

Privileged and Confidential Information

CASE ASSESSMENT

By: James Hardin State: Georgia

Customer Name: [REDACTED]

Service Request: 71-742633199

BBB Case No.: CHV0942604

Only customer's last name to be recorded

Vehicle ID No.: 1G1AK15F067 [REDACTED]

In Service Date: 4/20/2006

Vehicle is: New

BAC Code: 112469

Year, Make Model: 2006 Chevrolet Cobalt
Mileage at Time of BBB Filing (20,600 miles)

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

Lien holder: GMAC

Sale Type: Purchase Lease Other :
Purchase

DVM Name: Wade Savage
Phone/Cell Number: 770-889-2039
Svc Mgr Name: Russell McGuire

CAM Name: Wes Preece
Phone Number: 678-240-9832

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 TAC 10952401 POWER STEERING LOCKING

IF TAC **HAS NOT BEEN** CONTACTED WHY NOT h/a

Throttle Body

Date:	RO <input type="checkbox"/>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
2-28-07	5340	2	6,208	Loss of power message came on, would not go over 50 mph - throttle body actuator position perf - diagnose and replaced throttle body - verified concern, check bulletins and P1 and calibrations, none apply for DTC PO121 -- follow diagnose procedure throttle body shorted internally - replace throttle body, clear codes, road test to verify repairs

Valve Body - Transmission

<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>
4-25-07	5818	1	7,177	Low power on acceleration from launch - DTC P0742 TCC stuck on, TCC sticking in VB - dealer diagnose and replaced valve body - DTEC P0742 TCC stuck on - TCC sticking in valve body <input type="checkbox"/> diagnosed and replaced valve body - correction: valve body, transmission/transaxle - R <input type="checkbox"/> R or replace

Steering/Gears

<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>
6-9-08	88134	1	14,995	Key wont come out of switch -- dealer inspected, ran pinpoint test, found gear shifter not locking - replaced gear shifter to correct
11-26-08	91787	13 <input type="checkbox"/>	17,906	Customer states car will not turn - check and advise, found steering gear binding, causing power steering to overheat and blow fuse, replaced steering gear and column, performed alignment to correct concern <input type="checkbox"/> no rental <input type="checkbox"/> don <input type="checkbox"/> know how long down
7-10-09	96401	1	20,367	No power steering, check and advise - found pin damaged on engine control module, repaired to correct concern
7-13-09	96468	4 <input type="checkbox"/>	20,385	Customer has no power steering, check and advise - found steering column and connector bad - replaced to correct concern <input type="checkbox"/> dealer does not recall any delay
7-20-09	96584	8 <input type="checkbox"/>	20,440	Customer states power steering went out going down road at highway speed, check and advise - test drove car, unable to duplicate concern - scanned, no codes available, call TAC (10952401) <input type="checkbox"/> left here for a while (100-120 miles test drove on first day), never did experience, no codes <input type="checkbox"/> no clear indication of how long vehicle down

Right rear fender/wheel

<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>
4-25-07	5818		7,177	Right rear fender housing loose - right rear wheel well loose, push pin missing - replaced right rear push pin - rear wheelhouse panel

Speakers wonwork

<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>
6-9-08	88134		14,995	Speakers wont work on left side - dealer could not reproduce

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

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
2-20-07	5283	1	5,904	Perform fuel injector recall #06090 - replaced injectors per service recall
4-10-07	5763	1	7,051	Perform Service Recall #06217 - installed secondary impact devices per service

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

Did you confirm your answer with the customer Y or N? Y

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

n/a

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

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

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

(A Trade Repurchase is to be offered as a settlement before a Straight can be considered)

Date authorized by the DVM/CAM 8-11-09

Other

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
7-13-09	96468		20,385	Owner request - align front suspension - general maintenance, aligned front suspension to specifications

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: eligible for remedies

GM Program Summary Repairs/Reimbursement for past repairs: not 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)
Time period: see above
Does Lemon Law state nonconformity must continue to exist? N

If applicable, safety-related repairs: see above
Safety-related time period: see above

Number of repair attempts in the presumption period: 2
Total days out of service during the presumption period: 4
Total days out of service during customer's ownership: 32

Vehicle Meets Presumption of Lemon Law YES

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 impairmentof the vehicle's use, value or safety.

Cust sts: intermittent low power/stalling concern w/ vehicle since purchase; power steering locks @ 65 mph; multiple repair attempts on different systems, safety concern; would like to trade in

DVM sts: award trade in the interest of customer satisfaction

SVM sts: verifies that vehicle has had ongoing concern w/ low power and stalling, including steering, engine, transmission

CRS Rationale: offer trade as vehicle appears to meet presumption under GA LL

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

- vehicle purchased new from Chevrolet dealer

- vehicle appears to meet presumption per GA LL based on age/mileage at repair attempts

- considered safety issue w/ vehicle since effects operation / driving of the vehicle on the road

What are the 3 main weaknesses of the customer's case to win repurchase through Lemon Law?

- n/a

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}
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BBB AUTO LINE

Earned Finance Charge Statement

* If you are seeking a repurchase of a financed vehicle, Georgia lemon law provides for a refund of earned finance charges when a vehicle is bought back. Please contact your leinholder to obtain the following information and return this form, along with your *Customer Claim Form*, to our office.

Through _____, I have paid \$ _____ in finance/interest charges.
(mm/dd/yy)

Customer Signature

Customer Printed Name



BBB AUTO LINE

August 6, 2009

JAMES HARDIN
CHEVROLET
P O BOX 33170
DETROIT MI 48232-5170

Re:m01 CHV0942552: [REDACTED] vs Chevrolet Motor Division

Dear Madam/Sir:

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

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

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

Sincerely,

Carolyn Hill at Extension 509

**BBB AUTO LINE
Customer Claim Form**

Case number: CHV0942552
Contact Date: 08/06/09
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] C/O Alex Simanovsky, Esq.	
Mailing address: [REDACTED], Ste [REDACTED]	
City: Atlanta	State: GA Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone: [REDACTED] Cell phone:
Fax:	E-mail address: [REDACTED]

SECTION 2: VEHICLE INFORMATION

Make: Chevrolet	Model: Malibu	Year: 2009	Current mileage: 8000
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: , , GA			
Primary Servicing dealer/city/state: Terry Cullen Chevrolet Southla,			
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: 04/04/09		Mileage at purchase/lease:	
First repair attempt date: 04/17/09		First repair attempt mileage: 1082	
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)

Consumer is represented by counsel with Alex Simanovsky & Associates and seeks a repurchase plus reasonable attorneys' fees pursuant to the GA Lemon Law. Consumer requests a Hearing IN WRITING ONLY

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)

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

August 6, 2009

[REDACTED] SIMANOVSKY ESQ :
ATLANTA GA [REDACTED]

Re:GAC01 CHV0942552: [REDACTED] vs Chevrolet Motor Division

Dear [REDACTED] C/O Alex Simanovsky, Esq.:

Thank you for contacting the BBB AUTO LINE program. Your claim will be opened once your properly completed *Customer Claim Form* is returned to our office.

Please review the information outlined below and follow the instructions.

- * *Completing Your BBB AUTO LINE Claim* - Please read this document first. It explains what you need to do to help us handle your claim.
- * *Program Summary* - This document explains the types of claims that may be arbitrated in the BBB AUTO LINE program and the remedies available.
- * *Customer Claim Form (CCF)* - Information we have on file regarding your complaint is recorded on the *CCF*. Please verify the accuracy of the information and make any necessary changes. Please provide the Vehicle Identification Number (VIN).
- * **Waiver Required by Georgia Law** – If you purchased, leased or registered your vehicle prior to January 1, 2009, Georgia law requires that you sign this form before pursuing your claim in BBB AUTO LINE. **Please do not return this form if your vehicle was purchased, leased or registered on or after January 1, 2009.**
- * *Earned Finance Charge Statement*- If you are seeking a repurchase of a financed vehicle, please complete this form, sign it and return it along with your completed *CCF* and other documentation.

If you would like to review the programs rules and policies, please visit <http://www.dr.bbb.org/autoline/alprocess.asp>

The Georgia Motor Vehicle Warranty Rights Act (i.e., the Georgia Lemon Law) requires that claims filed with BBB AUTO LINE and seeking remedies under the Act be submitted on forms approved by the Governor's Office of Consumer Affairs. **If you wish to pursue a claim under the Georgia Motor Vehicle Warranty Rights Act, we must receive the completed *Customer Claim Form* signed by the titled owner(s).**

Council of Better Business Bureaus, Inc.

4200 Wilson Boulevard, Suite 800 · Arlington, VA · 22203-1838 · Phone 800.955.5100 · Fax: 703.247.9700

To initiate a claim under the Act, please submit the completed *Customer Claim Form*. **Unless we receive this form and the Waiver (if required) completed and properly signed, we must determine that you are not seeking remedies under the Act.**

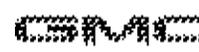
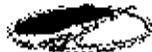
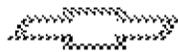
We have notified the manufacturer about your contact with us. The manufacturer may contact you to discuss your case. Please let us know if you reach a settlement so we can record that information in your file.

Once we receive your signed *CCF* with the VIN, if eligible, we will officially open your case. Within a few days, we will contact you by phone to discuss your claim. Our goal is to help you and the manufacturer in reaching a mutually satisfactory resolution to your dispute.

Please call me at (800)955-5100 if you have any questions or if I may be of help.

Sincerely,

Carolyn Hill at Extension 509



HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

8-7-09

J.D. Head
Ware Chevrolet
3030 Chevy Dr.
Blairsville, Georgia 30512

Re: [REDACTED]
Siebel Request: 71-742633199
2006 Chevrolet Cobalt
VIN # 1G1AK15F067 [REDACTED]

Dear Mr. Head

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

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

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- ♦ Copy of the Title and Registration
- The Actual Cash Value statement of any trade

Please fax them to the number found below. If there are any fax difficulties or the documents exceed 50 pages, please contact me as soon as possible.

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

Sincerely,

James Hardin
BRC Customer Relationship Specialist
Ph# 800-231-1841, prompt 1, extension 41111
FAX# 866-480-3632

Voluntary/ Mandatory Repurchase

X **BBB Case** **Trade**

OR

State Case

COMPLIANCE DATE _____ **10-17-09** _____

ADR REQUEST NUMBER _____ **71-**
742633199 _____

CUSTOMER NAME _____  _____

LAST SIX OF VIN _____  _____

ADR CRS _____ **James Hardin** _____ **EXT.** _____ **866-790-5700 x41111** _____

DVM _____ **Wade Savage** _____ **PHONE** _____ **404-217-1376** _____

DATE ACCEPTANCE RECEIVED _____ **8-11-09** _____

NUMBER OF DAYS FOR COMPLIANCE _____ **60** _____

TEAM LEAD'S SIGNATURE _____

ADR Exceptions that need to be paid i.e. over allowance and negative equity.

COMMENTS/REASON FOR EXCEPTION:

File will be returned without all information above completed.



GENERAL MOTORS BUSINESS RESOURCE CENTER

8-7-09

Tammy Stroud
June Walker Chevrolet
1851 Old Highway 76
Blue Ridge, Georgia 30513

Re: [REDACTED]
Siebel Request: 71-742633199
2006 Chevrolet Cobalt
VIN # 1G1AK15F067 [REDACTED]

Dear Mrs. Stroud

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

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

- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include front and backs of the shop copies).

Please fax them to the number found below. If there are any fax difficulties or the documents exceed 50 pages, please contact me as soon as possible.

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

Sincerely,

James Hardin
BRC Customer Relationship Specialist
Ph# 800-231-1841, prompt 1, extension 41111
FAX# 866-480-3632

08/07/2009 12:13 FAX 706 745 9292 WARE CHEVROLET

There are no warranties, expressed or implied, made by the seller herein, or the manufacturer, on the vehicle or chassis described on the face hereof except that in the case of a new vehicle or chassis the printed General Motors New Vehicle Warranty delivered to purchaser with each vehicle or chassis shall apply and the same is hereby made a part hereof as though fully set forth herein. The New Vehicle Warranty is the only warranty applicable to such new vehicle or chassis and is expressly in lieu of all other warranties, expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose. In the case of a used vehicle or chassis, the applicability of an existing manufacturer's warranty thereon, if any, shall be determined solely by the terms of such warranty.

CAR INVOICE		WARE CHEVROLET COMPANY, INC.					
		3030 Chevy Dr. P.O. Box 1969 Blairsville, GA 30514 745-2243		CUSTOMER #: 52152		DATE 04/07/2006	
		SOLD TO: [REDACTED] ADDRESS: [REDACTED]					
SALESMAN: RAY LOUDERMILK		ELLIJAY, GA [REDACTED]					
MAKE	MODEL	REV OR YEAR	SERIAL NO.	KEY NO.	STK #		
CHEV	2006 COBALT	N	1G1AK15F067 [REDACTED]	G3490		6927	
INSURANCE COVERAGE INCLUDES							
<input type="checkbox"/> FIRE AND THEFT		N/A		<input type="checkbox"/> PUBLIC LIABILITY — AMT.		N/A	
<input type="checkbox"/> COLLISION — AMT. DEDUCT.		N/A		<input type="checkbox"/> PROPERTY DAMAGE — AMT.		N/A	
ODOMETER (MILEAGE) STATEMENT							
Federal law and State law require that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.							
WARE CHEVROLET COMPANY INC							
_____ state that the							
(transferor's name - PRINT)							
25							
odometer now reads _____ (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.							
Check one box only							
<input type="checkbox"/> (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.							
<input checked="" type="checkbox"/> (2) I hereby certify that the odometer reading is NOT the actual mileage. WARNING- ODOMETER DISCREPANCY.							
Receipt of the merchandise described above is hereby acknowledged and the terms and conditions stipulated at the right of this sheet are adopted and made a part of this contract.							
The _____ of _____		APR 07 2006					
[REDACTED]				Transferor			
					PRICE OF CAR		14732.25
					OPTIONAL EQUIP. & ACCESS.		N/A
					M.V. WARR RTS ACT		3.00
					DOC FEE		89.00
					TRADE IN		14821.25
					7.0		1200.00
					SALES TAX GILMER		953.49
					LICENSE AND TITLE		39.00
					TOTAL CASH PRICE		14616.74
					INSURANCE		N/A
					TOTAL TIME PRICE		N/A
					REBATE TRADE ASST		14616.74
					DEPOSIT CUST CASH		500.00
					CASH ON DELIVERY		N/A
					USED CAR:		N/A
					95 FORD		N/A
					1FALP62W8SH [REDACTED]		N/A
					PAYMENTS:		N/A
					60 @ 267.70		N/A
					GMAC		N/A
					PO BOX 8101		N/A
					COCKEYSVILLE		N/A
					TOTAL		13616.74
					MD 21030		

ALL
4234 Gilmer

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT



GMC HUMMER



(excludes Saturn)

CUSTOMER NAME: E 0 6 7

VIN: _____

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
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ 500.00	TRADE ASST
_____	\$ _____	N/A
_____	\$ _____	N/A
Total Incentive Amount Received		\$ N/A

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 ____/____/____. 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 No

b. OnStar 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, 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: _____ Date: ____/____/____

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 the 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: _____ Date: ____/____/____
Dealership Name: _____ 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.

F&I MGR:

BUYER: [REDACTED]
STOCK #: 6927 2006 CHEV 2DR 1G1AK15F067 [REDACTED]

TOTAL PRICE	AMT FINANCED	13116.74	DEAL DATE	04/07/2006
TOTAL FEES	FINANCE CHARGE	2355.46	1ST PYMT DATE	05/07/2006
TOTAL TAX	TOTAL PAYMENT	15472.20	LAST PYMT DATE	
ADD ONS	3.00 MONTH PAYMENT	257.87	TERM	60
WARR PREMIUM	FINAL PAYMENT		APR	6.70
DEC LIFE PREM	DEF PYMT PRICE			
LEV LIFE PREM				
A&H PREMIUM	PUP #1 AMT			
INS TYPE	DAYS, DUE			
NET TRADE	PUP #2 AMT			
TOTAL CASH	DAYS, DUE			
TOTAL DOWN	2700.00 PUP #3 AMT			
	DAYS, DUE			

GMAC

PRINTER OUTPUT (Y/N) N

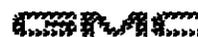
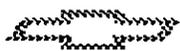
COMMISSIONS

1 VEHICLE COST	14765.55	13 FINANCE
2 PACK		14 LIFE & AH
3 ACV TRADE 1	1800.00	15 WARRANTY
4 ACV TRADE 2		16 AFTMARKETS
5 ACV TRADE 3		17 SALESMAN 1
6 BUY RATE		18 BONUS
7 FLAT FIN RES		19 SALESMAN 2
8 WARR COST		20 BONUS
9 GAP COST		21 MANAGER
10 AFTMKT1 COST		
11 AFTMKT2 COST		
12 AFTMKT3 COST		

VEH COST 1
VEH COST 2

RO/PO #1
RO/PO #2
RO/PO #3

(LINE#)(M=MODIFY)(L=DISPLAY RES)(P=PRINT RECAP FORM)(R=RO/PO REVIEW)
SHIFT F1 = FKEYS

**HUMMER**

GENERAL MOTORS BUSINESS RESOURCE CENTER

8-7-09

Russell McGuire
Bill Holt Chevrolet
134 Industrial Blvd
Ellijay, Georgia 30540

Re:

Siebel Request: 71-742633199
2006 Chevrolet Cobalt
VIN # 1G1AK15F06

Dear Mr. McGuire,

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

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

- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include front and backs of the shop copies).

Please fax them to the number found below. If there are any fax difficulties or the documents exceed 50 pages, please contact me as soon as possible.

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

Sincerely,

James Hardin
BRC Customer Relationship Specialist
Ph# 800-231-1841, prompt 1, extension 41111
FAX# 866-480-3632

AUG 7, 2009 SUMMARY HISTORY DISPLAY

Store 01 SERVC01 PORT 5009 3030

LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
CUSTOMER NAME		[REDACTED]		SERIAL NO.		1G1AK15F067 [REDACTED]		
TOTAL R/O'S		5		TOTAL SERV. DAYS		30		
				MAKE CV		CHEVROLET		
1	96584	07/20/2009	20440	A	599			
				T	257	1 W	15CVZ	STEERING/SUSPENS
2	96468	07/13/2009	20385	A	599			
				T	257	1 W	15CVZ	STEERING/SUSPENS
				T	300			
				T	300	2 W	01CVZZFRNTALIGN	ALIGN FRONT SUSP
3	96401	07/10/2009	20367	A	599			
				T	257	1 W	15CVZ	STEERING/SUSPENS
				T	257	2 C	29CVZ	L.O.F
4	91787	11/26/2008	17906	A	599			
				T	257	1 W	15CVZ	STEERING/SUSPENS
				T	300			
5	88134	06/09/2008	14995	A	325			
				T	269	1 W	77CVZ	TRIM WORK
				T	269	2 W	60CVZ	RADIO/SOUND SYS

(E=ENTER) (F=FORWARD) (P=PAGE) (LINE#) (S=SUMMARY PRINT)



P.O. BOX 679
 ELLIJAY, GA 30540-1280
 (706) 635-5454

CUSTOMER NO. 30247	ADVISOR RUSSELL	TAG NO. 325	INVOICE DATE 06/09/08	INVOICE NO. CVCS88134
[REDACTED] ELLIJAY, GA	LABOR RATE	LICENSE NO.	MILEAGE 14,995	COLOR
	YEAR / MAKE / MODEL 06/CHEVROLET/COBALT/2 DOOR COUPE			DELIVERY DATE
	VEHICLE I.D. NO. 1G1AK15F067		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 06/09/08	
	BUSINESS PHONE	COMMENTS		

LABOR & PARTS

KEY WANT COME OUT OF SWITCH
 INSPECTED TESTED RAN PINPOINT TEST FOUND GEAR SHIFTER NOT
 LOCKING
 RELACED GEAR SHIFTER TO CORRECT

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	15926820	CONTROL 4.004		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

IMPORTANT
 You may receive a questionnaire from the manufacturer in the next few weeks. If for any reason you cannot grade us as "Completely Satisfied," please contact your Service Consultant.
 Thank You.
 Bill Holt Chevrolet,
 Pontiac, Inc.

SPEAKERS WANT WORK ON THE LEFT SIDE
 COULD NOT REPRODUCE

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

IT IS IMPORTANT THAT WE RECEIVE YOUR FEEDBACK. WE USE THIS INFORMATION TO CONTINUALLY IMPROVE OUR SERVICE TO YOU.

OWNER REQUEST LUBE OIL AND FILTER
 GENERAL MAINTENANCE
 PERFORMED LUBE OIL AND FILTER, TOPPED OFF FLUIDS
 ADJUSTED TIRE PRESSURE

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 3	1	PK457G	OIL CHANGE	15.57	15.57
JOB # 3	1	12605566	FILTER 1.836	****	****
JOB # 3	1	5W30	5W30	****	****
				JOB # 3 TOTAL PARTS	15.57
				JOB # 3 TOTAL LABOR & PARTS	22.57

TERMS: STRICTLY CASH UNLESS OTHER ARRANGEMENTS MADE.
 I hereby authorize the repair work hereinafter set forth to be done along with the necessary material, and agree that you are not responsible for loss or other damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
JOB # A	SS	SHOP SUPPLIES		0.35
JOB # 1	LHE 650	ADVERTISING		6.50
			TOTAL - MISC	6.15

X

The Reynolds and Reynolds Company EPRINTNIVE G0511307 Q (12/05)



P.O. BOX 679
 ELLIJAY, GA 30540-1280
 (706) 635-5454

CUSTOMER NO. 30247	ADVISOR RUSSELL	TAG NO. 325	INVOICE DATE 06/09/08	INVOICE NO. CVCS88134	
ELLIJAY, GA [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 14,995	COLOR /	
	YEAR / MAKE / MODEL 06/CHEVROLET/COBALT/2 DOOR COUPE			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G 1 A K 1 5 F 0 6			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.	R.O. DATE 06/09/08	
BUSINESS PHONE		COMMENTS			

TOTALS-----
 THANK YOU!

TOTAL LABOR	7.00
TOTAL PARTS	15.57
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	0.35
TOTAL MISC DISC	-6.50
TOTAL TAX	1.12
TOTAL INVOICE \$	17.54

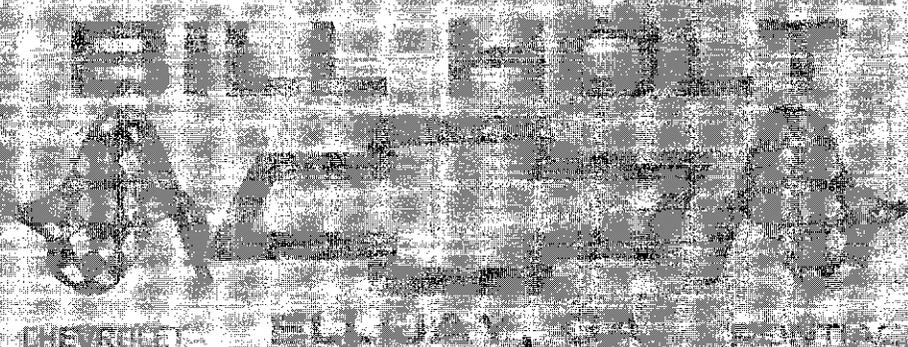
IMPORTANT
 You may receive a questionnaire from the manufacturer in the next few weeks. If for any reason you cannot grade us as "Completely Satisfied," please contact your Service Consultant.
 Thank You.
 Bill Holt Chevrolet,
 Pontiac, Inc.

CUSTOMER SIGNATURE _____
 ***** DUPLICATE INVOICE *****

IT IS IMPORTANT THAT WE RECEIVE YOUR FEEDBACK. WE USE THIS INFORMATION TO CONTINUALLY IMPROVE OUR SERVICE TO YOU.

TERMS: STRICTLY CASH UNLESS OTHER ARRANGEMENTS MADE
 I hereby authorize the repair work hereinafter set forth to be done along with the necessary material, and agree that you are not responsible for loss or other damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

X _____





P.O. BOX 679
 ELLIJAY, GA 30540-1280
 (706) 635-5454

CUSTOMER NO. 30247	ADVISOR CURTIS	TAG NO. 599	INVOICE DATE 12/08/08	INVOICE NO. CVCS91787
	LABOR RATE	LICENSE NO.	MILEAGE 17,906	COLOR
ELLIJAY, GA	YEAR / MAKE / MODEL 06/CHEVROLET/COBALT/2 DOOR COUPE			DELIVERY DATE
	VEHICLE I.D. NO. 1G1AK15F067			DELIVERY MILES
	F.T.E. NO.	P.O. NO.	SELLING DEALER NO.	
			R.O. DATE 11/26/08	
RE	BUSINESS PHONE	COMMENTS		

LABOR & PARTS

CUSTOMER STATES CAR WILL NOT TURN, CHECK AND ADVISE FOUND STEERING GEAR BINDING CAUSING POWER STEERING TO OVERHEAT AND BLOW FUSE, REPLACED STEERING GEAR AND COLUMN AND PERFORMED ALIGNMENT TO CORRECT CONCERN

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	19200751	COLUM KIT		
JOB # 1	1	25956924	GEAR KIT 6.508		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00
TOTALS					
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
TOTAL INVOICE \$					0.00

IMPORTANT
 You may receive a questionnaire from the manufacturer in the next few weeks. If for any reason you cannot grade us as "Completely Satisfied," please contact your Service Consultant.
 Thank You.
 Bill Holt Chevrolet,
 Pontiac, Inc.

IT IS IMPORTANT THAT WE RECEIVE YOUR FEEDBACK. WE USE THIS INFORMATION TO CONTINUALLY IMPROVE OUR SERVICE TO YOU.

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 I hereby authorize the repair work hereinafter set forth to be done along with the necessary material, and agree that you are not responsible for loss or other damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

CUSTOMER SIGNATURE _____

DUPLICATE INVOICE

 CHEVROLET ELLIJAY, GA PONTIAC



P.O. BOX 679
 ELLIJAY, GA 30540-1280
 (706) 635-5454

CUSTOMER NO. 30247	ADVISOR CURTIS	TAG NO. 599	INVOICE DATE 07/10/09	INVOICE NO. CVCS96401
ELLIJAY, GA	LABOR RATE	LICENSE NO.	MILEAGE 20,367	STOCK NO.
	YEAR / MAKE / MODEL 06/CHEVROLET/COBALT/2 DOOR COUPE			DELIVERY DATE
	VEHICLE I.D. NO. 1G1AK15F067			DELIVERY MILES
	F.T.E. NO.			SELLING DEALER NO.
BUSINESS PHONE	COMMENTS		R.O. DATE 07/10/09	PRODUCTION DATE

LABOR & PARTS

NO POWER STEERING. CHECK AND ADVISE
 FOUND PIN DAMAGED ON ENGINE CONTROL MODULE. REPAIRED TO
 CORRECT CONCERN.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
				JOB # 1 TOTAL PARTS 0.00
				JOB # 1 TOTAL LABOR & PARTS 0.00

OWNER REQUEST LUBE OIL AND FILTER
 GENERAL MAINTENANCE
 PERFORMED LUBE OIL AND FILTER, TOPPED OFF FLUIDS
 ADJUSTED TIRE PRESSURE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2	1	PK457G	OIL CHANGE	19.00
JOB # 2	5	12345610B	12345610 5W30 OIL	****
JOB # 2	1	12605566	FILTER 1.836	****
				JOB # 2 TOTAL PARTS 19.00
				JOB # 2 TOTAL LABOR & PARTS 26.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	SHOP SUPPLIES		0.35
				TOTAL MISC 0.35

THANK YOU!

TOTAL LABOR	7.00
TOTAL PARTS	19.00
TOTAL SUBLET	0.00
TOTAL G.O.B.	0.00
TOTAL MISC ENG	0.35
TOTAL MISC DISC	0.00
TOTAL TAX	1.36
TOTAL INVOICE \$	27.71

IMPORTANT
 You may receive a questionnaire from the manufacturer in the next few weeks. If for any reason you cannot grade us as "Completely Satisfied," please contact your Service Consultant.
 Thank You.
 Bill Holt Chevrolet,
 Pontiac, Inc.

IT IS IMPORTANT THAT WE RECEIVE YOUR FEEDBACK. WE USE THIS INFORMATION TO CONTINUALLY IMPROVE OUR SERVICE TO YOU.

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 I hereby authorize the repair work hereinafter set forth to be done along with the necessary material, and agree that you are not responsible for loss or other damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

CUSTOMER SIGNATURE _____
 ***** DUPLICATE INVOICE *****

The Reynolds and Reynolds Company ERMANTIVE G051387 Q (12/06)



P.O. BOX 679
 ELLIJAY, GA 30540-1280
 (706) 635-5454

CUSTOMER NO. 30247	ADVISOR CURTIS	TAG NO. 599	INVOICE DATE 07/16/09	INVOICE NO. CVCS96468
[REDACTED] ELLIJAY, GA [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 20,385	COLOR
	YEAR / MAKE / MODEL 06/CHEVROLET/COBALT/2 DOOR COUPE			DELIVERY DATE
VEHICLE I.D. NO. 1G1AK15F067			SELLING DEALER NO.	PRODUCTION DATE
F.T.E. NO.		P.O. NO.	R.O. DATE 07/13/09	
BUSINESS PHONE		COMMENTS		

LABOR & PARTS

CUSTOMER HAS NO POWER STEERING. CHECK AND ADVISE
 FOUND STEERING COLUMN AND CONNECTOR BAD. REPLACED TO CORRECT
 CONCERN.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	19200751	COLUMN KI 6.518		
JOB # 1	1	88988409	CONNECTOR 6.605		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

OWNER REQUEST - ALIGN FRONT SUSPENSION
 GENERAL MAINTENANCE
 ALIGNED FRONT SUSPENSION TO SPECIFICATIONS.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

TOTALS				
THANK YOU!				
TOTAL LABOR				0.00
TOTAL PARTS				0.00
TOTAL SUBLET				0.00
TOTAL G.O.C.				0.00
TOTAL MISC CHG				0.00
TOTAL MISC DISC				0.00
TOTAL TAX				0.00
TOTAL INVOICE \$				0.00

CUSTOMER SIGNATURE

 CHEVROLET
 DUPLICATE INVOICE

IMPORTANT
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IT IS IMPORTANT THAT WE RECEIVE YOUR FEEDBACK. WE USE THIS INFORMATION TO CONTINUALLY IMPROVE OUR SERVICE TO YOU.

TERMS: STRICTLY CASH UNLESS OTHER ARRANGEMENTS MADE
 I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or other damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

X _____



P.O. BOX 679
 ELLIJAY, GA 30540-1280
 (706) 635-5454

CUSTOMER NO. 30247	ADVISOR CURTIS	TAG NO. 599	INVOICE DATE 07/27/09	INVOICE NO. CVCS96584	
ELLIJAY, GA [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 20,440	COLOR /	
	YEAR / MAKE / MODEL 06/CHEVROLET/COBALT/2 DOOR COUPE			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G 1 A K 1 5 F 0 6 7			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.	R.O. DATE 07/20/09	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

LABOR & PARTS

CUSTOMER STATES POWER STEERING WENT OUT GOING DOWN ROAD AT HWY. SPEED, CHECK AND ADVISE TEST DROVE CAR UNABLE TO DUPLICATE CONCERN, SCANNED NO. CODES AVAILABLE, CALL TAC, ASSIGNED CASE #10952401

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

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
TOTAL INVOICE \$	0.00

IMPORTANT

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Thank You.
 Bill Holt Chevrolet,
 Pontiac, Inc.

IT IS IMPORTANT THAT WE RECEIVE YOUR FEEDBACK. WE USE THIS INFORMATION TO CONTINUALLY IMPROVE OUR SERVICE TO YOU.

CUSTOMER SIGNATURE

***** DUPLICATE INVOICE *****

CHEVROLET ELLIJAY, GA PONTIAC

TERMS: STRICTLY CASH UNLESS OTHER ARRANGEMENTS MADE

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material, and agree that you are not responsible for loss or other damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.



GENERAL MOTORS BUSINESS RESOURCE CENTER

8-7-09

Russell McGuire
Bill Holt Chevrolet
134 Industrial Blvd
Ellijay, Georgia 30540

Re: [REDACTED]
Siebel Request: 71-742633199
2006 Chevrolet Cobalt
VIN # 1G1AK15F067 [REDACTED]

Dear Mr. McGuire,

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

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

- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include front and backs of the shop copies).

Please fax them to the number found below. If there are any fax difficulties or the documents exceed 50 pages, please contact me as soon as possible.

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

Sincerely,

James Hardin
BRC Customer Relationship Specialist
Ph# 800-231-1841, prompt 1, extension 41111
FAX# 866-480-3632

June Walker Chevrolet

P. O. Box 547
1851 Old Hwy. 76
Blue Ridge, GA 30513

Phone #706-632-3071
Fax #706-632-2386

Dr. Code: 08-667 GMAC Branch #340

To:



Fax #:

From:

Re:

Comments:

Thank You,

_____ pages sent

REPORT DATE: 8/07/09

SERVICE HISTORY DETAIL

USER: TAMI

Vehicle Type: C

Owner: [REDACTED]

Unit Number:

Year: 2006

Make: CHEVROLET

Model: COBALT L1

VIN: 1G1AK15F067 [REDACTED]

Stock Number:

SO#: 5340 Date:02/28/07 SA#:169 Miles: 6208 FAC#:08667 SO Tot: 308.67 Lbr: 49.42 Pts: 100.25 Net Itm: 159.00

L#	Type	Amount	ST	Description	Technician
1				Comp: TOWED IN. LOSS OF POWER MESSAGE CAME ON WOULD NOT GO OVER 50 MPH Cond: DTC P0121 THROTTLE BODY ACTUATOR POSITION PERF Caus: DIAG AND REPLACED THROTTLE BODY Tech Comm: VERIFIED CONCERN CHECK BULLETINS AND PI AND CALIBRATIONS NONE APPLY FOR DTC P0121. FOLLOW DIAG PRCDURE THOTTLE BODY SHORTED INTERNALLY. REPLACED THROTTLE BODY CLEAR CODES ROAD TEST TO VERIFY REPAIRS. LABOR 49.42 W Corr: BODY UNIT, THROTTLE - REPLACE Labor Op: J5490	153 JONATHAN SMITH
	PARTS	100.25	W	Part/Desc: 12568796 BD, THROT 004	

L#	Type	Amount	ST	Description	Technician
2*				Comp: RENTAL Tech Comm: 2 DAY RENTAL 1G1AK52R6576 [REDACTED]	
	NET ITEM	84.00	W	RENTAL VEHICLE	
	LABOR	.00	W	Corr: COURTESY TRANSPORTATION Labor Op: Z7902	999 JUNE WALKER CHEVROLET

L#	Type	Amount	ST	Description	Technician
3*				Comp: TOWING Tech Comm: TOW IN BECAUSE OF LOSS OF POWER	
	NET ITEM	75.00	W	Towing	
	LABOR	.00	W	Corr: TOWING Labor Op: T2020	999 JUNE WALKER CHEVROLET

"*" Following the line number denotes added operation.

** End of Report **

SO#: 5818 Date:04/25/07 SA#:169 Miles: 7177 FAC#:08667 SO Tot: 1542.38 Lbr: 451.84 Pts: 1014.70 Net Itm: 42.00

L#	Type	Amount	ST	Description	Technician
1				Comp: LOW POWER ON ACCELERATION FROM LAUNCH Cond: DTC P0742 TCC STUCK ON.TCC STICKING IN VB Caus: OIAG AND REPLACED VALVE BODY. Tech Comm: DTC P0742 TCC STUCK ON. TCC STICKING IN VALVE BODY DIAG AND REPLACED VALVE BODY	
	LABOR	416.54	W	Corr: VALVE BODY, TRANSMISSION/TRANSAXLE - R&R OR REPLAC	
	Labor Op: K6560				040 TIMOTHY UNDERWOOD
	PARTS	973.00	W	Part/Desc: 24238392 BODY KIT 004	
		8.84	W	Part/Desc: 24238390 PLATE 004	
		6.07	W	Part/Desc: 24211326 GASKET 004	
		21.04	W	Part/Desc: 24210446 GASKET 004	
		5.64	W	Part/Desc: 88861003 FLUID 004	

L#	Type	Amount	ST	Description	Technician
2*				Comp: RENTAL Tech Comm: RENTAL CAR FOR 1 DAY 1G1ZT51F46F	
	NET ITEM	42.00	W	RENTAL VEHICLE	
	LABOR	.00	W	Corr: COURTESY RENTAL CAR\ONE DAY	
	Labor Op: Z7901				999 JUNE WALKER CHEVROLET

L#	Type	Amount	ST	Description	Technician
3*				Comp: RT REAR FENDER HOUSING LOOSE Cond: RT REAR WHELL WELL LOOSE PUSH PIN MISSING Caus: REPLACED RGHT REAR PUSH PIN Tech Comm: CLOSEST LABOR OP. RIGHT REAR WHEEL LOOSE PUSH PIN MISSING. REPALCED RIGHT REAR PUSH PIN	
	LABOR	35.30	W	Corr: SHIELD AND/OR LINER - REAR WHEELHOUSE PANEL - RIGH	
	Labor Op: B0762				040 TIMOTHY UNDERWOOD
	PARTS	.11	W	Part/Desc: 11609417 RETAINER 004	

** Following the line number denotes added operation.

** End of Report **

PRINT DATE: 8/07/09 13:03:17
 REPORT DATE: 8/07/09

JUNE WALKER CHEVROLET, INC.
 SERVICE HISTORY DETAIL

PROGRAM: SV1610RG PAGE: 1
 USER: TAMI

Vehicle Type: C Owner: [REDACTED] Unit Number:
 Year: 2006 Make: CHEVROLET Model: COBALT L1 VIN: 1G1AK15F067 [REDACTED] Stock Number:

SO#: 5763 Date:04/10/07 SA#:169 Miles: 7061 FAC#:08667 \$0 Tot: 56.57 Lbr: 49.42 Pts: 2.11 Net Itm: 2.93

L#	Type	Amount	ST	Description	Technician
1				Comp: PERFORM SERVICE RECALL 06217 Cond: INSTALLED SECONDARY IMPACT DEVICES PER SERVICE Caus: RECALL Tech Comm: RECALL COMPLETED	
	NET ITEM	2.93	W	FREIGHT- GLUE STICK	
	LABDR	49.42	W	Corr: perform 06217 head impact protection recall	
	Labor Op: V1556				153 JONATHAN SMITH
	PARTS	2.11	W	Part/Desc: 25844441 ABSORBER 004	

** Following the line number denotes added operation.

** End of Report **

PRINT DATE: 8/07/09 13:03:20
REPORT DATE: 8/07/09

JUNE WALKER CHEVROLET, INC.
SERVICE HISTORY DETAIL

PROGRAM: SV1610RG PAGE: 1
USER: TAMI

Vehicle Type: C Owner: [REDACTED] Unit Number:
Year: 2006 Make: CHEVROLET Model: COBALT L1 VIN: 1G1AK15F067 [REDACTED] Stock Number:

SO#: 5283 Date:02/20/07 SA#:169 Miles: 5904 FAC#:08667 SO Tot: 139.15 Lbr: 42.36 Pts: 96.79 Net Itm: .00

L#	Type	Amount	ST	Description	Technician
1				Comp: PERFORM FUEL INJECTDR RECALL # 06090 Cond: REPLACED INJECTORS PER SERVICE RECALL Caus: COMPLETED Tech Comm: REPLACED INJECTORS PER SERVICE RECALL 06090	
	LABDR	42.36	W	Corr: engine fuel injectors, replace	153 JONATHAN SMITH
	Labor Op: V1553				
	PARTS	96.79	W	Part/Desc: 09060563 INJECTOR KIT 004	

"*" Following the line number denotes added operation.

** End of Report **

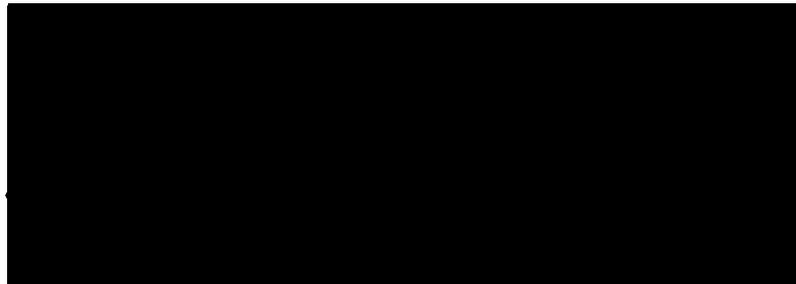
INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

ATT: CELINE

CASE # 71-744712862

FROM:

CELL#:





A new level of confidence:
The GM 100,000-Mile Warranty
5-Year Powertrain

[REDACTED]
Mesquite, TX [REDACTED]

Dear [REDACTED]

I'm pleased to tell you that as part of the new GM 100,000-Mile Warranty, we've extended the coverage on your 2007 Chevrolet Cobalt. The Limited Powertrain warranty is now 100,000 miles or 5 years (whichever comes first). It is fully transferable. There are no fees and no deductibles.

It's just another part of an ongoing commitment GM made to improve the quality of all our vehicles. In fact, we've made such dramatic improvements that this outstanding warranty is now standard on new 2007 vehicles.

In addition, we've extended the Roadside Assistance and Courtesy Transportation programs to 100,000 miles or 5 years (whichever comes first).

There is absolutely nothing you need to do. Just drive your Chevrolet as always, but with a new level of confidence that comes with the best coverage in America.

The enclosed supplement provides additional information on this new program. Please keep it with your owner's manual for reference.

Because you have also purchased a GM Protection Plan Vehicle Service Contract, our GM Protection Plan team will be contacting you by mail within six to eight weeks with additional details on how the new GM 100,000-Mile Warranty impacts your GM Protection Plan Contract.

If you have any questions, simply contact your dealer, visit www.chevy.com/100kwarranty, or call 1-800-222-1020.

Thank you for choosing Chevrolet. Outstanding service is just another reason why we are America's #1 brand and America's #1 value.

Sincerely,

Edward J. Peper Jr.
Chevrolet General Manager

P.S. For questions regarding your GM 100,000 Mile Warranty or GM Protection Plan Vehicle Service Contract, contact your dealer, visit www.chevy.com/100kwarranty, or call 1-800-222-1020.



A new level of confidence:
The GM 100,000-Mile Warranty
5-Year Powertrain

[REDACTED]
Mesquite, TX [REDACTED]

Dear [REDACTED]

I'm pleased to tell you that as part of the new GM 100,000-Mile Warranty, we've extended the coverage on your 2007 Chevrolet Cobalt. The Limited Powertrain warranty is now 100,000 miles or 5 years (whichever comes first). It is fully transferable. There are no fees and no deductibles.

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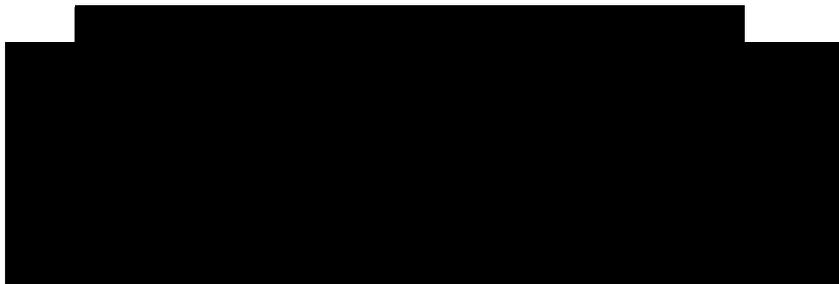
GM, the GM logo, Chevrolet, Pontiac, Buick, GMAC, GMC, Cadillac, HUMMER, Saturn, Saab, and all respective model names are registered or common-law trademarks of General Motors Corporation.

ATT: CELINE

CASE # 71-744712862

FROM:

CELL#:



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

<u>Customer's Name:</u>	[REDACTED]	<u>Inspection Date:</u>	08/04/2009
<u>Vehicle Brand</u>	Chevrolet	<u>Model:</u>	Cobalt
<u>File #</u>	71-745521394	<u>VIN:</u>	1G1AL15F167 [REDACTED]

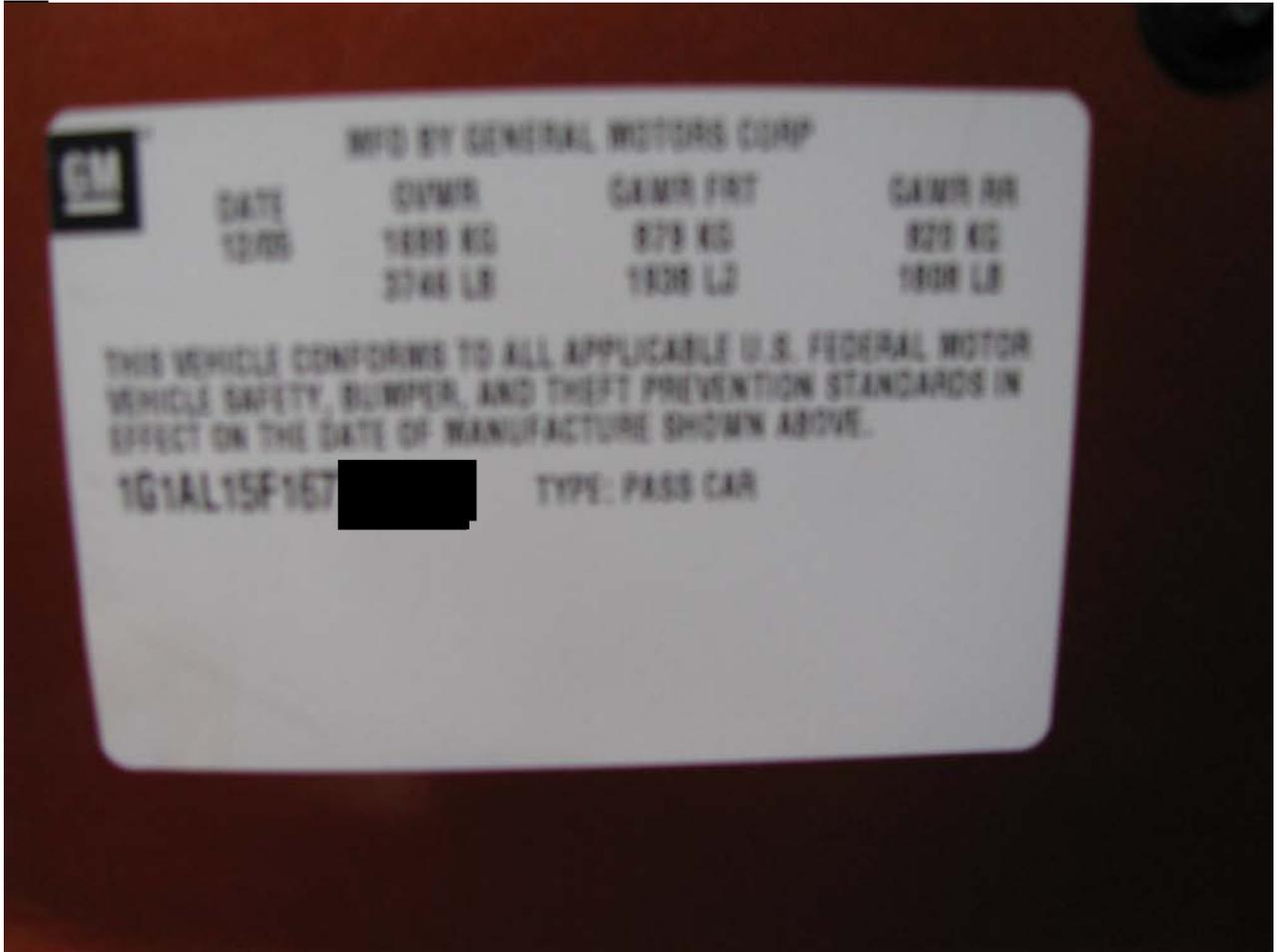
Inspector Larry Grummer

Roll Number 1

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

Neg.# Description

1. VIN



2. Odometer

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

Customer's Name: [REDACTED]

Inspection Date: 08/04/2009

Vehicle Brand Chevrolet

Model: Cobalt

File # 71-745521394

VIN: 1G1AL15F167 [REDACTED]

08/04/2009

Cobalt

1G1AL15F167 [REDACTED]



3. Frontal view of vehicle

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

Customer's Name: [REDACTED]

Inspection Date: 08/04/2009

Vehicle Brand Chevrolet

Model: Cobalt

File # 71-745521394

VIN: 1G1AL15F167 [REDACTED]



4. Left front corner

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

Customer's Name: [REDACTED]

Inspection Date:

08/04/2009

Vehicle Brand Chevrolet

Model:

Cobalt

File # 71-745521394

VIN:

1G1AL15F167 [REDACTED]



5. Left rear corner

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

Customer's Name: [REDACTED]
Vehicle Brand Chevrolet
File # 71-745521394

Inspection Date: 08/04/2009
Model: Cobalt
VIN: 1G1AL15F167 [REDACTED]



6. Rear of vehicle

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

Customer's Name: [REDACTED]

Inspection Date:

08/04/2009

Vehicle Brand

Chevrolet

Model:

Cobalt

File #

71-745521394

VIN:

1G1AL15F167 [REDACTED]



7. Right rear corner

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

Customer's Name: [REDACTED]
Vehicle Brand Chevrolet
File # 71-745521394

Inspection Date: 08/04/2009
Model: Cobalt
VIN: 1G1AL15F167 [REDACTED]



8. Mark III Customs tag

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

Customer's Name: [REDACTED]
Vehicle Brand Chevrolet
File # 71-745521394

Inspection Date: 08/04/2009
Model: Cobalt
VIN: 1G1AL15F167 [REDACTED]



9. Right front corner

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

Customer's Name: [REDACTED]

Inspection Date: 08/04/2009

Vehicle Brand Chevrolet

Model: Cobalt

File # 71-745521394

VIN: 1G1AL15F167 [REDACTED]



10. Right front wheel

11. Right rear wheel

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

Customer's Name: [REDACTED]
Vehicle Brand Chevrolet
File # 71-745521394

Inspection Date: 08/04/2009
Model: Cobalt
VIN: 1G1AL15F167 [REDACTED]



12. Right front wheel

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

Customer's Name: [REDACTED]

Inspection Date: 08/04/2009

Vehicle Brand Chevrolet

Model: Cobalt

File # 71-745521394

VIN: 1G1AL15F167 [REDACTED]



13. Right rear wheel

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

Customer's Name: [REDACTED]
Vehicle Brand Chevrolet
File # 71-745521394

Inspection Date: 08/04/2009
Model: Cobalt
VIN: 1G1AL15F167 [REDACTED]



14. Engine

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

Customer's Name: [REDACTED]
Vehicle Brand Chevrolet
File # 71-745521394

Inspection Date: 08/04/2009
Model: Cobalt
VIN: 1G1AL15F167 [REDACTED]



15. Brake master cylinder

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

Customer's Name: [REDACTED]
Vehicle Brand Chevrolet
File # 71-745521394

Inspection Date: 08/04/2009
Model: Cobalt
VIN: 1G1AL15F167 [REDACTED]



16. ABS modulator

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

Customer's Name: [REDACTED]
Vehicle Brand Chevrolet
File # 71-745521394

Inspection Date: 08/04/2009
Model: Cobalt
VIN: 1G1AL15F167 [REDACTED]



17. Power steering rack

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

Customer's Name: [REDACTED]
Vehicle Brand Chevrolet
File # 71-745521394

Inspection Date: 08/04/2009
Model: Cobalt
VIN: 1G1AL15F167 [REDACTED]



18. Driver seat

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

Customer's Name: [REDACTED]

Inspection Date:

08/04/2009

Vehicle Brand Chevrolet

Model:

Cobalt

File # 71-745521394

VIN:

1G1AL15F167 [REDACTED]



19. Ft pass seat

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

Customer's Name: [REDACTED]

Inspection Date: 08/04/2009

Vehicle Brand Chevrolet

Model: Cobalt

File # 71-745521394

VIN: 1G1AL15F167 [REDACTED]



20. Steering wheel

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

Customer's Name: [REDACTED]

Inspection Date: 08/04/2009

Vehicle Brand Chevrolet

Model: Cobalt

File # 71-745521394

VIN: 1G1AL15F167 [REDACTED]



21. Aftermarket speakers in trunk

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

Customer's Name: [REDACTED]

Inspection Date:

08/04/2009

Vehicle Brand

Chevrolet

Model:

Cobalt

File #

71-745521394

VIN:

1G1AL15F167 [REDACTED]



22. Headliner

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

Customer's Name: [REDACTED]

Inspection Date: 08/04/2009

Vehicle Brand Chevrolet

Model: Cobalt

File # 71-745521394

VIN: 1G1AL15F167 [REDACTED]



23. Right front wheel

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

Customer's Name: [REDACTED]

Inspection Date: 08/04/2009

Vehicle Brand Chevrolet

Model: Cobalt

File # 71-745521394

VIN: 1G1AL15F167 [REDACTED]



24. Right rear wheel

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

Customer's Name: [REDACTED]

Inspection Date:

08/04/2009

Vehicle Brand

Chevrolet

Model:

Cobalt

File #

71-745521394

VIN:

1G1AL15F167 [REDACTED]



25. Right rear wheel

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

Customer's Name: [REDACTED]

Inspection Date:

08/04/2009

Vehicle Brand

Chevrolet

Model:

Cobalt

File #

71-745521394

VIN:

1G1AL15F167 [REDACTED]



26. Right rear wheel underside

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

Customer's Name: [REDACTED]

Inspection Date:

08/04/2009

Vehicle Brand

Chevrolet

Model:

Cobalt

File #

71-745521394

VIN:

1G1AL15F167 [REDACTED]



27, Right front wheel underside

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

Customer's Name: [REDACTED]

Inspection Date: 08/04/2009

Vehicle Brand Chevrolet

Model: Cobalt

File # 71-745521394

VIN: 1G1AL15F167 [REDACTED]



28. Engine underside cradle

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

Customer's Name: [REDACTED]

Vehicle Brand Chevrolet

File # 71-745521394

Inspection Date: 08/04/2009

Model: Cobalt

VIN: 1G1AL15F167 [REDACTED]



29. Left front wheel underside

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

Customer's Name: [REDACTED]

Inspection Date:

08/04/2009

Vehicle Brand Chevrolet

Model:

Cobalt

File # 71-745521394

VIN:

1G1AL15F167 [REDACTED]



30. Right front wheel back-side

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

Customer's Name: [REDACTED]

Inspection Date: 08/04/2009

08/04/2009

Vehicle Brand Chevrolet

Model: Cobalt

Cobalt

File # 71-745521394

VIN: 1G1AL15F167 [REDACTED]

1G1AL15F167 [REDACTED]



31. Left front wheel back-side

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

Customer's Name: [REDACTED]

Inspection Date:

08/04/2009

Vehicle Brand Chevrolet

Model:

Cobalt

File # 71-745521394

VIN:

1G1AL15F167 [REDACTED]



32. Front view of left back-side front wheel

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

Customer's Name: [REDACTED]
Vehicle Brand Chevrolet
File # 71-745521394

Inspection Date: 08/04/2009
Model: Cobalt
VIN: 1G1AL15F167 [REDACTED]



33. Front view of right back-side of front wheel

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

Customer's Name: [REDACTED]

Inspection Date: 08/04/2009

Vehicle Brand Chevrolet

Model: Cobalt

File # 71-745521394

VIN: 1G1AL15F167 [REDACTED]



34. Right front wheel suspension

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

Customer's Name: [REDACTED]

Inspection Date: 08/04/2009

08/04/2009

Vehicle Brand Chevrolet

Model: Cobalt

Cobalt

File # 71-745521394

VIN: 1G1AL15F167 [REDACTED]

1G1AL15F167 [REDACTED]

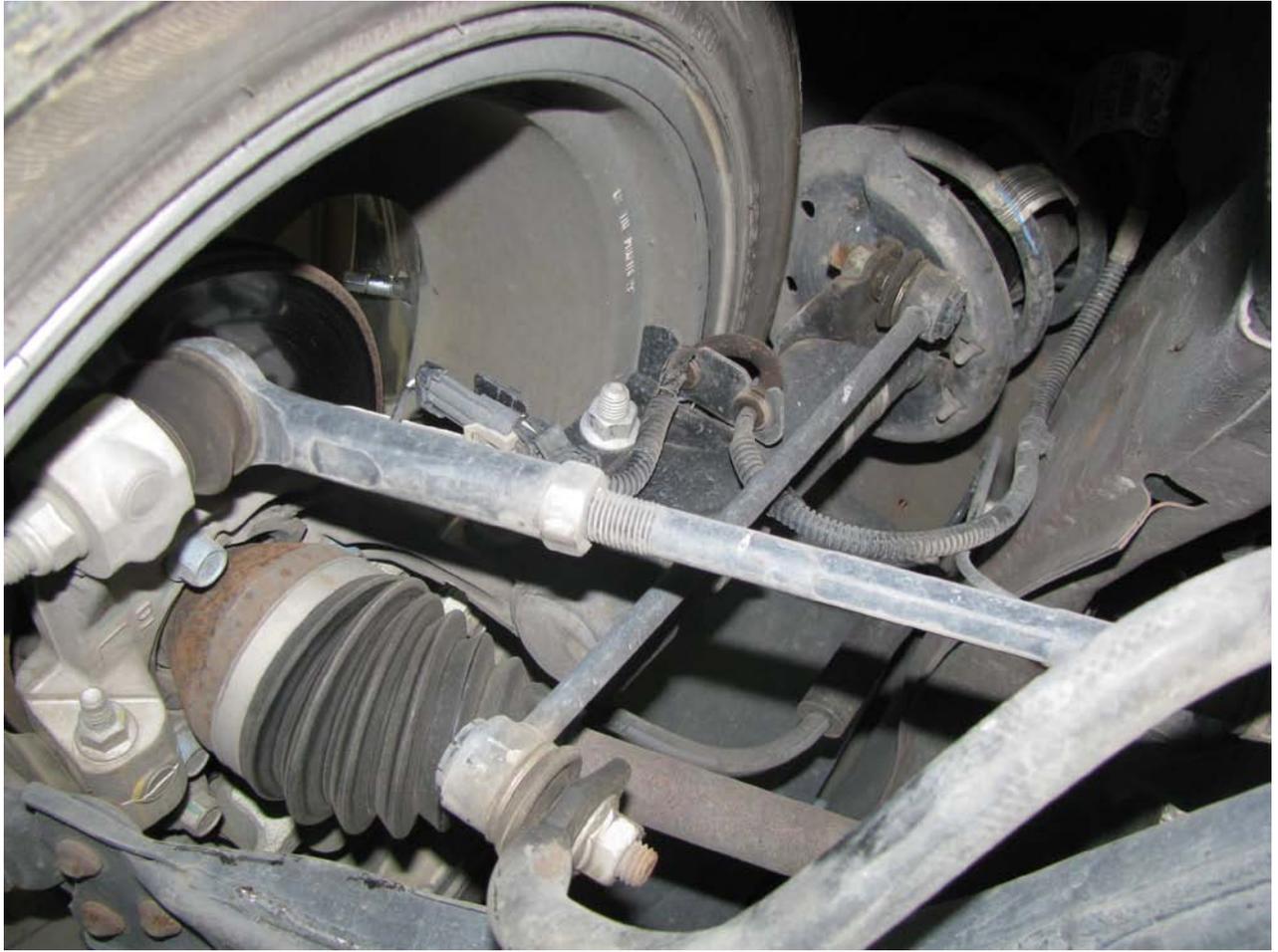


35. Right front strut

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

Customer's Name: [REDACTED]
Vehicle Brand Chevrolet
File # 71-745521394

Inspection Date: 08/04/2009
Model: Cobalt
VIN: 1G1AL15F167 [REDACTED]



36. Left front strut

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

Customer's Name: [REDACTED]

Inspection Date:

08/04/2009

Vehicle Brand

Chevrolet

Model:

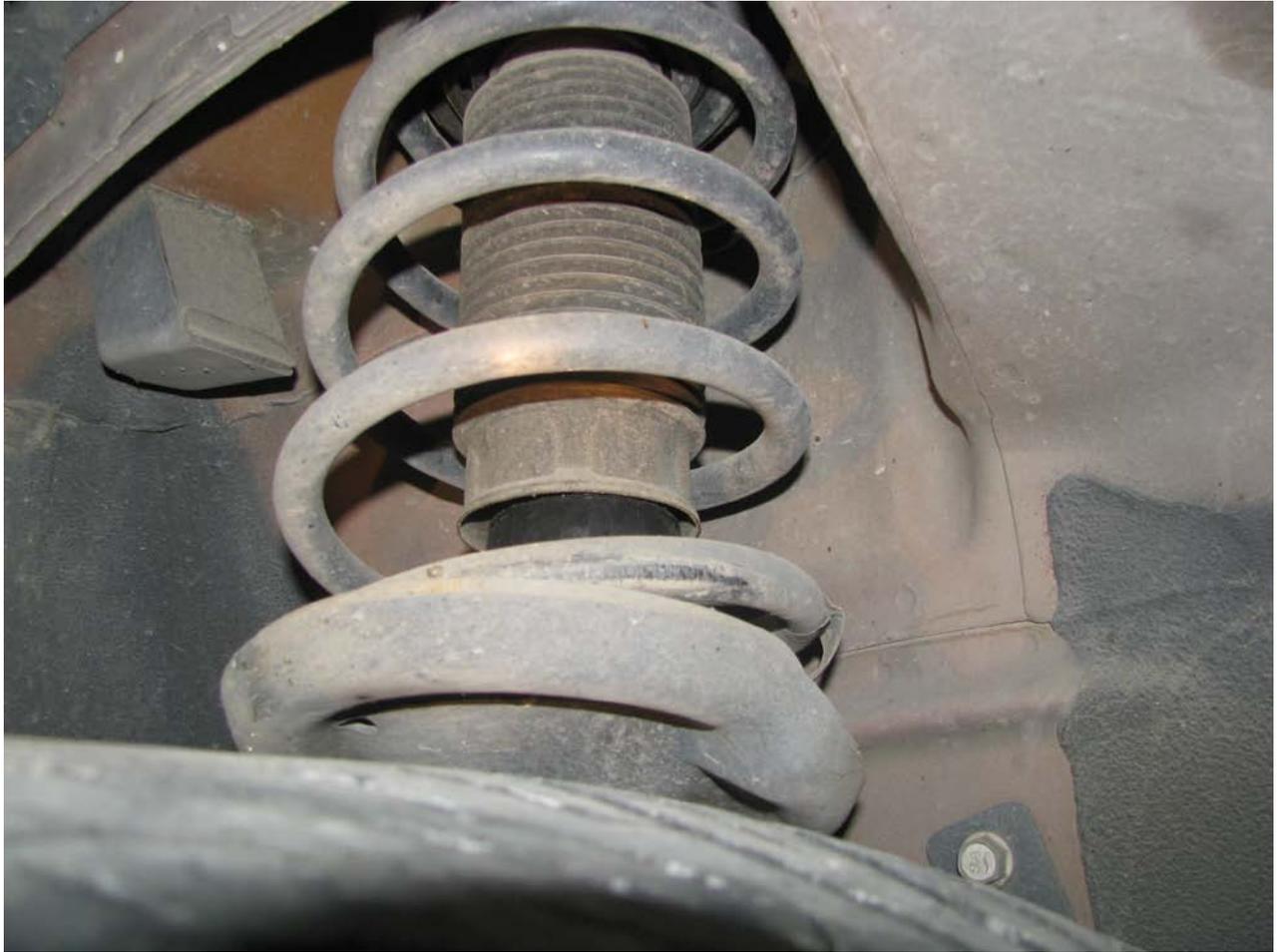
Cobalt

File #

71-745521394

VIN:

1G1AL15F167 [REDACTED]



- 37. Left side ground effects
- 38.
- 39.
- 40.
- 41.
- 42.
- 43.
- 44.

