

**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

<u>Date:</u>	<u>RO <input type="checkbox"/></u> :	<u>Days Out:</u>	<u>Mileag e:</u>	<u>Description of Complaint and Repair Performed:</u>
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>	<u>Days Out:</u>	<u>Mileage:</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>	<u>Days Out:</u>	<u>Mileage:</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't 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>	<u>Days Out:</u>	<u>Mileage:</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 won't work

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</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**

<b>Vehicle Meets Presumption of Lemon Law YES</b>
---

## PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: VIN scan performed, no previous SRs found

Date ☐ Offer/Result: {TEXT}

Concern: {TEXT}

Date ☐ Offer/Result: {TEXT}

Concern: {TEXT}

Date ☐ Offer/Result: {TEXT}

## RECOMMENDATION AND RATIONALE

Reminder: Take into consideration 1) DVM/Svc Manager input 2) if there are any unrepaired defects, and 3) are the problems alone or cumulatively a "substantial impairment" of the vehicle's use, value or safety.

Cust sts: 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}
----------------------	--------	--------------





## 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

***Council of Better Business Bureaus, Inc.***

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





## BBB AUTO LINE

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

***Council of Better Business Bureaus, Inc.***

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



**BBB AUTO LINE  
Customer Claim Form**

Case number: 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)**

Case Number: CHV0942552

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

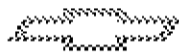
Once we receive your signed *CCF* with the VIN, if eligible, we will officially open your case. Within a few days, we will contact you by phone to discuss your claim. Our goal is to help you and the manufacturer in reaching a mutually satisfactory resolution to your dispute.

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

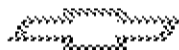
**TEAM LEAD'S SIGNATURE** \_\_\_\_\_

**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.**





**HUMMER**

GENERAL MOTORS BUSINESS RESOURCE CENTER

8-7-09

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

Re:

Siebel Request: 71-742633199  
2006 Chevrolet Cobalt  
VIN # 1G1AK15F067

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



001

WARE CHEVROLET

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

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

MAKE	MODEL	REV OR YEAR	SERIAL NO.	KEY NO.	STK #	6927
CHEV	2006 COBALT	N	1G1AK15F067 [REDACTED]	G3490	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
						1200.00
					7.0	953.49
					SALES TAX GILMER	39.00
					LICENSE AND TITLE	
					TOTAL CASH PRICE	14616.74
						N/A
						N/A
						N/A
					INSURANCE	
					TOTAL TIME PRICE	14616.74
					REBATE TRADE ASST	500.00
					DEPOSIT CUST CASH	N/A
					CASH ON DELIVERY	500.00
					USED CAR:	
					1FALP62W8SH [REDACTED]	N/A
						N/A
					PAYMENTS:	
					60 @ 267.70	
					GMAC	
					PO BOX 8101	
					COCKEYSVILLE	
					TOTAL	13616.74
					MD 21030	

**INSURANCE COVERAGE INCLUDES**

☐ FIRE AND THEFT ☐ PUBLIC LIABILITY — AMT. N/A

☐ COLLISION — AMT. DEDUCT. N/A ☐ 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

☐ (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.

☐ (2) I hereby certify that the odometer reading is NOT the actual mileage. WARNING- ODOMETER DISCREPANCY.

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.

07 APR 2006

TH [REDACTED] \_\_\_\_\_  
Transferor

ALL  
4234/Gilmer

N/A  
N/A





## GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT



GMC

HUMMER



(excludes Saturn)

CUSTOMER NAME: F 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
	\$	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](http://www.onstar.com), or by contacting OnStar as described below).

04 07 2006

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





---

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

CUSTOMER NAME		SERIAL NO. 1G1AK15F067	
TOTAL R/O'S	5	TOTAL SERV. DAYS 30	MAKE CV CHEVROLET
LN#	RO.NO.	RO. DATE..	MILES. ADV/TECH J# T OPERATION CODE. DESCRIPTION.....
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 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	325	TAG NO.	INVOICE DATE	06/09/08	INVOICE NO.	CVCS88134
ELLIJAY, GA	LABOR RATE	LICENSE NO.	MILEAGE	14,995	COLOR	STOCK NO.			
	YEAR / MAKE / MODEL					DELIVERY DATE	DELIVERY MILES		
	06/CHEVROLET/COBALT/2 DOOR COUPE					SELLING DEALER NO.	PRODUCTION DATE		
	VEHICLE I.D. NO.								
	1 G 1 A K 1 5 F 0 6 7								
	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	

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	

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	

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

### 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.

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

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	599	TAG NO.	INVOICE DATE	12/08/08	INVOICE NO.	CVCS91787
ELLIJAY, GA	LABOR RATE	LICENSE NO.	MILEAGE	17,906	COLOR	STOCK NO.			
	YEAR / MAKE / MODEL					DELIVERY DATE	DELIVERY MILES		
	06/CHEVROLET/COBALT/2 DOOR COUPE					SELLING DEALER NO.		PRODUCTION DATE	
	VEHICLE I.D. NO.								
1 G 1 A K 1 5 F 0 6 7					R.O. DATE		11/26/08		
F.T.E. NO.		P.O. NO.							
BUSINESS PHONE		COMMENTS							

## LABOR &amp; 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.

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. <b>30247</b>	ADVISOR <b>CURTIS</b>	TAG NO. <b>599</b>	INVOICE DATE <b>07/10/09</b>	INVOICE NO. <b>CVCS96401</b>
ELLIJAY, GA	LABOR RATE	LICENSE NO.	MILEAGE <b>20,367</b>	COLOR
	YEAR / MAKE / MODEL <b>06/CHEVROLET/COBALT/2 DOOR COUPE</b>			DELIVERY DATE
	VEHICLE I.D. NO. <b>1 G 1 A K 1 5 F 0 6 7</b>			DELIVERY MILES
	F.T.E. NO.			SELLING DEALER NO.
BUSINESS PHONE	P.O. NO.		R.O. DATE <b>07/10/09</b>	PRODUCTION DATE
COMMENTS				

## LABOR &amp; 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	UNIT PRICE
JOB # A	SS	SHOP SUPPLIES		0.35
TOTAL MISC				0.35

TOTALS

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
	<b>TOTAL INVOICE \$</b>	<b>27.71</b>

**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.**

**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

CUSTOMER SIGNATURE

DUPLICATE INVOICE





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

CUSTOMER NO.	30247	ADVISOR	CURTIS	599	TAG NO.	INVOICE DATE	07/16/09	INVOICE NO.	CVCS96468
ELLIJAY, GA		LABOR RATE	LICENSE NO.		MILEAGE	COLOR	STOCK NO.		
				20,385					
YEAR / MAKE / MODEL						DELIVERY DATE	DELIVERY MILES		
06/CHEVROLET/COBALT/2 DOOR COUPE									
VEHICLE ID. NO.						SELLING DEALER NO.	PRODUCTION DATE		
1 G 1 A K 1 5 F 0 6 7									
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		WARRANTY
JOB # 1	1	88988409	CONNECTOR 6.605		WARRANTY
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.

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

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

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

**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.

CUSTOMER SIGNATURE

DUPLICATE INVOICE

\*\*\*\*\*

\*\*\*\*\*

\*\*\*\*\*





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

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

## LABOR &amp; 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

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.

**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

CUSTOMER SIGNATURE

DUPLICATE INVOICE





**HUMMER**

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

Dir. 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 PRDCE THROTTLE 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#: 5010 Date:04/25/07 SA#:169 Miles: 7177 FAC#:08667 SO Tot: 1542.30 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 WHEEL WELL LOOSE PUSH PIN MISSING Caus: REPLACED RIGHT REAR PUSH PIN Tech Comm: CLOSEST LABOR OP. RIGHT REAR WHEEL LOOSE PUSH PIN MISSING. REPLACED 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

Labor Op: V1553

153 JONATHAN SMITH

PARTS	96.79	W	Part/Dsc:	09060563 INJECTOR KIT	004
-------	-------	---	-----------	-----------------------	-----

"\*" Following the line number denotes added operation.

\*\* End of Report \*\*



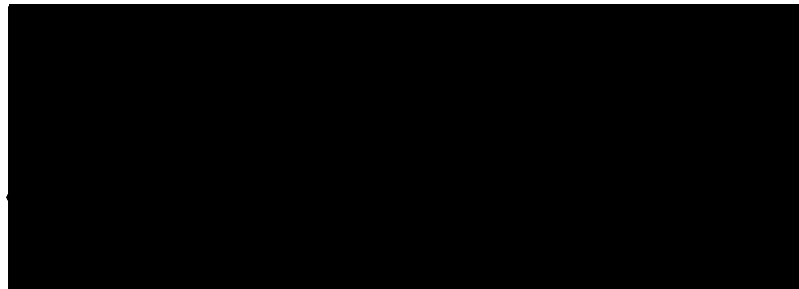
INFORMATION Redacted PURSUANT TO THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

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]  
[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](http://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](http://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]  
[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](http://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](http://www.chevy.com/100kwarranty), or call 1-800-222-1020.

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.

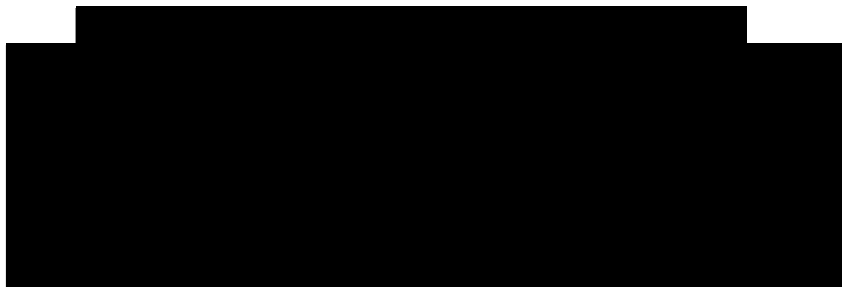


ATT: CELINE

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]

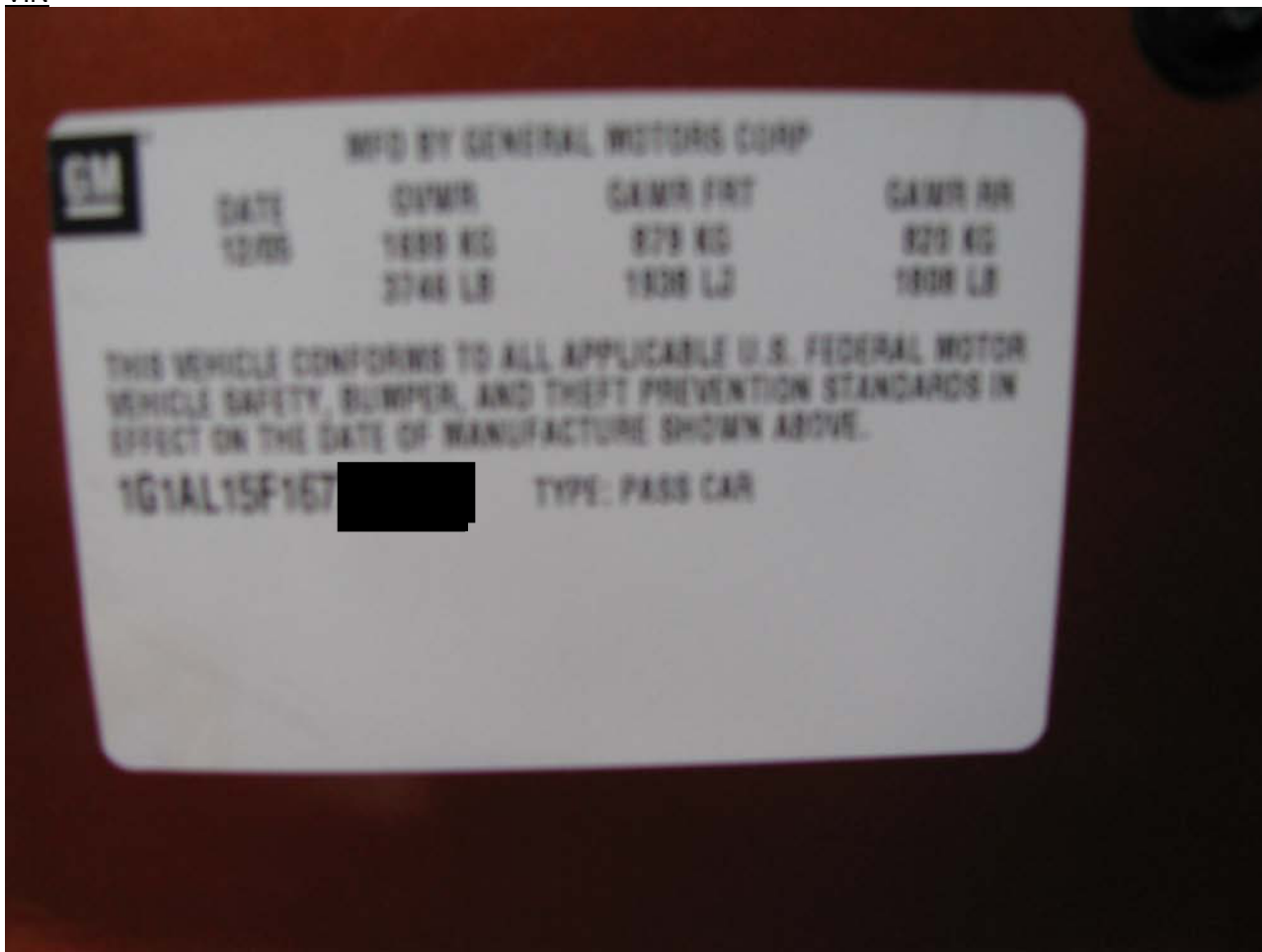
Inspector Larry Grummer

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]



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:

