:25 PM Contact Last Name		Assigned To RAMONEDA	Scheduled Follow-up			Completed 5/22/2009 10:18:18 AM	
Comments Confidential Comments Created 5/19/2009 01:22:25 PM Contact Last Name Comments	BLAKEAB	Assigned To RAMONEDA	Scheduled Follow-up			Completed 5/22/2009 10:18:18 AM	
Comments Confidential Comments Created 5/19/2009 01:22:25 PM Contact Last Name Comments	BLAKEAB	Assigned To RAMONEDA	Scheduled Follow-up			Completed 5/22/2009 10:18:18 AM	
Contact Last Name Comments Confidential Comments Created 5/19/2009 01:22:25 PM Contact Last Name Comments Friday 5/22/2009 2-4 PM Abigail Blake/BRC/ADR/	BLAKEAB Est.	Assigned To RAMONEDA	Scheduled Follow-up			Completed 5/22/2009 10:18:18 AM	

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Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/19/2009 01:13:57 PM	BLAKEAB	BLAKEAB	Outbound Call Customer	Made Contact	Done	5/19/2009 01:21:27 PM	***Assist OCRS***
Contact Last Name		Contact First	Name	Account		BAC Code	

Comments

CRS Called: (520) 705-0832

CRS Adv:

That is calling on behalf of OCRS. CRS would like to provide the cust w/ an update. CRS understands that the customer's vehicle would not qualify for a repurchase or replacement at this time. What we would like to do is to make sure that the customers vehicle is completely repaired to the customers satisfaction per the terms of the bumper to bumper warranty and then look into something for the customer for his inconvience b/c we do value the customers loyalty to GM.

Cust Sts:

There is only one option. That option is to repurchase the vehicle. Thank You and have a nice day.

Cust disconnected call.

Abigail Blake/BRC/ADR/ATX/41015

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/19/2009 10:27:26 AM	BLAKEAB	BLAKEAB	Inbound Call Field Rep/Whlsl	Voicemail Received	Done	5/19/2009 10:27:50 AM	Voicemail Received
Contact Last Name		Contact First	Name	Account		BAC Code	

Comments

Paul Zbojniewicz Calling back on 71-719395962 2007 cobalt. I guess I am questioning with the repair history why we are even offering a GMPP major gaurd to begin with. She obvoiusly doesn't have a case. She doesn't even have the 4 repair attempts needed to buy this thing back. This is different from CA where you can say safety for anything and have one repair attempt at it go, but in Arizona you need four for each specific defect. In which she has two at the most on one particular item. I don't think this thing would qualify for a smart care agreement. I certaintly wouldn't want to go 3/36 on this I just think that is unjustified. 05/18/2009 5:25 PM

Abigail Blake/BRC/ADR/ATX/41015

Confidential Comments

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Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/15/2009 03:54:07 PM	RAMONEDA	RAMONEDA	BRC ADR	CRM Initial Contact	Done	5/15/2009 04:17:47 PM	DVM Paul Zbojniewicz 80509 58797
Contact Last Name	7 - 7 - 7 - 7	Contact First	Name	Account		BAC Code	

Comments

CRS left message for DVM advising case came in as live. Suggested GMPP as settlement tool.

Daniel Ramones/ATX/BRC ADR/Ext. 41062

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/15/2009 01:20:58 PM	RAMONEDA	RAMONEDA	BRC ADR	CRM Initial Contact	Done	5/15/2009 01:35:22 PM	Svc Mgr Keith Pollard
Contact Last Name		Contact First	Name	Account		BAC Code	

Comments

CRS adv: Calling from the BRC for GM. Have some questions about the customers vehicle history. They sent me RO's. Can you confirm that I have them?

CRS went over all ros with svc mgr. Confirmed that CRS has all Ro's current for the vehicle.

DIr sts: the only other thing is that he had three LOF's 10/18/08 LOF, 6/20/08 LOF, 2/25/08 LOF.

CRS adv: I have reviewed the RO's for the customer. They seem pretty straight forward. If I have any questions, I will call you.

Dir sts: Thank you.

Daniel Ramones/ATX/BRC ADR/Ext. 41062

Confidential Comments

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Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/15/2009 01:18:22 PM	RAMONEDA	RAMONEDA	Scheduled Outbound Call Cust		Done	5/19/2009 01:13:53 PM	
Contact Last Name		Contact Firs	Name	Account		BAC Code	

Comments

CRS to call customer to discuss case specifics.

5/19/2009 2-4 PM EST

Daniel Ramones/ATX/BRC AD/Ext. 41062

Confidential Comments

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/15/2009 01:04:06 PM	RAMONEDA	RAMONEDA	BRC ADR	CRM Initial Contact	Done	5/15/2009 01:10:47 PM	Customer contact
Contact Last Name		Contact First	Name	Account		BAC Code	

Comments

CRS adv: Calling in regards to the BBB Claim you filed. At this time I have some questions about your vehicle.

Purchase or lease: Purchase (\$240 a month)

Lien Holder: Chase Bank Purchase Date: 10/27/2007 Purchase Mileage: 11 miles

Where purchased? Henry Brown Chevrolet Servicing dlr same as purchased dlr? Yes

Any other dirs? No After Market items? No Any accidents? No Is so, what damage? N/A

Any insurance claims ever on the vehicle? No

Cust sts: I could have been killed when the shifter knob popped off or when the windshield was having problems. I could have died. My family and my pets are not safe in this vehicle. I sent websites that you can see.

CRS adv: I understand and apologize. We cannot take into account information from NonGM sites because the information hasnt been verified. I will need to research this case further and look into this for you. I will be out of the office all next week, but I can have someone follow up with you. To allow us time to research we can call you on Tuesday. Is morning or afternoon better.

Cus tsts: I would I ke to be called at 4pm

CRS adv: Our office is closed at 4pm PST. I can have someone call you between 11-1pm PST.

Cust sts: Alright thank you for the time.

Daniel Ramones/ATX/BRC ADR/Ext. 41062

Confidential Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/15/2009 01:03:08 PM	RAMONEDA	RAMONEDA	BRC ADR	Acknowledgement	Done	5/15/2009 01:04:05 PM	Contacted Customer
Contact Last Name		Contact First	Name	Account		BAC Code	
Comments	100	A STATE OF THE PARTY OF THE PAR					

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reated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
/15/2009 12:43:35 PM	RAMONEDA	RAMONEDA	BRC ADR	VIN Scan Completed	Done	5/15/2009 01:03:05 PM	VIN scan Performed
ontact Last Name		Contact Firs	t Name	Account		BAC Code	
the second							
omments	n Na alternate	CDle found No.	GW offered to customer.				
RS conducted vin Sca	in. No alternate	SKS lourid. No	GW offered to customer.				
aniel Ramones/ATX/BF	RC ADR/Ext. 410	062					
onfidential Comments	TAME AND ADDRESS.						
			V V 184 F 188	78/877791777			
reated	Created By	Assigned To		Activity Sub-Type	Status	Completed	Description
/15/2009 12:39:51 PM	RAMONEDA	2 TOWNS TO A STATE OF	BRC ADR	BBB Case Info Update	Done	5/15/2009 12:42:25 PM	BBB Start Date was set to 05/15/200 in SR# 71-719395962
ontact Last Name		Contact Firs	t Name	Account		BAC Code	111 314# 71-719393902
omments							
Confidential Comments							
reated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
/15/2009 12:39:45 PM	RAMONEDA	RAMONEDA	Ownership Changed	Ownership Escalated to BRC	Done	5/15/2009 12:39:45 PM	Ownership Escalated to BRC
ontact Last Name		Contact Firs	t Name	Account		BAC Code	
comments							
onfidential Comments	_						
reated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
/15/2009 12:38:21 PM	RAMONEDA			retificy oub-type	Done	5/15/2009 12:38:21 PM	Service Request Ownership has
ontact Last Name	0.0000000000000000000000000000000000000	Contact Firs	The state of the s	Account	T.V.	BAC Code	changed FROM: HABBITUR TO:
							RAMONEDA
omments							

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Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/15/2009 12:38:11 PM	RAMONEDA	HABBITUR	SR Opened		Done	5/15/2009 12:38:12 PM	SR in Status of Closed has been Re-
Contact Last Name		Contact First	Name	Account		BAC Code	Opened by RAMONEDA
10 =							
Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/15/2009 12:18:11 PM	SADMIN	RAMONEDA	BRC ADR	New Case	Done	5/15/2009 12:42:22 PM	CHV0938020 <sd:>05/15/2009</sd:>
Contact Last Name		Contact First	Name	Account		BAC Code	05/15/2009 12:18:08:549

Comments

CHV0938020<SD:>05/15/2009<VIN:><CONDT:>05/15/2009<CT:>Ms<FN:>Deyaa<MI:><LN:>Shaheen<ADDR:>426 West Cottonwood Lane #62<CITY:>Casa Grande<ST:>AZ<ZIP:>85222<PH1:>5207051756<PH2:>5208364747<FX:><EM:><ATTY:><EVINFO:>VIN Taken with initial claim ... William Clopton Ext 502<ATTYPH#:><LIEND:><LIENADDR:><LIENCITY:><LIENZIP:><LIENZIP:><LIENPH#:><CLOS:><RES:>She is asking for GM to stick behind their word and provide her with a reliable and safe vehicle that she can drive daily.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/13/2009 05:44:38 PM	HABBITUR	HABBITUR	SR Closed - Dissat-Won't Purch		Done	5/13/2009 05:44:38 PM	Service Request has been Closed Dissat-Won't Purchase GM Again.
Contact Last Name		Contact First	t Name	Account		BAC Code	
Comments		100					

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/12/2009 06:46:01 PM	HOLBROMI	HABBITUR	Notify CRM	Letter Approved	Done	5/13/2009 05:42:50 PM	Letter Approved
Contact Last Name		Contact First	Name	Account		BAC Code	\$80 - 10-W
		100					M ke Holbrook GA/DTW
Comments		A 1					G/VB/TI

Confidential Comments

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Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/8/2009 04:36:07 PM	MAURERS	HOLBROMI	Submit for Approval	Letter (Non Goodwill)	Done	5/12/2009 06:46:23 PM	Submission of a non - Goodwill
Contact Last Name		Contact Firs	t Name	Account		BAC Code	Correspondence for Approval -
							Template:CAC_DL0020
Comments							
Done							

Created	Created By		Activity Type	Activity Sub-Type	Status	Completed	Description
5/8/2009 04:33:36 PM	MAURERS	MAURERS	Correspondence		Done	5/8/2009 04:33:36 PM	Created:CAC_DL0001. SR#71-
Contact Last Name		Contact Fire	st Name	Account		BAC Code	719395962
Comments							

Confidential Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/8/2009 04:05:37 PM	MAURERS	BAGNASCH	Outbound Call Customer	Made Contact	Done	5/8/2009 04:33:11 PM	LCRM made outbound escalation
Contact Last Name		Contact First	t Name	Account		BAC Code	l

Comments

LCRM contacted cust for outbound escalation. States Cust Svc has been terr ble. States does not feel safe driving. States is concerned for his and other driver's safety. States everytime cust is contacted it is the same thing. No one cares. States had to turn down a job in Phoenix because does not feel safe driving the veh. States other supervisor would not provide address to CAC in TX, would not get another supervisor on the phone, and would not send cust copy of recorded conversations.

LCRM apologized for concerns. Advised would like to address all of cust concerns. Advised to address concerns directed at other sup, we are not able to give address for TX CAC, advised recorded conversations are for internal use only and if cust is requesting that info will have to go through legal council, and sup was very qualified to address cust concerns. Apologized for concerns w/veh. Asked if cust veh is currently fixed.

Cust states yes but will not drive veh. Sts does not feel safe. Sts wants LCRM to come drive veh and tell cust it's safe. States wants in writing that veh is safe to drive and will have no further concerns. Sts wants Itr stating will not repurchase.

LCRM adv cannot provide that for cust. Adv cust should have received RO from dlr stating veh is repaired and safe to drive. Adv will send cust denial ltr. Adv resolution does not change.

LCRM Heather Bagnaschi/CAC/ATX

Confidential Comments

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Activities

Created Cit	reated By	Assigned to	Activity Type	Activity Sub-Type	Status	Completed	Description
5/4/2009 08:06:40 PM AB	BOBONLA	HABBITUR	Notify CRM	Customer Called	Done	5/7/2009 06:55:11 PM	inform ing of contact
Contact Last Name		Contact First	Name	Account		BAC Code	

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/4/2009 08:00:38 PM	ABOBONLA	ABOBONLA	Inbound Call Customer	Complex Request	Done	5/4/2009 08:06:38 PM	assisting only
Contact Last Name		Contact First	Name	Account		BAC Code	

Comments

cust sts:

case number : 71-719395962

I want to speak to the direct supervisor of the DS

cust seeks:

speak to Ds direct supervisor

crs adv:

unfortunately, i dont have the name of her direct supervisor, but i have the DS direct line and ext if you want to speak to her about it

cust sts:

no. i dont want to speak to her.

I want to have the name and direct line and ext of her supervisor

Riza Grey/CAC/Tier 1/Mla /lvl 0

crs will document/notify crs of contact with cust

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/4/2009 07:53:08 PM	MORIG1	HABBITUR	Notify CRM	Customer Called	Done	5/7/2009 06:55:45 PM	Customer Called
Contact Last Name		Contact First	Name	Account		BAC Code	

Customer Called

=custoemrf requesting for call back ASAP

Confidential Comments

Report Generated for dehoyoju Page 17 of 29 on 7/21/2009

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/4/2009 07:50:36 PM	MORIG1	MORIG1	Inbound Call Customer	Complex Request	Done	5/4/2009 07:53:06 PM	***assisting only***
Contact Last Name		Contact First	Name	Account		BAC Code	

Comments

cust sts:

=)can check this SR# 71-719395962for me

cust sks:

=)ocrs

crs adv:

=)adv customer that acrs will be sending notification to ocrs about concern that customer needs to talk to ocrs ASAP

cust sts

=)tell them in need to talk to them and i needs the answer right awat bec my lawer needs it

DJ August/MNL/Tier1 CAC/ Lvl0

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/29/2009 04:26:17 PM	HABBITUR	HABBITUR	Outbound Call Dealer	Left Message	Done	4/29/2009 04:34:01 PM	Henry Brown
Contact Last Name		Contact Firs	Name	Account		BAC Code	

Comment

Crs left message for svc mgr

ureishia habbit/cac/atx dslv2

Confidential Comments

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Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/29/2009 11:36:30 AM	PATTERMA	CADIGAMO	Notify CRM		Done	4/29/2009 02:26:30 PM	please see TL for feedback
Contact Last Name		Contact First	Name	Account		BAC Code	
Comments							
							7
Confidential Comments							E)
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
Created 1/28/2009 03:14:43 PM	Created By CADIGAMO	Assigned To HABBITUR	Activity Type Notify CRM	Activity Sub-Type	Status Done	Completed 4/29/2009 04:24:18 PM	See previous activity, cust seeking drl
AND RESIDENCE AND ADDRESS OF THE PARTY OF TH			Notify CRM	Activity Sub-Type Account	330400000000	The state of the s	See previous activity, cust seeking drl management contact regarding
1/28/2009 03:14:43 PM		HABBITUR	Notify CRM		330400000000	4/29/2009 04:24:18 PM	See previous activity, cust seeking drl

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Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/28/2009 02:32:07 PM	CADIGAMO	CADIGAMO	Inbound Call Customer	Complex Request	Done	4/28/2009 03:14:38 PM	Cust called
Contact Last Name		Contact First	t Name	Account		BAC Code	

Comments

Cust seeking divisional address. CRS provided Chevrolet, P.O. Box 33170, Detroit, MI 48232-5170.

Cust sts seeking to make complaint regarding Texas CAC, they would not give me supervisor name, I am very disspointment is CAC in TX, dissappointment that concern was not taken seriously when I stated my concern were life threatening, the agent refused to give me a letter stating that veh is safe to drive and I will not antipaticate no problems in future, agent refused to give copy of phone records, refused to copy of conversation and refuses to provide supervisor. Cust sts very very dissappointment CAC service level in TX, not professional.

CRS placed cust on hold to review file.

CRS adv cust right now DS agent adv slim chance of repurchase but not drl management contact has been made to disscuss concern further which would have to be done before resolution could be provided.

Cust sts seeking GM to replace veh as I have had 2 major concerns in a short period of time, the windshield could have fallen out on top of me and now the second steering concern which is a safety issue. Cust sts I do not feel safe in veh.

CRS adv would need to work with DS agent as drl management involvement is neccessary. Cust sts I understand. CRS adv I want my DS agent supervisor call me back with resolution after drl management contact has been made. CRS adv will send agent notification of your request. Cust agreed.

Monica Cadigan CAC/T1/L2/STJ

Confidential Comments

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Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/28/2009 01:16:58 PM	HABBITUR	HABBITUR	Escalation		Done	4/29/2009 11:07:49 AM	cust
Contact Last Name		Contact First	Name	Account		BAC Code	

Comments

cust sts he wants out of this vehicle and that it isnt safe, he wants another car same make and model and value.

fs adv that this was not an option but

cust sts that is not acceptable. he wants a letter stating we will not repurchase the vehicle and he wants this letter to have the full history of his repairs as well as a reason we wont repurchase the vehicle

fs adv that I can send a letter adv why we will not repurchase the vehicle but I will not be able to add the repair history on it

cust sts and he wants a letter sayin this vehicle is safe to drive and that he will not have any more concerns

fs adv that Iwould not be able to send that letter. the dlr states the vehicle is repaired and I really dont think they would have put you back in the vehicle is they didnt feel it was safe, and there are not guarantees. I have no way to guarantee there wont be any future problems with the vehicle

cust sts this is not acceptable. he wants to know who is over this call center

fs adv that wasnt relevent and I was sorry I know this wasnt the answer you were looking for

cust sts he wants the fax number he is going to keep taking this higher and higher. he isnt going to stop. he is going to send this info to newspapers in all 50 states to say how sorry we are.

fs adv that I was sorry he felt that way.

cust sts dnt say your sorry and you havent heard the last of him

Malissa Patterson/ATX/FS/T2

Confidential Comments

Report Generated for dehoyoju on 7/21/2009 Page 21 of 29

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/28/2009 01:08:46 PM	LABAYOJE	LABAYOJE	Inbound Call Customer	Complex Request	Done	4/28/2009 01:23:45 PM	***Assisting only***
Contact Last Name		Contact Firs	t Name	Account		BAC Code	

Comments

Cust sts:i dont want to speak to ureishia, but i wanna hear updates on my file, i need a decision in here, i want to speak to ureisha's boss

Cust sks:case update

CRS Adv:our only way of connecting to her boss w/ be thru her

Cust sts:can you give someone else? can you call me back?

CRS sts:the best person who can assist you will be your DS ureishia, she is the one assigned in this case and she the one assigned as the area specialist

Cust sts:how long shall it take to make a decision?

CRS sts:i am unable to guarantee anything at this time, it will depend on the info and how fast she's gonna get the info that she needs, what i can assure is that she is working on your request

Cust sts:is my safety impt to u? does it or does it not? <cust on high tone>

CRS sts:of course it does, but I hope that you would understand that we need each other's cooperation in here so that we can come up w/ something

Cust sts:can you contact her and ask update? but dont let her speak to me, dont make her call me under any circumstances, i want her boss

CRS sts:no problemm, ill try to connect

>>hold

>>CRS spoke to DS, adv that cust is seeking supervisor, DS went ahead got her supervisor, CRS transferred cust to T2 sup melissa patterson.

Alyssa Smith / CAC Tier 1 / MLA / Lvl 0 Emp

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/28/2009 08:10:38 AM	SADMIN	HABBITUR	DealerWorld Update		Done	4/28/2009 01:39:26 PM	DealerWorld Inbound Message
Contact Last Name	ontact Last Name Contact First Name		Name	Account		BAC Code	04/28/2009 08:10:0179

Comments

192617 Repair Order Date:01052009 C51 W/SHIELD REPLACED PRIOR

Confidential Comments

Report Generated for dehoyoju on 7/21/2009 Page 22 of 29

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/24/2009 02:16:00 PM	FERNANNA	HABBITUR	Notify CRM	Customer Called	Done	4/27/2009 11:58:30 AM	PIs See IB Activity
Contact Last Name		Contact First Name		Account		BAC Code	
Comments							La contract of the contract of

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/24/2009 02:15:34 PM	FERNANNA	FERNANNA	Inbound Call Customer	Complex Request	Done	4/24/2009 02:15:58 PM	Customer Called - Assisting -
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

Cust States:

- i want to file a complaint against the person that called me an hour ago, her name ureisha habbit, I want to speak to her boss.

Cust Seeks:

- T2 Supervisor

CRS Advised:

- Ms. Habbit is in a different department from me, and we would need to contact Ms. Habbit first and that is the time that you can ask her of her supervisor.

Cust sts: I don't want to speak to her, I don't want her to call me, he said that putting my life in danger is alright. I want that put on the file, I also want to have a copy of my recorded conversation with her, Im gonna sue her. I want her supervisor to call me.

CRS advised: Since you stated that you don't want to speak to her anymore, what I can do is to send a notification that you are requesting a call back from her direct supervisor.

Matt Winchester CAC/T1/MAN/LVL0

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/24/2009 01:29:15 PM	HABBITUR	HABBITUR	Scheduled Outbound Call Cust		Done	4/27/2009 01:02:36 PM	Follow up
Contact Last Name		Contact Firs	t Name	Account		BAC Code	

Comments

Action Plan to contact svc mgr about a major guard.

ureishia habbit/cac/atx ds/lv2

Confidential Comments

Report Generated for dehoyoju on 7/21/2009 Page 23 of 29

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/24/2009 12:53:27 PM	HABBITUR	HABBITUR	Outbound Call Customer	Made Contact	Done	4/24/2009 01:24:43 PM	Follow up
Contact Last Name		Contact First	Name	Account		BAC Code	

Comments

Crs adv cust that crs is the ds the file has been escalated to. I understand you are having concerns with your steering and its repaired now. How is everything going with the veh.

Cust sts that he dont feel safe driving the veh anymore. Cust sts that he almost lost his life. Cust sts when he was changing lanes the veh didnt shift for him. Cust sts that he dont want this veh anymore.

Crs adv cust that the svc mgr is not in today. So i would have to follow up with you on monday. I would be more than happy to escalate this for a repurchase but i do want you to know with not having any repeat concerns nor major our chances are slim in getting the veh bought back.

Cust sts how dare you say that. Putting my life in danger is not major.

Crs adv cust thats not what im saying sir. Im just trying to explain to you that in order for a veh to get repurchase its for repeat concerns and major concerns with the veh.

Cust sts putting my life in dange is not major, putting my life in danger is not major then disconnects the line.

ureishia habbit/cac/atx ds/lv2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/24/2009 12:33:43 PM	HABBITUR	HABBITUR	Outbound Call Dealer	Made Contact	Done	4/24/2009 12:53:25 PM	Henry Brown
Contact Last Name		Contact First	t Name	Account		BAC Code	

Comments

Spoke with John Svc Adv at Henry Brown

DIr sts Replaced a Steering column for a light that was coming on the dash. Then the Ignition lock cylinder.

Ureishia Habbit/cac/atx ds/lv2

Svc Mgr out today

Confidential Comments

Report Generated for dehoyoju on 7/21/2009 Page 24 of 29

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/23/2009 08:25:42 PM	ABUNDOJO	HABBITUR	Dealer Notification	Action Required	Done	4/23/2009 08:25:42 PM	DIr Notify on T2 Escalation
Contact Last Name Contact First Name		t Name	Account		BAC Code		
10.0							
Comments		100	and a side was		No. of the Contract of the Con		

This is to notify you that this case was sent to your District Specialist (Tier 2) CRS. They may reach out to you shortly to discuss the customer's concerns. If possible, you may want to reach out to the customer to attempt to resolve.

Confidential Comments

4/23/2009 08:25:42 PM ABUN	IDOJO HABBITUR					
	IDOJO HADDITUR	Ownership Changed		Done	4/23/2009 08:25:42 PM	Service Request Ownership has
ntact Last Name Contact First Name		Account		BAC Code	changed FROM: ABUNDOJO TO: HABBITUR	
						10.0011011
Comments						

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/23/2009 08:25:42 PM	ABUNDOJO	HABBITUR	T2 Initial Acknowledgement		Done	4/24/2009 12:33:37 PM	Initial Customer Contact after escalation
Contact Last Name		Contact Firs	t Name	Account		BAC Code	

Confidential Comments

Report Generated for dehoyoju on 7/21/2009 Page 25 of 29

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/23/2009 08:22:22 PM	ABUNDOJO	ABUNDOJO	Other	Reason for Escalation	Done	4/23/2009 08:25:34 PM	escalation
Contact Last Name		Contact First	Name	Account		BAC Code	

Comments

Reason for esc:

- -cust wants to get rid of his veh (still w/in warranty)
- -veh has several issues
- -cust says veh is a lemon
- -SM involved
- -cust needs to get a new veh by nxt week bec he has a job offer 1 hour away from his place -cust wants whatever decision GM makes be put in writing

Robert Dio/CAC/Tier1/Mla/emp lvl0

Confidential Comments

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/23/2009 08:13:21 PM	ABUNDOJO	ABUNDOJO	Outbound Call Dealer	Made Contact	Done	4/23/2009 08:20:52 PM	funnel
Contact Last Name		Contact First	Name	Account		BAC Code	

Comments

DLR FUNNEL

CRS spoke w/: SM Keith

CRS adv: funnel

DIr sts:

Diagnosis? picked it up a few days ago -elect steering problem=replaced; interior trim, others

Estimated cost? under warranty When will complete? completed yest

Maint at dlr? n/a

Misuse/Abuse/Lack of maint? n/a

Cust caused or prevented? n/a

Prev out of pocket expense at dlr? n/a

Dir provided prev GW?n/a Prev related repairs? n/a

Related to age/mlg?n/a

General condition of vehicle? n/a

Did you ride-along or test drive with the Cust?n/a

TAC contacted? Case#? n/a

Should cust receive asst? n/a

Will dlr be offering GW Asst on behalf of GM?/Dlr willing to participate? n/a

DVM contacted by dlr? What was decision?n/a

Robert Dio/CAC/Tier1/Mla/emp lvl0

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
/23/2009 08:12:00 PM	ABUNDOJO	ABUNDOJO	Scheduled Outbound Call Dir		Done	4/23/2009 08:12:48 PM	funnel
Contact Last Name		Contact First	Name	Account		BAC Code	
Comments							
Henry Brown Chev 208362147							
312pm							

Report Generated for dehoyoju on 7/21/2009 Page 27 of 29

Activities

				Status	Control of the Contro	Description
4/23/2009 08:07:59 PM ABUNDO	O ABUNDOJO	Inbound Call Customer	Complex Request	Done	4/23/2009 08:25:38 PM	complaint veh
Contact Last Name	Contact Firs	t Name	Account		BAC Code	

Comments

CUST STS: approx 17000 mi

- -when changing gears, shift knob came off my hand, door knob, windshield unsafe, ignition problems, power steering locked on me; display msg on power steering
- -shield around windshield went down
- -spoke w/ dlr and said I don't want the veh any more=I'll sue GM
- -don't feel safe driving car
- -I want the decision to be in writing
- -I have a job offer 1 hour away

CUST SKS : complaint veh

CRS ADV :

Orig owner? yes

Primary driver? yes

Personal or business use? personal

Where purchased? HENRY BROWN CHEVROLET

If 2nd Owner of Veh, when/what mlg? n/a

Current approx mlg? 17000 mi

Ext Svc Plan? no

Concern? several veh issues

Wen 1st notice concern? 5 mos. after buying veh

What conditions does concern occur? while driving

Where diagnosed? HENRY BROWN CHEVROLET

Est cost of the repair? under warranty

Current location of veh? w/ cust

Veh repaired? yes If yes, cost & where completed? under warranty/HENRY BROWN CHEVROLET

If not GM dlr, phone # of repair facility?

What has DIr told you about a diagnosis? internal steering column failure=replaced. Who was working with you? SM Keith

Where maint performed? HENRY BROWN CHEVROLET

Prev GM veh? no

Prev related repairs? yes When? few mos. back

Out of Pocket expense (document repairs & cost): none

- -will check w/ dlr to see if they're still open..
- -will have case reviewed by DS who will call in 24 hrs

Robert Dio/CAC/Tier1/Mla/emp IvI0

Confidential Comments

UCC Information

UCC Code	Symptom	Description	
C51	Loose	Glass - Windshield	
C10	Inoperative	Body - Door Handles / Locks / Hinges	
M41	Excessive Effort	Steering - Column / Ignition Lock / Parts	
M30	Inoperative	Steering - Power Steering Pump / Brackets	

Report Generated for dehoyoju on 7/21/2009 Page 29 of 29



General Motors Corporation Business Resource Conter PO Box 33170 Deimit, MI 48232-5170

VIA FAX ONLY

July 21, 2009 Fax: 866-565-1327

Marshall Meyers, Esq. Weisberg & Meyers, LLC-Arizona Office 5025 N Central Ave Ste 602 Phoenix, AZ 85012

RE:

Service Request: 71-742486758

2007 Chevrolet Cobalt

Vehicle Identification Number: 1G1AK55F277

Legal Research Specialist: Nita DeHoyos

Dear Mr. Meyers:

This is to advise that General Motors is in receipt of the above referenced case dated July 21, 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
 Enclosed Release of Lien Information
 Copies of owner's service documents

formation \(\sum \) Buyer's agreement ocuments
General Motors Corporation
ATTN: BRC Legal

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.















Finance agreement



Page 2

Sincerely,

General Motors Corporation

















RELEASE OF LIEN INFORMATION

I	,	
(Client's Name)	(Client's Social Security Number)	
hereby authorize		
(Lien holder	Name)	
(Lien holder Address)	(Lien holder Phone Number)	
to release any and all information reg	(Account Number)	
with(Lien holder Name)		
	ding but not limited to a complete payment history of my account	, a
Date		
	VEHICLE INFORMATION	
The current vehicle mileage is	Date mileage read:	
Signature	Signature	
LG0006 V08012008		















Weisberg & Meyers, LLC

Phone: 6022773666 **Fax:** 18665651327

FAX

 To:
 8662553730
 From:
 Weisberg & Meyers, LLC

 Re:
 Date:
 07/29/2009 15:19:46 PST

TO: Nita DeHoyos RE: 71-742486758

TremainDavis
Weisberg& Meyers, LLC
888 5959111 ext .227
866 565 1327 facsimile
www.AttorneysForConsumers.com
www.LemonLawForConsumers.com
www.FairDebtForConsumers.com
www.FairCreditForConsumers.com

5025 North Central #602, Phoenix, AZ 85012

Livi ilviual information Request Form

Customer Name:	7
Social Security No	
VIN: IG-IAK55F277, YR/MAKE GOLL+2007	l
Lending Institution Information: Account # Institution Name:chase Auto files Account Institution Address:part 78 067 City:phoenix	
Contact Person: Telephone #: 1-800-336-6675	
Payoff: \$\\\\ 10,5363 Good Until: Avg. 6th veq NEXT DATE DUE Avg. 11,2009 Per Diem: \$\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\	
No. Payments Made: 90 at \$ 239.46 /month	
Total Interest Paid to Date: \$ 1 665.67 as of yul Y, 1/ 7009 2005\$ 2006\$ 2007\$ 2008\$	
CURRENT MILEAGE OF VEHICLE: 18,725 DATE MILEAGE READ: 07.26. 2009	
to release any and all information regarding the above referenced account to/ my i zw / including but not limited to a complete payment history of my account. Dated this day of	
SIGNATURE	

REV March 18, 2003

RELEASE OF LIEN INFORMATION
l (Onem's Social Security Number)
Chase Auto financo (Lien holder Name)
() () () () () () () () () ()
-PAROX 78067 Phogaix A7 85-12 2007
P.o. Box 78067, Phoenix, AZ, 85062-8067 (Lien holder Address) (Lien holder Phone Number)
to release any and all information regarding my loan account #_
(Account Number)
with Chise Dute Finance
(Sion holder Hame)
to the manufacturer of my vehicle as identified on my loan through your company, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.
Date 07.26.09
VEHICLE INFORMATION
The current vehicle mileage is 18,725 Date mileage read: 07.26.2009
Signature Signature

1.G0006-T Rev J0/27/2004

STO	ock no.	·	C7190			SALES	LE RETAIL INSTA CONTRACT AND EY SECURITY AG)
uyer(s)/Debtor	r(s);			Seller/C	reditor:	ENRY BRO	OWN CHEVROLO PINAL AVE,	ET, LLC.
ddress:	CASA BRAN		,	Address	:: <u> </u>	CASA GRAN	NDE AZ 8522	
gn belowThe work Assignee"). If the A ous and acceptance LEASE READ TH	is "we", "us", "our" and ssigned notifies you that	l "Seller" ref : it has purch Assignee, BY	er to the Seller whose nar ased this Contract, you as	ne and address ree to make al	s appear above 1 of your paym	or to anyone to lents to the Ass	o whem this Contractioner. This sale is su	mean the Buyer or Buyers wert is assigned (referred to assigned to assigned to assigned to assigned to approval of your extEDES OF THIS CONTRACT
NEW OR USED	YEAR MODEL	Л	MAKE RADE NAME	NO. CYL.	BODY	TYPE	MODEL# OR SERIES	VEHICLE I.D.#
NEW	2007 COBALT	CHE	PROLET	4	4 DR 58	DAN	1AK69	1G1AK55F277
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PERCENTAGE RATE	CREDIT AS A YEARLY	RATE.	N/A	Amount of	N/A	N/A	ns me bue.	
MAIL	a.	9 %	72		42.57	Monthly, Beg		2/11/2007
FINANCE	THE DOLLAR AMOUN		N/A		N/A	N/A		TEN INCIDANCE
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	\$ 19215		Prepayment: If you pe See the other portions	ev off carly, vo	n will not have	e to pay a peca	ltv.	•
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. Cash Price (Inc). Net Trade-In De	Sciency (item 5 if negati	1.57290. KI Ival \$	71 + Sales Tax 5 Nt∠O toN	<u>447.0%</u> +		= Total Cash	Price	s 14747.00
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(b) Dealer Docu	mentáry Fee					5	359.00	•
* (c) Other (descr	ibc) <u>N/A</u>		toN/£			_ \$	N/O	
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CANDIDA INSTITUT	or loss seven man		Standard of Standard Co. 1 of 1 of 1 of 1 of 1 of 1 of 1 of 1			,		
Cash Sale Price	(sum of items 1, 2 and 3	33					-	\$ <u>15349.84</u>

(b) Cash Down Payment (Includes manufacturer's rebate of \$ 1750 be assigned to Saller) \$_

Total Dawn Baymant (a. 1. b)

07/29/09 04:20Pl	MDT '866	5481601'	-> 866255	3730				Pg 5	5/8	
** (c) Other (describe)	N/A		to <u>N/A</u>		<u> \$</u>	N/0				
** (d) Other (describe)	N/A		to <u>N/A</u>	· · · · · · · · · · · · · · · · · · ·	S	N/A	· ',			
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8. Payments made to o	others on your behalf:				٠.				-	
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Total Amount Paid to Others (S	um of items 8(a) thro	ush 8(d))	- 17.147 H			347 PL (04)	\$	N/P	(8)
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"Total of Payments" is also the	"Time Balance."	le insured for its ful	li value against los	s or damage wi	th loss pavable end	lorsement in our	favor durins	the time any a	moun
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CASA GRANDE AZ

ARIZONA VEHICLE REGISTRATION

Expiration Date 19/31/2009

\$191.33

, Eq.

Print Date Time 10/08/2008 11:46

Carry in Vehicle At All Times

Vehicle Identification Number

IGLAK55F277 Record Number Plate Number

Tab Number Unit Number

Year / Make Body Style

First Registered List Price

Fuel Type Category Weight (GVW)

County

\$8.00 Registration \$1.50 Air Quality \$0.42 Postage Handling

Veh Lic Tax

4DSD 11/2007 013175

2007 CHEV

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Registration Type ПÄ.

\$201.25 Total

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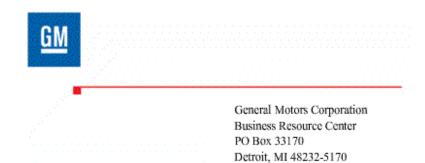
RELEASE OF CLAIM

	deration of \$3,500.00 inclusive paid by General Motors	
Company, hereby release(s) and discharge(s) Gen	¥ •	
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designers and suppliers of vehicles, parts and con	•	
	rred to as "Releasees") from any and all claims, causes	
	rney's fees and costs which directly or indirectly arise	
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alteration, or use of Releasor(s) 2007 Chevrolet C		
	ding but not limited to any claims based on any alleged	
· ·	aim shall not be construed to release any of the above	
arising out of the use or operation of the Subject	ding claims of personal injury or products liability	
Notwithstanding the above, General Motors Com		
	applicable GM Protection Plans which accompanied the	•
*	re initiated any court, arbitration or other proceeding	
against Releasees, Releasor(s) immediately will d		
The subject vehicle's mileage is	on the date of the signing of this release.	
Releasor(s) has/have carefully read and understan	nd(s) this release Releasor(s) agree(s) and	
	entire agreement between Releasor(s) and Releasees,	
• • • • • • • • • • • • • • • • • • • •	stations, promises or inducements other than those stated	1
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	DRE SIGNING. BY SIGNING THIS RELEASE,	
	READ IT, UNDERSTAND IT, AND AGREE TO	
ITS TERMS.		
I/We agree to the terms of this Release	of All Claims	
•		
DATE GIGNED		
DATE SIGNED:		
Claimant's Signature	Claimant's Signature	
Address	Address	
11001000	11442	
City, State, Zip Code	City, State, Zip Code	
City, State, Zip Code	City, State, Zip Code	
STATE OF		
COUNTY OF		
· · - 		

Swor	rn to (or affirmed) and subscribed before me this day of, 2	.0
	Signature of Notary Public	
	Print, type or stamp Commissioned Name of Notary Public	
	Personally KnownOR Produced identification	
	Type of identification	
	My commission expires:	

CC: File

LG0024 V6302006



VIA FAX ONLY

September 4, 2009

Marshall Meyers, Esq. Weisberg & Meyers, LLC-Arizona Office 2833 N Central Ave # 613 Phoenix, AZ 85004

RE:

Service Request: 71-742486758

2007 Chevrolet Cobalt

Vehicle Identification Number: 1G1AK55F277

Customer Relationship Specialist: Donna Blackstone

Dear Mr. Meyers:

We have received your rejection of our counter-offer, dated August 28, 2009. In an attempt to settle this matter, General Motors is making a final offer of \$4,000.00 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

Client's Signature

Client's Signature

Date

Date

Current Vehicle Mileage

































VIA FAX ONLY

August 26, 2009

Marshall Meyers, Esq. Weisberg and Meyers, LLC-Florida Office 2833 N Central Ave # 613 Phoenix, AZ 85004

RE:

Service Request: 71-742486758

2007 Chevrolet Cobalt

Vehicle Identification Number: 1G1AK55F277 Customer Relationship Specialist: Donna Blackstone

Dear Mr. Meyers:

We regret that your client(s) are dissatisfied with their 2007 Chevrolet Cobalt and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

After careful review of this case, Chevrolet Division of General Motors would like to make the following voluntary settlement offer for all defendants. This offer is being made in an effort to reach an early resolution that will be equitable to your client(s) and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client(s) at the earliest possible opportunity.