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

Customer's Name: [REDACTED]

Inspection Date:

08/04/2009

Vehicle Brand

Chevrolet

Model:

Cobalt

File #

71-745521394

VIN:

1G1AL15F167 [REDACTED]



Right side ground effects

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

Customer's Name: [REDACTED]

Inspection Date:

08/04/2009

Vehicle Brand

Chevrolet

Model:

Cobalt

File #

71-745521394

VIN:

1G1AL15F167 [REDACTED]



Steering rack assembly

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

Customer's Name: [REDACTED]

Inspection Date: 08/04/2009

Vehicle Brand Chevrolet

Model: Cobalt

File # 71-745521394

VIN: 1G1AL15F167 [REDACTED]



Steering rack assembly

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

Customer's Name: [REDACTED]

Inspection Date:

08/04/2009

Vehicle Brand

Chevrolet

Model:

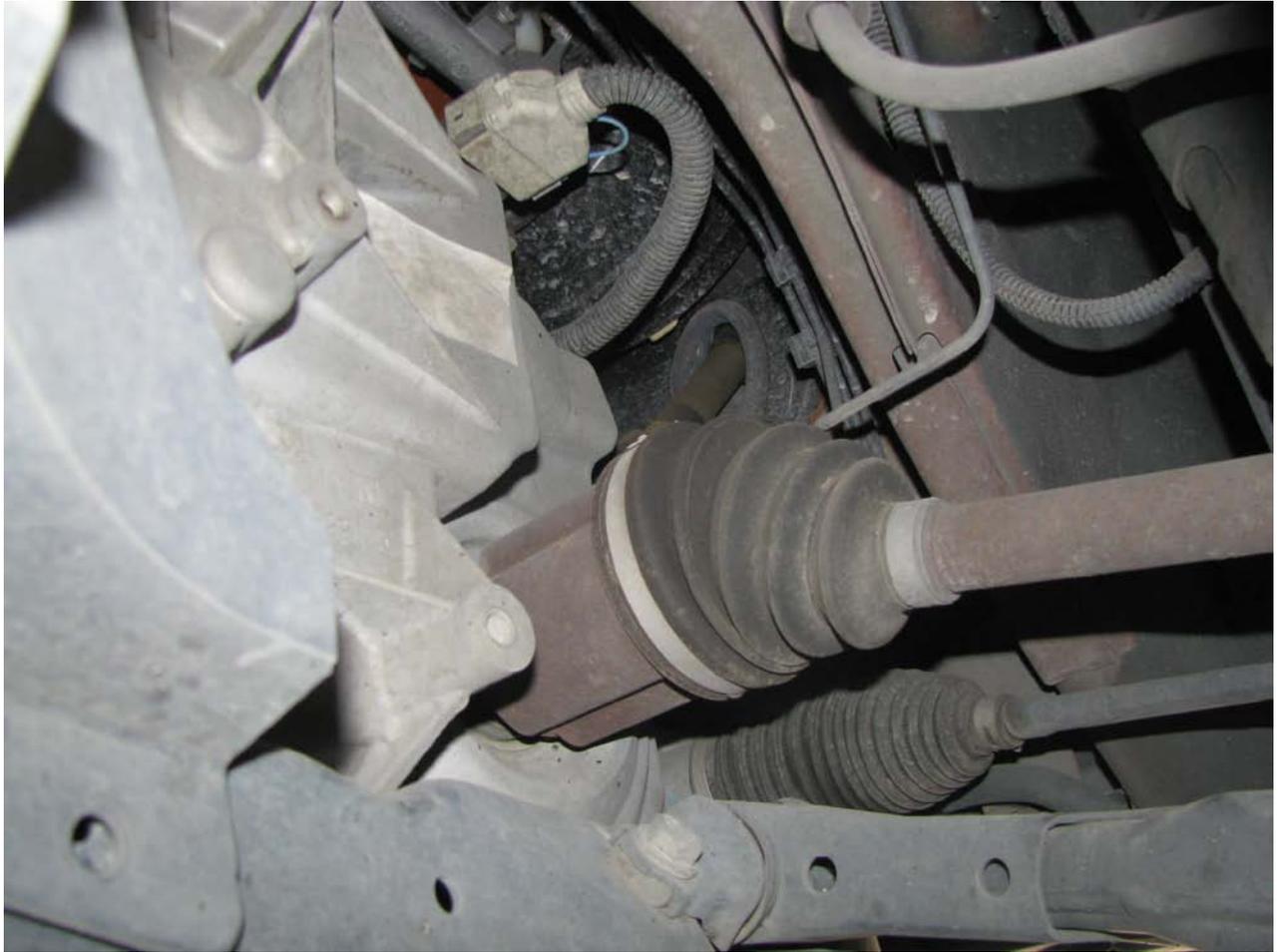
Cobalt

File #

71-745521394

VIN:

1G1AL15F167 [REDACTED]



Steering rack assembly

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

Customer's Name: [REDACTED]

Inspection Date:

08/04/2009

Vehicle Brand Chevrolet

Model:

Cobalt

File # 71-745521394

VIN:

1G1AL15F167 [REDACTED]



Left top strut tower

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

Customer's Name: [REDACTED]

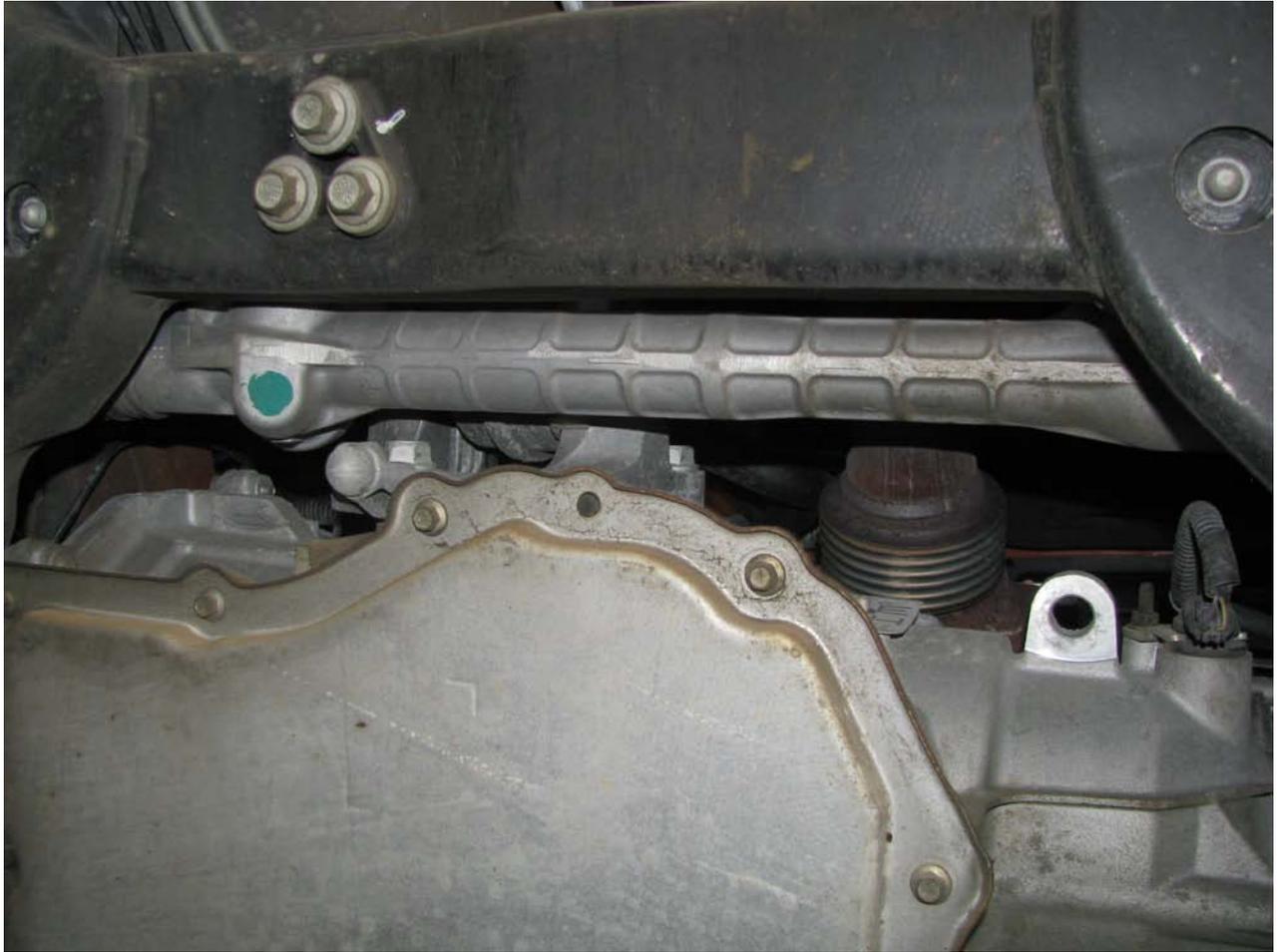
Inspection Date: 08/04/2009

Vehicle Brand Chevrolet

Model: Cobalt

File # 71-745521394

VIN: 1G1AL15F167 [REDACTED]



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

Customer's Name: [REDACTED] banks
Vehicle Brand: Chevrolet
File #: 71-745521394

Inspection Date: 08/04/2009
Model: Cobalt
VIN: 1G1AL15F167 [REDACTED]



Right to strut tower

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

Customer's Name: [REDACTED]

Inspection Date:

08/04/2009

Vehicle Brand

Chevrolet

Model:

Cobalt

File #

71-745521394

VIN:

1G1AL15F167 [REDACTED]



Tire and loading information sticker

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

Customer's Name: [REDACTED]

Inspection Date:

08/04/2009

Vehicle Brand

Chevrolet

Model:

Cobalt

File #

71-745521394

VIN:

1G1AL15F167 [REDACTED]



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

Customer's Name: [REDACTED] Inspection Date: **08/04/2009**
 Vehicle Brand: **Chevrolet** Model: **Cobalt**
 File **71-745521394** VIN: **1G1AL15F167** [REDACTED]

Describe where other occupants were seated & extent of any injuries: **No injuries.**

{

}

What was the exact location of the incident. Cline Rd, near Woodlawn avenue. Coffeyville, KS

Driving conditions at the time of the incident:

Weather conditions & Visibility: **Clear and sunny** Approximate Temp (°F): **90**

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 **40**

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

Length of Drive Prior to incident:

Total Time (hrs. & mins.): **_1 hr** Distance (miles): **_30 miles**

Estimate of vehicle speed: **_35** mph Source of est. **Driver**

Estimated vehicle speed at impact: **_35** mph Source of est. **Driver**

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

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

Steering	Normal <input type="checkbox"/>	Other <input checked="" type="checkbox"/>	Describe Steering was shaking.
Suspension	Normal <input checked="" type="checkbox"/>	Other <input type="checkbox"/>	Describe { _____ }
Brakes	Normal <input checked="" type="checkbox"/>	Other <input type="checkbox"/>	Describe { _____ }
Engine	Normal <input checked="" type="checkbox"/>	Other <input checked="" type="checkbox"/>	Describe Engine was getting poor fuel mileage.
Electrical	Normal <input checked="" type="checkbox"/>	Other <input type="checkbox"/>	Describe { _____ }

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

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

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

Describe any evasive action: Turning Braking Accelerating Other: { _____ }

Describe cargo (in the vehicle interior, trunk and/or trailer (if any)): **No cargo.**

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: **Vehicle hit the curb and landed on the grass next to the roadway.**

Objects Impacted: **_Curb**

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

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

Customer's Name: [REDACTED] Inspection Date: **08/04/2009**
 Vehicle Brand: **Chevrolet** Model: **Cobalt**
 File **71-745521394** VIN: **1G1AL15F167 [REDACTED]**

Additional comments concerning the incident: { _____
 { _____
 { _____

Section 3 INTERVIEW - VEHICLE HISTORY

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

Comments: (Additional cmts may be placed in section 9)
 { _____

Did the owner purchase the vehicle new? Yes No Date _____ Used? Yes No Date **1/06**

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:
Tire/wheel assemblies, exhaust system, sound system and ground effects fascia.

VEHICLE REPAIR / SERVICE HISTORY

Prior electrical system service? No Yes If yes, describe: { _____

Prior collision repair? No Yes If yes, describe: { _____

Repaired by whom? (name, address, phone) { _____

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

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

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

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:

No vehicle body damage.

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.

Damage to the right front and rear tire/wheel assemblies. Damage to the rear cross member suspension system.

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

<u>Customer's Name:</u>	██████████	<u>Inspection Date:</u>	08/04/2009
<u>Vehicle Brand:</u>	Chevrolet	<u>Model:</u>	Cobalt
<u>File #</u>	71-745521394	<u>VIN:</u>	1G1AL15F167 ██████████

{ _____

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**

<u>Customer's Name:</u> [REDACTED]	<u>Inspection Date:</u> 08/04/2009
<u>Vehicle Brand:</u> Chevrolet	<u>Model:</u> Cobalt
<u>File #:</u> 71-745521394	<u>VIN:</u> 1G1AL15F167 [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?	Normal operation.
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 front strut assembly damaged from impact with foreign object.
Gear/rack and pinion-Any sign of leakage, damage to boots on the rack, contact by foreign objects?	No signs of damage or leakage.
Steering column, ignition switch, intermediate shaft. Does the column unlock with the ignition key "on"? Is the steering column properly fastened to the dash?	Normal operation.
Steering pump, drive, hoses, connections, flow, pressure. If possible, start the engine and rotate the steering wheel lock to lock. Is power assist normal? If not, it may be necessary to check pressure and flow.	Normal operation.
PS fluid level and condition-Color, contamination, odor	NA
Steering knuckle-All attachments secure and proper?	Steering knuckle attachments are secure and proper.
Suspension components – LF Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. Sway bars properly attached.	Normal
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RF	Right front strut assembly appears to be damaged from impact with foreign object.
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc Rear sway bars,	Rear wheel cross member damaged from impact with foreign object.

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

<u>Customer's Name:</u> [REDACTED]	<u>Inspection Date:</u> 08/04/2009
<u>Vehicle Brand:</u> Chevrolet	<u>Model:</u> Cobalt
<u>File #</u> 71-745521394	<u>VIN:</u> 1G1AL15F167 [REDACTED]

trailing arms properly attached and undamaged. LR	
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RR	Bent from impact with foreign object.
Rear axle assembly-deformed, signs of impact, properly located, etc.	Rear axle bent from impact with foreign object.
Deformation to the frame	No deformation to frame.
Describe and photograph evidence of axle/ suspension/ tire contact with frame, body or components	No evidence of axle/suspension tire contact with frame.
Describe and photograph contact of the under- carriage with the road surface (road, shoulder, curb, or grass)	Rear wheel cross member.
Stability Enhancement system/components-check for codes with Tech II	No codes detected.
Engine (normal, other)-Obtain codes using a Tech II.	Engine appears to run normal. No engine codes detected.
Electrical (normal, other)	Normal
Warning lights/messages displayed? Describe and obtain codes using a Tech II	No warning light/messages displayed.
Anything components missing?	No missing components.
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". **NA**
{ _____

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.

TIRE AND WHEEL INSPECTION

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

<u>Customer's Name:</u> [REDACTED]	<u>Inspection Date:</u> 08/04/2009
<u>Vehicle Brand:</u> Chevrolet	<u>Model:</u> Cobalt
<u>File #</u> 71-745521394	<u>VIN:</u> 1G1AL15F167 [REDACTED]

1. IDENTIFICATION:

	TIRE BRAND	TIRE TYPE	TIRE SIZE	PRESSURE	AVE. TREAD DEPTH	DOT Numbers
	<u>(Goodyear)</u>	<u>(Eagle GA)</u>	<u>(P205/70R15)</u>	<u>(psi)</u>	<u>32nds of inch</u>	
LF	<u>Nexen</u>	<u>N3000</u>	<u>225/40ZR18</u>	<u>30</u>	<u>5/32</u>	<u>8ET7</u>
RF	<u>Nexen</u>	<u>N3000</u>	<u>225/40ZR18</u>	<u>0</u>	<u>5/32</u>	<u>8ET7</u>
LR	<u>Nexen</u>	<u>N3000</u>	<u>225/40ZR18</u>	<u>32</u>	<u>8/32</u>	<u>8ET7</u>
RR	<u>Nexen</u>	<u>N3000</u>	<u>225/40ZR18</u>	<u>0</u>	<u>8/32</u>	<u>8ET7</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 Normal

RF Witness markings suggest impact with foreign object.

LR
Normal

RR Witness marking suggest impact with foreign object.

2. TIRE PLACARD DATA:

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

	SIZE	PRESSURE (psi)	PRESSURE AT MAXIMUM LOAD(psi)
TIRES	<u>205/55R16</u>	<u>30</u>	<u> </u>
SPARE TIRE	<u>T115/70D15</u>	<u>60</u>	<u> </u>

Section 7	SITE INSPECTION
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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.

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

<u>Customer's Name:</u>	[REDACTED]	<u>Inspection Date:</u>	08/04/2009
<u>Vehicle Brand:</u>	Chevrolet	<u>Model:</u>	Cobalt
<u>File #</u>	71-745521394	<u>VIN:</u>	1G1AL15F167 [REDACTED]

Comments:

{ _____

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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.

{ _____

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Section 9 OTHER REPORT INFORMATION

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

Attachments: (Check all that apply)

x Photographs x Data Downloads Other Records

EAA Inspection Request

Date: 8/3/09

TO: **EAA**

EAA/SPX Field Coordinator

Phone: 586-582-5835

Fax: 586-582-5840

Email: eaafc@servicesolutions.spx.com

From: **Debbie Stewart**

PAR Customer Relations **Specialist**

Email: Deborah_Stewart@gmexpert.com

Phone: 866-790-5600 ext.31117

Fax: 866-775-9478

Mailing Address:

GM PAR Investigations

7401 E. Ben White

Building 3

Austin, TX 78741

Vehicle Information

VIN#: **1G1AL15F167** [REDACTED]

Year/Make: **2006 Chevrolet**

Model: **Cobalt**

Contact's Name: **Kristie Kidderman, service manager**

Contact's Number: **(620) 515-2079**

Vehicle Location: **Perl Chevrolet-Buick, Inc.
806 W 8th**

Coffeyville, KS 67337-4110

If located at a Salvage/Auction Yard:

Ins. Adj. Name: **N/A**

Phone #: **N/A**

Claim or Salvage ID #: **N/A**

Claimant Information

PAR File #: **71-745521394**

Claimant Name: [REDACTED]

Claimant Home #: [REDACTED]

Claimant Work #: **N/A**

Claimant Cell #: **N/A**

Address: [REDACTED]

Coffeyville, KS [REDACTED]

Required Actions:

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

Please Use Form(s):

<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:

Interview Owner? <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"/> Other (define) _____		

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

RUSH (Name of Team Manager or Ops Mgr Approving the Rush): _____

EAA Internal Use Only

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

EAA SA Use Only

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

CDR File Information

User Entered VIN	1G1AL15F167 [REDACTED]
User	Larry Grummer
Case Number	71-745521394
EDR Data Imaging Date	Tuesday, August 4 2009
Crash Date	Wednesday, July 29 2009
Filename	1G1AL15F167 [REDACTED].ACM.CDR
Saved on	Tuesday, August 4 2009 at 12:54:52 PM
Collected with CDR version	Crash Data Retrieval Tool 3.2
Reported with CDR version	Crash Data Retrieval Tool 3.2
EDR Device Type	airbag control module
Event(s) recovered	None

IMPORTANT NOTICE: Robert Bosch LLC recommends that the latest production release of Crash Data Retrieval software be utilized when viewing, printing or exporting any retrieved data from within the CDR program. This ensures that the retrieved data has been translated using the most recent information including but not limited to that which was provided by the manufacturers of the vehicles supported in this product.

Data Limitations

Recorded Crash Events:

There are two types of recorded crash events. The first is the Non-Deployment Event. A Non-Deployment Event records data but does not deploy the air bag(s). The minimum SDM Recorded Vehicle Velocity Change, that is needed to record a Non-Deployment Event, is five MPH. A Non-Deployment Event contains 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 velocity change. This event will be cleared by the SDM, after approximately 250 ignition cycles. This event can be overwritten by a second Deployment Event, referred to as Deployment Event #2, if the Non-Deployment Event is not locked. The data in the Non-Deployment Event file will be locked, if the Non-Deployment Event occurred within five seconds of a Deployment Event. A locked Non Deployment Event cannot be overwritten or cleared by the SDM. The second type of SDM recorded crash event is the Deployment Event. It also contains Pre-Crash and Crash data. The SDM can store up to two different Deployment Events. If a second Deployment Event occurs any time after the Deployment Event, the Deployment Event #2 will overwrite any non-locked Non-Deployment Event. Deployment Events cannot be overwritten or cleared by the SDM. Once the SDM has deployed an air bag, the SDM must be replaced.

Data:

-SDM Recorded Vehicle Velocity Change reflects the change in velocity that the sensing system experienced during the recorded portion of the event. SDM Recorded Vehicle 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. For Deployment 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 can record up to the first 300 milliseconds of data after algorithm enable. Velocity Change data is displayed in SAE sign convention.

-Maximum Recorded Vehicle Velocity Change is the maximum square root value of the sum of the squares for the vehicle's combined "X" and "Y" axis change in velocity.

-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 by various factors, including but not limited to the following:

- significant changes in the tire's rolling radius
- final drive axle ratio changes
- wheel lockup and wheel slip

-Brake Switch Circuit Status indicates the open/closed state of the brake switch circuit.

-Pre-Crash data is recorded asynchronously.

-Pre-Crash Electronic Data Validity Check Status indicates "Data Invalid" if:

- the SDM receives a message with an "invalid" flag from the module sending the pre-crash data
- no data is received from the module sending the pre-crash data
- no module is present to send the pre-crash data

-Driver's and Passenger's Belt Switch Circuit Status indicates the status of the seat belt switch circuit, except: The Passenger Belt Switch Circuit Status for 2005 vehicles is available only on the Cadillac STS. 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), always reports a default value of "Buckled," because there is no passenger belt switch with the Recaro seat option.

-The Time Between Non-Deployment to Deployment Events is displayed in seconds. If the time between the two events is greater than five 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-modifying 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, except for Cadillac STS model vehicles with StabiliTrak 3.0 systems (RPO JL7). For Cadillac STS model vehicles with StabiliTrak 3.0 systems (RPO JL7), 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. The Steering Wheel Angle data is reported in 16 degree increments.

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.

Hexadecimal Data

Data that the vehicle manufacturer has specified for data retrieval is shown in the hexadecimal data section of the CDR report. The hexadecimal data section of the CDR report may contain data that is not translated by the CDR program. The control module contains additional data that is not retrievable by the CDR system.

```
$01 00 00 00 00 59 00 00
$02 30 00 00 00 00 00 00
$03 02 00 00 00 00 00 00
$04 02 00 00 00 00 00 00
$05 00 00 00 00 00 00 00
$06 00 0A 00 00 0A 90 11
$07 00 29 00 00 00 00 00
$08 F9 94 00 00 00 00 00
$09 00 8F 8E 00 00 00 00
$0A 00 00 00 00 00 00 00
$0B 00 00 01 0F 00 00 00
$0C 00 00 00 00 00 00 00
$0D 00 00 40 00 00 00 00
$0E 40 00 00 00 00 00 00
$0F BA 00 00 00 00 00 00
$10 47 31 41 4C 31 35 46
$11 31 36 37 37 35 30 33
$12 33 36 00 00 00 00 00
$13 00 00 00 00 00 00 00
$14 00 00 00 00 00 00 00
$15 00 00 00 00 00 00 00
$16 03 06 0C 16 34 00 00
$17 03 03 02 03 00 00 00
$18 02 02 00 00 00 00 00
$19 07 07 00 00 00 00 00
$1B 3F 00 00 67 00 7A 00
$1C 3F 00 00 02 00 1A 00
$1D 00 00 00 00 00 00 00
$1E 4F 00 00 4F 00 01 00
$1F 31 C1 00 00 00 23 00
$20 40 00 00 00 00 00 00
$21 FF FF 00 00 50 00 00
$22 00 8A 00 00 00 00 00
$24 00 00 00 00 00 00 00
$25 00 00 00 00 00 00 00
$26 00 00 00 00 00 00 00
$27 FF 00 FF 00 00 00 00
$2A 00 00 00 00 00 00 00
$2B 00 00 00 00 00 00 00
$2D 00 00 00 00 00 00 00
$2E 00 9C 1A 03 76 00 00
$2F 00 FE 0C DF 00 00 00
$30 9D 00 00 00 00 00 00
$31 FF FF FF FF FF 80 00
$32 F8 80 FF 80 00 00 00
$33 FF FF FF FF FF 80 00
$34 FF FF FF FF FF 80 00
$35 FF FF FF FF FF 80 00
$36 FF FF FF FF FF 80 00
$37 F8 80 F8 0F 0F CA FE
$38 FF 80 C0 80 FF C0 FC
```

\$39 FF FF FF FF FF 80 00
\$3A FF FF FF FF FF 80 00
\$3B 7F 0F 1F 1F 3F 00 00
\$3C FF FF FF FF FF FF C0
\$3D FF FF FF FF FF FF 00
\$3E FF FF FF FF FF 00 00 00
\$3F 00 00 F0 00 00 00 00
\$40 E0 FF 00 00 00 00 00
\$41 F8 F8 90 00 00 00 00
\$42 80 FF FF FF FF 00 00
\$43 FF FF FF 00 00 00 00
\$44 FF FF FF FF FF FF 00
\$45 FF FF FF FF FF FF 00
\$46 FF FF FF FF FF FF 00
\$47 FF FF FF FF FF FF 00
\$48 FF FF FF FF FF FF 00
\$49 FF FF FF FF FF FF 00
\$4A FF FF FF FF FF FF 00
\$4B FF FF FF FF FF FF 00
\$4C FF FF FF FF FF FF 00
\$4D FF FF FF FF FF FF 00
\$4E FF FF FF FF FF FF 00
\$4F FF FF FF FF FF FF 00
\$50 FF FF FF FF FF FF 00
\$51 F0 00 00 F0 00 00 00
\$52 81 FF FF FF 00 00 00
\$53 FF FF FF 00 00 00 00
\$54 82 FF FF 00 00 00 00
\$55 FF FF FF FF FF FF 00
\$67 A0 FF 00 00 00 00 00
\$68 F8 F8 90 C0 00 00 00
\$69 80 FF FF FF FF 00 00
\$6A FF FF FF 00 00 00 00
\$6B FF FF FF FF FF FF 00
\$6C FF FF FF FF FF FF 00
\$6D FF FF FF FF FF FF 00
\$6E FF FF FF FF FF FF 00
\$6F FF FF FF FF FF FF 00
\$70 FF FF FF FF FF FF 00
\$71 FF FF FF FF FF FF 00
\$72 FF FF FF FF FF FF 00
\$73 FF FF FF FF FF FF 00
\$74 FF FF FF FF FF FF 00
\$75 FF FF FF FF FF FF 00
\$76 FF FF FF FF FF FF 00
\$77 FF FF FF FF FF FF 00
\$78 F0 00 00 F0 00 00 00
\$79 81 FF FF FF 00 00 00
\$7A 82 FF FF 00 00 00 00
\$7B FF FF FF FF FF FF 00

\$01 41 55 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
\$02 01 02 03 04
\$03 41 54 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
\$04 01 02 03 04
\$05 42 55 FF
\$06 FF FF FF FF
\$07 42 54 FF
\$08 FF FF FF FF
\$0D 41 48 32 39 35 31 52 35 32 36 39 32 34 35 4D 45
\$0E 01 5A 4B 31
\$0F 41 4 1 02 03 04 52 45 41 32 30 32 33 30 30 30

```
$10 01 02 03 04
$13 42 52 30 31 33 34 56 31 05 33 31 39 44 44 4E 4D
$14 01 5A 74 02
$17 42 54 FF FF
$18 FF FF FF FF
$21 33 19 2A B4 E6 87 91 9A
$22 90 11
$23 31 41 FA FA FA FA FA
$24 31 41 FA FA FA FA FA
$25 32 41 FA FA FA FA FA
$26 32 41 FA FA FA FA FA
$40 00 00
$41 3F 00 00 02 00 1A
$42 F0 C4
$43 00 00 8E 80
$44 C6 00 00 FC C0 C0
$45 07 01 07 01 05 01
$46 FF 1A 1A 64 64
$47 0A 64 06 04 04 05 0A 06 04 0A 00 00 FA 00 00 FF 04 64
$48 18 08 08
$B0 58
$B1 FD FE 00
$B2 FF FF FF FF FF
$B4 41 53 39 30 31 31 32 31 33 4B 33 42 20 20 20 20
$B7 50 AA 04 0F 03
$B8 41 57 68 09 19
$C1 30 46 30 33
$CA 30 46 30 33
$CB 01 5A D1 33
$CC 01 5A D1 33
$D1 00 00
$DB 00 00
$DC 00 00
```

Disclaimer of Liability

The users of the CDR product and reviewers of the CDR reports and exported data shall ensure that data and information supplied is applicable to the vehicle, vehicle's system(s) and the vehicle ECU. Robert Bosch LLC and all its directors, officers, employees and members shall not be liable for damages arising out of or related to incorrect, incomplete or misinterpreted software and/or data. Robert Bosch LLC expressly excludes all liability for incidental, consequential, special or punitive damages arising from or related to the CDR data, CDR software or use thereof.

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

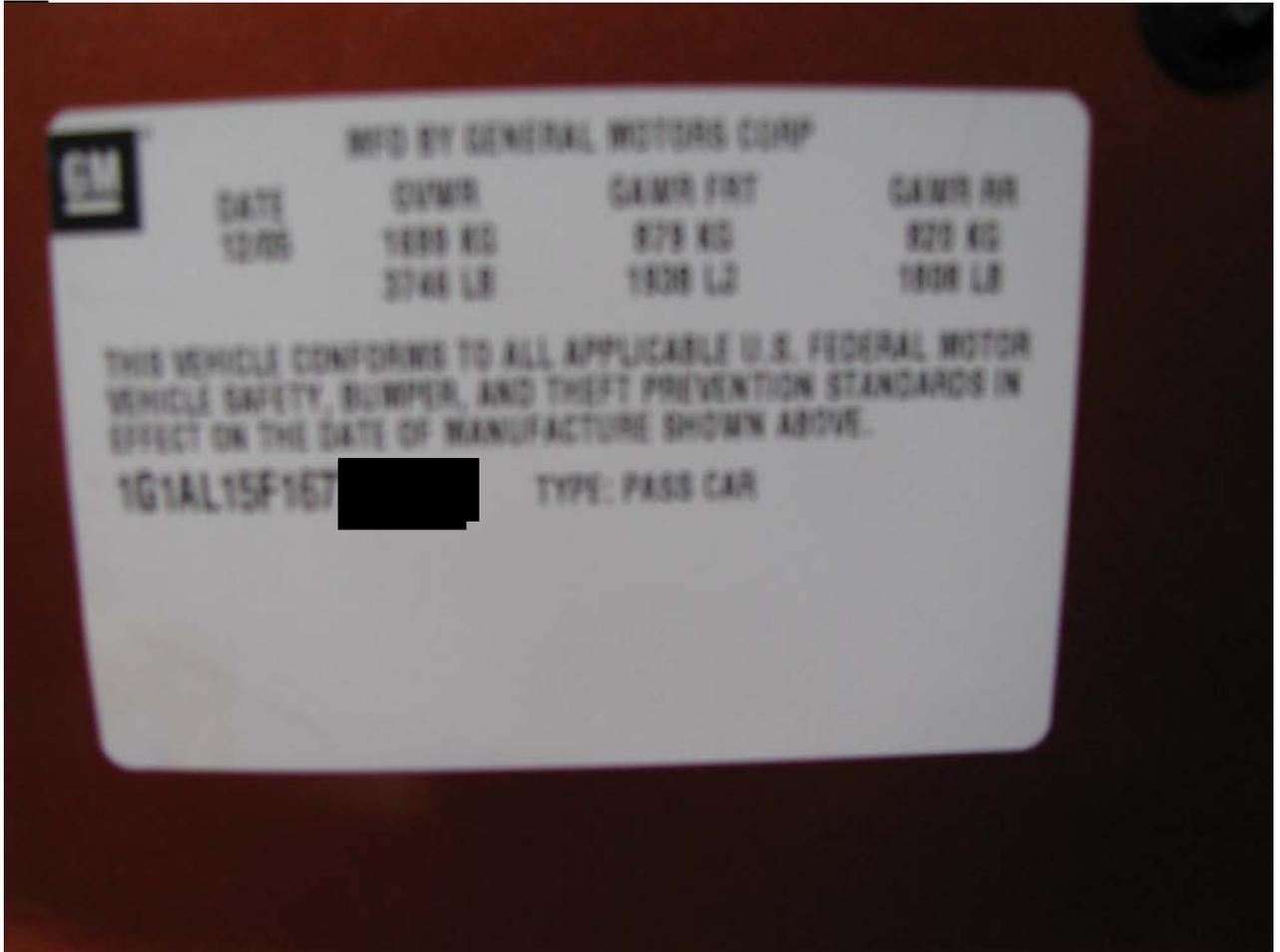
<u>Customer's Name:</u> [REDACTED]	<u>Inspection Date:</u> 08/04/2009
<u>Vehicle Brand:</u> Chevrolet	<u>Model:</u> Cobalt
<u>File #:</u> 71-745521394	<u>VIN:</u> 1G1AL15F167 [REDACTED]

Inspector Larry Grummer

Roll Number 1

Neg.# Description

1. VIN



2. Odometer

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

Customer's Name: [REDACTED]

Inspection Date: 08/04/2009

Vehicle Brand Chevrolet

Model: Cobalt

File # 71-745521394

VIN: 1G1AL15F167 [REDACTED]



3. Frontal view of vehicle

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

Customer's Name: [REDACTED]

Inspection Date: 08/04/2009

Vehicle Brand Chevrolet

Model: Cobalt

File # 71-745521394

VIN: 1G1AL15F167 [REDACTED]



4. Left front corner

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

Customer's Name: [REDACTED]

Inspection Date:

08/04/2009

Vehicle Brand

Chevrolet

Model:

Cobalt

File #

71-745521394

VIN:

1G1AL15F167 [REDACTED]



5. Left rear corner

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

Customer's Name: [REDACTED]

Inspection Date:

08/04/2009

Vehicle Brand

Chevrolet

Model:

Cobalt

File #

71-745521394

VIN:

1G1AL15F167 [REDACTED]



6. Rear of vehicle

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

Customer's Name: [REDACTED]

Inspection Date:

08/04/2009

Vehicle Brand Chevrolet

Model:

Cobalt

File # 71-745521394

VIN:

1G1AL15F167 [REDACTED]



7. Right rear corner

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

Customer's Name: [REDACTED]
Vehicle Brand Chevrolet
File # 71-745521394

Inspection Date: 08/04/2009
Model: Cobalt
VIN: 1G1AL15F167 [REDACTED]



8. Mark III Customs tag

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

Customer's Name: [REDACTED]

Inspection Date:

08/04/2009

Vehicle Brand Chevrolet

Model:

Cobalt

File # 71-745521394

VIN:

1G1AL15F167 [REDACTED]



9. Right front corner

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

Customer's Name: [REDACTED]

Inspection Date: 08/04/2009

Vehicle Brand Chevrolet

Model: Cobalt

File # 71-745521394

VIN: 1G1AL15F167 [REDACTED]



10. Right front wheel

11. Right rear wheel

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

Customer's Name: [REDACTED]

Inspection Date:

08/04/2009

Vehicle Brand

Chevrolet

Model:

Cobalt

File #

71-745521394

VIN:

1G1AL15F167 [REDACTED]



12. Right front wheel

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

Customer's Name: [REDACTED]

Inspection Date:

08/04/2009

Vehicle Brand Chevrolet

Model:

Cobalt

File # 71-745521394

VIN:

1G1AL15F167 [REDACTED]



13. Right rear wheel

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

Customer's Name: [REDACTED]
Vehicle Brand Chevrolet
File # 71-745521394

Inspection Date: 08/04/2009
Model: Cobalt
VIN: 1G1AL15F167 [REDACTED]



14. Engine

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

Customer's Name: [REDACTED]

Inspection Date:

08/04/2009

Vehicle Brand

Chevrolet

Model:

Cobalt

File #

71-745521394

VIN:

1G1AL15F167 [REDACTED]



15. Brake master cylinder

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

Customer's Name: [REDACTED]

Inspection Date: 08/04/2009

08/04/2009

Vehicle Brand Chevrolet

Model: Cobalt

Cobalt

File # 71-745521394

VIN: 1G1AL15F167 [REDACTED]

1G1AL15F167 [REDACTED]



16. ABS modulator

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

Customer's Name: [REDACTED]
Vehicle Brand Chevrolet
File # 71-745521394

Inspection Date: 08/04/2009
Model: Cobalt
VIN: 1G1AL15F167 [REDACTED]



17. Power steering rack

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

Customer's Name: [REDACTED]

Inspection Date:

08/04/2009

Vehicle Brand

Chevrolet

Model:

Cobalt

File #

71-745521394

VIN:

1G1AL15F167 [REDACTED]



18. Driver seat

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

Customer's Name: [REDACTED]

Inspection Date:

08/04/2009

Vehicle Brand Chevrolet

Model:

Cobalt

File # 71-745521394

VIN:

1G1AL15F167 [REDACTED]



19. Ft pass seat

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

Customer's Name: [REDACTED]

Inspection Date: 08/04/2009

Vehicle Brand Chevrolet

Model: Cobalt

File # 71-745521394

VIN: 1G1AL15F167 [REDACTED]



20. Steering wheel

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

Customer's Name: [REDACTED]

Inspection Date: 08/04/2009

Vehicle Brand Chevrolet

Model: Cobalt

File # 71-745521394

VIN: 1G1AL15F167 [REDACTED]



21. Aftermarket speakers in trunk

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

Customer's Name: [REDACTED]

Inspection Date:

08/04/2009

Vehicle Brand Chevrolet

Model:

Cobalt

File # 71-745521394

VIN:

1G1AL15F167 [REDACTED]



22. Headliner

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

Customer's Name: [REDACTED]

Inspection Date: 08/04/2009

Vehicle Brand Chevrolet

Model: Cobalt

File # 71-745521394

VIN: 1G1AL15F167 [REDACTED]



23. Right front wheel

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

Customer's Name: [REDACTED]

Inspection Date: 08/04/2009

Vehicle Brand Chevrolet

Model: Cobalt

File # 71-745521394

VIN: 1G1AL15F167 [REDACTED]



24. Right rear wheel

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

Customer's Name: [REDACTED]

Inspection Date: 08/04/2009

Vehicle Brand Chevrolet

Model: Cobalt

File # 71-745521394

VIN: 1G1AL15F167 [REDACTED]



25. Right rear wheel

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

Customer's Name: [REDACTED]

Inspection Date: 08/04/2009

Vehicle Brand Chevrolet

Model: Cobalt

File # 71-745521394

VIN: 1G1AL15F167 [REDACTED]



26. Right rear wheel underside

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

Customer's Name: [REDACTED]

Inspection Date:

08/04/2009

Vehicle Brand

Chevrolet

Model:

Cobalt

File #

71-745521394

VIN:

1G1AL15F167 [REDACTED]



27,

Right front wheel underside

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

Customer's Name: [REDACTED]

Inspection Date:

08/04/2009

Vehicle Brand Chevrolet

Model:

Cobalt

File # 71-745521394

VIN:

1G1AL15F167 [REDACTED]



28. Engine underside cradle

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

Customer's Name: [REDACTED]

Inspection Date: 08/04/2009

08/04/2009

Vehicle Brand Chevrolet

Model: Cobalt

Cobalt

File # 71-745521394

VIN: 1G1AL15F167 [REDACTED]

1G1AL15F167 [REDACTED]



29. Left front wheel underside

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

Customer's Name: [REDACTED]
Vehicle Brand Chevrolet
File # 71-745521394

Inspection Date: 08/04/2009
Model: Cobalt
VIN: 1G1AL15F167 [REDACTED]



30. Right front wheel back-side

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

Customer's Name: [REDACTED]

Inspection Date: 08/04/2009

08/04/2009

Vehicle Brand Chevrolet

Model: Cobalt

Cobalt

File # 71-745521394

VIN: 1G1AL15F167 [REDACTED]

1G1AL15F167 [REDACTED]



31. Left front wheel back-side

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

Customer's Name: [REDACTED]

Inspection Date:

08/04/2009

Vehicle Brand Chevrolet

Model:

Cobalt

File # 71-745 [REDACTED]

VIN:

1G1AL15F167 [REDACTED]



32. Front view of left back-side front wheel

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

Customer's Name: [REDACTED]

Inspection Date:

08/04/2009

Vehicle Brand

Chevrolet

Model:

Cobalt

File #

71-745521394

VIN:

1G1AL15F167 [REDACTED]



33. Front view of right back-side of front wheel

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

Customer's Name: [REDACTED]

Inspection Date:

08/04/2009

Vehicle Brand Chevrolet

Model:

Cobalt

File # 71-745521394

VIN:

1G1AL15F167 [REDACTED]



34. Right front wheel suspension

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

Customer's Name: [REDACTED]

Inspection Date: 08/04/2009

08/04/2009

Vehicle Brand Chevrolet

Model: Cobalt

Cobalt

File # 71-745521394

VIN: 1G1AL15F167 [REDACTED]

1G1AL15F167 [REDACTED]



35. Right front strut

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

Customer's Name: [REDACTED]

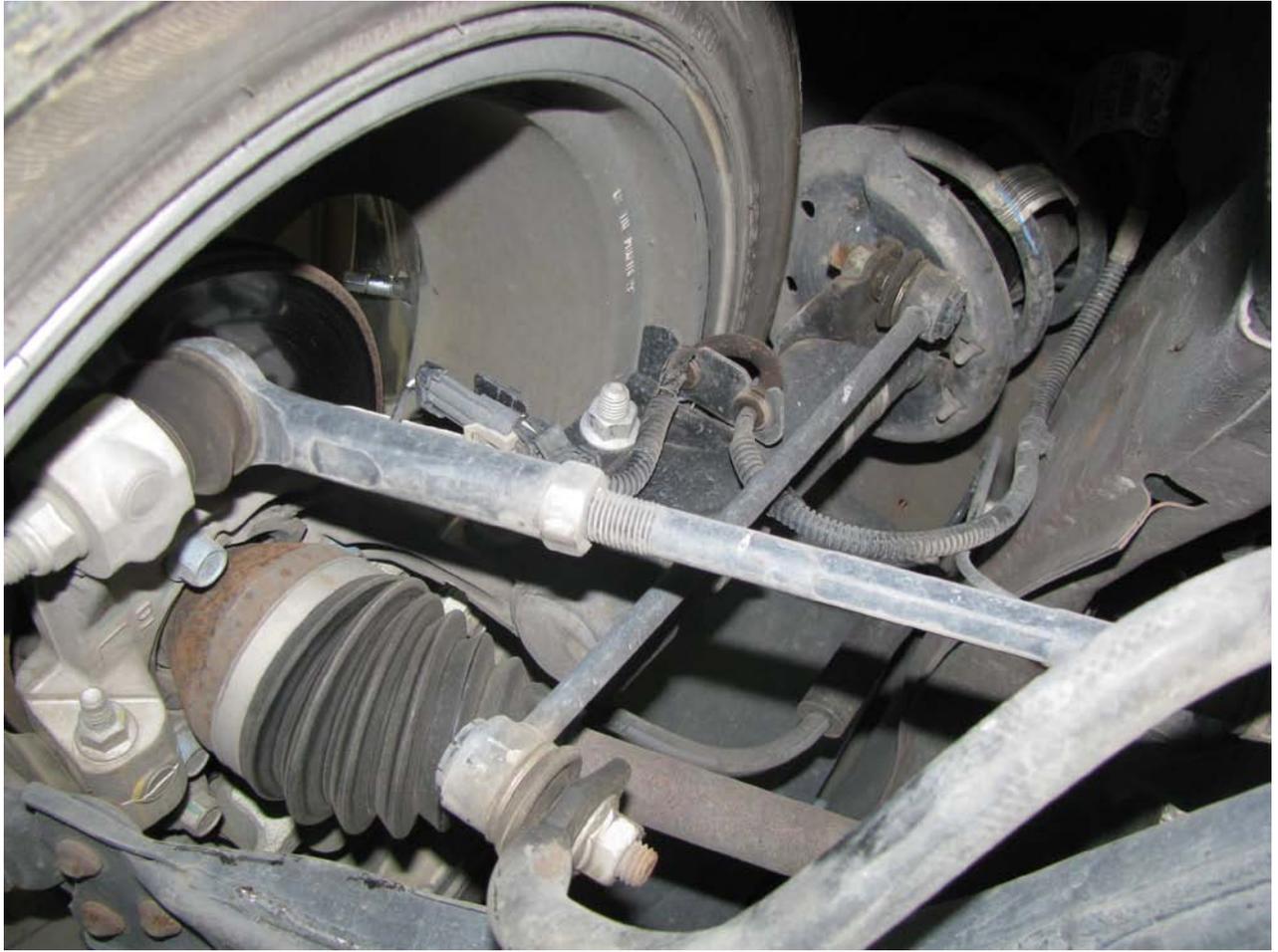
Inspection Date: 08/04/2009

Vehicle Brand: Chevrolet

Model: Cobalt

File #: 71-745521394

VIN: 1G1AL15F167 [REDACTED]



36. Left front strut

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

Customer's Name: [REDACTED]

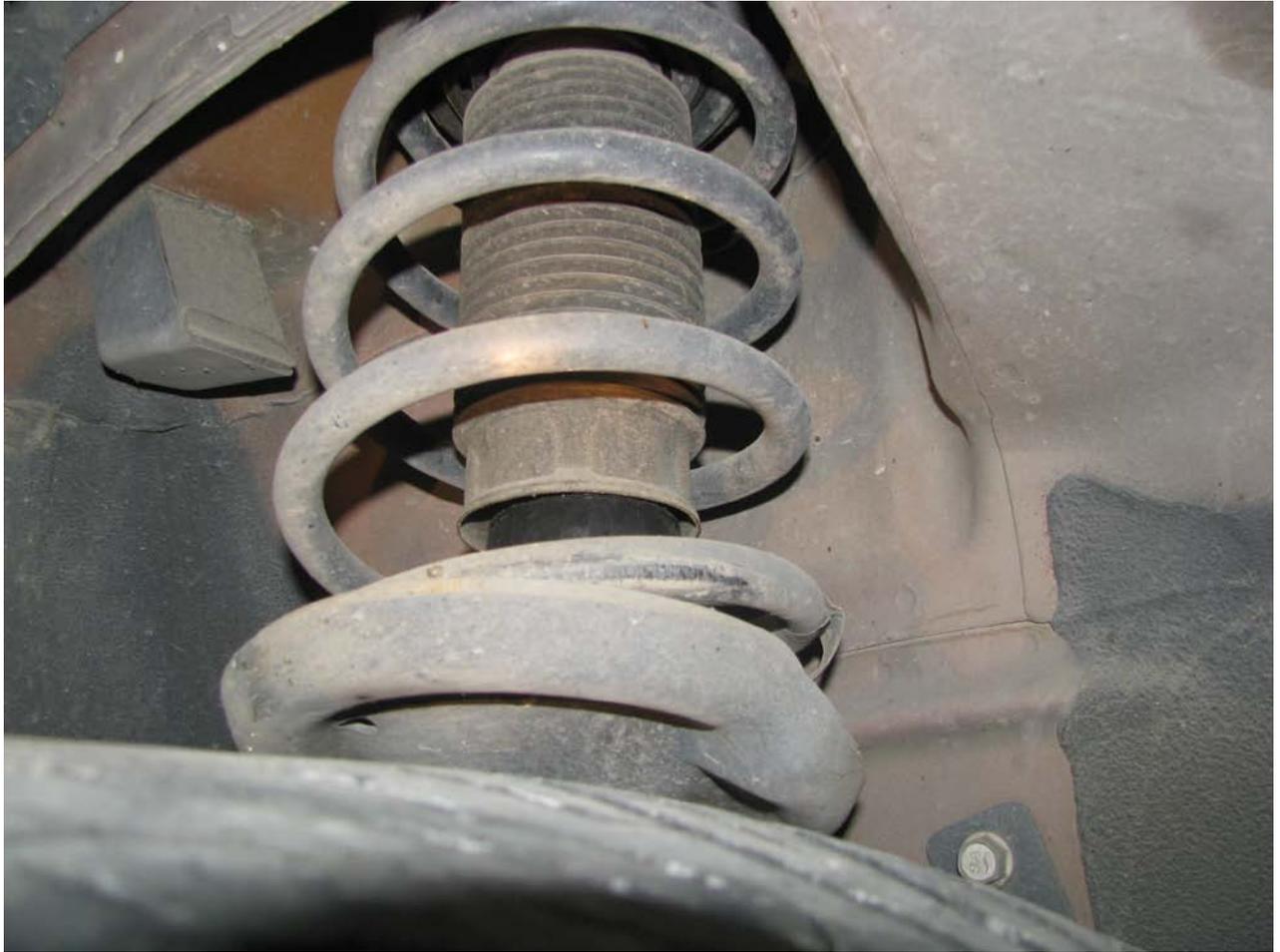
Inspection Date: 08/04/2009

Vehicle Brand Chevrolet

Model: Cobalt

File # 71-745521394

VIN: 1G1AL15F167 [REDACTED]



- 37. Left side ground effects
- 38.
- 39.
- 40.
- 41.
- 42.
- 43.
- 44.

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

Customer's Name: [REDACTED]

Inspection Date: 08/04/2009

08/04/2009

Vehicle Brand

Chevrolet

Model:

Cobalt

File #

71-745521394

VIN:

1G1AL15F167 [REDACTED]



Right side ground effects

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

Customer's Name: [REDACTED]

Inspection Date: 08/04/2009

Vehicle Brand Chevrolet

Model: Cobalt

File # 71-745521394

VIN: 1G1AL15F167 [REDACTED]



Steering rack assembly

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

Customer's Name: [REDACTED]
Vehicle Brand Chevrolet
File # 71-745521394

Inspection Date: 08/04/2009
Model: Cobalt
VIN: 1G1AL15F167 [REDACTED]



Steering rack assembly

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

Customer's Name: [REDACTED]

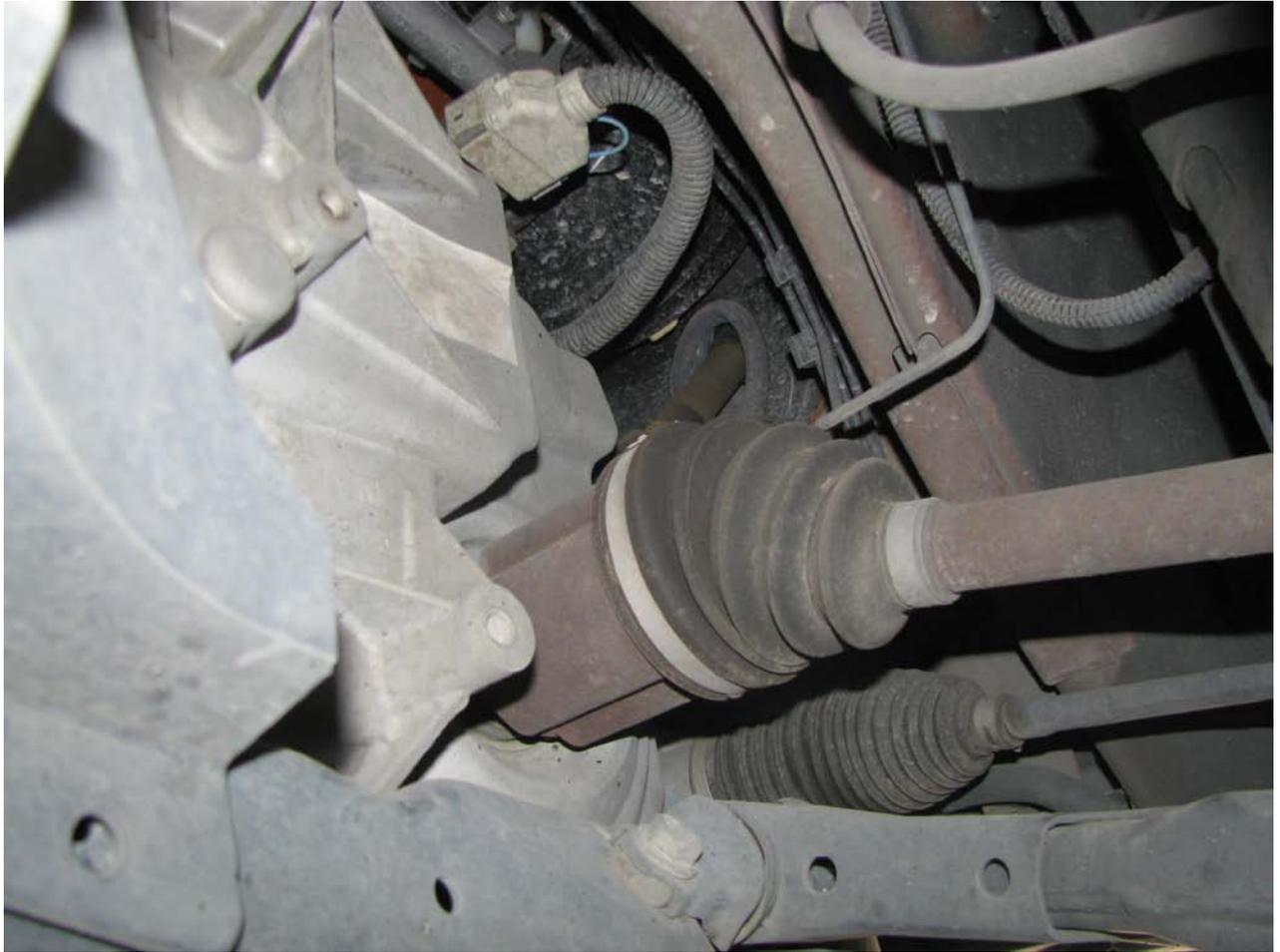
Inspection Date: 08/04/2009

Vehicle Brand: Chevrolet

Model: Cobalt

File #: 71-745521394

VIN: 1G1AL15F167 [REDACTED]



Steering rack assembly

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

Customer's Name: [REDACTED]

Inspection Date:

08/04/2009

Vehicle Brand

Chevrolet

Model:

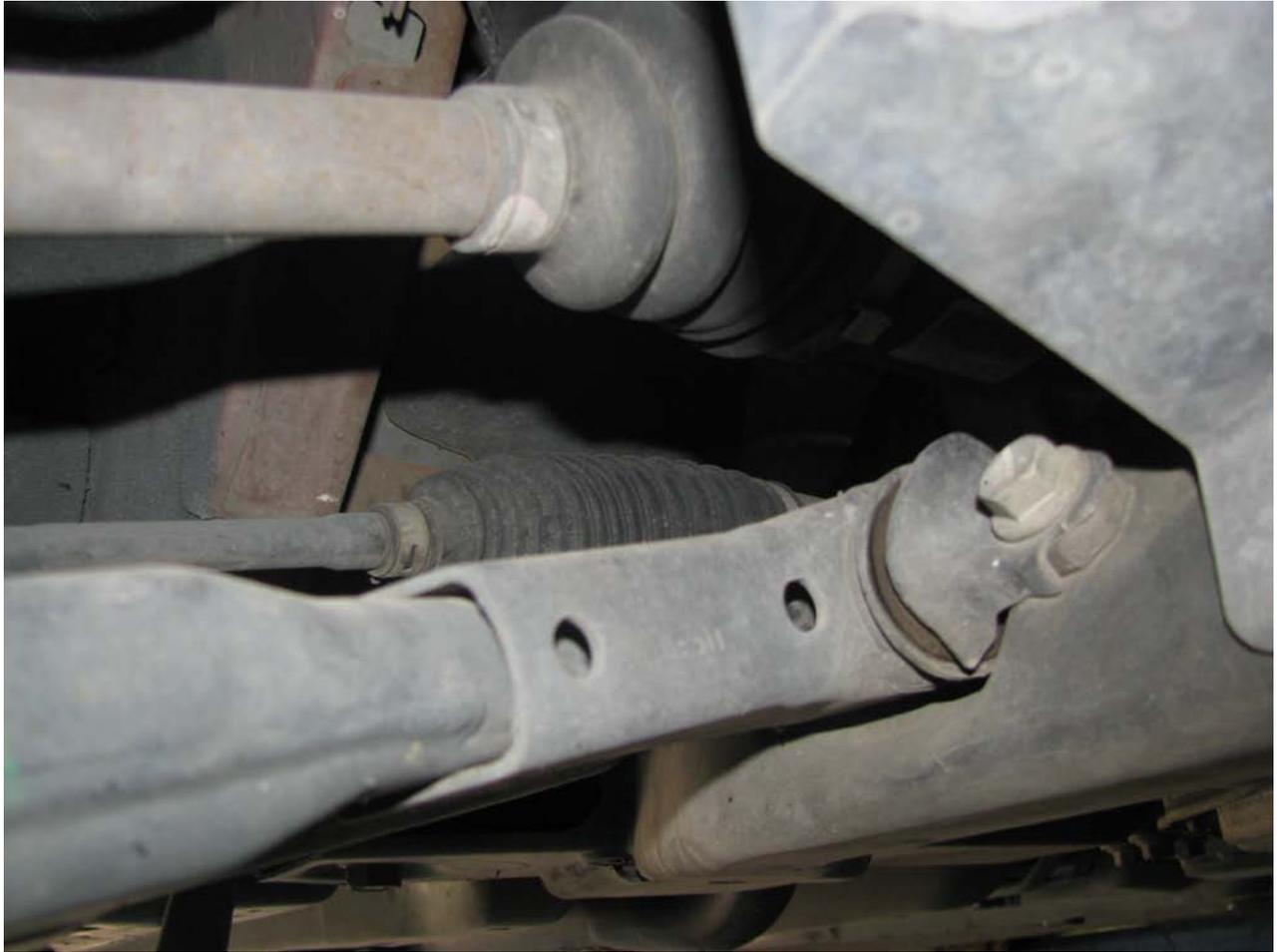
Cobalt

File #

71-745521394

VIN:

1G1AL15F167 [REDACTED]



Left top strut tower

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

Customer's Name: [REDACTED]

Inspection Date: 08/04/2009

08/04/2009

Vehicle Brand Chevrolet

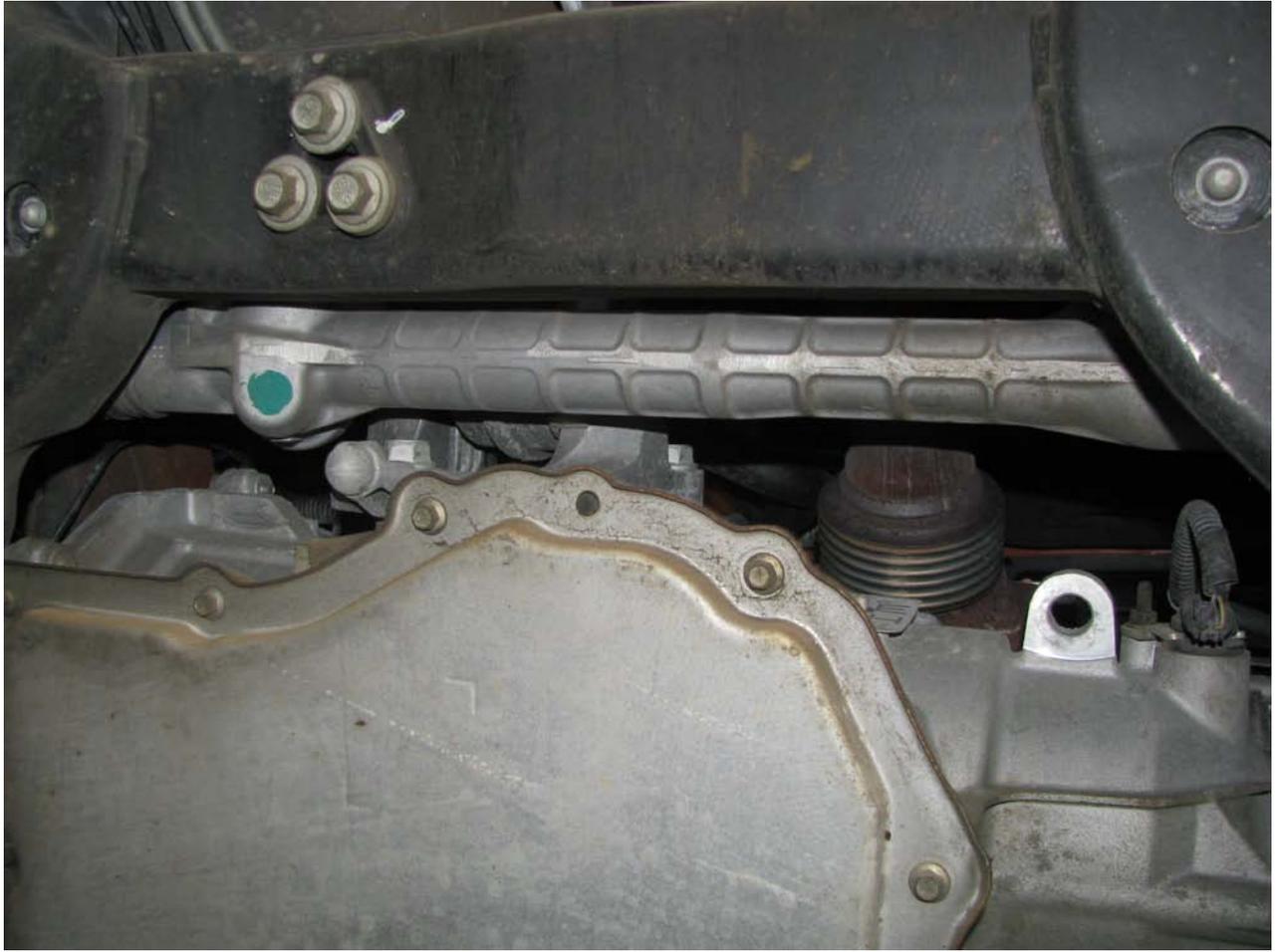
Model: Cobalt

Cobalt

File # 71-745521394

VIN: 1G1AL15F167 [REDACTED]

1G1AL15F167 [REDACTED]



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

Customer's Name: [REDACTED]

Inspection Date:

08/04/2009

Vehicle Brand Chevrolet

Model:

Cobalt

File # 71-745521394

VIN:

1G1AL15F167 [REDACTED]



Right to strut tower

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

Customer's Name: [REDACTED]

Inspection Date: 08/04/2009

08/04/2009

Vehicle Brand Chevrolet

Model: Cobalt

Cobalt

File # 71-745521394

VIN: 1G1AL15F167 [REDACTED]

1G1AL15F167 [REDACTED]



Tire and loading information sticker

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

Customer's Name: [REDACTED]

Inspection Date:

08/04/2009

Vehicle Brand

Chevrolet

Model:

Cobalt

File #

71-745521394

VIN:

1G1AL15F167 [REDACTED]



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

Customer's Name: [REDACTED]

Inspection Date: 8/18/2009

Vehicle Brand: Chevrolet

Model: 2007 Cobalt

File #: 71-747048536

VIN: 1G1AK55FX77 [REDACTED]

8/18/2009

2007 Cobalt

1G1AK55FX77 [REDACTED]

Inspector EDWARD J LAPOSTA

Number of Rolls DIGITAL

Roll Number DIGITAL

Neg.# Description
0 0 VIN PLATE

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



1. 1 VIN LABEL

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

Customer's Name: [REDACTED]

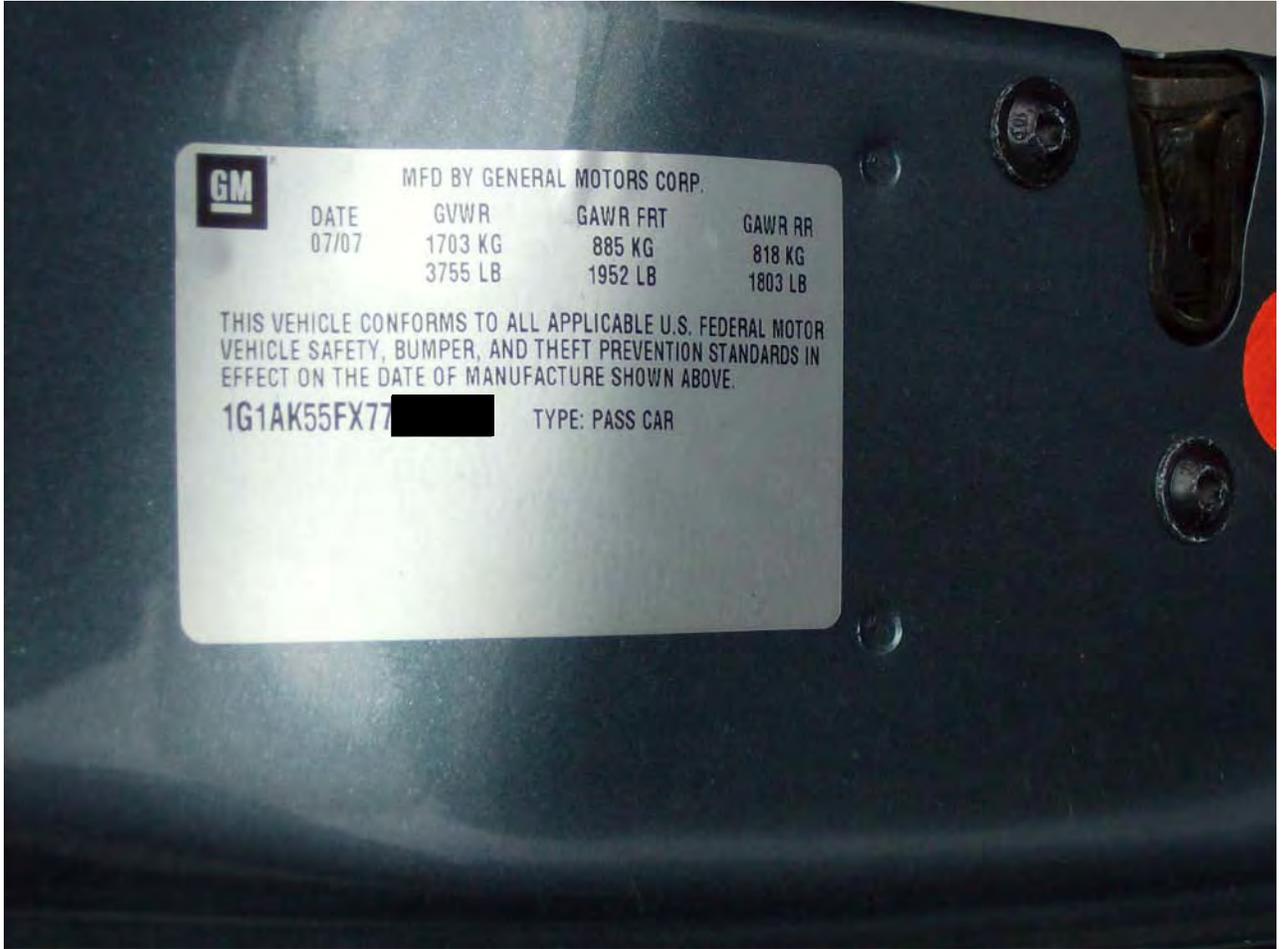
Inspection Date: 8/18/2009

Vehicle Brand: Chevrolet

Model: 2007 Cobalt

File #: 71-747048536

VIN: 1G1AK55FX77 [REDACTED]



2. 2 ODOMETER

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

Customer's Name: [REDACTED]

Inspection Date: 8/18/2009

8/18/2009

Vehicle Brand: Chevrolet

Chevrolet

Model: 2007 Cobalt

2007 Cobalt

File #: 71-747048536

71-747048536

VIN: 1G1AK55FX77 [REDACTED]

1G1AK55FX77 [REDACTED]



3. 3 FRONT EXTERIOR

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

Customer's Name: [REDACTED]

Inspection Date: 8/18/2009

Vehicle Brand: Chevrolet

Model: 2007 Cobalt

File #: 71-747048536

VIN: 1G1AK55FX77 [REDACTED]



4. 4 LF EXTERIOR

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

Customer's Name: [REDACTED]

Inspection Date: 8/18/2009

Vehicle Brand: Chevrolet

Model: 2007 Cobalt

File #: 71-747048536

VIN: 1G1AK55FX77 [REDACTED]



5. 5 L EXTERIOR

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

Customer's Name: [REDACTED]

Inspection Date: 8/18/2009

Vehicle Brand: Chevrolet

Model: 2007 Cobalt

File #: 71-747048536

VIN: 1G1AK55FX77 [REDACTED]



6. 6 LR EXTERIOR

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

Customer's Name: [REDACTED]

Inspection Date: 8/18/2009

Vehicle Brand: Chevrolet

Model: 2007 Cobalt

File #: 71-747048536

VIN: 1G1AK55FX77 [REDACTED]



7. 7 REAR EXTERIOR

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

Customer's Name: [REDACTED]

Inspection Date: 8/18/2009

Vehicle Brand: Chevrolet

Model: 2007 Cobalt

File #: 71-747048536

VIN: 1G1AK55FX77 [REDACTED]



8. 8 RR EXTERIOR

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

Customer's Name: [REDACTED]

Inspection Date: 8/18/2009

Vehicle Brand: Chevrolet

Model: 2007 Cobalt

File #: 71-747048536

VIN: 1G1AK55FX77 [REDACTED]



9. 9 R EXTERIOR

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

Customer's Name: [REDACTED]

Inspection Date: 8/18/2009

Vehicle Brand: Chevrolet

Model: 2007 Cobalt

File #: 71-747048536

VIN: 1G1AK55FX77 [REDACTED]



10. 10 RF EXTERIOR

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

Customer's Name: [REDACTED]

Inspection Date: 8/18/2009

Vehicle Brand: Chevrolet

Model: 2007 Cobalt

File #: 71-747048536

VIN: 1G1AK55FX77 [REDACTED]



11. 11 LEFT FRONT INTERIOR

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

Customer's Name: [REDACTED]

Inspection Date: 8/18/2009

Vehicle Brand: Chevrolet

Model: 2007 Cobalt

File #: 71-747048536

VIN: 1G1AK55FX77 [REDACTED]



12. 12 RIGHT FRONT INTERIOR

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

Customer's Name: [REDACTED]

Inspection Date: 8/18/2009

Vehicle Brand: Chevrolet

Model: 2007 Cobalt

File #: 71-747048536

VIN: 1G1AK55FX77 [REDACTED]



13. 13 LEFT REAR INTERIOR

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

Customer's Name: [REDACTED]

Inspection Date: 8/18/2009

Vehicle Brand: Chevrolet

Model: 2007 Cobalt

File #: 71-747048536

VIN: 1G1AK55FX77 [REDACTED]



14. 14 RIGHT REAR INTERIOR

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

Customer's Name: [REDACTED]

Inspection Date: 8/18/2009

Vehicle Brand: Chevrolet

Model: 2007 Cobalt

File #: 71-747048536

VIN: 1G1AK55FX77 [REDACTED]



15. 15 WINDSHIELD

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

Customer's Name: [REDACTED]

Inspection Date: 8/18/2009

Vehicle Brand: Chevrolet

Model: 2007 Cobalt

File #: 71-747048536

VIN: 1G1AK55FX77 [REDACTED]



16. 16 DASH-RIGHT

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

Customer's Name: [REDACTED]

Inspection Date: 8/18/2009

Vehicle Brand: Chevrolet

Model: 2007 Cobalt

File #: 71-747048536

VIN: 1G1AK55FX77 [REDACTED]



17. 17 STEERING WHEEL

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

Customer's Name: [REDACTED]

Inspection Date: 8/18/2009

Vehicle Brand: Chevrolet

Model: 2007 Cobalt

File #: 71-747048536

VIN: 1G1AK55FX77 [REDACTED]



18. 18 ACCELERATOR AND BRAKE PEDALS

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

Customer's Name: [REDACTED]

Inspection Date: 8/18/2009

Vehicle Brand: Chevrolet

Model: 2007 Cobalt

File #: 71-747048536

VIN: 1G1AK55FX7 [REDACTED]