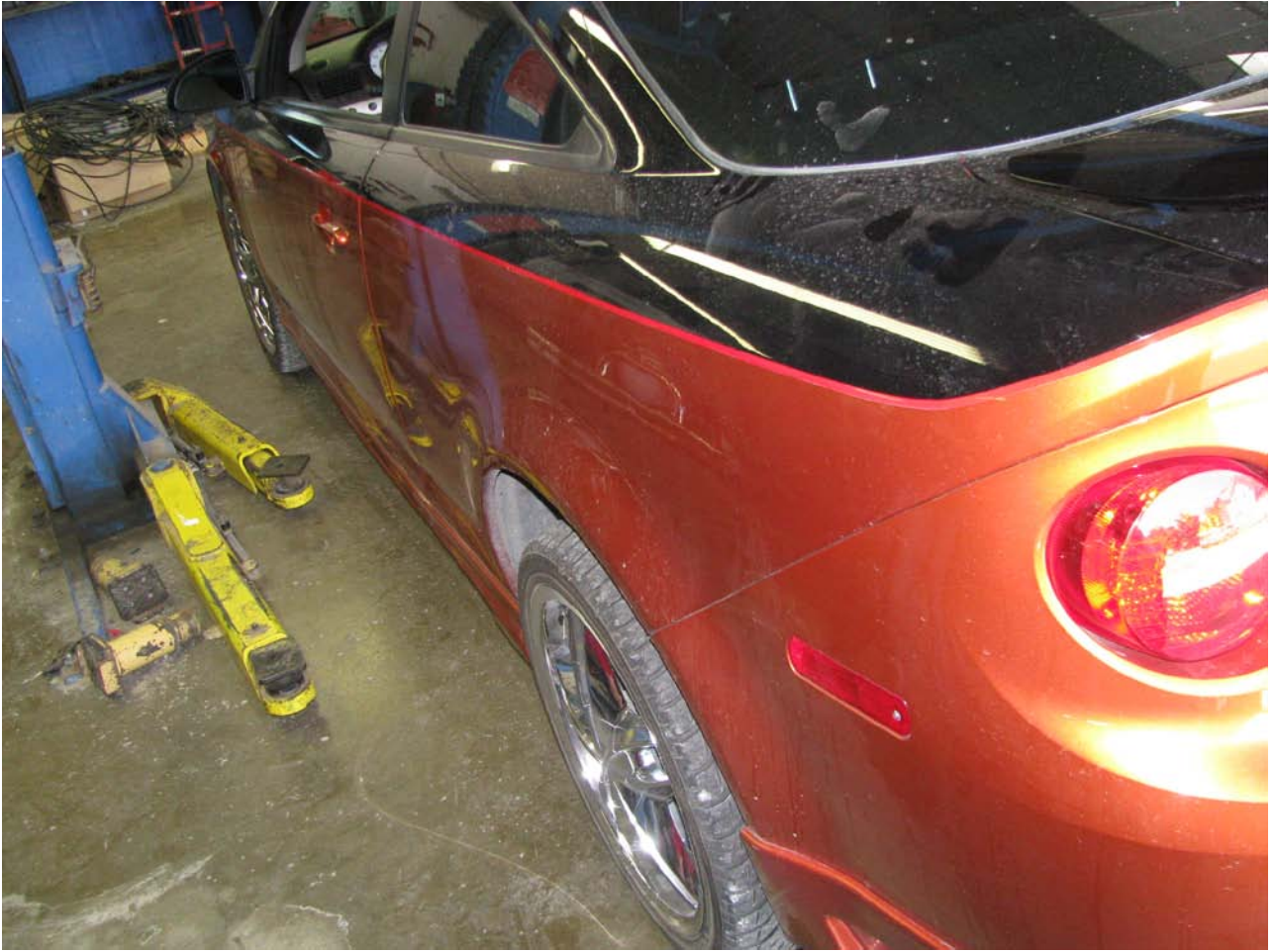
Cobalt

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]

Inspection Date:

08/04/2009

Vehicle Brand

Chevrolet

Model:

Cobalt

File #

71-745521394

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]

Inspection Date:

08/04/2009

Vehicle Brand

Chevrolet

Model:

Cobalt

File #

71-745521394

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

Vehicle Brand

Chevrolet

Model:

Cobalt

File #

71-745521394

VIN:

1G1AL15F167 [REDACTED]



16. ABS modulator



**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]



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. Rt 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

Vehicle Brand

Chevrolet

Model:

Cobalt

File #

71-745521394

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

Vehicle Brand

Chevrolet

Model:

Cobalt

File #

71-745521394

VIN:

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]

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

Vehicle Brand

Chevrolet

Model:

Cobalt

File #

71-745521394

VIN:

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:

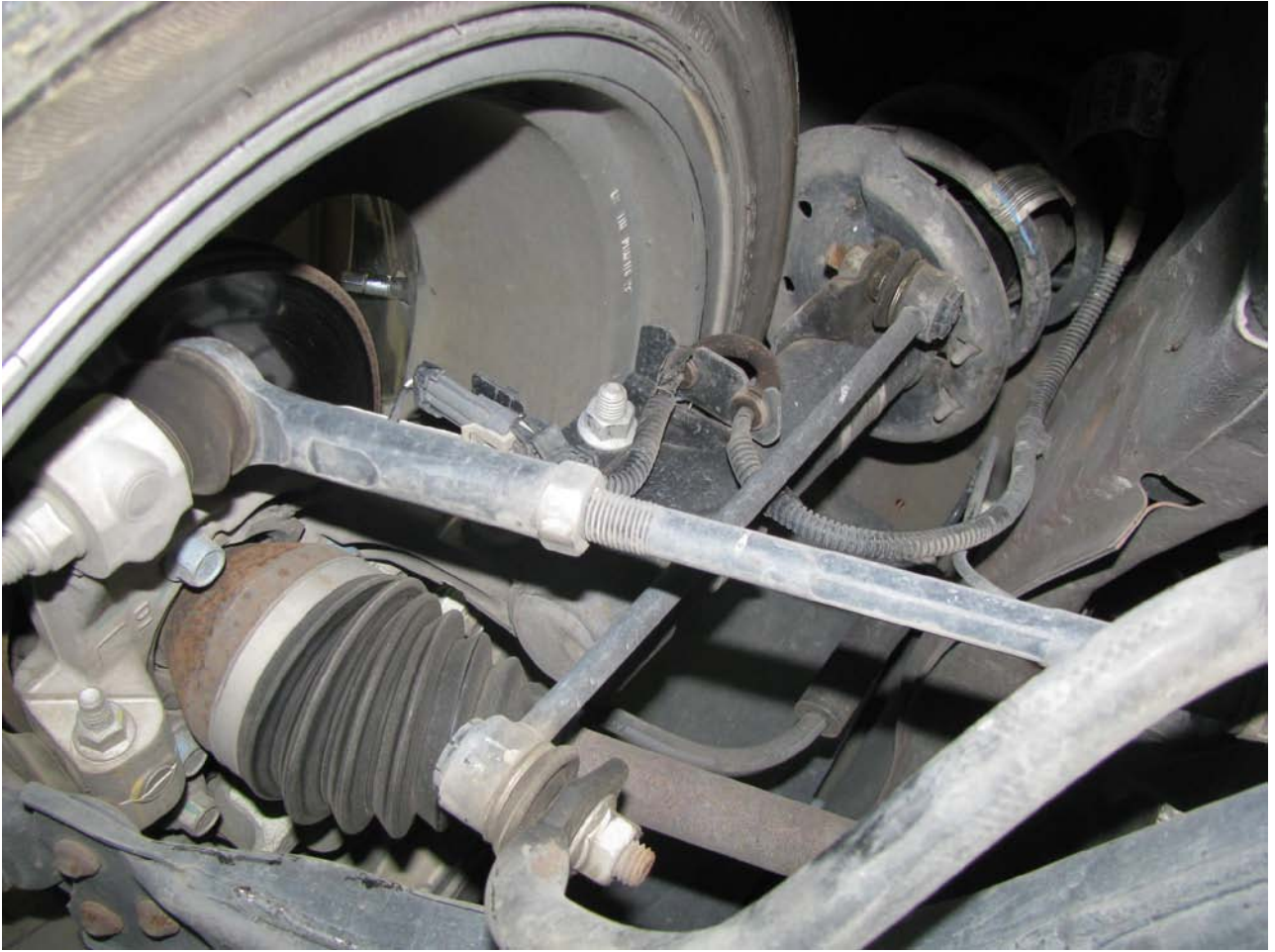
Cobalt

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]



Left side ground effects

37.  
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**

<u>Customer's Name:</u>	██████████	<u>Inspection Date:</u>	<b>08/04/2009</b>
<u>Vehicle Brand:</u>	<b>Chevrolet</b>	<u>Model:</u>	<b>Cobalt</b>
<u>File</u> <input type="checkbox"/>	<b>71-745521394</b>	<u>VIN:</u>	<b>1G1AL15F167</b> ██████████

Mileage at Inspection: **10,468**

Inspection Location: **806 W 8<sup>th</sup>, Coffeyville, KS 67337**

Inspector's phone number: **405-691-3320**

Inspected By: **Larry Grummer**

**Section 1 INSPECTION SUMMARY**

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

██████████ alleges the steering system is faulty and the engine was getting poor fuel mileage. Note: ██████████  
was present during the inspection.

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

Vehicle shows damage to the right side front and rear tire/wheel assemblies. Witness markings on right side front and rear tire/wheel assemblies and rear suspension cross member assembly suggest contact made with foreign object. The front wheel has excessive positive camber and the rear suspension cross member is bent resulting in misalignment to the right rear wheel assembly. The right front and rear tires are damaged and flat. No upper body damage present. Vehicle is equipped with aftermarket tire/wheel assemblies that do not meet the tire data placement specifications posted on the vehicle. No product defects found in the suspension, frame, chassis or steering system components. No engine codes present.

**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: **7/29/2009, 12:30 PM**

Interview date: **8/3/2009 & 8/4/2009**

**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)

██████████ states in telephone interview that her son was driving the vehicle and felt a vibration in the steering system. The front passenger then applied the parking brake causing the rear wheels to lock up and the driver to lose control of the vehicle and hit the curb.

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

**Colton Davison, male, 5'6", 120 lbs., no disabilities.**

**If there was a collision:**

Describe extent of any injuries to the Driver: **No injuries.**



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

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

Inspection Date: **08/04/2009**  
 Model: **Cobalt**  
 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.**

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

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

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**

<u>Customer's Name:</u>		<u>Inspection Date:</u>	<b>08/04/2009</b>
<u>Vehicle Brand:</u>	<b>Chevrolet</b>	<u>Model:</u>	<b>Cobalt</b>
<u>File</u> <input type="checkbox"/>	<b>71-745521394</b>	<u>VIN:</u>	<b>1G1AL15F167</b> 

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>	<b>08/04/2009</b>
<u>Vehicle Brand:</u>	<b>Chevrolet</b>	<u>Model:</u>	<b>Cobalt</b>
<u>File #</u>	<b>71-745521394</b>	<u>VIN:</u>	<b>1G1AL15F167</b> 

**CORNER ASSEMBLIES**

Struts/shocks

Ball joints

Tire/wheel assemblies

Springs

Steering knuckles

Control arms

Axle assemblies

Comments: **Right front tire/wheel assembly bent outward suggesting damage to the strut assembly.**

**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 and brake systems 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:

**Tire/wheel assemblies are oversized and do not meet the manufacturers specifications as indicated on the tire/wheel data placement sticker located on the left side driver's door frame. Vehicle equipped with aftermarket exhaust system, sound system and ground effect fascia.**

**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 )

**No interior damage.**



**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]

{ \_\_\_\_\_ }

**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]  
Vehicle Brand: **Chevrolet**  
File # **71-745521394**

Inspection Date: **08/04/2009**  
Model: **Cobalt**  
VIN: **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?	<b>Normal operation.</b>
Steering linkage-Is the linkage free from cracks, bends, fractures, etc. Are there any scrapes, abrasions, signs of contact with any of the linkage?	<b>Right front strut assembly damaged from impact with foreign object.</b>
Gear/rack and pinion-Any sign of leakage, damage to boots on the rack, contact by foreign objects?	<b>No signs of damage or leakage.</b>
Steering column, ignition switch, intermediate shaft. Does the column unlock with the ignition key "on"? Is the steering column properly fastened to the dash?	<b>Normal operation.</b>
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.	<b>Normal operation.</b>
PS fluid level and condition-Color, contamination, odor	<b>NA</b>
Steering knuckle-All attachments secure and proper?	<b>Steering knuckle attachments are secure and proper.</b>
Suspension components – LF Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. Sway bars properly attached.	<b>Normal</b>
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RF	<b>Right front strut assembly appears to be damaged from impact with foreign object.</b>
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc Rear sway bars,	<b>Rear wheel cross member damaged from impact with foreign object.</b>



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

<u>Customer's Name:</u>		<u>Inspection Date:</u>	<b>08/04/2009</b>
<u>Vehicle Brand:</u>	<b>Chevrolet</b>	<u>Model:</u>	<b>Cobalt</b>
<u>File</u> <input type="checkbox"/>	<b>71-745521394</b>	<u>VIN:</u>	<b>1G1AL15F167</b> 

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

If the vehicle is driveable, conduct a road test to evaluate the concern expressed by the customer. Describe the results of the road test. If the concern is observed during the road test, it would be desirable to get a Tech II "snapshot". **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>	<span style="background-color: black; color: black;">[REDACTED]</span>	<u>Inspection Date:</u>	<b>08/04/2009</b>
<u>Vehicle Brand:</u>	<b>Chevrolet</b>	<u>Model:</u>	<b>Cobalt</b>
<u>File #</u>	<b>71-745521394</b>	<u>VIN:</u>	<b>1G1AL15F167</b> <span style="background-color: black; color: black;">[REDACTED]</span>

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>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)

	<u>SIZE</u>	<u>PRESSURE (psi)</u>	<u>PRESSURE AT MAXIMUM LOAD(psi)</u>
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**

**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**

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

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

**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)**

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

**From: Debbie Stewart**

PAR Customer Relations **Specialist**

Email: [Deborah\\_Stewart@gmexpert.com](mailto: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**

**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:**

**Claimant Home #:**

**Claimant Work #: N/A**

**Claimant Cell #: N/A**

**Address:**

**Coffeyville, KS**

## Required Actions:

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

## Please Use Form(s):

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

## Special Instructions:

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

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

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

## **EAA Internal Use Only**

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

## **EAA SA Use Only**

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







## 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-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 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 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 FF FF FF FF FF FF FF FF FF FF FF FF FF  
\$06 FF FF FF FF  
\$07 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF FF  
\$08 FF FF FF FF  
\$0D 41 48 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

