

## Service Request Activity

### 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 First Name	Account	BAC Code				

[REDACTED]

[REDACTED]

#### Comments

crs advises : will 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, left information on vm and advised to contact me back if you have questions on the information givin on the vm, can no longer work with you with an attorney involved, please have lawyer contact legal, thank you, left ext and sr to reference

AdrianaArias/atx/t2

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/10/2009 12:41:27 PM	MAURERS	ARIASAD	Ownership Changed		Done	6/10/2009 12:41:28 PM	Service Request Ownership has changed FROM: BAGNASCH TO: ARIASAD
Contact Last Name	Contact First Name	Account	BAC Code				

[REDACTED]

[REDACTED]

#### Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/8/2009 05:02:38 PM	MARTINN1	ARIASAD	Scheduled Outbound Call Cust		Done	6/10/2009 01:38:36 PM	F/U on File
Contact Last Name	Contact First Name	Account	BAC Code				

[REDACTED]

[REDACTED]

#### Comments

## Service Request Activity

### 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 First 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""

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need to advise of above information has not been able to get in touch with cust will need to advise of informaiton 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 changed FROM: ARIASAD TO: BAGNASCH
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/28/2009 07:24:35 PM	ARIASAD	ARIASAD	Scheduled Outbound Call Cust		Done	6/2/2009 07:58:41 PM	fu with cust
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

left messege on needing to send in letter addressing to our legal dept, to divisional address, will try again on monday

adrianarsi/atx/t2

## Service Request Activity

### Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/27/2009 07:29:37 PM	ARIASAD	ARIASAD	Scheduled Outbound Call	Cust	Done	5/28/2009 07:24:27 PM	fu with cust

Contact Last Name	Contact First Name	Account	BAC Code
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[REDACTED]

[REDACTED]

#### Comments

fu with cust on case

AdrianaArias/atx/t2

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/27/2009 07:29:04 PM	ARIASAD	ARIASAD	Outbound Call Customer		Done	5/28/2009 01:24:04 PM	fu with cust

Contact Last Name	Contact First Name	Account	BAC Code
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[REDACTED]

[REDACTED]

#### Comments

redeliver denial and if cust seeks to go to lawyer advise of district address and to work with our legal dept, will try back tommorow

adrianaRais/atx/t2

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/22/2009 09:36:27 PM	VALDEZJA	VALDEZJA	Inbound Call Customer	Voice Mail Received	Done	5/22/2009 09:37:47 PM	voicemails received.

Contact Last Name	Contact First Name	Account	BAC Code
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[REDACTED]

[REDACTED]

#### Comments

[REDACTED] I'm expecting your call and i haven't received it yet, today is the 22nd of may and the time is 2 west coast time. Once again ive been sitting here waiting for your call [REDACTED] please call me immediately

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[REDACTED] calling again, ive neglected to give my sr 71-708058156, im still waiting for your promise call today.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/22/2009 08:14:46 PM	SANDERGI	ARIASAD	Scheduled Outbound Call	Cust	Done	5/27/2009 07:28:59 PM	calling cust at (707) 528-7982 or (707) 535-9969

Contact Last Name	Contact First Name	Account	BAC Code
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[REDACTED]

[REDACTED]

#### 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

## Service Request Activity

### 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 [REDACTED]
Contact Last Name	Contact First Name	Account	BAC Code				
[REDACTED]	[REDACTED]						

#### Comments

Tried to get ahold of customer but was unable to and went ahead and left message

Gilberto R. Sanderson/ATX/DS/IV 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 First Name	Account	BAC Code				
[REDACTED]	[REDACTED]						

#### 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 First Name	Account	BAC Code				
[REDACTED]	[REDACTED]						

#### 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
Contact Last Name	Contact First Name	Account	BAC Code				
[REDACTED]	[REDACTED]						

#### Comments



## Service Request Activity

### 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 First 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 [REDACTED]
Contact Last Name		Contact First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							

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

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.

Gilberto R. Sanderson/ATx/DS/lvl 3

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

fu with cust to discuss decision in case

aDrinaaris/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 First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							

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

## Service Request Activity

### 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	Cust	Done	5/14/2009 08:20:32 PM	fu with cust

Contact Last Name	Contact First Name	Account	BAC Code
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[REDACTED]

[REDACTED]

#### 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 First Name	Account	BAC Code
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[REDACTED]

[REDACTED]

#### Comments

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 legal dept

aDrianaaris/atx/t2

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
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 First Name	Account	BAC Code
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[REDACTED]

[REDACTED]

#### 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

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 First Name	Account	BAC Code
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[REDACTED]

[REDACTED]

#### Comments

Contact cust and re-iterate 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

## Service Request Activity

### 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 First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/5/2009 05:35:45 PM	MENDOZLA	MENDOZLA	Inbound Call Customer	Voice Mail Received	Done	5/5/2009 05:36:10 PM	*Assisting CRS only voice mail-cust left message
Contact Last Name		Contact First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
Karuchi 7075287982 please call at your earliest convenience thank you							
DIANA SMITH/CAC T1/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 First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/4/2009 05:49:59 PM	MENDOZLA	MENDOZLA	Inbound Call Customer	Voice Mail Received	Done	5/4/2009 05:51:49 PM	*Assisting CRS only voice mail-cust left message
Contact Last Name		Contact First Name		Account		BAC Code	
Comments							
spoke a couple days ago someone from the legal dep't was supposed to contact me regarding this							
DIANA SMITH/CAC T1/MLA/LVL 1 EMP *Assisting CRS							

## Service Request Activity

### 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 First Name	Account	BAC Code
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[REDACTED]

[REDACTED]

#### Comments

reviewing case, doesnt seem to relate with information told by t1 agent need help with information to get on case correct path.

adrianarais/atx/t2

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	[REDACTED]

Contact Last Name	Contact First Name	Account	BAC Code
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[REDACTED]

[REDACTED]

#### Comments

no answer--cust disconnected line

FaithJackson/ATX/CAC DS/EMP 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	[REDACTED]

Contact Last Name	Contact First Name	Account	BAC Code
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[REDACTED]

[REDACTED]

#### Comments

no answer

FaithJackson/ATX/CAC DS/EMP LVL 0

## Service Request Activity

### 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 First Name	Account	BAC Code				

#### Comments

contact customer and review reasons for denial.  
vehicle was broken into--not manufacturers responsibility.

"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 bulletin you are seeking.

FaithJackson/ATX/CAC DS/EMP LVL 0

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/30/2009 05:50:33 PM	MENDOZLA	MENDOZLA	Other		Done	4/30/2009 05:52:29 PM	CONTINUATION
Contact Last Name	Contact 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 advsrs 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

## Service Request Activity

### 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 First Name	Account	BAC Code				

[REDACTED]

[REDACTED]

#### 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 rcvd the letter but I did not rcv 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 First Name	Account	BAC Code				

[REDACTED]

[REDACTED]

#### Comments

Pls see previous IB activity

## Service Request Activity

### 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		

[REDACTED]

[REDACTED]

#### 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-Opened by QUINANMA
Contact Last Name	Contact First Name		Account		BAC Code		

[REDACTED]

[REDACTED]

#### 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 Dissatisfied.
Contact Last Name	Contact First Name		Account		BAC Code		

[REDACTED]

[REDACTED]

#### Comments

## Service Request Activity

### 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 First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
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 Scanned: 2009-04-13-10.19.07.000000, MSXDocNum: 0000C4D0
Contact Last Name	Contact First Name	Account	BAC Code				

#### 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

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/14/2009 06:24:46 AM	ALEJANRH	ARIASAD	SR Opened		Done	4/14/2009 06:24:46 AM	SR in Status of Closed has been Re-
Contact Last Name	Contact First Name	Account	BAC Code				
Comments							

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	Contact First Name	Account	BAC Code	Satisfied.			
Comments							



## Service Request Activity

### 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 First Name	Account	BAC Code				

[REDACTED]

[REDACTED]

#### 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 dlrship 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 First Name	Account	BAC Code				

[REDACTED]

[REDACTED]

#### 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 dlrships.

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

JASON srv advisor

AdrianaArias/atx/t2

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

[REDACTED]

[REDACTED]

#### 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

## Service Request Activity

### Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/3/2009 06:55:27 PM	ARIASAD	ARIASAD	Scheduled Outbound Call	Cust	Done	4/6/2009 03:30:25 PM	fu with cust
Contact Last Name		Contact First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
call dlr, then contact cust to discuss tsb and any updates on case							
adrianaaris/atx/t2							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/3/2009 06:55:07 PM	ARIASAD	ARIASAD	Outbound Call	Customer	Done	4/6/2009 03:45:42 PM	fu with cust
Contact Last Name		Contact First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
wanted furtheri nfoamtion on tsb and need more time to recieve answer							
adrianaarias/atx/t2							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/3/2009 06:39:39 PM	ARIASAD	ARIASAD	Outbound Call	Dealer	Done	4/6/2009 03:45:40 PM	srv manager
Contact Last Name		Contact First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
want information on cust case.							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/1/2009 08:00:28 PM	ARIASAD	ARIASAD	Outbound Call	Field Rep/Whlsl	Done	4/6/2009 03:45:38 PM	dvm outbound
Contact Last Name		Contact First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
cust seeks cost assistance on case							
Bought new							
Diagnosis from dealership							
Son is primary driver							
Personal use							
Has owned many GM products in the past							
wait for responce							
Adrianaarias/atx/t2							

## Service Request Activity

### 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 First Name	Account	BAC Code
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[REDACTED]

[REDACTED]

#### Comments

get informatino from dvm and find out what answer is on assistance, bullitan is a technical srv bullitan, they are not covered concerns.

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 First Name	Account	BAC Code
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[REDACTED]

[REDACTED]

#### 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 issue 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 First Name	Account	BAC Code
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[REDACTED]

[REDACTED]

#### Comments

fu with cust on cost assistance on case

Adrianaarias/atx/t2

## Service Request Activity

### 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 First Name	Account	BAC Code				

#### Comments

crs asked for further ifnformation

cust sts have report from srv manager which michioned internal motor failure, recieved from fireston, then called chevy people no one knew anything about recall.

spoke to srv manager, report was written, why dont you call lady, said between you two. phoned into chila, and have information read. 07-02-32-007

whatever happens is between you and shila king, they are going to charge 150 for inspection, said we have to go through people. get reduced to 120. going to take of if. have owned many vehicles never had situiaton like this, never had car that has unit

is sons name, he 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 First Name	Account	BAC Code				

#### Comments

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.

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 changed FROM: KINGS1 TO: ARIASAD
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

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 First Name	Account	BAC Code				

#### Comments

## Service Request Activity

### 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 First Name	Account	BAC Code
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Comments
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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 First Name	Account	BAC Code
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Comments
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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 First Name	Account	BAC Code
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Comments
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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

## Service Request Activity

### 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	Dlr	Done	3/30/2009 11:26:03 AM	[REDACTED]
Contact Last Name	Contact First Name	Account	BAC Code				
[REDACTED]	[REDACTED]						

#### Comments

03/30/09 11:30-1:30 pm EST  
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	[REDACTED]
Contact Last Name	Contact First Name	Account	BAC Code				
[REDACTED]	[REDACTED]						

#### Comments

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

sheila king/cac/stj/lvl2/t1

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	[REDACTED]
Contact Last Name	Contact First Name	Account	BAC Code				
[REDACTED]	[REDACTED]						

#### 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.

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

## Service Request Activity

### Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
3/27/2009 09:14:14 AM	KINGS1	KINGS1	Scheduled Outbound Call	Cust	Done	3/30/2009 10:04:00 AM	[REDACTED] Diagnosis?

Contact Last Name	Contact First Name	Account	BAC Code
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[REDACTED]

[REDACTED]

#### Comments

03/30/09 9-11 am EST

sheila king/cac/stj/lvl2/t1

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
3/27/2009 09:13:03 AM	KINGS1	KINGS1	Outbound Call Customer	Made Contact	Done	3/27/2009 02:50:24 PM	[REDACTED] Diagnosis?

Contact Last Name	Contact First Name	Account	BAC Code
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[REDACTED]

[REDACTED]

#### Comments

Cust sts: We couldn't make it yesterday, we are going in today at 10:30 am. I went yesterday and spoke to the manager there, Curtis, and told him if it wasn't going to be covered under warranty not to fix it, I can't afford it.

CRS set call back time/date

sheila king/cac/stj/lvl2/t1

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
3/25/2009 12:00:12 PM	KINGS1	KINGS1	Scheduled Outbound Call	Cust	Done	3/27/2009 09:12:59 AM	[REDACTED] Diagnosis?

Contact Last Name	Contact First Name	Account	BAC Code
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[REDACTED]

[REDACTED]

#### Comments

03/27/09 9-11 am EST

sheila king/cac/stj/lvl2/t1

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
3/25/2009 11:59:09 AM	KINGS1	KINGS1	Outbound Call Customer	Made Contact	Done	3/25/2009 12:03:08 PM	[REDACTED] Diagnosis/appointment? Remind of recall

Contact Last Name	Contact First Name	Account	BAC Code
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[REDACTED]

[REDACTED]

#### Comments

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

## Service Request Activity

### 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 First Name		Account		BAC Code		

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#### Comments

CRS advs: When you make your appointment for the diagnosis, please ask for Curtis, and they have agreed to take \$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 02:53:54 PM	KINGS1	KINGS1	Outbound Call Dealer	Made Contact	Done	3/19/2009 02:58:56 PM	
Contact Last Name	Contact First Name		Account		BAC Code		

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#### Comments

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 First Name		Account		BAC Code		

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#### 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 First Name		Account		BAC Code		

							Diagnosis/appointment? Remind of recall
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#### Comments

03/25/09 12-2 pm EST

sheila king/cac/stj/lvl2/t1



## Service Request Activity

### 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 changed FROM: BONAVERNE TO: KINGS1
Contact Last Name		Contact First Name		Account		BAC Code	
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 First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							

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	BONAVERNE	SR Opened		Done	3/19/2009 02:22:28 PM	SR in Status of Closed has been Re-Opened by KINGS1
Contact Last Name		Contact First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							

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

## Service Request Activity

### 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 First 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

VIN: 1G1AK55F2 67

SELLG SCE: 13

MDL YR: 06

ORD NO: KBTX73

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:

DLVY DOE: 06/30/06 ORDER BY:

CANC:

CANC DOE:

TRADE: 06/30/06 DLVY TO:

TRD DOE: 06/30/06

SRVC IN: SANTA ROSA

SRVC OUT: CANC SRVC IN:

BFSO ORD DT: BFSO CUST:

PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

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

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: [REDACTED] 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 during 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 IGNITION SWITCH 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 COLUMN DUE TO INTERMITTENT ISSUE RECOMEND ELIMATING COLUMN THEN RETEST ALSO RECOMEND REPLACING LOCK CYLINDER AND IGNITION SWITCH 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  
Aditya 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: [REDACTED] 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

To sharron.a.zoyhofski@gm.com

cc

Subject [REDACTED] Small Claims Hearing

Good Morning Sharron, just a friendly reminder the hearing is still set for [REDACTED] 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

Levetta Sheppard

09/03/2009 07:47 AM

To: sharron.a.zoyhowski@gm.com

cc:

Subject: [REDACTED] Small Claims Hearing

Good Morning Sharron, just a friendly reminder the hearing is still set for [REDACTED] 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.



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 System Summary

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Vehicle Component](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

[Help](#)

<b>VIN :</b>	1G1AK55F267 [REDACTED]
--------------	------------------------

### VEHICLE INFORMATION

<b>Merchandising Model :</b>	1AK69 -2006 COBALT 4-DOOR LS SEDAN				<b>Warranty Start Date :</b>			06/30/2006		
<b>BARS Order Type :</b>	70 - RETAIL - STOCK									
<b>Delivering Dealer :</b>	SANTA ROSA CHEVROLET 2501 MARTIN RD FAIRFIELD , CA 94534 (707) 544-1414				<b>Selling Source :</b>			13 - CHEVROLET		
					<b>Site Code :</b>			06051		
					<b>Business Associate Code :</b>			166312		
<b>Service Contract :</b>	No	<b>Branded Title :</b>	No	<b>Warranty Block :</b>	No	<b>PDI Status :</b>	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

Type	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

<b>Vehicle Has No Associated On Star or XM Radio Information.</b>
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### 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**

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

**CHECK HISTORY INFORMATION**

<b>Vehicle Has No Associated Check History Information.</b>
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## GM Vehicle Inquiry System

### Claim History

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Vehicle Component](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

[Help](#)

<b>VIN :</b>	1G1AK55F267
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#### CLAIM HISTORY

<b>Repair Order Date :</b>		05/11/2006		<b>Repair Order Number :</b>		A62301		<b>Odometer Reading :</b>		0 miles	
<b>Serviced By :</b>		BILL NELSON CHEVROLET- OLDSMOBILE 3233 AUTO PLAZA-HILLTOP RICHMOND, CA 94806-1994 (510) 222-2070				<b>Selling Source :</b>			13 - CHEVROLET		
						<b>Site Code :</b>			06451		
						<b>Business Associate Code :</b>			112113		
<b>Cycle Date</b>	<b>Cycle Nbr</b>	<b>Case</b>	<b>Type</b>	<b>Labor Operation</b>		<b>Part</b>		<b>Auth Code</b>	<b>Person Code</b>	<b>Line Total</b>	<b>Comments</b>
05/16/2006	691	01	I	Z7000 - PRE- DELIVERY INSPECTION - BASE TIME		N/A		N/A	N/A	\$ 135.60	N

#### CHECK HISTORY

<b>Vehicle Has No Associated Check History.</b>
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## GM Vehicle Inquiry System Vehicle Build

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Vehicle Component](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

[Help](#)

VIN	1G1AK55F267
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### VEHICLE BUILD

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



**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

**RE: 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:** [REDACTED] Pltf. vs. General Motors Corp., Dft.  
*Name discrepancy 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

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

**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):** [REDACTED]  
Santa Rosa, CA [REDACTED]

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

Clerk stamps date here when form is filed.

**ENDORSED  
FILED****JUL 17 2009****SUPERIOR COURT OF CALIFORNIA  
COUNTY OF SONOMA****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 ① 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.

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:

**VSC 176686**

Case Name:

**CANEXI V.  
GENERAL MOTORS****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.

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

Trial Date	Date	Time	Department	Name and address of court if different from above
1.	SEP 10 2009	4:30	14	600 Administration Drive Santa Rosa, CA 95403
2.				
3.			DENISE L. GORDON	
Date:	JUL 17 2009	Clerk, by	Angela Mendia	, Deputy

**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](http://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 Number:

Plaintiff (list names):

1 The Plaintiff (the person, business, or public entity that is suing) is:

Name: [REDACTED] Phone: ([REDACTED])  
Street address: [REDACTED] SANTA ROSA CA [REDACTED]  
City State Zip  
Mailing address (if different):  
Street City State Zip

If more than one Plaintiff, list next Plaintiff here:

Name: Phone: ( )  
Street address: Street City State Zip  
Mailing address (if different): Street City State Zip

☐ Check here if more than 2 Plaintiffs and attach Form SC-100A.

☐ Check here if either Plaintiff listed above is doing business under a fictitious name. If so, attach Form SC-103.

2 The Defendant (the person, business, or public entity being sued) is:

Name: GENERAL MOTORS CORP. Phone: ( )  
Street address: P.O. BOX 33170 DETROIT MI. 48232-5170  
Street City State Zip  
Mailing address (if different): C.T. CORPORATION SYSTEM  
REGISTERED Street City State Zip  
AGENT 818 WEST SEVENTH ST. LOS ANGELES, CA  
90017

If more than one Defendant, list next Defendant here:

Name: Phone: ( )  
Street address: Street City State Zip  
Mailing address (if different): Street City State Zip

☐ Check here if more than 2 Defendants and attach Form SC-100A.

☐ Check here if any Defendant is on active military duty, and write his or her name here:

3 The Plaintiff claims the Defendant owes \$ 7,500<sup>00</sup>. (Explain below):

a. Why does the Defendant owe the Plaintiff money? Plaintiff refuses to repair a  
"premature component failure" that is a known  
problem.

b. When did this happen? (Date):  
If no specific date, give the time period: Date started: Fall 2008 Through: continues

c. How did you calculate the money owed to you? (Do not include court costs or fees for service.)

Inspection fees \$16<sup>00</sup> & \$120<sup>00</sup> Repairs \$1,084<sup>95</sup> \$6,300<sup>00</sup> punitive damage

☐ Check here if you need more space. Attach one sheet of paper or Form MC-031 and write "SC-100, Item 3" at the top.

Plaintiff (list names): \_\_\_\_\_

- ④ You must ask the Defendant (in person, in writing, or by phone) to pay you before you sue. Have you done this? ☒ Yes ☐ No

If no, explain why not: \_\_\_\_\_

- ⑤ Why are you filing your claim at this courthouse?

This courthouse covers the area (check the one that applies):

- a. ☒ (1) Where the Defendant lives or does business. (4) Where a contract (written or spoken) was made, signed, performed, or broken by the Defendant or where the Defendant lived or did business when the Defendant made the contract.
- (2) Where the Plaintiff's property was damaged.
- (3) Where the Plaintiff was injured.
- b. ☐ Where the buyer or lessee signed the contract, lives now, or lived when the contract was made, if this claim is about an offer or contract for personal, family, or household goods, services, or loans. (Code Civ. Proc., § 395(b).)
- c. ☐ Where the buyer signed the contract, lives now, or lived when the contract was made, if this claim is about a retail installment contract (like a credit card). (Civil Code, § 1812.10.)
- d. ☐ Where the buyer signed the contract, lives now, or lived when the contract was made, or where the vehicle is permanently garaged, if this claim is about a vehicle finance sale. (Civil Code, § 2984.4.)
- e. ☐ Other (specify): \_\_\_\_\_

- ⑥ List the zip code of the place checked in ⑤ above (if you know): \_\_\_\_\_

- ⑦ Is your claim about an attorney-client fee dispute? ☐ Yes ☒ No

If yes, and if you have had arbitration, fill out Form SC-101, attach it to this form, and check here: ☐

- ⑧ Are you suing a public entity? ☐ Yes ☒ No

If yes, you must file a written claim with the entity first. ☐ A claim was filed on (date): \_\_\_\_\_

If the public entity denies your claim or does not answer within the time allowed by law, you can file this form.

- ⑨ Have you filed more than 12 other small claims within the last 12 months in California?

☐ Yes ☒ No If yes, the filing fee for this case will be higher.

- ⑩ I understand that by filing a claim in small claims court, I have no right to appeal this claim.

- ⑪ I have not filed, and understand that I cannot file, more than two small claims cases for more than \$2,500 in California during this calendar year.

I declare, under penalty of perjury under California State law, that the information above and on any attachments to this form is true and correct.

Date: 7-17-09 [REDACTED] [REDACTED]

Date: \_\_\_\_\_

Second Plaintiff types or prints name here

Second Plaintiff signs here

**Requests for Accommodations**

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.)



**"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](http://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](http://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](http://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.)
- **Go to the trial and try to win your case.** Bring 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.



### Need help?

Your county's Small Claims Advisor can help for free.

Or go to "County-Specific Court Information" at:  
[www.courtinfo.ca.gov/selfhelp/smallclaims](http://www.courtinfo.ca.gov/selfhelp/smallclaims)

La "Corte de reclamos menores" es una corte especial donde se deciden casos por \$5,000 ó menos. Una "persona natural" (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](http://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 Accommodations*. 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 mínimo menos cinco días 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](http://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 después 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](http://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.** Envíe 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.

O vea "Información por condado" en:

[www.courtinfo.ca.gov/selfhelp/espanol/reclamosmenores](http://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*

**CERTIFIED MAIL**



7160 3901 9846 607

**RETURN RECEIPT REQUESTED**

UNITED STATES POSTAGE



02 1M

\$ 05.54<sup>0</sup>

0004257734

JUL 20 2009

MAILED FROM ZIP CODE 95401

CT Corporation System  
818 W. Seventh ST  
LOS Angeles, CA 90017  
MSC-176686

9001783407 0013



BIRMINGHAM AL 350

Goodwater Al

309 PM 3 L

03-17-09A08:37 REVD



General Motors Corporation  
PO Box 33170  
Detroit, Mi. 48232-5170

B232+3170



3-11-09

To Whom it Concerns I am writing this letter in regards to a problem I had with my 2006 Chevy Cobalt. My power 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 electronic. I had to pay \$800.00 to replace the unit because it was not 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 factor defect. And I think I should get my money back or at least half of it if not all of it. Please respond to this matter

Thank you

my Phone Number  
Home -  
Cell

P.S. Enclosed is a copy of the invoice for the repair



SERRA CHEVROLET-HONDA  
40941 U.S. Hwy. 280  
SYLACAUGA, ALABAMA 35150  
256-245-5000  
1-800-323-0138



CUSTOMER NO	114379	ADVISOR	SUZY	102211	TAG NO.	03/10/09	INVOICE NO	CVCS119675
GOODWATER, AL		LABOR RATE	LICENSE NO.		MILEAGE	82,049	COLOR	7
		YEAR / MAKE / MODEL	06/CHEVROLET/COBALT/4DR LS SEDAN		DELIVERY DATE	10/28/05	STOCK NO	C32565
		VEHICLE I.D. NO.	1G1AL55F867		SELLING DEALER NO.		DELIVERY MILES	32
		F.T.E. NO.	P.O. NO.		R.O. DATE	03/09/09	REPRINT#	1
		COMMENTS						

LABOR & PARTS  
J# 1 03CVZZCS (SUSP) CUST. STATES: TECH(S):112878 200.00  
CUSTOMER STATES TO REPLACE ELECTRIC POWER STEERING UNIT.  
QUOTE OF \$812.21  
PREVIOUSLY DIAG. ON RO 119514 AND ELECTRIC POWER  
STEERING UNIT FAILURE  
REMOVED AND REPLACED ELECTRIC POWER STEERING UNIT.  
CLEARED CODES AND TEST DROVE...COMPLETE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	19200751	1	563.27
JOB # 1 TOTAL PARTS				563.27
JOB # 1 TOTAL LABOR & PARTS				763.27

J# 2+00CVZLOF LUBE-OIL-FILTER TECH(S):112878 8.37  
CUSTOMER STATES: CHANGE OIL AND FILTER.  
ROUTINE MAINTENANCE.  
CHANGED OIL AND FILTER.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2	1	19168267	FILTER 1.836	7.48
JOB # 2 TOTAL PARTS				7.48
JOB # 2 TOTAL LABOR & PARTS				15.85

G.O.G. & SUPPLIES  
JOB # 2 5.0 GM OIL @ 2.700 /UNIT 13.50  
TOTAL - GOG 13.50

TOTALS

\*\*\*\*\*  
\* NEXT RECOMMENDED SERVICE: \*  
\* 04/20/2009 / 85049 MI 00CVZLOF LUBE-OIL-FILTER \*  
\*\*\*\*\*

CUSTOMER SATISFACTION IS OUR #1 GOAL. YOU MAY RECIEVE A  
SURVEY FROM THE MANUFACTURER ASKING ABOUT OUR SERVICE.  
THIS IS OUR REPORT CARD AND IF FOR ANY REASON YOU CAN NOT  
ANSWER "COMPLETELY SATISFIED" PLEASE FEEL FREE TO CONTACT  
OUR SERVICE MANAGER, SCOTT HOLLIS.  
WE VALUE YOUR BUSINESS.

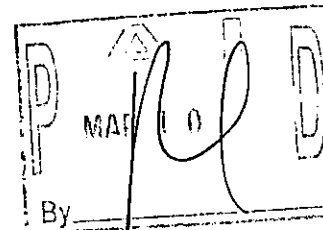
TOTAL LABOR....	208.37
TOTAL PARTS....	570.75
TOTAL SUBLET...	0.00
TOTAL G.O.G....	13.50
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	45.66

TOTAL INVOICE \$ 838.28

CASH ( ) CK# ( ) CARD ( ) OTH ( )

CUSTOMER SIGNATURE

COPY



June 27, 2011

[REDACTED]  
Goodwater, AL [REDACTED]

Service Request Number: 71-710073059

Dear [REDACTED]

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](http://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)

GM GlobalConnect - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print Mail W Yellow Folder People

Address [Redacted]

Vehicle Category:	GM, Used	Plan Customer:	Individual
Division:	Chevrolet	Customer Type:	Owner
VIN:	1G1AL55F877 [Redacted]	[Redacted]	
		Nederland, Texas, United States	[Redacted]
		Evening Phone:	
		Primary Language:	English
		Secondary Language:	

---

**Sales Information**

Dealer Code:	32888
Action:	Add Protection Plan
Odometer:	39500

---

**Plan Lienholder**

Lienholder Type:	Other
	Chevrolet
	PO Box 33170
	Detroit, Michigan - 48232

---

**Protection Plans**

Plan Purchase Date:	04/14/2009
In Service Date:	04/14/2009
Schedule Type:	GMPP Retail
Promotion Code:	

Plan Type:	Smart Care Retail
Term:	24
Mileage Limit:	30000
Deductible:	0
Rental Type:	None
Plan Price:	\$ 0.00
Tax:	\$ 0.00

Done

start Jamal Gaddie - I... GMPPentries.xls... Friday RS.xls [...] 3 Internet Exp... 3 Microso





## OrderWORKBENCH

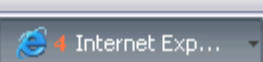
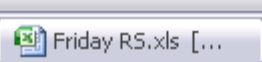
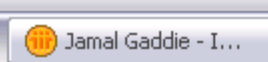
### Transaction Details



Click the "Print" button in order to keep a record of this transaction detail. After you review the transaction details, click "Close Window".

VIN: 1G1AL55F877 [REDACTED]	Status: Pending
Dealer Code: 32888	User ID: 1w3qhs
Transaction Date: 04/14/2009	User Role: Central Office Administrator
Transaction Type: GM Protection Plan	Timestamp Date: 2009-04-17-13:56:12.599000
Transaction Messages:	
1097 - GMPP sent to MIC	

Done



June 27, 2011

[REDACTED]  
[REDACTED]  
Nederland, TX [REDACTED]

Dear [REDACTED]

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP) for the Smart Care plan on your 2007 Chevrolet Cobalt, Vehicle Identification Number 1G1AL55F877[REDACTED]. 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](http://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](http://www.gmownercenter.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

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

**SECTION 1: CUSTOMER INFORMATION**

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

**SECTION 2: VEHICLE INFORMATION**

Make: Chevrolet	Model: Cobalt	Year: 2008	Current mileage: 30000
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: Mission Chevrolet, LTD, , TX			
Primary Servicing dealer/city/state: MISSION CHEVROLET, LTD.,			
Acquired as <input type="checkbox"/> new <input type="checkbox"/> used <input checked="" type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 05/05/08		Mileage at purchase/lease: 12500	
First repair attempt date: 06/05/08		First repair attempt mileage: 1000	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business:	Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			Date of accident:
Description of damage:			

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

The customer would like the manufacturer to repurchase the vehicle and refund their money. Chevrolet file number: 71-713028649

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

VEHICLE IDENTIFICATION NUMBER 1G1AL58F087 [REDACTED]	
Lienholder/Leasing Company _____	Phone Number _____
Account Number _____	

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

Case Number: CHV0935494-1

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

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

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

**Privileged and Confidential Information**

**CASE ASSESSMENT**

By: Kolby Gilbert State: TX

Customer Name: [REDACTED]

Service Request:  
71-713028649

BBB Case No.:  
CHV0935494-1R

**Only customer's last name to be recorded**

Vehicle ID No.:  
1G1AL58F087 [REDACTED]

In Service  
Date:  
9/22/2007

Vehicle is: Used - Demo

BAC Code:  
167125

Year, Make ☐ Model: 2008 Chevrolet Cobalt  
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  
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

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
6-10-08	275330	2	13,866	E7680 - STEERING COLUMN REPLACEMENT NOTE: Z7902 - 2-DAY COURTESY TRANSPORTATION 1G1ZT58N47E [REDACTED] VIN# FOR RENTAL, CUSTOMER IN 2 DAY RENTAL DUE TO DIAGNOSE
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

☐ Valve

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
6-10-08	275330	<input type="checkbox"/>	13,866	D3220 - VALVE, EXPANSION - REPLACE CODE OE9QKLQ00E9G09AAEL

☐ Trim

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

B7976 - MOLDING, REAR 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 DIAGNOSE AND REPAIRS

☐ Restraint

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

☐ Lights

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

☐ Ignition

<u>Date:</u>	<u>RO</u> <input type="checkbox"/>	<u>Days</u> <u>Out:</u>	<u>Mileag</u> <u>e:</u>	<u>Description of Complaint and Repair Performed:</u>
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 DIAGNOSE 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 Y or 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**

<b>Vehicle Meets Presumption of Lemon Law    No</b>
---

**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

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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.

Decision reached by CRS:     Arbitrate case: ☐     Settle case: ☐ Ineligible, customer's vehicle was totaled.

CRS FINAL OFFER:	Ineligible, vehicle has been totaled	DATE :	CUST Ineligible, vehicle has been totaled.
Goodwill: None offered	Attorney Fees (if applicable): \$0.00	08/25 /09	

TEAM LEAD APPROVING:	{Name}	Date: {Date}
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**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, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).**

**SECTION 1: CUSTOMER INFORMATION**

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

**SECTION 2: VEHICLE INFORMATION**

Make: Chevrolet	Model: Cobalt	Year: 2008	Current mileage: 30000
Name(s) that appears on the vehicle title: [REDACTED]			
<b>Selling</b> dealer/city/state: Mission Chevrolet, LTD, , TX			
<b>Primary Servicing</b> dealer/city/state: MISSION CHEVROLET, LTD.,			
Acquired as <input type="checkbox"/> new <input type="checkbox"/> used <input checked="" type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 05/05/08		Mileage at purchase/lease: 12500	
First repair attempt date:		First repair attempt mileage:	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business: Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no		Date of accident:	
Description of damage:			

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

The customer would like the manufacturer to repurchase the vehicle and refund their money. Chevrolet file number: 71-713028649

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

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

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

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

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

Case Number: CHV0935494

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

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

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



# BBB AUTO LINE PROGRAM SUMMARY

## *General Motors*

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

### LEMON LAW CLAIMS

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

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

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

Please note:

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

### 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 within 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;
  - (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  
-----  
120,000
- Purchase  
X Price

**plus**

This information is not intended as legal advice. Please direct specific questions to your legal counsel.  
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b) # miles vehicle traveled after  
date of first report of defect or  
condition leading to repurchase  
through date of the hearing  
----- X Purchase Price X 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;

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

a) # miles vehicle traveled from delivery  
to consumer until first report of defect  
or condition leading to repurchase  
-----  
120,000

X Actual price  
paid by the lessor  
for the vehicle

**plus**

b) # miles vehicle traveled after  
date of first report of defect or  
condition leading to repurchase  
through date of the hearing  
-----  
120,000

X Actual price  
paid by the lessor  
for the vehicle

X 50%

## 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

[REDACTED]

EL PASO TX [REDACTED]

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

Dear [REDACTED]:

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

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Vehicle Component](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

[Help](#)

VIN :	1G1AL58F087 [REDACTED]
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### CLAIM HISTORY

<b>Repair Order Date :</b>	03/30/2009	<b>Repair Order Number :</b>	290975	<b>Odometer Reading :</b>	30025 miles
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<b>Serviced By :</b>	MISSION CHEVROLET, LTD. PO BOX 26488 EL PASO, TX 79926-6488 (915) 594-1700	<b>Selling Source :</b>	13 - CHEVROLET
		<b>Site Code :</b>	07293
		<b>Business Associate Code :</b>	167125

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
04/24/2009	998	01	#	N0110 - BATTERY REPLACEMENT	89022163 - BATTERY	N/A	N/A	\$ 166.20	<a href="#">Y</a>
04/24/2009	998	02	#	E7200 - IGNITION LOCK CYLINDER REPLACEMENT	N/A	AB	N/A	\$ 78.79	<a href="#">Y</a>
04/24/2009	998	03	#	E7059 - TURN SIGNAL MULTIFUNCTION SWITCH REPLACEMENT	15915857 - SWITCH	B	N/A	\$ 85.48	<a href="#">Y</a>
04/24/2009	998	04	#	Z7904 - 4-DAY COURTESY TRANSPORTATION	N/A	G	N/A	\$ 148.00	<a href="#">Y</a>
04/24/2009	998	05	#	T2020 - TOWING	N/A	N/A	N/A	\$ 64.50	N

<b>Repair Order Date :</b>	09/16/2008	<b>Repair Order Number :</b>	280972	<b>Odometer Reading :</b>	19154 miles
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<b>Serviced By :</b>	MISSION CHEVROLET, LTD. PO BOX 26488 EL PASO, TX 79926-6488 (915) 594-1700				<b>Selling Source :</b>		13 - CHEVROLET		
					<b>Site Code :</b>		07293		
					<b>Business Associate Code :</b>		167125		
<b>Cycle Date</b>	<b>Cycle Nbr</b>	<b>Case</b>	<b>Type</b>	<b>Labor Operation</b>	<b>Part</b>	<b>Auth Code</b>	<b>Person Code</b>	<b>Line Total</b>	<b>Comments</b>
10/03/2008	940	01	#	E7650 - MODULE, IGNITION LOCK CYLINDER (HOUSING) - R&R OR REPLACE	25848845 - CYLINDER	N/A	N/A	\$ 266.64	N
10/03/2008	940	02	#	T2020 - TOWING	N/A	N/A	N/A	\$ 55.00	N
10/03/2008	940	03	#	N2388 - SWITCH - REAR COMPARTMENT - LID RELEASE - REPLACE	25762050 - SWITCH	N/A	N/A	\$ 50.08	N
10/03/2008	940	04	#	R4490 - REMOTE CONTROL DOOR LOCK TRANSMITTER REPLACEMENT	15252034 - TRANSMITTER	N/A	N/A	\$ 92.86	N
10/03/2008	940	05	#	K5111 - HANDLE, AUTOMATIC TRANSMISSION CONTROL LEVER - REPLACE	22706232 - HANDLE	N/A	N/A	\$ 66.40	N
10/03/2008	940	06	#	Z7902 - 2-DAY COURTESY TRANSPORTATION	N/A	G	N/A	\$ 74.00	<a href="#">Y</a>

<b>Repair Order Date :</b>		07/15/2008	<b>Repair Order Number :</b>		277383	<b>Odometer Reading :</b>		15290 miles
<b>Serviced By :</b>	MISSION CHEVROLET, LTD. PO BOX 26488 EL PASO, TX 79926-6488 (915) 594-1700				<b>Selling Source :</b>		13 - CHEVROLET	
					<b>Site Code :</b>		07293	
					<b>Business Associate Code :</b>		167125	

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
03/13/2009	986	01	G	E7059 - TURN SIGNAL MULTIFUNCTION SWITCH REPLACEMENT	N/A	N/A	N/A	\$ 47.27	N
09/19/2008	936	01	#	E7059 - TURN SIGNAL MULTIFUNCTION SWITCH REPLACEMENT	15915857 - SWITCH	N/A	N/A	\$ 105.65	N
09/19/2008	936	02	#	B7876 - MOLDING, FRONT DOOR - LEFT - SIDE - R&R OR REPLACE	15932009 - MOLDING	N/A	N/A	\$ 86.38	N
09/19/2008	936	03	#	B7976 - MOLDING, REAR DOOR - LEFT - SIDE - R&R OR REPLACE	15932017 - MOLDING	B	N/A	\$ 79.21	<a href="#">Y</a>
09/19/2008	936	04	#	E7680 - STEERING COLUMN REPLACEMENT	19200752 - COLUMN KI	B	N/A	\$ 520.86	<a href="#">Y</a>
09/19/2008	936	05	#	C8800 - STEERING WHEEL INFLATABLE RESTRAINT MODULE COIL REPLACEMENT	15923770 - COIL	N/A	N/A	\$ 146.68	N
09/19/2008	936	06	#	E3850 - STRUT, FRONT - RIGHT - REPLACE	15876216 - STRUT KIT	B	N/A	\$ 290.00	N
09/19/2008	936	07	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	N/A	N/A	N/A	\$ 37.00	<a href="#">Y</a>

<b>Repair Order Date :</b>		07/14/2008	<b>Repair Order Number :</b>		277277	<b>Odometer Reading :</b>		13866 miles	
<b>Serviced</b>	MISSION CHEVROLET, LTD.				<b>Selling Source :</b>		13 - CHEVROLET		



<b>By :</b>	PO BOX 26488 EL PASO, TX 79926-6488 (915) 594-1700				<b>Site Code :</b>		07293		
					<b>Business Associate Code :</b>		167125		
<b>Cycle Date</b>	<b>Cycle Nbr</b>	<b>Case</b>	<b>Type</b>	<b>Labor Operation</b>	<b>Part</b>	<b>Auth Code</b>	<b>Person Code</b>	<b>Line Total</b>	<b>Comments</b>
07/18/2008	918	01	F	Z7200 - CORPORATE PARTS RETURN REIMBURSEMENT	N/A	N/A	N/A	\$ 22.57	N

<b>Repair Order Date :</b>		06/10/2008		<b>Repair Order Number :</b>		275330		<b>Odometer Reading :</b>		13866 miles	
<b>Serviced By :</b>	MISSION CHEVROLET, LTD. PO BOX 26488 EL PASO, TX 79926-6488 (915) 594-1700					<b>Selling Source :</b>			13 - CHEVROLET		
						<b>Site Code :</b>			07293		
						<b>Business Associate Code :</b>			167125		
<b>Cycle Date</b>	<b>Cycle Nbr</b>	<b>Case</b>	<b>Type</b>	<b>Labor Operation</b>	<b>Part</b>	<b>Auth Code</b>	<b>Person Code</b>	<b>Line Total</b>	<b>Comments</b>		
07/04/2008	914	01	#	E7680 - STEERING COLUMN REPLACEMENT	19200752 - COLUMN KI	N/A	N/A	\$ 520.86	N		
07/04/2008	914	02	#	Z7902 - 2-DAY COURTESY TRANSPORTATION	N/A	G	N/A	\$ 74.00	<a href="#">Y</a>		
07/04/2008	914	03	#	D3220 - VALVE, EXPANSION - REPLACE	52495729 - VALVE KIT	N/A	N/A	\$ 218.96	<a href="#">Y</a>		

<b>Repair Order Date :</b>		09/21/2007		<b>Repair Order Number :</b>		A37274		<b>Odometer Reading :</b>		0 miles	
<b>Serviced By :</b>		GALLES CHEVROLET COMPANY PO BOX 25928 ALBUQUERQUE, NM 87125-0928 (505) 766-6800				<b>Selling Source :</b>			13 - CHEVROLET		
						<b>Site Code :</b>			39121		
						<b>Business Associate Code :</b>			114659		
<b>Cycle Date</b>	<b>Cycle Nbr</b>	<b>Case</b>	<b>Type</b>	<b>Labor Operation</b>		<b>Part</b>	<b>Auth Code</b>	<b>Person Code</b>	<b>Line Total</b>	<b>Comments</b>	

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

[REDACTED]  
Hanover, PA [REDACTED]

Dear [REDACTED]

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 one service visit on VIN 1G1AL58F677[REDACTED]. 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](http://www.gmownercenter.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

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**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 original letter must be surrendered by the customer and retained by the dealer for audit purposes.

June 27, 2011

[REDACTED]  
Hanover, PA [REDACTED]

Service Request Number: 71-713134045

Dear [REDACTED]

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](http://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

FIRST CLASS



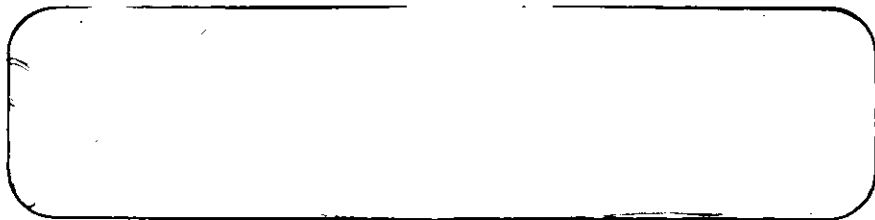
02 1A  
0004634926

\$ 00.42<sup>0</sup>

MAY 01 2009

MAILED FROM ZIP CODE 48076

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



05-04-09A08:34 RCVD

48232+5170





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

**COMPLAINT INFORMATION:**

**BBB Case # 7856441 - General Motors Corporation**

**Customer Information:**

[REDACTED]  
North Andover , MA [REDACTED]

Daytime Phone - [REDACTED]

E-mail - [REDACTED]

**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

7856441

**Rebecca Gohlke**

(P)

**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](http://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

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----- 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

[REDACTED]  
North Andover, MA [REDACTED]  
Home [REDACTED] Fax: [REDACTED]  
email: [REDACTED]

BUSINESS

Chevrolet Motor Division-Customer Assistance

4/15/2009



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

Sincerely,

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

4/15/2009



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: [REDACTED]  
Reference number: 7856441  
Customer Relationship Specialist: Brenda Santos

Dear Rebecca Gohlke:

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

At your request, we again reviewed [REDACTED] case with our Central Office Staff. Our review shows on April 14, 2009, the vehicle was repaired, at Bill Deluca Chevrolet-Cadillac, Inc. and [REDACTED] 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 [REDACTED] may have experienced.

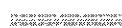
If you have further questions, please contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

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

Sincerely,

Chevrolet Customer Assistance Center

LC0006  
V6262006



June 27, 2011

[REDACTED]  
North Andover, MA [REDACTED]

Dear [REDACTED]

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

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

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

We are proud you made Chevrolet your choice when you purchased your 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](http://gm.com) or any of our divisional websites.

Sincerely,

Chevrolet Customer Assistance Center  
Service Request: 71-716253497

Issued by:  
***Chevrolet***

Certificate No. 1G1AL55F067 [REDACTED]

Issue Date: June 27, 2011

Issued exclusively for:

[REDACTED]  
[REDACTED]  
North Andover, MA [REDACTED]

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

[REDACTED]  
Casa Grande, AZ [REDACTED]

Service Request Number: 71-719395962

Dear [REDACTED]

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

May 13, 2009

Casa Grande-AZ-

CMV0938020  
csdocs

## **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 Grande, 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 8<sup>th</sup> 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\\_022309.jsp](http://www.gm.com/corporate/responsibility/safety/news/2009/bark_022309.jsp)

Respectfully,

Chemist

Deyaa Shaheen



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



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



CUSTOMER NO. <b>49965</b>	ADVISOR <b>JON</b>	39536	TAG NO. <b>1774</b>	INVOICE DATE <b>12/18/08</b>	INVOICE NO. <b>CVCS192320</b>
<b>CASA GRANDE, AZ</b>	LABOR RATE	LICENSE NO.	MILEAGE <b>12,124</b>	COLOR <b>LASER BLUE/</b>	STOCK NO. <b>C7190</b>
	YEAR / MAKE / MODEL <b>07/CHEVROLET/COBALT/4 DR SEDAN</b>			DELIVERY DATE <b>10/27/07</b>	DELIVERY MILES <b>11</b>
	VEHICLE I.D. NO. <b>1 G 1 A K 5 5 F 2 7 7</b>			SELLING DEALER NO. <b>5</b>	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE <b>12/17/08</b>
COMMENTS					

MO: 12124

JOB# 1 CHARGES-----

LABOR-----  
J# 1 16CVZ BODY ELECTRICAL TECH(S):40618 WARRANTY  
CUST STATES SHIFTER KNOB FALLING OUT  
CAME APART  
REPLACED SHIFTER KNOB

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	WARRANTY-----
	1	22706232	HANDLE 4.006 227062		
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  
FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED WITH YOUR  
SERVICE EXPERIENCE, PLEASE SEE A MEMBER OF OUR MANAGEMENT  
TEAM. THANK YOU.

HENRY BROWN AUTOMOTIVE  
P O BOX 11306  
CASA GRANDE, AZ 85230

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

\*\*\*\*\*  
CASH      MASTERCARD      AMEX      WARR  
CHECK      CHECK#      INTERNAL      CHARGE  
VISA      BODY SHOP      OTHER      CASHIER

CUSTOMER SIGNATURE  
\*\*\*\*\*  
DUPLICATE INVOICE  
\*\*\*\*\*

Ref # 71-719-395-962



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 EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES 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 \_\_\_\_\_  
CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF



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



CUSTOMER NO. <b>49965</b>	ADVISOR <b>JON</b>	TAG NO. <b>39536 1482</b>	INVOICE DATE <b>12/26/08</b>	INVOICE NO. <b>CVCS192456</b>
<b>CASA GRANDE, AZ</b>	LABOR RATE	LICENSE NO.	MILEAGE <b>12,408</b>	COLOR <b>LASER BLUE/</b>
	YEAR / MAKE / MODEL <b>07/CHEVROLET/COBALT/4 DR SEDAN</b>			STOCK NO. <b>C7190</b>
	VEHICLE I.D. NO. <b>1 G 1 A K 5 5 F 2 7 7</b>			DELIVERY DATE <b>10/27/07</b>
	F.T.E. NO.			DELIVERY MILES <b>11</b>
P.O. NO.			SELLING DEALER NO. <b>5</b>	PRODUCTION DATE
R.O. DATE <b>12/26/08</b>				
COMMENTS				
<b>MO: 12408</b>				

CUSTOMER STATES DRIVERS SIDE REAR DOOR EDGE PAINT IS PEELING  
INSPECT AND ADVISE  
NO WORK DONE AT THIS TIME

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

JOB# 4 CHARGES-----

LABOR-----  
J# 4 17CVZ-TRIM MISC TRIM TECH(S):40855 WARRANTY

CUSTOMER STATES TOP OF WINDSHIELD MOULDING APPEARS TO BE  
WARPED-INSPECT AND ADVISE  
FOUND WINDSHIELD MOULDING DEFECTIVE  
ORDERED SOP WINDSHIELD W/MOULDING

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----  
0 15791707 WINDSHIEL 10.027 15 WARRANTY

PART ON SPECIAL ORDER

\*\* QUANTITY 1 IS SPECIAL ORDERED \*\*

TOTAL - PARTS 0.00

JOB# 4 TOTALS-----  
JOURNAL PREFIX CVCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES-----

LABOR-----  
J# 5 17CVZ-MLDG MISC TRIM TECH(S):40855 WARRANTY

CUSTOMER STATES DRIVERS SIDE FRONT DOOR INNER HANDLE CHROME  
IS COMING APART -INSPECT AND ADVISE  
FOUND HANDLE DEFECTIVE  
ORDERED NEW HANDLE

JOB# 5 TOTALS-----  
JOURNAL PREFIX CVCS JOB# 5 TOTAL 0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----  
JOB # A HAZS HAZARDOUS WASTE DISPOSAL FEE 1.00

TOTAL - MISC 1.00

ESTIMATE-----  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
ORIGINAL ESTIMATE OF \$33.26 (+TAX)

COMMENTS-----  
WAITER

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**  
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 \_\_\_\_\_  
CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF



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



CUSTOMER NO. <b>49965</b>	ADVISOR <b>JON</b>	39536	TAG NO. <b>1207</b>	INVOICE DATE <b>01/06/09</b>	INVOICE NO. <b>CVCS192617</b>
<b>CASA GRANDE, AZ</b>	LABOR RATE	LICENSE NO.	MILEAGE <b>12,822</b>	COLOR <b>LASER BLUE/</b>	STOCK NO. <b>C7190</b>
	YEAR / MAKE / MODEL <b>07/CHEVROLET/COBALT/4 DR SEDAN</b>			DELIVERY DATE <b>10/27/07</b>	DELIVERY MILES <b>11</b>
	VEHICLE I.D. NO. <b>1 G 1 A K 5 5 F 2 7 7</b>			SELLING DEALER NO. <b>5</b>	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE <b>01/05/09</b>
COMMENTS <b>MO: 12822</b>					

JOB# 1 CHARGES-----

LABOR-----  
J# 1 17CVZ INT/EXT TRIM TECH(S):40618 WARRANTY  
CUST STATES MOLDING AROUND WINDSHIELD WARPED  
DIAG AND FOUND SEAL ATTACHED TO WINDSHIELD WARPED  
REPLAQCED WINDSHIELD

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----  
1 15791707 WINDSHIEL 10.027 15 TOTAL - PARTS WARRANTY 0.00

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----  
152690 20018 01/06/09 INSTALL WS TOTAL - SUBLET WARRANTY 0.00

JOB# 1 TOTALS-----  
JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----  
J# 2 17CVZ-DOOR DOORS TECH(S):40618 WARRANTY  
CUST STATES PAINT CHIPS AND WHITE MARKS ON DRIVERS FRONT AND  
DRIVERS REAR DOOR  
CLEANED AREA

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

JOB# 3 CHARGES-----

LABOR-----  
J# 3 16CVZ BODY ELECTRICAL TECH(S):40618 WARRANTY  
CUST STATES DRIVERS FRONT INSIDE DOOR HANDLE PEELING  
HANDLE PEELING  
REPLACE PEELING INSIDE DOOR HANDLE

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----  
1 22722747 BEZEL 10.515 227227 TOTAL - PARTS WARRANTY 0.00

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

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




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

CUSTOMER NO.	<b>49965</b>	ADVISOR	<b>JON</b>	39536	TAG NO.	<b>1812</b>	INVOICE DATE	<b>03/24/09</b>	INVOICE NO.	<b>CVCS194195</b>	
		LABOR RATE		LICENSE NO.		MILEAGE	<b>15,424</b>	COLOR	<b>LASER BLUE/</b>	STOCK NO.	<b>C7190</b>
		YEAR / MAKE / MODEL	<b>07/CHEVROLET/COBALT/4 DR SEDAN</b>				DELIVERY DATE	<b>10/27/07</b>	DELIVERY MILES	<b>11</b>	
		VEHICLE I.D. NO.	<b>1 G 1 A K 5 5 F 2 7 7 3</b>				SELLING DEALER NO.	<b>5</b>	PRODUCTION DATE		
		F.T.E. NO.		P.O. NO.			R.O. DATE	<b>03/24/09</b>			
		COMMENTS									

MO: 15424

JOB# 1 CHARGES

LABOR-----  
J# 1 16CVZ BODY ELECTRICAL TECH(S): 40764 WARRANTY

CUST STATES KEY WOULD NOT TURN IN IGNITION  
FOUND KEY BINDING IN IGNITION, PERFORMED DIAG FOUND IGNITION  
CYLINDER INTERNALY BINDING.  
REPLACED IGNITION LOCK CYLINDER. TESTS GOOD, REPAIR  
COMPLETE.

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----  
1 25848845 CYLINDER 2.188 2584 TOTAL - PARTS WARRANTY 0.00

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----  
153982 732578 03/24/09 KEY CYL TOTAL - SUBLET WARRANTY 0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----  
Z5 Z5000 PARTS ALLOWANCE TOTAL - MISC WARRANTY 0.00

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR-----  
J# 2 01CVZ-LOF/SPEC \*LUBE OIL & FILTER TECH(S): 40764 10.40

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, measure tread depth & set tire pressure  
Condition of air filter, belts & leaks  
Undercarriage for damage & leaks  
Wiper blades  
MAINTENANCE.  
PERFORMED LOF SERVICE.

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----  
1 12605566 FILTER 1.836 126055 TOTAL - PARTS 5.60

G.O.G. & SUPPLIES-----  
5.0 10W30 @ 2.590 /UNIT TOTAL - GOG 12.95



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Casa Grande, AZ 85222  
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CUSTOMER NO. <b>49965</b>	ADVISOR <b>JON</b>	39536	TAG NO. <b>1263</b>	INVOICE DATE <b>04/22/09</b>	INVOICE NO. <b>CVCS194732</b>
<b>CASA GRANDE, AZ</b>	LABOR RATE	LICENSE NO.	MILEAGE <b>16,830</b>	COLOR <b>LASER BLUE/</b>	STOCK NO. <b>C7190</b>
	YEAR / MAKE / MODEL <b>07/CHEVROLET/COBALT/4 DR SEDAN</b>			DELIVERY DATE <b>10/27/07</b>	DELIVERY MILES <b>11</b>
	VEHICLE I.D. NO. <b>1 G 1 A K 5 5 F 2 7 7</b>			SELLING DEALER NO. <b>5</b>	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE <b>04/21/09</b>
COMMENTS <b>MO: 16834</b>					

JOB# 1 CHARGES

LABOR  
J# 1 16CVZ BODY ELECTRICAL TECH(S): 40764 WARRANTY  
CUSTOMER STATES POWER STEERING WHEEL LOCKS UP WHILE DRIVING A  
N DISPLAY READS POWER STEERING  
FOUND LIGHT ON, PERFORMED DIAG 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.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	19200751	COLUMN KI 6.518 192		0.00
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  
FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED WITH YOUR  
SERVICE EXPERIENCE, PLEASE SEE A MEMBER OF OUR MANAGEMENT  
TEAM. THANK YOU.

HENRY BROWN AUTOMOTIVE  
P O BOX 11306  
CASA GRANDE, AZ 85230

CASH	MASTERCARD	AMEX	WARR
CHECK	CHECK#	INTERNAL	CHARGE
VISA	BODY SHOP	OTHER	CASHIER

CUSTOMER SIGNATURE



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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CELL: [REDACTED]

CUSTOMER NO. <b>49965</b>	ADVISOR <b>JON</b>	39536	TAG NO. <b>1148</b>	INVOICE DATE <b>05/22/09</b>	INVOICE NO. <b>CVCS195316</b>
[REDACTED] <b>CASA GRANDE, AZ</b>	LABOR RATE	LICENSE NO.	MILEAGE <b>17,492</b>	COLOR <b>LASER BLUE/</b>	STOCK NO. <b>C7190</b>
	YEAR / MAKE / MODEL <b>07/CHEVROLET/COBALT/4 DR SEDAN</b>			DELIVERY DATE <b>10/27/07</b>	DELIVERY MILES <b>11</b>
	VEHICLE I.D. NO. <b>1 G 1 A K 5 5 F 2 7</b>			SELLING DEALER NO. <b>5</b>	PRODUCTION DATE
	F.T.E. NO.			R.O. NO.	R.O. DATE <b>05/21/09</b>
RA [REDACTED]	COMMENTS				

MO: 17530

## JOB# 1 CHARGES-----

LABOR-----  
J# 1 09CVZ FRONT SUSP TECH(S): 56119 WARRANTY

CUST STATES 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.

## 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  
FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED WITH YOUR  
SERVICE EXPERIENCE, PLEASE SEE A MEMBER OF OUR MANAGEMENT  
TEAM. THANK YOU.

HENRY BROWN AUTOMOTIVE  
P O BOX 11306  
CASA GRANDE, AZ 85230

\*\*\*\*\*  
CASH      MASTERCARD      AMEX      WARR  
CHECK      CHECK#      INTERNAL      CHARGE  
VISA      BODY SHOP      OTHER      CASHIER  
\*\*\*\*\*

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

TOTAL INVOICE \$ 0.00



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 \_\_\_\_\_

CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF

CUSTOMER SIGNATURE  
\*\*\*\*\*

DUPLICATE INVOICE

\*\*\*\*\*



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Casa Grande, AZ 85222  
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CELL: [REDACTED]

CUSTOMER NO. <b>49965</b>	ADVISOR <b>JON</b>	39536	TAG NO. <b>1547</b>	INVOICE DATE <b>05/20/09</b>	INVOICE NO. <b>CVCS195268</b>
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>17,426</b>	COLOR <b>LASER BLUE/</b>	STOCK NO. <b>C7190</b>
<b>CASA GRANDE, AZ</b>	YEAR / MAKE / MODEL <b>07/CHEVROLET/COBALT/4 DR SEDAN</b>			DELIVERY DATE <b>10/27/07</b>	DELIVERY MILES <b>11</b>
	VEHICLE I.D. NO. <b>1 G 1 A K 5 5 F 2 7 7</b>			SELLING DEALER NO. <b>5</b>	PRODUCTION DATE
	F.T.E. NO.	P.O.		R.O. DATE <b>05/20/09</b>	
COMMENTS					

MO: 17428

## JOB# 1 CHARGES

LABOR  
J# 1: 09CVZ FRONT SUSP. TECH(S): 42145 WARRANTY

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	WARRANTY
	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

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TEAM. THANK YOU.

HENRY BROWN AUTOMOTIVE  
P O BOX 11306  
CASA GRANDE, AZ 85230

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

TOTAL INVOICE \$ 0.00

CASH	MASTERCARD	AMEX	WARR
CHECK	CHECK#	INTERNAL	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.

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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  
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THE SELLING DEALER ANY CONSEQUENTIAL  
DAMAGES, DAMAGES TO PROPERTY, DAM-  
AGES FOR LOSS OF USE, LOSS OF TIME,  
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SIGNED

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<b><u>Date:</u></b>	<b><u>RO #:</u></b>	<b><u>Days Out:</u></b>	<b><u>Mileage:</u></b>	<b><u>Description of Complaint and Repair Performed:</u></b>
12/26/08	192456	1	12,408	Customer sts: paint is peeling on rear drivers side door.  -No work done at this time.
1/5/09	192617	□	12,822	Customer sts: paint chips and white marks on driver front and rear door.  -Cleaned area.

☐ Windshield

<u>Date:</u>	<u>RO</u> <input type="checkbox"/>	<u>Days</u> <u>Out:</u>	<u>Mileag</u> <u>e:</u>	<u>Description of Complaint and Repair Performed:</u>
12/26/08	192456	<input type="checkbox"/>	12,408	Customer sts: top of windshield moulding appears to be warped.  -Found trim defective. Special ordered windshield with moulding.
1/5/09	192617	2	12,822	Installed new Special ordered windshield.

☐ Door chrome handle

<u>Date:</u>	<u>RO</u> <input type="checkbox"/>	<u>Days</u> <u>Out:</u>	<u>Mileag</u> <u>e:</u>	<u>Description of Complaint and Repair Performed:</u>
12/26/08	192456	<input type="checkbox"/>	12,408	Customer sts: drivers side front door inner handle chrome is coming apart.  -Found handle defective. Ordered new handle.
1/5/09	192617	<input type="checkbox"/>	12,822	Installed special order door handle.

☒ Starting issues

<u>Date:</u>	<u>RO</u> <input type="checkbox"/>	<u>Days</u> <u>Out:</u>	<u>Mileag</u> <u>e:</u>	<u>Description of Complaint and Repair Performed:</u>
3/24/09	194195	1	15,424	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> <input type="checkbox"/>	<u>Days</u> <u>Out:</u>	<u>Mileag</u> <u>e:</u>	<u>Description of Complaint and Repair Performed:</u>
4/21/09	194732	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 failure. Replaced steering column assembly.
5/20/09	195268	1	17,426	Cust sts has no power steering  Found steering column operating intermittently. Replaced steering column. Road tested ok.
5/21/09	195316	2	17,492	Cust sts has loss of power steering  Dlr 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

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

<b>Vehicle Meets Presumption of Lemon Law</b> <b>NO</b>
---

#### 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: ☒

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

**SECTION 1: CUSTOMER INFORMATION**

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

**SECTION 2: VEHICLE INFORMATION**

Make: Chevrolet	Model: Cobalt	Year: 2007	Current mileage: 16830
Name(s) that appears on the vehicle title: [REDACTED]			
<b>Selling</b> dealer/city/state: Henry Brown Automotive, Casa Grande, AZ			
<b>Primary Servicing</b> dealer/city/state: Henry Brown Automotive,			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 10/27/07		Mileage at purchase/lease:	
First repair attempt date: 12/18/08		First repair attempt mileage: 12124	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business: Transmission type: <input type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			Date of accident:
Description of damage:			

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

She is asking for GM to stick behind their word and provide her with a reliable and safe vehicle that she can drive daily.