19. 19 ENGINE-FRONT

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

Customer's Name: [REDACTED]

Inspection Date: 8/18/2009

Vehicle Brand: Chevrolet

Model: 2007 Cobalt

File #: 71-747048536

VIN: 1G1AK55FX77 [REDACTED]



20. 20 ENGINE-LEFT

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

Customer's Name: [REDACTED]

Inspection Date: 8/18/2009

Vehicle Brand: Chevrolet

Model: 2007 Cobalt

File #: 71-747048536

VIN: 1G1AK55FX77 [REDACTED]



21. 21 ENGINE-RIGHT

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

Customer's Name: [REDACTED]

Inspection Date: 8/18/2009

Vehicle Brand: Chevrolet

Model: 2007 Cobalt

File #: 71-747048536

VIN: 1G1AK55FX77 [REDACTED]



22. 22 FUSE PANEL-ENGINE COMPARTMENT

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

Customer's Name: [REDACTED]

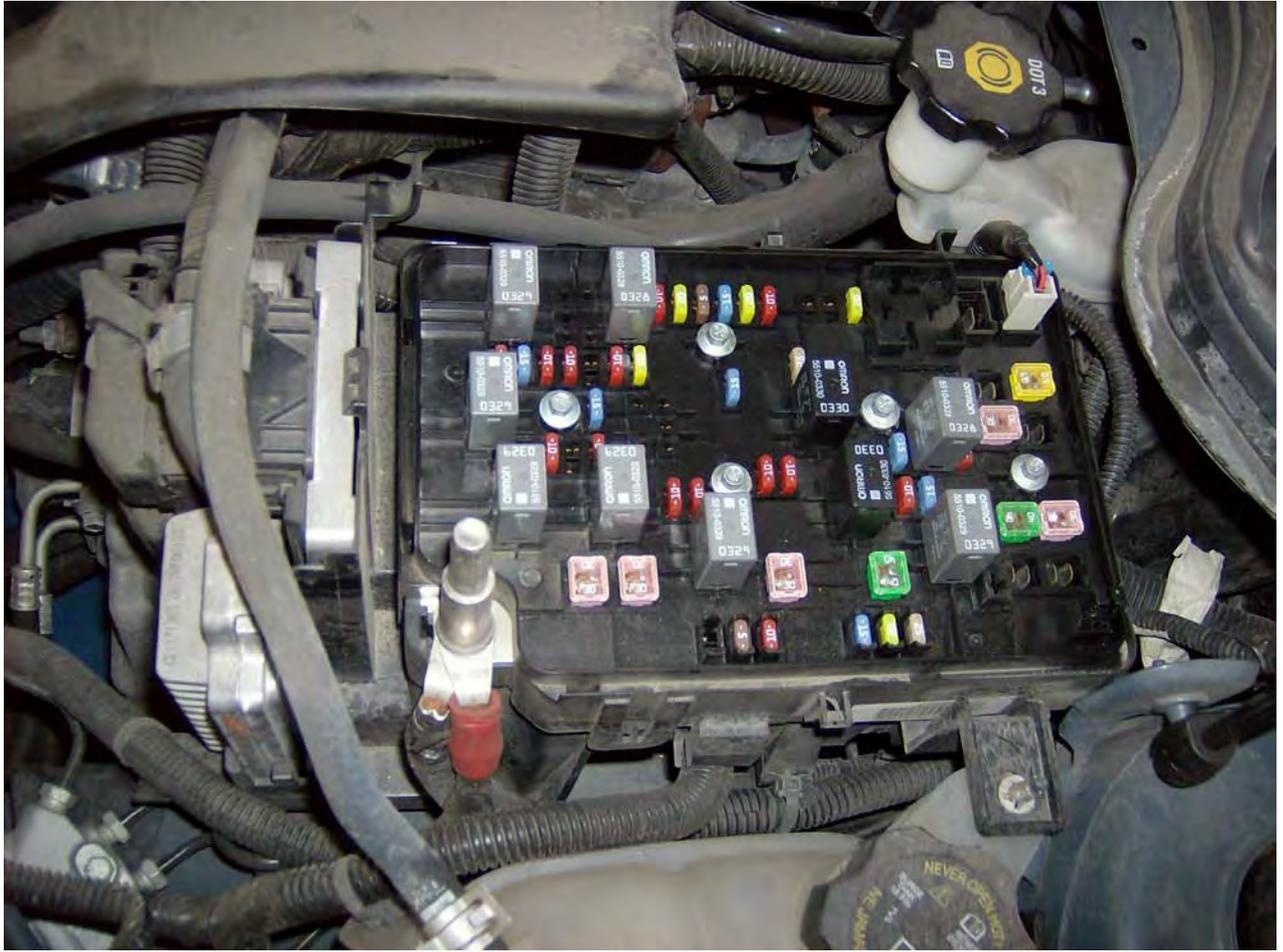
Inspection Date: 8/18/2009

Vehicle Brand: Chevrolet

Model: 2007 Cobalt

File #: 71-747048536

VIN: 1G1AK55FX77 [REDACTED]



23. 23 BRAKE MASTER CYLINDER

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

Customer's Name: [REDACTED]

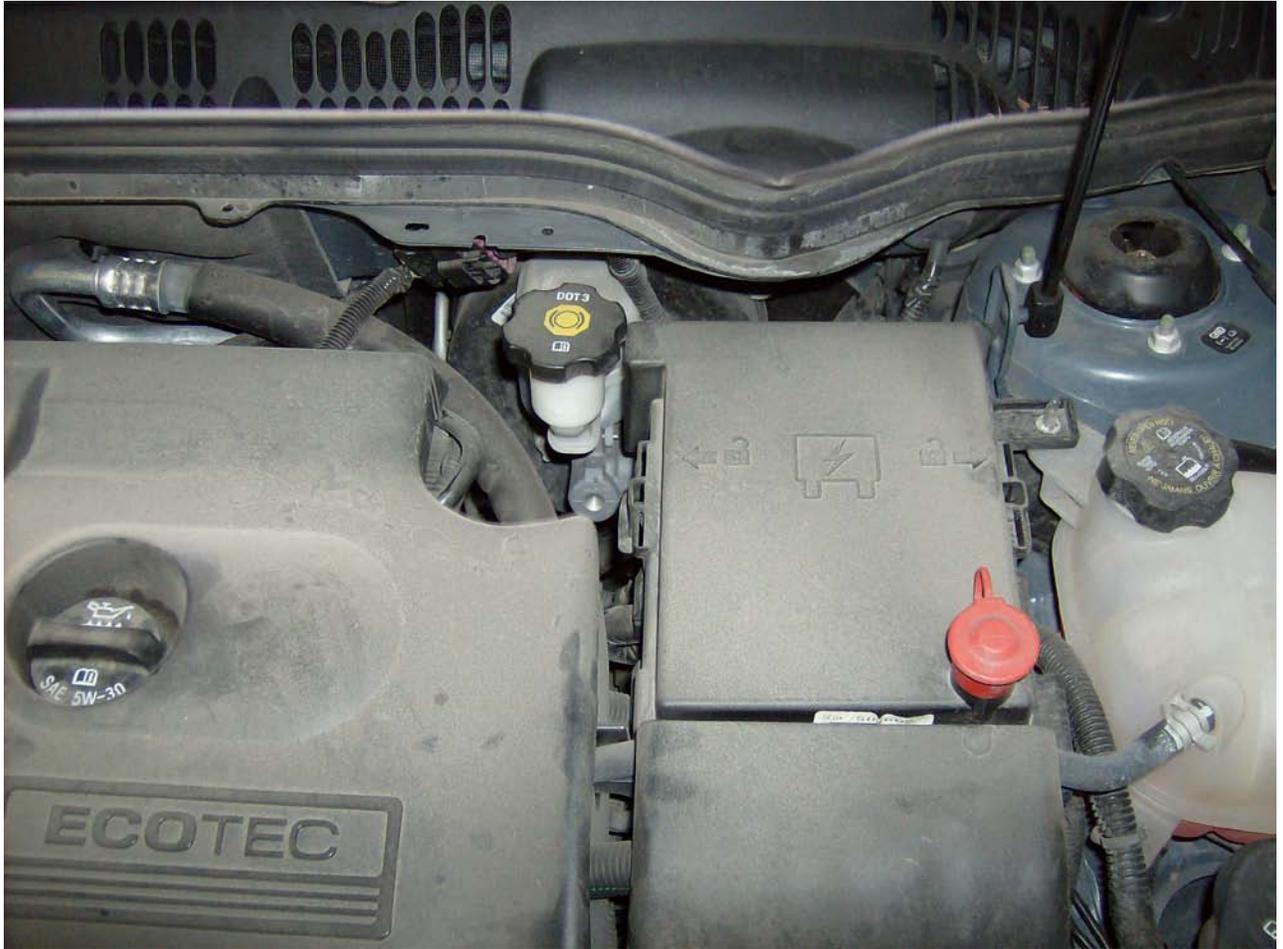
Inspection Date: 8/18/2009

Vehicle Brand: Chevrolet

Model: 2007 Cobalt

File #: 71-747048536

VIN: 1G1AK55FX77 [REDACTED]



24, 24 BRAKE MASTER CYLINDER CAP

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

Customer's Name: [REDACTED]

Inspection Date: 8/18/2009

Vehicle Brand: Chevrolet

Model: 2007 Cobalt

File #: 71-747048536

VIN: 1G1AK55FX77 [REDACTED]



25. 25 BOSCH CDR

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

Customer's Name: [REDACTED]

Inspection Date: 8/18/2009

8/18/2009

Vehicle Brand: Chevrolet

Chevrolet

Model: 2007 Cobalt

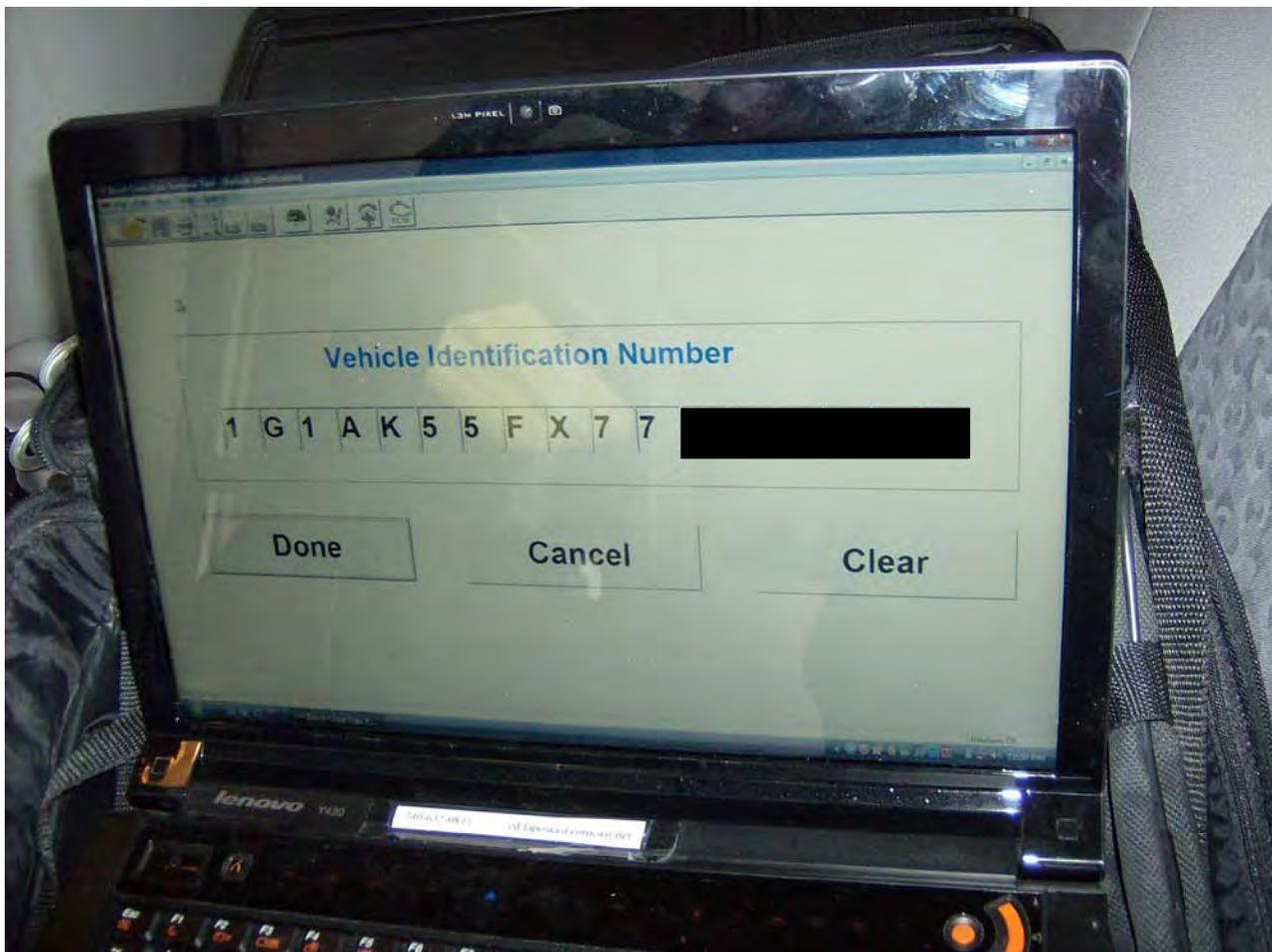
2007 Cobalt

File #: 71-747048536

71-747048536

VIN: 1G1AK55FX77 [REDACTED]

1G1AK55FX77 [REDACTED]



26. 26 BOSCH CDR

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

Customer's Name: [REDACTED]

Inspection Date: 8/18/2009

8/18/2009

Vehicle Brand: Chevrolet

Chevrolet

Model: 2007 Cobalt

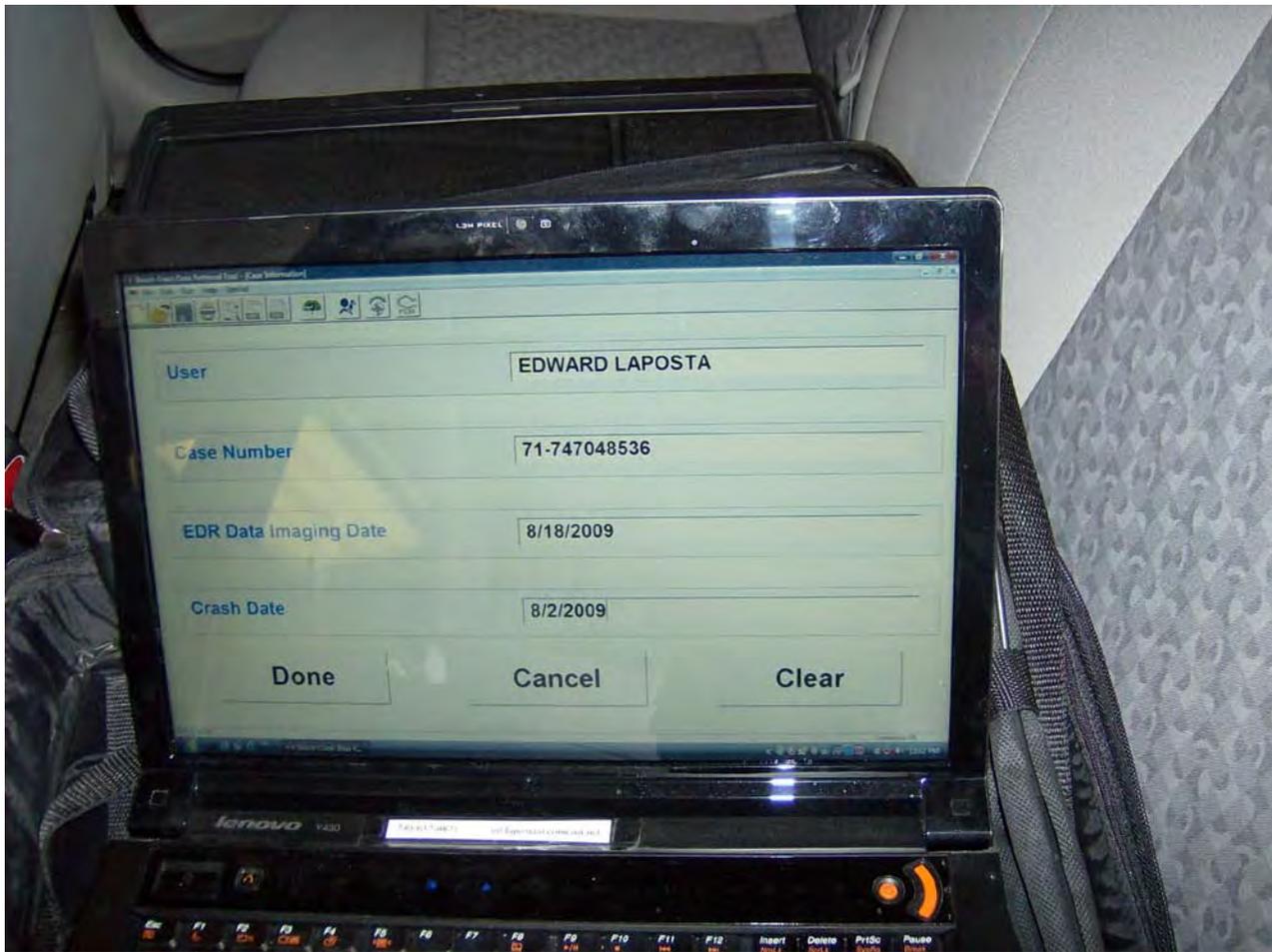
2007 Cobalt

File #: 71-747048536

71-747048536

VIN: 1G1AK55FX77 [REDACTED]

1G1AK55FX77 [REDACTED]



27. 27 SEAT BELT LATCH PLATE-LEFT FRONT

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

Customer's Name: [REDACTED]

Inspection Date: 8/18/2009

Vehicle Brand: Chevrolet

Model: 2007 Cobalt

File #: 71-747048536

VIN: 1G1AK55FX77 [REDACTED]



28. 28 SEAT BELT BUCKLE-LEFT FRONT

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

Customer's Name: [REDACTED]

Inspection Date: 8/18/2009

Vehicle Brand: Chevrolet

Model: 2007 Cobalt

File #: 71-747048536

VIN: 1G1AK55FX77 [REDACTED]



29. 29 SEAT BELT LATCH PLATE-RIGHT FRONT

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

Customer's Name: [REDACTED]

Inspection Date: 8/18/2009

8/18/2009

Vehicle Brand: Chevrolet

Chevrolet

Model: 2007 Cobalt

2007 Cobalt

File #: 71-747048536

71-747048536

VIN: 1G1AK55FX77 [REDACTED]

1G1AK55FX77 [REDACTED]



30. 30 SEAT BELT BUCKLE-RIGHT FRONT

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

Customer's Name: [REDACTED]

Inspection Date: 8/18/2009

Vehicle Brand: Chevrolet

Model: 2007 Cobalt

File #: 71-747048536

VIN: 1G1AK55FX77 [REDACTED]



31. 31 SUSPENSION-LEFT FRONT

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

Customer's Name: [REDACTED]

Inspection Date: 8/18/2009

8/18/2009

Vehicle Brand: Chevrolet

Chevrolet

Model: 2007 Cobalt

2007 Cobalt

File #: 71-747048536

71-747048536

VIN: 1G1AK55FX77 [REDACTED]

1G1AK55FX77 [REDACTED]



32. 32 SUSPENSION-RIGHT FRONT

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

Customer's Name: [REDACTED]

Inspection Date: 8/18/2009

Vehicle Brand: Chevrolet

Model: 2007 Cobalt

File #: 71-747048536

VIN: 1G1AK55FX77 [REDACTED]



33 SUSPENSION-LEFT FRONT

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]

Inspection Date: 8/18/2009

8/18/2009

Vehicle Brand: Chevrolet

Model: 2007 Cobalt

2007 Cobalt

File #: 71-747048536

71-747048536

VIN: 1G1AK55FX77 [REDACTED]

1G1AK55FX77 [REDACTED]



34 SUSPENSION-RIGHT FRONT

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

Customer's Name: [REDACTED]

Inspection Date: 8/18/2009

8/18/2009

Vehicle Brand: Chevrolet

Chevrolet

Model: 2007 Cobalt

2007 Cobalt

File #: 71-747048536

71-747048536

VIN: 1G1AK55FX77 [REDACTED]

1G1AK55FX77 [REDACTED]



35 SUSPENSION-LEFT REAR

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

Customer's Name: [REDACTED]

Inspection Date: 8/18/2009

Vehicle Brand: Chevrolet

Model: 2007 Cobalt

File #: 71-747048536

VIN: 1G1AK55FX77 [REDACTED]



36 SUSPENSION-RIGHT REAR

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

Customer's Name: [REDACTED]

Inspection Date: 8/18/2009

Vehicle Brand: Chevrolet

Model: 2007 Cobalt

File #: 71-747048536

VIN: 1G1AK55FX77 [REDACTED]



37 SUSPENSION-LEFT REAR

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

Customer's Name: [REDACTED]

Inspection Date: 8/18/2009

Vehicle Brand: Chevrolet

Model: 2007 Cobalt

File #: 71-747048536

VIN: 1G1AK55FX77 [REDACTED]



38 SUSPENSION-RIGHT REAR

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

Customer's Name: [REDACTED]

Inspection Date: 8/18/2009

8/18/2009

Vehicle Brand: Chevrolet

Chevrolet

Model: 2007 Cobalt

2007 Cobalt

File #: 71-747048536

71-747048536

VIN: 1G1AK55FX77 [REDACTED]

1G1AK55FX77 [REDACTED]



39 STEERING COLUMN

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

Customer's Name: [REDACTED]

Inspection Date: 8/18/2009

Vehicle Brand: Chevrolet

Model: 2007 Cobalt

File #: 71-747048536

VIN: 1G1AK55FX77 [REDACTED]



40 UNDER CARRIAGE-FRONT

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

Customer's Name: [REDACTED]

Inspection Date: 8/18/2009

8/18/2009

Vehicle Brand: Chevrolet

Chevrolet

Model: 2007 Cobalt

2007 Cobalt

File #: 71-747048536

71-747048536

VIN: 1G1AK55FX77 [REDACTED]

1G1AK55FX77 [REDACTED]



41 STEERING LINKAGE-LEFT FRONT

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

Customer's Name: [REDACTED]

Inspection Date: 8/18/2009

Vehicle Brand: Chevrolet

Model: 2007 Cobalt

File #: 71-747048536

VIN: 1G1AK55FX77 [REDACTED]



42 STEERING LINKAGE-RIGHT FRONT

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

Customer's Name: [REDACTED]

Inspection Date: 8/18/2009

8/18/2009

Vehicle Brand: Chevrolet

Chevrolet

Model: 2007 Cobalt

2007 Cobalt

File #: 71-747048536

71-747048536

VIN: 1G1AK55FX77 [REDACTED]

1G1AK55FX77 [REDACTED]



43 STEERING GEAR

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

Customer's Name: [REDACTED]

Inspection Date: 8/18/2009

8/18/2009

Vehicle Brand: Chevrolet

Chevrolet

Model: 2007 Cobalt

2007 Cobalt

File #: 71-747048536

71-747048536

VIN: 1G1AK55FX77 [REDACTED]

1G1AK55FX77 [REDACTED]



44 BUMPER COVER-LEFT FRONT

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

Customer's Name: [REDACTED]

Inspection Date: 8/18/2009

Vehicle Brand: Chevrolet

Model: 2007 Cobalt

File #: 71-747048536

VIN: 1G1AK55FX77 [REDACTED]



45 BUMPER COVER-LEFT FRONT

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

Customer's Name: [REDACTED]

Inspection Date: 8/18/2009

Vehicle Brand: Chevrolet

Model: 2007 Cobalt

File #: 71-747048536

VIN: 1G1AK55FX77 [REDACTED]



46 BUMPER COVER-LEFT FRONT

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

Customer's Name: [REDACTED]

Inspection Date: 8/18/2009

Vehicle Brand: Chevrolet

Model: 2007 Cobalt

File #: 71-747048536

VIN: 1G1AK55FX77 [REDACTED]



47 TIRE AND LOADING INFORMATION LABEL

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

Customer's Name: [REDACTED]

Inspection Date: 8/18/2009

Vehicle Brand: Chevrolet

Model: 2007 Cobalt

File #: 71-747048536

VIN: 1G1AK55FX77 [REDACTED]



48 TIRE AND WHEEL-LEFT FRONT

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

Customer's Name: [REDACTED]

Inspection Date: 8/18/2009

8/18/2009

Vehicle Brand: Chevrolet

Chevrolet

Model: 2007 Cobalt

2007 Cobalt

File #: 71-747048536

71-747048536

VIN: 1G1AK55FX77 [REDACTED]

1G1AK55FX77 [REDACTED]



49 TIRE AND WHEEL-RIGHT FRONT

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

Customer's Name: [REDACTED]

Inspection Date: 8/18/2009

Vehicle Brand: Chevrolet

Model: 2007 Cobalt

File #: 71-747048536

VIN: 1G1AK55FX77 [REDACTED]



50 TIRE TREAD-LEFT FRONT

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

Customer's Name: [REDACTED]

Inspection Date: 8/18/2009

Vehicle Brand: Chevrolet

Model: 2007 Cobalt

File #: 71-747048536

VIN: 1G1AK55FX77 [REDACTED]



EAA Inspection Request

Date: 8/13/09

TO: **EAA**

EAA/SPX Field Coordinator

Phone: 586-582-5835

Fax: 586-582-5840

Email: eaafc@servicesolutions.spx.com

From: **Crystal Morales**

PAR Customer Relations **Specialist**

Email: crystal_morales@gmexpert.com

Phone: 866-790-5700 ext.41326

Fax: 866-660-2734

Mailing Address:

GM PAR Investigations

7401 E. Ben White

Building 3

Austin, TX 78741

Vehicle Information

VIN#: **1G1AK55FX77** [REDACTED]

Year/Make: **2007 Chevrolet**

Model: **Cobalt**

Contact's Name: **Jim Boburka**

Contact's Number: **(412) 331-0120**

Vehicle Location: **Crivelli Chevrolet Inc.**

Mc Kees Rocks Plaza

Mc Kees Rocks, PA 15136-0397

If located at a Salvage/Auction Yard:

Ins. Adj. Name:

Phone #:

Claim or Salvage ID #:

Claimant Information

PAR File #: **71-747048536**

Claimant Name: [REDACTED]

Claimant Home #: [REDACTED]

Claimant Work #: [REDACTED] x.

Claimant Cell #: [REDACTED]

Address: [REDACTED]

Mc Kees Rocks, PA [REDACTED]

Required Actions:

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

Please Use Form(s):

<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:

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

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

RUSH (Name of Team Manager or Ops Mgr Approving the Rush): _____

EAA Internal Use Only

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

EAA SA Use Only

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

CDR File Information

User Entered VIN	1G1AK55FX77 [REDACTED]
User	EDWARD LAPOSTA
Case Number	71-747048536
EDR Data Imaging Date	Tuesday, August 18 2009
Crash Date	Sunday, August 2 2009
Filename	1G1AK55FX77 [REDACTED].ACM.CDR
Saved on	Tuesday, August 18 2009 at 12:53:51 PM
Collected with CDR version	Crash Data Retrieval Tool 3.2
Reported with CDR version	Crash Data Retrieval Tool 3.2
EDR Device Type	airbag control module
Event(s) recovered	None

IMPORTANT NOTICE: Robert Bosch LLC recommends that the latest production release of Crash Data Retrieval software be utilized when viewing, printing or exporting any retrieved data from within the CDR program. This ensures that the retrieved data has been translated using the most recent information including but not limited to that which was provided by the manufacturers of the vehicles supported in this product.

Data Limitations

Recorded Crash Events:

There are two types of recorded crash events. The first is the Non-Deployment Event. A Non-Deployment Event records data but does not deploy the air bag(s). The minimum SDM Recorded Vehicle Velocity Change, that is needed to record a Non-Deployment Event, is five MPH. A Non-Deployment Event contains 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 velocity change. This event will be cleared by the SDM, after approximately 250 ignition cycles. This event can be overwritten by a second Deployment Event, referred to as Deployment Event #2, if the Non-Deployment Event is not locked. The data in the Non-Deployment Event file will be locked, if the Non-Deployment Event occurred within five seconds of a Deployment Event. A locked Non Deployment Event cannot be overwritten or cleared by the SDM.

The second type of SDM recorded crash event is the Deployment Event. It also contains Pre-Crash and Crash data. The SDM can store up to two different Deployment Events. If a second Deployment Event occurs any time after the Deployment Event, the Deployment Event #2 will overwrite any non-locked Non-Deployment Event. Deployment Events cannot be overwritten or cleared by the SDM. Once the SDM has deployed an air bag, the SDM must be replaced.

Data:

-SDM Recorded Vehicle Velocity Change reflects the change in velocity that the sensing system experienced during the recorded portion of the event. SDM Recorded Vehicle 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. For Deployment 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 can record up to the first 300 milliseconds of data after algorithm enable. Velocity Change data is displayed in SAE sign convention.

-Maximum Recorded Vehicle Velocity Change is the maximum square root value of the sum of the squares for the vehicle's combined "X" and "Y" axis change in velocity.

-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 by various factors, including but not limited to the following:

- significant changes in the tire's rolling radius
- final drive axle ratio changes
- wheel lockup and wheel slip

-Brake Switch Circuit Status indicates the open/closed state of the brake switch circuit.

-Pre-Crash data is recorded asynchronously.

-Pre-Crash Electronic Data Validity Check Status indicates "Data Invalid" if:

- the SDM receives a message with an "invalid" flag from the module sending the pre-crash data
- no data is received from the module sending the pre-crash data
- no module is present to send the pre-crash data

- Driver's and Passenger's Belt Switch Circuit Status indicates the status of the seat belt switch circuit, except: The Passenger Belt Switch Circuit Status for 2005 vehicles is available only on the Cadillac STS. 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), always reports a default value of "Buckled," because there is no passenger belt switch with the Recaro seat option.
- The Time Between Non-Deployment to Deployment Events is displayed in seconds. If the time between the two events is greater than five 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, except for Cadillac STS model vehicles with StabiliTrak 3.0 systems (RPO JL7). For Cadillac STS model vehicles with StabiliTrak 3.0 systems (RPO JL7), 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. The Steering Wheel Angle data is reported in 16 degree increments.

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.

Hexadecimal Data

Data that the vehicle manufacturer has specified for data retrieval is shown in the hexadecimal data section of the CDR report. The hexadecimal data section of the CDR report may contain data that is not translated by the CDR program. The control module contains additional data that is not retrievable by the CDR system.

```
$01 00 00 00 00 53 00 00
$02 30 00 00 00 00 00 00
$03 02 00 00 00 00 00 00
$04 02 00 00 00 00 00 00
$05 00 00 00 00 00 00 00
$06 00 0A 00 00 0A 39 15
$07 00 09 00 00 00 00 00
$08 E9 8B 00 00 00 00 00
$09 00 8D 8D 00 00 00 00
$0A 00 00 00 00 00 00 00
$0B 00 00 05 0F 00 00 00
$0C 80 00 80 00 00 00 00
$0D 00 00 40 00 00 00 00
$0E 40 00 00 00 00 00 00
$0F A0 00 00 00 00 00 00
$10 47 31 41 4B 35 35 46
$11 58 37 37 33 39 37 32
$12 34 39 00 00 00 00 00
$13 00 00 00 00 00 00 00
$14 00 00 00 00 00 00 00
$15 00 00 00 00 00 00 00
$16 03 06 0C 16 34 00 00
$17 03 03 02 02 00 00 00
$18 02 02 00 00 00 00 00
$19 07 07 00 00 00 00 00
$1B 3F 00 00 67 00 7A 00
$1C 3F 00 00 02 00 1A 00
$1D 00 00 00 00 00 00 00
$1E 4F 00 00 4F 00 01 00
$1F 31 C1 00 00 00 23 00
$20 40 00 00 00 00 00 00
$21 FF FF 00 00 50 00 00
$22 00 92 00 00 00 00 00
$24 00 00 00 00 00 00 00
$25 00 00 00 00 00 00 00
$26 00 00 00 00 00 00 00
$27 FF 00 FF 00 00 00 00
$2A 00 00 00 00 00 00 00
$2B 00 00 00 00 00 00 00
$2D 00 00 00 00 00 00 00
$2E 00 FF F0 13 1B 00 00
$2F 00 FE 13 1B 00 00 00
$30 9D 00 00 00 00 00 00
$31 FF FF FF FF FF 80 00
$32 F8 80 FF 80 00 00 00
$33 FF FF FF FF FF 80 00
$34 FF FF FF FF FF 80 00
$35 FF FF FF FF FF 80 00
$36 FF FF FF FF FF 80 00
$37 F8 80 F8 0F 0F CA FE
$38 FF 80 C0 80 FF C0 FC
$39 FF FF FF FF FF 80 00
$3A FF FF FF FF FF 80 00
$3B 7F 0F 1F 1F 3F 00 00
$3C FF FF FF FF FF FF C0
$3D FF FF FF FF FF FF 00
```

\$3E FF FF FF FF 00 00 00
\$3F 00 00 F0 00 00 00 00
\$40 E0 FF 00 00 00 00 00
\$41 F8 F8 90 00 00 00 00
\$42 80 FF FF FF FF 00 00
\$43 FF FF FF 00 00 00 00
\$44 FF FF FF FF FF FF 00
\$45 FF FF FF FF FF FF 00
\$46 FF FF FF FF FF FF 00
\$47 FF FF FF FF FF FF 00
\$48 FF FF FF FF FF FF 00
\$49 FF FF FF FF FF FF 00
\$4A FF FF FF FF FF FF 00
\$4B FF FF FF FF FF FF 00
\$4C FF FF FF FF FF FF 00
\$4D FF FF FF FF FF FF 00
\$4E FF FF FF FF FF FF 00
\$4F FF FF FF FF FF FF 00
\$50 FF FF FF FF FF FF 00
\$51 F0 00 00 F0 00 00 00
\$52 81 FF FF FF 00 00 00
\$53 FF FF FF 00 00 00 00
\$54 82 FF FF 00 00 00 00
\$55 FF FF FF FF FF FF 00
\$67 A0 FF 00 00 00 00 00
\$68 F8 F8 90 C0 00 00 00
\$69 80 FF FF FF FF 00 00
\$6A FF FF FF 00 00 00 00
\$6B FF FF FF FF FF FF 00
\$6C FF FF FF FF FF FF 00
\$6D FF FF FF FF FF FF 00
\$6E FF FF FF FF FF FF 00
\$6F FF FF FF FF FF FF 00
\$70 FF FF FF FF FF FF 00
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\$72 FF FF FF FF FF FF 00
\$73 FF FF FF FF FF FF 00
\$74 FF FF FF FF FF FF 00
\$75 FF FF FF FF FF FF 00
\$76 FF FF FF FF FF FF 00
\$77 FF FF FF FF FF FF 00
\$78 F0 00 00 F0 00 00 00
\$79 81 FF FF FF 00 00 00
\$7A 82 FF FF 00 00 00 00
\$7B FF FF FF FF FF FF 00

\$01 41 55 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
\$02 01 02 03 04
\$03 41 54 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
\$04 01 02 03 04
\$05 42 55 FF
\$06 FF FF FF FF
\$07 42 54 FF
\$08 FF FF FF FF
\$0D 41 48 32 39 35 31 52 37 31 34 35 33 4B 55 4C 46
\$0E 01 5A 4B 31
\$0F 41 4A 01 02 03 04 52 45 41 32 30 32 33 30 30 30
\$10 01 02 03 04
\$13 42 52 30 31 33 34 56 31 07 31 37 37 51 47 45 43
\$14 01 5A 74 02
\$17 42 54 FF
\$18 FF FF FF FF
\$21 37 35 E1 72 6A 74 91 9A
\$22 39 15
\$23 31 41 FA FA FA FA FA
\$24 31 41 FA FA FA FA FA
\$25 32 41 FA FA FA FA FA

```
$26 32 41 FA FA FA FA FA
$40 00 00
$41 3F 00 00 02 00 1A
$42 D0 C4
$43 00 00 8E 80
$44 C6 00 00 FC C0 C0
$45 07 01 07 01 05 01
$46 FF 1B 1B 64 28
$47 0A 64 06 04 04 05 0A 06 04 0A 00 00 FA 00 00 FF 04 64
$48 18 08 08
$B0 58
$B1 FD FE 00
$B2 FF FF FF FF FF
$B4 41 53 33 39 31 35 32 32 37 4A 52 4A 20 20 20 20
$B7 50 AA 04 0F 07
$B8 43 48 70 02 09
$C1 30 46 30 37
$CA 30 46 30 37
$CB 01 89 6E 6B
$CC 01 89 6E 6B
$D1 00 00
$DB 00 00
$DC 00 00
```

Disclaimer of Liability

The users of the CDR product and reviewers of the CDR reports and exported data shall ensure that data and information supplied is applicable to the vehicle, vehicle's system(s) and the vehicle ECU. Robert Bosch LLC and all its directors, officers, employees and members shall not be liable for damages arising out of or related to incorrect, incomplete or misinterpreted software and/or data. Robert Bosch LLC expressly excludes all liability for incidental, consequential, special or punitive damages arising from or related to the CDR data, CDR software or use thereof.

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

Customer's Name: [REDACTED]

Inspection Date: 8/18/2009

Vehicle Brand: Chevrolet

Model: 2007 Cobalt

File #: 71-747048536

VIN: 1G1AK55FX77 [REDACTED]

Inspector EDWARD J LAPOSTA

Number of Rolls DIGITAL

Roll Number DIGITAL

<u>Neg.#</u>	<u>Description</u>
0	<u>0 VIN PLATE</u>
1.	<u>1 VIN LABEL</u>
2.	<u>2 ODOMETER</u>
3.	<u>3 FRONT EXTERIOR</u>
4.	<u>4 LF EXTERIOR</u>
5.	<u>5 L EXTERIOR</u>
6.	<u>6 LR EXTERIOR</u>
7.	<u>7 REAR EXTERIOR</u>
8.	<u>8 RR EXTERIOR</u>
9.	<u>9 R EXTERIOR</u>
10.	<u>10 RF EXTERIOR</u>
11.	<u>11 LEFT FRONT INTERIOR</u>
12.	<u>12 RIGHT FRONT INTERIOR</u>
13.	<u>13 LEFT REAR INTERIOR</u>
14.	<u>14 RIGHT REAR INTERIOR</u>
15.	<u>15 WINDSHIELD</u>
16.	<u>16 DASH-RIGHT</u>
17.	<u>17 STEERING WHEEL</u>
18.	<u>18 ACCELERATOR AND BRAKE PEDALS</u>
19.	<u>19 ENGINE-FRONT</u>
20.	<u>20 ENGINE-LEFT</u>
21.	<u>21 ENGINE-RIGHT</u>
22.	<u>22 FUSE PANEL-ENGINE COMPARTMENT</u>
23.	<u>23 BRAKE MASTER CYLINDER</u>
24.	<u>24 BRAKE MASTER CYLINDER CAP</u>
25.	<u>25 BOSCH CDR</u>
26.	<u>26 BOSCH CDR</u>
27.	<u>27 SEAT BELT LATCH PLATE-LEFT FRONT</u>
28.	<u>28 SEAT BELT BUCKLE-LEFT FRONT</u>
29.	<u>29 SEAT BELT LATCH PLATE-RIGHT FRONT</u>
30.	<u>30 SEAT BELT BUCKLE-RIGHT FRONT</u>
31.	<u>31 SUSPENSION-LEFT FRONT</u>
32.	<u>32 SUSPENSION-RIGHT FRONT</u>
	<u>33 SUSPENSION-LEFT FRONT</u>

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

Customer's Name: [REDACTED]

Inspection Date: 8/18/2009

Vehicle Brand: Chevrolet

Model: 2007 Cobalt

File #: 71-747048536

VIN: 1G1AK55FX77 [REDACTED]

- 34 SUSPENSION-RIGHT FRONT
- 35 SUSPENSION-LEFT REAR
- 36 SUSPENSION-RIGHT REAR
- 37 SUSPENSION-LEFT REAR
- 38 SUSPENSION-RIGHT REAR
- 39 STEERING COLUMN
- 40 UNDER CARRIAGE-FRONT
- 41 STEERING LINKAGE-LEFT FRONT
- 42 STEERING LINKAGE-RIGHT FRONT
- 43 STEERING GEAR
- 44 BUMPER COVER-LEFT FRONT
- 45 BUMPER COVER-LEFT FRONT
- 46 BUMPER COVER-LEFT FRONT
- 47 TIRE AND LOADING INFORMATION LABEL
- 48 TIRE AND WHEEL-LEFT FRONT
- 49 TIRE AND WHEEL-RIGHT FRONT
- 50 TIRE TREAD-LEFT FRONT

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

Customer's Name: [REDACTED] Inspection Date: 8/18/2009
Vehicle Brand: Chevrolet Model: 2007 Cobalt
File #: 71-747048536 VIN: 1G1AK55FX77 [REDACTED]

Mileage at Inspection: 22831

Inspection Location: Crivelli Chevrolet, Inc.
100 McKees Rocks Plaza
McKees Rocks, PA 15136
Phone: 412-331-0120

Inspector's phone number: 740-632-0875

Inspected By: EDWARD J LAPOSTA

Section 1 INSPECTION SUMMARY

BRIEFLY Describe the customer's ALLEGATION below:

Driver/Owner [REDACTED] alleges the following: : I was driving my vehicle in McKees Rocks, PA and as I went to make a left turn the steering locked up and I lost control of my vehicle. The left front of my vehicle hit a steel guard rail at the side of the road.

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

The vehicle was inspected at Crivelli Chevrolet, Inc, McKees Rocks, PA. The paint on the front bumper cover is scraped 1/16 inch deep at the left corner along the side of the cover from the wheel well to the front of the cover (see photos 44 thru 46). There is no visible damage to the rest of the exterior or interior of the vehicle. There is no visible damage to the windshield, front or rear side glass or rear glass. There is no visible damage to the frame or engine mounts/crossmembers. A one mile test drive of the vehicle was performed and the power steering system was firm and responsive. The brake pedal is firm and positive and stops the vehicle with light to moderate pressure. This vehicle has no current record of outstanding campaigns. Bosch CDR data was downloaded and is attached.

There is no visible damage to the engine compartment or rest of the under carriage of the vehicle. All steering components are in place and connected. The steering wheel rotates lock to lock smoothly and with moderate effort and appropriate movement of front wheels. There is no binding, sticking or uneven feel. There are no visible scrapes, abrasions or signs of contact with the rest of the linkage. There are no visible leaks at steering rack and pinion. There is no visible damage to the boots on the steering rack or contact by foreign objects. The steering column, ignition switch and intermediate shaft are tight and there are no loose connections. The steering column unlocks with ignition key correctly. All steering column fasteners are clean and tight. The power steering assist assembly and connections are clean and tight. All attachments to the struts and suspension are secure and proper. There is no visible damage to the frame, suspension, brake and fuel lines and engine mounts/crossmembers.

The accelerator pedal, cruise control system and wiring are properly routed and work easily and return at rest. The service brake system on the vehicle holds the vehicle while racing engine in gear. All brake lines are properly routed and there are no leaks in the system. The master cylinder is operational with no leakage and is full of fluid. Brake fluid is full and shows no sign of contamination. Brake pedal feel is firm and positive and does not leak down while holding constant pressure with engine running or off. The power brake booster functions and only light pressure is needed to hold vehicle in drive. The brake pedal operates easily and is not bound or sticking. The pedal returns to normal position at rest. The park brake system was tested with transmission in forward and reverse and the park brake held vehicle in all gears. All park brake cables and controls are operational and the cables are adjusted and routed correctly.

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

Customer's Name: [REDACTED] Inspection Date: 8/18/2009
Vehicle Brand: Chevrolet Model: 2007 Cobalt
File #: 71-747048536 VIN: 1G1AK55FX77 [REDACTED]

{

Section 2 INTERVIEW - INCIDENT DETAILS

Obtain all of the information for this section from the Driver/Claimant

Provide a complete description of the incident according to the DRIVER / CLAIMANT

Interview mode: By Telephone In Person Incident Date and Time: 8/2/2009 1:45 PM
Interview date: 8/17/2009

Was a police/fire department report obtained? Yes No

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

Driver/Owner [REDACTED] states the following: I was driving my vehicle in McKees Rocks, PA and as I went to make a left turn the steering locked up and I lost control of my vehicle. The left front of my vehicle hit a steel guard rail at the side of the road. The weather was clear and dry and the temperature was about 75 degrees. I was wearing my seat belt. I was traveling on Vine Street, McKees Rocks, PA for 5 minutes and 2 miles at 25 MPH. I slowed down to 10 MPH to turn into a alley and the steering on the vehicle locked up. I applied the service brake to stop but could not stop in time and the left front bumper on my vehicle hit a steel guard rail. The vehicle came to a stop and I got out of the vehicle to see if there was any damage. The paint on the left front bumper cover was scraped along the side of the bumper cover. I drove the vehicle home and parked at my home. I drove the vehicle to work the next day and the steering did not feel right so I took the vehicle to Crivelli Chevrolet, McKees Rocks Plaza, McKees Rocks, PA to have the steering checked. I was not injured in the accident and there were no other occupants in the vehicle at the time of the accident.

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

Driver [REDACTED], male, age 47, 5'10", no disabilities.

If there was a collision:

Describe extent of any injuries to the Driver: Driver [REDACTED] was not injured in the accident.

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

{

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

Customer's Name: [REDACTED]
Vehicle Brand: **Chevrolet**
File #: **71-747048536**

Inspection Date: **8/18/2009**
Model: **2007 Cobalt**
VIN: **1G1AK55FX77** [REDACTED]

What was the exact location of the incident: Turning left onto a side alley from Vine Street, McKees Rocks, PA.

Driving conditions at the time of the incident:

Weather conditions & Visibility: **Clear and Dry** Approximate Temp (°F): **75**

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

Posted Speed Limit **25**

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

Length of Drive Prior to incident:

Total Time (hrs. & mins.): **5 minutes** Distance (miles): **2 miles**

Estimate of vehicle speed **10** mph Source of est. **Driver**

Estimated vehicle speed at impact: **10** mph Source of est. **Driver**

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

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

Steering Normal Other Describe _____
Suspension Normal Other Describe _____
Brakes Normal Other Describe { _____
Engine Normal Other Describe { _____
Electrical Normal Other Describe { _____

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

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

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

Describe any evasive action: Turning Braking Accelerating Other: { _____

Describe cargo (in the vehicle interior, trunk and/or trailer (if any)): **None**

Estimated total weight of cargo: { _____ Estimated weight of the trailer, if any. { _____

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

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

Customer's Name: [REDACTED] Inspection Date: **8/18/2009**
Vehicle Brand: **Chevrolet** Model: **2007 Cobalt**
File #: **71-747048536** VIN: **1G1AK55FX77** [REDACTED]

Did the vehicle leave the roadway?: Yes No Describe: **Driver/Owner [REDACTED] alleges he was driving his vehicle in McKees Rocks, PA and as he went to make a left turn the steering locked up and he lost control of his vehicle. The left front of the vehicle hit a steel guard rail at the side of the road.**

How was the vehicle transported from the incident site to the present location? Tow Truck Flat Bed Other: **Driver [REDACTED] alleges he drove the vehicle about 2 miles back to his home at [REDACTED], McKees rocks, PA.**

Additional comments concerning the incident: **None**

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Section 3 INTERVIEW - VEHICLE HISTORY

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

[REDACTED] **Home phone:** [REDACTED] **Work Phone:** [REDACTED]

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

Did the owner purchase the vehicle new? Yes No Date **7/242007** Used? Yes No Date

VEHICLE MODIFICATIONS / ALTERATIONS

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

{

VEHICLE REPAIR / SERVICE HISTORY

Prior electrical system service? No Yes If yes, describe: { _____

Prior collision repair? No Yes If yes, describe: { _____

Repaired by whom? (name, address, phone) { _____

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

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

Any other pertinent vehicle history information (from interview, GM warranty or dealership history files)? No Yes

If yes, describe: { _____

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

<u>Customer's Name:</u>	██████████	<u>Inspection Date:</u>	8/18/2009
<u>Vehicle Brand:</u>	Chevrolet	<u>Model:</u>	2007 Cobalt
<u>File #:</u>	71-747048536	<u>VIN:</u>	1G1AK55FX77 ██████████

Section 4

VEHICLE INSPECTION – VISUAL/PHOTO

THE VEHICLE VISUAL INSPECTION DOCUMENTS THE PHYSICAL EVIDENCE USING PHOTOS AND WRITTEN OBSERVATIONS. RECORD YOUR OBSERVATIONS IN THE APPROPRIATE SECTION.
PHOTOGRAPH THE EXTERIOR OF THE VEHICLE AS FOLLOWS: VIN PLATE, QUARTER VIEWS FROM LEFT FRONT, RIGHT REAR ARE REQUIRED, AND DOCUMENT FURTHER EXTERIOR DAMAGE WITH MANY PHOTOS.

DESCRIBE ANY DAMAGE TO THE VEHICLE BODY:

The vehicle was inspected at Crivelli Chevrolet, Inc, McKees Rocks, PA. The paint on the front bumper cover is scraped 1/16 inch deep at the left corner along the side of the cover from the wheel well to the front of the cover (see photos 44 thru 46). There is no visible damage to the rest of the exterior of the vehicle. There is no visible damage to the windshield, front or rear side glass or rear glass.

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

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

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

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

Customer's Name: [REDACTED]
Vehicle Brand: **Chevrolet**
File #: **71-747048536**

Inspection Date: **8/18/2009**
Model: **2007 Cobalt**
VIN: **1G1AK55FX77 [REDACTED]**

CORNER ASSEMBLIES

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

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

UNDERHOOD

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

Comments:
No visible damage in the engine compartment. Brake fluid is full and shows no sign of contamination. The power steering assist system is intact and operational, mounting and clamps are clean and tight.

GENERAL OBSERVATIONS

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

Comments:
No visible aftermarket equipment or vehicle modifications.

Section 5 VEHICLE INSPECTION - PASSENGER COMPARTMENT

INTERIOR

- | | |
|--|---|
| Instrument panel | Odometer |
| Controls | Steering wheel and column |
| Overall view of seat position | Driver and passenger seat back angle (inclinometer measurement) |
| Photo of options label-glove box/trunk | Sunvisors and headliner |
| Personal items/cargo | |

INTERIOR INSPECTION (Describe any damage and photograph)

There is no visible damage to interior. The odometer and instrument panel controls are operational. There is no visible damage to the steering wheel and column.

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

<u>Customer's Name:</u>	██████████	<u>Inspection Date:</u>	8/18/2009
<u>Vehicle Brand:</u>	Chevrolet	<u>Model:</u>	2007 Cobalt
<u>File #:</u>	71-747048536	<u>VIN:</u>	1G1AK55FX77 ██████████

{ _____
 { _____

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: 8/18/2009

Vehicle Brand: Chevrolet

Model: 2007 Cobalt

File #: 71-747048536

VIN: 1G1AK55FX77 [REDACTED]

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

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

Customer's Name: [REDACTED] Inspection Date: **8/18/2009**
Vehicle Brand: **Chevrolet** Model: **2007 Cobalt**
File #: **71-747048536** VIN: **1G1AK55FX77 [REDACTED]**

Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. Rear sway bars, trailing arms properly attached and undamaged. LR	LR strut attachments, springs and control arms intact and properly attached, no scrapes or deformities.
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. Rear sway bars, trailing arms properly attached and undamaged. RR	RR strut attachments, springs, control arms and rear sway bars intact and properly attached, no scrapes or deformities.
Rear axle assembly-deformed, signs of impact, properly located, etc.	No signs of impact to rear axle assembly. Rear axle properly located.
Deformation to the frame	No visible deformation of frame.
Describe and photograph evidence of axle/ suspension/ tire contact with frame, body or components	No visible evidence of axle/suspension or tire contact with the frame.
Describe and photograph contact of the under- carriage with the road surface (road, shoulder, curb, or grass)	No visible evidence of contact of the under carriage with the road surface, road shoulder, curb or grass.
Stability Enhancement system/components-check for codes with Tech II	Not available.
Engine (normal, other)-Obtain codes using a Tech II.	No engine or drive train active or stored Tech II codes.
Electrical (normal, other)	No electrical Tech II codes.
Warning lights/messages displayed? Describe and obtain codes using a Tech II	No warning lights/messages displayed or Tech II codes.
Anything components missing?	No visible components missing.
Other	None

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

A one mile test drive of the vehicle was performed and the power steering system was firm and responsive. The brake pedal is firm and positive and stops the vehicle with light to moderate pressure. The Park brake system was tested with transmission in Drive and Reverse and the Park brake held at wide open throttle in all gears. All Park brake cables and controls are operational and the cables are adjusted and routed correctly.

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

<u>Customer's Name:</u> [REDACTED]	<u>Inspection Date:</u> 8/18/2009
<u>Vehicle Brand:</u> Chevrolet	<u>Model:</u> 2007 Cobalt
<u>File #:</u> 71-747048536	<u>VIN:</u> 1G1AK55FX77 [REDACTED]

The safety belt emergency locking system was tested for the driver and passenger belts. The driver and passenger belts were rapidly pulled from their retractors and each belt locked and held tension. On release of tension, each belt retracted into the retractor cover smoothly and quickly. The driver and passenger seat belt buckles latched easily and firmly and released easily. The seat belt webbing was not stressed or stretched and there were no visible witness marks on the belt webbing.

If the vehicle is equipped with an ABS/Traction Control/Stability Enhancement System, use a Tech II to obtain any codes stored as current and/or history. Document via photos and include the code description. Follow the procedures in the service manual to determine the cause of each stored code which relates to the allegation. State which procedures were followed, record results of each test and state the root cause of each code. Consult with the CRM or Team Manager of the PAR group if this process leads to a disassembly of components. Follow the procedure in the General Guidelines for parts that need to be assembled for evaluation. **This vehicle is not equipped with ABS system.**

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

TIRE AND WHEEL INSPECTION

1. IDENTIFICATION:

	<u>TIRE BRAND</u>	<u>TIRE TYPE</u>	<u>TIRE SIZE</u>	<u>PRESSURE</u>	<u>AVE. TREAD DEPTH</u>	<u>DOT Numbers</u>
	<u>(Goodyear)</u>	<u>(Eagle GA)</u>	<u>(P205/70R15)</u>	<u>(psi)</u>	<u>32nds of inch</u>	
LF	Ventus	HR2	P215/45R17	<u>29</u>	<u>8/32</u>	5MRNAF
RF	Ventus	HR2	P215/45R17	<u>28</u>	8/32	5MRNAF
LR	Ventus	HR2	P215/45R17	<u>30</u>	9/32	5MRNAF
RR	Ventus	HR2	P215/45R17	<u>28</u>	9/32	5MRNAF

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

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

Customer's Name: [REDACTED]
Vehicle Brand: **Chevrolet**
File #: **71-747048536**

Inspection Date: **8/18/2009**
Model: **2007 Cobalt**
VIN: **1G1AK55FX77 [REDACTED]**

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

LF **No visible damage to LF wheel or tire.**

RF **No visible damage to RF wheel or tire**

LR **No visible damage to LR wheel or tire**

RR **No visible damage to RR wheel or tire.**

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>P195/60R15</u>	<u>30</u>	<u>35</u>
SPARE TIRE	<u>T115/70D15</u>	<u>60</u>	<u>60</u>

Section 7 SITE INSPECTION

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

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

Photograph the scene and property if involved.

Comments:

Site not available.

{ _____

{ _____

{ _____

{ _____

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

Customer's Name: [REDACTED]
Vehicle Brand: **Chevrolet**
File #: **71-747048536**

Inspection Date: **8/18/2009**
Model: **2007 Cobalt**
VIN: **1G1AK55FX77** [REDACTED]

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.

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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**

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

Technical Assistance Information Form
Questions to Answer Prior to Contacting Technical Assistance

Caller Name: [REDACTED] 1G1AL58F2 87 [REDACTED]

Dealer Code: 07361 Mileage: 27450
R.O. Number: 458949

2 What is the number of times this vehicle has been to your dealership for the same condition?
2 How many days has this vehicle been in your dealership for this condition?

Please check the Vehicle Information System (VIS) for prior service history.

Does this vehicle have any GM or non-GM aftermarket accessories, or has it been modified from production? Yes/No
If yes, please list:
NO

What is the customer's concern (why did the customer bring their vehicle to your dealership)?
Power Steering Will go out and become hard to Steer

SI Document Number (SI Document #, Service Manual page, Owner Manual page, Bulletin Number, wiring schematic, IRIS, WIS):
2282809 1878070

What are the results of your Strategy Based Diagnostics (i.e. concern duplicated? when does the condition occur? diagnostics performed? DTCs? compared to like vehicle? parts replaced?):
RO DATE 6-1-09 mile 24467
6-8-09 RO# 452507 Tech 18 DTC C0475 History
No Cause Found @ Time CK'd
See SB'S 06-02-32-002C & 07-02-34-007A

Tech 2 software version (if applicable):