A cash settlement of \$3,500.00 inclusive.

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client(s) would retain the vehicle.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.















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

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

Sincerely,	
General Motors Corporation	
cc: FILE	
LG0044 V01032008	
Attach.	
Odometer	
Client's Signature	Client's Signature
Date	Date

















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

VIA FAX ONLY

Second Request: July 28, 2009

July 21, 2009 Fax: 866-565-1327

Marshall Meyers, Esq. Weisberg & Meyers, LLC-Arizona Office 5025 N Central Ave Ste 602 Phoenix, AZ 85012

RE:

Service Request: 71-742486758

2007 Chevrolet Cobalt

Vehicle Identification Number: 1G1AK55F277

Legal Research Specialist: Nita DeHoyos

Dear Mr. Meyers:

This is to advise that General Motors is in receipt of the above referenced case dated July 21, 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
 Enclosed Release of Lien Information
 Copies of owner's service documents

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.













Finance agreement

Buyer's agreement



Page 2

Sincerely,

General Motors Corporation

















RELEASE OF LIEN INFORMATION

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















Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Nita DeHoyos State: AZ

Customer Name: Service Request: GM Legal File No.: N/A

71-742486758

Vehicle ID No.: In Service Date: Vehicle is: New BAC Code:

1G1AK55F277 234369 Year, Make & Model: 2007 CHEVROLET COBALT 4-DOOR LS Vehicle Purchased Used on: N/A at

SEDAN odometer N/A

Lien holder: Other⊠: Chase Bank DVM requests Purchase Price of

Was TAC contacted for this vehicle (Y/N)?: No involvement?: Vehicle: Yes \$13,750.00

If TAC was contacted, what did they say? N/A If TAC was NOT contacted, why? No - no need

VEHICLE REPAIR HISTORY

Steering

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
04/21/09	194732	2	16830	C/S Power steering wheel locks up while driving and display reads power steering / Found light on. Performed diagnosis, found code C0475, found TSB 07-02-32-007, connector ends and pins are good. Found internal steering column failure - Replaced steering column assembly, tests good. Repair complete.
05/20/09	195268	1	17426	ROADSIDE SERVICE (TOWING) (Roadside RO# 291790 - 05/20/2009): C/S Has no power steering / Found steering column operating intermittent - Replaced steering column and set toe-in. Printer inop at this time. Road tested, ok
05/21/09	195316	2	17492	ROADSIDE SERVICE (TOWING) (Roadside RO# 291652 - 05/21/2009): C/S Has loss of power steering / Check for DTC's, none stored. Road test several times during the day, total of 38 miles – No problem found at this time . Operating as designed
06/16/09	195750	3	18474	ROADSIDE SERVICE (TOWING) (Roadside RO# 342795 - 06/16/2009): C/S Has loss of power steering / Scan system for codes, no codes in any module. Road test vehicle - Could not duplicate concern at this time . Road tested vehicle 72 miles, operating as design intent. Customer declined to pick-up vehicle on 6/19/09, closed repair order 6/25/09

☐ Body/Trim

Date:	RO #:	Days Out:	Mileage:	<u>Description of Complaint and Repair Performed:</u>
12/17/08	192320	2	12124	C/S Shifter knob falling out / Came apart – Replaced shifter knob

12/26/08	192456	*	12408	C/S Top of windshield moulding appears to be warped / Found windshield moulding defective – Ordered SOP windshield moulding
				C/S Driver's side front door inner handle chrome is coming apart / Found handle defective — Ordered new handle
01/05/09	192617	2	12822	Reference RO# 192456: C/S Moulding around windshield warped / Diagnosed and found seal attached to windshield warped — Replaced windshield seal
				Reference RO# 192456: C/S Driver's front inside door handle pealing / Replaced peeling inside door handle
☐ <u>Electr</u>	<u>rical</u>			
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
03/23/09	178149	N/A	15000	ROADSIDE SERVICE (BATTERY / JUMP START)
		,		
03/24/09	194195	1	15424	ROADSIDE SERVICE (TOWING) (Roadside RO# 183149 – 3/24/2009): C/S Key would not turn in ignition / Found key binding in ignition. Performed diagnosis and found ignition cylinder internally binding – Replaced ignition lock cylinder. Tests good. Repair complete
☐ <u>Paint</u>				
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
	400456	4	12400	C/C Duite and a side was a decreased as point is possible. To specify and advise / No
12/26/08	192456	1	12408	C/S Driver's side rear door edge paint is peeling. Inspect and advise / No work done at this time
01/05/09	192456	*	12822	
	192617	*		work done at this time C/S Paint chips and white marks on driver's front and driver's rear door /
01/05/09	192617	*		work done at this time C/S Paint chips and white marks on driver's front and driver's rear door / Cleaned area
01/05/09 Other Date:	192617	* Days Out:	12822 Mileage:	work done at this time C/S Paint chips and white marks on driver's front and driver's rear door / Cleaned area Description of Complaint and Repair Performed:
01/05/09	192617	*	12822	work done at this time C/S Paint chips and white marks on driver's front and driver's rear door / Cleaned area Description of Complaint and Repair Performed: Performed every 3,000 mile intervals or every 3 months:
01/05/09 Other Date:	192617	*	12822 Mileage:	work done at this time C/S Paint chips and white marks on driver's front and driver's rear door / Cleaned area Description of Complaint and Repair Performed: Performed every 3,000 mile intervals or every 3 months: Lubricate chassis components (if applicable)
01/05/09 Other Date:	192617	*	12822 Mileage:	work done at this time C/S Paint chips and white marks on driver's front and driver's rear door / Cleaned area Description of Complaint and Repair Performed: Performed every 3,000 mile intervals or every 3 months: Lubricate chassis components (if applicable) Top off all engine compartment fluids
01/05/09 Other Date:	192617	*	12822 Mileage:	work done at this time C/S Paint chips and white marks on driver's front and driver's rear door / Cleaned area Description of Complaint and Repair Performed: Performed every 3,000 mile intervals or every 3 months: Lubricate chassis components (if applicable) Top off all engine compartment fluids Reset tire monitor (if applicable)
01/05/09 Other Date:	192617	*	12822 Mileage:	work done at this time C/S Paint chips and white marks on driver's front and driver's rear door / Cleaned area Description of Complaint and Repair Performed: Performed every 3,000 mile intervals or every 3 months: Lubricate chassis components (if applicable) Top off all engine compartment fluids Reset tire monitor (if applicable) Perform multi-point inspection Reset oil life index (if applicable)
01/05/09 Other Date:	192617	*	12822 Mileage:	work done at this time C/S Paint chips and white marks on driver's front and driver's rear door / Cleaned area Description of Complaint and Repair Performed: Performed every 3,000 mile intervals or every 3 months: Lubricate chassis components (if applicable) Top off all engine compartment fluids Reset tire monitor (if applicable) Perform multi-point inspection Reset oil life index (if applicable) REPLACE:
01/05/09 Other Date:	192617	*	12822 Mileage:	work done at this time C/S Paint chips and white marks on driver's front and driver's rear door / Cleaned area Description of Complaint and Repair Performed: Performed every 3,000 mile intervals or every 3 months: Lubricate chassis components (if applicable) Top off all engine compartment fluids Reset tire monitor (if applicable) Perform multi-point inspection Reset oil life index (if applicable) REPLACE: Engine oil (up to 5 quarts)
01/05/09 Other Date:	192617	*	12822 Mileage:	work done at this time C/S Paint chips and white marks on driver's front and driver's rear door / Cleaned area Description of Complaint and Repair Performed: Performed every 3,000 mile intervals or every 3 months: Lubricate chassis components (if applicable) Top off all engine compartment fluids Reset tire monitor (if applicable) Perform multi-point inspection Reset oil life index (if applicable) REPLACE:
01/05/09 Other Date:	192617	*	12822 Mileage:	work done at this time C/S Paint chips and white marks on driver's front and driver's rear door / Cleaned area Description of Complaint and Repair Performed: Performed every 3,000 mile intervals or every 3 months: Lubricate chassis components (if applicable) Top off all engine compartment fluids Reset tire monitor (if applicable) Perform multi-point inspection Reset oil life index (if applicable) REPLACE: Engine oil (up to 5 quarts) Oil filter with genuine GM filter INSPECT: Tires for wear, measured tread depth and set tire pressure
01/05/09 Other Date:	192617	*	12822 Mileage:	work done at this time C/S Paint chips and white marks on driver's front and driver's rear door / Cleaned area Description of Complaint and Repair Performed: Performed every 3,000 mile intervals or every 3 months: Lubricate chassis components (if applicable) Top off all engine compartment fluids Reset tire monitor (if applicable) Perform multi-point inspection Reset oil life index (if applicable) REPLACE: Engine oil (up to 5 quarts) Oil filter with genuine GM filter INSPECT: Tires for wear, measured tread depth and set tire pressure Condition of air filter, belts and leaks
01/05/09 Other Date:	192617	*	12822 Mileage:	work done at this time C/S Paint chips and white marks on driver's front and driver's rear door / Cleaned area Description of Complaint and Repair Performed: Performed every 3,000 mile intervals or every 3 months: Lubricate chassis components (if applicable) Top off all engine compartment fluids Reset tire monitor (if applicable) Perform multi-point inspection Reset oil life index (if applicable) REPLACE: Engine oil (up to 5 quarts) Oil filter with genuine GM filter INSPECT: Tires for wear, measured tread depth and set tire pressure Condition of air filter, belts and leaks Undercarriage for damage and leaks
01/05/09 Other Date:	192617	*	12822 Mileage:	work done at this time C/S Paint chips and white marks on driver's front and driver's rear door / Cleaned area Description of Complaint and Repair Performed: Performed every 3,000 mile intervals or every 3 months: Lubricate chassis components (if applicable) Top off all engine compartment fluids Reset tire monitor (if applicable) Perform multi-point inspection Reset oil life index (if applicable) REPLACE: Engine oil (up to 5 quarts) Oil filter with genuine GM filter INSPECT: Tires for wear, measured tread depth and set tire pressure Condition of air filter, belts and leaks

Performed LOF Service

Accident/Insurance Information:

Has the vehicle ever been involved in an accident? No
Did you confirm your answer with the dealer/attorney? Yes
What type of damage was sustained (example front end collision)? N/A
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/A
If Yes. Did the insurance company deny the claim? N/A
Are there any Aftermarket Modifications to the Vehicle? No
Have you confirm this with the dealership? Yes
If "Yes" to aftermarket, please list: N/A

THE STATE LEMON LAW READS:

Days out of service:
Repairs
Time period:
Does Lemon Law state nonconformity must continue to exist?
If applicable, safety-related repairs
Safety-related time period

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

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager



paul.zbojniewicz@gm.com 07/21/2009 04:33 PM To Juanita_DeHoyos@gmexpert.com

œ

bcc

Subject Re: SR# 71-742486758,

A) I have information on this case that may assist in your review (please provide in your response).Please note: you will be notified of the final resolution once a settlement has been reached.

I was in this store when the customers vehicle was in for inspection. The vehicle was operational and the customer could not duplicate the concern.

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

7/21/2009 03:25:35 PM -- BRC LEGAL / Acknowledgement - Dealer: Called Svc Mgr, Keith Pollard

Dealership: HENRY BROWN CHEVROLET PO BOX 11306 CASA GRANDE, AZ 85230-1306 (520) 836-2147

Advd: Received demand from attorney retained by mutual customer. Calling to check if client has had additional repairs since 06/16/09 - RO# 195750 and all other ROs in-house from ADR file.

Svc Mgr states customer's concern is Intermittently looses power steering assist - could not duplicate last RO and RO from time before that. No Codes found in history.

Client 71-742486758 2007 Chevrolet Cobalt 1G1AK55F277

Was TAC contacted for this vehicle? No - no need (confirmed)
Do you know if this vehicle was ever involved in an accident? No (confirmed)
Are there any aftermarket modifications? No (confirmed)

Thanked Svc Mgr for assistance. Should customer come back for additional repairs asked Svc Mgr to please advise. Provided agent's name and phone number and ended call

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: ADR SR# 71-719395962 / BBB CHV0938020 – opened 4/23/2009 08:07:53 PM Customer filed seeking repurchase due to trim issues and 2 steering issues.

Cust withdrew claim to pursue things through a legal avenue.

Date & Offer/Result: 6/2/2009 05:59:30 PM File closed

Concern: ADR SR# 71-737828311 / BBB CHV0940586 – opened 7/2/2009 12:30:54 PM

Customer once again withdrew claim to pursue a legal avenue.

Date & Offer/Result: 7/20/2009 03:50:25 PM File closed

Concern: BRC AG-Legal Corr SR# 71-736105906 - opened 6/25/2009 02:15:42 PM

Inbound Call Field Rep/Whlsl -- 6/29/2009 08:32:02 AM

Paul Zbojniewicz giving you a call back on species, SR# 71-736105906 07 Cobalt. It's funny that you mention this guy, I spoke w/ the svc mgr on this yesterday. I don't think there will be a whole lot that we're going to offer him. The last time he had it towed in at his request the tow truck driver from roadside that towed it in told the svc mgr that the vehicle worked fine when he put in on and when he dropped it off at the dlr. The svc mgr checked it out, kept it for a day and there was no problem found. If the customer has it towed it in but knows it's alright I believe he's trying to build a case for a buy back. #1 if the column was to out like that there would be a code it looks like we're being put together on this but I see no reason to help the guy out at all if you need to call me on anything else give me a call @ 6022284352

Outbound Call Customer -- 7/1/2009 03:57:07 PM

crs adv: at this point we have not been able to get any kind of duplication on the veh and we will not be providing you w/ a buyback

cust sts: let me tell you something I will be filing a lawsuit against you the GM and the dlr you think you can play games w/ my life. I will file a lawsuit b/c I feel that you are trying to kill me by not buying the veh back

cust expressed dissatisfaction w/ GM the dlr and the veh

cust disconnected the call

Date & Offer/Result: 7/13/2009 04:11:54 PM File Closed

RATIONALE

REASON FOR REMOVAL

CRS FINAL OFFER:	DATE:	ATTORNEY FEES: \$	
DI AINTIFFIC FINAL	DATE	OR INCLUSIVE OFFER: \$	
PLAINTIFF'S FINAL DEMAND:	DATE:	AMOUNT TO CUST: \$ ATTORNEY FEES: \$	
		OR INCLUSIVE OFFER: \$	
TEAM MANAGER APPROVING:		Date:	

COMPONENT	DESCRIPTION	
Axle	Includes all components related to the axle, differential, driveline, & rear end.	
Body/ Trim	All body panels & associated mechanical hardware, including sunroof and T-tops (no Paint issues). All interior or exterior mirrors, moldings, cup holders, weather strips, cloth & leather fabric, seats & associated hardware components.	
Brakes	All mechanical, electrical, or fluid related components of the Brake system.	
Chassis	All frame, bumper and hitch components.	
*Electrical	Specific electrical components of a vehicle. All indicators that provide the driver with operating characteristics of a vehicle. All Electrical lights that illuminate. All radio, CD/DVD, navigation, video, speakers, reception/antenna related components. All battery, spark plug/wire, glow plug, starting or charging system components.	
Engine/Fuel & Exhaust	Internal and external mechanical components. Cooling system components including radiator, gaskets, thermostat, and water pump. All computers and sensors that affect or monitor engine operation. All air and fuel related components including tank, injectors, and lines. All exhaust related components, pipes, mufflers and cat converters.	
Glass	All glass and window components.	
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.

RELEASE OF CLAIM

(hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of \$4,000.00 inclusive paid by General Motors Company, hereby release(s) and discharge(s) General Motors Corporation, Motors Liquidation Company, General Motors Company, their subsidiaries, their authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by them, and their respective agents and employees (hereinafter referred to as "Releasees") 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 IG1AK55F277 ("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 Company 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 Releasees, Releasor(s) immediately will dismiss the proceeding with prejudice.

The subject vehicle's mileage is 10, 400 on the date of the signing of this release.

Releasor(s) has/have carefully read and understand(s) this release. Releasor(s) agree(s) and acknowledge(s) that this Release constitutes the entire agreement between Releasor(s) and Releases, 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: 04.04.2009	
Claimant?. Cimmton	Claimant's Signature
	15, Casa Grando AZ
Address	Address
City, State, Zip Code	85127 A City, State, Zip Code
STATE OF ANIMA	

Sworn to (or affirmed) and subscr	ibed before me this day of, 20
Signature	of Notary Public
Print, type or s	OFFICIAL SEAL TYRONE SMITH MOTARY PUBLIC - State of Arizona stamp Commiss Name of High Structure (15, 2011)
Personally Kno	own OR Produced identification
Type of iden	uification Arizma Orivers Liamir
My commiss	sion expires:

CC: File

LG0024 V6302006

RELEASE OF CLAIM

and my/our assigns, heirs and executors, in consideration mile (whichever comes first) Steering Component Lesshown on this release and covers gear housing and all pump; steering shaft couplings; seals and gaskets; steeylinder; and steering wheel, paid by General Motors General Motors Corporation, Motors Liquidation Cosubsidiaries, their authorized independent dealers, and components that are distributed by them, and their respectively.	etter, and begins with the current date and odometer II internal parts; rack and pinion; power steering eering column; ignition switch; ignition lock is Company, hereby release(s) and discharge(s) impany, General Motors Company, their may designers and suppliers of vehicles, parts and espective agents and employees (hereinafter referred fraction, demands, damages, and claims for attorney's may are related to, or are in any way associated with the or use of Releasor(s) 2007 Chevrolet Cobalt bearing ("Subject Vehicle"), including but not limited to be to vehicle. This Release of Claim shall not be or entities from any liability regarding claims of the use or operation of the Subject Vehicle after the me above, General Motors Company agrees to honor mited warranty and any applicable GM Protection icle. If Releasor(s) has/have initiated any court,
The subject vehicle's mileage isor	n the date of the signing of this release.
Releasor(s) has/have carefully read and understand(s acknowledge(s) that this Release constitutes the entire and Releasor(s) is/are not relying on any representation this release.	
PLEASE READ CAREFULLY BEFORI YOU ARE SIGNIFYING THAT YOU HAVE RE ITS TERMS.	E SIGNING. BY SIGNING THIS RELEASE, EAD IT, UNDERSTAND IT, AND AGREE TO
I/We agree to the terms of this Release of A	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 affirm by	ned) and subscribed before	me this	day of	, 20,
,	Signature of Notary P	ublic		
	Print, type or stamp Comm	nissioned Name	of Notary Public	
	Personally Known	OR Produc	ed identification	
	Type of identification			
	My commission expires:			

CC: File

LG0024 V6302006

Juanita DeHoyos/Austin/GM1 07/21/2009 02:59 PM

To paul.zbojniewicz@gm.com

CC

bcc

Subject SR# 71-742486758,

Dear Mr. Zbojniewicz,

This email is to follow up on my voicemail regarding Service Request 71-742486758 for customer Shaheen. The customer's vehicle is a 2007 Chevrolet Cobalt with approximately 17,492 miles. The VIN is 1G1AK55F277 The Customer has been working with HENRY BROWN CHEVROLET in CASA GRANDE, AZ. Due to time constraints, your response to this e-mail is required within 48 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 settlement options 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 response). Please note: you will be notified of the final resolution once a settlement has been reached.
- B) I am not aware of this vehicle or customer's concerns. Please note: you will be notified of the final resolution once a settlement has been reached.

Your feedback will be documented and your e-mail attached to our case, it is an important step in our accurate and timely case resolution.

Thank you

Nita DeHoyos Legal Research Specialist/ BRC Legal Minacs, An Aditya Birla Group Company 7401 E. Ben White Blvd, Bldg 3 Austin, TX 78741

Phone: 1-866-790-5600 Ext. 11285

Fax: 1-866-255-3730

Email: Juanita_DeHoyos@gmexpert.com

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SR No.	71-737828311	Ref No. CI	-IV0940586		Goodwill	No Goodwill	l Offered	BRC Type	ADR
ccount	21.161.266.316	Site			GW SubType	269 2 4 3 2 2 2 3 4 4 4	7,717,77	Bus. Unit	
ast Name		First Name			Approval	Not Initiated		Area	ADR
Daytime #		Evening #			UCC	Body - Door	Handles / Locks /	Sub-Area	BBB Case
Address			asa Grande		Involved Dir		n Chevrolet, Llc	Safety	Yes
State	AZ ZipCd	Con Acct			Source	Email		Updated	7/20/2009 03:50:32 PM
Serial #/VIN	1G1AK55F277	Model Year	2007		Priority	Medium	License #	Owner	RAMONEDA
Make	Chevrolet	Warr. Start	10/27/2007		Status	Closed		Opened	7/2/2009 12:30:54 PM
Model	Cobalt	Mileage	17492		Sub-Status	Dissatisfied		Closed	7/20/2009 03:50:25 PM
Abstract	BBB Case - AZ - Steering	issues							
Customer Description	This is no longer a BRC Al	DR case. Handle in CAC. Do	o not assume case.						
Pre-PAF	2								
PAR Notifier	Incident Date/Time	Injuries # Other Veh	# People in Veh Roa	ad Surface	Roa	ad Cond. Fire	e Report#	Pol	ice Report#
	042971 T	D. C.		DO		1.400			
Driver Last Na	ame	Driver First Name	Height	DO	5 DIS	abilities			
Insurance Age	ent Last Name	Insurance Agent First	Name Phone	#	Insurar	nce Agency	-		
Incident				Incident					
_oc				Desc					
Component				B					
V. LtL.				Damage Desc					
Vehicle Loc				Add'l Info					
Emgcy Svc				Additini					
Names				Maint Lo	-				
PAR De	hail			Widilit LO					
Control of the	22.4								
Collision	Non Collision	Property Damage	Thermal Evt		Spec Equip				
Vehicle Speed		Weather Condition			Prop Owner			Property Type	
Last Service		Loc Last			Property			Prop Est	
Date		Service			Location			Repair Cos	st
/eh Est Repair Cost		Spec Equip Installer			Prop Damage Description	•			
rimary		Inspection			Inspected By			Inspection Date/Time	
Veh Use		Туре							

Report Generated for dehoyoju

on 7/21/2009

Activities

Discatisfied	Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
Contact Last Name Contact First Name Account BAC Code Dissatisfied.	7/20/2009 03:50:24 PM	RAMONEDA	RAMONEDA	SR Closed - Dissatisfied		Done	7/20/2009 03:50:25 PM	Service Request has been Closed
Contact Flash Value 7/ccount E/10 Code	Contact Last Name		Contact First	Name	Account		BAC Code	Dissatisfied.

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/20/2009 03:42:20 PM	RAMONEDA	RAMONEDA	Outbound Call Field Rep/Whlsl	Other	Done	7/20/2009 03:43:27 PM	DVM Paul Zbojniewicz 80509 58797
Contact Last Name		Contact First	Name	Account		BAC Code	
Comments							

Daniel Ramones/ATX/BRC ADR/Ext. 41062

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/20/2009 03:42:06 PM	RAMONEDA	RAMONEDA	BRC ADR	Settlement- Denied	Done	7/20/2009 03:42:16 PM	Denial
Contact Last Name		Contact First	Name	Account		BAC Code	

Comments

Customer once again withdrew claim to persue a legal avenue.

Daniel Ramones/ATX/BRC ADR/Ext. 41062

Confidential Comments

Report Generated for dehoyoju on 7/21/2009 Page 2 of 12

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/20/2009 03:41:04 PM	RAMONEDA	RAMONEDA	BRC ADR	Closed-Withdrawn/Not Pursuing	Done	7/20/2009 03:42:19 PM	Executive Summary
Contact Last Name		Contact Firs	Name	Account		BAC Code	

Comments

Cust filed again seeking repurchase.

Customer once again withdrew claim to persue a legal avenue.

Daniel Ramones/ATX/BRC ADR/Ext. 41062

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description	Married World
7/20/2009 03:18:40 PM	SADMIN	RAMONEDA	BRC ADR	Auto BBB Case Info Update	Done	7/20/2009 03:40:09 PM	CHV0940586 15:18:12:649	07/20/2009
Contact Last Name		Contact First	Name	Account		BAC Code		

Comments

CHV0940586<SD:><VIN:><CONDT:><CT:><FN:><MI:><LN:><ADDR:><CITY:><ST:><ZIP:><PH1:><PH2:><FX:><EM:><ATTY:><EVINFO:>Ineligible: Cust Chose Not To Pursue Case Further<ATTYPH#:><LIEN:><LIENADDR:><LIENCITY:><LIENST:><LIENZIP:><LIENPH#:><CLOS:><RES:>

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/20/2009 01:42:43 PM	RAMONEDA	RAMONEDA	Outbound Email	BBB	Done	7/20/2009 01:43:09 PM	Email To William Clopton
Contact Last Name Contact First Name		Name	Account		BAC Code		

Comments

William,

Since the customer has elected not to go forward with the case and gotten an Attorney, will the case be closed?

Daniel Ramones/ATX/BRC ADR/Ext. 41062

Confidential Comments

Report Generated for dehoyoju on 7/21/2009 Page 3 of 12

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/20/2009 01:41:25 PM	RAMONEDA	RAMONEDA	Inbound Email	BBB	Done	7/20/2009 01:41:56 PM	William Clopton CC'ed CRS on email
Contact Last Name		Contact First	Name	Account		BAC Code	

Comments

Hi Perla,

has obtained an attorney and he decided not to pursue this case any further. Please cancel the arbitration hearing.

William G. Clopton | Dispute Resolution Specialist

Daniel Ramones/ATX/BRC ADR/Ext. 41062

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/17/2009 06:45:58 PM	RAMONEDA	RAMONEDA	Scheduled Outbound Call Cust	Cancelled	Done	7/20/2009 03:49:37 PM	
Contact Last Name		Contact First	Name	Account		BAC Code	

^{**}Cancelled. Cust withdrew claim**

CRS to call customer to seek update in regards to customers retaining an attorney.

Monday 7/20/2009 3-5 PM EST 520-705-0832

Comments

Daniel Ramones/ATX/BRC ADR/Ext. 41062

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description	January & Committee
7/17/2009 05:18:20 PM	SADMIN	RAMONEDA	BRC ADR	Auto BBB Case Info Update	Done	7/17/2009 05:19:20 PM	CHV0940586 17:18:10:065	07/17/2009
Contact Last Name		Contact First	Name	Account		BAC Code		

Comments

CHV0940586<SD:><VIN:><CONDT:><CT:><FN:><MI:><LN:><ADDR:><CITY:><ST:><ZIP:><PH1:><PH2:><FX:><EM:><ATTY:><EVINFO:>Arbitration Scheduled for 2:00PM on 08/05/09<ATTYPH#:><LIEN:><LIENADDR:><LIENCITY:><LIENST:><LIENZIP:><LIENPH#:><CLOS:><RES:>

Confidential Comments

Report Generated for dehoyoju on 7/21/2009 Page 4 of 12

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/17/2009 11:21:43 AM	RAMONEDA	RAMONEDA	Outbound Email	BBB	Done	7/17/2009 11:22:57 AM	Email to William
Contact Last Name		Contact First	Name	Account		BAC Code	

Comments

William,

This customer has advised me that he is working with an attorney, but they haven't decided if he is going to represent him in this matter. Have you heard anything from this customer about them retaining an attorney?

Daniel Ramones/ATX/BRC ADR/Ext. 41062

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/16/2009 03:15:20 PM	RAMONEDA	RAMONEDA	Inbound Call Third Party	Complex Request	Done	7/16/2009 03:34:29 PM	TX attorney General
Contact Last Name		Contact First	Name	Account		BAC Code	

Comments

CRS received call from Marisol Bernal in the TX State AG's office.

TP sts: I am trying to determine if there is any basis for us entering a complaint. The customer is stating there is a Texas connection. I dont see where that is. Can you help?

TP sks: Confirmation

CRS adv: Our contact center is located in Austin. There is no connection to the vehicle in the state of Texas. The customer is working with the BBB in the state of AZ seeking for a repurchase. Please tell the customer to call myself or William Clopton at the BBB.

TP sts: Alright. I will not be generating a complaint number or anything because this is not a Texas matter.

Daniel Ramones/ATX/BRC ADR/Ext. 41062

Confidential Comments

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/14/2009 06:23:52 PM	RAMONEDA	RAMONEDA	Scheduled Follow-up		Done	7/17/2009 11:10:10 AM	Email to BBB
Contact Last Name		Contact First	Name	Account		BAC Code	

Comments

CRS to seek update from BBB in regards to whether or not customer is going to be working through an attorney.

Friday 7/17/2009 12-2 PM EST

Daniel Ramones/ATX/BRC ADR/Ext. 41062

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/14/2009 05:59:18 PM	RAMONEDA	RAMONEDA	Outbound Call Customer	Made Contact	Done	7/14/2009 06:04:08 PM	Follow up
Contact Last Name		Contact First	Name	Account		BAC Code	

Comments

CRS sts: calling about the arbitration that the BBB had requested. Previously you had advised that you didnt want to go that route and that you were consulting an attorney.

CRS sks: Update

Cust adv: The attorney should be letting me know Friday, I will be letting Mr Clopton know what I am going to be doing. I will let you know Monday or Friday,

Daniel Ramones/ATX/BRC ADR/Ext. 41062

Confidential Comments

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/14/2009 04:21:49 PM	CRISPPL	CRISPPL	Outbound Email	BBB	Done	7/14/2009 04:25:56 PM	BBBRequest for arbitration response
Contact Last Name		Contact First	t Name	Account		BAC Code	

Comments

8/5 at 1:00 PM Pacific.. Your arbitration specialist will be: Michael Highlands 866-790-5700x 21499 Michael_highlands@gmexpert.com

Please advise the hearing site representative to call Michael when the hearing begins.

Thank You,

Penny Crisp Arbitration Specialist –Business Resource Center Alternative Dispute Resolution Aditya Birla Minacs (866) 790-5600 x31368 | penny_crisp@gmexpert.com

Confidential Comments

Report Generated for dehoyoju on 7/21/2009 Page 7 of 12

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/14/2009 04:19:39 PM	CRISPPL	CRISPPL	Inbound Email	BBB	Done	7/14/2009 04:21:44 PM	BBB Request for arbitration date/time
Contact Last Name		Contact Firs	Name	Account		BAC Code	

Comments

Penny,

is requesting arbitration August 3rd or 5th, in Phoenix, AZ. (m.s.t.). the following items are listed on the ata:

- * Unable to turn steering wheel/power steering light came on
- * Gear shift knob came off
- * Molding around windshield came apart
- * Car wouldn't start

William G. Clopton | Dispute Resolution Specialist

Tel: 800-955-5100 x502 Fax: 703-276-0634

Email: wclopton@cbbb.bbb.org

www.bbb.org

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Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/10/2009 06:35:45 PM	RAMONEDA	RAMONEDA	Scheduled Outbound Call Cust		Done	7/14/2009 05:58:46 PM	
ontact Last Name		Contact Firs	t Name	Account		BAC Code	

Comments

CRS to call customer to discuss case

Tuesday //14/2009 5-7 PM EST 520-705-0832

Daniel Ramones/ATX/BRC ADR/Ext. 41062

Confidential Comments

Report Generated for dehoyoju on 7/21/2009 Page 8 of 12

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/6/2009 06:47:15 PM	RAMONEDA	RAMONEDA	Scheduled Outbound Call Cust	Rescheduled - Rep	Done	7/10/2009 05:59:27 PM	
Contact Last Name		Contact First	l Name	Account		BAC Code	

Comments

CRS to call customer to discuss case

Friday //10/2009 4-6 PM EST 520-705-0832

Daniel Ramones/ATX/BRC ADR/Ext. 41062

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/2/2009 03:58:49 PM	SADMIN	RAMONEDA	Inbound White Mail		Done	7/3/2009 08:49:32 AM	BRC ADR Scanned: 2009-07-02-
Contact Last Name	7 - 7 -	Contact Firs	t Name	Account		BAC Code	13.14.00.000000, MSXDocNum: RAM4A4CB2D
Comments							

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/2/2009 01:53:55 PM	RAMONEDA	RAMONEDA	Scheduled Follow-up		Done	7/6/2009 02:46:01 PM	Case Assessment
Contact Last Name		Contact First	Name	Account		BAC Code	
Softast East Name		Contact ins	rumo	riccount		Erio codo	
Comments	- 15						
CRS to complete case a	ssessment for B	BB					

Monday 7/6/2009 2-4 PM EST

Daniel Ramones/ATX/BRC ADR/Ext. 41062

Confidential Comments

Report Generated for dehoyoju on 7/21/2009 Page 9 of 12

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/2/2009 01:18:53 PM	RAMONEDA	RAMONEDA	BRC ADR	CRM Initial Contact	Done	7/2/2009 01:22:16 PM	DVM Paul Zbojniewicz 80509 58797
Contact Last Name	100000000000000000000000000000000000000	Contact First	t Name	Account		BAC Code	

Comments

CRS left message advising that customer has refiled with the BBB.

Daniel Ramones/ATX/BRC ADR/Ext. 41062

Confidential Comments

Created	Created By Assigned To Activity Type	Activity Sub-Type	Status	Completed	Description
7/2/2009 01:08:59 PM	RAMONEDA RAMONEDA BRC ADR	CRM Initial Contact	Done	7/2/2009 01:18:51 PM	Svc Mgr Keith Pollard
Contact Last Name	Contact First Name	Account		BAC Code	
Comments					
CRS adv	has filed with the BBB again. Has he been back?				

Dir sts: He was in here yesterday with his wife and he wanted me to write a statement saying that I would cover his bills and such if there was anything that happened. I told him I couldn't and he said he would call the police. I called a city police officer and he told him that he should get an attorney if he wasn't satisfied.

CRS adv: So he was in on the 16th of June and before that the last time was May 21st?

DIr sts: Yes, we had his car from the 16th of June till yesterday. He refused to pick it up even though it was ready 19th

CRS adv: Can you send me the RO so I can add it to the case assessment.

DIr agreed

Daniel Ramones/ATX/BRC ADR/Ext. 41062

Confidential Comments

Report Generated for dehoyoju on 7/21/2009 Page 10 of 12

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/2/2009 01:03:08 PM	RAMONEDA	RAMONEDA	BRC ADR	CRM Initial Contact	Done	7/2/2009 01:07:29 PM	Customer contact
Contact Last Name		Contact Firs	t Name	Account		BAC Code	

Comments

CRS adv: Calling about your BBB claim. Our position on the case has not changed and we are still not offering a repurchase. At this point, we would be willing to proceed with arbitration.

Cust sts: I dont want to go to arbitration. I dont have the money for a lawyer. I think this needs to be replaced because this is not safe. The police told me that I would be in jail for neglagence if someone got hurt with this car

CRS adv:if the vehicle is having problems, we would need a diag before we can do repairs. I will call the dealer and if our postion changes, we will notify you. But if not, there is not an offer for repurchase on the table. At you request I will call the dealer to discuss this further.

Daniel Ramones/ATX/BRC ADR/Ext. 41062

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/2/2009 12:34:26 PM	RAMONEDA	RAMONEDA	BRC ADR	Acknowledgement	Done	7/2/2009 01:03:06 PM	Contacted customer
Contact Last Name	-	Contact First	Name	Account		BAC Code	
				7-2			
Comments							
CRS contacted custome	er at	Spoke to cus	stomer				

Daniel Ramones/ATX/BRC ADR/Ext. 41062

Confidential Comments

Created 7/2/2009 12:33:52 PM	The second secon	RAMONEDA	Activity Type BRC ADR	Activity Sub-Type VIN Scan Completed	Status Done	7/2/2009 01:02:21 PM	VIN Scan performed
Contact Last Name		Contact First	Name	Account	- 200	BAC Code	The second second

Comments

CRS found 2 previous SR.

One previous BBB case that the customer withdrew thier claim

One previous Atty General case that the customer withdrew their claim.