1G1AL15F167



```
$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 FF FF FF FF FF FF FF FF FF FF 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**

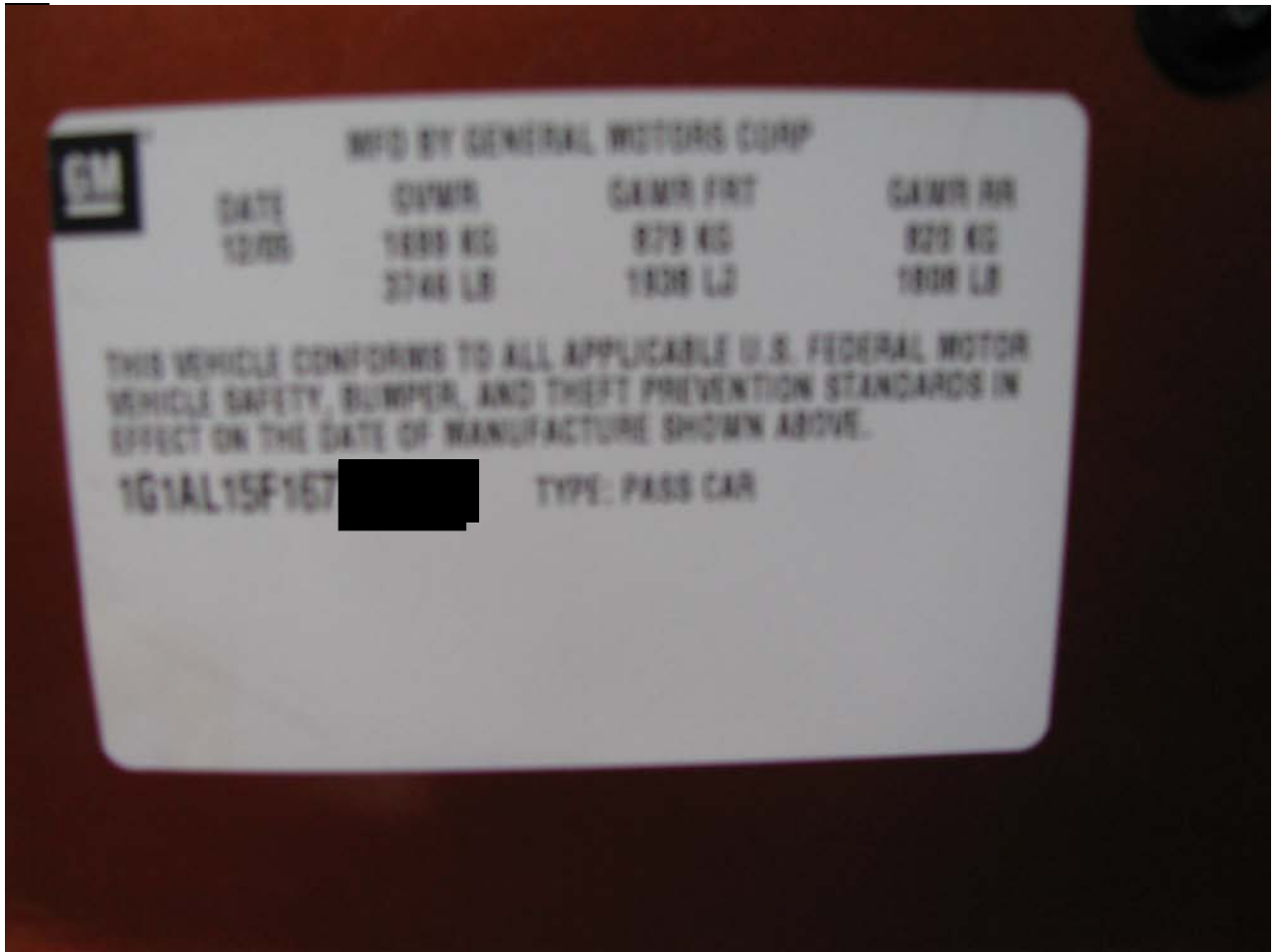
<u>Customer's Name:</u>	[REDACTED]	<u>Inspection Date:</u>	08/04/2009
<u>Vehicle Brand</u>	Chevrolet	<u>Model:</u>	Cobalt
<u>File #</u>	71-745521394	<u>VIN:</u>	1G1AL15F167 [REDACTED]

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:

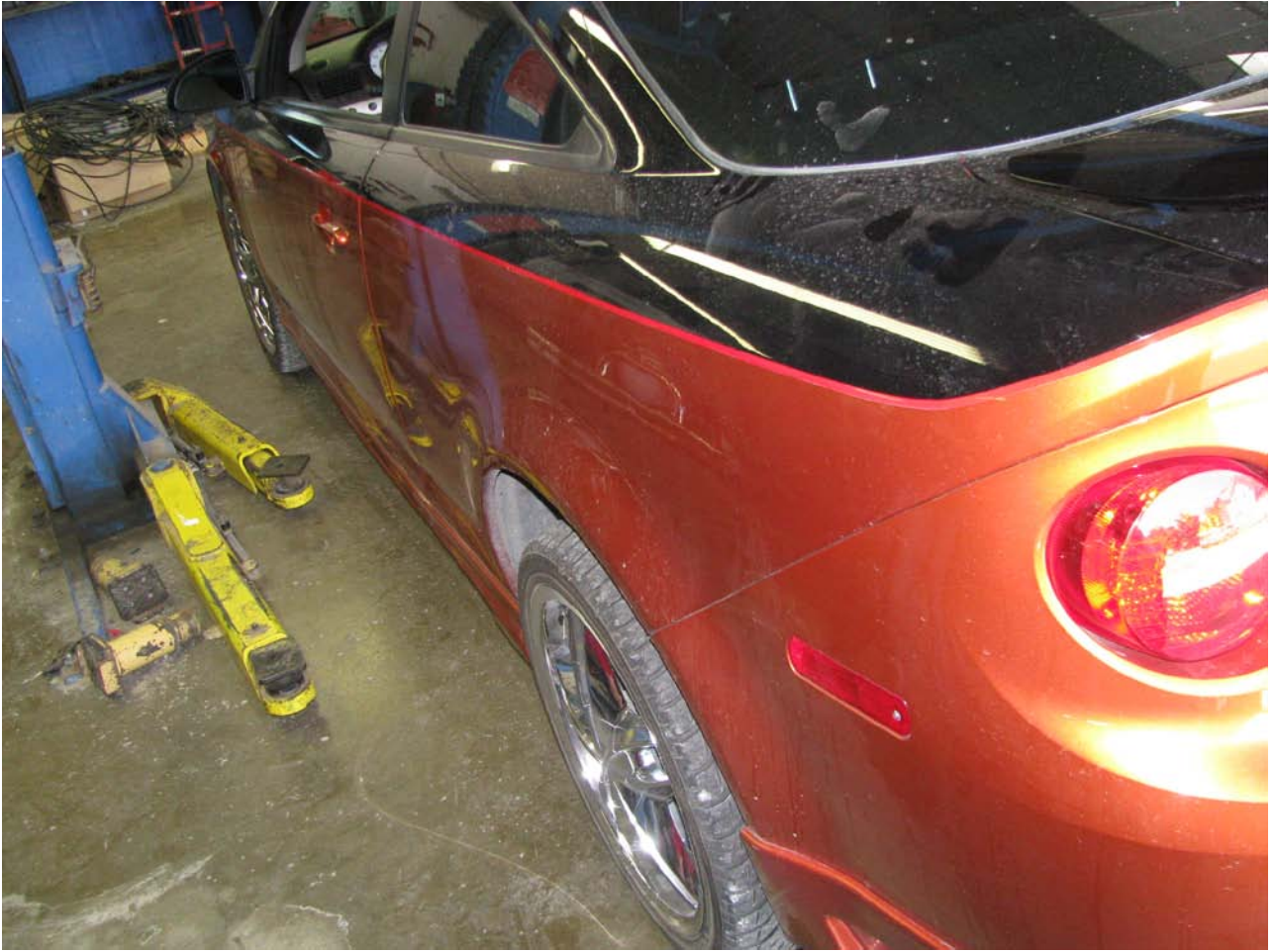
Cobalt

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]

Inspection Date:

08/04/2009

Vehicle Brand

Chevrolet

Model:

Cobalt

File #

71-745521394

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]

Inspection Date:

08/04/2009

Vehicle Brand

Chevrolet

Model:

Cobalt

File #

71-745521394

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

Vehicle Brand

Chevrolet

Model:

Cobalt

File #

71-745521394

VIN:

1G1AL15F167 [REDACTED]



16. ABS modulator



**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]



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. Rt 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

Vehicle Brand

Chevrolet

Model:

Cobalt

File #

71-745521394

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

Vehicle Brand

Chevrolet

Model:

Cobalt

File #

71-745521394

VIN:

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

Vehicle Brand

Chevrolet

Model:

Cobalt

File #

71-745521394

VIN:

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:

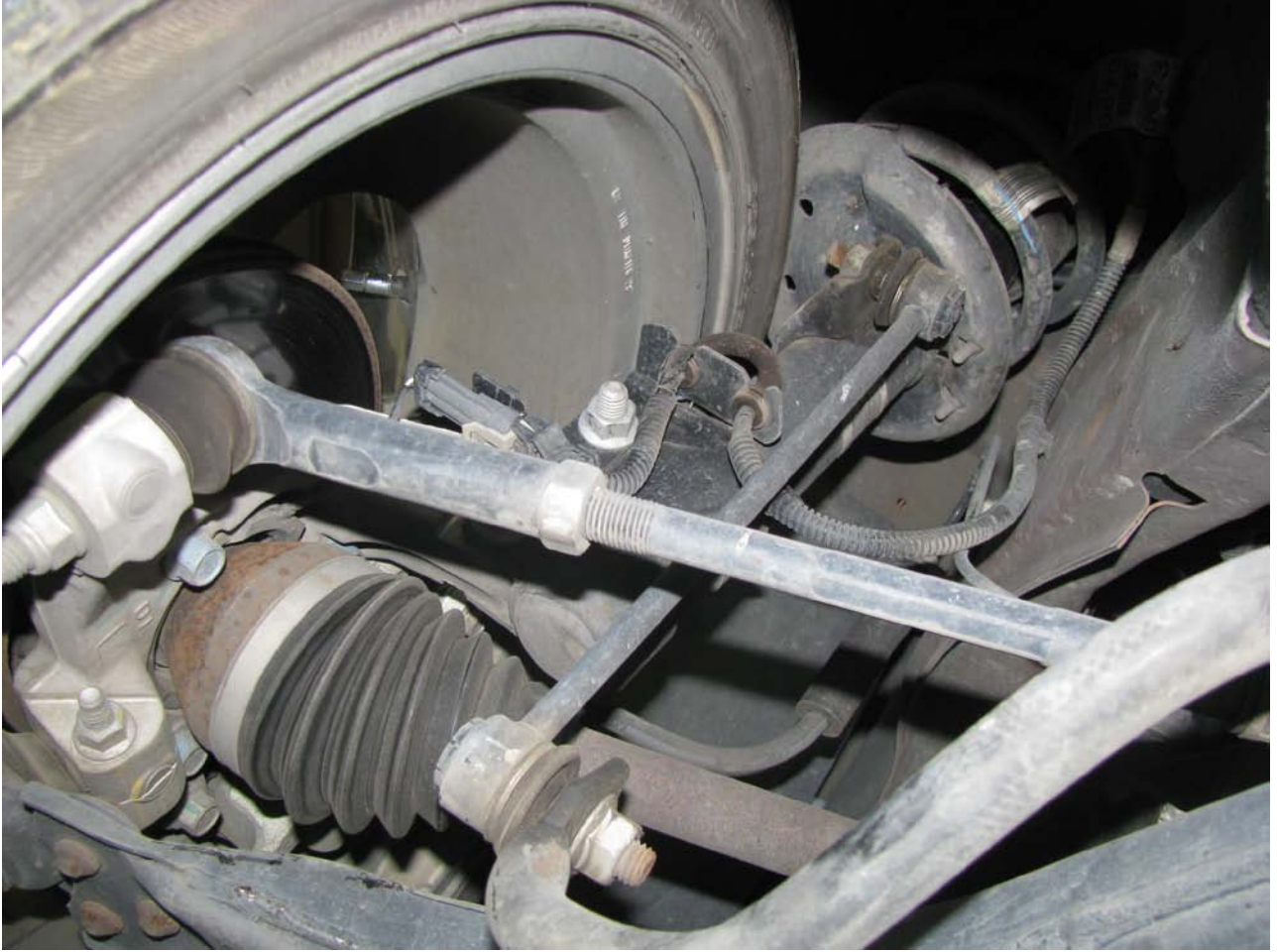
Cobalt

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]



Left side ground effects

37.  
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:

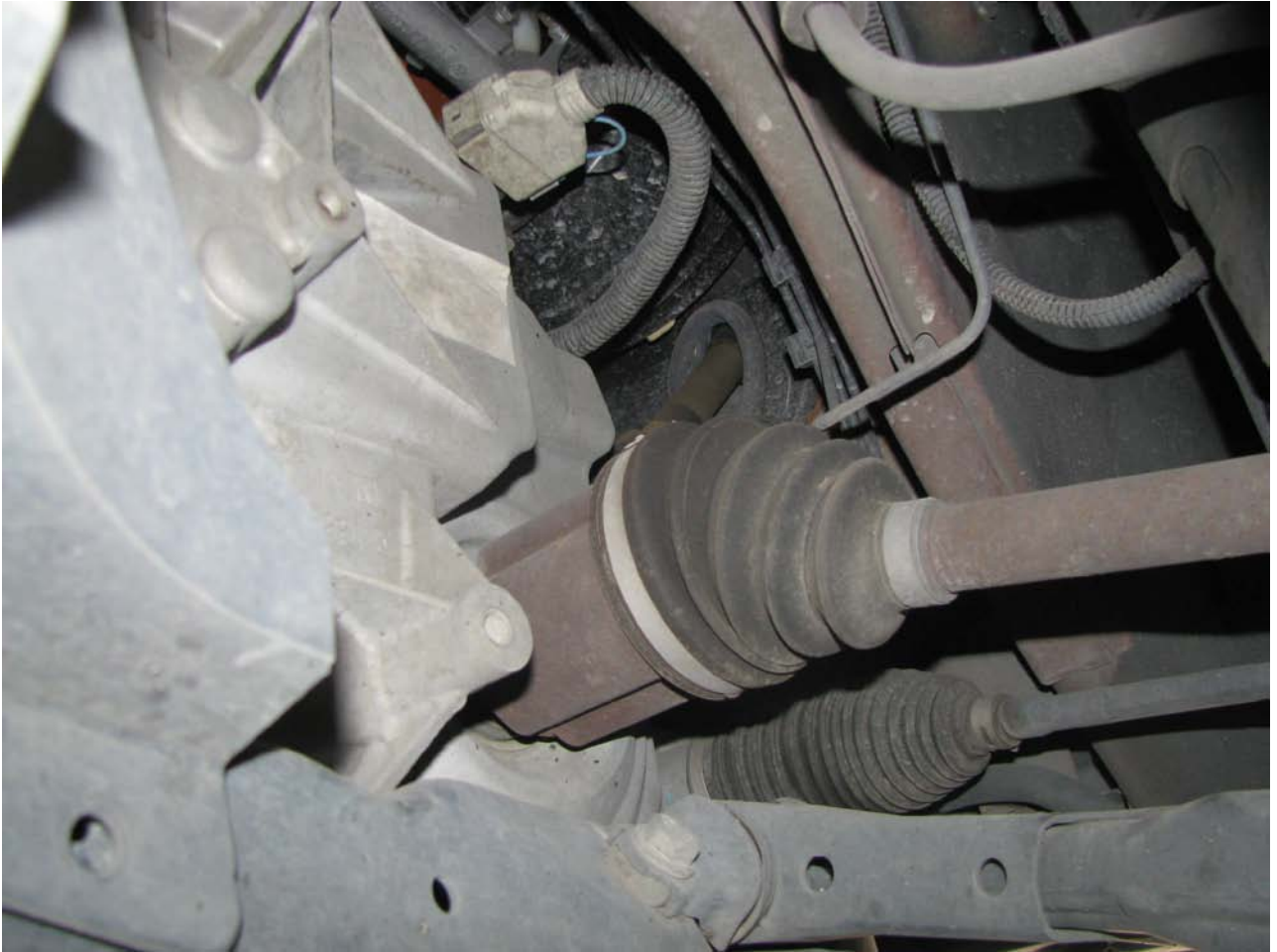
Cobalt

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]

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

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  
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

Neg.#  
0

Description  
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:

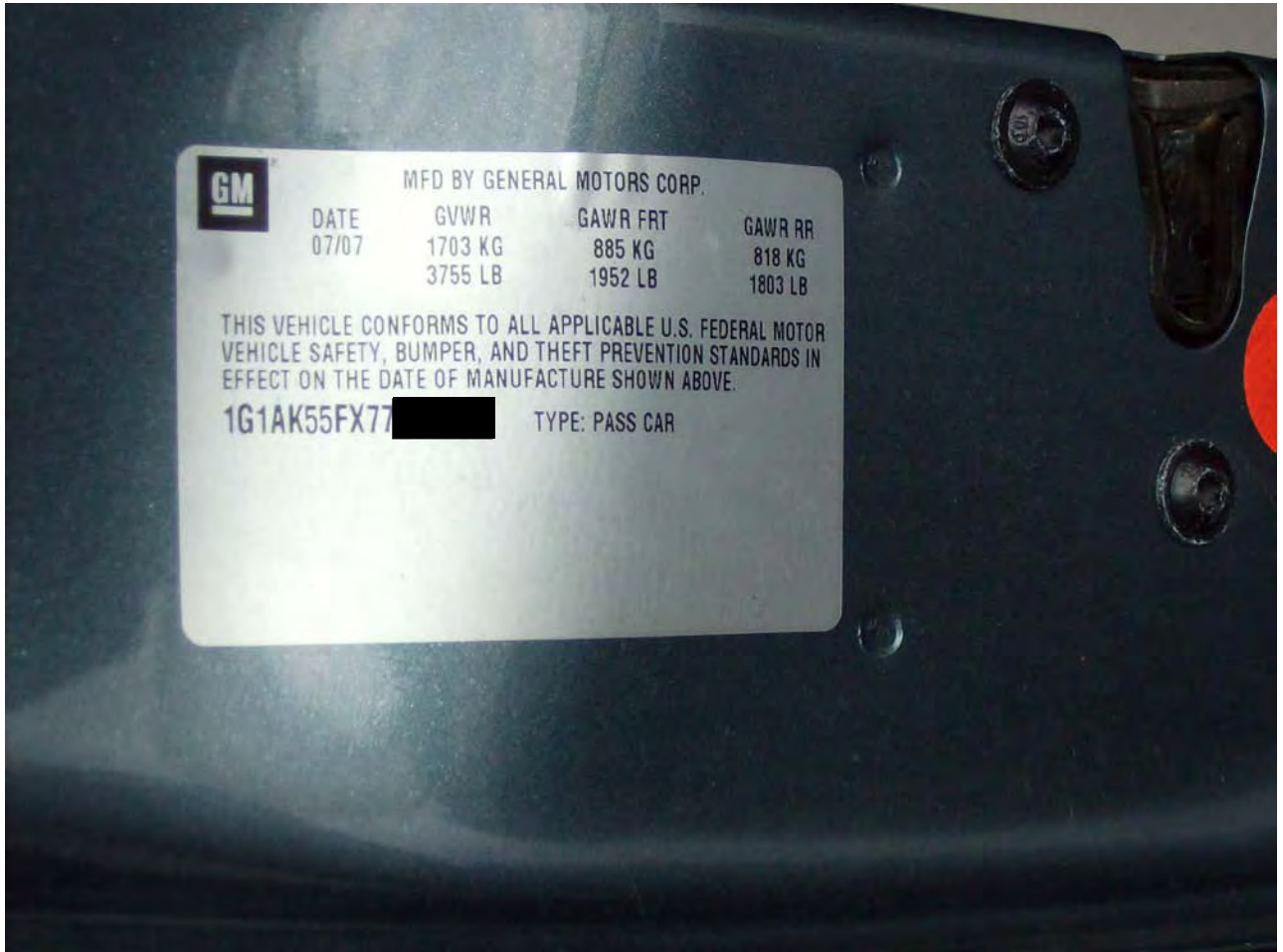
**2007 Cobalt**

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

Vehicle Brand:

Chevrolet

Model:

2007 Cobalt

File #

71-747048536

VIN:

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:

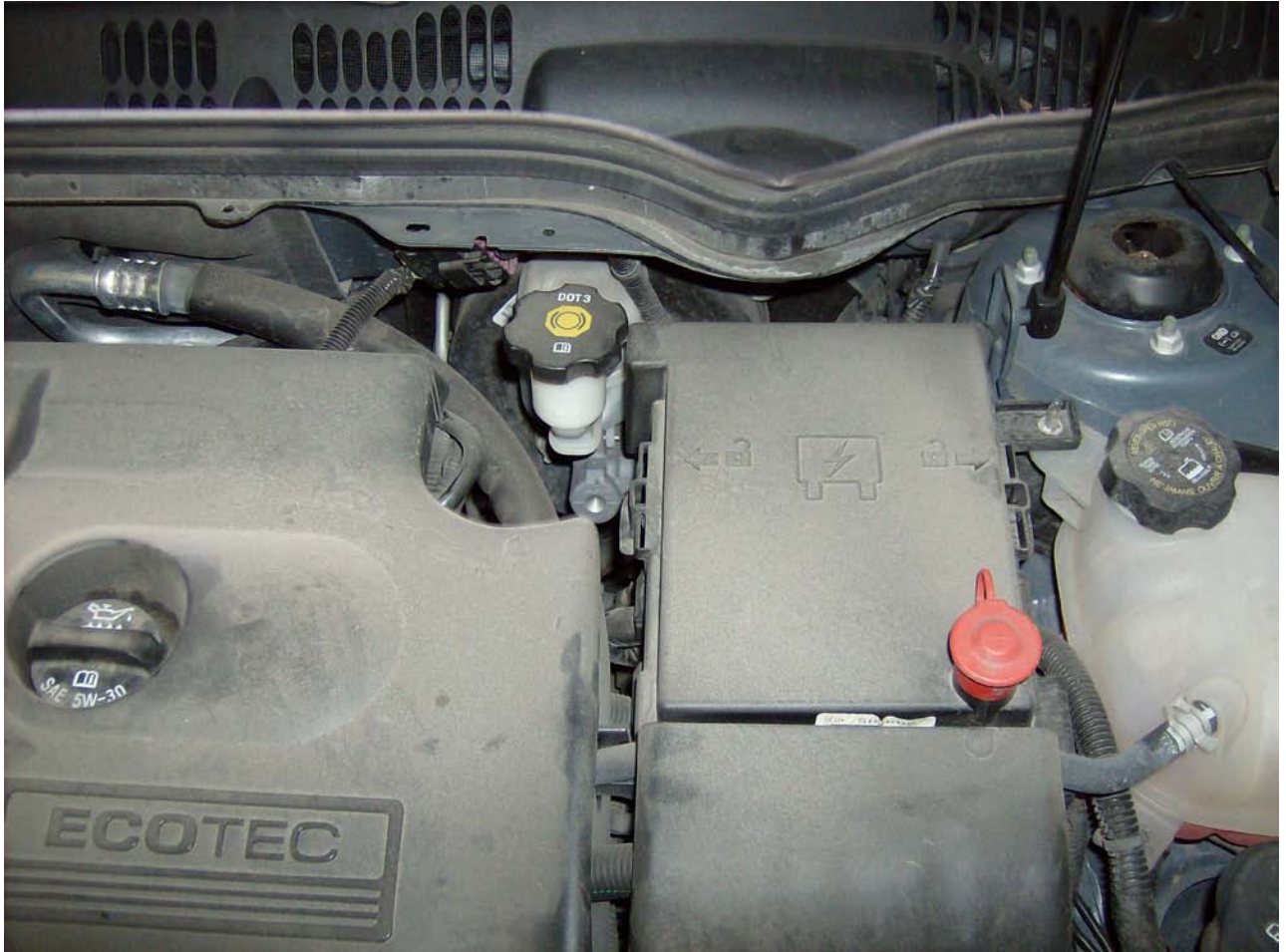
2007 Cobalt

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

Vehicle Brand:

Chevrolet

Model:

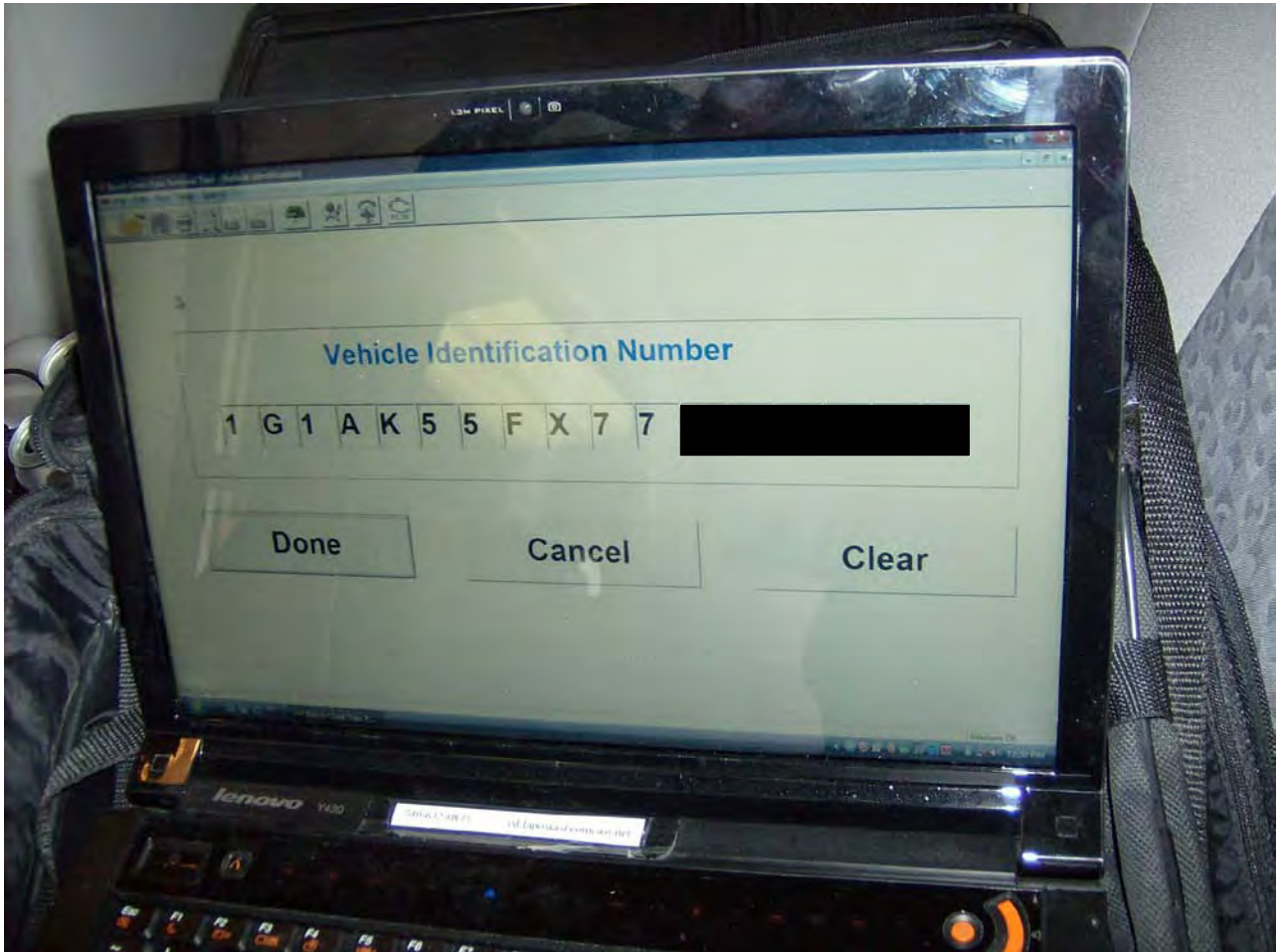
2007 Cobalt

File #

71-747048536

VIN:

1G1AK55FX77 [REDACTED]



26. 26 BOSCH CDR



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

Customer's Name:

[REDACTED]

Inspection Date:

8/18/2009

Vehicle Brand:

Chevrolet

Model:

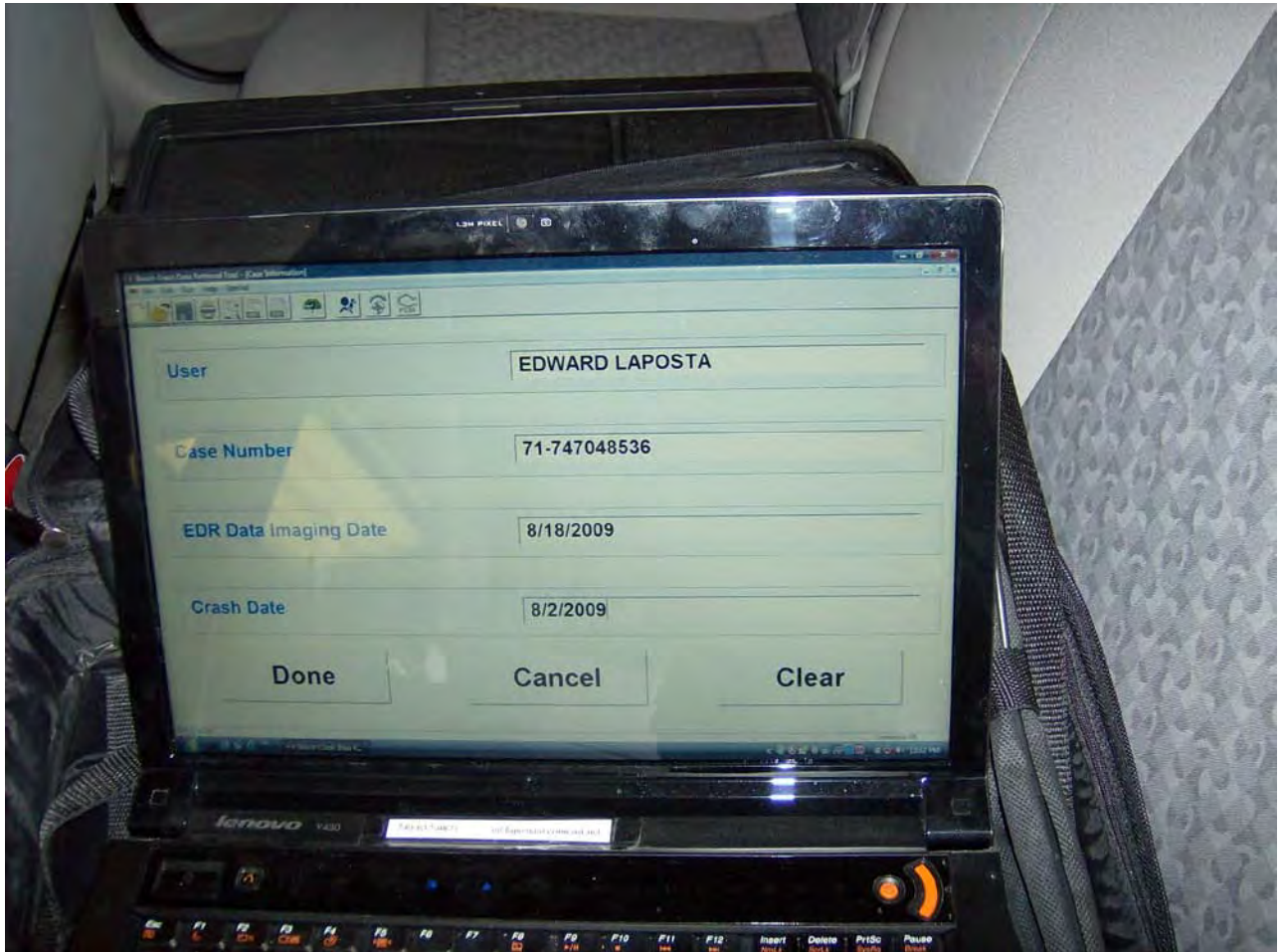
2007 Cobalt

File #

71-747048536

VIN:

1G1AK55FX77 [REDACTED]



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**

Vehicle Brand:

**Chevrolet**

Model:

**2007 Cobalt**

File #

**71-747048536**

VIN:

**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**

Vehicle Brand:

**Chevrolet**

Model:

**2007 Cobalt**

File #

**71-747048536**

VIN:

**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:



Inspection Date:

**8/18/2009**

Vehicle Brand:

**Chevrolet**

Model:

**2007 Cobalt**

File #

**71-747048536**

VIN:

**1G1AK55FX77**



34 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]



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

Vehicle Brand:

Chevrolet

Model:

2007 Cobalt

File #

71-747048536

VIN:

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

Vehicle Brand:

Chevrolet

Model:

2007 Cobalt

File #

71-747048536

VIN:

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**

Vehicle Brand:

**Chevrolet**

Model:

**2007 Cobalt**

File #

**71-747048536**

VIN:

**1G1AK55FX77** [REDACTED]



43 STEERING GEAR



**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]



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:

Inspection Date:

**8/18/2009**

Vehicle Brand:

**Chevrolet**

Model:

**2007 Cobalt**

File #

**71-747048536**

VIN:

**1G1AK55FX77**



48 TIRE AND WHEEL-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]



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

From: **Crystal Morales**

PAR Customer Relations **Specialist**

Email: [crystal\\_morales@gmexpert.com](mailto: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**

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:

Claimant Home #:

Claimant Work #:

x.

Claimant Cell #:

Address:

Mc Kees Rocks, PA

## 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: <b>EAA Field Coordinator</b>	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  
\$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 FF FF FF FF FF FF FF FF FF FF FF FF  
\$06 FF FF FF FF  
\$07 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF  
\$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 FF FF FF FF FF FF FF FF FF FF FF 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:

Inspection Date:

**8/18/2009**

Vehicle Brand:

**Chevrolet**

Model:

**2007 Cobalt**

File #

**71-747048536**

VIN:

**1G1AK55FX77**

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>

33 SUSPENSION-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]

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**

<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 ██████████