TAC Case No. (fill in after call): 10977255

TAC Consultant's Name: Bill Weber

DTCs Sorted By Priority

Power Steering Control Module
C0475 Symptom
Electric Steering Motor Circuit

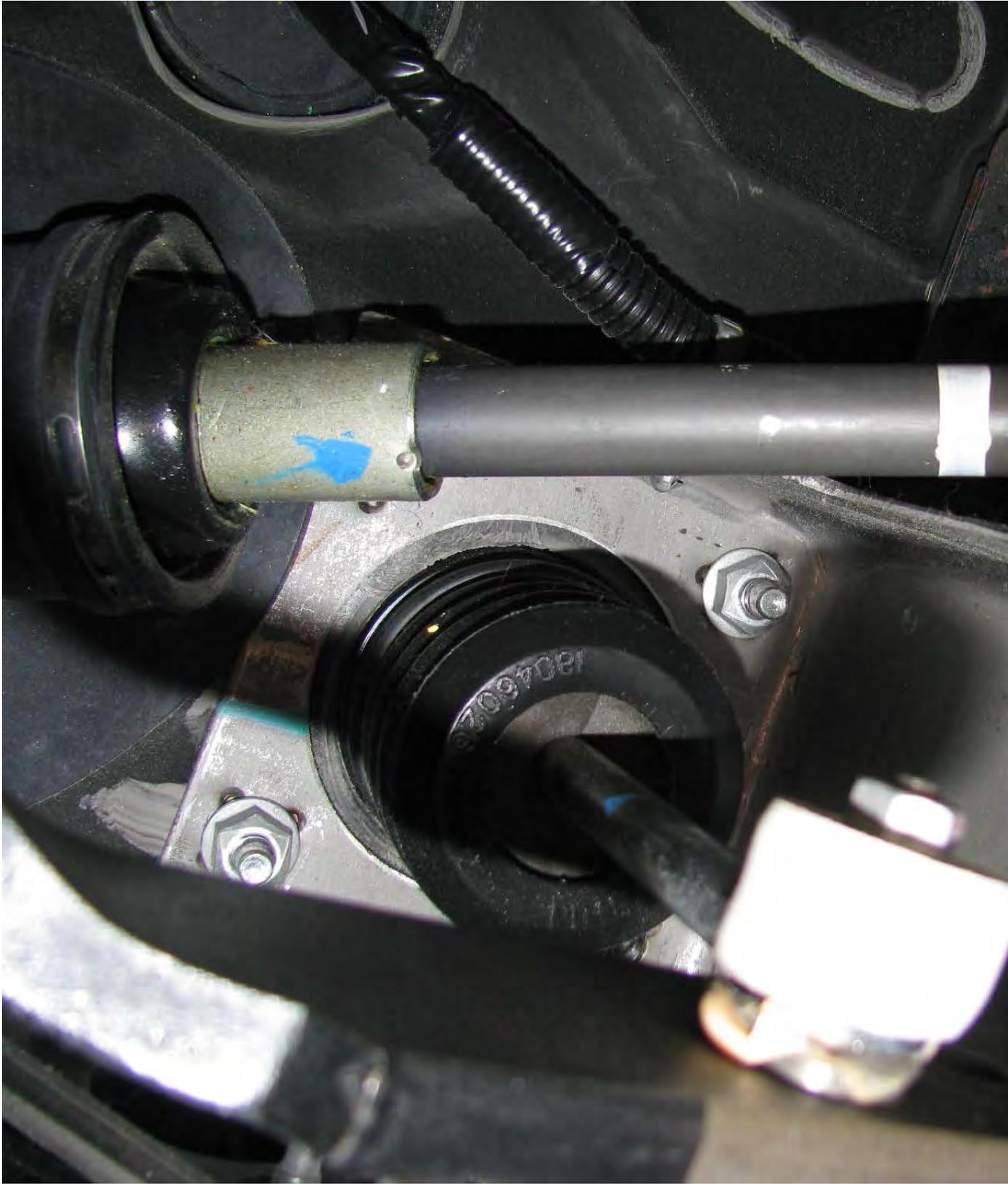
Last Test: Pass

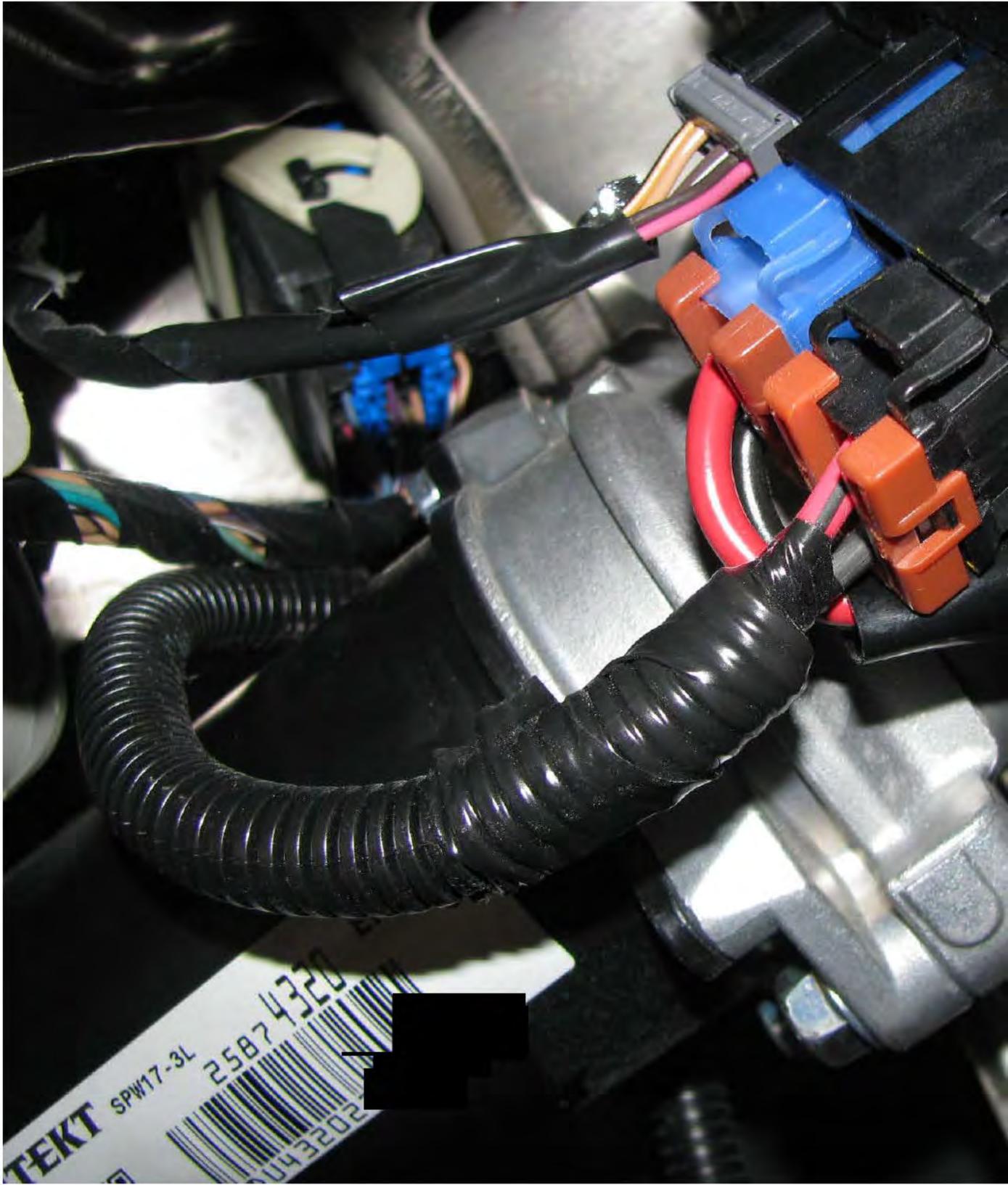
This Ignition: Pass

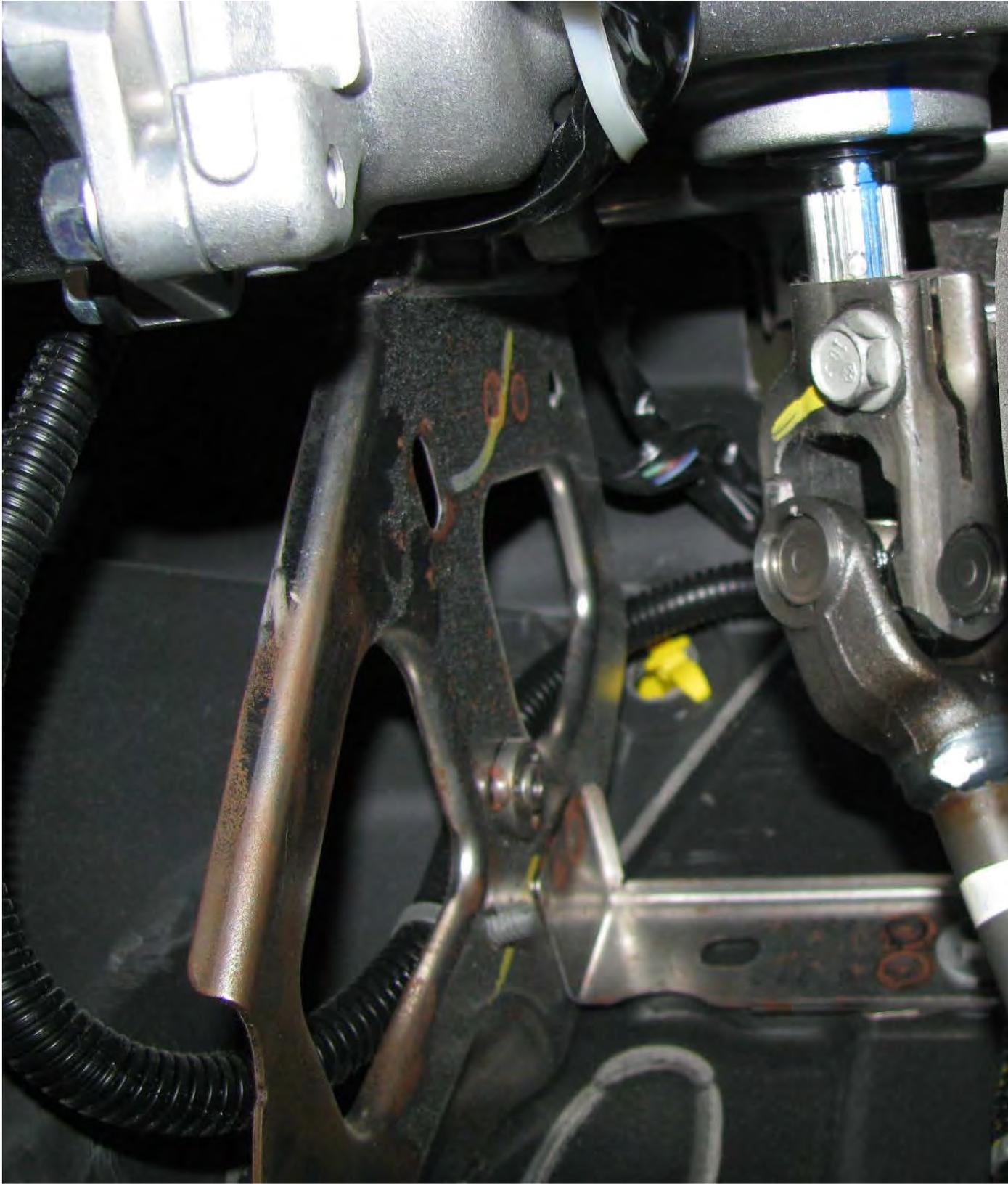
Since Clear: Pass
History

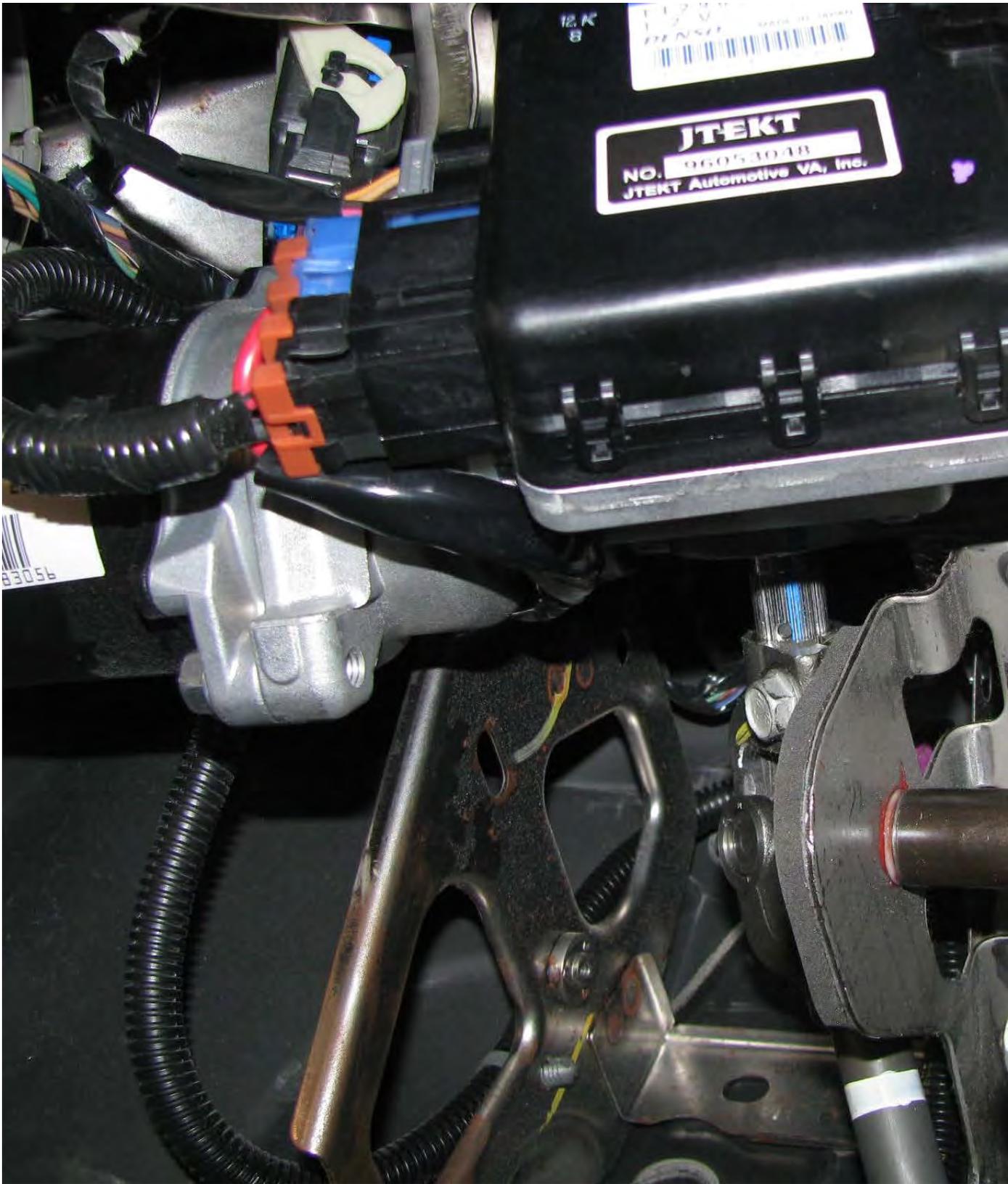
Clear
DTCs











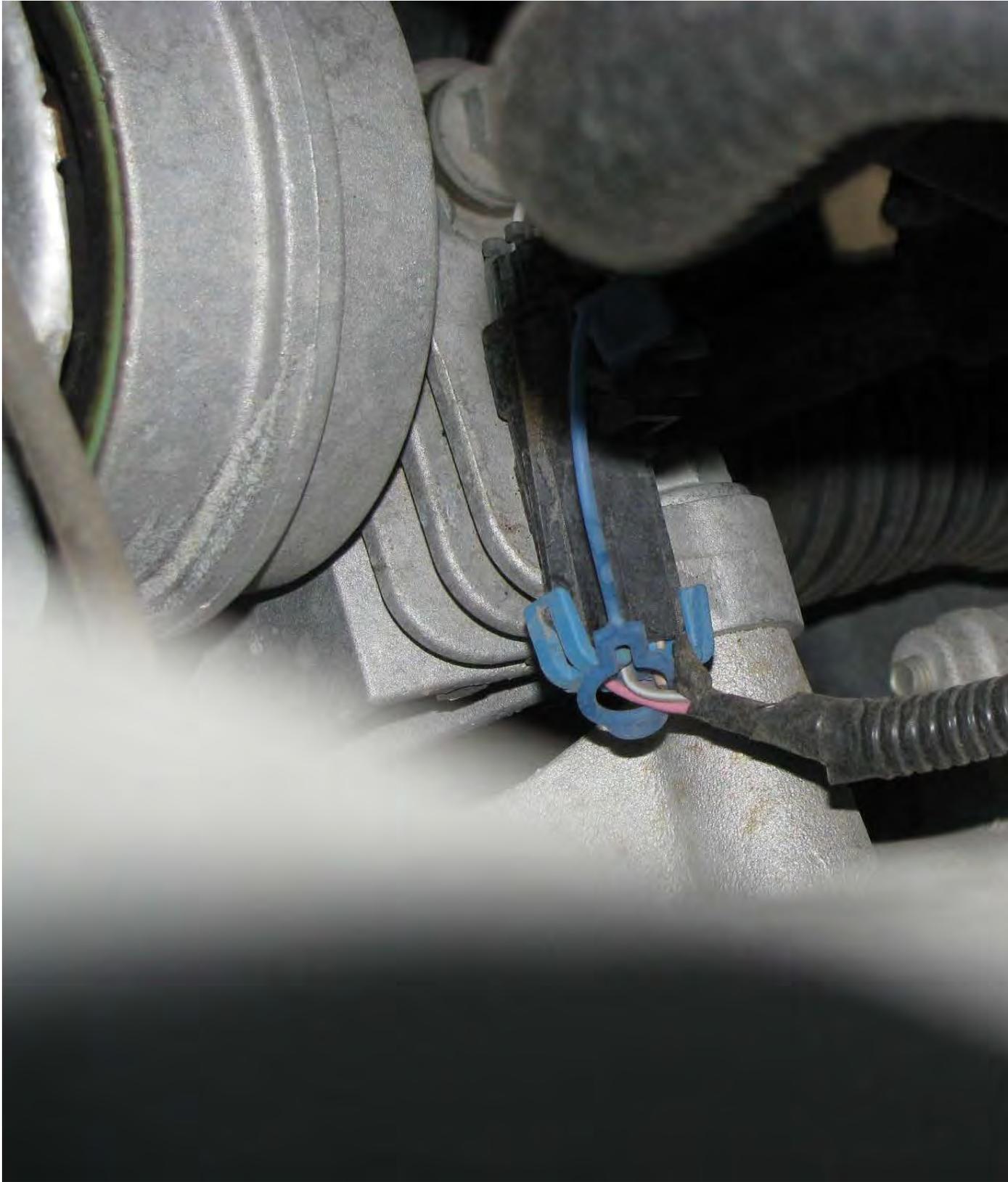
JTEKT

SPW17-3L

2587 432



304320278

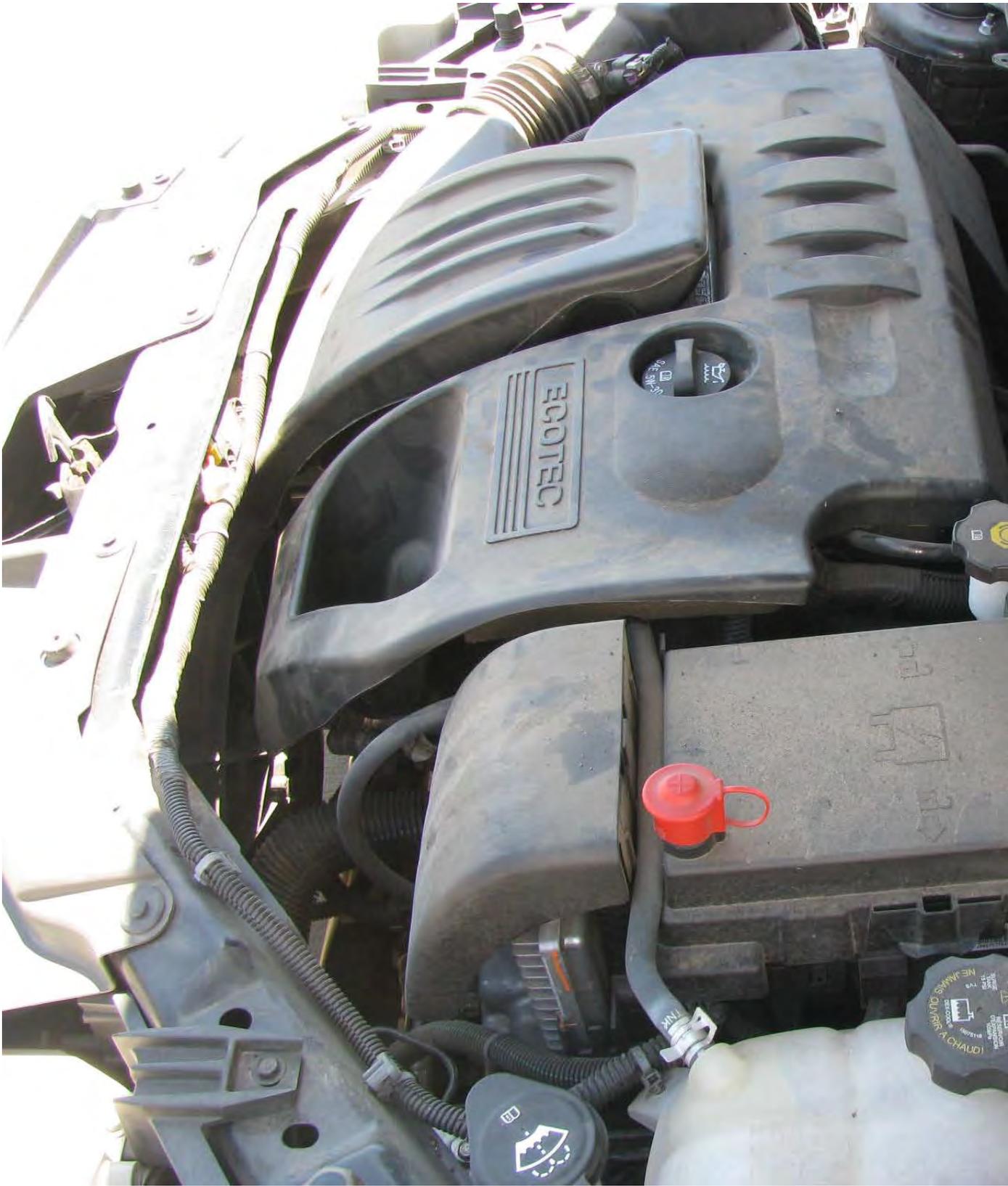


















































WARNING EVEN WITH ADVANCED AIR BAGS

- Children can be killed or seriously injured by the air bag.
- The back seat is the safest place for children.
- Never put a rear-facing child seat in the front.
- Always use seat belts and child restraints.
- See Owner's manual (O) for more information about air bags.

AVERTISSEMENT MÊME AVEC DES SACS GONFLABLES AVANCÉS

- Les enfants peuvent être tués ou gravement blessés par le sac gonflable.
- Le siège arrière est l'endroit le plus sûr pour les enfants.
- Ne jamais placer le siège d'un enfant en face d'un siège avant.
- Toujours utiliser les ceintures de sécurité et les dispositifs de retenue pour enfants.
- Voir le Guide du propriétaire (O) pour plus d'informations à propos des sacs gonflables.

MADE IN U.S.A.









TIRE AND LOADING

SEATING CAPACITY : TOTAL 5

The combined weight of occupants and cargo should never ex

TIRE	ORIGINAL SIZE		COLD TIRE PR
FRONT	P195/60R15	S	210 kPa, 30
REAR	P195/60R15	S	210 kPa, 30
SPARE	T115/70D15	M	420 kPa, 60



GM

MFD BY GENERAL MOTORS

DATE
08/07

GVWR
1710 KG
3769 LB

GAWB
872
192

THIS VEHICLE CONFORMS TO ALL APPLICABLE
VEHICLE SAFETY, BUMPER, AND THEFT PROTECTION
EFFECT ON THE DATE OF MANUFACTURE

1G1AL58F287

TYPE: PAS

JERRY'S GMC LTD.

3100 FORT WORTH HIGHWAY

P.O. BOX 838

WEATHERFORD, TX 76086

PHONE: 817-597-1490

FAX: 817-597-1498

DATE: 11-20-09

~~**ATTN: CREDIT CARD PAYMENT**~~

ATTN: GM Product Allegation

#OF PAGES: 6

TO: Brandy

FAX # 866-480-3626

FROM: 

AMOUNT DUE \$ \$4482.00

COMMENTS _____

JERRY'S

WEATHERFORD, TEXAS

CHEVROLET • CADILLAC • BUICK • PONTIAC • GMC

JERRY'S GM, LLC

3100 FORT WORTH HIGHWAY - P.O. BOX 839 • WEATHERFORD, TEXAS 76086

817-597-1490 800-421-9129

CUSTOMER NAME AND ADDRESS

WEATHERFORD, TX

EML:

JOB #	MILEAGE	P.O. #	CUST #	HOME TELEPHONE	PHONE WHEN READY	DELIVERY DATE	LABOR RATE	ADVISOR	R.O. NUMBER
4939	274507		CASH			08/21/07		CONNIE	458949
VEHICLE IDENTIFICATION			STOCK NO.	YR.	MAKE & MODEL	LICENSE NO.	R.O. DATE	PAGE	
1G1AL58F287			#ADS	2008	CHEV COBALT LT		08/06/09	2	
SALESMAN	POLICY	DEDUCTIBLE	PRINT DATE	CROSS REF R.O. #					
SHOP			110509-3R						

LINE	TECH	TYPE	DESCRIPTION	QTY	NET AMOUNT
------	------	------	-------------	-----	------------

G PRESSURE. CHECK AND REPORT.

FLAT REPAIR 14.95

PATCHED NAIL HOLE

000800	SK:01 MI	OPER/	CODE: G71	DESC: REPAIRED TIRE	0.5	14.95 #
	L: 00014.95	P:	00000.00	T: 00014.95	A:	

* 5 GM RENTAL 2008 RED BUICK LACROSSE #1
 2G4WD582481

ENTERPRISE INV 947369 PO 162177

000000	SK:14 MW	OPER/	CODE: RENTAL	DESC: RENTAL	0.0	
--------	----------	-------	--------------	--------------	-----	--

000000	TY:N ST:	CC:	FP:	FC:	OT: 0.0	
	AU:	PE:				

126000	SMNT	ENTERPRISE RENT	2419.20	1260.00	1	1260.00
	A:	01260.00	N:	01260.00	T:	01260.00

* 6 DISPATCH REPIAR BODY DAMAGE DUE TO STEERING LOCKED UP
 PER BRANDY WITH GM PRODUCT ALLEGATION

BODY REPAIRS - DURANT TOYOTA INV 165553

PO 162946

000000	SK:09 MW	OPER/	CODE:	DESC:	0.0	
--------	----------	-------	-------	-------	-----	--

000000	TY:N ST:	CC:	FP:	FC:	OT: 0.0	
	AU:	PE:				

238225	SMNT	DURANT TOYOTA	2382.25	2382.25	1	2382.25
	A:	02382.25	N:	02382.25	T:	02382.25

TOT INT: 16.45

TOT WRT: 4482.01

AUTHORIZED BY
NAME OF POWER OF ATTORNEY COUNTY OF

I HEREBY AUTHORIZE THE ABOVE NAMED PERSON TO RECEIVE AND TAKE POSSESSION OF THE MOTOR VEHICLE DESCRIBED IN THIS WARRANTY COPY AND TO SIGN ANY NECESSARY PAPERWORK TO COMPLETE THE TRANSACTION. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION BY THE FINANCIAL INSTITUTION IN THE EVENT OF DEFAULT ON THE LOAN OR LEASE. I HAVE READ AND UNDERSTAND THE TERMS AND CONDITIONS OF THIS WARRANTY COPY AND AGREE TO BE BOUND BY THEM. I HAVE READ AND UNDERSTAND THE TERMS AND CONDITIONS OF THE FINANCIAL INSTITUTION'S WARRANTY COPY AND AGREE TO BE BOUND BY THEM. I HAVE READ AND UNDERSTAND THE TERMS AND CONDITIONS OF THE FINANCIAL INSTITUTION'S WARRANTY COPY AND AGREE TO BE BOUND BY THEM.

LABOR AMOUNT	347.60
PARTS AMOUNT	839.76
OTHER TAXABLE	Rental 1912.60
OTH NON TAXABLE	Rebrand
MISC. CHARGES	2382
SALES TAX	
TOTAL CHARGES	
LESS INSURANCE	

ANY (or our) firm and I hereby warrant and certify that the vehicle is in good condition at the time of sale and that the odometer reading is correct.

I AM THE PERSON OR AGENT ACTING FOR THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THIS WARRANTY. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION BY THE FINANCIAL INSTITUTION IN THE EVENT OF DEFAULT ON THE LOAN OR LEASE. I HAVE READ AND UNDERSTAND THE TERMS AND CONDITIONS OF THIS WARRANTY COPY AND AGREE TO BE BOUND BY THEM. I HAVE READ AND UNDERSTAND THE TERMS AND CONDITIONS OF THE FINANCIAL INSTITUTION'S WARRANTY COPY AND AGREE TO BE BOUND BY THEM.

I (or we) hereby certify and warrant that the vehicle is in good condition at the time of sale and that the odometer reading is correct.

I AM THE PERSON OR AGENT ACTING FOR THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THIS WARRANTY. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION BY THE FINANCIAL INSTITUTION IN THE EVENT OF DEFAULT ON THE LOAN OR LEASE. I HAVE READ AND UNDERSTAND THE TERMS AND CONDITIONS OF THIS WARRANTY COPY AND AGREE TO BE BOUND BY THEM. I HAVE READ AND UNDERSTAND THE TERMS AND CONDITIONS OF THE FINANCIAL INSTITUTION'S WARRANTY COPY AND AGREE TO BE BOUND BY THEM.

I (or we) hereby certify and warrant that the vehicle is in good condition at the time of sale and that the odometer reading is correct.

I AM THE PERSON OR AGENT ACTING FOR THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THIS WARRANTY. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION BY THE FINANCIAL INSTITUTION IN THE EVENT OF DEFAULT ON THE LOAN OR LEASE. I HAVE READ AND UNDERSTAND THE TERMS AND CONDITIONS OF THIS WARRANTY COPY AND AGREE TO BE BOUND BY THEM. I HAVE READ AND UNDERSTAND THE TERMS AND CONDITIONS OF THE FINANCIAL INSTITUTION'S WARRANTY COPY AND AGREE TO BE BOUND BY THEM.

Warranty Copy

CASH

TOTAL: .00

-0655

WORK ORDER

JERRY'S GM, LTD.

3118 Ft. Worth Hwy - Box 839
Weatherford, TX 76086
(817) 596-8088

EML:

SERVICE HISTORY

R.O.	Mileage	Date	Type	Op Code	Description	Op Code	Description	Op Code	Description
452507	24467	060109	MW	G10	LUBE, OIL & FILT				

Service Advisor: **CONNIE DUER** Salesman ID: **SHOP** Page: **1**

Job #	Mileage	PO. #	Cust ID	Phone	Del Date	Labor Rate	Veh	R.O. #
6372	27709		CASH		08/21/2007			464883

Vehicle ID #	Stock ID	Description	Pol.	License	Date In	X-Ref
1G1AL58F287		2008 CHEV COBALT LT			10/05/2009	

Estimate	Authorized Additions	Date	Time	Person	Phone	Phone When Ready	Time In	Date Promised	Time Promised
							08:46	10/06/2009	14:18

***** WORKED ON BEFORE *****

Line	Type	Complaint	Tech	Skill
------	------	-----------	------	-------

1 MW CUST STATES THAT THE RIGHT REAR DOOR GLASS WILL NOT GO DOWN WITH ANY SWITCH. 73 02
 Cause: *Found Rt-Rear window motor open. 22725059*
 Correction: *Replaced Rt-Rear window motor; Rechecked AU O.K.*

2 MW CUST STATES THE LEFT REAR DOOR GLASS WILL NOT ROLL DOWN WITH ANY SWITCH. 73 02
 Cause: *Lt. Rear window motor open. 22725056*
 Correction: *Replaced Lt. Rear Window motor; Rechecked operation AU O.K.*

3 MW CUST STATES THE LEFT SUN VISOR CLIP IS BROKEN S.O.P. 02
 Cause: *20874317*
 Correction:

4 MW CUST STATES THE POWER STEERING LOCKED UP DTC C047573 00
 Cause: *C0425 steering motor circuit - history. Mark called 20763801 (170)*
 Correction: *TAC case # 10977255 Lauren Cooper advised to replace EPS motor. Replaced steering motor, cleared code*
73 Test Drive over 300 miles with No Steering Problems
Product Allegation # 71-747509935 TAC case # 10977255 Larry Rainer

DISCLAIMER OF WARRANTIES
 Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and shall neither be liable nor hold liable any other person in reliance for any liability in connection with the sale of or its produce.

NOTICE PURSUANT TO PROPERTY CODE §7A-01
 I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THIS VEHICLE IS OBLIGATED TO REGISTRATION IN ACCORDANCE WITH BUSINESS & CONSUMER CODE §20.03, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS ESTIMATED, DISREGARD RECEIPT OF INSUFFICIENT FUNDS, NO FUNDS, OR EXCESSIVE THE MAJOR OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT ON THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

TERMS STRICTLY CASH: UNLESS PRIOR ARRANGEMENTS MADE
 I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien shall be created by this work order on the vehicle to secure the amount of repairs thereto.

Technician Copy

Signature of the person responsible for payment: _____
 Supplier - An environmental charge equivalent to 10% of the total labor charge is included for recycling of waste supplies used on your vehicle. Maximum charge to \$25.00.
 Signed By: _____

Technical Assistance Information Form

Questions to Answer Prior to Contacting Technical Assistance

Caller Name: [Redacted]

Dealer Code: 07367

VIN: 1G1AL58F2

R.O. Number: 4164884

Mileage: 27709

3 What is the number of times this vehicle has been to your dealership for the same condition?

~~2~~ 10 How many days has this vehicle been in your dealership for this condition?

Please check the Vehicle Information System (VIS) for prior service history.

Does this vehicle have any GM or non-GM aftermarket accessories, or has it been modified from production? Yes/No
If yes, please list:

NO

What is the customer's concern (why did the customer bring their vehicle to your dealership)?

Power Steering Locked up

SI Document Number (SI Document #, Service Manual page, Owner Manual page, Bulletin Number, wiring schematic, IRIS, WIS):

2322970

What are the results of your Strategy Based Diagnostics (i.e. concern duplicated? when does the condition occur? diagnostics performed? DTCs? compared to like vehicle? parts replaced?):

DTC C0475⁰⁰ Parts already Replaced - Collum, motor, BCM, ABE
Rewire Circuit 1539 w/new Ends, Replace Terminal Ends 1150 & 642

Tech 2 software version (if applicable):

TAC Case No. (fill in after call): 10977255

TAC Consultant's Name: Larry Ramirez Lauren Cooper

TAC Suggested Action: OK Battery Condition - Could Cause Steering shutdown
Replace EPS motor Per Lauren Cooper @TAC

Liability Release # 71-747509935

TAC Case Closing Information: Please utilize the Electronic TAC Case Closing Form located on the DealerWorld Service tab. Please provide detail in the case closing. In the technician's own words, what fixed the vehicle? Be specific - include circuit and terminal numbers, locations, part name and numbers):

Refer to the example below.

TAC Dealer Survey - Technician Only

We would like your feedback on the assistance you received. To assure quality improvements, it is important that only the related technician for this repair complete this survey. Please utilize the Electronic TAC Quality Survey located on the DealerWorld Service tab.

BRANDY Itemize w/o Taxes for Body

Repair Minor and Scratches - Body

FAX - 866 480 3626

ENTERPRISE LEASING COMPANY OF DFW, 3035 FORT WORTH HWY, HUDSON OAKS, TX 760878772 (817) 598-1278

RENTAL AGREEMENT REF#
947369 5SJS28

RENTED
[REDACTED]

DATE & TIME OUT
08/06/2009 08:26 AM
DATE & TIME IN
09/05/2009 11:16 AM

BILLING CYCLE
24-HOUR

VEH #4 2009 CHEV AVEO 41LT
VIN# KL1TD56E29B [REDACTED]
LIC# [REDACTED]
MILES DRIVEN 1330

VEH #3 2008 CHEV CORA 4DLT
VIN# 1G1AL58F187 [REDACTED]
LIC# [REDACTED]
MILES DRIVEN 258

VEH #2 2008 CHEV CORA 4DLS
VIN# 1G1AK58F287 [REDACTED]
LIC# [REDACTED]
MILES DRIVEN 200

VEH #1 2009 CHEV SILC LT2W
VIN# 3GCEC23C39G [REDACTED]
LIC# [REDACTED]
MILES DRIVEN 96

BILL TO ACCOUNT
JERRYS GM LTD.**
ATTN: DUE, CONNIE
P.O. BOX 839
WEATHERFORD, TX 76086

CLAIM INFO
SHOP: JERRYS GM LTD.**
PHONE: (817) 594-8784
ATTN: DUE, CONNIE

SUMMARY OF CHARGES

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	08/06 - 09/05	30	DAY	\$36.28 *	\$1,088.45
REFUELING CHARGE	08/06 - 09/05				\$0.00
Subtotal:					\$1,088.45
Taxes & Surcharges					
LIC®/PP TAX/TEXAS	08/06 - 09/05	30	DAY	\$1.90	\$57.00
REIMBURSEMENT					
MOTOR VEHICLE RENTAL TAX	08/06 - 09/05			10%	\$114.55
Total Charges:					\$1,260.00

Bill-To / Deposits

JERRYS GM LTD.**					
TIME & DISTANCE	08/06 - 09/05	30	DAY		
REFUELING CHARGE	08/06 - 09/05				
LIC®/PP TAX/TEXAS	08/06 - 09/05	30	DAY		
REIMBURSEMENT					
MOTOR VEHICLE RENTAL TAX	08/06 - 09/05	1	PERCENT	10%	
Subtotal:					(\$1,260.00)
DEPOSITS					(\$50.00)

Total Amount Due \$0.00

PAYMENT INFORMATION

AMOUNT PAID	TYPE	CREDIT CARD NUMBER
(\$50.00)	Visa	[REDACTED]
\$50.00	Visa	[REDACTED] PENDING

* The "Rate" has been calculated to exclude taxes and/or surcharges which are included in the rate, resulting in a rounded "Rate". The "Total" is correct, however "Rate" multiplied by "Quantity" may not equal "Total".

PO# 162777
PO# 458949

FAX TO: Rita DATE 11/27/2009

SENDER: Cassi

SHEETS INC. COVER 2

DURANT TOYOTA
CERTIFIED COLLISION CENTER
110 WINFIELD DR.
WEATHERFORD TEXAS 76087

817-597-5010
FAX 817-594-7887

COMMENTS: Ref to RO# 464883

DURANT TOYOTA

WEATHERFORD, TEXAS



www.duranttoyota.com

110 WINFIELD • P.O. BOX 839 • WEATHERFORD, TEXAS 76087
817.597.5010 • Fax 817.594.7887

CUSTOMER NAME AND ADDRESS

WEATHERFORD, TX
EML:

JOB #	MILEAGE	P.O. #	CUST #	HOME TELEPHONE	PHONE WHEN READY	DELIVERY DATE	LABOR RATE	ADVISOR	R.O. NUMBER
###	27451/	163991	10142			00/00/00		SHAE MU	167648
VEHICLE IDENTIFICATION				STOCK NO.	YR.	MAKE & MODEL	LICENSE NO.	R.O. DATE	PAGE
1G1AL58F287					2008	CHEV COBALT LT		10/20/09	1
SALESMAN	POLICY	DEDUCTIBLE	PRINT DATE	CROSS REF R.O.#					
SHOP			112709-2						

LINE	TECH	TYPE	DESCRIPTION	QTY	NET AMOUNT
1			WILLIAM CO-2B BODY REPAIR REPAIR ROOF PANEL REPAIRED ROOF PANEL SK:02 BC OPER/CODE: CR 15827356 MOLD 15827355 MOLD		-----CUSTOMER----- DESC: COLLISION REPR 45.47 45.47 1 45.47 45.47 45.47 1 45.47
2			ARNOLDO\TY-22 PAINT REFINISH REFINISH ROOF PANEL REFINISHED ROOF PANEL SK:02 BC OPER/CODE: REF PMAT PAINT MAT		-----CUSTOMER----- DESC: REFINISH 100.00 100.00 1 100.00

GENERAL

CHG: 10142 1000.34

<p>STATE OF _____</p> <p>POWER OF ATTORNEY COUNTY OF _____</p> <p>KNOW ALL MEN BY THESE PRESENTS that I, _____ (or we), the undersigned, do hereby authorize and appoint _____ as my (or our) true and lawful agent and attorney-in-fact to confer to the same, place and sign of the undersigned any check in full payment by</p>	<p>I HEREBY AUTHORIZE THE REPAIR WORK DESCRIBED SET FORTH TO BE DONE BY THE REPAIR CENTER AND I AGREE TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE DESCRIBED TO THE REPAIR CENTER. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REFINANCING BY ACCORDANCE WITH THE TERMS OF A FINANCING PLAN, AND I AGREE TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE BY A CASH, MONEY ORDER, OR A CREDIT CARD TRANSACTION AT THE REPAIR CENTER'S DISCRETION. I HEREBY AGREE TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE BY A CASH, MONEY ORDER, OR A CREDIT CARD TRANSACTION AT THE REPAIR CENTER'S DISCRETION.</p> <p>NOTICE: FINANCING BY PROPERTY IS NOT AVAILABLE FOR ALL STATES.</p> <p>I AM NOT PROVIDING MY AGENT ACTION ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE DESCRIBED TO THE REPAIR CENTER. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REFINANCING BY ACCORDANCE WITH THE TERMS OF A FINANCING PLAN, AND I AGREE TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE BY A CASH, MONEY ORDER, OR A CREDIT CARD TRANSACTION AT THE REPAIR CENTER'S DISCRETION.</p> <p>IN WITNESS WHEREOF, I HAVE HEREBY SET MY HAND AND SEAL OF OFFICE ON THE DATE AND PLACE INDICATED ABOVE.</p>	<table border="1"> <tr><td>LABOR AMOUNT</td><td>809.40</td></tr> <tr><td>PARTS AMOUNT</td><td>90.94</td></tr> <tr><td>OTHER TAXABLE</td><td>100.00</td></tr> <tr><td>OTH NON TAXABLE</td><td></td></tr> <tr><td>MISC. CHARGES</td><td></td></tr> <tr><td>SALES TAX</td><td></td></tr> <tr><td>TOTAL CHARGES</td><td>1000.34</td></tr> <tr><td>LESS INSURANCE</td><td></td></tr> </table>	LABOR AMOUNT	809.40	PARTS AMOUNT	90.94	OTHER TAXABLE	100.00	OTH NON TAXABLE		MISC. CHARGES		SALES TAX		TOTAL CHARGES	1000.34	LESS INSURANCE	
LABOR AMOUNT	809.40																	
PARTS AMOUNT	90.94																	
OTHER TAXABLE	100.00																	
OTH NON TAXABLE																		
MISC. CHARGES																		
SALES TAX																		
TOTAL CHARGES	1000.34																	
LESS INSURANCE																		

Customer Copy

CHARGE TOTAL: 1,000.34

JERRY'S GMC LTD.
3100 FORT WORTH HIGHWAY
P.O. BOX 838
WEATHERFORD, TX 76086

PHONE: 817-597-1490
FAX: 817-597-1498

DATE: 11-20-09

~~ATTN: CREDIT CARD PAYMENT~~

ATTN: GM Product Allegation

#OF PAGES: 8

TO: Brandy

FAX # 866-480-3626

FROM: 

AMOUNT DUE \$ \$4482.⁰⁰

COMMENTS I bumped Book shop

up to \$2421.85. Last time I

left out print @ invoice for minor.

JERRY'S

WEATHERFORD, TEXAS
CHEVROLET • CADILLAC • BUICK • PONTIAC • GMC
JERRY'S GM, LLC
3100 FORT WORTH HIGHWAY • P.O. BOX 839 • WEATHERFORD, TEXAS 76086
817-997-1490 800-421-9129

CUSTOMER NAME AND ADDRESS

WEATHERFORD, TX
EML:

JOB #	MILEAGE	R.O. #	CUST #	HOME TELEPHONE	PHONE WHEN READY	DELIVERY DATE	LABOR RATE	ADVISOR	R.O. NUMBER	
4939	274507		CASH			08/21/07		CONNIE	458949	
VEHICLE IDENTIFICATION				STOCK NO.	YR.	MAKE & MODEL	LICENSE NO.	R.O. DATE	PAGE	
1G1AL58F287107855				#ADS		2008 CHEV COBALT LT		08/06/09	1	
SALESMAN	POLICY	DEDUCTIBLE	PRINT DATE	CROSS REF R.O. #						
SHOP			110509-3R							
LINE	TECH	TYPE	DESCRIPTION				QTY	NET AMOUNT		

1	MARK CLING		CUST STATES THE POWER STEERING WILL GO OUT AND BECOME HARD TO STEER. DTC C0475 STORED. TEST DROVE VEHICLE AND WAS UNABLE TO DUPLICATE CONCERN. VEHICLE HAD STEERING COLUMN AND MOTOR REPLACED AT BANKSTON CHEVROLET. REPLACED BCM AND UBEC. REWIRED AND REPLACED TERMINAL ENDS ON CKT 153 9. REPLACED TERMINAL ENDS ON CIRCUITS 1150 AND 642. CLEARED CODE TAC CASE 10977255 DURANT TOYOTA PAINTED MIRROR INV 168312 PO 164107							
000000	SK:04 MW	OPER/	CODE:	N4800	DESC:	BODY CONT MODU	1.1	347.60		
000000	TY:N ST:	CC:	FP:	FC:	OT:	2.9				
015040		25928052	MODULE		300.81	210.56	1	210.56		
015986		20814891	BLOCK		280.46	223.80	1	223.80		
000520		173681-2	CONNECTOR		3.64	3.64	2	7.28		
000260		12110127	TERMINAL		4.57	3.64	1	3.64		
000520		7116-3251	TERMINAL		4.89	3.64	2	7.28		
003960		SMNT	DURANT TOYOTA		39.60	39.60	1	39.60		
		A:00362.86	N:00492.16	T:00839.76						
2	ENTERPRIZE RENTAL								----	WARRANTY----
000000	SK:14 MW	OPER/	CODE:		DESC:		0.0			
		A:00000.00	N:00000.00	T:00000.00						
3	MULTI-POINT VEHICLE INSPECTION								----	CUSTOMER----
000000	SK:04 OT	OPER/	CODE:		DESC:		0.0			
* 4	CURTIS JOH	CUST STATES THE RIGHT FRONT TIRE KEEPS LOOSIN							----	INTERNAL----

LABOR AMOUNT	
PARTS AMOUNT	
OTHER TAXABLE	
OTH NON TAXABLE	
MISC. CHARGES	
SALES TAX	
TOTAL CHARGES	
LESS INSURANCE	
TOTAL:	*CONTINUED*

Warranty Copy

JERRY'S

WEATHERFORD, TEXAS
CHEVROLET • CADILLAC • BUICK • PONTIAC • GMC
JERRY'S GM, LLC
3100 FORT WORTH HIGHWAY • P.O. BOX 839 • WEATHERFORD, TEXAS 76086
817-597-1490 800-421-9129

CUSTOMER NAME AND ADDRESS
[REDACTED]

WEATHERFORD, TX
EML:

JOB #	MILEAGE	P.O. #	CUST #	HOME TELEPHONE	PHONE WHEN READY	DELIVERY DATE	LABOR RATE	ADVISOR	R.O. NUMBER
4939	274507		CASH			08/21/07		CONNIE	458949
VEHICLE IDENTIFICATION				STOCK NO.	YR.	MAKE & MODEL	LICENSE NO.	R.O. DATE	PAGE
1G1AL58F287				#ADS		2008 CHEV COBALT LT		08/06/09	2

SALESMAN	POLICY	DEDUCTIBLE	PRINT DATE	CROSS REF R.O. #
SHOP			110509-3R	

LINE	TECH	TYPE	DESCRIPTION	QTY	NET AMOUNT
000800	SK:01 MI		G PRESSURE. CHECK AND REPORT. FLAT REPAIR 14.95 PATCHED NAIL HOLE OPER/CODE: G71 DESC: REPAIRED TIRE L: 00014.95 P: 00000.00 T: 00014.95	0.5	14.95 #
* 5			GM RENTAL 2008 RED BUICK LACROSSE #1 2G4WD582481 ENTERPRISE INV 947369 PO 162177 DESC: RENTAL TY:N ST: CC: FP: FC: AU: PE: SMNT ENTERPRISE RENT2419 20 1260.00 1 1260.00 A:01260.00 N:01260.00 T:01260.00	0.0	0.0
* 6	DISPATCH		REPIAR BODY DAMAGE DUE TO STEERING LOCKED UP PER BRANDY WITH GM PRODUCT ALLEGATION BODY REPAIRS - DURANT TOYOTA INV 165553 PO 162946 DESC: AU: PE: SMNT DURANT TOYOTA 2382.25 2382.25 1 2382.25 A:02382.25 N:02382.25 T:02382.25	0.0	0.0

TOT INT: 16.45 TOT WRT: 4482.01

LABOR AMOUNT	347.60
PARTS AMOUNT	839.76
OTHER TAXABLE	Rental 1226
OTH NON TAXABLE	Body Rep
MISC. CHARGES	
SALES TAX	\$2421
TOTAL CHARGES	
LESS INSURANCE	
TOTAL:	.00

Warranty Copy

CASH

STATE OF ATTORNEY COUNTRY OF

KNOW ALL MEN BY THESE PRESENTS that I (or us), the undersigned, in hereby certify and warrant

I am the person or agent acting on behalf of the person who is obligated to pay for the repair of the motor vehicle subject to the repair agreement. I understand that the vehicle is subject to the repair agreement and I agree to pay for the repair of the motor vehicle subject to the repair agreement. I understand that the vehicle is subject to the repair agreement and I agree to pay for the repair of the motor vehicle subject to the repair agreement.

DISCLAIMER OF WARRANTY

ANY WARRANTY IN THE SUBJECT MATTER SHALL BE VOIDED BY THE QUALIFICATION. THE ABOVE WARRANTY DOES NOT COVER ANY DAMAGE TO THE VEHICLE OR TO ANY PARTS THEREOF, AND DOES NOT COVER ANY DAMAGE TO THE VEHICLE OR TO ANY PARTS THEREOF.

WARRANTY COPIES

WARRANTY COPIES

WARRANTY COPIES

0655

WORK ORDER

JERRY'S GM, LTD.
3118 Ft. Worth Hwy - Box 839
Weatherford, TX 76086
(817) 596-8088

EML:

SERVICE HISTORY

Table with columns: R.O., Mileage, Date, Type, Op Code, Description, Op Code, Description, Op Code, Description. Row 1: 452507, 24467, 060109, MW, G10, LUBE, OIL & FILT.

Service Advisor: CONNIE DUER

Salesman ID: SHOP

Page 1

Table with columns: Job #, Mileage, PO #, Cust ID, Phone, Del Date, Labor Rate, Veh, R.O. #. Row 1: 6372, 27709, CASH, 08/21/2007, 464883. Row 2: Vehicle ID # 1G1AL58F287, Stock ID, Description 2008 CHEV COBALT LT, Date In 10/05/2009.

***** WORKED ON BEFORE *****

Table with columns: Line, Type, Complaint, Tech, Skill. Row 1: 1, MW, CUST STATES THAT THE RIGHT REAR DOOR GLASS WILL NOT GO DOWN WITH ANY SWITCH.

Cause: #76 Found Rt-Rear window motor open. Correction: Replaced Rt-Rear Window Motor; Rechecked AU d.t.

2 MW CUST STATES THE LEFT REAR DOOR GLASS WILL NOT ROLL DOWN WITH ANY SWITCH. Cause: #76 Lt-Rear window motor open. Correction: Replaced Lt-Rear Window Motor; Rechecked operation AU d.t.

3 MW CUST STATES THE LEFT SUN VISOR CLIP IS BROKEN S.O.P. Cause: #76 Correction: 20374317

4 MW CUST STATES THE POWER STEERING LOCKED UP DTC C047513. Cause: #09 C0475 Steering motor circuit - history. Mark called. Correction: TAC case # 10977255 Lauren Cooper advised to replace EPS motor. Replaced steering motor, cleared code.

73 Test Drive over 300 miles with No Steering Problems
Product Allegation # 71-747509935 TAC Case # 10977255 Larry Rainer

DISCLAIMER OF WARRANTY
Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability of these for a particular purpose, and seller neither warrants nor authorizes any other person to assume for it any liability in connection with the sale of and products.

TERMS STRICTLY CASH: UNLESS PRIOR ARRANGEMENTS MADE
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, any other cause beyond your control or for any delays caused by unavailability of parts or delays in payments by the supplier or transporter. I hereby grant you and/or your employees permission to open the vehicle herein described on any street, highway or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien shall be perfected on any vehicle described herein for the amount of repair thereto.

SIGNATURE OF THE PERSON RESPONSIBLE OR AGENT FOR REPAIR RESPONSIBLE FOR PAYMENT
Supplier - An environmental charge equivalent to 10% of the total labor charge is included for recycling of waste supplies used on your vehicle. Maximum charge is \$25.00.

Signed By X

Technical Assistance Information Form

Questions to Answer Prior to Contacting Technical Assistance

Caller Name: [Redacted] 87 [Redacted]

Dealer Code: 07367 VIN: 1G1AL58F2

R.O. Number: 464884 Mileage: 27709

3 What is the number of times this vehicle has been to your dealership for the same condition?

~~2~~ 10 How many days has this vehicle been in your dealership for this condition?

Please check the Vehicle Information System (VIS) for prior service history.

Does this vehicle have any GM or non-GM aftermarket accessories, or has it been modified from production? Yes/No
If yes, please list:
NO

What is the customer's concern (why did the customer bring their vehicle to your dealership)?

Power Steering Locked up

SI Document Number (SI Document #, Service Manual page, Owner Manual page, Bulletin Number, wiring schematic, IRIS, WIS):
2322970

What are the results of your Strategy Based Diagnostics (i.e. concern duplicated? when does the condition occur? diagnostics performed? DTCs? compared to like vehicle? parts replaced?):

DTC C0475⁰⁰ Parts Already Replaced - Column, motor, BCM, UBEC
Rewire Circuit #539 w/new Ends, Replace Terminal (Ends 1150 & 642)

Tech 2 software version (if applicable):

TAC Case No. (fill in after call): 10977255

TAC Consultant's Name: Larry Rainier Lauren Cooper

TAC Suggested Action: OK Battery Condition - Could Cause Steering shutdown
Replace EPS motor Per Lauren Cooper @TAC

Liability Release # 71-747509935

TAC Case Closing Information: Please utilize the Electronic TAC Case Closing Form located on the DealerWorld Service tab. Please provide detail in the case closing. In the technician's own words, what fixed the vehicle? Be specific - include circuit and terminal numbers, locations, part name and numbers):

Refer to the example below.

TAC Dealer Survey - Technician Only

We would like your feedback on the assistance you received. To assure quality improvements, it is important that only the related technician for this repair complete this survey. Please utilize the Electronic TAC Quality Survey located on the DealerWorld Service tab.

BRANDY itemize w/o Taxes for Body

Repair Minor and scratches - Body

811 480 3126-

ENTERPRISE LEASING COMPANY OF DFW, 3035 FORT WORTH HWY, HUDSON OAKS, TX 760878772 (817) 598-1278

RENTAL AGREEMENT REF#
947369 5SJS28

RENTER
VASQUEZ, MELANIE

DATE & TIME OUT
08/06/2009 08:26 AM
DATE & TIME IN
09/05/2009 11:16 AM

BILLING CYCLE
24-HOUR

VEH #4 2009 CHEV AVEO 41LT
VIN# KL1TD56E29E
LIC#
MILES DRIVEN 1330

VEH #3 2008 CHEV COBA 4DLT
VIN# 1G1AL58F187
LIC#
MILES DRIVEN 258

VEH #2 2008 CHEV COBA 4DLS
VIN# 1G1AK58F287
LIC#
MILES DRIVEN 200

VEH #1 2009 CHEV S15C LT2W
VIN# 3GCEC23C39G
LIC#
MILES DRIVEN 96

BILL TO ACCOUNT
JERRYS GM LTD.**
ATTN: DUE, CONNIE
P.O. BOX 839
WEATHERFORD, TX 76086

CLAIM INFO
SHOP: JERRYS GM LTD.**
PHONE: (817) 594-8784
ATTN: DUE, CONNIE

SUMMARY OF CHARGES

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	08/06 - 09/05	30	DAY	\$36.28 *	\$1,088.45
REFUELING CHARGE	08/06 - 09/05				\$0.00
Subtotal:					\$1,088.45

Taxes & Surcharges					
LIC®/PP TAX/TEXAS	08/06 - 09/05	30	DAY	\$1.90	\$57.00
REIMBURSEMENT				10%	\$114.55
MOTOR VEHICLE RENTAL TAX	08/06 - 09/05				
Total Charges:					\$1,260.00

Bill-To / Deposits					
JERRYS GM LTD.**					
TIME & DISTANCE	08/06 - 09/05	30	DAY		
REFUELING CHARGE	08/06 - 09/05				
LIC®/PP TAX/TEXAS	08/06 - 09/05	30	DAY		
REIMBURSEMENT				10%	
MOTOR VEHICLE RENTAL TAX	08/06 - 09/05	1	PERCENT		
Subtotal:					(\$1,260.00)
DEPOSITS					(\$50.00)

Total Amount Due

PAYMENT INFORMATION
AMOUNT PAID TYPE
(\$50.00) Visa
\$50.00 Visa

CREDIT CARD NUMBER
PENDING

* The "Rate" has been calculated to exclude taxes and/or surcharges which are included in the rate, resulting in a rounded "Rate". The "Total" is correct, however "Rate" multiplied by "Quantity" may not equal "Total".

PO# 16277
PO# 458949

JERRY'S

GM, LTD.
3118 FT. WORTH HWY - BOX 839
WEATHERFORD, TX 76086
(817) 596-8088

***** PURCHASE ORDER *****

TO: CLASSIC CHEVROLET
PO BOX 1717
GRAPEVINE TX 76099

817-421-1200

PURCHASE ORDER NO.... 00163181
VENDOR ID..... 294
CLASSIC CHEVROLET
ORDER DATE.....10/07/2009
RCVD DATE.....10/08/2009
ORDER BY.....David M.
POSTED BY.....

VENDOR CONTACT..
TERMS.....
ORDER FOR..... RO464883/MARK
VENDOR INV NO...
VENDOR DISCOUNT. \$ 0.00
DUE DATE..... 10/08/2009
VENDOR ORDER NO.
AUTHORIZED BY...

MFR	ITEM NO	VENDOR ITEM	QUANTITY	RCVD	COST
GM	22725057		1.00	N	82.670
DESC: MOTOR			REF: OT NO:		ACCT: XXXXXXXXXX

Total PO:

JERRY'S

GM, LTD.
3118 FT. WORTH HWY - BOX 839
WEATHERFORD, TX 76086
(817) 596-8088

***** PURCHASE ORDER *****

TO: CHANDLER'S AUTOMOTIVE PARTS
P.O. BOX 470726
FORT WORTH TX 76147

817-335-6942

PURCHASE ORDER NO.... 00163182

VENDOR ID..... 127
CHANDLER'S AUTOMOTIVE PARTS
ORDER DATE.....10/07/2009
RCVD DATE.....10/08/2009
ORDER BY.....David M.
POSTED BY.....

VENDOR CONTACT..
TERMS.....
ORDER FOR..... RO464883/MARK
VENDOR INV NO...
VENDOR DISCOUNT. \$ 0.00
DUE DATE..... 10/08/2009
VENDOR ORDER NO.
AUTHORIZED BY...

MFR	ITEM NO	VENDOR ITEM	QUANTITY	RCVD	COST
GM	22725056		1.00	N	82.670
DESC: MOTOR			REF: OT NO:		ACCT: 2420

Total PO:

ETA
11:00
10/8

25965594
208

JERRY'S GM, LTD.
10/05/2009

GM Vehicle Inquiry System

Enter 17-Character VIN: 1G1AL58F287 [REDACTED] RO: Retrieved:10/05/2009
08:41:41Year:2008 Model:1AL69 Desc:COBALT 4-DOOR LT SEDAN
Warranty Start Date:08/21/2007 Mileage Type(E,M):E
Order Type/Desc:50 FLEET
Delivering Dealer Name:CLASSIC CHEVROLET, LTD.
Addr:PO BOX 1717
CSZ:GRAPEVINE, TX 76099-1717
Phone:(817) 421-1200Selling Source:13 CHEVROLET Site Code:07566 BAC:112295
Service Contract:N Branded Title:N Blocked Warranty:N
PDI Code(O,P,C,I):P Paid
Onstar Equipped:N Status:NA
XMRadio Equipped:Y Status:Inactive ID:Q3XTV0WP

**** REQUIRED FIELD ACTIONS ****

1 Recall:07255 COOLANT LEAK - ** EXPIRES OCTOBER 31, 2008 **
Mail Date: / / Disp Code(O,C):C Closed

**** SERVICE INFORMATIONAL ITEMS ****

2.0L, 2.2L, 2.4L ENGINE OIL LEAK - REF. TSB 08-06-01-017.
Number:08224 Type(SB,EI):EI Engineering Investigation Date:07/18/2008 Code:B
SIR/AIRBAG LIGHT ILLUMINATED, DTC B0081 SET(REF. TSB 09-09-41-003)
Number:09110 Type(SB,EI):EI Engineering Investigation Date:05/05/2009 Code:B
INSUFF A/C COOLING, A/C COMPRESSOR NOISE/REFRIG/OIL LEAK (TSB 09-01-39-006)
Number:09116 Type(SB,EI):EI Engineering Investigation Date:05/13/2009 Code:B

**** APPLICABLE WARRANTIES ****

1	36/36000	BUMPER TO BUMPER LIMITED WARRANTY	End:08/21/2010	Mileage:36010
	Begin:08/21/2007		Mileage:10	
2	72/100000	SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	End:08/21/2013	Mileage:100010
	Begin:08/21/2007		Mileage:10	
3	60/100000	POWERTRAIN COVERAGE LIMITED WARRANTY	End:08/21/2012	Mileage:100010
	Begin:08/21/2007		Mileage:10	
4	96/80000	FEDERAL EMISSION CATALYTIC CONV. AND PCM	End:08/21/2015	Mileage:80010
	Begin:08/21/2007		Mileage:10	
5	36/36000	FEDERAL EMISSION	End:08/21/2010	Mileage:36010
	Begin:08/21/2007		Mileage:10	

**** CLAIM HISTORY ****

STEERING COLUMN REPLACEMENT	Mileage:25399	Labor-Op:E7680	Type:#
RO Number:625429 Date:06/23/2009			
PRE-DELIVERY INSPECTION - BASE TIME	Mileage:0	Labor-Op:Z7000	Type:I
RO Number:A07855 Date:08/20/2007			



DURANT TOYOTA

WEATHERFORD, TEXAS



www.duranttoyota.com

110 WINFIELD • P.O. BOX 839 • WEATHERFORD, TEXAS 76087
817.597.5010 • Fax 817.594.7887

CUSTOMER NAME AND ADDRESS

WEATHERFORD, TX

EML:

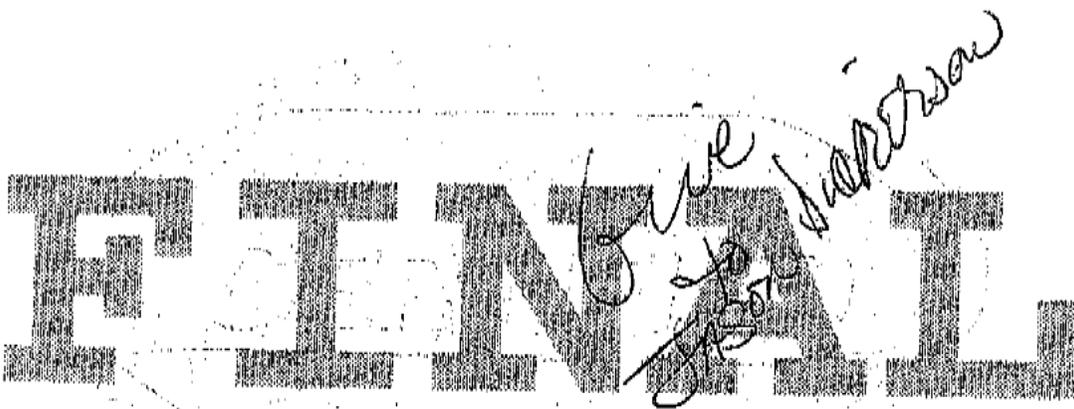
JOB #	MILEAGE	P.O. #	CUST #	HOME TELEPHONE	PHONE WHEN READY	DELIVERY DATE	LABOR RATE	ADVISOR	R.O. NUMBER
S	27451	164107	10142			00/00/00		SHAE MU	168312

VEHICLE IDENTIFICATION	STOCK NO.	YR.	MAKE & MODEL	LICENSE NO.	R.O. DATE	PAGE
1G1AL58F287		2008	CHEV COBALT LT		10/30/09	1

SALESMAN	POLICY	DEDUCTIBLE	PRINT DATE	CROSS REF R.O. #
SHOP			120909-2	

LINE	TECH	TYPE	DESCRIPTION	QTY	NET AMOUNT
1	RUBEN MORE-21		PAINT REFINISH REFINISH MIRROR CAP (WAB555) .6		
000750	SK:02 BC	OPER/CODE: REF	DESC: REFINISH	0.6	22.80
000840		PMAT	PAINT MAT 16.80	1	16.80

---CUSTOMER---



CHG: 10142 39.60

LABOR AMOUNT	22.80
PARTS AMOUNT	
OTHER TAXABLE	16.80
OTH NON TAXABLE	
MISC. CHARGES	
SALES TAX	
TOTAL CHARGES	39.60
LESS INSURANCE	
TOTAL:	39.60

Office Copy

CHARGE



DURANT TOYOTA

WEATHERFORD, TEXAS



CUSTOMER NAME AND ADDRESS
[REDACTED]
WEATHERFORD, TX [REDACTED]
EML:

www.duranttoyota.com

110 WINFIELD • P.O. BOX 839 • WEATHERFORD, TEXAS 76087
817.597.5010 • Fax 817.594.7887

JOB #	MILEAGE	P.O. #	CUST #	HOME TELEPHONE	PHONE WHEN READY	DELIVERY DATE	LABOR RATE	ADVISOR	R.O. NUMBER
140	274517	162946	10142			00/00/00		SHAE MU	165553

VEHICLE IDENTIFICATION	STOCK NO	YR	MAKE & MODEL	LICENSE NO.	R.O. DATE	PAGE
1G1ALS8P287107855			2008 CHEV COBALT LT		09/16/09	1

SALESMAN	POLICY	DEDUCTIBLE	PRINT DATE	CROSS REF R.O. #
			093009-1	

LINE	TECH	TYPE	DESCRIPTION	QTY	NET AMOUNT
1	WILLIAM CO		BODY REPAIR FRONT BUMPER, RT FENDER AND HOOD REPAIR UPPER UNISIDE REPAIRED UPPER UNSIDE/RT FENDER/HOOD		---CUSTOMER---
031500	SK:02 BC	OPER/	DESC: COLLISION REPR	21.0	798.00
000354	15223484		EMBLEM	4.80	4.80
022500	BST BMPR		FRT CVR	299.00	299.00
000000	GM1321290		RH MIRROR	152.00	152.00
006500		SUBB	A-1 AUTO GLASS	108.55	81.25

2	ARNOLDO\TY		PAINT REFINISH REFINISH FRONT BUMPER, RT FENDER AND HOOD REFINISH UPPER UNISIDE REFINISHED UPPER UNISIDE/RT FENDER AND HOOD		---CUSTOMER---
024288	*SK:02 BC	OPER/	DESC: REFINISH	18.4	699.20
025000		PAINT	PAINT MAT	500.00	500.00



CHG: 10142 2382.25

LABOR AMOUNT	1497.20
PARTS AMOUNT	303.80
OTHER TAXABLE	500.00
DIT NON TAXABLE	81.25
MISC. CHARGES	
SALES TAX	
TOTAL CHARGES	2382.25
LOSS MAINTENANCE	
CHARGE	TOTAL: 2,382.25

Office Copy

APPROVED BY: _____
STATE OF: _____
POWER OF ATTORNEY GRANTED BY: _____
I HEREBY AUTHORIZE THE UNDERSIGNED TO EXECUTE ALL NECESSARY DOCUMENTS TO OBTAIN THE BEST INTEREST OF THE INSURED UNDER THE POLICY NUMBER _____ AND TO SIGN ALL NECESSARY DOCUMENTS TO OBTAIN THE BEST INTEREST OF THE INSURED UNDER THE POLICY NUMBER _____ AND TO SIGN ALL NECESSARY DOCUMENTS TO OBTAIN THE BEST INTEREST OF THE INSURED UNDER THE POLICY NUMBER _____

WEATHERFORD, TEXAS 76087
817.597.5010 • Fax 817.594.7887
www.duranttoyota.com

JERRY'S GMC LTD.

3100 FORT WORTH HIGHWAY

P.O. BOX 838

WEATHERFORD, TX 76086

PHONE: 817-597-1490

FAX: 817-597-1498

DATE: _____

ATTN: CREDIT CARD PAYMENT

#OF PAGES: _____

TO: Brandy

FAX # _____

FROM: _____

AMOUNT DUE \$ _____

COMMENTS _____

CUSTOMER NAME AND ADDRESS

JERRY'S

WEATHERFORD, TEXAS

CHEVROLET • CADILLAC • BUICK • PONTIAC • GMC

JERRY'S GM, LLC

3100 FORT WORTH HIGHWAY • P.O. BOX 839 • WEATHERFORD, TEXAS 76086

817-397-1490 800-421-9129

WEATHERFORD, TX

EML:

JOB #	MILEAGE	P.O. #	CUST #	HOME TELEPHONE	PHONE WHEN READY	DELIVERY DATE	LABOR RATE	ADVISOR	R.O. NUMBER
4939	27450/		CASH			08/21/07		CONNIE	458949

VEHICLE IDENTIFICATION	STOCK NO.	YR.	MAKE & MODEL	LICENSE NO.	R.O. DATE	PAGE
1G1AL58F287	#ADS	2008	CHEV COBALT LT		08/06/09	1

SALESMAN	POLICY	DEDUCTIBLE	PRINT DATE	CROSS REF R.O. #
SHOP			110509-3R	

LINE	TECH	TYPE	DESCRIPTION	QTY	NET AMOUNT
------	------	------	-------------	-----	------------

1	MARK CLING		CUST STATES THE POWER STEERING WILL GO OUT AN---WARRANTY--- D BECOME HARD TO STEER. DTC C0475 STORED. TEST DROVE VEHICLE AND WAS UNABLE TO DUPLICATE CONCERN. VEHICLE HAD STEERING COLUMN AND MOTOR REPLACED AT BANKSTON CHEVROLET. REPLACED BCM AND UBEC. REWIRED AND REPLACED TERMINAL ENDS ON CKT 153 9. REPLACED TERMINAL ENDS ON CIRCUITS 1150 AND 642 . CLEARED CODE TAC CASE 10977255 DURANT TOYOTA PAINTED MIRROR INV 168312 PO 164107		
000000	SK:04 MW	OPER/CODE: N4800	DESC: BODY CONT MODU	1.1	347.60
000000	TY:N ST: CC: FP: FC: OT: 2.9	AU: PE:			
015040		25928052	MODULE	300.81	210.56
015986		20814891	BLOCK	280.46	223.80
000520		173681-2	CONNECTOR	3.64	3.64
000260		12110127	TERMINAL	4.57	3.64
000520		7116-3251	TERMINAL	4.99	3.64
003960		SMNT	DURANT TOYOTA	39.60	39.60
			A:00362.86 N:00492.16 T:00839.76		

2	ENTERPRIZE RENTAL		SEE LINE 4		---
---	-------------------	--	------------	--	-----

000000	SK:14 MW	OPER/CODE:	DESC:	0.0	
		A:00000.00 N:00000.00 T:00000.00			

3	MULTI-POINT VEHICLE INSPECTION				---
---	--------------------------------	--	--	--	-----

000000	SK:04 OT	OPER/CODE:	DESC:	0.0	
--------	----------	------------	-------	-----	--

* 4	CURTIS JOH		CUST STATES THE RIGHT FRONT TIRE KEEPS LOOSIN---INTERNAL---		
-----	------------	--	---	--	--

AUTHORIZED BY: _____

STATE OF: _____

POWER OF ATTORNEY COUNTY OF: _____

NOTICE TO PROPERTY OWNER

LABOR AMOUNT

PARTS AMOUNT

OTHER TAXABLE

OTH NON TAXABLE

MISC. CHARGES

SALES TAX

TOTAL CHARGES

LESS INSURANCE

Warranty Copy

TOTAL: *CONTINUED*

American Signature For Business

PAR GMWA
Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information			
Date	12/11/09	Service Request #	71-747509935
Customer Name	[REDACTED]		
VIN	1G1AL58F287	[REDACTED]	
In-Service Date	8/21/2007	Service Contract?	No
Current Mileage	24467	Purchased New/Used?	New
Warranty Blocked?	No		
Branded Title?	No	Mileage at Purchase	0
Dealer and Claim Information			
Dealer Name	Jerry's GM, Llc		
Dealer Svc Mgr	Glen Hyatt	Dir Warranty Admin:	JasonDickerson
Dealer Phone	(817) 596-8088	Dealer Fax	817-597-1498
Dealer BAC	112288		
Dealer Division and Code	13-Chev-07367		
Repair Order Number	458949		
Repair Order Close Date	08/06/09		
Labor Op. Code Z1242	Dollar Amt:	\$4482.01	
Labor Op. Code Z1243	Dollar Amt:		
Cause Code (CC)	MJ		
Failure Code (FC)	98		
PUT EVERYTHING IN NET AMOUNT			
Labor Hours and OLH:	DO NOT PUT IN HOURS		
Parts and Labor Costs:	DO NOT PUT IN COSTS		
Net Amount:	\$4482.01		
DO NOT H ROUTE THIS CLAIM			
Authorization Code:	DO NOT PUT IN AN AUTH CODE		
Additional Comments for Dealer:			
IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO (866) 480 3626			
Retain Copy with Dealer Repair Order			
Internal PAR Information			
Complaint:	Steering concern		
Cause:	Steering concern		
Correction:	Repaired vehicle		
Justification:	Steering concern		
PAR CRS:	Brandy Fabian		
Additional Comments:	n/a		

PAR GMWA
Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information			
Date	12/11/09	Service Request #	71-747509935
Customer Name	[REDACTED]		
VIN	1G1AL58F287	[REDACTED]	
In-Service Date	8/21/2007	Service Contract?	No
Current Mileage	24467	Purchased New/Used?	New
Warranty Blocked?	No		
Branded Title?	No	Mileage at Purchase	0
Dealer and Claim Information			
Dealer Name	Jerry's GM, Llc		
Dealer Svc Mgr	Glen Hyatt	Dir Warranty Admin:	JasonDickerson
Dealer Phone	(817) 596-8088	Dealer Fax	817-597-1498
Dealer BAC	112288		
Dealer Division and Code	13-Chev-07367		
Repair Order Number	167648		
Repair Order Close Date	10/20/09		
Labor Op. Code Z1242	Dollar Amt:	\$1000.34	
Labor Op. Code Z1243	Dollar Amt:		
Cause Code (CC)	MJ		
Failure Code (FC)	98		
PUT EVERYTHING IN NET AMOUNT			
Labor Hours and OLH:	DO NOT PUT IN HOURS		
Parts and Labor Costs:	DO NOT PUT IN COSTS		
Net Amount:	\$1000.34		
DO NOT H ROUTE THIS CLAIM			
Authorization Code:	DO NOT PUT IN AN AUTH CODE		
Additional Comments for Dealer:			
IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO (866) 480 3626			
Retain Copy with Dealer Repair Order			
Internal PAR Information			
Complaint:	Steering concern		
Cause:	Steering concern		
Correction:	Repaired Vehicle		
Justification:	Repaired Vehicle		
PAR CRS:	Brandy Fabian		
Additional Comments:	n/a		

**PAR GMWA
Pre-Authorization/Warranty Claim Tracking Form**

Customer and Vehicle Information			
Date	12/11/09	Service Request #	71-747509935
Customer Name	[REDACTED]		
VIN	1G1AL58F287	[REDACTED]	
In-Service Date	8/21/2007	Service Contract?	No
Current Mileage	24467	Purchased New/Used?	New
Warranty Blocked?	No		
Branded Title?	No	Mileage at Purchase	0
Dealer and Claim Information			
Dealer Name	Jerry's GM, Llc		
Dealer Svc Mgr	Glen Hyatt	Dir Warranty Admin:	JasonDickerson
Dealer Phone	(817) 596-8088	Dealer Fax	817-597-1498
Dealer BAC	112288		
Dealer Division and Code	13-Chev-07367		
Repair Order Number	458949		
Repair Order Close Date	08/06/09		
Labor Op. Code Z1242	Dollar Amt:	\$4482.01	
Labor Op. Code Z1243	Dollar Amt:		
Cause Code (CC)	MJ		
Failure Code (FC)	98		
PUT EVERYTHING IN NET AMOUNT			
Labor Hours and OLH:	DO NOT PUT IN HOURS		
Parts and Labor Costs:	DO NOT PUT IN COSTS		
Net Amount:	\$4482.01		
DO NOT H ROUTE THIS CLAIM			
Authorization Code:	DO NOT PUT IN AN AUTH CODE		
Additional Comments for Dealer:			
IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO (866) 480 3626			
Retain Copy with Dealer Repair Order			
Internal PAR Information			
Complaint:	Steering concern		
Cause:	Steering concern		
Correction:	Repaired vehicle		
Justification:	Steering concern		
PAR CRS:	Brandy Fabian		
Additional Comments:	n/a		

PAR GMWA
Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information			
Date	12/11/09	Service Request #	71-747509935
Customer Name	[REDACTED]		
VIN	1G1AL58F287	[REDACTED]	
In-Service Date	8/21/2007	Service Contract?	No
Current Mileage	24467	Purchased New/Used?	New
Warranty Blocked?	No		
Branded Title?	No	Mileage at Purchase	0
Dealer and Claim Information			
Dealer Name	Jerry's GM, Llc		
Dealer Svc Mgr	Glen Hyatt	Dir Warranty Admin:	JasonDickerson
Dealer Phone	(817) 596-8088	Dealer Fax	817-597-1498
Dealer BAC	112288		
Dealer Division and Code	13-Chev-07367		
Repair Order Number	167648		
Repair Order Close Date	10/20/09		
Labor Op. Code Z1242	Dollar Amt:	\$1000.34	
Labor Op. Code Z1243	Dollar Amt:		
Cause Code (CC)	MJ		
Failure Code (FC)	98		
PUT EVERYTHING IN NET AMOUNT			
Labor Hours and OLH:	DO NOT PUT IN HOURS		
Parts and Labor Costs:	DO NOT PUT IN COSTS		
Net Amount:	\$1000.34		
DO NOT H ROUTE THIS CLAIM			
Authorization Code:	DO NOT PUT IN AN AUTH CODE		
Additional Comments for Dealer:			
IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP			
AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO (866) 480 3626			
Retain Copy with Dealer Repair Order			
Internal PAR Information			
Complaint:			
	Steering concern		
Cause:			
	Steering concern		
Correction:			
	Repaired Vehicle		
Justification:			
	Repaired Vehicle		
PAR CRS:			
	Brandy Fabian		
Additional Comments: n/a			

PAR GMWA
Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information			
Date	12/11/09	Service Request #	71-747509935
Customer Name	[REDACTED]		
VIN	1G1AL58F287	[REDACTED]	
In-Service Date	8/21/2007	Service Contract?	No
Current Mileage	24467	Purchased New/Used?	New
Warranty Blocked?	No		
Branded Title?	No	Mileage at Purchase	0
Dealer and Claim Information			
Dealer Name	Jerry's GM, Llc		
Dealer Svc Mgr	Glen Hyatt	Dir Warranty Admin:	JasonDickerson
Dealer Phone	(817) 596-8088	Dealer Fax	817-597-1498
Dealer BAC	112288		
Dealer Division and Code	13-Chev-07367		
Repair Order Number	464883		
Repair Order Close Date	10/20/09		
Labor Op. Code Z1242	Dollar Amt:	\$1000.34	
Labor Op. Code Z1243	Dollar Amt:		
Cause Code (CC)	MJ		
Failure Code (FC)	98		
PUT EVERYTHING IN NET AMOUNT			
Labor Hours and OLH:	DO NOT PUT IN HOURS		
Parts and Labor Costs:	DO NOT PUT IN COSTS		
Net Amount:	\$1000.34		
DO NOT H ROUTE THIS CLAIM			
Authorization Code:	DO NOT PUT IN AN AUTH CODE		
Additional Comments for Dealer:			
IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO (866) 480 3626			
Retain Copy with Dealer Repair Order			
Internal PAR Information			
Complaint:	Steering concern		
Cause:	Steering concern		
Correction:	Repaired Vehicle		
Justification:	Repaired Vehicle		
PAR CRS:	Brandy Fabian		
Additional Comments:	n/a		

PAR GMWA
Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information			
Date	12/11/09	Service Request #	71-747509935
Customer Name	[REDACTED]		
VIN	1G1AL58F287	[REDACTED]	
In-Service Date	8/21/2007	Service Contract?	No
Current Mileage	24467	Purchased New/Used?	New
Warranty Blocked?	No		
Branded Title?	No	Mileage at Purchase	0
Dealer and Claim Information			
Dealer Name	Jerry's GM, Llc		
Dealer Svc Mgr	Glen Hyatt	Dir Warranty Admin:	JasonDickerson
Dealer Phone	(817) 596-8088	Dealer Fax	817-597-1498
Dealer BAC	112288		
Dealer Division and Code	13-Chev-07367		
Repair Order Number	464883		
Repair Order Close Date	10/20/09		
Labor Op. Code Z1242	Dollar Amt:	\$1000.34	
Labor Op. Code Z1243	Dollar Amt:		
Cause Code (CC)	MJ		
Failure Code (FC)	98		
PUT EVERYTHING IN NET AMOUNT			
Labor Hours and OLH:	DO NOT PUT IN HOURS		
Parts and Labor Costs:	DO NOT PUT IN COSTS		
Net Amount:	\$1000.34		
DO NOT H ROUTE THIS CLAIM			
Authorization Code:	DO NOT PUT IN AN AUTH CODE		
Additional Comments for Dealer:			
IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP			
AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO (866) 480 3626			
Retain Copy with Dealer Repair Order			
Internal PAR Information			
Complaint:	Steering concern		
Cause:	Steering concern		
Correction:	Repaired Vehicle		
Justification:	Repaired Vehicle		
PAR CRS:	Brandy Fabian		
Additional Comments:	n/a		



BRANDY
FABIAN/Austin/GM1
08/28/2009 12:23 PM

To todd.w.nelson@gm.com
cc
bcc
Subject Melene Vasquez, 71-747509935

To Todd Nelson:

Service Request : 71-747509935

Customer Name: [REDACTED]

Involved Dealership: Jerry's GM, Llc, 112288, Weatherford, TX

Dealership Contact : Glen Hyatt

VIN: 1G1AL58F287 [REDACTED]

Automobile: 2008 Chevrolet Cobalt

I wanted to go over an allegation that has been reviewed with the Product Allegation Dept in regards to a steering concern. Customer had a power assists failure several months ago resulting in an accident. The steering column was replaced under warranty at another dlrship. The vehicle experienced power assists failures since the steering column replacement resulting in an accident on one of the occasions. Working with Glen, I understand that you were involved in making these decisions as to what to replace on the vehicle and am writing to you to approve payment for repairs. Pls respond with an approval or denial within 24 hours, so dlrship can begin repairs as soon as possible.