Daniel Ramones/ATX/BRC ADR/Ext. 41062

Confidential Comments

Report Generated for dehoyoju on 7/21/2009 Page 11 of 12

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/2/2009 12:33:28 PM	RAMONEDA	RAMONEDA	BRC ADR	BBB Case Info Update	Done	7/2/2009 12:33:50 PM	BBB Start Date was set to 07/02/2009
Contact Last Name		Contact First	Name	Account		BAC Code	in SR# 71-737828311

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/2/2009 12:30:54 PM	RAMONEDA	RAMONEDA	Ownership Changed	Ownership Escalated to BRC	Done	7/2/2009 12:30:54 PM	Ownership Escalated to BRC
Contact Last Name		Contact First	Name	Account		BAC Code	
							2
Comments							

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/2/2009 12:18:13 PM	SADMIN	RAMONEDA	BRC ADR	New Case	Done	7/2/2009 01:02:26 PM	CHV0940586 <sd:>07/02/2009</sd:>
Contact Last Name		Contact First	Name	Account		BAC Code	07/02/2009 12:18:08:658
Comments							

Comments

Confidential Comments

UCC Information

UCC Code	Symptom	Description	
C10	No Symptom Indicated	Body - Door Handles / Locks / Hinges	
C51	Loose	Glass - Windshield	
M30	Inoperative	Steering - Power Steering Pump / Brackets	
M41	Excessive Effort	Steering - Column / Ignition Lock / Parts	

Report Generated for dehoyoju on 7/21/2009 Page 12 of 12

Weisberg & Meyers, LLC 5025 North Central Avenue #602 Phoenix, AZ 85012



Hallahahallahlahdahallallahallalla

07-20-09A10:08 RCVD

General Motors Corporation
Chevrolet Division
Attn: Legal Department
P.O. Box 33170
Detroit, MI 48232



WEISBERG & MEYERS, LLC

ATTORNEYS FOR CONSUMERS

5025 North Central Ave, #602
Phoenix, Arizona 85012
602-445-9819
866-775-3666 (Toll Free)
866-565-1327 Facsimile
Arizona Office
www.AttorneysForConsumers.com

EXTENSION: 111

XTENSION: 111

E-mail: MMeyers@AttorneysForConsumers.com

WRITER LICENSED IN:

ARIZONA:

U. S. DISTRICT COURT,

FLORIDA NORTHERN DISTRICT

July 15, 2009

General Motors Corporation Chevrolet Division Attn: Legal Department P.O. Box 33170 Detroit, MI 48232

Re:

v. General Motors Corporation

Our Client:

Your Client:

General Motors Corporation

Vehicle:

2007 Chevrolet Cobalt

VIN:

1G1AK55F277

Our File Number:

A090025Z

Dear Sir/Madam:

Please be advised that this office represents the above-named individual regarding claims against your company pursuant to the Federal Magnuson-Moss Warranty Act, the State Lemon Law and/or the Uniform Commercial Code with regard to the above-listed vehicle.

Having been formally notified of our representation, we respectfully demand you not contact our client for any reason. Instead, please direct all future contact and correspondence to this office. We reserve the right to seek injunctive relief against you should you fail to honor these directives.

Enclosed please find the sales and repair records in our client's possession. As these records show, our client paid an extraordinary sum of money for a vehicle riddled with numerous non-conformities that cause a substantial impairment of the use, value and/or safety of the vehicle. The primary non-conformities include but are not limited to:

- Defective power steering system;
- 2. Defective exterior trim;
- Defective ignition switch;

- 4. Defective interior trim; and
- 5. Any additional complaints actually made, whether contained on your company's invoices or otherwise.

These non-conformities constitute violations of both Federal and State law, as do the inordinate amount of unsuccessful repair attempts to cure the same. Specifically, when you chose to bind our client to a written warranty limiting all remedies to repair or replacement of defective parts, you undertook the legal obligation to perform effective repairs within a reasonable opportunity. The inordinate amount of incompetent repairs within the applicable warranty period shows you failed to satisfy this obligation. Under basic principles of good faith, this means your limited remedy failed of its essential purpose. This failure caused harm for which our client intends to seek redress.

To avoid any litigation, we respectfully demand you take this vehicle back, return all funds paid towards the vehicle, cancel all applicable contracts, and provide compensation for the damages sustained to date, including our client's attorneys' fees pursuant to the fee-shifting provisions of the Magnuson-Moss Warranty Act and/or Lemon Law. In exchange for meeting this demand, our client will waive all loss of use and aggravation and inconvenience damages sustained to date.

This letter also constitutes notice under U.C.C. § 2-711(3) of our client's security interest in the vehicle for return of the total amount above, plus expenses in handling and inspecting the vehicle. Until you pay this amount, our client has the right to hold the vehicle and use it to the extent necessary to preserve it, to protect its security interest, and to minimize your damages. In addition, although our client needs return of the monies listed above before substitute goods can be acquired, our client reserves the right to mitigate all parties damages by cover and reserves the right to claim such damages here. In addition, any attempt by you or your agents to repossess the car will be wrongful and will subject you to liability for conversion and for wrongful repossession under U.C.C. §§ 9-503 and 9-507 as well as other applicable Consumer Fraud remedies. If the seller (or, if applicable the assignee, or any creditor subject to the FTC Holder Rule) has filed a financing statement covering the goods, I demand, pursuant to U.C.C § 9-404, that you file a termination statement within ten days to terminate your security interest and forward a copy to this office. Since our client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten days and cooperate in removing the lien, you will be liable under U.C.C. § 9-404(1) for any loss caused our client by your failure. Please also consider this letter prior direct written notification of the defects within our client's vehicle and of our client's intent to pursue a claim pursuant to A.R.S. §44-1261 et. seq. If you have "final opportunity rights" under A.R.S. §44-1264 (C), and wish to exercise said rights, you are hereby directed to contact this office within fourteen (14) days.

In conclusion, I urge you to realize a quick-resolution of this matter will save all parties a great deal of time, money and effort. To this end, although I believe the above demands are reasonable, our client remains open-minded to a diminution in value settlement, or any other suggestions for an

equitable resolution you may have. I thus encourage you to contact this office at your earliest convenience with an offer for resolution. Should you fail to do so in a timely manner, I will assume you do not seek amicable resolution and will file a claim in a court of law seeking all actual and exemplary damages available.

MM/js

Enc.

cc:

Best regards.

Marshall Meyers Attorney at Law



PAGE 1 OF 1

1990 N. Pinal Ave. (520) 836-2147 • (602) 252-3891 • (800) 825-9450 CHEVROLET



INVOICE NO.

TILK NO c7190

DELIVERY MILES

PRODUCTION DATE

CVC5192320

MO: 12124

49965	JON	39536	1774	12/18/08
13300	LABORINATE	LICENSE NO. MACENCIA		LASER BLUE
	YEAR / NAKE / MODEL	-/	ABI	10/27/07
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ABOR				
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REPLACED SHIFTER	KNOB			500
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DB# 1 TOTALS				2 tell us n
	JOS# 1 JOURNAL PREFIX	CVCS JOR# 1 TOTAL	0.00	(Mittis ii

STIMATE	TOTAL	***************		777
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		· · · · · · · · · · · · · · · · · · ·		for HAZARDOUS
THANK YOU FOR LETTING HENR	BRIMN AUTONOTIVE SERVICE ACTION IS OUR #1 GOALD IF PLETELY SATISFIED WITH YOUR A MEMBER OF OUR MANAGEMENT AUTOMOTIVE 13306 AZ 85230	TOTAL LABOR	0.00	and supplies us:
UR VEHICLE. CUSTOMER SATISF	CTION IS OUR #1 GOAL IF	TOTAL PARTS	0.00	washers, tape, pir
IR ANY REASON YOU ARED MUT CO.	PLETELY SACISFIED WITH YOUR	TOTAL G.O.G	0.00	solvent, rags, carb
AH, THANK YOU.		TOTAL HISC CHG.	0.00	soder, partery c
HENRY BROWN	WTOMOTIVE 3	TOTAL MISC DISC	0.00	I MITTER
CASA GRANDE.	AZ 85230			AS IS - THE ONLY W
		TOTAL INVOICE \$	0.00	AS IS - THE ONLY WATHIS PART(S) ARE
CASH MASTERCARD	AMEX WARRE			SELLING DEALER
CHECK CHECK!	INTERNAL CHARGE			DISCLAIMS ALL WA
VISA BODYASHOP	CASHTER	(31) 15 3		PRESS OR IMPLIED. WARRANTIES OF MI
V13A DOQUESTA	The state of the s	No. 2 Carl Age To		NESS FOR A PART
				NEITHER ASSUMES
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CUSTOMER SIGNATURE		* ***********	*******	OF THIS PART (S) A
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		•		THE SELLING DEALE DAMAGES, DAMAGE
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				LOSS OF PROFITS.
	1-719-395-962			OTHER INCIDENTAL
_	. 119-395-40			1 hereby authorize there to be done slong with
12 2	1-117			hereby grand you and/or operate the car or truck
100	-			highways or elsewithing?
<i>v</i> •				inspection. An express scknowledged on above



UPPLIES - A token charge is included T HAZARDOUS WASTE DISPOSAL nd supplies used on your vehicle. policable supply items are: Nuts, bolts, ashers, tape, pine, aerospray, shellac. olvent, regs, carburetor cleaner, towels. older, battery cleaner, wire, window ealer, etc.

LIMITED WARRANTY

S IS - THE ONLY WARRANTIES APPLYING TO HIS PART(S) ARE THOSE WHICH MAY BE FFERED BY THE MANUFACTURER. THE ELLING DEALER HEREBY EXPRESSLY ISCLAIMS ALL WARRANTIES, EITHER EX-RESS OR IMPLIED, INCLUDING ANY IMPLIED MARRANTIES OF MERCHANTABILITY OR FIT-ESS FOR A PARTICULAR PURPOSE, AND LETTHER ASSUMES NOR AUTHORIZES ANY THER PERSON TO ASSUME FOR IT ANY IABILITY IN CONNECTION WITH THE SALE F THIS PART(S) AND/OR SERVICE, BUYER HALL NOT BE ENTITLED TO RECOVER FROM HE SELLING DEALER ANY CONSEQUENTIAL AMAGES, DAMAGES, TO PROPERTY, DAM-GES FOR LOSS OF USE, LOSS OF TIME OSS OF PROFITS, OR INCOME, OR ANY THER INCIDENTAL DAMAGES.

"Prevely authorize the repair work hereinaries set forth to be done along with the necessary material, and hereby grand you end/or your employees permission to operate the car or truck herein described on streets, highweys or elsewhere to the purpose of leating workfor inspection. An express mechanicis item is hereby acknowledged on above car or truck to necure the amount of repairs thereto. Not responsible for items left in car. aft in CO.

SIGNED - CUSTOMER ACCORDING SEE PECHAT OF CYPY IS THE OP

[END OF INVOICE] 03:18pm **CUSTOMER COPY**



1990 N. Pinal Ave. (520) 836-2147 • (602) 252-3891 • (800) 825-9450 CHEVROLET



CVCS192617

11

C7190

DELIVERY MILES

PRODUCTION DATE

MO: 12822

49965	JON	ĺ	39	536	1207	01/06/09
	LABO	HATE.	LICENSE NO.	MLEAGE	12,822	LASER BLUE
	YEAR	NAKE / MODEL		DO FED	A M	10/27/07
CASA GRANDE, AZ	07	CHEVROL	ET/COBALT/4	DK SED	AN	SELLING DEALER NO.
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Drivers rear door	,					solder, battery
CLEANED AREA	i	: ,				sealer, etc.
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	JOB# 2 JOUR	NAL PREFIX	CVCS JOB# 2	TOTAL	0.00	THIS PART(S) ARE
OB# 2 TOTALS IOB# 3 CHARGES		<i></i>				OFFERED BY THE SELLING DEALER
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NOT A LANGE	108# 3 YEE	NAL PREFIX	CVCS JOB# 3	TOTAL.	0.00	LOSS OF PROFIT
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CUSTONER HEREBY ACKNOWLEDGES RECEIVED ORIGINAL ESTIMATE OF \$0.	MG (+TAX)					Detach durant Acri aven
OKTOTUME COLLEGE OF 44						highways or obsentant



SUPPLIES - A token charge is included for HAZARDOUS WASTE DISPOSAL and supplies used on your vehicle. Applicable supply items are: Nuts, bolts, washers, tape, pins, aerospray, shellac, solvent, rags, carburetor cleaner, towels. solder, battery cleaner, wire, window sealer, etc.

LIMITED WARRANTY

AS IS - 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 EX-PRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FIT-NESS 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(B) AND/OR SERVICE, BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAM-AGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

*Thereby authorize the repair work hererunter set forth to be done along with the necessary material, and hereby grant you end/or your employees permission opporate the car or inuch herein described on streets, operate the car or truck herein described on streets, highways or describes for the purpose of testing and/or inspection. An express mechanic's firm is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Not responsible for items in corr.

SIGNED - PROME NEW PROPERTY OF THE PROPERTY

(CONTINUED ON NEXT PAGE) 03:17pm

CUSTOMER COPY



1990 N. Pinal Ave. Casa Grande, AZ 85222

(520) 836-2147 • (602) 252-3891 • (800) 825-9450 CHEVROLET

49965	JON	3	9536	1812	03/24/09	CVCS19419
	UJBOR RATE	LICENSE NO.	WILEAGE	15,424	LASER BLUE/	C7190
	07/CHEVROL	ET/CARALT/			10/27/07	DELIVERY UNLES
CASA GRANDE, AZ	VEHICLEL D. NO.		7.11	SELLING DEALER NO.	PRODUCTION DAYE	
	1 G 1 A K	55F27	P.O.NO.		*03/24/09	
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B# 1 CHARGES				,,,,,,,,,,,		MAA
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RTS·····QTY···FP-NIMBER······DESCR 1 25848845 CYLIN		10174	******	WARRANTY 0.00	friends; it i	ry tell your not, please nediately.
JBLETPO#VEND INV#-INV.DATE-DESCR 153982 732578 03/24/09 KEY C	IPTIONYL		SUBLET	WARRANTY 0.00		Mir.
SCCODEDESCRIPTION		TOTAL -		WARRANTY 0.00	SUPPLIES - A toke for HAZARDOUS and supplies used Applicable supply its	WASTE DISPO: 1 on your vehi ems are: Nuts, b
08# 1 TOTALS JOB# 1 OB# 2 CHARGES	JOHRNAL PREFIX	CVCS JOB# . I	, TOTAL	0.00	washers, tape, pins solvent, rags, carbu solder, battery cle sealer, etc.	retor cleaner, tow aner, wire, win
PERFORMED EVERY 3.000 MILE INTERVIEW PERFORMED EVERY 3.000 MILE INTERVIEW Components (19 Top off all engine compartment fl Reset tire monitor (19 applicable Perform Multi-point inspection. Reset oil life, index (if applicat REPLACE: Engine oil (up to 5 quarts) Oil filter with genuine GM filter INSPECT: Tires for mear, meausure tread do Condition of air filter, belts a Undercarriage for damage & leaks Wiper blades MAINTENANCE. PERFORMED LOF SERVICE. ARTS. OTY—FP NUMBER——DESC	applicable) ulds) (le) //	oressure		5.60	AS IS - THE ONLY WAR THIS PART(S) ARE TI OFFERED BY THE I SELLING DEALER DISCLAIMS ALL WAR PRESS OR IMPLIED, IN WARRANTIES OF MER NESS FOR A PARTIC NEITHER ASSUMES I OTHER PERSON TO LIABILITY IN CONNEC OF THIS PART(S) ANI SHALL NOT BE ENTITE THE SELLING DEALER DAMAGES, DAMAGES AGES FOR LOSS OF LOSS OF PROFITS, OTHER INCIDENTAL O	HOSE WHICH MAY MANUFACTURER. HEREBY EXPRES RANTIES, EITHER ICLUDING ANY IMP RCHANTABILITY OR IULAR PURPOSE, NOR AUTHORIZES ASSUME FOR IT ITION WITH THE: DOR SERVICE, BL LED TO RECOVER F ANY CONSECUEN I TO PROPERTY, I USE, LOSS OF OR INCOME, OR AMAGES.
1 12605566 FILTO .O.G. & SUPPLIES		TOTAL NIT TOTAL		5.60 12.95 12.95	to be done along with the hereby grant you and/or you operate the call or truck highways or elsewhere for inspection. An express	herein described on a purpose of testing in mechanics. Here is it is not one of testing in mechanics. Here is it is not one or market to section.
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CUSTOMER NO.



04/22/09

MYDICE NO.

C7190

DELIVERY MILES

PRODUCTION DAYE

MO: 16834

CVCS194732

11

BROWN		
TIVE GROUP	1990 N. Pinal Ave. Casa Grande, AZ 85222 (520) 838-2147 • (602) 252-3891 • (800) 825-9450	CHEVI
REVILLE:	•	

39536

1263

49965	JON	39536	1263	COLOR
	CABICIFA PLATTE	LICENSE NO.	16.830	LASER BLUE/
	TEUR/MODEL	LET/COBALT/4 DR SED	AN I	10/27/07
CASA GRANDE, AZ	VEHICLE LD NO.	(55F277		SELLING DEALER NO.
	1 G 1 A I	()) F Z / /		04/21/09
				04/21/09
	COMMENTS			
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COMPLETE.				mends: i
PARTSOTYFP-NUMBER	DESCRIPTION	UNIT PRICE-	WARRANTY	
PARTSQTYFP-NUMBER	COLUMN KI 6.518 192	TOTAL - PARTS	0.00	
JOB# 1 TOTALS				77
JOB# 1 TOTALS			0.00	2 12 12
		X CVCS JOB# 1 TOTAL		for HAZARDOUS
ESTIMATE				and supplies us
CUSTOMER HEREBY AUXIONALEDGES RECEIVING	+TAX) · ·			Applicable supply washers, tape, pl
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THANK YOU FOR LETTING HENRY SROWN AUTO	HOTIVE SERVICE	TOTAL LABOR	0.00	solder, battery (
YOUR VEHICLE. CUSTONER SATISFACTION IS OF	R #1 GOAL. IF TSETED WITH YOUR	TOTAL SUBLET	0.00	LIMITE
SERVICE EXPERIENCE, PLEASE SEE A MEMBER (F OUR HANAGEMENT	TOTAL G.O.G	0.00 0.00	AS IS - THE ONLY W
TEAM. THANK YOU.	.7	TOTAL MISC DISC	0.00	OFFERED BY THE
P 0 B0X 11306	ı İ	TOTAL TAX	0.00	SELLING DEALER
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				OTHER INCIDENTAL



SUPPLIES - A token charge is included for HAZARDOUS WASTE DISPOSAL and supplies used on your vehicle. Applicable supply items are: Nuts, botts, washers, tape, pins, aerospray, shellac, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, etc.

LIMITED WARRANTY

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"I hareby authorize the repair work hereinafter set forth renergy munor per we reper work nevertiles an ional to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elementers for the purpose of leading and/or inspection. An express mechanical lean is herein elementer of the purpose of testing and/or inspection. acknowledged on above car or truck to secure the national of repairs thereto. Not responsible for items eft in caf.

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PAGE 1 OF 1

CUSTOMER COPY

| END OF INVOICE | 12:05pm



1990 N. Pinal Ave. Casa Grande, AZ 85222

(520) 838-2147 • (602) 252-3891 • (800) 825-9450 CHEVROLET

49965	JON	39536	1547	05/20/09
49903	LABOR RATE	LIGHTER NO. MPLEAGE	17,426	LASER BLUE
	VEW / WAR / MODEL	ET/COBALT/4 DR SED	AN	10/27/07
CASA GRANDE, AZ		5 5 F Z 7 7		SELLING DEALER NO.
	EYENG	P. Q. MS		05/20/09
PU	SOUNDAM S			
JOB# 1 CRARGES	**********			
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PARTSQTYFP-NUMBERDESCR 1 19200751 COLLIM	IPTION N KI 6.518 192	TOTAL - PARTS	WARRANTY 0.00	satisfact friends:
JOB# 1 TOTALS				tell us u
J08# 1	JOURNAL PREFIX	CVCS JOB# 1 TOTAL	0.00	7
CUSTCHER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX))			SUPPLIES - A tor for HAZARDOUS and supplies us
THANK YOU FOR LETTING HENRY BROWN AUTOMOTIV YOUR VEHICLE, CUSTOMER SATISFACTION IS OUR PL FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIE SERVICE EXPERIENCE, PLEASE SEE A MEMBER OF OUR TEAM. THANK YOU. HENRY BROWN AUTOMOTIVE P 0 BOX 11306 CASA GRANGE AZ 85230	/E SERVICE GOAL IF GOAL IF WITH YOUR MINAGENERS	TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL G.O.G TOTAL MESC CHG.	0.00 0.00 0.00 0.00 0.00	Applicable supply washers, tape, pi solvent, rags, carl solder, battery coaler, stc.
HENRY BROWN AUTONOTIVE P 0 BOX 11305 CASA GRANGE: AZ 85230		TOTAL MISC DISC	0.00 0.00	AS IS - THE ONLY W
CASH HASTERCARD AMEX	HARR	1017211910101	0.00	SELLING DEALER
VISA BODY SHOP OTHER	CASHIER	5/2010	8	DISCLAIMS ALL WARRANTIES OF MINES FOR A PARTINETHER ASSUMES OTHER PERSON TILIBULTY IN CONNOC THIS PART(S) A
Customer Signature				SHALL NOT BE ENTI THE SELLING DEAL DAMAGES, DAMAGE

Thank you for this opportunity to serve you. If our service was satisfactory tell your friends; if not, please tell as immediately.

CELL:

NVOICE NO. CVCS195268

STOCK NO.

C7190

DELIVERY WILES

PRODUCTION DATE

MO: 17428

11

SUPPLIES - A token charge is included OF HAZARDOUS WASTE DISPOSAL and supplies used on your vehicle. Applicable supply items are: Nuts, bolts, washers, tape, pins, aerospray, shellac, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, etc.

LIMITED WARRANTY

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"I hereby authorize the repair work hereinstter set torth to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or muck herein described on streets. highways or elsowhere for the purpose of testing and/or inspection. An express mechanic's Sen is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Not responsible for items

PAGE 1 OF 1

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[END OF INVOICE] 02:51pm



1990 N. Pinal Ave. (520) 836-2147 • (602) 252-3891 • (800) 825-9450 CHEVROLET Çasa Grande, AZ 85222



INVOICE NO.

C7190

11 PRODUCTION DATE

MO: 17530

CELL:

CASA GRANDE, AZ CASA GRANDE, AZ CASA GRANDE				CELL	:
CASA GRANDE, AZ CASA GRANDE, AZ	USTOMER NO. 40065		39536	1148 05/22/09	
CASA GRANDE, AZ VERT MANUEL IN MO. 1 GO BALT / 4 DR SEDAN 10/27/07 1 GO BALT / 4 DR SEDAN 10/27/07 1 GO BALT / 4 DR SEDAN 1 GO BA	49303			17.492 LASER BLUE	<u>E/</u>
CASA GRANDE, AZ CASA GRANDE, AZ CASA GRANDE		YEAR / MAKE / MODEL		DELIVERY DATE	
CUST STATES HAS LOSS OF POMER STEERING CUST STATES HAS LOSS OF POMER STEERING CHECK FOR DTC'S NONE STORED. ROAD TEST SEVERAL TIMES DURING THE DAY, TOTAL OF 38 MILES. NO PROBLEM FOUND AT THIS TIME. OPERATING AS DESIGNED. JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL O.00 ESTIMATE CUSTCMER HEREBY ACKNOWLETIGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX) TOTALS THANK YOU FOR LETTING HERRY BROWN AUTOHOTIVE SERVICE TOTAL LABOR. O.00 ORIGINAL ESTIMATE OF \$0.00 (+TAX) TOTAL SUBJECT. O.00 FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED WITH YOUR TOTAL SUBJECT. HENRY BROWN AUTOHOTIVE HENRY BROWN AUTOHOTIVE HENRY BROWN AUTOHOTIVE TOTAL GO.G. O.00 O.00 PO BOX 11306: OCASA GRANDE. AZ 86230	CASA GRANDE, AZ	VEHICLE LID NO		SELLING DEALER NO.	_
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PLIES - A token charge is included AZARDOUS WASTE DISPOSAL supplies used on your vehicle. icable supply Items are: Nuts, bolts, ters, tape, pins, aerospray, shellac, ent, rags, carburetor cleaner, towels, or, battery cleaner, wire, window er, etc.

LIMITED WARRANTY

- THE ONLY WARRANTIES APPLYING TO PART(9) ARE THOSE WHICH MAY BE RED BY THE MANUFACTURER. THE ING DEALER HEREBY EXPRESSLY AIMS ALL WARRANTIES, EITHER EX-S OR IMPLIED, INCLUDING ANY IMPLIED PANTIES OF MERCHANTABILITY OR FIT-FOR A PARTICULAR PURPOSE, AND HER ASSUMES NOR AUTHORIZES ANY R PERSON TO ASSUME FOR IT ANY LITY IN CONNECTION WITH THE SALE HIS PART(S) ANDVOR SERVICE, BUYER L NOT BE ENTITLED TO RECOVER FROM SELLING DEALER ANY CONSEQUENTIAL AGES, DAMAGES TO PROPERTY, DAM-S FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

I hereby authorize the repair work hereineffer set forth to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on illrests. highways or elaswhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby ucknowledged on above car or truck to necure the amount of repairs thereto. Not responsible for items

PAGE 1 OF 1

CUSTOMER COPY

I END OF INVOICE 1 04:19pm



PAGE 1 OF 1

CUSTOMER COPY

1990 N. Pinal Ave. Casa Grande, AZ 85222 (520) 836-2147 • (602) 252-3891 • (800) 825-9450 CHEVROLET

					CELL:	
	[ADMIGA]		TAG NO		INVOICE DATE	INVOICE NO.
49965	JON		9 <u>536</u>	1013	06/26/09	CVCS195750
	LABOR AATE	CICEDADE NO.	(ALEAGE	18.474	LASER BLUE/	C7190
	YEAR / WAKE / MODEL				OFF LAESA DYLLE	DELIVERY MILES
CASA GRANDE, AZ	07/CHEVROL	ET/COBALT/4	DR SEDA	N	10/27/07	PRODUCTION DATE
	1 G 1 A K	5 5 F 2 7	7	į	5 9.0.04fE	
	ET.E.NQ.	F	O. NO.		06/16/09	REPRINT#
_	COMMENTS					мо: 1854
						MAA
	TECH(S TECH(S TECH(S IN ANY MODULE. RO IN ANY MODULE. RO INCERN AT THIS TIME HICLE ON 6-19-09 1 JOURNAL PREFIX X) IVE SERVICE 1 GOABLIF 1 ED WITH YOUR UR MANASEMENT WARR NAL CHARGE	TOTAL LABOR TOTAL SUBIL TOTAL SUBIL TOTAL HISC TOTAL TAX	TOTAL XR S ET G CHG.	0.00 0.00 0.00 0.00 0.00 0.00 0.00	SUPPLIES - A toke for HAZARDOUS and supplies use Applicable supply it washers, tape, pint solvent, rags, carbu solder, battery cleaners, etc.	WASTE DISPOS d on your vehi mems are: Nuts, bo mems

[END OF INVOICE] 12:30pm



1990 N. Pinai Ave. Casa Grande, AZ 85222 (520) 836-2147 • (602) 252-3891 • (800) 825-9450 CHEVROLET

ADVISOR JON LABOR RATE	39536 1013	INVOICE PATE INVOICE NO.
		06/26/09 CVC\$19\$750
	UCENSE ISO. MILEAGE	COLOR STOCK NO.
YEAR / MAKE /		LASER BLUE/ C7190 DECLIVERY DATE DELIVERY MILES
CASA GRANDE, AZ	ROLET/COBALT/4 DR SEDAN	10/27/07 11 SELLINS DEALER NO. PRODUCTION DATE
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CHECK CHECK# INTERNAL CHAR VISA BODY SHOP OTHER CASH CUSTOMER SIGNATURE ***********************************	ER	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 PARTICS, AND/OR SERVICE, BUYER SHALL NOT BE ENTIFILED TO RECOVER FROM THE SELLING DEALER ANY CONSCIUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS. OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. Thorsby authorite its registryothersinality selform to be done along with the necessary material, and hereby ground and/or your amproyees permission to operate its or or truck harfin described on alreete highways or absorbed for the purpose of testing and/or inspection. An express mechanics lies is thereby economically inspection. An express mechanics lies is thereby acknowledged on above on or truck to secure the emount of regists thereto. Not responsible for items left in day. SIGNED OUR ACHOMICAL SECURITY OF THEMS

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RELEASE OF CLAIM

	to as "Releasor(s)"), on behalf of myself/ourselves					
and my/our assigns, heirs and executors, in considera	<u> </u>					
Company, hereby release(s) and discharge(s) General						
Company, General Motors Company, their subsidiaries, their authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by them, and their respective agents and employees (hereinafter referred to as "Releasees") from any and all claims, causes						
of action, demands, damages, and claims for attorney						
from, are related to, or are in any way associated wit						
alteration, or use of Releasor(s) 2007 Chevrolet Cob						
1G1AK55F277 ("Subject Vehicle"), includir						
defects in the subject vehicle. This Release of Claim						
named persons or entities from any liability regardin						
arising out of the use or operation of the Subject Vel						
Notwithstanding the above, General Motors Compar						
	blicable GM Protection Plans which accompanied the					
sale of the subject vehicle. If Releasor(s) has/have in						
against Releasees, Releasor(s) immediately will disn	alss the proceeding with prejudice.					
The subject vehicle's mileage ison	n the date of the signing of this release.					
Releasor(s) has/have carefully read and understand(s acknowledge(s) that this Release constitutes the entitionand Releasor(s) is/are not relying on any representation this release.						
PLEASE READ CAREFULLY BEFORM YOU ARE SIGNIFYING THAT YOU HAVE REITS TERMS.	E SIGNING. BY SIGNING THIS RELEASE, EAD IT, UNDERSTAND IT, AND AGREE TO					
I/We agree to the terms of this Release of A	All Claims					
DATE SIGNED:						
Claimant's Signature	Claimant's Signature					
Address	Address					
City, State, Zip Code	City, State, Zip Code					
STATE OF						
COUNTY OF						

y	Sworn to (or affirm	ned) and subscribed before me this	day of	, 20
		Signature of Notary Public		
		Print, type or stamp Commissioned Nam	ne of Notary Public	
		Personally KnownOR Prod	uced identification	
		Type of identification		
		My commission expires:		

CC: File

LG0024 V6302006

BBB.

BBB AUTO LINE

AGREEMENT TO ARBITRATE

Date: 07/15/2009 Case Number: CHV0940586

Customer:

Business: Chevrolet

Mfr-Info: 1716 AZ 1G1AK55F277

The decision of the arbitrator(s) will be in accordance with the BBB AUTO LINE arbitration Rules and the applicable manufacturer's Program Summary. All remedies will fall within the confines of the applicable manufacturer's Program Summary unless additional remedies are noted below.

Model : Cobalt Year : 2007

All parties named above submit to arbitration the following:

- * Unable to turn steering wheel/power steering light came on
- * Gear shift knob came off
- * Molding around windshield came apart
- * Car wouldn't start

The parties have come to agreement on the following: n/a

Each party requests the arbitrator(s) render the following decision:

Consumer : Repurchase Manufacturer : Denial

If a repurchase/replacement is sought by one of the above parties, the actual amounts sought are: Purchase price: (reflects the deduction of a rebate, if applicable)

- *
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- *

(* Indicates additional remedies that can only be included if a lemon law repurchase is awarded)

The manufacturer also agrees to extend authority to the arbitrator(s) to award the following: n/a

BBB AUTO LINE Customer Claim Form

Case number: CHV0938020-Contact Date: 05/15/09 Start Date: 05/15/09

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

ECTION 1: CUSTOMER IN	FORMATION		
Titled owner:			
Mailing address:			
City: Casa Grande		State: AZ	Zip code:
Day phone:	Evening phone:		Cell phone
ax:	E-mail address:		
ECTION 2: VEHICLE INFO	RMATION		
_{lake:} Chevrolet	Model: Cobalt	Year: 2007	Current mileage: 16830
lame(s) that appears on the ve	hicle title:		
elling dealer/city/state: Hen	ry Brown Automotive, Cas	a Grande, AZ	
rimary Servicing dealer/city	state: Henry Brown Autom	iotive,	
cquired as 🛛 new 🔲 used	demo leased Is	the vehicle in your p	possession? 🛛 yes 🔲 no
urchase/lease date: 10/27/0)7 MII	leage at purchase/le	ase: 11 m; le
irst repair attempt date: 12/1 low often is the vehicle used e or business purposes (percenta	very day Number of	st repair attempt mi vehicles owned in by the business:	ileage: 12124 Transmission type: Automatic Manual
as the vehicle been in an accid	lent/had body damage? 🔲 ye	es 🗵 no	Date of accident:
escription of damage:	ALK		
ECTION 3: DESIRED OUT	COME (Describe what you	ı want done to r	esalve vaur cancern)
he is asking for GM to stick nd safe vehicle that she ca	behind their word and pro		
lease complete the missi	ION NUMBER 1G1AK55F2	77381420	page 2.
Lienholder/Leasing Com			ne Number
Account Number			

	BLEMS (List primary p	roblem til	rst)	V00 002
roblem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Ekample:	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
unable to turn steering wheel/power steering light cam	Henry Brown	1	April 21, 2009 MINERAL 16,830	Xas
gear shift knob came off	HenryBrown	1	Doc. 18-2008, @mileage 12,124	no
molding around windshield came apart	Henry Brown	2	01.05.2009 Milage 12,822	no
car wouldn't start	Henry Brown	1	March 23,2009	по
Unable to turn the Steering wheel	Henry Brown	a	Milesge 15,424 Mik 20. 2009 Milesge 17,426	Jes
onable to wrn the Green wheel	Henry Brown		M2 732, 2009 Milinge 17, 492	Yes

***************************************				<u>.</u>

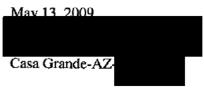
_		
Signature of Titled Owner(s) _		Date <u>05.26.69</u>
Printed Name of Titled Owner(s)	-	

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 $\underline{\text{copies}}$ of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE 4200 Wilson Blvd., Suite 800 Arlington VA, 22203-1838 Fax: 708-247-9700

CHUD938020



General Motors

Reference Number: 71-719-395-962 To: BBB Auto line Program Council of better business bureaus, INC. 4200 Wilson Boulevard Suite 800 Arlington, VA 22203-1838

In October 2007 I purchased a Chevrolet Cobalt 2007 from Henry Brown Dealership in Casa Grandee, AZ. The first year of driving this car I was a satisfied Chevrolet customer. Then on December 18, 2008 the problems with my car began to occur. I believe that these circumstances could have been fatal and life threatening not only to me and my family, but to other citizens on the road.

PROBLEM 1 at Mileage 12,124 December 18, 2008

I was driving my car in town when suddenly the gear shift knob came off in my hand. I maneuvered my way through traffic and finally was able to come to a stop. I had to stop, hold my foot on the brake and try and locate the pieces to the gear shift handle. This was a very dangerous situation. I believe I just happened to be in the right place at the right time and was able to avoid a serious accident. It took me approximately 10-15 minutes to fix this issue so I could make it home safely to my family. I had to take the vehicle in and leave it at the dealership. I had to find another way of transportation.

PROBLEM 2 at Mileage 12,822 January 5, 2009

I noticed the molding around the windshield had basically come apart. It was not properly sealed. It looked as if the whole windshield could fly off if the wind had caught it. Again, I believe I just happened to notice this at the right time. I again took the car into the dealership. I found another way of transportation while the windshield was replaced. I am so thankful no accident occurred while on the highway.

PROBLEM 3 at Mileage 15,424 March 23, 2009

I originally bought the Chevrolet Cobalt because due to my medical condition in which I felt I needed a great dependable affordable "NEW CAR". I search around and found that Chevrolet had the best reputation for QUALITY, SERVICE, and DEPENDABILITY at the best price.

Then, on March 23, 2009 at approximately 8:00 pm, I got into my "DEPENDABLE" new car to drive to the local pharmacy to get my much needed Asthma that causes sever chest pain and hernia medication (I will be more than happy to provide medical records). The COBALT would not start. It is funny how when you now you can't reach medicine that your body feels you need it even more. This was not a night I ever wish to relive again. I did call the "road side assistance" team. They came out and started the car for me. I proceeded to go to the pharmacy and then back home. I can't begin to tell you the frustration and fear this placed in me. I was so disappointed that I was working hard to pay for this COBALT and when I needed it the most, IT FAILED. THEN, the very next morning the same problem occurred. The "roadside assistance team member" said. "this is a common problem with the Chevrolet Cobalt". This resulted in me being late for work. I take much pride in my attendance record at work and the thought of not being able to depend on my car I am working hard to pay for causes me a great amount of stress. When I took the car to be "looked at" the Chevrolet Service Department also said that this was a "common problem with the Chevrolet Cobalt". Once again, I had to leave the car for repair and find another mode of transportation to work.

PROBLEM 4 at Mileage 16,830 April 21, 2009

This was the last and most severe problem that has lead me to the decision of PARKING MY CAR and writing this letter. It was on this afternoon that I was driving the COBALT and needed to change lanes. I signaled for a lane change and all of a sudden I was unable to turn the "steering wheel" to make the signaled maneuver. The message "power steering" lit up on the display. I was shocked and begin to fear what should I do? I started to press on the brake. The car stopped between two lanes. I turned off the car and restarted it, basically due to fear. The car started right up and as I begin to move, the steering worked. I began to think about the "what ifs". You cannot imagine the fear and emotion that this situation put me and my family in. I thought then, that I cannot afford mentally, emotionally, or safely to subject me, my family, or other citizens to this kind of "what if" situation.

Again, I had to take the Cobalt to the dealer for repair. When I began to research this problem, I found out that there had been "injuries" related to this very "power steering" problem. I cannot believe that Chevrolet has not notified their "loyal consumers" of this potential fatal "what if" problem.