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 ██████████ 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.

{  
{  
{  
{



**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.

{  
 {  
 {  
 {

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] Inspection Date: **8/18/2009**  
 Vehicle Brand: **Chevrolet** Model: **2007 Cobalt**  
 File #: **71-747048536** 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.**

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

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

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]

Vehicle Brand: **Chevrolet**

File #

**71-747048536**Inspection Date: **8/18/2009**Model: **2007 Cobalt**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**{  
{**Section 3****INTERVIEW - VEHICLE HISTORY**

Source of information (name, address, phone number, &amp; 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: {

{



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

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

## 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.

{

**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.

{

{



**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]

**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.**

{

{

{

{

{

{

{

{

{

{

{



**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 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?	<b>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.</b>
Steering linkage-Is the linkage free from cracks, bends, fractures, etc. Are there any scrapes, abrasions, signs of contact with any of the linkage?	<b>All steering linkage is tight and no loose connections. No visible scrapes, abrasions or signs of contact with any other linkage.</b>
Gear/rack and pinion-Any sign of leakage, damage to boots on the rack, contact by foreign objects?	<b>No visible leaks at steering rack and pinion. No visible damage to boots on rack or contact by foreign objects.</b>
Steering column, ignition switch, intermediate shaft. Does the column unlock with the ignition key "on"? Is the steering column properly fastened to the dash?	<b>Steering column, ignition switch and intermediate shaft tight and no loose connections. Column unlocks with ignition key correctly. Steering column fasteners clean and tight.</b>
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.	<b>This vehicle has electronic steering assist. Steering wheel rotates lock to lock smoothly and with moderate effort.</b>
PS fluid level and condition-Color, contamination, odor	<b>This vehicle has electronic steering assist.</b>
Steering knuckle-All attachments secure and proper?	<b>All attachments to steering knuckles are secure and proper.</b>
Suspension components-Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. Sway bars properly attached. LF	<b>LF strut attachments, springs and control arms intact and properly attached, no scrapes or deformities.</b>
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. Sway bars properly attached RF	<b>RF strut attachments, springs and control arms intact and properly attached, no scrapes or deformities.</b>



**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>Vehicle Brand:</u> <b>Chevrolet</b> <u>File #:</u> <b>71-747048536</b>	<u>Inspection Date:</u> <b>8/18/2009</b> <u>Model:</u> <b>2007 Cobalt</b> <u>VIN:</u> <b>1G1AK55FX77</b> [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:

	TIRE BRAND	TIRE TYPE	H 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	<b>Ventus</b>	<b>HR2</b>	<b>P215/45R17</b>	<b><u>29</u></b>	<b><u>8/32</u></b>	<b>5MRNAF</b>
RF	<b>Ventus</b>	<b>HR2</b>	<b>P215/45R17</b>	<b><u>28</u></b>	<b>8/32</b>	<b>5MRNAF</b>
LR	<b>Ventus</b>	<b>HR2</b>	<b>P215/45R17</b>	<b><u>30</u></b>	<b>9/32</b>	<b>5MRNAF</b>
RR	<b>Ventus</b>	<b>HR2</b>	<b>P215/45R17</b>	<b><u>28</u></b>	<b>9/32</b>	<b>5MRNAF</b>

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**

<u>Customer's Name:</u>	<span style="background-color: black; color: black;">[REDACTED]</span>	<u>Inspection Date:</u>	<b>8/18/2009</b>
<u>Vehicle Brand:</u>	<b>Chevrolet</b>	<u>Model:</u>	<b>2007 Cobalt</b>
<u>File #:</u>	<b>71-747048536</b>	<u>VIN:</u>	<b>1G1AK55FX77</b> <span style="background-color: black; color: black;">[REDACTED]</span>

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

**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]

Inspection Date:**8/18/2009**Vehicle Brand:**Chevrolet**Model:**2007 Cobalt**File #:**71-747048536**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.

{  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**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] 87 [REDACTED]  
Dealer Code: 07361  
R.O. Number: 458949  
Mileage: 27450  
Vehicle Identification Number: 1G1AL58F2

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):  
2282802 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

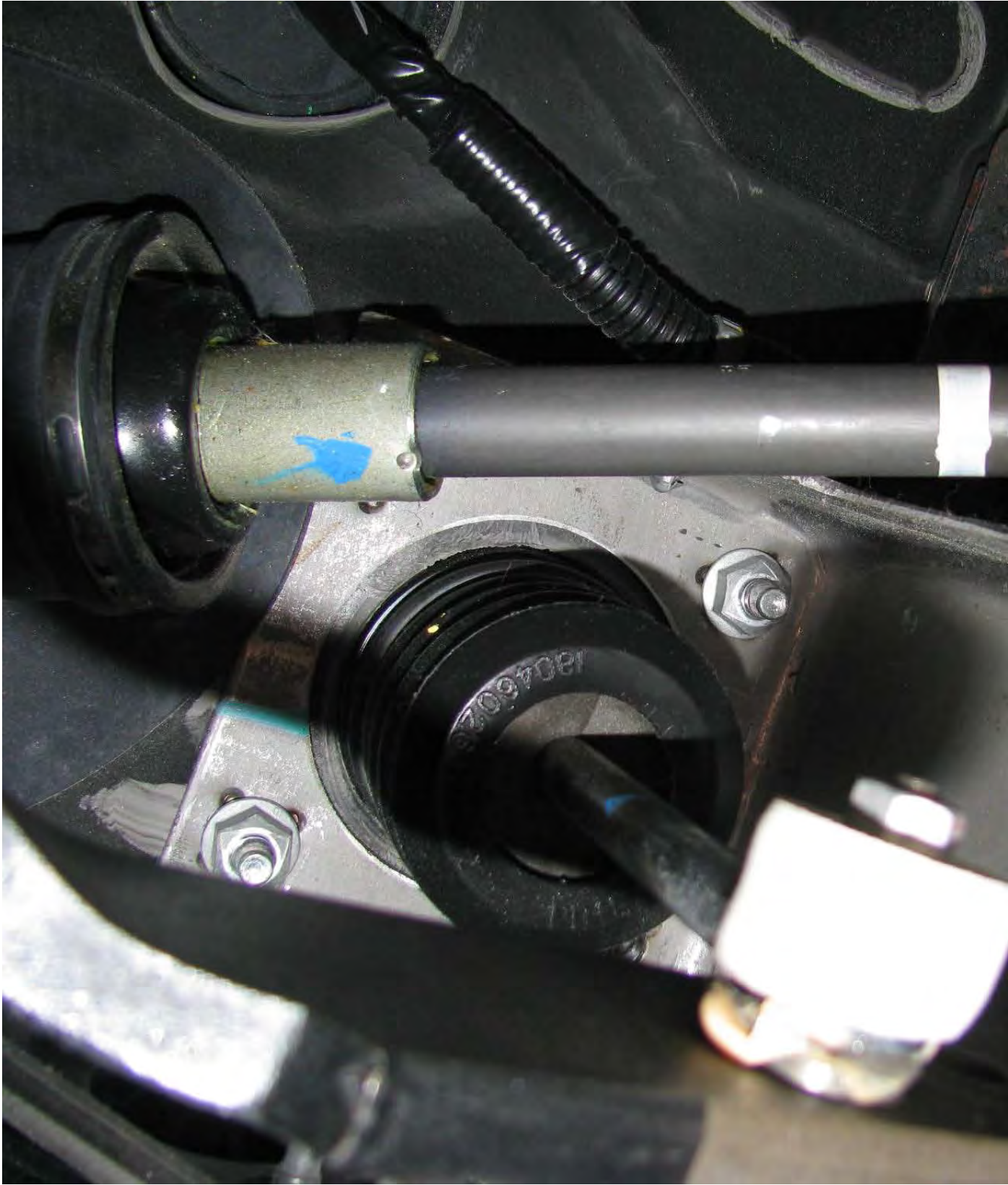
Since Clear: Pass  
History

Clear  
DTCs

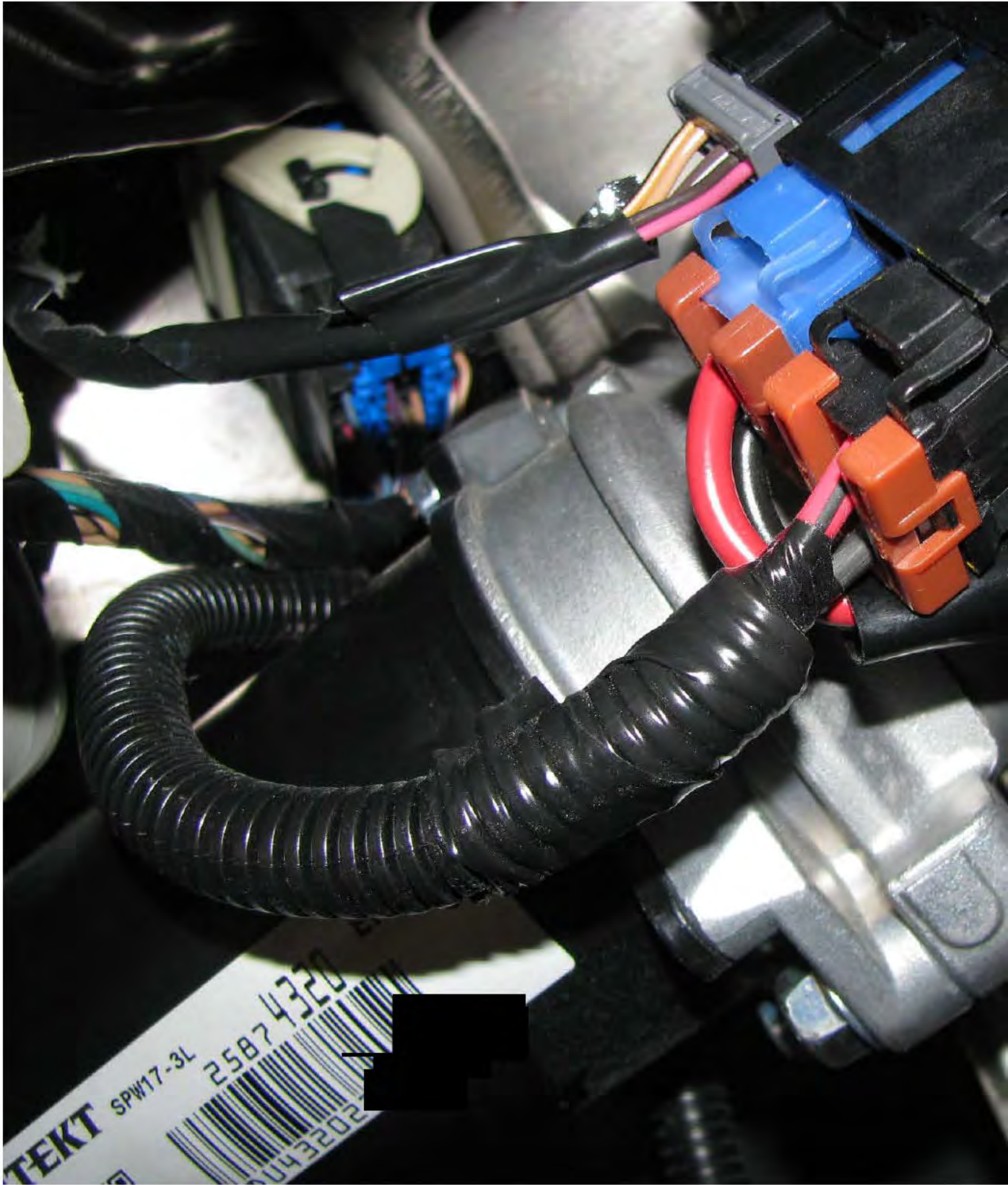




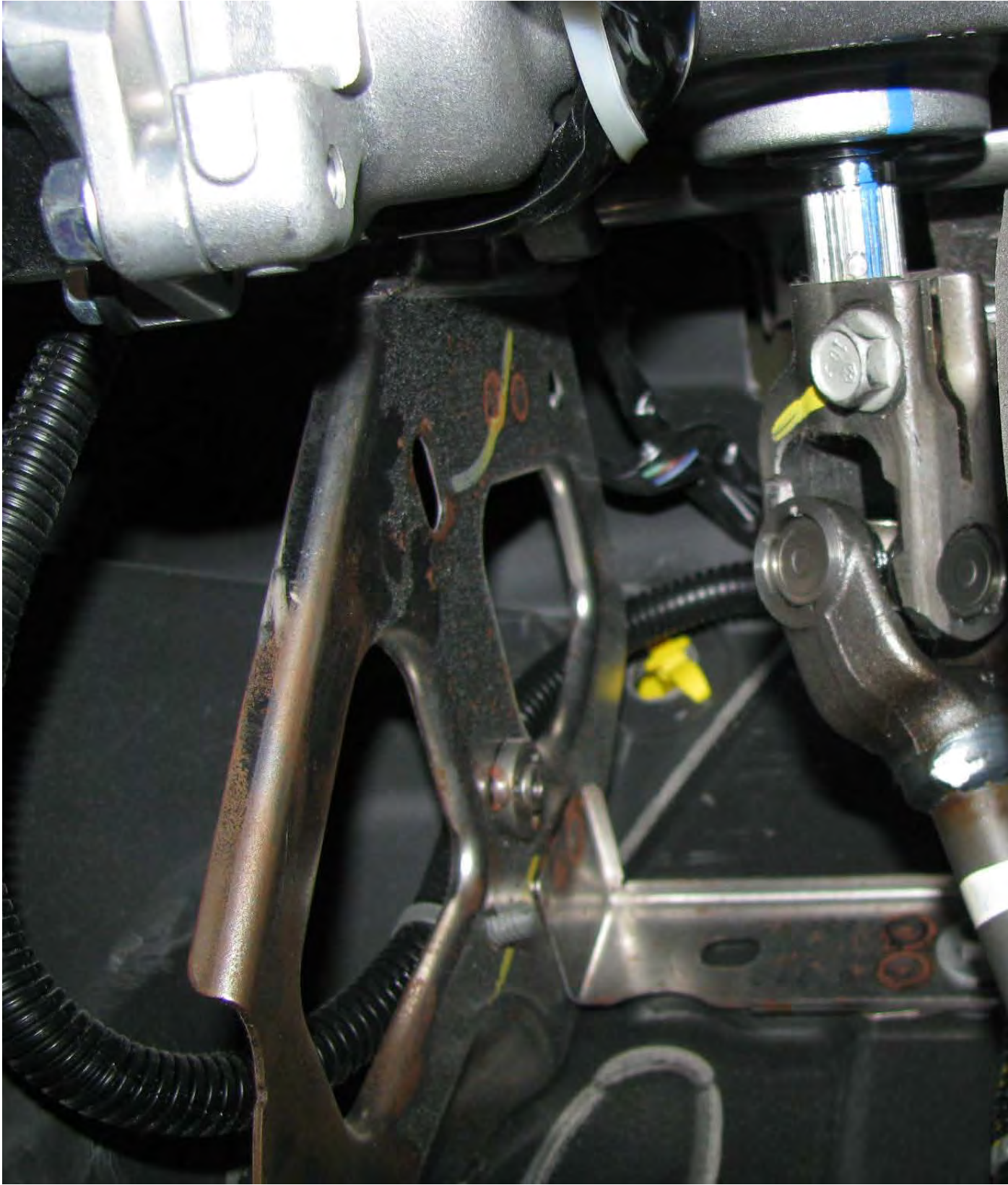




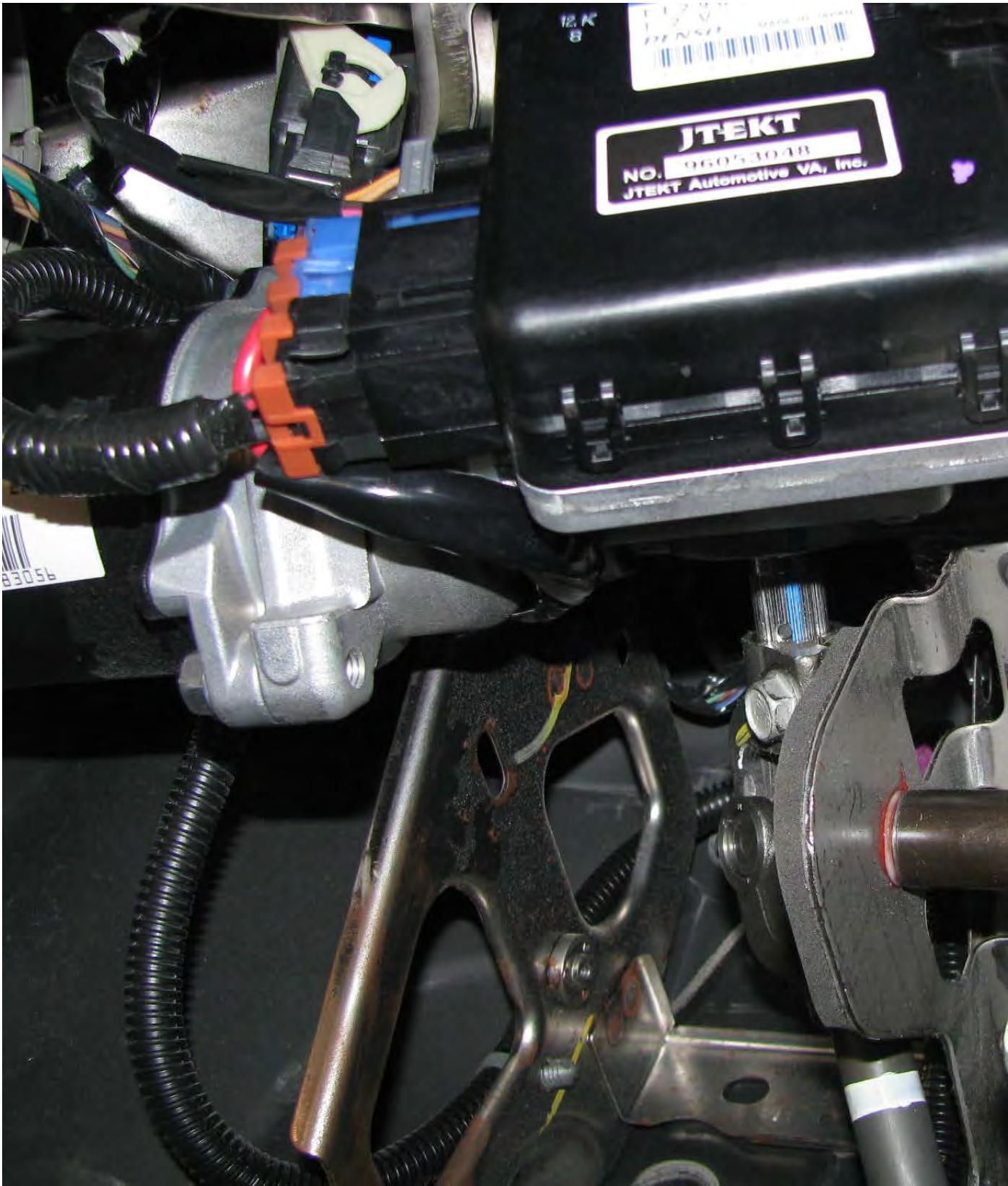














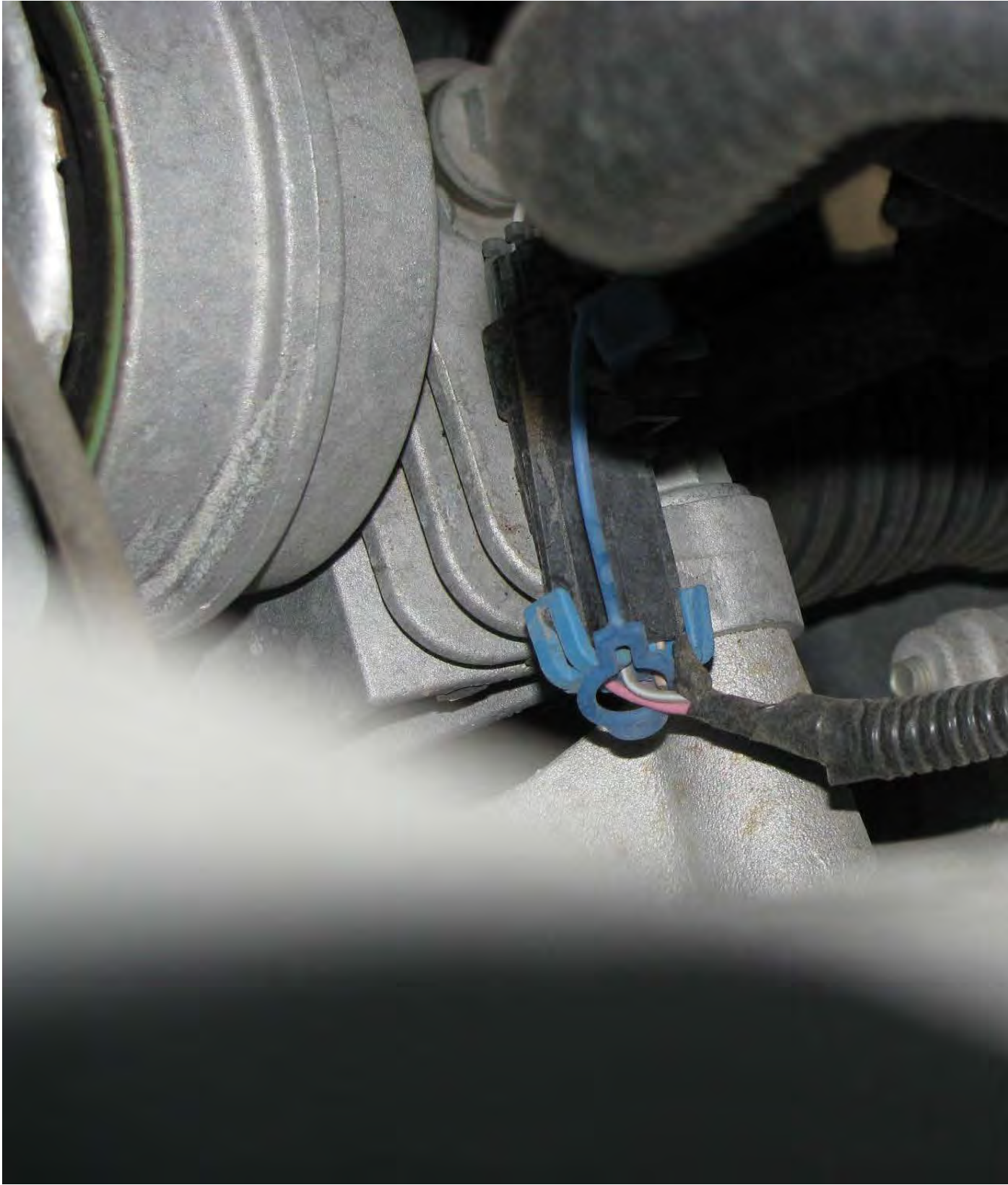
JTEKT SPW17-3L



2587 432

3U4320278





















































































































## TIRE AND LOADING

SEATING CAPACITY : TOTAL 5 : P

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**