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

**VEHICLE IDENTIFICATION NUMBER** 1G1AK55F277 [REDACTED]

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

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

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

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?
<b>Example:</b>				
<b>A/C won't cool properly</b>	<b>Any Dealer, Inc.</b>	<b>2</b>	<b>4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day</b>	<b>yes</b>
unable to turn steering wheel/power steering light came on		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:** \_\_\_\_\_

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

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

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

**Issued by:**  
***Chevrolet***

**Certificate No. 1G1AK52F657** [REDACTED]

**Issue Date: June 28, 2011**

**Issued exclusively for:**

[REDACTED]  
Elwood, IN [REDACTED]

**Valid through: May 11, 2010**

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

June 28, 2011

[REDACTED]  
Elwood, IN [REDACTED]

Dear [REDACTED]

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

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

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

We are proud you made Chevrolet your choice when you purchased your 2005 Cobalt and trust you will give us the opportunity to retain you as a valued Chevrolet customer. Should you have any questions regarding General Motors' products and current incentives, please call our Marketing Support department at 1-800-950-2438. You may also begin your vehicle shopping online by visiting [gm.com](http://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: [REDACTED] Inspection Date: **05-11-09**  
Vehicle Brand: **Chevrolet** Model: **2009 Colbalt SS**  
File # **71-721141207** VIN: **1G1AP18XX97** [REDACTED]

Inspector Michael Schamel

Neg.#    Description

1.



Data tag with VIN.

2.

Left door panel



undamaged.

3.

Steering wheel

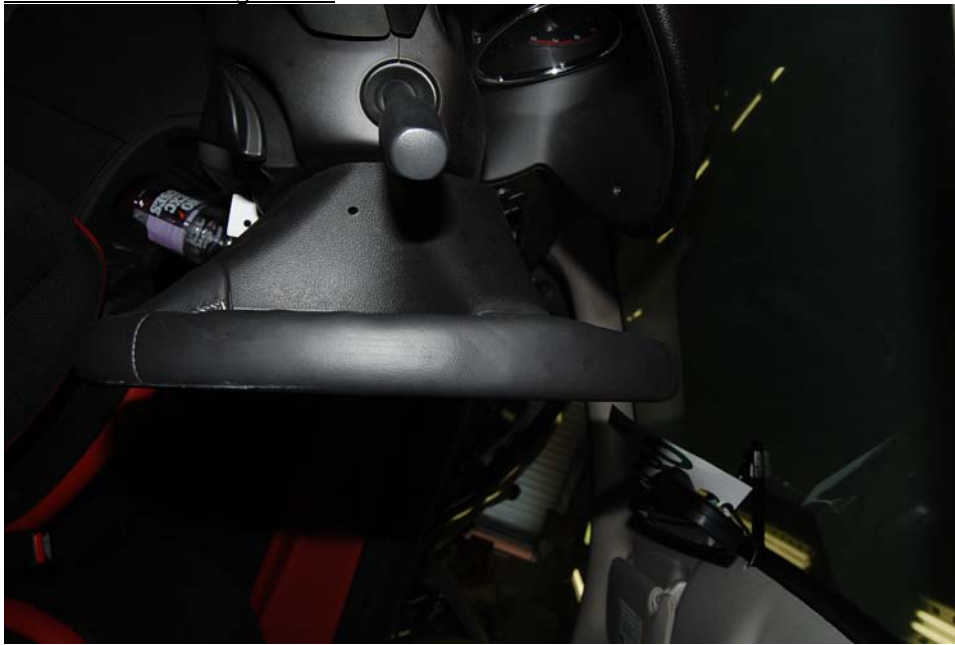
**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
FIELD PHOTOGRAPHIC NOTES**

<u>Customer's Name:</u>	██████████	<u>Inspection Date:</u>	05-11-09
<u>Vehicle Brand:</u>	Chevrolet	<u>Model:</u>	2009 Colbalt SS
<u>File #</u>	71-721141207	<u>VIN:</u>	1G1AP18XX97 ██████████



undamaged.

4. Side view of steering wheel



5. Lower dash panel undamaged.

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
FIELD PHOTOGRAPHIC NOTES**

<u>Customer's Name:</u>	██████████	<u>Inspection Date:</u>	<b>05-11-09</b>
<u>Vehicle Brand:</u>	<b>Chevrolet</b>	<u>Model:</u>	<b>2009 Colbalt SS</b>
<u>File #</u>	<b>71-721141207</b>	<u>VIN:</u>	<b>1G1AP18XX97</b> ██████████



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: [REDACTED]

Inspection Date: 05-11-09

Vehicle Brand: Chevrolet

Model: 2009 Colbalt SS

File # 71-721141207

VIN: 1G1AP18XX97 [REDACTED]



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: [REDACTED]

Inspection Date: 05-11-09

Vehicle Brand: Chevrolet

Model: 2009 Colbalt SS

File # 71-721141207

VIN: 1G1AP18XX97 [REDACTED]



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



**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
FIELD PHOTOGRAPHIC NOTES**

<u>Customer's Name:</u>	[REDACTED]	<u>Inspection Date:</u>	05-11-09
<u>Vehicle Brand:</u>	Chevrolet	<u>Model:</u>	2009 Colbalt SS
<u>File #</u>	71-721141207	<u>VIN:</u>	1G1AP18XX97 [REDACTED]

11.



Inside mirror undamaged.

12.

Left sunvisor reveals no damage.



13.

Left sunvisor vanity mirror undamaged.

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
FIELD PHOTOGRAPHIC NOTES**

<u>Customer's Name:</u>	[REDACTED]	<u>Inspection Date:</u>	05-11-09
<u>Vehicle Brand:</u>	Chevrolet	<u>Model:</u>	2009 Colbalt SS
<u>File #</u>	71-721141207	<u>VIN:</u>	1G1AP18XX97 [REDACTED]



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



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

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
FIELD PHOTOGRAPHIC NOTES**

Customer's Name:	██████████	Inspection Date:	05-11-09
Vehicle Brand:	Chevrolet	Model:	2009 Colbalt SS
File #	71-721141207	VIN:	1G1AP18XX97██████████



16. Right sunvisor undamaged.



17. Underside of right sunvisor



**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]

Inspection Date: 05-11-09

Vehicle Brand: Chevrolet

Model: 2009 Colbalt SS

File # 71-721141207

VIN: 1G1AP18XX97 [REDACTED]



undamaged.

18. Right side sunvisor vanity mirror intact and undamaged.



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

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
FIELD PHOTOGRAPHIC NOTES**

<u>Customer's Name:</u> [REDACTED]	<u>Inspection Date:</u> 05-11-09
<u>Vehicle Brand:</u> Chevrolet	<u>Model:</u> 2009 Colbalt SS
<u>File #</u> 71-721141207	<u>VIN:</u> 1G1AP18XX97 [REDACTED]



20.



21.

Mileage 1136  
Turbo boost gauge at left pillar mount.

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
FIELD PHOTOGRAPHIC NOTES**

<u>Customer's Name:</u>	[REDACTED]	<u>Inspection Date:</u>	05-11-09
<u>Vehicle Brand:</u>	Chevrolet	<u>Model:</u>	2009 Colbalt SS
<u>File #</u>	71-721141207	<u>VIN:</u>	1G1AP18XX97 [REDACTED]



22. Vehicle right side overview reveals no damage.



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



**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]

Inspection Date: 05-11-09

Vehicle Brand: Chevrolet

Model: 2009 Colbalt SS

File # 71-721141207

VIN: 1G1AP18XX97 [REDACTED]



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.

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
FIELD PHOTOGRAPHIC NOTES**

<u>Customer's Name:</u>	[REDACTED]	<u>Inspection Date:</u>	05-11-09
<u>Vehicle Brand:</u>	Chevrolet	<u>Model:</u>	2009 Colbalt SS
<u>File #</u>	71-721141207	<u>VIN:</u>	1G1AP18XX97 [REDACTED]



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



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



**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]

Inspection Date: 05-11-09

Vehicle Brand: Chevrolet

Model: 2009 Colbalt SS

File # 71-721141207

VIN: 1G1AP18XX97 [REDACTED]



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



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

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]

Inspection Date: 05-11-09

Vehicle Brand: Chevrolet

Model: 2009 Colbalt SS

File # 71-721141207

VIN: 1G1AP18XX97 [REDACTED]



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.

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
FIELD PHOTOGRAPHIC NOTES**

<u>Customer's Name:</u>	██████████	<u>Inspection Date:</u>	05-11-09
<u>Vehicle Brand:</u>	Chevrolet	<u>Model:</u>	2009 Colbalt SS
<u>File #</u>	71-721141207	<u>VIN:</u>	1G1AP18XX97 ██████████



32. Overview of 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.



**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
FIELD PHOTOGRAPHIC NOTES**

<u>Customer's Name:</u>	██████████	<u>Inspection Date:</u>	05-11-09
<u>Vehicle Brand:</u>	Chevrolet	<u>Model:</u>	2009 Colbalt SS
<u>File #</u>	71-721141207	<u>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.

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]

Inspection Date: 05-11-09

Vehicle Brand: Chevrolet

Model: 2009 Colbalt SS

File # 71-721141207

VIN: 1G1AP18XX97 [REDACTED]



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



37. Scuff marks at right rear wheel edge.

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]

Inspection Date: **05-11-09**

Vehicle Brand: **Chevrolet**

Model: **2009 Colbalt SS**

File # **71-721141207**

VIN: **1G1AP18XX97** [REDACTED]



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

**Customer's Name:** [REDACTED] **Inspection Date:** 05-11-09  
**Vehicle Brand:** Chevrolet **Model:** 2009 Colbalt SS  
**File #** 71-721141207 **VIN:** 1G1AP18XX97 [REDACTED]

Mileage at Inspection: 1136

Inspection Location: Kerry Chevrolet Body Shop  
24 E. 5<sup>th</sup> St. Covington Kentucky 41011

Inspector's phone number: 812-883-0226

Inspected By: Michael Schamel EA Associates Inc.

**Section 1 INSPECTION SUMMARY**

**BRIEFLY Describe the customer's ALLEGATION below:**

Customer [REDACTED] 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: ☒ By Telephone ☐ In Person

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

Interview date: 05/13/2009



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

**Customer's Name:** [REDACTED] **Inspection Date:** 05-11-09  
**Vehicle Brand:** Chevrolet **Model:** 2009 Colbalt SS  
**File #** 71-721141207 **VIN:** 1G1AP18XX97 [REDACTED]

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

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

**Owner** [REDACTED] **states:**

His vehicle was being driven by his son a [REDACTED] a nineteen year old male when suddenly the steering locked up causing him to hit a guard rail on Route 536 eight miles from his residence. States he had just purchased this vehicle a few days prior and there have been no repairs or prior issues with this vehicle. States his son stated to him he was rounding a curve when he heard something pop under the vehicle and then the vehicle lurched into the guard rail damaging eh entire right side. States after the accident he found the strut attach bots broken and feels this caused the accident.

Driver/other occupant's physical description (include name, gender, height, weight, & disabilities ):

[REDACTED] 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, [REDACTED] girlfriend seated in the passenger's seat. and was not injured.**

**What was the exact location of the incident.** Kentucky Highway 536 near Alexandria KY.

**Driving conditions at the time of the incident:**

Weather conditions & Visibility: Approximate Temp (°F):  
 Road Surface: Concrete ☒ Asphalt ☐ Gravel ☐ Crushed rock ☐ Dirt  
 Road Condition: ☒ Dry ☐ Wet ☐ Icy ☐ Other:  
 Shoulder ☒ Curb ☐: ☐ Concrete ☒ Asphalt ☐ Gravel ☒ Crushed rock ☐ Dirt  
 Shoulder/Curb Condition: ☒ Dry ☐ Wet ☐ Icy ☐ Other:  
 Posted Speed Limit **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.

Estimated vehicle speed at impact: **35** 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.**

<b>Steering</b>	<b>Normal</b> <input checked="" type="checkbox"/>	<b>Other</b> <input type="checkbox"/>	<b>Describe</b>
<b>Suspension</b>	<b>Normal</b> <input checked="" type="checkbox"/>	<b>Other</b> <input type="checkbox"/>	<b>Describe</b>
<b>Brakes</b>	<b>Normal</b> <input checked="" type="checkbox"/>	<b>Other</b> <input type="checkbox"/>	<b>Describe</b>
<b>Engine</b>	<b>Normal</b> <input checked="" type="checkbox"/>	<b>Other</b> <input type="checkbox"/>	<b>Describe</b>
<b>Electrical</b>	<b>Normal</b> <input checked="" type="checkbox"/>	<b>Other</b> <input type="checkbox"/>	<b>Describe</b>

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

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

**Customer's Name:** [REDACTED] **Inspection Date:** 05-11-09  
**Vehicle Brand:** Chevrolet **Model:** 2009 Colbalt SS  
**File #** 71-721141207 **VIN:** 1G1AP18XX97 [REDACTED]

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

Also, determine whether there were any warning lights illuminated, messages on driver information panel, unusual noises, smoke or steam observed.

Describe any evasive action: ☒ 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?: ☒ Yes ☐ No Describe:

Objects Impacted: **Steel guardrail along roadway.**

How was the vehicle transported from the incident site to the present location? ☐ Tow Truck ☒ Flat Bed ☐ Other

Additional comments concerning the incident:

**Owner Decker feels strut bolts broke causing this accident.**

**Section 3**

**INTERVIEW - VEHICLE HISTORY**

Source of information (name, address, phone number, & relationship), if other than claimant:

**Owner** [REDACTED]

Comments:

(Additional cmts may be placed in section 9)

**None**

Did the owner purchase the vehicle new? ☒ 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? ☒ No ☐ Yes If yes, describe:

Prior collision repair? ☒ No ☐ Yes If yes, describe:

Repaired by whom? (name, address, phone)

Prior chassis system service, repair, or replacement? ☒ No ☐ Yes If yes, describe what was done:

Prior electrical system components serviced, repaired, or replaced by whom? ( name, address, phone number)

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

<b>Customer's Name:</b>	[REDACTED]			<b>Inspection Date:</b>	05-11-09
<b>Vehicle Brand:</b>	Chevrolet	<b>Model:</b>	2009 Colbalt SS		
<b>File #</b>	71-721141207	<b>VIN:</b>	1G1AP18XX97 [REDACTED]		

Any other pertinent vehicle history information (from interview, GM warranty or dealership history files)? ☒ No ☐ Yes  
If yes, describe:

## 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.

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

**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 of the right wheel at fender end and bumper end.**

**CORNER ASSEMBLIES**

Struts/shocks  
Springs  
Control arms

Ball joints  
Steering knuckles  
Axle assemblies

Tire/wheel assemblies

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

**UNDERHOOD**

Engine compartment  
Brake fluid level and condition

Power steering lines, hoses, clamps and connections  
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.**

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

<b><u>Customer's Name:</u></b>		<b><u>Inspection Date:</u></b>	05-11-09
<b><u>Vehicle Brand:</u></b>	Chevrolet	<b><u>Model:</u></b>	2009 Colbalt SS
<b><u>File #</u></b>	71-721141207	<b><u>VIN:</u></b>	1G1AP18XX97 <span style="background-color: black; color: black;">XXXXXXXXXX</span>

## 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.



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

**Customer's Name:** [REDACTED] **Inspection Date:** 05-11-09  
**Vehicle Brand:** Chevrolet **Model:** 2009 Colbalt SS  
**File #** 71-721141207 **VIN:** 1G1AP18XX97 [REDACTED]

ITEM	OBSERVATIONS/TEST RESULTS
Steering system-Are all components in place and connected in a normal manner? Can the steering wheel be rotated lock to lock with appropriate movement of the front wheels. Is there any binding, sticking or uneven feel?	Right front tie rod end was bent but operational with steering inputs both left and right normal. Right knuckle pulled from mounting holes at right strut tower. Bolts were tight and intact as impact pulled bolts from the mounting holes in the strut tower.
Steering linkage-Is the linkage free from cracks, bends, fractures, etc. Are there any scrapes, abrasions, signs of contact with any of the linkage?	Right outer tie rod bent but still connected to knuckle. Tie rod end steers vehicle when input at steering wheel made.
Gear/rack and pinion-Any sign of leakage, damage to boots on the rack, contact by foreign objects?	Rack and pinion intact and operational with only the right tie rod bent.
Steering column, ignition switch, and intermediate shaft. Does the column unlock with the ignition key "on"? Is the steering column properly fastened to the dash?	All normal and intact.
Steering pump, drive, hoses, 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.	Electric assist and all fully operational.
PS fluid level and condition-Color, contamination, odor	N/A
Steering knuckle-All attachments secure and proper?	Knuckle intact as mounting bolts to shock tower pulled from mounting holes.
Suspension components – LF Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. Sway bars properly attached.	No damage.
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RF	Knuckle attaches bolts pulled from strut tower from impact to wheel and knuckle assembly.
Strut attachments, springs intact; control arms properly	No damage.

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

**Customer's Name:** [REDACTED] **Inspection Date:** 05-11-09  
**Vehicle Brand:** Chevrolet **Model:** 2009 Colbalt SS  
**File #** 71-721141207 **VIN:** 1G1AP18XX97 [REDACTED]

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

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

**Customer's Name:** [REDACTED] **Inspection Date:** 05-11-09  
**Vehicle Brand:** Chevrolet **Model:** 2009 Colbalt SS  
**File #** 71-721141207 **VIN:** 1G1AP18XX97 [REDACTED]

**TIRE AND WHEEL INSPECTION**

1. IDENTIFICATION:

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

	<u>SIZE</u>	<u>PRESSURE (psi)</u>	<u>PRESSURE AT MAXIMUM LOAD(psi)</u>
TIRES	<u>225/40/R18</u>	<u>32</u>	<u>35</u>
SPARE TIRE	<u>N/A</u>		

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

**Customer's Name:** [REDACTED] **Inspection Date:** 05-11-09  
**Vehicle Brand:** Chevrolet **Model:** 2009 Colbalt SS  
**File #** 71-721141207 **VIN:** 1G1AP18XX97 [REDACTED]

**Section 7 SITE INSPECTION**

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

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

**Photograph the scene and property if involved.**

**Comments:**

**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)**

☒ **Photographs**    ☒ **Data Downloads**    ☒ **Other Records**

# **EAA Inspection Request**

Date: 05/06/09

**TO: EAA**

EAA/SPX Field Coordinator

Phone: 586-582-5835

Fax: 586-582-5840

Email: [eaafc@servicesolutions.spx.com](mailto:eaafc@servicesolutions.spx.com)

**From: Brandy Fabian**

PAR Customer Relations **Specialist**

Email: [brandy\\_fabian@gmexpert.com](mailto:brandy_fabian@gmexpert.com)

Phone: 866-790-5600 ext.31065

**or** 866-790-5700 ext.

Fax: 866-480-3626

Mailing Address:

**GM PAR Investigations**

**7401 E. Ben White**

**Building 3**

**Austin, TX 78741**

## **Vehicle Information**

**VIN#: 1G1AP18XX97**

**Year/Make: 2009 Chevrolet**

**Model: Cobalt**

**Contact's Name: Mark Camardo**

**Contact's Number: 859-581-0911**

**Vehicle Location: Kerry Chevrolet**

**24 East 5<sup>th</sup> Street**

**Covington, KY 41011**

**If located at a Salvage/Auction Yard:**

**Ins. Adj. Name:**

**Phone #:**

**Claim or Salvage ID #:**

## **Claimant Information**

**PAR File #: 71-721141207**

**Claimant Name:**

**Claimant Home #:**

**Claimant Work #:**

**Claimant Cell #:**

**Address:**

**Alexandria, KY**

## **Required Actions:**

- ☒ Advise PAR CRS via voicemail/email of inspection date.
- ☒ Repair Estimate Required
- ☒ Review All PAR File information
- ☒ Contact PAR CRS After Inspection

## **Please Use Form(s):**

<input type="checkbox"/> Accelerator/Throttle Control	<input type="checkbox"/> Restraint-SIR/Seatbelts	<input type="checkbox"/> Seats
<input type="checkbox"/> Brake/ABS/TCS/VSES	<input type="checkbox"/> Side Impact	<input type="checkbox"/> Power Sliding Door
<input checked="" type="checkbox"/> Steering/Suspension/Tires/Wheels	<input type="checkbox"/> Inadvertent Deployment	<input type="checkbox"/> OnStar
<input type="checkbox"/> Engine Exhaust/Odor	<input type="checkbox"/> Transmission/Transaxle	<input type="checkbox"/> OTHER: _____
<input type="checkbox"/> Engine Stalling	<input type="checkbox"/> Thermal Events	

## **Special Instructions:**

<b>Interview Owner?</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Vetronix Requested	<input type="checkbox"/> Obtain Fire/Police Report
<input type="checkbox"/> <u>Other (define)</u>		

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

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

## **EAA Internal Use Only**

To: SA:	Date E-Mailed to SA: _____
From: <b>EAA Field Coordinator</b>	Due Date: _____

## **EAA SA Use Only**

Case Acceptance/Investigation: <input type="checkbox"/> YES <input type="checkbox"/> NO
<b>Please acknowledge acceptance of this case promptly by phone, fax or email.</b>
<b>Date Report Uploaded to EAA FTP SITE: _____</b>



**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: **05-11-09**  
Vehicle Brand: **Chevrolet** Model: **2009 Colbalt SS**  
File # **71-721141207** VIN: **1G1AP18XX97** [REDACTED]

Inspector Michael Schamel

Neg.#    Description

1.



Data tag with VIN.

2.

Left door panel



undamaged.

3.

Steering wheel

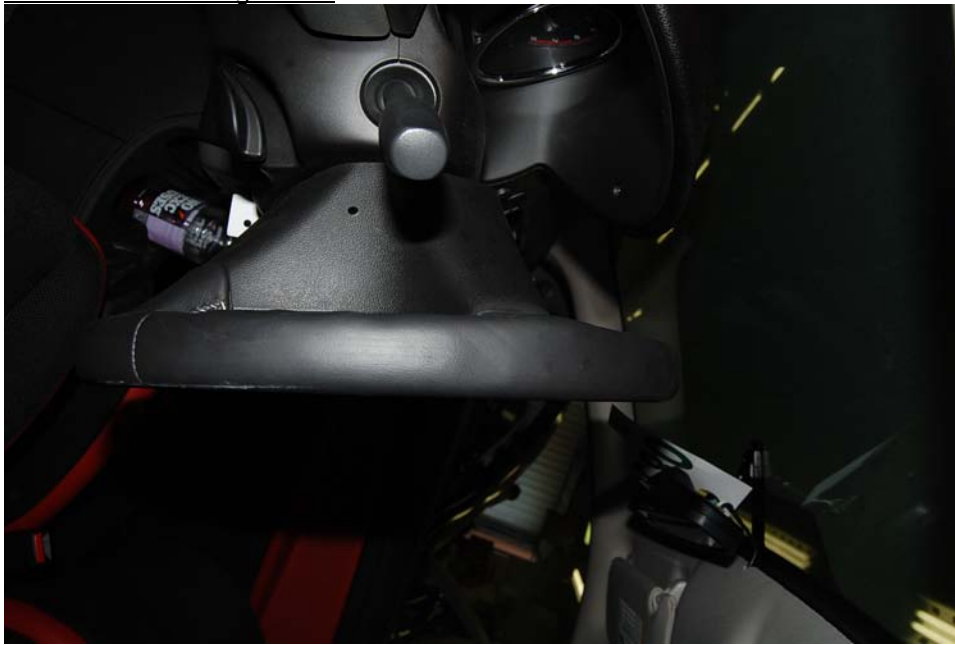
**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
FIELD PHOTOGRAPHIC NOTES**

<u>Customer's Name:</u>	<span style="background-color: black; color: black;">[REDACTED]</span>	<u>Inspection Date:</u>	<b>05-11-09</b>
<u>Vehicle Brand:</u>	<b>Chevrolet</b>	<u>Model:</u>	<b>2009 Colbalt SS</b>
<u>File #</u>	<b>71-721141207</b>	<u>VIN:</u>	<b>1G1AP18XX97</b> <span style="background-color: black; color: black;">[REDACTED]</span>



undamaged.

4. Side view of steering wheel



5. Lower dash panel undamaged.



**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]

Inspection Date: 05-11-09

Vehicle Brand: Chevrolet

Model: 2009 Colbalt SS

File # 71-721141207

VIN: 1G1AP18XX97 [REDACTED]



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: [REDACTED]

Inspection Date: 05-11-09

Vehicle Brand: Chevrolet

Model: 2009 Colbalt SS

File # 71-721141207

VIN: 1G1AP18XX97 [REDACTED]



8. Left front seatbelt latches normally.



9. Left front seatbelt latched into buckle end normally.

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
FIELD PHOTOGRAPHIC NOTES**

<u>Customer's Name:</u>	[REDACTED]	<u>Inspection Date:</u>	05-11-09
<u>Vehicle Brand:</u>	Chevrolet	<u>Model:</u>	2009 Colbalt SS
<u>File #</u>	71-721141207	<u>VIN:</u>	1G1AP18XX97 [REDACTED]



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





**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
FIELD PHOTOGRAPHIC NOTES**

<u>Customer's Name:</u>	[REDACTED]	<u>Inspection Date:</u>	05-11-09
<u>Vehicle Brand:</u>	Chevrolet	<u>Model:</u>	2009 Colbalt SS
<u>File #</u>	71-721141207	<u>VIN:</u>	1G1AP18XX97 [REDACTED]

11.



Inside mirror undamaged.

12.

Left sunvisor reveals no damage.



13.

Left sunvisor vanity mirror undamaged.

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
FIELD PHOTOGRAPHIC NOTES**

<u>Customer's Name:</u>	[REDACTED]	<u>Inspection Date:</u>	05-11-09
<u>Vehicle Brand:</u>	Chevrolet	<u>Model:</u>	2009 Colbalt SS
<u>File #</u>	71-721141207	<u>VIN:</u>	1G1AP18XX97 [REDACTED]



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



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

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
FIELD PHOTOGRAPHIC NOTES**

Customer's Name:	[REDACTED]	Inspection Date:	05-11-09
Vehicle Brand:	Chevrolet	Model:	2009 Colbalt SS
File #	71-721141207	VIN:	1G1AP18XX97 [REDACTED]



16. Right sunvisor undamaged.



17. Underside of right sunvisor

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]

Inspection Date: 05-11-09

Vehicle Brand: Chevrolet

Model:

2009 Colbalt SS

File #

71-721141207

VIN:

1G1AP18XX97 [REDACTED]



undamaged.

18. Right side sunvisor vanity mirror intact and undamaged.



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



**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
FIELD PHOTOGRAPHIC NOTES**

<u>Customer's Name:</u> [REDACTED]	<u>Inspection Date:</u> 05-11-09
<u>Vehicle Brand:</u> Chevrolet	<u>Model:</u> 2009 Colbalt SS
<u>File #</u> 71-721141207	<u>VIN:</u> 1G1AP18XX97 [REDACTED]



20.



21.

Mileage 1136  
Turbo boost gauge at left pillar mount.



**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
FIELD PHOTOGRAPHIC NOTES**

<u>Customer's Name:</u>	<span style="background-color: black; color: black;">[REDACTED]</span>	<u>Inspection Date:</u>	<b>05-11-09</b>
<u>Vehicle Brand:</u>	<b>Chevrolet</b>	<u>Model:</u>	<b>2009 Colbalt SS</b>
<u>File #</u>	<b>71-721141207</b>	<u>VIN:</u>	<b>1G1AP18XX97</b> <span style="background-color: black; color: black;">[REDACTED]</span>



22. Vehicle right side overview reveals no damage.



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

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
FIELD PHOTOGRAPHIC NOTES**

<u>Customer's Name:</u>	[REDACTED]	<u>Inspection Date:</u>	05-11-09
<u>Vehicle Brand:</u>	Chevrolet	<u>Model:</u>	2009 Colbalt SS
<u>File #</u>	71-721141207	<u>VIN:</u>	1G1AP18XX97 [REDACTED]



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.

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
FIELD PHOTOGRAPHIC NOTES**

<u>Customer's Name:</u>	[REDACTED]	<u>Inspection Date:</u>	05-11-09
<u>Vehicle Brand:</u>	Chevrolet	<u>Model:</u>	2009 Colbalt SS
<u>File #</u>	71-721141207	<u>VIN:</u>	1G1AP18XX97 [REDACTED]



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



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



**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]

Inspection Date: 05-11-09

Vehicle Brand: Chevrolet

Model: 2009 Colbalt SS

File # 71-721141207

VIN: 1G1AP18XX97 [REDACTED]



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



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

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]

Inspection Date: 05-11-09

Vehicle Brand: Chevrolet

Model: 2009 Colbalt SS

File # 71-721141207

VIN: 1G1AP18XX97 [REDACTED]



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.

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
FIELD PHOTOGRAPHIC NOTES**

<u>Customer's Name:</u>	[REDACTED]	<u>Inspection Date:</u>	05-11-09
<u>Vehicle Brand:</u>	Chevrolet	<u>Model:</u>	2009 Colbalt SS
<u>File #</u>	71-721141207	<u>VIN:</u>	1G1AP18XX97 [REDACTED]



32. Overview of 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.



**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
FIELD PHOTOGRAPHIC NOTES**

<u>Customer's Name:</u>	[REDACTED]	<u>Inspection Date:</u>	05-11-09
<u>Vehicle Brand:</u>	Chevrolet	<u>Model:</u>	2009 Colbalt SS
<u>File #</u>	71-721141207	<u>VIN:</u>	1G1AP18XX97 [REDACTED]



34. Right rear bumper damage at extreme end.



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

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]

Inspection Date: 05-11-09

Vehicle Brand: Chevrolet

Model: 2009 Colbalt SS

File # 71-721141207

VIN: 1G1AP18XX97 [REDACTED]



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



37. Scuff marks at right rear wheel edge.



**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
FIELD PHOTOGRAPHIC NOTES**

<u>Customer's Name:</u>	[REDACTED]	<u>Inspection Date:</u>	<b>05-11-09</b>
<u>Vehicle Brand:</u>	<b>Chevrolet</b>	<u>Model:</u>	<b>2009 Colbalt SS</b>
<u>File #</u>	<b>71-721141207</b>	<u>VIN:</u>	<b>1G1AP18XX97</b> [REDACTED]



## CDR File Information

Vehicle Identification Number	1G1AP18XX97138 [REDACTED]
Investigator	michael schamel
Case Number	71-721141207
Investigation Date	Monday, May 11 2009
Crash Date	00-00-00
Filename	1G1AP18XX97 [REDACTED] CDR
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

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

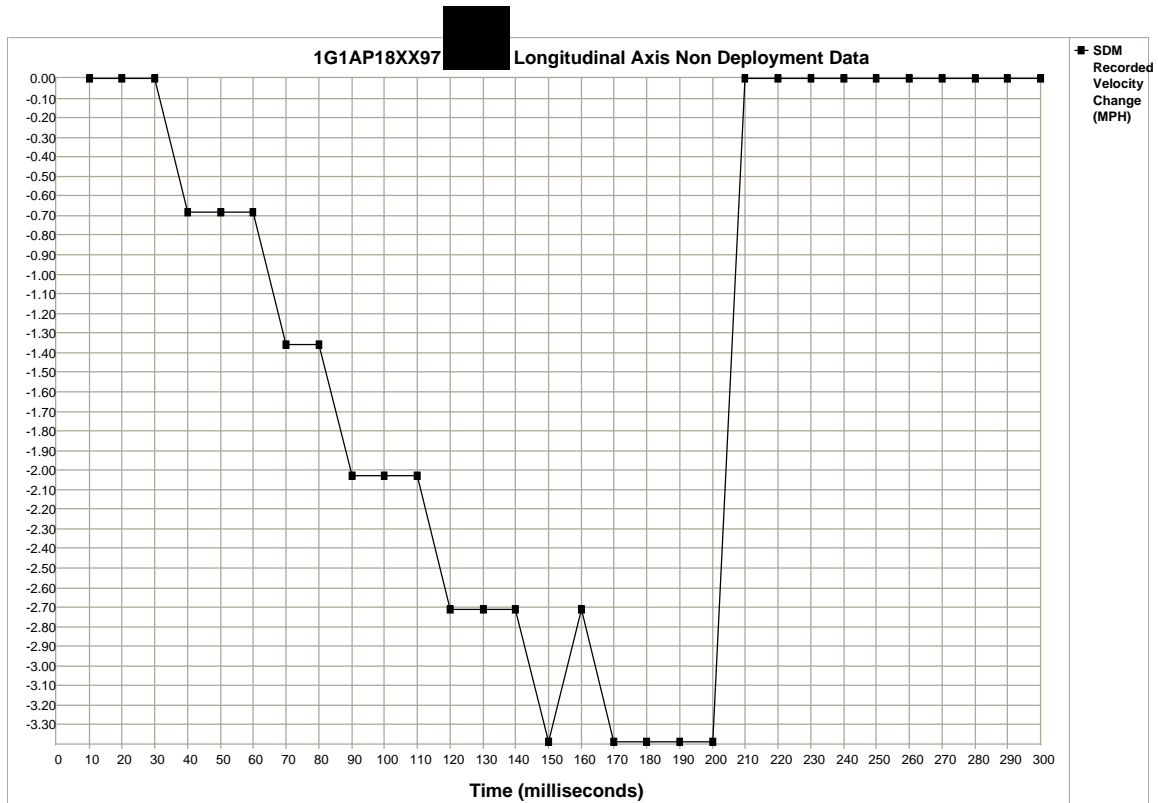
## Pre-crash data

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/s <sup>2</sup> ) (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

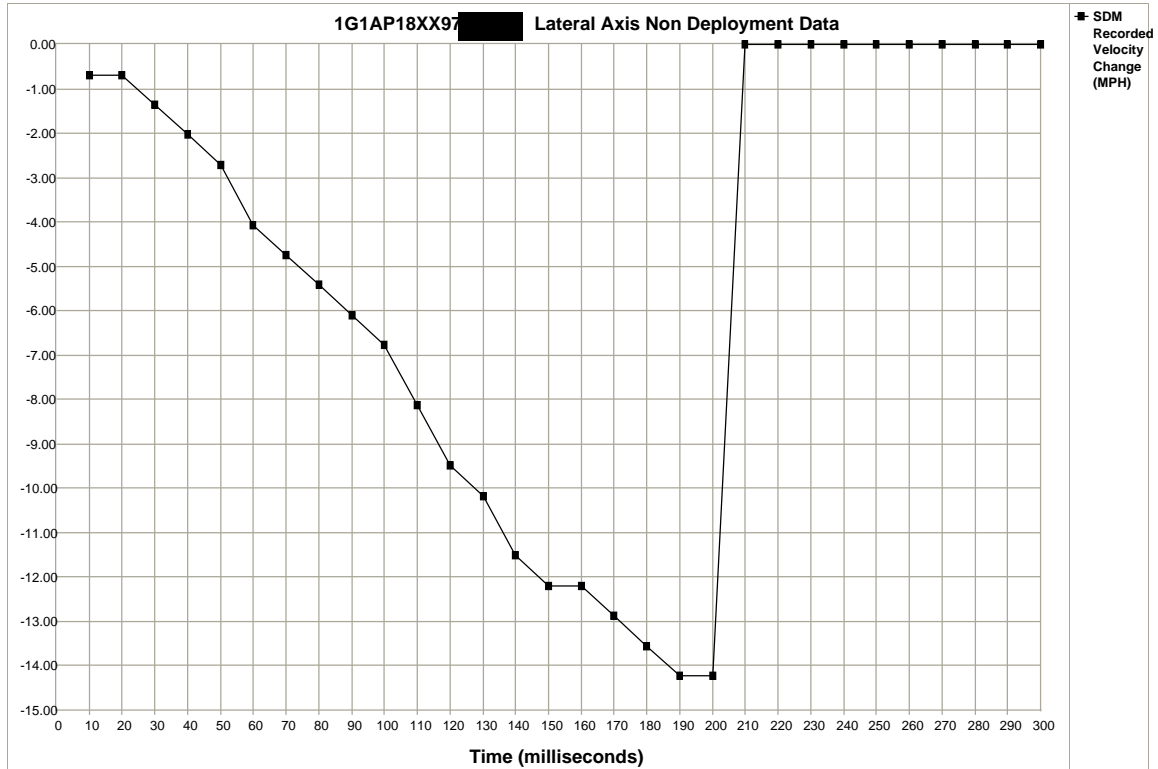
Parameter	-5 sec	-4 sec	-3 sec	-2 sec	-1 sec
Vehicle Dynamics Control Active (If Equipped)	No	No	No	No	No

## System Status At Non-Deployment

Ignition Cycles At Investigation	197
SIR Warning Lamp Status	OFF
SIR Warning Lamp ON/OFF Time (seconds)	127250
Number of Ignition Cycles SIR Warning Lamp was ON/OFF Continuously	118
Ignition Cycles At Event	187
Ignition Cycles Since DTCs Were Last Cleared	0
Driver's Belt Switch Circuit Status	BUCKLED
Passenger's Belt Switch Circuit Status	UNBUCKLED
Automatic Passenger SIR Suppression System Validity Status	Valid
Automatic Passenger SIR Suppression System Status	Air Bag Suppressed
Diagnostic Trouble Codes at Event, fault number: 1	N/A
Diagnostic Trouble Codes at Event, fault number: 2	N/A
Diagnostic Trouble Codes at Event, fault number: 3	N/A
Diagnostic Trouble Codes at Event, fault number: 4	N/A
Diagnostic Trouble Codes at Event, fault number: 5	N/A
Diagnostic Trouble Codes at Event, fault number: 6	N/A
Maximum SDM Recorded Velocity Change (MPH)	14.63
Algorithm Enable to Maximum SDM Recorded Velocity Change (msec)	190
Driver First Stage Deployment Loop Commanded	No
Driver Second Stage Deployment Loop Commanded	No
Driver Side Deployment Loop Commanded	No
Driver Pretensioner Deployment Loop Commanded	No
Driver (Initiator 1) Roof Rail/Head Curtain Loop Commanded	No
Driver (Initiator 2) Roof Rail/Head Curtain Loop Commanded	No
Driver Knee Deployment Loop Commanded	No
Passenger First Stage Deployment Loop Commanded	No
Passenger Second Stage Deployment Loop Commanded	No
Passenger Side Deployment Loop Commanded	No
Passenger Pretensioner Deployment Loop Commanded	No
Passenger (Initiator 1) Roof Rail/Head Curtain Loop Commanded	No
Passenger (Initiator 2) Roof Rail/Head Curtain Loop Commanded	No
Passenger Knee Deployment Loop Commanded	No
Second Row Left Side Deployment Loop Commanded	No
Second Row Left Pretensioner Deployment Loop Commanded	No
Third Row Left Roof Rail/Head Curtain Loop Commanded	No
Second Row Right Side Deployment Loop Commanded	No
Second Row Right Pretensioner Deployment Loop Commanded	No
Third Row Right Roof Rail/Head Curtain Loop Commanded	No
Second Row Center Pretensioner Deployment Loop Commanded	No
Crash Record Locked	No
Vehicle Event Data (Pre-Crash) Associated With This Event	Yes
Deployment Event Recorded in the Non-Deployment Record	No
Event Recording Complete	Yes