I wanted to let you know also that I had to turn down a job in Phoenix, Arizona due to the problems with this car. The unreliability of this COBALT caused me to turn down this job. This job would have been a significant increase in salary and helped me provide a more stable environment for my family. But, due to Phoenix being an hour commute and driving in "commuter traffic", I did not think that this was the safest or smartest decision to make. As I reflect back on this decision and the whole situation with the COBALT car, I am so very disappointed. Power steering is a very common problem I am really surprised why they did not issue a recall how many innocent lives could or should be lost before they take an action, please check those two links.

http://www.aboutautomobile.com/Complaint/2007/Chevrolet/Cobalt

http://www-odi.nhtsa.dot.gov/complaints/index.cfm

Please select Search for selected type

Select year 2007 then make Chevrolet then model then retrieve complaints

There are 84 complaints a lot of them about steering problems and people got injured.

On Thursday April 23, 2009 I started this long journey with General Motors Anti-Customer Service Department. I filed a complaint stating all the problems that I listed above. I asked them to contact me. I requested to be given COBALT of a different year. I do not think this was an unreasonable request. Based upon the above problems, I do not think any Customer would think this was an unreasonable request.

On Friday April 24, 2009, I received my first call from General Motors Texas Anticustomer service department representative, Ms. Orisha Habitt, the district manager. She started the conversation by saying "there is a slim chance to give you a new car". She then proceeded to tell me that the problems I was having with the COBALT and those problems "not a big concern", especially since they had been repaired. I was completely shocked at this response from the General Motors representative.

All the problems I have had with this car have caused me and my family undue stress out our lives and other peoples lives in danger. I needed someone to validate my fears and tell me they could help or at least try. I became very angry and ended the call because I did not want to further lose my temper. I did call back left a message stating that I do not want Ms. Orisha Habitt to call me back under any circumstances. I left a message for her supervisor to call me.

I waited all day Friday, all day Monday, and all day Tuesday for a return phone call. I received no communication. Then I made another call, asking to speak with Ms. Orisha Habbitt's supervisor. Ms. Melissa Patterson began speaking to me. She stated General Motors would not repurchase my car because all the "problems" have been fixed. I asked her for a letter stating that General Motors found my car "safe" to drive. Melissa Patterson said she could not send me a letter stating that, how that makes you feel if the manufacturer of the vehicle can not guarantee that it is safe to drive and they refuse to replace it and ask you to drive it???. I then ask her for a copy of my phone conversation with the employee, Ms. Orisha Habbitt and herself, she also said she could not do that. I then ask for her supervisor's name, and she said she could not do that either. I ask for the mailing address to where I could send a complaint and she said she cannot give me the address. Again, I was shocked beyond all belief by the way I was treated by a representative from General Motors. A company that is supposes to stand behind its customers and the "American Dream". I felt my safety and satisfaction meant nothing to the person behind the voice.

It was then that I decided to call the Michigan Office of General Motors. I reported what happened at the Texas office. I basically got the same response, stating that no action would be taken on General Motors part to provide me with a "buy back" or another COBALT car, different year I also called ten days later on May 4, 2009, asked again to

speak to their supervisor and yet the same response, finally May 8th I received a call from a supervisor her name is heather Bagnchi she verbally stated that my car is safe to drive and refused to give me something in writing as well, then added that ,she might ask the dealer if he might do it. I was completely shocked from this response how could GM put the RESPONSIBALITY on the dealership and do not stand behind there product

Today, I sit here writing this asking you to put yourself in my shoes and try to picture these same situations occurring in your own day to day life. How upset would you be? How would this make you feel? All, I am asking for is for General Motors to stick behind their word and provide me with a reliable and safe vehicle that I can drive daily. I work hard to pay for this car, money that I feel I am throwing away and will be throwing it for the next four years until my car loan will be paid off. I am asking General Motors to repurchase this car and provide me with another car. I am not asking for anything unreasonable. I want to put this "bad situation" behind me and move on, my family and I are tired of having night mares and daily stress from this car.

I thank you for your time in reading this detailed letter. I do ask for a quick response to this situation. Please advise me of what action I might take next to insure that I get a reliable car to drive on a daily basis.

G M thanks a lot for guaranteeing that my pets are safe and not putting it in writing that I the PURCHASER of the vehicle...the actual DRIVER of the car can feel safe.

http://www.gm.com/corporate/responsibility/safety/news/2009/bark_022 309.jsp

Respectfully,

Chemist

Phone number I called for Texas office (Austin Area) 1-800-222-1020 Phone number I called for Michigan office 1-866-790-5600

P.S if you have troubles viewing the above three supportive links please email me at I will forward you the links.

Phone:



1990 N. Pinal Ave. Casa Grande, AZ 85222 (520) 836-2147 • (602) 252-3891 • (800) 825-9450



CUSTOMER NO. 400 C F	ADVISOR		TAG		INVOICE DATE	INVOICE NO.
49965	JON LABOR PATE	LICENSE NO.	9536	1774	12/18/08	CVCS192320 STOCK NO.
	LABOR HATE	LICENSE NO.	MICHAGI		LASER BLUE/	C7190
	YEAR/MAKE/MODEL	T/COBALT/4	DD SEE		10/27/07	DELIVERY MILËS
CASA GRANDE, AZ	VEHICLE I.D. NO.			MI	SELLING DEALER NO.	PRODUCTION DATE
	1 G 1 A K	5 5 F 2 7	7 .a. No.		B. O. DATE	
	JF. I. E. NO.	r.	.C. NO.		12/17/08	
	COMMENTS					MO: 12124
JOB# 1 CHARGES		• • • • • • • • • • • • • • • • • • • •				34.
LABOR J# 1 16CVZ CUST STATES SHIFTER KNOB FALLING OU CAME APART REPLACED SHIFTER KNOB PARTS	T::			WARRANTY WARRANTY	Thank y Unis caper serve If dur serv	Motil to
<u> </u>		TOTAL - P	PARTS	0.00	satisfactory t t t t t t t t t t	tellyour 🔼
	CURNAL PREFIX (CVCS JOB# 1 T		0.00	tell us imm	Metalbas
ORIGINAL ESTIMATE OF \$0.00 (+TAX)					SUPPLIES - A token	
THANK YOU FOR LETTING HENRY BROWN AUTOMOTIVE					for HAZARDOUS Wand supplies used	on your vehicle.
YOUR VEHICLE CUSTOMER SATISFACTION IS OUR #1 GO FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED I SERVICE EXPERIENCE, PLEASE SEE A MEMBER OF OUR M. TEAM. THANK YOU. HENRY BROWN AUTOMOTIVE P O BOX 11306 CASA GRANDE AZ 85230	AL IF WITH YOUR	TOTAL PARTS TOTAL SUBLE TOTAL G.O.G TOTAL MISC	T CHG.	0.00 0.00 0.00 0.00	Applicable supply iter washers, tape, pins, solvent, rags, carbure solder, battery clear	aerospray, shellac, tor cleaner, towels,
P O BOX 11306		TOTAL MISC TOTAL TAX		0.00	sealer, etc.	BRANTY
***********	******	TOTAL INVO	DICE S		AS IS - THE ONLY WARR	ANTIES APPLYING TO
CASH MASTERCARD AMEX	WARR				THIS PART(S) ARE THO OFFERED BY THE MA	
CASH MASTERCARD AMEX CHECK CHECK# INTERNAL	CHARGE				SELLING DEALER HE DISCLAIMS ALL WARRA	
VISABODY SHOP 3OTHER 1	- Y-CASHIER	COUP			Press or implied, inci NESSAMONES PAMEDON NEITHER ASSUMES NO	LUDING ANY IMPLIED LUDING ANY IMPLIED R AUTHORIZES ANY
CUSTOMER SIGNATURE ************************************		` ********	****	*******	OTHER PERSON TO AS LIABILITY IN CONNECTION OF THIS PART(S) AND/C SHALL NOT BE ENTITLED THE SELLING DEALER A DAMAGES, DAMAGES T AGES FOR LOSS OF U LOSS OF PROFITS, OF OTHER INCIDENTAL DAM	ON WITH THE SALE OR SERVICE. BUYER OF SERVICE FROM NY CONSEQUENTIAL OF PROPERTY, DAM- SE, LOSS OF TIME, R INCOME, OR ANY
fef. # 11-719-395					Thereby authorize the repair to be done along with the hereby grant you and/or your operate the car or truck her highways or deswhere for the frepeution. An express me acknowledged on above car amount of repairs thereto. Neft to car. SIGNED	necessary material, and employees permission to the described on streets, purpose of testing ant/or chanics ifen is hereby or truck to secure the ot responsible for items
PAGE 1 OF 1 CUSTOMER COPY		END OF IN	NOICE }		CIVSTO-VEH ACKNOWILLION	ES PECENT OF OGRY LYMPOF



1990 N. Pinat Ave.

Casa Grande, AZ 85222 (520) 836-2147 • (602) 252-3891 • (800) 825-9450



CUSTOMER NO. 49965	ACVIS JON	1			3	9536	TAG NO. 1482	12/26/08	CVCS192456
	LABOI	HATE		NSE NO.		EALL	AGE	COLOR	STOCK NO.
	YEAR	MAKE / MODEL					12,408	LASER BLUE/	C7190 DELIVERY MILES
CASA GRANDE, AZ	■ 07	/CHEVROL		COBAL	<u>T/4</u>	DR S	EDAN	10/27/07	11
CASA GIVINDE, AE	VEHIC	LEID NO. G 1 A K	5 5	E 1	 } 7	7		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E.	ND.				P. O. NO.		R. O. DATE	
		-1						12/26/08	<u></u>
	COMM	ENTS							MO: 12408
CUSTOMER STATES DR. INSPECT AND ADVISE	IVERS SIDE REAR DOOR	EDGE PAINT	IS P	EELIN	G			JAM	444
NO WORK DONE AT TH	IS TIME							THEME	ou for
JOB# 3 TOTALS					••			this oppo	_
JOB# 4 CHARGES	JOB# 3 JOURN	AL PREFIX	CVCS	JOB	# 3	TOTAL	0.00		
JOB# 4 CHARGES		•••••						serve	
LABOR								If our serv	
# 4 17CVZ-TRIM MISC TRIM	OF WINDSHIELD MOULD	TECH(S	3:408 S TO	55			WARRANTY	satisfactor	
WARPED-INSPECT AND	ADVISE	ING AFTERN	J .0	D2				friends; if n	
FOUND WINDSHIELD M ORDERED SOP WINDSHI	JULDING DEFECTIVE ELD W/MOULDING							tell us imn	nediately.
PARTSQTYFP-NUMBER					MITT	DDTCC	;	7	
0 15791707	WINDSHIEL 1	0.027 15			MIL	PRICE-	WARRANTY	7777	** *
PART ON SPECIAL ORDER	1 IS SPECIAL ORDERE						i	SUPPLIES - A token	
^^ QUANTITY	1 15 SPECIAL UNDERE	ייי ע		TOTA	۱Ł -	PARTS	0.00	for HAZARDOUS V and supplies used	
100# A TOTALS	us on larges, har on the factor							Applicable supply iter	
300# 4 101ALS			<i>)</i>	Ŋ				washers, tape, pins.	aerospray, shella
JOB# 4 TOTALS	JOB# 4 JOURN	AL PREFIX	CVCS	J08/	4	TOTAL	0.00	solvent, rags, carbure solder, battery clea	etor cleaner, towels mer. wire. windo
								sealer, etc.	
LABOR		TECHES	r/Ange			en en en en en en en en en en en en en e	STREE WARRANTSY	LIMITED WA	
CUSTOMER STATES DRI	VERS SIDE FRONT DOOR	INNER HAN	DLE CI	ROME	ine termin	ta wall for a first		AS IS - THE ONLY WARR THIS PART(S) ARE THO	
IS COMING APART - IN FOUND HANDLE DEFECT								OFFERED BY THE MA	ANUFACTURER, TH
ORDERED NEW HANDLE								SELLING DEALER HI DISCLAIMS ALL WARR	
JOB# 5 TOTALS			بمبك	وأأأأ	. · · · ·		1	PRESS OR IMPLIED, INC	LUDING ANY IMPLIE
	JOB# 5 JOURN					TOTAL	0.00	WARRANTIES OF MERC NESS FOR A PARTICU NEITHER ASSUMES NO	LAR PURPOSE, AN
MISCDESCRIPTIO	N		CONT	יא וחם:	n			OTHER PERSON TO A	
MISCCODEDESCRIPTIO JOB # A HAZS HAZARDOUS	WASTE DISPOSAL FEE		-00161	NOL II			1.00	L)ABILITY IN CONNECTS OF THIS PART(S) AND/O	
				TOTA	L - !	MISC		SHALL NOT BE ENTITLES	
ESTIMATE								THE SELLING DEALER A DAMAGES, DAMAGES T	
CUSTOMER HEREBY ACKNOWLEDGES REC ORIGINAL ESTIMATE OF	EIVING \$33.26 (+TAX)							AGES FOR LOSS OF U	
COMMENTS								LOSS OF PROFITS, OF OTHER INCIDENTAL DAM	
WAITER							. }	*Thereby authorize the repair	
								to be done along with the hereby grant you and/or your	necessary material, and
							1	operate the car or truck here highways or elsewhere for the	ein described on streets
							- 1	inspection. An express me	ichanic's ilen is hereb
							ŀ	acknowledged on above on amount of repairs thereto. N	it of truck to second the lot responsible for items
							ł	left in car.	
							Ì	SIGNED CONTRACTOR ACSIONAL FOR	WE DECLAR OF HOPEN ANGELS
PAGE 2 OF 3	USTOMER COPY		CONT	MUED	CALLA!!	EVT DAM	E1 09:10cm		
	GO TOMER COPT	ı	CONT	140CD.	OIA IAR	EATPAG	E] 03:18pm		



1990 N. Pinal Ave. Casa Grande, AZ 85222



49965		ADVISOR JON	3	9536 TAG NO	1207	01/06/09	CVC5192617
		LABOR RATE	LICENSE NO.	MILEAGE	12,822	COLOR LASER BLUE/	STOCK NO. C7190
C1C1 C011105 17		98AR/MAKE/MODEL 07/CHEVROLE	T/COBALT/4	DR SEDA	N.	DELIVERY DATE 10/27/07	OELIVERY MILES
CASA GRANDE, AZ		TGTAK			:	SELLING DEALER NO.	PRODUCTION DATE
		F. T. E. NO.		P. O. NO.		01/05/09	
F	GUOLUIRO GUOLIG	COMMENTS					MO: 12822
JOB# 1 CHARGES	*						À.
LABORJ# E 176YZINT/ CUST STATES DIAG AND FOU REPLAQCED WI	MOLDING AROUND WINDSHIE NO SEAL ATTACHED TO WIN	LD WARPED	40618		WARRANTY	Titeran Cropo Bolve	turible
PARTSQTYFP-NUMBE 1 15791			TOTAL -	PARTS	WARRANTY 0.00	If our ser	vice was
SUBLETPO#VEN 152690 200	18 01/06/09 INSTALL	WS	TOTAL -		WARRANTY 0.00	tell us imn	rediatel
				TOTAL	0.00	, belief	
JOB# 2 CHARGESLABOR	JUS# 1 J	JUNIORE PREFIX C	,,c2 000# T			SUPPLIES - A token and HAZAMBOUSed	i charge is included V&ରTହoଭାରନ୍ୟରାଜନ
J#2 17CVZ-DOOR DOOR CUST STATES DRIVERS REAR CLEANED AREA	STREET CLIPS AND LATTE M	TECH(S): ARKS ON DRIVERS	40618 FRONT AND		, managaran car	Applicable supply ite washers, tape, pins, solvent, rags, carbure solder, battery clea sealer, etc.	aerospray, shellac, etor cleaner, towels,
JOB# 3 CHARGES	J08# 2 J0	OURNAL PREFIX C	VCS JOB# 2	TOTAL	0.00	LIMITED WAR AS IS THE ONLY WARF THIS PART(S) ARE THE	ANTIES APPLYING TO
JOB# 3 CHARGES					- 1	OFFERED BY THE M	ANUFACTURER, THE
	ng Ing Inside door Handle				WARRANTY	SELLING DEALER H DISCLAIMS ALL WARR PRESS OR IMPLIED, INC WARRANTIES OF MERC NESS FOR A FARTICU NOTHER PERSON TO A	ANTIES, EITHER EX- CLUDING ANY IMPLIED CHANTABILITY OR FIT- ILAR PURPOSE, AND
	747 BEZEL 10	1.515 227227	TOTAL -		WARRANTY 0.00	LIABILITY IN CONNECT OF THIS PART(S) AND/ SHALL NOT BE ENTITLE	ON WITH THE SALE OR SERVICE, BUYER OTO RECOVER FROM
JOB# 3 TOTALS						THE SELLING DEALER A DAMAGES, DAMAGES 1	TO PROPERTY, DAM-
	J0B# 3 J0	OURNAL PREFIX C	VCS JOB# 3	TOTAL		AGES FOR LOSS OF U LOSS OF PROFITS, O OTHER INCIDENTAL DAM	R INCOME, OR ANY
ESTIMATE CUSTOMER HEREBY ACKNOWLED ORIGINAL ESTIMATI	GES RECEIVING E OF \$0.00 (+TAX)	•••••				Thereby authorize the ropal to be done along with the bereby grant you and/or you operate the car or truck he inspection. An express macknowledged on above amount of repairs thereto, teletin care.	r work hereinafter set forth necessary material, and remployees permission to ein described on streets, purpose of testing and/or echanic's lien is hereby as or truck to secure the
PAGE 1 OF 2	CUSTOMER COPY	[C	ONTINUED ON N	EXT PAGE] 0:		SIGNED CUSTOMER ACARDONNE	काइ म्हर्कान हो त्रिम्श ानम् क



1990 N. Pinal Ave. Casa Grande, AZ 85222 (520) 836-2147 • (602) 252-3891 • (800) 825-9450

CUSTOMER NO.	49965		NO C		39536	ີ 1 812	03/24/09	CVCS194195
			LABOR RATE	LICENSE NO.	MILEAGE	15,424	LASER BLUE/	C7190
			07/CHEVROLE	T/COBALT	/4 DR SED	AN	10/27/07	DELIVERY MILES
CASA GR	ANDE, AZ		VEHICLE I.O. NO.			W.Y.C.	SELLING DEALER NO.	PRODUCTION DATE
			F.T.E.NO.		P. O. NO.		03/24/09	
FI)	COMMENTS					MO: 15424
JOB# 1 CHAR	GES							44.
	BOOY ELECT CUST STATES KEY WE FOUND KEY BINDING CYLINDER INTERNALY REPLACED IGNITION COMPLETE. TYFP-NUMBER 1 25848845	IN IGNITION, PERF BINDING, LOCK CYLINDER, TE	ORMED DIAG FOUN	D IGNITION		WARRANTY WARRANTY	_Thank y this oppo serve If our ser satisfactor	rtunity to you: vice was v, tell your
				TOTAL	- PARTS	0.00	friends) if n	
	0#VEND INV# 153982 732578			IUIAL	· SOPECI	WARRANTY 0.00	7	
MISCCC	DEDESCRIPTI Z5 Z5000 PAR	ONTS ALLOWANCE				WARRANTY	SUPPLIES - A toker for HAZARDOUS V	charge is included
10R# 1 TOTA	•		. ali ku u di mate a ali dis		- MISC	0.00	ABBUCHBO SUBDISHE	mgrare; Wutš abiole;
OUD# I TOTA	LS	10R# 1 .W	NIRNAL PREFTY	CVCS JOR#	1 TOTAL	0.00	washers, tape, pins, solvent, rags, carbure	etor cleaner, towels, j
JOB# 2 CHAR	ges						solder, battery clear sealer, etc.	ner, wire, window
	OF/SPEC. *LUBES. OIL PERFORMED EVERY 3. Lubricate chassis Top off all engine Reset tire monitor Perform Multi-poin Reset oil life ind REPLACE: Engine oil (up to O11 filter with ge INSPECT: Tires for wear, me Condition of air f Undercarriage for Wiper blades MAINTENANCE. PERFORMED LOF SERV	components (17/ap) compartment fluid (if applicable) t inspection ex (if applicable) 5 quarts) nuine GM filter ausure tread deptiliter, belts & lead damage & leaks ICE	is a set tire proks	essure	IT PRICE:		LIMITED W. AS IS - THE ONLY WARE THIS PART(S) ARE TH OFFERED BY THE M SELLING DEALER H PRESS OR IMPLIED, INC WARRANTIES OF MERC NEITHER ASSUMES NO OTHER PERSON TO A LIABILITY IN CONNECT OF THIS PART(S) AND SHALL NOT BE ENTITLE THE SELLING DEALER / DAMAGES, DAMAGES AGES FOR LOSS OF OTHER INCIDENTAL DAY OTHER INCIDENTAL DAY	MANTIES APPLYING TO OSE WHICH MAY BE ANUFACTURER. THE ERRBY EXPRESSLY ANTIES, EITHER EXCLUDING ANY IMPLIED CHANTABILITY OR FIT-LIAR PURPOSE, AND OR AUTHORIZES ANY ON WITH THE SALE OR SERVICE. BUYER D'TO RECOVER FROM MAY CONSEQUENTIAL TO PROPERTY, DAMUSE, LOSS OF TIME, R INCOME, OR ANY JAACES.
	1 12605566		836 126055	TOTAL.	5.60 - PARTS	5.60 5.60	"I hereby authorize the repair to be done along with the hereby grant you and/or you operate the car or truck he	necessary material, and remployees permission to
	PLIES	Ģ	2.590 /UNI		- GOG	12.95 12.95	operate the car or truck of highways or elsewhere for the inspection. An express in acknowledged on above of amount of repairs thereto. both in car.	e purpose of testing and/or in echanic's lien is hereby ar or truck to secure the
							SIGNED CLESTOMER ACMICINER	unaments correspect
PAGE 1 OF 2		CUSTOMER COPY	(c	CONTINUED O	N NEXT PAGE] (33:17pm		1



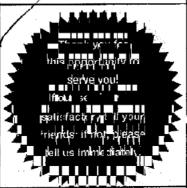
PAGE 1 OF 1

1990 N. Pinal Ave. Casa Grande, AZ 85222 (520) 836-2147 • (602) 252-3891 • (800) 825-9450 CHEVROLET

[END OF INVOICE] 12:05pm

49965	JON	39536 TAG		04/22/09
	LABOR RATE	LICENSE NO. MILEAG	16,830	COLOR LASER BLUE/
	YEAR / MAKE / MODEL	T/CORALT/A DB CE		10/27/07
CASA GRANDE, AZ	LIEUTOLE LE MO	T/COBALT/4 DR SEI	/AIT	SELLING DEALER NO.
•	1 G 1 A K S	5 5 F 2 7 7		5 R O 0575
	F. S. E. NO.			04/21/09
4	COMMENTS			
JOB# 1 CHARGES				
ESTINATE	MEEL LOCKS UP WHILE OUND CODE C0475, FO AND PINS ARE GOOD, Y, TESTS GOOD, REPA RIPTION	DUND FOUND AIR TOTAL - PARTS EVCS JOB# 1 TOTAL	WARRANTY 0.00 0.00	servification in specification in specification in specification in the
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX TOTALS THANK YOU FOR LETTING HENRY BROWN AUTOMOTI YOUR VEHICLE. CUSTOMER SATISFACTION IS OUR #1 FOR ANY REASON YOU ARE NOT COMPLETELY SATISFI SERVICE EXPERIENCE, PLEASE SEE A MEMBER OF OU TEAM. THANK YOU, HENRY BROWN AUTOMOTIVE P 0 BOX 11306 CASA GRANDE, AZ 85230 CASH MASTERCARD AMEX CHECK CHECK# INTERN VISA BODY SHOP OTHER CUSTOMER SIGNATURE	GOAL, IF ED WITH YOUR R MANAGEMENT WARR CHARGE CASHIER	TOTAL PARTS TOTAL SUBLET TOTAL MISC CHG. TOTAL HISC DISC TOTAL HASC DISC TOTAL TAX TOTAL INVOICE \$	9	sealer, etc.

CUSTOMER COPY



NVOICE NO. CVCS194732

MO: 16834

11

C7190 DELIVERY MILES

PRODUCTION DATE

UPPLIES - A token charge is included or HAZARDOUS WASTE DISPOSAL nd supplies used on your vehicle. pplicable supply items are: Nuts, bolts, ashers, tape, pins, aerospray, shellac, olvent, rags, carburetor cleaner, lowels, older, battery cleaner, wire, window ealer, etc.

LIMITED WARRANTY

S IS - THE ONLY WARRANTIES APPLYING TO HIS PART(S) ARE THOSE WHICH MAY BE FFERED BY THE MANUFACTURER. THE ELLING DEALER HEREBY EXPRESSLY ISCLAIMS ALL WARRANTIES, EITHER EX-RESS OR IMPLIED, INCLUDING ANY IMPLIED ARRANTIES OF MERCHANTABILITY OR FIT-ESS FOR A PARTICULAR PURPOSE, AND either assumes nor authorizes any THER PERSON TO ASSUME FOR IT ANY ABILITY IN CONNECTION WITH THE SALE F THIS PART(S) AND/OR SERVICE, BUYER ALL NOT BE ENTITLED TO RECOVER FROM E SELLING DEALER ANY CONSEQUENTIAL AMAGES, DAMAGES TO PROPERTY, DAM-GES FOR LOSS OF USE, LOSS OF TIME, OSS OF PROFITS, OR INCOME, OR ANY THER INCIDENTAL DAMAGES.

"Thereby authorize the repair work hereinafter set forth to be stone along with the necessary material, and hereby grant you and/or your employees permiselon to operate the car or fruck 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 car or truck to secure the assount of repairs thereto. Not responsible for items lettin ner.

SIGNED ... CLASTOMERIA ACRACIMA ECGES DECIC PT CE ACOPY HE RECO



1990 N. Pinai Ave. Casa Grande, AZ 85222



CUSTOMER NO. 4006 C	ADVISÓR		TAB NO.	INVOICE DATE	INVOICE NO.
49965	JON LABOR RATE	3953	6 1774 MLEAGE	12/18/08	CVCS 192320
		LIGENSE W.J.	12,124	LASER BLUE/	C7190
CASA SSANDS	07/CHEVROI	ET/COBALT/4 DR	SEDAN	10/27/07	DELIVERY MILES 11
CASA GRANDE, AZ	VEHICLE I.D. NO.	•		SELLING DEALER NO.	PRODUCTION DATE
	ETENO.	5 5 F 2 7 7 3		5 P. O. 0476	
FEMILIAN COMPANY	COMMENTS			12/17/08	1
	COMMENTS				MO: 12124
JOB# 1 CHARGES					444
LABOR- J# I 16CVZ BODY ELEGTRICAL CUST STATES SHIFTER KNOB FALLIN CAME APART REPLACED SHIFTER KNOB	G OUT			Inje oppo	rtunity to
PARTSQTYFP-NUMBER	CRIPTION DLE 4.006 227062	TOTAL - PART	WARRANTY	If our ser satisfactor	
JOB# 1 TOTALS		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		friends; if r	_
.πhr.#	1 JOURNAL PREFTY	CVCS JOB# 1 TOTA	L 0.00	tell us imn	nediately;
ESTIMATE	***************************************			- PE	Aries.
ORIGINAL ESTIMATE OF \$0.00 (+TA	X)			SUPPLIES - A toker for HAZARDOUS V	
THANK YOU FOR LETTING HENRY BROWN AUTOMOT YOUR VEHICLE. CUSTOMER SATISFACTION IS OUR # FOR ANY REASON YOU ARE NOT COMPLETELY SATISF SERVICE EXPERIENCE, PLEASE SEE A MEMBER OF O TEAM. THANK YOU, HENRY BROWN AUTOMOTIVE	IVE SERVICE 12 GOAL IF IED WITH YOUR UR NANAGEMENT	TOTAL G.O.G TOTAL MISC CHG TOTAL MISC DIS	. 0.00 . 0.00 . 0.00 . 0.00 C 0.00	and supplies used Applicable supply ite washers, tape, pins, solvent, rags, carbur solder, battery clea sealer, etc.	on your vehicle ma are: Nuts, bolts aerospray, shellac etor cleener, towels
P 0 BOX 11306 CASA GRANDE, AZ 85230		TOTAL TAX	. 0.00	LIMITED W. AS IS - THE ONLY WARE	
CASH MASTERCARD AMEX	**************************************	TOTAL INVOICE	E\$ 0.00	THIS PART(S) ARE TH	ose which may be
CHECK CHECK# INTER				OFFERED BY THE M SELLING DEALER H	
*****		Orthornal Control		DISCLAIMS ALL WARR PRESS OR IMPLIED, INC	
VISA BODY SHOP A OTHER	CASHIER®			WARRANTIES OF MERC NESS FOR A PARTICU NEITHER ASSUMES NO OTHER PERSON TO A	CHANTABILITY OR FIT- ILAR PURPOSE, AND DR AUTHORIZES ANY
	TE INVOIC	E **************	**************************************	LIABILITY IN CONNECT OF THIS PART(S) AND/ SHALL NOT BE ENTITLE THE SELLING CEALER / DAMAGES, DAMAGES AGES FOR LOSS OF LOSS OF PROFITS, O OTHER INCIDENTAL DAI	OR SERVICE, BUYER D TO RECOVER FROM ANY CONSEQUENTIAL TO PROPERTY, DAM- USE, LOSS OF TIME, R INCOME, OR ANY
Ref. # 11-719-36	₹5° /*			Thereby authorize the repair to be done along with the reverse years you and/or you operate the car or truck habitatively or elsewhere for the inspection. An express macknowledged on above camount of repairs thereto. Left in car.	necessary material, and remployees permission to rain described on streets, a purpose of testing and/or echanic's lian is hereby ar or tryck to secure the
PAGE 1 OF 1 CUSTOMER COP	Y	[END OF INVO	ICE 103:18pm	SIGNED	क एक वर्षणीचेन करा सूच्ये सङ्क्ष्मिल स्थापन दक्ष



1990 N. Pinal Ave. Casa Grande, AZ 85222

1 40066	ROSIVOA		TAG N		INVOICE DATE	'NVOICE NO.
	JON LABOR PATE	1LIDENSE NO.	9536 MILEAGE	1482	12/26/08 color	CVC5192456
		ELCONCE NO.	J. WILE, ANDE		LASER BLUE/	C7190
	YEAR/MAKE/MODEL O7/CHEVIDALI	ET/COBALT/4	DD CED	AN	DELIVERY DATE 10/27/07	DELIVERY MILES
will divide, he	MELLIOLE L.D. NAC				SELUNG DEALER NO.	PRODUCTION DATE
1	1 G 1 A K	55 F Z 7	7 . O. NO.		5 R. O. DATÉ	
					12/26/08	
	COMMENTS					MO: 12408
CUSTOMER STATES DRIVERS SIDE REAR DO INSPECT AND ADVISE NO WORK DONE AT THIS TIME	OOR EDGE PAINT	IS PEELING				بنفائد
JOB# 3 TOTALS	· · · · · · · · · · · · · · · · · ·				Thank y	
JOB# 3 Jr	OURNAL PREFIX	CVCS JOB# 3 °	TOTAL	0.00	this opeda	
JOB# 4 CHARGES JOB# 3 JOB					servje	
LABOR	and the second second section	and the second second second	 S 1 1 - 4 - 3 1 1 1 1	. Watering Company	If our servi	
JA 4.17CVZ-TRIM MISG TRIM BY STATES TOP OF WINDSHIELD M	OULDING APPEARS	TO BE	un jesavija	: MAKKANITY	friends; if a	
WARPED-INSPECT AND ADVISE FOUND WINDSHIELD MOULDING DEFECTIVE					tell us man	
ORDERED SOP WINDSHIELD W/MOULDING					7	iod atol)
PARTS·····QTY···FP-NUMBER-·····DESCRIPT 0 15791707 WINDSHIE	TION	UNIT /	PRICE -	Liétonaumi	777	- Table
I PART UN SPECIAL ORDER				WARRANTY	SUPPLIES - A token	charge is included
** QUANTITY 1 IS SPECIAL ORI	DERED **	TÓTAL - I	ARTS	0.00	for HAZARDOUS Wand supplies used	JASTĒ DISPOSAL
JOB# 4 TOTALS				i	Applicable supply iter	ns are: Nuts, botts,
JOS# 4 TOTALS	NUDNAL DEETY	CVCS 100# 4 1	FOTAL		washers, tape, pins, solvent, rags, carbure	
JOB# 5 CHARGES JOB# 4 JO	JUNIOR FREE IX				solder, battery clea	
LABOR				· · · · · · · · · · · · · · · · · · ·	sealer, etc.	SDANTY
J# 5 L7CVZ-MLDG MISC TRIM CUSTOMER STATES DRIVERS SIDE FRONT D	TECH(S) DOOR INNER HAND	:40855 LE CHROME	N. MYNIGHTON	1	AS IS - THE ONLY WARR	ANTIES APPLYING TO
CUSTOMER STATES DRIVERS SIDE FRONT D IS COMING APART -INSPECT AND ADVISE FOUND HANDLE DEFECTIVE	/				THIS PART(S) ARE THE OFFERED BY THE MA	
ORDERED NEW HANDLE					SELLING DEALER HI DISCLAIMS ALL WARRI	
JOB# 5 TOTALS	غِدلا عبد المحدد المداد	المراوية بالإسارة بالأساف			PRESS OR IMPLIED, INC WARRANTIES OF MERC	LUDING ANY IMPLIED
·-	OURNAL PREFIX:			0.00	NESS FOR A PARTICU NEITHER ASSUMES NO OTHER PERSON TO A	lar purpose, and R authorizes any
MISC·····CODE·····DESCRIPTION···· JOB # A HAZS HAZARDOUS WASTE DISPOSAL FE	Έ			1 00	LIABILITY IN CONNECT	ON WITH THE SALE
		TOTAL - M	IISC		OF THIS PART(S) ANDA SHALL NOT BE ENTITLED	
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PAGE 2 OF 3 CUSTOMER COPY	[0	CONTINUED ON NE	XT PAÇE] ()		SIGNEO	s.anfrond Grazagonino



1990 N. Pinai Ave. Casa Grande, AZ 85222

	JON	395	36 1207	01/06/09	CVCS192617
	LABOR RATE LUCE	NSE NO.	12,822	LASER BLUE/	67190
	YEAR/MAKE/MODEL 07/CHEVROLET/	COBALT/4 D	·	DELIVERY DATE 10/27/07	DELIVERY MILES
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PAGE 1 OF 2 CUSTOMER COPY	lcon.	TINUED ON NEXT	PAGE] 03:17pm	SIGNED OF STORMAR STORY	augung er i Eduler i Wille



1990 N. Pinal Ave. Casa Grande, AZ 85222

49965	JON	39536		03/24/09	CVCS19419
	LABOR RATE	LICENSE NO. MIL	EAGE 15,424	LASER BLUE/	C7190
CASA GRANDE, AZ	VENIOR FLORID	ET/COBALT/4 DR 9		DECIVERY ONE 10/27/07 SELLING DEALER NO. 5	DELIVERY MILES 11 PRODUCTION DATE
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OB# 2 CHARGES JOB#	1 JOURNAL PREFIX	CVCS JOB#. 1 TOTAL	0.00		etor cleaner, tow
PERFORMED EVERY 3,000 MILE INT Lubricate chassis components (Top off all engine compartment Reset tire monitor (if applica Perform Multi-point inspection Reset oil life index (if applica REPLACE: Engine oil (up to 5 quarts) Oil filter with genuine GM fil INSPECT: I'ves for wear, meausure tread Condition of air filter, belts Undercarriage for damage & lea Wiper blades MAINTENANCE, PERFORMED LOF SERVICE.	TECH(S) ERVALS OR EVERY 3 MC if applicable) fluids ible) cable) ter I depth & set tire pr & leaks ks	essure	<u> 19.40</u>	LIMITED W. AS IS - THE ONLY WARK THIS PART(S) ARE THE OFFERED BY THE M SELLING CEALER H CISCLAIMS ALL WARE PRESS OR IMPLIED, INC WARRANTIES OF MERI NEST FOR A PARTICL NEITHER ASSUMES M OTHER PERSON TO A LIABILITY IN CONNECT OF THIS PART(S) AND SHALL NOT BE ENTITLE THE SELLING DEALER; DAMAGES, DAMAGES AGGS FOR LOSS OF LOSS OF PROFITS, O	OSE WHICH MAY ANUFACTURER. EIREBY EXPRES. EITHER ELUDING ANY IMPICANTABLITY OR ELEGIBLE FOR IT. ION WITH THE SOME SERVICE. BUILD DE CONSEQUENTO PROPERTY. ELEGIBLE FOR ELEGIBLE FOR ELEGIBLE FOR SERVICE. BUILD PROPERTY. ELEGIBLE FOR ELEGIBLE
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AGE 1 OF 2 CUSTOMER CO	bb. (CONTINUED ON NEXT PAG	GE) 03:17pm		



1990 N. Pinal Ave. Casa Grande, AZ 85222

49965	JON		39536 TAG NO.	263	04/22/09	INVOICE NO. CVC519473
	LABOR BATE	LICENSE NO	SWIEAGE	6,830	LASER BLUE/	этоск но С 719 0
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THANK YOU FOR LETTING HENRY BROWN AUTOMOTIVE DUR VEHICLE. CUSTOMER SATISFACTION IS OUR #1 G RR ANY REASON YOU ARE NOT COMPLETELY SATISFIED RVICE EXPERIENCE. PLEASE SEE A MEMBER OF OUR P EAM. THANK YOU. HENRY BROWN AUTOMOTIVE P O BOX 11306 CASA GRANDE. AZ 85230	MANAGEMENT	TOTAL PAI TOTAL SUI TOTAL G.: TOTAL MI: TOTAL MI:	BLET D.G SC CHG. SC DISC	0.00 0.00 0.00 0.00 0.00	Sealer, etc. LIMITED W. AS IS - THE ONLY WARF THIS PART(S) ARE TH ORFERED BY THE M SELLING DEALER H	IANTIES APPLYING OSE WHICH MAY ANUFACTURER, EREBY EXPRES
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1990 N. Pinal Ave. Casa Grande, AZ 85222

(520) 836-2147 • (602) 252-3891 • (800) 825-9450 CHEVROLET

CHECK CHECK# CUSTOMER STARED CHECK FOR DTC'S NOME STORED. ROAD TEST SEVERAL TIMES DURING THE DAY. TOTAL OF 38 MILES. NO PROBLEM FOUND AT THIS TIME. OPERATING AS DESIGNED. JUB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL O.00 ESTIMATE— CUSTOMER HEREBY ACKNOMLEDGES RECETVING ORIGINAL ESTIMATE OF \$0.00 (+TAX) TOTALS— THANK YOU FOR LETTING HENRY BROWN AUTOMOTIVE SERVICE TOTAL LABOR. O.00 SUPPLIES - A toke FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED WITH YOUR TOTAL SUBLET. O.00 SERVICE EXPERIENCE, PLEASE SEE A MEMBER OF OUR MANAGEMENT TOTAL SUBLET. O.00 TEAM. THANK YOU. HENRY BROWN AUTOMOTIVE P. O. BOX: 11306 CASA GRANDE AR BS230 CASA GRANDE AR BS230 CASA GRANDE AR BS230 CASA GRANDE AR BS230 CASA GRANDE AR BS230 TOTAL INVOICE \$ O.00 AS IS THE ONLY WARPINS ARE TO CHECK CHECK# INTERNAL CHARGE VISA BOOY SHOP OTHER CUSTOMER SIGNATURE	MO: 1753 MO: 1753 Volume to the control of the co
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HENRY BROWN AUTOMOTIVE GROUP

1990 N. Pinai Ave. Casa Grande, AZ 85222

(520) 836-2147 • (602) 252-3891 • (800) 825-9450 CHEVROLET

						CELL:	
49965		JON-		39536	1547	05/20/09	CVCS195268
		LABOR RATE	cidense no.	MILEAG	<u> </u>	LASER BLUE/	E706840 C7190
		YEAR/MAKE/MODEL				DELIVERY DATE	DECIVERY MILES.
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PAGE 1 OF 1	CUSTOMER COPY		(END (F INVOICE]	02:51pm		

Chutternelle was Bernosts Cungen; Frant Nie Gossens G (1988)

General Motors

Case number: CHV0938020

Reference Number: 71-719-395-962
To: BBB Auto line Program
Council of better business bureaus, INC.
4200 Wilson Boulevard
Suite 800
Arlington, VA 22203-1838

ATTN: Mr.\William Clopton Phone: 1-800-955-5100 ext.502

Fax: 703-247-9700

May, 26.2009

In May13 2009 I sent you a complaints regarding my 2007 cobalt car that a purchased from Henry Brown dealer in Casa grand-AZ
There are some new circumstances I would like you to take in consideration

PROBLEM 5 at Mileage 17,426 May20, 2009

It was about 5:40AM I was getting ready to go to work I was suppose to be there at 6AM I was pulling out of my drive way suddenly the power steering locked up on me again , luckily I was able to stop the car and the car stopped half on my drive way the other half in the middle of the street, I called the road side assistance they came and towed it up to the dealer I got a ride to work I ended up being at work at 7:15 AM not at 6 Am as i was suppose to be, again I was late at work because of my RELIABLE cobalt, my boss had a serious talk with me which can effect my annual review, again the car was left at the shop all day and they found out it's the same problem again and they changed the same part . the dealer said he will notify GM Anti-Customer service department about the new circumstances.