Brandy Fabian
Business Resource Center
Aditya Birla Minacs
Phone: 866-790-5600 ext 31065 / brandy_fabian@gmexpert.com

Technical Assistance Information Form

Questions to Answer Prior to Contacting Technical Assistance

Caller Name: [REDACTED]

Dealer Code: 07361

R.O. Number: 458949

Mileage: 27450

1G1AL58F2 87 [REDACTED]

2

What is the number of times this vehicle has been to your dealership for the same condition?

2

How many days has this vehicle been in your dealership for this condition?

Please check the Vehicle Information System (VIS) for prior service history.

Does this vehicle have any GM or non-GM aftermarket accessories, or has it been modified from production? Yes/No
If yes, please list:

NO

What is the customer's concern (why did the customer bring their vehicle to your dealership)?

Power Steering Will go out and become hard to Steer

SI Document Number (SI Document #, Service Manual page, Owner Manual page, Bulletin Number, wiring schematic, IRIS, WIS):

2282809

1878070

What are the results of your Strategy Based Diagnostics (i.e. concern duplicated? when does the condition occur? diagnostics performed? DTCs? compared to like vehicle? parts replaced?):

RO DATE 6-1-09 mile 24467
6-8-09 RO# 452507 Tech 18 DTC C0475 History
No Cause Found @ Time CK'd
See SB'S 06-02-32-002C & 07-02-34-007A

Tech 2 software version (if applicable):

TAC Case No. (fill in after call): 10977255

TAC Consultant's Name:

Bill Weber

DTCs Sorted By Priority

Power Steering Control Module
C0475 Symptom
Electric Steering Motor Circuit

Last Test: Pass

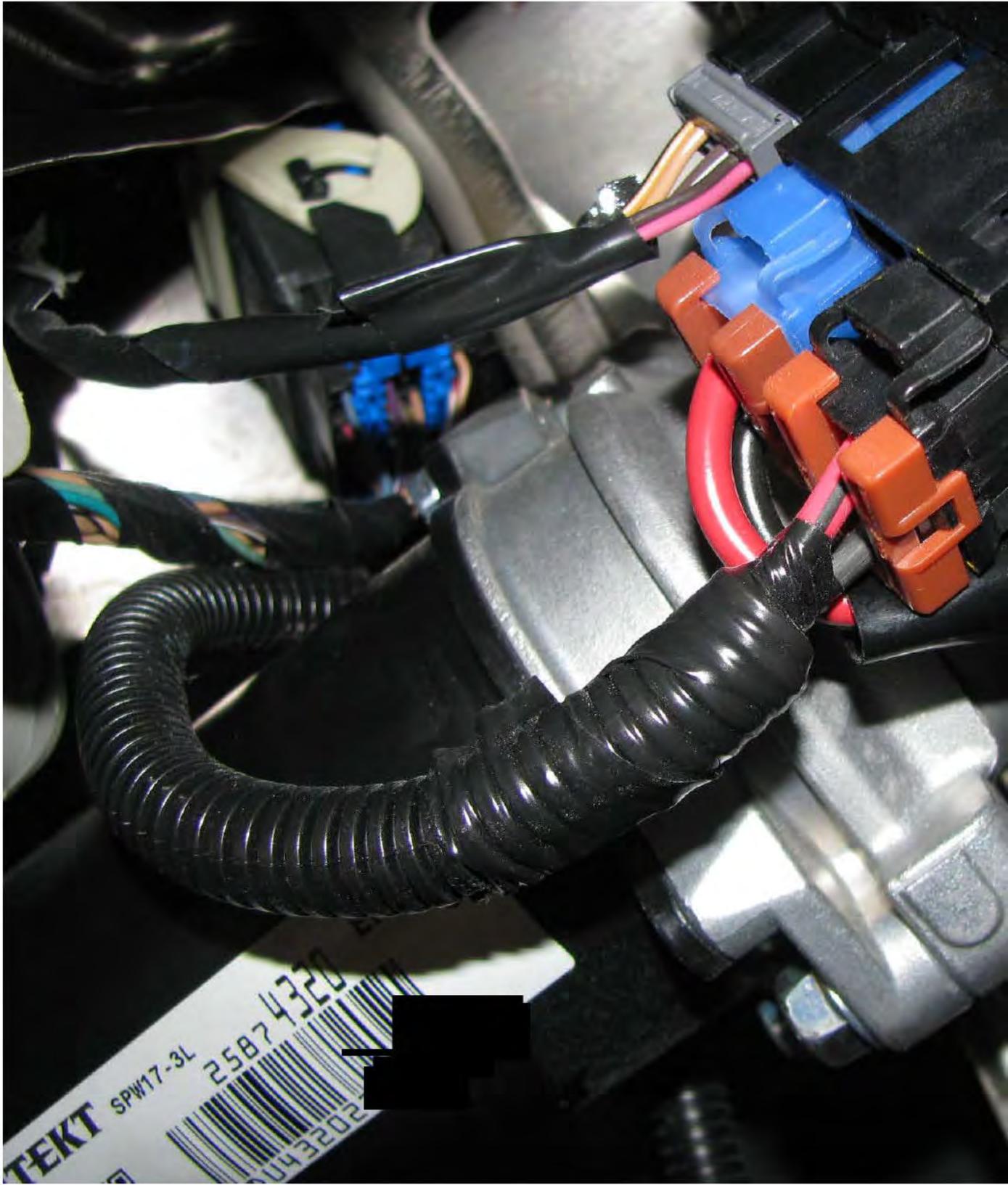
This Ignition: Pass

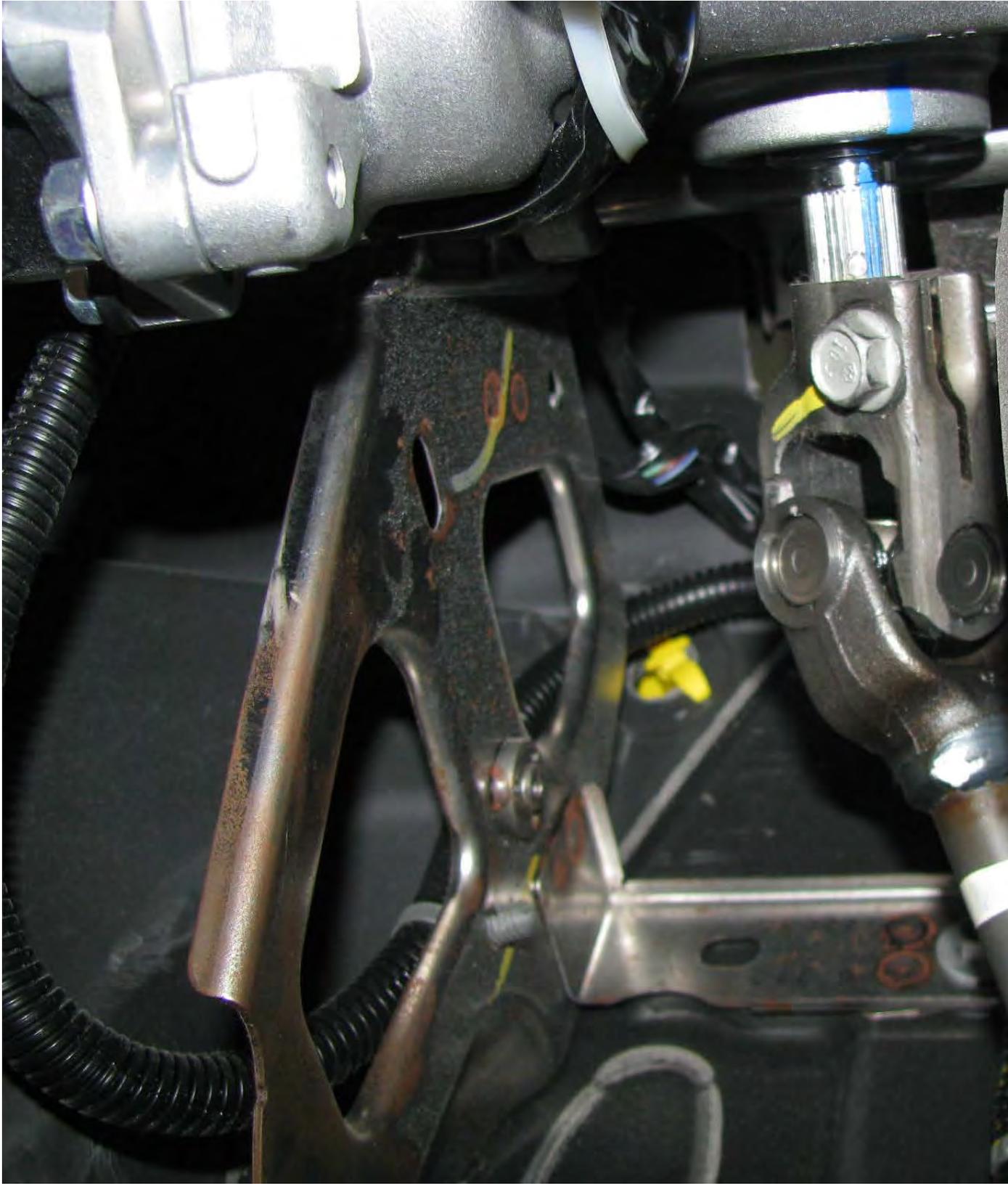
Since Clear: Pass
History

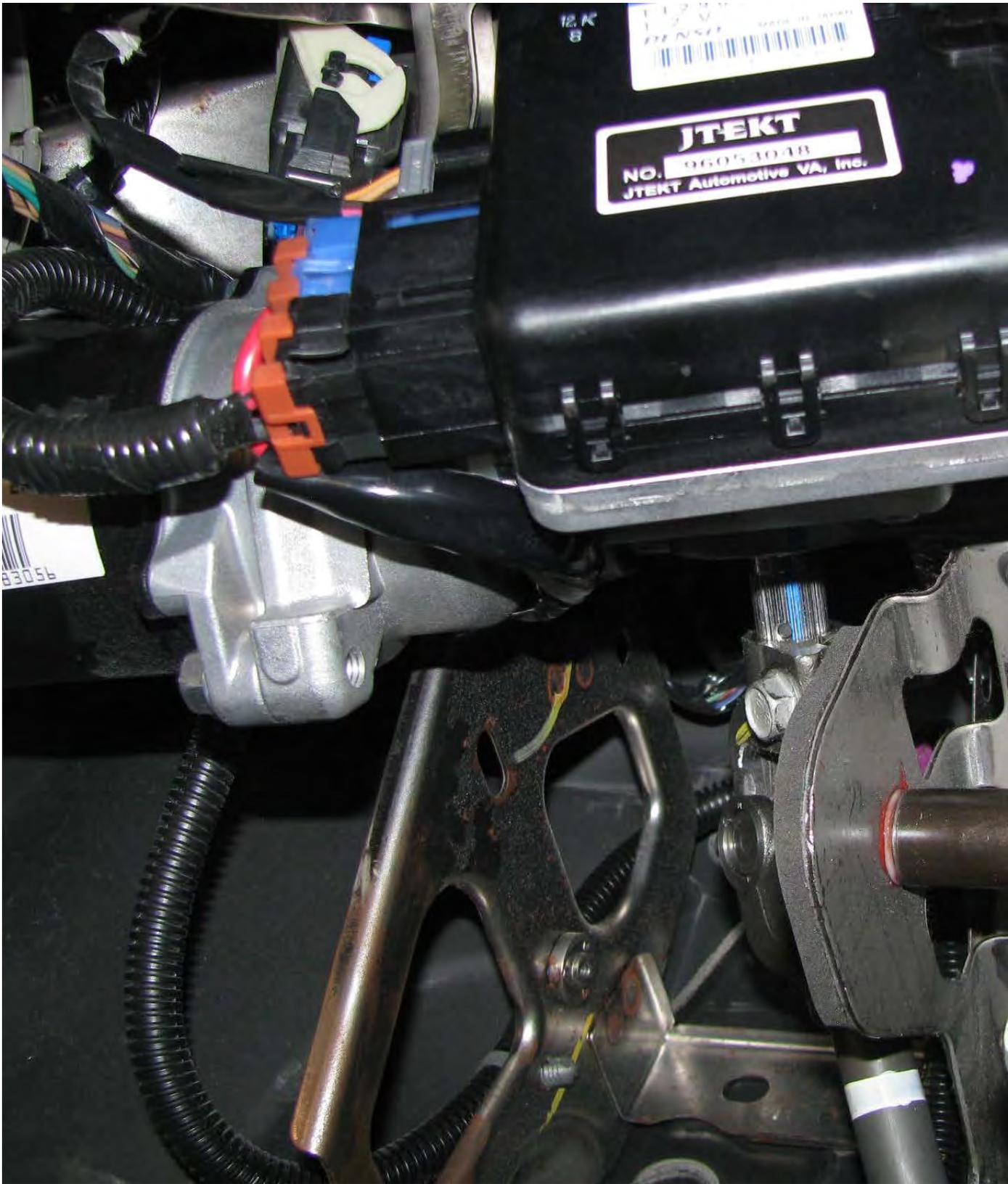
Clear
DTCs











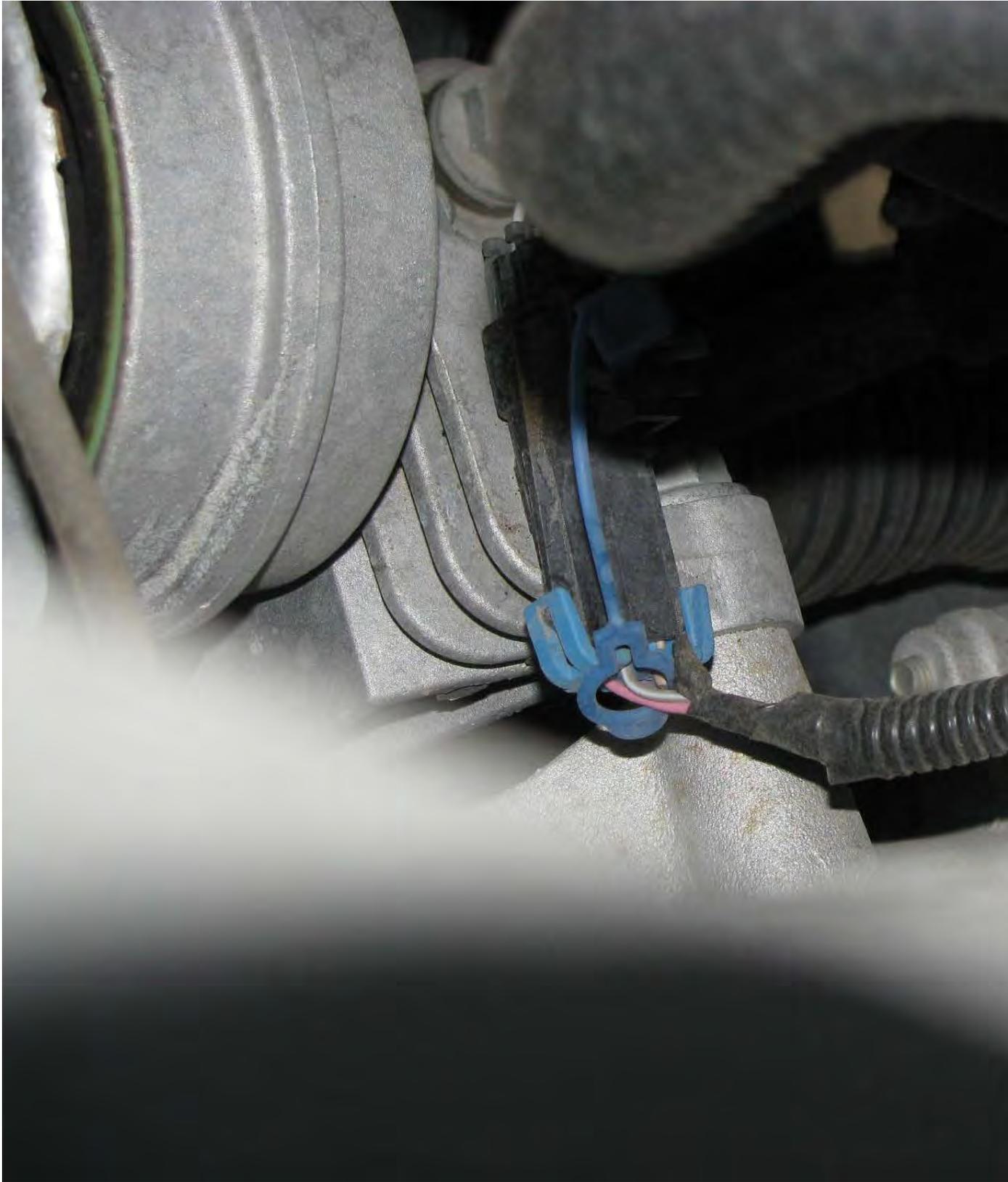
JTEKT

SPW17-3L

2587 432



304320278

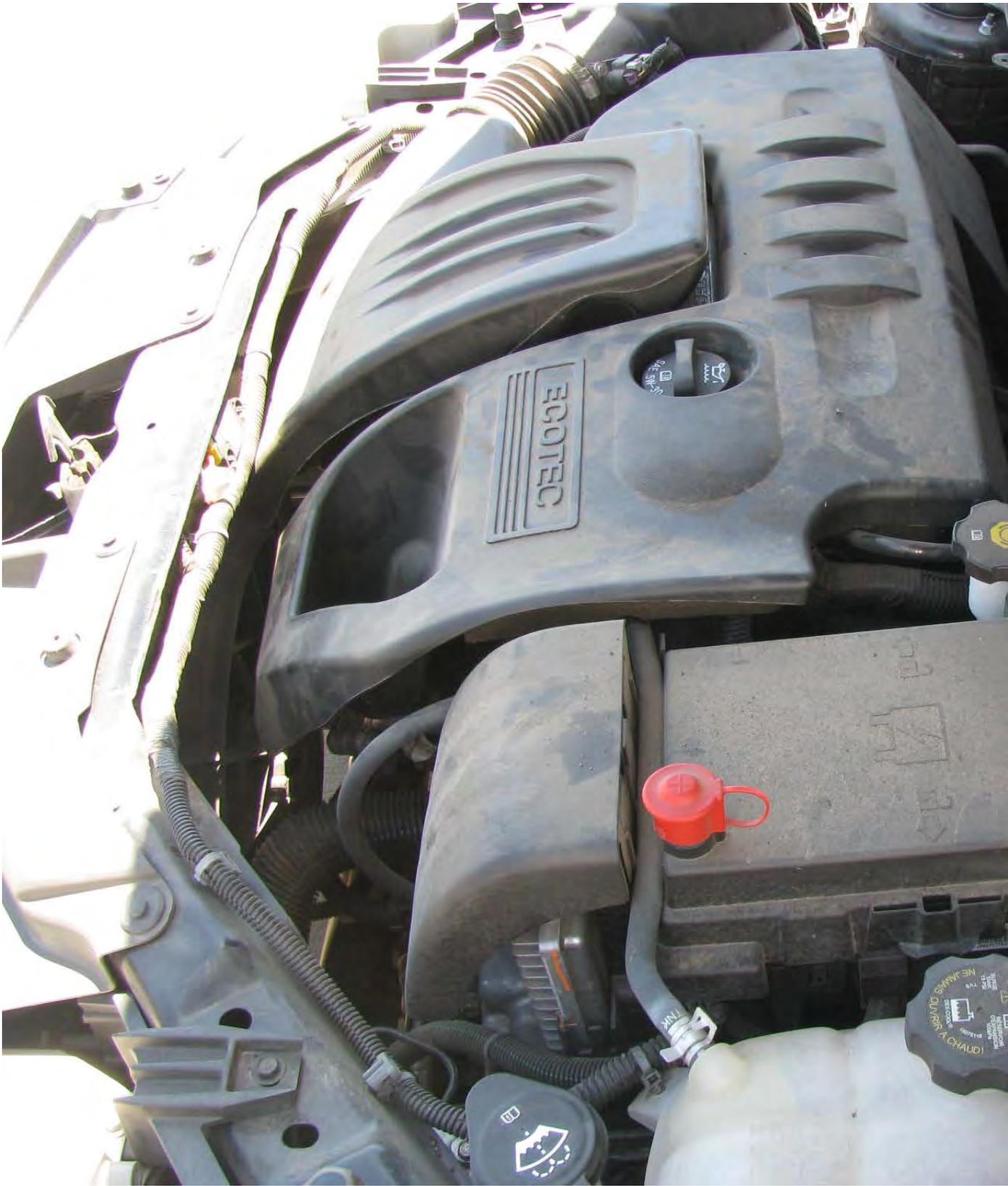


















































WARNING EVEN WITH ADVANCED AIR BAGS

- Children can be killed or seriously injured by the air bag.
- The back seat is the safest place for children.
- Never put a rear-facing child seat in the front.
- Always use seat belts and child restraints.
- See Owner's manual (O) for more information about air bags.

AVERTISSEMENT MÊME AVEC DES SACS GONFLABLES AVANCÉS

- Les enfants peuvent être tués ou gravement blessés par le sac gonflable.
- Le siège arrière est l'endroit le plus sûr pour les enfants.
- Ne jamais placer le siège d'un enfant en arrière dans le siège avant.
- Toujours utiliser les ceintures de sécurité et les dispositifs de retenue pour enfants.
- Voir le Guide du propriétaire (O) pour plus d'informations à propos des sacs gonflables.

MADE IN U.S.A.









TIRE AND LOADING

SEATING CAPACITY : TOTAL 5

The combined weight of occupants and cargo should never ex

TIRE	ORIGINAL SIZE		COLD TIRE PR
FRONT	P195/60R15	S	210 kPa, 30
REAR	P195/60R15	S	210 kPa, 30
SPARE	T115/70D15	M	420 kPa, 60



GM

MFD BY GENERAL MOTORS

DATE
08/07

GVWR
1710 KG
3769 LB

GAWB
872
192

THIS VEHICLE CONFORMS TO ALL APPLICABLE
VEHICLE SAFETY, BUMPER, AND THEFT PROTECTION
EFFECT ON THE DATE OF MANUFACTURE

1G1AL58F287

TYPE: PAS



todd.w.nelson@gm.com
09/01/2009 05:45 PM

To brandy_fabian@gmexpert.com
cc
bcc
Subject Re: Melene Vasquez, 71-747509935

I approve of the repairs.

brandy_fabian@gmexpert.com

08/28/2009 11:23 AM

To todd.w.nelson@gm.com
cc
Subject [REDACTED] 71-747509935

To Todd Nelson:

Service Request : 71-747509935

Customer Name: [REDACTED]

Involved Dealership: Jerry's GM, Llc, 112288, Weatherford, TX

Dealership Contact : Glen Hyatt

VIN: 1G1AL58F287 [REDACTED]

Automobile: 2008 Chevrolet Cobalt

I wanted to go over an allegation that has been reviewed with the Product Allegation Dept in regards to a steering concern. Customer had a power assists failure several months ago resulting in an accident. The steering column was replaced under warranty at another dlrship. The vehicle experienced power assists failures since the steering column replacement resulting in an accident on one of the occasions. Working with Glen, I understand that you were involved in making these decisions as to what to replace on the vehicle and am writing to you to approve payment for repairs. Pls respond with an approval or denial within 24 hours, so dlrship can begin repairs as soon as possible.

Brandy Fabian
Business Resource Center
Aditya Birla Minacs
Phone: 866-790-5600 ext 31065 / brandy_fabian@gmexpert.com

Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

Confidentiality Note: This message is intended only for the person or entity to which it is addressed.

It may contain confidential and/or privileged material. Any review, transmission, dissemination or other use, or taking of any action in reliance upon this message by persons or entities other than the intended recipient is prohibited and may be unlawful. If you received this message in error, please contact the sender and delete it from your computer.

EAA Inspection Request

Date: 08/07/09

TO: EAA

EAA/SPX Field Coordinator

Phone: 586-582-5835

Fax: 586-582-5840

Email: eaafc@servicesolutions.spx.com

From: Brandy Fabian

PAR Customer Relations Specialist

Email: brandy_fabian@gmexpert.com

Phone: 866-790-5600 ext.31065

or 866-790-5700 ext.

Fax: 866-480-3626

Mailing Address:

GM PAR Investigations

7401 E. Ben White

Building 3

Austin, TX 78741

Vehicle Information

VIN#: 1G1AL58F287

Year/Make: 2008 Chevrolet

Model: Cobalt

Contact's Name:

Contact's Number:

Vehicle Location: JERRY'S CHEVROLET

3118 FORT WORTH HWY

WEATHERFORD TX 76087

If located at a Salvage/Auction Yard:

Ins. Adj. Name:

Phone #:

Claim or Salvage ID #:

Claimant Information

PAR File #: 71-747509935

Claimant Name:

Claimant Home #:

Claimant Work #:

Claimant Cell #:

Address: 101 Oakleys Dr.

Hudson Oaks, TX 76087

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:

Interview Owner? <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"/> Other (define): _____		

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

RUSH (Name of Team Manager or Ops Mgr Approving the Rush): _____

EAA Internal Use Only

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

EAA SA Use Only

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

JERRYS

DATE: 8-18-09

FAX TO: 866-480-3626

ATTENTION: BRANDY

PAGES: 5

INDIVIDUAL SENDING FAX:

GLEN HYATT - GMC SERVICE

FROM: JERRYS GM SERVICE DEPT

3100 FORT WORTH HWY
P.O. BOX 937
WEATHERFORD, TX. 76086

PHONE NUMBERS

DIRECT (817)597-1490
FAX: (817)597-1498

NOTES:

08/13/2009 at 11:32 AM
30513

Job Number:

DURANT TOYOTA CERTIFIED COLLISION CENTER
**Make Payments to Durant Toyota Tax # 752833024*
THANK YOU FOR CHOOSING US !
110 WINFIELD
Weatherford, TX 76087
(817)597-5010 Fax: (817)594-7887

PRELIMINARY ESTIMATE

Written By: MURPHY SHAE
Adjuster:

Insured: JERRY GMC
Owner: JERRY GMC
Address:

Day:
Evening:

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

Inspect DURANT TOYOTA CERTIFIED COLLISIO
Location: THANK YOU FOR CHOOSING US !
110 WINFIELD
Weatherford, TX 76087

Business: (817)597-5010

Insurance
Company:

Days to Repair

2008 CHEV COBALT LT 4-2.2L-FI 4D SED BLACK Int:

VIN: 1G1AL58F287 [REDACTED] Lic: [REDACTED] TX Prod Date: Odometer: 27000

Air Conditioning	Rear Defogger	Tilt Wheel
Intermittent Wipers	Keyless Entry	Alarm
Message Center	Tinted Glass	Dual Mirrors
Console/Storage	Clear Coat Paint	Power Steering
Power Brakes	Power Windows	Power Locks
Power Mirrors	Power Trunk/Tailgate	AM Radio
FM Radio	Stereo	Search/Seek
CD Player	Auxiliary Audio Connectio	Satellite Radio
Driver Air Bag	Passenger Air Bag	Head/Curtain Air Bags
Cloth Seats	Bucket Seats	5 Speed Transmission
Full Wheel Covers		

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
1		FRONT BUMPER				
2**	Repl	RECOND Bumper cover	1	289.00	2.2	2.6
3		Add for Clear Coat				1.0
4		FRONT LAMPS				
5	R&I	RT Headlamp assy w/o SS			Incl.	
6		HOOD				
7*	Rpr	Hood			2.0	2.8
8		Add for Clear Coat				1.1
9	R&I	Insulator			0.2	
10		FENDER				

08/13/2009 at 11:32 AM
30513

Job Number:

PRELIMINARY ESTIMATE

2008 CHEV COBALT LT 4-2.2L-FI 4D SED BLACK Int:

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
11*	Rpr	RT Fender				4.0	1.8
12		Overlap Major Adj. Panel					-0.4
13		Add for Clear Coat					0.3
14	Repl	RT Emblem GM MARK OF EXCELLENC	1		4.80	0.2	
15		FRONT DOOR					
16	Blnd	RT Outer panel					1.0
17	R&I	RT Upper w'strip				0.3	
18	R&I	RT Belt w'strip				0.3	
19**	Repl	A/M RT Mirror assy w/power	1		152.00	0.3	0.5
20		Add for Clear Coat					0.1
21	R&I	RT Handle, outside primed				0.4	
22	R&I	RT R&I trim panel				0.5	
23		PILLARS, ROCKER & FLOOR					
24*	Rpr	RT Outer uniside				3.0	4.0
25		Overlap Major Non-Adj. Panel					-0.2
26*		Add for Clear Coat					1.3
27#	Subl	Car cover	1		3.00 X		
28#	Subl	Hazardous waste	1		3.00 X		
Subtotals ==>					451.80	13.4	15.9
		Parts					445.80
		Body Labor	13.4 hrs	@	\$ 40.00/hr		536.00
		Paint Labor	15.9 hrs	@	\$ 40.00/hr		636.00
		Paint Supplies	15.9 hrs	@	\$ 28.00/hr		445.20
		Sublet/Misc.					6.00
		SUBTOTAL					\$ 2069.00
		Sales Tax		@	\$ 891.00 @ 8.2500%		73.51
		GRAND TOTAL					\$ 2142.51

THIS IS NOT A CONTRACT. IT IS JUST A ESTIMATE OF THE VISUAL DAMAGES, FURTHER INSPECTION UPON TEARDOWN MAY SHOW ADDITIONAL HIDDENS REPAIRS THAT NEED TO BE CORRECTED.

08/13/2009 at 11:32 AM
30513

Job Number:

PRELIMINARY ESTIMATE

2008 CHEV COBALT LT 4-2.2L-FI 4D SED BLACK Int:

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR1CL05, CCC Data Date 07/30/2009, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. Non-Original Equipment Manufacturer aftermarket parts are described as AM, Qual Repl Parts or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are described as LKQ, Qual Recy Parts, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries. Some 2010 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The Pathways estimator has a complete list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

CCC Pathways - A product of CCC Information Services Inc.

08/13/2009 at 11:32 AM
30513

Job Number:

PRELIMINARY ESTIMATE

2008 CHEV COBALT LT 4-2.2L-FI 4D SED BLACK Int:

ALTERNATE PARTS SUPPLIERS

2 RECOND Bumper cover	Part No.	GM1000733	Price \$289.00
DC Bumper Exchange		(214) 942-8444	
3044 MORRELL AVENUE			
DALLAS, TX 75203			
19 A/M RT Mirror assy w/power	Part No.	GM1321290	Price \$152.00
Keystone Automotive - E		(817) 451-5355	
5129 MLK FREEWAY BLDG 6			
FT. WORTH, TX 76119			

JERRYS

DATE: 8/27/09

FAX TO: GM Product Allegation

ATTENTION: Brandy

PAGES: 2

INDIVIDUAL SENDING FAX:

Allen Hyatt

FROM: JERRYS GM SERVICE DEPT

3100 FORT WORTH HWY

P.O. BOX 937

WEATHERFORD, TX. 76086

PHONE NUMBERS

DIRECT (817)597-1490

FAX: (817)597-1498

NOTES:

CUSTOMER NAME AND ADDRESS

JERRY'S
 WEATHERFORD, TEXAS
CHEVROLET • CADILLAC • BUICK • PONTIAC • GMC
 JERRY'S GM, LLC
 3100 FORT WORTH HIGHWAY • P.O. BOX 839 • WEATHERFORD, TEXAS 76086
 817-597-1490 800-421-9129

WEATHERFORD, TX
 ENCL:

JOB #	MILEAGE	P.O. #	CUST #	HOME TELEPHONE	PHONE WHEN READY	DELIVERY DATE	LABOR RATE	ADVISOR	R.O. NUMBER
4939	27450/		CASH			08/21/07		CONNIE	458949
VEHICLE IDENTIFICATION			STOCK NO.	YR.	MAKE & MODEL		LICENSE NO.	R.O. DATE	PAGE
1G1AL58F287					2008 CHEV COBALT LT			08/06/09	1
SALESMAN	POLICY	DEDUCTIBLE	PRINT DATE	CROSS REF R.O. #					
SHOP			082709-1						

LINE	TECH	TYPE	DESCRIPTION	QTY	NET AMOUNT
1			CUST STATES THE POWER STEERING WILL GO OUT AND BECOME HARD TO STEER. DTC C0475 STORED. TEST DROVE VEHICLE AND WAS UNABLE TO DUPLICATE CONCERN. VEHICLE HAD STEERING COLUMN AND MOTOR REPLACED AT BANKSTON CHEVROLET. REPLACED BCM AND UBEC. REWIRED AND REPLACED TERMINAL ENDS ON CKT 153 9. REPLACED TERMINAL ENDS ON CIRCUITS 1150 AND 642. CLEARED CODE TAC CASE 10977255		
000000	04	73 MW	OPER/CODE: N4800	1.1	347.60
000000		TY:N ST: CC: FP: AU:	DESC: BODY CONT MODU	OT: 2.9	
015040			25928052 MODULE	300.81	210.56
015986			20814891 BLOCK	280.46	223.80
000520			173681-2 CONNECTOR	3.64	3.64
000260			12110127 TERMINAL	4.57	3.64
000520			7116-3251 TERMINAL	4.99	3.64
				A:00323.26 N:00452.56 T:00800.16	
2			ENTERPRIZE RENTAL		----
000000	14	MW	OPER/CODE: A:00000.00 N:00000.00 T:00000.00	0.0	----
3			MULTI-POINT VEHICLE INSPECTION		----
000000	04	OT	OPER/CODE:	0.0	----
* 4			CUST STATES THE RIGHT FRONT TIRE KEEPS LOOSIN- G PRESSURE. CHECK AND REPORT.		----
000000	01	MC	OPER/CODE:	0.0	----

TOT WRT: 800.16

<p>AUTHORIZED BY</p> <p>STATE OF</p> <p>COUNTY OF</p> <p>KNOW ALL MEN BY THESE PRESENTS that (I/ we), the undersigned, do hereby certify and agree that the undersigned and the undersigned hereby agree to pay for the repair of the motor vehicle subject to the repair agreement. I understand that the vehicle is subject to repair or replacement in accordance with the original work order, or if the repair of the motor vehicle is not completed within the time specified in the original work order, the amount of the repair shall be the amount of the repair as shown on the original work order. I understand that the vehicle is subject to repair or replacement in accordance with the original work order, or if the repair of the motor vehicle is not completed within the time specified in the original work order, the amount of the repair shall be the amount of the repair as shown on the original work order. I understand that the vehicle is subject to repair or replacement in accordance with the original work order, or if the repair of the motor vehicle is not completed within the time specified in the original work order, the amount of the repair shall be the amount of the repair as shown on the original work order.</p>	<p>LABOR AMOUNT</p> <p>PARTS AMOUNT</p> <p>OTHER TAXABLE</p> <p>OTH NON TAXABLE</p> <p>MISC. CHARGES</p> <p>SALES TAX</p> <p>TOTAL CHARGES</p> <p>LESS INSURANCE</p>
<p>Warranty Copy</p>	<p>CASH</p> <p>TOTAL: 00</p>

JERRY'S GMC LTD.

3100 FORT WORTH HIGHWAY

P.O. BOX 838

WEATHERFORD, TX 76086

PHONE: 817-597-1490

DATE: 9-9-09

#OF PAGES: 4

TO: 800-480-3026

FAX # BRANDY

FROM: GLEN HYATT -GMC SERVICE

COMMENTS return fax 817-597-1498

ENTERPRISE LEASING COMPANY OF DFW, 3035 FORT WORTH HWY, HUDSON OAKS, TX 760878772 (817) 598-1278

RENTAL AGREEMENT REP#
947369 553528

RENTER

DATE & TIME OUT
08/06/2009 08:26 AM
DATE & TIME IN
09/05/2009 11:16 AM

BILLING CYCLE
24-HOUR

VEH #4 2009 CHEV AVEO 41LT
VIN# KL1TD56E29B
LIC#
MILES DRIVEN 1330

VEH #3 2008 CHEV COBA 4DLT
VIN# 1G1AL58F187
LIC#
MILES DRIVEN 258

VEH #2 2008 CHEV COBA 4DLS
VIN# 1G1AK58F287
LIC#
MILES DRIVEN 200

VEH #1 2009 CHEV S15C LT2W
VIN# 3GCEC23C39G
LIC#
MILES DRIVEN 96

BILL TO ACCOUNT
JERRYS GM LTD.**
ATTN: DUE, CONNIE
P.O. BOX 839
WEATHERFORD, TX 76086

CLAIM INFO
SHOP: JERRYS GM LTD.**
PHONE: (817) 594-8784
ATTN: DUE, CONNIE

SUMMARY OF CHARGES

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	08/06 - 09/05	30	DAY	\$36.28 *	\$1,088.45
REFUELING CHARGE	08/06 - 09/05				\$0.00
				Subtotal:	\$1,088.45
Taxes & Surcharges					
LIC®/PP TAX/TEXAS	08/06 - 09/05	30	DAY	\$1.90	\$57.00
REIMBURSEMENT				10%	\$114.55
MOTOR VEHICLE RENTAL TAX	08/06 - 09/05				
				Total Charges:	\$1,260.00
Bill-To / Deposits					
JERRYS GM LTD.**					
TIME & DISTANCE	08/06 - 09/05	30	DAY		
REFUELING CHARGE	08/06 - 09/05				
LIC®/PP TAX/TEXAS	08/06 - 09/05	30	DAY		
REIMBURSEMENT				10%	
MOTOR VEHICLE RENTAL TAX	08/06 - 09/05	1	PERCENT		
				Subtotal:	(\$1,260.00)
				DEPOSITS	(\$50.00)
Total Amount Due					\$0.00

PAYMENT INFORMATION
AMOUNT PAID TYPE
(\$50.00) Visa
\$50.00 Visa

CREDIT CARD NUMBER
PENDING

* The "Rate" has been calculated to exclude taxes and/or surcharges which are included in the rate, resulting in a rounded "Rate". The "Total" is correct, however "Rate" multiplied by "Quantity" may not equal "Total".

PO# 16277
PO# 458949
2460

Glenn 1481

09/09/2009 at 08:41 AM
30513

Job Number:

DURANT TOYOTA CERTIFIED COLLISION CENTER
**Make Payments to Durant Toyota Tax # 752833024*
THANK YOU FOR CHOOSING US !
110 WINFIELD
Weatherford, TX 76087
(817)597-5010 Fax: (817)594-7887

PRELIMINARY ESTIMATE

Written By: MURPHY SHAE
Adjuster:

Insured: JERRY GMC
Owner: JERRY GMC
Address:

Day:
Evening:

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

Inspect DURANT TOYOTA CERTIFIED COLLISIO
Location: THANK YOU FOR CHOOSING US !
110 WINFIELD
Weatherford, TX 76087

Business: (817)597-5010

Insurance
Company:

Days to Repair

2008 CHEV COBALT LT 4-2.2L-FI 4D SED BLACK Int:

VIN: 1G1AL58F287 [REDACTED] Lic: [REDACTED] TX Prod Date: Odometer: 27000

Air Conditioning	Rear Defogger	Tilt Wheel
Intermittent Wipers	Keyless Entry	Alarm
Message Center	Tinted Glass	Dual Mirrors
Console/Storage	Clear Coat Paint	Power Steering
Power Brakes	Power Windows	Power Locks
Power Mirrors	Power Trunk/Tailgate	AM Radio
FM Radio	Stereo	Search/Seek
CD Player	Auxiliary Audio Connectio	Satellite Radio
Driver Air Bag	Passenger Air Bag	Head/Curtain Air Bags
Cloth Seats	Bucket Seats	5 Speed Transmission
Full Wheel Covers		

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
1		FRONT BUMPER				
2**	Repl	RECOND Bumper cover	1	289.00	2.2	2.6
3		Add for Clear Coat				1.0
4		FRONT LAMPS				
5	R&I	RT Headlamp assy w/o SS			Incl.	
6		HOOD				
7*	Rpr	Hood			2.0	2.8
8		Add for Clear Coat				1.1
9	R&I	Insulator			0.2	
10		FENDER				

Job Number:

09/09/2009 at 08:41 AM
 30513

PRELIMINARY ESTIMATE
 2008 CHEV COBALT LT 4-2.2L-FI 4D SED BLACK Int:

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
					<u>4.0</u>	<u>1.6</u>
11*	Rpr	RT Fender				-0.4
12		Overlap Major Adj. Panel				0.3
13		Add for Clear Coat				
14	Repl	RT Emblem GM MARK OF EXCELLENC	1	4.80	0.2	
15		FRONT DOOR				1.0
16	Blnd	RT Outer panel			0.3	
17	R&I	RT Upper w'strip			0.3	
18	R&I	RT Belt w'strip			0.3	0.5
19**	Repl	A/M RT Mirror assy w/power	1	152.00	0.3	0.1
20		Add for Clear Coat			0.4	
21	R&I	RT Handle, outside primed			0.5	
22	R&I	RT R&I trim panel				
23		PILLARS, ROCKER & FLOOR			s <u>3.0</u>	<u>4.0</u>
24*	Rpr	RT Outer uniside				-0.2
25		Overlap Major Non-Adj. Panel				<u>1.3</u>
26*		Add for Clear Coat				
Subtotals ==>				445.80	13.4	15.9

Parts		445.80
Body Labor	13.4 hrs @ \$ 40.00/hr	536.00
Paint Labor	15.9 hrs @ \$ 40.00/hr	636.00
Paint Supplies	15.9 hrs @ \$ 28.00/hr	445.20
SUBTOTAL		\$ 2063.00
GRAND TOTAL		\$ 2063.00

THIS IS NOT A CONTRACT. IT IS JUST A ESTIMATE OF THE VISUAL DAMAGES, FURTHER INSPECTION UPON TEARDOWN MAY SHOW ADDITIONAL HIDDENS REPAIRS THAT NEED TO BE CORRECTED.



todd.w.nelson@gm.com
08/31/2009 10:27 AM

To brandy_fabian@gmexpert.com
cc
bcc
Subject Re: [REDACTED] 71-747509935

call me 214-437-0231

brandy_fabian@gmexpert.com
08/28/2009 11:23 AM

To todd.w.nelson@gm.com
cc
Subject [REDACTED] 71-747509935

To Todd Nelson:

Service Request : 71-747509935

Customer Name: [REDACTED]

Involved Dealership: Jerry's GM, Llc, 112288, Weatherford, TX

Dealership Contact : Glen Hyatt

VIN: 1G1AL58F287 [REDACTED]

Automobile: 2008 Chevrolet Cobalt

I wanted to go over an allegation that has been reviewed with the Product Allegation Dept in regards to a steering concern. Customer had a power assists failure several months ago resulting in an accident. The steering column was replaced under warranty at another dlrship. The vehicle experienced power assists failures since the steering column replacement resulting in an accident on one of the occasions. Working with Glen, I understand that you were involved in making these decisions as to what to replace on the vehicle and am writing to you to approve payment for repairs. Pls respond with an approval or denial within 24 hours, so dlrship can begin repairs as soon as possible.

Brandy Fabian
Business Resource Center
Aditya Birla Minacs
Phone: 866-790-5600 ext 31065 / brandy_fabian@gmexpert.com

Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

Confidentiality Note: This message is intended only for the person or entity to which it is addressed. It may contain confidential and/or privileged material. Any review, transmission, dissemination or other use, or taking of any action in reliance upon this message by persons or entities other than the intended recipient is prohibited and may be unlawful. If you received this message in error, please contact the sender and delete it from your computer.

CDR File Information

User Entered VIN	1G1AL58F287 [REDACTED]
User	[REDACTED]
Case Number	71-747509935
EDR Data Imaging Date	Monday, August 10 2009
Crash Date	Friday, July 10 2009
Filename	1G1AL58F287 [REDACTED].ACM.CDR
Saved on	Monday, August 10 2009 at 01:29:52 PM
Collected with CDR version	Crash Data Retrieval Tool 3.2
Reported with CDR version	Crash Data Retrieval Tool 3.2
EDR Device Type	airbag control module
Event(s) recovered	None

IMPORTANT NOTICE: Robert Bosch LLC recommends that the latest production release of Crash Data Retrieval software be utilized when viewing, printing or exporting any retrieved data from within the CDR program. This ensures that the retrieved data has been translated using the most recent information including but not limited to that which was provided by the manufacturers of the vehicles supported in this product.

Data Limitations

Recorded Crash Events:

There are two types of recorded crash events. The first is the Non-Deployment Event. A Non-Deployment Event records data but does not deploy the air bag(s). The minimum SDM Recorded Vehicle Velocity Change, that is needed to record a Non-Deployment Event, is five MPH. A Non-Deployment Event contains 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 velocity change. This event will be cleared by the SDM, after approximately 250 ignition cycles. This event can be overwritten by a second Deployment Event, referred to as Deployment Event #2, if the Non-Deployment Event is not locked. The data in the Non-Deployment Event file will be locked, if the Non-Deployment Event occurred within five seconds of a Deployment Event. A locked Non Deployment Event cannot be overwritten or cleared by the SDM. The second type of SDM recorded crash event is the Deployment Event. It also contains Pre-Crash and Crash data. The SDM can store up to two different Deployment Events. If a second Deployment Event occurs any time after the Deployment Event, the Deployment Event #2 will overwrite any non-locked Non-Deployment Event. Deployment Events cannot be overwritten or cleared by the SDM. Once the SDM has deployed an air bag, the SDM must be replaced.

Data:

-SDM Recorded Vehicle Velocity Change reflects the change in velocity that the sensing system experienced during the recorded portion of the event. SDM Recorded Vehicle 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. For Deployment 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 can record up to the first 300 milliseconds of data after algorithm enable. Velocity Change data is displayed in SAE sign convention.

-Maximum Recorded Vehicle Velocity Change is the maximum square root value of the sum of the squares for the vehicle's combined "X" and "Y" axis change in velocity.

-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 by various factors, including but not limited to the following:

- significant changes in the tire's rolling radius
- final drive axle ratio changes
- wheel lockup and wheel slip

-Brake Switch Circuit Status indicates the open/closed state of the brake switch circuit.

-Pre-Crash data is recorded asynchronously.

-Pre-Crash Electronic Data Validity Check Status indicates "Data Invalid" if:

- the SDM receives a message with an "invalid" flag from the module sending the pre-crash data
- no data is received from the module sending the pre-crash data
- no module is present to send the pre-crash data

-Driver's and Passenger's Belt Switch Circuit Status indicates the status of the seat belt switch circuit, except: The Passenger Belt Switch Circuit Status for 2005 vehicles is available only on the Cadillac STS. 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), always reports a default value of "Buckled," because there is no passenger belt switch with the Recaro seat option.

-The Time Between Non-Deployment to Deployment Events is displayed in seconds. If the time between the two events is greater than five 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-modifying 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, except for Cadillac STS model vehicles with StabiliTrak 3.0 systems (RPO JL7). For Cadillac STS model vehicles with StabiliTrak 3.0 systems (RPO JL7), 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. The Steering Wheel Angle data is reported in 16 degree increments.

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.

Hexadecimal Data

Data that the vehicle manufacturer has specified for data retrieval is shown in the hexadecimal data section of the CDR report. The hexadecimal data section of the CDR report may contain data that is not translated by the CDR program. The control module contains additional data that is not retrievable by the CDR system.

```
$01 00 03 00 00 25 00 00
$02 30 0C 39 00 00 00 00
$03 06 00 00 00 00 00 00
$04 02 00 00 00 00 00 00
$05 00 00 00 00 00 00 00
$06 00 0A 00 00 0A 80 50
$07 00 09 00 00 00 00 00
$08 00 FF 00 00 00 00 00
$09 00 A9 9B 00 00 00 00
$0A 00 00 00 00 00 00 00
$0B 00 00 00 0F 00 00 00
$0C 80 00 80 00 00 00 00
$0D 00 00 40 00 00 00 00
$0E 00 00 00 00 00 00 00
$0F A1 00 00 00 00 00 00
$10 47 31 41 4C 35 38 46
$11 32 38 37 31 30 37 38
$12 35 35 00 00 00 00 00
$13 00 00 00 00 00 00 00
$14 00 00 00 00 00 00 00
$15 00 00 00 00 00 00 00
$16 03 06 0C 16 34 00 00
$17 04 04 03 03 00 00 00
$18 03 03 00 00 00 00 00
$19 03 03 00 00 00 00 00
$1B 3F 30 00 62 00 1A 00
$1C 3F 30 00 62 00 1A 00
$1D 4F 4F 00 00 00 00 00
$1E 4F 00 00 4F 00 01 00
$1F 33 C1 00 00 00 23 00
$20 40 00 00 00 00 00 00
$21 FF FF 00 00 50 00 00
$22 00 AF 00 00 00 00 00
$24 00 00 00 00 00 00 00
$25 00 00 00 00 00 00 00
$26 00 00 00 00 00 00 00
$27 FF 00 FF 00 00 00 00
$2A 00 00 00 00 00 00 00
$2B 00 00 00 00 00 00 00
$2D 00 00 00 00 00 00 00
$2E 00 FF F0 10 41 00 00
$2F FE FE 10 42 00 00 00
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$31 00 00 00 00 00 00 00
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$33 00 00 00 00 00 80 00
$34 00 FF 00 00 00 00 00
$35 00 00 00 00 00 00 00
$36 00 00 00 00 00 00 00
$37 00 00 00 0A 0A 00 E0
$38 00 00 00 00 FF C0 00
```

```
$39 00 00 00 00 00 80 00
$3A 00 00 00 00 00 80 00
$3B 00 06 0C 00 00 00 00
$3C 00 00 00 00 00 00 C0
$3D 00 00 00 00 00 00 00
$3E 00 00 00 00 00 00 00
$3F 00 00 80 00 00 00 00
$40 E0 00 00 00 00 00 00
$41 F8 F8 90 00 00 00 00
$42 80 FF FF FF FF 00 00
$43 FF FF FF 00 00 00 00
$44 FF FF FF FF FF FF 00
$45 FF FF FF FF FF FF 00
$46 FF FF FF FF FF FF 00
$47 FF FF FF FF FF FF 00
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$4B FF FF FF FF FF FF 00
$4C FF FF FF FF FF FF 00
$4D FF FF FF FF FF FF 00
$4E FF FF FF FF FF FF 00
$4F FF FF FF FF FF FF 00
$50 FF FF FF FF FF FF 00
$51 F0 00 00 F0 00 00 00
$52 81 FF FF FF 00 00 00
$53 FF FF FF 00 00 00 00
$54 82 FF FF 00 00 00 00
$55 FF FF FF FF FF FF 00
$67 A0 A5 00 00 00 00 00
$68 F8 F8 90 C0 00 00 00
$69 80 FF FF FF FF 00 00
$6A FF FF FF 00 00 00 00
$6B FF FF FF FF FF FF 00
$6C FF FF FF FF FF FF 00
$6D FF FF FF FF FF FF 00
$6E FF FF FF FF FF FF 00
$6F FF FF FF FF FF FF 00
$70 FF FF FF FF FF FF 00
$71 FF FF FF FF FF FF 00
$72 FF FF FF FF FF FF 00
$73 FF FF FF FF FF FF 00
$74 FF FF FF FF FF FF 00
$75 FF FF FF FF FF FF 00
$76 FF FF FF FF FF FF 00
$77 FF FF FF FF FF FF 00
$78 F0 00 00 F0 00 00 00
$79 81 FF FF FF 00 00 00
$7A 82 FF FF 00 00 00 00
$7B FF FF FF FF FF FF 00

$01 41 55 31 30 39 38 52 30 30 35 38 35 39 37 30 45
$02 3F 0A 00 00
$03 41 54 31 30 39 38 52 30 30 39 38 34 34 46 38 45
$04 3F 0A 00 00
$05 42 55 00 00 00 00 52 FF FF FF FF FF FF FF FF
$06 FF FF 00 00
$07 42 54 00 00 00 00 52 FF FF FF FF FF FF FF FF
$08 FF FF 00 00
$0D 41 48 31 30 39 37 52 30 30 44 43 33 43 30 30 45
$0E 3F 0A 00 00
$0F 41 4 0 00 00 00 52 30 30 33 30 32 42 43 38 38
```

```
$10 3F 02 00 00
$13 42 52 30 31 33 34 56 31 07 32 31 32 53 56 44 48
$14 01 5A 74 02
$17 42 54 FF FF
$18 FF FF FF FF
$21 27 35 B4 97 83 F1 9C 81
$22 80 50
$23 31 41 FA FA FA FA FA
$24 31 41 FA FA FA FA FA
$25 32 41 FA FA FA FA FA
$26 32 41 FA FA FA FA FA
$40 00 00
$41 3F 30 00 62 00 1A
$42 D0 E4
$43 00 00 8E 80
$44 D6 00 00 FC C0 C0
$45 07 01 07 01 05 01
$46 EE 1C 1C 64 28
$47 0A 64 02 04 04 05 0A 06 04 0A 00 00 FA 00 00 FF 04 64
$48 18 08 08
$B0 58
$B1 FD FE 00
$B2 FF FF FF FF FF
$B4 41 53 38 30 35 30 32 31 30 33 4B 59 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
```

Disclaimer of Liability

The users of the CDR product and reviewers of the CDR reports and exported data shall ensure that data and information supplied is applicable to the vehicle, vehicle's system(s) and the vehicle ECU. Robert Bosch LLC and all its directors, officers, employees and members shall not be liable for damages arising out of or related to incorrect, incomplete or misinterpreted software and/or data. Robert Bosch LLC expressly excludes all liability for incidental, consequential, special or punitive damages arising from or related to the CDR data, CDR software or use thereof.

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

<u>Customer's Name:</u>	██████████	<u>Inspection Date:</u>	08/10/2009
<u>Vehicle Brand:</u>	Chevrolet	<u>Model:</u>	Cobalt
<u>File #</u>	71-747509936	<u>VIN:</u>	1G1AL58F287 ██████████

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

██████████, female, 5'3", 115 lbs., no disabilities.

If there was a collision:

Describe extent of any injuries to the Driver: No injuries.

Describe where other occupants were seated & extent of any injuries: No passengers.

What was the exact location of the incident?

Customer cannot remember the location of the first incident, however, the second incident was in the customers home driveway.

Driving conditions at the time of the incident:

Weather conditions & Visibility: Dry and clear Approximate Temp (°F): 85

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 NA

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

Length of Drive Prior to Incident:

Total Time (hrs. & mins.): 1 min Distance (miles): 25 feet

Estimate of vehicle speed: 5 mph Source of est. Driver

Estimated vehicle speed at impact: 5 mph Source of est. Driver

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

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

Steering	Normal <input type="checkbox"/>	Other <input checked="" type="checkbox"/>	Describe <u>Power steering assist failed (hard to turn).</u>
Suspension	Normal <input checked="" type="checkbox"/>	Other <input type="checkbox"/>	Describe { _____
Brakes	Normal <input checked="" type="checkbox"/>	Other <input type="checkbox"/>	Describe { _____
Engine	Normal <input checked="" type="checkbox"/>	Other <input type="checkbox"/>	Describe { _____
Electrical	Normal <input checked="" type="checkbox"/>	Other <input type="checkbox"/>	Describe { _____

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

Driver Information Message Center displayed: "Power Steering" during each power assists failure.

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).

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

<u>Customer's Name:</u>	██████████	<u>Inspection Date:</u>	08/10/2009
<u>Vehicle Brand:</u>	Chevrolet	<u>Model:</u>	Cobalt
<u>File #</u>	71-747509936	<u>VIN:</u>	1G1AL58F287 ██████████

No

Any other pertinent vehicle history information (from interview, GM warranty or dealership history files)? No YesIf 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:

Damaged body components include: Right outside mirror housing, right front bumper. Several scratches are present on the front bumper areas, right front fender, hood, windshield frame and top roof area.

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.

No underbody, frame or chassis area damage.

CORNER ASSEMBLIES

Struts/shocks

Ball joints

Tire/wheel assemblies

Springs

Steering knuckles

Control arms

Axle assemblies

Comments:

Corner assemblies in good condition.

UNDERHOOD

Engine compartment

Power steering lines, hoses, clamps and connections

Brake fluid level and condition

Power steering fluid level and condition

Comments:

All under-hood steering related components appear to be in good condition.

GENERAL OBSERVATIONS

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

Comments:

No aftermarket equipment, out of place items or vehicle modifications.

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

<u>Customer's Name:</u>	██████████	<u>Inspection Date:</u>	08/10/2009
<u>Vehicle Brand:</u>	Chevrolet	<u>Model:</u>	Cobalt
<u>File #</u>	71-747509936	<u>VIN:</u>	1G1AL58F287 ██████████

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)

Interior in good condition.

{

{

{

{

{

{

{

{

{

{

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**

<u>Customer's Name:</u>	██████████	<u>Inspection Date:</u>	08/10/2009
<u>Vehicle Brand:</u>	Chevrolet	<u>Model:</u>	Cobalt
<u>File #</u>	71-747509936	<u>VIN:</u>	1G1AL58F287 ██████████

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?	Steering system appears to be in good condition.
Steering linkage-Is the linkage free from cracks, bends, fractures, etc. Are there any scrapes, abrasions, signs of contact with any of the linkage?	Steering linkage appears to be in good condition.
Gear/rack and pinion-Any sign of leakage, damage to boots on the rack, contact by foreign objects?	Gear/rack and pinion appears to be in good condition.
Steering column, ignition switch, intermediate shaft. Does the column unlock with the ignition key "on"? Is the steering column properly fastened to the dash?	Steering column, ignition switch and intermediate shaft appears to be in good working condition.
Steering pump, drive, hoses, connections, flow, pressure. If possible, start the engine and rotate the steering wheel lock to lock. Is power assist normal? If not, it may be necessary to check pressure and flow.	Power assist normal during inspection and test drive of vehicle.
PS fluid level and condition-Color, contamination, odor	NA
Steering knuckle-All attachments secure and proper?	Steering knuckle attachments are secure and proper.
Suspension components – LF Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. Sway bars properly attached.	Left front suspension in good condition.
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RF	Right front suspension in good condition.
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc Rear sway bars,	

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

<u>Customer's Name:</u>	██████████	<u>Inspection Date:</u>	08/10/2009
<u>Vehicle Brand:</u>	Chevrolet	<u>Model:</u>	Cobalt
<u>File #</u>	71-747509936	<u>VIN:</u>	1G1AL58F287 ██████████

trailing arms properly attached and undamaged. LR	
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RR	Right rear suspension in good condition.
Rear axle assembly-deformed, signs of impact, properly located, etc.	Rear axle assembly in good condition. No signs of impact.
Deformation to the frame	No deformation to frame.
Describe and photograph evidence of axle/ suspension/ tire contact with frame, body or components	No damage.
Describe and photograph contact of the under- carriage with the road surface (road, shoulder, curb, or grass)	No contact with under-carriage and road surface.
Stability Enhancement system/components-check for codes with Tech II	NA
Engine (normal, other)-Obtain codes using a Tech II.	No engine codes.
Electrical (normal, other)	
Warning lights/messages displayed? Describe and obtain codes using a Tech II	DTC CO475. Document ID: 2322970 states: "Check the connection between the EPS motor and the power steering control module (PSCM) by ensuring the harness connector is properly seated. If the connection is normal, replace ONLY the EPS motor.
Anything components missing?	No components missing.
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".
Unable to duplicate customer's allegation of power steering failure during inspection and test drive of vehicle, however, DTC CO475 confirms a power steering failure had occurred during a previous drive.

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.

TIRE AND WHEEL INSPECTION

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

<u>Customer's Name:</u>	██████████	<u>Inspection Date:</u>	08/10/2009
<u>Vehicle Brand:</u>	Chevrolet	<u>Model:</u>	Cobalt
<u>File #</u>	71-747509936	<u>VIN:</u>	1G1AL58F287 ██████████

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>Continental</u>	<u>Touring Contact</u>	<u>P195/60R15</u>	<u>30</u>	<u>6/32</u>	<u>CPV9 BLC 1807</u>
RF	<u>Continental</u>	<u>Touring Contact</u>	<u>P195/60R15</u>	<u>27</u>	<u>6/32</u>	<u>CPV9 BLC 1807</u>
LR	<u>Continental</u>	<u>Touring Contact</u>	<u>P195/60R15</u>	<u>31</u>	<u>3/32</u>	<u>CPV9 BLC 1807</u>
RR	<u>Continental</u>	<u>Touring Contact</u>	<u>P195/60R15</u>	<u>32</u>	<u>3/32</u>	<u>CPV9 BLC 1807</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 No tire/wheel assembly damages.

RF No tire/wheel assembly damages.

LR No tire/wheel assembly damages.

RR No tire/wheel assembly damages.

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>P195/60R15</u>	<u>30</u>	<u> </u>
SPARE TIRE	<u>T115/70D15</u>	<u>60</u>	<u> </u>

Section 7

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

- Check the incident scene for tire marks, gouges in the pavement, debris, or any other marks. Measure location and photograph.
- Identify evidence of whether the vehicle left the road prior to, during, or after the incident. Document all locations, distances, stationary objects (guard rails, telephone poles, fences, buildings, etc), nearest posted speed limit signs in the direction of travel, etc...

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

<u>Customer's Name:</u>	██████████	<u>Inspection Date:</u>	08/10/2009
<u>Vehicle Brand:</u>	Chevrolet	<u>Model:</u>	Cobalt
<u>File #</u>	71-747509936	<u>VIN:</u>	1G1AL58F287 ██████████

- 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:

Section 8 COMMENT OVERFLOW

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

Section 9 OTHER REPORT INFORMATION

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

Attachments: (Check all that apply)

- Photographs
- Data Downloads
- Other Records

BBB AUTO LINE Customer Claim Form

Case number: CHV0943836
Contact Date: 08/28/09
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: Milwaukee	State: WI	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone: [REDACTED]	Cell phone:
Fax:	E-mail address: [REDACTED]	

SECTION 2: VEHICLE INFORMATION

Make: Chevrolet	Model: Cobalt	Year: 2006	Current mileage: 68000
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: boucher chevy, madison, WV			
Primary Servicing dealer/city/state: breager,			
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: 07/14/06		Mileage at purchase/lease:	
First repair attempt date: 08/05/09		First repair attempt mileage: 0	
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)

To meet use half way in paying for the repairs. there should be a recall on this because of the number of near misses reported with this power steering.

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)

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

3) a person who may enforce the vehicle's warranty and 4) a person who leases a motor vehicle under written lease.

Definition: during earlier of the warranty term or one year after first delivery to a consumer, either 1) same nonconformity is subject to 4 or more times; or 2) out of service for 30 or more days because of warranty nonconformities.

Notice to manufacturer: Before consumer may receive replacement or repurchase.

Final Opportunity to repair: Not specified.

Reasonable allowance: applies to refund only. The reasonable allowance for a vehicle's use may not exceed the amount set out in the following formula for owned automobiles or trucks:

Miles vehicle driven before nonconformity was first reported to the motor vehicle dealer.