Time (milliseconds)	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150
Longitudinal Axis Recorded Velocity	0.00	0.00	0.00	-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.

```
$01 00 04 00 00 4E 00 00
$02 20 00 00 00 00 00 00
$03 02 00 00 00 00 00 00
$04 02 00 00 00 00 00 00
$05 00 00 00 00 00 00 00
$06 00 4A 00 20 19 80 50
$07 00 20 00 00 00 00 00
$08 F6 93 00 00 00 00 00
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$0B 00 00 01 0F 00 00 00
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$0E 40 00 00 00 00 00 00
$0F 9F 80 00 00 00 00 00
$10 47 31 41 50 31 38 58
$11 58 39 37 31 33 38 38
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$14 08 63 10 E2 00 00 00
$15 6D DD C4 DF 00 00 00
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$17 03 03 02 03 00 00 00
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$1B 3F 30 00 62 00 1A 00
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$26 00 00 00 00 00 00 00
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$33 58 5C 60 2A 28 00 00
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$35 67 67 67 69 6B 80 00
$36 00 00 00 00 00 00 00
$37 00 00 00 09 0A 00 18
$38 69 00 80 00 03 C0 00
$39 07 07 08 06 00 00 00
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$3B 09 04 1A 08 02 00 00
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$41 00 00 00 00 00 00 00
$42 00 31 B5 00 76 00 00
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\$40 00 00  
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\$43 00 00 8E 80

\$44 D6 00 00 FC C0 C0  
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\$48 18 08 08  
\$B0 58  
\$B1 FD FE 00  
\$B2 FF FF FF FF FF  
\$B4 41 53 38 30 35 30 32 31 35 39 31 4E 20 20 20 20  
\$B7 50 AA 01 02 07  
\$B8 44 45 84 03 30  
\$C1 30 32 30 37  
\$CA 30 32 30 37  
\$CB 00 F2 20 92  
\$CC 00 F2 20 92  
\$D1 00 00  
\$DB 00 00  
\$DC 00 00

## Comments

1135

# Photo Log

## PHOTOGRAPH DESCRIPTION SHEET

FILE NO.: 71-721141207 Decker# 2

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 Photo No.	Description
Eg.: 100_1950.jpg	<i>D Seat Belt Unlatched</i>
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.
46	Extreme close-up of right knuckle pulled from strut mount holes from wheel impact. Note bolts 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 daamage from strut tower contact.
52.	Cuts in right wheel inner edge lip reveals wheel turning against strut tube.
53.	Right front tire side wall damage from strut contact.
54	Overview of right front side wall daamage.
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 undamaged 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

[illegible]

Photo Log

PHOTOGRAPH DESCRIPTION SHEET


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

GM GlobalConnect - Microsoft Internet Explorer provided by GMCARS

File Edit View Favorites Tools Help

Back Forward Stop Reload Home Search Favorites RSS Print Mail

Address [Redacted] Go Links

Vehicle [Redacted]

Division: Chevrolet Customer Type: Owner  
VIN: 1G1AL12F057 [Redacted]  
[Redacted]  
Springfield, Missouri, United States [Redacted]  
Evening Phone:  
Primary Language: English  
Secondary Language:

**Sales Information**

Dealer Code: 32888  
Action: Add Protection Plan  
Odometer: 40793

**Plan Lienholder**

Lienholder Type: Other  
Chevrolet  
P.O. Box 33170  
Detroit, Michigan - 48232

**Protection Plans**

Plan Purchase Date: 06/16/2009  
In Service Date: 06/16/2009  
Schedule Type: GMPP Retail  
Promotion Code:

Plan Type: Smart Care Retail  
Term: 12  
Mileage Limit: 12000  
Deductible: 0  
Rental Type: None  
Plan Price: \$ 0.00  
Tax: \$ 0.00  
Total: \$ 0.00

Done Internet

Start Lotus Notes Siebel Automotive - Mic... GM GlobalConnect - M... Microsoft Excel - 6-17-09... 16:21



GM GlobalConnect - Microsoft Internet Explorer provided by GMCARS

GM

OrderWORKBENCH

Close Window

Transaction Details

Click the "Print" button in order to keep a record of this transaction detail. After you review the transaction details, click "Close Window".

VIN: 1G1AL12F057

Status: Pending

Dealer Code: 32888

User ID: 1w4yuz

Transaction Date: 06/16/2009

User Role: Central Office Administrator

Transaction Type: GM Protection Plan

Timestamp Date: 2009-06-16 16:21:16.756000

Transaction Messages:

1097 - GMPP sent to MIC

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Start

Lotus Notes

Siebel Automotive - ...

GM GlobalConnect - ...

GM GlobalConnect...

Microsoft Excel - 6-1...

Document1 - Microso...

16:21

June 28, 2011

[REDACTED]  
Springfield, MO [REDACTED]

Dear [REDACTED]

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

[REDACTED]  
Vermilion, OH [REDACTED]

Service Request: 71-726435793

Dear [REDACTED]

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](http://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

June 28, 2011

[REDACTED]  
Vermilion, OH [REDACTED]

Dear [REDACTED]

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 [REDACTED] 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

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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

[REDACTED]  
Chesapeake, VA [REDACTED]

Dear [REDACTED],

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 one service visit on VIN 1G1AK52F857[REDACTED]. 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](http://www.gmownercenter.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

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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 original letter must be surrendered by the customer and retained by the dealer for audit purposes.

[REDACTED]  
Chesapeake, VA [REDACTED]  
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

[REDACTED]  
CHESAPEAKE, VA [REDACTED]

June 28, 2011

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 sensors 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 [REDACTED] home). I appreciate your consideration in this matter.

Sincerely,

[REDACTED]





A 233

DADS

IT



Chesapeake, VA

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

[REDACTED]  
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).

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[REDACTED]  
CHESAPEAKE, VA [REDACTED]

August 7, 2009

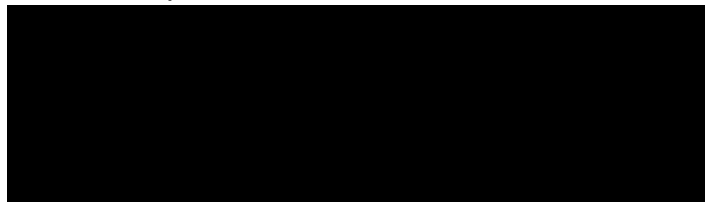
didn't because if she did, she would help me. Ms. Smith told me I had a choice, either I pay the \$286.00 or I pay the \$900.00 which I thought was unprofessional on her part to say to me since I was the customer. Customers do get upset, we have that right. It doesn't give them the right to say anything 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 sensors 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 757-686-1051(home). I appreciate your consideration in this matter.

Sincerely,

A large black rectangular box used to redact the signature of the sender.

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

Internet Explorer window showing a web application interface. The address bar is redacted. The page displays customer information and sales details.

**Vehicle Identifier**

Vehicle Category: GM, Used  
Division: Chevrolet  
VIN: 1G1AK55FX77 [Redacted]

**Customer Information**

Plan Customer: Individual  
Customer Type: Owner  
[Redacted]  
Malone, New York, United States: [Redacted]  
Evening Phone: [Redacted]  
Primary Language: English  
Secondary Language: [Redacted]

**Sales Information**

Dealer Code: 32888  
Action: Add Protection Plan  
Odometer: 33000

**Plan Lienholder**

Lienholder Type: Other  
Chevrolet  
P.O. Box 33170  
Detroit, Michigan - 48232

**Protection Plans**

Plan Purchase Date: 06/19/2009  
In Service Date: 06/19/2009  
Schedule Type: GMPP Retail  
Promotion Code: [Redacted]

**Plan Type:** Major Guard Retail  
**Term:** 24  
**Mileage Limit:** 24000  
**Deductible:** 0  
**Rental Type:** Standard  
**Plan Price:** \$ 0.00  
**Tax:** \$ 0.00  
**Total:** \$ 0.00

Internet Explorer window showing the GM OrderWORKBENCH application. The address bar is redacted. The page displays transaction details for a GM Protection Plan.

**GM OrderWORKBENCH**

**Transaction Details**

Click the "Print" button in order to keep a record of this transaction detail. After you review the transaction details, click "Close Window".

VIN: 1G1AK55FX77 [Redacted] Status: Pending  
Dealer Code: 32888 User ID: 1w24te  
Transaction Date: 06/19/2009 User Role: Central Office Administrator  
Transaction Type: GM Protection Plan Timestamp Date: 2009-07-21-15:54:03.660000  
Transaction Messages:  
1097 - GMPP sent to MIC

**Report Vehicle Information**

Vehicle & C [Redacted]

This screen is the submit a request customer information report.

**Transaction M**

Online  
Vehicle Identifier  
Vehicle Category  
GM, Used  
Division: Chevrolet  
VIN: Full VIN  
Dealer Identifier  
Division: Chevrolet

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June 29, 2011

[REDACTED]  
Malone, NY [REDACTED]

Dear [REDACTED]

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

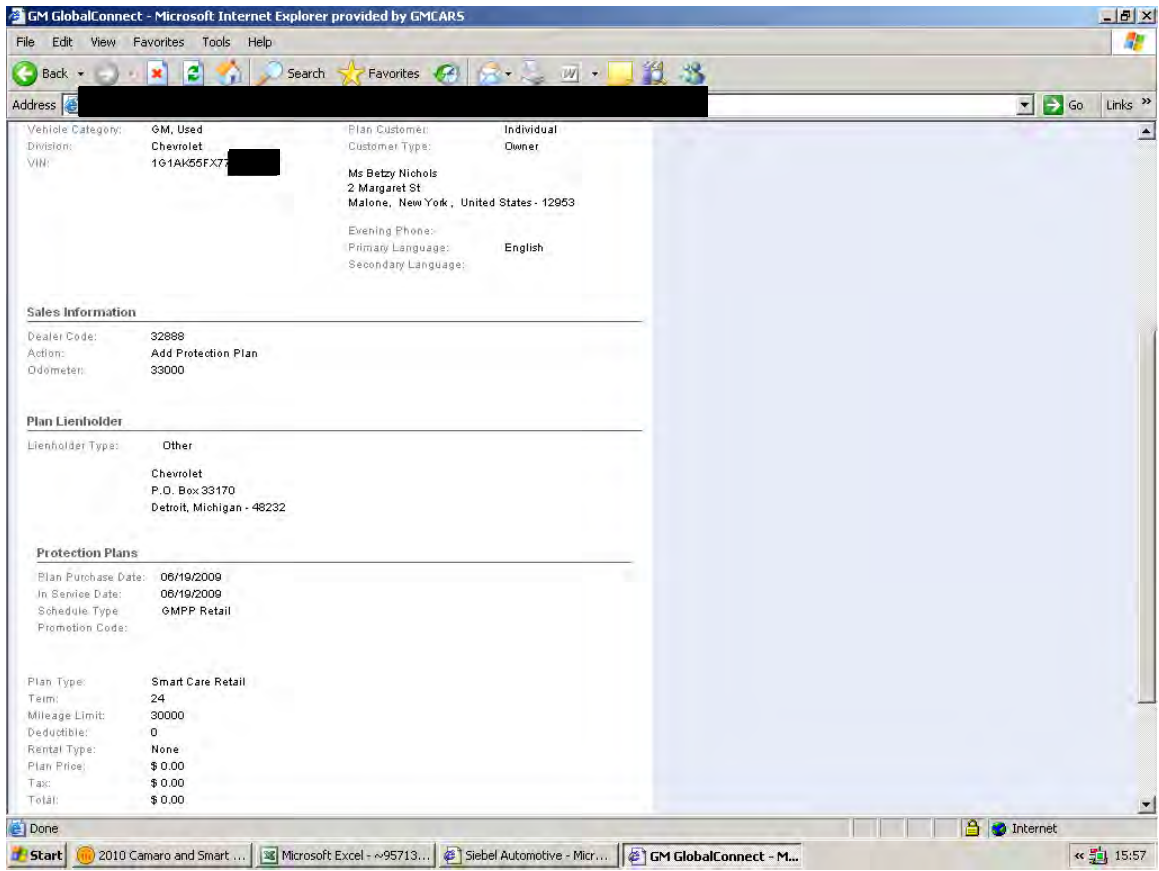
You will be notified by GMPP once the plan has been processed and you will receive complete details on your plan's coverage at that time. This letter will serve as your policy until you receive your plan confirmation. Should you require service prior to receiving your plan confirmation from GMPP, simply 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](http://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](http://www.gmownercenter.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.



GM GlobalConnect - Microsoft Internet Explorer provided by GMCARS

GM

OrderWORKBENCH

Close Window

Transaction Details

Click the "Print" button in order to keep a record of this transaction detail. After you review the transaction details, click "Close Window".

VIN: 1G1AK56FX77

Dealer Code: 32888

Transaction Date: 06/19/2009

Transaction Type: GM Protection Plan

Transaction Messages:  
1097 - GMPP sent to MIC

Status: Pending

User ID: 1w4yuz

User Role: Central Office Administrator

Timestamp Date: 2009-06-24-15:58:06.084000

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Start

2010 Camaro and Sm...

Microsoft Excel - ~95...

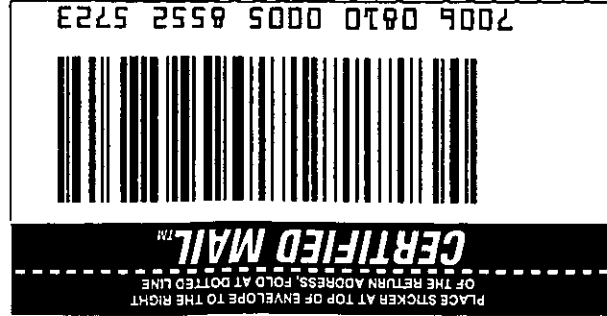
Siebel Automotive - M...

GM GlobalConnect - ...

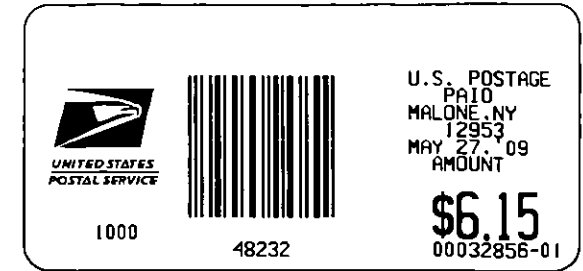
GM GlobalConnect ...

Document1 - Microsof...

15:58

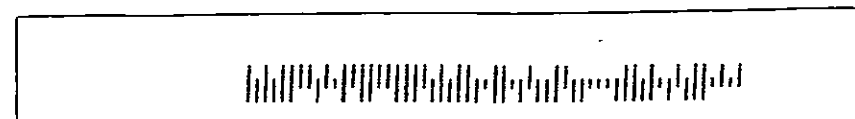


RETURN RECEIPT  
REQUESTED



05-29-09 01:03 RCVD

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





Malone, NY

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 salesmen 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 21<sup>st</sup>. 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
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 [REDACTED] or [REDACTED] to discuss this matter. I expect to hear from an authorized GM/Chevrolet representative within 5 days of receipt of this letter.

Sincerely,

[REDACTED]

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

65765NIC

MALONE NY		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
		1G1AK55FX77		19156	08/13/08	65765 PART-CLOSE
		YEAR	MAKE	MODEL	COLOR	TAG NO.
		07	CHEVROLET	COBALT LS		00000
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.
					00/00/00	NF 1894
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
68.00	00/00/00		19156	07/07/08	00/00/00	

NYS REPAIR FACILITY # 7059368  
CUSTOMER SATISFACTION IS # ONE

Incorrect

LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A	CUSTOMER STATES CLUNK NOISE WHEN TURNING AND GOING OVER BUMPS FOUND LEFT FRONT SWAY BAR LINK WORN CAUSING NOISE REPLACED LEFT FRONT SWAY BAR LINK A04 2542 15782690 LINK					1 W Line Total.....
B	NOTED: CLUNKING NOISE IN STEERING FOUND STEERING COULUMN CLUNKING - ORDERED PARTS 7-22-08 REPLACED STEERING COLUMN , AJUSTED TOE A04 2542 19200751 COL KIT SUBLET WARRENS					TOE SET 1 W Line Total.....
C	LUBE , OIL , AND FILTER COMPLETED LOF 01 A61 2466 12605566 PF457G OIL FIL WW W/WASHER FLUID 5W30 MOTOR OIL					1 C 9.00 5 C 5 C 17.50 Line Total..... 26.50

**COPY**

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

69568NIC

MALONE		NY		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
				1G1AK55FX77		28132	02/04/09	69568
YEAR		MAKE		MODEL		COLOR	TAG NO.	
07		CHEVROLET		COBALT LS			00000	
CUST. NO.	LICENSE	HOME PHONE		WORK PHONE		STOCK NO.	PROD. DATE	SERV. ADV.
							00/00/00	NF 1894
CUST. LABOR RATE		DELIV. DATE		DELIV. MILES		MILEAGE IN	DATE IN	IN-SERV DATE
68.00		00/00/00				28132	02/04/09	00/00/00
NYS REPAIR FACILITY # 7059368 CUSTOMER SATISFACTION IS # ONE								

LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A *	CUSTOMER STATES LOUD THUMPING & CLUNKING FROM UNDERNEATH VEHICLE					
	SOUNDS LIKE SOMETHING SWAYING BACK & FORTH.					
	FOUND SPARE TIRE NOT INSTALLED PROPERLY , ALSO FOUND					
	RF SWAY BAR LINK LOOSE - REPLACED SWAY BAR LINK AND INSTALLED					
	SPRE NOT PROPERLY					
			A32 3904			
			20784686 LINK	1	W	
Line Total.....						

TOTAL-AMOUNT

NoCharge

COPY

CUSTOMER COPY - PAGE 01

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



# Barstow Motors Inc.

154 Market Street  
P.O. Box 729  
Potsdam, N.Y. 13676

Telephone  
315-265-8800 / Office  
315-265-8802 / Service Dept.  
315-265-5670 / Collision



80645NIC

MALONE NY		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.	
		1G1AK55FX7	28838	03/02/09	80645 A PART-CLOSE		
YEAR		MAKE	MODEL	COLOR	TAG NO.		
07		CHEVROLET	COBALT	RD	00000		
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
13421				07447	00/00/00	020 9480	CASH
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE		
	08/22/07	12	28838	02/24/09	00/00/00	2.2L L4 MPI DOHC NM	

THANK YOU FOR YOUR PATRONAGE. IN THE NEXT FEW DAYS  
GENERAL MOTORS WILL BE SENDING OUT A CUSTOMER SATISFACTION  
SURVEY. IF FOR ANY REASON YOU CANNOT ANSWER "COMPLETELY

"SATISFIED" PLEASE CONTACT BARSTOW MOTORS SERVICE  
DEPARTMENT MANAGEMENT TEAM AT 315-255-8802.  
STATE REG# R4450036

LINE	OP. CODE	FAIL-CD	TECH	HOURS/QT	TYPE	AMOUNT
A	STEERING/SUSPENSION; CUSTOMER STATES CLUNK IN SUSPENSION WHEN HITTING BUMP, SWAY IN VEHICLE ON RD TECH FOUND BOTH FRT LATERAL CONTROL ARM BUSHINGS SEPERATING TECH REPLACED BOTH FRT CONTROL ARM BUSHINGS					
	45		All 6111			
		25984679	BUSHING	2	W	
		9595091	COVER	1	W	
Line Total.....						
B	STEERING/SUSPENSION; TECH FOUND BOTH FRT STRUTS LEAKING OIL TECH REPLACED BOTH FRT STRUTS					
	45		All 6111			
		15876215	*STRUT KIT	1	W	
		15876216	*STRUT KIT	1	W	
Line Total.....						
C	WHEEL/TIRES; CUSTOMER STATES LT SIDE WHEEL COVER LOOSE, WONT TIGHTEN UP UNABLE TO TIGHTEN, STRIPPED, TECH ORDERED NEW WHEEL COVER TECH INSTALLED STRIPPED WHEEL COVER					
	46		All 6111			
Line Total....						

CUSTOMER COPY - PAGE 01

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

COPY

**Privileged and Confidential Information**

**What type of damage was sustained (example front end collision)**

**front end collision**

**Are the RO's attached if the vehicle was in an accident Y or N** **N**

**Has the customer filed any insurances claims on this Vehicle Y or N** **Y**

**If Yes obtain the following information below**

**Insurance Company** h/a

**Insurance Rep (First and Last Name)** h/a

**Phone** h/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** **N**

**Have you confirm this with the customer Y or N** **Y**

**List:**

**Was a Trade Repurchase offered to the customer Y or N** **N**

**(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: not eligible for remedies

Lemon Law Repurchase/Replacement: not eligible for remedies

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

**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**

**If applicable, safety-related repairs: see above**

**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 main 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): \${Amount}		

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

**SECTION 1: CUSTOMER INFORMATION**

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

**SECTION 2: VEHICLE INFORMATION**

Make: Chevrolet	Model: Cobalt	Year: 2008	Current mileage: 24995
Name(s) that appears on the vehicle title: [REDACTED]			
<b>Selling</b> dealer/city/state: Youmans Chevrolet, Macon, GA			
<b>Primary Servicing</b> dealer/city/state: Youman's Chevrolet,			
Acquired as <input type="checkbox"/> new <input checked="" type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 09/26/08		Mileage at purchase/lease:	
First repair attempt date: 05/22/09		First repair attempt mileage: 24995	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business:	Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual
Has the vehicle been in an accident/had body damage? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no			Date of accident: 02/15/09
Description of damage: Front end damage			

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

Customer wants the manufacturer to replace the vehicle.
---

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

<b>VEHICLE IDENTIFICATION NUMBER</b> _____	
<b>Lienholder/Leasing Company</b> _____	<b>Phone Number</b> _____
<b>Account Number</b> _____	

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

Case Number: CHV0938957

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

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

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



1802 E CENTRAL TEXAS EXPRESSWAY  
KILLEEN, TEXAS 76541

---

FACSIMILE TRANSMITTAL SHEET

---

TO: Brittany Bridges	FROM: Frank Johnson
COMPANY: GM CAC	DATE: 6.17.09
FAX NUMBER: 866-256-750	TOTAL OF PAGES: 4
PHONE NUMBER:	DEALER: 07-135-CHEVROLET
RE: 71-781939222	CODE:
	PHONE: (254) 200-4650
	FAX: (254) 200-4670

---

NOTES/COMMENTS:

29309

201839

**CONNELL  
CHEVROLET**

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

\*ACCOUNTING\*

COPPERAS COVE, TX  
HOME: [REDACTED] BUS:

PAGE 1

SERVICE ADVISOR: 130 KAYE MARQUEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	07	CHEVROLET COBALT	1G1AL15F777 [REDACTED]		14298/14306	T120
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
14JUL07 DD			18:00 16JUN09		0.00	CASH
R.O. OPENED	READY	OPTIONS: ENG:2.2 Liter_MFI_DOHC				
07:33 16JUN09	14:54 16JUN09					

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	C/S										
THE CRUISE CONTROL DISENGAGES WHEN THE BUTTON TO SLOW DOWN IS PRESSED, THEN RE ENGAGES WHEN IT IS RELEASED											
CAUSE: VEHICAL OPERATEING AS DESIGNED											
207 VEHICLE WORKING AS DESIGNED											
	98	WS		0.00	0.00	0	0			0.00	0.00
						0	0	TPARTS			
						0	0	TLABOR			

VERSION 1 (EMP# 98,16JUN09 14:43): 14298 VEHICAL OPERATEING AS DESIGNED  
WS 0.00 TEST DROVE WITH CUSTOMER TO DUPLICATE CONCERNE OF VEHICAL  
CRUISE CONTRL DIENGAGEING WHEN COAST IS PRESSED AND RE ENGAGEING WHEN  
COAST IS RELEASED CHECKED SYSTEM PER DOC.#1458256,#1658579.#1470165  
FOUND NO PROBLEM IN THE CRUISE CONTROL SYSTEM TEST DROVE A LIKE VEHICAL  
2008 COBALT VEHICAL CRUISE CONTROL OPERATED THE SAME ON BOTH VEHICALS.  
CUST TEST DROVE WITH ME FRANK JOHNSON IN THE LIKE VEHICAL AND SAW THAT  
BOTH VEHICALS CRUISE CONTROLS OPERATED IN THE SAME MANNER AS DESCRIBED  
IN THE VEHICALS OWNERS MANUEL FOR CRUISE CONTROL DESCRIPTION AND  
OPERATION VEHICAL IS OPERATEING TO MANUFACTURE SPECIFICATIONS AS  
DESIGNED

VERSION 2 (EMP# 98,16JUN09 14:46): 14306 VEHICAL OPERATEING AS DESIGNED  
WS 0.00 TEST DROVE WITH CUSTOMER TO DUPLICATE CONCERNE OF VEHICAL  
CRUISE CONTRL DIENGAGEING WHEN COAST IS PRESSED AND RE ENGAGEING WHEN  
COAST IS RELEASED CHECKED SYSTEM PER DOC.#1458256,#1658579.#1470165  
FOUND NO PROBLEM IN THE CRUISE CONTROL SYSTEM TEST DROVE A LIKE VEHICAL  
2008 COBALT VEHICAL CRUISE CONTROL OPERATED THE SAME ON BOTH VEHICALS.  
CUST TEST DROVE WITH ME FRANK JOHNSON IN THE LIKE VEHICAL AND SAW THAT  
BOTH VEHICALS CRUISE CONTROLS OPERATED IN THE SAME MANNER AS DESCRIBED  
IN THE VEHICALS OWNERS MANUEL FOR CRUISE CONTROL DESCRIPTION AND  
OPERATION VEHICAL IS OPERATEING TO MANUFACTURE SPECIFICATIONS AS  
DESIGNED CALLED AND SPOKE WITH TECHNICAL ASSISTANCE CENTER AND FOUND  
CONCERNE TO BE NORMAL OPERATION FOR CRUISE CONTROL TAC. CASE #10902039  
SPOKE WITH JOHN DAILEY

B CHECK FOR CODES PLEASE

CAUSE: NO CODES PRESENT

13 NO DIAGNOSTIC TROUBLE CODES PRESENT

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

## STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/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.

## DESCRIPTION

## TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY  
THIS AMOUNT

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

NOTICE PURSUANT TO 470.001, TEXAS PROPERTY CODE

I AM THE PERSON OR AN AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT. I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH 49.069, TEXAS FINANCIAL CODE, IF A WRITTEN ORDER FOR PAYMENT FOR REPAIR OF THE VEHICLE IS ISSUED, UNPAID, BECAUSE OF REPOSSESSION FUNDS, OR BECAUSE THE DRAWER OR MAKER OF THE ORDER HAS NO ACCOUNT OR THE ACCOUNT ON WHICH IT IS DRAWN HAS BEEN CLOSED.

WARRANTY COPY

Signature of Person Responsible

29309

201839

**CONNELL  
CHEVROLET**

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

\*ACCOUNTING\*

COPPERAS COVE, TX  
HOME: BUS:

PAGE 2

SERVICE ADVISOR: 130 KAYE MARQUEZ

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
		07	CHEVROLET COBALT		1G1AL15F777		14298/14306		T120
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
14JUL07 DD			18:00 16JUN09			0.00	CASH	16JUN09	
R.O. OPENED		READY		OPTIONS: ENG:2.2_Liter_MFI_DOHC					
07:33 16JUN09		14:54 16JUN09							

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
98	WS			0.00	0.00	0	0			0.00	0.00
						0	0	TPARTS			
						0	0	TLABOR			

VERSION 1 (EMP# 98,16JUN09 12:27): 14298 NO CODES PRESENT CC 0.00 USED  
TECH2 TO CHECK FOR DIAGNOSTIC TROUBL CODES IN ALL SYSTEMS ON VEHICAL NO  
CODES WERE PRESENT OR IN HISTORY.CHECKED DATA ON TCM,BCM,ECM,AND  
EPS.MODULES ALL DATA WAS AT MANUFACTURE SPECIFICATIONS  
C COURTESY TRANSPORTATION  
CAUSE:

200 COURTESY TRANSPORTATION

98	WS			0.00	0.00	0	0			0.00	0.00
						0	0	TPARTS			
						0	0	TLABOR			

D GM GOODWRENCH MULTI-POINT VISUAL INSPECTION

CAUSE: MULTI POINT INSPECTION

27 GM GOODWRENCH MULTI-POINT VISUAL INSPECTION

98	CC			0.00	0.00	0	0			0.00	0.00
----	----	--	--	------	------	---	---	--	--	------	------

VERSION 1 (EMP# 98,16JUN09 12:28): 14298 MULTI POINT INSPECTION CC 0.00  
PERFORMED GM.GOODWRENCH MULTI POINT INSPECTION PER INSPECTION SHEET  
E\*\* CHECK POWER STEERING FOR PROPER OPERATION

CAUSE: NO PROBLEM WITH STEERING SYSTEM

214 STEERING SYSTEM WORKING AS DESIGNED

98	WS			0.00	0.00	0	0			0.00	0.00
						0	0	TPARTS			
						0	0	TLABOR			

VERSION 1 (EMP# 98,16JUN09 12:58): 14298 NO PROBLEM WITH STEERING  
SYSTEM WS 0.00 SPOKE WITH CUSTOMER AND CUSTOMER STATED THAT HE HAS HAD  
NO PROBLEM WITH STEERING SYSTEM SINCE THE INTERMEDIATE STEERING SHAFT  
WAS REPOSITIONED FOR A KNOCKING NOISE REPAIRED ON 4/29/09 RO.#200282  
AND THAT HE HAS HAD NO PROBLEM WITH THE POWER STEERING SINCE THE  
STEERING COLUMN WAS REPAIRED ON 4/27/09 RO.#156705

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

## STATEMENT OF DISCLAIMER

The factory warranty constitutes all  
of the warranties with respect to  
the sale of this item/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.

## DESCRIPTION

## TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY  
THIS AMOUNT

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

CUSTOMER SIGNATURE

NOTICE PURSUANT TO 210.001, TEXAS PROPERTY CODE  
I AM THE PERSON OR AN AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO  
THIS REPAIR CONTRACT. I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REFINANCEMENT IN ACCORDANCE WITH 19.005, TEXAS BUSINESS AND  
COMMERCE CODE, IF A WRITTEN ORDER FOR PAYMENT FOR REPAIR ON THE VEHICLE IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS OR  
FUNDS, OR BECAUSE THE DRAWER OR MAKER OF THE ORDER HAS NO ACCOUNT OR THE ACCOUNT ON WHICH IT IS DRAWN HAS BEEN CLOSED.

WARRANTY COPY

Signature of Person Responsible

29309

201839

**CONNELL  
CHEVROLET**

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

\*ACCOUNTING\*

COPPERAS COVE, TX  
HOME: [REDACTED] BUS:

PAGE 3

SERVICE ADVISOR: 130 KAYE MARQUEZ

SERVICE ADVISOR: 150 RATE MARQUEZ									
COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN/ OUT		TAG
	07	CHEVROLET COBALT		1G1AL15F777			14298/14306		T120
DEL DATE	PROD. DATE	WARR. EXP	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
14JUL07 DD			18:00 16JUN09			0.00	CASH	16JUN09	
R.O. OPENED		READY		OPTIONS: ENG:2.2 Liter MFI DOHC					

07:33 16JUN09 14:54 16JUN09

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

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 \*\*\*

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
[REDACTED]	0	0		[REDACTED]	0	0	
	0	*****			0	*****	

**COST, SALE, & COMP TOTALS**

0 0 0

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

**STATEMENT OF DISCLAIMER**

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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

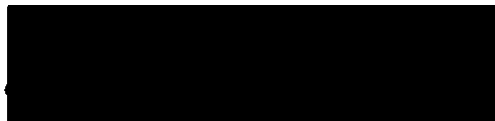
CUSTOMER SIGNATURE

NOTICE PURSUANT TO 476.009, TEXAS PROPERTY CODE  
I AM THE PERSON OR AN AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT. I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH 19.006, TEXAS BUSINESS AND COMMERCE CODE, IF A WRITTEN ORDER FOR PAYMENT FOR REPAIR ON THE VEHICLE IS STOPPED, DEPOSITED BECAUSE OF INSUFFICIENT FUNDS, OR FUNDS, OR BECAUSE THE DRAWER OR MAKER OF THE ORDER HAS NO ACCOUNT ON THE ACCOUNT ON WHICH IT IS DRAWN HAS BEEN CLOSED.

**WARRANTY COPY**

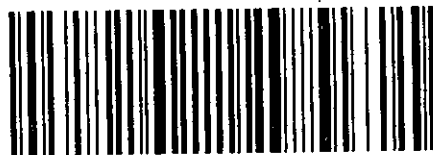
Signature of Person Responsible

From:



Copperas Cove

TX



7009 0080 0002 1386 8271

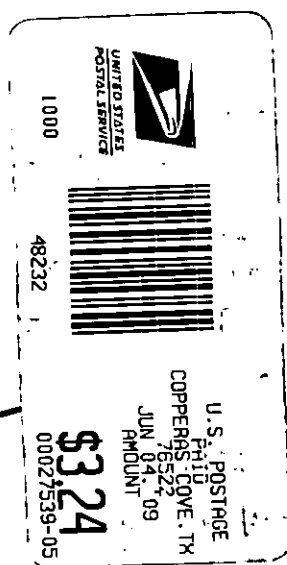
05-26 05P12:16 RCVD

Ready **P**ost.

Document Mailer

48232+3170

To: General Motors Corporation  
P.O. Box 33170  
Detroit, Michigan  
48232-5170



[REDACTED]  
Copperas Cove, TX, [REDACTED]  
[REDACTED]

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 [REDACTED] 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,

[REDACTED]



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

June 29, 2011

[REDACTED]  
Fairfax, VA [REDACTED]

Dear [REDACTED],

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

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

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

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

Sincerely,

Chevrolet Customer Assistance Center  
Service Request: 71-733366475

Issued by:  
***Chevrolet***

Certificate No. 1G1AZ52F657

Issue Date: June 29, 2011

Issued exclusively for:

[REDACTED]  
Fairfax, VA [REDACTED]

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)

GM GlobalConnect - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Reload Home Search Favorites RSS Print Mail

Address [Redacted]

Vehicle Category:	GM, Used	Plan Customer:	Individual
Division:	Chevrolet	Customer Type:	Owner
VIN:	1G1AK55F877 [Redacted]	[Redacted]	
		Yankton, South Dakota, United States - [Redacted]	
		Evening Phone:	
		Primary Language:	English
		Secondary Language:	

---

**Sales Information**

Dealer Code:	32888
Action:	Add Protection Plan
Odometer:	17099

---

**Plan Lienholder**

Lienholder Type:	Other
	Chevrolet
	PO Box 33170
	Detroit, Michigan - 48232

---

**Protection Plans**

Plan Purchase Date:	07/20/2009
In Service Date:	07/20/2009
Schedule Type:	GMPP Retail
Promotion Code:	

Plan Type:	Smart Care Retail
Term:	12
Mileage Limit:	12000
Deductible:	0
Rental Type:	None
Plan Price:	\$ 0.00
Tax:	\$ 0.00
Total:	\$ 0.00

Done

start Jamal Gaddie - I... Internet Exp... Untitled - Notepad Microsoft Of... Micro



## Transaction Details



Click the "Print" button in order to keep a record of this transaction detail. After you review the transaction details, click "Close Window".

VIN: 1G1AK55F877

Status: Pending

Dealer Code: 32888

User ID: 1w3qhs

Transaction Date: 07/20/2009

User Role: Central Office Administrator

Transaction Type: GM Protection Plan

Timestamp Date: 2009-07-23-12:26:07.484000

Transaction Messages:

1097 - GMPP sent to MIC



Jamal Gaddie - I...

Internet Exp...

Untitled - Notepad

Microsoft Of...

Micro

June 29, 2011

[REDACTED]  
Yankton, SD [REDACTED]

Dear [REDACTED]

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP) for the Smart Care plan on your 2007 Chevrolet Cobalt, Vehicle Identification Number 1G1AK55F877[REDACTED]. 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](http://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](http://www.gmownercenter.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

By: Daniel Ramones State: AZ

## Only customer's last name to be recorded

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](mailto:miklos.gonzalez@gm.com)

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?

[illegible]

☐ Knob

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
12/17/08	192320	2	12,124	Customer sts: Shifter knob has fallen off. Came apart. -Shifter knob replaced.

☐ Paint

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
12/26/08	192456	1	12,408	Customer sts: paint is peeling on rear drivers side door.  -No work done at this time.
1/5/09	192617	□	12,822	Customer sts: paint chips and white marks on driver front and rear door.  -Cleaned area.

☐ Windshield

<u>Date:</u>	<u>RO</u> <input type="checkbox"/>	<u>Days</u> <u>Out:</u>	<u>Mileag</u> <u>e:</u>	<u>Description of Complaint and Repair Performed:</u>
12/26/08	192456	<input type="checkbox"/>	12,408	Customer sts: top of windshield moulding appears to be warped.  -Found trim defective. Special ordered windshield with moulding.
1/5/09	192617	2	12,822	Installed new Special ordered windshield.

☐ Door chrome handle

<u>Date:</u>	<u>RO</u> <input type="checkbox"/>	<u>Days</u> <u>Out:</u>	<u>Mileag</u> <u>e:</u>	<u>Description of Complaint and Repair Performed:</u>
12/26/08	192456	<input type="checkbox"/>	12,408	Customer sts: drivers side front door inner handle chrome is coming apart.  -Found handle defective. Ordered new handle.
1/5/09	192617	<input type="checkbox"/>	12,822	Installed special order door handle.

☒ Starting issues

<u>Date:</u>	<u>RO</u> <input type="checkbox"/>	<u>Days</u> <u>Out:</u>	<u>Mileag</u> <u>e:</u>	<u>Description of Complaint and Repair Performed:</u>
3/24/09	194195	1	15,424	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> <input type="checkbox"/>	<u>Days</u> <u>Out:</u>	<u>Mileag</u> <u>e:</u>	<u>Description of Complaint and Repair Performed:</u>
4/21/09	194732	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 failure. Replaced steering column assembly.
5/20/09	195268	1	17,426	Cust sts has no power steering  Found steering column operating intermittently. Replaced steering column. Road tested ok.
5/21/09	195316	2	17,492	Cust sts has loss of power steering  Dlr 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 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: ☒

CRS FINAL OFFER:	Denial	DATE: 7/20/09	CUST declined. Withdrew claim to sue GM
Goodwill: None	Attorney Fees (if applicable): N/A		



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



CELL: [REDACTED]

CUSTOMER NO. <b>49965</b>	ADVISOR <b>JON</b>	TAG NO. <b>39536</b>	INVOICE DATE <b>06/26/09</b>	INVOICE NO. <b>CVCS195750</b>
[REDACTED] <b>CASA GRANDE, AZ</b>	LABOR RATE	LICENSE NO.	MILEAGE <b>18,474</b>	COLOR <b>LASER BLUE/</b>
	YEAR / MAKE / MODEL <b>07/CHEVROLET/COBALT/4 DR SEDAN</b>			STOCK NO. <b>C7190</b>
	VEHICLE I.D. NO. <b>1 G 1 A K 5 5 F 2 7 7</b>			DELIVERY DATE <b>10/27/07</b>
	F.T.E. NO.			DELIVERY MILES <b>11</b>
		P.O. NO.	SELLING DEALER NO. <b>5</b>	PRODUCTION DATE
	R.O. DATE <b>06/16/09</b>			REPRINT# <b>2</b>
COMMENTS				

MO: 18546

## JOB# 1 CHARGES-----

LABOR-----  
J# 1 09CVZ FRONT SUSP TECH(S):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)

## TOTALS-----

THANK YOU FOR LETTING HENRY BROWN AUTOMOTIVE SERVICE  
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  
TEAM. THANK YOU.

HENRY BROWN AUTOMOTIVE  
P O BOX 11306  
CASA GRANDE, AZ 85230

\*\*\*\*\*

CASH	MASTERCARD	AMEX	WARR
CHECK	CHECK#	INTERNAL	CHARGE
VISA	BODY SHOP	OTHER	CASHIER

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

TOTAL INVOICE \$ 0.00



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 EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES 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 \_\_\_\_\_

CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF

CUSTOMER SIGNATURE

\*\*\*\*\*

DUPLICATE INVOICE

\*\*\*\*\*



## BBB AUTO LINE

### AGREEMENT TO ARBITRATE

Date: 07/15/2009

Case Number: CHV0940586

Customer: [REDACTED]

Business: Chevrolet

Mfr-Info: 1716 AZ 1G1AK55F277 [REDACTED]

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)

\*  
\*  
\*  
\*  
\*  
\*

(\* 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**

Chw 940586

Case number: CHW0938020  
Contact Date: 05/15/09  
Start Date: 05/15/09

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

**SECTION 1: CUSTOMER INFORMATION**

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

**SECTION 2: VEHICLE INFORMATION**

Make: Chevrolet	Model: Cobalt	Year: 2007	Current mileage: 16830
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: Henry Brown Automotive, Casa Grande, AZ			
Primary Servicing dealer/city/state: Henry Brown Automotive,			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 10/27/07		Mileage at purchase/lease: 11 mile	
First repair attempt date: 12/18/08		First repair attempt mileage: 12124	
How often is the vehicle used <u>every day</u> for business purposes (percentage): 0 %		Number of vehicles owned 1 or leased by the business: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no		Date of accident: [REDACTED]	
Description of damage: <u>N/A</u>			

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

She is asking for GM to stick behind their word and provide her with a reliable and safe vehicle that she can drive daily.

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

VEHICLE IDENTIFICATION NUMBER 1G1AK55F277381420	
Lienholder/Leasing Company <u>Chase Bank</u>	Phone Number _____
Account Number _____	

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

 Case Number: ~~CH 09-18820~~

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
<b>Example:</b>				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
unable to turn steering wheel/power steering light came on	Henry Brown	1	April 21, 2009 Mileage 16,830	Yes
gear shift knob came off	Henry Brown	1	Dec. 18-2008, @ Mileage 12,124	no
molding around windshield came apart	Henry Brown	2	01-06-2009 Mileage 12,822	no
car wouldn't start	Henry Brown	1	March 23, 2009 Mileage 15,424	no
Unable to turn the steering wheel	Henry Brown	2	Mar 20-2009 Mileage 17,426	Yes
unable to turn the steering wheel	Henry Brown	3	May 22, 2009 Mileage 17,492	Yes

 Total days out of service for all problems: 14

 Signature of Titled Owner(s) \_\_\_\_\_ Date 05-26-09

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

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

May 13, 2009

Casa Grande-AZ

**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 Grande, 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.

CMV0938020  
csdocs

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 8<sup>th</sup> 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 RESPONSIBILITY 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 above three supportive links please email me at [REDACTED] will forward you the links.

Phone: [REDACTED]



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Casa Grande, AZ 85222  
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CUSTOMER NO. <b>49965</b>	ADVISOR <b>JON</b>	39536	TAG NO. <b>1774</b>	INVOICE DATE <b>12/18/08</b>	INVOICE NO. <b>CVCS192320</b>
<b>CASA GRANDE, AZ</b>	LABOR RATE	LICENSE NO.	MILEAGE <b>12,124</b>	COLOR <b>LASER BLUE/</b>	STOCK NO. <b>C7190</b>
	YEAR / MAKE / MODEL <b>07/CHEVROLET/COBALT/4 DR SEDAN</b>			DELIVERY DATE <b>10/27/07</b>	DELIVERY MILES <b>11</b>
	VEHICLE I.D. NO. <b>1 G 1 A K 5 5 F 2 7 7</b>			SELLING DEALER NO. <b>5</b>	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE <b>12/17/08</b>
	COMMENTS				

MO: 12124

JOB# 1 CHARGES-----

LABOR-----

J# 1 16CVZ BODY ELECTRICAL TECH(S):40618 WARRANTY

CUST STATES SHIFTER KNOB FALLING OUT  
CAME APART  
REPLACED SHIFTER KNOB

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	WARRANTY-----
	1	22706232	HANDLE 4.006 227062		
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  
FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED WITH YOUR  
SERVICE EXPERIENCE, PLEASE SEE A MEMBER OF OUR MANAGEMENT  
TEAM. THANK YOU.

HENRY BROWN AUTOMOTIVE  
P O BOX 11306  
CASA GRANDE, AZ 85230

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

**TOTAL INVOICE \$ 0.00**

CASH	MASTERCARD	AMEX	WARR
CHECK	CHECK#	INTERNAL	CHARGE
VISA	BODY SHOP	OTHER	CASHIER

CUSTOMER SIGNATURE  
\*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

Ref # 71-719-395-962



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 EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES 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 \_\_\_\_\_  
CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF



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CUSTOMER NO. <b>49965</b>	ADVISOR <b>JON</b>	TAG NO. <b>39536 1482</b>	INVOICE DATE <b>12/26/08</b>	INVOICE NO. <b>CVCS192456</b>
<b>CASA GRANDE, AZ</b>	LABOR RATE	LICENSE NO.	MILEAGE <b>12,408</b>	COLOR <b>LASER BLUE/</b>
	YEAR / MAKE / MODEL <b>07/CHEVROLET/COBALT/4 DR SEDAN</b>			STOCK NO. <b>C7190</b>
	VEHICLE I.D. NO. <b>1 G 1 A K 5 5 F 2 7 7</b>			DELIVERY DATE <b>10/27/07</b>
	F.T.E. NO.			DELIVERY MILES <b>11</b>
P.O. NO.			SELLING DEALER NO. <b>5</b>	PRODUCTION DATE
R.O. DATE <b>12/26/08</b>				
COMMENTS				
<b>MO: 12408</b>				

CUSTOMER STATES DRIVERS SIDE REAR DOOR EDGE PAINT IS PEELING  
INSPECT AND ADVISE  
NO WORK DONE AT THIS TIME

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----

LABOR-----  
J# 4 17CVZ-TRIM MISC TRIM TECH(S):40855 WARRANTY  
CUSTOMER STATES TOP OF WINDSHIELD MOULDING APPEARS TO BE  
WARPED-INSPECT AND ADVISE  
FOUND WINDSHIELD MOULDING DEFECTIVE  
ORDERED SOP WINDSHIELD W/MOULDING

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	0	15791707	WINDSHIEL 10.027 15		
PART ON SPECIAL ORDER					
** QUANTITY 1 IS SPECIAL ORDERED **					
TOTAL - PARTS				0.00	

JOB# 4 TOTALS-----

JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES-----

LABOR-----  
J# 5 17CVZ-MLDG MISC TRIM TECH(S):40855 WARRANTY  
CUSTOMER STATES DRIVERS SIDE FRONT DOOR INNER HANDLE CHROME  
IS COMING APART -INSPECT AND ADVISE  
FOUND HANDLE DEFECTIVE  
ORDERED NEW HANDLE

JOB# 5 TOTALS-----

JOB# 5 JOURNAL PREFIX CVCS JOB# 5 TOTAL 0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	HAZS	HAZARDOUS WASTE DISPOSAL FEE		1.00
TOTAL - MISC				1.00

ESTIMATE-----  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
ORIGINAL ESTIMATE OF \$33.26 (+TAX)

COMMENTS-----  
WAITER

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**  
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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to be done along with the necessary material, and  
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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 \_\_\_\_\_  
CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF



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



CUSTOMER NO. <b>49965</b>	ADVISOR <b>JON</b>	39536	TAG NO. <b>1207</b>	INVOICE DATE <b>01/06/09</b>	INVOICE NO. <b>CVCS192617</b>
<b>CASA GRANDE, AZ</b>	LABOR RATE	LICENSE NO.	MILEAGE <b>12,822</b>	COLOR <b>LASER BLUE/</b>	STOCK NO. <b>C7190</b>
	YEAR / MAKE / MODEL <b>07/CHEVROLET/COBALT/4 DR SEDAN</b>			DELIVERY DATE <b>10/27/07</b>	DELIVERY MILES <b>11</b>
	VEHICLE I.D. NO. <b>1 G 1 A K 5 5 F 2 7 7</b>			SELLING DEALER NO. <b>5</b>	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE <b>01/05/09</b>
RE			COMMENTS		
<b>MO: 12822</b>					

**JOB# 1 CHARGES**

LABOR-----  
J# 1 17CVZ INT/EXT TRIM TECH(S):40618 WARRANTY  
CUST STATES MOLDING AROUND WINDSHIELD WARPED  
DIAG AND FOUND SEAL ATTACHED TO WINDSHIELD WARPED  
REPLAQCED WINDSHIELD

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----  
1 15791707 WINDSHIEL 10.027 15 TOTAL - PARTS WARRANTY 0.00

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----  
152690 20018 01/06/09 INSTALL WS TOTAL - SUBLET WARRANTY 0.00

**JOB# 1 TOTALS**

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

**JOB# 2 CHARGES**

LABOR-----  
J# 2 17CVZ-DOOR DOORS TECH(S):40618 WARRANTY  
CUST STATES PAINT CHIPS AND WHITE MARKS ON DRIVERS FRONT AND  
DRIVERS REAR DOOR  
CLEANED AREA

**JOB# 2 TOTALS**

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

**JOB# 3 CHARGES**

LABOR-----  
J# 3 16CVZ BODY ELECTRICAL TECH(S):40618 WARRANTY  
CUST STATES DRIVERS FRONT INSIDE DOOR HANDLE PEELING  
HANDLE PEELING  
REPLACE PEELING INSIDE DOOR HANDLE

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----  
1 22722747 BEZEL 10.515 227227 TOTAL - PARTS WARRANTY 0.00

**JOB# 3 TOTALS**

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

**ESTIMATE**

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



**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 EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

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

CUSTOMER NO. <b>49965</b>	ADVISOR <b>JON</b>	39536	TAG NO. <b>1812</b>	INVOICE DATE <b>03/24/09</b>	INVOICE NO. <b>CVCS194195</b>
<b>CASA GRANDE, AZ</b>	LABOR RATE	LICENSE NO.	MILEAGE <b>15,424</b>	COLOR <b>LASER BLUE/</b>	STOCK NO. <b>C7190</b>
	YEAR / MAKE / MODEL <b>07/CHEVROLET/COBALT/4 DR SEDAN</b>			DELIVERY DATE <b>10/27/07</b>	DELIVERY MILES <b>11</b>
	VEHICLE I.D. NO. <b>1 G 1 A K 5 5 F 2 7 7</b>			SELLING DEALER NO. <b>5</b>	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE <b>03/24/09</b>
RE	COMMENTS				<b>MO: 15424</b>

**JOB# 1 CHARGES**

LABOR  
J# 1 16CVZ BODY ELECTRICAL TECH(S): 40764 WARRANTY

CUST STATES KEY WOULD NOT TURN IN IGNITION  
FOUND KEY BINDING IN IGNITION, PERFORMED DIAG FOUND IGNITION  
CYLINDER INTERNALY BINDING.  
REPLACED IGNITION LOCK CYLINDER. TESTS GOOD, REPAIR  
COMPLETE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	25848845	CYLINDER 2.188 2584		
				TOTAL - PARTS	0.00

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	WARRANTY
	153982	732578	03/24/09	KEY CYL	
				TOTAL - SUBLET	0.00

MISC	CODE	DESCRIPTION	CONTROL NO	WARRANTY
	Z5	Z5000 PARTS ALLOWANCE		
			TOTAL - MISC	0.00

**JOB# 1 TOTALS**

**JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00**

**JOB# 2 CHARGES**

LABOR  
J# 2 01CVZ-LOF/SPEC \*LUBE OIL & FILTER TECH(S): 40764 10.40

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, measure tread depth & set tire pressure  
Condition of air filter, belts & leaks  
Undercarriage for damage & leaks  
Wiper blades  
MAINTENANCE.  
PERFORMED LOF SERVICE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	12605566	FILTER 1.836 126055	5.60	
				TOTAL - PARTS	5.60

G.O.G. & SUPPLIES	5.0	10W30	@ 2.590 /UNIT	12.95	
				TOTAL - GOG	12.95

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

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SIGNED \_\_\_\_\_  
CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HERE OF



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Casa Grande, AZ 85222  
(520) 836-2147 • (602) 252-3891 • (800) 825-9450



CUSTOMER NO. <b>49965</b>	ADVISOR <b>JON</b>	39536	TAG NO. <b>1263</b>	INVOICE DATE <b>04/22/09</b>	INVOICE NO. <b>CVCS194732</b>
<b>CASA GRANDE, AZ</b>	LABOR RATE	LICENSE NO.	MILEAGE <b>16,830</b>	COLOR <b>LASER BLUE/</b>	STOCK NO. <b>C7190</b>
	YEAR / MAKE / MODEL <b>07/CHEVROLET/COBALT/4 DR SEDAN</b>			DELIVERY DATE <b>10/27/07</b>	DELIVERY MILES <b>11</b>
	VEHICLE I.D. NO. <b>1 G 1 A K 5 5 F 2 7 7</b>			SELLING DEALER NO. <b>5</b>	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE <b>04/21/09</b>
COMMENTS			<b>MO: 16834</b>		

JOB# 1 CHARGES

LABOR  
J# 1 16CVZ BODY ELECTRICAL TECH(S): 40764 WARRANTY  
CUSTOMER STATES POWER STEERING WHEEL LOCKS UP WHILE DRIVING A  
N DISPLAY READS POWER STEERING  
FOUND LIGHT ON, PERFORMED DIAG 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.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	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  
FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED WITH YOUR  
SERVICE EXPERIENCE, PLEASE SEE A MEMBER OF OUR MANAGEMENT  
TEAM. THANK YOU.

HENRY BROWN AUTOMOTIVE  
P O BOX 11306  
CASA GRANDE, AZ 85230

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

TOTAL INVOICE \$ 0.00

\*\*\*\*\*  
CASH MASTERCARD AMEX WARR  
CHECK CHECK# INTERNAL CHARGE  
VISA BODY SHOP OTHER CASHIER

CUSTOMER SIGNATURE



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LIMITED WARRANTY

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Casa Grande, AZ 85222  
(520) 836-2147 • (602) 252-3891 • (800) 825-9450



CUSTOMER NO.	49965	ADVISOR	JON	39536	TAG NO.	1774	INVOICE DATE	12/18/08	INVOICE NO.	CVCS192320
[REDACTED] CASA GRANDE, AZ [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE	12,124	COLOR	LASER BLUE/	STOCK NO.	C7190		
	YEAR / MAKE / MODEL	07/CHEVROLET/COBALT/4 DR SEDAN				DELIVERY DATE	10/27/07	DELIVERY MILES	11	
	VEHICLE I.D. NO.	1 G 1 A K 5 5 F 2 7 7 [REDACTED]				SELLING DEALER NO.	5	PRODUCTION DATE		
	F.T.E. NO.	P.O. NO.	R.O. DATE	12/17/08						
	RESIDENCE STATE	BUYER'S STATE	COMMENTS							

MO: 12124

**JOB# 1 CHARGES**

LABOR-----  
 J# 1 16CVZ BODY ELECTRICAL TECH(S): 40618 WARRANTY

CUST STATES SHIFTER KNOB FALLING OUT  
CAME APART  
REPLACED SHIFTER KNOB

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	22706232	HANDLE 4.006 227062		0.00
TOTAL - PARTS					

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  
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  
TEAM. THANK YOU.

HENRY BROWN AUTOMOTIVE  
P O BOX 11306  
CASA GRANDE, AZ 85230

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

<b>TOTAL INVOICE \$</b>	<b>0.00</b>
-------------------------	-------------



**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 \_\_\_\_\_

CASH	MASTERCARD	AMEX	WARR
CHECK	CHECK#	INTERNAL	CHARGE
VISA	BODY SHOP	OTHER	CASHIER

CUSTOMER SIGNATURE  
\*\*\*\*\*

DUPLICATE INVOICE

Ref. # 71-719-395-962



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



CUSTOMER NO. <b>49965</b>	ADVISOR <b>JON</b>	TAG NO. <b>39536</b>	INVOICE DATE <b>12/26/08</b>	INVOICE NO. <b>CVCS192456</b>
<b>CASA GRANDE, AZ</b>	LABOR RATE	LICENSE NO.	MILEAGE <b>12,408</b>	COLOR <b>LASER BLUE/</b>
	YEAR / MAKE / MODEL <b>07/CHEVROLET/COBALT/4 DR SEDAN</b>		DELIVERY DATE <b>10/27/07</b>	STOCK NO. <b>C7190</b>
	VEHICLE I.D. NO. <b>1 G 1 A K 5 5 F 2 7 7</b>		DELIVERY MILES <b>11</b>	PRODUCTION DATE
	F.T.E. NO.	R.O. NO.	SELLING DEALER NO. <b>5</b>	R.O. DATE <b>12/26/08</b>
RE	COMMENTS			

MO: 12408

CUSTOMER STATES DRIVERS SIDE REAR DOOR EDGE PAINT IS PEELING  
INSPECT AND ADVISE  
NO WORK DONE AT THIS TIME

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----

LABOR-----  
J# 4 17CVZ-TRIM MISC TRIM TECH(S) 40855 WARRANTY  
CUSTOMER STATES TOP OF WINDSHIELD MOULDING APPEARS TO BE  
WARPED-INSPECT AND ADVISE  
FOUND WINDSHIELD MOULDING DEFECTIVE  
ORDERED SOP WINDSHIELD W/MOULDING

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	0	15791707	WINDSHIEL 10.027 15		
PART ON SPECIAL ORDER					
** QUANTITY 1 IS SPECIAL ORDERED **					
TOTAL - PARTS				0.00	

JOB# 4 TOTALS-----

JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES-----

LABOR-----  
J# 5 17CVZ-MLDG MISC TRIM TECH(S) 40855 WARRANTY  
CUSTOMER STATES DRIVERS SIDE FRONT DOOR INNER HANDLE CHROME  
IS COMING APART -INSPECT AND ADVISE  
FOUND HANDLE DEFECTIVE  
ORDERED NEW HANDLE

JOB# 5 TOTALS-----

JOB# 5 JOURNAL PREFIX CVCS JOB# 5 TOTAL 0.00

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	HAZ	HAZARDOUS WASTE DISPOSAL FEE	
TOTAL - MISC			1.00

ESTIMATE-----  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
ORIGINAL ESTIMATE OF \$33.26 (+TAX)

COMMENTS  
WAITER

Thank you for  
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If our service was  
satisfactory tell your  
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SIGNED \_\_\_\_\_





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Casa Grande, AZ 85222  
(520) 836-2147 • (602) 252-3891 • (800) 825-9450



CUSTOMER NO. <b>49965</b>	ADVISOR <b>JON</b>	TAG NO. <b>39536</b>	INVOICE DATE <b>01/06/09</b>	INVOICE NO. <b>CVCS192617</b>
CASA GRANDE, AZ	LABOR RATE	LICENSE NO.	MILEAGE <b>12,822</b>	COLOR <b>LASER BLUE/</b>
	YEAR / MAKE / MODEL <b>07/CHEVROLET/COBALT/4 DR SEDAN</b>			STOCK NO. <b>C7190</b>
	VEHICLE I.D. NO. <b>1 G 1 A K 5 5 F 2 7 7</b>			DELIVERY DATE <b>10/27/07</b>
	F.T.E. NO.			DELIVERY MILES <b>11</b>
		R.Q. NO.	SELLING DEALER NO. <b>5</b>	PRODUCTION DATE
	R.O. DATE <b>01/05/09</b>			
COMMENTS				<b>MO: 12822</b>

## JOB# 1 CHARGES

LABOR  
J# 1: 17CVZ INT/EXT TRIM TECH(S): 40618 WARRANTY  
CUST STATES MOLDING AROUND WINDSHIELD WARPED  
DIAG AND FOUND SEAL ATTACHED TO WINDSHIELD WARPED  
REPLAQCED WINDSHIELD

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----  
1 15791707 WINDSHIEL 10.027 15  
TOTAL - PARTS WARRANTY 0.00

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----  
152690 20018 01/06/09 INSTALL WS  
TOTAL - SUBLET WARRANTY 0.00

## JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

## JOB# 2 CHARGES

LABOR  
J# 2: 17CVZ DOOR DOORS TECH(S): 40618 WARRANTY  
CUST STATES PAINT CHIPS AND WHITE MARKS ON DRIVERS FRONT AND  
DRIVERS REAR DOOR  
CLEANED AREA

## JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

## JOB# 3 CHARGES

LABOR  
J# 3: 16CVZ BODY ELECTRICAL TECH(S): 40618 WARRANTY  
CUST STATES DRIVERS FRONT INSIDE DOOR HANDLE PEELING  
HANDLE PEELING  
REPLACE PEELING INSIDE DOOR HANDLE

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----  
1 22722747 BEZEL 10.515 227227  
TOTAL - PARTS WARRANTY 0.00

## JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

## ESTIMATE

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



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 \_\_\_\_\_



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



CUSTOMER NO. <b>49965</b>	ADVISOR <b>JON</b>	39536	TAG NO. <b>1812</b>	INVOICE DATE <b>03/24/09</b>	INVOICE NO. <b>CVCS194195</b>
<b>CASA GRANDE, AZ</b>	LABOR RATE	LICENSE NO.	MILEAGE <b>15,424</b>	COLOR <b>LASER BLUE/</b>	STOCK NO. <b>C7190</b>
	YEAR / MAKE / MODEL <b>07/CHEVROLET/COBALT/4 DR SEDAN</b>			DELIVERY DATE <b>10/27/07</b>	DELIVERY MILES <b>11</b>
	VEHICLE I.D. NO. <b>1 G 1 A K 5 5 F 2 7 7</b>			SELLING DEALER NO. <b>5</b>	PRODUCTION DATE
	F.T.E. NO.			R.O. NO.	R.O. DATE <b>03/24/09</b>
COMMENTS			<b>MO: 15424</b>		

## JOB# 1 CHARGES

LABOR  
J# 1.16CVZ BODY ELECTRICAL TECH(S) 40764 WARRANTY  
CUST STATES KEY WOULD NOT TURN IN IGNITION  
FOUND KEY BINDING IN IGNITION. PERFORMED DIAG FOUND IGNITION  
CYLINDER INTERNAL BINDING.  
REPLACED IGNITION LOCK CYLINDER. TESTS GOOD. REPAIR  
COMPLETE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	25848845	CYLINDER 2.100 2584		0.00
TOTAL - PARTS					

SUBLET	PO#	VEND	INV#	INV. DATE	DESCRIPTION	WARRANTY
	153982	732578		03/24/09	KEY CYL	0.00
TOTAL - SUBLET						

MISC	CODE	DESCRIPTION	CONTROL NO.	WARRANTY
	Z5	Z5000 PARTS ALLOWANCE		0.00
TOTAL - MISC				

JOB# 1 TOTALS  
JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

## JOB# 2 CHARGES

LABOR  
J# 2.01CVZ LOF/SPEC \*LUBE OIL & FILTER TECH(S) 40764 10.40  
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, measure tread depth & set tire pressure  
Condition of air filter, belts & leaks  
Undercarriage for damage & leaks  
Wiper blades  
MAINTENANCE.  
PERFORMED LOF SERVICE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	12605566	FILTER 1.836 126055	5.60	5.60
TOTAL - PARTS					

G.O.G. & SUPPLIES	5.0	10W30	@	2.590 /UNIT	12.95
TOTAL - GOG					12.95



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SIGNED \_\_\_\_\_  
CUSTOMER AUTHORITY DOES NOT EXTEND TO ANY OTHER



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CUSTOMER NO. <b>49965</b>	ADVISOR <b>JON</b>	39536	TAG NO. <b>1263</b>	INVOICE DATE <b>04/22/09</b>	INVOICE NO. <b>CVCS194732</b>
[REDACTED] <b>CASA GRANDE, AZ</b>	LABOR RATE	LICENSE NO.	MILEAGE <b>16,830</b>	COLOR <b>LASER BLUE/</b>	STOCK NO. <b>C7190</b>
	YEAR / MAKE / MODEL <b>07/CHEVROLET/COBALT/4 DR SEDAN</b>			DELIVERY DATE <b>10/27/07</b>	DELIVERY MILES <b>11</b>
	VEHICLE I.D. NO. <b>1 G 1 A K 5 5 F 2 7 7</b>			SELLING DEALER NO. <b>5</b>	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.	R.O. DATE <b>04/21/09</b>	
COMMENTS				<b>MO: 16834</b>	

## JOB# 1 CHARGES

LABOR  
JOB# 1 16CVZ BODY ELECTRICAL TECH(S): 40764 WARRANTY

CUSTOMER STATES POWER STEERING WHEEL LOCKS UP WHILE DRIVING A  
N DISPLAY READS POWER STEERING  
FOUND LIGHT ON, PERFORMED DIAG 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.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1		19200751	COLUMN KI 6.518 192		0.00
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  
FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED WITH YOUR  
SERVICE EXPERIENCE, PLEASE SEE A MEMBER OF OUR MANAGEMENT  
TEAM. THANK YOU.

HENRY BROWN AUTOMOTIVE  
P O BOX 11306  
CASA GRANDE, AZ 85230

CASH	MASTERCARD	AMEX	WARR
CHECK	CHECK#	INTERNAL	CHARGE
VISA	BODY SHOP	OTHER	CASHIER

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

**TOTAL INVOICE \$ 0.00**

*4/22/09*

CUSTOMER SIGNATURE

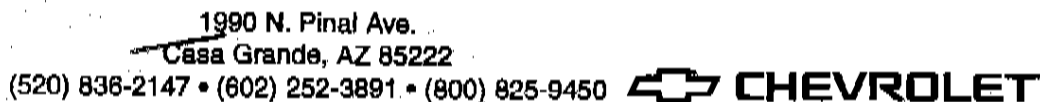



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SIGNED \_\_\_\_\_



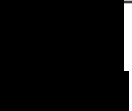
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 CASA GRANDE, AZ		LABOR RATE		LICENSE NO.		MILEAGE	17,492	COLOR	LASER BLUE/	STOCK NO.	C7190
		YEAR / MAKE / MODEL						DELIVERY DATE	DELIVERY MILES		
		07/CHEVROLET/COBALT/4 DR SEDAN						10/27/07	11		
		VEHICLE I.D. NO.						SELLING DEALER NO.	PRODUCTION DATE		
		1 G 1 A K 5 5 F 2 7 7						5			
		F.T.E. NO.			P.O. NO.			R.O. DATE			
								05/21/09			
		COMMENTS									
		MO: 17530									

05/28/2009 07:47





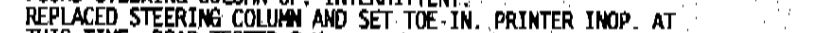



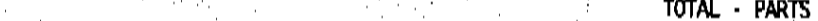

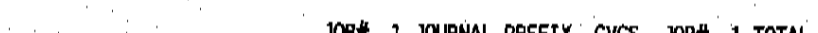
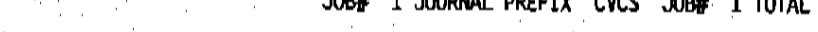




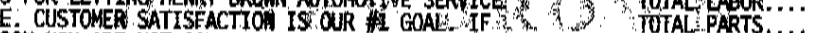




























1880 N. Pinal Ave.  
Casa Grande, AZ 85222  
(520) 836-2147 • (602) 252-3891 • (800) 825-9450  **CHEVROLET**

CELL: 

CUSTOMER NO. <b>49965</b>	ADVISOR <b>JON</b>	39536	TAG NO. <b>1547</b>	INVOICE DATE <b>05/20/09</b>	INVOICE NO. <b>CVCS195268</b>
CASA GRANDE, AZ 	LABOR RATE	LICENSE NO.	MILEAGE <b>17,426</b>	COLOR <b>LASER BLUE/</b>	STOCK NO. <b>C7190</b>
	YEAR / MAKE / MODEL <b>07/CHEVROLET/COBALT/4 DR SEDAN</b>			DELIVERY DATE <b>10/27/07</b>	DELIVERY MILES <b>11</b>
	VEHICLE I.D. NO. <b>1G1AK55F277</b>			SELLING DEALER NO. <b>5</b>	PRODUCTION DATE
	F.T.E. NO.			R.O. NO.	R.O. DATE <b>05/20/09</b>
COMMENTS					

MO: 17428

JOB# 1 CHARGES

LABOR  
JOB# 1 09CVZ                                           

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	WARRANTY
	1	19200751	COLUMN KI 6.518 192		0.00
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

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FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED WITH YOUR  
SERVICE EXPERIENCE, PLEASE SEE A MEMBER OF OUR MANAGEMENT  
TEAM. THANK YOU.

HENRY BROWN AUTOMOTIVE  
P O BOX 11306  
CASA GRANDE, AZ 85230

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

TOTAL INVOICE \$ 0.00

CASH	MASTERCARD	AMEX	VISA
CHECK	CHECK#	INTERNAL	CHARGE
VISA	BODY SHOP	OTHER	CASHIER

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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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,  
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left in car.

SIGNED \_\_\_\_\_  
CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF

CUSTOMER SIGNATURE

**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 8<sup>th</sup> 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 May 19 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



CELL: [REDACTED]

CUSTOMER NO. <b>49965</b>	ADVISOR <b>JON</b>	39536	TAG NO. <b>1148</b>	INVOICE DATE <b>05/22/09</b>	INVOICE NO. <b>CVCS195316</b>
<b>CASA GRANDE, AZ</b>	LABOR RATE	LICENSE NO.	MILEAGE <b>17,492</b>	COLOR <b>LASER BLUE/</b>	STOCK NO. <b>C7190</b>
	YEAR / MAKE / MODEL <b>07/CHEVROLET/COBALT/4 DR SEDAN</b>			DELIVERY DATE <b>10/27/07</b>	DELIVERY MILES <b>11</b>
	VEHICLE I.D. NO. <b>1 G 1 A K 5 5 F 2 7 7</b>			SELLING DEALER NO. <b>5</b>	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE <b>05/21/09</b>
COMMENTS					

MO: 17530

JOB# 1 CHARGES-----

LABOR-----  
J# 1 09CVZ FRONT SUSP TECH(S) 56119 WARRANTY  
CUST STATES 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.

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

ESTIMATE-----  
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TOTALS-----

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HENRY BROWN AUTOMOTIVE  
P O BOX 11306  
CASA GRANDE, AZ 85230

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

TOTAL INVOICE \$ 0.00

\*\*\*\*\*  
CASH      MASTERCARD      AMEX      WARR  
CHECK      CHECK#      INTERNAL      CHARGE  
VISA      BODY SHOP      OTHER      CASHIER

CUSTOMER SIGNATURE



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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 EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

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SIGNED \_\_\_\_\_  
CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF



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



CELL: [REDACTED]

CUSTOMER NO. <b>49965</b>	ADVISOR <b>JON</b>	39536	TAG NO. <b>1547</b>	INVOICE DATE <b>05/20/09</b>	INVOICE NO. <b>CVCS195268</b>
<b>CASA GRANDE, AZ</b>	LABOR RATE	LICENSE NO.	MILEAGE <b>17,426</b>	COLOR <b>LASER BLUE/</b>	STOCK NO. <b>C7190</b>
	YEAR / MAKE / MODEL <b>07/CHEVROLET/COBALT/4 DR SEDAN</b>			DELIVERY DATE <b>10/27/07</b>	DELIVERY MILES <b>11</b>
	VEHICLE I.D. NO. <b>1 G 1 A K 5 5 F 2 7 7</b>			SELLING DEALER NO. <b>5</b>	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE <b>05/20/09</b>
COMMENTS					

MO: 17428

JOB# 1 CHARGES

LABOR  
J# 1 09CVZ FRONT SUSP TECH(S): 42145 WARRANTY  
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	WARRANTY
	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  
FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED WITH YOUR  
SERVICE EXPERIENCE, PLEASE SEE A MEMBER OF OUR MANAGEMENT  
TEAM. THANK YOU.

HENRY BROWN AUTOMOTIVE  
P O BOX 11306  
CASA GRANDE, AZ 85230

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

TOTAL INVOICE \$ 0.00

CASH  
CHECK  
VISA  
MASTERCARD  
CHECK#  
BODY SHOP  
AMEX  
INTERNAL  
OTHER  
WARR  
CHARGE  
CASHIER

CUSTOMER SIGNATURE



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 EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

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SIGNED \_\_\_\_\_  
CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF

CHW0938020  
csdoc

**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 29 2009

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 6 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 17,492 May 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 8<sup>th</sup> 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 May 19 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





1880 N. Pinal Ave.  
Casa Grande, AZ 85222  
(520) 838-2147 • (602) 252-3891 • (800) 825-9450  **CHEVROLET**

CELL: [REDACTED]

CUSTOMER NO. <b>49965</b>	ADVISOR <b>ION</b>	39536	TAG NO. <b>1547</b>	INVOICE DATE <b>05/20/09</b>	INVOICE NO. <b>CVCS195268</b>
<b>CASA GRANDE, AZ</b>	LABOR RATE	LICENSE NO.	MILEAGE <b>17,426</b>	COLOR <b>LASER BLUE/</b>	STOCK NO. <b>C7190</b>