PROBLEM 6 at Mileage 17,492May 21.2009

First of all seriously actually the shop where my cobalt spends a lot of time as well as myself, the dealer should put in a time clock for me there because I am in there for problems with the cobalt more than I am at work.

I received the cobalt from the shop AGAIN, I drove the cobalt several times, then again the very next day I was driving my SAFE cobalt in a school area the power steering locked up on me Again I was unable to stop the cobalt from skidding, the cobalt slid as if it was sliding on the ice, I drifted all the way from my lane clear over to the side walk. I ALMOST HIT A SCHOOL KID, an actual child, merely walking to school, I could not believe my eyes. I got very scared and all kinds of fears filled my mind at this time, all kinds of what ifs, oh my God what if I really hit this kid, what if he was injured for life?

What if I actually killed him? What about his family? Would I have ended up in jail for my whole life? Would my whole future be gone? What would happen to my family? That Child future could have been destroyed totally and completely destroyed because I am driving a defective vehicle, the child's whole future, whole life would have been changed as well as mine, and to think it would have been over my dream car. There have been so many problems.

I called the road side assistance and they towed it away to the shop again, and I again left the cobalt there and I had to try to find a ride again, late to work again and try to take care of my daily routine when I am so tense and stressed now.

The dealer was unable to detect the cause of failure, then stated that it operates as designed, and failed to figure out why did it happen, failed to answer if it will happen again, failed to answer what kinds of signs that I should look for or notice in the car before it happens again, failed to answer after how many miles it might happen again, failed to answer what are the causes of power steering failure in this particular situation, failed to answer if this car is safe to drive or not, just asked me to keep driving it hoping and praying it won't happen again.

Now I am not only talking about my own safety and my family's safety. But also other peoples safety, that school kid combined with the cobalt's problems could have destroyed his life forever or got him killed, and ruined his families life forever along with my families life and mine. Is it guaranteed it will not happen again, I did not ask to put it in writing that my car is safe to drive because I know the response as many times before I have asked for written proof for written statements on my dream car that it is guaranteed to drive safely now. Will the GM representative and the dealer do jail time instead of me at this moment if I did hurt that kid? What are the dealers and GM going to tell the family of their injured child??? Please I need an answer for those questions.

In May 8th 2009 from few thousand miles away from me GM representative Miss\Heather Bagnch had the nerve to verbally state that my car is safe to drive she even offered to drive it,I am asking Miss\Heather and all other GM representatives who mishandled my case to bring there families including there children here to Arizona put them in this car and go drive it on the highway.

Miss Heather it happened again twice after you stated that it's safe to drive, are you going to state it again or put it in writing this time?????? Is it safe to drive or not Miss Heather??? What kind of magic power do you have to be able to state my cobalt is safe to drive in the first place? When you are few thousand miles away from the car and have never been in it, should I believe you this time if you are going to say it again, if you ever will have the nerve to say it again?

In May19 2009 I received a cheap phone call from GM Anti-Customer service describing me as a loyal customer and discussing different options to compensate me, such as a free oil change ,or a free car wash, GM is this the price tag you put on my life and my family's life and the children walking back and forth to school everyday? And all the other people on the road, do you think the BBB is that naive and will be deceived by your antics, instead of coming to litigate the solution to save your dignity and integrity

you offer me a free car wash, free oil change, and free air for my tires, for your defective product. Is this really how you handle your loyal customer service complaints, also I received unsigned supposal it's official letter from GM customer service stating that they will not repurchase my car without explaining what is the criteria's they based there decision on? GM is this really how you issue your official business letters?? You need extensive education in this department, at least sign it and give a contact name and position.

GM let me professionally educate you as your loyal customer as you described to me, I am expecting that in addition to my new car you take off 50% of my current loan on the car as a small part of compensation for what I have been through, and for what my family has been through over the last eighteen month this is how professionals handle customer service this is the least you can do for one of your loyal Guinea Pig who have been driving your defective vehicle for more than eighteen month now

BBB of Texas, Arizona, Michigan and Virginia, I have seen the worst nightmare in my life, dealing with GM customer service, I have full trust in you that you will not put me and my family through this daily miscry, stress, and tension any longer. I believe that BBB is there for the customer's safety and will not accept putting me and my family and all innocent citizens including innocent children in danger on a daily basis.

Attorneys General of Arizona, Texas and Michigan my life is in danger so as my family's lives and everyone else on the road am asking you to step up and put an end for this endless potentially dangerous situation

Thank you in advance for your prompt action.





1990 N. Pinal Ave. Casa Grande, AZ 85222 (520) 836-2147 • (602) 252-3891 • (800) 825-9450 CHEVROLET

49965	ADVISOR	3053/	TAG NO.	INVOICE DATE	INVOICE NO.
<u> </u>	JON LABOR PATE	39536	ILEAGE	05/22/09 COLOR	CVCS195316
	YEAR / MAKE / MODEL		17,492	LASER BLUE/	C7190
CASA GRANDE, AZ	07/CHEVROLE	T/COBALT/4 DR	SEDAN	10/27/07 SELLING DEALER NO.	PRODUCTION DATE
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		P. G. NG.		05/21/09	
	COMMENTS				MO: 17530
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CUSTOMER SIGNATURE				NEITHER ASSUMES OTHER PERSON TO UPSTAINS PARCONNE SHALL NOT BE ENTIT! THE SELLING DEALE* DAMAGES, DAMAGES AGES FOR LOSS OF LOSS OF PROFITS, OTHER INCIDENTAL O 'I hereby authorize the re to be done along with I hereby grant you end/or y operate the car or truck highways or e/sawhere for inappection. An express acknowledged on above smound of repairs thereto left in car.	CULAR PURPOSE, ANE NOR AUTHORIZES ANY ASSUME FOR IT ANY CONSEQUENTIAL BY TO PROPERTY, DAME USE, LOSS OF TIME OR INCOME, OR ANY AMAGES. DISTANCE OF TIME OF THE OUT OUT OF THE OUT OF THE OUT OF THE OUT OF THE OUT OF THE OUT OF THE OUT OF THE OUT OF THE OUT OF THE OUT OF THE OUT OF THE OUT OF THE OUT OF THE OUT OF THE OUT OF THE OUT OF THE OUT OUT OUT OUT OF THE OUT OUT OUT OUT OUT OUT OUT OUT OUT OUT
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1990 N. Pinal Ave. Casa Grande, AZ 85222

(520) 836-2147 • (602) 252-3891 • (800) 825-9450 CHEVROLET

					CELL:	
49965	JON: LABOR RATE		39536	1547	05/20/09	CVCS195268
	LABOR RATE	LICENSE NO.	MILEAGE		LASER BLUE/	6TOCK NO. C7190
CASA GRANDE, AZ	YEAR/MAKE/MODEL 07/CHEVROL				DELIVERY DATE	DELIVERY MILES. 11 PROCUCTION DATE
	1 G 1 A K				SELLING DEALER NO.	PRODUCTION DATE
	f. T, E. NO.		P. O. NO.		05/20/09	
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PAGE 1 OF 1

CUSTOMER COPY

[END OF INVOICE | 02:51pm

CHW0938020 csduc

General Motors

Reference Number: 71-719-395-962

To: Arizona Better Business Bureau

4428 N. 12th Street Phoenix AZ 85014-4585 Phone: (602)264-1721 Fax: (602)263-0997

May, 26.2009

In May13 2009 I sent you a complaints regarding my 2007 cobalt car that a purchased from Henry Brown dealer in Casa grand-AZ

There are some new circumstances I would like you to take in consideration

PROBLEM 5 at Mileage 17,426 May20, 2009

It was about 5:40AM I was getting ready to go to work I was suppose to be there at AM I was pulling put of my drive way suddenly the power steering locked up on me again , luckily I was able to stop the car and the car stopped half on my drive way the other half in the middle of the street ,I called the road side assistance they came and towed it up to the dealer I got a ride to work I ended up being at work at 7:15 AM not at 6 Am as i was suppose to be , again I was late at work because of my RELIABLE cobalt ,my boss had a serious talk with me which can effect my annual review ,again the car was left at the shop all day and they found out it's the same problem again and they changed the same part .the dealer said he will notify GM Anti-Customer service department about the new circumstances.

PROBLEM 6 at Mileage 17,492May 21.2009

First of all seriously actually the shop where my cobalt spends a lot of time as well as myself, the dealer should put in a time clock for me there because I am in there for problems with the cobalt more than I am at work.

I received the cobalt from the shop AGAIN, I drove the cobalt several times, then again the very next day I was driving my SAFE cobalt in a school area the power steering locked up on me Again I was unable to stop the cobalt from skidding, the cobalt slid as if it was sliding on the ice, I drifted all the way from my lane clear over to the side walk. I ALMOST HIT A SCHOOL KID, a actual child, merely walking to school, I could not believe my eyes. I got very scared and all kinds of fears filled my mind at this time, all kinds of what ifs, oh my God what if I really hit this kid, what if he was injured for life? What if I actually killed him? What about his family? Would I have ended up in jail for my whole life? Would my whole future be gone? What would happen to my family? That Child future could have been destroyed totally and completely destroyed because I am driving a defective vehicle, the child's whole future, whole life would have been

changed as well as mine, and to think it would have been over my dream car. There have been so many problems.

I called the road side assistance and they towed it away to the shop again, and I again left the cobalt there and I had to try to find a ride again, late to work again and try to take care of my daily routine when I am so tense and stressed now.

The dealer was unable to detect the cause of failure, then stated that it operates as designed, and failed to figure out why did it happen, failed to answer if it will happen again, failed to answer what kinds of signs that I should look for or notice in the car before it happens again, failed to answer after how many miles it might happen again, failed to answer what are the causes of power steering failure in this particular situation, failed to answer if this car is safe to drive or not, just asked me to keep driving it hoping and praying it won't happen again.

Now I am not only talking about my own safety and my family's safety. But also other peoples safety, that school kid combined with the cobalt's problems could have destroyed his life forever or got him killed, and ruined his families life forever along with my families life and mine. Is it guaranteed it will not happen again, I did not ask to put it in writing that my car is safe to drive because I know the response as many times before I have asked for written proof for written statements on my dream car that it is guaranteed to drive safely now. Will the GM representative and the dealer do jail time instead of me at this moment if I did hurt that kid? What are the dealers and GM going to tell the family of their injured child??? Please I need an answer for those questions.

In May 8th 2009 from few thousand miles away from me GM representative Miss\Heather Bagnch had the nerve to verbally state that my car is safe to drive she even offered to drive it, I am asking Miss\Heather and all other GM representatives who mishandled my case to bring there families including there children here to Arizona put them in this car and go drive it on the highway.

Miss Heather it happened again twice after you stated that it's safe to drive, are you going to state it again or put it in writing this time?????? Is it safe to drive or not Miss Heather??? What kind of magic power do you have to be able to state my cobalt is safe to drive in the first place? When you are few thousand miles away from the car and have never been in it, should I believe you this time if you are going to say it again, if you ever will have the nerve to say it again?

In May19 2009 I received a cheap phone call from GM Anti-Customer service describing me as a loyal customer and discussing different options to compensate me, such as a free oil change ,or a free car wash, GM is this the price tag you put on my life and my family's life and the children walking back and forth to school everyday? And all the other people on the road, do you think the BBB is that naive and will be deceived by your antics, instead of coming to litigate the solution to save your dignity and integrity you offer me a free car wash, free oil change, and free air for my tires, for your defective product. Is this really how you handle your loyal customer service complaints, also I received unsigned supposal it's official letter from GM customer service stating that they will not repurchase my car without explaining what is the criteria's they based

there decision on? GM is this really how you issue your official business letters?? You need extensive education in this department, at least sign it and give a contact name and position.

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Thank you in advance for your prompt action.





1880 N. Pinal Ave.

Casa Grande, AZ 85222 (520) 836-2147 • (602) 252-3891 • (800) 925-9450 CHEVROLET

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1990 N. Pinai Ave.

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(520) 836-2147 • (602) 252-3891 • (800) 826-9450

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Start With Trust



June 12, 2009

Auto Line Division Council of BBBs, Inc. 4200 Wilson Boulevard, Suite 800 Arlington, VA 22203

RE: General Motors Corporation (Chevrolet)

Dear Colleague:

The enclosed complaints concern a firm located in your service area. We are forwarding them to you in accordance with procedures established by the Council of BBBs.

By copy of this letter, we are advising the customers that future inquiries regarding the status of their complaints should be referred to your office.

Thank you for your assistance.

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Sincerely

Carmel Weems

Ad Review Specialist

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This is an agreement for the intraliment purchase by you of the Vehicle described below. As used in this Contract, the words "you" and "your" mean the Buyer or Buyers who "Assignee"). If the Assignee notifies you that it has purchased this Contract, you agree in make all of your payments to the Assignee. This sale is subject to approval of your credit purchase purchased this Contract by an Assignee. BY SIGNING BELOW, YOU ATSO AGREE TO ALL OF THE TERMS ON BOTH SIDES OF THIS CONTRACT.

The Vehicle which you are purchasing is at:

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9. Amount Financed - Amount of credit you will get (item 7 plus item 8).			\$	· 호등등급 4 (9) 그
10. If the "Amount Financed" exceeds \$25,000 or if the Vehicle is purchase	ed primarily for commercial use	, the "Amount Financed" is a	dae the "Final Cash	Price Balance" and
the "Total of Payments" is also the "Time Balance." 11. Property Insurance: You promise to keep the Vehicle insured for its full is uspaid under this Contract. YOU MAY OBTAIN YOUR REQUIRED IN	SURANCE FROM ANY COM	PANY ACCEPTABLE TO U	n in our favor durin S. If you purchase;	g the time any amount cour insurance through
Seller, the costs and items of coverage are as follows: Collision (actual cash value of loss less 5 Nor deductible	and Corocchonsive	TERM	PREMIUM	
including fire and theft (cash value of loss less \$ & LDds	ducuple)	No / G months		N/A
including fire and theft (cash value of loss less \$	rs Contract. Please give us the r	N/A months	\$ If the agent you cho	N/A
Agent's Name ALTTO TAS SPEC Agent's Address Promise to Pay, By signing below, you promise to pay as the Amount Finan	Telephon	Number 52018	156-3141 580ND State	07 65222
Promise to Pay By signing below you promise to pay as the Amount Final	ned sogether with finance charg	es coloniated thereoe at the A	omial Represtago R	ate. You agree to make
your payments to us set forth in the Payment Schedule shown above. Your secruted finance charges and late charges and then to ordiner your impaid be necessary adjustments in your total finance charge will be reflected in you charge. If the Vehicle is purchased for commercial use, the late charge will he the leaser of \$10.00 or \$% of the napaid balance of the lare. Seaming but the reflected as if you do not paying promised, it if you have	final payment may change, der slance. This means your finance ir final payment. If a payment is Il be 5% of the unroud balance.	ending upon your payment to charge will be less when you not paid to full within 10 d. of the installment; if the vent	sabus. We wall apply a pay early and mo dys after it is due, y icle is purchased fo	y each payment hist to se if you pay late. Any on will also pay a late or personal use, the late
Seamly Interest. To parted we if you do not paying promised, or if you do not paying promised, or if you do not proceed on the Webble. If the Vebale in John Than Secasions) added to the Vebale if the Vebale is principled to added to the Vebale within 10 days of the dart of this Cognitic. You also insurance, maintenance, service, or other common we finance for you; and refunds of premiums or charges from the contract. This security interest do by us. NOTICE: BY CIVING US A SECURITY INTERN	s purchased for commercial use personal use, this security inten- give us a security interest in the	this security interest also or st also covers equipment, ac- proceeds of any physical di-	overs all equipment resportes, and parts amage insurance co	, accessories, and parts (other than accessions) liev on the Vehicle; all
PROVIDED BY LAW TO CLAIM THE VEHICLE EX LIMITATIONS/EXCLUSIONS OF PRODUCT WARRA	EMPI EKUM LEGALI	ROCESS.	E, YOU WALL	L ALL KNOBIS
(a) For "new" vehicles: (1) If the Vehicle is purchased for personal use, ?	Seller makes no implied warra			
Seller also gives you a written warranty, an its own behalf, with respect contract, on its own behalf, with you which applies to the Vehicle. In the of a Seller's written warrenty as corvies contract; (2) If the Vehicle is p any particular purpose. The Vehicle is said to you AS IS, except for any any component parts; (3) In all cases, Seller shall not be lightly for any of (b) For "used" vehicles:	st event, any implied warrantion rehased for commercial use, S express warranties made by I	s arising from the sale of th eller makes no implied was Seller, on its own behalf, or	e Vehicle shall be b ranty of merchant by the manufactor	imited to the duration shillty or of fitness for or of the Vehicle or of
(1) Used Car Impiled Warranty of Merchantability:			· · · · · · · · · · · · · · · · · · ·	15 dame - 500
The Seller hereby warrants that the vehicle will be fit miles after delivery, whichever is earlier, except with r (the Purchaser) will have to pay up to \$25,00 for each	egard to particular defe	cts disclosed on the fir	st page of this	agreement. You
(2) Watwar of Head Car Implied Warranty of Marchan	tobility	a. craft on three		
(2) Waiver of Used Car Implied Warranty of Merchal ATTENTION PIRCHASER: Sign here only if the de to only the vehicle on those terms.	aler told you that this vi	bicle hás thể followin	g problem(s) a	nd that you agree
conviene de compre el vehículo hajo estos terminos:	er renocies in injurque	and the state of t		
CONVIENCE de compra el vehículo hajo estos términos: 1. N/G N/G	Boyer/Comprador		Date_	16/27/2607
2. N/A	Buyer/Comprador	<u> </u>	Date_	18/27/248/
(3) The vehicle is said "AS IS - NOT EXPRESSLY WARRANTED any warranty ar service enateact given by Seller on its own behalf. I particular purpose, and the implied warranty of marchantability is it also gives you's written warranty, on its own behalf, with respect to the on its own behalf, with you which applies to the Vehicle. In that ever Seller's written warranty or service contract. If the Vehicle is purchase the implied warranty of enerchantability is ilmited to 13 days or 500 and damages arising from any breach of any warranty, express or implied.	OR GUARANTEELY uniess f the Vehicle is purchased for mitted to 15 days or 500 miles Vehicle, on at the time of the d, any implied warranties and of for committed use, Sollero attest after delivery, whichever axcept for a invant of the im-	personal mar, beller make: after delivery, whichever is tale or within 90 days theres aing from the sale of the Vi makes no implied warranty is a conter in all coses, beller plied warranty of merchan	s no proposed were: cartier, as set fort fiter, Seller enters chirle shall be han of fitness for any p shall not be liable tability.	any of numers are any in almost malest Seller into a service contract, test to the duration of periodiar purpose, and for any consequential
NOTICE TO BUYER: 1. Do not sign this Contract beforeony of the Contract you sign.	re you read it or if it co	atains any blank spac	es, 2, You are e	
Annual Percentage Rate (APR) for the installment sale of an auto	mobile may be negetiated.v	ith the dealership; and th		receive some portion
of the finance charge or receive other compensation for providing LIABILITY INSURANCE COVERAGE FOR BODHLY IN THIS CONTRACT, UNLESS DESCRIPED IN FEEM 11 AT	I IRY AND PROPERTY [AMAGE CAUSED TO	OTHERS IS N	OT INCLUDED IN
SELLER IS REGULATED AND COMPLAINTS CONC THIS CONTRACT MAY BE ADDRESSED TO:		teknowied gerafrensen	g of a fully con	pleted copy of
ARIZONA DEPARTMENT OF FINANCIAL INSTITUTIONS	*BUYER_			
2910 N. 44th STREET, SUITE 310 PHOENIX, ARIZONA 85018	*BOYED			
TELEPHONE: (602) 255-4421 Dated this 27+5 day of 00205552,	20 <u>97 By k⊈N</u> R	PROME PROPERTY F	T 3 : Clos	11901 4E
*OTHER OWNERS: If a person shown on the certificate of title as give us a security interest in the Vehicle, its proceeds, and physical de	an owner of the vehicle does I	ot want to be separately lis	able to pay this de miums.	bi, please sign below to
SIGNATURE DATE	SIGNATUR		ETTED DV 4 PDG	DATE
THE TEANSACTION WHICH IS THE SUBJECT OF THIS CO SELLING MOTOR VEHICLE DEALER, IF APPLICABLE, TO	E NAME OF THE BROKER		1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	- 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Seller hereby assigns this Contract to the below designated Assign entered hato herween Seller and Assignee, and in any event in account reverse (ofe hereto.	and analysis the terms and condi-	ions of a Dealer Agreement one and scorranties of the	Select a symbologic	I SEO MARCORIA DA COC
Terese sale mereto.	gar gibar Jajah bahan sar	경찰 바다 하는 얼		or Dealer Proceeds
HENRY BROWN CHEVROLET, LLC. 19/27/25	.7 UTHORIZED SIGNER	TITLE		Only Line ?
HENRY BROWN CHEVROLET, LLC. 19/27/288 SHILER DATED BY A Assignee: JPACKERN CHARLE BOOK N. G. Branch	UTHORIZAD SIGNER			Only Line 7

MAC

	. you are parentisting is a:					<u>.</u>
NEW OR USED	YEAR MODEL	MAKE TRADE NAME	NO. CYL.	BODY TYPE	MODEL # OR SERIES	VEHICLE
NEW	2007 COBALT	CHEVROLET	4	4 DR SEDAN	10869	1D,# 1G1AK55F27
ou intend to use commercial use	the Vehicle primarily for	Disksonal, family, or hosp	chold purposes ("pe	rsonal use") 🖸 commercia	al, business, agricultu	ral, or other non-personal us
ANNUAL PERCENTAG RATE	त्या । स्थापन्त्रः (निष्यानस्य स स्या स्ट	H/H	ents Amount of	Your payment sched Payments When Paym N/A N/	8 10 10 10 10 10 10 10 10 10 10 10 10 10	orași du real real registurii e
FINANCE		N 20		242.57 Monthly, Bo N/A N/		2/11/2007
CHARGE	THE DOLLAR AMOUNT CREDIT WILL COST YOUR \$	Insurance: C	EQUIRED TO	NSURANCE AND CONTAIN CREDIT, A	REDIT DISABI	RE PROVIDED
Amoust Financed	The amount of credit provided to you or on your behalf.	Type Credit Life Insurance	Term N/5) r	Premlum Si	Surface only	COSI.
	· \$ 1.3539.	Disability Insurance	N/A =		want disability surance only	
fotal of Payment	The amount you will have paid after you have made all pay-	Credit Life and Disability	_N∕Q_×	tos. \$ 11/12 di	want credit life and sability insurance	·
	ments as scheduled. \$ 17465.	Joint Credit Life Insurance Joint Credit Life	N/A_ =		e want joint edit life insurance	
	The total cost of your purchase on	and Single Dis- shility Insurance		SA SIEDELSK MARKAN	e want joint credit e and single middly Insurance	territoria de la companya de la companya de la companya de la companya de la companya de la companya de la comp
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rice	credit including your down payment of \$\frac{1750.60}{\$}\$	due, you will pay Prepayment if y See the other pore repayment in full	ne venicle is purchar a late charge of the I ou pay off early, you one of this Contract before the scheduled	ed for personal use, and a sessor of \$10,00 or 5% of the will not have to pay a pen for additional information date, and prepayment refin	payment is not paid in the unpaid balance of the alty.	e installment.
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to, it the "Amount rinanced" exceeds \$25,000 or if the Vehicle is purchased primarily for com-	mercial use, the "Amount Financed" is also in	"Pinat Cash Price Balance" and
the "Total of Payments" is also the "Time Balance."		J
 Property Insurance: You promise to keep the Vehicle insured for its full value against loss is unpaid under this Contract. YOU MAY OBTAIN YOUR REQUIRED INSURANCE FROM. 		
Seller, the costs and items of coverage are as follows:	ANT COMPANY ACCEPTABLE TO US. II y	on benchess your mismance mough
Collision (actual cash value of loss less \$ Nffdeductible) and Comprehensiv	p TERM I	REMIUM
including fire and theft (cash value of loss less \$ N/Preductible)	<u>h</u> touths	
Other (describe) If you buy insurance through your own agent, the cost is not included in this Contract. Please g	N/A_months \$	N/B
n you duy mantance unough you own agent, me cost is not included in this contact. Heave g	une me mini statute anid minibiliosise summines dir me s	gent you criouse:
Agent's Name AUYO ING SPEC	Telephoge Number (520) 836-	3141
Agent's Address	CilyCASA GRA	10 State AZ 85222
Promise to Pay: By signing below, you promise to pay us the Amount Financed, together with the	sence charges calculated thereon at the Aunual	Percentage Nate. You agree to make
your payments to us set forth in the Payment Schedule shown above. Your final payment may a	change, depending upon your payment habits.	We will apply each payment first to
accused finance charges and late charges and then to reduce your unpaid balance. This means y necessary adjustments in your total finance charge will be reflected in your final payment. If a	navment is not poid in full within 10 days aft	et it is due, you will also nay a late
sharge Miles Vehicles is prefitued for some impart danger of the said hear of the said hear.	id balance of the installment; if the Vehicle is	purchased for personal use, the late
Security Interest: To project us if you do not pay as promised, or if you break some other project	ise of this Contract, you give us a mirebase me	new sectionity interest in the Vehicle
all accessions thereto, and in any proceeds of the Vehicle. If the Vehicle is purchased for comm	nercial use, this security interest also covers a	equipment, accessories, and parts
(Office than accessions) added to the Vehicle. If the Vehicle is purchased for personal use, this see	surity interest also covers equipment, accessori	es, and parts (other than accessions)
added to the Vehicle within 10 days of the date of this Contract. You also give us a security in insurance, maintenance, service, or other contracts we finance for you; and all proceeds from in	tarest in the proceeds of any physical damage surance, maintenance, service; or other contrac	nsurance policy on the Vehicle; all
refunds of premiums or charges from the contracts. This security interest does not cover any other us. NOTICE: BY GIVING US A SECURITY INTEREST IN THE VI	er debts you owe us, and this debt is not covere	d by any other security interest held
by us. NOTICE: BY GIVING US A SECURITY INTEREST IN THE VI	EHICLE DESCRIBED ABOVE, Y	DU WAIVE ALL RIGHTS
PROVIDED BY LAW TO CLAIM THE VEHICLE EXEMPT FROM L	EGAL PROCESS.	
14MITATIONS/EXCLUSIONS OF PRODUCT WARRANTIES (a) For "new" vehicles: (1) If the Vehicle is purchased for personal use, Seller makes no ampl	ied warrunts of merchantability or of Miner	for any northeniae navance unless
Soller also gives you a written warranty, on its own behalf, with respect to the Vehicle, or,	at the time of the sale or within 90 days the	eafter, Seller enters into a service
contract, on its own behalf, with you which applies to the Vehicle. In that event, any implied	warranties ariting from the sale of the Vehi	de shall be limited to the duration
of a Seller's written warranty or service contract; (2) If the Vehicle is our chased for commentary particular purpose. The Vehicle is sold to you ASTS, except for any express warranties	rcial use, Seller makes no implied warranty of	of merchantability or of fitness for
any component parts; (3) In all cases, Seller shall not be liable for any consequential damag	res arising from any breach of any warranty	express or implied.
(b) For "used" vehicles: (i) I heat Car implied Warranty of Merchantability:		
The Seller hereby warrants that the vehicle will be fit for the ordinar	y purposes for which the vehicle is	used for 15 days or 500
miles after delivery, whichever is earlier, except with regard to particu (the Purchaser) will have to pay up to \$25.00 for each of the first two	lar delects disclosed on the first pa	ge of this agreement. You
	tohand it the warranty is violated.	
(2) Waiver of Used Car Implied Warranty of Merchantability; ATTENTION PURCHASER; Sign here only if the dealer told you that	of this validation that the this commence is	Memore and that you since
to buy the vehicle on those terms:	it this reliefe has the following pro	stein(a) and that you agree
ATENCION COMPRADOR: Firme aqui solamente si el venderor le d	ijo que el vehículo tiene el siguien	te problema(s) y que usted
conviene de compre el vehículo hajo estas términos:	The Transport of Artist Control of the Control	
	dor	Date 10/27/2027
	idor	Date <u>10/27/2007</u>
3. N/A	DN 1 C 31 1	
(3) The vehicle is sold "AS IS NOT EXPRESSLY WARRANTED OR GUARANTEEL any warranty or service contract given by Seller on its own bohalf. If the Vehicle is pure	D" unless Seller gives you a separate written hased for personal use. Selter makes no in	plied warranty of fitness for any
particular purpose, and the implied warranty of merchantability is limited to 15 days or	500 miles after delivery, whichever is earlic	, as set forth above, unless Seller
also gives you a written warranty, on its own behalf, with respect to the Vehicle, or, at the to on its own behalf, with you which applies to the Vehicle. In that event, any implied warr	me of the sale or within 90 days thereafter, S	Her enters into a service contract,
Seller's written warranty or service contract. If the Vehicle is parchased for commercial us	e, Seller makes no implied warranty of fitne	s for any particular purpose, and
the implied warranty of merchantability is limited to 15 days or 500 miles after delivery, w	hichever is carlier. In all cases, Seller shall :	ot be liable for any consequential
damages arising from any breach of any warranty, express or implied, except for a breach		
NOTICE TO BUYER: 1. Do not sign this Contract before you read it or	r it it contains any blank spaces. 2.	You are entitled to an exact
copy of the Contract you sign.	estleted with the declarching and the deal	erhio mar receive come nortion
Annual Percentage Rate (APR) for the installment sale of an automobile may be neg of the finance charge or receive other compensation for providing the financing.	outren with the nearership; and the near	asing may receive some portion
LIABILITY INSURANCE COVERAGE FOR BODILY INJURY AND PROF	ERTY DAMAGE CAUSED TO OTH	ERS IS NOT INCLUDED IN
THIS CONTRACT, UNLESS DESCRIBED IN ITEM 11 AND AN APPROPR	HATE PREMIUM CHARGE IS SHO	WN IN FTEM 8(A) ABOYE.
SELLER IS REGULATED AND COMPLAINTS CONCERNING	uver(s) Acknowledge(s) receipt of a	fully completed copy of
THIS CONTRACT MAY BE ADDRESSED TO:	nis Cor	
	BUYER	
2910 N. 44th STREET, SUITE 310	BUYER	
PHOENIX, ARIZONA 85018 TELEPHONE: (602) 255-4421	i i i i i	
The state of the s	Y MENNY BRUNK LAEVRULET, L	15
*OTHER OWNERS; If a person shown on the certificate of title as an owner of the vehi		
give us a security interest in the Vehicle, its proceeds, and physical damage insurance poil	cy and any refunds of insurance premiums.	
Gloring Com	GNATURE.	DATE
THE TRANSACTION WHICH IS THE SUBJECT OF THIS CONTRACT \Box IS OR \Box	IS NOT SUBJECT TO A FEE RECEIVED	
		BY A BROKER FROM THE
SELLING MOTOR VEHICLE DEALER. IF APPLICABLE, THE NAME OF THE B	ROKER IS:	BY A BROKER FROM THE
ASSIGNMEN	ROKER IS:	
ASSIGNMEN Sciler hereby assigns this Contract to the below designated Assignee under the terms a	ROKER IS; fT and conditions of a Dealer Agreement (C) Rec	ourse 🖸 Non-Recourse) previously
ASSIGNMEN Seller hereby assigns this Contract to the below designated Assignee under the terms a centered into between Seller and Assignee, and in any event in accordance with the term reverse side hereto.	ROKER IS; fT and conditions of a Dealer Agreement (C) Rec	ourse 🗅 Non-Recourse) previously Assignment and Warranty on the
ASSIGNMEN Seller hereby assigns this Contract to the below designated Assignee under the terms a cuttred into between Seller and Assignee, and in any event in accordance with the term reverse side hereto. HENRY BREMA CASSUME ET 11C 19/27/2007	ROKER IS: Index on ditions of a Dealer Agreement (URes, conditions and warrentles of the Seller's	ourse 🖸 Nob-Recourse) previously
ASSIGNMEN Seller hereby assigns this Contract to the below designated Assignee under the terms a cutered into between Seller and Assignee, and in any event in accordance with the term reverse side hereto. 15 NOV BROWN CHEVREET L.C. 16/27/2007 SELLER DATED BY AUTHORIZED SIGNE	ROKER IS: If In and conditions of a Dealer Agreement (U Rec. s, conditions and warranties of the Seller's R TITLS	ourse O Non-Recourse) provinusty Assignment and Warranty on the For Belgs Proceeds \$ 13599 As
Seller hereby assigns this Contract to the below designated Assignee under the terms a entered into between Seller and Assignee, and in any event in accordance with the term reverse side hereto. HENRY BRIME CASURE ET L.C. 16/27/2007 SELLER DATED BY AUTHORIZED SIGNE Assignee: DATED BY BRIME Branch P. D. BOX	ROKER IS: Index on ditions of a Dealer Agreement (URes, conditions and warrentles of the Seller's	ourse O Non-Recourse) provinusty Assignment and Warranty on the For Belgs Proceeds \$ 13599 As
ASSIGNMEN Seller hereby assigns this Contract to the below designated Assignee under the terms a catered into between Seller and Assignee, and in any event in accordance with the term reverse side hereto. HENRY BRUIN CHEVRINET LLC. 19727/2007 SELLER DATED BY AUTHORIZED SIGNE	ROKER IS: If In and conditions of a Dealer Agreement (U Rec. s, conditions and warranties of the Seller's R TITLS	ourse O Non-Recourse) provinusty Assignment and Warranty on the For Belgs Proceeds \$ 13599 As
ASSIGNMEN Seller hereby assigns this Contract to the below designated Assignee under the terms a cutored into between Seller and Assignee, and in any event in accordance with the term reverse side hereto. HENRY BRIDAN CHEVRE ET L.C. 16/27/2007 SELLER AUTHORIZED SIGNE Assignee: The Seller Chevre Britan S. G. Branch P. O. BOX	ROKER IS: If In and conditions of a Dealer Agreement (U Rec. s, conditions and warranties of the Seller's R TITLS	ourse O Non-Recourse) provinusty Assignment and Warranty on the For Besty Proceeds \$ 13599.85



96-0356 R05/08 www.azdot.gov



ARIZONA VEHICLE REGISTRATION

Print Date/Time 10/08/2008 11:46

Carry In Vehicle At All Times

11/2007

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Expiration Date 10/31/2009

Vehicle Identification Number 1G1AK55F277

Record Number
Plate Number
Tab Number
Unit Number
Year / Make 2007 CHEV
Body Style 4DSD

Body Style First Registered List Price

Fuel Type Category Weight (GVW)

County Registration Type Veh Lic Tax \$191.33
Registration \$8.00
Air Quality \$1.50
Postage/Handling \$0.42

Total \$201.25



VIA FAX ONLY

July 30, 2009

Marshall Meyers, Esq. Weisberg and Meyers, LLC-Florida Office 2833 N Central Ave # 613 Phoenix, AZ 85004

RE:

Service Request: 71-742486758

2007 Chevrolet Cobalt

Vehicle Identification Number: 1G1AK55F277 Customer Relationship Specialist: Donna Blackstone

Dear Mr. Meyers:

We regret that your client(s) are dissatisfied with their 2007 Chevrolet Cobalt and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

After careful review of this case, Chevrolet Division of General Motors would like to make the following voluntary settlement offer for all defendants. This offer is being made in an effort to reach an early resolution that will be equitable to your client(s) and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client(s) at the earliest possible opportunity.