<b>CUSTOMER NAME AND ADDRESS</b>				<b>JERRY'S</b> WEATHERFORD, TEXAS <b>CHEVROLET • CADILLAC • BUICK • PONTIAC • GMC</b> JERRY'S GM, LLC 3100 FORT WORTH HIGHWAY • P.O. BOX 839 • WEATHERFORD, TEXAS 76086 817-597-1490 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	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	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: PP:	FC:				OT: 2.9		
	AU:	PE:							
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	4.99	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----						
	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		-----CUSTOMER----						
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 _____ COUNTY OF _____ I HEREBY AUTHORIZE THE ABOVE NAMED INDIVIDUAL OR ENTITY TO DO ANYTHING NECESSARY TO OBTAIN THE REPAIRS OR SERVICE DESCRIBED IN THIS ORDER, INCLUDING BUT NOT LIMITED TO THE SIGNATURE OF THIS ORDER, THE DELIVERY OF THE VEHICLE TO THE REPAIR SHOP, AND THE PAYMENT OF THE REPAIRS OR SERVICE. I UNDERSTAND THAT THE VEHICLE IS BEING REPAIRED BY A PERSON WHO IS NOT EMPLOYED BY ME, AND THAT I AM RESPONSIBLE FOR THE QUALITY OF THE REPAIRS OR SERVICE. I AGREE TO HOLD THE REPAIR SHOP HARMLESS FROM ANY CLAIMS OR DAMAGES THAT MAY BE ASSERTED AGAINST THEM BY ANY THIRD PARTY. I AGREE TO HOLD THE REPAIR SHOP HARMLESS FROM ANY CLAIMS OR DAMAGES THAT MAY BE ASSERTED AGAINST THEM BY ANY THIRD PARTY. I AGREE TO HOLD THE REPAIR SHOP HARMLESS FROM ANY CLAIMS OR DAMAGES THAT MAY BE ASSERTED AGAINST THEM BY ANY THIRD PARTY.	<b>LABOR AMOUNT</b> <b>PARTS AMOUNT</b> <b>OTHER TAXABLE</b> <b>OTH NON TAXABLE</b> <b>MISC. CHARGES</b> <b>SALES TAX</b> <b>TOTAL CHARGES</b> <b>LESS INSURANCE</b>
TOTAL: \$_____ *CONTINUED*	



## CUSTOMER NAME AND ADDRESS

WEATHERFORD, TX

EML:

**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

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					
SHOP			110509-3R	R.O. #					

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				----WARRANTY----
	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 RENT2419 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				----WARRANTY----
	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, the undersigned, do hereby certify and warrant

as my (or our) true and lawful agent and authority

to sign and execute in my (or our) name and on my (or our) behalf

all such acts and things as may be required to carry out the purpose of this warranty

and to do all such things as may be required to carry out the purpose of this warranty

I, the undersigned, do hereby certify and warrant as my (or our) true and lawful agent and authority to sign and execute in my (or our) name and on my (or our) behalf all such acts and things as may be required to carry out the purpose of this warranty

I, the undersigned, do hereby certify and warrant as my (or our) true and lawful agent and authority to sign and execute in my (or our) name and on my (or our) behalf all such acts and things as may be required to carry out the purpose of this warranty

I, the undersigned, do hereby certify and warrant as my (or our) true and lawful agent and authority to sign and execute in my (or our) name and on my (or our) behalf all such acts and things as may be required to carry out the purpose of this warranty

I, the undersigned, do hereby certify and warrant as my (or our) true and lawful agent and authority to sign and execute in my (or our) name and on my (or our) behalf all such acts and things as may be required to carry out the purpose of this warranty

I, the undersigned, do hereby certify and warrant as my (or our) true and lawful agent and authority to sign and execute in my (or our) name and on my (or our) behalf all such acts and things as may be required to carry out the purpose of this warranty

I, the undersigned, do hereby certify and warrant as my (or our) true and lawful agent and authority to sign and execute in my (or our) name and on my (or our) behalf all such acts and things as may be required to carry out the purpose of this warranty

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

Warranty Copy

CASH

TOTAL:

.00



## W O R K O R D E R

## 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	R.O. #	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. Found Rt-Rear window motor open. Cause: <u>#76</u> Correction: <u>Replaced Rt-Rear window motor; Rechecked AN O.K.</u>	73	02
2	MW	CUST STATES THE LEFT REAR DOOR GLASS WILL NOT ROLL DOWN WITH ANY SWITCH. Lt-Rear window motor open. Cause: <u>#76</u> Correction: <u>Replaced Lt-Rear Window motor; Rechecked operation AN O.K.</u>	73	02
3	MW	CUST STATES THE LEFT SUN VISOR CLIP IS BROKEN Cause: <u>#76</u> Correction: <u>20374317</u>	S.O.P.	02
4	MW	CUST STATES THE POWER STEERING LOCKED UP Cause: <u>07</u> C0425 steering motor circuit - history. Mark called Correction: <u>TAC Case # 10977255 - Lawrence Cooper advised to replace EPS motor. Replaced steering motor, cleared code</u> <u>73 Test Drive over 300 miles with No Steering Problems</u> <u>Product Allegation # 71-747509935 TAC Case # 10977255 Larry Rainer</u>	DTC C047573 00	02

## DISCLAIMER OF WARRANTIES

Any warranties on this product shall hereby be deemed 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 seller neither assumes nor endorses any other person's claims for any liability in connection with the sale of or use of this product.