	YEAR / MAKE / MODEL <b>07/CHEVROLET/COBALT/4 DR SEDAN</b>			DELIVERY DATE <b>10/27/07</b>	DELIVERY MILES <b>11</b>
	VEHICLE I.D. NO. <b>1 G 1 A K 5 5 F 2 7 7</b>			SELLING DEALER NO. <b>5</b>	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.C. DATE <b>05/20/09</b>
COMMENTS			MO: 17428		

**JOB# 1 CHARGES**

LABOR  
J# 1 09CVZ FRONT SUSP. TECH(S): 42145 WARRANTY  
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	WARRANTY
	1	19200751	COLUMN KI 6.518 192		
				TOTAL - PARTS	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS	JOB# 1 TOTAL	0.00
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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  
FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED WITH YOUR  
SERVICE EXPERIENCE, PLEASE SEE A MEMBER OF OUR MANAGEMENT  
TEAM. THANK YOU.

HENRY BROWN AUTOMOTIVE  
P O BOX 11306  
CASA GRANDE, AZ 85230

CASH	MASTERCARD	AMEX	WARR
CHECK	CHECK#	INTERNAL	CHARGE
VISA	BODY SHOP	OTHER	CASHIER

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

**TOTAL INVOICE \$ 0.00**

5/20/09

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**  
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 hereinabove set forth  
to be done along with the necessary material, and  
herby 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 \_\_\_\_\_



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



CELL: [REDACTED]

CUSTOMER NO. <b>49965</b>	ADVISOR <b>JON</b>	AGE NO. <b>39536</b>	INVOICE DATE <b>05/22/09</b>	INVOICE NO. <b>CVCS195316</b>
<b>CASA GRANDE, AZ</b>	LABOR RATE	LICENSE NO.	MILEAGE <b>17,492</b>	COLOR <b>LASER BLUE/</b>
	YEAR / MAKE / MODEL <b>07/CHEVROLET/COBALT/4 DR SEDAN</b>			STOCK NO. <b>C7190</b>
	VEHICLE ID. NO. <b>1G1AK55F277</b>			DELIVERY DATE <b>10/27/07</b>
	R.T.E. NO.			DELIVERY MILES <b>11</b>
	R.O. NO.			SELLING DEALER NO. <b>5</b>
			R.O. DATE <b>05/21/09</b>	PRODUCTION DATE
COMMENTS				
MO: 17530				

JOB# 1 CHARGES-----

LABOR-----  
J# I 09CVZ: FRONT SUSP. TECH(S):56119 WARRANTY  
CUST STATES 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.

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  
FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED WITH YOUR  
SERVICE EXPERIENCE, PLEASE SEE A MEMBER OF OUR MANAGEMENT  
TEAM. THANK YOU.

HENRY BROWN AUTOMOTIVE  
P O BOX 11306  
CASA GRANDE, AZ 85230

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

TOTAL INVOICE \$ 0.00

\*\*\*\*\*  
CASH MASTERCARD AMEX  
CHECK CHECK# INTERNAL  
VISA BODY SHOP OTHER  
\*\*\*\*\*

CUSTOMER SIGNATURE



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 EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

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SIGNED



bbb.org

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,

Carmel Weems  
Ad Review Specialist



Buyer(s)/Debtor(s):

Seller/Creditor:

Address:

CASA GRANDE AZ

Address:

HENRY BROWN CHEVROLET, LLC.  
1998 N. PINAL AVE.  
CASA GRANDE AZ 85222

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.

**PLEASE READ THE BACK CAREFULLY.**

The Vehicle which you are purchasing is a:

NEW OR USED	YEAR MODEL	MAKE TRADE NAME	NO. CYL.	BODY TYPE	MODEL # OR SERIES	VEHICLE ID #
NEW	2007 COBALT	CHEVROLET	4	4 DR SEDAN	1AK69	161AK55F277

You intend to use the Vehicle primarily for: ☒ personal, family, or household purposes ("personal use") ☐ commercial, business, agricultural, or other non-personal uses ("commercial use").

<b>ANNUAL PERCENTAGE RATE</b>	<b>THE COST OF YOUR CREDIT AS A YEARLY RATE</b>	Your payment schedule will be:			
	8.49 %	Number of Payments	Amount of Payments	When Payments are Due	
		N/A	N/A	N/A	
		72	242.37	Monthly, Beginning	12/11/2007
		N/A	N/A	N/A	
<b>FINANCE CHARGE</b>	<b>THE DOLLAR AMOUNT THE CREDIT WILL COST YOU.</b>	<b>Insurance: CREDIT LIFE INSURANCE AND CREDIT DISABILITY INSURANCE ARE NOT REQUIRED TO OBTAIN CREDIT, AND WILL NOT BE PROVIDED UNLESS YOU SIGN AND AGREE TO PAY THE ADDITIONAL COST.</b>			
	\$ 3865.28 e	Type	Term	Premium	Signature
Amount Financed	The amount of credit provided to you or on your behalf.	Credit Life Insurance	N/A mos.	\$ N/A	I want credit life insurance only
	\$ 13599.84	Disability Insurance	N/A mos.	\$ N/A	I want disability insurance only
Total of Payments	The amount you will have paid after you have made all payments as scheduled.	Credit Life and Disability	N/A mos.	\$ N/A	I want credit life and disability insurance
	\$ 17463.84 e	Joint Credit Life Insurance	N/A mos.	\$ N/A	We want joint credit life insurance
Total Sale Price	The total cost of your purchase on credit including your down payment of \$ 1750.00	Joint Credit Life and Single Disability Insurance	N/A mos.	\$ N/A	We want joint credit life and single disability insurance
	\$ 19215.84 e	<b>Security:</b> You are giving a security interest in the Vehicle being purchased. <b>Late Charge:</b> If the Vehicle is purchased for personal 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. <b>Prepayment:</b> 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) \$ 13750.00 + Sales Tax \$ 997.00 +

Net Trade-In Deficiency (item 5 if negative) \$ N/A to N/A = Total Cash Price \$ 14747.00 (1)

Other charges included in this sale:

(a) Vehicle Service Contract (Term) N/A to N/A \$ N/A

(b) Dealer Documentary Fee \$ 359.00

(c) Other (describe) N/A to N/A \$ N/A

(d) Other (describe) N/A to N/A \$ N/A

(e) Other (describe) N/A to N/A \$ N/A

(f) Other (describe) N/A to N/A \$ N/A

Total \$ 359.00 (2)

Payments made on your behalf to Public Officials for Official Fees \$ 243.84 (3)

Cash Sale Price (sum of items 1, 2 and 3) \$ 15349.84 (4)

Trade-in N/A \$ N/A \$ N/A = \$ N/A (5)

Yr. Make & Model Gross Allowance Payoff Net Trade-In (Deficiency)

Total Down Payment includes:

(a) Net Trade-In (item 5) (if negative, insert \$0) \$ N/A

(b) Cash Down Payment (includes manufacturer's rebate of \$ 1750.00 assigned to Seller) \$ 1750.00

Total Down Payment (a + b) \$ 1750.00 (6)

Unpaid balance of Cash Sale Price (item 4 less item 6) \$ 13599.84 (7)

Payments made to others on your behalf:

(a) Amounts paid to Insurance Companies for Insurance Premiums:

(1) Credit Insurance Premiums \$ N/A + (2) Property Insurance Premiums \$ N/A

Total \$ N/A (8a)

(b) Amounts paid to others:

(1) To: N/A for: N/A \$ N/A (8b)

(2) To: N/A for: N/A \$ N/A (8c)

9. Amount Financed - Amount of credit you will get (item 7 plus item 8) \$ 13599.84 (9)  
10. If the "Amount Financed" exceeds \$25,000 or if the Vehicle is purchased primarily for commercial use, the "Amount Financed" is also 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 value against loss or damage with loss payable endorsement in our favor during the time any amount is unpaid under this Contract. YOU MAY OBTAIN YOUR REQUIRED INSURANCE FROM ANY COMPANY ACCEPTABLE TO US. If you purchase your insurance through Seller, the costs and items of coverage are as follows:  
Collision (actual cash value of loss less \$ N/A deductible) and Comprehensive TERM N/A months PREMIUM \$ N/A  
including fire and theft (cash value of loss less \$ N/A deductible) N/A months \$ N/A  
Other (describe) N/A N/A months \$ N/A  
If you buy insurance through your own agent, the cost is not included in this Contract. Please give us the name and telephone number of the agent you choose:

Agent's Name AUTO INS SPEC Telephone Number (520) 836-3141  
Agent's Address City COCO BORO State AZ 85222

**Promise to Pay:** By signing below, you promise to pay us the Amount Financed, together with finance charges calculated thereon at the Annual Percentage Rate. You agree to make your payments to us set forth in the Payment Schedule shown above. Your final payment may change, depending upon your payment habits. We will apply each payment first to accrued finance charges and late charges and then to reduce your unpaid balance. This means your finance charge will be less when you pay early and more if you pay late. Any necessary adjustments in your total finance charge will be reflected in your final payment. If a payment is not paid in full within 10 days after it is due, you will also pay a late charge. If the Vehicle is purchased for commercial use, the late charge will be 5% of the unpaid balance of the installment; if the Vehicle is purchased for personal use, the late charge will be the lesser of \$10.00 or 5% of the unpaid balance of the installment.

**Security Interest:** To protect us if you do not pay as promised, or if you break some other promise of this Contract, you give us a purchase money security interest in the Vehicle, all accessions thereto, and in any proceeds of the Vehicle. If the Vehicle is purchased for commercial use, this security interest also covers all equipment, accessories, and parts (other than accessions) added to the Vehicle. If the Vehicle is purchased for personal use, this security interest also covers equipment, accessories, and parts (other than accessions) added to the Vehicle within 10 days of the date of this Contract. You also give us a security interest in the proceeds of any physical damage insurance policy on the Vehicle; all insurance, maintenance, service, or other contracts we finance for you; and all proceeds from insurance, maintenance, service, or other contracts we finance for you, including any refunds of premiums or charges from the contracts. This security interest does not cover any other debts you owe us, and this debt is not covered by any other security interest held by us. **NOTICE: BY GIVING US A SECURITY INTEREST IN THE VEHICLE DESCRIBED ABOVE, YOU WAIVE ALL RIGHTS PROVIDED BY LAW TO CLAIM THE VEHICLE EXEMPT FROM LEGAL PROCESS.**

#### LIMITATIONS/EXCLUSIONS OF PRODUCT WARRANTIES

(a) For "new" vehicles: (1) If the Vehicle is purchased for personal use, Seller makes no implied warranty of merchantability 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 service 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 shall be limited to the duration of a Seller's written warranty or service contract; (2) If the Vehicle is purchased for commercial use, Seller makes no implied warranty of merchantability or of fitness for any particular purpose. The Vehicle is sold to you AS IS, except for any express warranties made by Seller, on its own behalf, or by the manufacturer of the Vehicle or of any component parts; (3) In all cases, Seller shall not be liable for any consequential damages arising from any breach of any warranty, express or implied.

(b) For "used" vehicles:

##### (1) Used Car Implied Warranty 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 for each of the first two repairs if the warranty is violated.

##### (2) Waiver of Used Car Implied Warranty of Merchantability:

**ATTENTION PURCHASER:** Sign here only if the dealer told you that this vehicle has the following problem(s) and that you agree to buy the vehicle on those terms:

**ATENCION COMPRADOR:** Firme aqui solamente si el vendedor le dijo que el vehiculo tiene el siguiente problema(s) y que usted conviene de compra el vehiculo bajo estos terminos:

1. N/A Buyer/Comprador Date 10/27/2007  
2. N/A Buyer/Comprador Date 10/27/2007  
3. N/A

(3) The vehicle is sold "AS IS -- NOT EXPRESSLY WARRANTED OR GUARANTEED" unless Seller gives you a separate written instrument showing the terms of any warranty or service contract given by Seller on its own behalf. If the Vehicle is purchased for personal use, Seller makes no implied 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 earlier, as set forth above, 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 service 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 shall be limited to the duration of Seller's written warranty or service contract. If the Vehicle is purchased for commercial use, Seller makes no implied 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 earlier. In all cases, Seller shall not be liable for any consequential damages arising from any breach of any warranty, express or implied, except for a breach of the implied warranty of merchantability.

**NOTICE TO BUYER:** 1. Do not sign this Contract before you read it or if it contains any blank spaces. 2. You are entitled to an exact copy of the Contract you sign.

Annual Percentage Rate (APR) for the installment sale of an automobile may be negotiated with the dealership; and the dealership may receive some portion of the finance charge or receive other compensation for providing the financing.

**LIABILITY INSURANCE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS IS NOT INCLUDED IN THIS CONTRACT, UNLESS DESCRIBED IN ITEM 11 AND AN APPROPRIATE PREMIUM CHARGE IS SHOWN IN ITEM 8(A) ABOVE.**

**SELLER IS REGULATED AND COMPLAINTS CONCERNING THIS CONTRACT MAY BE ADDRESSED TO:**

ARIZONA DEPARTMENT OF FINANCIAL INSTITUTIONS  
2910 N. 44th STREET, SUITE 310  
PHOENIX, ARIZONA 85018  
TELEPHONE: (602) 255-4421

Buyer(s) Acknowledge(s) receipt of a fully completed copy of this Contract

\*BUYER  
\*BUYER

Dated this 27th day of OCTOBER, 20 07 By HENRY BROWN CHEVROLET, LLC

\*OTHER OWNERS: If a person shown on the certificate of title as an owner of the vehicle does not want to be separately liable to pay this debt, please sign below to give us a security interest in the Vehicle, its proceeds, and physical damage insurance policy and any refunds of insurance premiums.

SIGNATURE DATE SIGNATURE DATE  
THE TRANSACTION WHICH IS THE SUBJECT OF THIS CONTRACT ☐ IS OR ☐ IS NOT SUBJECT TO A FEE RECEIVED BY A BROKER FROM THE SELLING MOTOR VEHICLE DEALER. IF APPLICABLE, THE NAME OF THE BROKER IS:

#### ASSIGNMENT

Seller hereby assigns this Contract to the below designated Assignee under the terms and conditions of a Dealer Agreement (☐ Recourse ☐ Non-Recourse) previously entered into between Seller and Assignee, and in any event in accordance with the terms, conditions and warranties of the Seller's Assignment and Warranty on the reverse side hereto.

HENRY BROWN CHEVROLET, LLC 10/27/2007

SELLER DATED BY AUTHORIZED SIGNER TITLE

Assignee: JIMMERSON CHASE BANK N.A. Branch: P.O. BOX 901633 FORT WORTH TX 76101-1633  
Form No. 12 ©2005 Az Auto Dealers Assoc. (Rev. 9/05) BUYER'S COPY

For Dealer Proceeds  
Only Line 7

\$ 13599.84

ALL RIGHTS RESERVED

Vehicle model you are purchasing is a:

NEW OR USED	YEAR MODEL	MAKE TRADE NAME	NO. CYL.	BODY TYPE	MODEL # OR SERIES	VEHICLE I.D.#
NEW	2007 COBALT	CHEVROLET	4	4 DR SEDAN	1AK69	1G1AK55F277

You intend to use the Vehicle primarily for: ☒ personal, family, or household purposes ("personal use") ☐ commercial, business, agricultural, or other non-personal uses ("commercial use").

<b>ANNUAL PERCENTAGE RATE</b>	<b>THE COST OF YOUR CREDIT AS A YEARLY RATE.</b>	<b>Your payment schedule will be:</b>			
	8.49 %	Number of Payments	Amount of Payments	When Payments are Due:	
		N/A	N/A	N/A	
		72	242.57	Monthly, Beginning	12/11/2007
		N/A	N/A	N/A	
<b>FINANCE CHARGE</b>	<b>THE DOLLAR AMOUNT THE CREDIT WILL COST YOU.</b>	<b>Insurance: CREDIT LIFE INSURANCE AND CREDIT DISABILITY INSURANCE ARE NOT REQUIRED TO OBTAIN CREDIT, AND WILL NOT BE PROVIDED UNLESS YOU SIGN AND AGREE TO PAY THE ADDITIONAL COST.</b>			
	\$ 385.24				
Amount Financed	The amount of credit provided to you or on your behalf.	Type	Term	Premium	Signature
		Credit Life Insurance	N/A mos.	\$ N/A	I want credit life insurance only
	\$ 13599.84	Disability Insurance	N/A mos.	\$ N/A	I want disability insurance only
Total of Payments	The amount you will have paid after you have made all payments as scheduled.	Credit Life and Disability	N/A mos.	\$ N/A	I want credit life and disability insurance
	\$ 17465.04	Joint Credit Life Insurance	N/A mos.	\$ N/A	We want joint credit life insurance
		Joint Credit Life and Single Disability Insurance	N/A mos.	\$ N/A	We want joint credit life and single disability insurance
Total Sale Price	The total cost of your purchase on credit including your down payment of \$ 1750.00	<b>Security:</b> You are giving a security interest in the Vehicle being purchased.			
	\$ 19215.04	<b>Late Charge:</b> If the Vehicle is purchased for personal 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.			
means an estimate		<b>Prepayment:</b> 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.			

#### ITEMIZATION OF AMOUNT FINANCED

Cash Price (incl. accessories) \$	13750.00	+ Sales Tax \$	997.00	= Total Cash Price	\$ 14747.00 (1)
Net Trade-In Deficiency (item 5 if negative) \$	N/A to N/A				
Other charges included in this sale:					
(a) Vehicle Service Contract (Term)	N/A to N/A	\$	N/A		
(b) Dealer Documentary Fee		\$	359.00		
(c) Other (describe)	N/A to N/A	\$	N/A		
(d) Other (describe)	N/A to N/A	\$	N/A		
(e) Other (describe)	N/A to N/A	\$	N/A		
(f) Other (describe)	N/A to N/A	\$	N/A		
Total		\$	359.00	(2)	
Payments made on your behalf to Public Officials for Official Fees		\$	243.84	(3)	
Cash Sale Price (sum of items 1, 2 and 3)		\$	15349.84	(4)	
Trade-in	N/A	\$	N/A	\$	N/A (5)
Yr. Make & Model		Gross Allowance		Payoff	Net Trade-In (Deficiency)
Total Down Payment includes:					
(a) Net Trade-In (item 5) (if negative, insert \$0)		\$	N/A		
(b) Cash Down Payment (Includes manufacturer's rebate of \$ 1750.00 assigned to Seller)		\$	1750.00		
Total Down Payment (a + b)		\$	1750.00	(6)	
Unpaid balance of Cash Sale Price (item 4 less item 6)		\$	13599.84	(7)	
Payments made to others on your behalf:					
(a) Amounts paid to Insurance Companies for Insurance Premiums:					
(1) Credit Insurance Premiums \$	N/A	+ (2) Property Insurance Premiums \$	N/A		
Total		\$	N/A	(8a)	
(b) Amounts paid to others:					
** (1) To:	N/A	for:	N/A	\$	N/A (8b)
** (2) To:	N/A	for:	N/A	\$	N/A (8c)

10. If the "Amount Financed" exceeds \$25,000 or if the Vehicle is purchased for commercial use, the "Amount Financed" is also 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 value against loss or damage with loss payable endorsement in our favor during the time any amount is unpaid under this Contract. YOU MAY OBTAIN YOUR REQUIRED INSURANCE FROM ANY COMPANY ACCEPTABLE TO US. If you purchase your insurance through Seller, the costs and items of coverage are as follows:

	TERM	PREMIUM
Collision (actual cash value of loss less \$ <u>N/A</u> deductible) and Comprehensive	<u>N/A</u> months	\$ <u>N/A</u>
including fire and theft (cash value of loss less \$ <u>N/A</u> deductible)	<u>N/A</u> months	\$ <u>N/A</u>
Other (describe) <u>N/A</u>	<u>N/A</u> months	\$ <u>N/A</u>

If you buy insurance through your own agent, the cost is not included in this Contract. Please give us the name and telephone number of the agent you choose:

Agent's Name AUTO INS SPEC Telephone Number (520) 836-3141  
Agent's Address \_\_\_\_\_ City CASA GRANDE State AZ ZIP 85222

**Promise to Pay:** By signing below, you promise to pay us the Amount Financed, together with finance charges calculated thereon at the Annual Percentage Rate. You agree to make your payments to us set forth in the Payment Schedule shown above. Your final payment may change, depending upon your payment habits. We will apply each payment first to accrued finance charges and late charges and then to reduce your unpaid balance. This means your finance charge will be less when you pay early and more if you pay late. Any necessary adjustments in your total finance charge will be reflected in your final payment. If a payment is not paid in full within 10 days after it is due, you will also pay a late charge. If the Vehicle is purchased for commercial use, the late charge will be 5% of the unpaid balance of the installment; if the Vehicle is purchased for personal use, the late charge will be the lesser of \$10.00 or 5% of the unpaid balance of the installment.

**Security Interest:** To protect us if you do not pay as promised, or if you break some other promise of this Contract, you give us a purchase money security interest in the Vehicle, all accessions thereto, and in any proceeds of the Vehicle. If the Vehicle is purchased for commercial use, this security interest also covers all equipment, accessories, and parts (other than accessions) added to the Vehicle. If the Vehicle is purchased for personal use, this security interest also covers equipment, accessories, and parts (other than accessions) added to the Vehicle within 10 days of the date of this Contract. You also give us a security interest in the proceeds of any physical damage insurance policy on the Vehicle; all insurance, maintenance, service, or other contracts we finance for you; and all proceeds from insurance, maintenance, service, or other contracts we finance for you, including any refunds of premiums or charges from the contracts. This security interest does not cover any other debts you owe us, and this debt is not covered by any other security interest held by us. **NOTICE: BY GIVING US A SECURITY INTEREST IN THE VEHICLE DESCRIBED ABOVE, YOU WAIVE ALL RIGHTS PROVIDED BY LAW TO CLAIM THE VEHICLE EXEMPT FROM LEGAL PROCESS.**

#### LIMITATIONS/EXCLUSIONS OF PRODUCT WARRANTIES

(a) For "new" vehicles: (1) If the Vehicle is purchased for personal use, Seller makes no implied warranty of merchantability 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 service 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 shall be limited to the duration of a Seller's written warranty or service contract; (2) If the Vehicle is purchased for commercial use, Seller makes no implied warranty of merchantability or of fitness for any particular purpose. The Vehicle is sold to you AS IS, except for any express warranties made by Seller, on its own behalf, or by the manufacturer of the Vehicle or of any component parts; (3) In all cases, Seller shall not be liable for any consequential damages arising from any breach of any warranty, express or implied.

(b) For "used" vehicles:

#### (1) Used Car Implied Warranty 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 for each of the first two repairs if the warranty is violated.

#### (2) Waiver of Used Car Implied Warranty of Merchantability:

**ATTENTION PURCHASER:** Sign here only if the dealer told you that this vehicle has the following problem(s) and that you agree to buy the vehicle on those terms:

**ATENCION COMPRADOR:** Firme aqui solamente si el vendedor le dijo que el vehiculo tiene el siguiente problema(s) y que usted conviene de compra el vehiculo bajo estos terminos:

1. <u>N/A</u>	Buyer/Comprador _____	Date <u>10/27/2007</u>
2. <u>N/A</u>	Buyer/Comprador _____	Date <u>10/27/2007</u>
3. <u>N/A</u>		

(3) The vehicle is sold "AS IS -- NOT EXPRESSLY WARRANTED OR GUARANTEED" unless Seller gives you a separate written instrument showing the terms of any warranty or service contract given by Seller on its own behalf. If the Vehicle is purchased for personal use, Seller makes no implied 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 earlier, as set forth above, 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 service 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 shall be limited to the duration of Seller's written warranty or service contract. If the Vehicle is purchased for commercial use, Seller makes no implied 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 earlier. In all cases, Seller shall not be liable for any consequential damages arising from any breach of any warranty, express or implied, except for a breach of the implied warranty of merchantability.

**NOTICE TO BUYER: 1. Do not sign this Contract before you read it or if it contains any blank spaces. 2. You are entitled to an exact copy of the Contract you sign.**

Annual Percentage Rate (APR) for the installment sale of an automobile may be negotiated with the dealership; and the dealership may receive some portion of the finance charge or receive other compensation for providing the financing.

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**SELLER IS REGULATED AND COMPLAINTS CONCERNING THIS CONTRACT MAY BE ADDRESSED TO:**

ARIZONA DEPARTMENT OF FINANCIAL INSTITUTIONS  
2910 N. 44th STREET, SUITE 310  
PHOENIX, ARIZONA 85018  
TELEPHONE: (602) 255-4421

Dated this 27th day of OCTOBER, 20 07 By HENRY BROWN CHEVROLET, LLC

\*OTHER OWNERS: If a person shown on the certificate of title as an owner of the vehicle does not want to be separately liable to pay this debt, please sign below to give us a security interest in the Vehicle, its proceeds, and physical damage insurance policy and any refunds of insurance premiums.

SIGNATURE	DATE	SIGNATURE	DATE
THE TRANSACTION WHICH IS THE SUBJECT OF THIS CONTRACT <input type="checkbox"/> IS OR <input type="checkbox"/> IS NOT SUBJECT TO A FEE RECEIVED BY A BROKER FROM THE SELLING MOTOR VEHICLE DEALER. IF APPLICABLE, THE NAME OF THE BROKER IS: _____			

#### ASSIGNMENT

Seller hereby assigns this Contract to the below designated Assignee under the terms and conditions of a Dealer Agreement (☐ Recourse ☐ Non-Recourse) previously entered into between Seller and Assignee, and in any event in accordance with the terms, conditions and warranties of the Seller's Assignment and Warranty on the reverse side hereto.

HENRY BROWN CHEVROLET, LLC 10/27/2007  
SELLER DATED BY AUTHORIZED SIGNER TITLE

Assignee: INDIAN CHASE BANK, N.A. Branch P.O. BOX 901033 FORT WORTH TX 76101-2033  
Form No. 12 ©2005 Az Auto Dealers Assoc. (Rev. 9/05) **BUYER'S COPY**

For Dealer Proceeds  
Only Line 7

\$ 13599.84

ALL RIGHTS RESERVED



**Motor  
Vehicle  
Division**  
96-0356 R06/08 www.azdot.gov

# ARIZONA VEHICLE REGISTRATION

Print Date/Time  
10/08/2008 11:46

Carry In Vehicle At All Times

Expiration Date  
10/31/2009

CASA GRANDE AZ



Vehicle Identification Number  
1G1AK55F277

Record Number

Plate Number

Tab Number

Unit Number

Year / Make 2007 CHEV

Body Style 4DSD

First Registered 11/2007

List Price 013175

Fuel Type G

Category A

Weight (GVW) 000000

County PINAL

Registration Type FUL

Veh Lic Tax	\$191.33
Registration	\$8.00
Air Quality	\$1.50
Postage/Handling	\$0.42

<b>Total</b>	<b>\$201.25</b>
--------------	-----------------

Crate and Barrel Outlet Store  
1700 Prince Street  
Alexandria, Virginia 22314  
Telephone: (703) 739-8800  
Facsimile: (703) 739-8998

Facsimile

To

From

Date

31 738497898

7-9-09

Total Pages

6

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

All time being  
At dealer

work

or

# Crate&Barrel

ATTN 71-738497898

**Alexandria**

1800 Old Richmond Hwy

Alexandria, VA 22303

Phone: 703-370-7211 • 703-329-1300

Fax: 703-960-6703

CUSTOMER NO. <b>91264</b>	ADVISOR <b>TONY PERSAUD</b>	TAG NO. <b>532</b>	INVOICE DATE <b>06/15/09</b>	INVOICE NO. <b>CVCS327122</b>
WASHINGTON DC, DC	LABOR RATE	LICENSE NO.	COLOR <b>SILVER/</b>	STOCK NO.
	YEAR / MAKE / MODEL <b>08/CHEVROLET/COBALT/4DR SDN LS</b>	MILEAGE <b>27,275</b>	DELIVER DATE <b>06/11/08</b>	DELIVERY MILES
	VEHICLE ID NO. <b>1G1AK58F887</b>	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>06/15/09</b>	
COMMENTS			<b>MO: 27275</b>	

LABOR & PARTS  
 J# 1 03CVZ STEERING/SUSPENSION TECH(S):404 WARRANTY  
 CUST STATES POWER STEERING WARNING MESSAGE COMING ON  
 SCAN TEST CODE C0475  
 NORMAL OPERATION . SEE ATTACHED BULLETIN 06 02 32 002C

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 21CVZSHUTTLE2 TWO WAY SHUTTLE RIDE TECH(S):99 WARRANTY  
 SHUTTLE SERVICE-ROUND TRIP  
 Z7911

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 01CVZINSPECT MULTI POINT INSPECT TECH(S):404 WARRANTY

JOB # 3 TOTAL LABOR & PARTS 0.00

RECOMMENDATIONS  
 NEXT SERVICE NEEDED 30,000 MILES SERV -- 730.00

TOTALS

*****	TOTAL LABOR....	0.00
CASH..... CHECK # .....	TOTAL PARTS....	0.00
VISA/M.C.....DISCOVER.....AMEX.....	TOTAL SUBLET....	0.00
CHARGE.....CUSTOMER #.....	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

CASHIER'S INITIALS.....DATE.....  
 THANK YOU FOR GIVING US THE OPPORTUNITY TO PERFORM  
 YOUR SERVICE TODAY. WE APPRECIATE THE CHANCE TO EARN  
 YOUR TRUST AND BUSINESS. YOU MAY RECEIVE A SURVEY FROM  
 GM ABOUT YOUR VISIT TODAY. IF WE HAVEN'T EARNED A SCORE  
 OF "COMPLETELY SATISFIED", PLEASE CONTACT YOUR SERVICE  
 ADVISOR AS SOON AS POSSIBLE SO THAT HE/SHE CAN ADDRESS  
 YOUR CONCERN AS THIS SURVEY IS HIS/HER PERSONAL REPORT  
 CARD. AGAIN, WE THANK YOU FOR YOUR BUSINESS!!!  
 \*\*\*\*\*

CUSTOMER SIGNATURE

**Question  
#16**

**Completely  
Satisfied**

LIMITED EXPRESSED WARRANTY:  
 LABOR AND PARTS WARRANTED FOR  
 90 DAYS OR 4,000 MILES WHICHEVER  
 OCCURS FIRST. GENERAL MOTORS  
 REPLACEMENT PARTS WARRANTY ONE  
 (1) YEAR OR 12,000 MILES WHICHEVER  
 OCCURS FIRST. ALEXANDRIA CHEVY  
 BUICK PONTIAC GMC SATURN HEREBY  
 LIMITS IMPLIED WARRANTIES TO THE  
 SAME PERIOD. ANY CLAIMS AGAINST  
 THESE REPAIRS MUST BE ACCOMPANIED  
 BY THIS INVOICE. ALL ADJUSTMENTS  
 MUST BE PERFORMED AT ALEXANDRIA  
 CHEVY BUICK PONTIAC GMC SATURN.

THE SELLING DEALER HEREBY  
 EXPRESSLY DISCLAIMS ALL  
 WARRANTIES, EITHER EXPRESS OR  
 IMPLIED, INCLUDING ANY IMPLIED  
 WARRANTIES OF MERCHANTABILITY  
 OR FITNESS FOR A PARTICULAR  
 PURPOSE, AND NEITHER ASSUMES  
 NOR AUTHORIZES ANY OTHER PERSON  
 TO ASSUME FOR IT ANY LIABILITY IN  
 CONNECTION WITH THE SALE OF THIS  
 PART(S) AND/OR SERVICE. BUYER  
 SHALL NOT BE ENTITLED TO RECOVER  
 FROM THE SELLING DEALER ANY  
 CONSEQUENTIAL DAMAGES, DAMAGES  
 TO PROPERTY, DAMAGE FOR LOSS OF  
 USE, LOSS OF TIME, LOSS OF PROFIT  
 OR INCOME, OR ANY OTHER INCIDENTAL  
 DAMAGE.

SHOP MATERIAL: A CHARGE OF 10% OF  
 LABOR (MAXIMUM \$25) IS INCLUDED FOR  
 MATERIALS USED ON YOUR VEHICLE.  
 STORAGE FEE OF \$35 A DAY FOR  
 VEHICLES LEFT OVER 72 HOURS.

NOT RESPONSIBLE FOR LOSS OR  
 DAMAGE TO VEHICLES OR ARTICLES  
 LEFT IN THE VEHICLES IN THE CASE  
 OF FIRE, THEFT OR ANY OTHER CAUSE  
 BEYOND OUR CONTROL, INCLUDING  
 MP3s, CELL PHONES, ECT.  
 PLEASE REMOVE THESE ARTICLES  
 FROM YOUR CAR. VEHICLES LEFT OVER  
 72 HOURS WILL BE SUBJECT TO A \$35 A  
 DAY STORAGE FEE

**Thank You!**

**Alexandria**

ATTN

1800 Old Richmond Hwy

Alexandria, VA 22303

Phone: 703-370-7211 • 703-370-1300

Fax: 703-960-6709

71-738497898

CUSTOMER NO. <b>91264</b>	ADVISOR <b>TONY PERSAUD</b>	TAG NO <b>532</b>	INVOICE DATE <b>06/19/09</b>	INVOICE # <b>CVCS327434</b>
LABOR RATE [REDACTED]	MILEAGE <b>27,541</b>	COLOR <b>SILVER/</b>	DELIVERY DATE <b>06/11/08</b>	DELIVERY MILES
YEAR/MAKE/MODEL <b>08/CHEVROLET/COBALT/4DR SDN LS</b>	VEHICLE ID NO. <b>1G1AK58F887</b>	REFUND DEALER NO.	PRODUCTION DATE	
WASHINGTON DC, DC	F.T.E. NO.	R.O. DATE <b>06/19/09</b>		
COMMENTS				

MO: 27541

LABOR & PARTS  
 J# 1 03CVZ STEERING/SUSPENSION TECH(S):246 0.00  
 CUSTOMER STATES POWER STEERING WHEEL GO OUT WHILE DRIVING  
 NO ASSISTANCE  
 HAD TO ORDER NEW STEERING COLUM

JOB # 1 TOTAL LABOR &amp; PARTS 0.00

J# 2 01CVZINSPECT MULTI-POINT INSPECT TECH(S):246 0.00

JOB # 2 TOTAL LABOR &amp; PARTS 0.00

J# 3 21CVZSHUTTLE2 TWO-WAY SHUTTLE-RIDE TECH(S):99 WARRANTY  
 SHUTTLE SERVICE-ROUND TRIP  
 27911

JOB # 3 TOTAL LABOR &amp; PARTS 0.00

COMMENTS  
 RECHECK. # 404

TOTALS

\*\*\*\*\*  
 CASH..... CHECK #  
 VISA/M.C.....DISCOVER.....AMEX.....  
 CHARGE.....CUSTOMER #

CASHIER'S INITIALS.....DATE.....  
 THANK YOU FOR GIVING US THE OPPORTUNITY TO PERFORM  
 YOUR SERVICE TODAY. WE APPRECIATE THE CHANCE TO EARN  
 YOUR TRUST AND BUSINESS. YOU MAY RECEIVE A SURVEY FROM  
 GM ABOUT YOUR VISIT TODAY. IF WE HAVEN'T EARNED A SCORE  
 OF "COMPLETELY SATISFIED", PLEASE CONTACT YOUR SERVICE  
 ADVISOR AS SOON AS POSSIBLE SO THAT HE/SHE CAN ADDRESS  
 YOUR CONCERN AS THIS SURVEY IS HIS/HER PERSONAL REPORT  
 CARD. AGAIN, WE THANK YOU FOR YOUR BUSINESS!!!

\*\*\*\*\*

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

TOTAL INVOICE \$ 0.00

LIMITED EXPRESSED WARRANTY:  
 LABOR AND PARTS WARRANTED FOR  
 90 DAYS OR 4,000 MILES WHICHEVER  
 OCCURS FIRST. GENERAL MOTORS  
 REPLACEMENT PARTS WARRANTY ONE  
 (1) YEAR OR 12,000 MILES WHICHEVER  
 OCCURS FIRST. ALEXANDRIA CHEVY  
 BUICK PONTIAC GMC SATURN HEREBY  
 LIMITS IMPLIED WARRANTIES TO THE  
 SAME PERIOD. ANY CLAIMS AGAINST  
 THE REPAIRS MUST BE ACCOMPANIED  
 BY THIS INVOICE. ALL ADJUSTMENTS  
 MUST BE PERFORMED AT ALEXANDRIA  
 CHEVY BUICK PONTIAC GMC SATURN.

THE SELLING DEALER HEREBY  
 EXPRESSLY DISCLAIMS ALL  
 WARRANTIES, EITHER EXPRESS OR  
 IMPLIED, INCLUDING ANY IMPLIED  
 WARRANTIES OF MERCHANTABILITY  
 OR FITNESS FOR A PARTICULAR  
 PURPOSE. NEITHER ALEXANDRIA  
 NOR AUTHORIZES ANY OTHER PERSON  
 TO ASSUME FOR IT ANY LIABILITY IN  
 CONNECTION WITH THE SALE OF THE  
 PART(S) AND/OR SERVICE. BUYER  
 SHALL NOT BE ENTITLED TO RECOVERY  
 FROM THE SELLING DEALER ANY  
 CONSEQUENTIAL DAMAGES, DAMAGES  
 TO PROPERTY, DAMAGE FOR LOSS OF  
 USE, LOSS OF TIME, LOSS OF PROFIT  
 OR INCOME, OR ANY OTHER INCIDENTAL  
 DAMAGE.

SHOP MATERIAL: A CHARGE OF 10% OF  
 LABOR (MAXIMUM \$25) IS INCLUDED FOR  
 MATERIALS USED ON YOUR VEHICLE  
 STORAGE FEE OF \$35 A DAY FOR  
 VEHICLES LEFT OVER 72 HOURS.

NOT RESPONSIBLE FOR LOSS OR  
 DAMAGE TO VEHICLES OR ARTICLES  
 LEFT IN THE VEHICLES IN THE CASE  
 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  
 72 HOURS WILL BE SUBJECT TO A \$35 A  
 DAY STORAGE FEE

Thank You!

CUSTOMER SIGNATURE



ent #: 2096333

Document ID: 2096333

ATTN# 71-73849789

## **06-02-32-002C: Normal Operating Characteristics of Electric Power Steering (EPS) System During Extended Lock-to-Lock Turns (Maximum Steering Wheel Rotation) and/or DTCs C0176 and C0476 Set - (Apr 10, 2008)**

**Subject:** Normal Operating Characteristics of Electric Power Steering (EPS) System During Extended Lock-to-Lock Turns (Maximum Steering Wheel Rotation) and/or DTCs C0176 and C0476 Set



**Models:**

- 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.

*this Highlight*

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  
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Document ID: 2096333

ATTN 71-73849-7898 Page 2

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.



WE SUPPORT  
VOLUNTARY  
TECHNICIAN  
CERTIFICATION



1800 Old Richmond Hwy

Alexandria, VA 22303

Phone: 703-370-7211 • 703-329-1300

Fax: 703-960-6703

1800-243-8872

ATTN 717384197898

CUSTOMER NO. <b>91264</b>	ADVISOR <b>TONY PERSAUD</b>	TAG NO. <b>532 1787</b>	INVOICE DATE <b>06/30/09</b>	INVOICE NO. <b>CVCS327745</b>
WASHINGTON DC, DC	LABOR RATE	MILEAGE <b>27,931</b>	COLOR <b>SILVER/</b>	STOCK NO.
	YEAR / MAKE / MODEL <b>08/CHEVROLET/CORAL T/4DR SDN LS</b>		DELIVER DATE <b>06/11/08</b>	DELIVERY MILES
	VEHICLE ID NO. <b>1G1AK58F8187</b>		SELLING DEALER NO.	PRODUCTION DATE
	F, T, E, NO.	P, O, NO.	R, O, DATE <b>06/23/09</b>	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 27934

LABOR & PARTS  
J# 1 03CVZ

STEERING/SUSPENSION  
STEERING LOSING ASSIST. PART ORDERED  
C0475 INTERNAL SHORT IN COLUM  
REPLACED STEERING COLUM

TECH(S):787

WARRANTY

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----  
JOB # 1 1 19209155 COLUMN KI 6.518

JOB # 1 TOTAL PARTS

WARRANTY 0.00

JOB # 1 TOTAL LABOR &amp; PARTS

0.00

J# 2 21CVZ MISC. REQUESTS  
CUST IN LOANER CAR

TECH(S):99

WARRANTY

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----  
JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR &amp; PARTS

0.00

J# 3-11CVZ28 SIR LIGHT ON  
CUSTOMER STATES SIR LIGHT ON  
CODE B0012 AIR BAG COIL FAILURE  
REPLACED AIR BAG COIL

TECH(S):787

WARRANTY

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----  
JOB # 3 1 15923770 COIL 14.865

JOB # 3 TOTAL PARTS

WARRANTY 0.00

JOB # 3 TOTAL LABOR &amp; PARTS

0.00

COMMENTS  
RECHECK. # 404

PART ON ORDER . SHIPPED 06.24 NO PART

LIMITED EXPRESSED WARRANTY:  
LABOR AND PARTS WARRANTED FOR  
90 DAYS OR 4,000 MILES WHICHEVER  
OCCURS FIRST. GENERAL MOTORS  
REPLACEMENT PARTS WARRANTY ONE  
(1) YEAR OR 12,000 MILES WHICHEVER  
OCCURS FIRST. ALEXANDRIA CHEVY  
BUICK PONTIAC GMC SATURN HEREBY  
LIMITS IMPLIED WARRANTIES TO THE  
SAME PERIOD. ANY CLAIMS AGAINST  
THESE REPAIRS MUST BE ACCOMPANIED  
BY THIS INVOICE. ALL ADJUSTMENTS  
MUST BE PERFORMED AT ALEXANDRIA  
CHEVY BUICK PONTIAC GMC SATURN.

THE SELLING DEALER HEREBY  
EXPRESSLY DISCLAIMS ALL  
WARRANTIES, EITHER EXPRESS OR  
IMPLIED, INCLUDING ANY IMPLIED  
WARRANTIES OF MERCHANTABILITY  
OR FITNESS FOR A PARTICULAR  
PURPOSE, AND NEITHER ASSUMES  
NOR AUTHORIZES ANY OTHER PERSON  
TO ASSUME FOR IT ANY LIABILITY IN  
CONNECTION WITH THE SALE OF THIS  
PART(S) AND/OR SERVICE. BUYER  
SHALL NOT BE ENTITLED TO RECOVER  
FROM THE SELLING DEALER ANY  
CONSEQUENTIAL DAMAGES, DAMAGES  
TO PROPERTY, DAMAGE FOR LOSS OF  
USE, LOSS OF TIME, LOSS OF PROFIT  
OR INCOME, OR ANY OTHER INCIDENTAL  
DAMAGE.

SHOP MATERIAL: A CHARGE OF 10% OF  
LABOR (MAXIMUM \$25) IS INCLUDED FOR  
MATERIALS USED ON YOUR VEHICLE.  
STORAGE FEE OF \$35 A DAY FOR  
VEHICLES LEFT OVER 72 HOURS.

NOT RESPONSIBLE FOR LOSS OR  
DAMAGE TO VEHICLES OR ARTICLES  
LEFT IN THE VEHICLES IN THE CASE  
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  
72 HOURS WILL BE SUBJECT TO A \$35 A  
DAY STORAGE FEE.

*Thank You!*

**Alexandria****GMC**

SATURN

1800 Old Richmond Hwy

Alexandria, VA 22303

Phone: 703-370-7211 • 703-329-1300

Fax: 703-960-6703

ATTN 71-738497898

CUSTOMER NO. <b>91264</b>	ADVISOR <b>TONY PERSAUD</b>	TAG NO. <b>532</b>	INVOICE DATE <b>06/30/09</b>	INVOICE NO. <b>CVCS327745</b>
WASHINGTON DC, DC	LABOR RATE	MILEAGE <b>27,931</b>	COLOR <b>SILVER/</b>	STOCK NO.
	YEAR / MAKE / MODEL <b>08/CHEVROLET/CORALT/4DR SDN LS</b>		DELIVER DATE <b>06/11/08</b>	DELIVERY MILES
	VEHICLE ID NO. <b>1G1AK58F887</b>		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE <b>06/23/09</b>	
COMMENTS				

MO: 27934

## TOTALS

\*\*\*\*\*  
 CASH..... CHECK # .....  
 VISA/M.C.....DISCOVER.....AMEX.....  
 CHARGE.....CUSTOMER #.....

CASHIER'S INITIALS.....DATE.....  
 THANK YOU FOR GIVING US THE OPPORTUNITY TO PERFORM  
 YOUR SERVICE TODAY. WE APPRECIATE THE CHANCE TO EARN  
 YOUR TRUST AND BUSINESS. YOU MAY RECEIVE A SURVEY FROM  
 GM ABOUT YOUR VISIT TODAY. IF WE HAVEN'T EARNED A SCORE  
 OF "COMPLETELY SATISFIED", PLEASE CONTACT YOUR SERVICE  
 ADVISOR AS SOON AS POSSIBLE SO THAT HE/SHE CAN ADDRESS  
 YOUR CONCERN AS THIS SURVEY IS HIS/HER PERSONAL REPORT  
 CARD. AGAIN, WE THANK YOU FOR YOUR BUSINESS!!!  
 \*\*\*\*\*

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

TOTAL INVOICE \$ 0.00

LIMITED EXPRESSED WARRANTY:  
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 90 DAYS OR 4,000 MILES WHICHEVER  
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 REPLACEMENT PARTS WARRANTY ONE  
 (1) YEAR OR 12,000 MILES WHICHEVER  
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 BY THIS INVOICE. ALL ADJUSTMENTS  
 MUST BE PERFORMED AT ALEXANDRIA  
 CHEVY BUICK PONTIAC GMC SATURN.

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 EXPRESSLY DISCLAIMS ALL  
 WARRANTIES, EITHER EXPRESS OR  
 IMPLIED, INCLUDING ANY IMPLIED  
 WARRANTIES OF MERCHANTABILITY  
 OR FITNESS FOR A PARTICULAR  
 PURPOSE, AND NEITHER ASSUMES  
 NOR AUTHORIZES ANY OTHER PERSON  
 TO ASSUME FOR IT ANY LIABILITY IN  
 CONNECTION WITH THE SALE OF THIS  
 PART(S) AND/OR SERVICE. BUYER  
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 FROM THE SELLING DEALER ANY  
 CONSEQUENTIAL DAMAGES, DAMAGES  
 TO PROPERTY, DAMAGE FOR LOSS OF  
 USE, LOSS OF TIME, LOSS OF PROFIT  
 OR INCOME, OR ANY OTHER INCIDENTAL  
 DAMAGE.

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 LEFT IN THE VEHICLES IN THE CASE  
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 BEYOND OUR CONTROL, INCLUDING:  
 IPODS, MP3s, CELL PHONES, ECT.  
 PLEASE REMOVE THESE ARTICLES  
 FROM YOUR CAR. VEHICLES LEFT OVER  
 72 HOURS WILL BE SUBJECT TO A \$35 A  
 DAY STORAGE FEE.

*Thank You!*

CUSTOMER SIGNATURE

June 29, 2011

[REDACTED]  
Washington, DC [REDACTED]

Dear [REDACTED]

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](http://Chevrolet.com) or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center  
Service Request 71-738497898



# Service Satisfaction Survey

Dissatisfied Customer

Original Name:

[REDACTED]

Washington DC

[REDACTED]

Revised Name:

[REDACTED]

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?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Yes	No	Does Not Apply/Not Required	Don't Know	
2. Were services available to you on both an appointment and non-appointment basis?.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3. When arriving for service, were you greeted promptly?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
	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?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

About Your Service Consultant/Advisor

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does Not Apply/Not Required
5. How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request?....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Yes	No	Does Not Apply/Not Required	Don't Know		
6. Were you <u>offered</u> transportation options?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does Not Apply/Not Required
7. How satisfied were you that you were kept informed about the status of your service request?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Yes	No	No Time Promised			
8. Was your vehicle ready by the original time promised?.....	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
	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?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
10. Overall, how satisfied were you with your Service Consultant .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

	About Service Delivery				
	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
11. When you picked your vehicle up, how satisfied were you with:					
- The time it took to complete the transaction?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
- The ease of getting your vehicle?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
- The condition in which it was returned?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Yes	No			
12. Were ALL of your service concerns corrected on this service visit?	<input type="checkbox"/>	<input checked="" type="checkbox"/>			

IF NO, why not?(check all that apply)

- ☒ Condition explained - repair not necessary
- ☒ Work performed did not correct the problem
- ☒ Service Department could not duplicate problem
- ☐ Service Department was too busy
- ☒ Parts not available
- ☐ I declined repair
- ☒ Other
- ☐ Don't Know

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
13. How satisfied are you that your vehicle was fixed right on this service visit?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Yes	No			
14. Were you given a copy of the completed repair order/invoice?..	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
	Yes	No	Don't Know/ Not Sure		
15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership 's service?....	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		

Summing Up Your Experience

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
16. Based on this service visit, overall, how satisfied are you with Alexandria Chevrolet?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Definitely Would	Probably Would	Might/Might Not	Probably Not	Definitely Not
17. Would you recommend this dealership for service?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
18. Overall, how satisfied are you with your 2008 COBALT?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

19.Are you... ☐ Male ☒ Female

20.Your age... ☐ Under 25 ☐ 25-34 ☒ 35-44 ☐ 45-54 ☐ 55-64 ☐ 65 or older

21.May we include your name when providing this information to your dealership ? ☒ Yes ☐ No

22. Do you have any other comments/recommendations about Alexandria Chevrolet?

I had came in in for power steering 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.

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



CHECK No. [REDACTED]

50-937  
213

DATE 08/24/09 \*\*\*\*\*369 DOLLARS \*\*\*\*\*81 CENTS \*\*\*\*\*369.81 AMOUNT

[REDACTED]  
WASHINGTON DC [REDACTED]

North American Operations  
General Motors Corporation  
Disbursement Account

*Brian D. Albee*  
SIGNATURE

PAY  
TO THE  
ORDER  
OF

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

AUDIT

[REDACTED]

ENDOR  
JNS NO. BB 000000008

1

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

ENDOR NAME

PAYMENT  
DATE 08/24/09

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1AK58F887 [REDACTED]	08/21/09 71-738497898.1	VM 1-CBX6TB 1-CBX6TB	00.0000	369.81	.00	369.81
TOTAL				369.81	.00	369.81

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

M3





**HUMMER**

GENERAL MOTORS BUSINESS RESOURCE CENTER

07/10/09

Attn Carol Daugherty  
Kermit Stiltner  
ALEXANDRIA CHEVROLET  
1800 OLD RICHMOND HWY  
ALEXANDRIA, VA 22303-1858

Re: [REDACTED]  
Siebel Request: 71-738497898  
2008 Chevrolet Colbat  
VIN # 1G1AK58F887 [REDACTED]

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-{874-7688}

## Account Transaction Detail Report

Post Date	Effect Date	Amount	Balance	DCN	Pin	Seq/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
07/06/2009	07/06/2009	\$160.00	\$409.60	D	Y		ATM WITHDRAWAL PNCPI0646 N0704 95745813-B EASTERN R D CHILLUM MD
07/06/2009	07/06/2009	\$22.42	\$357.18	D	Y		WAL-MART #1985 N0705 9574 LAUREL MDPOS24198501 018 6281
07/06/2009	07/06/2009	\$15.03	\$322.15	D	Y		SHELL SERVICE N0705 9574 WASHINGTON DCPOS40108301 018 6282
07/08/2009	07/08/2009	\$1.06	\$306.31	D	N		REDBOX *DVD RENTAL VIS 0707 OAKBRKTERRA IL4205447308852957 4189

**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 # [REDACTED]

**Account Information****Account Number:** [REDACTED]**Buyer:** [REDACTED]**Account Type:** RETAIL FFP**VIN:** 1G1AK58F887 [REDACTED]**Vehicle Description:** 2008 CHEV COBALT**Payment Information****Total Payment:** \$258.87**Confirmation Number:** RWQGD5FB070220090116**Bank Account Number:** \*\*\*\*\*2247**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 be 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.

**Agreements**

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:** [REDACTED]**07/03/2009**[Site Use](#) | [Site Map](#)

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7/3/2009

Image Print

Page 1 of 1

PNC

15-3-040 197

Washington, DC

May 29 2009

Pay to the Order of GMAC \$ 110.94

One Hundred ten + 94/100 Dollars

The wolf will live with the lamb

PNC BANK, N.A.

For

Any Question  
703-739-8800

TO Miss Fletcher  
William

\$ EQUALS 36881

462 1 E121051 201177 0067 20090602

This is an image/copy of a check you wrote or deposited.  
Please refer to your available balance since this item may not be credited or  
debited from your account at this time.

7/27/2009

Sheehy Dodge Chrysler Jeep  
5300 Crain Highway  
Upper Marlboro, MD. 20772  
301-627-5700  
301-952-2341 fax

**SHEEHY  
AUTO STORES**

# Fax

<b>To:</b> GENERAL MOTORS BRC	<b>From:</b> ZIL CHAUDHRY
<b>Fax:</b> 866-874-7688	<b>Pages:</b> 19 TOTAL
<b>Phone:</b>	<b>Date:</b> 7/10/09
<b>Re:</b> [REDACTED]	<b>cc:</b>

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

• **Comments:**

As requested, please see enclosed.

Thank you,

Zil Chaudhry

General Sales Manager

Fax Server

7/10/2009 12:12:18 PM PAGE 2/002 Fax Server



GENERAL 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 Cobalt

VIN # 1G1AK58F837

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-(874-7683)

**SHEEHY CHEVROLET CHRYSLER JEEP DODGE**

5300 Crain Hwy.  
UPPER MARLBORO, MD 20772  
(301) 627-5700  
www.sheehy.com

SALESMAN **MICHAEL TROTTER****NO LIABILITY INS. INCLUDED**

YEAR <b>2008</b>	MAKE <b>CHEVROLET</b>	MODEL <b>COBALT</b>	NEW <input checked="" type="checkbox"/>	USED <input type="checkbox"/>	DEMO <input type="checkbox"/>
SERIAL NUMBER <b>1 G 1 A K 5 8 F 8 8 7</b>					
BODY <b>4DR SDN LS</b>	COLOR <b>SLATE MET</b>	INTERIOR <b>GRY CLTH</b>			
STOCK NO. <b>A180155</b>	MILEAGE <b>12</b>	DEL. DATE <b>06/11/08</b>			

No verbal commitments for repairs or equipment will be honored. All special conditions of this sale are in writing below.

INITIAL

SUBJECT TO EXISTING PRICES AT TIME OF DELIVERY  
TRADE IN SUBJECT TO REAPPRAISAL AFTER 10 DAYS

CASH PRICE OF VEHICLE	<b>15540.00</b>
FREIGHT (INCLUDED IN SALES PRICE)	<b>N/A</b>
OPTIONAL EQUIPMENT <b>GAP</b>	<b>599.00</b>
TOTAL INCLUDING TAXABLE OPTIONS	<b>\$ 13737.00</b>
TOTAL INCLUDING NON-TAXABLE OPTIONS	<b>\$ 16139.00</b>
SHEEHY VIP BUCKS	<b>\$ N/A</b>
CASH SALES PRICE	<b>\$ 16139.00</b>
DEALER PROCESSING CHARGE (NOT REQUIRED BY LAW)	<b>\$ 98.00</b>
TOTAL CASH SALES PRICE	<b>\$ 16237.00</b>
SALES TAX <b>6</b> %	<b>\$ 932.40</b>
TITLE FEE	<b>\$ 26.00</b>
REGISTRATION NEW TAGS TRANSFER	<b>\$ 152.00</b>
ELECTRONIC FILING FEE	<b>\$ 20.00</b>

FI	LAST
FIRST	MIDDLE
ADDRESS	APT.
CITY, STATE, ZIP	<b>WASHINGTON DC 20011</b>
E-MAIL ADDRESS	E-MAIL ADDRESS
LICENSE NO.	D.
LICENSE NO.	D.O.B.
HOME NO.	
BUS. NO.	

**INSURANCE INFORMATION**

INSURANCE CO.	<b>ERIE</b>
POLICY NO.	<b>06/25/2007</b>
AGENT NAME	<b>CARL RUTAN INS AGY INC</b>
ADDRESS	<b>9912 COLESVILLE RD</b>
CITY, STATE, ZIP	<b>SILVER SPRING MD 20901</b>

**TRADE INFORMATION**

YEAR	<b>2003</b>	MAKE	<b>KIA</b>	MODEL	<b>SPECTRA</b>
SERIAL NO.	<b>KNAFB121135</b>				
MILEAGE	<b>92754</b>	TAG NO.		STATE	
PAYOFF TO	<b>GMAC</b>	EST. AMT.	<b>4900.00</b>		
YEAR		MAKE		MODEL	
SERIAL NO.					
MILEAGE		TAG NO.		STATE	
PAYOFF TO		EST. AMT.			

**USED MOTOR VEHICLE ONLY**

CONTRACTUAL DISCLOSURE STATEMENT FOR USED VEHICLE ONLY  
"The information you see on the window form of this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale."

I ACKNOWLEDGE THAT I HAVE READ THE ADDITIONAL WORDS, TERMS AND CONDITIONS ON THE REVERSE SIDE OF THIS PURCHASE ORDER AND I UNDERSTAND THAT THEY ARE INCLUDED IN THIS AGREEMENT.

The Maryland Automotive Warranty Enforcement Act gives you certain additional legal rights against the manufacturer or factory branch in the event your new car does not conform to all applicable manufacturer's warranties during the first 15 months of ownership or 15,000 miles of the car's operation, whichever comes first. To preserve your rights under this law, you must report the non-conformity, defect, or condition by giving written notice to manufacturer or factory branch by Certified Mail, Return Receipt Requested.

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 will Lien(s) (if any) shown hereon and none other. You will not be liable 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.

It is the policy of the dealer (seller) to make no refund or exchanges unless the same be required by an applicable warranty.

FREIGHT (INCLUDED IN SALES PRICE)		N/A
OPTIONAL EQUIPMENT	GAP	599.00
TOTAL INCLUDING TAXABLE OPTIONS		\$ 13737.00
TOTAL INCLUDING NON-TAXABLE OPTIONS		\$ 16139.00
SHEEHY VIP BUCKS		\$ N/A
CASH SALES PRICE		\$ 16139.00
DEALER PROCESSING CHARGE (NOT REQUIRED BY LAW)		\$ 98.00
TOTAL CASH SALES PRICE		\$ 16237.00
SALES TAX 6 %		\$ 932.40
TITLE FEE		\$ 26.00
REGISTRATION NEW TAGS TRANSFER		\$ 152.00
ELECTRONIC FILING FEE		\$ 20.00
TIRE RECYCLING FEE		\$ 4.00
NVTA 1% FEE		\$ N/A
NVTA ANNUAL LICENSE FEE		\$ N/A
TOTAL CASH DELIVERED PRICE		\$ 17371.40
ALLOWANCE FOR TRADE-IN 1	2500.00	
ALLOWANCE FOR TRADE-IN 2	N/A	
LESS TOTAL BALANCE OWING	4900.00	
NET EQUITY		\$ -2400.00
MANUFACTURER'S REBATE		\$ 2500.00
DOWN PAYMENT (CASH)		\$ N/A
TOTAL DOWN		\$ 100.00
EXTENDED WARRANTY		\$ N/A
BALANCE DUE		\$ 17271.40
OTHER (SPECIFY)		N/A
BALANCE TO BE PAID AT DELIVERY		17271.40

CITY, STATE, ZIP SILVER SPRING MD 20901			
TRADE INFORMATION			
YEAR 2003	MAKE KIA	MODEL SPECTRA	
SERIAL NO. KNAFB121135			
MILEAGE 92754	TAG NO.	STATE	
PAYOFF TO GMAC	EST. AMT. 4900.00		
YEAR	MAKE	MODEL	
SERIAL NO.			
MILEAGE	TAG NO.	STATE	
PAYOFF TO	EST. AMT.		

### USED MOTOR VEHICLE ONLY

**CONTRACTUAL DISCLOSURE STATEMENT FOR USED VEHICLE ONLY**  
 "The information you see on the window form of this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale."

**I ACKNOWLEDGE THAT I HAVE READ THE ADDITIONAL WORDS, TERMS AND CONDITIONS ON THE REVERSE SIDE OF THIS PURCHASE ORDER AND I UNDERSTAND THAT THEY ARE INCLUDED IN THIS AGREEMENT.**

The Maryland Automotive Warranty Enforcement Act gives you certain additional legal rights against the manufacturer or factory branch in the event your new car does not conform to all applicable manufacturer's warranties during the first 15 months of ownership or 15,000 miles of the car's operation, whichever comes first. To preserve your rights under this law, you must report the non-conformity, defect, or condition by giving written notice to manufacturer or factory branch by Certified Mail, Return Receipt Requested.

Maryland law requires a dealer to receive a buyer's consent before placing an insignia on a vehicle advertising the dealer's name. Buyer hereby consents to such advertising and waives any compensation from dealer.

The warranty on this vehicle is set forth in the Warranty Facts Book that is either in the glove compartment or will be given to you on delivery. It is designated a **LIMITED WARRANTY** and complies with the provisions of the Magnuson-Moss Warranty Federal Trade Commission Improvement Act (Public Law 93-637). We call your particular attention, in compliance with the Act, that there is **NO OTHER EXPRESS WARRANTY ON THIS VEHICLE. NOR ANY OTHER EXPRESS WARRANTY MADE BY THE DEALER FOR LOSS OF USE OF THE VEHICLE, LOSS OF TIME, INCONVENIENCE, COMMERCIAL LOSS, OR CONSEQUENTIAL DAMAGES, AND ANY IMPLIED WARRANTY OF THE FITNESS OF THIS VEHICLE FOR THE USE OF WHICH IT IS INTENDED IS LIMITED BY THE QUALIFICATIONS IN THE WARRANTY FACTS BOOKLET.**

As a material part of this purchase, the Purchaser represents to **THE DEALER** that the information set forth above regarding the used car trade-in (or other property used as a trade) is true and correct and that there are no liens or encumbrances other than those as shown above.

It is expressly understood and agreed to by and between the parties hereto and this is an offer to purchase by the Purchaser, and is not an offer to sell by **THE DEALER** and further, that this offer to purchase does not become binding contract on the parties hereto until accepted in writing by an authorized officer of **THE DEALER**.

If credit is to be extended in connection with the sale, disclosure of terms is made by separate document which becomes part of this transaction. If full, complete and satisfactory disclosure of credit terms is not made prior to delivery, buyer may cancel order and recover deposit if applicable.

**AGREEMENT TO ARBITRATE DISPUTES:** Purchaser(s) and dealer agree that if any Dispute (as defined below) arises, the Dispute will be resolved by binding arbitration by a single arbitrator under the applicable rules of the alternative dispute resolution agency named below, with that arbitrator rendering a written decision with separate findings of fact and conclusions of law. An award by the arbitrator shall be final and binding on all parties to the proceeding. The arbitrator shall apply the substantive law of the Commonwealth of Virginia and the arbitration shall take place in the locality in which Dealer is located. All arbitration costs and expenses shall be borne as determined by the arbitrator. Judgment on an award may be entered by either party in the highest local, state, or federal court, or before any administrative body. If any portion of this agreement is found to be unenforceable, the remainder of the agreement shall remain effective. This Arbitration Agreement will survive payment of Purchaser(s)' obligations in connection with this transaction and any termination, cancellation or performance of the transaction between Purchaser(s) and Dealer.

**DISPUTE DEFINED:** A Dispute is any question as to whether something must be arbitrated, as well as any allegation concerning a violation of state or federal statute that may be the subject of binding arbitration, any purely monetary claim greater than \$1,000.00 in the aggregate whether contract, tort, or other, arising from the negotiation of and terms of the Buyer's Order, any service contract or insurance product, or any retail installment sale contract or lease (but this arbitration provision does not apply to and shall not be binding on any assignee thereof); provided, however, that your failure to provide consideration to be paid by you (including your failure to pay a note, a dishonored check, failure to provide a trade title, or failure to pay deficiency resulting from additional payoff on trade) as well as our right to retake possession of the vehicle pursuant to this Buyer's Order shall not be considered a Dispute and shall not be subject to arbitration.

THE PARTIES UNDERSTAND THAT THEY ARE WAIVING THEIR RIGHTS TO JURY TRIAL OF ALL DISPUTES BETWEEN THEM NOT SPECIFICALLY EXEMPTED FROM ARBITRATION IN THE ARBITRATION AGREEMENT.

Dispute Resolution Agency Name and Address

NATIONAL ARBITRATION FORUM

P.O. Box 50191

MINNEAPOLIS, MN 55405

www.arbitrationforum.com 800-474-2371

Approved \_\_\_\_\_  
 Dealer or Authorized Representative

Signed (1) \_\_\_\_\_

Purchaser

Social Security Number

This Order is not valid unless signed and accepted by the Dealer or his authorized representative.

(2)

Purchaser

Social Security Number

Date: 06/11/2008





# GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT



GMC

HUMMER



(excludes Saturn)

CUSTOMER NAME: [REDACTED]

VIN: 1 / G / 1 / A / K / 5 / 8 / F / 8 / 8 / 7 [REDACTED]

## 1. Customer Incentive

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

Incentive Program Reference	Amount	GM Incentive Code
CONSUMER	\$ 1000.00	CNE
PURCHASE BONUS	\$ 1000.00	BGK
CONQUEST	\$ 500.00	PON
	\$ N/A	
	\$ N/A	
Total Incentive Amount Received		\$ 2500.00

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

- a. I elect to receive \_\_\_\_\_  
in lieu of \_\_\_\_\_ and/or \_\_\_\_\_
- b. I elect to receive \_\_\_\_\_

## - CUSTOMER AND DEALER ACKNOWLEDGMENT FOR INCENTIVES AND ONSTAR SERVICE -

- a. Vehicle Incentive Acknowledgment. I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery on 06/11/08. I acknowledge receipt of incentive(s) as described in Item \_\_\_\_\_ and release GM Division from any future claim or obligation for incentive(s) on this unit.

Is vehicle equipped with OnStar? \_\_\_\_\_ Yes XX No

- b. **Terms and Conditions Acknowledgment.** I acknowledge that I have received the Terms and Conditions under which the OnStar service in my vehicle is provided (copies are available in the vehicle glovebox, from the dealer, at [www.onstar.com](http://www.onstar.com), or by contacting OnStar as described below).

I understand that in order to cancel the OnStar service in my vehicle, I must press the blue OnStar button in my vehicle or call 1.888.4OnStar (1.888.466.7827) or TTY 1.877.248.2080 and request that my Services be cancelled.

Purchaser/Lessee Signature: [REDACTED]

Date: 06 / 11 / 08

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

Authorized Dealer Signature: [REDACTED]

Dealership Name: SHEEHY CHEVY DODGE CHRYSLER JEEPDate: 06 / 11 / 08

Dealer Code: \_\_\_\_\_

**Dealer Note:** This is a required document and it must be completed, signed, and retained in EVERY DEAL FILE for new retail customers even if there are no incentives or rate support available. A copy of the completed form should be provided to the customer.

## 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  
 Delivery 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	Incentive Code
<input checked="" type="checkbox"/> GM NORTHEAST REGION 2008/2008 RETAIL CONSUMER CASH/APR/DEALER CASH INCENTIVES	06/03/2008	06/30/2008		08-34A-10	1000	CNE
<input checked="" type="checkbox"/> GM PURCHASE BONUS CASH PROGRAM	06/05/2008	08/30/2008		08-34AR-7	1000	BGK
<input type="checkbox"/> GM/GMAC/SFS 2008 Q2 PULL AHEAD PROGRAM	04/17/2008	06/30/2008		08-02-9		XXX
<input type="checkbox"/> 2008 MODEL YEAR GM CUSTOMER ASSISTANCE CENTER GOODWILL CERTIFICATE PROCESS	10/01/2007	09/30/2008		08-03		LCP
<input type="checkbox"/> 2008 MODEL YEAR COLLEGE GRAD DISCOUNT PRICING PROGRAM	06/10/2008	09/30/2008		08-04-1		GCG