Divided by 100,000 X full purchase price

Leased vehicles: miles vehicle driven before nonconformity was first reported to manufacturer, dealer or lessor **divided** by 100,000 X total amount for which the lease obligates consumer

Days out of service: 30 days

Repairs 4

Time period Not Specified

Does Lemon Law state nonconformity must continue to exist? Yes

If applicable, safety-related repairs N/A

Safety-related time period N / A

Number of repair attempts in the presumption period:

due to age and
mileage - ineligible

Total days out of service during the presumption period:

due to age and
mileage - ineligible

Total days out of service during customer's ownership:

due to age and
mileage - ineligible

Vehicle Meets Presumption of Lemon Law NO

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: No additional SR's

Date Offer/Result: Current SR: CAC SR initially: crs spoke to sm and dvm no assist due to mileage. cust thinks should be a recall as 100's listed with nhtsa will poss seek legal council crs closing dissat. Closed 8/27/09.

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: went in for steering. What they said is the electronic steering is shot.
At first they said nothing is was wrong.
Internal failure w/ steering column and motor.
Estimated repair: \$1088.00 The Dlr told us that it went out for steering.

We believe now than an accident about a yr ago may have been caused by the steering prob.
At the time, wife lost control of the steering

Other people have filed complaints w/ National Hwy and Safety. There are 166 complaints on steering for Cobalt.

I am not saying that this is definitely what caused the accident but we think it could have. I have spun around in circles when driving but I wasn't hurt.

Sales person showed us how the veh turns on a dime. The steering is dangerous.
That easy steering is a feature we liked about it.
The pwr steering should not go out.

Accident, loss control of the steering, front wheel on passenger side. She hit a rock w/ the wheel.
There was a police report
There was a star flight
Wife was injured, which cost thousands
Gash on the head, Head slammed into the gear shifter, whole in the head, concussion. We have pictures of her. People saw her go down but
She leaned over to roll up her window and the whole car starting spinning.

Cust sts: Her licensed was suspended b/c of this.
Broward county hospital and Broward county sheriffs were involved. Will check on addresses. Wife was in hospital 3 days.

Insurance: State Farm Insurance. Not sure of name or number but can get that.

Happened on Alligator Alley.
Also, one time, I spun out trying to avoid an animal. I was fine.

At the time, I didn't think about it being the problem.

I understand that others have had the same type of concerns that others are having who own this same vehicle. I am not sure that I can prove that this was the cause of the accident after all this time.

Yes on insurance claim. Will gather the documents over the weekend.
Nothing added to the vehicle.

.....
9/3/09: Cust sts: call w/ contact info for atty tomorrow.
Atty to research further into accident and we will sue GM.
We talked to Dealer and they told us that GM has shut them down.
They said GM takes care of some and not others.
GM sold us a veh that is unsafe. My wife could have been killed. 166 alone filed a complaint on this one.

DVM sts: no contact required due to age and mileage - ineligible

SVM sts: no contact required due to age and mileage - ineligible

CRS Rationale: BBB case is ineligible. Crs did not escalate to legal correspondence b/c DVM have been involved previously and denied claim. Crs did research product allegation that customer states may have caused a previous accident. Vehicle has been repaired and was covered by insurance provider. Per TL, Pat Bercham, no further investigation due to circumstances: vehicle repaired about a year ago. Repair covered by insurance provider, who would have subrogated had product defect been suspected at the

time.

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

Due to age and mileage - ineligible

What are the 3 main weaknesses of the customer's case to win repurchase through Lemon Law?

Due to age and mileage - ineligible

Decision reached by CRS: Pam Saunders

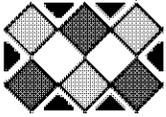
Arbitrate case:

Settle case:

CRS FINAL OFFER:	No Offer made	DATE :	CUST NA
Goodwill: {Type}	Attorney Fees (if applicable): \${Amount}		

TEAM LEAD APPROVING: Veronica Charles	{Name}	Date: {Date}
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**INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**



SANDRA
SLONE/Austin/GM1
08/28/2009 09:12 AM

To wclopton@council.bbb.org
cc
bcc Penny Crisp/Austin/GM1; Michelle Mock/Austin/GM1
Subject CHV0943790 [REDACTED]



William:

GM Vis - [REDACTED].TIF

Ref: CHV0943790
Cust [REDACTED]
2007 Chevrolet Cobalt
IN Svc Date: 10/18/2006
Current Mlg: 51,200
VIN: 1G1AK55F27 [REDACTED]
Customer owner ship began: 1805/2009
NO repair attempts.
Veh involved in accident - cust alleging vehicle power steering at fault in accident.

This came in yesterday - live. I am attaching the GMVIS on this vehicle. You will see the original In Svc Date is 10/18/2006. Current mileage is 51,200. The customer purchased this vehicle on 1/5/2009. There are no repairs or days out of service in the first 12 months/18,000 miles. (OHIO LL)

This should be an Ineligible case. Usually I just wait for the BBB to see that and close it but USUALLY the cases in Ohio do not come in LIVE. Since the VIN was supplied and it should have been checked closer - and GM would not be charged for a "live" case.

I also see where the customer is alleging the power steering problem at fault in an accident. This makes it a PAR case, I need to send the customer through General Motors Customer Assistance Center for assistance with filing a Product Allegation Report.

If you do not agree that this in an BBB Ineligible case please contact me ASAP.

Thank you.

Sandra Slone
Customer Relationship Specialist -
Business Resource Center - Alternative Dispute Resolution
Aditya Birla Minacs
(866)790-5700 x41009 - sandra_slone@gmexpert.com

August 23, 2009

CMV0943790

To: the BBB Auto Line Program.

esdoes

I own a 2007 Chevy Cobalt.

The car has 50,500 miles, and is 22 month old. The VIN # is

~~1G1AK55F271~~ [REDACTED]. I took the

car to the Byers Chevrolet in Columbus, Ohio and told them that my cars power steering would go out, and the steering becomes very hard to turn, this car has electric steering. They told me the car was out of warranty, and the cost would be \$500.00 - \$1300.00 depending on the problem. I consider this a safety issue, and after some further research, this has been a common problem for this car.

I next called the GM Customer Assistance center, gave them the same information and told me there was nothing they would do. They told me there were some other Chevy cars with the same problem, that were under recall but not my car. He told me "to get the car checked out and repaired

because this was a safety issue, and could cause an accident.

I next call the National Highway Traffic Administration (888-327-4236) or www.safercar.gov, and left a message with them, they said they would return my call in 24 hours.

So now I am contacting you for some help. There are thousands of these Cobalts running around with this same problem, someone soon will be involved in a serious accident.

I bought this car for my daughter for college, and two months ago when this problem started, she was in an accident. She was driving home, at night, a large dog or deer ran in front of her, she swerved and hit the on coming car, luckily not a direct head on, but enough to do \$3000.00 in damage, it could have be alot worse

The power steering was not working that night, and she might of avoided this accident if the power steering was working correctly.

I understand the car is out of warrantie, but this car is less than 2 yrs old, and this is a know problem, and should be recalled by GM. This is a safety issue.

If you go to YOUTUBE on the internet and search cobalt steering you will see a 1 1/2 minute video about this problem. Thankyou for your time

phone

Lewis Center Ohio



BBB AUTO LINE

August 28, 2009

Re: CC2 CHV0943790: [REDACTED] vs Chevrolet Motor Division
1G1AK55F277 [REDACTED]

[REDACTED]
LEWIS CENTER OH [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 exceeds the mileage requirement for filing with the BBB AUTO LINE program.

I regret we will not be able to help you.

Sincerely,

John Ryan at Extension 529

CC: Sandra Slone

**BBB AUTO LINE
Customer Claim Form**

Case number: CHV0943790
Contact Date: 08/27/09
Start Date: 08/27/09

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: Lewis Center	State: OH	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone:	Cell phone:
Fax:	E-mail address:	

SECTION 2: VEHICLE INFORMATION

Make: Chevrolet	Model: Cobalt	Year: 2007	Current mileage: 51200
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: N/A, Delaware, OH			
Primary Servicing dealer/city/state: BYERS CHEVROLET INC,			
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: 01/05/09		Mileage at purchase/lease:	
First repair attempt date:		First repair attempt mileage: 0	
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 checked="" type="checkbox"/> yes <input type="checkbox"/> no		Date of accident: 06/01/09	
Description of damage: \$3000			

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

Customer wants the power steering repaired. His daughter was in an accident in this vehicle(hit another car). He is alleging that the accident may have been avoided if the powering steering was working.

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?
Example:				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
power steering not working properly				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 OHIO LEMON LAW

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

VEHICLES COVERED

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

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

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

CONSUMERS COVERED

The lemon law covers the following “consumers”:

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

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

VEHICLE CONVERTERS

The lemon law does not apply to vehicle converters.

PROBLEMS COVERED

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

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

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

MANUFACTURER'S DUTY TO REPAIR

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

MANUFACTURER'S DUTY TO REPURCHASE OR REPLACE A VEHICLE

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

REASONABLE NUMBER OF REPAIR ATTEMPTS

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

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

DISPUTE RESOLUTION

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

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

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

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

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

TIME PERIOD FOR FILING CLAIMS

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

² *Curl v. Volkswagen of America, Inc.*, 2005 Ohio 6420 (Ohio Ct. App. 2005).

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REMEDIES UNDER THE OHIO LEMON LAW

REPURCHASE OF OWNED VEHICLE

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

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

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

REPURCHASE OF LEASED VEHICLES

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

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

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

REPLACEMENT

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

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

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

July 8, 2011

[REDACTED]
Las Vegas, NV [REDACTED]

Service request: 71-752062140

Vehicle Identification Number: 1G1AL58F087 [REDACTED]

Customer Relationship Specialist: Heather Morris

Dear [REDACTED]:

Thank you for allowing us the opportunity to review the product allegation involving your 2008 Chevrolet Cobalt. Unfortunately, our attempts to reach you by phone on 9-24-09, 9-25-09, and 9-28-09 were unsuccessful.

Therefore, we will not be able to take any further action regarding your concern until we have an opportunity to discuss this with you. We will continue to hold your file open for 10 days.

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

Sincerely,

General Motors Corporation

PA0005
V05112006

July 8, 2011

[REDACTED]
Las Vegas, NV [REDACTED]

Service request: 71-752062140

Vehicle Identification Number: 1G1AL58F087 [REDACTED]

Customer Relationship Specialist: Heather Morris

Dear [REDACTED]:

Thank you for allowing us the opportunity to review the product allegation involving your 2008 Chevrolet Cobalt. Unfortunately, our attempts to reach you by phone on 9-24-09, 9-25-09, and 9-28-09 were unsuccessful.

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Sincerely,

General Motors Corporation

PA0005
V05112006



Denial Decision

Submitted Date: 11/14/09

CHV0944467

VIN: 1G1AL58F087

Customer: [REDACTED] - Hearing Date: 11/10/09

Arbitrator: Ira W. David

Question 1

The customer's request (listed below) is denied.

Repair

CASE: CHV0944467
Arbitrator: Ira W. David

Customer: [REDACTED]
Date: 11/14/09



Reasons for Decision

Submitted Date: 11/14/09

CHV0944467

VIN: 1G1AL58F087 [REDACTED]

Customer: [REDACTED] - Hearing Date: 11/10/09

Arbitrator: Ira W. David

Question 1

It is determined that a { Please list below } decision is a fair resolution of this dispute.

Denial

- b For the following reasons, the decision listed above is a fair resolution of this dispute. (If relevant, explain how lemon law standards apply to the facts in this case)**

The General Motors BBB Auto Line Program Summary permits recovery under the Nevada lemon law as long as the claim meets all standards of that law. NRS 597.630 directs that a vehicle may be subject to repurchase/replacement where, "after a reasonable number of attempts, the [dealer] is unable to conform the motor vehicle to any applicable express warranty by repair or correction and the defect or condition causing the nonconformity substantially impairs the use and value of the motor vehicle to the buyer and is not the result of abuse, neglect or unauthorized modifications or alterations..." It is also necessary that the nonconformity has been reported to the manufacturer, in writing, before the earlier of the expiration of the manufacturer's express warranties and one year from the date of delivery of the vehicle to the original buyer. As the vehicle in question and the vehicle owner qualify for consideration under this law, and as the allowable time frames have not expired, the initial issue to be examined is whether any reported nonconformity causes a substantial impairment of the vehicles use and value, and whether a reasonable number of repair attempts have been attempted for such nonconformity, and failed. We are limited to considering only such nonconformities as may be indicated in the Agreement to Arbitrate, which in this case includes a single issue, namely a condition described by the owner as a clunking in the steering column.

The Nevada lemon law also provides guidance in determining whether a reasonable number of attempts have been undertaken, providing that one may presume that this hurdle has been met where either four attempts have been made for the same nonconformity, but the nonconformity continues to exist, or where the motor vehicle has been out of service for repairs for a total of at least thirty calendar days. The documentation provided shows a total of three repair attempts, and a total of three days out of service. While there were actually four visits to the dealer for service, one visit required the ordering of a part which was then installed on another visit. The two visits together constitute a single attempt to repair. The owner asserted that there were many more visits, but no documentation of those visits was provided. This issue is moot, however, as the condition reported would not, in my opinion constitute a substantial impairment in the vehicle's use and value. Furthermore, the owner has not requested a vehicle repurchase/replacement, but rather a vehicle repair. Therefore, it is necessary to determine whether the condition reported exists, whether it constitutes a non-conformity, whether such non-conformity is covered by the vehicle limited warranty, and whether it justifies the ordering of vehicle repairs.

The vehicle is primarily driven by the owner's son, [REDACTED] who was present at the arbitration hearing and was the primary speaker on behalf of the owner. He reported that when the vehicle goes over road reflectors, aka

Bott's Dots, and subjected to sharp turning, a clunking noise is heard in the steering column and a strong rebounding is felt by the driver. Chevrolet produced the report of an independent inspection which determined that under very specific driving conditions, a "very light clunk feel in the steering column" could be detected, but only if the driver was actually "searching for a clunk." This finding was corroborated by this arbitrator during the test drive. Only after extensive attempts to create the described condition was I able to duplicate it, and even then it was found to be relatively minor and matched the description of the independent inspector.

The manufacturer representative claimed that the condition described is the result of the design of the collapsing steering column, a design which was implemented to avoid driver injury in the event of an automobile collision. He claimed that the vehicle is designed to compress and thereby avoid impaling of the driver. I found his description to be credible and consistent with the observations made by the vehicle owner, the vehicle driver, the independent inspector, and myself. In other words, the condition reported is a result of the vehicle design and thereby not a nonconformity. As it is not a nonconformity, it is not subject to being repaired.

Conclusion

For the reasons stated above, I do not find that there is any need to impose a repair order and deny the vehicle owner's request.

Question 2

If awarding a repurchase/replacement, identify the problem(s) upon which the award is based and the number of repair attempts for each problem.

N/A

Question 3

Please indicate the cumulative number of days the vehicle was out of service for all problems

3-4

Question 4

Was final notice given? (Yes / No / Not Applicable)

N/A

Question 5

Please identify the mileage on the vehicle at the time of the hearing/inspection:

8,009



BBB AUTO LINE

NOTICE OF HEARING/INSPECTION

Date: 10/26/09

Case Number: CHV0944467

Customer: [REDACTED]

Business: Chevrolet

Mfr Info: 1716 NV 1G1AL58F087 [REDACTED]

Arbitrators: Mr. Ira W. David

Hearing Date, Time, Place: 11/10/09 1:00pm PDT
BBB of Southern Nevada, Inc.
6040 S. Jones Blvd.
Las Vegas, NV 891180000

Hearing Site Phone: (702) 320-4545

AUTOLINE Director Phone: (702) 320-4545 Fax : (702) 320-4560

Customer Will Participate: in person by phone in writing
Manufacturer Will Participate: in person by phone in writing

Customer Represented By: Self Attorney

INSTRUCTIONS

1. Bring all witnesses, documents (2 copies) and other evidence to the hearing. No evidence can be submitted after the hearing except as permitted by BBB AUTO LINE Arbitration Rules.
2. Unless you are seeking reimbursement for past repairs, the vehicle must be present at the hearing. Current vehicle registration/insurance is required for all test drives. If the vehicle is inoperable, please contact your Case Specialist immediately.
3. Notify your Case Specialist at once if you cannot be present at the hearing or the inspection. The hearing may be conducted in your absence should you fail to attend. Failure to attend the inspection may prevent issuance of a decision in your case.
4. Refer to *How BBB AUTO LINE Works* for more detailed information on the arbitration process.

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BBB AUTO LINE

AGREEMENT TO ARBITRATE

Date: 10/23/2009

Case Number: CHV0944467

Customer: [REDACTED]

Business: Chevrolet

Mfr-Info: 1716 NV 1G1AL58F087 [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 : 2008

All parties named above submit to arbitration the following:

* Steering column clunking

The parties have come to agreement on the following:

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:



BBB AUTO LINE

ARBITRATOR SELECTION LIST

Customer: [REDACTED]

Case Number: CHV0944467

This is some background information on the arbitrator assigned to your upcoming arbitration hearing. Please review the information for a conflict of interest. If you have any financial, professional, political, social, or personal relationship with the arbitrator, however remote, this would be considered a conflict of interest. If this arbitrator is not acceptable please call the Bureau immediately. Otherwise, the hearing will proceed as scheduled. Be advised that the manufacturer does not participate in the selection of the arbitrator.

All of our arbitrators are volunteers; however, some receive a nominal honorarium. They are all committed to making a fair decision based on the facts of your case. At the beginning of the hearing the arbitrator will sign an oath stating that he or she has no financial, social, professional, or family relationship with either party.

Arbitrator Information

Arbitrator's Name: Ira David

Arbitrator's Occupation:

patent law, trademark law, copyright, contract, business law

Arbitrator's Biography:

Mr. Ira David has been a practicing attorney in Las Vegas since 2005, and a BBB arbitrator since 2006. In 2007, Mr. David was named the Arbitrator of the Year for Southern Nevada. Mr. David has received an M.A. degree from the State University of New York at Stony Brook, an M.B.A. from Nova Southeastern University, and a J.D. from the Boyd School of Law at the University of Nevada, Las Vegas. He has extensive experience in the computer software field and business management.

PRIVILEGED & CONFIDENTIAL - PREPARED FOR COUNSEL
BRC CASE ASSESSMENT

Latest Revision Date:

All Fields Are Required

By: [Heather Morris](#) ADR State: [NV](#)
Negotiator:

GM Legal File / BBB Case No.: CHV0944467

Customer Last Name: [Vladic](#) Service Request: 71-752062140

Only customer's last name to be recorded. Do not include first name.

Vehicle ID No.: [1G1AL58F087](#) In Service Date: [2/5/2008](#) Vehicle is: [new](#) BAC Code: [226483](#)

Year, Make Model: [08 Chevrolet Cobalt](#) Vehicle Purchased Used on: [n/a](#)
at odometer: [n/a](#)

Current Mileage: [7,500](#) Dealer Name : [Findlay Chevrolet](#)

Sale Type: Purchase [xxx](#) CAM Name: [Mick Gonzalez](#)
Phone Number: [805-373-8417](#)

Lien holder: [Wachovia](#) DVM Name: [Ray Moffat](#)
Phone/Cell Number: [80509//58743](#)

Purchase Price of Vehicle: \$ [15,491.25](#)
Was TAC contacted for this vehicle (Y/N)? : [no](#) DVM requests involvement?: [no](#)

Attorney Involvement: [n/a](#) Service Manager Name: [Ralph Cody](#)
Phone Number : [n/a](#) Phone Number : [702-982-4031](#)
Fax Number : [n/a](#)

Are there **additional** field personnel involved? If Yes, List the name, including role (DVM, DSM, etc.) and phone number. Repeat as necessary.
[No](#)

Are there **additional** dealerships involved? If Yes, List the dealership name, contact name, and phone number. Repeat as necessary.
[no](#)

If TAC was contacted, what did they say? (Include TAC case)
[no](#)

If TAC was NOT contacted, why? (Ask Dealership) DVM/DSM MUST be notified if TAC has not been involved, regardless of dealership explanation.
[TAC not needed](#)

DVM/DSM Notified Regarding TAC Involvement? {[Yes](#) / [No](#)}

VEHICLE REPAIR HISTORY:

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

Verified: Once completed, please enter an "X" this box to verify that the following listing has been compared to GMVIS for accuracy.

PLACE A CHECKMARK IN THE BOX FOR THE PRIMARY CONCERN(S) AND **BOLD** THE REPAIR ORDER INFORMATION. BASED ON REPAIR ORDERS AND CUSTOMER/PLAINTIFF DEMAND. USE N/A IF THERE WERE NO REPAIRS FOR THE COMPONENT GROUP.

Steering

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
8-17-09	71419	2	7,406	Clunking noted thru the steering wheel. Internal noise in steering column. Per GM doc 2239750 correction #1-replaced steering column assembly. Road tested ok. When turned all the way in either direction, sticking. Repair made on Line 1. Steering wheel is not centered, repair made on line 1.
3-6-09	49900	2	6,056	Install SOP steering column, replaced.
2-26-09	49323	1	5,962	Veh still has clunk in steering when going over bumps slowly. Per doc #2239750 step #1 excessive backlash in column, SOP steering column. Cust sts after making left turn, steering wheel does not return to center. See line 1.
11-28-08	43443	2	4,565	Install SOP-steering column. Tapping noise from dash area behind steering column when traveling over bumps 5-10 mph. Diagnosed rattle noise coming from column. Replaced SOP-steering column.
11-13-08	42368	1	4,353	Veh has tapping noise coming from inside dash area behind steering wheel when hitting bumps over 5-10 mph. Ordered new steering column.

Chassis

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
8-21-09	71738	1	7,421	Check front end rattle while driving. Nothing abnormal found. Road tested a new Cobalt for comparison.

Recalls / Campaigns

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

Other-cig lighter

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
2-26-09	49323	<input type="checkbox"/>	5,962	Cust sts cigar lighter is inop. Verified the concern, replaced a 20 amp fuse and retest the system. Note no lighter element was in the veh, possible internal short.

Important: SES light is to be captured under affected component above.

ACCIDENT / INSURANCE INFORMATION:

Repeat as necessary

Has the vehicle ever been involved in an accident? (Y or N) No
Did you confirm your answer with the dealer/Customer (if
ADR)/attorney (if Legal)? (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 : n/a
(First and Last Name)

Phone # n/a

Claim Made? (Y or N): n/a

Claim Status: n/a
n/a

Claim # n/a

Did Insurance Company refer customer to GM? (Y or N) n/a

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

AFTERMARKET MODIFICATIONS:

Are there any Aftermarket Modifications to the Vehicle? (Y or N) No

If "Yes" to aftermarket, please list:
Be sure to note retailer installed or third party installed as well as date and mileage if
known. Repeat as necessary. Include the name of the third party installer.
n/a

Have you confirmed modification with the dealership? (Y or N) n/a

PERTINENT FACTS FROM ALL SR's RELATED TO THIS VIN:

Concern: No other SR's located.
Date & Offer/Result: n/a

Concern: n/a

Date & Offer/Result: n/a

Concern: n/a

Date & Offer/Result: n/a

BBB PROGRAM SUMMARY ASSESSMENT:

*This section for ADR cases only

What State is BBB Case Filed In? NV

What is the customer eligible for based on the BBB Program Eligibility Guidelines and the specific states lemon law requirements for meeting presumption? (Explain in Detail)

Unique GM Program Summary Requirements for Repurchase/Replacement in Applicable State:
Eligible as cust filed within time/mileage for claim.

Unique GM Program Summary Requirements for Repairs/Reimbursement for Past Repairs in Applicable State:
Cust also eligible, veh within B2B.

Customer/Plaintiff Seeks:

Veh repaired or repurchased.

Customer/Plaintiff Theory:

Describe customer's theory of case from Demand and CAC notes (if applicable), include any specific allegations regarding # of repair visits, days out of service, or specific alleged violations.

Have had veh to dlr several times for concern, steering column has been replaced more than once. Cust believes concern to be safety related and seeks for veh to be completely repaired. If that cannot be done, would want repurchase.

***This Section to be completed for legal cases only**

Is Lemon Law Pled/Alleged?: n/a

Under what State? n/a
Does Purchase Qualify? n/a
Claimed Presumptive? n/a
If not, why? n/a

State Presumption Is:

of Visits for a Non-Conformity? 4
 of visits for a Safety Complaint? n/a
Must Complaint Continue to Exist? Yes
Time Period for filing a Claim? 18 months from original delivery
 of Days out of Service? 30 days
 of Visits Total? 4
Final Repair/Arbitration Required? No

Vehicle Service History (During Presumptive Period) is:

of Visits for a Non-Conformity? 5-includes 2 SOP of Days out of Service? 9
 of visits for a Safety Complaint? 5-includes 2 SOP of Visits Total? 5
Complaint appears to Continue? Yes
Final Repair/Arbitration Complete? n/a

Does History appear Presumptive: Yes

Vehicle Service History (During Limited Warranty Period) is:

of Visits for a Non-Conformity? 5-includes 2 SOP of Days out of Service? 9
 of visits for a Safety Complaint? 5-includes 2 SOP of Visits Total? 9
Must Complaint Continue to Exist? Yes
Final Repair or Arbitration Required? n/a

Related Repairs beyond NVLW:

Customer Pay? n/a
Additional Days out of Service? n/a

No-veh still within warranty

If no, identify responsible party: n/a
Additional of Repair Visits? n/a

Other Considerations:

Outcome/Findings of Arb/Final Repair: None
Prior Goodwill/reimbursement: None
Out of Pocket Expenses: None
None-no fra needed
n/a
n/a

RECOMMENDATION AND RATIONALE:

Reminder: This section must reflect the data and evaluations above. Take into consideration Field and Service Manager information and recommendations.

Pertinent vehicle information provided by DVM/DSM/CAM:

Will be contacted for input.

Pertinent vehicle information provided by dealer Service Manager:

Cust has had veh in for steering concern; steering column has been replaced twice. Repairs were made as a GW gesture. Cust veh operating to factory specs.

Identify at least three main strengths of the customer's case?

Cust sts concern still exists.

Has 5 ROs, including SOP twice.

Steering column replaced 2 times.

Identify at least three main weaknesses of the customer's case?

Only 2 actual repairs done to veh.

Cust veh now operating to factory specs.

Cust only has 9 DOS.

Are there any considerations to be made under other applicable laws? (Explain in detail)

No-cust claim is eligible under NV LL.

Recommendation:

Would recommend GW for settlement, due to cust veh operating to factory specs. CRS offer is 2 pymt reimb and 2/24 smartcare.

Rationale:

Will offer cust GW for veh concerns.

Settlement/Defense Strategy:

Will offer GW to offset cust inconvenience with veh concerns. Veh now operating to factory specs, will look at veh pymt reimb. If cust does not accept GW, will contact dvm for further input, if R/R offer is necessary.

HISTORY OF SETTLEMENT DISCUSSIONS – Legal Cases Only

Record all recommendation throughout the life of the case. Each offer or counter offer should be recorded in order to review case progression.

***Trade Repurchase offers should specify Trade Retail, Trade Collateral, or Trade New Finance.**

***Add additional lines for additional offers/counter offers.**

Plaintiff's Original Demand: Amount to Plaintiff/Atty: n/a Inclusive Offer: \$ n/a	Settlement Type: n/a Date: n/a	n/a
CRS Intial Offer: Amount to Plaintiff/Atty: \$ n/a Inclusive Offer: \$ n/a	Settlement Type: n/a Date: n/a	n/a
Plaintiff Counter:: Amount to Plaintiff/Atty: \$ n/a Inclusive Offer: \$ n/a	Settlement Type: n/a Date: n/a	n/a
CRS Counter: Amount to Plaintiff/Atty: \$ n/a Inclusive Offer: \$ n/a	Settlement Type: n/a Date: n/a	n/a
PLAINTIFF Final Offer: Amount to Plaintiff/Atty: \$ n/a Inclusive Offer: \$ n/a	Settlement Type: n/a Date: n/a	n/a
CRS Final Offer: Amount to Plaintiff/Atty: \$ n/a Inclusive Offer: \$ n/a	Settlement Type: n/a Date: n/a	n/a

HISTORY OF SETTLEMENT DISCUSSIONS – ADR Cases Only

Record all recommendation throughout the life of the case. Each offer or counter offer should be recorded in order to review case progression.

*Trade Repurchase offers should specify Trade Retail, Trade Collateral, or Trade New Finance.

*Add additional lines for additional offers/counter offers.

Recommendation of CRS: Settlement Type: 2 pymt reimb and 2/24 smartcare	Arbitrate case: <input type="checkbox"/>	Settle case: <input checked="" type="checkbox"/> Attorney Fees (if applicable): \$none
Recommendation of Field: Settlement Type: {GW/Repurchase/Repair}	Arbitrate case: <input type="checkbox"/>	Settle case: <input type="checkbox"/> Attorney Fees (if applicable): \${Amount}
Final Decision: Settlement Type: {GW/Repurchase Repair}	Arbitrate case: <input type="checkbox"/>	Settle case: <input type="checkbox"/> Attorney Fees (if applicable): \${Amount}

TEAM LEAD APPROVING: {Name}

Date:{mm/dd/yy}

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



6800 South Torrey Pines Blvd. • Las Vegas, NV 89118
 Phone: 702-982-4000 Fax: 702-982-4050

RETAIL PURCHASE ORDER

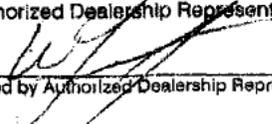
Deal #: 1014505
 Date: 2/05/2008
 County: CLARK
 DOB: 2/29/1940
 Issuing State: _____ Exp. Date: _____

Purchaser's Name(s): _____
 Address: _____ LAS VEGAS, NV _____
 Home Telephone: _____ Work Telephone: _____
 Social Security #: _____ D.L./State I.D.# _____

The above information has been requested so that we may verify your identity in accordance with the USA Patriot Act. By signing below, you represent that you are at least 18 years of age and have authority to enter into this Agreement. The Odometer Reading for the Vehicle you are purchasing is accurate unless indicated otherwise. Please refer to the Federal Mileage Statement for full disclosure.

YEAR	2008	MAKE	CHEVROLET	MODEL	COBALT L2	COLOR	ULTRA SILVER	STOCK NO.	ME
SERIAL NO.	1G1ALS8F0B7			ODOMETER READING	7	THE VEHICLE IS: <input checked="" type="checkbox"/> NEW <input type="checkbox"/> USED			
THIS VEHICLE IS BEING PURCHASED FOR:				PRIOR USE DISCLOSURE:					
<input checked="" type="checkbox"/> PERSONAL USE <input type="checkbox"/> BUSINESS PURPOSES <input type="checkbox"/> AGRICULTURAL USE				<input type="checkbox"/> DEMONSTRATOR		<input type="checkbox"/> FACTORY OFFICIAL		<input type="checkbox"/> RENTAL <input type="checkbox"/> OTHER	
WARRANTY STATEMENT								CASH PRICE OF VEHICLE	
Our Dealership is selling this Vehicle to you AS-IS. We make no representations, promises or warranties, express or implied, as to the merchantability of the Vehicle or whether the Vehicle is suitable or fit for the particular purpose intended, unless we have done so in this Retail Purchase Order or in a separate written agreement signed by us. However, if we make an express warranty in this Order or in a separate written agreement or, within 90 days after the date of this Order, we enter into a service contract with you that applies to the Vehicle, the exclusion of implied warranties set forth in this paragraph does not exclude any implied warranties that may exist with respect to the Vehicle during the term of the agreement in which the express warranty is made. Any warranties by a manufacturer or supplier other than our Dealership are theirs, not ours, and only such manufacturer or supplier shall be liable for performance under such warranties. We neither assume nor authorize any other person to assume for us any liability in connection with the sale of the Vehicle and the related goods and services.								15,491.25	
CONTRACTUAL DISCLOSURE STATEMENT (USED VEHICLES ONLY) The information you see on the window form for this Vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale.								OTHER GOODS/SERVICES	
<input type="checkbox"/> Used Vehicle Limited Warranty Applies. We are providing the attached Used Vehicle Limited Warranty in connection with this transaction. Any implied warranties apply for the duration of the Limited Warranty.								N/A	
TRADE-IN VEHICLE INFORMATION								N/A	
Year:	Makes:	Model:	Color:	Serial No:	Odometer Reading:	72 @ 175.85			
					<input type="checkbox"/> Not Accurate	N/A			
Trade-In Allowance:				Payoff Balance & Lienholder:					
N/A				N/A					
<input type="checkbox"/> DEPOSIT/ <input type="checkbox"/> PARTIAL PAYMENT: The sum of \$ <u>6,150.00</u> was received from you as a Deposit/Partial Payment. It is not refundable, except as set forth in this Agreement. In the case of a Deposit, we will refrain from selling the Vehicle for _____ days. X								N/A	
FINANCIAL INFORMATION AND APPLICABLE PROVISIONS								TRADE-IN ALLOWANCE	
<input type="checkbox"/> If box is marked, please see attached Delivery Confirmation								N/A	
<input checked="" type="checkbox"/> If box is marked and you sign here, the attached Spot Delivery Agreement-Notice of Rescission Rights is applicable to this Agreement. X								N/A	
								MINUS: PAYOFF BALANCE	
								N/A	
								NET TRADE-IN ALLOWANCE	
								N/A	
								TOTAL DUE	
								17,149.99	
								TRADE-IN SALES TAX CREDIT	
								N/A	
								DEPOSIT/PARTIAL PAYMENT	
								6,150.00	
								REBATE(S)	
								1,000.00	
								N/A	
								UNPAID BALANCE DUE	
								9,999.99	

I have read and accept the terms and conditions of this Agreement, including the terms and conditions that appear on the reverse side, and hereby acknowledge that this Agreement is complete and accurately reflects the Agreements between the Dealership and myself. I further acknowledge receipt of a copy of this Agreement. This Agreement shall not become binding until accepted by an Authorized Dealership Representative.

Purchaser: _____
 Accepted by Authorized Dealership Representative: 

SIMPLE INTEREST VEHICLE CONTRACT AND SECURITY AGREEMENT

SECTION A:

Buyer's Name(s): [REDACTED]
 Name: [REDACTED]
 Address: [REDACTED]
 City: **LAS VEGAS** County: **CLARK**
 State: **NV** Zip: [REDACTED]
 Bus. Phone: [REDACTED] Res. Phone: [REDACTED]
 Stock No. **170971** Salesman **MARCOS PELAEZ**

CREDITOR: **FINDLAY CHEVROLET**
 Address: **6800 S TORREY PINES DR**
 City: **LAS VEGAS** County: **CLARK**
 State: **NV** Zip: **89118**
 Phone: (**702-982-4000**)

Date **2/05/08**

SECTION B: DISCLOSURE MADE IN COMPLIANCE WITH FEDERAL TRUTH-IN-LENDING ACT

Your payment schedule will be:

Number of Payments	Amount of Payments	When Payments Are Due	
71	175.85	MONTHLY BEGINNING	3/21/08
1 FINAL PM	175.85	DUE ON	2/21/14

INSURANCE: Credit life insurance, credit disability insurance and debt cancellation (e) means an estimate coverage, which is also known as GAP coverage, are not required to obtain credit, and will not be provided unless you sign and agree to pay the additional cost.

Type	Premium	Term	Signature(s)
Credit life:	\$ N/A	N/A	I want credit life insurance: <input checked="" type="checkbox"/> SIGNATURE(S)
Joint credit life:	\$ N/A	N/A	We want joint credit life insurance: <input checked="" type="checkbox"/> SIGNATURE(S)
Credit disability:	\$ N/A	N/A	I want credit disability insurance: <input checked="" type="checkbox"/> SIGNATURE(S)
Credit life and disability:	\$ N/A	N/A	I want credit life and disability insurance: <input checked="" type="checkbox"/> SIGNATURE(S)
Joint credit life and disability:	\$ N/A	N/A	We want joint credit life and single disability insurance: <input checked="" type="checkbox"/> SIGNATURE(S)
Debt cancellation coverage (GAP coverage)	\$ N/A	N/A	I want debt cancellation coverage (GAP Coverage): <input checked="" type="checkbox"/> SIGNATURE(S)

You may obtain property insurance from anyone you want that is acceptable to the Creditor above. If you get the insurance from the Creditor you will pay \$ **N/A** and the term of the insurance will be **N/A**.

Security: You are giving a security interest in the goods or property being purchased.

Other (Check if applicable)

Filing fee \$ **N/A** Nonfiling insurance \$ **N/A**

Late Charge: If a payment is more than 10 days late, you will be charged \$15 or 8 percent of the payment, whichever is less.

Prepayment: If you pay off early, you will not have to pay a penalty.

See your contract documents for any additional information about nonpayment, default, any required repayment in full before the scheduled date, and penalties.

ANNUAL PERCENTAGE RATE
 The cost of your credit as a yearly rate:
7.99 %

FINANCE CHARGE
 The dollar amount the credit will cost you:
\$ 2,661.21

Amount Financed
 The amount of credit provided to you or on your behalf:
\$ 9,999.99

Total of Payments
 The amount you will have paid after you have made all payments as scheduled:
\$ 12,661.20

Total Sales Price
 The total cost of your purchase on credit, including your down payment of \$ **7,150.00**:
\$ 19,811.20

SECTION D: VEHICLE RETAIL INSTALLMENT CONTRACT AND SECURITY AGREEMENT

This contract is made the 5th (day) of FEBRUARY (month) of 2008 (year), between you, the Buyer(s) shown above, and us, the Seller shown as Creditor above. Having been quoted a cash price and a credit price and having chosen to pay the credit price (shown as the Total Sales Price in Section B above), you agree to buy and we agree to sell, subject to all the terms of this contract, the following described vehicle, accessories and equipment (all of which are referred to in this contract as "Collateral"):

New or Used: **NEW** Year and Make: **2008 CHEVROLET**

Series: **COBALT** Body Style: **4D SEDAN** No. Cyl.: **4**

If truck, ton capacity: _____

Manufacturer's Serial Number: **1G1AL58F087**

Use for which purchased: Personal Business Agriculture

- INCLUDING:
- | | | |
|--|---|---|
| <input type="checkbox"/> Sun/Moon Roof | <input type="checkbox"/> Air Conditioning | <input type="checkbox"/> Automatic Transmission |
| <input type="checkbox"/> Power Steering | <input type="checkbox"/> Power Door Locks | <input type="checkbox"/> Power Seats |
| <input type="checkbox"/> Power Windows | <input type="checkbox"/> Tilt Wheel | <input type="checkbox"/> Vinyl Top |
| <input type="checkbox"/> Cassette | <input type="checkbox"/> Cruise Control | <input type="checkbox"/> AM/FM Stereo |
| <input type="checkbox"/> Compact Disc Player | | |

ULTRA SILVER ME Tires _____ Lic. No. _____

You, severally and jointly, promise to pay us the Total of Payments (shown in Section B above) according to the Payment Schedule (also shown in Section B

SECTION C: ITEMIZATION OF AMOUNT FINANCED

- Vehicle Selling Price \$ **15,491.25**
 Plus: Documentary Fees \$ **399.00**
 Plus: Emission Inspection Fee \$ **N/A**
 Plus: Other (_____) \$ **N/A**
 Plus: Other (**VTR**) \$ **N/A**
 Taxable Selling Price \$ **15,890.25**
 - Total Sales Tax \$ **1,231.49**
 - Amounts Paid to Public Officials
 a. Titling Fee \$ **28.25**
 b. Registration Fee \$ **N/A**
 c. Other (_____) \$ **N/A**
TOTAL OFFICIAL FEES (Add 3a through 3c) \$ 28.25
 - Plus Other Charges
 a. Extended Service Contract* \$ **N/A**
 b. Driveaway Permit \$ **N/A**
 c. Other (_____) \$ **N/A**
 d. Other (_____) \$ **N/A**
Total OTHER CHARGES (Add 4a through 4d) \$ N/A
 - Total Cash Sales Price (Add 1 through 4) \$ **17,149.99**
 - Gross Trade-In Allowance \$ **N/A**
- YEAR _____ MAKE _____ MODEL _____
 Minus: Payoff Balance \$ **N/A**
 Net Trade-In Allowance \$ **N/A**
7. Down Payment (Other Than Net Trade-In Allowance):
 _____ \$ **N/A**

above), until paid in full, together with interest after maturity at the Annual Percentage Rate disclosed above.

To secure such payment, you grant to us a purchase money security interest under the Uniform Commercial Code in the Collateral and in all accessions to and proceeds of the Collateral. Insurance in which we or our assignee are named as beneficiary or loss payee, including any proceeds of such insurance or refunds of unearned premiums, or both, are assigned as additional security for this obligation and any other obligation created in connection with this sale. We, our successors and assigns, hereby waive any other security interest or mortgage which would otherwise secure your obligations under this contract except for the security interests and assignments granted by you in this contract.

Address where Collateral will be located:

Street: [Redacted] City: **LAS VEGAS**

County: **CLARK** State: **NV**

Your address after receipt of possession of Collateral:

Street: [Redacted] City: **LAS VEGAS**

County: **CLARK** State: **NV**

NOTICE OF RESCISSION RIGHTS

If buyer signs here, the notice of rescission rights on the reverse side is applicable to this contract.

Buyer's Signature X [Redacted]

Co-Buyer's Signature X _____

STATE DISCLOSURE REQUIREMENTS: The provisions of Section B and Section C above are incorporated into this agreement for purposes of state disclosure requirements.

Additional Terms and Conditions: The additional terms and conditions set forth on the reverse side hereof are a part of this contract and are incorporated herein by reference.

OPTION: _____ You pay no Finance Charge if the Total Amount Financed, item No. 12, Section C, is paid in full on or before the _____ (day) of _____ (month) of _____ (year).

SELLER'S INITIALS: _____

SECTION E: NOTICE TO BUYER

Do not sign this agreement before you read it or if it contains any blank spaces. You are entitled to a completed copy of this agreement. If you fail to perform your obligations under this agreement, the vehicle may be repossessed and you may be liable for the unpaid indebtedness evidenced by this agreement.

If you are buying a used vehicle with this contract, as indicated in the description of the vehicle above, federal regulation may require a special buyer's guide to be displayed on the window.

THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

The text of the preceding two paragraphs is set forth below in Spanish.

Si usted está comprando un vehículo usado mediante este contrato según la descripción del vehículo arriba, la ley federal podrá exigir que la ventanilla demuestre una guía especial para el comprador.

LA INFORMACIÓN QUE USTED VE EN LA FORMA DE VENTANILLA PARA ESTE VEHÍCULO ES PARTE DE ESTE CONTRATO. LA INFORMACIÓN EN LA FORMA DE VENTANILLA DOMINA CUALESQUIER ESTIPULACIÓN CONTARIA EN EL CONTRATO DE VENTA.

BUYER AND CO-BUYER ACKNOWLEDGE RECEIPT OF A TRUE AND COMPLETELY FILLED-IN COPY OF THIS CONTRACT AND THE ABOVE DISCLOSURE AT THE TIME OF SIGNING.

LIABILITY INSURANCE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS IS NOT INCLUDED UNLESS OTHERWISE INDICATED IN SECTION C ABOVE.

Buyer: X [Redacted] Date: **2/05/08** Co-Buyer: X _____ Date: _____

Creditor: **FINDLAY CHEVROLET** Date: **2/05/08** By: X [Signature] Title: _____

LAW FORM NO. 553NV (REV. 2003)
© 2005 Reynolds and Reynolds TO ORDER: www.reynolds.com; 1-800-344-2996, fax 1-800-531-9025
THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

CUSTOMER / TRUTH IN LENDING COPY

TRUTH IN LENDING COPY 1. Give to BUYER prior to signing. 2. BUYER and SELLER sign this copy AFTER contract is closed.

a. Cash	\$	6,150.00
c. Manufacturer's Rebate	\$	1,000.00
d. Other ()	\$	N/A
Down Payment (Add 7a through 7d)	\$	7,150.00
8. TOTAL DOWN PAYMENT AND NET TRADE-IN ALLOWANCE (Add 6 and 7)	\$	7,150.00
9. UNPAID BALANCE OF CASH SALES PRICE (Subtract 8 from 5)	\$	9,999.99
10. Plus Optional Insurance Charges*		
a. Credit Life Insurance Premium Paid to () Term ()	\$	N/A
b. Credit Disability Insurance Premium Paid to () Term ()	\$	N/A
c. Debt Cancellation Coverage (GAP Coverage) Paid to () Term ()	\$	N/A
d. Other Insurance Paid to () Term ()	\$	N/A
11. Other Amounts Financed		
a. Paid to ()	\$	N/A
b. Paid to ()	\$	N/A
12. TOTAL AMOUNT FINANCED (Add 9, 10 and 11)	\$	9,999.99

*Seller may retain or receive a portion of this amount.



Issue Date : 02/13/2009 OP : 4823

Plate Style : [REDACTED]

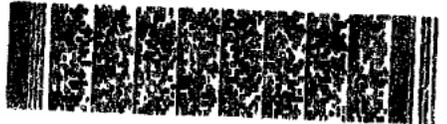
Plate Background : [REDACTED]

Expires : 02/28/2010

Decal Number : [REDACTED]

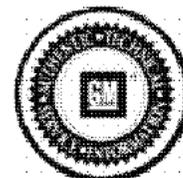
License Number	Year	Make	Type	Model Name	Cyl	MSRP	Fuel	Axle	Decl Weight	Unltd Weight
[REDACTED]	2008	CHEVROIP4D		COBALT LT	4	\$14,410.00	G		0	3216
Vehicle Identification Number				County Based						
1G1AL58F087 [REDACTED]				CLARK						

[REDACTED]
LAS VEGAS NV [REDACTED]



#04-03-08-006D: Steering and Front Suspension Noise Concerns - Clunk, Thump, Rattle, Knocking, Pop, Shudder, Vibration (Diagnosis and Perform Necessary Repairs) - (Feb 24, 2009)

Subject: Steering and Front Suspension Noise Concerns -- Clunk, Thump, Rattle, Knocking, Pop, Shudder, Vibration (Diagnosis and Perform Necessary Repair)



Models: 2005-2009 Chevrolet Cobalt (Including SS)
2006-2009 Chevrolet HHR (Including SS)
2005-2006 Pontiac Pursuit (Canada Only)
2007-2009 Pontiac G5
2003-2007 Saturn ION

This bulletin is being revised to add Condition #3. Please discard Corporate Bulletin Number 04-03-08-006C (Section 03 - Suspension).

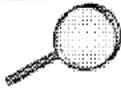
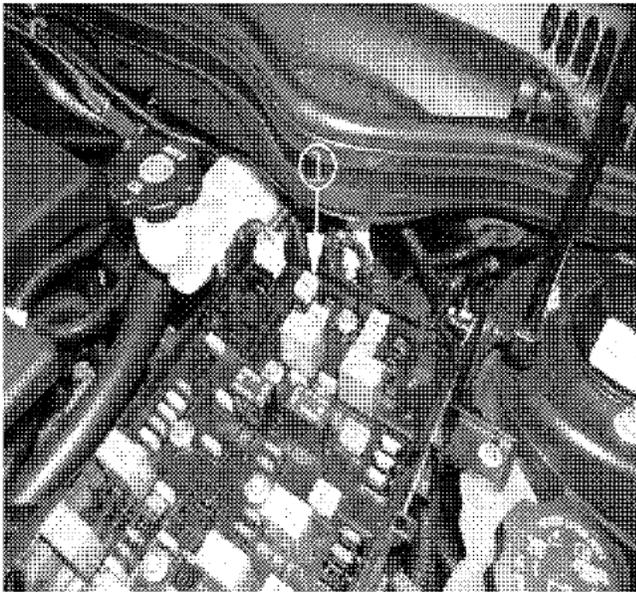
This bulletin provides information on seven different steering/front suspension noise conditions.

Condition #1

Some customers may comment on a rattle or knocking noise that is heard in the front of the vehicle while driving at low speeds 8-24 km/h (5-15 mph). This condition may be more noticeable while making a slow turn or on a loose/rough surface.

This condition can be duplicated by the technician using the following procedure:

1. On a rough or loose surface (i.e., gravel parking lot), make a sweeping turn (either direction) at 8-24 km/h (5-15 mph) to load the steering column, I-shaft and steering rack/gear mechanisms. The testing on a rough or loose surface will allow the wheels to oscillate slightly and will make the rattle/knocking noise more evident and repeatable.
2. Release the steering wheel while making the turn to take load off of steering components. This should initiate the rattle/shudder noise, which is generated by backlash in the steering assembly as it is in a no-load float condition.



3. Remove the 60 amp EPS fuse (1) in the underhood fuse block.
4. Test the vehicle as in Step 1. Since the EPS motor is no longer powered, only the I-shaft and steering gear/rack will be loaded as you make the turn. If you hear the rattle/knocking noise during the turn, then the noise is being generated by the backlash within the steering column (assist motor gear mechanism).
5. Replace the 60 amp EPS fuse and repeat Steps 1 and 2 to verify that the rattle/knocking noise disappears when turning (loading steering mechanism) and can only be heard when releasing the steering wheel.

Correction #1

If the steering column is identified as the source of the rattle/knocking noise in the above test, replace the steering column.

Important: The noise in the steering column is generated from the metal to plastic gear backlash of the assist motor mechanism and will have a different sound than that from the steering gear. If the customer comments that they still hear a noise, it may be a different sound from either the I-shaft or the steering rack.

If the steering column is not identified as the source of the rattle/knocking in the above test, continue to diagnose the vehicle according to the diagnostics in SI.

Parts Information #1

For part numbers and usage of the column, see Steering Column Kit in Group 06.518 of the appropriate Parts Catalog. Saturn Retailers should refer to the appropriate model year Parts & Illustration Catalog for the vehicle.

Warranty Information #1

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
E7680	Column Assembly, Steering - Replace	Use Published Labor Operation Time

Condition #2 (Chevrolet Cobalt, HHR and Pontiac G5 Only)

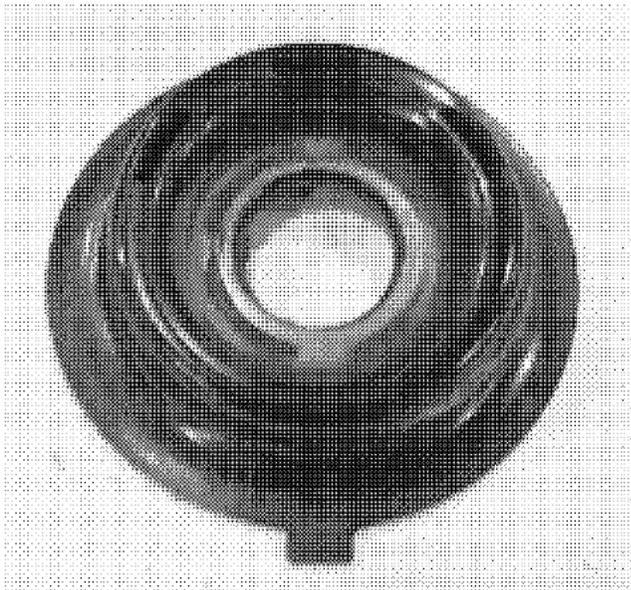
Some customers may comment on a clunk or thump noise coming from the front suspension while driving over rough road surfaces. This noise will typically occur when the front suspension is returning to the upward position after a hard downward stroke, such as after driving through a large rut or pothole.

Cause #2

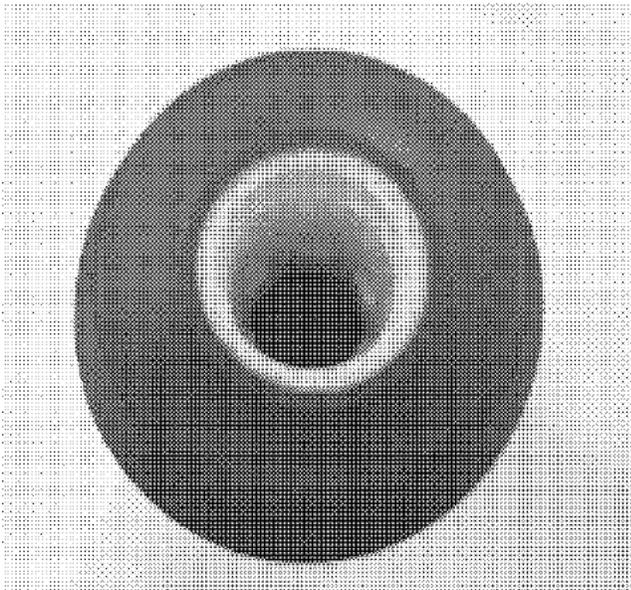
This condition may be caused by the jounce bumper slamming into the upper spring seat because it is not retained in the correct up position. The jounce bumper loses position due to oil being deposited onto its retention fingers. The oil is from the strut leaking.

Correction #2

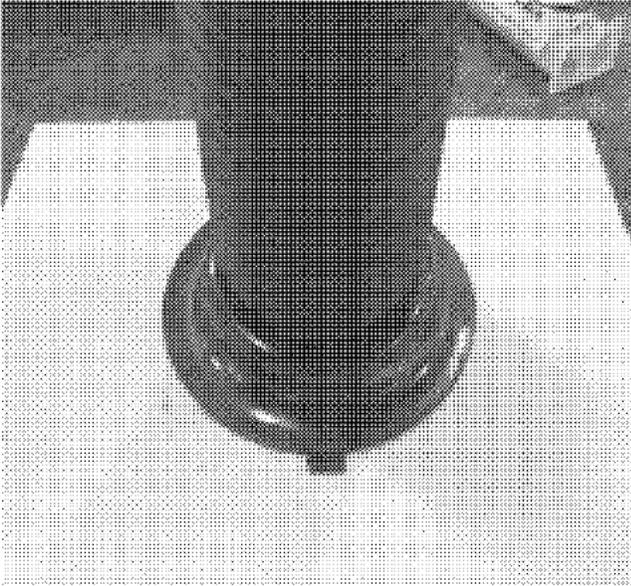
Inspect the front strut(s) for evidence of oil. The leak may be slight but will still cause the concern. If oil is present, replace the affected strut, jounce bumper and dust boot (shield). Before reassembling the strut assembly, glue the new jounce bumper and new dust boot (shield) to the upper spring seat using the steps listed below. To further confirm this concern, the shield/bumper will easily slide up and down the strut shaft.



1. Clean the surface area of the upper spring seat using fine sandpaper.
2. Apply a light coat *of 3M™ Automotive Adhesion Promoter, P/N 06396, to the top of the dust boot (shield) on the inside edge and to the top of the bumper. Allow to dry 10 minutes.



3. Glue the bumper to the inside of the dust boot (shield) as shown. Use *3M™ Duramix™ Super Fast Adhesive, P/N 04747. Allow to cure thoroughly 5-10 minutes at room temperature.
4. Apply a light coat of *3M™ Automotive Adhesion Promoter, P/N 06396, to the top of the dust boot (shield) and to the upper spring seat surface. Allow to dry 10 minutes.



5. Glue the dust boot (shield) to the upper spring seat as shown using the above recommended adhesive. Allow to cure thoroughly.

*We believe this source and their products to be reliable. There may be additional manufacturers of such products. General Motors does not endorse, indicate any preference for or assume any responsibility for the products from this firm or for any such items which may be available from other sources.

Parts Information #2

Part Number	Description	Qty	Material Allowance
21992520	Shield, Frt Suspension Strut	-	-
22712118	Bumper, Frt Suspension Strut	-	-
04747	3M™ Duramix™ Super Fast Adhesive	1	\$22.00
06396	3M™ Automotive Adhesion Promoter	2	\$4.00

For part numbers and usage of the strut, see Strut Kit in Group 07.345 of the appropriate Parts Catalog.

Warranty Information #2

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
E9478*	Replace Front Strut and Secure Bumper and Shield to Spring Seat	1.5 hrs
Add	To Perform Repair on Other Side	1.3 hrs
Add	For alignment times, refer to operation E2020 and add the applicable times to the regular hours.	

* This is a unique labor operation for bulletin use only. The number will not be published in the Labor Time Guide.

Condition #3

Some customers may comment on a clunk/pop type noise coming from the front of the vehicle when driving over rough road surfaces.

Cause #3

This noise may be caused by the stabilizer shaft link ball stud becoming contaminated from moisture.

Correction #3

Inspect the front stabilizer shaft links for damage. To isolate the noise, the link can be also be disconnected from the stabilizer shaft. If the link appears damaged or if the noise goes away when disconnected, replace the link with the revised part.

Parts Information #3

Part Number	Description	Usage	Qty
		2006-2009 HHR (FE1,	

20784686	Link Asm., Front Stabilizer Shaft (300 mm Shaft)	FE3) 2005-2009 Cobalt (FE1, FE3) 2005-2006 Pursuit (FE1, FE3) 2007-2009 G5 (FE1, FE3) 2003-2007 ION (FE1, FE2, FE3)	2
20784687	Link Asm., Front Stabilizer Shaft (250 mm Shaft w/Washer)	2008-2009 HHR (FE5) 2005-2009 Cobalt (FE5) 2007-2009 G5 (FE5)	2
20784688	Link Asm., Front Stabilizer Shaft (250 mm Shaft)	2006-2009 HHR (FE1, FE3) 2005-2009 Cobalt (FE5) 2005-2006 Pursuit (FE5) 2007-2009 G5 (FE5)	2

Warranty Information #3

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
E2147	Stabilizer Shaft Link Replacement (Both Sides)	Use Published Labor Operation Time

Condition #4

Some customers may comment on a clunk type noise coming from the front of the vehicle during a turning maneuver. This condition can also be felt through the steering wheel when the vehicle is stationary and the wheel is rotated from steering stop to steering stop. Typically, the clunk noise will be heard once for every 90° of steering wheel rotation in either direction. This clunk noise may also be noticed during low speed acceleration or deceleration, typically in light turns of the steering wheel.

The following are characteristics of this noise:

- This noise is very random.
- This noise is independent of the steering wheel angle and independent of the bumpiness of

the road.

- This noise is a low frequency dull one and can be felt in your feet.
- This noise can normally be heard from the driver seat.
- This noise can be felt upon touching the steering gear from outside of the vehicle.

Note: You might also notice a slight scrub-type noise when turning the wheel back and forth. This type of noise is considered normal and repairs will not eliminate it.

Cause #4

This condition may be caused by inadequate lubrication of the steering intermediate shaft.

Correction #4

Important: DO NOT replace the steering gear or steering column assembly.

Replace the intermediate shaft.

Important: If the vehicle has already had a steering intermediate shaft replaced for a similar noise concern that the dealer duplicated, determine from the customer if the noise went away for a period of time and came back, or if the service shaft made no change. If the noise was gone for a period of time and came back, have the dealer replace the shaft again to verify we do not have a defective service shaft.

If this does not eliminate the noise, continue to diagnose the vehicle according to the diagnostics in SI.

Parts Information #4

Part Number	Description
15800140	Shaft, Intermediate Steering (Cobalt/G5/Pursuit)
15799676	Shaft, Intermediate Steering (ION)
22730246	Shaft, Intermediate Steering (HHR)

Warranty Information #4

For vehicles repaired under warranty, use:

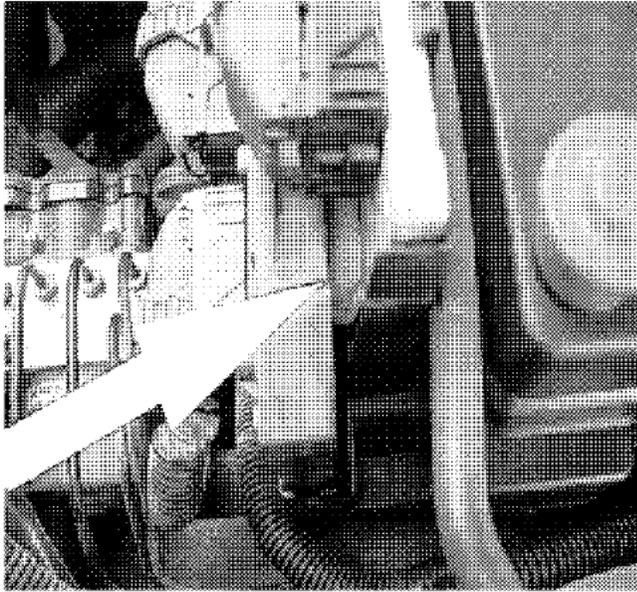
Labor Operation	Description	Labor Time
E7700	Shaft, Steering Intermediate - Replace	Use Published Labor Operation Time

Condition #5

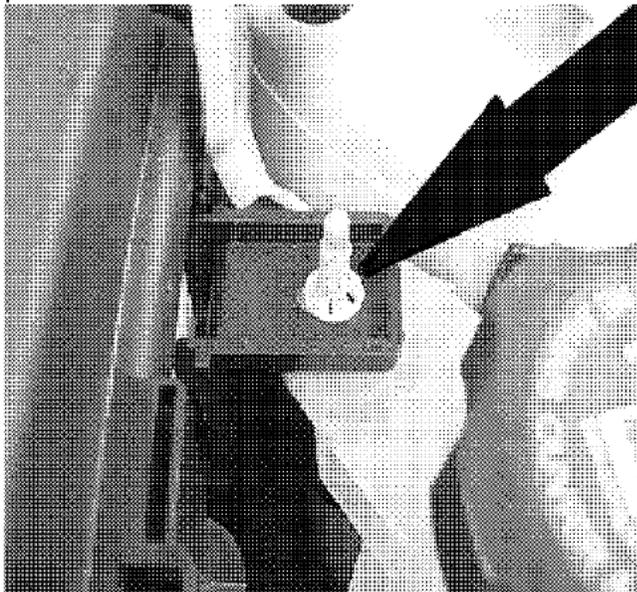
Some customers may comment on a rattle/clunk type noise coming from the steering column when driving over bumps.

Correction #5

The following steps have been found to be very effective in removing this condition.



1. Check for the possibility of the PCM and the TCM rattling/clunking together. If there is contact between these two modules, insulate the modules from each other using a small piece of foam.



2. Check that the retaining clip on the engine coolant surge tank is fully seated. If not, push down to seat.

Rattles/clunks in this area of the engine compartment may be heard as coming from the steering column while driving.

If this does not eliminate the noise, continue to diagnose the vehicle according to the diagnostics in SI.

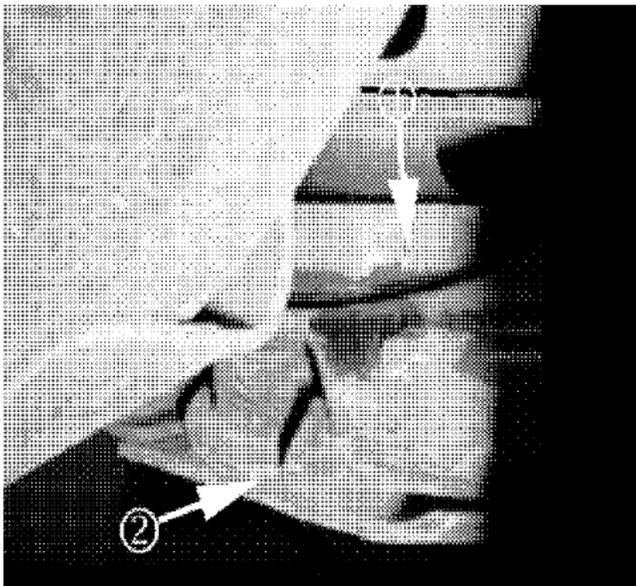
Warranty Information #5

Labor Operation	Description	Labor Time
E9458*	Repair to Correct Rattle/Clunk Noise in Front of Vehicle	0.2 hr
* This is a unique labor operation number for bulletin use only. The number will not be published in the Labor Time Guide.		

Condition #6 (FE1 Suspension Only)

Some customers may comment on a clunk, thump or rattle noise coming from the front suspension while driving over rough road conditions or when braking.

Cause #6



This condition may be caused by the lower control arm rubber bushing (rear) coming out of its steel sleeve (1). This will cause the lower control arm to make hard contact (2) with the body structure. This condition may be more prevalent in regions that use road salt during the winter months.

Correction #6

If the rubber bushing has moved out of the steel sleeve, replace the lower control arm bushing. Do not replace the bushing if it is still centered in the steel sleeve.

If this does not eliminate the noise, continue to diagnose using chassis ears to identify the source

of the noise.

Parts Information #6

Part Number	Description
25984679	Bushing, Front Lower Control Arm (Cobalt/G5/HHR/Pursuit)
22688205	Bushing, Front Lower Control Arm (ION)

Warranty Information #6

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
E3550	Bushings ad/or Shaft, Front Control Arm Lower (Right) - Replace	Use Published Labor Operation Time
E3551	Bushings ad/or Shaft, Front Control Arm Lower (Left) - Replace	
E3557	Bushings ad/or Shaft, Front Control Arm Lower (Both) - Replace	

Condition #7 (Saturn ION Only)

Some customers may comment on a squeak, rattle, pop, or clunk noise coming from the front of the vehicle during suspension movement.

Cause #7

This condition may be caused by the interface between the front stabilizer shaft, the front stabilizer shaft insulators (bushings) and the front stabilizer shaft mounting clamp.

Correction #7

Replace the front stabilizer shaft insulators (bushings), if necessary, using the following procedure.

1. Verify the customer comment. Use Chassis Ear (SA9217NE or J39570) or a similar tool to determine the source of the noise. Refer to Noise Diagnosis - Front Suspension in SI.
2. If the noise is coming from either the front stabilizer shaft insulators (bushings) or the clamps:

Important: Check the Service Parts Identification label in the rear compartment (trunk) to determine the vehicle's suspension system type, then obtain the correct insulators (bushings) corresponding to that suspension system type.

- On vehicles built *after* VIN breakpoint 4Z125195, replace both front stabilizer shaft insulators (bushings). Refer to the Stabilizer Shaft Insulator Replacement procedure in SI.
- On vehicles built *up to and including* VIN 4Z125195, replace the front stabilizer shaft

insulators (bushings) *and* clamps. Refer to the Stabilizer Shaft Insulator Replacement procedure in SI.

3. Verify the repair by repeating Step 1.

Parts Information #7

Part Number	Description	Qty
15820162	Insulator, Front Stabilizer Shaft (2007 FE1 Suspension)	2
15820163	Insulator, Front Stabilizer Shaft (2007 FE2 Suspension)	2
15820164	Insulator, Front Stabilizer Shaft (2003-2007 FE3 Suspension)	2
22722387	Clamp, Front Stabilizer Shaft	2

Warranty Information #7

For vehicles repaired under warranty, use:

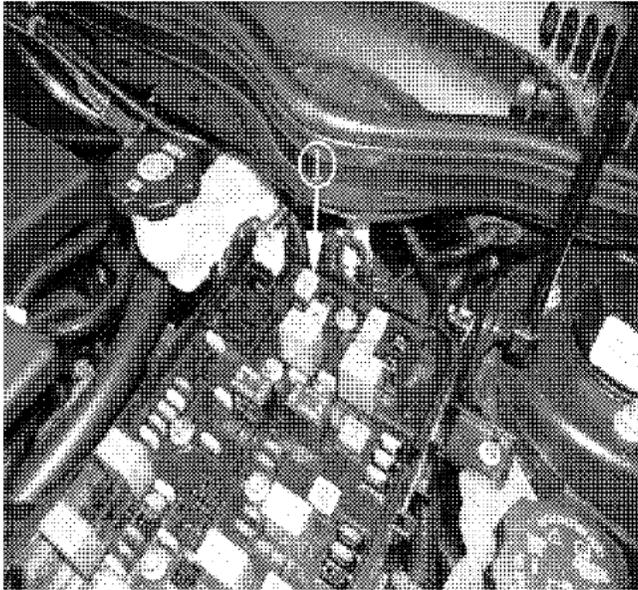
Labor Operation	Description	Labor Time
E2180	Insulator and/or Bracket, Front Stabilizer Shaft - Replace	Use Published Labor Operation Time

Condition #8

Some customers may comment on a whine/hum noise from the steering column while making right hand turns at 5-15 mph (8-24 km/h). A slight whine/hum noise is considered to be normal for EPS so it will be helpful to compare to another like vehicle. If the vehicle exhibits excessive feedback/noise when compared to another vehicle, follow the correction procedure below.