A cash settlement of \$1,500.00 inclusive.

A 36 month/ 45,000 mile (whichever comes first) Steering Component Letter, and begins with the current date and odometer shown on this offer letter. Coverage includes: Gear housing and all internal parts; rack and pinion; power steering pump; steering shaft couplings; seals and gaskets; steering column; ignition switch; ignition lock cylinder; and steering wheel.

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client(s) would retain the vehicle.















If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

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

Date	Date
Client's Signature	Client's Signature
Odometer	
	-
Attach.	
LG0044 V01032008	
cc: FILE	
General Motors Corporation	
Sincerely,	















RELEASE OF CLAIM

and my/our assigns, heirs and executors, in consideration mile (whichever comes first) Steering Component Loshown on this release and covers gear housing and a pump; steering shaft couplings; seals and gaskets; steeylinder; and steering wheel. paid by General Motor General Motors Corporation, Motors Liquidation Cosubsidiaries, their authorized independent dealers, and components that are distributed by them, and their reto as "Releasees") from any and all claims, causes of fees and costs which directly or indirectly arise from purchase, repair, maintenance, operation, alteration, Vehicle Identification Number 1G1AK55F27 any claims based on any alleged defects in the subject construed to release any of the above named persons personal injury or products liability arising out of the date of execution of this release. Notwithstanding the the remaining term of the manufacturer's express lin Plans which accompanied the sale of the subject veh arbitration or other proceeding against Releasees, Rewith prejudice.	Il internal parts; rack and pinion; power steering eering column; ignition switch; ignition lock is Company, hereby release(s) and discharge(s) ompany, General Motors Company, their my designers and suppliers of vehicles, parts and espective agents and employees (hereinafter referred fraction, demands, damages, and claims for attorney's in, are related to, or are in any way associated with the or use of Releasor(s) 2007 Chevrolet Cobalt bearing ("Subject Vehicle"), including but not limited to cot vehicle. This Release of Claim shall not be as or entities from any liability regarding claims of the subject Vehicle after the me above, General Motors Company agrees to honor mited warranty and any applicable GM Protection icle. If Releasor(s) has/have initiated any court, the eleasor(s) immediately will dismiss the proceeding
The subject vehicle's mileage iso	n the date of the signing of this release.
Releasor(s) has/have carefully read and understand(s acknowledge(s) that this Release constitutes the entiand Releasor(s) is/are not relying on any representation this release.	
PLEASE READ CAREFULLY BEFORE YOU ARE SIGNIFYING THAT YOU HAVE REITS TERMS.	E SIGNING. BY SIGNING THIS RELEASE, EAD IT, UNDERSTAND IT, AND AGREE TO
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 s	ubscribed before me	e this	day of	, 20,
Sign	ature of Notary Pub	lic		
Print, typ	pe or stamp Commis	sioned Name o	f Notary Public	
Personal	y Known	OR Produce	d identification _	
Туре о	f identification			
My con	mmission expires: _			

CC: File

LG0024 V6302006

	ce Request Det				2000				
SR No.	71-736105906	Ref No.			Goodwill	No Goodwill	Offered	BRC Type	
Account		Site			GW SubType			Bus. Unit	
Last Name		First Name			Approval	Not Initiated		Area	ADR
Daytime #		Evening #	on Cronds		UCC		olumn / Ignition Lock /	Sub-Area	Legal Corr - AG
Address State	AZ ZipCd	City Ca Con Acct	isa Grande				n Chevrolet, Llc	Safety	Yes 7/13/2009 04:11:58 PM
Serial #/VIN	AZ ZipCd 1G1AK55F277	Model Year	2007		Source	White Mail	License # CHEVROL	Updated	STATE STATE
Make	Chevrolet	Warr. Start	10/27/2007		Priority Status	Medium Closed	LICENSE # CHEVROL	Owner Opened	BRIDGEBR 6/25/2009 02:15:42 PM
Model	Cobalt								
Abstract	AG-AZ	Mileage	19000		Sub-Status	Dissatisfied		Closed	7/13/2009 04:11:54 PM
Customer Description		a Legal Corr case. Please d	o not forward to Lega	al Corr					
Pre-PAF									
PAR Notifier	Incident Date/Time	Injuries # Other Veh	# People in Veh Ro	ad Surface	Roa	ad Cond. Fire	e Report#	Pol	ice Report#
Oriver Last Na	ame	Driver First Name	Height	DO	B Disa	abilities			
nsurance Age	ent Last Name	Insurance Agent First	Name Phone	#	Insurar	nce Agency			
Incident Loc				Incident Desc					
Component				Desc					
Component				Damage					
Vehicle				Desc					
_OC				Add'l Info)				
Emgcy Svc									
Names				Maint Lo	С				
PAR De	tail		7.2						
Collision	Non Collision	Property Damage	Thermal Evt		Spec Equip				
/ehicle Speed		Weather Condition			Prop Owner			Property Type	
Last Service Date		Loc Last Service			Property Location			Prop Est Repair Co	st
/eh Est Repair Cost		Spec Equip Installer			Prop Damage Description	•			
rimary		Inspection Type			Inspected By			Inspection Date/Time	
Veh Use									

Report Generated for dehoyoju

on 7/21/2009

Service Request Detail

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м		w	vil	16	3

reated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description	
7/13/2009 04:11:53 PM BRIDGEBR BRIDGEBR SR Closed - Dissatisfied Dor						7/13/2009 04:11:53 PM	Service Request has been Closed	
ntact Last Name		Contact First	t Name	Account		BAC Code	Dissatisfied.	
omments							Life .	
51 610								
onfidential Comments							N ₂	
reated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description	
13/2009 04:07:59 PM	BRIDGEBR	BRIDGEBR	Correspondence		Done	7/13/2009 04:07:59 PM	Fulfilled:LEGCOR_LC0008. SR#7	
ontact Last Name		Contact First	t Name	Account		BAC Code	736105906	
omments								
ontidential Comments								
onfidential Comments								
reated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description	
13/2009 04:06:10 PM	BRIDGEBR	BRIDGEBR	Correspondence		Done	7/13/2009 04:06:10 PM	Created:LEGCOR_LC0008. SR#71	
ontact Last Name		Contact First	t Name	Account		BAC Code	736105906	
omments							the second	
ontidential Comments								
onfidential Comments								
reated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description	
13/2009 03:37:10 PM	BURNHAAS	BRIDGEBR	Notify CRM		Done	7/13/2009 04:11:11 PM	Open ADR BBB FILE 71-73782831	
ontact Last Name		Contact First	t Name	Account		BAC Code		
omments	d.,	Standard Co.					(h)	
end BBB to handle reso	olution letter and	d close file.						
shleyBurnham/BRCLeg	Corr/ATX							

Report Generated for dehoyoju on 7/21/2009 Page 2 of 10

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reated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
13/2009 03:36:59 PM	SADMIN	BRIDGEBR	Inbound White Mail		Done	7/13/2009 04:11:14 PM	AG Scanned: 2009-07-13-
ontact Last Name		Contact First	Name	Account		BAC Code	08.47.07.000000, MSXDocNum:
Lib in							00014628
omments							
51 610							
onfidential Comments							K ₁
reated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
13/2009 03:36:49 PM	BURNHAAS	BRIDGEBR	SR Opened		Done	7/13/2009 03:36:49 PM	SR in Status of Closed has been Re
ontact Last Name		Contact First	Name	Account		BAC Code	Opened by BURNHAAS
		1.00				-11	
omments							
onfidential Comments							E.
reated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/2009 04:05:24 PM	BRIDGEBR	BRIDGEBR	SR Closed - Dissatisfied		Done	7/1/2009 04:05:25 PM	Service Request has been Closed Dissatisfied.
A 2022 G 1125 G 11 11	DNIDOLDIN						
ontact Last Name	BRIDGEBR	Contact First	Name	Account		BAC Code	Dissausiled.
	BRIDGEBR	Contact First	Name	Account		BAC Code	Dissausiled.
	DRIDGEBR	Contact First	t Name	Account		BAC Code	Dissausiled.
omments	BRIDGEBR	Contact First	t Name	Account		BAC Code	Dissausiled.
omments	BNIDGEBN	Contact First	t Name	Account		BAC Code	Dissausiled.
omments onfidential Comments	Created By	Contact First Assigned To			Status	BAC Code Completed	Description
omments onfidential Comments				Activity Sub-Type	Status Done		
omments onfidential Comments reated 1/2009 04:04:04 PM	Created By	Assigned To	Activity Type Correspondence			Completed	Description
onments onfidential Comments reated 1/2009 04:04:04 PM	Created By	Assigned To BRIDGEBR	Activity Type Correspondence	Activity Sub-Type		Completed 7/1/2009 04:04:04 PM	Description Fulfilled:LEGCOR_LC0016. SR#71-
ontact Last Name omments onfidential Comments reated 11/2009 04:04:04 PM ontact Last Name omments	Created By	Assigned To BRIDGEBR	Activity Type Correspondence	Activity Sub-Type		Completed 7/1/2009 04:04:04 PM	Description Fulfilled:LEGCOR_LC0016. SR#71-

Report Generated for dehoyoju on 7/21/2009 Page 3 of 10

Activities

Сге	s Completed Description	Status	Activity Sub-Type	Activity Type	Assigned To	Created By	Created
7:51 PM BRI	7/1/2009 03:57:51 PM	Done		Correspondence	BRIDGEBR	BRIDGEBR	7/1/2009 03:57:51 PM
Name	BAC Code 736105906		Account	Name	Contact Firs	1000	Contact Last Name
Name	DAC Code		Account	INdiffe	Comact Firs		Contact Last Name

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/1/2009 03:41:37 PM	BRIDGEBR	BRIDGEBR	Outbound Call Customer	Made Contact	Done	7/1/2009 03:57:07 PM	Called cust
Contact Last Name		Contact Firs	Name	Account		BAC Code	Daytime #

Crs spoke w/ cust

crs adv: at this point we have not been able to get any kind of duplication on the veh and we will not be providing you w/ a buyback

cust sts: let me tell you something i will be filing a lawsuit against you the GM and the dlr you think you can play games w/ my life. I will file a lawsuit b/c i feel that you are trying to kill me by not buying the veh back

cust expressed dissatisfaction w/ GM the dlr and the veh

cust disconnected the call

Brittany Bridges/BRC/Legal Corr/ATX ---- 31003

Confidential Comments

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/29/2009 08:29:32 AM	BRIDGEBR	BRIDGEBR	Inbound Call Field Rep/WhlsI	Voicemail Received	Done	6/29/2009 08:32:02 AM	DVM Name: Paul Zbojniewicz Node/Mailbox: 80509 58797
Contact Last Name		Contact Firs	l Name	Account		BAC Code	Cell Phone:

Comments

Hi Brittany, Paul Zbojniewicz giving you a call back on this yesterday. I don't think there will be a whole lot that we re going to offer him. The last time he had it towed in at his request the tow truck driver from roadside that towed it in told the svc mgr that the veh worked fine when he put in on and when he dropped it off at the dlr. The svc mgr checked it out, kept it for a day and there was no problem found. If the cust has it towed it in but knows it's alright I believe he's trying to build a case for a buy back. #1 if the colum was to out like that there would be a code it looks like we're being put together on this but i see no reason to help the guy out at all if you need to call me on anything else give me a call @

6/26/09 6:08 PM EST

Brittany Bridges/BRC/Legal Corr/ATX ---- 31003

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/26/2009 03:57:47 PM	SADMIN	BRIDGEBR	Inbound White Mail		Done	6/29/2009 08:29:29 AM	AG Scanned: 2009-06-26-
Contact Last Name		Contact Firs	Name	Account		BAC Code	15.21.00.000000, MSXDocNum: BRI4A44E78
Comments							

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/26/2009 03:41:00 PM	BRIDGEBR	BRIDGEBR	Scheduled Follow-up		Done	7/1/2009 04:04:25 PM	f/u attempt
Contact Last Name		Contact First	Name	Account		BAC Code	
Comments							

Report Generated for dehoyoju on 7/21/2009 Page 5 of 10

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reated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
26/2009 03:21:58 PM	BRIDGEBR	BRIDGEBR	Correspondence		Done	6/26/2009 03:21:58 PM	Fulfilled:LEGCOR_LC0001. SR#71
ontact Last Name		Contact Firs	t Name	Account		BAC Code	736105906
1,0 0							
omments							
confidential Comments							
reated	Created By		Activity Type	Activity Sub-Type	Status	Completed	Description
/26/2009 03:19:05 PM	BRIDGEBR	BRIDGEBR	Correspondence		Done	6/26/2009 03:19:05 PM	Created:LEGCOR_LC0001. SR#71- 736105906
ontact Last Name		Contact Firs	t Name	Account		BAC Code	730103900
omments							
confidential Comments							
reated	Created By		Activity Type	Activity Sub-Type	Status	Completed	Description
/26/2009 02:33:39 PM	BRIDGEBR	BRIDGEBR	Ownership Changed		Done	6/26/2009 02:33:39 PM	Service Request Ownership has changed FROM: BURNHAAS TO:
ontact Last Name		Contact Firs	t Name	Account		BAC Code	BRIDGEBR
omments		_					
Confidential Comments							
reated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
/26/2009 02:18:39 PM	BURNHAAS	BRIDGEBR	Legal Correspondence	Outbound Fax AG Initial	Done	6/26/2009 03:22:13 PM	Outbound Fax AG Initial Ltr
	1.444			Ltr	1000		
ontact Last Name		Contact Firs	t Name	Account		BAC Code	
omments							

Report Generated for dehoyoju

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/26/2009 02:18:39 PM	BURNHAAS	BRIDGEBR	Notify CRM		Done	6/26/2009 03:22:32 PM	AG assigned
Contact Last Name	Contact Firs		st Name Account	BAC Code			
				A104-05-00			
Comments		-					

Confidential Comments

Created 6/26/2009 02:18:39 PM		BRIDGEBR	Activity Type Legal Correspondence	Activity Sub-Type Initial Contact DVM	Status Done	Completed 6/26/2009 04:13:28 PM	Description Initial Contact DVM
Contact Last Name Contact First		THE SECTION OF THE SE		BAC Code		Zbojniewicz Paul 80509 58797	

Comments

DVM Name: Paul Zbojniewicz Node/Mailbox: 80509 58797 Cell Phone: 602-228-4352

This is (agent name): Brittany Bridges

calling from the Business Resource Center Legal Corr:

The request number is: 71-736105906

The Customer's name is (spell):

The dealer involved is: Henry Brown Chevrolet

Located in (be specific): Casa Grande AZ

The vehicle is a (year/make/model): 07 Chevrolet Cobalt With current mileage: 19000

The last 8 digits of the VIN# are: 77

This involves: powersteering going out on the veh cust has had several issues w/ the powersteering going out but when the veh is shut off and then turned back on the concern is no longer present cust is requesting a buy back has filed w/ the AG of Michigan, veh has been in the dlr 6xs for this concern but the dlr has not gotten duplication veh currently at the dlr has been there since the 16th cust refuses to pick the veh up b/c everytime he is told it's operating as designed the concern comes back

Brittany Bridges/BRC/Legal Corr/ATX ---- 31003

Confidential Comments

Report Generated for dehoyoju on 7/21/2009 Page 7 of 10

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/26/2009 02:18:39 PM	BURNHAAS	BRIDGEBR	Legal Correspondence	Initial Contact Dealer	Done	6/26/2009 03:30:02 PM	Initial Contact Dealer
Contact Last Name	Contact First Name			Account		BAC Code	Henry Brown Chevrolet
							520-836-2147 ext 216

Comments

Crs spoke w/: Keith Pollard svc mgr @ Henry Brown

crs adv: what's going on w/ the veh

dlr sts:the last 2 times it's been towed in i haven't been able he's saying that he loses powersteering assist on the veh we got him in on the 16 have been waiting for them to pick up the veh

crs adv; will be checking w/ the DVM and the cust to see what we can do

Brittany Bridges/BRC/Legal Corr/ATX ---- 31003

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/26/2009 02:18:39 PM	BURNHAAS	BRIDGEBR	Legal Correspondence	Initial Contact Cust/Attorney	Done	6/26/2009 03:43:31 PM	Initial Contact Cust/Attorney
Contact Last Name		Contact First	Name	Account		BAC Code	

Comments

crs adv: i undestand that you have been having several issues w/ the veh

cust sts:the veh broke down on the highway it's been at the dlr since the 16

crs adv: is there anything that had been happening right before the concern happens

cust sts: i don't know i can't really say that it happens at any specific time or anything like that it just happens all of a sudden i almost hit a kid did i telly ou about that

crs adv: yes sir it is here in the documentation will f/u w/ the dlr and a few other resources to see what we can do to assist you

Brittany Bridges/BRC/Legal Corr/ATX ---- 31003

Confidential Comments

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/26/2009 02:18:38 PM	BURNHAAS	BRIDGEBR	Legal Correspondence	Acknowledgement Cust/Attorney	Done	6/26/2009 03:43:07 PM	Acknowledgement Cust Daytime #
Contact Last Name		Contact Firs	Name	Account		BAC Code	

Comments

crs adv: i undestand that you have been having several issues w/ the veh

cust sts:the veh broke down on the highway it's been at the dlr since the 16

crs adv: is there anything that had been happening right before the concern happens

cust sts: i don't know i can't really say that it happens at any specific time or anything like that it just happens all of a sudden i almost hit a kid did i telly ou about that

crs adv: yes sir it is here in the documentation will f/u w/ the dlr and a few other resources to see what we can do to assist you

Brittany Bridges/BRC/Legal Corr/ATX ---- 31003

Confidential Comments

Created Cr	Created By	Assigned to	Activity Type	Activity Sub-Type	Status	Completed	Description
6/26/2009 02:18:38 PM BU	BURNHAAS	BRIDGEBR	Legal Correspondence	Assigned AG	Done	6/26/2009 02:21:29 PM	AG
Contact Last Name		Contact First	Name	Account		BAC Code	

Comments

VIN scan done.

Closed SRs: Closed BBB 71-719395962

AshleyBurnham/BRCLegCorr/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/26/2009 02:13:53 PM	BURNHAAS	BURNHAAS	Ownership Changed	Ownership Escalated to BRC	Done	6/26/2009 02:13:54 PM	Ownership Escalated to BRC
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
							110
Comments							

Report Generated for dehoyoju on 7/21/2009 Page 9 of 10

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/25/2009 02:30:00 PM	SADMIN	BRIDGEBR	Inbound White Mail		Done	6/26/2009 02:30:14 PM	AG Scanned: 2009-06-25-
Contact Last Name		Contact First	t Name	Account		BAC Code	09.39.43.000000, MSXDocNum: 0001337E
							0001337L
Comments							
Confidential Comments							l la

UCC Information

UCC Code	Symptom	Description	
M41	Excessive Effort	Steering - Column / Ignition Lock / Parts	

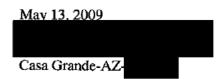
Report Generated for dehoyoju on 7/21/2009 Page 10 of 10

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ddress:	CASA SRIMUE	92	Address:	TARA N. MINH. Of	在.
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	n your behalf to Public Officials	for Official Fees			399 88 (21
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refunds of permitting or charges from the contract. This security interest does not cover any other debts you owe its, and this debt is not covered by any other security interest to be us. NOTICE: BY GIVING US A SECURITY INTEREST IN THE VEHICLE DESCRIBED ABOVE, YOU WAIVE ALL RIGHT PROVIDED BY LAW TO CLAIM THE VEHICLE EXEMPT BROM LEGAL PROCESS. LIMITATIONS/EXCLUSIONS OF PRODUCT WARRANTIES	S
(a) For "new" vehicles: (1) If the Vehicle is purchased for personal way, Seller makes no implied warranty of merchantsbillty or of fitness for any particular purpose unless Seller also gives you a written warranty, on its own behalf, with respect to the Vehicle, or, at the time of the sale or within 90 days thereafter, Seller enters into a sersity	pe .
contract; on its own behalf, with you which applies to the Vehicle. In that event, any implied warranties arising from the sale of the Vehicle shalf be limited to the deraits of a Sellor's written warranty or service contract; (2) If the Vehicle is purchased for commercial use, Seller makes no implied warranty of merchantability or of timess to	or .
any particular purpose. The Vehicle is said to you AS IS, except for any express searganties made by Seller, an itropin behalf, or by the monutestower of the Vehicle on a my component parts; (3) In all cases Seller shall not be liable for any consequential dynamics adopting from any locatil of any warranty, express or implied.	
(b) For "used" vehicles: (1) Osed Car Implied Warrandy of Merchantability:	
The Seller hereby warrants that the vehicle will be fit for the ordinary purposes for which the vehicle is used for 15 days or 500	
miles after delivery, whichever is earlier, except with regard to particular defects disclosed on the first page of this agreement. You (the Purchaser) will have to pay up to \$25.00 low each of the first two repairs if the warranty is violated.	
(2) Waiver of Used Car Implied Warranty of Merchantability. ALTENTION PURC HASER: Sign here only if the dealer told you that this vehicle has the following problems; and that you agree to my the vehicle has the following.	onese be
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3. N/S Buyer/Compressor Date 19/27/2009	_
(3) The periods is said and in NOT EXPRESSIV WARRANTED OR GUARANTEED unless Select sixes you a separate written instrument showing the terms	of
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General Motors

Reference Number: 71-719-395-962 To: BBB Auto line Program Council of better business bureaus, INC. 4200 Wilson Boulevard Suite 800 Arlington, VA 22203-1838

In October 2007 I purchased a Chevrolet Cobalt 2007 from Henry Brown Dealership in Casa Grandee, AZ. The first year of driving this car I was a satisfied Chevrolet customer. Then on December 18, 2008 the problems with my car began to occur. I believe that these circumstances could have been fatal and life threatening not only to me and my family, but to other citizens on the road.

PROBLEM 1 at Mileage 12,124 December 18, 2008

I was driving my car in town when suddenly the gear shift knob came off in my hand. I maneuvered my way through traffic and finally was able to come to a stop. I had to stop, hold my foot on the brake and try and locate the pieces to the gear shift handle. This was a very dangerous situation. I believe I just happened to be in the right place at the right time and was able to avoid a serious accident. It took me approximately 10-15 minutes to fix this issue so I could make it home safely to my family. I had to take the vehicle in and leave it at the dealership. I had to find another way of transportation.

PROBLEM 2 at Mileage 12,822 January 5, 2009

I noticed the molding around the windshield had basically come apart. It was not properly sealed. It looked as if the whole windshield could fly off if the wind had caught it. Again, I believe I just happened to notice this at the right time. I again took the car into the dealership. I found another way of transportation while the windshield was replaced. I am so thankful no accident occurred while on the highway.

PROBLEM 3 at Mileage 15,424 March 23, 2009

I originally bought the Chevrolet Cobalt because due to my medical condition in which I felt I needed a great dependable affordable "NEW CAR". I search around and found that Chevrolet had the best reputation for QUALITY, SERVICE, and DEPENDABILITY at the best price.

П

Then, on March 23, 2009 at approximately 8:00 pm, I got into my "DEPENDABLE" new car to drive to the local pharmacy to get my much needed Asthma that causes sever chest pain and hernia medication (I will be more than happy to provide medical records). The COBALT would not start. It is funny how when you now you can't reach medicine that your body feels you need it even more. This was not a night I ever wish to relive again. I did call the "road side assistance" team. They came out and started the car for me. I proceeded to go to the pharmacy and then back home. I can't begin to tell you the frustration and fear this placed in me. I was so disappointed that I was working hard to pay for this COBALT and when I needed it the most, IT FAILED. THEN, the very next morning the same problem occurred. The "roadside assistance team member" said. "this is a common problem with the Chevrolet Cobalt". This resulted in me being late for work. I take much pride in my attendance record at work and the thought of not being able to depend on my car I am working hard to pay for causes me a great amount of stress. When I took the car to be "looked at" the Chevrolet Service Department also said that this was a "common problem with the Chevrolet Cobalt". Once again, I had to leave the car for repair and find another mode of transportation to work.

PROBLEM 4 at Mileage 16,830 April 21, 2009

This was the last and most severe problem that has lead me to the decision of PARKING MY CAR and writing this letter. It was on this afternoon that I was driving the COBALT and needed to change lanes. I signaled for a lane change and all of a sudden I was unable to turn the "steering wheel" to make the signaled maneuver. The message "power steering" lit up on the display. I was shocked and begin to fear what should I do? I started to press on the brake. The car stopped between two lanes. I turned off the car and restarted it, basically due to fear. The car started right up and as I begin to move, the steering worked. I began to think about the "what ifs". You cannot imagine the fear and emotion that this situation put me and my family in. I thought then, that I cannot afford mentally, emotionally, or safely to subject me, my family, or other citizens to this kind of "what if" situation.

Again, I had to take the Cobalt to the dealer for repair. When I began to research this problem, I found out that there had been "injuries" related to this very "power steering" problem. I cannot believe that Chevrolet has not notified their "loyal consumers" of this potential fatal "what if" problem.

I wanted to let you know also that I had to turn down a job in Phoenix, Arizona due to the problems with this car. The unreliability of this COBALT caused me to turn down this job. This job would have been a significant increase in salary and helped me provide a more stable environment for my family. But, due to Phoenix being an hour commute and driving in "commuter traffic", I did not think that this was the safest or smartest decision to make. As I reflect back on this decision and the whole situation with the COBALT car, I am so very disappointed. Power steering is a very common problem I am really surprised why they did not issue a recall how many innocent lives could or should be lost before they take an action, please check those two links.

http://www.aboutautomobile.com/Complaint/2007/Chevrolet/Cobalt

http://www-odi.nhtsa.dot.gov/complaints/index.cfm

Please select Search for selected type

Select year 2007 then make Chevrolet then model then retrieve complaints

There are 84 complaints a lot of them about steering problems and people got injured.

On Thursday April 23, 2009 I started this long journey with General Motors Anti-Customer Service Department. I filed a complaint stating all the problems that I listed above. I asked them to contact me. I requested to be given COBALT of a different year. I do not think this was an unreasonable request. Based upon the above problems, I do not think any Customer would think this was an unreasonable request.

On Friday April 24, 2009, I received my first call from General Motors Texas Anticustomer service department representative, Ms. Orisha Habitt, the district manager. She started the conversation by saying "there is a slim chance to give you a new car". She then proceeded to tell me that the problems I was having with the COBALT and those problems "not a big concern", especially since they had been repaired. I was completely shocked at this response from the General Motors representative.

All the problems I have had with this car have caused me and my family undue stress out our lives and other peoples lives in danger. I needed someone to validate my fears and tell me they could help or at least try. I became very angry and ended the call because I did not want to further lose my temper. I did call back left a message stating that I do not want Ms. Orisha Habitt to call me back under any circumstances. I left a message for her supervisor to call me.

I waited all day Friday, all day Monday, and all day Tuesday for a return phone call. I received no communication. Then I made another call, asking to speak with Ms. Orisha Habbitt's supervisor. Ms. Melissa Patterson began speaking to me. She stated General Motors would not repurchase my car because all the "problems" have been fixed. I asked her for a letter stating that General Motors found my car "safe" to drive. Melissa Patterson said she could not send me a letter stating that, how that makes you feel if the manufacturer of the vehicle can not guarantee that it is safe to drive and they refuse to replace it and ask you to drive it???. I then ask her for a copy of my phone conversation with the employee, Ms. Orisha Habbitt and herself, she also said she could not do that. I then ask for her supervisor's name, and she said she could not do that either. I ask for the mailing address to where I could send a complaint and she said she cannot give me the address. Again, I was shocked beyond all belief by the way I was treated by a representative from General Motors. A company that is supposes to stand behind its customers and the "American Dream". I felt my safety and satisfaction meant nothing to the person behind the voice.

It was then that I decided to call the Michigan Office of General Motors. I reported what happened at the Texas office. I basically got the same response, stating that no action would be taken on General Motors part to provide me with a "buy back" or another COBALT car, different year I also called ten days later on May 4, 2009, asked again to

speak to their supervisor and yet the same response, finally May 8th I received a call from a supervisor her name is heather Bagnchi she verbally stated that my car is safe to drive and refused to give me something in writing as well, then added that ,she might ask the dealer if he might do it. I was completely shocked from this response how could GM put the RESPONSIBALITY on the dealership and do not stand behind there product

Today, I sit here writing this asking you to put yourself in my shoes and try to picture these same situations occurring in your own day to day life. How upset would you be? How would this make you feel? All, I am asking for is for General Motors to stick behind their word and provide me with a reliable and safe vehicle that I can drive daily. I work hard to pay for this car, money that I feel I am throwing away and will be throwing it for the next four years until my car loan will be paid off. I am asking General Motors to repurchase this car and provide me with another car. I am not asking for anything unreasonable. I want to put this "bad situation" behind me and move on, my family and I are tired of having night mares and daily stress from this car.

I thank you for your time in reading this detailed letter. I do ask for a quick response to this situation. Please advise me of what action I might take next to insure that I get a reliable car to drive on a daily basis.

G M thanks a lot for guaranteeing that my pets are safe and not putting it in writing that I the PURCHASER of the vehicle...the actual DRIVER of the car can feel safe.

http://www.gm.com/corporate/responsibility/safety/news/2009/bark_022 309.jsp

Respectfully, Chemist

Phone number I called for Texas office (Austin Area) 1-800-222-1020 Phone number I called for Michigan office 1-866-790-5600

P.S if you have troubles viewing the above three supportive links please email me at I will forward you the links.

Phone:



1990 N. Pinal Ave. Casa Grande, AZ 85222 (520) 836-2147 • (602) 252-3891 • (800) 825-9450



GUSTOMER NO. 49965	ADVISOR JON	39536 1	774	12/18/08	CVCS192320
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1990 N. Pinat Ave.

Casa Grande, AZ 85222 (520) 836-2147 • (602) 252-3891 • (800) 825-9450

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	YEARI/MAKE/MODEL			DELIVERY DATE	DELIVERY MILES
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1990 N. Pinal Ave. Casa Grande, AZ 85222

(520) 836-2147 • (602) 252-3891 • (800) 825-9450 CHEVROLET



CUSTOMER NO. 49965	ADVISOR CON	39536	1207	01/06/09	INVOICE NO. CVC5192617
	LABOR RATE LIC	ENSE NO.	12,822	LASER BLUE/	STOCK NO. C7190
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DIAG AND FOUND SEAL ATTACHED TO WIN REPLACEED WINDSHIELD	DSHIELD WARPED			also emplo	THE PARTY OF THE P
PARTSOTYFP-NIIMBERDESCRIP	TION	UNIT PRICE		If our sen	
1 15791707 WINDSHI	EL 10.027 15	TOTAL - PARTS	WARRANTY	satisfacter	yığı iyacı
SUBLETPO#VEND_INV#-INV_DATE-DESCRIP	TION			riends if n	or paris
152690 20018 01/06/09 INSTALL	WS	TOTAL - SUBLET	WARRANTY	tell us imh	lediately
JOB# 1 TOTALS					
·			0.00	SUPPLIES - A token	
I APOD				Band HARAMROOUSed	VASAT FOR INSPERIENT.
J# 2 17CVZ DOOR DOORS DOORS AND WHITE M	ADVE ON DDIVEDE FO	618) ONT AND	WARRANTY	Applicable supply iter washers, tape, pins,	aerospray, shellac,
Drivers rear door Cleaned area				solvent, rags, carbure solder, battery clea	etor cleaner, towels, ner, wire, window
DRIVERS REAR DOOR CLEANED AREA JOB# 2 TOTALS				sealer, etc.	IND A NEW
JOB# 2 J		S JOB# 2 TOTAL	0.00	AS IS THE ONLY WARR	ANTIES APPLYING TO
JOB# 3 CHARGES				THIS PART(S) ARE THE OFFERED BY THE MA	ANUFACTURER, THE
LABOR	TECH(SI:40	518 30 31 3 50 51 1 53 50 5	Warranty	SELLING DEALER HI DISCLAIMS ALL WARR	ANTIES, EITHER EX-
J# 3 16CVZ BODY ELECTRICAL CUST STATES DRIVERS FRONT INSIDE DO HANDLE PEALING	OR HANDLE PEALING			PRESS OR IMPLIED, INC WARRANTIES OF MERC	HANTABILITY OR FIT-
REPLACE PEELING INSIDE DOOR HANDLE		UNIT DOTOE		NESS FOR A PARTICU NEITHER ASSUMES NO OTHER PERSON TO A	
PARTSQTYFP-NUMBERDESCRIP 1 22722747 BEZEL 1).515 227227	UNIT PRICE-	WARRANTY	LIABILITY IN CONNECT OF THIS PART(S) AND/	ION WITH THE SALE
		TOTAL - PARTS	0.00	SHALL NOT BE ENTITLED THE SELLING DEALER A	D TO RECOVER FROM
JOB# 3 TOTALS				DAMAGES, DAMAGES 1 AGES FOR LOSS OF U	TO PROPERTY, DAM-
·	OURNAL PREFIX CVC	S J08# 3 101AL	0.00	LOSS OF PROFITS, OF	R INCOME, OR ANY
ESTIMATE CUSTOMER HEREBY ACKNOWLEDGES RECEIVING		· · · · · · · · · · · · · · · · · · ·	'	THER INCIDENTAL DAM Thereby authorize the repair	work hereinafter set forth
ORIGINAL ESTIMATE OF \$0.00 (+TAX)				to be done along with the hereby grant you and/or your operate the car or truck her	employees permission to [
				highways or elsewhere for the inspection. An express me	purpose of testing and/or echanic's tien is hereby
				acknowledged on above ca amount of repairs thereto, h left in car.	er or truck to secure the
				CICNED	
PAGE 1 OF 2 CUSTOMER COPY	[CON	TINUED ON NEXT PA	GE] 03:17pm	CUSTOMER ACRECATED	ops occupe of representative



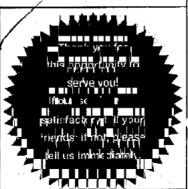
1990 N. Pinal Ave. Casa Grande, AZ 85222 (520) 836-2147 • (602) 252-3891 • (800) 825-9450

OUSTOMER NO. 49965	AOVISCR JON	39536	TAG NO. 1812	03/24/09	INVOICE NO. CVCS194195
-	LABOR RATE LICEN	SE NO. MIL	EAGE	LASER BLUE/	C7190
CASA GRANDE, AZ	YEAR/MAKE/MODEL O7/CHEVROLET/C	OBALT/4 DR S	EDAN	10/27/07	DELIVERY MILES 11
CASA GRANDE, AZ	VEHICLE I.O. NO. 1 G 1 A K 5 5	F 2 7 7		SELLING DEALER NO.	PRODUCTION DATE
	ET.E.NO.	P. O. NO.		ື 03/24/09	
	COMMENTS				мо: 15424
JOB# 1 CHARGES		••••••			
LABOR- J# 1 16CVZ CUST STATES KEY WOULD NOT TURN IN I FOUND KEY BINDING IN IGNITION, PERF CYLINDER INTERNALY BINDING, REPLACED IGNITION LOCK CYLINDER, TE COMPLETE.	GNITION ORMED DIAG FOUND IG STS GOOD, REPAIR	NITION		_Thank y this oppo serve - If-our serv	tunity to you: vice was
PARTSQTYFP-NUMBER		IDIAL - PARIS	WARRANTY 0.00	gatisfactor friends; if if tell us imm	di, please
SUBLETPO#YEND INV#-INV.DATE-DESCRIP 153982 732578 03/24/09 KEY CYL		TOTAL - SUBLET			
MISCCODEDESCRIPTIONZ5 Z5000 PARTS ALLOWANCE	CON	TROL NO TOTAL - MISC		SUPPLIES - A token for HAZARDOUS V ABBlication Subplished	VASTE DISPOSAL
JOB# 1 TOTALS		tribi		washers, tape, pins, solvent, rags, carbure	aerospray, shellac,
JOB# 1 J	DURNAL PREFIX CVCS	J08# 1 (C/AL	0.00	solder, battery clea sealer, etc.	ner, wire, window
	S OR EVERY 3 MONTHS plicable)	re	10.40	LIMITEO W. AS (S. THE ONLY WARF THIS PART(S) ARE THE OFFERED BY THE M SELLING DEALER H DISCLAIMS ALL WARR PRESS OR IMPLIED, INC WARRANTIES OF MERC NESS FOR A PARTICU NEITHER ASSUMES NO OTHER PERSON TO A LIABILITY IN CONNECT OF THIS PART(S) AND/ SHALL NOT BE ENTITLE THE SELLING DEALER / DAMAGES, DAMAGES AGES FOR LOSS OF ICOSS T ICOSS OF ICOSS OF ICOSS OT ICOSS OT ICOSS OT ICOSS OT ICOSS O	MANTIES APPLYING TO OSE WHICH MAY BE ANUFACTURER. THE EREBY EXPRESSLY ANTIES, EITHER EXCLUDING ANY IMPLIED CHANTABILITY OR FIT-LAR PURPOSE, AND OR AUTHORIZES ANY ION WITH THE SALE OR SERVICE. BUYER OF TO PROPERTY, DAMJUSE, LOSS OF TIME, BRINCOME, OR ANY AAGES.
G.O.G. & SUPPLIES	2.590 /UNIT	TOTAL - PARTS	5.60 12.95 12.95	"I hereby authorize the repair to be done along with the hereby grantyou and/or you operate the car or truck he highways or essewhere for the inspection. An express m acknowledged on above of	necessary material, and remployees permission to rein described on streets, a purpose of festing and/or echanic's lien is hereby ar or fruck to secure the
PAGE 1 OF 2 CUSTOMER COPY	(CONT	INUED ON NEXT PAG	GE] 03:17pm	amount of repairs thereto. I bit in car. SIGNED	Not responsible for items



1990 N. Pinal Ave. Casa Grande, AZ 85222 (520) 836-2147 • (602) 252-3891 • (800) 825-9450 CHEVROLET

CUSTOMER NO. 49965	JON	39536	1263	04/22/09
	LABOR RATE	LICENSE NO. MILE	16,830	LASER BL
	YEAR/MAKE/MODEL 07/CHEVRO	LET/COBALT/4 DR S	· · · · · · · · · · · · · · · · · · ·	10/27/07
CASA GRANDE, AZ	VEHICLE LD NO	(55F277		SELLING DEALER NO
	ETENO.	R O. NO.		04/21/09
ae	COMMENTS			04/21/03
	1			
JOB# 1 CHARGES				
LABOR- J# 1 16CYZ BODY ELECTRICAL CUSTOMER STATES POWER STEERIN N DISPLAY READS POWER STEERIN FOUND LIGHT ON, PERFORMED DIA TSB 07-02-32-007, CONNECTOR E INTERNAL STEERING COLUMN FAIL REPLACED STEERING COLUMN ASSE COMPLETE.	IG WHEEL LOCKS UP WH IG IG FOUND CODE CO475, NDS AND PINS ARE GO URE. MBLY, TESTS GOOD, R	ILE DRVING A FOUND OD, FOUND EPAIR	WARRANTY	this liftor
PARTSQTYFP-NUMBER		MIAL - PARTS	WARRANTY 0.00	frieln
JOB# 1 TOTALSJOB	# 1 JOURNAL PREFIX	CVCS JOB# 1 TOTAL	0.00	SUPPLIES -
ESTIMATE				for HAZARDO
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+ TOTALS THANK YOU FOR LETTING HENRY BROWN AUTOM YOUR VEHICLE. CUSTOMER SATISFACTION IS OUR FOR ANY REASON YOU ARE NOT COMPLETELY SATI SERVICE EXPERIENCE, PLEASE SEE A MEMBER OF TEAM. THANK YOU. HENRY BROWN AUTOMOTIVE P 0 BOX 11306 CASA GRANDE, AZ 85230 CASH MASTERCARD AME	OTIVE SERVICE #1 GOAL, IF SFIED WITH YOUR OUR MANAGEMENT	TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL G.O.G TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX	0.00 0.00 0.00 0.00 0.00 0.00	solder, batter sealer, etc. LIM AS IS - THE ONL THIS PART(S) A OFFERED BY SELLING DEA
**************************************	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	TOTAL INVOICE	\$ 0.00	PRESS OR IMPL
CHECK CHECK# INT	ERNAL CHARGE	111		NESS FOR A
VISA BODY SHOP OTH	ER CASHIER	4/22/1	0	OTHER PERSO
	<u> </u>	11010110		CHABILITY IN CO OF THIS PART(S SHALL NOT BE E THE SELLING DI
CUSTOMER SIGNATURE				DAMAGES, DAN AGES FOR LOS LOSS OF PROI OTHER INCIDEN
				"Thereby authorize to be done along hereby grant you as



NVOICE NO. CVCS194732

MO: 16834

11

C7190

DELIVERY MILES

PRODUCTION DATE

ASER BLUE/

UPPLIES - A token charge is included IT HAZARDOUS WASTE DISPOSAL nd supplies used on your vehicle. pplicable supply items are: Nuts, bolts, ashers, tape, pins, aerospray, shellac, olvent, rags, carburetor cleaner, lowels, older, battery cleaner, wire, window ealer, etc.