<input type="checkbox"/> 2008 GM CARD (BLUE/GOLD) PROGRAM	04/15/2008	09/30/2008		08-05-1		UDE
<input type="checkbox"/> 2008 GM CARDS WITH REDEMPTION LIMITS COPPER/ PLATINUM AND FLEXIBLE EARNINGS PROGRAMS	04/15/2008	09/30/2008		08-05A-2		UDP
<input type="checkbox"/> 2008 MODEL YEAR GM BUSINESS CARD PROGRAM	10/01/2007	09/30/2008		08-05B		UDB
<input type="checkbox"/> 2008 MODEL YEAR GM EXTENDED FAMILY CARD PROGRAM	10/01/2007	09/30/2008		08-05C		UDF
<input type="checkbox"/> 2008 MODEL YEAR GM MOBILITY ADAPTIVE EQUIPMENT PROGRAM	10/01/2007	09/30/2008		08-07		MOB/MDC
<input type="checkbox"/> 2008 MODEL YEAR GM DRIVER EDUCATION PURCHASE/LEASE PROGRAM	12/18/2007	09/30/2008		08-08	750	U4C
<input checked="" type="checkbox"/> 2008 GM CUSTOMER APPRECIATION CERTIFICATE PROGRAM	04/25/2008	09/30/2008		08-14-1	500	VHC
<input type="checkbox"/> 2008 MODEL YEAR GM MILITARY DISCOUNT PRICING PROGRAM	06/10/2008	09/30/2008		08-16-2		GMM
<input type="checkbox"/> 2008 MODEL YEAR GM RETIREE VOUCHER PROGRAM	10/01/2007	09/30/2008		08-18		HRC
<input checked="" type="checkbox"/> 2008 Q2 COMPETITIVE LEASE DIRECT MAIL PRIVATE OFFER PROGRAM	05/07/2008	07/07/2008		08-34CAB		BLZ
<input checked="" type="checkbox"/> GM CONQUEST PROGRAM	06/03/2008	08/30/2008		08-34CC-8	500	PDN
<input checked="" type="checkbox"/> GM CAMPING WORLD PRIVATE OFFER	01/04/2008	02/28/2009		08-34CN	500	DCW
<input checked="" type="checkbox"/> GM SELECT BUSINESS/TRADE ASSOCIATION PRIVATE OFFER	03/04/2008	01/02/2009		08-34CO-3	500	PAD
<input checked="" type="checkbox"/> GM SELECT FARM BUREAU PRIVATE OFFER	02/07/2008	01/02/2009		08-34CP-2	500	PAC

Total &gt;&gt; 2500

Programs in red and with italic print indicate a VIN Exception Condition - You must refer to program for specific eligibility/compatibility guidelines. Dealer responsible for determining consumer eligibility for each program.

6/11/2008

## BARS Document Display

Page 1 of 1

2008 COBALT 4-DOOR LS SEDAN  
87U SLATE METALLIC  
14B GRAY

/L4G

GENERAL MOTORS CORPORATION  
& SUBSIDIARIES  
RENAISSANCE CENTER

ORDER NO. MQMNZV/TRE STOCK NO.

DETROIT MI 48243-1114

VIN 1G1AK58F8 87

VEHICLE INVOICE 1AD21019574

\*\*\*\*\*13\*143385

## MODEL &amp; FACTORY OPTIONS

MSRP

INV AMT

RETAIL - STOCK

1AK69 COBALT 4-DOOR LS SEDAN 13925.00

13159.13 INVOICE 03/07/08

FE9 FEDERAL EMISSIONS N/C

N/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 INT COM 03/12/08

PCI PROTECTION PACKAGE 180.00

158.40 PRC EFF 03/07/08

\*FLOOR MATS, FRONT/REAR

KEYS G3148 G3148

\*BODY COLOR, BODYSIDE MOLDINGS

WFP-S QTR OPT-1

BANK: GMAC - 020

CHG-TO 14-338

SHIP WT: 2783

HP: 18.4

GMS: 14490.63

SUPPLR: 15135.96

MRM: 15690.00

DAN: 1LSAT

MEMO 601.50

TOTAL MODEL & OPTIONS	15030.00	14131.53	ACT 231	14340.63
DESTINATION CHARGE	660.00	660.00	H/B 261	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 14362.73

\*\*\*\*\*  
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.

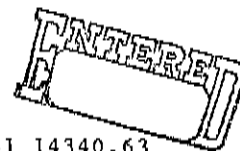
SHEEHY CHEVROLET

REMIT TO GMAC NO. 020

VIN 1G1AK58F887

\$ 15092.13 INV 1AD21019574

DUE 03/12/08 DEALER 14-338



A180155

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

I/WE HEREBY APPLY FOR

☒ TITLE (NEW TAGS)

☐ TITLE (TRANSFER OF TAGS)

☐ DUPLICATE TITLE

☐ TITLE ONLY (NO TAGS)

OPERATOR'S NUMBER

TITLE NUMBER

OWNER FULL NAME (If a leased vehicle - provide the name of the Lessor & attach lease agreement)

LAST NAME	FIRST NAME	MI.	DOB	DC DRIVER'S LICENSE # OR SOCIAL SECURITY #
		L		

JOINT OWNER(S)/LESSEE/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 #

CURRENT DC ADDRESS ☒ New Address (If address is different, you must provide proof of DC residency) ☐ Temporary Address

NUMBER	STREET	SECTION	APT.	CITY	STATE	ZIP CODE
	WASHINGTON DC					

**VEHICLE DESCRIPTION**

MAKE	YEAR	BODY	TITLE BRAND	UNLADEN WEIGHT	VEHICLE IDENTIFICATION NUMBER (PRINT)
CHEVRO	2008	4DR S	COBALT		1G1AK58F887

**ODOMETER STATEMENT**

I CERTIFY TO THE BEST OF MY KNOWLEDGE THAT THE ODOMETER READING IS 12 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.

EXCISE TAX

932.40

NEW VEHICLES ARE TAXED ON THE TOTAL PURCHASE PRICE

\$ 15540.00

SELLING PRICE

USED VEHICLES ARE TAXED ON THE

A LIEN INSTRUMENT MUST ACCOMPANY THIS APPLICATION.  
If a lien exists, the title will be mailed to the Lien holder.

**LIEN INFORMATION**

LIEN HOLDERS NAME	LIEN HOLDER ADDRESS
GMAC	PO BOX 8140
	COCKEYSVILLE MD

**INSURANCE INFORMATION**

(CURRENT PROOF OF DC INSURANCE MUST ACCOMPANY THIS APPLICATION)

NAME OF INSURANCE CO.	POLICY OR BINDER NO.
ERIE	00825092

I certify that the above information is true and correct to the best of my/bur knowledge, information and belief. Any person(s) using a false statement is in violation of D.C. Law and subject to a fine of not more than \$1,000 and 120 days imprisonment or both.

SIGNATURE OF OWNER: X

SIGNATURE OF JOINT OWNER(S):

(MUST BE SIGNED BY OWNER(S), OFFICER OF CORPORATION OR PARTNER IN PARTNERSHIP)

DATE:

DATE: 06/11/2008

DMV USE ONLY

AMINER APPROVED:

DATE:

To report waste, fraud and abuse by any DC Government agency or official, call the DC Inspector General at 1-800-521-1639

2118

DATE

03/07/08

VEHICLE IDENTIFICATION NO.

1G1AK58F887

BODY TYPE

COBALT 4-DOOR SEDAN

H.P. (S.A.E.)

18.4

G.V.W.R.

3765

NO. CYLS.

04

RBLP0019

INVOICE NO.

1A021019574

MAKE

CHEVROLET

SHIPPING WEIGHT

2783

SERIES OR MODEL

1AK69

JEEP

se to buy the vehicle on credit  
nce Charge according to the

Which Purchased

household ☐ agricultural

buy the physical damage  
requires (see back) from  
is acceptable to us. You are  
other insurance to obtain  
to buy or not buy other  
factor in the credit approval

checked below, policies or  
ed insurance companies will  
conditions.

you want and sign below:

dit Insurance.

or ☐ Co-Buyer ☐ Both

(Only)

N/A

N/A

e Company)

fice Address)

credit disability insurance  
in credit. Your decision to  
life insurance and credit  
not be a factor in the credit  
will not be provided unless  
by the extra cost. Credit life  
amount you would owe if

you paid all your payments on time. Credit disability  
insurance does not cover any increase in your  
payment or in the number of payments. Coverage  
for credit life insurance and credit disability  
insurance ends on the original due date for the last  
payment unless a different term for the insurance is  
shown below.

Other Insurance.

N/A

N/A

Type of Insurance

Term

Premium \$

N/A

N/A

(Insurance Company)

I, the undersigned authorized representative of the company, firm or corporation named below, hereby certify that the new vehicle described above is the property of the said company, firm or corporation and is transferred on the above date and under the Invoice Number indicated to the following distributor or dealer.

NAME OF DISTRIBUTOR, DEALER, ETC.

SHEEHY CHEVROLET

5300 CRAIN HWY

UPPER MARLBORO

MO 20772-3120

It is further certified that this was the first transfer of such new vehicle in ordinary trade and commerce.

\*\*\*\*\*

\* THIS VEHICLE \*

\* HAS A \*

\* FEDERAL \*

\* EMISSION \*

\* SYSTEM \*

\*\*\*\*\*

G52485962

GENERAL MOTORS CORPORATION  
& SUBSIDIARIES

By

(SIGNATURE OF AUTHORIZED REPRESENTATIVE)

(AGENT)

DETROIT

MI

48243-1114

CITY - STATE

GM 521 REV. 10-03

	= net trade-in \$	+ cash \$	
+ other (describe)	REBATE	\$ 2500.00	\$ 100.00 (2)
3 Unpaid balance of cash price (1 minus 2)			\$ 15470.40 (3)
4 Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts.):			
A Cost of optional credit insurance paid to the insurance company or companies			
Life	\$	N/A	
Disability	\$	N/A	\$ N/A
B Other insurance paid to the insurance company	\$		N/A
C Official fees paid to government agencies	\$	137.00	
D Government taxes not included in cash price	\$	N/A	
E Government license and/or registration fees	\$	15.00	
LTC:	\$	15.00	\$ 15.00

GM Due to the fact that the vehicle is being sold by a dealer, the dealer is responsible for the vehicle's condition and for the accuracy of the information provided on this invoice. The dealer is not responsible for the accuracy of the information provided on this invoice.

DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 1	<p>Each undersigned seller certifies to the best of his knowledge, information and belief under penalty of the law that the vehicle is new and has not been registered in this or any state at the time of delivery and the vehicle is not subject to any security interests other than those disclosed herein and warrant title to the vehicle.</p> <p>I certify to the best of my knowledge that the odometer reading is <u>12</u> No Tenths</p> <p><b>SHEEHY UPPER MARLBORO N1574</b> BY: <u>B. Sheehy</u></p> <p>State of _____</p> <p>County of _____</p> <p>Bring duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____, 20____.</p> <p>Notary Public</p> <p>USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION</p>
DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 2	<p>NAME OF PURCHASER(S) _____</p> <p>ADDRESS _____</p> <p>I certify to the best of my knowledge that the odometer reading is _____ No Tenths</p> <p>DEALER _____ BY: _____</p> <p>State of _____</p> <p>County of _____</p> <p>Bring duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____, 20____.</p> <p>Notary Public</p> <p>USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION</p>
DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 3	<p>NAME OF PURCHASER(S) _____</p> <p>ADDRESS _____</p> <p>I certify to the best of my knowledge that the odometer reading is _____ No Tenths</p> <p>DEALER _____ BY: _____</p> <p>State of _____</p> <p>County of _____</p> <p>Bring duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____, 20____.</p> <p>Notary Public</p> <p>USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION</p>
DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 4	<p>NAME OF PURCHASER(S) _____</p> <p>ADDRESS _____</p> <p>I certify to the best of my knowledge that the odometer reading is _____ No Tenths</p> <p>DEALER _____ BY: _____</p> <p>State of _____</p> <p>County of _____</p> <p>Bring duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____, 20____.</p> <p>Notary Public</p> <p>USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION</p>
ODOMETER DISCLOSURE FOR RETAIL SALE	<p>Federal law requires you to state the odometer mileage in connection with the transfer of ownership. Failure to complete or provide a false statement may result in fines and / or imprisonment.</p> <p>I certify to the best of my knowledge that the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked. Odometer Reading _____ NO Tenths. <input type="checkbox"/> The mileage stated is in excess of its mechanical limits. <input type="checkbox"/> The odometer reading is not the actual mileage.</p> <p>Signature(s) of Seller(s) _____ Date of Statement _____ Date of Sale _____</p> <p>Printed Name(s) of Seller(s) _____ Dealer's No. _____</p> <p>Signature of Purchaser(s) _____</p> <p>Printed Name of Purchaser(s) _____</p> <p>Company Name (if Applicable) _____</p> <p>Address of Purchaser(s) _____</p> <p>Bring duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____, 20____.</p> <p>Notary Public</p> <p>USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION</p>
LIENHOLDER	<p>1st lien in favor of <u>GMAC</u></p> <p>whose address is <u>PO BOX 8140</u></p> <p>2nd lien in favor of <u>COCKEYSVILLE MD 21031</u></p> <p>whose address is _____</p>

018628

REMOVE PROTECTIVE FILM AND APPLY TO  
LOWER RIGHT HAND CORNER OF WINDSHIELD  
(AVOID APPLICATION OF PRESSURE TEMPERATURE)

SEP	OCT	NOV	DEC
MAY	JUN	JUL	AUG
JAN	FEB	MAR	APR

DISTRICT OF COLUMBIA  
DEPARTMENT OF MOTOR VEHICLES  
NEW VEHICLE INSPECTION STICKER  
EXPIRES AT THE END OF MONTH INDICATED

WASHINGTON DC

### DC DEPARTMENT OF MOTOR VEHICLES REGISTRATION CERTIFICATE

Tag No: [REDACTED]  
CHEVROLET 2008 P4D  
VIN: 1G1AK58F887 [REDACTED]

Expires: 07/17/09  
Wt: 2783 Fee: 0

Title: [REDACTED]

WASHINGTON DC 20011



*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 corner of the driver's side windshield. **PLEASE NOTE: ONCE THE STICKER IS AFFIXED, IT CANNOT BE REPOSITIONED.**

Interior windshield

Align like this →



DISTRICT OF COLUMBIA



Tag No: [REDACTED]  
2008 CHEVROLET  
VIN: [REDACTED]

**07/17/09**

Expiration Date

N  
O  
R  
P  
P

1G1AK58F887 [REDACTED]

2008

CHEV

P4D

[REDACTED] 07-18-2008

12

A 1803

2783

CLEAR

[REDACTED]  
WASHINGTON DC [REDACTED]

VOID

ORIGINAL

Lien Date

Lien Amount

06-11-2008

\$17,271.40

CMAC

PO BOX 8140

COCKEYSVILLE MD 21030-8140

Lien Date

Lien Amount

\$0.00



**SmartCash**

PDN Search

Acct#

Account Nickname

Sheehy Upper Marlboro

MESSAGE | HELP

SmartCash  
Home**Transactions**Pending  
Transactions

Reports

Dealer  
Information

Search

**Contract Proceeds Wholesale Customer Pmt/Payoff Misc From Dealer CAP**

Effective Date	CAP Balance	CMC Balance	Other ACH	Non-ACH	Daily Record Report	
06/25/2008	\$10,000.00	\$0.00	(\$4,900.00)	\$0.00	06/25/2008	06/26/2008

**Customer Payment/Payoff: Confirm Payment**

Your request has been successfully processed.

Account #	VIN	Customer Name	Amount	Description
-----------	-----	---------------	--------	-------------

<input type="checkbox"/>	[REDACTED]	KNAFB121135 [REDACTED]	\$4,900.00	A303-850280
--------------------------	------------	------------------------	------------	-------------

Please do not use the browser Back button to make changes.

**Enter More****Edit Selected Transactions****Delete Selected Transactions**

## SHEEHY AUTOSTORES

## \*\*\*AUTHORIZATION FOR PAYOFF\*\*\*

DATE 6-11-08PAY TO: GMAC

ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_

PHONE: 902 700 4622 SPOKE WITH: \_\_\_\_\_30 Day Good Thru Date: 6-25-08 Per Diem: \_\_\_\_\_

Account Number: \_\_\_\_\_

Year: 03 Make: Kia Model: SpectraVin: KN AF B121135 \_\_\_\_\_

I the undersigned hereby authorize you to accept from Sheehy Chevrolet of Upper Marlboro the sum of \$ 4,871.15 as the balance due on my account. Upon receipt of the above payment please surrender the Title/Security Interest to Sheehy. I understand the payoff has been estimated. If the payoff balance on my vehicle traded in, as described above, is in excess of the above amount I am responsible to pay the difference.

Owner's Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Co-Owner's Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

PLEASE MAIL ALL DOCUMENTS TO:

SHEEHY CHEVROLET DODGE ISUZU  
5201 AUTH RD.  
MARLOW HEIGHTS, MD 20746

June 25  
300-54

\$4871.15  
6/25/08

///

6



**SHEEHY****CVIS399286****SHEEHY****CHEVROLET CHRYSLER JEEP DODGE**

5300 Crain Hwy.

UPPER MARLBORO, MD 20772

301-627-5700

CVIS399286

**CHRYSLER****Jeep**

1 01071CVIS399286

CUSTOMER NO. <b>7</b>	RICHARD MAYO		730342	TAG NO.	03/19/08	CVIS399286
SPRINGFIELD, VA	LABOR RATE	LICENSE NO.	MILEAGE	0	SLATE MET/G	A180155
	08/CHEVROLET/COBALT/4DR SDN LS				DELIVERY DATE	DELIVERY MILES
	1G1AK58F887			SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	03/17/08		MO: 1	
COMMENTS						

**LABOR & PARTS**

CH 1 SDCVZ PDI HOURS: 1.30 TECH(S): 730055 129.94

PRE-DELIVERY INSPECTION FOR SALE  
PERFORM PRE DELIVERY INSPECTION PER MANUFACTURER'S  
GUIDELINES  
COMPLETED

JOB # 1 TOTAL LABOR & PARTS 129.94

MISC.....CODE.....	DESCRIPTION.....	CONTROL NO.....	
JOB # A	C6 INTERNAL SHOP SUPPLIES		12.99
TOTAL - MISC			12.99

**TOTALS**

CONTROL# ACCOUNT NUMBER AMOUNT..

A180155

TOTAL LABOR....	129.94
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC.CHG..	12.99
TOTAL MISC.DISC	0.00
TOTAL TAX.....	0.00

**TOTAL INVOICE \$ 142.93**

APPROVED BY SIGNATURE

**SHEEHY**

CHRYSLER

**Jeep.****SHEEHY  
CHRYSLER JEEP DODGE**5300 Crain Hwy.  
UPPER MARLBORO, MD 20772  
301-627-5700

CUSTOMER NO. <b>7</b>	ADVISOR <b>RICHARD MAYO</b>	TAG NO. <b>730342</b>	INVOICE DATE <b>03/19/08</b>	INVOICE NO. <b>CVCS399286</b>
[REDACTED] SPRINGFIELD, VA [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>0</b>	COLOR <b>SLATE MET/G</b>
	YEAR / MAKE / MODEL <b>08/CHEVROLET/COBALT/4DR SDN LS</b>			DELIVERY DATE <b>06/11/08</b>
	VEHICLE ID. NO. <b>1G1AK58F887</b>			DELIVERY MILES <b>12</b>
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE <b>03/17/08</b>	PRODUCTION DATE
COMMENTS				<b>MO: 1</b>

LABOR & PARTS  
 J# 150CVZ PDI TECH(S): 730055 INTERNAL

PRE-DELIVERY INSPECTION FOR SALE  
 PERFORM PRE DELIVERY INSPECTION PER MANUFACTURER'S  
 GUIDELINES  
 COMPLETED

JOB # 1 TOTAL LABOR & PARTS 0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----	
JOB # A C6 INTERNAL SHOP SUPPLIES	INTERNAL
TOTAL - MISC	0.00

TOTALS-----	
QUALITY CHECK	TOTAL LABOR.... 0.00
PARKING SPOT	TOTAL PARTS.... 0.00
*****	TOTAL SUBLET... 0.00
* [ ] CASH [ ] CHECK CK NO. [ ] *	TOTAL G.O.G.... 0.00
* [ ] VISA [ ] MASTERCARD *	TOTAL MISC CHG. 0.00
* [ ] OTHER [ ] CHARGE *	TOTAL MISC DISC 0.00
*****	TOTAL TAX..... 0.00

**TOTAL INVOICE \$ 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 OUR CUSTOMER  
 RELATIONS MANAGER AT 301-627-5700  
 NON FACTORY PARTS WARRANTY: 90 DAYS/4000 MILES  
 FACTORY PARTS WARRANTY: 12 MOS/12,000 MILES  
 "\*" DENOTES LIFETIME WARRANTY WHERE APPLICABLE

CUSTOMER SIGNATURE  
 \*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

WHILE YOUR MOTOR VEHICLE IS ON THE PREMISES OF THE AUTOMOTIVE REPAIR FACILITY, THE AUTOMOTIVE REPAIR FACILITY MAY NOT BE RESPONSIBLE FOR DAMAGE TO YOUR MOTOR VEHICLE UNDER CERTAIN CIRCUMSTANCES. 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.

**Ask your Service Consultant or Cashier how you  
 can earn \$0.00 in SHEEHY VIP Bucks Today**



# SHEEHY

## TO STORES

### SHEEHY CHEVROLET CHRYSLER JEEP DODGE

5300 Crain Hwy,  
UPPER MARLBORO, MD 20772  
301-627-5700  
RECOMMENDED SERVICES

# WAIT

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ003	3000 MILE SERVICE	MI	0.00	69CVZ655	LUBE OIL AND FILTER	MI	32.95

### SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/17/08	399286	1	730342	730055	I	50CVZ	PDI

SALESPERSON NO. 730172 MICHAEL TROTTER

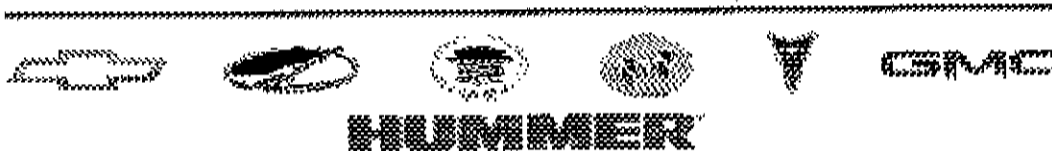
SERVICE

STATE REG#.

CUSTOMER WAITING <input type="checkbox"/> YES TERMS <input type="checkbox"/> CASH <input type="checkbox"/> CHARGE <input type="checkbox"/> TYPE INTERNAL APPROVED BY <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	VEHICLE I.D. NO. <b>1G1AK58F887</b>	YEAR/MAKE/MODEL <b>08/CHEVROLET/COBALT/4DR SDN LS</b>	PRODUCTION DATE <b>06/11/08</b>	STOCK NO. <b>A180155</b>	LICENSE NO. <b>497370</b>
	COLOR <b>SLATE MET/GRY CLT</b>		DELIVERY DATE <b>06/11/08</b>	DELIVERY MILES <b>12</b>	SELLING DEALER NO. <b>07/16/08</b>
	TURBO <input type="checkbox"/> M/MC <input type="checkbox"/> AIR COND. <input type="checkbox"/> P.S. <input type="checkbox"/> TRANS <input type="checkbox"/> MILEAGE <b>CVZZ 2,973</b>		CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES
	<input type="checkbox"/> I AUTHORIZE YOU TO COMPLETE REPAIRS WITHOUT AN ESTIMATE <input type="checkbox"/> I AUTHORIZE REPAIR WORK UP TO \$ <input type="checkbox"/> I ACCEPT THE ESTIMATE AND AUTHORIZE REPAIRS		CHECK HERE TO SAVE PARTS <input type="checkbox"/> YES <input type="checkbox"/> NO		
TIME RECEIVED <b>01:42pm</b>		DATE/TIME PROMISED <b>07/16/08 07:00pm</b>		PRIORITY	
APPOINTMENT <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		LABOR RATE		TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE <small>I hereby authorize the repair work herein set forth to be done along with the necessary maintenance and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delay caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate this vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.</small>	

### LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: TOTAL <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <b>03CVZ*VIP*SERV LOP- FIRST VISIT</b>  <b>COMPLIMENTARY SHEEHY FIRST OIL CHANGE</b>  <div style="font-size: 2em; font-family: cursive; margin-top: 10px;">LOP 17304B</div> </div>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">ORIGINAL ESTIMATE</td> <td style="text-align: center;">CUSTOMER'S ACCEPTANCE</td> </tr> <tr> <td style="text-align: center;">\$ _____</td> <td style="text-align: center;">INITIAL HERE _____</td> </tr> <tr> <td style="text-align: center;">AUTHORIZED ADDITIONS</td> <td style="text-align: center;">DATE _____</td> </tr> <tr> <td style="text-align: center;">\$ _____</td> <td style="text-align: center;">TIME _____</td> </tr> <tr> <td style="text-align: center;">TOTAL</td> <td style="text-align: center;">BY _____</td> </tr> <tr> <td style="text-align: center;">\$ _____</td> <td style="text-align: center;">DATE _____</td> </tr> <tr> <td style="text-align: center;"></td> <td style="text-align: center;">TIME _____</td> </tr> <tr> <td style="text-align: center;"></td> <td style="text-align: center;">BY _____</td> </tr> </table>	ORIGINAL ESTIMATE	CUSTOMER'S ACCEPTANCE	\$ _____	INITIAL HERE _____	AUTHORIZED ADDITIONS	DATE _____	\$ _____	TIME _____	TOTAL	BY _____	\$ _____	DATE _____		TIME _____		BY _____
ORIGINAL ESTIMATE	CUSTOMER'S ACCEPTANCE																
\$ _____	INITIAL HERE _____																
AUTHORIZED ADDITIONS	DATE _____																
\$ _____	TIME _____																
TOTAL	BY _____																
\$ _____	DATE _____																
	TIME _____																
	BY _____																
<b>LIMITED WARRANTY</b> 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. Sheehy 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.																	



GENERAL MOTORS BUSINESS RESOURCE CENTER

07/10/09

Ann Carol Daugherty  
Kermit Siltner  
ALEXANDRIA CHEVROLET  
1800 OLD RICHMOND HWY  
ALEXANDRIA, VA 22303-1858

Re: [REDACTED]  
Siebel Request: 71-733497898  
2008 Chevrolet Cobalt  
VIN # 1G1AK33F837 [REDACTED]

*Sold Q. Sheehy Open.  
6/11/08*

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-(874-7638)

*R 327745  
327834  
327122*



# Alexandria



1800 Old Richmond Hwy  
Alexandria, VA 22303  
Phone: 703-370-7211 • 703-329-1300  
Fax: 703-960-6703

CUSTOMER NO. <b>91264</b>	ADVISOR <b>TONY PERSAUD</b>	TAG NO. <b>532</b>	INVOICE DATE <b>07/06/09</b>	INVOICE NO. <b>CWS327745</b>
WASHINGTON DC, DC	LABOR RATE	LICENSE NO.	COLOR <b>SILVER</b>	STOCK NO.
	YEAR / MAKE / MODEL <b>08/CHEVROLET/COBALT/4DR SDN LS</b>	MILEAGE <b>27,931</b>	DELIVER DATE <b>06/11/08</b>	DELIVERY MILES
	VEHICLE ID NO. <b>1G1AK58F887</b>	SELLING DEALER NO.	PRODUCTION DATE	
	F.Y.E. NO.	P.O. NO.	R.O. DATE <b>06/23/09</b>	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	<b>MO: 27934</b>	

LABOR & PARTS-----  
JOB #1 03CVZ STEERING/SUSPENSION HOURS: 1.40 TECH(S): 787 122.32  
STEERING LOSING ASSIST, PART ORDERED  
C0475 INTERNAL SHORT IN COLUM  
REPLACED STEERING COLUM  
PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----U/COST-----E/COST-----U/PRICE  
JOB # 1 1 19209155 COLUMN KI 6.518 273.50 273.50 382.90 382.90  
JOB # 1 COST TOTAL 273.50  
JOB # 1 TOTAL PARTS 382.90  
JOB # 1 TOTAL LABOR & PARTS 505.22  
JOB #2 21CVZ MISC REQUESTS HOURS: 1.00 TECH(S): 99 122.32  
CUST IN LOANER CAR  
JOB # 2 TOTAL LABOR & PARTS 0.00

COMMENTS-----  
RECHECK, # 404  
404  
PART ON ORDER, SHIPPED 06,24 NO PART

R/O TAX 0.00  
R/O TOTALS 505.22

#### WARRANTY CLAIM DETAIL TOTALS-----

CLAIM# TOTAL  
505.22  
CLAIM TOTALS 505.22

APPROVED BY SIGNATURE

#### DCS AUDIT SLIP-----

DCS DATA FILE: GMGMWF.136  
07/06/2009 WARRANTY NEW CLAIM  
1217  
RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #  
327745 06/23/2009 1G1AK58F887 3 14460 27931

CUSTOMER NAME: FIRST: MIDDLE-  
LAST: PHONE:WORK: HOME:

LN JOB CT CC PC PART-NO. TOT-PTS FC LABOP LHRS OHRS NET-AMT. LAB-TOT.  
1 01 03 1 19209155 382.90 6C E7680 1.4 122.32  
LN-TOT: 505.22 TECH SSN: AUTH CODE: AUTH. AUTHOR.:

R.O. TOTAL: 505.22

\*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

LIMITED EXPRESSED WARRANTY:  
LABOR AND PARTS WARRANTED FOR 90 DAYS OR 4,000 MILES WHICHEVER OCCURS FIRST. GENERAL MOTORS REPLACEMENT PARTS WARRANTY ONE (1) YEAR OR 12,000 MILES WHICHEVER OCCURS FIRST. ALEXANDRIA CHEVY BUICK PONTIAC GMC SATURN HEREBY LIMITS IMPLIED WARRANTIES TO THE SAME PERIOD. ANY CLAIMS AGAINST THESE REPAIRS MUST BE ACCOMPANIED BY THIS INVOICE. ALL ADJUSTMENTS MUST BE PERFORMED AT ALEXANDRIA CHEVY BUICK PONTIAC GMC SATURN.

THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGE FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGE.

SHOP MATERIAL: A CHARGE OF 10% OF LABOR (MAXIMUM \$25) IS INCLUDED FOR MATERIALS USED ON YOUR VEHICLE. STORAGE FEE OF \$35 A DAY FOR VEHICLES LEFT OVER 72 HOURS.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN THE VEHICLES IN THE CASE 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 DAY STORAGE FEE.

*Thank You!*



1800 Old Richmond Hwy  
Alexandria, VA 22303  
Phone: 703-370-7211 • 703-329-1300  
Fax: 703-960-6703

CUSTOMER NO. <b>91264</b>	ADVISOR <b>TONY PERSAUD</b>	TAG NO. <b>532 4566</b>	INVOICE DATE <b>06/19/09</b>	INVOICE NO. <b>CVCS327434</b>
	LABOR RATE	LICENSE NO.	COLOR <b>SILVER/</b>	STOCK NO.
	YEAR / MAKE / MODEL <b>08/CHEVROLET/COBALT/4DR SDN LS</b>	MILEAGE <b>27,541</b>	DELIVER DATE <b>06/11/08</b>	DELIVERY MILES
WASHINGTON DC, DC	VEHICLE ID NO. <b>1 G 1 A K 5 8 F 8 8 7</b>		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE <b>06/19/09</b>	
COMMENTS				<b>MO: 27541</b>

LABOR & PARTS  
J# 1 03CVZ STEERING/SUSPENSION TECH(S) 246 0.00  
CUSTOMER STATES POWER STEERING WHEEL GO OUT WHILE DRIVING  
NO ASSISTANCE  
HAD TO ORDER NEW STEERING COLUM

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 01CVZ INSPECT MULTI POINT INSPECT TECH(S) 246 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

COMMENTS  
RECHECK. # 404  
DELETED OPERATION(S)  
21CVZSHUTTLE2 TWO WAY SHUTTLE RIDE

TOTALS

\*\*\*\*\*  
CASH..... CHECK # .....  
VISA/M.C.....DISCOVER.....AMEX.....  
CHARGE.....CUSTOMER #.....

CASHIER'S INITIALS..... DATE.....  
THANK YOU FOR GIVING US THE OPPORTUNITY TO PERFORM  
YOUR SERVICE TODAY. WE APPRECIATE THE CHANCE TO EARN  
YOUR TRUST AND BUSINESS. YOU MAY RECEIVE A SURVEY FROM  
GM ABOUT YOUR VISIT TODAY. IF WE HAVEN'T EARNED A SCORE  
OF "COMPLETELY SATISFIED", PLEASE CONTACT YOUR SERVICE  
ADVISOR AS SOON AS POSSIBLE SO THAT HE/SHE CAN ADDRESS  
YOUR CONCERN AS THIS SURVEY IS HIS/HER PERSONAL REPORT  
CARD. AGAIN, WE THANK YOU FOR YOUR BUSINESS!!!  
\*\*\*\*\*

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

LIMITED EXPRESSED WARRANTY:  
LABOR AND PARTS WARRANTED FOR  
90 DAYS OR 4,000 MILES WHICHEVER  
OCCURS FIRST. GENERAL MOTORS  
REPLACEMENT PARTS WARRANTY ONE  
(1) YEAR OR 12,000 MILES WHICHEVER  
OCCURS FIRST. ALEXANDRIA CHEVY  
BUICK PONTIAC GMC SATURN HEREBY  
LIMITS IMPLIED WARRANTIES TO THE  
SAME PERIOD. ANY CLAIMS AGAINST  
THESE REPAIRS MUST BE ACCOMPANIED  
BY THIS INVOICE. ALL ADJUSTMENTS  
MUST BE PERFORMED AT ALEXANDRIA  
CHEVY BUICK PONTIAC GMC SATURN.

THE SELLING DEALER HEREBY  
EXPRESSLY DISCLAIMS ALL  
WARRANTIES, EITHER EXPRESS OR  
IMPLIED, INCLUDING ANY IMPLIED  
WARRANTIES OF MERCHANTABILITY  
OR FITNESS FOR A PARTICULAR  
PURPOSE, AND NEITHER ASSUMES  
NOR AUTHORIZES ANY OTHER PERSON  
TO ASSUME FOR IT ANY LIABILITY IN  
CONNECTION WITH THE SALE OF THIS  
PART(S) AND/OR SERVICE. BUYER  
SHALL NOT BE ENTITLED TO RECOVER  
FROM THE SELLING DEALER ANY  
CONSEQUENTIAL DAMAGES, DAMAGES  
TO PROPERTY, DAMAGE FOR LOSS OF  
USE, LOSS OF TIME, LOSS OF PROFIT  
OR INCOME, OR ANY OTHER INCIDENTAL  
DAMAGE.

SHOP MATERIAL: A CHARGE OF 10% OF  
LABOR (MAXIMUM \$25) IS INCLUDED FOR  
MATERIALS USED ON YOUR VEHICLE.  
STORAGE FEE OF \$35 A DAY FOR  
VEHICLES LEFT OVER 72 HOURS.

NOT RESPONSIBLE FOR LOSS OR  
DAMAGE TO VEHICLES OR ARTICLES  
LEFT IN THE VEHICLES IN THE CASE  
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  
72 HOURS WILL BE SUBJECT TO A \$35 A  
DAY STORAGE FEE.

*Thank You!*

# Alexandria



1800 Old Richmond Hwy

Alexandria, VA 22303

Phone: 703-370-7211 • 703-329-1300

Fax: 703-960-6703

CUSTOMER NO.	91264	ADVISOR	TONY PERSAUD	TAG NO.	532	INVOICE DATE	07/01/09	INVOICE NO.	CVWS327122
		LABOR RATE			3566	COLOR	SILVER/	STOCK NO.	
		LICENSE NO.		MILEAGE	27,275	DELIVER DATE	06/11/08	DELIVERY MILES	
		YEAR / MAKE / MODEL	08/CHEVROLET/COBALT/4DR SDN LS			SELLING DEALER NO.		PRODUCTION DATE	
		VEHICLE ID NO.	1G1AK58F887			R. O. DATE	06/15/09		
		F. T. E. NO.							
RESIDENCE PHONE		BUSINESS PHONE				COMMENTS	MO: 27275		

LABOR & PARTS  
#1 03CVZ STEERING/SUSPENSION HOURS 0.30 TECH(S) 404 26.21

CUST STATES POWER STEERING WARNING MESSAGE COMING ON  
SCAN TEST CODE C0475

NORMAL OPERATION . SEE ATTACHED BULLETIN 06 02 32 002C

JOB # 1 TOTAL LABOR & PARTS 26.21

#2 21CVZSHUTTLEZ TWO WAY SHUTTLE RIDE HOURS TECH(S) 99 15.00

SHUTTLE SERVICE-ROUND TRIP  
Z7911

JOB # 2 TOTAL LABOR & PARTS 15.00

#### RECOMMENDATIONS

NEXT SERVICE NEEDED 30,000 MILES SERV -- 730.00

R/O TAX 0.00  
R/O TOTALS 41.21

#### WARRANTY CLAIM DETAIL TOTALS

CLAIM# TOTAL  
41.21

CLAIM TOTALS 41.21

APPROVED BY SIGNATURE

#### DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.132

07/01/2009

1859

WARRANTY NEW CLAIM

RO NUMBER RO DATE

327122 06/15/2009 1G1AK58F887

VIN

3

DIV

14460

ODOMETER

27275

SERVICE ADVISOR #

CUSTOMER NAME: FIRST:

LAST:

MIDDLE:

PHONE:WORK:

HOME:

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		AV				92	N9995	.3			26.21
LN-TOT:	26.21				TECH SSN:			AUTH CODE:			AUTH. AUTHOR.:	

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	02		MJ				98	Z7911			15.00	
LN-TOT:	15.00				TECH SSN:			AUTH CODE:			AUTH. AUTHOR.:	

R.O. TOTAL: 41.21

\*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

LIMITED EXPRESSED WARRANTY:  
LABOR AND PARTS WARRANTED FOR  
90 DAYS OR 4,000 MILES WHICHEVER  
OCCURS FIRST. GENERAL MOTORS  
REPLACEMENT PARTS WARRANTY ONE  
(1) YEAR OR 12,000 MILES WHICHEVER  
OCCURS FIRST. ALEXANDRIA CHEVY  
BUICK PONTIAC GMC SATURN HEREBY  
LIMITS IMPLIED WARRANTIES TO THE  
SAME PERIOD. ANY CLAIMS AGAINST  
THESE REPAIRS MUST BE ACCOMPANIED  
BY THIS INVOICE. ALL ADJUSTMENTS  
MUST BE PERFORMED AT ALEXANDRIA  
CHEVY BUICK PONTIAC GMC SATURN.

THE SELLING DEALER HEREBY  
EXPRESSLY DISCLAIMS ALL  
WARRANTIES, EITHER EXPRESS OR  
IMPLIED, INCLUDING ANY IMPLIED  
WARRANTIES OF MERCHANTABILITY  
OR FITNESS FOR A PARTICULAR  
PURPOSE, AND NEITHER ASSUMES  
NOR AUTHORIZES ANY OTHER PERSON  
TO ASSUME FOR IT ANY LIABILITY IN  
CONNECTION WITH THE SALE OF THIS  
PART(S) AND/OR SERVICE. BUYER  
SHALL NOT BE ENTITLED TO RECOVER  
FROM THE SELLING DEALER ANY  
CONSEQUENTIAL DAMAGES, DAMAGES  
TO PROPERTY, DAMAGE FOR LOSS OF  
USE, LOSS OF TIME, LOSS OF PROFIT  
OR INCOME, OR ANY OTHER INCIDENTAL  
DAMAGE.

SHOP MATERIAL: A CHARGE OF 10% OF  
LABOR (MAXIMUM \$25) IS INCLUDED FOR  
MATERIALS USED ON YOUR VEHICLE.  
STORAGE FEE OF \$35 A DAY FOR  
VEHICLES LEFT OVER 72 HOURS.

NOT RESPONSIBLE FOR LOSS OR  
DAMAGE TO VEHICLES OR ARTICLES  
LEFT IN THE VEHICLES IN THE CASE  
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  
72 HOURS WILL BE SUBJECT TO A \$35 A  
DAY STORAGE FEE.

*Thank You!*



07/10/09

Attn Vil Chaudhry Sales Manager  
SHEEHY CHEVROLET  
5300 Crain Hwy  
Upper Marlboro, MD 20772-3120

Re:

Siebel Request: 71-733497393  
2003 Chevrolet Colbat  
VIN # 1G1AK58F837

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-{874-7683}

**Privileged and Confidential Information**

**CASE ASSESSMENT**

By: Felicia Williams State: DC

Customer Name: [REDACTED]

Service Request: 71-  
738497898

BBB Case No.: CHV0940882

**Only customer's last name to be recorded**

Vehicle ID No.:  
1G1AK58F887 [REDACTED]

In Service  
Date:  
6/11/2008

Vehicle is: New

BAC Code:  
06/11/2008

Year, Make ☐ Model: 2008 Chevrolet Cobalt  
Mileage at Time of BBB Filing 27,000

Vehicle Purchased Used on: N/A at odometer N/A

Lien holder: GMAC ☐ Other ☐: {Name}

Sale Type: Purchase ☒ Lease ☐ Other ☐ :  
{Type}

DVM Name: DVM Mark  
Phone/Cell Number: 716-949-9138  
Svc Mgr Name: Kermit Stiltner

CAM Name: {Name}  
Phone Number:

**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  
[REDACTED] N/A

[REDACTED]

IF TAC **HAS NOT BEEN** CONTACTED WHY NOT [REDACTED] N/A  
[REDACTED]

[REDACTED]

☐ Power Steering

<u>Date:</u>	<u>RO</u> <input type="checkbox"/> :	<u>Days</u> <u>Out:</u>	<u>Mileag</u> <u>e:</u>	<u>Description of Complaint and Repair Performed:</u>
6/15/09	32712	17	27275	Cust states power steering warning message coming on
	2			DLR Normal operation <input type="checkbox"/> SEE bulletin 06-02-32-002C
6/19/09	32742	1	32743	Cust states power steering wheel go out while driving
	4			DLR Ordered new steering column
6/23/09	32774	14	27931	Cust steering losing assist, part ordered
	5			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)**

**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 **Claim Status:** Pending/Denied/NA

**Claim** ☐

**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**

**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:  
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  
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.

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 weaknesses of the customer's case to win repurchase through Lemon Law?  
N/A-Not eligible for a repurchase

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

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

TEAM LEAD APPROVING:

{Name}

Date: {Date}



07/10/2009	ATM WITHDRAWAL PNCPI0646 N0709 9574 5813-B EASTERN RD CHILLUM MD	\$10.00	\$255.94
07/09/2009	CHECK CARD PURCHASE [REDACTED] MCDONALD'S F728 TAKOMA PARK MD	\$10.37	\$265.94
07/09/2009	POS PURCHASE POS40108301 0063258 SHELL SERVICE WASHINGTON DC	\$30.00	\$276.31
07/08/2009	CHECK CARD PURCHASE [REDACTED] REDBOX *DVD RENTAL OAKBRKTERRA IL	\$1.06	\$306.31
07/07/2009	CHECK CARD PURCHASE [REDACTED] NO 1 BEAUTY SUPPLY WASHINGTON DC	\$14.78	\$307.37
07/06/2009	POS PURCHASE POS40108301 0186282 SHELL SERVICE WASHINGTON DC	\$15.03	\$322.15
07/06/2009	ATM WITHDRAWAL PNCPI0646 N0704 9574 5813-B EASTERN RD CHILLUM MD	\$20.00	\$337.18
07/06/2009	POS PURCHASE POS24198501 0186281 WAL-MART #1985 LAUREL MD	\$22.42	\$357.18
07/06/2009	ATM WITHDRAWAL PNCPI1357 N0705 9574 5815 EASTERN AVENU HYATTSVILLE MD	\$30.00	\$379.60
07/06/2009	ATM WITHDRAWAL PNCPI0646 N0704 9574 5813-B EASTERN RD CHILLUM MD	\$160.00	\$409.60
07/06/2009	ACH WEBSINGLE [REDACTED] GMAC GMAC PAYMT	\$256.87	\$569.60
07/06/2009	N0703 9574 PAYMENT POS60615901 0085505 AT&T ATM QD WA ALPHARETTA GA	\$171.88	\$828.47
07/03/2009	ACH CREDIT 132745 EUROMARKET DESIG PAYROLL	\$842.08	\$1,000.35
07/02/2009	CHECK CARD PURCHASE [REDACTED] SHELL OIL XXXXX8111 WASHINGTON DC	\$14.01	\$158.27
07/01/2009	POS PURCHASE POS58434501 0066210 SHELL SERVICE LAUREL MD	\$29.25	\$172.28
06/29/2009	CHECK CARD PURCHASE [REDACTED] REDBOX *DVD RENTAL OAKBRKTERRA IL	\$1.06	\$201.53
06/29/2009	POS PURCHASE POS001 0203964 GIANT FOOD INC HYATTSVILLE MD	\$3.92	\$202.59
06/29/2009		\$5.00	\$206.51
06/29/2009		\$5.00	\$211.51
06/29/2009	POS PURCHASE POS24349001 0203963 WAL-MART #3490 HANOVER MD	\$5.29	\$216.51

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

**SECTION 1: CUSTOMER INFORMATION**

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

**SECTION 2: VEHICLE INFORMATION**

Make: Chevrolet	Model: Cobalt	Year: 2006	Current mileage: 51000
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: Public Auto Sale, Dallas, TX			
Primary Servicing dealer/city/state: Powell Chevrolet,			
Acquired as <input type="checkbox"/> new <input checked="" type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 04/15/08		Mileage at purchase/lease:	
First repair attempt date: 07/15/05		First repair attempt mileage: 51000	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business:	Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			Date of accident:
Description of damage:			

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

Customer wants the manufacturer to help pay for the cost to repair the vehicle.

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

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

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

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

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

Case Number: CHV0941327

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

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

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

□ {Symptom}

<u>Date:</u>	<u>RO</u> <input type="checkbox"/>	<u>Days</u> <u>Out:</u>	<u>Mileag</u> <u>e:</u>	<u>Description of Complaint and Repair Performed:</u>
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☐ {Symptom}

<u>Date:</u>	<u>RO</u> <input type="checkbox"/>	<u>Days</u> <u>Out:</u>	<u>Mileag</u> <u>e:</u>	<u>Description of Complaint and Repair Performed:</u>
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☐ {Symptom}

<u>Date:</u>	<u>RO</u> <input type="checkbox"/>	<u>Days</u> <u>Out:</u>	<u>Mileag</u> <u>e:</u>	<u>Description of Complaint and Repair Performed:</u>
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☐ {Symptom}

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

<u>Date:</u>	<u>RO</u> <input type="checkbox"/>	<u>Days</u> <u>Out:</u>	<u>Mileag</u> <u>e:</u>	<u>Description of Complaint and Repair Performed:</u>
--------------	------------------------------------	----------------------------	----------------------------	---

**Has the vehicle ever been involved in an accident? No**  
**Did you confirm your answer with the customer? Yes**  
**What type of damage was sustained (example front end collision)**

**Are the RO's attached if the vehicle was in an accident? NO**

**Has the customer filed any insurances claims on this Vehicle? NO**  
**If Yes obtain the following information below**  
**Insurance Company**   
**Insurance Rep (First and Last Name)**   
**Phone**   
**Claim Made?** Y/N      **Claim Status:** Pending/Denied/NA  
**Claim**   
**Did Insurance Company refer customer to GM?** Y/N/NA

**Are there any Aftermarket Modifications to the Vehicle? NO**  
**Have you confirm this with the customer? Yes**  
**List:**

**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

<b><u>Date:</u></b>	<b><u>RO <input type="checkbox"/>:</u></b>	<b><u>Days Out:</u></b>	<b><u>Mileage:</u></b>	<b><u>Description of Complaint and Repair Performed:</u></b>
---------------------	--	-----------------------------	------------------------	--

What is the customer eligible for based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption? Explain with some Detail

GM Program Summary Repurchase/Replacement:

Lemon Law Repurchase/Replacement:

GM Program Summary Repairs/Reimbursement for past repairs:

#### **THE STATE LEMON LAW READS:**

**Days out of service: 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**

<b>Number of repair attempts in the presumption period:</b>	0
<b>Total days out of service during the presumption period:</b>	0
<b>Total days out of service during customer's ownership:</b>	0

<b>Vehicle Meets Presumption of Lemon Law    NO</b>
---

#### **PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION**

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

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

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

#### **RECOMMENDATION AND RATIONALE**

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

Cust sts:

DVM sts:

SVM sts:

CRS Rationale:

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: ☐

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

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

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



CHECK No. XXXXXXXXXX 50-93 213

DATE 09/22/09 \*\*\*\*\*4,000 DOLLARS \*\*\*\*\*00 CENTS \*\*\*\*\*4,000.00 AMOUNT

PAY TO THE ORDER OF

PHOENIX, AZ XXXXXXXXXX

North American Operations:  
General Motors Corporation  
Disbursement Account

*Mr. D. Albee*  
SIGNATURE

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

AUDIT



VENDOR  
UNS NO. BB 000000018  
ENDOR NAME XXXXXXXXXX

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. XXXXXXXXXX  
PAYMENT DATE 09/22/09

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
161AK55F277 <span style="background-color: black; color: black;">XXXXXXXXXX</span>	09/21/09 71-742486758	VH-1-CJVU73 1-CJVU73	00.0000	4,000.00	.00	4,000.00
TOTAL				4,000.00	.00	4,000.00

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

H3



September 17, 2009

William Oldfield, Esq.  
Weisberg □ Meyers  
5025 N Central Ave □ 602  
Phoenix, AZ 85012

RE: [REDACTED] v. General Motors Corporation  
Service Request: 71-742486758  
2007 Chevrolet Cobalt  
Vehicle Identification Number: 1G1AK55F277 [REDACTED]  
Customer Relationship Specialist: Donna Blackstone

Dear Mr. Oldfield:

Enclosed please find a check in the amount of \$4,000.00 made payable to [REDACTED]  
[REDACTED] 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: [REDACTED] Service Request: 71- BBB Case No.: CHV0938020  
719395962

Only customer's last name to be recorded

Vehicle ID No.: 1G1AK55F277 [REDACTED] In Service Date: 10/27/2007 Vehicle is: New BAC Code: 234369

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 Zbojnowicz

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](mailto: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 Out:	Mileage:	Description of Complaint and Repair Performed:
12/17/08	192320	2	12,124	Customer sts: Shifter knob has fallen off. Came apart. -Shifter knob replaced.

☐ Paint

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/26/08	192456	1	12,408	Customer sts: paint is peeling on rear drivers side door. -No work done at this time.
1/5/09	192617	*	12,822	Customer sts: paint chips and white marks on driver front and rear door. -Cleaned area.

☐ Windshield

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
12/26/08	192456	*	12,408	Customer sts: top of windshield moulding appears to be warped.  -Found trim defective. Special ordered windshield with moulding.
1/5/09	192617	2	12,822	Installed new Special ordered windshield.

☐ Door chrome handle

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
12/26/08	192456	*	12,408	Customer sts: drivers side front door inner handle chrome is coming apart.  -Found handle defective. Ordered new handle.
1/5/09	192617	*	12,822	Installed special order door handle.

☒ Starting issues

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
3/24/09	194195	1	15,424	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 Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
4/21/09	194732	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 failure. Replaced steering column assembly.
5/20/09	195268	1	17,426	Cust sts has no power steering  Found steering column operating intermittently. Replaced steering column. Road tested ok.
5/21/09	195316	2	17,492	Cust sts has loss of power steering  Dlr 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

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

<b>Vehicle Meets Presumption of Lemon Law</b> <b>NO</b>
---

#### **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: ☒

<b>CRS FINAL OFFER:</b>	CCL for steering.	<b>DATE:</b> 6/2/09	<b>CUST declined. Withdrew claim to sue GM</b>
<b>Goodwill: None</b>	<b>Attorney Fees (if applicable): N/A</b>		

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

## SECTION 1: CUSTOMER INFORMATION

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

## SECTION 2: VEHICLE INFORMATION

Make: Chevrolet	Model: Cobalt	Year: 2007	Current mileage: 16830
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: Henry Brown Automotive, Casa Grande, AZ			
Primary Servicing dealer/city/state: Henry Brown Automotive,			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 10/27/07		Mileage at purchase/lease:	
First repair attempt date: 12/18/08		First repair attempt mileage: 12124	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business: <input type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no		Date of accident:	
Description of damage:			

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

She is asking for GM to stick behind their word and provide her with a reliable and safe vehicle that she can drive daily.

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

VEHICLE IDENTIFICATION NUMBER 1G1AK55F277 [REDACTED]	
Lienholder/Leasing Company _____	Phone Number _____
Account Number _____	

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

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
<b>Example:</b>				
<b>A/C won't cool properly</b>	<b>Any Dealer, Inc.</b>	<b>2</b>	<b>4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day</b>	<b>yes</b>
unable to turn steering wheel/power steering light came on		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:** \_\_\_\_\_

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

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

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  
0

AttachNum

VIN



July 21, 2009

[REDACTED]  
Casa Grande, AZ [REDACTED]

Service Request Number: 71-719395962

Dear [REDACTED]

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



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

**VIA FAX ONLY**

August 20, 2009

Marshall Meyers, Esq.  
Weisberg and Meyers, LLC-Florida Office  
2833 N Central Ave □ 613  
Phoenix, AZ 85004

RE: [REDACTED]  
Service Request: 71-742486758  
2007 Chevrolet Cobalt  
Vehicle Identification Number: 1G1AK55F277 [REDACTED]  
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](http://www.irs.gov). In addition, the IRS website will provide instructions for completing the W-9.

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

Sincerely,

General Motors Corporation

cc: FILE

LG0044  
V01032008

Attach.

<hr/>	
Odometer	
<hr/>	
Client's Signature	Client's Signature
<hr/>	<hr/>
Date	Date



## Service Request Detail

SR No.	71-719395962	Ref No.	CHV0938020	Goodwill	Goodwill Offered Cust Declined	BRC Type	ADR
Account		Site		GW SubType		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	Casa Grande	Involved Dir	Henry Brown Chevrolet, Llc	Safety	Yes
State	AZ	ZipCd		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 issues						
Customer Description	This is no longer a BRC ADR Case. Please handle in CAC.						

## Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Driver Last Name		Driver First Name		Height	DOB	Disabilities		
Insurance Agent Last Name		Insurance Agent First Name		Phone #	Insurance Agency			

Incident Loc	Incident Desc
Component	
Vehicle Loc	Damage Desc
Emgcy Svc Names	Add'l Info
	Maint Loc

## PAR Detail

Collision	Non Collision	Property Damage	Thermal Evt	Spec Equip	
Vehicle Speed	Weather Condition	Prop Owner	Property Type		
Last Service Date	Loc Last Service	Property Location	Prop Est Repair Cost		
Veh Est Repair Cost	Spec Equip Installer	Prop Damage Description			
Primary Veh Use	Inspection Type	Inspected By	Inspection Date/Time		
Veh Damage Description		Explain Other			

## Service Request Detail

### 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 Dissatisfied.
Contact Last Name		Contact First Name		Account		BAC Code	
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	
[REDACTED]		[REDACTED]					
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
6/2/2009 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	
[REDACTED]		[REDACTED]					
Comments							
CRS left message for returned call in regards to case.							
Daniel Ramones/ATX/BRC ADR/Ext. 41062							
Confidential Comments							



## Service Request Detail

### 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 First Name	Account	BAC Code
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[REDACTED]

#### 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
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[REDACTED]

#### 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 06/02/2009 17:18:07:630

Contact Last Name	Contact First Name	Account	BAC Code
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[REDACTED]

#### Comments

CHV0938020<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

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
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	Contact First Name	Account	BAC Code
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#### 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
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#### 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 Name	Account	BAC Code
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#### 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



## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/29/2009 03:17:24 PM	RAMONEDA	RAMONEDA	Inbound Call Customer	Complex Request	Done	5/29/2009 03:25:51 PM	Seeking update

Contact Last Name	Contact First Name	Account	BAC Code
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[REDACTED]

#### 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
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[REDACTED]

#### 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 Zbojniecicz

Contact Last Name	Contact First Name	Account	BAC Code
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[REDACTED]

#### Comments

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



## Service Request Detail

### 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: 2009-05-27-19.47.00.000000, MSXDocNum: RAM4A1D98F
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

Dlr 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

#### Comments

#### Confidential Comments

## Service Request Detail

### 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	Dlr call: Henry Brown Chevrolet

Contact Last Name	Contact First Name	Account	BAC Code
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[REDACTED]

#### 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?

Dlr 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?

Dlr 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.

Dlr sts: I agree

CRS provided fax for docs.

Daniel Ramones/ATX/BRC ADR/Ext. 41062

#### Confidential Comments

## Service Request Detail

### 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
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[REDACTED]

[REDACTED]

#### 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 dont 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	[REDACTED]

Contact Last Name	Contact First Name	Account	BAC Code
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[REDACTED]

[REDACTED]

#### Comments

CRS to call customer to advise that at this time we do not feel repurchase is an option. Offer CCL for steering.

[REDACTED]

5/26/2009  
1-3 PM EST

Daniel Ramones/ATX/BRC ADR/Ext. 41062

Confidential Comments



## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/26/2009 04:06:21 PM	RAMONEDA	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
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[REDACTED]

[REDACTED]

#### Comments

Per DVM, offer is excessive. CRS to revise offer and call customer to update

Daniel Ramones/ATX/BRC ADR/Ext. 41062

#### Confidential Comments

Created	Created By	Assigned To	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	[REDACTED] - Take Action

Contact Last Name	Contact First Name	Account	BAC Code
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[REDACTED]

[REDACTED]

#### Comments

Tuesday 05/26/2009 2-4 PM Est.

Abigail Blake/BRC/ADR/ATX/41015

#### Confidential Comments

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 Last Name	Contact First Name	Account	BAC Code
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[REDACTED]

[REDACTED]

#### Comments

#### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/19/2009 01:22:25 PM	BLAKEAB	RAMONEDA	Scheduled Follow-up		Done	5/22/2009 10:18:18 AM	Check For Updates

Contact Last Name	Contact First Name	Account	BAC Code
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[REDACTED]

[REDACTED]

#### Comments

Friday 5/22/2009 2-4 PM Est.

Abigail Blake/BRC/ADR/ATX/41015

#### Confidential Comments

## Service Request Detail

### 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
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[REDACTED]

[REDACTED]

#### 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 inconvenience 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
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[REDACTED]

[REDACTED]

#### Comments

Paul Zbojnowicz 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 differnt 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 certainly 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

## Service Request Detail

### 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 Zbojnowicz 80509 58797

Contact Last Name	Contact First Name	Account	BAC Code
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[REDACTED]

#### 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
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[REDACTED]

#### 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.

Dlr 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.

Dlr sts: Thank you.

Daniel Ramones/ATX/BRC ADR/Ext. 41062

#### Confidential Comments

## Service Request Detail

### 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 First Name	Account	BAC Code
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#### 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



## Service Request Detail

### 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
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[REDACTED]

#### 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 dlrs? 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 like 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

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
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[REDACTED]

#### Comments

CRS contacted customer at [REDACTED] Spoke to customer.

Daniel Ramones/ATX/BRC ADR/Ext. 41062

#### Confidential Comments



## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/15/2009 12:43:35 PM	RAMONEDA	RAMONEDA	BRC ADR	VIN Scan Completed	Done	5/15/2009 01:03:05 PM	VIN scan Performed

Contact Last Name	Contact First Name	Account	BAC Code
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#### Comments

CRS conducted VIN Scan. No alternate SR's found. No GW offered to customer.

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 12:39:51 PM	RAMONEDA	RAMONEDA	BRC ADR	BBB Case Info Update	Done	5/15/2009 12:42:25 PM	BBB Start Date was set to 05/15/2009 in SR# 71-719395962

Contact Last Name	Contact First Name	Account	BAC Code
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#### Comments

#### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/15/2009 12:39:45 PM	RAMONEDA	RAMONEDA	Ownership Changed	Ownership Escalated to BRC	Done	5/15/2009 12:39:45 PM	Ownership Escalated to BRC

Contact Last Name	Contact First Name	Account	BAC Code
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#### Comments

#### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/15/2009 12:38:21 PM	RAMONEDA	RAMONEDA	Ownership Changed		Done	5/15/2009 12:38:21 PM	Service Request Ownership has changed FROM: HABBITUR TO: RAMONEDA

Contact Last Name	Contact First Name	Account	BAC Code
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#### Comments

#### Confidential Comments

## Service Request Detail

### 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-Opened by RAMONEDA
Contact Last Name		Contact First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
Confidential 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 05/15/2009 12:18:08:549
Contact Last Name		Contact First Name		Account		BAC Code	
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#:><LIEN:><LIENADDR:><LIENCITY:><LIENST:><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 Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
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	
[REDACTED]		[REDACTED]				M ke Holbrook GA/DTW	
Comments							
Confidential Comments							

## Service Request Detail

### 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 Correspondence for Approval - Template:CAC_DL0020
Contact Last Name		Contact First Name		Account		BAC Code	

#### Comments

Done

Confidential Comments

Created	Created By	Assigned To	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#71-719395962
Contact Last Name		Contact First Name		Account		BAC Code	

#### 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 Name		Account		BAC Code	

#### Comments

LCRM contacted cust for outbound escalation. States Cust Svc has been terrible. 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 ltr 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



## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/4/2009 08:06:40 PM	ABOBONLA	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	
[REDACTED]		[REDACTED]					
Comments							
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 /M 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	
[REDACTED]		[REDACTED]					
Comments							
Customer Called							
=custoemrf requesting for call back ASAP							
Confidential Comments							

## Service Request Detail

### 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 First Name		Account		BAC Code	

#### Comments

Crs left message for svc mgr

ureishia habbit/cac/atx dslv2

#### Confidential Comments

## Service Request Detail

### 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	
[REDACTED]		[REDACTED]					
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/28/2009 03:14:43 PM	CADIGAMO	HABBITUR	Notify CRM		Done	4/29/2009 04:24:18 PM	See previous activity, cust seeking drl management contact regarding repurchase request and call back from DS's supervisor
Contact Last Name		Contact First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
Confidential Comments							

## Service Request Detail

### 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 Name	Account	BAC Code
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#### 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 dissappointment 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 discuss 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

## Service Request Detail

### 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
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[REDACTED]

#### 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 I would 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



## Service Request Detail

### 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 First Name	Account	BAC Code
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[REDACTED]

#### 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	Contact First Name	Account	BAC Code
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[REDACTED]

#### Comments

192617 Repair Order Date:01052009

C51 W/SHIELD REPLACED PRIOR

#### Confidential Comments

## Service Request Detail

### 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	Pls See IB Activity
Contact Last Name		Contact First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
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		Done	4/27/2009 01:02:36 PM	Follow up
			Cust				
Contact Last Name		Contact First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
Action Plan to contact svc mgr about a major guard.							
ureishia habbit/cac/atx ds/lv2							
Confidential Comments							

## Service Request Detail

### 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
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[REDACTED]

#### 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 Name	Account	BAC Code
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[REDACTED]

#### Comments

Spoke with John Svc Adv at Henry Brown

Dlr 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



## Service Request Detail

### 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	Dlr Notify on T2 Escalation

Contact Last Name	Contact First Name	Account	BAC Code