## NOTICE PURSUANT TO PROFFER CODE 170.01

I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THIS 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 THIS MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS EXTENDED, DISREGARDING RECEIPT OF INSUFFICIENT FUNDS, NO FUNDS, OR EXHAUSTING 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.

SIGNATURE OF THE PERSON RESPONSIBLE FOR PERSON RESPONSIBLE FOR PAYMENT

Supplier - An administrative 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.

## 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 order on the vehicle to secure the amount of repairs thereto.

Signed By



## Technical Assistance Information Form

Questions to Answer Prior to Contacting Technical Assistance

Caller Name

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?

210

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 C0475<sup>20</sup> Parts already Replaced - Collum, motor, BCM, ARB  
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 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

FAX - 866 480 3626



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

RENTAL AGREEMENT  
947369

REF#  
5SJS28

RENTED

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 CORA 4DLT  
VIN# 1G1ALS8F187  
LIC#  
MILES DRIVEN 258

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

VEH #1 2009 CHEV SILC 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&REG/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&REG/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  
(\$50.00)  
\$50.00

TYPE  
Visa  
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# 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  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_







**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.<sup>00</sup>

COMMENTS I bumped Book shop @

up to \$2421.85. Last time I

left at 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  
817-597-1490 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					
SHOP			110509-3R	R.O. #					
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 UPEC.

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	4.57	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

---WARRANTY---

2

ENTERPRIZE RENTAL

SEE LINE 4

DESC: 0.0

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

---CUSTOMER---

3

MULTI-POINT VEHICLE INSPECTION

DESC: 0.0

000000 SK:04 OT OPER/CODE:

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

AUTHORIZED BY STATE OF POWER OF ATTORNEY COUNTY OF		LABOR AMOUNT PARTS AMOUNT OTHER TAXABLE OTH NON TAXABLE MISC. CHARGES SALES TAX TOTAL CHARGES LESS INSURANCE	
KNOW ALL MEN BY THESE PRESENTS that I (or we), the undersigned, do hereby constitute and appoint as my (or us) true and lawful agent and attorney in fact to endorse in the name, place and stead of the undersigned any check or draft issued by or payable to the order of the undersigned and to cash the same and to deposit the proceeds thereof in the name of the undersigned and to do all other acts and things which may be required in connection with the foregoing.		TOTAL: *CONTINUED*	

Warranty Copy







## 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	Salesman ID	SHOP	Page
CONNIE DUER			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. Found R1-Rear window motor open. Cause: <u>Replaced R1-Rear window motor; Rechecked AU o.k.</u> Correction:	73	02
2	MW	CUST STATES THE LEFT REAR DOOR GLASS WILL NOT ROLL DOWN WITH ANY SWITCH. LT. Rear window motor open. Cause: <u>Replaced Lt. Rear Window motor; Rechecked operation AU o.k.</u> Correction:	73	02
3	MW	CUST STATES THE LEFT SUN VISOR CLIP IS BROKEN Cause: <u>20374317</u> Correction:		02
4	MW	CUST STATES THE POWER STEERING LOCKED UP Cause: <u>CO475 Steering motor circuit - history. Mark called</u> Correction: <u>TAC case # 10977255 Lauren Cooper advised to replace EPS motor. Replaced steering motor, cleared code</u> <u>73 Test Drive over 300 miles with No Steering Problems</u> <u>Product Allegation # 71-747509935 TAC Case # 10977255 Larry Rainer</u>		

Any warranties on this 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 goods for a particular purpose, and while neither warrants nor authorizes any other person to warrant for it any liability in connection with the sale of and products.

NOTICE PURSUANT TO PROPERTY DAMAGE WAIVER  
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 SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS A COMMERCIAL CODE, 90.004, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR 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, any other cause beyond your control or for any delays caused by unavailability of parts or delays in payment by the supplier or transporter. I hereby grant you and/or your employees permission to open the vehicle herein described on street, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien shall be created in favor of your shop in the amount of repair charges.

SIGNATURE OF THE PERSON RESPONSIBLE OR AGENT FOR REPAIR RESPONSIBILITY 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 \$29.00.

Signed By X



## Technical Assistance Information Form

Questions to Answer Prior to Contacting Technical Assistance

Caller Name

Dealer Code: 07367  
R.O. Number: 464884VIN: 1G1AL58F2  
Mileage: 27709

3

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

210

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 C0475<sup>00</sup> Parts Already Replaced - Column, motor, BCM, ABS  
Remire 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 31265