LIMITED WARRANTY

S IS - THE ONLY WARRANTIES APPLYING TO HIS PART(S) ARE THOSE WHICH MAY BE FFERED BY THE MANUFACTURER. THE ELLING DEALER HEREBY EXPRESSLY SCLAIMS ALL WARRANTIES, EITHER EX-RESS OR IMPLIED, INCLUDING ANY IMPLIED ARRANTIES OF MERCHANTABILITY OR FIT-ESS FOR A PARTICULAR PURPOSE, AND EITHER ASSUMES NOR AUTHORIZES ANY THER PERSON TO ASSUME FOR IT ANY ABILITY IN CONNECTION WITH THE SALE THIS PART(S) AND/OR SERVICE, BUYER ALL NOT BE ENTITLED TO RECOVER FROM E SELLING DEALER ANY CONSEQUENTIAL MAGES, DAMAGES TO PROPERTY, DAM-GES FOR LOSS OF USE, LOSS OF TIME, SS OF PROFITS, OR INCOME, OR ANY THER INCIDENTAL DAMAGES.

"Thereby authorize the repair work hereinafter set forth to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or fruck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanics lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Not responsible for items

SIGNED CLASTOMER ACRACIM EDGES PECC PT CF 432PV HEREOF

PAGE 1 OF 1

CUSTOMER COPY

[END OF INVOICE] 12:05pm



1990 N. Pinal Ave. Casa Grande, AZ 85222 (520) 836-2147 • (602) 252-3891 • (800) 825-9450

CUSTOMER NO.	40005		ADVISOR)		TYAG NO	CELL:	INVOICE NO.
	49965		JON	395	36 1148	05/22/09	CVCS195316
			,	LICENSE NO	17,492		STOCK NO. C7190
CASA GRA	NDE AZ		YEAR/MAKE/MODEL 07/CHEVROLE	T/COBALT/4 DI	R SEDAN	10/27/07	DELIVERY MILES 11
CASA UKA	NDE, AZ		vencle (d. No. 1 G 1 A K 5			SELLING DEALER NO.	FRODUCTION DATE
			ETENO.	Pan	α	A.O.DATE	1
		·	COMMENTS	ļ		05/21/09	ļ
OR# 1 CUADO	ES					r·-	<u>M</u> O: 17530
STIMATE	FOR LETTING HENRY I CUSTOMER SATISFAC N YOU ARE NOT COMP IENCE, PLEASE SEE A	SS OF POWER STEER INSESTORED, ROAD TO ITAL OF 3B MILES. ING AS DESIGNED. JOB# 1 J CEIVING \$0.00 (+TAX) BROWN AUTOMOTIVE: TION IS OUR #1 GO. LETELY SATISFIED II A MEMBER OF OUR NO TOMOTIVE 306	ING EST SEVERAL TIME NO PROBLEM FOUND DURNAL PREFIX C SERVICE AL. IF HITH YOUR ANAGEMENT	TOTAL LABOR TOTAL PARTS TOTAL SUB.G TOTAL SUB.G TOTAL HISC CHE TOTAL MISC CHE	AL 0.00	Thank ; Inis oppo serve If-our-ser satisfactor file rds; if referred in the	vice was y tell your lot, please nediately. I charge is include VASTE DISPOSA on your vehicle ms are: Nute, bolte serospray, shellad
CASH	Mastercard		WARR	TOTAL INVOICE	CE\$ 0.00	sealer, etc. Limited W	ARBANTY
CHECK	CHECK#	INTERNAL	CHARGE			AS IS . THE ONLY WARF THIS PART(S) ARE TH	OSE WHICH MAY B
VISA	BÓDY SHÓP	OTHER	CASHIER			OFFERED BY THE M SELLING DEALER H	
			100			DISCLAIMS ALL WARR PRESS OR IMPLIED, INC	
CUSTOME ***********	R SIGNATURE	DUPLICATE	INVOICE	水水香灰灰油汽气水流流		WARRANTIES OF MERC NESS FOR A FARTICU NEITHER ASSUMES NO OTHER PERSON TO A LIABILITY IN CONNECT OF THIS PART(S) AND/ SHALL NOY BE ENTITLE THE SELLING DEALER A DAMAGES, DAMAGES TO AGES FOR LOSS OF L LOSS OF PROFITS, O OTHER INCIDENTAL DAM	CHANTABILITY OR FOLLAR PURPOSE, AND AUTHORIZES AN SSUME FOR IT AN ION WITH THE SALL OR SERVICE. BUYER TO RECOVER FROM MY CONSEQUENTIAL TO PROPERTY, DAM JSE, LOSS OF TIME INCOME, OR AN IAGES.
						to be done along with the hereby granty you and/or you operate the car or truck her highways or deputhers for the inspection. An express or acknowledged on above or amount of repairs thereto. It title to the strains.	necessary material, an remployees parmission t win described on streets spurpose of testing and/o achanicia San ta thereb
AGE 1 OF 1	C	CUSTOMER COPY		[END OF INVO	ICE) 04:29pm		



1990 N. Pinal Ave. Casa Grande, AZ 85222 (520) 836-2147 • (602) 252-3891 • (800) 825-9450 CHEVROLET

		Lamanna	<u> </u>		_	CELL:	
49965		JON	39		547	05/20/09	CVCS195268
		LABOR RATE	LIGENSE NO.	MILEAGE	7,426	LASER BLUE/	STOCK NO. C7190
CASA CDANDE AT		YEAR/MAKE/MODEL 07/CHEVROL	ET/COBALT/4			DELIVERY DATE 10/27/07	DEUVERY MILES
CASA GRANDE, AZ		VEHICLE I.D. NO.				SELLING DEALER NO.	PRODUCTION DATE
		FIE.NO.	5 5 F 2 7 7	0. NO.		5 R.O. DAYE	
		COMMENTS	!			05/20/09	
WAR I THANKS		Tools and the second					MO: 17428
FOUND STEERING REPLACED STEER REPLACED STEER THIS TIME. ROW PARTSQTYFP.NUMBER. 1 1920079 JOB# 1 TOTALS	AS NO PUMER STEERING S COLUMN OP, INTERMIT RING COLUMN AND SET 1 AD TESTED O.K. DESCRI COLUMN JOB# 1	TENT. DE-IN. PRINTER I PTION KI 6.518 192	INOP, ATUNIT P TOTAL - P	RICE- W Arts	ARRANTY O.00	Thank y this oppo serve If our serve satisfactor friends; if n tell us imm	rtunity to ypui vice was y tell your ot, please rediately:
THANK YOU FOR LETTING HE YOUR VEHICLE, CUSTOMER SATI FOR ANY REASON YOU ARE NOT SERVICE EXPERIENCE, PLEASE TEAM. THANK YOU, HENRY BROM P 0 BO CASA GRAND	NRY BROWN AUTOMOTIVE SFACTION IS OUR #1 G COMPLETELY SATISFIED SEE A MEMBER OF OUR N AUTOMOTIVE X 11305 F 67 85230	oal. If With Your Management	TOTAL LABOR TOTAL PARTS, TOTAL SUBLET TOTAL G.O.G. TOTAL MISC C TOTAL MISC C	HG.	0.00 0.00 0.00	for HAZARDOUS Wand supplies used Applicable supply its washers, tape, pine, solvent, rags, carbure solder, battery clea sealer, etc. LIMITED WARR AS IS - THE ONLY WARR	VASTE DISPOSAL on your vehicle, ms are: Nute, bolls, aerosprzy, shelfac, etor cleaner, towels, ner, wire, window ARRANTY ANTIES APPLYING TO
**************************************	******	********** WARR	TOTAL INVO	ICE \$	0.00	THIS PART(\$) ARE THE OFFERED BY THE MA	OSE WHICH MAY BE ANUFACTURER, THE
CHECK CHECK#	INTERNAL	CHARGE			- 1	SELLING DEALER HI DISCLAIMS ALL WARRA	ANTIES, EITHER EX-
VISA BODY SHO CUSTOMER SIGNATURE ************************************	OTHER	CASHLER	**********	⋩⋨⋬⋨⋞⋉ ⋗⋐ ⋏ ⋡	****	PRESS OR IMPLIED, INC WARRANTIES OF MERC NESS FOR A PARTICIA NEITHER ASSUMES NO OTHER PERSON TO AL LIABILITY IN CONNECTI OF THIS PARTI(S) AND/A SHALL NOT BE ENTITLE THE SELLING DEALER A DAMAGES, DAMAGES T AGES FOR LOSS OF U LOSS OF PROFITS, OF OTHER INCIDENTAL DAM	LUDING ANY IMPLIED HANTABILITY OR FIT- LAR PURPOSE, AND IN AUTHORIZES ANY SSUME FOR IT ANY ON WITH THE SALE OR SERVICE, BUYER OT DECOVER FROM NY CONSEGUENTIAL OF CONSE
						*Thereby authorize the repair to be done along with the hereby grant you and/or your operate the day or furth here highways or efsewhere for the inspection. An express me	necsszary majorial, gagi employees permission io sin described on streets, purpose of testing and/or chanio's tion to heraby
						amount of repairs thereto. No left in par,	r dy truck (o segure the fot responsible for items
PAGE 1 OF 1	CUSTOMER COPY		(ENDOFIN			ie5. in dat. SiGNED	of truck to secure the later temporal black to the later temporal black to the later temporal black to the later temporal black to the later temporal black to the later temporal black to the later temporal black to the later temporal black to the later temporal black to the later temporal black to the later temporal black to the later temporal black to the later temporal black to the later temporal black to the later temporal black to the later temporal black tempora

GM Vehicle Inquiry SystemSummary

<u>Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title - Delivery Information - Dealer In</u>

Help

	<u></u>
VIN:	1G1AK55F277

VEHICLE INFORMATION

Merchandising Model:		1AK69 -2007 COBALT 4-DOOR LS SEDAN Warranty Start Date: 10/2						10/27/20	007
BARS Order Type:	70	- RETAIL - STOCK						1	
Delivering Dealer:	PO	NRY BROWN CHEVRO BOX 11306	104	Selling Sou	rce:		13 - CHEVROLET		
		SA GRANDE , AZ 852 0) 836-2147	230-13	006	Site Code :		39101		
				Business A Code :	ssocia	te	234369		
Service Contract :	No	Branded Title :	No	Warrant	ty Block:	No	PDI St	atus :	Paid

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Туре	Number	Description	Posted Date	Status
EI	<u>09110</u>	SIR/AIRBAG LIGHT ILLUMINATED, DTC B0081 SET(REF. TSB 09-09-41-003)	05/05/2009	See Bulletin

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 LIMITED WARRANTY	10/27/2007	11 miles	10/27/2010	36011 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	10/27/2007	11 miles	10/27/2013	100011 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	10/27/2007	11 miles	10/27/2015	80011 miles
60/100000 POWERTRAIN COVERAGE LIMITED WARRANTY	10/27/2007	11 miles	10/27/2012	100011 miles
36/36000 FEDERAL EMISSION	10/27/2007	11 miles	10/27/2010	36011 miles

CLAIM HISTORY

R.O Date	R.O Number	Туре	Labor Operation	Odometer Reading
06/16/2009	342795	#	Z2080 - ROADSIDE SERVICE (TOWING)	15000 miles
05/21/2009	291652	#	Z2080 - ROADSIDE SERVICE (TOWING)	17000 miles
05/20/2009	195268	#	E7680 - STEERING COLUMN REPLACEMENT	17426 miles
05/20/2009	291790	#	Z2080 - ROADSIDE SERVICE (TOWING)	17000 miles
04/21/2009	194732	#	E7680 - STEERING COLUMN REPLACEMENT	16830 miles
04/21/2009	194732	#	Z7911 - 2-WAY SHUTTLE COURTESY TRANSPORTATION	16830 miles
03/24/2009	183149	#	Z2080 - ROADSIDE SERVICE (TOWING)	15000 miles
03/24/2009	194195	#	E7200 - IGNITION LOCK CYLINDER REPLACEMENT	15424 miles
03/24/2009	194195	#	Z5000 - DEALER/RETAILER TRADE(PART OBTAINED LOCALLY)	15424 miles
03/23/2009	178149	#	Z2083 - ROADSIDE SERVICE (BATTERY/JUMP START)	15000 miles
01/05/2009	192617	#	C0034 - WINDSHIELD REPLACEMENT	12822 miles
01/05/2009	192617	#	B4281 - FRONT SIDE DOOR INSIDE HANDLE REPLACEMENT - LEFT SIDE	12822 miles
12/17/2008	192320	#	K5111 - HANDLE, AUTOMATIC TRANSMISSION CONTROL LEVER - REPLACE	12124 miles
12/16/2007	R83616	#	Z2083 - ROADSIDE SERVICE (BATTERY/JUMP START)	1000 miles
06/15/2007	A81420	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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GM Vehicle Inquiry System Claim History

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 \underline{Help}

VIN:			1G1.	AK55F277								
				CLAIM I	115	STORY						
Repair Oro	ler Date	: 06	/16/2009	Repair Order Number :	3	342795	Odome	eter Rea	adiı	ng:		15000 miles
Serviced	iced GM ROADSIDE ASSISTANCE/CCAS ONE CABOT RD						rce :			13 - C	HEVROL	ЕТ
By:	MEDFO			55-5117	s	ite Code :				34415		
					Business Associate Code: 207453							
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation		Pa	rt	Auth Code		erson Code	Line Total	Comments
06/26/2009	17	01	#	Z2080 - ROADSIDE SERVICE (TOWING)		N/A		С		N/A	\$ 69.33	N
Repair Ord	Repair Order Date : 05/21/2009 Repair Order Number :				291652 Odometer Read			adiı	ling: 17000 miles			
Serviced GM ROADSIDE ASSISTANCE/CCAS				STANCE/CCAS	s	elling Sou	rce :			13 - C	HEVROL	ЕТ
By:	By: ONE CABOT RD MEDFORD, MA 0215.			55-5117	Site Code :			T	34415			
					В	usiness A	ssociate	Code:	T	207453		
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation		Pa	rt	Auth Code		erson Code	Line Total	Comments
05/29/2009	9	01	#	Z2080 - ROADSIDE SERVICE (TOWING)		N/A		С		N/A	\$ 69.33	N
Repair Ord	ler Date	: 05	/20/2009	Repair Order Number :	1	.95268	Odome	eter Re	adiı	ng :		17426 miles
Serviced	HENRY	BRO	WN CH	EVROLET	s	elling Sou	rce :		1	13 - C	HEVROL	ЕТ
Ву:	PO BOX	X 1130	6	85230-1306	⊢	ite Code :			+	39101		
	(520) 83			0.02.50 1.500	Business Associate Code :				\dashv	234369		
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	٦	Par	t	Auth Code		rson ode	Line Total	Comments
05/26/2009	8	01	#	E7680 - STEERING COLUMN REPLACEMENT		19200751 COLUMI		В	N	J/A	\$ 562.64	N

Repair Ore	der Date	: 05/	20/2009	Repair Order Number :	291790	Odome	ter Rea	ding:	: 17000 miles			
Serviced				STANCE/CCAS	Selling Sou		13 - C	13 - CHEVROLET				
By:		ONE CABOT RD MEDFORD, MA 02155-5117				Site Code :				34415		
					Business Associate Code :			20745	207453			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Pa	ırt	Auth Code	Person Code	Line Total	Comments		
05/29/2009	9	01	#	Z2080 - ROADSIDE SERVICE (TOWING)	N/A		С	N/A	\$ 69.33	N		

Repair Ord	ler Date	: 04	/21/2009	Repair Order Number :	194732 Odometer Reading: 1683			16830 miles			
Serviced				EVROLET	Selling Source :				13 - CHEVROLET		
By:	PO BOX 11306 CASA GRANDE, AZ 85230-1306		Site Code :		3910	39101					
	(520) 83	66-2147	7		Business Associate Code :			2343	234369		
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Par	1	Auth Code	Person Code	Line Total	Comments	
05/01/2009	1	01	#	E7680 - STEERING COLUMN REPLACEMENT	1920075 COLUM	-	В	N/A	\$ 562.64	N	
04/28/2009	999	02	#	Z7911 - 2-WAY SHUTTLE COURTESY TRANSPORTATION	N/A		N/A	N/A	\$ 10.00	N	

Repair Oro	ler Date	: 03/	/24/2009	Repair Order Number :	183149	Odometer Reading : 1500			15000 miles		
Serviced				STANCE/CCAS	Selling Sou	irce :		13 - C	HEVROL	ЕТ	
By:	ONE CABOT RD MEDFORD, MA 02155-5117			Site Code :			34415	34415			
					Business Associate Code :			20745	207453		
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Pa	rt	Auth Code	Person Code	Line Total	Comments	
04/03/2009	992	01	#	Z2080 - ROADSIDE SERVICE (TOWING)	N/A		С	N/A	\$ 69.97	N	

Repair Ore	der Date : 03/24/2009		Repair Order Number :	194195	194195 Odometer Reading		ading:	15424 miles	
Serviced	HENRY B		EVROLET	Selling Sou	rce :		13 - 0	CHEVROLE	EΤ
By:	PO BOX 1 CASA GR	Site Code :			3910	39101			
	(520) 836-2		2147		Business Associate Code :		2343	234369	
	Т			' 					

Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
03/27/2009	990	01	#	E7200 - IGNITION LOCK CYLINDER REPLACEMENT	25848845 - CYLINDER	N/A	N/A	\$ 195.51	N
03/27/2009	990	02	#	Z5000 - DEALER/RETAILER TRADE(PART OBTAINED LOCALLY)	25848845 - CYLINDER	N/A	N/A	\$ 9.27	N

Repair Ore	rder Date: 03/23/2009 Repair Order Number: 178149 Odometer Reading:				ding:	15000 miles					
Serviced				STANCE/CCAS	Selling Source :			13 - C	13 - CHEVROLET		
By:		ONE CABOT RD MEDFORD, MA 02155-5117			Site Code	:		34415			
					Business Associate Code :			20745	207453		
								_			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	P	ırt	Auth Code	Person Code	Line Total	Comments	

Repair Oro	ler Date	: 01/	05/2009	Repair Order Number :	192617 Odometer Reading:				12822 miles			
Serviced				EVROLET	Selling Source: 13 -				CHEVROLET			
By:	PO BOX 11306 CASA GRANDE, AZ 85230-1306 (520) 836-2147				Site Code: 39				0101			
	(520) 83	36-2147	,		Business Associate Code:			23430	234369			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Par	t	Auth Code	Person Code	Line Total	Comments		
01/20/2009	971	01	#	C0034 - WINDSHIELD REPLACEMENT	15791703 WINDSF		G	N/A	\$ 392.66	N		
01/16/2009	970	02	#	B4281 - FRONT SIDE DOOR INSIDE HANDLE REPLACEMENT - LEFT SIDE	22722741 BEZEL	7 -	N/A	N/A	\$ 41.71	N		

Repair Ore	rder Date : 12/17/2008 Repair Order Number : 192320 Odd		Odome	Odometer Reading:		12124 miles					
Serviced				VROLET	S	elling Sou	rce :		13 - C	HEVROL	ЕТ
By:	PO BOX 11306 CASA GRANDE, AZ 85230-1306				Site Code:			39101			
	(520) 83	5-2147	7		В	Business Associate Code :		234369			

Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
12/23/2008	963	01	#	K5111 - HANDLE, AUTOMATIC TRANSMISSION CONTROL LEVER - REPLACE	22706232 - HANDLE	N/A	N/A	\$ 69.32	N

Repair Ore	der Date : 12/16/2007 Repair Order Number :				R83616	Odome	Odometer Reading:			1000 miles	
Serviced				STANCE/CCAS	Selling Source :			13 - C	13 - CHEVROLET		
By :		ONE CABOT RD MEDFORD, MA 02155-5117				Site Code:					
						Business Associate Code:			207453		
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	P	art	Auth Code	Person Code	Line Total	Comments	
12/21/2007	858	01	#	Z2083 - ROADSIDE SERVICE (BATTERY/JUMP START)	N/A		C	N/A	\$ 42.75	N	

Repair Ore	rder Date : 06/15/2007 Repair Order Number : A81420				A81420	Odometer Reading:			0 miles		
Serviced				OLET CO.	Selling Source: 13				CHEVROLET		
By:	HENDE	PO BOX 90610 HENDERSON, NV 89009-0610				Site Code :					
	(702) 558-2438			Business Associate Code :			1323	132366			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Par	1	Auth Code	Person Code	Line Total	Comments	
06/19/2007	805	01	I	Z7000 - PRE- DELIVERY INSPECTION - BASE TIME	N/A		N/A	N/A	\$ 110.86	N	

CHECK HISTORY

Vehicle Has No Associated Check History.

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GM Vehicle Inquiry System Vehicle Build

<u>Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title - Delivery Information - Dealer In</u>

Help

VIN 1G1AK55F277

VEHICLE BUILD

Merchandising Model:	1AK69 -2007 COBALT 4-DOOR LS SEDAN					
Gross Vehicle Weight Rating :	1707 kg (3764 lb)	Order Number :	KZZCFH			
Build Date :	06/15/2007	Build Plant: 1				

GMVIS is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please refer to the original vehicle invoice or window sticker.

OPTION CODES

AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAGS	ALO - SENSOR INDICATOR INFLATABLE RESTRAINT, FRT PASS/CHILD PRESENCE DETECTOR		
AR9 - DELUXE FRONT BUCKET SEAT	AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING		
B34 - FLOOR MATS, FRONT/REAR	B35 - REAR FLOOR MATS		
B84 - BODY COLOR, BODYSIDE MOLDINGS	C67 - ELECT. FRONT AIR CONDITIONER		
DC8 - MIRROR, O/S MANUAL FLDG, BLK	D36 - MIRROR I/S R/V TILT		
FE1 - SUSPENSION SYSTEM-SOFT RIDE	FE9 - FEDERAL EMISSIONS		
FY1 - TRANS/AXLE 3.63 RATIO	IPB - INTERIOR TRIM DESIGN		
J41 - BRAKE, FRONT DISC/REAR DRUM	K64 - 115 AMP GENERATOR		
LOD - ASSEMBLY PLANT - LORDSTOWN,OHIO	L61 - ENGINE, 2.2L DOHC 4V ECOTEC		
MN5 - 4 SPEED AUTO TRANSMISSION	MX0 - TRANSMISSION, 4 SPD AUTOMATIC		
NT7 - FEDERAL EMISSION TIER 2	N45 - 3 SPOKE STEERING WHEEL		
PCI - PROTECTION PACKAGE *FLOOR MATS, FRONT/REAR *BODY COLOR, BODYSIDE MOLDINGS	PG1 - 15" STEEL WHEEL		
QTU - P195/60R15 TOURING BW TIRES	R6K		
R6P - PREMIUM PAINT	R9M - WHOLESALE FLOORPLAN PLUS		
R9N - HEATED LEATHER APPOINTED FRONT BUCKET SEATS	R9X - XM TRACKING CODE		
SLM - STOCK ORDERS	UQ4 - BASE SPEAKER SYSTEM		

UIC - AM/FM STEREO, CD PLAYER	VK3 - FRONT LICENSE PLATE BRACKET	
VT7 - OWNERS MANUAL ENGLISH	V73 - STATEMENT OF VEHICLE CERT U.S. /CANADA	
1LS - 1LS BASE PACKAGE	1SZ - OPTION PACKAGE DISCOUNT	
14B - GRAY	14I - GRAY	
21U - LASER BLUE METALLIC	6AR - FRONT SPRING	
7AR - FRONT SPRING	8AA - REAR SPRING	
9AA - REAR SPRING		

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GM Vehicle Inquiry System Service Contract

<u>Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title - Delivery Information - Dealer In</u>

<u>Help</u>

VIN	1G1AK55F277					
SERVICE CONTRACT						
Vehicle Has No GM Service Contracts.						

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Privileged and Confidential Information

CASE ASSESSMENT

By: Daniel Ramones State: AZ

Customer Name: Service Request: 71-BBB Case No.: CHV0938020 719395962 Only customer's last name to be recorded Vehicle ID No.: In Service Vehicle is: New BAC Code: 1G1AK55F277 Date: 234369 10/27/2007 Year, Make & Model: 2007 Chevrolet Cobalt Vehicle Purchased Used on: N/A Mileage at Time of BBB Filing 16,830 mi. Lien holder: GMAC Other : Chase Bank Sale Type: Purchase ⊠ Lease □ DVM Name: Paul Zbojniewicz CAM Name: Miklos (Mick) Gonzalez Phone/Cell Number: 80509 58797 Office Phone: 805-373-8417 or 8-620-8417 Svc Mgr Name: Keith Pollard Mailbox/Node is 805373/8417 Fax: 805-373-9598 or 8-620-9598 Email: miklos.gonzalez@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 Y OR N.? IF YES PLEASE INCLUDE TAC # AND EXPLANATION TAC WAS INVOLVED. IF TAC HAS NOT BEEN CONTACTED WHY NOT? ☐ Knob Date: RO #: Days Mileag Description of Complaint and Repair Performed: Out: e: 2 12,124 Customer sts: Shifter knob has fallen off. Came apart. 12/17/0 19232 8 -Shifter knob replaced. ☐ Paint Date: RO #: Days Mileag Description of Complaint and Repair Performed: Out: 12/26/0 19245 12,408 Customer sts: paint is peeling on rear drivers side door. 8 6 -No work done at this time.

-Cleaned area.

rear door.

Customer sts: paint chips and white marks on driver front and

12,822

1/5/09

19261

7

☐ <u>Windshield</u>					
<u>Date:</u>	<u>RO #:</u>	Days Out:	Mileag e:	Description of Complaint and Repair Performed:	
12/26/0 8	19245 6	*	12,408	Customer sts: top of windshield moulding appears to be warped.	
1/5/09	19261 7	2	12,822	-Found trim defective. Special ordered windshield with moulding. Installed new Special ordered windshield.	
☐ <u>Door chrome handle</u>					
Date:	<u>RO #:</u>	. Dave	Mileag	Description of Complaint and Repair Performed:	
<u>Date.</u>	<u>NU #</u>	<u>Days</u> Out:	<u>e:</u>	Description of Complaint and Repair Performed.	
12/26/0 8	19245 6	*	12,408	Customer sts: drivers side front door inner handle chrome is coming apart.	
1/5/09	19261 7	*	12,822	-Found handle defective. Ordered new handle. Installed special order door handle.	
<u>Date:</u>	<u>RO #:</u>	<u>Days</u> Out:	Mileag e:	Description of Complaint and Repair Performed:	
3/24/09	19419 5	1		Customer sts: key wont turn in the ignition. Found key binding.	
				Replaced ignition lock cylinder. Tests good.	
☐ Power Steering					
<u>Date:</u>	<u>RO #:</u>	<u>Days</u> Out:	Mileag e:	Description of Complaint and Repair Performed:	
4/21/09	19473 2	2	<u>16,830</u>	Customer sts: steering locks up while driving and power steering light turns on.	
				Found diag code C0475 in relation to TSB 07-02-32-007. Connector ends and pins are good. Found steering column	
5/20/09	19526	1	17,426	failure. Replaced steering column assembly. Cust sts has no power steering	
5/21/09	8 19531 6	2	17,492	Found steering column operating intermittently. Replaced steering column. Road tested ok. Cust sts has loss of power steering	

Has the vehicle ever been involved in an accident Y or N? No Did you confirm your answer with the customer Y or N? Yes 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

throughout the day. No problem found

Has the customer filed any insurances claims on this Vehicle Y or N? No 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 Y or N: No Have you confirm this with the customer Y or N: 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

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: Eligible, inside 12/12 program summary

Lemon Law Repurchase/Replacement: Eligible, inside 24/24 filing time

GM Program Summary Repairs/Reimbursement for past repairs: Eligible, inside 36/36 warranty

THE STATE LEMON LAW READS:

Days out of service: 30

Repairs 4 or more to the same nonconformity Time period within six months of 24 / 24

Does Lemon Law state nonconformity must continue to exist? yes

Number of repair attempts in the presumption period: 3
Total days out of service during the presumption period: 11
Total days out of service during customer's ownership: 11

Vehicle Meets Presumption of Lemon Law NO

NO PREVIOUS SRs FOUND

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: Wants vehicle repurchase because he doesn't feel it is safe. No problems currently on the vehicle. Cust has withdrawn claim to sue GM

DVM sts: Feels GMPP Major Guard is excessive. CCL is appropriate.

SVM sts: vehicle has been repaired. No problems found currently

CRS Rationale: Cust doesn't meet presumption. Best offer would be Steering CCL for customer.