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[REDACTED]

[REDACTED]

#### Comments

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

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/23/2009 08:25:42 PM	ABUNDOJO	HABBITUR	Ownership Changed		Done	4/23/2009 08:25:42 PM	Service Request Ownership has changed FROM: ABUNDOJO TO: HABBITUR

Contact Last Name	Contact First Name	Account	BAC Code
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[REDACTED]

[REDACTED]

#### Comments

Confidential 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 First Name	Account	BAC Code
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[REDACTED]

[REDACTED]

#### Comments

Confidential Comments

## Service Request Detail

### 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
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[REDACTED]

#### 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

## Service Request Detail

### 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
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[REDACTED]

[REDACTED]

#### Comments

DLR FUNNEL

CRS spoke w/: SM Keith

CRS adv: funnel

Dlr 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

Dlr 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
4/23/2009 08:12:00 PM	ABUNDOJO	ABUNDOJO	Scheduled Outbound Call Dlr		Done	4/23/2009 08:12:48 PM	funnel

Contact Last Name	Contact First Name	Account	BAC Code
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[REDACTED]

[REDACTED]

#### Comments

Henry Brown Chev

5208362147

812pm

#### Confidential Comments



## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/23/2009 08:07:59 PM	ABUNDOJO	ABUNDOJO	Inbound Call Customer	Complex Request	Done	4/23/2009 08:25:38 PM	complaint veh

Contact Last Name	Contact First Name	Account	BAC Code
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#### 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 Dlr 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 lM0

Confidential Comments

## Service Request Detail

### 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





General Motors Corporation  
Business Resource Center  
PO Box 33170  
Detroit, 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: [REDACTED]  
Service Request: 71-742486758  
2007 Chevrolet Cobalt  
Vehicle Identification Number: 1G1AK55F277 [REDACTED]  
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.

- |                                     |   |                                     |                   |
|-------------------------------------|---|-------------------------------------|-------------------|
| <input checked="" type="checkbox"/> | Copy of owner's current title and/or registration | <input checked="" type="checkbox"/> | Finance agreement |
| <input checked="" type="checkbox"/> | Enclosed Release of Lien Information              | <input checked="" type="checkbox"/> | Buyer's agreement |
| <input checked="" type="checkbox"/> | 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.



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 regarding my loan account # \_\_\_\_\_  
(Account Number)

with \_\_\_\_\_  
(Lien holder Name)

to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date \_\_\_\_\_.

## VEHICLE INFORMATION

The current vehicle mileage is \_\_\_\_\_ Date mileage read: \_\_\_\_\_.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

LG0006  
V08012008



## **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](http://www.AttorneysForConsumers.com)

[www.LemonLawForConsumers.com](http://www.LemonLawForConsumers.com)

[www.FairDebtForConsumers.com](http://www.FairDebtForConsumers.com)

[www.FairCreditForConsumers.com](http://www.FairCreditForConsumers.com)

5025 North Central #602, Phoenix, AZ 85012

## Lender Information Request Form

Customer Name: [REDACTED]

Social Security No [REDACTED]

VIN: 1G1AK55F277 [REDACTED] YR/MAKE 2007

## Lending Institution Information:

Account # [REDACTED]

Institution Name: Chase Auto FinanceInstitution Address: P.O. Box 78067City: Phoenix State AZ Zip Code [REDACTED]

Contact Person: [REDACTED]

Telephone #: 1-800-336-6675Payoff: \$ 10,536.31Good Until: Aug. 6th 2009 NEXT DATE DUE Aug. 11, 2009Per Diem: \$ 2.31 (OR) % 8.04%LATE CHARGES PAID: \$ 0/2 LATE CHARGES DUE: \$ 0/2Down payment: 300No. Payments Made: 20 at \$ 239.46 /monthTotal payments made: \$ 4789.20Total Interest Paid to Date: \$ 1665.67 as of July 11, 2009

2005\$ \_\_\_\_\_ 2006\$ \_\_\_\_\_ 2007\$ \_\_\_\_\_ 2008\$ \_\_\_\_\_

CURRENT MILEAGE OF VEHICLE: 10,725DATE MILEAGE READ: 07.26.2009

I, [REDACTED], hereby authorize

Chase Auto Finance to release any and all information regarding the above referenced account to my lawyer including but not limited to a complete payment history of my account. Dated this 26 day of July 2009.

SIGNATURE [REDACTED]

SIGNATURE \_\_\_\_\_

## RELEASE OF LIEN INFORMATION

I

(Client's Social Security Number)

hereby authorize

Chase Auto Finance  
(Lien holder Name)

Phon: 1-800-336-6675

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 Chase Auto Finance  
(Lien holder Name)

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

STOCK NO.	C7190	MOTOR VEHICLE RETAIL INSTALLMENT SALES CONTRACT AND PURCHASE MONEY SECURITY AGREEMENT
Buyer(s)/Debtor(s):		Seller/Creditor: HENRY BROWN CHEVROLET, LLC. 1990 N. PINAL AVE. CASA GRANDE AZ 85222
Address: CASA GRANDE AZ		Address:

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. PLEASE READ THE BACK CAREFULLY.**

The Vehicle which you are purchasing is a:

NEW OR USED	YEAR MODEL	MAKE TRADE NAME	NO. CYL.	BODY TYPE	MODEL # OR SERIES	VEHICLE I.D.#
NEW	2007 COBALT	CHEVROLET	4	4 DR SEDAN	1AK69	1G1AK55F277

You intend to use the Vehicle primarily for: ☒ Personal, family, or household purposes ("personal use") ☐ commercial, business, agricultural, or other non-personal uses ("commercial use").

<b>ANNUAL PERCENTAGE RATE</b>	THE COST OF YOUR CREDIT AS A YEARLY RATE.  8.49 %	Your payment schedule will be: Number of Payments: N/A Amount of Payments: N/A When Payments are Due: N/A Monthly, Beginning: 12/11/2007			
<b>FINANCE CHARGE</b>	THE DOLLAR AMOUNT THE CREDIT WILL COST YOU.  \$ 3865.20	<b>Insurance: CREDIT LIFE INSURANCE AND CREDIT DISABILITY INSURANCE ARE NOT REQUIRED TO OBTAIN CREDIT, AND WILL NOT BE PROVIDED UNLESS YOU SIGN AND AGREE TO PAY THE ADDITIONAL COST.</b>			
Amount Financed	The amount of credit provided to you or on your behalf.  \$ 13599.84	Type	Term	Premium	Signature
		Credit Life Insurance	N/A mos.	\$ N/A	I want credit life insurance only
		Disability Insurance	N/A mos.	\$ N/A	I want disability insurance only
Total of Payments	The amount you will have paid after you have made all payments as scheduled.  \$ 17463.04	Credit Life and Disability	N/A mos.	\$ N/A	I want credit life and disability insurance
		Joint Credit Life Insurance	N/A mos.	\$ N/A	We want joint credit life insurance
Total Sale Price	The total cost of your purchase on credit including your down payment of \$ 1750.00  \$ 19215.04	Joint Credit Life and Single Disability Insurance	N/A mos.	\$ N/A	We want joint credit life and single disability insurance
e means an estimate		<b>Security:</b> You are giving a security interest in the Vehicle being purchased. <b>Late Charge:</b> If the Vehicle is purchased for personal 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. <b>Prepayment:</b> 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.			

#### ITEMIZATION OF AMOUNT FINANCED

- Cash Price (incl. accessories) \$ 13750.00 + Sales Tax \$ 997.00 +  
Net Trade-In Deficiency (item 5 if negative) \$ N/A to N/A = Total Cash Price \$ 14747.00 (1)
- Other charges included in this sale:
 

** (a) Vehicle Service Contract (Term)	N/A	to	N/A	\$	N/A
(b) Dealer Documentary Fee				\$	359.00
** (c) Other (describe)	N/A	to	N/A	\$	N/A
** (d) Other (describe)	N/A	to	N/A	\$	N/A
** (e) Other (describe)	N/A	to	N/A	\$	N/A
** (f) Other (describe)	N/A	to	N/A	\$	N/A
Total				\$	359.00 (2)
- Payments made on your behalf to Public Officials for Official Fees \$ 243.84 (3)
- Cash Sale Price (sum of items 1, 2 and 3) \$ 15349.84 (4)
- Trade-In N/A \$ N/A - \$ N/A - \$ N/A (5)
- Total Down Payment includes:
 

(a) Net Trade-In (item 5) (if negative, insert \$0)	\$	N/A
(b) Cash Down Payment (includes manufacturer's rebate of \$ 1750.00 assigned to Seller)	\$	1750.00
Total Down Payment (a + b)	\$	1750.00 (6)

\*\* (c) Other (describe) N/A to N/A \$ N/A  
 \*\* (d) Other (describe) N/A to N/A \$ N/A  
 \*\* (e) Other (describe) N/A to N/A \$ N/A  
 \*\* (f) Other (describe) N/A to N/A \$ N/A

Total ..... \$ 359.00 (2)

3. Payments made on your behalf to Public Officials for Official Fees ..... \$ 243.84 (3)

4. Cash Sale Price (sum of items 1, 2 and 3) ..... \$ 15349.84 (4)

5. Trade-In N/A \$ N/A - \$ N/A - \$ N/A (5)

Yr. Make & Model Gross Allowance Payoff Net Trade-In (Deficiency)

6. Total Down Payment Includes:

(a) Net Trade-In (item 5) (if negative, insert \$0) ..... \$ N/A

(b) Cash Down Payment (Includes manufacturer's rebate of \$ 1750.00 assigned to Seller) \$ 1750.00

Total Down Payment (a + b) ..... \$ 1750.00 (6)

7. Unpaid balance of Cash Sale Price (item 4 less item 6) ..... \$ 13599.84 (7)

8. Payments made to others on your behalf:

\*\* (a) Amounts paid to Insurance Companies for Insurance Premiums:

(1) Credit Insurance Premiums \$ N/A + (2) Property Insurance Premiums \$ N/A

Total ..... \$ N/A (8a)

(b) Amounts paid to others:

\*\* (1) To: N/A for: N/A \$ N/A (8b)

\*\* (2) To: N/A for: N/A \$ N/A (8c)

\*\* (3) To: N/A for: N/A \$ N/A



Total Amount Paid to Others (Sum of items 8(a) through 8(d))

\$ N/A (3)

\*\*Seller may be retaining a portion of this amount.

9. Amount Financed - Amount of credit you will get (Item 7 plus item 8) \$ 13595.24 (9)

10. If the "Amount Financed" exceeds \$25,000 or if the Vehicle is purchased primarily for commercial use, the "Amount Financed" is also 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 value against loss or damage with loss payable endorsement in our favor during the time any amount is unpaid under this Contract. YOU MAY OBTAIN YOUR REQUIRED INSURANCE FROM ANY COMPANY ACCEPTABLE TO US. If you purchase your insurance through Seller, the costs and items of coverage are as follows:Collision (actual cash value of loss less \$ N/A deductible) and Comprehensive including fire and theft (cash value of loss less \$ N/A deductible)TERM N/A monthsPREMIUM \$ N/AOther (describe) N/AN/A months\$ N/A

If you buy insurance through your own agent, the cost is not included in this Contract. Please give us the name and telephone number of the agent you choose:

Agent's Name AUTO INS SPECTelephone Number (520) 836-3141Agent's Address \_\_\_\_\_ City CASA GRANDE State AZ 85222

**Promise to Pay:** By signing below, you promise to pay us the Amount Financed, together with finance charges calculated thereon at the Annual Percentage Rate. You agree to make your payments to us set forth in the Payment Schedule shown above. Your final payment may change, depending upon your payment habits. We will apply each payment first to accrued finance charges and late charges and then to reduce your unpaid balance. This means your finance charge will be less when you pay early and more if you pay late. Any necessary adjustments in your total finance charge will be reflected in your final payment. If a payment is not paid in full within 10 days after it is due, you will also pay a late charge. If the Vehicle is purchased for commercial use, the late charge will be 5% of the unpaid balance of the installment; if the Vehicle is purchased for personal use, the late charge will be the lesser of \$10.00 or 5% of the unpaid balance of the installment.

**Security Interest:** To protect us if you do not pay as promised, or if you break some other promise of this Contract, you give us a purchase money security interest in the Vehicle, all accessions thereto, and in any proceeds of the Vehicle. If the Vehicle is purchased for commercial use, this security interest also covers all equipment, accessories, and parts (other than accessions) added to the Vehicle. If the Vehicle is purchased for personal use, this security interest also covers equipment, accessories, and parts (other than accessions) added to the Vehicle within 10 days of the date of this Contract. You also give us a security interest in the proceeds of any physical damage insurance policy on the Vehicle; all insurance, maintenance, service, or other contracts we finance for you; and all proceeds from insurance, maintenance, service, or other contracts we finance for you, including any refunds of premiums or charges from the contracts. This security interest does not cover any other debts you owe us, and this debt is not covered by any other security interest held by us. **NOTICE: BY GIVING US A SECURITY INTEREST IN THE VEHICLE DESCRIBED ABOVE, YOU WAIVE ALL RIGHTS PROVIDED BY LAW TO CLAIM THE VEHICLE EXEMPT FROM LEGAL PROCESS.**

**LIMITATIONS/EXCLUSIONS OF PRODUCT WARRANTIES**

(a) For "new" vehicles: (1) If the Vehicle is purchased for personal use, Seller makes no implied warranty of merchantability 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 service 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 shall be limited to the duration of a Seller's written warranty or service contract; (2) If the Vehicle is purchased for commercial use, Seller makes no implied warranty of merchantability or of fitness for any particular purpose. The Vehicle is sold to you AS IS, except for any express warranties made by Seller, on its own behalf, or by the manufacturer of the Vehicle or of any component parts; (3) In all cases, Seller shall not be liable for any consequential damages arising from any breach of any warranty, express or implied.

(b) For "used" vehicles:

(1) Used Car Implied Warranty 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 for each of the first two repairs if the warranty is violated.

(2) Waiver of Used Car Implied Warranty of Merchantability:

**ATTENTION PURCHASER:** Sign here only if the dealer told you that this vehicle has the following problem(s) and that you agree to buy the vehicle on those terms:

**ATENCION COMPRADOR:** Firme aqui solamente si el vendedor le dijo que el vehículo tiene el siguiente problema(s) y que usted conviene de compra el vehículo bajo estos términos:

1. N/A Buyer/Comprador \_\_\_\_\_ Date 10/27/2007  
 2. N/A Buyer/Comprador \_\_\_\_\_ Date 10/27/2007  
 3. N/A

(3) The vehicle is sold "AS IS - NOT EXPRESSLY WARRANTED OR GUARANTEED" unless Seller gives you a separate written instrument showing the terms of any warranty or service contract given by Seller on its own behalf. If the Vehicle is purchased for personal use, Seller makes no implied 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 earlier, as set forth above, 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 service 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 shall be limited to the duration of Seller's written warranty or service contract. If the Vehicle is purchased for commercial use, Seller makes no implied 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 earlier. In all cases, Seller shall not be liable for any consequential damages arising from any breach of any warranty, express or implied, except for a breach of the implied warranty of merchantability.

**NOTICE TO BUYER:** 1. Do not sign this Contract before you read it or if it contains any blank spaces. 2. You are entitled to an exact copy of the Contract you sign.

Annual Percentage Rate (APR) for the installment sale of an automobile may be negotiated with the dealership; and the dealership may receive some portion of the finance charge or receive other compensation for providing the financing.

**LIABILITY INSURANCE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS IS NOT INCLUDED IN THIS CONTRACT, UNLESS DESCRIBED IN ITEM 11 AND AN APPROPRIATE PREMIUM CHARGE IS SHOWN IN ITEM 8(A) ABOVE.**

**SELLER IS REGULATED AND COMPLAINTS CONCERNING THIS CONTRACT MAY BE ADDRESSED TO:**

ARIZONA DEPARTMENT OF FINANCIAL INSTITUTIONS  
 2910 N. 44th STREET, SUITE 310  
 PHOENIX, ARIZONA 85018  
 TELEPHONE: (602) 255-4421

Buyer(s) Acknowledge(s) receipt of a fully completed copy of this Contract

\*BUYER

\*BUYER

Dated this 27th day of OCTOBER, 20 07 By HENRY BROWN LEBROUCHE, LLC  
 \*OTHER OWNERS: If a person shown on the certificate of title as an owner of the vehicle does not want to be separately liable to pay this debt, please sign below to give us a security interest in the Vehicle, its proceeds, and physical damage insurance policy and any refunds of insurance premiums.

SIGNATURE

DATE

SIGNATURE

DATE

THE TRANSACTION WHICH IS THE SUBJECT OF THIS CONTRACT ☐ IS OR ☐ IS NOT SUBJECT TO A FEE RECEIVED BY A BROKER FROM THE SELLING MOTOR VEHICLE DEALER. IF APPLICABLE, THE NAME OF THE BROKER IS: \_\_\_\_\_

**ASSIGNMENT**

Seller hereby assigns this Contract to the below designated Assignee under the terms and conditions of a Dealer Agreement (☐ Recourse ☐ Non-Recourse) previously made with the terms, conditions, and warranties of the Seller's Assignment and Warranty on the

SIGNATURE

DATE

SIGNATURE

DATE

THE TRANSACTION WHICH IS THE SUBJECT OF THIS CONTRACT ☐ IS OR ☐ IS NOT SUBJECT TO A FEE RECEIVED BY A BROKER FROM THE SELLING MOTOR VEHICLE DEALER. IF APPLICABLE, THE NAME OF THE BROKER IS: \_\_\_\_\_

## ASSIGNMENT

Seller hereby assigns this Contract to the below designated Assignee under the terms and conditions of a Dealer Agreement (☐ Recourse ☒ Non-Recourse) previously entered into between Seller and Assignee, and in any event in accordance with the terms, conditions and warranties of the Seller's Assignment and Warranty on the reverse side hereto:

HENRY BROWN CHEVROLET, LLC. 10/27/2007

SELLER

DATED

BY

AUTHORIZED SIGNER

TITLE

Assignee: ICMORRAN CHASE BANK, N.A.

Branch P.O. BOX 901033 FORT WORTH TX 76101-2033

Form No. 12 ©2005 Az Auto Dealers Assoc. (Rev. 9/05)

BUYER'S COPY

For Dealer Proceeds  
Only Line 7

\$ 13599.84

ALL RIGHTS RESERVED



**Motor  
Vehicle  
Division**

96-0356 R0608 www.azdot.gov

## 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  
1G1AK55F27

Veh Lic Tax	\$191.33
Registration	\$8.00
Air Quality	\$1.50
Postage/Handling	\$0.42

Record Number  
Plate Number  
Tab Number  
Unit Number

Year / Make 2007 CHEV  
Body Style 4DSID  
First Registered 11/2007  
List Price 013175  
Fuel Type G  
Category A  
Weight (GVW) 000000  
County PINAL  
Registration Type FUL

Total \$201.25

CASA GRANDE AZ



AH1 Tremain Davis

Tremain Davis

## RELEASE OF CLAIM

We, [REDACTED], (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of \$3,500.00 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 1G1AK55F277 [REDACTED] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors 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 \_\_\_\_\_ 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 Releasees, and Releasor(s) is/are not relying on any representations, promises or inducements other than those stated in this release.

**PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.**

I/We agree to the terms of this Release of All Claims

DATE SIGNED: \_\_\_\_\_

\_\_\_\_\_  
Claimant's Signature

\_\_\_\_\_  
Claimant's Signature

\_\_\_\_\_  
Address

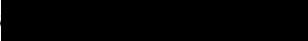
\_\_\_\_\_  
Address

\_\_\_\_\_  
City, State, Zip Code

\_\_\_\_\_  
City, State, Zip Code

STATE OF \_\_\_\_\_

COUNTY OF \_\_\_\_\_

Sworn to (or affirmed) and subscribed before me this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_,  
by 

\_\_\_\_\_  
Signature of Notary Public

\_\_\_\_\_  
Print, type or stamp Commissioned Name of Notary Public

Personally Known \_\_\_\_\_ OR Produced identification \_\_\_\_\_

Type of identification \_\_\_\_\_

My commission expires: \_\_\_\_\_

CC: File

LG0024  
V6302006



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

**VIA FAX ONLY**

September 4, 2009

Marshall Meyers, Esq.  
Weisberg □ Meyers, LLC-Arizona Office  
2833 N Central Ave □ 613  
Phoenix, AZ 85004

RE: [REDACTED]  
Service Request: 71-742486758  
2007 Chevrolet Cobalt  
Vehicle Identification Number: 1G1AK55F277 [REDACTED]  
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

\_\_\_\_\_  
Current Vehicle Mileage

\_\_\_\_\_  
Client's Signature

\_\_\_\_\_  
Client's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date



GMC



HUMMER







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

**VIA FAX ONLY**

August 26, 2009

Marshall Meyers, Esq.  
Weisberg and Meyers, LLC-Florida Office  
2833 N Central Ave □ 613  
Phoenix, AZ 85004

RE: [REDACTED]  
Service Request: 71-742486758  
2007 Chevrolet Cobalt  
Vehicle Identification Number: 1G1AK55F277 [REDACTED]  
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 separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at [www.irs.gov](http://www.irs.gov). In addition, the IRS website will provide instructions for completing the W-9.

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

Sincerely,

General Motors Corporation

cc: FILE

LG0044  
V01032008

Attach.

---

Odometer

---

Client's Signature

---

Date

---

Client's Signature

---

Date



GMC



HUMMER





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

- ☒ Finance agreement
- ☒ Buyer's agreement

General Motors Corporation  
ATTN: BRC Legal  
P.O. Box 33170  
Detroit, MI 48232

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



Sincerely,

General Motors Corporation



## RELEASE OF LIEN INFORMATION

I \_\_\_\_\_,  
(Client's Name) (Client's Social Security Number)

hereby authorize \_\_\_\_\_  
(Lien holder Name)

\_\_\_\_\_  
(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # \_\_\_\_\_  
(Account Number)

with \_\_\_\_\_  
(Lien holder Name)

to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date \_\_\_\_\_.

## VEHICLE INFORMATION

The current vehicle mileage is \_\_\_\_\_ Date mileage read: \_\_\_\_\_.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

LG0006  
V08012008



Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Nita DeHoyos State: AZ

Customer Name: [REDACTED]

Service Request:  
71-742486758

GM Legal File No.: N/A

Vehicle ID No.:  
1G1AK55F277 [REDACTED]

In Service Date:  
10/27/2007

Vehicle is: New BAC Code:  
234369

Year, Make & Model: 2007 CHEVROLET COBALT 4-DOOR LS  
SEDAN

Vehicle Purchased Used on: N/A at  
odometer N/A

Lien holder: Other ☒ Chase Bank

DVM requests Purchase Price of  
involvement?: Vehicle:  
Yes \$13,750.00

Was TAC contacted for this vehicle (Y/N)? : No

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 <b>TSB 07-02-32-007</b> , 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 <input type="checkbox"/> 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 <input checked="" type="checkbox"/> none stored. Road test several times during the day, total of 38 miles <input type="checkbox"/> <b>No problem found at this time. Operating as designed</b>
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 - <b>Could not duplicate concern at this time.</b> 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:	Description of Complaint and Repair Performed:
12/17/08	192320	2	12124	C/S Shifter knob falling out / Came apart <input type="checkbox"/> Replaced shifter knob

12/26/08	192456	<input type="checkbox"/>	12408	C/S Top of windshield moulding appears to be warped / Found windshield moulding defective <input type="checkbox"/> Ordered SOP windshield moulding  C/S Driver's side front door inner handle chrome is coming apart / Found handle defective <input type="checkbox"/> Ordered new handle
01/05/09	192617	2	12822	Reference RO <input type="checkbox"/> 192456: C/S Moulding around windshield warped / Diagnosed and found seal attached to windshield warped <input type="checkbox"/> Replaced windshield seal  Reference RO <input type="checkbox"/> 192456: C/S Driver's front inside door handle peeling / Replaced peeling inside door handle

#### ☐ **Electrical**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
03/23/09	178149	N/A	15000	ROADSIDE SERVICE (BATTERY / JUMP START)
03/24/09	194195	1	15424	ROADSIDE SERVICE (TOWING) (Roadside RO <input type="checkbox"/> 183149 <input type="checkbox"/> 3/24/2009): C/S Key would not turn in ignition / Found key binding in ignition. Performed diagnosis and found ignition cylinder internally binding <input type="checkbox"/> Replaced ignition lock cylinder. Tests good. Repair complete

#### ☐ **Paint**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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	192617	<input type="checkbox"/>	12822	C/S Paint chips and white marks on driver's front and driver's rear door / Cleaned area

#### ☐ **Other**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
03/24/09	194195	<input type="checkbox"/>	15424	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 Wiper blades MAINTENANCE Performed LOF Service

#### **Accident/Insurance Information:**

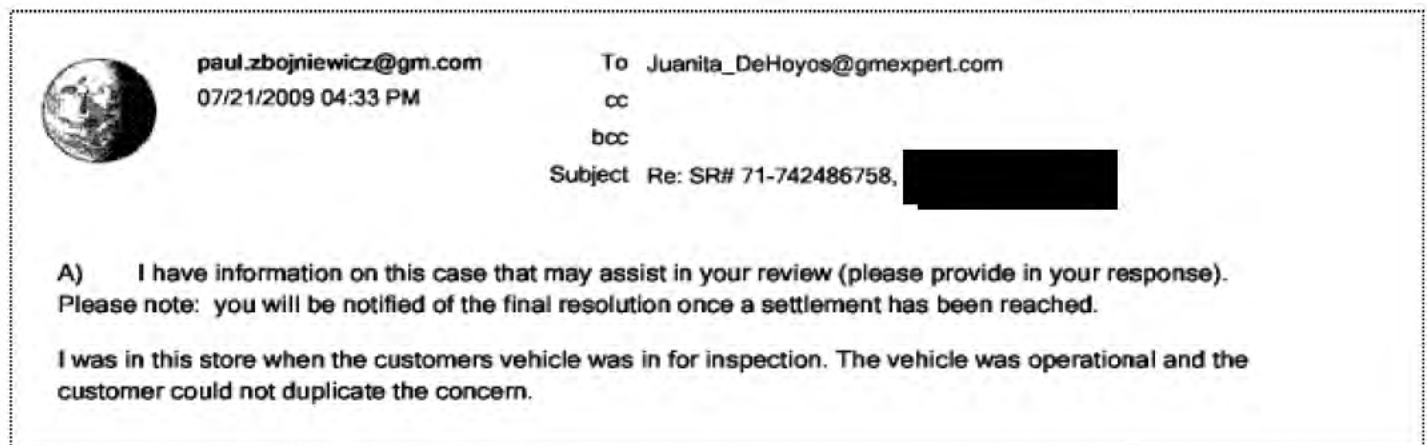
Has the vehicle ever been involved in an accident? No  
Did you confirm your answer with the dealer/attorney? Yes  
What type of damage was sustained (example front end collision)? N/A  
Are the RO's attached if the vehicle was in an accident? N/A  
Has the customer filed any insurances claims on this 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



### 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 loses power steering assist - could not duplicate last RO and RO from time before that. No Codes found in history.

Client [REDACTED]  
71-742486758  
2007 Chevrolet Cobalt  
1G1AK55F277 [REDACTED]

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 Zbojnowicz giving you a call back on [REDACTED], 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

## RECOMMENDATION



## RATIONALE

## REASON FOR REMOVAL

**CRS FINAL OFFER:**

**DATE:**

<b>OFFER TO CUST: \$</b> <b>ATTORNEY FEES: \$</b> <b>OR INCLUSIVE OFFER: \$</b>
---

**PLAINTIFF'S FINAL  
DEMAND:**

**DATE:**

<b>AMOUNT TO CUST: \$</b> <b>ATTORNEY FEES: \$</b> <b>OR INCLUSIVE OFFER: \$</b>
--

**TEAM MANAGER APPROVING:**

**Date:**

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

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

## RELEASE OF CLAIM

We, [REDACTED] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of \$4,000.00 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 1G1AK55F277 [REDACTED] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors 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 19,400 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 Releasees, 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: 09.09.2009

[REDACTED]

[REDACTED]

[REDACTED]

Claimant's Signature

Address

15, Casa Grande AZ

Address

Casa Grande

City, State, Zip Code

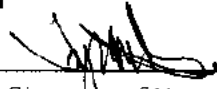
85122 AZ

City, State, Zip Code

STATE OF ARIZONA

COUNTY OF PINAL

Sworn to (or affirmed) and subscribed before me this 9 day of Sept, 2009  
by [REDACTED]

  
\_\_\_\_\_  
Signature of Notary Public

Print, type or stamp Commission Expires Oct. 15, 2011  


Personally Known \_\_\_\_\_ OR Produced identification \_\_\_\_\_

Type of identification Arizona Drivers License

My commission expires: \_\_\_\_\_

CC: File

LG0024  
V6302006

## RELEASE OF CLAIM

We, [REDACTED], (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of \$1,500.00 inclusive and a 36 month / 45,000 mile (whichever comes first) Steering Component Letter, and begins with the current date and odometer shown on this release and covers 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. 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 1G1AK55F277 [REDACTED] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors 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 \_\_\_\_\_ 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 Releasees, and Releasor(s) is/are not relying on any representations, promises or inducements other than those stated in this release.

**PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.**

I/We agree to the terms of this Release of All Claims

DATE SIGNED: \_\_\_\_\_

\_\_\_\_\_  
Claimant's Signature

\_\_\_\_\_  
Claimant's Signature

\_\_\_\_\_  
Address


\_\_\_\_\_  
Address

\_\_\_\_\_  
City, State, Zip Code

\_\_\_\_\_  
City, State, Zip Code

STATE OF \_\_\_\_\_

COUNTY OF \_\_\_\_\_

Sworn to (or affirmed) and subscribed before me this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_,  
by 

\_\_\_\_\_  
Signature of Notary Public

\_\_\_\_\_  
Print, type or stamp Commissioned Name of Notary Public

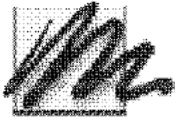
Personally Known \_\_\_\_\_OR Produced identification \_\_\_\_\_

Type of identification \_\_\_\_\_

My commission expires: \_\_\_\_\_

CC: File

LG0024  
V6302006



Juanita DeHoyos/Austin/GM1

07/21/2009 02:59 PM

To paul.zbojniewicz@gm.com

cc

bcc

Subject SR# 71-742486758, [REDACTED]

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[REDACTED]. 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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## Service Request Detail

SR No.	71-737828311	Ref No.	CHV0940586	Goodwill	No Goodwill Offered	BRC Type	ADR
Account		Site		GW SubType		Bus. Unit	BRC
Last Name		First Name		Approval	Not Initiated	Area	ADR
Daytime #		Evening #		UCC	Body - Door Handles / Locks /	Sub-Area	BBB Case
Address		City	Casa Grande	Involved Dir	Henry Brown Chevrolet, Llc	Safety	Yes
State	AZ	ZipCd		Source	Email	Updated	7/20/2009 03:50:32 PM
Serial #/VIN	1G1AK55F277	Model Year	2007	Priority	Medium	License #	
Make	Chevrolet	Warr. Start	10/27/2007	Status	Closed	Owner	RAMONEDA
Model	Cobalt	Mileage	17492	Sub-Status	Dissatisfied	Opened	7/2/2009 12:30:54 PM
Abstract	BBB Case - AZ - Steering issues						
Customer Description	This is no longer a BRC ADR case. Handle in CAC. Do not assume case.						
Closed	7/20/2009 03:50:25 PM						

## Pre-PAR

PAR Notifier	Incident Date/Time	Injures	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Driver Last Name		Driver First Name		Height	DOB	Disabilities		
Insurance Agent Last Name		Insurance Agent First Name		Phone #	Insurance Agency			

Incident Loc	Incident Desc
Component	
Vehicle Loc	Damage Desc
Emgcy Svc Names	Add'l Info
	Maint Loc

## PAR Detail

Collision	Non Collision	Property Damage	Thermal Evt	Spec Equip	
Vehicle Speed	Weather Condition	Prop Owner	Property Type		
Last Service Date	Loc Last Service	Property Location	Prop Est Repair Cost		
Veh Est Repair Cost	Spec Equip Installer	Prop Damage Description			
Primary Veh Use	Inspection Type	Inspected By	Inspection Date/Time		
Veh Damage Description		Explain Other			



## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
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 Dissatisfied.
Contact Last Name	Contact First Name	Account	BAC Code				
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 Zbojniecicz 80509 58797
Contact Last Name		Contact First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
CRS left message advising DVM that case willbe closed due to customer once again withdrawing claim.							
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							

## Service Request Detail

### 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 First Name	Account	BAC Code
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Comments
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Cust filed again seeking repurchase.

Customer once again withdrew claim to pursue a legal avenue.

Daniel Ramones/ATX/BRC ADR/Ext. 41062

Confidential Comments
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Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
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 07/20/2009 15:18:12:649

Contact Last Name	Contact First Name	Account	BAC Code
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Comments
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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
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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	Account	BAC Code
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Comments
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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
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## Service Request Detail

### 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
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#### 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
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#### Comments

\*\*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

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 05:18:20 PM	SADMIN	RAMONEDA	BRC ADR	Auto BBB Case Info Update	Done	7/17/2009 05:19:20 PM	CHV0940586 07/17/2009 17:18:10:065

Contact Last Name	Contact First Name	Account	BAC Code
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#### 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

## Service Request Detail

### 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
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[REDACTED]

[REDACTED]

#### 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
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[REDACTED]

[REDACTED]

#### 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

## Service Request Detail

### 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
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[REDACTED]

#### 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
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[REDACTED]

#### 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



## Service Request Detail

### 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	BBB--Request for arbitration response

Contact Last Name	Contact First Name	Account	BAC Code
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#### 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

## Service Request Detail

### 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 First Name	Account	BAC Code
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#### 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

Council of Better Business Bureaus, Inc.

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Arlington, VA 22203

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#### Confidential Comments

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	

Contact Last Name	Contact First Name	Account	BAC Code
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#### Comments

CRS to call customer to discuss case

Tuesday 7/14/2009

5-7 PM EST

520-705-0832

Daniel Ramones/ATX/BRC ADR/Ext. 41062

#### Confidential Comments

## Service Request Detail

### 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	Rescheduled - Rep Cust	Done	7/10/2009 05:59:27 PM	

Contact Last Name	Contact First Name	Account	BAC Code
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#### Comments

CRS to call customer to discuss case

Friday 7/10/2009  
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: 2009-07-02-13.14.00.000000, MSXDocNum: RAM4A4CB2D

Contact Last Name	Contact First Name	Account	BAC Code
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#### 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
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#### Comments

CRS to complete case assessment for BBB.

Monday 7/6/2009  
2-4 PM EST

Daniel Ramones/ATX/BRC ADR/Ext. 41062

Confidential Comments



## Service Request Detail

## 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 Zbojniec 80509 58797

Contact Last Name	Contact First Name	Account	BAC Code
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1. *Journal of the American Medical Association*, 1997; 278: 1019-1024.

## 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
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## Comments

CRS adv [REDACTED] 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 couldnt 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 wasnt satisfied.

CRS adv: So he was in on the 16th of June and before that the last time was May 21st?

Dlr 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.

Dlr agreed

Daniel Ramones/ATX/BRC ADR/Ext. 41062

**Confidential Comments**

## Service Request Detail

### 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 First Name	Account	BAC Code
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[REDACTED]

#### 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
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[REDACTED]

#### Comments

CRS contacted customer at [REDACTED] Spoke to customer.

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 12:33:52 PM	RAMONEDA	RAMONEDA	BRC ADR	VIN Scan Completed	Done	7/2/2009 01:02:21 PM	VIN Scan performed

Contact Last Name	Contact First Name	Account	BAC Code
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[REDACTED]

#### 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



## Service Request Detail

### 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 in SR# 71-737828311
Contact Last Name		Contact First Name		Account		BAC Code	

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	

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 07/02/2009 12:18:08:658
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

CHV0940586<SD>07/02/2009<VIN><CONDT>07/02/2009<CT>Mr<FN><MI><LN><ADDR><CITY>Casa Grande<ST>AZ<ZIP><PH1><PH2><FX><EM><ATTY><EVINFO>VIN Taken with initial claim ... William Clopton Ext 502<ATTYPH#><LIEN><LIENADDR><LIENCITY><LIENST><LIENZIP><LIENPH#><CLOS><RES>He is asking for GM to stick behind their word and provide him with a reliable and safe vehicle that she can drive daily.

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

Weisberg & Meyers, LLC  
5025 North Central Avenue #602  
Phoenix, AZ 85012



07-20-09A10:08 RCVD

General Motors Corporation  
Chevrolet Division  
Attn: Legal Department  
P.O. Box 33170  
Detroit, MI 48232

4823235170 B050



# 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

July 15, 2009

General Motors Corporation

Chevrolet Division

Attn: Legal Department

P.O. Box 33170

Detroit, MI 48232

Re: [REDACTED] v. General Motors Corporation  
Our Client: [REDACTED]  
Your Client: General Motors Corporation  
Vehicle: 2007 Chevrolet Cobalt  
VIN: 1G1AK55F277 [REDACTED]  
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:

1. Defective power steering system;
2. Defective exterior trim;
3. 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.

Best regards,

Marshall Meyers  
Attorney at Law

MM/js  
Enc.

cc: 



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



CUSTOMER NO. <b>49965</b>	ADVISOR <b>JON</b>	YAS NO. <b>39536</b>	INVOICE DATE <b>12/18/08</b>	INVOICE NO. <b>CVCS192320</b>
	LABOR RATE	LICENCE NO.	COLOR <b>12,124</b>	STOCK NO. <b>LAZER BLUE/</b>
	YEAR / MAKE / MODEL <b>07/CHEVROLET/COBALT/4 DR SEDAN</b>		DELIVERY DATE <b>10/27/07</b>	DELIVERY MILES <b>11</b>
	VEHICLE I.D. NO. <b>1 G 1 A K 5 5 F 2 7 7</b>		SELLING DEALER NO. <b>5</b>	PRODUCTION DATE
	P.T.E. NO.	P.O. NO.	P.O. DATE <b>12/17/08</b>	
COMMENTS				MO: 12124

JOB# 1 CHARGES

LABOR  
J# 1: 16CVZ... TECH(S): 40818  
CUST STATES SHIFTER KNOB FALLING OUT  
CAME APART  
REPLACED SHIFTER KNOB

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	22706232	HANDLE 4.006 227062		0.00
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  
FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED WITH YOUR  
SERVICE EXPERIENCE, PLEASE SEE A MEMBER OF OUR MANAGEMENT  
TEAM. THANK YOU.

HENRY BROWN AUTOMOTIVE  
P O BOX 11306  
CASA GRANDE, AZ 85230

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

CASH	MASTERCARD	AMEX	WARR
CHECK	CHECK#	INTERNAL	CHARGE
VISA	BODYSHOP	OTHER	CASHIER

CUSTOMER SIGNATURE

\*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

Ref # 71-719-395-962



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 EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES 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 \_\_\_\_\_  
CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF



CUSTOMER NO. <b>49965</b>	ADVISOR <b>JOH</b>	TAB NO. <b>39536</b>	INVOICE DATE <b>01/06/09</b>	INVOICE NO. <b>CVCS192617</b>
	LABOR RATE <b>12,822</b>	MILEAGE <b>12,822</b>	COLOR <b>LASER BLUE/</b>	STOCK NO. <b>C7190</b>
CASA GRANDE, AZ	YEAR / MAKE / MODEL <b>07/CHEVROLET/COBALT/4 DR SEDAN</b>	DELIVERY DATE <b>10/27/07</b>	DELIVERY MILES <b>11</b>	
	VEHICLE I.D. NO. <b>1G1AK55F277</b>	SELLING DEALER NO. <b>5</b>	PRODUCTION DATE	
	P.Y.E. NO.	P.O. NO.	R.O. DATE <b>01/05/09</b>	
	COMMENTS	MO: 12822		

**JOB# 1 CHARGES**

LABOR  
 JO# 1: 17CVZ **WINDSHIEL** TECH(S): **40618** WARRANTY  
 CUST STATES HOLDING AROUND WINDSHIELD WARPED  
 DIAG AND FOUND SEAL ATTACHED TO WINDSHIELD WARPED  
 REPLACED WINDSHIELD

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1		15791707	WINDSHIEL 10.027 15		0.00
TOTAL - PARTS						

SUBLET	PO#	VEND	INV#	INV DATE	DESCRIPTION	WARRANTY
	152690		20018	01/06/09	INSTALL WS	0.00
TOTAL - SUBLET						

**JOB# 1 TOTALS**

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

**JOB# 2 CHARGES**

LABOR  
 JO# 2: 17CVZ **DOOR** TECH(S): **40618** WARRANTY  
 CUST STATES PAINT CHIPS AND WHITE MARKS ON DRIVERS FRONT AND  
 DRIVERS REAR DOOR  
 CLEANED AREA

JOB# 2 TOTALS  
 JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

**JOB# 3 CHARGES**

LABOR  
 JO# 3: 16CVZ **BODY ELECTRICAL** TECH(S): **40618** WARRANTY  
 CUST STATES DRIVERS FRONT INSIDE DOOR HANDLE PEELING  
 HANDLE PEELING  
 REPLACE PEELING INSIDE DOOR HANDLE

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1		22722747	BEZEL 10.515 227227		0.00
TOTAL - PARTS						

**JOB# 3 TOTALS**

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

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



**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 EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

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SIGNED \_\_\_\_\_

(CONTINUED ON NEXT PAGE) 03:17pm

CUSTOMER COPY

CUSTOMER NO. <b>49965</b>	ADVISOR <b>JON</b>	39536	TAG NO. <b>1812</b>	INVOICE DATE <b>03/24/09</b>	INVOICE NO. <b>CVCS194195</b>
CASA GRANDE, AZ	LABOR RATE	LICENSE NO.	MILEAGE <b>15,424</b>	COLOR <b>LASER BLUE/</b>	STOCK NO. <b>C7190</b>
	YEAR / MAKE / MODEL <b>07/CHEVROLET/COBALT/4 DR SEDAN</b>			DELIVERY DATE <b>10/27/07</b>	DELIVERY MILES <b>11</b>
	VEHICLE ID. NO. <b>1G1AK55F277</b>			SELLING DEALER NO. <b>5</b>	PRODUCTION DATE
	P.T.E. NO.			P.O. NO.	P.O. DATE <b>03/24/09</b>
COMMENTS			<b>MO: 15424</b>		

**JOB# 1 CHARGES**

**LABOR**  
**J# 1: 16CVZ** BODY ELECTRICAL TECH(S): 40704  
 CUST STATES KEY WOULD NOT TURN IN IGNITION  
 FOUND KEY BINDING IN IGNITION. PERFORMED DIAG FOUND IGNITION  
 CYLINDER INTERNALY BINDING.  
 REPLACED IGNITION LOCK CYLINDER, TESTS GOOD. REPAIR  
 COMPLETE.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	25848845	CYLINDER 2.188 2584		0.00
TOTAL - PARTS					

SUBLET	POS	VEND INVT	INV DATE	DESCRIPTION	WARRANTY
	153982	732578	03/24/09	KEY CYL	0.00
TOTAL - SUBLET					

MISC	CODE	DESCRIPTION	CONTROL NO	WARRANTY
	25	Z5000 PARTS ALLOWANCE		0.00
TOTAL - MISC				

**JOB# 1 TOTALS**

**JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL** 0.00

**JOB# 2 CHARGES**

**LABOR**  
**J# 2: 01CVZ-LOF/SPEC** LUBRIC OIL & FILTER TECH(S): 40704  
 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, measure tread depth & set tire pressure  
 Condition of air filter, belts & leaks  
 Undercarriage for damage & leaks  
 Wiper blades  
 MAINTENANCE.  
 PERFORMED LOF SERVICE.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	12605566	FILTER 1.836 126055	5.60	6.60
TOTAL - PARTS					5.60

**G.O.G. & SUPPLIES**

G.O.G.	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	5.0	10W30	@ 2.590 /UNIT	12.95	12.95
TOTAL - GOG					

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**  
 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 \_\_\_\_\_



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



CUSTOMER NO.	49965	ADVISOR	JON	39536	TAG NO.	1263	INVOICE DATE	04/22/09	INVOICE NO.	CVCS194732
		LABOR RATE			MILEAGE	16,830	COLOR	LASER BLUE/	STOCK NO.	C7190
		YEAR / MAKE / MODEL	07/CHEVROLET/COBALT/4 DR SEDAN			DELIVERY DATE	10/27/07	DELIVERY MILES	11	
		VEHICLE ID. NO.	1G1AK55F277			SELLING DEALER NO.	5	PRODUCTION DATE		
		P.T.E. NO.				P.O. NO.		R.O. DATE	04/21/09	
		COMMENTS								

MO: 16834

JOB# 1 CHARGES

LABOR  
J# 1 16CVZ TECH(SY)40764 WARRANTY  
BORN ELECTRICAL  
CUSTOMER STATES POWER STEERING WHEEL LOCKS UP WHILE DRIVING A  
N DISPLAY READS POWER STEERING  
FOUND LIGHT ON, PERFORMED DIAG 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.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	19200751	COLUMN KI 6.518 192		0.00
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  
FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED WITH YOUR  
SERVICE EXPERIENCE, PLEASE SEE A MEMBER OF OUR MANAGEMENT  
TEAM. THANK YOU.

HENRY BROWN AUTOMOTIVE  
P O BOX 11306  
CASA GRANDE, AZ 85230

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

TOTAL INVOICE \$ 0.00

CASH	MASTERCARD	AMEX	WARR
CHECK	CHECK#	INTERNAL	CHARGE
VISA	BODY SHOP	OTHER	CASHIER

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, shalac,  
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  
herby 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



1990 N. Pinal Ave.  
Casa Grande, AZ 85222  
(520) 838-2147 • (602) 252-3881 • (800) 825-9450



CELL: [REDACTED]

CUSTOMER NO. <b>49965</b>	ADVISOR <b>JON</b>	39536	TAG NO. <b>1547</b>	INVOICE DATE <b>05/20/09</b>	INVOICE NO. <b>CVCS195268</b>
[REDACTED]	LABOR PARTS	17,426	COLOR <b>LASER BLUE/</b>	STOCK NO. <b>C7190</b>	
<b>CASA GRANDE, AZ</b>	YEAR / MAKE / MODEL <b>07/CHEVROLET/COBALT/4 DR SEDAN</b>		DELIVERY DATE <b>10/27/07</b>	DELIVERY MILES <b>11</b>	
	VEHICLE ID NO. <b>1 G 1 A K 5 5 F 2 7 7</b>		SELLING DEALER NO. <b>5</b>	PRODUCTION DATE	
	P.T.E. NO.	P.O. NO.	R.O. DATE <b>05/20/09</b>		
	COMMENTS	MO: 17428			

**JOB# 1 CHARGES**

LABOR  
J# 1 09CVZ... FROM SUSP... TECH(S... WARRAN...  
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	WARRANTY
	1	19200751	COLUMN KI 6.518 192		0.00
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  
FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED WITH YOUR  
SERVICE EXPERIENCE, PLEASE SEE A MEMBER OF OUR MANAGEMENT  
TEAM. THANK YOU.

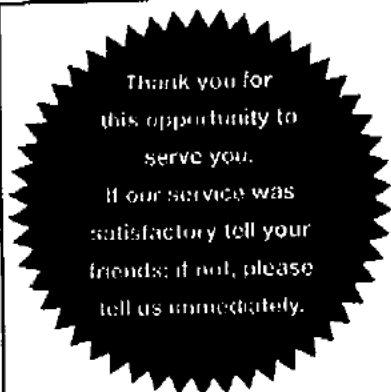
HENRY BROWN AUTOMOTIVE  
P O BOX 11305  
CASA GRANDE, AZ 85230

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

**TOTAL INVOICE \$ 0.00**

CASH  
CHECK  
VISA  
MASTERCARD  
CHECK#  
BODY SHOP  
AMEX  
INTERIM  
OTHER  
WARR  
CHARGE  
CASHIER

CUSTOMER SIGNATURE



**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 \_\_\_\_\_  
CUSTOMER SIGNATURE, PLEASE RECAP TO CLERK OR REP



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



CELL: [REDACTED]

CUSTOMER NO. <b>49965</b>	ADVISOR <b>JON</b>	TAG NO. <b>39536</b>	INVOICE DATE <b>05/22/09</b>	INVOICE NO. <b>CYCS195316</b>
[REDACTED]	LABOR RATE	LICENSE NO.	COLOR <b>1148</b>	STOCK NO. <b>C7190</b>
CASA GRANDE, AZ	YEAR / MAKE / MODEL <b>07/CHEVROLET/COBALT/4 DR SEDAN</b>	DELIVERY DATE <b>10/27/07</b>	DELIVERY MILES <b>11</b>	PRODUCTION DATE
	VEHICLE I.D. NO. <b>1 G 1 A K 5 5 F 2 7 7</b>	SELLING DEALER NO. <b>5</b>	R.O. DATE <b>05/21/09</b>	
	COMMENTS	MO: 17530		

JOB# 1 CHARGES

LABOR  
JOB# 1 09CVZ FRONT SUSP. TECH(SJ) 68119 WARRANTY  
CUST STATES 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.

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  
FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED WITH YOUR  
SERVICE EXPERIENCE, PLEASE SEE A MEMBER OF OUR MANAGEMENT  
TEAM. THANK YOU.

HENRY BROWN AUTOMOTIVE  
P O BOX 11306  
CASA GRANDE, AZ 85230

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

TOTAL INVOICE \$ 0.00

CASH MASTERCARD AMEX VISA  
CHECK CHECK# INTERNAL CHARGE  
VISA BODY SHOP OTHER CASHIER

CUSTOMER SIGNATURE



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 EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES 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 \_\_\_\_\_



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



CELL: [REDACTED]

CUSTOMER NO. <b>49965</b>	ADVISOR <b>JON</b>	TAG NO. <b>39536</b>	INVOICE DATE <b>06/26/09</b>	INVOICE NO. <b>CVCS195750</b>
[REDACTED]	LABOR RATE <b>18,474</b>	MAILEAGE <b>1013</b>	COLOR <b>LASER BLUE/</b>	STOCK NO. <b>C7190</b>
<b>CASA GRANDE, AZ</b>	YEAR/MAKE/MODEL <b>07/CHEVROLET/COBALT/4 DR SEDAN</b>	DELIVERY DATE <b>10/27/07</b>	DELIVERY MILES <b>11</b>	
	VEHICLE I.D. NO. <b>1G1AK55F277</b>	SELLING DEALER NO. <b>5</b>	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>06/16/09</b>	REPRINT# <b>2</b>
	COMMENTS	MO: <b>18546</b>		

**JOB# 1 CHARGES**

LABOR  
J# 1 09CVZ FRONT SUSP TECH(S):42145 WARRANTY

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)

**TOTALS**

THANK YOU FOR LETTING HENRY BROWN AUTOMOTIVE SERVICE  
YOUR VEHICLE. CUSTOMER SATISFACTION IS OUR #1 GOAL. IF  
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HENRY BROWN AUTOMOTIVE  
P O BOX 11306  
CASA GRANDE, AZ 85230

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

**TOTAL INVOICE \$ 0.00**

CASH      MASTERCARD      AMEX      HARR  
CHECK      CHECK#      INTERNAL      CHARGE  
VISA      BODY SHOP      OTHER      CASHIER

CUSTOMER SIGNATURE



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SIGNED \_\_\_\_\_  
CUSTOMER OR OTHER AGENT RECEIPT OF TOP 11-01-09



1990 N. Pinal Ave.  
Casa Grande, AZ 85222  
(520) 838-2147 • (602) 252-9891 • (800) 825-9450



CELL: [REDACTED]

CUSTOMER NO. <b>49965</b>	ADVISOR <b>JON</b>	TAG NO. <b>39536</b>	INVOICE DATE <b>06/26/09</b>	INVOICE NO. <b>CVCS195750</b>
[REDACTED]	LABOR RATE	LICENSE NO.	1013	STOCK NO. <b>C7190</b>
CASA GRANDE, AZ	18,474	YEAR/MAKE/MODEL <b>07/CHEVROLET/COBALT/4 DR SEDAN</b>	COLOR <b>LASER BLUE/</b>	DELIVERY MILES <b>11</b>
	VEHICLE I.D. NO. <b>1 G 1 A K 5 5 F 2 7 7</b>	DELIVERY DATE <b>10/27/07</b>	SALES DEALER NO. <b>5</b>	PRODUCTION DATE
	R.T.B. NO.	R.O.	R.O. DATE <b>06/16/09</b>	REPRINT# <b>2</b>
COMMENTS				MO: 18546

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ESTIMATE-----

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CHECK      CHECK#      INTERNAL      CHARGE  
VISA      BODY SHOP      OTHER      CASHIER

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TOTAL G.O.G.... 0.00  
TOTAL MISC CHG. 0.00  
TOTAL MISC DISC 0.00  
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

DUPLICATE INVOICE



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SIGNED \_\_\_\_\_  
OWNER OR AUTHORIZED REPRESENTATIVE

document Index - 71-737828311

2

Class - BRCSiebel Docs

RequestNum  
71-737828311

MSXDocNum  
RAM4A4CB2D

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First

Timestamp  
2009-07-02-13.14.00.000000

Division  
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CorrType  
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CatCode  
01

MSXSource  
F

AttachNum

VIN



## **RELEASE OF CLAIM**

We [REDACTED], (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of \$4,000.00 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 1G1AK55F277 [REDACTED] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors 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 \_\_\_\_\_ 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 Releasees, and Releasor(s) is/are not relying on any representations, promises or inducements other than those stated in this release.

**PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.**

I/We agree to the terms of this Release of All Claims

DATE SIGNED: \_\_\_\_\_

\_\_\_\_\_  
Claimant's Signature

\_\_\_\_\_  
Claimant's Signature

\_\_\_\_\_  
Address

\_\_\_\_\_  
Address

\_\_\_\_\_  
City, State, Zip Code

\_\_\_\_\_  
City, State, Zip Code

STATE OF \_\_\_\_\_

COUNTY OF \_\_\_\_\_

Sworn to (or affirmed) and subscribed before me this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_,  
by [REDACTED]

\_\_\_\_\_  
Signature of Notary Public

\_\_\_\_\_  
Print, type or stamp Commissioned Name of Notary Public

Personally Known \_\_\_\_\_ OR Produced identification \_\_\_\_\_

Type of identification \_\_\_\_\_

My commission expires: \_\_\_\_\_

CC: File

LG0024  
V6302006



## BBB AUTO LINE

### AGREEMENT TO ARBITRATE

Date: 07/15/2009

Case Number: CHV0940586

Customer: [REDACTED]

Business: Chevrolet

Mfr-Info: 1716 AZ 1G1AK55F277 [REDACTED]

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)

\*  
\*  
\*  
\*  
\*  
\*

(\* 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

**Council of Better Business Bureaus, Inc.**

4200 Wilson Boulevard, Suite 800 · Arlington, VA · 22203-1838 · Phone 800.955.5100 · Fax: 703.247.9700

=====

**BBB AUTO LINE  
Customer Claim Form**

Case number: CHW0938020  
Contact Date: 05/15/09  
Start Date: 05/15/09

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

**SECTION 1: CUSTOMER INFORMATION**

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

**SECTION 2: VEHICLE INFORMATION**

Make: Chevrolet	Model: Cobalt	Year: 2007	Current mileage: 16830
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: Henry Brown Automotive, Casa Grande, AZ			
Primary Servicing dealer/city/state: Henry Brown Automotive,			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 10/27/07		Mileage at purchase/lease: 11 mile	
First repair attempt date: 12/18/08		First repair attempt mileage: 12124	
How often is the vehicle used <u>every day</u> for business purposes (percentage): 0 %		Number of vehicles owned 1 or leased by the business: Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no		Date of accident:	
Description of damage: <u>N/A</u>			

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

She is asking for GM to stick behind their word and provide her with a reliable and safe vehicle that she can drive daily.

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

**VEHICLE IDENTIFICATION NUMBER** 1G1AK55F277381420

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

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

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

Case Number: ~~GHV0000020~~

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
<b>Example:</b>				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
unable to turn steering wheel/power steering light came on	Henry Brown	1	April 21, 2009 Mileage 16,830	Yes
gear shift knob came off	Henry Brown	1	Dec. 18-2008, @ Mileage 12,124	no
molding around windshield came apart	Henry Brown	2	01-05-2009 Mileage 12,822	no
car wouldn't start	Henry Brown	1	March 23, 2009 Mileage 15,424	no
Unable to turn the steering wheel	Henry Brown	2	May 20, 2009 Mileage 17,426	Yes
unable to turn the steering wheel	Henry Brown	3	May 22, 2009 Mileage 17,492	Yes

Total days out of service for all problems: 14Signature of Titled Owner(s) [REDACTED] Date 05-26-09Printed Name of Titled Owner(s) [REDACTED]

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

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

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

CMV0938020  
csdogg

May 13, 2009

Casa Grande-AZ

**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 Grande, 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 8<sup>th</sup> 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 RESPONSIBILITY on the dealership and do not stand behind their 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.

GM 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\\_022309.jsp](http://www.gm.com/corporate/responsibility/safety/news/2009/bark_022309.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

[REDACTED] I will forward you the links.

Phone: [REDACTED]



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Casa Grande, AZ 85222  
(520) 836-2147 • (602) 252-3891 • (800) 825-9450



CUSTOMER NO. <b>49965</b>	ADVISOR <b>JON</b>	TAG NO. <b>39536 1774</b>	INVOICE DATE <b>12/18/08</b>	INVOICE NO. <b>CVCS192320</b>
CASA GRANDE, AZ	LABOR RATE	LICENSE NO.	STOCK NO. <b>C7190</b>	
	MILEAGE <b>12,124</b>		COLOR <b>LASER BLUE/</b>	
	YEAR / MAKE / MODEL <b>07/CHEVROLET/COBALT/4 DR SEDAN</b>		DELIVERY DATE <b>10/27/07</b>	DELIVERY MILES <b>11</b>
	VEHICLE I.D. NO. <b>1 G 1 A K 5 5 F 2 7 7</b>	SELLING DEALER NO. <b>5</b>	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>12/17/08</b>	
COMMENTS				

MO: 12124

JOB# 1 CHARGES

LABOR  
JOB# 1 16CVZ BODY ELECTRICAL TECH(S):40618 WARRANTY  
CUST STATES SHIFTER KNOB FALLING OUT  
CAME APART  
REPLACED SHIFTER KNOB

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	22706232	HANDLE 4.006 227062		
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 FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED WITH YOUR SERVICE EXPERIENCE, PLEASE SEE A MEMBER OF OUR MANAGEMENT TEAM. THANK YOU.

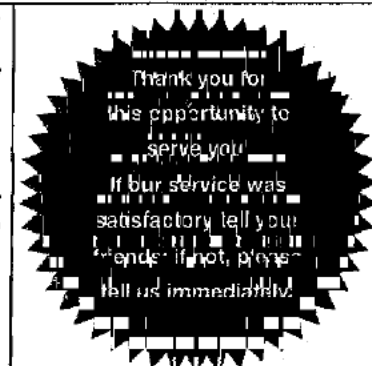
HENRY BROWN AUTOMOTIVE  
P O BOX 11306  
CASA GRANDE, AZ 85230

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

\*\*\*\*\*  
CASH MASTERCARD AMEX WARR  
CHECK CHECK# INTERNAL CHARGE  
VISA BODY SHOP OTHER CASHIER

TOTAL INVOICE \$ 0.00

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 EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES. 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, DAMAGES 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  
CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF



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

CUSTOMER NO. <b>49965</b>	ADVISOR <b>JON</b>	TAG NO. <b>39536</b>	INVOICE DATE <b>12/26/08</b>	INVOICE NO. <b>CVCS192456</b>
<b>CASA GRANDE, AZ</b>	LABOR RATE	LICENSE NO.	MILEAGE <b>12,408</b>	COLOR <b>LASER BLUE/</b>
	YEAR / MAKE / MODEL <b>07/CHEVROLET/COBALT/4 DR SEDAN</b>			STOCK NO. <b>C7190</b>
	VEHICLE I.D. NO. <b>1 G 1 A K 5 5 F 2 7 7</b>			DELIVERY DATE <b>10/27/07</b>
	F.T.E. NO.			DELIVERY MILES <b>11</b>
		P.O. NO.	SELLING DEALER NO. <b>5</b>	PRODUCTION DATE
			R.O. DATE <b>12/26/08</b>	
COMMENTS <b>MO: 12408</b>				

CUSTOMER STATES DRIVERS SIDE REAR DOOR EDGE PAINT IS PEELING  
INSPECT AND ADVISE  
NO WORK DONE AT THIS TIME

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

JOB# 4 CHARGES-----

LABOR-----  
J# 4: 17CVZ-TRIM MISC-TRIM TECH(S): 40855 WARRANTY

CUSTOMER STATES TOP OF WINDSHIELD MOULDING APPEARS TO BE  
WARPED-INSPECT AND ADVISE  
FOUND WINDSHIELD MOULDING DEFECTIVE  
ORDERED SOP WINDSHIELD W/MOULDING

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----
	0	15791707	WINDSHIEL 10.027 15	
PART ON SPECIAL ORDER				WARRANTY
** QUANTITY 1 IS SPECIAL ORDERED **				
TOTAL - PARTS				0.00

JOB# 4 TOTALS-----  
JOURNAL PREFIX CVCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES-----

LABOR-----  
J# 5: 17CVZ-MLDG MISC-TRIM TECH(S): 40855 WARRANTY

CUSTOMER STATES DRIVERS SIDE FRONT DOOR INNER HANDLE CHROME  
IS COMING APART-INSPECT AND ADVISE  
FOUND HANDLE DEFECTIVE  
ORDERED NEW HANDLE

JOB# 5 TOTALS-----  
JOURNAL PREFIX CVCS JOB# 5 TOTAL 0.00

MISC-----	CODE-----	DESCRIPTION-----	CONTROL NO-----
JOB # A	HAZS	HAZARDOUS WASTE DISPOSAL FEE	
TOTAL - MISC			1.00

ESTIMATE-----  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
ORIGINAL ESTIMATE OF \$33.26 (+TAX)

COMMENTS-----  
WAITER



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 EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

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SIGNED \_\_\_\_\_  
CUSTOMER ACKNOWLEDGES RECEIPT OF WORK DONE



1990 N. Pinal Ave.  
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CUSTOMER NO.	49965	ADVISOR	JON	39536	TAG NO.	1207	INVOICE DATE	01/06/09	INVOICE NO.	CVC5192617
		LABOR RATE		LICENSE NO.		12,822	COLOR	LASER BLUE/	STOCK NO.	C7190
		YEAR / MAKE / MODEL	07/CHEVROLET/COBALT/4 DR SEDAN				DELIVERY DATE	10/27/07	DELIVERY MILES	11