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# [REDACTED]  
MILES DRIVEN 1330

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

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

VEH #1 2009 CHEV S15C LT2W  
VIN# 3GCEC23C39G  
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

<b>Taxes &amp; Surcharges</b>					
LIC&REG/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

<b>Bill-To / Deposits</b>					
JERRYS GM LTD.**	08/06 - 09/05	30	DAY		
TIME & DISTANCE	08/06 - 09/05				
REFUELING CHARGE					
LIC&REG/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)
					(\$50.00)

DEPOSITS \$0.00

Total Amount Due

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

CREDIT CARD NUMBER  
[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# 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: [REDACTED]	

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



v1.0.6  
08:41:44JERRY'S GM, LTD.  
10/05/2009

## GM Vehicle Inquiry System

Enter 17-Character VIN: 1G1AL58F287 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				
RO Number: 625429	Date: 06/23/2009	Mileage: 25399	Labor-Op: E7680	Type: #
PRE-DELIVERY INSPECTION - BASE TIME				
RO Number: A07855	Date: 08/20/2007	Mileage: 0	Labor-Op: Z7000	Type: I











**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

WEATHERFORD, TX

EML:

**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

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	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		-----WARRANTY---		
	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		-----CUSTOMER---		
---	--------------------------------	--	------------------	--	--

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

KNOW ALL MEN BY THESE PRESENTS that I  
(or we), the undersigned, do hereby certify and  
affirm that I (or we) are the owner(s) of the vehicle  
described herein and that I (or we) are the owner(s)  
of the undersigned any check or draft drawn by

(undersigned) to cause all or part of the  
to my (or our) automobile which are authorized by  
me (or us) in whatever manner is necessary to  
pay for such repairs or for the purpose of  
paying for such repairs.  
I (or we) hereby certify and affirm that I (or we)  
have signed this check or draft for the purpose of  
paying for such repairs.

X

I HEREBY AUTHORIZE THE REPAIR WORK HEREON TO BE DONE BY THE REPAIRER AND I AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR  
APPLICABLE TO THIS VEHICLE IN THE EVENT OF A FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY LOSS OR DAMAGE CAUSED BY NEGLIGENCE OF THE REPAIRER  
OR THE REPAIRER'S EMPLOYEES. I HEREBY AGREE TO HOLD THE REPAIRER HARMLESS FROM ALL SUCH LOSS OR DAMAGE. I AGREE TO HOLD THE REPAIRER HARMLESS FROM ALL SUCH LOSS OR DAMAGE.  
I AGREE TO HOLD THE REPAIRER HARMLESS FROM ALL SUCH LOSS OR DAMAGE. I AGREE TO HOLD THE REPAIRER HARMLESS FROM ALL SUCH LOSS OR DAMAGE.

NOTICE TO PROPERTY OWNER: I AM THE OWNER OF THE VEHICLE AND I AGREE TO HOLD THE REPAIRER HARMLESS FROM ALL SUCH LOSS OR DAMAGE. I AGREE TO HOLD THE REPAIRER HARMLESS FROM ALL SUCH LOSS OR DAMAGE.  
I AM THE OWNER OF THE VEHICLE AND I AGREE TO HOLD THE REPAIRER HARMLESS FROM ALL SUCH LOSS OR DAMAGE. I AGREE TO HOLD THE REPAIRER HARMLESS FROM ALL SUCH LOSS OR DAMAGE.  
I AM THE OWNER OF THE VEHICLE AND I AGREE TO HOLD THE REPAIRER HARMLESS FROM ALL SUCH LOSS OR DAMAGE. I AGREE TO HOLD THE REPAIRER HARMLESS FROM ALL SUCH LOSS OR DAMAGE.

Any vehicle on the street will hereby be held to the conditions. The vehicle hereby is hereby held to the conditions. The vehicle hereby is hereby held to the conditions.  
I AM THE OWNER OF THE VEHICLE AND I AGREE TO HOLD THE REPAIRER HARMLESS FROM ALL SUCH LOSS OR DAMAGE. I AGREE TO HOLD THE REPAIRER HARMLESS FROM ALL SUCH LOSS OR DAMAGE.  
I AM THE OWNER OF THE VEHICLE AND I AGREE TO HOLD THE REPAIRER HARMLESS FROM ALL SUCH LOSS OR DAMAGE. I AGREE TO HOLD THE REPAIRER HARMLESS FROM ALL SUCH LOSS OR DAMAGE.

Warranty Copy

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

TOTAL: \*CONTINUED\*



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

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	----	WARRANTY----
			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 RENT2419.20 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	----	WARRANTY----
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 STATE OF POWER OF ATTORNEY COUNTY OF KNOW ALL MEN BY THESE PRESENTS that I, the undersigned, do hereby certify in and to the effect that the above and foregoing is true and correct in the name, place and stead of the undersigned my check or draft being by (insurance company) to cover all or part of repair to my (or our) automobile which was authorized by me (or us) in writing. I warrant that I am not making such a check or draft for the purpose of paying for such repair. I warrant that I am not making such a check or draft for the purpose of paying for such repair. I warrant that I am not making such a check or draft for the purpose of paying for such repair.	LABOR AMOUNT 347.60 PARTS AMOUNT 582.56 OTHER TAXABLE Rental 1260.00 OTH NON TAXABLE MISC. CHARGES SALES TAX \$2421.85 TOTAL CHARGES LESS INSURANCE
--	--

Warranty Copy

CASH

TOTAL:

.00



# 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:	Jason Dickerson
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		
<b>PUT EVERYTHING IN NET AMOUNT</b>			