Correction #8

Important: DO NOT replace the steering column.



Pull the 60 amp steering fuse (1) in the underhood fuse block. If this eliminates the whine/hum concern, contact the Technical Assistance Center for further information in order to repair the vehicle. If this does not eliminate the noise, continue to diagnose the vehicle according to the diagnostics in SI.

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.



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75872 CC384483.0 (01/00)



Adv: 265 ROBERT M HAWKINS Tag: 0090 License: 655VBE 1G1AL58E0 87 [REDACTED] Page: 1 Invoice: W43839

Invoice to		Driver/Owner Information	
[REDACTED] LAS VEGAS, NV Home: [REDACTED]		[REDACTED] LAS VEGAS, NV Home: [REDACTED] Work: [REDACTED]	
For Office Use		Vehicle Information	
Odometer in: 7647	Out:	Dlst: CHV WAR W	Prelim: 08 CHEVROLET COBALT LT 4DR SUN SILVER
	MFG: CHV		
Begin: 09/03/09	Done: 09/04/09	Invoked: 09/05/09 11:35 AM	Invoice: 02/05/08

Customer Concern

Concern	51	CUSTOMER STATES LOUD RATTLING SOUND DRIVING SLOW OVER LANE DIVIDER BUMPS, ADVISOR RODE WITH CUST.	Operation	Tech	Amount
Cause		RD. TEST 4 MTS.. INSEPT. RD. TEST WITH ADVISOR. NO BRK. NOISE AT THIS TIME.	H9991	625	\$ 8.18
Correction		CUSTOMER CONCERN NOT DUPLICATED - BRAKES			
Comment		CSI Tech 625 ROBERTS, BOB COND CODE : 0J FAIL CODE : 6C Line Auth: DB 09/04/09 16:39			
Type: W					
			Subtotal		
			LABOR MECHANICAL		8.18
			258 CHARGE TO	670	8.18-
			TOTAL CHARGE FOR CONCERN		0.00
Concern	52	CUSTOMER STATES ACCESSORY OUTLET IS INOP	Operation	Tech	Amount
Cause		ACCESSORY FUSE BLOWN	N1720	477	\$ 5.40
Correction		FUSE REPLACEMENT			
Comment		CSI			
Parts		Part Number PO# Note Description	Qty	Sell	
		000 088861352 FUSE	1	1.43	1.43
		Parts: Count 1.00 Allowance: 0.57			
		Tech 477 HERSH, RICHARD			
		COND CODE : 0J FAIL CODE : 6C			
		FP- 080061352			

UNLESS OTHERWISE NOTED, ALL PARTS ITEMIZED ON THIS INVOICE ARE NEW GENERAL MOTORS PARTS.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE.

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75872 CC086480 01/09/01

Adv: 265 ROBERT M HAWKINS		Tax: 0090	License: [REDACTED]	1G1AL58F0 87 [REDACTED]	Page: 2	Invoice: W43839
Invoice to: VLADIC, CARLO				Driver/Owner: VLADIC, CARLO		
Invoiced: 09/05/09 11:35:44 LE				08 CHEVROLET COBALT LT 4DR SUN SILVER		
Type: W	Line Auth: DB	09/04/09 18:39		Subtotal PARTS 2.00 LABOR MECHANICAL 5.40 258 CHARGE TO 67D 7.40- TOTAL CHARGE FOR CONCERN 0.00		
Concern 53	Cause	CUSTOMER STATES AT TIMES WHEN SHUTS ENGINE OFF, IT SHAKES- STARTED AND SHUT OFF 20 TO 30 TIMES ?		Operation	Tech	Amount
Correction	Comment	CUSTOMER CONCERN NOT DUPLICATED - ENGINE CONTROLS AND FUEL CUSTOMER SATISFACTION		J9992	711	\$ 8.18
		Tech 711 MCKERNAN, JERRY				
		COND CODE : 03				
		FAIL CODE : 6C				
Type: W	Line Auth: DR	09/04/09 16:40		Subtotal LABOR MECHANICAL 8.18 258 CHARGE TO 67D 8.18- TOTAL CHARGE FOR CONCERN 0.00		
Summary of Charges for Invoice W43839				Payment Distribution for Invoice W43839		
PARTS		2.00		FAC WARRANTY		0.00
LABOR MECHANICAL		21.76		TOTAL CHARGE		0.00
258 CHARGE TO 67D		23.76-				
TOTAL CHARGE		0.00				
If you have any questions - please see ROBERT M HAWKINS IN ORDER TO PROVIDE BETTER SERVICE, FAIRWAY NOW OFFERS SERVICE RESERVATIONS CALL 558-2483						

UNLESS OTHERWISE NOTED, ALL PARTS ITEMIZED ON THIS INVOICE ARE NEW GENERAL MOTORS PARTS.

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Sep. 14. 2009 2:39PM

USA Mortgage # 29118

No. 8285 9. 24

SERVICE INVOICE



(702) 982-4000
findlaychevy.com

Co.# 17

Sold To: LAS VEGAS NV Business Phone: Home Phone:	Service Order Number		Service Advisor		VIN	
	42368		NICOLAS MANNING		1G1AL58F097	
	Color	Year	Make/Model	License	Engine	Blk #
	ULTRA SILVER ME	2008	CHEVROLET COBALT LT2		2.2L I4MFI	170971
	Mileage In/Out	Tag	Delivery Date	Rate	Doc. Count	Plan
	4353 /	7082	2/05/2008		1	
	Tax Exempt		Date/Time In		Date/Time Out	
		11/13/2008 13:34		11/13/2008 16:37		

-----mail:-----

LINE 1 VEHICLE HAS TAPPING NOISE COMING FROM INSIDE
DASH AREA BEHIND STEERING WHEEL WHEN HITTING
BUMPS AT 5-10 MPH.

TECH COMM: ORDERED NEW STEERING COLUMN

REPAIR 1 SOP
CPCODE: 999

SALE TYPE: W

WTY

PRIMARY TECH: 125
WARR PARTS: 1

PARTS	DESC	FP	QTY	PRICE	SALE TYPE
GM	19200752 COLUMN	N	1		W

SP. ORD

FRANK THANKS YOU FOR YOUR BUSINESS (NICE)

CUSTOMER SIGNATURE

CUSTOMER TOTAL \$.00

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 findlaychevy.com

**SERVICE
 INVOICE**

Co.# 17

Sold To: [REDACTED] LAS VEGAS NV Business Phone: [REDACTED] Home Phone: [REDACTED]	Service Order Number		Service Advisor		VIN	
	71419		NICHOLAS MANNING		1G1AL58F087 [REDACTED]	
	Color	Year	Make/Model	License	Engins	Stk #
	ULTRA SILVER ME	2008	CHEVROLET COBALT L2	655UBE	2.2L 4MFI	170971
	Mileage In/Out	Tag	Delivery Date	Rate	Doc. Count	Plan
	7405 /	1063	2/05/2008		1	
	Tax Exempt		Date/Time In		Date/Time Out	
		8/17/2009 16:02		8/19/2009 12:11		

-----email:-----

LINE 1 CLUNKING NOTED THRU THE STEERING WHEEL
 SEE HISTORY -

TECH COMM: INTERNAL NOISE IN STEERING COLUMN. PER GM DOC#
 2239750 CORRECTION #1 REPLACED STEERING COLUMN
 ASS'Y. ROAD TESTED / OK.

REPAIR 1 STEERING COLUMN
 OPCODE: 999

SALE TYPE: W

WTY

PRIMARY TECH: 119
 WARR PARTS: 1

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	WTY
GM	19200752 COLUMN KI Y		1		W	WTY

LINE 2 WHEN TURNED ALL THE WAY IN EITHER DIRECTION, STICK
 ING

TECH COMM: REPAIR MADE ON LINE #1

REPAIR 1 SEE LINE 1
 OPCODE: 999

SALE TYPE: W

WTY

PRIMARY TECH: 119

LINE 3 STEERING WHEEL IS NOT CENTERED
 TECH COMM: REPAIR MADE ON LINE #1

REPAIR 1 SEE LINE 1
 OPCODE: 999

SALE TYPE: W

WTY

PRIMARY TECH: 119

FRANK THANKS YOU FOR YOUR BUSINESS (NICE)

CUSTOMER SIGNATURE _____

CUSTOMER TOTAL

\$.00

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SERVICE
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Co.# 17

Sold To: [REDACTED] LAS VEGAS NV [REDACTED] Business Phone: [REDACTED] Home Phone: [REDACTED]	Service Order Number		Service Advisor		VIN	
	49900		NICHOLAS MANNING		1G1AL58F087 [REDACTED]	
	Color	Year	Make/Model	License	Engine	Stk #
	ULTRA SILVER ME	2008	CHEVROLET COBALT L2		2.2L 4MFI	170971
	Mileage In/Out	Tag	Delivery Date	Rate	Doc. Count	Plan
	6056 /	7076	2/05/2008		1	
	Tax Exempt		Date/Time In		Date/Time Out	
		3/06/2009 15:57		3/07/2009 14:43		

-----email:-----

LINE 1 INSTAL SOP STEERING COLUMN
 TECH COMM: REPLACED STEERING COLLUM

REPAIR 1 STEERING COLUMN
 OPCODE: 999

SALE TYPE: W

WTY

PRIMARY TECH: 156
 WARR PARTS: 1

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	WTY
GM	19200752 COLUMN KI	Y	1		W	

WTY

LINE 2 FREE-MULTI POINT INSPECTION

REPAIR 1 INSPECTION
 OPCODE: 999
 PRIMARY TECH: 156

SALE TYPE: ID

\$.00

FRANK THANKS YOU FOR YOUR BUSINESS (NICE)

CUSTOMER SIGNATURE _____

CUSTOMER TOTAL

\$.00

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**SERVICE
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Co.# 17

Sold To: [REDACTED] LAS VEGAS NV [REDACTED] Business Phone: [REDACTED] Home Phone: [REDACTED]	Service Order Number		Service Advisor		VIN	
	49323		NICHOLAS MANNING		1G1AL58F087 [REDACTED]	
	Color	Year	Make/Model	License	Engine	Stk.#
	ULTRA SILVER ME	2008	CHEVROLET COBALT L2		2.2L L4MFI	170971
	Mileage In/Out	Tag	Delivery Date	Rate	Doc. Count	Plan
	5962 /	7834	2/05/2008		2	
Tax Exempt			Date/Time In		Date/Time Out	
			2/26/2009 7:49		2/26/2009 14:17	

-----email:-----

LINE 1 VEHICLE STILL HAS CLUNK IN STEERING WHEN GOING
 OVER BUMPS SLOWLY
 TECH COMM: PER DOC# 2239750 STEP#1 EXCESSIVE BACKLASH IN
 COLUMN. PART ORDERED.

REPAIR 1 SOP STEERING COLUMN
 OPCODE: 999

SALE TYPE: W WTY

PRIMARY TECH: 119
 WARR PARTS: 1

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	
GM	19200752 COLUMN KI N		1		W	*SP.ORD*

LINE 2 C/S AFTER MAKING LEFT TURN STEERING WHEEL DOES
 NOT RETURN TO CENTER
 TECH COMM: SEE LINE #1 FOR REPAIRS

REPAIR 1 SEE LINE 1
 OPCODE: 999

SALE TYPE: W WTY

PRIMARY TECH: 119

LINE 3 FREE-MULTI POINT INSPECTION

REPAIR 1 INSPECTION
 OPCODE: 999
 PRIMARY TECH: 119

SALE TYPE: ID \$.00

LINE 4* C/S CIGAR LIGHTER IS INOP

FC: 6G

TECH COMM: VERIFIED THE CONCERN AND DIAGNOSE, REPLACED THE
 A 20 AMP FUSE AND RETEST THE SYSTEM.
 NOTE NO LIGHTER ELEMNT WAS IN THE VEHICLE
 POSSIBLE INTERNAL SHORT.

REPAIR 1 FUSE - REPLACE
 OPCODE: N1720
 HRS: .20
 PRIMARY TECH: 116
 WARR PARTS: 1

SALE TYPE: W WTY

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75872 0000000 0 (01/09)

Adv: 265 ROBERT M HARKINS		Tag: 0090	License: [REDACTED]	1G1AL58FG 87 [REDACTED]	Page: 1	Invoice: W43839
Invoice to [REDACTED] LAS VEGAS, NV Home: [REDACTED] Work: [REDACTED]				Driver/Owner Information [REDACTED] LAS VEGAS, NV Home: [REDACTED] Work: [REDACTED]		
For Office Use				Vehicle Information		
Odometer in: 7647	Out:	Dist: CHV WAR W	Prelim:	G8 CHEVROLET COBALT LT 4DR SDN SILVER		
	MFG: CHV					
Began: 09/03/09	Done: 09/04/09	Invoiced: 09/05/09 11:25 LE	Inservice: 09/05/09			
Customer Concern						
Concern 51	CUSTOMER STATES LOUD RATTLING SOUND DRIVING SLOW OVER LANE DIVIDER BUMPS, ADVISOR RODE WITH CUST. RD. TEST 4 MIS., INSPT. RD. TEST WITH ADVISOR. NO BRK. NOISE AT THIS TIME.			Operation	Tech	Amount
Cause	CUSTOMER CONCERN NOT DUPLICATED - BRAKES			H9991	625	8.18
Correction	CSI					
Comment	Tech: 625 ROBERTS, BOB					
	COND CODE : 0J					
	FAIL CODE : 6C					
	Line Auth: DB 09/04/09 16:39					
Type: W				Subtotal		
				LABOR MECHANICAL		5.18
				258 CHARGE TO		8.18-
				TOTAL CHARGE FOR CONCERN		0.00
Concern 52	CUSTOMER STATES ACCESSORY OUTLET IS INOP			Operation	Tech	Amount
Cause	ACCESSORY FUSE BLOWN			N172C	477	5.40
Correction	FUSE REPLACEMENT					
Comment	CSI					
Parts	Part Number	PO#	Note	Description	Qty	Sell
	900 063861352			FUSE	1	1.43
	Parts: Count	1.00	Allowance:	0.37		
	Tech: 477 HERSH, RICHARD					
	COND CODE : 03					
	FAIL CODE : 5C					
	FP- 068851352					

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75872 00000000 01/01/09

Actv: 265 ROBERT M HAWKINS		Tag: 0090	License: [REDACTED]	1G1AL38F0 87 [REDACTED]	Page: 2	Invoice: W43839
Invoice to: VLADIC, DARIJA			Driver/Owner: VLADIC, DARIJA			
Invoiced: 09/05/09 11:35:44 LF			06 CHEVROLET COBALT LT 4DR SDN SILVER			
Type: W	Line Auth: DB 09/04/09 16:29			Subtotal		
				PARTS		2.00
Concern 53 Cause Correction Comment	CUSTOMER STATES AT TIMES WHEN SHUTS ENGINE OFF, IT SHAKES. STARTED AND SHUT OFF 20 TO 30 TIMES ? CUSTOMER CONCERN NOT DUPLICATED - ENGINE CONTROLS AND FUEL CUSTOMER SATISFACTION Tech 711 MCKERNAN, JERRY COND CODE : 0J FAIL CODE : 6C Line Auth: DB 09/04/09 16:40			LABOR MECHANICAL		5.40
				258 CHARGE TO	67D	7.40-
				TOTAL CHARGE FOR CONCERN		0.00
Type: W				39992	711	3 8.18
			Subtotal			
			LABOR MECHANICAL		8.18	
			258 CHARGE TO	67D	8.18-	
			TOTAL CHARGE FOR CONCERN		0.00	
Summary of Charges for Invoice W43839				Payment Distribution for Invoice W43839		
PARTS			2.00	FAC WARRANTY		0.00
LABOR MECHANICAL			21.76	TOTAL CHARGE		0.00
258 CHARGE TO	67D		23.76-			
TOTAL CHARGE			0.00			
If you have any questions - please see ROBERT M HAWKINS IN ORDER TO PROVIDE BETTER SERVICE, FAIRWAY NOW OFFERS SERVICE RESERVATIONS CALL 558-2483						

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75872 C:\GAS\K.O. (11/09)

Adv: 265 ROBERT M HAWKINS		Tag: 0090	License: [REDACTED]	1G1AL58FC 87 [REDACTED]	Page: 3	Invoice: W43839
Invoice to: [REDACTED]				Driver/Owner: [REDACTED]		
Invoiced: 09/05/09 11:35:44 LE				08 CHEVROLET COBALT LT 4DR SDN SILVER		
Skill	Tech#	Start Time	Stop Time			
03	711	09/04/09 07:21	09/04/09 08:02			
04	477	09/04/09 10:44	09/04/09 13:22			
07	625	09/04/09 13:25	09/04/09 13:52			
Line	Tech	Action	Date/Time	Action	Date/Time	Elapsed Units Type
51	625	Begin	09/04/09 13:25	End	09/04/09 13:52	:27 .5
52	477	Begin	09/04/09 10:44	End	09/04/09 13:22	2:37 2.6
53	711	Begin	09/04/09 07:21	End	09/04/09 08:02	:39 .7

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**BBB AUTO LINE
Customer Claim Form**

Case number: CHV0944467
Contact Date: 09/09/09
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: Las Vegas	State: NV	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: 7800
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: Findlay Chevrolet, Las Vegas, NV			
Primary Servicing dealer/city/state: Findlay Chevrolet,			
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: 02/05/08		Mileage at purchase/lease:	
First repair attempt date: 02/06/09		First repair attempt mileage: 5962	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned 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:
Description of damage:			

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

After several changes of steering column clunking noise come back, I took back car to service and been told that is normal vibration as vehicle designed. Noise come under engine like metal to metal clunk. Clunking noise just getting more and more. Outcome can be fatal crash after several thousand miles.

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)

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

Case number: CHV0944467
Contact Date: 09/09/09
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: Las Vegas	State: NV	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: 7800
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: Findlay Chevrolet, Las Vegas, NV			
Primary Servicing dealer/city/state: Findlay Chevrolet,			
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: 02/05/08	Mileage at purchase/lease:		
First repair attempt date: 02/06/09	First repair attempt mileage: 5962		
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)

After several changes of steering column clunking noise come back, I took back car to service and been told that is normal vibration as vehicle designed. Noise come under engine like metal to metal clunk. Clunking noise just getting more and more. Outcome can be fatal crash after several thousand miles.

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

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



BBB AUTO LINE

AGREEMENT TO ARBITRATE

Date: 10/27/2009

Case Number: CHV0944467

Customer: [REDACTED]

Business: Chevrolet

Mfr-Info: 1716 NV 1G1AL58F087 [REDACTED]

**** REVISED ****

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 : 2008

All parties named above submit to arbitration the following:

* Sreering column clunking

The parties have come to agreement on the following:

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

Consumer : Repairs

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:



GMC

HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY (mrf)

October 7, 2009

Edith Newton
800-955-5100 ext. 512
NV

Re: [REDACTED]
BBB case # CHV0944467
2008 Chevrolet Cobalt
VIN # 1G1AL58F087 [REDACTED]

To Whom It May Concern:

Manufacturer's Position:

General Motors regrets that [REDACTED] is dissatisfied with his 2008 Chevrolet Cobalt. We have and will continue to address all concerns per the terms of the warranty.

[REDACTED] concern is that the steering column has a clunking noise when going over bumps. [REDACTED] has also obtained legal representation and has since started the process of legal action against GM. A "cash settlement offer" has been made to [REDACTED] and his attorney from GM legal department. The customer's concern is not a defect in the vehicle. The dealer has completed necessary repairs to the vehicle and it is operating to factory specifications. Due to the vehicle operating to specifications, General Motors would not recommend repurchasing the customer's vehicle.

We do not believe their vehicle has significant loss of use, value or safety of the vehicle and the concern for [REDACTED] vehicle has been addressed. General Motors would not agree to repurchase or replace the vehicle.

Sincerely,

Heather Morris
General Motors
Business Resource Center
Phone: 866-790-5700 ext. 21117
Fax# 866-263-6939

Magoo's

Inspection Report

Automotive Consultants Inc.

P.O. Box 6789
Ventura, CA 93006

Office (800) 831-6907 Fax (805) 676-3443

Assignment Information

102618374 Call Received 10/26/2009 6:34 PM
Re-Inspect Date Inspected 11/2/2009

Claim Information

Contract # CHV0944467 Claim/File #
Contract Holder [REDACTED]
Yr/Mk/Md 2008 Chevrolet Cobalt
Mileage: 7800 VIN-Last 6 [REDACTED]

Verified Vehicle Information

Complete VIN 1G1AL58F087 [REDACTED]
Mileage 7970 When sold
License Tag [REDACTED] Mfg Date 11/07

Warranty Company

BBB Auto Line
Adjuster Jim Gurgani
Verbal Report Given To
Magoo's Date 11/2/2009 3:12 PM

Vehicle Location

Residence
9100 Falamingo Rd. #2103
Las Vegas, NV
Vladic Milan (702) 818-5935
Verified Torn Down With Labor Rate
Vladic Date 11/2/2009 9:00 AM

INSPECTION REQUEST

Customers alternate number is (702) 882-9635. ****YOU ARE RESPONSIBLE for READING and FOLLOWING ALL "SPECIAL REQUIREMENTS" for this client.**** Customer is off on Monday and Tuesday and if he is not there his wife is. Problem/ Symptom: (1) Steering column clunking. Does the problem/symptom exist? What examinations or tests did you perform? If the problem/symptom exists what is the likely cause? Please explain how you reached this conclusion. : Please contact the vehicle owner to make the inspection appointment as soon as possible. Please notify Magoo's of the inspection date.

REPAIR ORDER	DATED	Name on RO	No repair order	Driven/Towed	N/A
COMPLAINT					
none					

SERVICE HISTORY Service History Availability Not available

No service history records were made available at the time of inspection

Service Stickers Door Sticker Info No door stickers were found

BODY Model Cobalt # Door 4 Body Type Sedan Options A/C, P/B, P/S

ENGINE TYPE 2.2 Twin Overhead Cam, 16 Valve, EFI, Straight 4 Cylinder

TRANSMISSION TYPE Automatic, 4 Speed, Front wheel drive

CONDITION OF VEHICLE General Condition Good

Signs of Abuse No signs of abuse

Signs of Collision No signs of collision

Modifications No visible modifications

Commercial Use No evidence of commercial use

Tow Package No towing equipment

Tires 205/55R16 oem

ENGINE OIL Oil Level Full

Oil Condition Clean

BELTS/HOSES Condition Good

Hose/Belt Comments

RADIATOR Condition Good

Rust No rust is visible

Reservoir Clean

COOLANT	Level: Full	Condition	Clean
----------------	-------------	-----------	-------

TRANSMISSION FLUID	Oil Level	N/A	Oil Condition	N/A
---------------------------	-----------	-----	---------------	-----

Drive Axle Fluid	N/A	Freeze Plug Condition	N/A
-------------------------	-----	-----------------------	-----

State Of Assembly

Fully assembled.

Problem/ Symptom: (1) Steering column clunking.

Does the problem/symptom exist? Yes

What examinations or tests did you perform? Test drove the vehicle for approximately 9 miles on various terrain and speeds and there is no noises in forward or reverse gears. When going over the speed bumps at an angle in the apartment complex of the vehicle owners residence there is a very light clunk in the steering shaft and when sitting still and moving the steering wheel back and forth at times there is a very light clunk feel in the steering wheel and only does it when your searching for a clunk. This is not an obvious clunk must really pay attention to the vehicle. There is no signs of impact damage or abuse to the vehicle.

If the problem/symptom exists what is the likely cause? Steering intermediate shaft or normal backlash in the steering.

Please explain how you reached this conclusion: Test drove the vehicle for approximately 9 miles on various terrain and speeds and there is no noises in forward or reverse gears. When going over the speed bumps at an angle in the apartment complex of the vehicle owners residence there is a very light clunk in the steering shaft and when sitting still and moving the steering wheel back and forth at times there is a very light clunk feel in the steering wheel.

Inspector: Dan J Stocking

ASE Certificate #OU5NQ4VI9STOCK

Master Automobile Technician

Engine Repair, exp. 12/2012

Manual Drive Train & Axles, exp. 12/2012

Suspension & Steering, exp. 12/2012

Brakes, exp. 12/2012

Electrical Systems, exp. 12/2012

Heating & Air Conditioning, exp. 12/2012

Engine Performance, exp. 12/2012

This inspection and the opinions expressed are exactly that, opinions. Many parts perform perfectly up until the moment of failure. Failure may occur suddenly and without any prior warning. Due to the cursory nature of the inspection, the location, the constraints, and the lack of diagnostic tools, the inspector, and/or Magoo's Automotive Consultants, Inc. cannot accept liability for failures that may occur after the inspection has been completed.

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

Customer: [REDACTED]	SR #: 71-752062140	BBB#: CHV0944467
----------------------	--------------------	------------------

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

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

Section 1

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	15,491.25
MSRP (from BARS Invoice screen)	- 17,140.00
Subtract the MSRP from the Purchase Price (If positive, look for Overallowance)	<input type="checkbox"/> (1,648.75)

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

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

Section 3

Trade Allowance (from Bill of Sale)	0.00
Payoff on Trade (from Bill of Sale)	-
Subtract the Payoff on Trade from the Trade Allowance If negative, the Payoff on the Trade is higher than the Trade Allowance. This is Negative Equity.	<input type="checkbox"/>

Section 4

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	15,491.25
Incentives not included in the Purchase Price (from BARS and Incentive Acknowledgement sheet) Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	- 1,000.00
Overallowance/Negative Equity (use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	- 0.00
Subtract the Incentives and the Overallowance/Negative Equity from the Purchase Price. This is the Actual price of the vehicle that should be presented to the BBB on the Agreement to Arbitrate (ATA).	<input type="checkbox"/> 14,491.25

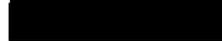
If Overallowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, verify with Team Lead before submitting information to BBB.



September 14, 2009

Heather Morris,

Here are the documents that you requested on Siebel Request 71-752062140


2008 Chevrolet Cobalt

If you need anything else please let us know.

Sincerely

A handwritten signature in black ink, appearing to read "Ralph Cody", written over a diagonal line.

Ralph Cody
Findlay Chevrolet
Service Manager
702-982-4031



Reno/Sparks/Carson City (775) 684-4DMV (4368)
Las Vegas area (702) 486-4DMV (4368)
Rural Nevada or Out of State (877) 368-7828
www.dmvnv.com

DEALER, REBUILDER, OR LESSOR'S REPORT OF SALE OR LEASE

This form must be completed in full

Please Print or Type in blue or black ink

Control # **A 351330**

Vehicle Identification Number

1	G	1	A	L	5	8	F	0	8	7	[REDACTED]				
---	---	---	---	---	---	---	---	---	---	---	------------	--	--	--	--

Year 2008 Body Type 4D SEDAN Model COBALT L2 Make CHEVROLET
 Fuel GAS MSRP 17,140.00 Unladen Weight _____ Axles _____
 Cylinders/Rotors 4 MSRP _____ Length _____ County Based In CLARK
 Date of Transaction 2/05/2008 Gross Weight _____ Placard Number 2011621
 Full Sale Price 15,491.25 Placard Expiration Date 3/07/2008
 Sales Tax Collected Yes No This transaction is a Sale Lease Rebuilt Vehicle? Yes No

Odometer Reading (as shown on apparatus) 7 **NO TENTHS**

- 1. Actual Miles
- 2. The mileage stated is in excess of its mechanical limits.
- 3. The odometer reading is not the actual mileage. **WARNING - ODOMETER DISCREPANCY**
- 4. Exempt - Model year over 9 years old.

Sold to:

Full Legal Name [REDACTED] and or

Nevada Driver's License, Identification Card Number, or FEIN for businesses [REDACTED]

Full Legal Name _____
First Middle Last

Nevada Driver's License, Identification Card Number, or FEIN for businesses _____

Physical Address [REDACTED] LAS VEGAS, NV [REDACTED]
City State Zip Code

Mailing Address [REDACTED] LAS VEGAS, NV [REDACTED]
Address City State Zip Code

Lienholder/Lessor Name WACHOVIA DEALER SERVICES, INC.

Nevada Driver's License, Identification Card Number, or FEIN for businesses [REDACTED]

Address P O BOX 19733 IRVINE, CA 92623
Address City State Zip Code

Seller's Business Name FINDLAY CHEVROLET

DMV Business License Number D27968

Mailing Address 6800 S TORREY PINES DR LAS VEGAS, NV 89118
Address City State Zip Code

Authorized Representative Printed Name [Signature]

Authorized Representative Signature [Signature]

NRS Chapter 482 requires the selling dealer to submit this copy to the DMV, at the address above.

CERTIFICATE OF ORIGIN FOR A VEHICLE

9038



RBLPD019
INVOICE NO.
1AD15682528

DATE
11/01/07

VEHICLE IDENTIFICATION NO.
1G1AL58F087

YEAR
2008

MAKE
CHEVROLET

BODY TYPE
4 DOOR

SHIPPING WEIGHT
2817

H.P. (S.A.E.)
18.4

G.V.W.R.
3799

NO. CYLS.
04

SERIES OR MODEL
1AL69

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.

FINDLAY CHEVROLET
6800 S TORREY PINES
LAS VEGAS

13915 MJJDQF

NV 89118-3267

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 *

GENERAL MOTORS CORPORATION
& SUBSIDIARIES

BY: *Richard C. ...*
(SIGNATURE OF AUTHORIZED REPRESENTATIVE) (AGENT)

G51338097

DETROIT

MI 48243-1114

CITY - STATE

GM 521 REV. 10-05

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT



GMC HUMMER



(excludes Saturn)

CUSTOMER NAME: _____

VIN: 1 G / 1 / A / L / 5 / 8 / F / O B / 17 _____

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) be 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:

<u>Incentive Program Reference</u>	<u>Amount</u>	<u>GM Incentive Code</u>
<u>CWE</u>	\$ <u>1,000.00</u>	_____
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____
Total Incentive Amount Received		\$ <u>1,000.00</u>

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 INCENTIVE 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 be by the Dealer, name below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery on 02-05-08 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 No

b. **Term 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, 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 Service be cancelled.

Purchase/Lessee Signature: _____ Date: 02-05-08

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 the 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: _____ Date: 02-05-08
Dealership Name: FINDLAY CHEVROLET Dealer Code: 13915

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.

White Copy - Dealer Yellow Copy - Customer



6800 South Torrey Pines Blvd. • Las Vegas, NV 89118
Phone: 702-982-4000 Fax: 702-982-4050

RETAIL PURCHASE ORDER

Purchaser's Name(s): [REDACTED] Deal #: 1014505
 Address: [REDACTED] LAS VEGAS, NV [REDACTED] Date: 2/05/2008
 Home Telephone: [REDACTED] Work Telephone: [REDACTED] County: CLARK
 Social Security#: [REDACTED] D.L./State I.D.# [REDACTED] DOB: 2/29/1940
 Issuing State: [REDACTED] Exp. Date: [REDACTED]

The above information has been requested so that we may verify your identity in accordance with the USA Patriot Act. By signing below, you represent that you are at least 18 years of age and have authority to enter into this Agreement. The Odometer Reading for the Vehicle you are purchasing is accurate unless indicated otherwise. Please refer to the Federal Mileage Statement for full disclosure.

YEAR	2008	MAKE	CHEVROLET	MODEL	COBALT L2	COLOR	ULTRA SILVER ME	STOCK NO	[REDACTED]
SERIAL NO.	1G1AL58F087 [REDACTED]			ODOMETER READING	7	THE VEHICLE IS: <input type="checkbox"/> NEW <input type="checkbox"/> USED			
THIS VEHICLE IS BEING PURCHASED FOR: <input type="checkbox"/> PERSONAL USE <input type="checkbox"/> BUSINESS PURPOSES <input type="checkbox"/> AGRICULTURAL USE				PRIOR USE DISCLOSURE: <input type="checkbox"/> DEMONSTRATOR <input type="checkbox"/> FACTORY OFFICIAL <input type="checkbox"/> RENTAL <input type="checkbox"/> OTHER					
WARRANTY STATEMENT					CASH PRICE OF VEHICLE				
Our Dealership is selling this Vehicle to you AS-IS. We make no representations, promises or warranties, express or implied, as to the merchantability of the Vehicle or whether the Vehicle is suitable or fit for the particular purpose intended, unless we have done so in this Retail Purchase Order or in a separate written agreement signed by us. However, if we make an express warranty in this Order or in a separate written agreement or, within 90 days after the date of this Order, we enter into a service contract with you that applies to the Vehicle, the exclusion of implied warranties set forth in this paragraph does not exclude any implied warranties that may exist with respect to the Vehicle during the term of the agreement in which the express warranty is made. Any warranties by a manufacturer or supplier other than our Dealership are theirs, not ours, and only such manufacturer or supplier shall be liable for performance under such warranties. We neither assume nor authorize any other person to assume for us any liability in connection with the sale of the Vehicle and the related goods and services.					OTHER GOODS/SERVICES				
					N/A				
					N/A				
					N/A				
					N/A				
					N/A				
EMISSION INSPECTION FEE					N/A				
DOCUMENTARY FEES					399.00				
TAXABLE SELLING PRICE					15,890.25				
SALES TAX					1,231.49				
REGISTRATION FEE					N/A				
TITLE FEE					28.25				
Year: [REDACTED] Make: [REDACTED] Model: [REDACTED] Color: [REDACTED]					N/A				
Serial No: [REDACTED] Odometer Reading: [REDACTED]					N/A				
Trade-In Allowance: [REDACTED] Payoff Balance & Lienholder: [REDACTED]					N/A				
<input type="checkbox"/> DEPOSIT/ <input checked="" type="checkbox"/> PARTIAL PAYMENT: The sum of \$ <u>6,150.00</u> was received from you as a Deposit/Partial Payment. It is not refundable, except as set forth in this Agreement. In the case of a Deposit, we will refrain from selling the Vehicle for [REDACTED] days. X					N/A				
OTHER MATERIAL UNDERSTANDINGS AND INTEGRATED DOCUMENTS									
<input type="checkbox"/> If box is marked, please see attached Delivery Confirmation <input checked="" type="checkbox"/> If box is marked and you sign here, the attached Spot Delivery Agreement-Notice of Resolssion Rights is applicable to this Agreement. X									
TOTAL DUE					17,149.99				
TRADE-IN SALES TAX CREDIT					N/A				
DEPOSIT/PARTIAL PAYMENT					6,150.00				
REBATE(S)					1,000.00				
UNPAID BALANCE DUE					9,999.99				

I have read and accept the terms and conditions of this Agreement, including the terms and conditions that appear on the reverse side, and hereby acknowledge that this Agreement is complete and accurately reflects the Agreements between the Dealership and myself. I further acknowledge receipt of a copy of this Agreement. This Agreement shall not become binding until accepted by an Authorized Dealership Representative.

Purchaser: [REDACTED]

Accepted by Authorized Dealership Representative: [Signature]

Purchaser: [REDACTED]

Buyer's/Name(s): [REDACTED] CREDITOR: FUNDAY CHEVROLET
 Name: [REDACTED] Address: 6800 S TORREY PINES DR
 Address: [REDACTED] City: LAS VEGAS County: CLARK
 City: LAS VEGAS County: CLARK State: NV Zip: 89118
 State: NV Zip: [REDACTED] Phone: (702) 482 4000
 Bus. Phone: [REDACTED] Res. Phone: [REDACTED]
 Stock No. 170971 Salesman MARGOS PELAEZ Date 7/01/08

SECTION B: DISCLOSURE MADE IN COMPLIANCE WITH FEDERAL TRUTH-IN-LENDING ACT

ANNUAL PERCENTAGE RATE	The cost of your credit as a yearly rate: 2.99 %
FINANCE CHARGE	The dollar amount the credit will cost you: \$ 2,651.21
Amount Financed	The amount of credit provided to you or on your behalf: \$ 9,999.99
Total of Payments	The amount you will have paid after you have made all payments as scheduled: \$ 12,651.20
Total Sales Price	The total cost of your purchase on credit, including your down payment of \$7,150.00: \$ 19,811.20

Your payment schedule will be:

Number of Payments	Amount of Payments	When Payments Are Due
71	175.85	MONTHLY BEGINNING 7/21/08
1 FINAL PM	175.85	DUE ON 7/21/14

INSURANCE: Credit life insurance, credit disability insurance and debt cancellation coverage, which is also known as GAP coverage, are not required to obtain credit, and will not be provided unless you sign and agree to pay the additional cost.

Type	Premium	Term	Signature(s)
Credit life:	\$ N/A	N/A	I want credit life insurance: <input checked="" type="checkbox"/> SIGNATURE(S)
Joint credit life:	\$ N/A	N/A	We want joint credit life insurance: <input checked="" type="checkbox"/> SIGNATURE(S)
Credit disability:	\$ N/A	N/A	I want credit disability insurance: <input checked="" type="checkbox"/> SIGNATURE(S)
Credit life and disability:	\$ N/A	N/A	I want credit life and disability insurance: <input checked="" type="checkbox"/> SIGNATURE(S)
Joint credit life and disability:	\$ N/A	N/A	We want joint credit life and single disability insurance: <input checked="" type="checkbox"/> SIGNATURE(S)
Debt cancellation coverage (GAP coverage)	\$ N/A	N/A	I want debt cancellation coverage (GAP Coverage): <input checked="" type="checkbox"/> SIGNATURE(S)

You may obtain property insurance from anyone you want that is acceptable to the Creditor above. If you get the insurance from the Creditor you will pay \$ N/A and the term of the insurance will be N/A

Security: You are giving a security interest in the goods or property being purchased.
 Other (Check if applicable) _____
 Filing fee \$ N/A Nonfiling insurance \$ N/A
Late Charge: If a payment is more than 10 days late, you will be charged \$15 or 8 percent of the payment, whichever is less.
Prepayment: If you pay off early, you will not have to pay a penalty.

See your contract documents for any additional information about nonpayment, default, any required repayment in full before the scheduled date, and penalties.

SECTION D: VEHICLE RETAIL INSTALLMENT CONTRACT AND SECURITY AGREEMENT

This contract is made the 5th (day) of FEBRUARY (month) of 2008 (year), between you, the Buyer(s) shown above, and us, the Seller shown as Creditor above. Having been quoted a cash price and a credit price and having chosen to pay the credit price (shown as the Total Sales Price in Section B above), you agree to buy and we agree to sell, subject to all the terms of this contract, the following described vehicle, accessories and equipment (all of which are referred to in this contract as "Collateral"):

New or Used: NEW Year and Make: 2008 CHEVROLET
 Series: COBALT Body Style: 4D SEDAN No. Cyl.: 4

If truck, ton capacity: _____

Manufacturer's Serial Number: 1G1AL58F087 [REDACTED]

Use for which purchased: Personal Business Agriculture

- INCLUDING:
- | | | |
|--|---|---|
| <input type="checkbox"/> Sun/Moon Roof | <input type="checkbox"/> Air Conditioning | <input type="checkbox"/> Automatic Transmission |
| <input type="checkbox"/> Power Steering | <input type="checkbox"/> Power Door Locks | <input type="checkbox"/> Power Seats |
| <input type="checkbox"/> Power Windows | <input type="checkbox"/> Tilt Wheel | <input type="checkbox"/> Vinyl Top |
| <input type="checkbox"/> Cassette | <input type="checkbox"/> Cruise Control | <input type="checkbox"/> AM/FM Stereo |
| <input type="checkbox"/> Compact Disc Player | | |

SECTION C: ITEMIZATION OF AMOUNT FINANCED

1. Vehicle Selling Price	\$ 15,491.25
Plus: Documentary Fees	\$ 399.00
Plus: Emission Inspection Fee	\$ N/A
Plus: Other ()	\$ N/A
Plus: Other (<u>VTR</u>)	\$ N/A
Taxable Selling Price	\$ 15,890.25
2. Total Sales Tax	\$ 1,231.49
3. Amounts Paid to Public Officials	
a. Tinting Fee	\$ 28.25
b. Registration Fee	\$ N/A
c. Other ()	\$ N/A
TOTAL OFFICIAL FEES (Add 3a through 3c)	\$ 28.25
4. Plus Other Charges	
a. Extended Service Contract*	\$ N/A
b. Driveaway Permit	\$ N/A
c. Other ()	\$ N/A
d. Other ()	\$ N/A
Total OTHER CHARGES (Add 4a through 4d)	\$ N/A
5. Total Cash Sales Price (Add 1 through 4)	\$ 17,149.99
6. Gross Trade-In Allowance	\$ N/A

YEAR MAKE MODEL Minus: Payoff Balance \$ N/A
 Net Trade-In Allowance \$ N/A

ULTRA SILVER MET
 Color Tires

Lic No

Section 9.14. 2009 2:33 PM USA Mortgage (in Section B above), until paid in full, together with interest and mortgage, at the Annual Percentage Rate disclosed above.

To secure such payment, you grant to us a purchase money security interest under the Uniform Commercial Code in the Collateral and in all accessions to and proceeds of the Collateral. Insurance in which we or our assignee are named as beneficiary or loss payee, including any proceeds of such insurance or refunds of unearned premiums, or both, are assigned as additional security for this obligation and any other obligation created in connection with this sale. We, our successors and assigns, hereby waive any other security interest or mortgage which would otherwise secure your obligations under this contract except for the security interests and assignments granted by you in this contract.

Address where Collateral will be located:

Street [REDACTED] City LAS VEGAS

County CLARK State NV

Your address after receipt of possession of Collateral:

Street [REDACTED] City LAS VEGAS

County CLARK State NV

NOTICE OF RESCISSION RIGHTS

If buyer signs here, the notice of rescission rights on the reverse side is applicable to this contract.

Buyer's Signature X

Co-Buyer's Signature X

STATE DISCLOSURE REQUIREMENTS: The provisions of Section B and Section C above are incorporated into this agreement for purposes of state disclosure requirements.

Additional Terms and Conditions: The additional terms and conditions set forth on the reverse side hereof are a part of this contract and are incorporated herein by reference.

OPTION: You pay no Finance Charge if the Total Amount Financed, item No. 12, Section C, is paid in full on or before the (day) of (month) of (year).

SELLER'S INITIALS:

NOTICE TO BUYER

Do not sign this agreement before you read it or if it contains any blank spaces. You are entitled to a completed copy of this agreement. If you fail to perform your obligations under this agreement, the vehicle may be repossessed and you may be liable for the unpaid indebtedness evidenced by this agreement.

If you are buying a used vehicle with this contract, as indicated in the description of the vehicle above, federal regulation may require a special buyer's guide to be displayed on the window.

THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

The text of the preceding two paragraphs is set forth below in Spanish.

Si usted está comprando un vehículo usado mediante este contrato según la descripción del vehículo arriba, la ley federal podrá exigir que la ventanilla demuestre una guía especial para el comprador.

LA INFORMACIÓN QUE USTED VE EN LA FORMA DE VENTANILLA PARA ESTE VEHÍCULO ES PARTE DE ESTE CONTRATO. LA INFORMACIÓN EN LA FORMA DE VENTANILLA DOMINA CUALESQUIER ESTIPULACIÓN CONTARIA EN EL CONTRATO DE VENTA.

BUYER AND CO-BUYER ACKNOWLEDGE RECEIPT OF A TRUE AND COMPLETELY FILLED-IN COPY OF THIS CONTRACT AND THE ABOVE DISCLOSURE AT THE TIME OF SIGNING.

LIABILITY INSURANCE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS IS NOT INCLUDED UNLESS OTHERWISE INDICATED IN SECTION C ABOVE.

Buyer: X Date: 2/05/08 Co-Buyer: X Date:
 Creditor: PINDIAY CHEVROLET Date: 2/05/08 By: X Title:

a. Trade-In Sales Tax Credit	No. 8285 P. 7
b. Cash	\$ <u>0,000.00</u>
c. Manufacturer's Rebate	\$ <u>1,000.00</u>
d. Other ()	\$ <u>N/A</u>
Down Payment (Add 7a through 7d)	\$ <u>7,150.00</u>
8. TOTAL DOWN PAYMENT AND NET TRADE-IN ALLOWANCE (Add 6 and 7)	\$ <u>7,150.00</u>
9. UNPAID BALANCE OF CASH SALES PRICE (Subtract 8 from 5)	\$ <u>9,099.99</u>
10. Plus Optional Insurance Charges*	
a. Credit Life Insurance Premium	
Paid to () Term ()	\$ <u>N/A</u>
b. Credit Disability Insurance Premium	
Paid to () Term ()	\$ <u>N/A</u>
c. Debt Cancellation Coverage (GAP Coverage)	
Paid to () Term ()	\$ <u>N/A</u>
d. Other Insurance	
Paid to () Term ()	\$ <u>N/A</u>
11. Other Amounts Financed	
a. <u> </u>	
Paid to ()	\$ <u>N/A</u>
b. <u> </u>	
Paid to ()	\$ <u>N/A</u>
12. TOTAL AMOUNT FINANCED (Add 9, 10 and 11)	\$ <u>9,999.99</u>

*Seller may retain or receive a portion of this amount.

LAW FORM NO. 553NV (REV. 2003)
 © 2003 Reynolds and Reynolds. TO ORDER: www.reynolds.com; 1-800-344-0296; fax 1-800-521-9255
 THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

DEALER COPY

Simple Interest Contract: This is a simple interest contract. The Finance Charge, Total of Payments and Payment Schedule set forth in the disclosure on the reverse side may differ. The first payment may differ depending upon the dates payments are received and events which occur after this contract is made. For example, early payments will have the effect of reducing your final payment, while late payments will cause your final payment to be higher. Your promise requires you to pay the final payment on the date due, which payment will be equal to all unpaid sums due under this contract, even if the amount of the final payment differs from the amount of final payment disclosed on the reverse side hereof.

Default: If you default in the performance of any of the terms and conditions of this agreement, including, but not limited to, taking of a payment later than 30 days after the date due, or you become insolvent, or file any proceeding under U.S. Bankruptcy Code, or upon your demise, or if the vehicle is damaged or destroyed, we may at our option and without notice or demand (1) declare all unpaid sums immediately due and payable, (2) file suit against you for all unpaid sums, and (3) take immediate possession of the vehicle. Upon taking possession of the vehicle and giving notice as provided by law, if you do not redeem the vehicle, we will sell it at public or private sale. We may purchase the vehicle at any sale. The proceeds of the sale will be applied first to the expenses of retaking, reconditioning, storing and selling the vehicle and the remainder will be applied to the unpaid balance of the contract.

(REVERSE SIDE OF CONTRACT)
 (Simple Interest)
 (CONT'D) ADDITIONAL TERMS AND CONDITIONS

2008 COBALT 4-DOOR LT SEDAN /L4G
 95U ULTRA SILVER METALLIC /L4G
 14C GRAY
 ORDER NO. MJJDQF/TRE STOCK NO.
 VIN 1G1AL58F087
 *****13*13915S

GENERAL MOTORS CORPORATION
 & SUBSIDIARIES
 RENAISSANCE CENTER
 DETROIT MI 48243-1114
 VEHICLE INVOICE 1AD15682528

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1AL69 COBALT 4-DOOR LT SEDAN	14410.00	13617.45	INVOICE 11/01/07
AP3 REMOTE VEHICLE START	190.00	167.20	SHIPPED 11/01/07
CTB REVOLUTION EDITION PACKAGE	995.00	875.60	EXP I/T 11/16/07
*WHEELS, 16" ALUMINUM, MACHINE FACED (REPLACES STD/OPT WHEELS)			INT COM 11/16/07
*CHROME EXHAUST TIP			PRC EFF 11/01/07
*REAR SPOILER			KEYS G2310 G2310
*ANTILOCK BRAKE SYSTEM			WFP-S QTR OPT-1
*BODY COLOR, BODYSIDE MOLDINGS			BANK: GMAC - 021
			CHG-TO 13-915
FE9 FEDERAL EMISSIONS	N/C	N/C	SHIP WT: 2817
L61 2.2L DOHC 4 CYL ENGINE	N/C	N/C	HP: 18.4
MX0 TRANSMISSION, 4 SPD AUTOMATIC	925.00	814.00	GMS: 15748.65
			SUPPLR: 16450.59
			MRM: 17140.00
			MEMO 676.00

TOTAL MODEL & OPTIONS	16520.00	15474.25	ACT 231	15598.65
DESTINATION CHARGE	620.00	620.00	H/B 261	495.60
LAM DEALER CONTRIBUTION		165.20	ADV 261	165.20
LAM GROUP CONTRIBUTION		206.50	EXP 65A	206.50

TOTAL 17140.00 16465.95 PAY 310 16465.95
 MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 15754.20

 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.

FINDLAY CHEVROLET
 REMIT TO GMAC NO. 021
 VIN 1G1AL58F087
 \$ 16465.95 INV 1AD15682528
 DUE 11/16/07 DEALER 13-915



Las Vegas, NV 89118
(702) 982-4000
findlaychevy.com

SERVICE INVOICE

Co.# 17

Sold To:		Service Order Number		Service Advisor		VIN	
[REDACTED]		71419		NICHOLAS MANNING		1G1AL58F087 [REDACTED]	
LAS VEGAS NV [REDACTED]		Color	Year	Make/Model	License	Engine	Stk #
Business Phone: [REDACTED]		ULTRA SILVER ME	2008	CHEVROLET COBALT L2	[REDACTED]	2.2L L4MFI	[REDACTED]
Home Phone: [REDACTED]		Mileage In/Out	Tag	Delivery Date	Rate	Doc. Count	Plan
		7405 /	1063	2/05/2008		1	
Tax Exempt				Date/Time In		Date/Time Out	
				8/17/2009 16:02		8/18/2009 12:11	

-----email:-----
 LINE 1 CLUNKING NOTED THRU THE STEERING WHEEL
 SEE HISTORY -
 TECH COMM: INTERNAL NOISE IN STEERING COLUMN. PER GM DOC#
 2239750 CORRECTION #1 REPLACED STEERING COLUMN
 ASS'Y. ROAD TESTED / OK.

Auth B

REPAIR 1 STEERING COLUMN
 OPCODE: 999 E7680 1.0 SALE TYPE: W WTY
 PRIMARY TECH: 119
 WARR PARTS: 1

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	WTY
GM	19200752 COLUMN KI Y		1		W	WTY

LINE 2 WHEN TURNED ALL THE WAY IN EITHER DIRECTION, STICK
 ING
 TECH COMM: REPAIR MADE ON LINE #1

REPAIR 1 SEE LINE 1
 OPCODE: 999 SALE TYPE: W WTY
 PRIMARY TECH: 119

LINE 3 STEERING WHEEL IS NOT CENTERED
 TECH COMM: REPAIR MADE ON LINE #1

REPAIR 1 SEE LINE 1
 OPCODE: 999 SALE TYPE: W WTY
 PRIMARY TECH: 119

FRANK THANKS YOU FOR YOUR BUSINESS (NICE)

CUSTOMER SIGNATURE [REDACTED] CUSTOMER TOTAL \$.00

Disclaimer of Warranties

The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

SHOP COPY

Sold To:	PRINTED: 16:02:13	DATE:	08/17/09
		V.L.N.#:	1G1AL58F087
		MILEAGE:	7405
		DEL DATE:	02/05/08
		MILES:	7
		IN-SERV-DATE:	02/05/08
		LICENSE #:	655UBE
		YEAR:	08
		MAKE:	CHEVROLET
		MODEL:	COBALT L2
		ENGINE:	2.2L I4MFI
		TRANSMISSION:	
		COLOR:	ULTRA SIL

[REDACTED]
 LAS VEGAS
 Business Phone: [REDACTED]
 Home Phone: [REDACTED]
 EMAIL ADDRESS: [REDACTED]

Service Advisor #:	48	Service Order #:	7007149	Tag #:	1063	Reference SO#:	17
Customer #:		Stock #:	1	Labor Rate:	.00	Attention:	
Doc. Count:	1	Payment Type:	CASH	Diag Code:		Promise Date/Time:	08/17/09 18:00:00

DISCLAIMER OF WARRANTIES
 Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

Comments:			ESTIMATE				
L#	CODES	SERVICES REQUESTED	ST	F.I.S.	LABOR	PARTS	TOTAL
1	119	CLUNKING NOTED THROUGH THE STEERING WHEEL SEE HISTORY -	W	E7680	1.0		
2		WHEN TURNED ALL THE WAY IN EITHER DIRECTION, SHOCKING	W				
3		STEERING WHEEL IS NOT CENTERED	W				

COME BACK

I hereby authorize the repair work herein set forth to be done along with necessary materials and agree that I am not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipment by supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic lien is hereby acknowledged on above vehicle to secure the amount of the repairs hereof. The dealership is not responsible for damage from flooding due to leak of [REDACTED]

CUSTOMER SIGNATURE

NICHOLAS MANNING		ESTIMATE TOTAL:	
HOURS	LABOR	PARTS	MISC
HAZDS	MISC	DEDUCT	TAXES
			TOTAL

LABOR RECORD

COMPLAINT: ① CLUNKING NOTED THROUGH STEERING WHEEL

CAUSE: INTERNAL NOISE IN STEERING COLUMN FROM GEAR BACKLASH, LOOSENESS, PER GM DOC # 2239750 CORRECTION #1

CORRECTION: REPLACED STEERING COLUMN, ROAD TESTED / OK.

LINE #1
FLAG SHEET
TECH 119
FLAG SHEET

AUG 18 '09 AM 9:55
AUG 18 '09 AM 11:00

STRAIGHT TIME (HOURS)	FLAT RATE	ROW NO. 71419	TIME OFF
	1	OPER. NO. E7680	8-18-09
	0	EMP. NO. 119	ON

COMPLAINT:
CAUSE:

② REPAIR MADE ON LINE #1

CORRECTION:

FLAG SHEET

③ REPAIR MADE ON LINE #1

CAUSE:

FLAG SHEET

CORRECTION:

FLAG SHEET

COMPLAINT:

CAUSE:

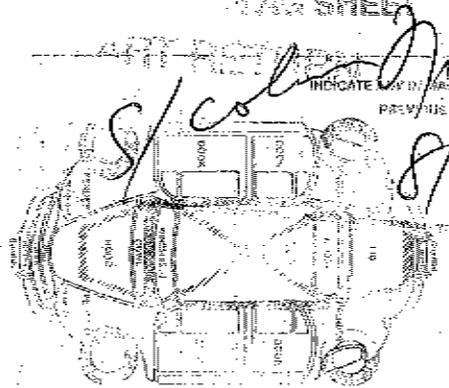
CORRECTION:

COMPLAINT:

CAUSE:

CORRECTION:

ENGINE: 150
 4 CYL 6 CYL V6 V8 DIESEL
 TRANSMISSION:
 3 SPEED 4 SPD 5 SPD AUTO TYPE
 ACCESSORIES:
 ABS AIR AIR AIR
 TIRE CONDITION
 LF: _____ RF: _____
 LR: _____ RR: _____
 BRAKE CONDITION
 LF: _____ % RF: _____
 LR: _____ % RR: _____
 FUEL GAUGE
 1/4 _____ 1/2 _____ FULL _____
 QUALITY TECH _____
 WORKMAN ASM _____
 FOREMAN'S SIGNATURE _____



INDICATE BY CHECKING ONE OR MORE OF VEHICLE PREVIOUS DAMAGE
 PRIOR DAMAGE
 REPAIR
 FLOOD
 COLLISION
 OTHER

Sep. 14, 2009 2:34PM USA Mortgage No. 8285 P. 10



Las Vegas, NV 89118
(702) 982-4000
findlaychevy.com

SERVICE INVOICE

Co.# 17

Sold To:		Service Order Number		Service Advisor		VIN	
[REDACTED]		71738		NICHOLAS MANNING		1G1AL58F067 [REDACTED]	
LAS VEGAS NV [REDACTED]		Color	Year	Make/Model	License	Engine	Stk.#
Business Phone: [REDACTED]		ULTRA SILVER ME	2008	CHEVROLET COBALT L2	[REDACTED]	2.2L L4MFI	[REDACTED]
Home Phone: [REDACTED]		Mileage In/Out	Tag	Delivery Date	Rate	Doc. Count	Plan
		7421 /	9472	2/05/2008		1	
		Tax Exempt		Date/Time In		Date/Time Out	
				8/21/2009 8:56		8/21/2009 15:06	

-----email:

LINE 1 CHECK FRONT END RATTLE WHILE DRIVING
TECH COMM: NOTHING ABNORMAL FOUND. ROAD TESTED A NEW COBALT FOR COMPARISON.

REPAIR 1 NO PROBLEM FOUND
OPCODE: 999

SALE TYPE: W

WTY

PRIMARY TECH: 119

FRANK THANKS YOU FOR YOUR BUSINESS (NICE)

CUSTOMER SIGNATURE _____

CUSTOMER TOTAL

\$.00

COBALT 8-21-09

Disclaimer of Warranties

The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

SHOP COPY

Sold To: [REDACTED]
 LAS VEGAS, NV
 Business Phone: [REDACTED]
 Home Phone: [REDACTED]
 EMAIL ADDRESS: [REDACTED]

PRINTED: 8:56:11

DATE:	08/21/09
V.I.N.#:	1G1AL58F087
MILEAGE:	7421
DEL DATE:	02/05/08
MILES:	7
IN-SERV DATE:	02/05/08
LICENSE #:	635UBE
YEAR:	08
MAKE:	CHEVROLET
MODEL:	COSALT L2
ENGINE:	2.2L 4MFI
TRANSMISSION:	
COLOR:	ULTRA SIL

Service Advisor #: 48	Service Order #: 71738	Tag #: 3472	Reference SO#: 17
Customer #:	Stock #: [REDACTED]	Labor Rate: .00	Attention:
Doc. Count: 1	Payment Type: CA	Diag Codes:	Promise Date/Time: 08/21/09 18:00:00

DISCLAIMER OF WARRANTIES
 Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

Comments:

			ESTIMATE				
L#	CODES	SERVICES REQUESTED	ST	HRS	LABOR	PARTS	TOTAL
1	119	CHECK FRONT END RATTLE WHILE DRIVING Normal condition as compared to A similar vehicle 	W				

I hereby authorize the repair work herein set forth to be done along with necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by supplier or manufacturer. I hereby grant you/our employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of the repairs herein. The dealership is not responsible for damage from freezing due to lack of anti-freeze.

X _____
 CUSTOMER SIGNATURE

Original Estimate

NICHOLAS MANNING	ESTIMATE TOTAL:	
HOURS	LABOR	MISC
PARTS	TAXES	TOTAL
DISCOUNT	DEDUCT	

LABOR RECORD

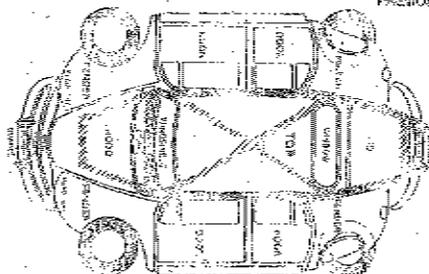
TECH 119
N/C

FLAG SHEET

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE
PREVIOUS TO MAKING REPAIRS.

PRIOR DAMAGE

RF RR
FL BL
LF LR



①

COMPLAINT: CHECK FRONT END RATTLE WHILE DRIVING

CAUSE: NOTHING ABNORMAL FOUND.

A ROAD TESTED ANOTHER D8 COBALT

CONNECTION: TO COMPAIR.

COMPLAINT:

CAUSE:

B CONNECTION:

COMPLAINT:

CAUSE:

C CONNECTION:

COMPLAINT:

CAUSE:

D CONNECTION:

COMPLAINT:

CAUSE:

E CONNECTION:

ENGINE: CID
4 CYL 6 CYL V6 V8 DIESEL
TRANSMISSION:
3 SPD 4 SPD 5 SPD AUTO TYPE
ACCESSORIES:
ABS P/B A/C AIR OTHER _____

TIRE CONDITION:

LF _____	RF _____
LR _____	RR _____

SHAKE CONDITION:

LF _____	% RF _____	%
LR _____	% RR _____	%

FUEL GAUGE

1/4	1/2	FULL
-----	-----	------

QUALITY TECH _____

CONTROL ASST _____

FOREMAN'S SIGNATURE _____



USA Mortgage
Las Vegas, NV 89118
(702) 982-4000
findlaychevy.com

Co.# 17

Sold To: LAS VEGAS NV Business Phone: Home Phone:	Service Order Number		Service Advisor		VIN	
	49900		NICHOLAS MANNING		1G1AL58F087	
	Color	Year	Make/Model	License	Engine	Stk.#
	ULTRA SILVER ME	2008	CHEVROLET COBALT L2		2.2L L4MFI	
	Mileage In/Out	Tag	Delivery Date	Rate	Doc. Count	Plan
	6056 /	7076	2/05/2008		1	
	Tax Exempt		Date/Time In		Date/Time Out	
		3/06/2009 15:57		3/07/2009 14:43		

-----email:-----

LINE 1 INSTAL SOP STEERING COLUMN
TECH COMM: REPLACED STEERING COLLUM

REPAIR 1 STEERING COLUMN
OPCODE: ~~999~~ E7080 1.4 SALE TYPE: W WTY
PRIMARY TECH: 156
WARR PARTS: 1

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	WTY
GM	19200752 COLUMN KI Y		1		W	

LINE 2 FREE-MULTI POINT INSPECTION

REPAIR 1 INSPECTION
OPCODE: 999 SALE TYPE: ID \$.00
PRIMARY TECH: 156

FRANK THANKS YOU FOR YOUR BUSINESS (NICE)

CUSTOMER SIGNATURE CUSTOMER TOTAL \$.00

60-6-09 PASSED

Disclaimer of Warranties

The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

SHOP COPY

Sold To: [Redacted]
 PRINTED: 15:57:45
 [Redacted]
LAS VEGAS NV
 Business Phone: [Redacted]
 Home Phone: [Redacted]
 EMAIL ADDRESS: [Redacted]

DATE: 03/06/09
 V.I.N.#: 1G1AL58F087 [Redacted]
 MILEAGE: 6056
 DEL. DATE: 02/05/08
 MILES: 7
 IN-SERV-DATE: 02/05/08
 LICENSE #:
 YEAR: 08
 MAKE: CHEVROLET
 MODEL: COBALT L2
 ENGINE: 2.2L I4MFI
 TRANSMISSION:
 COLOR: ULTRA SIL

Service Advisor #: 48	Service Order #: 49900	Tag #: 7076	Reference SO#: 17
Customer #:	Stock #: [Redacted]	Labor Rate: .00	Attention:
Doc. Count: 1	Payment Type: CA	Diag Codes:	Promise Date/Time: 03/06/09 18:00:00

DISCLAIMER OF WARRANTIES
 Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaim all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

Comments:

ESTIMATE

L#	CODES	SERVICES REQUESTED	ST	HRS.	LABOR	PARTS	TOTAL
1	15G	INSTAL SOP STEERING COLUMN <i>Column B Steering Column</i>	W	1.4	E768D		
2	MPI 15G	FREE-MULTI POINT INSPECTION <i>NIC</i>	ID				

I hereby authorize the repair work herein set forth to be done along with necessary materials and agree that you are not responsible for loss of or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by supplier or transporter. I hereby grant you or your employees permission to operate the vehicle hereby described on streets, highways or parking areas during the repair.
 [Redacted Signature]
CUSTOMER SIGNATURE

Original Estimate

NICHOLAS MANNING	ESTIMATE TOTAL:			
HOURS	LABOR	PARTS	NT ITEM	MISC
HAZDS	DISC	DEDC	TAXES	TOTAL

Sold To:		Service Order Number		Service Advisor		VIN	
[REDACTED]		49323		NICHOLAS MANNING		1G1AL58F067 [REDACTED]	
LAS VEGAS NV		Color	Year	Make/Model	License	Engine	Stk #
Business Phone: [REDACTED]		ULTRA SILVER ME	2008	CHEVROLET COBALT L2		2.2L 4MFI	170971
Home Phone: [REDACTED]		Mileage In/Out	Tag	Delivery Date	Rate	Doc. Count	Plan
		5962 /	7834	2/05/2008		2	
		Tax Exempt		Date/Time In		Date/Time Out	
				2/26/2009 7:49		2/26/2009 14:17	

-----email:-----

LINE 1 VEHICLE STILL HAS CLUNK IN STEERING WHEN GOING OVER BUMPS SLOWLY
 TECH COMM: PER DOC# 2239750 STEP#1 EXCESSIVE BACKLASH IN COLUMN. PART ORDERED.

REPAIR 1 SOP STEERING COLUMN
 OPCODE: 999 SALE TYPE: W WTY

PRIMARY TECH: 119
 WARR PARTS: 1

PARTS
 GM 19200752 DESC COLUMN KI N FP QTY 1 PRICE SALE TYPE W *SP.ORD*

LINE 2 C/S AFTER MAKING LEFT TURN STEERING WHEEL DOES NOT RETURN TO CENTER
 TECH COMM: SEE LINE #1 FOR REPAIRS

REPAIR 1 SEE LINE 1
 OPCODE: 999 SALE TYPE: W WTY

PRIMARY TECH: 119

LINE 3 FREE-MULTI POINT INSPECTION

REPAIR 1 INSPECTION.
 OPCODE: 999 SALE TYPE: ID \$.00

PRIMARY TECH: 119

LINE 4* C/S CIGAR LIGHTER IS INOP FC: 6G

TECH COMM: VERIFIED THE CONCERN AND DIAGNOSE, REPLACED THE A 20 AMP FUSE AND RETEST THE SYSTEM. NOTE NO LIGHTER ELEMNT WAS IN THE VEHICLE POSSIBLE INTERNAL SHORT.

REPAIR 1 FUSE - REPLACE
 OPCODE: N1720 SALE TYPE: W WTY
 HRS: .20
 PRIMARY TECH: 116
 WARR PARTS: 1

Disclaimer of Warranties

The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

Sold To: [REDACTED]	Service Order Number		Service Advisor		VIN	
	49323		NICHOLAS MANNING		1G1AL58F087 [REDACTED]	
	Tag	Doc. Count	Date/Time In		Date/Time Out	
	7834	2	2/26/2009 7:49		2/26/2009 14:17	

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	WTY
GM	88909755 FUSE KIT	Y	1		W	

"*" Following the line number denotes added operation.

FRANK THANKS YOU FOR YOUR BUSINESS (NICE)

CUSTOMER SIGNATURE [REDACTED]

CUSTOMER TOTAL \$.00

Disclaimer of Warranties

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(702) 982-4000
findlaychevy.com

Sold To

SHOP COPY

PRINTED: 7:49:27

[Redacted]
LAS VEGAS NV
Business Phone: [Redacted]
Home Phone: [Redacted]
EMAIL ADDRESS: [Redacted]

DATE:	02/26/09
V.I.N.#:	1G1AL58F087 [Redacted]
MILEAGE:	5962
DEL DATE:	02/05/08
MILES:	7
IN-SERV-DATE:	02/05/08
LICENSE #:	
YEAR:	03
MAKE:	CHEVROLET
MODEL:	COBALT L2
ENGINE:	2.2L 4MFI
TRANSMISSION:	
COLOR:	ULTRA SIL

Service Advisor #:	308	Service Order #:	49323	Tag #:	7834	Reference SO#:	17
Customer #:		Stock #:	[Redacted]	Labor Rate:	.00	Attention:	
Doc. Count:	1	Payment Type:	CA	Diag Codes:		Promise Date/Time:	02/26/09 18:00:00

DISCLAIMER OF WARRANTIES
Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaim all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

Comments:

			ESTIMATE				
L#	CODES	SERVICES REQUESTED	ST	HRS.	LABOR	PARTS	TOTAL
1		VEHICLE STILL HAS CLUNK IN STEERING WHEN GOING OVER BUMPS SLOWLY <i>B claim steering column</i>	W	E7680	1.4	(SOP)	
2		C/S AFTER MAKING LEFT TURN STEERING WHEEL DOES NOT RETURN TO CENTER	W				
3	MPI	FREE-MULTI POINT INSPECTION	ID				
4	116	C/S Cigarette lighter is mop	W	N1730	.2		

I hereby authorize the repair work herein set forth to be done along with necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of the repair bills.
[Redacted Signature]
CUSTOMER SIGNATURE

Original Estimate

CLIFFORD TOOSLEY	ESTIMATE TOTAL:			
HOURS	LABOR	PARTS	NT ITEM	MISC
HAZDS	DISC	DEDCT	TAXES	TOTAL

FEB 26 '09 AM
FEB 26 '09 AM

Sept. 14, 2009 2:37PM USA Mortgage

No. 8285 P. 20

VEH. STILL HAS CLUNK IN STEERING
WHEN GOING OVER BUMPS
PER DOC # 2239750 STEP #1 EXCESSIVE
BACKLASH IN COLUMN
PART ORDERED

SEE LINE #1

INSPECTION COMPLETED

Line 4

Verified the concern test the circuits found a 20 amp fuse
burnt, Replaced the fuse for the related circuit and refest.