		VEHICLE I.D. NO.	1G1AK55F277				SELLING DEALER NO.	5	PRODUCTION DATE	
		F.T.E. NO.		P.O. NO.			H.O. DATE	01/05/09		
COMMENTS							MO: 12822			

**JOB# 1 CHARGES**

LABOR  
J# 1 17CVZ INT/EXT TRIM TECH(S) 40618 WARRANTY  
CUST STATES MOLDING AROUND WINDSHIELD WARPED  
DIAG AND FOUND SEAL ATTACHED TO WINDSHIELD WARPED  
REPLACED WINDSHIELD

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	15791707	WINDSHIEL 10.027 15		0.00
				TOTAL - PARTS	

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	WARRANTY
	152690	20018	01/06/09	INSTALL WS	0.00
				TOTAL - SUBLET	

**JOB# 1 TOTALS**

JOB# 1 JOURNAL PREFIX CVC5 JOB# 1 TOTAL 0.00

**JOB# 2 CHARGES**

LABOR  
J# 2 17CVZ DOORS TECH(S) 40618 WARRANTY  
CUST STATES PAINT CHIPS AND WHITE MARKS ON DRIVERS FRONT AND  
DRIVERS REAR DOOR  
CLEANED AREA

**JOB# 2 TOTALS**

JOB# 2 JOURNAL PREFIX CVC5 JOB# 2 TOTAL 0.00

**JOB# 3 CHARGES**

LABOR  
J# 3 16CVZ BODY ELECTRICAL TECH(S) 40618 WARRANTY  
CUST STATES DRIVERS FRONT INSIDE DOOR HANDLE PEELING  
HANDLE PEELING  
REPLACE PEELING INSIDE DOOR HANDLE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	22722747	BEZEL 10.515 227227		0.00
				TOTAL - PARTS	

**JOB# 3 TOTALS**

JOB# 3 JOURNAL PREFIX CVC5 JOB# 3 TOTAL 0.00

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




**SUPPLIES** - A token charge is included and Hazardous Waste Fee is included. 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 RECEIPT OF COPY IN BACK



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CUSTOMER NO.	49965	ADVISE	JON	39536	TAG NO.	1812	INVOICE DATE	03/24/09	INVOICE NO.	CVCS194195
		LABOR RATE			MILEAGE	15,424	COLOR	LASER BLUE/	STOCK NO.	C7190
		YEAR / MAKE / MODEL	07/CHEVROLET/COBALT/4 DR SEDAN				DELIVERY DATE	10/27/07	DELIVERY MILES	11
		VEHICLE I.O. NO.	1 G 1 A K 5 5 F 2 7 7				SELLING DEALER NO.	5	PRODUCTION DATE	
		F.T.E. NO.			R.O. NO.		A.O. DATE	03/24/09		
		COMMENTS								

MO: 15424

## JOB# 1 CHARGES

LABOR JOB# 1 16CVZ BODY ELECTRICAL TECH(S): 40764 WARRANTY

CUSTOMER STATES KEY WOULD NOT TURN IN IGNITION  
FOUND KEY BINDING IN IGNITION. PERFORMED DIAG FOUND IGNITION  
CYLINDER INTERNAL BINDING.  
REPLACED IGNITION LOCK CYLINDER, TESTS GOOD, REPAIR  
COMPLETE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	25848845	CYLINDER 2.188 2584		0.00
				TOTAL - PARTS	

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	WARRANTY
	153982	732578	03/24/09	KEY CYL	0.00
				TOTAL - SUBLET	

MISC	CODE	DESCRIPTION	CONTROL NO	WARRANTY
	25	Z5000 PARTS ALLOWANCE		0.00
			TOTAL - MISC	

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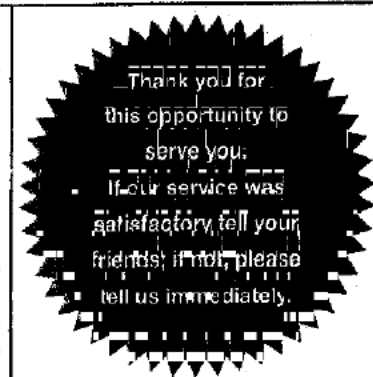
## JOB# 2 CHARGES

LABOR JOB# 2 01CVZ LUBE OIL &amp; FILTER TECH(S): 40764 10:40

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, measure tread depth & set tire pressure  
Condition of air filter, belts & leaks  
Undercarriage for damage & leaks  
Wiper blades  
MAINTENANCE.  
PERFORMED LOF SERVICE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	12605566	FILTER 1.836 126055	5.60	
				TOTAL - PARTS	5.60

G.O.G. & SUPPLIES	5.0	10W30	@	2.590 /UNIT	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.

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SIGNED \_\_\_\_\_



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Casa Grande, AZ 85222  
(520) 836-2147 • (602) 252-3891 • (800) 825-9450 **CHEVROLET**

CUSTOMER NO. <b>49965</b>	ADVISOR <b>JON</b>	39536	TAG NO. <b>1263</b>	INVOICE DATE <b>04/22/09</b>	INVOICE NO. <b>CVCS194732</b>
	LABOR RATE	LICENSE NO.	MILEAGE <b>16,830</b>	COLOR <b>LASER BLUE/</b>	STOCK NO. <b>C7190</b>
<b>CASA GRANDE, AZ</b>	YEAR / MAKE / MODEL <b>07/CHEVROLET/COBALT/4 DR SEDAN</b>			DELIVERY DATE <b>10/27/07</b>	DELIVERY MILES <b>11</b>
	VEHICLE I.D. NO. <b>1 G 1 A K 5 5 F 2 7 7</b>			SELLING DEALER NO. <b>5</b>	PRODUCTION DATE
	F.T.E. NO.	R.O. NO.		R.O. DATE <b>04/21/09</b>	
	COMMENTS	<b>MO: 16834</b>			

## JOB# 1 CHARGES

## LABOR

JE 1 16CVZ BODY ELECTRICAL TECH(S): 40764 WARRANTY  
CUSTOMER STATES POWER STEERING WHEEL LOCKS UP WHILE DRIVING A  
N DISPLAY READS POWER STEERING  
FOUND LIGHT ON, PERFORMED DIAG 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.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	19200751	COLUMN KI 6.518 192		0.00
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

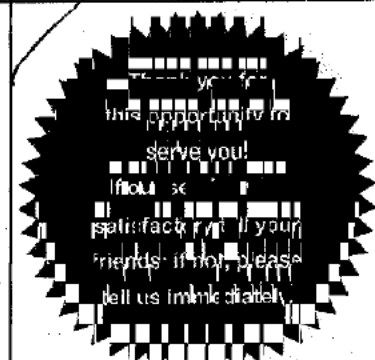
THANK YOU FOR LETTING HENRY BROWN AUTOMOTIVE SERVICE YOUR VEHICLE. CUSTOMER SATISFACTION IS OUR #1 GOAL. IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED WITH YOUR SERVICE EXPERIENCE, PLEASE SEE A MEMBER OF OUR MANAGEMENT TEAM. THANK YOU.	TOTAL LABOR....	0.00
	TOTAL PARTS....	0.00
	TOTAL SUBLET....	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG....	0.00
	TOTAL MISC DISC....	0.00
	TOTAL TAX.....	0.00

HENRY BROWN AUTOMOTIVE  
P O BOX 11306  
CASA GRANDE, AZ 85230

\*\*\*\*\*  
CASH      MASTERCARD      AMEX      WARR  
CHECK      CHECK#      INTERNAL      CHARGE  
VISA      BODY SHOP      OTHER      CASHIER

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE



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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Casa Grande, AZ 85222  
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CUSTOMER NO. <b>49965</b>	ADVISOR <b>JON</b>	TAB NO. <b>39536</b>	INVOICE DATE <b>12/18/08</b>	INVOICE NO. <b>CVCS192320</b>
	LABOR RATE	LICENSE NO.	WEIGHT <b>12,124</b>	COLOR <b>LASER BLUE/</b>
	YEAR / MAKE / MODEL <b>07/CHEVROLET/COBALT/4 DR SEDAN</b>	DELIVERY DATE <b>10/27/07</b>	DELIVERY MILES <b>11</b>	STOCK NO. <b>C7190</b>
CASA GRANDE, AZ	VEHICLE I.D. NO. <b>1 G 1 A K 5 5 F 2 7 7 3</b>	SELLING DEALER NO. <b>5</b>	PRODUCTION DATE	
	P.T.E. NO.	P.O. NO.	P.O. DATE <b>12/17/08</b>	
COMMENTS				

MO: 12124

JOB# 1 CHARGES

LABOR  
J# 1: 16CVZ BODY ELECTRICAL TECHCS: 40618 WARRANTY  
CUST STATES SHIFTER KNOB FALLING OUT  
CAME APART  
REPLACED SHIFTER KNOB

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1		22706232	HANDLE 4.006 227062		0.00
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  
FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED WITH YOUR  
SERVICE EXPERIENCE, PLEASE SEE A MEMBER OF OUR MANAGEMENT  
TEAM. THANK YOU.

HENRY BROWN AUTOMOTIVE  
P O BOX 11306  
CASA GRANDE, AZ 85230

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

\*\*\*\*\*

CASH	MASTERCARD	AMEX	WARR
CHECK	CHECK#	INTERNAL	CHARGE
VISA	BODY SHOP	OTHER	CASHIER

\*\*\*\*\*

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

\*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

Ref # 71-719-395-962



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 \_\_\_\_\_



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CUSTOMER NO. <b>49965</b>	ADVISOR <b>JON</b>	TAB NO. <b>39536 1482</b>	INVOICE DATE <b>12/26/08</b>	INVOICE NO. <b>CVCS192456</b>
<b>CASA GRANDE, AZ</b>	LABOR RATE	LICENSE NO.	MILEAGE <b>12,408</b>	COLOR <b>LASER BLUE/</b>
	YEAR/MAKE/MODEL <b>07/CHEVROLET/COBALT/4 DR SEDAN</b>	DELIVERY DATE <b>10/27/07</b>		STOCK NO. <b>C7190</b>
	VEHICLE I.D. NO. <b>1G1AK55F277</b>	SELLING DEALER NO. <b>5</b>		DELIVERY MILES <b>11</b>
	F.T.E. NO.	R.O. NO.	R.O. DATE <b>12/26/08</b>	PRODUCTION DATE
COMMENTS <b>MO: 12408</b>				

CUSTOMER STATES DRIVERS SIDE REAR DOOR EDGE PAINT IS PEELING  
INSPECT AND ADVISE  
NO WORK DONE AT THIS TIME

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

JOB# 4 CHARGES-----  
LABOR-----  
J# 4 17CVZ-TRIM MISC TRIM TECH(S):40855 WARRANTY  
CUSTOMER STATES TOP OF WINDSHIELD MOULDING APPEARS TO BE  
WARPED-INSPECT AND ADVISE  
FOUND WINDSHIELD MOULDING DEFECTIVE  
ORDERED SOP WINDSHIELD W/MOULDING

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	0	15791707	WINDSHIEL 10.027 15		
PART ON SPECIAL ORDER					
** QUANTITY 1 IS SPECIAL ORDERED **					
TOTAL - PARTS					0.00

JOB# 4 TOTALS-----  
JOURNAL PREFIX CVCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES-----  
LABOR-----  
J# 5 17GVZ-MLDG MISC TRIM TECH(S):40855 WARRANTY  
CUSTOMER STATES DRIVERS SIDE FRONT DOOR INNER HANDLE CHROME  
IS COMING APART -INSPECT AND ADVISE  
FOUND HANDLE DEFECTIVE  
ORDERED NEW HANDLE

JOB# 5 TOTALS-----  
JOURNAL PREFIX CVCS JOB# 5 TOTAL 0.00

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	HAZS	HAZARDOUS WASTE DISPOSAL FEE	
TOTAL - MISC			1.00

ESTIMATE-----  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
ORIGINAL ESTIMATE OF \$33.26 (+TAX)  
COMMENTS-----  
WAITER

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**  
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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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 \_\_\_\_\_





1990 N. Pinal Ave.  
Casa Grande, AZ 85222  
(520) 836-2147 • (602) 252-3891 • (800) 825-8450  **CHEVROLET**

CUSTOMER NO. <b>49965</b>	ADVISOR <b>JON</b>	39536	TAG NO. <b>1207</b>	INVOICE DATE <b>01/06/09</b>	INVOICE NO. <b>CVCS192617</b>
[REDACTED] CASA GRANDE, AZ [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>12,822</b>	COLOR <b>LASER BLUE/</b>	STOCK NO. <b>C7190</b>
	YEAR / MAKE / MODEL <b>07/CHEVROLET/COBALT/4 DR SEDAN</b>			DELIVERY DATE <b>10/27/07</b>	DELIVERY MILES <b>11</b>
	VEHICLE ID NO. <b>1G1AK55F277</b>			SELLING DEALER NO. <b>5</b>	PRODUCTION DATE
	F.T.E. NO.	R.O. NO.	R.O. DATE <b>01/05/09</b>		
COMMENTS					<b>MO: 12822</b>

**JOB# 1 CHARGES**

LABOR  
J# 1: 17CVZ INT/EXT TRIM TECH(S): 40618 WARRANTY  
CUST STATES MOLDING AROUND WINDSHIELD WARPED  
DIAG AND FOUND SEAL ATTACHED TO WINDSHIELD WARPED  
REPLACED WINDSHIELD

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1		15791707	WINDSHIEL 10.027 15		0.00
TOTAL - PARTS						0.00

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----  
152690 20018 01/06/09 INSTALL WS  
TOTAL - SUBLET 0.00

**JOB# 1 TOTALS**

**JOB# 2 CHARGES**

LABOR  
J# 2: 17CVZ-DOOR DOORS TECH(S): 40618 WARRANTY  
CUST STATES PAINT CHIPS AND WHITE MARKS ON DRIVERS FRONT AND  
DRIVERS REAR DOOR  
CLEANED AREA

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1		22722747	BEZEL 10.515 227227		0.00
TOTAL - PARTS						0.00

**JOB# 2 TOTALS**

**JOB# 3 CHARGES**

LABOR  
J# 3: 16GVZ BODY ELECTRICAL TECH(S): 40618 WARRANTY  
CUST STATES DRIVERS FRONT INSIDE DOOR HANDLE PEELING  
HANDLE PEELING  
REPLACE PEELING INSIDE DOOR HANDLE

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1		22722747	BEZEL 10.515 227227		0.00
TOTAL - PARTS						0.00

**JOB# 3 TOTALS**

**JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00**

**JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00**

**JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00**

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



**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 \_\_\_\_\_



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



CUSTOMER NO. <b>49965</b>	ADVISOR <b>JON</b>	TAG NO. <b>39536 1812</b>	INVOICE DATE <b>03/24/09</b>	INVOICE NO. <b>CVCS194195</b>
CASA GRANDE, AZ	LABOR RATE	LICENSE NO.	MIILEAGE <b>15,424</b>	COLOR <b>LASER BLUE/</b>
	YEAR / MAKE / MODEL <b>07/CHEVROLET/COBALT/4 DR SEDAN</b>		DELIVERY DATE <b>10/27/07</b>	STOCK NO. <b>C7190</b>
	VEHICLE I.D. NO. <b>1G1AK55F277</b>		SELLING DEALER NO. <b>5</b>	DELIVERY MILES <b>11</b>
	F.T.E. NO.	P.O. NO.	R.C. DATE <b>03/24/09</b>	PRODUCTION DATE
COMMENTS				<b>MO: 15424</b>

LABOR  
J# 1: 16CVZ BODY ELECTRICAL TECH(S): 40764 WARRANTY  
CUST STATES KEY WOULD NOT TURN IN IGNITION  
FOUND KEY BINDING IN IGNITION, PERFORMED DIAG FOUND IGNITION  
CYLINDER INTERNALLY BINDING.  
REPLACED IGNITION LOCK CYLINDER, TESTS GOOD, REPAIR  
COMPLETE.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	25848845	CYLINDER 2.188 2584		0.00
				TOTAL - PARTS	

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	WARRANTY
	153982	732578	03/24/09	KEY CYL	0.00
				TOTAL - SUBLET	

MISC	CODE	DESCRIPTION	CONTROL NO	WARRANTY
	Z5	Z5000 PARTS ALLOWANCE		0.00
				TOTAL - MISC

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR  
J# 2: 01CVZ-LOF/SPEC \*LUBE, OIL & FILTER TECH(S): 40764 10.40  
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, measure tread depth & set tire pressure  
Condition of air filter, belts & leaks  
Undercarriage for damage & leaks  
Wiper blades  
MAINTENANCE  
PERFORMED LOF SERVICE.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	12605866	FILTER 1.836 126055	5.60	5.60
				TOTAL - PARTS	

G.O.G. & SUPPLIES	5.0	10W30	2.590 /UNIT	12.95	12.95
				TOTAL - GOG	

Thank you for  
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serve you.  
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acknowledged on above car or truck to secure the  
amount of repairs thereon. Not responsible for items  
left in car.

SIGNED \_\_\_\_\_  
CUSTOMER SIGNATURE (PRINT NAME)



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

CUSTOMER NO. <b>49965</b>	ADVISOR <b>JON</b>	TAG NO. <b>39536 1263</b>	INVOICE DATE <b>04/22/09</b>	INVOICE NO. <b>CVCS194732</b>
	LABOR RATE	LICENSE NO.	W/LEAGE <b>16,830</b>	COLOR <b>LASER BLUE/</b>
	YEAR / MAKE / MODEL <b>07/CHEVROLET/COBALT/4 DR SEDAN</b>		DELIVERY DATE <b>10/27/07</b>	STOCK NO. <b>C7190</b>
CASA GRANDE, AZ	VEHICLE ID. NO. <b>1G1AK55F277</b>		DELIVERY MILES <b>11</b>	
	R.T.E. NO.	R.Q. NO.	SELLING DEALER NO. <b>5</b>	PRODUCTION DATE
			R.O. DATE <b>04/21/09</b>	
COMMENTS				<b>MO: 16834</b>

JOB# 1 CHARGES

LABOR.....  
JOB# 1 160VZ..... BODY ELECTRICAL..... TECH(S) 40764..... WARRANTY

CUSTOMER STATES POWER STEERING WHEEL LOCKS UP WHILE DRIVING A  
N DISPLAY READS POWER STEERING  
FOUND LIGHT ON, PERFORMED DIAG 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.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
	1		19200751	COLUMN KI 6.518 192	
					TOTAL - PARTS

WARRANTY  
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  
FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED WITH YOUR  
SERVICE EXPERIENCE, PLEASE SEE A MEMBER OF OUR MANAGEMENT  
TEAM. THANK YOU.

HENRY BROWN AUTOMOTIVE  
P O BOX 11306  
CASA GRANDE, AZ 85230

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

TOTAL INVOICE \$ 0.00

CASH	MASTERCARD	AMEX	WARR
CHECK	CHECK#	INTERNAL	CHARGE
VISA	BODY SHOP	OTHER	CASHIER

4/22/09

CUSTOMER SIGNATURE



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 \_\_\_\_\_



1990 N. Pinal Ave.  
Casa Grande, AZ 85222  
(520) 838-2147 • (602) 252-3881 • (800) 825-9450 **CHEVROLET**

CELL: [REDACTED]

CUSTOMER NO. <b>49965</b>	ADVISOR <b>JON</b>	TAX NO. <b>39536</b>	INVOICE DATE <b>05/22/09</b>	INVOICE NO. <b>CVCS195316</b>
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>17,492</b>	COLOR <b>LASER BLUE/</b>
<b>CASA GRANDE, AZ</b>	YEAR / MAKE / MODEL <b>07/CHEVROLET/COBALT/4 DR SEDAN</b>	DELIVERY DATE <b>10/27/07</b>	STOCK NO. <b>C7190</b>	DELIVERY MILES <b>11</b>
	VEHICLE I.D. NO. <b>1 G 1 A K 5 5 F 2 7 7</b>	SELLING DEALER NO. <b>5</b>	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>05/21/09</b>	
COMMENTS				

MO: 17530

**JOB# 1 CHARGES**

**LABOR**

**JOB# 1 09C172** FRONT SUSP. TECH SUBSTIT. WARRANTY  
CUST STATES 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.

**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  
FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED WITH YOUR  
SERVICE EXPERIENCE, PLEASE SEE A MEMBER OF OUR MANAGEMENT  
TEAM. THANK YOU.

HENRY BROWN AUTOMOTIVE  
P.O. BOX 11306  
CASA GRANDE, AZ 85230

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

**TOTAL INVOICE \$ 0.00**

CASH

MASTERCARD

AMEX

WARR

CHECK

CHECK#

INTERNAL

CHARGE

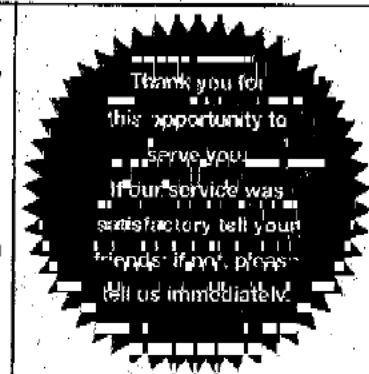
VISA

BODY SHOP

OTHER

CASHIER

CUSTOMER SIGNATURE



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SIGNED

CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF



1890 W. Pinal Ave.  
Casa Grande, AZ 85222  
(520) 836-2147 • (602) 252-3891 • (800) 825-9450  **CHEVROLET**

CELL: 

CUSTOMER NO. <b>49965</b>	ADVISOR <b>JON</b>	39536	TAB NO. <b>1547</b>	INVOICE DATE <b>05/20/09</b>	INVOICE NO. <b>CVCS195268</b>
	LABOR RATE		17,426	COLOR <b>LASER BLUE/</b>	STOCK NO. <b>C7190</b>
CASA GRANDE, AZ	YEAR/MAKE/MODEL <b>07/CHEVROLET/COBALT/4 DR SEDAN</b>	DELIVERY DATE <b>10/27/07</b>		DELIVERY MILES <b>11</b>	
	VEHICLE I.D. NO. <b>1G1AK55F277</b>	SELLING DEALER NO. <b>5</b>		PRODUCTION DATE	
	R.T.E. NO.	R.O. NO.	R.O. DATE <b>05/20/09</b>		
COMMENTS					

MO: 17428

## JOB# 1 CHARGES

## LABOR

JOE: OSCW FRONT SUSPENSION TECHNICIAN

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	WARRANTY
	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

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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  
TEAM. THANK YOU.

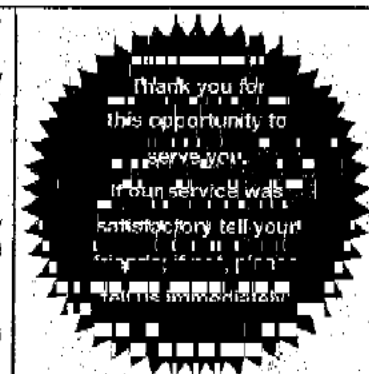
HENRY BROWN AUTOMOTIVE  
P O BOX 11306  
CASA GRANDE, AZ 85230

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

TOTAL INVOICE \$ 0.00

CASH MASTERCARD AMEX VISA  
CHECK CHECK# INTERMEDIATE CHARGE  
VISA BODY SHOP OTHER CASHIER

CUSTOMER SIGNATURE



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SIGNED

CUSTOMER ACKNOWLEDGES RECEIPT OF COPY OF SHOP

PAGE 1 OF 1

CUSTOMER COPY

[ END OF INVOICE ] 02:51pm

C:\hp\pcc\luc\Kernolis\_Compary\_PEARLINE CO\47264 (008)

**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 echanged 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 8<sup>th</sup> 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 May 19 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 [REDACTED]





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



CELL: [REDACTED]

CUSTOMER NO. <b>49965</b>	ADVISOR <b>JON</b>	TAG NO. <b>39536</b>	INVOICE DATE <b>05/22/09</b>	INVOICE NO. <b>CVCS195316</b>
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>17,492</b>	COLOR <b>LASER BLUE/</b>
<b>CASA GRANDE, AZ</b>	YEAR / MAKE / MODEL <b>07/CHEVROLET/COBALT/4 DR SEDAN</b>		DELIVERY DATE <b>10/27/07</b>	STOCK NO. <b>C7190</b>
	VEHICLE I.D. NO. <b>1G1AK55F27</b>		DELIVERY MILES <b>11</b>	
	R.T.E. NO.	R.O. NO.	SELLING DEALER NO. <b>5</b>	PRODUCTION DATE
			R.O. DATE <b>05/21/09</b>	
COMMENTS			MO: 17530	

## JOB# 1 CHARGES-----

## LABOR-----

J# 1 09CVZ FRONT SUSP TECH(S) 56119 WARRANTY

CUST STATES 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.

## 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  
FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED WITH YOUR  
SERVICE EXPERIENCE, PLEASE SEE A MEMBER OF OUR MANAGEMENT  
TEAM. THANK YOU.

HENRY BROWN AUTOMOTIVE  
P O BOX 11306  
CASA GRANDE, AZ 85230

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

TOTAL INVOICE \$ 0.00

CASH MASTERCARD AMEX VISA  
CHECK CHECK# INTERNAL CHARGE  
BODY SHOP OTHER CASHIER

CUSTOMER SIGNATURE



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  
herby 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

CUSTOMER ACKNOWLEDGES RECEIPT OF COPY 1/1/09



1890 N. Pinal Ave.  
Casa Grande, AZ 85222  
(520) 836-2147 • (602) 252-3891 • (800) 825-9450



CELL: [REDACTED]

CUSTOMER NO. <b>49965</b>	ADVISOR <b>JON</b>	TAG NO. <b>39536</b>	INVOICE DATE <b>05/20/09</b>	INVOICE NO. <b>CVCS195268</b>
[REDACTED] <b>CASA GRANDE, AZ</b>	LABOR RATE	LICENSE NO.	MILEAGE <b>17,426</b>	COLOR <b>LASER BLUE/</b>
	YEAR / MAKE / MODEL <b>07/CHEVROLET/COBALT/4 DR SEDAN</b>			STOCK NO. <b>C7190</b>
	VEHICLE I.D. NO. <b>1 G 1 A K 5 5 F 2 7 7</b>			DELIVERY DATE <b>10/27/07</b>
	F.T.E. NO.	P.O. NO.	SELLING DEALER NO. <b>5</b>	DELIVERY MILES <b>11</b>
	R.O. DATE <b>05/20/09</b>			PRODUCTION DATE
COMMENTS				MO: <b>17428</b>

## JOB# 1 CHARGES

## LABOR

J# 1 09CVZ FRONT SUSP TECH(S) 42145 WARRANTY  
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	WARRANTY
	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

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TEAM. THANK YOU.

HENRY BROWN AUTOMOTIVE  
P O BOX 11306  
CASA GRANDE, AZ 85230

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

TOTAL INVOICE \$ 0.00

\*\*\*\*\*  
CASH      MASTERCARD      AMEX      VISA      WARR  
CHECK      CHECK#      INTERM      CHARGE  
VISA      BODY SHOP      OTHER      CASHIER

CUSTOMER SIGNATURE



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 EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES 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

CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF

CMW0938020  
csdoc

## 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 29 2009

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 8<sup>th</sup> 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?

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Thank you in advance for your prompt action.

Chemist





1000 N. Pinal Ave.  
Casa Grande, AZ 85222  
(520) 836-2147 • (602) 252-3891 • (800) 925-9450 **CHEVROLET**

CELL:

CUSTOMER NO. <b>49965</b>	ADVISOR <b>JON</b>	39536	TAG NO. <b>1547</b>	INVOICE DATE <b>05/20/09</b>	INVOICE NO. <b>CVCS195268</b>
	LABOR RATE	LICENSE NO.	MILEAGE <b>17,426</b>	COLOR <b>LASER BLUE/</b>	STOCK NO. <b>C7190</b>
<b>CASA GRANDE, AZ</b>	YEAR / MAKE / MODEL <b>07/CHEVROLET/COBALT/4 DR SEDAN</b>	DELIVERY DATE <b>10/27/07</b>	DELIVERY MILES <b>11</b>	VEHICLE ID NO. <b>1G1AK55F277</b>	PRODUCTION DATE
	F.T.E. NO.	R.O. NO.	R.O. DATE <b>05/20/09</b>		
COMMENTS					

MO: 17428

## JOB# 1 CHARGES

LABOR  
JOB# 1 09CVZ FRONT SUSP. TECH(S): 42145 WARRANTY

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	WARRANTY
	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

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TEAM. THANK YOU.

HENRY BROWN AUTOMOTIVE  
P O BOX 11306  
CASA GRANDE, AZ 85230

\*\*\*\*\*  
CASH MASTERCARD AMEX VISA  
CHECK CHECK# INTERNAL CHARGE  
VISA BODY SHOP OTHER CASHIER

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

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE



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, shackle, 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 EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES 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. I am responsible for items left in car.

SIGNED

\_\_\_\_\_  
LET YOURS BE A SURETY FOR THE BEST OF THE BEST



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.

Sincerely,

Carmel Weems  
Ad Review Specialist



Buyer(s)/Debtor(s):

Address:

CASA GRANDE AZ

Seller/Creditor:

Address:

HENRY BROWN CHEVROLET, LLC.  
1990 N. RINAL AVE.  
CASA GRANDE AZ 85222

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. PLEASE READ THE BACK CAREFULLY.

The Vehicle which you are purchasing is a:

NEW OR USED	YEAR MODEL	MAKE TRADE NAME	NO. CYL.	BODY TYPE	MODEL # OR SERIES	VEHICLE ID #
NEW	2007 COBALT	CHEVROLET	4	4 DR SEDAN	1AK6S	1G1AK55F67

You intend to use the Vehicle primarily for: ☐ Personal, family, or household purposes ("personal use") ☐ Commercial, business, agricultural, or other non-personal uses ("commercial use").

ANNUAL PERCENTAGE RATE	THE COST OF YOUR CREDIT AS A YEARLY RATE	Number of Payments	Your payment schedule will be:
	8.49 %	N/A	Monthly, Beginning 12/11/2007
FINANCE CHARGE	THE DOLLAR AMOUNT THE CREDIT WILL COST YOU:	72	243.57
	\$ 1765.84	N/A	N/A
Amount Financed	The amount of credit provided to you or on your behalf:	Type	Term
\$ 13599.84		Credit Life Insurance	N/A mos.
Total of Payments	The amount you will have paid after you have made all payments as scheduled:	Disability Insurance	N/A mos.
\$ 17655.84		Credit Life and Disability	N/A mos.
Total Sale Price	The total cost of your purchase on credit including your down payment of \$ 1758.84	Joint Credit Life Insurance	N/A mos.
\$ 19214.68		Joint Credit Life and Single Disability Insurance	N/A mos.

**Insurance: CREDIT LIFE INSURANCE AND CREDIT DISABILITY INSURANCE ARE NOT REQUIRED TO OBTAIN CREDIT, AND WILL NOT BE PROVIDED UNLESS YOU SIGN AND AGREE TO PAY THE ADDITIONAL COST.**

**Signature:**

Type	Term	Premium	Signature
Credit Life Insurance	N/A mos.	\$ N/A	I want credit life insurance only
Disability Insurance	N/A mos.	\$ N/A	I want disability insurance only
Credit Life and Disability	N/A mos.	\$ N/A	I want credit life and disability insurance
Joint Credit Life Insurance	N/A mos.	\$ N/A	We want joint credit life insurance
Joint Credit Life and Single Disability Insurance	N/A mos.	\$ N/A	We want joint credit life and single disability insurance

**Security:** You are giving a security interest in the Vehicle being purchased.

**Late Charge:** If the Vehicle is purchased for personal 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.

**ITEMIZATION OF AMOUNT FINANCED**

Cash Price (incl. accessories) \$ 13758.84 + Sales Tax \$ 997.84 = Total Cash Price \$ 14747.88 (1)

Net Trade-In Deficiency (item 5 if negative) \$ N/A to N/A

Other charges included in this sale:

(a) Vehicle Service Contract (Term) N/A to N/A \$ N/A

(b) Dealer Documentary Fee \$ 359.00

(c) Other (describe) N/A to N/A \$ N/A

(d) Other (describe) N/A to N/A \$ N/A

(e) Other (describe) N/A to N/A \$ N/A

(f) Other (describe) N/A to N/A \$ N/A

Total \$ 359.00 (2)

Payments made on your behalf to Public Officials for Official Fees \$ 243.84 (3)

Cash Sale Price (sum of items 1, 2 and 3) \$ 15349.84 (4)

Trade-in \$ N/A \$ N/A \$ N/A \$ N/A (5)

Yr. Make & Model Gross Allowance Payoff Net Trade-In (Deficiency)

Total Down Payment includes:

(a) Net Trade-In (item 5) (if negative, insert 0) \$ N/A

(b) Cash Down Payment (includes manufacturer's rebate of \$ 1758.84 assigned to Seller) \$ 1758.84

Total Down Payment (a + b) \$ 1758.84 (6)

Unpaid balance of Cash Sale Price (item 4 less item 6) \$ 13599.84 (7)

Payments made to others on your behalf:

(a) Amounts paid to Insurance Companies for Insurance Premiums:

(1) Credit Insurance Premiums \$ N/A + (2) Property Insurance Premiums \$ N/A

Total \$ N/A (8a)

(b) Amounts paid to others:

(1) To N/A for N/A \$ N/A (8b)

(2) To N/A for N/A \$ N/A (8c)

9. Amount Financed - Amount of credit you will get (item 7 plus item 8) \$ 15,599.84 (9)

10. If the "Amount Financed" exceeds \$25,000 or if the Vehicle is purchased primarily for commercial use, the "Amount Financed" is also 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 value against loss or damage with loss payable endorsement in our favor during the time any amount is unpaid under this Contract. YOU MAY OBTAIN YOUR REQUIRED INSURANCE FROM ANY COMPANY ACCEPTABLE TO US. If you purchase your insurance through Seller, the costs and terms of coverage are as follows:

Collision (actual cash value of loss less \$ <u>500</u> deductible) and Comprehensive	TERM	PREMIUM
including fire and theft (cash value of loss less \$ <u>500</u> deductible)	<u>36</u> months	\$ <u>174.00</u>
Other (describe) <u>N/A</u>	<u>N/A</u> months	\$ <u>N/A</u>

If you buy insurance through your own agent, the cost is not included in this Contract. Please give us the name and telephone number of the agent you choose:

Agent's Name AUTO INS SPEC Telephone Number 5201835-3141  
Agent's Address Casa Grande City Casa Grande State AZ Zip 85322

**Promise to Pay:** By signing below, you promise to pay us the Amount Financed, together with finance charges calculated thereon at the Annual Percentage Rate. You agree to make your payments to us as set forth in the Payment Schedule shown above. Your final payment may change, depending upon your payment habits. We will apply each payment first to accrued finance charges and late charges and then to reduce your unpaid balance. This means your finance charge will be less when you pay early and more if you pay late. Any necessary adjustments in your total finance charge will be reflected in your final payment. If a payment is not paid in full within 10 days after it is due, you will also pay a late charge. If the Vehicle is purchased for commercial use, the late charge will be 5% of the unpaid balance of the installment; if the Vehicle is purchased for personal use, the late charge will be the lesser of \$10.00 or 5% of the unpaid balance of the installment.

**Security Interest:** To protect us if you do not pay as promised, if you break some other promise of this Contract, or if you give us a purchase money security interest in the Vehicle, all accessories thereto, and in any proceeds of the Vehicle. If the Vehicle is purchased for commercial use, this security interest also covers all equipment, accessories, and parts (other than accessories) added to the Vehicle. If the Vehicle is purchased for personal use, this security interest also covers equipment, accessories, and parts (other than accessories) added to the Vehicle within 10 days of the date of this Contract. You also give us a security interest in the proceeds of any physical damage insurance policy on the Vehicle; all insurance, maintenance, service, or other contracts we finance for you; and all proceeds from insurance, maintenance, service, or other contracts we finance for you, including any refunds of premiums or charges from the contracts. This security interest does not cover any other debts you owe us, and this debt is not covered by any other security interest held by us. **NOTICE BY GIVING US A SECURITY INTEREST IN THE VEHICLE DESCRIBED ABOVE, YOU WAIVE ALL RIGHTS PROVIDED BY LAW TO CLAIM THE VEHICLE EXEMPT FROM LEGAL PROCESS.**

#### LIMITATIONS/EXCLUSIONS OF PRODUCT WARRANTIES

(a) For "new" vehicles: (1) If the Vehicle is purchased for personal use, Seller makes no implied warranty of merchantability 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 service 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 shall be limited to the duration of a Seller's written warranty or service contract; (2) If the Vehicle is purchased for commercial use, Seller makes no implied warranty of merchantability or of fitness for any particular purpose. The Vehicle is sold to you AS IS, except for any express warranties made by Seller, on its own behalf, or by the manufacturer of the Vehicle or of any component parts; (3) In all cases, Seller shall not be liable for any consequential damages arising from any breach of any warranty, express or implied.

(b) For "used" vehicles:

#### (1) Used Car Implied Warranty 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 for each of the first two repairs if the warranty is violated.

#### (2) Waiver of Used Car Implied Warranty of Merchantability:

**ATTENTION PURCHASER:** Sign here only if the dealer told you that this vehicle has the following problem(s) and that you agree to buy the vehicle on those terms:

**ATENCION COMPRADOR:** Firme aqui solamente si el vendedor le dijo que el vehiculo tiene el siguiente problema(s) y que usted conviene en comprar el vehiculo bajo estos terminos:

1. <u>N/A</u>	Buyer/Comprador	Date	<u>10/27/2007</u>
2. <u>N/A</u>	Buyer/Comprador	Date	<u>10/27/2007</u>
3. <u>N/A</u>			

(3) The vehicle is sold "AS IS - NOT EXPRESSLY WARRANTED OR GUARANTEED" unless Seller gives you a separate written instrument showing the terms of any warranty or service contract given by Seller on its own behalf. If the Vehicle is purchased for personal use, Seller makes no implied 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 earlier, as set forth above, 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 service 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 shall be limited to the duration of Seller's written warranty or service contract. If the Vehicle is purchased for commercial use, Seller makes no implied 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 earlier. In all cases, Seller shall not be liable for any consequential damages arising from any breach of any warranty, express or implied, except for a breach of the implied warranty of merchantability.

**NOTICE TO BUYER:** 1. Do not sign this Contract before you read it or if it contains any blank spaces. 2. You are entitled to an exact copy of the Contract you sign.

Annual Percentage Rate (APR) for the installment sale of an automobile may be negotiated with the dealership; and the dealership may receive some portion of the finance charge or receive other compensation for providing the financing.

**LIABILITY INSURANCE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS IS NOT INCLUDED IN THIS CONTRACT, UNLESS DESCRIBED IN ITEM 11 AND AN APPROPRIATE PREMIUM CHARGE IS SHOWN IN ITEM 8(A) ABOVE.**

**SELLER IS REGULATED AND COMPLAINTS CONCERNING THIS CONTRACT MAY BE ADDRESSED TO:**

ARIZONA DEPARTMENT OF FINANCIAL INSTITUTIONS  
2910 N. 44th STREET, SUITE 310  
PHOENIX, ARIZONA 85018  
TELEPHONE: (602) 255-4421

Buyer(s) Acknowledges receipt of a fully completed copy of this Contract.

\*BUYER  
\*BUYER

Dated this 27th day of OCTOBER, 20 07 By HENRY BROWN CHEVROLET, LLC

\*OTHER OWNERS: If a person shown on the certificate of title as an owner of the vehicle does not want to be separately liable to pay this debt, please sign below to give us a security interest in the Vehicle, its proceeds, and physical damage insurance policy and any refunds of insurance premiums.

SIGNATURE	DATE	SIGNATURE	DATE
THE TRANSACTION WHICH IS THE SUBJECT OF THIS CONTRACT IS OR IS NOT SUBJECT TO A FEE RECEIVED BY A BROKER FROM THE SELLING MOTOR VEHICLE DEALER. IF APPLICABLE, THE NAME OF THE BROKER IS:			

**ASSIGNMENT:** Seller hereby assigns this Contract to the below designated Assignee under the terms and conditions of a Dealer Agreement (if Recourse) or a Non-Recourse previously entered into between Seller and Assignee, and in any event in accordance with the terms, conditions and warranties of the Seller's Assignment and Warranty on the reverse side hereto.

HENRY BROWN CHEVROLET, LLC		10/27/2007	
SELLER	DATED	BY	AUTHORIZED SIGNER
Assignee: <u>JOHN DEAN CHASE BANK, N.A.</u>	Branch: <u>P.O. BOX 901633 FORT WORTH TX 76161</u>	TITLE: <u>SALE RIGHTS RESERVED</u>	

BUYER'S COPY

Vehicle price and processing is a:

NEW OR USED	YEAR MODEL	MAKE TRADE NAME	NO. CYL.	BODY TYPE	MODEL # OR SERIES	VEHICLE I.D.#
NEW	2007 COBALT	CHEVROLET	4	4 DR SEDAN	1AK69	1G1AK55F27

You intend to use the Vehicle primarily for: ☐ Personal, family, or household purposes ("personal use") ☐ commercial, business, agricultural, or other non-personal uses ("commercial use").

<b>ANNUAL PERCENTAGE RATE</b>	<b>THE COST OF YOUR CREDIT AS A YEARLY RATE</b>	<b>Number of Payments</b>	<b>Amount of Payments</b>	<b>Your payment schedule will be:</b>
	8.49 %	N/A	N/A	N/A
<b>FINANCE CHARGE</b>	<b>THE DOLLAR AMOUNT THE CREDIT WILL COST YOU</b>	72	242.57	Monthly, Beginning 12/11/2007
	\$ 365.84	N/A	N/A	N/A
<b>Insurance: CREDIT LIFE INSURANCE AND CREDIT DISABILITY INSURANCE ARE NOT REQUIRED TO OBTAIN CREDIT, AND WILL NOT BE PROVIDED UNLESS YOU SIGN AND AGREE TO PAY THE ADDITIONAL COST.</b>				
<b>Amount Financed</b>	<b>The amount of credit provided to you or on your behalf</b>	<b>Type</b>	<b>Term</b>	<b>Premium</b>
	\$ 13539.84	Credit Life Insurance	N/A mos.	\$ N/A
<b>Total of Payments</b>	<b>The amount you will have paid after you have made all payments as scheduled</b>	Disability Insurance	N/A mos.	\$ N/A
	\$ 17465.04	Credit Life and Disability	N/A mos.	\$ N/A
<b>Total Sale Price</b>	<b>The total cost of your purchase on credit including your down payment of \$ 1750.00</b>	Joint Credit Life Insurance	N/A mos.	\$ N/A
	\$ 19215.04	Joint Credit Life and Single Disability Insurance	N/A mos.	\$ N/A
<b>Security:</b> You are giving a security interest in the Vehicle being purchased. <b>Late Charge:</b> If the Vehicle is purchased for personal 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. <b>Prepayment:</b> 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.				

\* means an estimate

#### ITEMIZATION OF AMOUNT FINANCED

Cash Price (incl. accessories) \$	13750.00	+ Sales Tax \$	997.00	= Total Cash Price	\$ 14747.00 (1)
Net Trade-In Deficiency (item 5 if negative) \$	N/A to N/A				
Other charges included in this sale:					
(a) Vehicle Service Contract (Term) N/A to N/A		\$	N/A		
(b) Dealer Documentary Fee		\$	359.00		
(c) Other (describe) N/A to N/A		\$	N/A		
(d) Other (describe) N/A to N/A		\$	N/A		
(e) Other (describe) N/A to N/A		\$	N/A		
(f) Other (describe) N/A to N/A		\$	N/A		
<b>Total</b>		\$	359.00		(2)
Payments made on your behalf to Public Officials for Official Fees		\$	243.04		(3)
Cash Sale Price (sum of items 1, 2 and 3)		\$	15349.04		(4)
Trade-In	N/A	\$	N/A	= \$	N/A (5)
Yr. Make & Model		Gross Allowance		Payoff	Net Trade-In (Deficiency)
Total Down Payment includes:					
(a) Net Trade-In (item 5) (if negative, insert \$0)		\$	N/A		
(b) Cash Down Payment (Includes manufacturer's rebate of \$ 1750.00 assigned to Seller)		\$	1750.00		
<b>Total Down Payment (a + b)</b>		\$	1750.00		(6)
Unpaid balance of Cash Sale Price (item 4 less item 6)		\$	13599.04		(7)
Payments made to others on your behalf:					
(a) Amounts paid to Insurance Companies for Insurance Premiums:					
(1) Credit Insurance Premiums \$	N/A	+ (2) Property Insurance Premiums \$	N/A		
<b>Total</b>		\$	N/A (8a)		
(b) Amounts paid to others:					
** (1) To: N/A for: N/A		\$	N/A (8b)		
** (2) To: N/A for: N/A		\$	N/A (8c)		

**11. Properly Insured:** You promise to keep the Vehicle insured for its full value against loss or damage with loss payable endorsement in our favor during the time any amount is unpaid under this Contract. **YOU MAY OBTAIN YOUR REQUIRED INSURANCE FROM ANY COMPANY ACCEPTABLE TO US.** If you purchase your insurance through Seller, the costs and terms of coverage are as follows:

Collision (actual cash value of loss less \$ <u>N/A</u> deductible) and Comprehensive	TERM	PREMIUM
Including fire and theft (cash value of loss less \$ <u>N/A</u> deductible)	<u>N/A</u> months	\$ <u>N/A</u>
Other (describe) <u>N/A</u>	<u>N/A</u> months	\$ <u>N/A</u>

If you buy insurance through your own agent, the cost is not included in this Contract. Please give us the name and telephone number of the agent you choose.

Agent's Name ALTO INS SPEC Telephone Number (520) 836-3141  
Agent's Address \_\_\_\_\_ City CASA GRANDE State AZ 85322

**Promise to Pay:** By signing below, you promise to pay us the Amount Financed, together with finance charges calculated thereon at the Annual Percentage Rate. You agree to make your payments to us set forth in the Payment Schedule shown above. Your final payment may change, depending upon your payment habits. We will apply each payment first to accrued finance charges and late charges and then to reduce your unpaid balance. This means your finance charge will be less when you pay early and more if you pay late. Any necessary adjustments in your total finance charge will be reflected in your final payment. If a payment is not paid in full within 10 days after it is due, you will also pay a late charge and the late charge will be included in your next commercial use. The late charge will be 5% of the unpaid balance of the installment; if the Vehicle is purchased for personal use, the late charge will be 1% of the unpaid balance of the installment.

**Security Interest:** To protect us if you do not pay as promised, or if you break some other promise of this Contract, you give us a purchase money security interest in the Vehicle. This security interest exists in any proceeds from the Vehicle. If the Vehicle is purchased for commercial use, this security interest also covers all equipment, accessories, and parts (other than accessories) added to the Vehicle. If the Vehicle is purchased for personal use, this security interest also covers all equipment, accessories, and parts (other than accessories) added to the Vehicle within 10 days of the date of this Contract. You also give us a security interest in the proceeds of any physical damage insurance policy on the Vehicle, all insurance, maintenance, service, or other contracts we finance for you; and all proceeds from insurance, maintenance, service, or other contracts we finance for you, including any refunds of premiums or charges from the contracts. This security interest does not cover any other debts you owe us, and this debt is not covered by any other security interest held by us. **NOTICE: BY GIVING US A SECURITY INTEREST IN THE VEHICLE DESCRIBED ABOVE, YOU WAIVE ALL RIGHTS PROVIDED BY LAW TO CLAIM THE VEHICLE EXEMPT FROM LEGAL PROCESS.**

**LIMITATIONS/EXCLUSIONS OF PRODUCT WARRANTIES**

(a) For "new" vehicles: (1) If the Vehicle is purchased for personal use, Seller makes no implied warranty of merchantability 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 service 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 shall be limited to the duration of a Seller's written warranty or service contract; (2) If the Vehicle is purchased for commercial use, Seller makes no implied warranty of merchantability or of fitness for any particular purpose. The Vehicle is sold to you AS IS, except for any express warranties made by Seller, on its own behalf, or by the manufacturer of the Vehicle or of any component parts; (3) In all cases, Seller shall not be liable for any consequential damages arising from any breach of any warranty, express or implied.

(b) For "used" vehicles:  
(1) Used Car Implied Warranty 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 for each of the first two repairs if the warranty is violated.

**(2) Waiver of Used Car Implied Warranty of Merchantability:**  
**ATTENTION PURCHASER:** Sign here only if the dealer told you that this vehicle has the following problem(s) and that you agree to buy the vehicle on these terms:

**ATENCIÓN COMPRADOR:** Firme aquí solamente si el vendedor le dijo que el vehículo tiene el siguiente problema(s) y que usted conviene de compra el vehículo bajo estas términos:

**Comprova-se a compra de veículos novos e usados:**

1. N/A	<b>Buyer/Comprador</b>	Date 16/27/2007
2. N/A	<b>Buyer/Comprador</b>	Date 16/27/2007
3. Ind.		

(3) The vehicle is sold "AS IS - NOT EXPRESSLY WARRANTED OR GUARANTEED" unless Seller gives you a separate written instrument showing the terms of any warranty or service contract given by Seller. If the vehicle is purchased for personal use, Seller makes no implied 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 earlier, as set forth above, 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 service 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 shall be limited to the duration of Seller's written warranty or service contract. If the Vehicle is purchased for commercial use, Seller makes no implied 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 earlier. In all cases, Seller shall not be liable for any consequential damages arising from any breach of any warranty, express or implied, except for a breach of the implied warranty of merchantability.

**NOTICE TO BUYER: 1. Do not sign this Contract before you read it or if it contains any blank spaces. 2. You are entitled to an exact copy of the Contract you sign.**

Annual Percentage Rate (APR) for the installment sale of an automobile may be negotiated with the dealership; and the dealership may receive some portion of the finance charge or receive other compensation for providing the financing.

**LIABILITY INSURANCE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS IS NOT INCLUDED IN THIS CONTRACT, UNLESS DESCRIBED IN ITEM 11 AND AN APPROPRIATE PREMIUM CHARGE IS SHOWN IN ITEM 8(A) ABOVE.**

**SELLER IS REGULATED AND COMPLAINTS CONCERNING THIS CONTRACT MAY BE ADDRESSED TO:**

THIS CONTRACT MAY BE ADDRESSED TO:  
ARIZONA DEPARTMENT OF FINANCIAL INSTITUTIONS  
2910 N. 44th STREET, SUITE 310  
PHOENIX, ARIZONA 85018  
TELEPHONE: (602) 255-4421

Dated this 27th day of OCTOBER, 20 1971 By HENRY BRIGGS LEVINE, JR.

**\*OTHER OWNERS:** If a person shown on the certificate of title as an owner of the vehicle does not want to be separately liable to pay this debt, please sign below to give us a security interest in the Vehicle, its proceeds, and physical damage insurance policy and any refunds of insurance premiums.

SIGNATURE	DATE	SIGNATURE	DATE
<p>THE TRANSACTION WHICH IS THE SUBJECT OF THIS CONTRACT <input type="checkbox"/> IS OR <input type="checkbox"/> IS NOT SUBJECT TO A FEE RECEIVED BY A BROKER FROM THE SELLING MOTOR VEHICLE DEALER. IF APPLICABLE, THE NAME OF THE BROKER IS:</p>			

## ASSIGNMENT

Seller hereby assigns this Contract to the below designated Assignee under the terms and conditions of a Dealer Agreement (☐ Recourse ☐ Non-Recourse) previously entered into between Seller and Assignee, and in any event in accordance with the terms, conditions and warranties of the Seller's Assignment and Warranty on the reverse side hereto.

Reverse side hereof.

HENRY BROWN CHEVROLET, LLC. 10/27/2007

SELLER	DATED	BY	AUTHORIZED SIGNER	TITLE

FOR Dealer's Process Only Line 7

Assignment: INDIANAPOLIS CHASSIS BODY, N.C. Branch: P.O. BOX 901033 FORT WORTH TX 76101-2033  
Form No. 12 ©2005 Az Auto Dealers Assoc. (Rev. 9/05) ALL RIGHTS RESERVED

FORM NO. 12 ©2003 A2 Auto Dealers Assoc. (REV. 3/03)

BUYER'S COPY



# Motor Vehicle Division

96-0356 R06/08

www.azdot.gov

CASA GRANDE AZ



## 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

Unit Number

Year / Make 2007 CHEV

Body Style 4DSD

First Registered 11/2007

List Price 013175

Fuel Type G

Category A

Weight (GVW) 000000

County PINAL

Registration Type FUL

Veh Lic Tax \$191.33

Registration \$8.00

Air Quality \$1.50

Postage/Handling \$0.42

Total \$201.25

document Index - 71-737828311

36

Class - BRCSiebel Docs

RequestNum  
71-737828311

MSXDocNum

Last

First

Timestamp  
2009-07-16-11.31.32.000000

Division

CorrType

CatCode

MSXSource  
0

AttachNum

VIN



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

**VIA FAX ONLY**

July 30, 2009

Marshall Meyers, Esq.  
Weisberg and Meyers, LLC-Florida Office  
2833 N Central Ave □ 613  
Phoenix, AZ 85004

RE: [REDACTED]  
Service Request: 71-742486758  
2007 Chevrolet Cobalt  
Vehicle Identification Number: 1G1AK55F277 [REDACTED]  
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](http://www.irs.gov). In addition, the IRS website will provide instructions for completing the W-9.

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

Sincerely,

General Motors Corporation

cc: FILE

LG0044  
V01032008

Attach.

---

Odometer

---

Client's Signature

---

Date

---

Client's Signature

---

Date





## RELEASE OF CLAIM

We, [REDACTED], (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of \$3,000.00 inclusive and a 36 month / 45,000 mile (whichever comes first) Steering Component Letter, and begins with the current date and odometer shown on this release and covers 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. 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 1G1AK55F27 [REDACTED] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors 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 \_\_\_\_\_ 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 Releasees, and Releasor(s) is/are not relying on any representations, promises or inducements other than those stated in this release.

**PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.**

I/We agree to the terms of this Release of All Claims

DATE SIGNED: \_\_\_\_\_

\_\_\_\_\_  
Claimant's Signature

\_\_\_\_\_  
Claimant's Signature

\_\_\_\_\_  
Address


\_\_\_\_\_  
Address

\_\_\_\_\_  
City, State, Zip Code

\_\_\_\_\_  
City, State, Zip Code

STATE OF \_\_\_\_\_

COUNTY OF \_\_\_\_\_

Sworn to (or affirmed) and subscribed before me this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_,  
by 

\_\_\_\_\_  
Signature of Notary Public

\_\_\_\_\_  
Print, type or stamp Commissioned Name of Notary Public

Personally Known \_\_\_\_\_OR Produced identification \_\_\_\_\_

Type of identification \_\_\_\_\_

My commission expires: \_\_\_\_\_

CC: File

LG0024  
V6302006

## Service Request Detail

SR No.	71-736105906	Ref No.		Goodwill	No Goodwill Offered	BRC Type	ADR
Account		Site		GW SubType		Bus. Unit	BRC
Last Name		First Name		Approval	Not Initiated	Area	ADR
Daytime #		Evening #		UCC	Steering - Column / Ignition Lock /	Sub-Area	Legal Corr - AG
Address		City	Casa Grande	Involved Dir	Henry Brown Chevrolet, Llc	Safety	Yes
State	AZ	ZipCd		Source	White Mail	Updated	7/13/2009 04:11:58 PM
Serial #/VIN	1G1AK55F277	Model Year	2007	Priority	Medium	License #	CHEVROL
Make	Chevrolet	Warr. Start	10/27/2007	Status	Closed	Owner	BRIDGEBR
Model	Cobalt	Mileage	19000	Sub-Status	Dissatisfied	Opened	6/25/2009 02:15:42 PM
Abstract	AG-AZ					Closed	7/13/2009 04:11:54 PM
Customer Description	Case is closed, no longer a Legal Corr case. Please do not forward to Legal Corr						

## Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					
Incident Loc	Incident Desc							
Component	Damage Desc							
Vehicle Loc	Add'l Info							
Emgcy Svc Names	Maint Loc							

## PAR Detail

Collision	Non Collision	Property Damage	Thermal Evt	Spec Equip	
Vehicle Speed	Weather Condition	Prop Owner	Property Type		
Last Service Date	Loc Last Service	Property Location	Prop Est Repair Cost		
Veh Est Repair Cost	Spec Equip Installer	Prop Damage Description			
Primary Veh Use	Inspection Type	Inspected By	Inspection Date/Time		
Veh Damage Description		Explain Other			

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/13/2009 04:11:53 PM	BRIDGEBR	BRIDGEBR	SR Closed - Dissatisfied		Done	7/13/2009 04:11:53 PM	Service Request has been Closed Dissatisfied.
Contact Last Name		Contact First Name		Account		BAC Code	
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/13/2009 04:07:59 PM	BRIDGEBR	BRIDGEBR	Correspondence		Done	7/13/2009 04:07:59 PM	Fulfilled:LEGCOR_LC0008. SR#71-736105906
Contact Last Name		Contact First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/13/2009 04:06:10 PM	BRIDGEBR	BRIDGEBR	Correspondence		Done	7/13/2009 04:06:10 PM	Created:LEGCOR_LC0008. SR#71-736105906
Contact Last Name		Contact First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/13/2009 03:37:10 PM	BURNHAAS	BRIDGEBR	Notify CRM		Done	7/13/2009 04:11:11 PM	Open ADR BBB FILE 71-737828311
Contact Last Name		Contact First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
Send BBB to handle resolution letter and close file.							
AshleyBurnham/BRCLegCorr/ATX							
Confidential Comments							



## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/13/2009 03:36:59 PM	SADMIN	BRIDGEBR	Inbound White Mail		Done	7/13/2009 04:11:14 PM	AG Scanned: 2009-07-13-08.47.07.000000, MSXDocNum: 00014628
Contact Last Name		Contact First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/13/2009 03:36:49 PM	BURNHAAS	BRIDGEBR	SR Opened		Done	7/13/2009 03:36:49 PM	SR in Status of Closed has been Re-Opened by BURNHAAS
Contact Last Name		Contact First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/1/2009 04:05:24 PM	BRIDGEBR	BRIDGEBR	SR Closed - Dissatisfied		Done	7/1/2009 04:05:25 PM	Service Request has been Closed Dissatisfied.
Contact Last Name		Contact First Name		Account		BAC Code	
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/1/2009 04:04:04 PM	BRIDGEBR	BRIDGEBR	Correspondence		Done	7/1/2009 04:04:04 PM	Fulfilled:LEGCOR_LC0016. SR#71-736105906
Contact Last Name		Contact First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
Confidential Comments							

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/1/2009 03:57:51 PM	BRIDGEBR	BRIDGEBR	Correspondence		Done	7/1/2009 03:57:51 PM	Created:LEGCOR_LC0006. SR#71-736105906
Contact Last Name		Contact First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
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 Daytime #
Contact Last Name		Contact First Name		Account		BAC Code	
[REDACTED]		[REDACTED]				[REDACTED]	
Comments							
Crs spoke w/ cust [REDACTED]							
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							

## Service Request Detail

### 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/Whlsl	Voicemail Received	Done	6/29/2009 08:32:02 AM	DVM Name: Paul Zbojnowicz Node/Mailbox: 80509 58797 Cell Phone: [REDACTED]
Contact Last Name		Contact First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					

#### Comments

Hi Brittany, Paul Zbojnowicz giving you a call back on [REDACTED] 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 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 @ [REDACTED]

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: 2009-06-26-15.21.00.000000, MSXDocNum: BRI4A44E78
Contact Last Name		Contact First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					

#### Comments

#### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/26/2009 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	
[REDACTED]		[REDACTED]					

#### Comments

#### Confidential Comments



## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/26/2009 03:21:58 PM	BRIDGEBR	BRIDGEBR	Correspondence		Done	6/26/2009 03:21:58 PM	Fulfilled:LEGCOR_LC0001. SR#71-736105906
Contact Last Name		Contact First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/26/2009 03:19:05 PM	BRIDGEBR	BRIDGEBR	Correspondence		Done	6/26/2009 03:19:05 PM	Created:LEGCOR_LC0001. SR#71-736105906
Contact Last Name		Contact First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/26/2009 02:33:39 PM	BRIDGEBR	BRIDGEBR	Ownership Changed		Done	6/26/2009 02:33:39 PM	Service Request Ownership has changed FROM: BURNHAAS TO: BRIDGEBR
Contact Last Name		Contact First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
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	Outbound Fax AG Initial Ltr	Done	6/26/2009 03:22:13 PM	Outbound Fax AG Initial Ltr
Contact Last Name		Contact First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
Confidential Comments							



## Service Request Detail

### 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 First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
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 DVM	Done	6/26/2009 04:13:28 PM	Initial Contact DVM
Contact Last Name		Contact First Name		Account		BAC Code	
[REDACTED]		[REDACTED]				Zbojnewicz Paul 80509 58797	
Comments							
DVM Name: Paul Zbojnewicz 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): [REDACTED] 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 [REDACTED] 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							

## Service Request Detail

### 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 Henry Brown Chevrolet 520-836-2147 ext 216
Contact Last Name		Contact First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					

#### 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	
[REDACTED]		[REDACTED]					

#### Comments

crs adv: i undstand 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



## Service Request Detail

### 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 First Name	Account	BAC Code

#### Comments

crs adv: i undstand 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	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/26/2009 02:18:38 PM	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 First Name	Account	BAC Code

#### Comments

#### Confidential Comments

## Service Request Detail

### 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: 2009-06-25-09.39.43.000000, MSXDocNum: 0001337E
Contact Last Name		Contact First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
Confidential Comments							

### UCC Information

UCC Code	Symptom	Description
M41	Excessive Effort	Steering - Column / Ignition Lock / Parts

Buyer(s)/Debtor(s):	Address:	Seller/Creditor:	Address:
	CASA GRANDE AZ	HENRY BROWN CHEVROLET, LLC.	1990 N. PINAL AVE. CASA GRANDE AZ 85222

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 USED	YEAR MODEL	MAKE	TRADE NAME	NO. CYL.	BODY TYPE	MODEL # OR SERIES	VEHICLE ID#
NEW	2007	COBALT	CHEVROLET	4	4 DR SEDAN	14K65	1G1AK55F277

You intend to use the Vehicle primarily for: ☒ Personal, family, or household purposes ("personal use") ☐ Commercial, business, agricultural, or other non-personal uses ("commercial use").

<b>ANNUAL PERCENTAGE RATE</b>	THE COST OF YOUR CREDIT AS A YEARLY RATE	Number of Payments	Amount of Payments	When Payments are Due	When Payments Begin
	5.49 %	72	243.57	Monthly	Beginning 12/11/2007
<b>FINANCE CHARGE</b>	THE DOLLAR AMOUNT THE CREDIT WILL COST YOU:	Insurance: CREDIT LIFE INSURANCE AND CREDIT DISABILITY INSURANCE ARE NOT REQUIRED TO OBTAIN CREDIT, AND WILL NOT BE PROVIDED UNLESS YOU SIGN AND AGREE TO PAY THE ADDITIONAL COST.			
	\$ 1359.84	Type	Term	Premium	Signature
Amount Financed	The amount of credit provided to you or on your behalf:	Credit Life Insurance	N/A mos.	\$ N/A	I want credit life insurance only
	\$ 1359.84	Disability Insurance	N/A mos.	\$ N/A	I want disability insurance only
Total of Payments	The amount you will have paid after you have made all payments as scheduled:	Credit Life and Disability	N/A mos.	\$ N/A	I want credit life and disability insurance
	\$ 1745.04	Joint Credit Life Insurance	N/A mos.	\$ N/A	We want joint credit life insurance
Total Sale Price	The total cost of your purchase on credit including your down payment:	Joint Credit Life and Single Disability Insurance	N/A mos.	\$ N/A	We want joint credit life and single disability insurance
	\$ 1750.00	Security: You are giving a security interest in the Vehicle being purchased.			
	\$ 1325.04	Late Charge: If the Vehicle is purchased for personal 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.			

ITEMIZATION OF AMOUNT FINANCED	
Cash Price (plus accessories) \$	1750.00 + Sales Tax \$ 99.78 =
Net Trade-In Deficiency (Item 5 if negative) \$	N/A to N/A
Other charges included in this sale:	
(a) Vehicle Service Contract (Term) N/A to N/A	\$ N/A
(b) Dealer Documentary Fee	\$ 350.00
(c) Other (describe) N/A to N/A	\$ N/A
(d) Other (describe) N/A to N/A	\$ N/A
(e) Other (describe) N/A to N/A	\$ N/A
(f) Other (describe) N/A to N/A	\$ N/A
Total	\$ 350.00 (1)
Payments made on your behalf to Public Officials for Official Fees	\$ 243.04 (2)
Cash Sale Price (sum of items 1, 2 and 3)	\$ 1534.96 (3)
Trade-In	\$ N/A (4)
Yr. Make & Model	Gross Allowance Payoff Net Trade-In (Deficiency)
Total Down Payment includes:	
(a) Net Trade-In (Item 5) (if negative, insert \$)	\$ N/A
(b) Cash Down Payment (includes manufacturer's rebate of \$ 1750.00 assigned to Seller) \$	1750.00
Total Down Payment (a + b)	\$ 1750.00 (5)
Unpaid balance of Cash Sale Price (Item 4 less Item 5)	\$ 1750.00 (6)
Payments made to others on your behalf:	
(a) Amounts paid to Insurance Companies for Insurance Premiums:	
(1) Credit Insurance Premiums \$	N/A + (2) Property Insurance Premiums \$
Total	\$ N/A (7)
(b) Amounts paid to others:	
(1) To	\$ N/A for N/A \$ N/A (8)
(2) To	\$ N/A for N/A \$ N/A (9)

16:20 6987/37/00

You intend to use the Vehicle primarily for: ☐ Personal, family, or household purposes ("personal use") ☐ Commercial, business, agricultural, or other non-personal uses ("commercial use").

NEW OR USED	YEAR MODEL	MAKE TRADE NAME	NO. CYL.	BODY TYPE	MODEL # OR SERIES	VEHICLE ID#
NEW	2007 COBALT	CHEVROLET	4	4 DR SEDAN	10069	1G1AKN35F271

**ANNUAL PERCENTAGE RATE** THE COST OF YOUR CREDIT AS A YEARLY RATE **B. 4.9 %**

**FINANCE CHARGE** THE DOLLAR AMOUNT THE CREDIT WILL COST YOU. \$ **15549.84**

**Amount Financed** The amount of credit provided to you or on your behalf. \$ **13549.84**

**Total of Payments** The amount you will have paid after you have made all payments as scheduled. \$ **17465.04**

**Total Sale Price** The total cost of your purchase on credit including your down payment of \$ **1750.00** \$ **19215.84**

**Insurance: CREDIT LIFE INSURANCE AND CREDIT DISABILITY INSURANCE ARE NOT REQUIRED TO OBTAIN CREDIT, AND WILL NOT BE PROVIDED UNLESS YOU SIGN AND AGREE TO PAY THE ADDITIONAL COST.**

Type	Term	Premium	Signature
Credit Life Insurance	N/A mos.	\$ N/A	I want credit life insurance only
Disability Insurance	N/A mos.	\$ N/A	I want disability insurance only
Credit Life and Disability	N/A mos.	\$ N/A	I want credit life and disability insurance
Joint Credit Life Insurance	N/A mos.	\$ N/A	We want joint credit life insurance
Joint Credit Life and Single Disability Insurance	N/A mos.	\$ N/A	We want joint credit life and single disability insurance