What are the 3 main	strengths of the customer's case to win repu	rchase throug	gh Lemon Law			
What are the 3 mains weaknesses of the customer's case to win repurchase through Lemon Law?						
Decision reached by	CRS: Arbitrate case: Settle ca	se: XXX				
CRS FINAL OFFER:	Denial	DATE: 7/20/09	CUST declined. Withdrew claim to sue GM			
Goodwill: None	Attorney Fees (if applicable): N/A					

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Nita DeHoyos / donna Blackstone 7/29 State: AZ

Customer Name: Service Request: GM Legal File No.: N/A

71-742486758

Vehicle ID No.: In Service Date: Vehicle is: New BAC Code: 1G1AK55F277 10/27/2007 234369

Year, Make & Model: 2007 CHEVROLET COBALT 4-DOOR LS

Vehicle Purchased Used on: N/A at

SEDAN odometer N/A

Lien holder: Other⊠: Chase Bank DVM requests Purchase Price of

Was TAC contacted for this vehicle (Y/N)? : No involvement?: Vehicle: Yes \$13,750.00

If TAC was contacted, what did they say? N/A If TAC was NOT contacted, why? No - no need

VEHICLE REPAIR HISTORY

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

Steering

RO #:

Date:

04/21/09	194732	2	16830	C/S Power steering wheel locks up while driving and display reads power steering / Found light on. Performed diagnosis, found code C0475, found TSB 07-02-32-007, connector ends and pins are good. Found internal steering column failure - Replaced steering column assembly, tests good. Repair complete.
05/20/09	195268	1	17426	ROADSIDE SERVICE (TOWING) (Roadside RO# 291790 - 05/20/2009): C/S Has no power steering / Found steering column operating intermittent - Replaced steering column and set toe-in. Printer inop at this time. Road tested, ok
05/21/09	195316	2	17492	ROADSIDE SERVICE (TOWING) (Roadside RO# 291652 - 05/21/2009): C/S Has loss of power steering / Check for DTC's, none stored. Road test several times during the day, total of 38 miles over the 2 days – No problem found at this time . Operating as designed
06/16/09	195750	3	18474	ROADSIDE SERVICE (TOWING) (Roadside RO# 342795 - 06/16/2009): C/S Has loss of power steering / Scan system for codes, no codes in any module. Road test vehicle - Could not duplicate concern at this time . Road tested vehicle 72 miles over the 3 days, operating as design intent. Customer declined to pick-up vehicle on 6/19/09 but picked up on 6/25, closed repair order 6/25/09

☐ Body/Trim

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/17/08	192320	2	12124	C/S Shifter knob falling out / Came apart – Replaced shifter knob

12/26/08	192456	*	12408	C/S Top of windshield moulding appears to be warped / Found windshield moulding defective – Ordered SOP windshield moulding
				C/S Driver's side front door inner handle chrome is coming apart / Found handle defective — Ordered new handle
01/05/09	192617	2	12822	Reference RO# 192456: C/S Moulding around windshield warped / Diagnosed and found seal attached to windshield warped — Replaced windshield seal
				Reference RO# 192456: C/S Driver's front inside door handle pealing / Replaced peeling inside door handle
☐ <u>Electr</u>	<u>ical</u>			
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
03/23/09	178149	N/A	15000	ROADSIDE SERVICE (BATTERY / JUMP START)
03/23/09	1/0143	IN/A	13000	ROADSIDE SERVICE (DATTERT / JOHN START)
03/24/09	194195	1	15424	ROADSIDE SERVICE (TOWING) (Roadside RO# 183149 – 3/24/2009): C/S Key would not turn in ignition / Found key binding in ignition. Performed diagnosis and found ignition cylinder internally binding – Replaced ignition lock cylinder. Tests good. Repair complete
☐ <u>Paint</u>				
	DO #.	Davis Out	N/II	
<u>Date:</u>	<u>RO #:</u>	Days Out:	<u>Mileage:</u>	Description of Complaint and Repair Performed:
<u>Date:</u> 12/26/08	192456	Days Out:	12408	C/S Driver's side rear door edge paint is peeling. Inspect and advise / No work done at this time
				C/S Driver's side rear door edge paint is peeling. Inspect and advise / No
12/26/08 01/05/09	192456 192617		12408	C/S Driver's side rear door edge paint is peeling. Inspect and advise / No work done at this time C/S Paint chips and white marks on driver's front and driver's rear door /
12/26/08 01/05/09	192456 192617	*	12408	C/S Driver's side rear door edge paint is peeling. Inspect and advise / No work done at this time C/S Paint chips and white marks on driver's front and driver's rear door / Cleaned area
12/26/08 01/05/09 Other Date:	192456 192617 RO #:		12408 12822 Mileage:	C/S Driver's side rear door edge paint is peeling. Inspect and advise / No work done at this time C/S Paint chips and white marks on driver's front and driver's rear door / Cleaned area Description of Complaint and Repair Performed:
12/26/08 01/05/09	192456 192617	*	12408	C/S Driver's side rear door edge paint is peeling. Inspect and advise / No work done at this time C/S Paint chips and white marks on driver's front and driver's rear door / Cleaned area
12/26/08 01/05/09 Other Date:	192456 192617 RO #:	*	12408 12822 Mileage:	C/S Driver's side rear door edge paint is peeling. Inspect and advise / No work done at this time C/S Paint chips and white marks on driver's front and driver's rear door / Cleaned area Description of Complaint and Repair Performed:
12/26/08 01/05/09 Other Date:	192456 192617 RO #:	*	12408 12822 Mileage:	C/S Driver's side rear door edge paint is peeling. Inspect and advise / No work done at this time C/S Paint chips and white marks on driver's front and driver's rear door / Cleaned area Description of Complaint and Repair Performed: Performed every 3,000 mile intervals or every 3 months: Lubricate chassis components (if applicable) Top off all engine compartment fluids
12/26/08 01/05/09 Other Date:	192456 192617 RO #:	*	12408 12822 Mileage:	C/S Driver's side rear door edge paint is peeling. Inspect and advise / No work done at this time C/S Paint chips and white marks on driver's front and driver's rear door / Cleaned area Description of Complaint and Repair Performed: Performed every 3,000 mile intervals or every 3 months: Lubricate chassis components (if applicable) Top off all engine compartment fluids Reset tire monitor (if applicable)
12/26/08 01/05/09 Other Date:	192456 192617 RO #:	*	12408 12822 Mileage:	C/S Driver's side rear door edge paint is peeling. Inspect and advise / No work done at this time C/S Paint chips and white marks on driver's front and driver's rear door / Cleaned area Description of Complaint and Repair Performed: Performed every 3,000 mile intervals or every 3 months: Lubricate chassis components (if applicable) Top off all engine compartment fluids Reset tire monitor (if applicable) Perform multi-point inspection
12/26/08 01/05/09 Other Date:	192456 192617 RO #:	*	12408 12822 Mileage:	C/S Driver's side rear door edge paint is peeling. Inspect and advise / No work done at this time C/S Paint chips and white marks on driver's front and driver's rear door / Cleaned area Description of Complaint and Repair Performed: Performed every 3,000 mile intervals or every 3 months: Lubricate chassis components (if applicable) Top off all engine compartment fluids Reset tire monitor (if applicable) Perform multi-point inspection Reset oil life index (if applicable)
12/26/08 01/05/09 Other Date:	192456 192617 RO #:	*	12408 12822 Mileage:	C/S Driver's side rear door edge paint is peeling. Inspect and advise / No work done at this time C/S Paint chips and white marks on driver's front and driver's rear door / Cleaned area Description of Complaint and Repair Performed: Performed every 3,000 mile intervals or every 3 months: Lubricate chassis components (if applicable) Top off all engine compartment fluids Reset tire monitor (if applicable) Perform multi-point inspection Reset oil life index (if applicable) REPLACE: Engine oil (up to 5 quarts)
12/26/08 01/05/09 Other Date:	192456 192617 RO #:	*	12408 12822 Mileage:	C/S Driver's side rear door edge paint is peeling. Inspect and advise / No work done at this time C/S Paint chips and white marks on driver's front and driver's rear door / Cleaned area Description of Complaint and Repair Performed: Performed every 3,000 mile intervals or every 3 months: Lubricate chassis components (if applicable) Top off all engine compartment fluids Reset tire monitor (if applicable) Perform multi-point inspection Reset oil life index (if applicable) REPLACE: Engine oil (up to 5 quarts) Oil filter with genuine GM filter
12/26/08 01/05/09 Other Date:	192456 192617 RO #:	*	12408 12822 Mileage:	C/S Driver's side rear door edge paint is peeling. Inspect and advise / No work done at this time C/S Paint chips and white marks on driver's front and driver's rear door / Cleaned area Description of Complaint and Repair Performed: Performed every 3,000 mile intervals or every 3 months: Lubricate chassis components (if applicable) Top off all engine compartment fluids Reset tire monitor (if applicable) Perform multi-point inspection Reset oil life index (if applicable) REPLACE: Engine oil (up to 5 quarts) Oil filter with genuine GM filter INSPECT:
12/26/08 01/05/09 Other Date:	192456 192617 RO #:	*	12408 12822 Mileage:	C/S Driver's side rear door edge paint is peeling. Inspect and advise / No work done at this time C/S Paint chips and white marks on driver's front and driver's rear door / Cleaned area Description of Complaint and Repair Performed: Performed every 3,000 mile intervals or every 3 months: Lubricate chassis components (if applicable) Top off all engine compartment fluids Reset tire monitor (if applicable) Perform multi-point inspection Reset oil life index (if applicable) REPLACE: Engine oil (up to 5 quarts) Oil filter with genuine GM filter INSPECT: Tires for wear, measured tread depth and set tire pressure
12/26/08 01/05/09 Other Date:	192456 192617 RO #:	*	12408 12822 Mileage:	C/S Driver's side rear door edge paint is peeling. Inspect and advise / No work done at this time C/S Paint chips and white marks on driver's front and driver's rear door / Cleaned area Description of Complaint and Repair Performed: Performed every 3,000 mile intervals or every 3 months: Lubricate chassis components (if applicable) Top off all engine compartment fluids Reset tire monitor (if applicable) Perform multi-point inspection Reset oil life index (if applicable) REPLACE: Engine oil (up to 5 quarts) Oil filter with genuine GM filter INSPECT:
12/26/08 01/05/09 Other Date:	192456 192617 RO #:	*	12408 12822 Mileage:	C/S Driver's side rear door edge paint is peeling. Inspect and advise / No work done at this time C/S Paint chips and white marks on driver's front and driver's rear door / Cleaned area Description of Complaint and Repair Performed: Performed every 3,000 mile intervals or every 3 months: Lubricate chassis components (if applicable) Top off all engine compartment fluids Reset tire monitor (if applicable) Perform multi-point inspection Reset oil life index (if applicable) REPLACE: Engine oil (up to 5 quarts) Oil filter with genuine GM filter INSPECT: Tires for wear, measured tread depth and set tire pressure Condition of air filter, belts and leaks

Performed LOF Service

Accident/Insurance Information:

Has the vehicle ever been involved in an accident? No
Did you confirm your answer with the dealer/attorney? Yes
What type of damage was sustained (example front end collision)? N/A
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/A
If Yes. Did the insurance company deny the claim? N/A
Are there any Aftermarket Modifications to the Vehicle? No
Have you confirm this with the dealership? Yes
If "Yes" to aftermarket, please list: N/A

THE STATE LEMON LAW READS:

Days out of service: 30

Repairs 4

Time period: 24/24

Does Lemon Law state nonconformity must continue to exist? y

If applicable, safety-related repairs Safety-related time period **na**

Number of repair attempts in the presumption period:

4 - steering (2 unable to dup) 3-different body/trim issues 1-electrical (Ignition)

Total days out of service during the presumption period:

Total days out of service during customer's ownership:

14

14 (5 were unable to

duplicate)

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager



paul.zbojniewicz@gm.com 07/21/2009 04:33 PM To Juanita_DeHoyos@gmexpert.com

œ

bcc

Subject Re: SR# 71-742486758,



A) I have information on this case that may assist in your review (please provide in your response).
Please note: you will be notified of the final resolution once a settlement has been reached.

I was in this store when the customers vehicle was in for inspection. The vehicle was operational and the customer could not duplicate the concern.

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

PARALEGAL NOTES: Per Keith, serv manager – customer did not want rental and dlr paid for taxi fare (customer presented additional taxi fare receipts for after veh was repaired but he failed to pick up and dlr refused to reimburse him for those days.

7/21/2009 03:25:35 PM -- BRC LEGAL / Acknowledgement - Dealer:

Called Svc Mgr, Keith Pollard

Dealership: HENRY BROWN CHEVROLET PO BOX 11306 CASA GRANDE, AZ 85230-1306 (520) 836-2147

Advd: Received demand from attorney retained by mutual customer. Calling to check if client has had additional repairs since 06/16/09 - RO# 195750 and all other ROs in-house from ADR file.

Svc Mgr states customer's concern is Intermittently looses power steering assist - could not duplicate last RO and RO from time before that. No Codes found in history.

71-742486758 2007 Chevrolet Cobalt 1G1AK55F277

Was TAC contacted for this vehicle? No - no need (confirmed)
Do you know if this vehicle was ever involved in an accident? No (confirmed)
Are there any aftermarket modifications? No (confirmed)

Thanked Svc Mgr for assistance. Should customer come back for additional repairs asked Svc Mgr to please advise. Provided agent's name and phone number and ended call

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: ADR SR# 71-719395962 / BBB CHV0938020 – opened 4/23/2009 – 6/2/09 Customer filed seeking repurchase due to trim issues and 2 steering issues. CRS recommended GMPP but DVM said no, there are no issues to warrant a GMPP –offer CCL for steering – customer refused, repurchase only; customer filed with BBB but w/drew and hired an attorney to sue GM; states she/he almost killed a child in a school zone due to unsafe vehicle (customer somewhat rude to CAC agents)

Date & Offer/Result:

Concern: ADR SR# 71-737828311 / BBB CHV0940586 – opened 7/2/2009 - 7/20/09; legal coor case; filed with BBB in Michigan; customer states: let me tell you something i will be filing a lawsuit against you the GM and the dlr you think you can play games w/ my life. I will file a lawsuit b/c i feel that you are trying to kill me by not buying the veh back. ADR/BBB case filed and this SR closed. Customer once again withdrew claim to pursue a legal avenue.

Date & Offer/Result:

Concern: BRC AG-Legal Corr SR# 71-736105906 – 7/2 – 7/20/09

Inbound Call Field Rep/Whlsl -- 6/29/2009 08:32:02 AM

Paul Zbojniewicz giving you a call back on SR# 71-736105906 07 Cobalt. It's funny that you mention this guy, I spoke w/ the svc mgr on this yesterday. I don't think there will be a whole lot that we're going to offer him. The last time he had it towed in at his request the tow truck driver from roadside that towed it in told the svc mgr that the vehicle worked fine when he put in on and when he dropped it off at the dlr. The svc mgr checked it out, kept it for a day and there was no problem found. If the customer has it towed it in but knows it's alright I believe he's trying to build a case for a buy back. #1 if the column was to out like that there would be a code it looks like we're being put together on this but I see no reason to help the guy out at all if you need to call me on anything else give me a call @

Outbound Call Customer -- 7/1/2009 03:57:07 PM

crs adv: at this point we have not been able to get any kind of duplication on the veh and we will not be providing you w/

a buyback; customer called the police because dlr would not replace veh or fix it; police officer advised customer he needed to obtain counsel; BBB rep states customer referring to complaint with or in TX; BBB said this is not an AZ case if customer complaining about TX; customer obtained counsel and cancelled arbitration/BBB

cust sts: let me tell you something I will be filing a lawsuit against you the GM and the dlr you think you can play games w/ my life. I will file a lawsuit b/c I feel that you are trying to kill me by not buying the veh back

cust expressed dissatisfaction w/ GM the dlr and the veh

cust disconnected the call

Date & Offer/Result:

RECOMMENDATION

Recommend cash inclusive: \$1,500 - \$2,750 + CCL for steering + CCL for suspension

Updated recommendation: \$4,000 inclusive to settle

EMPOWERED: CCL supported as recommended, no objection to adding coverage for front suspension as needed. Cash range also supported, would support up to an additional \$750 solely to obtain settlement.

TOTAL CASH EMPOWERED: \$3,500

EMPOWERED 9/4: UP TO \$4,000 INCLUSIVE

7/30: 1st OFFER \$1,500 + CCL for steering

8/12: COUNTER: wants repurchase but will accept \$7,250 cash

8/13: 2nd OFFER \$2,000 + CCL for steering

817: COUNTER \$6,000 + CCL

8/20: 3RD OFFER \$2,500 + CCL FOR STEERING 8/20: COUNTER \$5,250 + CCL FOR STEERING 8/20: 4th OFFER \$3,000 + CCL FOR STEERING 8/27: COUNTER \$5,000 – DOESN'T WANT CCL

8/28: 5TH OFFER \$3,500 9/1: COUNTER \$4,750 9/4: 6th offer \$4,000

9/9: ACCEPTED 6TH OFFER OF \$4,000 INCLSUIVE

MSRP: \$14,820

RATIONALE

DEMAND: MEYERS - AZ LEMON LAW; MAG MOS & UCC

This veh does not appear to fall within the parameters of the AZ lemon law. Singular concerns: Shifter knob came apart & replaced; Windshield molding warped & replaced; Ift front door handle replaced; Ignition lock cylinder replaced. Duplicate concern was steering – replaced steering column assembly x 2. DIr was unable to duplicate steering complaint 2 times after repairs. Veh was towed 4 times (2 repairs and 2 unable to duplicate).

Offer Chronology

Initial Offer \$1,500 cash inclusive plus Steering CCL

REASON FOR REMOVAL

CRS FINAL OFFER:	\$4,000	DATE: 9/4	OFFER TO CUST: \$
			ATTORNEY FEES: \$

OR INCLUSIVE OFFER: \$4,000

PLAINTIFF'S FINAL DATE: AMOUNT TO CUST: \$

DEMAND:

OR INCLUSIVE OFFER: \$

ATTORNEY FEES: \$

TEAM MANAGER APPROVING: Date:

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

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

WEISBERG & MEYERS, LLC

ATTORNEYS FOR CONSUMERS

5025 North Central Ave, #602
Phoenix, Arizona 85012
602-445-9819
866-775-3666 (Toll Free)
866-565-1327 Facsimile
Arizona Office
www.AttorneysForConsumers.com

EXTENSION: 111

E-MAIL: MMEYERS@ATTORNEYSFORCONSUMERS.COM

WRITER LICENSED IN: ARIZONA; U. S. DISTRICT COURT, FLORIDA NORTHERN DISTRICT

September 8, 2009

Via Electronic Mail · donna blackstone@gmexpert.com

Ms. donna Blackstone Legal Agent - BRC Legal Department General Motors Company

Re: v. General Motors Company

Dear Ms. Ms. Blackstone:

Please be advised that my client has agreed to accept your recent offer to settle the above referenced matter. As we discussed, the settlement is memorialized as follows:

My client will receive \$4,000.00 inclusive of my client's attorney fees and will retain ownership and financial responsibility for the subject vehicle.

In addition, PLEASE MAKE SURE TO FORWARD THE SETTLEMENT DRAFT TO OUR ACCOUNTING OFFICE at:

WEISBERG & MEYERS, LLC 5025 North Central Ave., #602 Phoenix, AZ 85012

I trust that this document accurately memorializes our agreement. If not, contact my office immediately.

Best regards,

Marshall Meyers

Attorney at Law

MM/js

GMVIS Audit Sheheen

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
06/16/2009	342795	#	Z2080 - ROADSIDE SERVICE (TOWING)	15000 miles
05/21/2009	291652	#	Z2080 - ROADSIDE SERVICE (TOWING)	17000 miles
05/20/2009	195268	#	E7680 - STEERING COLUMN REPLACEMENT	17426 miles
05/20/2009	291790	#	Z2080 - ROADSIDE SERVICE (TOWING)	17000 miles
04/21/2009	194732	#	E7680 - STEERING COLUMN REPLACEMENT	16830 miles
04/21/2009	194732	#	Z7911 - 2-WAY SHUTTLE COURTESY TRANSPORTATION	16830 miles
03/24/2009	183149	#	Z2080 - ROADSIDE SERVICE (TOWING)	15000 miles
03/24/2009	194195	#	E7200 - IGNITION LOCK CYLINDER REPLACEMENT	15424 miles
03/24/2009	194195	#	Z5000 - DEALER/RETAILER TRADE(PART OBTAINED LOCALLY)	15424 miles
03/23/2009	178149	#	Z2083 - ROADSIDE SERVICE (BATTERY/JUMP START)	15000 miles
01/05/2009	192617	#	C0034 - WINDSHIELD REPLACEMENT	12822 miles
01/05/2009	192617	#	B4281 - FRONT SIDE DOOR INSIDE HANDLE REPLACEMENT - LEFT SIDE	12822 miles
12/17/2008	192320	#	K5111 - HANDLE, AUTOMATIC TRANSMISSION CONTROL LEVER - REPLACE	12124 miles
12/16/2007	R83616	#	Z2083 - ROADSIDE SERVICE (BATTERY/JUMP START)	1000 miles
06/15/2007	A81420	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

Additional ROs received

192456	12/26/08
195316	05/21/09
195750	06/16/09



paul.zbojniewicz@gm.com 07/21/2009 04:33 PM

To Juanita_DeHoyos@gmexpert.com

CC

bcc

Subject Re: SR# 71-742486758,

6758,

A) I have information on this case that may assist in your review (please provide in your response). Please note: you will be notified of the final resolution once a settlement has been reached.

I was in this store when the customers vehicle was in for inspection. The vehicle was operational and the customer could not duplicate the concern.

Juanita DeHoyos@gmexpert.com

07/21/2009 11:59 AM

To paul.zbojniewicz@gm.com

cc

Subject SR# 71-742486758,

Dear Mr. Zbojniewicz,

This email is to follow up on my voicemail regarding Service Request 71-742486758 for customer Shaheen. The customer's vehicle is a 2007 Chevrolet Cobalt with approximately 17,492 miles. The VIN is 1G1AK55F277 The customer has been working with HENRY BROWN CHEVROLET in CASA GRANDE, AZ. Due to time constraints, your response to this e-mail is required within 48 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 settlement options 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 response). Please note: you will be notified of the final resolution once a settlement has been reached.
- B) I am not aware of this vehicle or customer's concerns. Please note: you will be notified of the final resolution once a settlement has been reached.

Your feedback will be documented and your e-mail attached to our case, it is an important step in our accurate and timely case resolution.

Thank you

Nita DeHoyos Legal Research Specialist/ BRC Legal Minacs, An Aditya Birla Group Company 7401 E. Ben White Blvd, Bldg 3 Austin, TX 78741

Phone: 1-866-790-5600 Ext. 11285

Fax: 1-866-255-3730

Email: Juanita_DeHoyos@gmexpert.com

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

VIA FAX ONLY

August 20, 2009

Marshall Meyers, Esq. Weisberg and Meyers, LLC-Florida Office 2833 N Central Ave # 613 Phoenix, AZ 85004

RE:

Service Request: 71-742486758

2007 Chevrolet Cobalt

Vehicle Identification Number: 1G1AK55F277 Customer Relationship Specialist: Donna Blackstone

Dear Mr. Meyers:

We regret that your client(s) are dissatisfied with their 2007 Chevrolet Cobalt and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

After careful review of this case, Chevrolet Division of General Motors would like to make the following voluntary settlement offer for all defendants. This offer is being made in an effort to reach an early resolution that will be equitable to your client(s) and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client(s) at the earliest possible opportunity.

A cash settlement of \$3,000.00 inclusive.

A 36 month/ 45,000 mile (whichever comes first) Steering Component Letter, and begins with the current date and odometer shown on this offer letter. Coverage includes: Gear housing and all internal parts; rack and pinion; power steering pump; steering shaft couplings; seals and gaskets; steering column; ignition switch; ignition lock cylinder; and steering wheel.

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client(s) would retain the vehicle.















If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

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

















Vehicle





ARIZONA VEHICLE REGISTRATION

Print Date/Time 10/08/2008 11:46

Carry In Vehicle At All Times

Expiration Date 10/31/2009

Vehicle Identification Number 1G1AK55F277

Record Number Plate Number Tab Number

2007 CHEV

FUL

Unit Number Year / Make Body Style 4DSD First Registered 11/2007 List Price 013175 Fuel Type G Category Α Weight (GVW) 000000 County PINAL

Registration Type

\$201.25

\$191.33

\$8.00

\$1.50

\$0.42

Total

Veh Lic Tax

Registration Air Quality

Postage/Handling

RELEASE OF CLAIM

and my/our assigns, heirs and executors, in consideration mile (whichever comes first) Steering Component Leashown on this release and covers gear housing and a pump; steering shaft couplings; seals and gaskets; steeylinder; and steering wheel. paid by General Motor General Motors Corporation, Motors Liquidation Cosubsidiaries, their authorized independent dealers, and components that are distributed by them, and their reto as "Releasees") from any and all claims, causes of fees and costs which directly or indirectly arise from	Il internal parts; rack and pinion; power steering eering column; ignition switch; ignition lock is Company, hereby release(s) and discharge(s) ompany, General Motors Company, their my designers and suppliers of vehicles, parts and espective agents and employees (hereinafter referred fraction, demands, damages, and claims for attorney's attain, are related to, or are in any way associated with the or use of Releasor(s) 2007 Chevrolet Cobalt bearing ("Subject Vehicle"), including but not limited to cet vehicle. This Release of Claim shall not be a or entities from any liability regarding claims of the use or operation of the Subject Vehicle after the me above, General Motors Company agrees to honor mited warranty and any applicable GM Protection icle. If Releasor(s) has/have initiated any court,
The subject vehicle's mileage iso	n the date of the signing of this release.
Releasor(s) has/have carefully read and understand(s acknowledge(s) that this Release constitutes the entiand Releasor(s) is/are not relying on any representation this release.	
YOU ARE SIGNIFYING THAT YOU HAVE REITS 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 s	ubscribed before me	e this	day of	, 20,
Sign	ature of Notary Pub	lic		
Print, typ	pe or stamp Commis	sioned Name o	f Notary Public	
Personal	y Known	OR Produce	d identification _	
Туре о	f identification			
My con	mmission expires: _			

CC: File

LG0024 V6302006

2007 COBALT 4-DOOR LS SEDAN 21U LASER BLUE METALLIC /L4G GENERAL MOTORS CORPORATION & SUBSIDIARIES 14B GRAY RENAISSANCE CENTER STOCK NO. ORDER NO. KZZCFH/TRE DETROIT MI 48243-1114 VIN 1G1 AK55 F2 77 VEHICLE INVOICE 10D91652569 MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK

 1AK69 COBALT 4-DOOR LS SEDAN
 13175.00
 12450.38
 INVOICE 08/07/07

 FE9 FEDERAL EMISSIONS
 N/C
 N/C
 SHIPPED 06/15/07

 L61 ENGINE, 2.2L DOHC 4V ECOTEC
 N/C
 N/C
 EXP I/T 06/27/07

 MX0 TRANSMISSION, 4 SPD AUTOMATIC
 850.00
 748.00
 INT COM 08/10/07

 PCI PROTECTION PACKAGE
 180.00
 158.40
 PRC EFF 06/15/07

 *FLOOR MATS, FRONT/REAR
 KEYS G3533 G3533

 *FLOOR MATS, FRONT/REAR KEYS G3533 G3533 *BODY COLOR, BODYSIDE MOLDINGS WFP-S QTR OPT-1 BANK: KEYBANK NAT CHG-TO 39-101 SHIP WT: 2773 HP: 18.4 GMS: 13695.63 SUPPLR: 14305.18 MRM: 14820.00 K69L\$ 560.25

DAN: MEMO

TOTAL MODEL & OPTIONS 14205.00 13356.78 ACT 231 13545.63 DESTINATION CHARGE 615.00 615.00 H/B 261 426.15

TOTAL 14820.00 13971.78 PAY 310 13971.78

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT 13348.00

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.

HENRY BROWN CHEVROLET

12/13/08 12:28:16

PAGE: 1

VIN: 1G1AK55F2 7	7	SELLG	SCE: 13 MDL YR:	07 ORD NO: KZZCFH
	ss/	DOCUMENT	I INC	
EVENT DESC	SITE CD	NUMBER	S EVENT DT CD	AMOUNT
INCENTIVE MEMO	13 39101	00033359946	10/30/07 FFC	23.46
INCTV PAYMENT	13 39101	00033359946	10/30/07 FFC	23.46
INCTV APPLICATN	13 39101	00033359946	10/30/07 FFC	23.46
INCENTIVE MEMO	13 39101	00033359946	10/30/07 CWE	1,750.00
INCTV PAYMENT	13 39101	00033359946	10/30/07 CWE	1,750.00
INCTV APPLICATN		00033359946	10/30/07 CWE	1,750.00
DELIVERY D.O.E.	13 39101		10/27/07	0.00
DELIVERY TO CUS	13 39101		10/27/07	0.00
SETTLEMENT DATE	13 39101	10D91652569	08/09/07	13,971.78 CR
CREDIT ACCEPTAN	13 39013	1AC32721994	08/09/07	14,302.75
REBILL INVOICE	13 39101	10D91652569	08/07/07	13,971.78
COV/NVIS REPLAC		10D91652569	08/07/07	0.00
CREDIT INVOICE	13 39013	1AC32721994	08/07/07	14,302.75 CR
	13 39101		08/07/07	14,820.00
EXPIRATION TRAN	13 39013	1AD08575838	06/27/07	0.00
SETTLEMENT DATE	13 39013	1AD08575838	06/27/07	14,302.75 CR
ORIGINAL INVOIC		1AD08575838	06/15/07	14,302.75
COV/NVIS DATE	13 39013	1AD08575838	06/15/07	0.00
SHIPMENT DATE	13 39089		06/15/07	0.00
	13 39013		06/15/07	0.00
PREFERENCE TO P	13 39013		05/15/07	0.00
GM ORDER ACCEPT	13 39013		05/12/07	0.00
GM ORDER ACCEPT			05/12/07	0.00

RCMPR010

VEHICLE DELIVERY/INCENTIVE HISTORY PROCESSING SOURCE: CHEVROLET

12:29:27

ΑZ

PAGE: 1

12/13/08

VIN: 1G1AK55F2 77 SELLG SCE: 13 MDL YR: 07 ORD NO: KZZCFH

ODATE: 05/12/07 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 39101

DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 10/27/07 ORDER BY:

CANC:

CANC DOE:

TRADE: DLVY TO:

TRD DOE: SRVC IN:

CASA GRANDE SRVC OUT: CANC SRVC IN:

BFSO ORD DT: BFSO CUST: PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

AMOUNT MTHD DLR SHR DATE CODE PAY SS/SITE INV/INC NO STAT CWE 01 13 39101 00033359946 10/30/07 1,750.00 ÓΑ 0.00 9

001 CHECK NO: PROCESS TYPE: SSN:

DATA SCE: DLR INC MEMO NO: 00033359946 AUTH PUR CD:

MISC DATE: MISC:

POLICY PYMT CMNT: ACTV TYPE: 6

AMOUNT CODE PAY SS/SITE INV/INC NO MTHD DLR SHR STAT DATEFFC 01 13 39101 00033359946 10/30/07 23.46 OA 0.00 9

PROCESS TYPE: 001 CHECK NO: SSN:

DLVY INC MEMO NO: 00033359946 DATA SCE: AUTH PUR CD:

MISC DATE: MISC:

POLICY PYMT CMNT: ACTV TYPE: 6

Form W-9 (Rev. October 2937) Department of the Treasury Internal Revenue Service

Request for Taxpayer Identification Number and Certification

Give form to the requester. Do not send to the IR\$.

Name (as shown on your income tax return)	
Business name, if different point above	
Check appropriate box: Individual/Sole proprietor Corporation Partnership Limited flability company. Enter the tax classification (Declaregarded entity, Cecorporation, Pepartnership)	Exempt payee
Other (see instructions) Address (number, street, and apt. or suite-qu) Address (number, street, and apt. or suite-qu) Requester's name and address	(optional)
Gity, state-and ZIP code The Prix AZ 8.5012	
List account number(s) here (eptional) Part I Taxpayer Identification Number (TIN)	No. of Contract of
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	ımber
allen, sole proprietor, or disregarded entity, see the Part Linstructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see <i>How to get a TIN</i> on page 3.	or
Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.	cation number
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	

- 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 ▶

General Instructions

Section references are to the Internal Flevence 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 atien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

- Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
 - 2. Certify that you are not subject to backup withholding, 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.

Date DILLO

- **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 301.7761-7).

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 particle ship 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,

12:35 AUG 18, 2009 FAX NO: 1800-200-4622 #2726806 PAGE: 1/2

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

GMAC

To: James

Company: 340907848080

Fax Number: 9,18664803632

Phone Number:

From: Merilyn Unger

Phone Number 1-800-200-4622

Time Sent: Tuesday, Aug 18, 2009 12:34PM

Pages: 2

Description:

Copy of title for

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VEHICLE DENTIFICATION NUMBER	MAKE YEAF	TYPE OF BODY	MODEL	CYL	ELY TWO INC DATE ISSU		EDGE.
1G1 A K15F067	CHEVROLLI 200	6 COUPE		COBALT 4	05/08/2		
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STATE REVINUE COMMC-SORE II

ADR REPURCHASE CHECKLIST

Once completed, this document should be attached to the SR

	Cover sheet denoting a Request # and whether the case is a Voluntary or andatory Repurchase with information completed (on front of file)
X	PRA FORM (Voluntary Repurchase only)
	Both VINS on Trade Repurchase or Vehicle Order Number. Need order# or VIN all cases except Mandates
X	Invoice on original vehicle(from BARS)-old VIN and new VIN if a trade
X	Incentive Acknowledgement Form
X	Signed Bill of Sale on original vehicle
	Copy of the title and Registration. If unobtainable, then copy of Title Need rent registration in CA
	Agreement to Arbitrate (for CA cases, attach the CCF)
X	Repair orders (KY and FL only)
	Invoice for any conversion package (if applicable)
	Receipts for any after-market items (if applicable)
	BBB ruling/lemon law ruling and/or BBB settlement letter (if applicable)
	Signed customer acceptance of decision for Mandatory Repurchases
X na	Financial Institution information including: account#, phone# and Institution me
X	Overallowance/Incentives/Negative Equity Form
X	ACV on trade-in documented
X	Copy of the Customer Claim Form (CCF) only on Mandates
	Applicable Attorney Information: Firm Name, Contact Person, Federal Tax ID, Phone#

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521 REV 1-20

2009 COBALT 2-DOOR LS COUPE			OTORS CORP	ORATION
50U SUMMIT WHITE	/L4G	& SUBSIDI	ARIES	
14B GRAY		RENAISSAN	CE CENTER	
ORDER NO. NFGP95/TRE STC	OCK NO.	DETROIT	MI 48	243-1114
VIN 1G1 AS18 H3 97		VEHICLE I	NVOICE 1AD	33349142
***********	*****	* * * * * * * * * *	********1	.3*08125S
MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL -	STOCK
1AK37 COBALT 2-DOOR LS COUPE	15660.00	14955.30	INVOICE 0	3/10/09
FE9 50-STATE EMISSIONS	N/C	N/C	SHIPPED 0	3/10/09
LAP ENGINE, 2.2L DOHC VVT		N/C	EXP I/T 0	3/20/09
MX0 4-SPEED AUTOMATIC TRANSMI	SSION 925.00	814.00	INT COM 0	3/20/09
PCI PROTECTION PACKAGE	180.00	158.40	PRC EFF 0	3/10/09
*FLOOR MATS, FRONT/REAR			KEYS G250	6 G2506
*BODY COLOR, BODYSIDE MOL	DINGS		WFP-S QTR	OPT-1
T43 REAR SPOILER	275.00	242.00	BANK: GMA	C - 340
UE1 1 YR ONSTAR SERVICE SAFE	& N/C	N/C	CHG-TO	08-125
SOUND PLAN				
ZAE SPARE TIRE AND WHEEL	75.00	66.00	SHIP WT:	2747
(REPLACES TIRE SEALANT &	<u>:</u>		HP:	18.3
INFLATOR KIT)			GMS:	16542.25
			SUPPLR:	17279.90
			MRM:	17785.00
			DAN:	LSASP
			MEMO	705.75
			GSU:	158.18

TOTAL MODEL & OPTIONS	17115 00	16235.70	አርጥ 221	16302 25
DESTINATION CHARGE	670.00	670.00	H/B 261	513.45
DEALER IMR CONTRIBUTION		171.15	ADV 261	171.15
LMA GROUP CONTRIBUTION		171.15	EXP 65A	171.15

TOTAL 17785.00 17248.00 PAY 310 17248.00

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT 16421.35

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

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

REMIT TO GMAC NO. 340 VIN 1G1AS18H397 \$ 17248.00 INV 1AD33349142 DUE 03/20/09 DEALER 08-125 2009 IMPALA LS SEDAN 76U MOCHA BRONZE METALLIC /V6G 52C NEUTRAL GENERAL MOTORS CORPORATION & SUBSIDIARIES 52C NEUTRAL RENAISSANCE CENTER ORDER NO. NDMQNC/TRE STOCK NO. DETROIT MI 48243-1114 VEHICLE INVOICE 1AD30711187 VIN 2G1 WB57 K9 91 MODEL & FACTORY OPTIONS

MSRP

INV AMT RETAIL - STOCK

1WB19 IMPALA LS SEDAN

23790.00

22481.55

INVOICE 11/14/08

B34 FLOOR MATS, FRONT/REAR

125.00

103.75

SHIPPED 11/14/08 INCLUDES CARGO NET EXP I/T 11/25/08 FE9 FEDERAL EMISSIONS

LZE ENGINE, 3.5L V6 FLEX-FUEL

MX0 4 SPEED AUTO TRANSMISSION

UE1 1 YEAR ONSTAR SAFE & SOUND (ASK N/C N/C WFP-S MTH OPT-2 RANK: GMAC - 340 DLR ABOUT TURN BY TURN NAV BANK: GMAC - 340

> SHIP WT: 3483 HP: 34.7 GMS: 22767.85 SUPPLR: 23785.65 MRM: 24665.00 MEMO 1045.75 GSU: 277.84

CHG-TO 08-232

TOTAL MODEL & OPTIONS 23915.00 22585.30 ACT 231 22617.85
DESTINATION CHARGE 750.00 750.00 H/B 261 717.45
DEALER IMR CONTRIBUTION 239.15 ADV 261 239.15
LMA GROUP CONTRIBUTION 239.15 EXP 65A 239.15

TOTAL 24665.00 23813.60 PAY 310 23813.60

MEMO: TOTAL LESS HOLDBACK AND

UPGRADE)

APPROX WHOLESALE FINANCE CREDIT 22620.35

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

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

REMIT TO GMAC NO. 340 VIN 2G1WB57K991 \$ 23813.60 INV 1AD30711187 DUE 11/25/08 DEALER 08-232

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

Customer: SR #: 71-7	42633199 BBB# : CHV0942604
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This form may be used to identify possible Overallowance or Negative Equity and to determine any customer incentives which were paid but may not be easily identifiable on a Bill of Sale.

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

Section 1

Purchase Price	14732.25
(from Bill of Sale, before tax, tag, title, etc.)	
MSRP	- 16005.00
(from BARS Invoice screen)	
Subtract the MSRP from the Purchase Price	= -1272.75
(If positive, look for Overallowance)	

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

Section 2

Trade Allowance	1200.00
(from Bill of Sale)	
Actual Cash Value (ACV)	- 1800.00
(from ACV Statement)	
Subtract the ACV from the Trade Allowance	= -600.00
If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance.	

Section 3

Trade Allowance	1200.00
(from Bill of Sale)	
Payoff on Trade	- 0.00
(from Bill of Sale)	
Subtract the Payoff on Trade from the Trade Allowance	= 1200.00
If negative, the Payoff on the Trade is higher that the Trade Allowance. This is Negative Equity.	

Section 4

Purchase Price	14732.25
(from Bill of Sale, before tax, tag, title, etc.)	
Incentives not included in the Purchase Price	- 500.00
(from BARS and Incentive Acknowledgement sheet)	
Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	
Overallowance/Negative Equity	- 0.00
(use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	
Subtract the Incentives and the Overallowance/Negative Equity from the Purchase	= 14232.25
Price. This is the Actual price of the vehicle that should be presented to the BBB on	
the Agreement to Arbitrate (ATA).	

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

2006 COBALT 2-DOOR LS COUPE CHEVROLET MOTOR DIVISION 50U SUMMIT WHITE /L4G GENERAL MOTORS CORPORATION 14B GRAY 100 RENAISSANCE CENTER ORDER NO. JSHG2X/TRE STOCK NO. DETROIT VEHICLE INVOICE 1AD79144894 VIN 1G1 AK15 F0 67 MSRP INV AMT RETAIL - STOCK MODEL & FACTORY OPTIONS 1AK37 COBALT 2-DOOR LS COUPE 13900.00 12996.50 INVOICE 12/14/05 100.00 88.00 SHIPPED 12/14/05 15.00 13.20 EXP I/T 12/26/05 B84 BODY COLOR BODYSIDE MOLDINGS 100.00 DT4 ASHTRAY AND LIGHTER FE9 FEDERAL EMISSIONS

K34 CRUISE CONTROL

L61 2.2L DOHC 4 CYL ENGINE

MX0 4-SPD. AUTO. TRANS. W/OVERDRIVE 850.00

T43 REAR DECK-LID SPOILER

15.00

N/C

N/C

13.20

EXP 1/1 12/26/05

N/C

13.20

EXP 1/1 12/26/05

N/C

N/C

N/C

N/C

KEYS G3490 G3490

748.00

WFP-F QTR

OPT-1

242.00

BANK: GMAC - 340

> SHIP WT: 2706 HP: 18.4 GMS: 14532.25 SUPPLR: 15182.83 MRM: 16005.00 DAN: LSCPE MEMO 695.75

CHG-TO 08-676

TOTAL MODEL & OPTIONS	15415.00	14329.70	ACT 231	14457.25
DESTINATION CHARGE	590.00	590.00	H/B 261	462.45
LAM DEALER CONTRIBUTION		154.15	ADV 261	154.15
LAM GROUP CONTRIBUTION		154.15	EXP 65A	154.15

TOTAL 16005.00 15228.00 PAY 310 15228.00

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT 14557.05

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.

REMIT TO GMAC NO. 340 VIN 1G1AK15F067 \$ 15228.00 INV 1AD79144894 DUE 12/27/05 DEALER 08-676

WARE CHEVROLET COMPANY, INC.