T116

STRAIGHT TIME (HOURS)	FLAT RATE	RVD NO. 49323	TIME	OFF	4
	0.2	OPER. NO. N1720		2-26-09	
		EMP. NO. 116		ON	

TIME (MINUTES)

UP	RF
DN	RM

EXAMPLE INFORMATION

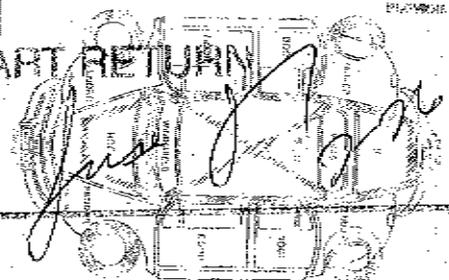
IF	% IF	%
IL	% IL	%

FUEL GAUGE

1/4	1/2	FULL
-----	-----	------

QUALITY TECH X
CONTROL ASM

FORWARD'S SIG. X



TRIP DAMAGE

REPAIRS
LPO LTD



USA Mortgage
 La Vegas, NV 89118
 (702) 982-4000
 findlaychevy.com

No. 8285 P. 21 SERVICE INVOICE
 Co.# 17

Sold To: LAS VEGAS NV Business Phone: Home Phone:	Service Order Number		Service Advisor		VIN	
	43443		NICHOLAS MANNING		1G1AL58F087	
	Color	Year	Make/Model	License	Engine	Stk.#
	ULTRA SILVER ME	2008	CHEVROLET COBALT L2		2.2L L4MFI	
	Mileage In/Out	Tag	Delivery Date	Rate	Doc Count	Plan
	4565 / 4565	7547	2/05/2008		1	
	Tax Exempt		Date/Time In		Date/Time Out	
		11/28/2008 17:44		11/29/2008 13:54		

-----email:-----
 LINE 1 INSTAL SOP STEERING COLUMN

TECH COMM: INSTALL SOP-STEERING COLUMN. TAPPING NOISE FROM DASH AREA BEHIND STEERING COLUMN WHEN TRAVELING OVER BUMPS 5-10 MPH. DIAGNOSED RATTLE NOISE COMING FROM COLUMN. REPLACED SOP STEERING COLUMN.

REPAIR 1 COLUMN ASSEMBLY, STEERING - REPLACE
 OPCODE: E7680 SALE TYPE: W
 HRS: 1.40
 PRIMARY TECH: 119
 WARR PARTS: 1

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	WTY
GM	19200752 COLUMN	Y	1		W	WTY

FRANK THANKS YOU FOR YOUR BUSINESS (NICE).

CUSTOMER SIGNATURE _____ CUSTOMER TOTAL \$.00

Closed 12-1-08
 (TP)

Disclaimer of Warranties

The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.



Sep. 14. 2009 2:38PM 6800 USA Mortgage Les Drive
 Las Vegas, NV 89118
 (702) 982-4000
 findlaychevy.com

No. 8285 P. 22 WORK ORDER

SHOP COPY

Sold To: [REDACTED] LAS VEGAS NV Business Phone: [REDACTED] Home Phone: [REDACTED] EMAIL ADDRESS: [REDACTED]	PRINTED: 17:44:14	DATE: 11/28/08
		V.I.N.#: 1G1AL58F087
		MILEAGE: 4565
		DEL DATE: 02/05/08
		MILES: 7
		IN-SERV-DATE: 02/05/08
		LICENSE #:
		YEAR: 08
		MAKE: CHEVROLET
		MODEL: COBALT L2
	ENGINE: 2.2L I4MFI	
	TRANSMISSION:	
	COLOR: ULTRA SIL	

Service Advisor #: 48	Service Order #: 43443	Tag #: 7547	Reference SO#: 17
Customer #:	Stock #: [REDACTED]	Labor Rate: .00	Attention:
Doc. Count: 1	Payment Type: CA	Diag Codes:	Promise Date/Time: 11/28/08 18:00:00

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaim all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

Comments: _____

			ESTIMATE				
L#	CODES	SERVICES REQUESTED	ST	HRS.	LABOR	PARTS	TOTAL
1	119	INSTAL SOP STEERING COLUMN	W	E7680	1.4		

I hereby authorize the repair work herein set forth to be done along with necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by supplier or transporter. I hereby request your mechanic permission to operate the vehicle herein described on streets, highways or elsewhere. I hereby acknowledge on above or damage from freezing due to

X [REDACTED]

CUSTOMER SIGNATURE

Original Estimate

NICHOLAS MANNING	ESTIMATE TOTAL:			
HOURS	LABOR	PARTS	NT ITEM	MISC
HAZDS	DISC	DEDCT	TAXES	TOTAL

Co.# 17

Sold To:		Service Order Number		Service Advisor		VIN	
[REDACTED]		42368		NICHOLAS MANNING		1G1AL58F087 [REDACTED]	
LAS VEGAS NV		Color	Year	Make/Model	License	Engine	Stk #
Business Phone: [REDACTED]		ULTRA SILVER ME	2008	CHEVROLET COBALT L2		2.2L I4MFI	[REDACTED]
Home Phone: [REDACTED]		Mileage In/Out	Tag	Delivery Date	Rate	Doc. Count	Plan
		4353 /	7082	2/05/2008		1	
		Tax Exempt		Date/Time In		Date/Time Out	
				11/13/2008 13:34		11/13/2008 16:37	

-----email:-----
 LINE 1 VEHICLE HAS TAPPING NOISE COMING FROM INSIDE
 DASH AREA BEHIND STEERING WHEEL WHEN HITTING
 BUMPS AT 5-10 MPH.
 TECH COMM: ORDERED NEW STEERING COLUMN
 REPAIR 1 SOP
 OPCODE: 999 SALE TYPE: W WTY
 PRIMARY TECH: 125
 WARR PARTS: 1
 PARTS
 GM 19200752 DESC COLUMNS FP QTY PRICE SALE TYPE
 N 1 W *SP.ORD*

FRANK THANKS YOU FOR YOUR BUSINESS (NICE)
 [REDACTED]

CUSTOMER SIGNATURE _____ CUSTOMER TOTAL \$:00

Disclaimer of Warranties

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CHEVROLET

(702) 982-4000
findlaychevy.com

SHOP COPY

Sold To: [REDACTED]
 PRINTED: 13:34:58
 LAS VEGAS NV
 Business Phone: [REDACTED]
 Home Phone: [REDACTED]
 EMAIL ADDRESS: [REDACTED]

DATE: 11/13/08
 V.I.N.#: 1G1AL58F087 [REDACTED]
 MILEAGE: 4353
 DEL. DATE: 02/05/08
 MILES: 7
 IN-SERV-DATE: 02/05/08
 LICENSE #:
 YEAR: 08
 MAKE: CHEVROLET
 MODEL: COBALT L2
 ENGINE: 2.2L L4MFI
 TRANSMISSION:
 COLOR: ULTRA SIL

Service Advisor #: 48	Service Order #: 42368	Tag #: 7082	Reference SO#: 17
Customer #:	Stock #: [REDACTED]	Labor Rate: .00	Attention:
Doc. Count: 1	Payment Type: CA	Diag Codes:	Promise Date/Time: 11/13/08 18:00:00

DISCLAIMER OF WARRANTIES
 Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

Comments:

L#	CODES	SERVICES REQUESTED	ESTIMATE				
			ST	HRS.	LABOR	PARTS	TOTAL
1		VEHICLE HAS TAPPING NOISE COMING FROM INSIDE DASH AREA BEHIND STEERING WHEEL WHEN HITTING BUMPS AT 5-10 MPH. <i>Part on order</i>	W				

I hereby authorize the repair work herein set forth to be done along with necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle. I am responsible for damage from freezing due to lock.

X [REDACTED]
 CUSTOMER SIGNATURE

Original Estimate

NICHOLAS MANNING	ESTIMATE TOTAL:		
HOURS	LABOR	PARTS	NET ITEM MISC
HAZDS	DISC	DEDCT	TAXES TOTAL

Co.# 17

Sold To:		Service Order Number		Service Advisor		VIN	
[REDACTED]		36689		NICHOLAS MANNING		1G1AL58F087 [REDACTED]	
LAS VEGAS NV		Color	Year	Make/Model	License	Engine	Stk #
Business Phone: [REDACTED]		ULTRA SILVER ME	2008	CHEVROLET COBALT L2		2.2L L4MFI	[REDACTED]
Home Phone: [REDACTED]		Mileage In/Out	Tag	Delivery Date	Rate	Doc. Count	Plan
		3172 /	6425	2/05/2008		1	
		Tax Exempt		Date/Time In		Date/Time Out	
				8/28/2008 13:03		8/28/2008 13:37	

-----email:-----

LINE 1* Franks Free Service
 TECH COMM: COMPLETE LOF
 T&B-153

REPAIR 1 LUBE OIL FILTER
 OPCODE: LOF
 PRIMARY TECH: 155

SALE TYPE: CL \$9.46

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	
GM	12345621 OIL10W30B N		5	2.280 CL		\$11.40

NET ITEM: M Krex SALE TYPE CL \$6.00

NET ITEM: M Oil Filter SALE TYPE CL \$6.84

LINE TOTAL \$33.70

"*" Following the line number denotes added operation.

FRANK THANKS YOU FOR YOUR BUSINESS (NICE)

CUSTOMER SIGNATURE [REDACTED]

LABOR	\$9.46
PARTS	\$11.40
NET ITEMS	\$12.84
MISC MATERIALS	\$1.23
TAX (NEVADA STATE SA)	\$1.97
CUSTOMER TOTAL	\$36.90
PAYMENT (FRANKS FREE)	\$36.90
	35.58

Disclaimer of Warranties

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SHOP COPY

Sold To: [REDACTED]
 PRINTED: 13:03:21
 LAS VEGAS NV
 Business Phone: [REDACTED]
 Home Phone: [REDACTED]
 EMAIL ADDRESS: [REDACTED]

DATE: 08/28/08
 V.I.N.#: 1G1AL58F087 [REDACTED]
 MILEAGE: 3172
 DEL. DATE: 02/05/08
 MILES: 7
 IN-SERV-DATE: 02/05/08
 LICENSE #:
 YEAR: 08
 MAKE: CHEVROLET
 MODEL: COBALT L2
 ENGINE: 2.2L I4 MFI
 TRANSMISSION:
 COLOR: ULTRA SIL

Service Advisor #: 48	Service Order #: 36689	Tag #: 6425	Reference SO#: 17
Customer #:	Stock #: [REDACTED]	Labor Rate: .00	Attention:
Doc. Count: 1	Payment Type: CA	Diag Codes:	Promise Date/Time: 08/28/08 18:00:00

DISCLAIMER OF WARRANTIES
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Comments:

L#	CODES	SERVICES REQUESTED	ESTIMATE				
			ST	HRS.	LABOR	PARTS	TOTAL
1	FFS	Franks Free Service	CL		9.46	11.40	36.90
	NET ITEM M	Krex					
	NET ITEM M	Oil Filter					
	LOF	LUBE OIL FILTER					
	GM	12345621 OIL10W30B		5		BULK	

Road Hazard Qualifications
 (Complete Inspection Required)

	LF	RF
Tread Depth	9	9
Condition	GOOD	
	LR	RR
Tread Depth	9	9
Condition	GOOD	

VIN #: 1G1AL58F087170971
 Account #: K 7705 08241 016

I hereby authorize the repair work herein set forth to be done along with necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle back of [REDACTED] liable for damage from freezing due to [REDACTED]

X _____

Original Estimate

NICHOLAS MANNING	ESTIMATE TOTAL:			
HOURS	LABOR	PARTS	NET ITEM	MISC
	9.46	11.40	12.84	1.23
HAZDS	DISC	DEDCT	TAXES	TOTAL
			1.97	36.90

COMPLAINT:

CAUSE:

CORRECTION:

ENGINE NO. _____
4-WHEEL DRIVE V8 6 CYL DIESEL

TRANSMISSION
5 SPEED 4 SPEED 3 SPEED AUTO DIFF

ADDRESS: _____
PS PB AS MR OTHER

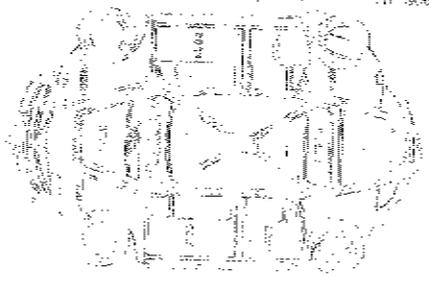
EMPLOYEE INFORMATION
FR _____
GR _____

QUALITY CONTROL
QUALITY _____
COSTS _____

LABOR RECORD

FLAG SHEET

STRAIGHT TIME (HOURS)	FLAT RATE	RO. NO. <u>36689</u>	TIME	OFF
	<u>3</u>	OPER. NO.		<u>LOF</u>
		EMP. NO. <u>155</u>		ON



EMPLOYEE SIGNATURE
DATE
TIME

Sep. 14. 2009 2:40PM

USA Mortgage

No. 8285 P. 29

SHOP COPY

Sold To:
FINDLAY CHEVROLET
 Business Phone:
 Home Phone:

PRINTED: 17:22:32

DATE:	11/16/07
V.I.N.#:	1G1AL58F087
MILEAGE:	9
DEL DATE:	00/00/00
MILES:	0
IN-SERV-DATE:	00/00/00
LICENSE #:	
YEAR:	08
MAKE:	CHEVROLET
MODEL:	COBALT L2
ENGINE:	2.2L 4MFI
TRANSMISSION:	
COLOR:	ULTRA SIL

Service Advisor #: 123	Service Order #: 19784	Tag #: 6420	Reference SO#: 17
Customer #:	Stock #:	Labor Rate: .00	Attention:
Doc. Count: 1	Payment Type: CA	Diag Codes:	Promise Date/Time: 11/16/07 18:00:00

DISCLAIMER OF WARRANTIES
 Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

Comments:

L#	CODES	SERVICES REQUESTED	ESTIMATE				
			ST	HRS.	LABOR	PARTS	TOTAL
1	PDI		PDI	1.3	\$7000		
2	220	DETAIL	IN	1.0			
3	220	WINDOW ETCH	IN	2			

I hereby authorize the repair work herein set forth to be done along with necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by supplier or transporter. I hereby grant you/our employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or repairs. I understand that you are not responsible for damage from heating due to lack of anti-freeze.

Original Estimate

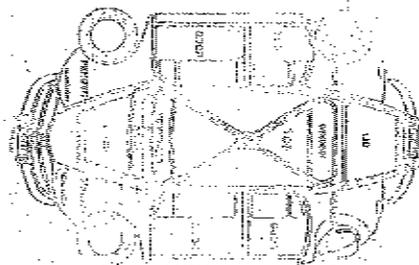
MATTHEW BALDWIN	ESTIMATE TOTAL:			
HOURS	LABOR	PARTS	NT ITEM	MISC
HAZDS	DISC	DEDCT	TAXES	TOTAL

X

Unit 1
Per form PDI Inspection
Tooth 118
HRS 1.3 @ 2000

FLAG SHEET

INDICATE ANY DAMAGE OR DEFECTS TO BE REPAIRED



STRAIGHT TIME (HOURS)	FLAT RATE	RO NO.	OPER. NO.	TIME	OFF
1.2		19784	220		ON
1.3		19784	118		ON
11/12					

STRAIGHT TIME (HOURS)	FLAT RATE	RO NO.	OPER. NO.	EMP. NO.	TIME	OFF
1.2		19784	220	2120		ON

4-17-07

COMPLAINT:

CAUSE:

CORRECTION:

COMPLAINT:

CAUSE:

CORRECTION:

COMPLAINT:

CAUSE:

CORRECTION:

COMPLAINT:

CAUSE:

CORRECTION:

ENGINE: CID _____

4 CYL 6 CYL 8 CYL 10 CYL 12 CYL DIESEL

TRANSMISSION: _____

3 SPEED 4 SPEED 5 SPEED AUTO TYPE _____

ACCESSORIES: _____

FUEL AIR AIR OTHER _____

ENGINE CONDITION

MI _____ / 32 _____ % LF _____ / 32 _____ %

HR _____ / 32 _____ % LR _____ / 32 _____ %

FUEL GAUGE

1/4 _____ 1/2 _____ FULL _____

QUALITY _____

CONTROL _____

FOREMAN'S SIG. X



September 14, 2009

Ralph Cody
Findlay Chevrolet
6800 S TORREY PINES
LAS VEGAS , NV 89118

Re: [REDACTED]
Siebel Request: 71-752062140
2008 Chevrolet Cobalt
VIN # 1G1AL58F087 [REDACTED]

Dear Mr. Cody:

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

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

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- 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,

Heather Morris
BRC Customer Relationship Specialist
Ph# 800-231-1841, prompt 1, extension 21117
FAX# 866-263-6939

Sold To:		Service Order Number		Service Advisor		VIN	
[REDACTED]		42368		NICHOLAS MANNING		1G1AL58F0B7 [REDACTED]	
LAS VEGAS NV [REDACTED]		Color	Year	Make/Model	License	Engine	Stk.#
Business Phone: [REDACTED]		ULTRA SILVER ME	2008	CHEVROLET COBALT L2		2.2L L4MFI	[REDACTED]
Home Phone: [REDACTED]		Mileage In/Out	Tag	Delivery Date	Rate	Doc. Count	Plan
		4353 /	7082	2/05/2008		1	
		Tax Exempt		Date/Time In		Date/Time Out	
				11/13/2008 13:34		11/13/2008 16:37	

-----email:-----

LINE 1 VEHICLE HAS TAPPING NOISE COMING FROM INSIDE
 DASH AREA BEHIND STEERING WHEEL WHEN HITTING
 BUMPS AT 5-10 MPH.
 TECH COMM: ORDERED NEW STEERING COLUMN

REPAIR 1 SOP
 OPCODE: 999

SALE TYPE: W WTY

PRIMARY TECH: 125
 WARR PARTS: 1

PARTS	DESC	FP	QTY	PRICE	SALE TYPE
GM	19200752 COLUMN	N	1		W

SP.ORD

FRANK THANKS YOU FOR YOUR BUSINESS (NICE)

CUSTOMER SIGNATURE [REDACTED]

CUSTOMER TOTAL \$100

Disclaimer of Warranties

The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

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

July 11, 2011

[REDACTED]
[REDACTED]
Lavale, MD [REDACTED]

Dear [REDACTED]

We sincerely regret that you experienced a concern with your 2005 Chevrolet Cobalt, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. After consideration, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$384.27. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

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

Sincerely,

Chevrolet Customer Assistance Center
Service Request 71-753131949

Sept 2, 2009

To:
Chevrolet

From

[REDACTED]

Fax # 1866-962-2868

Ph #

[REDACTED]

Case # 71-753131949



Mary. no Motor Vehicle Administration
6801 Ritchie Highway, N.E.
Glen Burnie, Maryland 21062

REGISTRATION CERTIFICATE

TAG NUMBER UNIT # STICKER NUMBER
MM7505 0007000

TITLE NUMBER		MAKE AND BODY STYLE OF VEHICLE			
[REDACTED]		CHEV 4S			
YEAR	CLASS	EXCEPT	VEHICLE IDENTIFICATION NUMBER		
05	A	N/A	1G1AKS2F957 [REDACTED]		
GR. VEIL. WT.	GR. COMB. WT.	FEE	EXPIRATION DATE		
3700	80N/A	128.00	04/30/11		
OWNER'S DRIVER LICENSE/SOUNDING NO.			CO-OWNER'S DRIVER LICENSE/SOUNDING NO.		
[REDACTED]			[REDACTED]		

NAME(S) AND ADDRESS OF REGISTERED OWNER(S)

[REDACTED]
LA VALE MD [REDACTED]

IMPORTANT NOTICE:

Maryland Law requires this vehicle be insured at all times.

Tags must be returned PRIOR to any cancellation of insurance on this vehicle.

Failure to comply will result in suspension of registration and penalty of up to \$2,500 per vehicle, per year.

Timbrook KIA

10210 Mount Savage Road • Cumberland, MD 21502
Phone: 301-777-28511
www.timbrook.com



Timbrook Buick, Pontiac, GMC, Cadillac

10201 Mount Savage Road NW • Cumberland, MD 21502
Phone: 301-722-8300 • Fax: 301-722-7868
www.timbrook.com



GMC



Timbrook Nissan

10345 Mount Savage Road NW • Cumberland, MD 21502
Phone: 301-777-8600 • Fax: 301-722-7899
www.timbrooknissan.com



CUSTOMER NO. 222036	ADVISOR JENNIFER GROWDEN	TAG NO. 165	INVOICE DATE 08/26/09	INVOICE NO. CVCS256195
[REDACTED] CUMBERLAND, MD	LABOR RATE	LICENSE NO.	MILEAGE 51,713	COLOR ARRIV BLUE/
	YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/4DR SDN LS	DELIVERY DATE 04/18/05		DELIVERY MILES
	VEHICLE I.D. NO. 1G1AK52F557	SELLING DEALER NO.		PRODUCTION DATE
RESIDENT PHONE	BUSINESS PHONE 304	COMMENTS	R.O. DATE 08/24/09	

LABOR & PARTS

J# 1 12N1Z **STEERING** TECH(S):42 **175.00**
 CHECK POWER STEERING-LIGHT COMING ON THEN GOING OFF-SHUT
 VEHICAL OFF COMES BACK ON-LOOSE POWER STEERING ALL ZGETHER
 TECH SCANNED THE SYSTEM FOR CODES C0475-CHECK CONNECTION EPS
 MOTOR POWER STEERING CONTROL MODULE ENSURING HARNESS CONNECT
 PROPERLY SEATED-CONNECTION NORMAL REPLACE EPS MOTOR ONLY-
 REPLACED COLUMN AND MOTOR

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	19209136	COLUMN KI 6.518	428.69	428.69
JOB # 1	1	20763801	MOTOR KIT 6.605	131.25	131.25
JOB # 1 TOTAL PARTS					559.94
JOB # 1 TOTAL LABOR & PARTS					734.94

The Seller, TIMBROOK AUTOMOTIVE, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and TIMBROOK AUTOMOTIVE neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the parts listed.

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

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$780.00 (+TAX)

TOTALS

Cash []	Charge []	Check [] #	TOTAL LABOR	175.00
		Credit Card [X] type... VISA	TOTAL PARTS	559.94
			TOTAL SUBLET	0.00
			TOTAL G.O.G.	0.00
			TOTAL MISC CHG.	0.00
			TOTAL MISC DISC	0.00
			TOTAL TAX	33.60
			TOTAL INVOICE \$	768.54

Date Paid **08.26.09**
 Received By **[Signature]**

Thank you for selecting
 Timbrook Buick Pontiac GMC and Cadillac
 To Service Your Vehicle

TIMBROOK PCM/CAD/NISS
 10201 MOUNT SAVAGE NW
 CUMBERLAND MD 21502
 301-722-8300

Timbrook Buick Pontiac GMC and Cadillac are not responsible for any damage to customer's vehicle while on premises.

Term ID: 71969148 Ref #: 0005

CUSTOMER SIGNATURE
[Signature]
 #12N1Z
 R C #GH50744

Sale

*****8908
 VISA Entry Method: Manual
 Total: \$ **768.54**
 08/26/09 16:08:50
 Inv #: 256195 Appr Code: 81247H
 Batch#: 000436
 AVS Code: EXACT MATCH Y
 CVV2 Code: MATCH N
 Zip Code:

North American Operations

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



CHECK No. [REDACTED]

50-95
213

DATE 09/10/09 *****384 DOLLARS *****27 CENTS *****AMOUNT *****384.27

[REDACTED]
 PAY TO THE ORDER OF
 LAVALE MD [REDACTED]

North American Operations
 General Motors Corporation
 Disbursement Account

Brian D. Albee
 SIGNATURE

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

AUDIT

[REDACTED]

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

VENDOR
 UNUS NO. BB 000000019 1

CHECK NO. [REDACTED]

VENDOR NAME [REDACTED]

PAYMENT DATE 09/10/09

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
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1G1AK52F557 [REDACTED]	09/09/09 71-753131949	VH: 1-CHNXTZ 1-CHNXTZ	00.0000	384.27	.00	384.27
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ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

M3

TOTAL	384.27	.00	384.27
--------------	--------	-----	--------

4310K

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

Issued by:
Chevrolet

Certificate No. 1G1AK52F857 [REDACTED]

Issue Date: July 11, 2011

Issued exclusively for: [REDACTED]

New London, CT [REDACTED]

Valid through: September 8, 2010

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

July 11, 2011

[REDACTED]
New London, CT [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: 71-753478608

Privileged and Confidential Information

CASE ASSESSMENT

By: Grace Ruiz State: South Carolina

Customer Name: [REDACTED] Service Request: 71-753608186 BBB Case No.: CHV0943844

Vehicle ID No.: 1G1AK12F657 [REDACTED] In Service Date: 8/22/2005 Vehicle is: used BAC Code: n/a customer only takes veh to independent

Year, Make Model: 2005 Chevrolet Cobalt Mileage at Time of BBB Filing: 50,000 Vehicle Purchased Used on: May 2007 at odometer 26,200

Lien holder: HSBC Auto Finance Sale Type: Purchase X CAM Name: Wes Preece

DVM Name: **DVM CONTACT IS NOT REQUIRED. THE CLAIM IS INELIGIBLE BASED ON THE AGE AND MILEAGE OF THE VEHICLE AT THE TIME OF FILING THE CLAIM WITH THE BBB AUTOLINE PROGRAM.**

Phone/Cell Number: N/A

Phone Number: 678-240-9832

Svc Mgr Name: **SERVICE MANAGER CONTACT IS NOT REQUIRED. THE CLAIM IS INELIGIBLE BASED ON THE AGE AND MILEAGE OF THE VEHICLE AT THE TIME OF FILING THE CLAIM WITH THE BBB AUTOLINE PROGRAM.**

VEHICLE REPAIR HISTORY

VEHICLE REPAIR HISTORY IS NOT REQUIRED. THE CUSTOMER'S CLAIM IS INELIGIBLE BASED ON THE AGE AND MILEAGE OF THE VEHICLE AT THE TIME OF FILING THEIR CLAIM WITH THE BBB AUTOLINE PROGRAM.

Has the vehicle ever been involved in an accident? yes

Did you confirm your answer with the customer? YES

What type of damage was sustained (example front end collision) N/A

_there was some front end damage where they had to replace the glass in the front window and the dash

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

Has the customer filed any insurances claims on this Vehicle? NO

If "Yes" obtain the following information below

Insurance Company: Progressive

Insurance Rep (First and Last Name) [REDACTED] N/A [REDACTED]

Phone N/A

Claim Made? NO **Claim Status:** NA

Claim _____

Did Insurance Company refer customer to GM? NA

Are there any Aftermarket Modifications to the Vehicle? no

Have you confirm this with the customer? YES

List: n/a

Was a Trade Repurchase offered to the customer? N/A

(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 **THE CLAIM IS INELIGIBLE BASED ON THE AGE AND MILEAGE OF THE VEHICLE AT THE TIME OF FILING THE CLAIM WITH THE BBB AUTOLINE PROGRAM.**

GM Program Summary Repurchase/Replacement: **THE CLAIM IS INELIGIBLE BASED ON THE AGE AND MILEAGE OF THE VEHICLE AT THE TIME OF FILING THE CLAIM WITH THE BBB AUTOLINE PROGRAM.**

Lemon Law Repurchase/Replacement: **THE CLAIM IS INELIGIBLE BASED ON THE AGE AND MILEAGE OF THE VEHICLE AT THE TIME OF FILING THE CLAIM WITH THE BBB AUTOLINE PROGRAM.**

GM Program Summary Repairs/Reimbursement for past repairs: **THE CLAIM IS INELIGIBLE BASED ON THE AGE AND MILEAGE OF THE VEHICLE AT THE TIME OF FILING THE CLAIM WITH THE BBB AUTOLINE PROGRAM.**

THE STATE LEMON LAW READS:

Days out of service: 30 calendar

Repairs: 3 or more for same non-conformity

Time period: Term of express warranty. 1st occurrence must be w/in 12 months or 12,000 mi.

Does Lemon Law state nonconformity must continue to exist? YES

If applicable, safety-related repairs: n/a

Safety-related time period: n/a

Number of repair attempts in the presumption period:

THE CLAIM IS INELIGIBLE BASED ON THE AGE AND MILEAGE OF THE VEHICLE AT THE TIME OF FILING THE CLAIM WITH THE BBB AUTOLINE PROGRAM.

Total days out of service during the presumption period:

THE CLAIM IS INELIGIBLE BASED ON THE AGE AND MILEAGE OF THE VEHICLE AT THE TIME OF FILING THE CLAIM WITH THE BBB AUTOLINE PROGRAM.

Total days out of service during customer's ownership:

THE CLAIM IS INELIGIBLE BASED ON THE AGE AND

MILEAGE OF THE VEHICLE AT THE TIME OF FILING THE CLAIM WITH THE BBB AUTOLINE PROGRAM.

Vehicle Meets Presumption of Lemon Law NO.

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

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: There is an on going problem with the power steering and GM fails to recall to correct the problem which is clearly unsafe and could cause an accident do to this manufacturing problem. Instead of GM taking responsibility they are making the consumer pay for the repairs.

DVM sts: **DVM CONTACT IS NOT REQUIRED. THE CLAIM IS INELIGIBLE BASED ON THE AGE AND MILEAGE OF THE VEHICLE AT THE TIME OF FILING THE CLAIM WITH THE BBB AUTOLINE PROGRAM.**

SVM sts: **SERVICE MANAGER CONTACT IS NOT REQUIRED. THE CLAIM IS INELIGIBLE BASED ON THE AGE AND MILEAGE OF THE VEHICLE AT THE TIME OF FILING THE CLAIM WITH THE BBB AUTOLINE PROGRAM.**

CRS Rationale: **THE CLAIM IS WITHOUT MERIT. THE CLAIM IS INELIGIBLE BASED ON THE AGE AND MILEAGE OF THE VEHICLE AT THE TIME OF FILING THE CLAIM WITH THE BBB AUTOLINE PROGRAM.**

What are the 3 main strengths of the customer's case to win repurchase through Lemon Law?
THE CLAIM IS WITHOUT MERIT. THE CLAIM IS INELIGIBLE BASED ON THE AGE AND MILEAGE OF THE VEHICLE AT THE TIME OF FILING THE CLAIM WITH THE BBB AUTOLINE PROGRAM.

What are the 3 mains weaknesses of the customer's case to win repurchase through Lemon Law?
THE CLAIM IS WITHOUT MERIT. THE CLAIM IS INELIGIBLE BASED ON THE AGE AND MILEAGE OF THE VEHICLE AT THE TIME OF FILING THE CLAIM WITH THE BBB AUTOLINE PROGRAM.

Decision reached by CRS: **THE CLAIM IS INELIGIBLE BASED ON THE AGE AND MILEAGE OF THE VEHICLE AT THE TIME OF FILING THE CLAIM WITH THE BBB AUTOLINE PROGRAM.**

CRS FINAL OFFER: NO GW OFFERED. THE CLAIM IS INELIGIBLE.		DATE:	CUST N/A
Goodwill: N/A- NO GW OFFERED.	Attorney Fees (if applicable): NA		

TEAM LEAD APPROVING:		Date:
----------------------	--	-------

**BBB AUTO LINE
Customer Claim Form**

Case number: CHV0943844
Contact Date: 08/28/09
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: Columbia	State: SC	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone: [REDACTED]	Cell phone:
Fax:	E-mail address: [REDACTED]	

SECTION 2: VEHICLE INFORMATION

Make: Chevrolet	Model: Cobalt	Year: 2005	Current mileage: 50063
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: Dick Smith Nissan, Inc, Columbia, SC			
Primary Servicing dealer/city/state: Jiffy Lube,			
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: 05/26/07		Mileage at purchase/lease:	
First repair attempt date: 08/20/09		First repair attempt mileage: 0	
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)

There is an on going problem with the power steering and GM fails to do a recall to correct the problem which is clearly unsafe and could cause an accident do to this manufacturing problem. Instead of GM taking responsibility they are making the consumer pay for the repairs.

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)

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



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

August 31, 2009

State of Florida
Office of the Attorney General
Consumer Protection Division
Attention: Commissioner Charles H. Bronson

Customer: [REDACTED]
Reference number: 0908-33602/RWM
Service request: 71-754013509
Customer Relationship Specialist: Brittany Bridges

Dear Mr. Bronson:

Thank you for your recent correspondence regarding [REDACTED]. We are sorry she is dissatisfied with her 2006 Chevrolet Cobalt. Our continued success depends upon the satisfaction our customers receive from their vehicles.

We are concerned when we learn that a Chevrolet owner is dissatisfied with any phase of their experience with our product. For this reason, both our office and the dealer involved will be advised of your correspondence.

After we review [REDACTED] concerns, we will be in contact with you to discuss this matter further.

Sincerely,

Chevrolet Customer Assistance Center

LC0001
V6213006



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

September 22, 2009

State of Florida
Office of the Attorney General
Consumer Protection Division
Attention: Commissioner Charles H. Bronson

Customer: [REDACTED]
Reference number: 0908-33602/RWM
Service request: 71-754013509
Customer Relationship Specialist: Brittany Bridges

Dear Commissioner Bronson:

Thank you for your recent letter regarding [REDACTED] and the concerns she experienced with her 2006 Chevrolet Cobalt and her request for assistance.

At Chevrolet, we believe our customers have the right to expect long-term, reliable performance from Chevrolet products. There are, however, many variables that affect the life of a vehicle's parts and appearance. Although we feel we offer an excellent warranty, no manufacturer's warranty is unlimited.

The Bumper to Bumper coverage on [REDACTED] 2006 Chevrolet Cobalt is for 36 months or 36,000miles, whichever occurs first. Our records show that these warranty parameters have been exceeded by 14 months and 49,222 miles.

Unfortunately, this means we are unable to cover the cost of [REDACTED] repair. At Chevrolet, our commitment to customer satisfaction is a top priority. We hope you understand we must follow the warranty requirements of her vehicle.

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

Sincerely,

Chevrolet Customer Assistance Center

LC0017
V6273006





General Motors Corporation
Customer and Relationship Services
Customer Assistance Center
PO Box 33370
Detroit, MI 48232-5170

September 9, 2009

State of Florida
Office of the Attorney General
Consumer Protection Division
Attention: Commissioner Charles H. Bronson

Customer: [REDACTED]
Reference number: 0908-33602
Customer Relationship Specialist: Brittany Bridges

Dear Mr. Bronson:

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

At your request, we again reviewed [REDACTED] case with our Central Office Staff. At this point because of the fact the customer does not have a recent diagnosis on the vehicle she has agreed to take the vehicle in for a diagnosis and from that point we can look into assistance. Although assistance is not guaranteed [REDACTED] has agreed to take the vehicle into the dealer at her convenience.

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
V6363006





CHARLES H. BRONSON, Commissioner
Florida Department of Agriculture
and Consumer Services
407 South Calhoun Street
Tallahassee, FL 32399-0800

UNITED
WE STAND



Hasler

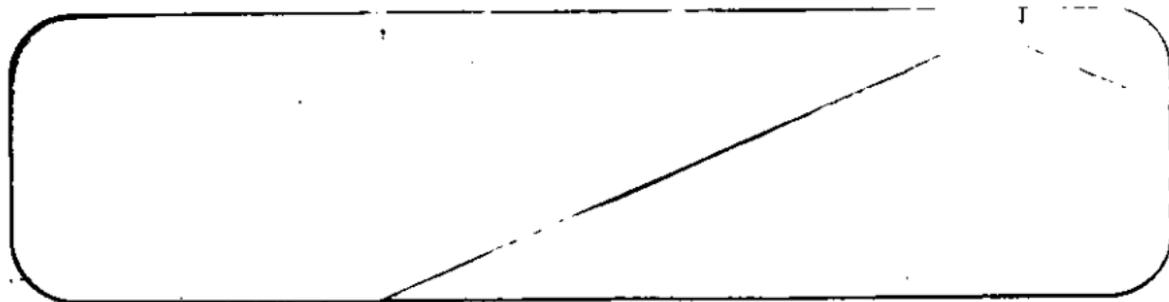
016H26501609

\$00.440

09/11/2009

Mailed From 32399

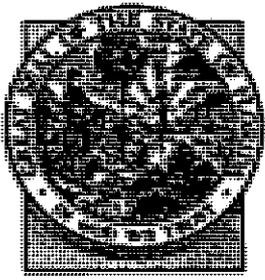
US POSTAGE



10-14-2009 12:00:00 CVO

4823285170 B050





Florida Department of Agriculture & Consumer Services
CHARLES H. BRONSON, Commissioner
Tallahassee, Florida

September 10, 2009

Division of Consumer Services
2005 Apalachee Pkwy
Tallahassee FL 32399-6500
Phone: 1-800-HELP-FLA
URL: <http://www.800helpfla.com>

Refer To: 0908-33602 / RWM

GENERAL MOTORS
PO BOX 33170
DETROIT, MI 48232-5170

Subject: [REDACTED]

Dear Sir or Madam:

The Division of Consumer Services, Bureau of Mediation and Enforcement received your response regarding the above referenced complaint. We have reviewed the response in the context of the issues set forth in the complaint and believe the response to be a satisfactory effort on your behalf to resolve this complaint. Therefore, I have closed this complaint "CS" which means closed satisfactorily. The closing of this complaint does not prohibit the Department from investigating statutory violations that may have occurred.

As you know from previous correspondence, case disposition is a matter of public record and will be provided to consumers, new agencies, other state agencies, or any other interested parties. We appreciate your efforts and concern with maintaining a good case disposition history on your business.

On behalf of the Division of Consumer Services, I would like to thank you for your cooperation in resolving this consumer's complaint.

Sincerely,

Ronald W Montford

Ronald W Montford
Regulatory Specialist III
850-410-3682
Fax: 850-410-3801
E-mail: montfor@doacs.state.fl.us



CHARLES H. BRONSON, Commissioner
Florida Department of Agriculture
and Consumer Services
407 South Calhoun Street
Tallahassee, FL 32399-0800



Haster

016H26501609
\$00.44
08/25/2009
Mailed From 32399
US POSTAGE



4823235170 B050





Florida Department of Agriculture & Consumer Services
CHARLES H. BRONSON, Commissioner
Tallahassee, Florida

August 25, 2009

Division of Consumer Services
2005 Apalachee Pkwy
Tallahassee FL 32399-6500
Phone: 1-800-HELP-FLA
URL: <http://www.800helpfla.com>

Refer To: **0908-33602 / RWM**

GENERAL MOTORS
PO BOX 33170
DETROIT, MI 48232-5170

Subject: [REDACTED]

The Division of Consumer Services has received a complaint involving your business and is required by law to review it for possible violations of state consumer protection laws. It is the policy of this office to protect consumers from unfair and deceptive trade practices, as well as to protect businesses from groundless complaints.

After reviewing the complaint, please state your position regarding the specific issues addressed in the complaint by completing the enclosed Business Reply Form within 30 days. You may fax, email, or send your reply via US mail. In order to eliminate duplication we encourage you to choose only one of these options. Without a reply establishing your position, it will not be possible to evaluate the complaint and be equitable to you and the complainant.

The number of complaints filed with this office against a business, and how the complaints are resolved, is public information, which is available to Better Business Bureaus, Chambers of Commerce and Consumer Agencies. In addition, such information is given to consumers upon request. If we do not receive a written response from you, our records will reflect that your business has refused to respond.

Your cooperation and timely attention to this matter will be appreciated. If further information is needed to prepare your response, you may contact me at one of the telephone numbers listed below.

Enclosure

Sincerely,

Ronald W Montford

Ronald W Montford
Regulatory Specialist I I I
850-410-3682
Fax: 850-410-3801
E-mail: montfor@doacs.state.fl.us

FLORIDA DEPARTMENT OF AGRICULTURE & CONSUMER SERVICES
BUSINESS REPLY FORM

Complaint Of:

Reference No: 0908-33602 / RWM



Corporate/Legal Name: _____

Fictitious/DBA Name: _____

Principal Address: _____

Mailing Address: _____

Registration/License Number (if applicable): _____

Email Address: _____ Web Site: _____

Telephone: _____ Fax: _____

Name of Owner: _____

Name, title, telephone number, email address of person to contact for additional information, if necessary:

Please state your position relative to the complaint. (Continue on back if needed)

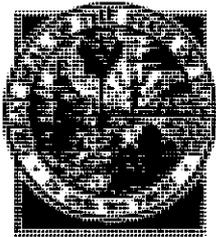
Please return completed form to:

Florida Department of Agriculture & Consumer Services
Division of Consumer Services
2005 Apalachee Pkwy
Tallahassee FL 32399-6500

(Signature)

(Title)

(Date)



CONSUMER COMPLAINT FORM

August 19, 2009

CHARLES H. BRONSON
COMMISSIONER

Please return completed form to:

Florida Department of Agriculture and
Consumer Services
Division of Consumer Services
2005 Apalachee Parkway
Tallahassee, FL 32399-6500

1-800-HELP-FLA-Toll-free from within FL
850-488-2221 - Calling from outside FL
www.800helpfla.com

Online Complaint Number: 50677

Case Number: 0908- 33602

Subject: Motor Vehicle Repair

Consumer Information:

Name: [REDACTED]
Country: USA
Address: [REDACTED]
City/State/Zip: AUBURNDALE, FL [REDACTED]
Email: [REDACTED]
I would like to subscribe to the Florida Consumer E-Newsletter: No
Age Group: 25- 35 Home Phone: [REDACTED] Work/Cell Phone:

Business Information (Complaint Filing Against):

Name: GENERAL MOTORS - CHEVORLET
Address: P.O. BOX 33170
City/State/Zip: DETROIT, MI 48232
Phone: 800- 222- 1020
Business Contact Authorized: Yes

Product Information:

Product or Service involved: ELECTRIC POWER STEERING
Date of Transaction: 10/01/2007
Amount Paid: \$1,580.00
Did you sign a contract or any similar documents? No
When:
Where:
Are you currently represented by a lawyer? No
Have you filed suit in court? No
Mode of Contact: PHONE

Explain your complaint, describing the events in the order in which they occurred.

I have a 2006 Chevy Cobalt. I called GM/Chevrolet and was told after an \$80 estimate to check it, it would cost anywhere from \$800-\$2000 to fix. I have reported it to the National Office of Defect Investigation, but there has yet to be a recall on this. There are 168 complaints on this site, but no investigation or recall. My complaint is that this is a MAJOR safety issue. My power steering goes out at any time. I was driving around a curve it went out, scaring my two children and I. I do not have a warranty and feel that this is not something that I even have the option to keep maintenance on. I was told that the entire steering column will have to be replaced. With 168 complaints and an entire website full of complaints, there should be something done about this. I have read one article about a death that occurred for this exact problem. I pay \$305 a month for a car I still owe \$10,500 on. I cannot imagine paying \$2000 for something that is not something I can maintain. This is a default by General Motors and is unacceptable. At this present time, I cannot travel far in a car I still owe \$10,500 on because of an electrical power steering problem. I have two children and myself that it causes safety issues for. How many deaths have to occur before a recall is done?

What would satisfy your complaint?

I would like my vehicle recalled for the electrical power steering or fixed at no charge. I take full responsibility for anything I have to maintain on a vehicle, but this is not it.

GASTONIA, NC

CHARLOTTE NC 280

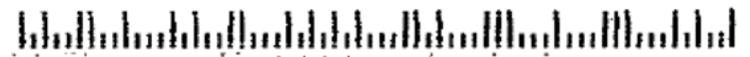
30 NOV 2009 PM 3 L



12-0 1 11-02-09

CUSTOMER ASSISTANCE CENTER
CHEVROLET DIVISION
GENERAL MOTORS CORP.
P.O. BOX 33370
DETROIT, MI 48232-5170

48232+5370





CHEVROLET

Customer Assistance Center

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

Vehicle Identification Number 1G1AK55F267 [REDACTED]

Delivery Date 10-4-08

Current Milage 35471

Telephone Numbers:

Bus. () _____ Home [REDACTED]

Selling and/or Servicing Dealer(s) Name KETH HAWTHORNE MAZDA

City GASTONIA State NC

Please summarize your concern(s) SEE ATTACHED

MS0009-MNL/

I have tried on several occasions to talk to the lady handling my case. Every time she was unavailable. I talked to other people. I have gotten the run around and your people have acted like this is an isolated incident. On my final call, I was told to have it checked out at a Chevre dealer. (That will cost me \$75 which I do not have) I could not continue making calls because I have very few minutes per month on my phone and cannot afford to go over minutes that I have.

Let me explain my situation. I am out of work and am having difficulty just keeping up with my monthly bills. My inspection has run out on this car and I cannot get a new tag (now expired) without a current inspection. It will not pass inspection with a power steering problem. So I am left with no car to drive which leaves me with no means to look for a job. I even have to go to the library to get on the internet which I can't do without a car.

My power steering goes out without warning when I am driving. I only have 35471 miles on this car. I have been on the internet and have talked to many people who are having this same problem. I therefore feel that this is a design flaw or parts problem that is Chevy's problem that you should fix for all of us that are having this problem. At some point, someone is going to have a bad wreck because of this problem. Is that what it is going to take for you to issue a recall for this problem? I hope not. I have always been a fan of Chevy. However if Chevy does not care enough about it's drivers safety to fix problems before it becomes a serious issue I will have to reevaluate my driver loyalty.

I have just spent the past hour on the internet with others who have the same problem and we have all agreed that it is time to have this matter resolved. We are going to contact the NHTS.

Please do the right thing and resolve this problem for all Cobalt drivers.

Thank you

[REDACTED]
Gastonia, NC [REDACTED]

CC MR. WHITTAKER

GASTONIA, NC

14-01-10A08:13 RCVD

11 JAN 2010 PM 4 L



CEO
GENERAL MOTORS CORP.
P.O. BOX 33170
DETROIT, MI 48232

48232+3170



[REDACTED]
Gastonia, NC [REDACTED]
December 28, 2009

General Motors Corp
P.O. Box 33170
Detroit, Mi 48232

Re: 2006 Chevrolet Cobalt

Dear Sir:

I have tried dealing with your customer service center and have gotten nothing but denial and runaround so I am now appealing straight to you for help.

I am a 59 year old single woman who has been unemployed since April of 09 due to layoff. I purchased my 2006 Cobalt in Oct. of 2008. In July of 2009 I started experiencing power steering problems, of course right after the warranty expired. Being on unemployment compensation, I did not nor do I have the funds to have the car repaired. In the state of North Carolina, cars must be inspected to renew tag. My car will not pass inspection due to the power steering problem, therefore I am sitting with a car that I cannot drive. My tag has expired. I have no family near by to help me get around, so I am forced to use a cab to get around, which is very expensive.

Normally, most people would say that this is my problem, except for the fact that this is a Chevy problem. I have found on line, hundreds of people who are having the same problem and Chevy is doing nothing about it. Will it take someone have a wreck and dying before Chevy fixes this power steering problem. I hope not. I would hope, since your company has taken our tax payer money in a bail out that you would want to help your customers and recall the cobalt to fix this problem.

As I said, I have talked to customer service and was told to take it to a dealer to find out what the problem is., as if nobody at Chevy has ever heard of this problem. Well a dealer charges \$75 to just tell me what the problem is. I don't have an extra \$75 nor do I have a way of getting it to a dealer with an expired tag.

Google "cobalt power steering" and you will see how many people are having this problem.

I hope that GM will in good conscious, do something to help

Thank you for reading this and I hope to hear from you soon

Sincerely,



July 11, 2011

[REDACTED]
Gastonia, NC [REDACTED]

Service Request Number: 71-754190456

Dear [REDACTED]

Thank you for contacting Chevrolet regarding your 2006 Chevrolet Cobalt. Unfortunately, we have been unable to reach you by telephone to assist you with this situation.

In order to resolve your concern quickly, please provide us with the information listed below. You may either mail the form to our address listed below or call us at our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

At Chevrolet, our commitment to customer satisfaction is a top priority. Again, thank you for contacting us. We look forward to serving you.

Sincerely,

Chevrolet Customer Assistance Center

Vehicle Identification Number _____

Delivery Date _____

Current Milage _____

Telephone Numbers:

Bus. (____) _____ Home (____) _____

Selling and/or Servicing Dealer(s) Name _____

City _____ State _____

Please summarize your concern(s) _____

July 11, 2011

[REDACTED]
Gastonia, NC [REDACTED]

Dear [REDACTED]

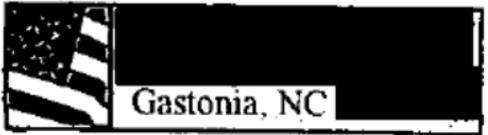
We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

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 below when you reach our representative.

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

Sincerely,

Chevrolet Customer Assistance Center
Service Request Number: 71-754190456



CHARLOTTE NC 282



03-28-09AOR:20 CVD

GENERAL MOTORS CORP.

P.O. BOX 33170

DETROIT, MICHIGAN

48232

48232+3170



[REDACTED]
Gastonia, NC [REDACTED]
August 24, 2009

General Motors Corp.
P.O. Box 33170
Detroit, Michigan 48232

RE: 2006 Chevrolet Cobalt

Dear Sir:

I have always bought Chevrolets and when it came time to buy again, I purchased a 2006 Cobalt not knowing about the many problems with that model. In April of 2009, I lost my job and have not found work. In July my power steering started going out on me. Here I am without a job, no money to pay for car repairs and needing a car to look for work. I have learned that many people are having the same problem with their cobalt and am shocked to learn that General Motors has not issued a recall for the power steering problem. Do you not realize how dangerous it can be for power steering to suddenly go out without warning.

My tax money went to bail your company out and now I think it is your turn to help those who have helped you. I want my power steering problem fixed and since it seems to be a design flaw on the part of your company, I think it should be fixed for free. Please, issue a recall and fix this problem.

Awaiting for your response.

Thank you,
[REDACTED]

cc: NC Department of Transportation
US Department of Transportation

Issued by:
Chevrolet

Certificate No. 1G1AK55F967 [REDACTED]

Issue Date: July 11, 2011

Issued exclusively for:

[REDACTED]
Fredonia, WI [REDACTED]

Valid through: October 21, 2010

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

July 11, 2011

[REDACTED]
Fredonia, WI [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 or any of our divisional websites.

Sincerely,

Chevrolet Customer Assistance Center
Service Request: 71-754992684



10/05/09

ATTN General Manager
SHEBOYGAN CHEVROLET
3400 S. BUSINESS
SHEBOYGAN, WI 53081-7022

DR

Re: [REDACTED]
Siebel Request: 71-754992684
2006 Chevrolet Cobalt
VIN # 1G1AK35F967 [REDACTED]

Dear Mr. General Manager:

This is a letter of notification regarding a Better Business Bureau 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)

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,

Zachary Martinez
Customer Relationship Specialist -Business Resource Center
Alternative Dispute Resolution
Aditya Birla Munoz
1-866-790-5700 ext 41362 | Fax: 1-866-300-4977 |

Initial Privacy Notice

Dealership (We)

Dealership Name	SHEBOYGAN CHEVROLET CADILLAC INC. 3400 SOUTH BUSINESS DRIVE SHEBOYGAN, WISCONSIN 53081 1-800-459-6840
Address	
Telephone	

Customer (You)

Customer Name	[Redacted]
Address	[Redacted] <i>Freedom WI</i> [Redacted]
Telephone	[Redacted]

In connection with your transaction we may obtain nonpublic personal information about you and that information is handled as stated in this notice. This does not apply to information obtained in a non-financial transaction.

1. We collect personal nonpublic information about you from the following sources:
 - a. Information we receive from you on an application for credit or other similar forms;
 - b. Information about your transactions with us and others; and,
 - c. Information we receive from a consumer-reporting agency.
2. Please be aware that it is our policy to disclose the above nonpublic personal information to **only** those companies that perform marketing services or other functions on our behalf or to other financial institutions with which we have joint marketing agreements.
3. We do not disclose any nonpublic personal information about you to anyone except as permitted by law.
4. Further, we restrict access to your nonpublic personal information to **only** those employees who need to know that information to provide products or services to you. Employees cannot use your information for any other purpose. For your safety, we maintain physical, electronic and procedural safeguards that comply with federal regulations to further guard your nonpublic personal information.

CUSTOMER ACKNOWLEDGEMENT: The undersigned customer(s) acknowledge that they received a copy of this notice on the date indicated below.

[Redacted]	[Redacted]	<u>9-27-06</u>
Customer Name (Please Print)	Customer Signature	Date
[Redacted]	[Redacted]	<u>9-27-06</u>
Co-Customer Name (Please Print)	Customer Signature	Date

Notice to Wisconsin Purchasers and Lessees of New General Motors Vehicles

The following is applicable for new vehicles purchased or leased in the State of Wisconsin.

1. General Motors participates in Better Business Bureau (BBB) AUTO LINE, an alternative dispute resolution program administered by the Council of Better Business Bureaus (4200 Wilson Boulevard, Suite 800, Arlington, Virginia 22203)
2. If you have a problem arising under a General Motors written new vehicle warranty we encourage you to bring it to our attention by calling the GM division Customer Assistance toll free telephone number found in the your GM Warranty and Owner Assistance Information booklet. If you prefer, or if we were unable to resolve the problem, you may file a claim with the BBB AUTO LINE.
3. BBB AUTO LINE has been certified by the Wisconsin Department of Transportation. In accordance with Wisconsin law, you are required to use BBB AUTO LINE and attempt to resolve the dispute before asserting in court any rights or remedies conferred by the Wisconsin Statute section 218.015 (7).
4. To file a claim with BBB AUTO LINE, call 1-800-955-5100. There is no charge for this call. Your call will automatically be directed to the appropriate Better Business Bureau that can answer your questions and begin to process your claim.

To file a claim you will have to provide:

- Your name and address;
- Your vehicle brand name and Vehicle Identification Number (VIN); and,
- A statement of the nature of the complaint.

5. If you file a complaint with BBB AUTO LINE, BBB staff may try to help resolve your dispute through mediation. If mediation is not successful, or if you do not wish to participate in mediation, eligible customers may present their case to an impartial third party arbitrator at an informal hearing. The arbitrator will render a decision in your case; the decision is not binding on you, and you may accept or reject it. The entire dispute settlement process should ordinarily take about 40 days from the date you file your claim to the time a decision is rendered.
6. Additional information on BBB AUTO LINE and how to obtain owner assistance is found in the Warranty and Owner Assistance Information booklet provided with every new General Motors vehicle.

CONSUMER ACKNOWLEDGMENT OF RECEIVING THIS NOTICE

VEHICLE MODEL	<u>Chevrolet Cobalt</u>	YEAR	<u>2006</u>
VIN	[REDACTED]		
CUSTOMER SIGNATURE	[REDACTED]		
		DATE	<u>9-27-06</u>

WI-LL01
6/96

White copy - Customer

Yellow copy - Dealer

DEALER NAME: **CHEVROLET Cadillac**
 ADDRESS: **SHEBOYGAN CHEVROLET-CADILLAC, INC.**
 CITY, STATE, ZIP: **3400 SOUTH BUSINESS DRIVE SHEBOYGAN, WISCONSIN 53081**
 VEH. STOCK NO. OR ORDER NO.: **C3914** MILEAGE AT SIGNING: **140** ORDER DATE: **09/27/2006**
 SALES PERSON'S NAME: **STEVEN A DEWEY**
 SALES PERSON'S LICENSE NUMBER: **00007817541102**

PROSPECTIVE PURCHASER ("YOU") NAME(S): [REDACTED]
 PROSPECTIVE PURCHASER STREET ADDRESS: [REDACTED] CITY: **FREDONIA** STATE: **WI**
 CELL PHONE: [REDACTED] BUSINESS PHONE: [REDACTED] RESIDENCE PHONE: **OZAUKEE** RESIDENCE TOWNSHIP: [REDACTED] E-MAIL ADDRESS: [REDACTED]

PLEASE ENTER MY ORDER FOR THE FOLLOWING DESCRIBED VEHICLE: NEW USED DEMO EXEC TITLE AS CAR TRUCK OTHER LICENSE NO. [REDACTED]

MODEL YEAR	MAKE - TRADE NAME	MODEL	BODY TYPE	COLOR	IDENTIFICATION NO.
2006	CHEVROLET	COBALT	COBALT 4	AME	1G1AK55F967
2002	CHEVROLET	CAVALIER	4 DOOR S	WHI	1G1JF524627

WARRANTY INFORMATION (Check Applicable Boxes) Refer to separate document for coverages and exclusions.
Manufacturer Warranty Information (Dealer is not a party to any manufacturer warranty)
 1. New Vehicle Manufacturer Warranty
 2. Remaining vehicle mfr. warranty—Call mfr. or refer to warranty booklet for details.
 Expiration: _____ (date) _____ (miles), whichever comes first.
 N/A Deductible to be paid by You \$ _____
 Transfer fee to be paid by You \$ _____ N/A to: Dealer Manufacturer
 3. Not known 4. Expired 5. Cancelled due to salvage or other vehicle history

Dealer Warranty Information
 6. AS IS—NO WARRANTY. DEALER DISCLAIMS ALL WARRANTIES INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.
 7. Limited Warranty
 Term: _____ (months) _____ (miles), whichever comes first.
 Percent of retail repair costs to be paid by You: _____% Deductible to be paid by You: \$ _____ N/A

SERVICE CONTRACT INFORMATION Refer to separate document for coverages and exclusions.
 8. Service Contract (Administered by _____)
 Term: _____ (months) _____ (miles), whichever comes first.
 Percent of retail repair costs to be paid by You: _____% Deductible to be paid by You: \$ _____

OTHER CONDITIONS OF SALE

ANTICIPATED DELIVERY DATE: **SEP 27**, 20 **06**
 Regardless of reason, if the vehicle ordered by the purchaser is not available for delivery within 15 calendar days after the anticipated delivery date, the purchaser may cancel this order and shall, within one business day, receive a full refund of any down payment, and return of trade-in vehicle, or title for trade-in vehicle, or both. If the trade-in is not available, the purchaser shall receive the trade-in allowance. Unless delivery date is otherwise qualified on the purchase contract by the purchaser, if the ordered vehicle becomes available for delivery prior to the stated anticipated delivery date, the dealer licensee may require acceptance not less than 21 calendar days after having notified the purchaser of availability of delivery, in which case no penalty shall be assessed for nonacceptance of delivery prior to the stated anticipated delivery date.

THE ORDERED VEHICLE MUST BE LOCATED
 If the motor vehicle dealer and purchaser enter into a purchase contract for a new motor vehicle not available at the dealer's lot, the dealer and purchaser agree that the vehicle mileage upon delivery will not exceed **N/A** miles. Before vehicle delivery, purchaser has the right to cancel the purchase contract if the mileage of the vehicle exceeds that amount. The option to cancel ends at acceptance of delivery.

This is a Finance Transaction. (Check A, or B.):
 Closing scheduled at dealer's office on specified delivery date or as mutually agreed. You are obligated to purchase, subject to availability of financing through dealer, on terms:
 A. In attached disclosure. These items do not extend beyond the closing date if dealer is willing and able to deliver vehicle on these terms.
 B. Acceptable to You.
 This transaction is subject to financing being arranged through creditor of Your choice. You must obtain acceptable financing and dealer must receive written notice by (date) _____ or this contract is void.
 This is a cash transaction. You are obligated to pay the balance due on delivery.

USED:	PRICE from the Wisconsin Buyers Guide	\$		N/A
NEW:	<input checked="" type="checkbox"/> MSRP detail provided on window label <input type="checkbox"/> MSRP detail provided on attachment			
	Total MSRP (Manufacturer Suggested Retail Price) \$		16495.00	
	Dealer Markup			
	Dealer installed options — Has a warranty if <input checked="" type="checkbox"/> at left.			
	N/A			
	N/A			
	N/A			
	Total Dealer Installed Options (Add to Used Price or MSRP and enter in line 3)			
	PRICE OF THE VEHICLE			
	a. Dealer Retail Price	16495.00		
	b. Services Fee	139.00		
	c. Discount	1264.00		
	1. Cash Price (a + b - c)		15370.00	
	TAXABLE ITEMS PURCHASED WITH VEHICLE			
	d. Other	N/A		
	e. Service Contract	N/A		
	2. Total of Taxable items (d + e)			N/A
	TRADE ALLOWANCE			
	f. Owned Trade-in Allowance	6000.00		
	Leased trade-in allowance (Net lease equity calculation)			
	(i) Gross Allowance	N/A		
	(ii) Estimated Lease Payoff	N/A		
	Payoff to:	N/A		
	g. Net Lease Equity (i - ii)	N/A		
	3. Trade Allowance (f + g) (if number is negative add in line h and 8)		6000.00	
	SALES TAX CALCULATION			
	h. Amount Subject to Sales Tax (1 + 2 - 3)	9370.00		
	4. 5.6% State, County and Regional Tax on h.		524.72	
	NON-TAXABLE ITEMS PURCHASED WITH VEHICLE			
	j. Fees to appear on MV11	64.50		
	k. Warranty/Service Contract Transfer Fee	N/A		
	l. Other	N/A		
	5. Total of Non-Taxable Items (j + k + l)		64.50	
	OWNED VEHICLE PAYOFF			
	Due to	N/A		
	6. Estimated Payoff Amount on Owned Trade-in			N/A
	CASH & CASH EQUIVALENTS			
	m. Cash Down Payment on Order	3000.00		
	n. MANUFACTURER REBATES			
	CONSUMER CASH	<input checked="" type="checkbox"/> 500.00		
	GM CARD	<input checked="" type="checkbox"/> 1942.88		
	o. Additional Cash Due (Date/Amount) ...	N/A		
	7. Total Cash and Rebates (m + n [if assigned] + o)		5442.88	
	8. Due on Delivery or Balance to Finance (1 + 2 - 3 + 4 + 5 + 6 - 7)		4516.34	

A service fee is not required by law, but may be charged to motor vehicle purchasers or lessees for services related to compliance with state and federal laws, verifications and public safety, and must be reasonable.

ORDER OUT VEHICLE NOT PRICE PROTECTED (See Back of Contract for Details)

THE APPRAISAL OF THE TRADE-IN IS BASED ON AN ODOMETER READING OF UP TO _____ MILES/KILOMETERS, AND THE TRADE-IN MAY BE REAPPRAISED IF IT EXCEEDS THIS LIMIT.

This transaction is voidable at the option of the dealer at any time prior to the delivery of the purchased vehicle if any of the following representations are untrue. The undersigned purchaser(s) warrants that the below representations are true. The option to void this transaction in no way limits or restricts the election of other remedies available to the dealer prior to or after the closing of this transaction and these representations survive the closing of this transaction as to other remedies.

	YES	NO		YES	NO
(A) That I am 18 years of age or older.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	(G) That while I have owned or leased the trade-in its odometer has not been replaced, tampered with or otherwise altered in any way and I believe that the trade-in's current odometer reading of _____ miles/kilometers reflects its actual mileage.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
(B) That I have full power, right and lawful authority to dispose of the trade-in.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	(H) That while I have owned or leased the trade-in its restraining devices (including airbags and belts) have not been replaced, tampered with, or otherwise altered in any way.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
(C) That, except for the payoff amount that dealer agrees to make as indicated in the components of price of the Purchase Contract or under Other Conditions of Sale, I will ensure that any and all liens or encumbrances on the trade-in are satisfied and released before or immediately upon delivery of the trade-in to the dealer.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	(I) That the trade-in has not previously been a salvage vehicle, manufacturer buyback, or subject to any other title brands.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
(D) That the trade-in does not have a cracked or defective head, block, powertrain, or frame (including supportive portion of unibody).	<input checked="" type="checkbox"/>	<input type="checkbox"/>	(J) That the trade-in has not previously been flood or water damaged.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
(E) That all parts of the trade-in emission control system are as originally installed by the manufacturer or have comparable and tested replacement equipment.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	(K) That the trade-in does not have any corrective welds or other evidence of repair to the strut tower, floor pan, frame or structural portion of the unibody.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
(F) That the engine and transmission of the trade-in have not been changed from manufacturer's original equipment specifications.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	(L) That the only holder(s) of a security interest or lien in the trade-in ("Lienholders") is (are) shown below.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Lienholder(s): _____
 Explain All "NO" Answers: _____

No oral representations are binding unless written on this form. The document (including the items printed on the Reverse Side) is the entire agreement between You and Dealer, and supersedes any prior agreements and representations, regarding the transactions described above. No modification or waiver of this agreement is enforceable against either party unless agreed to in writing by that party. You will receive a copy of this order.

As a deterrent to purchaser failing to take delivery on the vehicle as herein provided, you agree that if you do not accept delivery, you shall, at dealer's option, forfeit to dealer, as a penalty, **5** % (not to exceed 5%) of the cash price of the vehicle as authorized by Section 218.0141 Wisconsin Statutes. Dealer retains the right to bring action for actual damages caused by breach of this contract, in lieu of the above penalty.

YOUR SIGNATURE(S): _____ DATE SIGNED: **09/27/2006** TIME SIGNED: _____ A.M./P.M.
 ACCEPTED BY DEALER OR AUTHORIZED AGENT: _____ DATE SIGNED: **09/27/2006** TIME SIGNED: _____ A.M./P.M.

2006 COBALT 4-DOOR LS SEDAN
84U MAJESTIC AMETHYST METALLIC /L4G
14B GRAY
ORDER NO. JNTM6R/TRE STOCK NO.
VIN 1G1 AK55 F9 67

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 1AD76218493

*****13*18226S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1AK69 COBALT 4-DOOR LS SEDAN	13900.00	12996.50	INVOICE 10/31/05
A03 POWER DOOR LOCKS W/REMOTE KEYLESS ENTRY	410.00	360.80	SHIPPED 10/30/05 EXP I/T 11/12/05
B34 FLOOR MATS	80.00	70.40	INT COM 11/14/05
B84 BODY COLOR BODYSIDE MOLDINGS	100.00	88.00	PRC EFF 10/30/05
DT4 ASHTRAY AND LIGHTER	15.00	13.20	KEYS XXXXX XXXXX
FE9 FEDERAL EMISSIONS	N/C	N/C	WEP-F QTR OPT-1
K34 CRUISE CONTROL	275.00	242.00	BANK: GMAC - 007
L61 2.2L DOHC 4 CYL ENGINE	N/C	N/C	CHG-TO 18-226
MX0 4-SPD. AUTO. TRANS. W/OVERDRIVE	850.00	748.00	
T43 REAR DECK-LID SPOILER	275.00	242.00	SHIP WT: 2770
			HP: 18.4
			GMS: 14948.75
			SUPPLR: 15618.07
			MRM: 16495.00
			DAN: 9/22/
			MEMO 720.25

RECEIVED SEP 5 2006

(3914

TOTAL MODEL & OPTIONS	15905.00	14760.90	ACT 231	14873.75
DESTINATION CHARGE	590.00	590.00	H/B 261	477.15
LAM DEALER CONTRIBUTION		159.05	ADV 261	159.05
LAM GROUP CONTRIBUTION		79.53	EXP 65A	79.53
		198.81		198.81

TOTAL	16495.00	15589.48	PAY 310	15589.48
MEMO: TOTAL LESS HOLDBACK AND		15708.76		15708.76
APPROX WHOLESALE FINANCE CREDIT		14903.83		

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.

GUSTMAN CHEVROLET PONTIAC

REMIT TO GMAC NO. 007
VIN 1G1AK55F967