**Security:** You are giving a security interest in the Vehicle being purchased.  
**Late Charge:** If the Vehicle is purchased for personal 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.

**ITEMIZATION OF AMOUNT FINANCED**

Cash Price (incl. accessories) \$ **13750.00** + Sales Tax \$ **597.04** = Total Cash Price \$ **14347.04** (1)

Net Trade-In (Deficiency) (Item 5) (if negative, insert 0) \$ **N/A** to **N/A** = Total Cash Price \$ **14347.04** (1)

(b) Dealer Documentary Fee \$ **359.00**

(c) Other (describe) **N/A** to **N/A** \$ **N/A**

(d) Other (describe) **N/A** to **N/A** \$ **N/A**

(e) Other (describe) **N/A** to **N/A** \$ **N/A**

(f) Other (describe) **N/A** to **N/A** \$ **N/A**

Total \$ **14706.04** (2)

Payments made on your behalf to Public Officials for Official Fees \$ **243.84** (3)

Cash Sale Price (sum of items 1, 2 and 3) \$ **15349.84** (4)

Trade-In **N/A** \$ **N/A** - \$ **N/A** = \$ **N/A** (5)

Yr. Make & Model Gross Allowance Payoff Net Trade-In (Deficiency)

Total Down Payment includes:

(a) Net Trade-In (Item 5) (if negative, insert 0) \$ **N/A**

(b) Cash Down Payment (includes manufacturer's rebate of \$ **1750.00** assigned to Seller) \$ **1750.00**

Total Down Payment (a + b) \$ **1750.00** (6)

Unpaid balance of Cash Sale Price (Item 4 less item 6) \$ **13599.84** (7)

Payments made to others on your behalf:

(a) Amounts paid to Insurance Companies for Insurance Premiums:

(1) Credit Insurance Premiums \$ **N/A** + (2) Property Insurance Premiums \$ **N/A**

Total \$ **N/A** (8)

(b) Amounts paid to others:

\*\* (1) To: **N/A** for: **N/A** \$ **N/A** (9)

\*\* (2) To: **N/A** for: **N/A** \$ **N/A** (10)

to the "Amount Financed" exceeds \$25,000 or if the vehicle is purchased primarily for commercial use, the "Amount Financed" is also the "Total Cash Price Extended" and the "Total of Payments" is also the "True Balance."

11. **Property Insurance:** You promise to keep the Vehicle insured for its full value against loss or damage with loss payable endorsement in our favor during the term of this contract. You may obtain your required insurance from any company acceptable to us. If you purchase your insurance through Seller, the costs and terms of coverage are as follows:

Collision (actual cash value of loss less \$ <u>N/A</u> deductible) and Comprehensive	TERM	PREMIUM
including fire and theft (cash value of loss less \$ <u>N/A</u> deductible)	<u>12</u> months	\$ <u>N/A</u>
Other (describe) <u>N/A</u>	<u>12</u> months	\$ <u>N/A</u>

If you buy insurance through your own agent, the cost is not included in this Contract. Please give us the name and telephone number of the agent you choose:

Agent's Name ROY INS SPEC Telephone Number (520) 836-3141  
Agent's Address \_\_\_\_\_ City CASA GRANDE State AZ ZIP 85225

**Promises to Pay:** By signing below, you promise to pay us the Amount Financed, together with finance charges calculated thereon, at the Annual Percentage Rate. You agree to make your payments to us set forth in the Payment Schedule shown above. Your final payment may change, depending upon your payment habits. We will apply each payment first to accrued finance charges and late charges and then to reduce your unpaid balance. This means your finance charge will be less when you pay early and more if you pay late. Any necessary adjustments in your total finance charge will be reflected in your final payment. If a payment is not paid in full within 10 days after it is due, you will also pay a late charge. If the Vehicle is purchased for commercial use, the late charge will be 5% of the unpaid balance of the installment. If the Vehicle is purchased for personal use, the late charge will be the lesser of \$10.00 or 5% of the unpaid balance of the installment.

**Security Interest:** To protect us if you do not pay as promised, or if you break some other promise of this Contract, you give us a purchase money security interest in the Vehicle, all accessories thereto, and in any proceeds of the Vehicle. If the Vehicle is purchased for commercial use, this security interest also covers all equipment, accessories, and parts (other than accessories added to the Vehicle within 10 days of the date of this Contract). You also give us a security interest in the proceeds of any physical damage insurance policy on the Vehicle; all insurance, maintenance, service, or other contracts we finance for you and all proceeds from insurance, maintenance, service, or other contracts we finance for you, including any refunds of premiums or charges from the contracts. This security interest does not cover any other debts you owe us, and this debt is not covered by any other security interest held by us. **NOTICE: BY GIVING US A SECURITY INTEREST IN THE VEHICLE DESCRIBED ABOVE, YOU WAIVE ALL RIGHTS PROVIDED BY LAW TO CLAIM THE VEHICLE EXEMPT FROM LEGAL PROCESS.**

#### LIMITATIONS/EXCLUSIONS OF PRODUCT WARRANTIES

(a) For "new" vehicles: (1) If the Vehicle is purchased for personal use, Seller makes no implied warranty of merchantability 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 service 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 shall be limited to the duration of a Seller's written warranty or service contract; (2) If the Vehicle is purchased for commercial use, Seller makes no implied warranty of merchantability or of fitness for any particular purpose. The Vehicle is sold to you AS IS, except for any express warranties made by Seller, on its own behalf, or by the manufacturer of the Vehicle or of any component parts; (3) In all cases, Seller shall not be liable for any consequential damages arising from any breach of any warranty, express or implied.

(b) For "used" vehicles:

**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 for each of the first two repairs if the warranty is violated.**

(2) **Waiver of Used Car Implied Warranty of Merchantability:**

**ATTENTION PURCHASER:** Sign here only if the dealer told you that this vehicle has the following problem(s) and that you agree to buy the vehicle on these terms:

**ATTENTION COMPRADOR:** Firmo aqui solamente si el vendedor le dijo que el vehiculo tiene el siguiente problema(s) y que usted conviene de compra el vehiculo bajo estos terminos:

1. <u>N/A</u>	Buyer/Comprador	Date <u>10/27/2007</u>
2. <u>N/A</u>	Buyer/Comprador	Date <u>10/27/2007</u>
3. <u>N/A</u>		

(3) The vehicle is sold "AS IS - NOT EXPRESSLY WARRANTIES OR GUARANTEED" unless Seller gives you a separate written instrument showing the terms of any warranty or service contract given by Seller on its own behalf. If the Vehicle is purchased for personal use, Seller makes no implied 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 earlier, as set forth above, 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 service 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 shall be limited to the duration of Seller's written warranty or service contract. If the Vehicle is purchased for commercial use, Seller makes no implied 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 earlier. In all cases, Seller shall not be liable for any consequential damages arising from any breach of any warranty, express or implied, except for a breach of the implied warranty of merchantability.

**NOTICE TO BUYER:** 1. Do not sign this Contract before you read it or if it contains any blank spaces. 2. You are entitled to an exact copy of the Contract you sign.

Annual Percentage Rate (APR) for the installment sale of an automobile may be negotiated with the dealership; and the dealership may receive some portion of the finance charge or receive other compensation for providing the financing.

**LIABILITY INSURANCE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS IS NOT INCLUDED IN THIS CONTRACT, UNLESS DESCRIBED IN ITEM 11 AND AN APPROPRIATE PREMIUM CHARGE IS SHOWN IN ITEM 8(A) ABOVE.**

**SELLER'S REGULATION AND COMPLAINTS CONCERNING:** Buyer's acknowledgment receipt of a fully completed copy of this Contract.

ARIZONA DEPARTMENT OF FINANCIAL INSTITUTIONS  
2910 N. 44th STREET, SUITE 310  
PHOENIX, ARIZONA 85018  
TELEPHONE: (602) 265-4421

Dated this 27th day of OCTOBER, 20 07. By HENRY BRUNN CHEVROLET, LLC

\*OTHER OWNERS: If a person shown on the certificate of title as an owner of the vehicle does not want to be separately liable to pay this debt, please sign below to give us a security interest in the Vehicle, its proceeds, and physical damage insurance policy and any refunds of insurance premiums.

SIGNATURE	DATE	SIGNATURE	DATE
THE TRANSACTION WHICH IS THE SUBJECT OF THIS CONTRACT IS OR IS NOT SUBJECT TO A FEE RECEIVED BY A BROKER FROM THE SELLING MOTOR VEHICLE DEALER. IF APPLICABLE, THE NAME OF THE BROKER IS: _____			

#### ASSIGNMENT

Seller hereby assigns this Contract to the below designated Assignee under the terms and conditions of a Dealer Agreement ( ) Recourse ( ) Non-Recourse previously entered into between Seller and Assignee, and in any event in accordance with the terms, conditions and warranties of the Seller's Assignment and Warranty on the reverse side hereof.

SELLER HENRY BRUNN CHEVROLET, LLC DATED 10/27/2007 BY AUTHORIZED SIGNER TITLE SALES

Assignee: FORNBERG CREDIT, INC. Branch: P.O. BOX 501413 FORT WORTH TX 76101-2013 For Dealer Proceeds Only Line 7  
Form No. 12 82003 AZ Auto Dealer Assoc. (Rev. 9/98) BUYER'S COPY



CMV0938020  
csdogg

May 13, 2009

Casa Grande-AZ-

**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 Grande, 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 Habbitt, 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 Habbitt 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 8<sup>th</sup> 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 RESPONSIBILITY on the dealership and do not stand behind their 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.

GM 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\\_022309.jsp](http://www.gm.com/corporate/responsibility/safety/news/2009/bark_022309.jsp)

Respectfully,  
Chemist

[REDACTED]

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

[REDACTED] I will forward you the links.

Phone: [REDACTED]



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



CUSTOMER NO. <b>49965</b>	ADVISOR <b>JON</b>	TAG NO. <b>39536</b>	1774	INVOICE DATE <b>12/18/08</b>	INVOICE NO. <b>CVCS192320</b>
CASA GRANDE, AZ	LABOR RATE	LICENSE NO.	MILEAGE <b>12,124</b>	COLOR <b>LASER BLUE/</b>	STOCK NO. <b>C7190</b>
	YEAR / MAKE / MODEL <b>07/CHEVROLET/COBALT/4 DR SEDAN</b>			DELIVERY DATE <b>10/27/07</b>	DELIVERY MILES <b>11</b>
	VEHICLE I.D. NO. <b>1 G 1 A K 5 5 F 2 7 7</b>			SELLING DEALER NO. <b>5</b>	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE <b>12/17/08</b>	
COMMENTS					

MO: 12124

JOB# 1 CHARGES

LABOR  
J# 1 16CVZ BODY ELECTRICAL TECH(S):40618 WARRANTY  
CUST STATES SHIFTER KNOB FALLING OUT  
CAME APART  
REPLACED SHIFTER KNOB

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	22706232	HANDLE 4.006 227062		
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  
FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED WITH YOUR  
SERVICE EXPERIENCE, PLEASE SEE A MEMBER OF OUR MANAGEMENT  
TEAM. THANK YOU.

HENRY BROWN AUTOMOTIVE  
P O BOX 11306  
CASA GRANDE, AZ 85230

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

\*\*\*\*\*  
CASH MASTERCARD AMEX WARR  
CHECK CHECK# INTERNAL CHARGE  
VISA BODY SHOP OTHER CASHIER

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE  
\*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

Ref # 71-719-395-962




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 EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES. THE SELLING DEALER 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, DAMAGES 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  
CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF



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

CUSTOMER NO. <b>49965</b>	ADVISOR <b>JON</b>	TAG NO. <b>39536 1482</b>	INVOICE DATE <b>12/26/08</b>	INVOICE NO. <b>CVCS192456</b>
<b>CASA GRANDE, AZ</b>	LABOR RATE	LICENSE NO.	MILEAGE <b>12,408</b>	COLOR <b>LASER BLUE/</b>
	YEAR / MAKE / MODEL <b>07/CHEVROLET/COBALT/4 DR SEDAN</b>			STOCK NO. <b>C7190</b>
	VEHICLE I.D. NO. <b>1 G 1 A K 5 5 F 2 7 7</b>			DELIVERY DATE <b>10/27/07</b>
	F.T.E. NO.			DELIVERY MILES <b>11</b>
		P.O. NO.	SELLING DEALER NO. <b>5</b>	PRODUCTION DATE
			F.O. DATE <b>12/26/08</b>	
COMMENTS <b>MO: 12408</b>				

CUSTOMER STATES DRIVERS SIDE REAR DOOR EDGE PAINT IS PEELING  
INSPECT AND ADVISE  
NO WORK DONE AT THIS TIME

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

LABOR-----  
J# 4: 17CVZ-TRIM MISC-TRIM TECH(S): 40855 WARRANTY  
CUSTOMER STATES TOP OF WINDSHIELD MOULDING APPEARS TO BE  
WARPED-INSPECT AND ADVISE  
FOUND WINDSHIELD MOULDING DEFECTIVE  
ORDERED SOP WINDSHIELD W/MOULDING

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----
	0	15791707	WINDSHIEL 10.027 15	
PART ON SPECIAL ORDER				
** QUANTITY 1 IS SPECIAL ORDERED **				
TOTAL - PARTS				0.00

JOB# 4 TOTALS-----  
JOURNAL PREFIX CVCS JOB# 4 TOTAL 0.00

LABOR-----  
J# 5: 17CVZ-MLDG MISC-TRIM TECH(S): 40855 WARRANTY  
CUSTOMER STATES DRIVERS SIDE FRONT DOOR INNER HANDLE CHROME  
IS COMING APART-INSPECT AND ADVISE  
FOUND HANDLE DEFECTIVE  
ORDERED NEW HANDLE

JOB# 5 TOTALS-----  
JOURNAL PREFIX CVCS JOB# 5 TOTAL 0.00

MISC-----	CODE-----	DESCRIPTION-----	CONTROL NO-----
JOB # A	HAZS	HAZARDOUS WASTE DISPOSAL FEE	
TOTAL - MISC			1.00

ESTIMATE-----  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
ORIGINAL ESTIMATE OF \$33.26 (+TAX)

COMMENTS-----  
WAITER



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 EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES 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 \_\_\_\_\_  
CUSTOMER ACKNOWLEDGES RECEIPT OF WORK DONE



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

CUSTOMER NO. 49965	ADVISOR JON	39536	TAG NO. 1207	INVOICE DATE 01/06/09	INVOICE NO. CVCS192617
CASA GRANDE, AZ	LABOR RATE	LICENSE NO.	12,822	COLOR LASER BLUE/	STOCK NO. C7190
	YEAR / MAKE / MODEL 07/CHEVROLET/COBALT/4 DR SEDAN			DELIVERY DATE 10/27/07	DELIVERY MILES 11
	VEHICLE I.D. NO. 1G1AK55F277			SELLING DEALER NO. 5	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	H.O. DATE 01/05/09
COMMENTS			MO: 12822		

JOB# 1 CHARGES-----

LABOR-----  
J# 1 17CVZ INT/EXT TRIM TECH(S) 40618 WARRANTY  
CUST STATES MOLDING AROUND WINDSHIELD WARPED  
DIAG AND FOUND SEAL ATTACHED TO WINDSHIELD WARPED  
REPLACED WINDSHIELD

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----  
1 15791707 WINDSHIEL 10.027 15  
TOTAL - PARTS WARRANTY 0.00

SUBLET-----PO#-----VEND INV#-----INV DATE-----DESCRIPTION-----  
152690 20018 01/06/09 INSTALL WS  
TOTAL - SUBLET WARRANTY 0.00

JOB# 1 TOTALS-----  
JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----  
J# 2 17CVZ DOORS TECH(S) 40618 WARRANTY  
CUST STATES PAINT CHIPS AND WHITE MARKS ON DRIVERS FRONT AND  
DRIVERS REAR DOOR  
CLEANED AREA

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

JOB# 3 CHARGES-----

LABOR-----  
J# 3 16CVZ BODY ELECTRICAL TECH(S) 40618 WARRANTY  
CUST STATES DRIVERS FRONT INSIDE DOOR HANDLE PEELING  
HANDLE PEELING  
REPLACE PEELING INSIDE DOOR HANDLE

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----  
1 22722747 BEZEL 10.515 227227  
TOTAL - PARTS WARRANTY 0.00

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

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



SUPPLIES - A token charge is included and Hazardous Waste Disposal Fee. 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 EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES 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 \_\_\_\_\_  
CUSTOMER ACKNOWLEDGES RECEIPT OF COPY OF THIS CARD



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

CUSTOMER NO. <b>49965</b>	ADVISEE <b>JON</b>	39536	TAG NO. <b>1812</b>	INVOICE DATE <b>03/24/09</b>	INVOICE NO. <b>CVCS194195</b>
<b>CASA GRANDE, AZ</b>	LABOR RATE	LICENSE NO.	MILEAGE <b>15,424</b>	COLOR <b>LASER BLUE/</b>	STOCK NO. <b>C7190</b>
	YEAR / MAKE / MODEL <b>07/CHEVROLET/COBALT/4 DR SEDAN</b>			DELIVERY DATE <b>10/27/07</b>	DELIVERY MILES <b>11</b>
	VEHICLE I.O. NO. <b>1 G 1 A K 5 5 F 2 7 7</b>			SELLING DEALER NO. <b>5</b>	PRODUCTION DATE
	F.T.E. NO.			R.O. NO.	R.O. DATE <b>03/24/09</b>
COMMENTS					

MO: 15424

JOB# 1 CHARGES

LABOR  
J# 1 16CVZ BODY ELECTRICAL TECH(S): 40764 WARRANTY  
CUST STATES KEY WOULD NOT TURN IN IGNITION  
FOUND KEY BINDING IN IGNITION. PERFORMED DIAG FOUND IGNITION  
CYLINDER INTERNAL BINDING.  
REPLACED IGNITION LOCK CYLINDER, TESTS GOOD, REPAIR  
COMPLETE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	25848845	CYLINDER 2.188 2584		
TOTAL - PARTS					0.00

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	WARRANTY
	153982	732578	03/24/09	KEY CYL	
TOTAL - SUBLET					0.00

MISC	CODE	DESCRIPTION	CONTROL NO	WARRANTY
	Z5	Z5000 PARTS ALLOWANCE		
TOTAL - MISC				0.00

JOB# 1 TOTALS  
J# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR  
J# 2 01CVZ L.O.F./SPEC \*LUBE OIL & FILTER TECH(S): 40764 10:40  
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, measure tread depth & set tire pressure  
Condition of air filter, belts & leaks  
Undercarriage for damage & leaks  
Wiper blades  
MAINTENANCE.  
PERFORMED L.O.F. SERVICE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	12605566	FILTER 1.836 126055	5.60	
TOTAL - PARTS				5.60	

G.O.G. & SUPPLIES	QTY	UNIT PRICE	TOTAL - GOG
	5.0	10W30 @ 2.590 /UNIT	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 EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES 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 \_\_\_\_\_  
CUSTOMER ACKNOWLEDGES TO BEST OF HIS/HER KNOWLEDGE





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



CUSTOMER NO. <b>49965</b>	ADVISOR <b>JON</b>	39536	TAG NO. <b>1263</b>	INVOICE DATE <b>04/22/09</b>	INVOICE NO. <b>CVCS194732</b>
	LABOR RATE	LICENSE NO.	MILEAGE <b>16,830</b>	COLOR <b>LASER BLUE/</b>	STOCK NO. <b>C7190</b>
<b>CASA GRANDE, AZ</b>	YEAR / MAKE / MODEL <b>07/CHEVROLET/COBALT/4 DR SEDAN</b>		DELIVERY DATE <b>10/27/07</b>		DELIVERY MILES <b>11</b>
	VEHICLE I.D. NO. <b>1G1AK55F277</b>		SELLING DEALER NO. <b>5</b>		PRODUCTION DATE
	F.T.E. NO.	R.O. NO.	R.O. DATE <b>04/21/09</b>		
	COMMENTS				<b>MO: 16834</b>

**JOB# 1 CHARGES**

LABOR  
JE 1 16CVZ BODY ELECTRICAL TECH(S): 40764 WARRANTY

CUSTOMER STATES POWER STEERING WHEEL LOCKS UP WHILE DRIVING A  
N DISPLAY READS POWER STEERING  
FOUND LIGHT ON, PERFORMED DIAG 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.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	19200751	COLUMN KI 6.518 192		
				<b>TOTAL - PARTS</b>	<b>0.00</b>

**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  
FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED WITH YOUR  
SERVICE EXPERIENCE, PLEASE SEE A MEMBER OF OUR MANAGEMENT  
TEAM. THANK YOU.

HENRY BROWN AUTOMOTIVE  
P O BOX 11306  
CASA GRANDE, AZ 85230

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

**TOTAL INVOICE \$ 0.00**

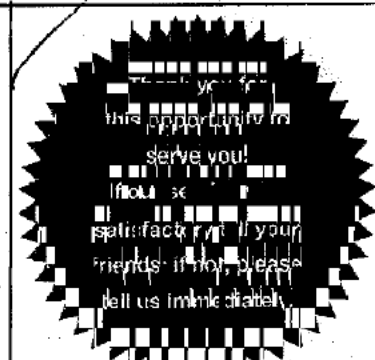
CASH      MASTERCARD      AMEX      WARR

CHECK      CHECK#      INTERNAL      CHARGE

VISA      BODY SHOP      OTHER      CASHIER

*4/22/09*

CUSTOMER SIGNATURE



**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 EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

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SIGNED \_\_\_\_\_

document Index - 71-719395962

10

Class - BRCSiebel Docs

RequestNum  
71-719395962

MSXDocNum

Last

First

Timestamp  
2009-05-15-15.09.19.000000

Division

CorrType

CatCode

MSXSource  
0

AttachNum

VIN



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



CELL: [REDACTED]

CUSTOMER NO. <b>49965</b>	ADVISOR <b>JON</b>	YAG NO. <b>39536</b>	INVOICE DATE <b>05/22/09</b>	INVOICE NO. <b>CVCS195316</b>
	LABOR RATE	LICENSE NO.	MILEAGE <b>17,492</b>	COLOR <b>LASER BLUE/</b>
	YEAR / MAKE / MODEL <b>07/CHEVROLET/COBALT/4 DR SEDAN</b>	DELIVERY DATE <b>10/27/07</b>	STOCK NO. <b>C7190</b>	DELIVERY MILES <b>11</b>
CASA GRANDE, AZ	VEHICLE ID. NO. <b>1 G 1 A K 5 5 F 2 7 7</b>	SELLING DEALER NO. <b>5</b>	PRODUCTION DATE	
	P.T.E. NO.	P.O. NO.	R.O. DATE <b>05/21/09</b>	
COMMENTS				

MO: 17530

## JOB# 1 CHARGES-----

## LABOR-----

J# 1-09CVZ FRONT SUSP TECH(S):56119 WARRANTY  
CUST STATES 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.

## 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  
FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED WITH YOUR  
SERVICE EXPERIENCE, PLEASE SEE A MEMBER OF OUR MANAGEMENT  
TEAM. THANK YOU.

HENRY BROWN AUTOMOTIVE  
P O BOX 11306  
CASA GRANDE, AZ 85230

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

TOTAL INVOICE \$ 0.00

CASH	MASTERCARD	AMEX	WARR
CHECK	CHECK#	INTERNAL	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 EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

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SIGNED

[Signature Line]



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Casa Grande, AZ 85222  
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CELL: [REDACTED]

CUSTOMER NO. <b>49965</b>	ADVISOR <b>JON</b>	TAG NO. <b>39536</b>	INVOICE DATE <b>05/20/09</b>	INVOICE NO. <b>CVCS195268</b>
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>17,426</b>	COLOR <b>LASER BLUE/</b>
<b>CASA GRANDE, AZ</b>	YEAR / MAKE / MODEL <b>07/CHEVROLET/COBALT/4 DR SEDAN</b>	DELIVERY DATE <b>10/27/07</b>	DELIVERY MILES <b>11</b>	STOCK NO. <b>C7190</b>
	VEHICLE ID. NO. <b>1G1AK55F277</b>	SELLING DEALER NO. <b>5</b>	PRODUCTION DATE	
	P.T.E. NO.	P.O. NO.	P.O. DATE <b>05/20/09</b>	
	COMMENTS			

MO: 17428

JOB# 1 CHARGES

LABOR  
J# 1: 09CVZ: FRONT SUSP. TECH(S): 42145 WARRANTY  
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	WARRANTY
	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  
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TEAM. THANK YOU.

HENRY BROWN AUTOMOTIVE  
P O BOX 11306  
CASA GRANDE, AZ 85230

CASH	MASTERCARD	AMEX	WARR
CHECK	CHECK#	INTERNAL	CHARGE
VISA	BODY SHOP	OTHER	CASHIER

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

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

\*\*\*\*\*

DUPLICATE INVOICE

\*\*\*\*\*

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  
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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acknowledged on above car or truck to secure the  
amount of repairs therein. Not responsible for items  
left in car.

SIGNED

CUSTOMER ACKNOWLEDGES RECEIPT OF SUPPLY HEREIN

document Index - 71-719395962

3

Class - BRCSiebel Docs

RequestNum  
71-719395962

MSXDocNum  
RAM4A1D98F

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First

Timestamp  
2009-05-27-19.47.00.000000

Division  
CH

CorrType  
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CatCode  
01

MSXSource  
F

AttachNum

VIN

## GM Vehicle Inquiry System Summary

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Vehicle Component](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

[Help](#)

<b>VIN :</b>	1G1AK55F277
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### VEHICLE INFORMATION

<b>Merchandising Model :</b>		1AK69 -2007 COBALT 4-DOOR LS SEDAN			<b>Warranty Start Date :</b>		10/27/2007				
<b>BARS Order Type :</b>		70 - RETAIL - STOCK									
<b>Delivering Dealer :</b>		HENRY BROWN CHEVROLET PO BOX 11306 CASA GRANDE , AZ 85230-1306 (520) 836-2147			<b>Selling Source :</b>		13 - CHEVROLET				
					<b>Site Code :</b>		39101				
					<b>Business Associate Code :</b>		234369				
<b>Service Contract :</b>		No	<b>Branded Title :</b>		No	<b>Warranty Block :</b>		No	<b>PDI Status :</b>		Paid

### REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns
--

### SERVICE INFORMATIONAL ITEMS

Type	Number	Description	Posted Date	Status
EI	09110	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**

<b>R.O Date</b>	<b>R.O Number</b>	<b>Type</b>	<b>Labor Operation</b>	<b>Odometer Reading</b>
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**

<b>Vehicle Has No Associated Check History Information.</b>
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## GM Vehicle Inquiry System Claim History

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Vehicle Component](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

[Help](#)

<b>VIN :</b>	1G1AK55F277 [REDACTED]
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### CLAIM HISTORY

Repair Order Date :		06/16/2009		Repair Order Number :		342795		Odometer Reading :		15000 miles	
Serviced By :		GM ROADSIDE ASSISTANCE/CCAS ONE CABOT RD MEDFORD, MA 02155-5117				Selling Source :			13 - CHEVROLET		
						Site Code :			34415		
						Business Associate Code :			207453		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
06/26/2009	17	01	#	Z2080 - ROADSIDE SERVICE (TOWING)		N/A		C	N/A	\$ 69.33	N

Repair Order Date :		05/21/2009		Repair Order Number :		291652		Odometer Reading :		17000 miles	
Serviced By :		GM ROADSIDE ASSISTANCE/CCAS ONE CABOT RD MEDFORD, MA 02155-5117				Selling Source :			13 - CHEVROLET		
						Site Code :			34415		
						Business Associate Code :			207453		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
05/29/2009	9	01	#	Z2080 - ROADSIDE SERVICE (TOWING)		N/A		C	N/A	\$ 69.33	N

Repair Order Date :		05/20/2009		Repair Order Number :		195268		Odometer Reading :		17426 miles	
Serviced By :	HENRY BROWN CHEVROLET PO BOX 11306 CASA GRANDE, AZ 85230-1306 (520) 836-2147					Selling Source :			13 - CHEVROLET		
						Site Code :			39101		
						Business Associate Code :			234369		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
05/26/2009	8	01	#	E7680 - STEERING COLUMN REPLACEMENT		19200751 - COLUMN KI		B	N/A	\$ 562.64	N



<b>Repair Order Date :</b>		05/20/2009		<b>Repair Order Number :</b>		291790		<b>Odometer Reading :</b>		17000 miles	
<b>Serviced By :</b>		GM ROADSIDE ASSISTANCE/CCAS ONE CABOT RD MEDFORD, MA 02155-5117				<b>Selling Source :</b>			13 - CHEVROLET		
						<b>Site Code :</b>			34415		
						<b>Business Associate Code :</b>			207453		
<b>Cycle Date</b>	<b>Cycle Nbr</b>	<b>Case</b>	<b>Type</b>	<b>Labor Operation</b>		<b>Part</b>		<b>Auth Code</b>	<b>Person Code</b>	<b>Line Total</b>	<b>Comments</b>
05/29/2009	9	01	#	Z2080 - ROADSIDE SERVICE (TOWING)		N/A		C	N/A	\$ 69.33	N

<b>Repair Order Date :</b>		04/21/2009		<b>Repair Order Number :</b>		194732		<b>Odometer Reading :</b>		16830 miles	
<b>Serviced By :</b>	HENRY BROWN CHEVROLET PO BOX 11306 CASA GRANDE, AZ 85230-1306 (520) 836-2147					<b>Selling Source :</b>			13 - CHEVROLET		
						<b>Site Code :</b>			39101		
						<b>Business Associate Code :</b>			234369		
<b>Cycle Date</b>	<b>Cycle Nbr</b>	<b>Case</b>	<b>Type</b>	<b>Labor Operation</b>		<b>Part</b>		<b>Auth Code</b>	<b>Person Code</b>	<b>Line Total</b>	<b>Comments</b>
05/01/2009	1	01	#	E7680 - STEERING COLUMN REPLACEMENT		19200751 - COLUMN KI		B	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

<b>Repair Order Date :</b>		03/24/2009		<b>Repair Order Number :</b>		183149		<b>Odometer Reading :</b>		15000 miles	
<b>Serviced By :</b>	GM ROADSIDE ASSISTANCE/CCAS ONE CABOT RD MEDFORD, MA 02155-5117				<b>Selling Source :</b>			13 - CHEVROLET			
					<b>Site Code :</b>			34415			
					<b>Business Associate Code :</b>			207453			
<b>Cycle Date</b>	<b>Cycle Nbr</b>	<b>Case</b>	<b>Type</b>	<b>Labor Operation</b>		<b>Part</b>	<b>Auth Code</b>	<b>Person Code</b>	<b>Line Total</b>	<b>Comments</b>	
04/03/2009	992	01	#	Z2080 - ROADSIDE SERVICE (TOWING)		N/A	C	N/A	\$ 69.97	N	

<b>Repair Order Date :</b>		03/24/2009	<b>Repair Order Number :</b>		194195	<b>Odometer Reading :</b>		15424 miles	
<b>Serviced By :</b>	HENRY BROWN CHEVROLET PO BOX 11306 CASA GRANDE, AZ 85230-1306 (520) 836-2147				<b>Selling Source :</b>		13 - CHEVROLET		
					<b>Site Code :</b>		39101		
					<b>Business Associate Code :</b>		234369		

Cycle Date	Cycle Nbr	Case	Type	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 Order Date :		03/23/2009		Repair Order Number :		178149		Odometer Reading :		15000 miles	
Serviced By :	GM ROADSIDE ASSISTANCE/CCAS ONE CABOT RD MEDFORD, MA 02155-5117				Selling Source :			13 - CHEVROLET			
					Site Code :			34415			
					Business Associate Code :			207453			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part	Auth Code	Person Code	Line Total	Comments	
04/03/2009	992	01	#	Z2083 - ROADSIDE SERVICE (BATTERY/JUMP START)		N/A	C	N/A	\$ 42.21	N	

Repair Order Date :		01/05/2009		Repair Order Number :		192617		Odometer Reading :		12822 miles	
Serviced By :	HENRY BROWN CHEVROLET PO BOX 11306 CASA GRANDE, AZ 85230-1306 (520) 836-2147				Selling Source :			13 - CHEVROLET			
					Site Code :			39101			
					Business Associate Code :			234369			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
01/20/2009	971	01	#	C0034 - WINDSHIELD REPLACEMENT		15791707 - WINDSHIEL		G	N/A	\$ 392.66	N
01/16/2009	970	02	#	B4281 - FRONT SIDE DOOR INSIDE HANDLE REPLACEMENT - LEFT SIDE		22722747 - BEZEL		N/A	N/A	\$ 41.71	N

Repair Order Date :		12/17/2008		Repair Order Number :		192320		Odometer Reading :		12124 miles	
Serviced By :	HENRY BROWN CHEVROLET PO BOX 11306 CASA GRANDE, AZ 85230-1306 (520) 836-2147					Selling Source :		13 - CHEVROLET			
						Site Code :		39101			
						Business Associate Code :		234369			

Cycle Date	Cycle Nbr	Case	Type	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 Order Date :		12/16/2007		Repair Order Number :		R83616		Odometer Reading :		1000 miles	
Serviced By :	GM ROADSIDE ASSISTANCE/CCAS ONE CABOT RD MEDFORD, MA 02155-5117					Selling Source :		13 - CHEVROLET			
						Site Code :		34415			
						Business Associate Code :		207453			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part	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	

<b>Repair Order Date :</b>		06/15/2007		<b>Repair Order Number :</b>		A81420		<b>Odometer Reading :</b>		0 miles	
<b>Serviced By :</b>	HENDERSON CHEVROLET CO. PO BOX 90610 HENDERSON, NV 89009-0610 (702) 558-2438					<b>Selling Source :</b>			13 - CHEVROLET		
						<b>Site Code :</b>			39013		
						<b>Business Associate Code :</b>			132366		
<b>Cycle Date</b>	<b>Cycle Nbr</b>	<b>Case</b>	<b>Type</b>	<b>Labor Operation</b>		<b>Part</b>	<b>Auth Code</b>	<b>Person Code</b>	<b>Line Total</b>	<b>Comments</b>	
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

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Vehicle Component](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

[Help](#)

<b>VIN</b>	1G1AK55F277 [REDACTED]
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### VEHICLE BUILD

<b>Merchandising Model :</b>	1AK69 -2007 COBALT 4-DOOR LS SEDAN		
<b>Gross Vehicle Weight Rating :</b>	1707 kg (3764 lb)	<b>Order Number :</b>	KZZCFH
<b>Build Date :</b>	06/15/2007	<b>Build Plant :</b>	177A

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	AL0 - 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

U1C - 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

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Vehicle Component](#) - [Delivery Information](#) - [Dealer Information](#) -  
[Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

[Help](#)

VIN	1G1AK55F277
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#### 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: [REDACTED]

Service Request: 71-  
719395962

BBB Case No.: CHV0938020

Only customer's last name to be recorded

Vehicle ID No.:  
1G1AK55F277 [REDACTED]

In Service  
Date:  
10/27/2007

Vehicle is: New

BAC Code:  
234369

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

Vehicle Purchased Used on: N/A

Lien holder: GMAC ☐ Other ☒: Chase Bank  
DVM Name: Paul Zbojnowicz  
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](mailto: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

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
12/17/08	192320	2	12,124	Customer sts: Shifter knob has fallen off. Came apart. -Shifter knob replaced.

☐ Paint

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
12/26/08	192456	1	12,408	Customer sts: paint is peeling on rear drivers side door. -No work done at this time.
1/5/09	192617	*	12,822	Customer sts: paint chips and white marks on driver front and rear door. -Cleaned area.

☐ Windshield

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
12/26/08	192456	*	12,408	Customer sts: top of windshield moulding appears to be warped.  -Found trim defective. Special ordered windshield with moulding.
1/5/09	192617	2	12,822	Installed new Special ordered windshield.

☐ Door chrome handle

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
12/26/08	192456	*	12,408	Customer sts: drivers side front door inner handle chrome is coming apart.  -Found handle defective. Ordered new handle.
1/5/09	192617	*	12,822	Installed special order door handle.

☒ Starting issues

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
3/24/09	194195	1	15,424	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 Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
4/21/09	194732	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 failure. Replaced steering column assembly.
5/20/09	195268	1	17,426	Cust sts has no power steering  Found steering column operating intermittently. Replaced steering column. Road tested ok.
5/21/09	195316	2	17,492	Cust sts has loss of power steering  Dlr 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

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

<b>Vehicle Meets Presumption of Lemon Law</b> <b>NO</b>
---

#### **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: ☒

<b>CRS FINAL OFFER:</b>	Denial	<b>DATE:</b> 7/20/09	<b>CUST declined.</b> <b>Withdrew claim to sue GM</b>
<b>Goodwill: None</b>	<b>Attorney Fees (if applicable): N/A</b>		

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Nita DeHoyos / donna Blackstone 7/29

State: AZ

Customer Name: [REDACTED]

Service Request:  
71-742486758

GM Legal File No.: N/A

Vehicle ID No.:  
1G1AK55F277 [REDACTED]

In Service Date:  
10/27/2007

Vehicle is: New BAC Code:  
234369

Year, Make & Model: 2007 CHEVROLET COBALT 4-DOOR LS  
SEDAN

Vehicle Purchased Used on: N/A at  
odometer N/A

Lien holder: Other ☒ Chase Bank

DVM requests Purchase Price of  
involvement?: Vehicle:  
Yes \$13,750.00

Was TAC contacted for this vehicle (Y/N)? : No

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 <b>TSB 07-02-32-007</b> , 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 <input type="checkbox"/> 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 <input type="checkbox"/> none stored. Road test several times during the day, total of 38 miles over the 2 days <input type="checkbox"/> <b>No problem found at this time. Operating as designed</b>
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 - <b>Could not duplicate concern at this time.</b> 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 <input type="checkbox"/> Replaced shifter knob

12/26/08	192456	<input type="checkbox"/>	12408	C/S Top of windshield moulding appears to be warped / Found windshield moulding defective <input type="checkbox"/> Ordered SOP windshield moulding  C/S Driver's side front door inner handle chrome is coming apart / Found handle defective <input type="checkbox"/> Ordered new handle
01/05/09	192617	2	12822	Reference RO <input type="checkbox"/> 192456: C/S Moulding around windshield warped / Diagnosed and found seal attached to windshield warped <input type="checkbox"/> Replaced windshield seal  Reference RO <input type="checkbox"/> 192456: C/S Driver's front inside door handle peeling / Replaced peeling inside door handle

#### ☐ **Electrical**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
03/23/09	178149	N/A	15000	ROADSIDE SERVICE (BATTERY / JUMP START)
03/24/09	194195	1	15424	ROADSIDE SERVICE (TOWING) (Roadside RO <input type="checkbox"/> 183149 <input type="checkbox"/> 3/24/2009): C/S Key would not turn in ignition / Found key binding in ignition. Performed diagnosis and found ignition cylinder internally binding <input type="checkbox"/> Replaced ignition lock cylinder. Tests good. Repair complete

#### ☐ **Paint**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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	192617	<input type="checkbox"/>	12822	C/S Paint chips and white marks on driver's front and driver's rear door / Cleaned area

#### ☐ **Other**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
03/24/09	194195	<input type="checkbox"/>	15424	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 Wiper blades MAINTENANCE 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:**

**14**

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

**14 (5 were unable to  
duplicate)**

### PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager



paul.zbojnowicz@gm.com  
07/21/2009 04:33 PM

To Juanita\_DeHoyos@gmexpert.com

cc

bcc

Subject Re: SR# 71-742486758, [REDACTED]

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.

[REDACTED]  
71-742486758  
2007 Chevrolet Cobalt  
1G1AK55F277 [REDACTED]

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 Zbojniec giving you a call back on [REDACTED] 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 @ [REDACTED]

### 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: 1<sup>st</sup> OFFER \$1,500 ☐CCL for steering  
8/12: COUNTER: wants repurchase but will accept \$7,250 cash  
8/13: 2<sup>nd</sup> OFFER \$2,000 ☐CCL for steering  
8/17: COUNTER \$6,000 ☐CCL  
8/20: 3<sup>RD</sup> OFFER \$2,500 ☐CCL FOR STEERING  
8/20: COUNTER \$5,250 ☐CCL FOR STEERING  
8/20: 4<sup>th</sup> OFFER \$3,000 ☐CCL FOR STEERING  
8/27: COUNTER \$5,000 ☐DOESN'T WANT CCL  
8/28: 5<sup>TH</sup> OFFER \$3,500  
9/1: COUNTER \$4,750  
9/4: 6<sup>th</sup> offer \$4,000  
9/9: ACCEPTED 6<sup>TH</sup> OFFER OF \$4,000 INCLUSIVE

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; lft front door handle replaced; Ignition lock cylinder replaced. Duplicate concern was steering ☐replaced steering column assembly x 2. Dlr 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

<b>OFFER TO CUST: \$</b> <b>ATTORNEY FEES: \$</b> <b>OR INCLUSIVE OFFER: \$4,000</b>
--

**PLAINTIFF'S FINAL  
DEMAND:**

**DATE:**

<b>AMOUNT TO CUST: \$</b> <b>ATTORNEY FEES: \$</b> <b>OR INCLUSIVE OFFER: \$</b>
--

**TEAM MANAGER APPROVING:**

**Date:**



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

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

# 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: [REDACTED] 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:

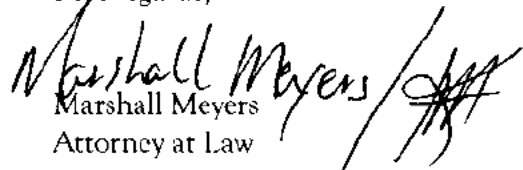
WEISBERG & MEYERS, LLC

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.zbojnowicz@gm.com  
07/21/2009 04:33 PM

To Juanita\_DeHoyos@gmexpert.com  
cc  
bcc  
Subject Re: SR# 71-742486758, [REDACTED]

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.zbojnowicz@gm.com  
cc  
Subject SR# 71-742486758, [REDACTED]

Dear Mr. Zbojnowicz,

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[REDACTED]. 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](mailto:Juanita_DeHoyos@gmexpert.com)

Please consider the environment before printing this e-mail. 1 ton of paper = 17 trees. Reduce. Reuse. Recycle.

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.



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

**VIA FAX ONLY**

August 20, 2009

Marshall Meyers, Esq.  
Weisberg and Meyers, LLC-Florida Office  
2833 N Central Ave □ 613  
Phoenix, AZ 85004

RE: [REDACTED]  
Service Request: 71-742486758  
2007 Chevrolet Cobalt  
Vehicle Identification Number: 1G1AK55F277 [REDACTED]  
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](http://www.irs.gov). In addition, the IRS website will provide instructions for completing the W-9.

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

Sincerely,

General Motors Corporation

cc: FILE

LG0044  
V01032008

Attach.

---

Odometer

---

Client's Signature

---

Date

---

Client's Signature

---

Date



GMC



HUMMER





95-0356 R06/08

# Motor Vehicle Division

www.azdot.gov

CASA GRANDE AZ



## 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

Unit Number

Year / Make 2007 CHEV

Body Style 4DSD

First Registered 11/2007

List Price 013175

Fuel Type G

Category A

Weight (GVW) 000000

County PINAL

Registration Type FUL

Veh Lic Tax \$191.33

Registration \$8.00

Air Quality \$1.50

Postage/Handling \$0.42

Total \$201.25



## **RELEASE OF CLAIM**

We, [REDACTED], (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of \$2,500.00 inclusive and a 36 month / 45,000 mile (whichever comes first) Steering Component Letter, and begins with the current date and odometer shown on this release and covers 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. 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 1G1AK55F277 [REDACTED] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors 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 \_\_\_\_\_ 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 Releasees, and Releasor(s) is/are not relying on any representations, promises or inducements other than those stated in this release.

**PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.**

I/We agree to the terms of this Release of All Claims

DATE SIGNED: \_\_\_\_\_

\_\_\_\_\_  
Claimant's Signature

\_\_\_\_\_  
Claimant's Signature

\_\_\_\_\_  
Address


\_\_\_\_\_  
Address

\_\_\_\_\_  
City, State, Zip Code

\_\_\_\_\_  
City, State, Zip Code

STATE OF \_\_\_\_\_

COUNTY OF \_\_\_\_\_

Sworn to (or affirmed) and subscribed before me this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_,  
by 

\_\_\_\_\_  
Signature of Notary Public

\_\_\_\_\_  
Print, type or stamp Commissioned Name of Notary Public

Personally Known \_\_\_\_\_OR Produced identification \_\_\_\_\_

Type of identification \_\_\_\_\_

My commission expires: \_\_\_\_\_

CC: File

LG0024  
V6302006

2007 COBALT 4-DOOR LS SEDAN  
21U LASER BLUE METALLIC /L4G  
14B GRAY

ORDER NO. KZZCFH/TRE STOCK NO.  
VIN 1G1 AK55 F2 77

GENERAL MOTORS CORPORATION  
& SUBSIDIARIES  
RENAISSANCE CENTER  
DETROIT MI 48243-1114  
VEHICLE INVOICE 10D91652569

\*\*\*\*\*13\*39101S

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
*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  
DAN: K69L\$  
MEMO 560.25

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

VIN: 1G1AK55F2 77

SELLG SCE: 13

MDL YR: 07

ORD NO: KZZCFH

VIN TYPE: N

EVENT DESC	SS/ SITE CD	DOCUMENT NUMBER	I S EVENT DT	INC 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	13 39101	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	1OD91652569	08/09/07		13,971.78	CR
CREDIT ACCEPTAN	13 39013	1AC32721994	08/09/07		14,302.75	
REBILL INVOICE	13 39101	1OD91652569	08/07/07		13,971.78	
COV/NVIS REPLAC	13 39101	1OD91652569	08/07/07		0.00	
CREDIT INVOICE	13 39013	1AC32721994	08/07/07		14,302.75	CR
REPLACEMENT LAB	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	13 39013	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	
PRODUCTION (BUI	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	

VIN: 1G1AK55F2 77 [REDACTED] SELLG SCE: 13 MDL YR: 07 ORD NO: KZZCFH

ODATE: 05/12/07 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 39101  
DDATE: 10/27/07 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 10/27/07 ORDER BY:

CANC:

CANC DOE:

TRADE: DLVY TO: [REDACTED]

TRD DOE:

SRVC IN:

CASA GRANDE

AZ [REDACTED]

SRVC OUT:

CANC SRVC IN:

BFSO ORD DT:

BFSO CUST:

PRICE ASSUR DT:

PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
CWE	01	13 39101	00033359946	10/30/07	1,750.00	OA		0.00	9

PROCESS TYPE: 001

CHECK NO:

SSN:

DATA SCE: DLR

INC MEMO NO: 00033359946

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
FFC	01	13 39101	00033359946	10/30/07	23.46	OA		0.00	9

PROCESS TYPE: 001

CHECK NO:

SSN:

DATA SCE: DLVY

INC MEMO NO: 00033359946

AUTH PUR CD:

MISC DATE:

MISC:

POLICY PYMT CMNT:

ACTV TYPE: 6

**Request for Taxpayer  
Identification Number and Certification**

Give form to the  
requester. Do not  
send to the IRS.

Print or type  
See Specific Instructions on page 2.

Name (as shown on your income tax return) <b>Weisberg &amp; Meyers, LLC</b>	
Business name, if different from above <b>Same</b>	
Check appropriate box: <input type="checkbox"/> Individual/Sole proprietor <input type="checkbox"/> Corporation <input checked="" type="checkbox"/> Partnership <input type="checkbox"/> Limited liability company. Enter the tax classification (D=disregarded entity, S=corporation, P=partnership) ▶ ..... <input type="checkbox"/> Exempt payee <input type="checkbox"/> Other (see instructions) ▶	
Address (number, street, and apt. or suite no.) <b>5025 North Central Ave #602</b>	
City, state, and ZIP code <b>Phoenix, AZ 85012</b>	
List account number(s) here (optional)	
Requester's name and address (optional)	

**Part I Taxpayer Identification Number (TIN)**

Enter your TIN in the appropriate box. The TIN provided must match the name given on Line 1 to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

**Note.** If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Social security number
or
Employer identification number

**Part II Certification**

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
3. I am a U.S. citizen or other U.S. person (defined below).

**Certification instructions.** You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. See the instructions on page 4.

<b>Sign Here</b>	Signature of U.S. person ▶ 	Date ▶ <b>8/12/08</b>
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**General Instructions**

Section references are to the Internal Revenue Code unless otherwise noted.

**Purpose of Form**

A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

**Note.** If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

**Definition of a U.S. person.** For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

**Special rules for partnerships.** Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax on any foreign partners' share of income from such business. Further, in certain cases where a Form W-9 has not been received, a partnership is required to presume that a partner is a foreign person, and pay the withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid withholding on your share of partnership income.

The person who gives Form W-9 to the partnership for purposes of establishing its U.S. status and avoiding withholding on its allocable share of net income from the partnership conducting a trade or business in the United States is in the following cases:

- The U.S. owner of a disregarded entity and not the entity,

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 : Marilyn Unger

Phone Number 1-800-200-4622

Time Sent : Tuesday, Aug 18, 2009 12:34PM

Pages : 2

Description :

---

Copy of title for [REDACTED]

The information contained in this facsimile message is privileged and confidential information intended only for the use of the individual or entity named above. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please immediately notify us by telephone at the above number.

Thank you.....GMAC.

# Georgia Certificate of Title

**DISCLAIMER: DO NOT ACCEPT THIS TITLE WITHOUT THE SECURITY THREAD LOCATED APPROXIMATELY TWO INCHES FROM LEFT EDGE.**

VEHICLE IDENTIFICATION NUMBER	MAKE	YEAR	TYPE OF BODY	MODEL	CYL	DATE ISSUED
1G1AK15F067	CHEVROLET	2006	COUPE	COBALT COBALT	4	05/08/2006
DATE VEHICLE PUR	FUEL	NEW OR USED	ODOMETER*	PREVIOUS TITLE INB/STATE OF ISSUE	NBR OF LIENS	COLOR
04/07/2006	GASOLINE	NEW	000025		1	UNK

CURRENT TITLE NUMBER

## OWNER

ELLIJAY GA

ODOMETER READING IS ACTUAL MILEAGE OF THE VEHICLE UNLESS OTHERWISE INDICATED BELOW

MAIL TO

GMAC  
PO BOX 8101  
COCKEYSVILLE MD 21030 8101

## 1ST LIEN OR SECURITY INTEREST

GMAC  
PO BOX 8101  
COCKEYSVILLE MD 21030-8101

## 2ND LIEN OR SECURITY INTEREST

## 3RD LIEN OR SECURITY INTEREST

## RELEASE OF LIEN OR SECURITY INTEREST

DATE OF RELEASE	SECURITY INTEREST HOLDER	AUTHORIZED AGENT
1ST LIEN		BY
2ND LIEN		BY
3RD LIEN		BY



The Georgia Department of Revenue issued this title pursuant to the Motor Vehicle Certificate of Title Act and this title is subject to its provisions. The Department certifies that on application duly made, the person named herein is registered as the lawful owner of the vehicle described subject to any liens or security interests set forth and such liens or security interests as may subsequently be filed with the Commissioner.

016309064

*[Signature]*

STATE REVENUE COMMISSIONER



## **ADR REPURCHASE CHECKLIST**

**Once completed, this document should be attached to the SR**

- X Cover sheet denoting a **Request#** and whether the case is a Voluntary or Mandatory Repurchase with information completed (on front of file)
- X PRA FORM (Voluntary Repurchase only)
- X Both VINS on Trade Repurchase or Vehicle Order Number. Need order# or VIN on 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
- X Copy of the title and Registration. If unobtainable, then copy of Title Need current 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 Financial Institution information including: account#, phone# and Institution name
- 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#

MV 12

EXPIRATION DATE

GC 4-26

EMISSION EXPIRATION DATE		VEHICLE COLOR		PLATE TYPE	TAG NUMBER	DECAL NUMBER	
VID/OBS CODE	VALUATION	COUNTY AD VALOREM TAX	MANUFACTURER		MODEL	MAKE OF VEHICLE	
TAX DISTRICT	MILL RATE	LICENSE TAG FEE	YR		DATE PURCHASED	RUEL TYPE	
COUNTY NUMBER	TEMP. OPERATING PERMIT NO.	MFG FEE SPECIAL TAG	NEW OR USED		DATE PURCHASED	PLATE TYPE	
COMPLETE FOR ALL TRUCKS			SPECIAL TAG FEE		PREVIOUS DECAL / YEAR		
GROSS WEIGHT OF VEHICLE & LOAD	STRAIGHT TRUCK?	USED FOR HIRE?	TITLE FEE (\$18.00 ORIGINAL) REPLACEMENT (\$8.00)		ODOMETER READING		
TYPE OF TRAILER PULLED	NO. OF AXLES	TITLE PENALTY		ODOMETER READING IS ACTUAL MILES UNLESS ONE OF THE FOLLOWING IS CHECKED		PREVIOUS DECAL / YEAR	
PRODUCT HAULED?	IS THIS A FARM VEHICLE YES ( ) NO ( )	TAG TRANSFER FEE		OWNER'S GA DRIVER'S LICENSE #		PREVIOUS DECAL / YEAR	
COMPLETE FOR ALL VEHICLES			MAIL FEE \$1.00		OWNER'S MM-DD-YY OF BIRTH		
GEORGIA COUNTY OF RESIDENCE			VEHICLE BODY COLOR		BUSINESS / LESSOR'S / OWNER'S ADDRESS		
GILMER			EMISSION CERTIFICATE NUMBER		BUSINESS / LESSOR'S / OWNER'S CITY, STATE, ZIP		
INSURANCE COMPANY			TOTAL DUE		BUSINESS / LESSOR'S / OWNER'S FIRST, MIDDLE, LAST NAME		
INSURANCE POLICY NUMBER			ADJUSTED TOTAL DUE		BUSINESS / LESSOR'S / OWNER'S ADDRESS		

PUT "X" HERE IF REGISTERING BUSINESS

OWNER/LESSOR'S SIGNATURE

BUSINESS OWNER'S SIGNATURE / TITLE

DATE

04/07/2006

I DO SOLEMNLY SWEAR (I) UNDER CRIMINAL PENALTY OF A FELONY FOR FRAUDULENT USE OF A FALSE OR FICTITIOUS NAME OR ADDRESS (2) FOR MAKING A MATERIAL FALSE STATEMENT PUNISHABLE BY FINE UP TO \$5000 OR BY IMPRISONMENT OF UP TO 5 YEARS, OR BOTH, THAT THE STATEMENTS CONTAINED HEREIN ARE TRUE AND ACCURATE. I DO CERTIFY THAT (1) VEHICLE DESCRIBED IS COVERED BY LIABILITY INSURANCE AS REQUIRED BY THE GEORGIA MOTOR VEHICLE ACCIDENT REPAIRATIONS ACT OF 1974 AS AMENDED.

TAGS ARE REQUIRED TO BE TRANSFERRED WITHIN 30 DAYS OF THE DATE OF PURCHASE O.C.G.A. 40-2-20 AS AMENDED

## DEALER SECTION

IF PURCHASED FROM A GA. DEALER, THIS SECTION MUST BE COMPLETED UNLESS SAME INFORMATION & DEALER SIGNATURE ON TITLE. FOR VALUE RECEIVED, THE UNDERSIGNED DEALER WITNESSES SELL, ASSIGNS OR TRANSFERS VEHICLE TO THE PURCHASER AND THE UNDERSIGNED DEALER WARRANTS TITLE TO VEHICLE AND CERTIFIES THAT THE SAME IS SUBJECT TO NO LIENS, SECURITY INTERESTS OR ENCUMBRANCES EXCEPT AS NOTED.		NAME OF PARTY FROM WHOM PURCHASED		WARE CHEVROLET COMPANY INC	
DEALERSHIP NAME		STREET ADDRESS		300 CHEVY DRIVE	
DEALER PERMANENT ID #		CITY, STATE, ZIP		BLAIRSVILLE GA 30512 UNION	
001000015136		DEALER GA SALES TAX ACCOUNT NO.		14-30-01015-6	
1ST LIEN OR SECURITY INTEREST HOLDER		LIEN HOLDER ID		NAME OF 2ND LIEN OR SECURITY INTEREST HOLDER	
ADDRESS 1		ADDRESS 1		LIEN HOLDER ID	
ADDRESS 2		ADDRESS 2			
CITY, STATE, ZIP		CITY, STATE, ZIP			
TOTAL NUMBER OF LIENS		( ) 3RD		( ) 4TH	

IF 3RD OR 4TH SECURITY INTEREST HOLDER, PLEASE LIST NAME HERE AND COMPLETE INFORMATION ON BACK

ORIGINAL / REPLACEMENT TITLE APPLICATION

PLEASE DO NOT SEND CASH - SEND CHECK OR MONEY ORDER

DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 1		DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 2		DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 3		DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 4		ODOMETER DISCLOSURE FOR RETAIL SALE		LIENHOLDER	
<p>Each undersigned seller certifies to the best of his knowledge, information and belief, upon the date of this sale, that the vehicle is not subject to any security interest in this or any state at the time of delivery and the vehicle is not subject to any security interest in this or any state at the time of delivery and the vehicle is not subject to any security interest in this or any state at the time of delivery.</p> <p>FOR VALUE RECEIVED I TRANSFER THE VEHICLE DESCRIBED ON THE BACK OF THIS CERTIFICATE TO:</p> <p>NAME OF PURCHASER: [REDACTED] <u>EMMA</u> <u>SA</u></p> <p>ADDRESS: [REDACTED]</p> <p>I certify to the best of my knowledge that the odometer reading is <u>000000134</u></p> <p>DEALER NAME OF DEALERSHIP: <u>WARE CHEVROLET</u> DEALER'S LICENSE NUMBER: <u>000000134</u></p> <p>State of: <u>WA</u> Being sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me this <u>10th</u> day of <u>April</u>, 20<u>09</u></p> <p>County of: <u>King</u> Notary Public:</p> <p>USE NOTARIZATION ONLY IF REQUIRED</p>		<p>NAME OF PURCHASER(S):</p> <p>ADDRESS:</p> <p>I certify to the best of my knowledge that the odometer reading is</p> <p>DEALER NAME OF DEALERSHIP: DEALER'S LICENSE NUMBER: Being sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me this <u>10th</u> day of <u>April</u>, 20<u>09</u></p> <p>State of: Notary Public:</p> <p>County of: USE NOTARIZATION ONLY IF REQUIRED</p> <p>IN-TITLE JURISDICTION</p>		<p>NAME OF PURCHASER(S):</p> <p>ADDRESS:</p> <p>I certify to the best of my knowledge that the odometer reading is</p> <p>DEALER NAME OF DEALERSHIP: DEALER'S LICENSE NUMBER: Being sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me this <u>10th</u> day of <u>April</u>, 20<u>09</u></p> <p>State of: Notary Public:</p> <p>County of: USE NOTARIZATION ONLY IF REQUIRED</p> <p>IN-TITLE JURISDICTION</p>		<p>NAME OF PURCHASER(S):</p> <p>ADDRESS:</p> <p>I certify to the best of my knowledge that the odometer reading is</p> <p>DEALER NAME OF DEALERSHIP: DEALER'S LICENSE NUMBER: Being sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me this <u>10th</u> day of <u>April</u>, 20<u>09</u></p> <p>State of: Notary Public:</p> <p>County of: USE NOTARIZATION ONLY IF REQUIRED</p> <p>IN-TITLE JURISDICTION</p>		<p>Federal law requires you to state the odometer mileage in connection with the transfer of the vehicle unless one of the following statements is checked. Odometer of its mechanical limits. <input checked="" type="checkbox"/> The odometer reading is not the actual mileage. <b>WARNING ODOMETER DISCREPANCY</b></p> <p>Reading: <u>000000134</u> No Tenth: <u>000000134</u></p> <p>Signature(s) of Seller(s): <u>EMMA</u> Date of Sale: <u>4-9-09</u></p> <p>Printed Name(s) of Seller(s): <u>EMMA</u></p> <p>Signature of Purchaser(s): [REDACTED]</p> <p>Printed Name of Purchaser: [REDACTED]</p> <p>Company/Name (if Applicable):</p> <p>Address of Purchaser(s):</p> <p>USE NOTARIZATION ONLY IF REQUIRED</p> <p>IN-TITLE JURISDICTION</p>		<p>1st lien in favor of: <u>CHASE</u></p> <p>whose address is: <u>2010 1st Ave SE</u></p> <p>2nd lien in favor of: <u>CHASE</u></p> <p>whose address is: <u>2010 1st Ave SE</u></p>	

2009 COBALT 2-DOOR LS COUPE  
50U SUMMIT WHITE /L4G  
14B GRAY  
ORDER NO. NFGP95/TRE STOCK NO.  
VIN 1G1 AS18 H3 97  
\*\*\*\*\*  
MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK  
1AK37 COBALT 2-DOOR LS COUPE 15660.00 14955.30 INVOICE 03/10/09  
FE9 50-STATE EMISSIONS N/C N/C SHIPPED 03/10/09  
LAP ENGINE, 2.2L DOHC VVT N/C N/C EXP I/T 03/20/09  
MX0 4-SPEED AUTOMATIC TRANSMISSION 925.00 814.00 INT COM 03/20/09  
PCI PROTECTION PACKAGE 180.00 158.40 PRC EFF 03/10/09  
\*FLOOR MATS, FRONT/REAR KEYS G2506 G2506  
\*BODY COLOR, BODYSIDE MOLDINGS WFP-S QTR OPT-1  
T43 REAR SPOILER 275.00 242.00 BANK: GMAC - 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 & 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 ACT 231 16392.25  
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.

JOHN MEGEL CHEVROLET, LLC  
REMIT TO GMAC NO. 340  
VIN 1G1AS18H397  
\$ 17248.00 INV 1AD33349142  
DUE 03/20/09 DEALER 08-125

2009 IMPALA LS SEDAN			GENERAL MOTORS CORPORATION
76U MOCHA BRONZE METALLIC	/V6G		& SUBSIDIARIES
52C NEUTRAL			RENAISSANCE CENTER
ORDER NO. NDMQNC/TRE	STOCK NO.		DETROIT MI 48243-1114
VIN 2G1 WB57 K9 91			VEHICLE INVOICE 1AD30711187
*****			13*08232S
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	N/C	N/C	INT COM 11/25/08
LZE ENGINE, 3.5L V6 FLEX-FUEL	0.00	0.00	PRC EFF 11/14/08
MX0 4 SPEED AUTO TRANSMISSION	0.00	0.00	KEYS G0155 G0155
UE1 1 YEAR ONSTAR SAFE & SOUND (ASK	N/C	N/C	WFP-S MTH OPT-2
DLR ABOUT TURN BY TURN NAV			BANK: GMAC - 340
UPGRADE)			CHG-TO 08-232
			SHIP WT: 3483
			HP: 34.7
			GMS: 22767.85
			SUPPLR: 23785.65
			MRM: 24665.00
			MEMO 1045.75
			GSU: 277.84

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				
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.

BILL HOLT CHEVROLET PONTIAC	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)

<b>Customer:</b> [REDACTED]	<b>SR #:</b> 71-742633199	<b>BBB#:</b> 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

<b>Purchase Price</b> (from Bill of Sale, before tax, tag, title, etc.)	14732.25
<b>MSRP</b> (from BARS Invoice screen)	- 16005.00
<b>Subtract the MSRP from the Purchase Price</b> (If positive, look for Overallowance)	= -1272.75

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

### Section 2

<b>Trade Allowance</b> (from Bill of Sale)	1200.00
<b>Actual Cash Value (ACV)</b> (from ACV Statement)	- 1800.00
<b>Subtract the ACV from the Trade Allowance</b> If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance.	= -600.00

### Section 3

<b>Trade Allowance</b> (from Bill of Sale)	1200.00
<b>Payoff on Trade</b> (from Bill of Sale)	- 0.00
<b>Subtract the Payoff on Trade from the Trade Allowance</b> If negative, the Payoff on the Trade is higher than the Trade Allowance. This is Negative Equity.	= 1200.00

### Section 4

<b>Purchase Price</b> (from Bill of Sale, before tax, tag, title, etc.)	14732.25
<b>Incentives not included in the Purchase Price</b> (from BARS and Incentive Acknowledgement sheet) Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	- 500.00
<b>Overallowance/Negative Equity</b> (use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	- 0.00
<b>Subtract the Incentives and the Overallowance/Negative Equity from the Purchase Price. This is the Actual price of the vehicle that should be presented to the BBB on the Agreement to Arbitrate (ATA).</b>	= 14232.25

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

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 MI 48243-1114
VIN 1G1 AK15 F0 67		VEHICLE INVOICE 1AD79144894
*****		*****13*08676S
MODEL & FACTORY OPTIONS	MSRP	INV AMT RETAIL - STOCK
1AK37 COBALT 2-DOOR LS COUPE	13900.00	12996.50 INVOICE 12/14/05
B84 BODY COLOR BODYSIDE MOLDINGS	100.00	88.00 SHIPPED 12/14/05
DT4 ASHTRAY AND LIGHTER	15.00	13.20 EXP I/T 12/26/05
FE9 FEDERAL EMISSIONS	N/C	N/C INT COM 12/27/05
K34 CRUISE CONTROL	275.00	242.00 PRC EFF 12/14/05
L61 2.2L DOHC 4 CYL ENGINE	N/C	N/C KEYS G3490 G3490
MX0 4-SPD. AUTO. TRANS. W/OVERDRIVE	850.00	748.00 WFP-F QTR OPT-1
T43 REAR DECK-LID SPOILER	275.00	242.00 BANK: GMAC - 340
		CHG-TO 08-676
		SHIP WT: 2706
		HP: 18.4
		GMS: 14532.25
		SUPPLR: 15182.83
		MRM: 16005.00
		DAN: LSCPE
		MEMO 695.75

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.

WARE CHEVROLET COMPANY, INC.	REMIT TO GMAC NO. 340
	VIN 1G1AK15F067
	\$ 15228.00 INV 1AD79144894
	DUE 12/27/05 DEALER 08-676