Labor Hours and OLH:	<b>DO NOT PUT IN HOURS</b>		
Parts and Labor Costs:	<b>DO NOT PUT IN COSTS</b>		
Net Amount:	\$4482.01		
<b>DO NOT ROUTE THIS CLAIM</b>			
Authorization Code:	DO NOT PUT IN AN AUTH CODE		
Additional Comments for Dealer:			
<b>IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP</b>			
<b>AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO (866) 480 3626</b>			
Retain Copy with Dealer Repair Order			
Internal PAR Information			
<b>Complaint:</b>			
	Steering concern		
<b>Cause:</b>			
	Steering concern		
<b>Correction:</b>			
	Repaired vehicle		
<b>Justification:</b>			
	Steering concern		
<b>PAR CRS:</b>			
	Brandy Fabian		
<b>Additional Comments:</b>			
	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		
<b>PUT EVERYTHING IN NET AMOUNT</b>			
Labor Hours and OLH:	<b>DO NOT PUT IN HOURS</b>		
Parts and Labor Costs:	<b>DO NOT PUT IN COSTS</b>		
Net Amount:	\$1000.34		
<b>DO NOT H ROUTE THIS CLAIM</b>			
Authorization Code:	DO NOT PUT IN AN AUTH CODE		
Additional Comments for Dealer:			
<b>IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP</b>			
<b>AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO (866) 480 3626</b>			
Retain Copy with Dealer Repair Order			
Internal PAR Information			
<b>Complaint:</b>			
	Steering concern		
<b>Cause:</b>			
	Steering concern		
<b>Correction:</b>			
	Repaired Vehicle		
<b>Justification:</b>			
	Repaired Vehicle		
<b>PAR CRS:</b>			
	Brandy Fabian		
<b>Additional Comments:</b>			
	n/a		



# PAR GMWA

## Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information			
Date	12/11/09	Service Request #	71-747509935
Customer Name			
VIN	1G1AL58F287		
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		
<b>PUT EVERYTHING IN NET AMOUNT</b>			
Labor Hours and OLH:	<b>DO NOT PUT IN HOURS</b>		
Parts and Labor Costs:	<b>DO NOT PUT IN COSTS</b>		
Net Amount:	\$4482.01		
<b>DO NOT ROUTE THIS CLAIM</b>			
Authorization Code:	DO NOT PUT IN AN AUTH CODE		
Additional Comments for Dealer:			
<b>IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP</b>			
<b>AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO (866) 480 3626</b>			
<b>Retain Copy with Dealer Repair Order</b>			
Internal PAR Information			
<b>Complaint:</b>			
	Steering concern		
<b>Cause:</b>			
	Steering concern		
<b>Correction:</b>			
	Repaired vehicle		
<b>Justification:</b>			
	Steering concern		
<b>PAR CRS:</b>			
	Brandy Fabian		
<b>Additional Comments:</b>			
	n/a		



# PAR GMWA

## Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information			
Date	12/11/09	Service Request #	71-747509935
Customer Name			
VIN	1G1AL58F287		
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		
<b>PUT EVERYTHING IN NET AMOUNT</b>			
Labor Hours and OLH:	<b>DO NOT PUT IN HOURS</b>		
Parts and Labor Costs:	<b>DO NOT PUT IN COSTS</b>		
Net Amount:	\$1000.34		
<b>DO NOT H ROUTE THIS CLAIM</b>			
Authorization Code:	DO NOT PUT IN AN AUTH CODE		
Additional Comments for Dealer:			
<b>IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP</b>			
<b>AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO (866) 480 3626</b>			
<b>Retain Copy with Dealer Repair Order</b>			
Internal PAR Information			
<b>Complaint:</b>			
	Steering concern		
<b>Cause:</b>			
	Steering concern		
<b>Correction:</b>			
	Repaired Vehicle		
<b>Justification:</b>			
	Repaired Vehicle		
<b>PAR CRS:</b>			
	Brandy Fabian		
<b>Additional Comments:</b>			
	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		
<b>PUT EVERYTHING IN NET AMOUNT</b>			
Labor Hours and OLH:	<b>DO NOT</b> PUT IN HOURS		
Parts and Labor Costs:	<b>DO NOT</b> PUT IN COSTS		
Net Amount:	\$1000.34		
<b>DO NOT H ROUTE THIS CLAIM</b>			
Authorization Code:	DO NOT PUT IN AN AUTH CODE		
Additional Comments for Dealer:			
<b>IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP</b>			
<b>AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO (866) 480 3626</b>			
<b>Retain Copy with Dealer Repair Order</b>			
Internal PAR Information			
<b>Complaint:</b>			
	Steering concern		
<b>Cause:</b>			
	Steering concern		
<b>Correction:</b>			
	Repaired Vehicle		
<b>Justification:</b>			
	Repaired Vehicle		
<b>PAR CRS:</b>			
	Brandy Fabian		
<b>Additional Comments:</b>			
	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:	Jason Dickerson
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		
<b>PUT EVERYTHING IN NET AMOUNT</b>			
Labor Hours and OLH:	<b>DO NOT PUT IN HOURS</b>		
Parts and Labor Costs:	<b>DO NOT PUT IN COSTS</b>		
Net Amount:	\$1000.34		
<b>DO NOT ROUTE THIS CLAIM</b>			
Authorization Code:	DO NOT PUT IN AN AUTH CODE		
Additional Comments for Dealer:			
<b>IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP</b>			
<b>AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO (866) 480 3626</b>			
Retain Copy with Dealer Repair Order			
Internal PAR Information			
<b>Complaint:</b>			
	Steering concern		
<b>Cause:</b>			
	Steering concern		
<b>Correction:</b>			
	Repaired Vehicle		
<b>Justification:</b>			
	Repaired Vehicle		
<b>PAR CRS:</b>			
	Brandy Fabian		
<b>Additional Comments:</b>			
	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

VIN: 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?):

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

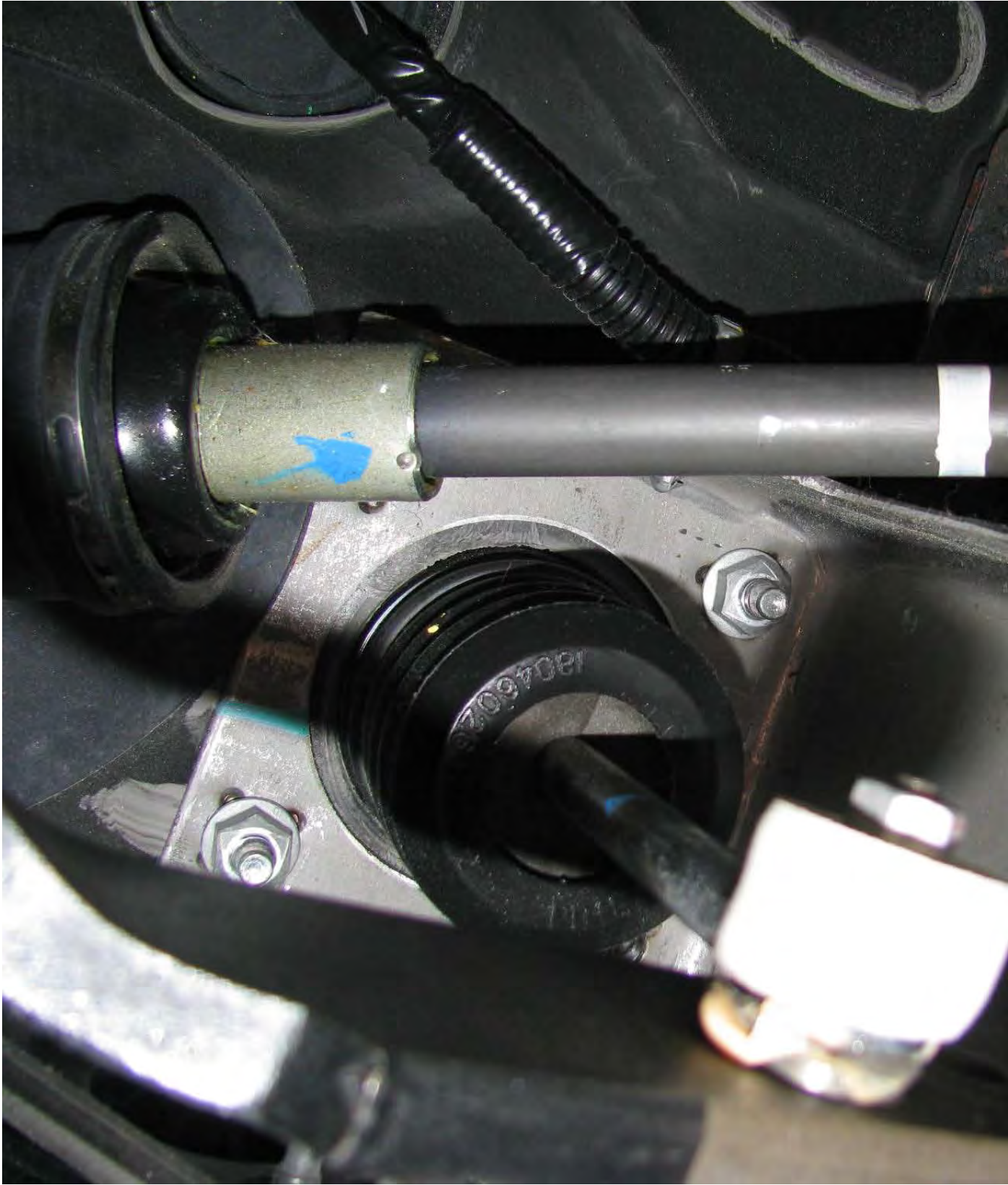
Since Clear: Pass  
History

Clear  
DTCs

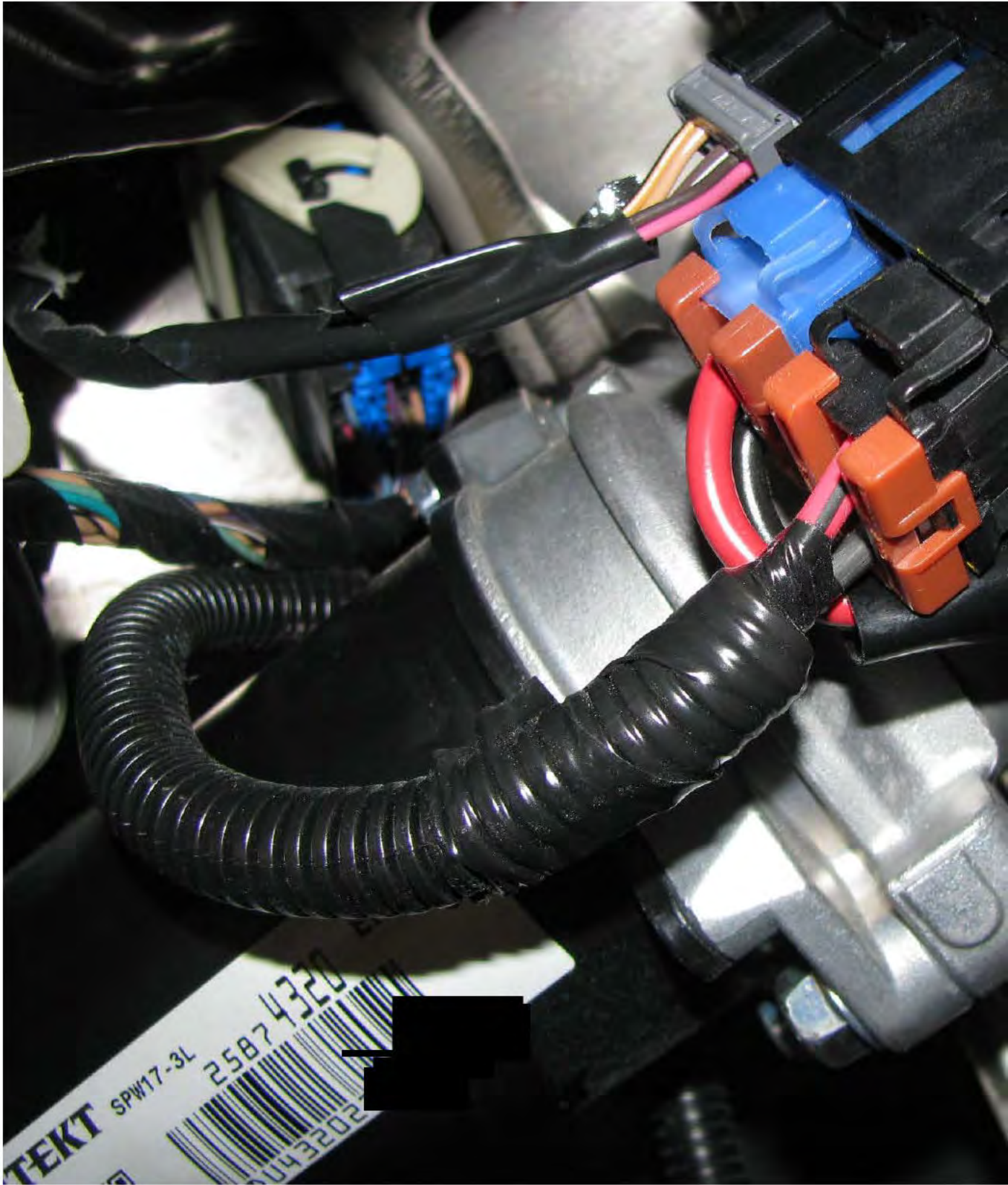




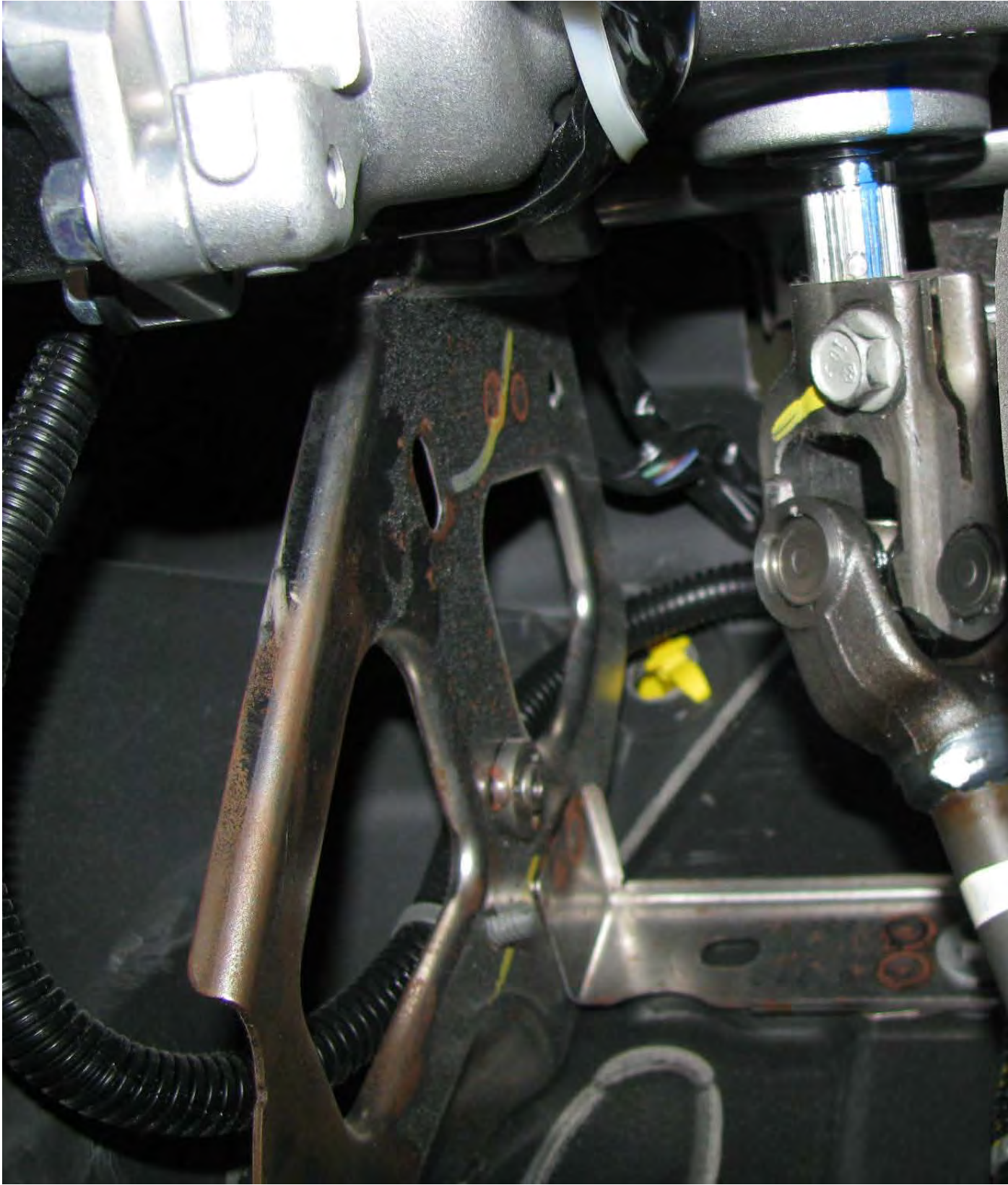




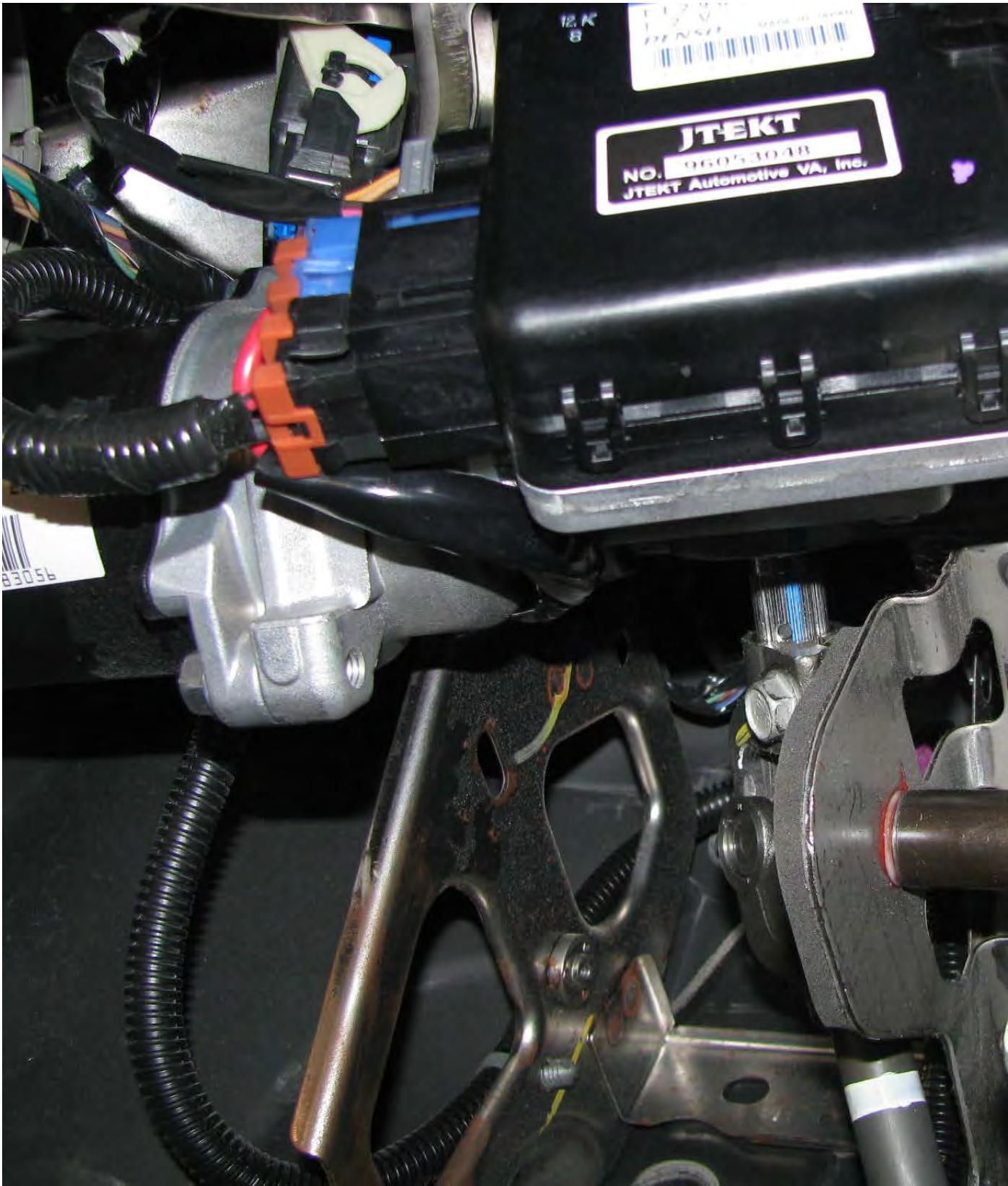














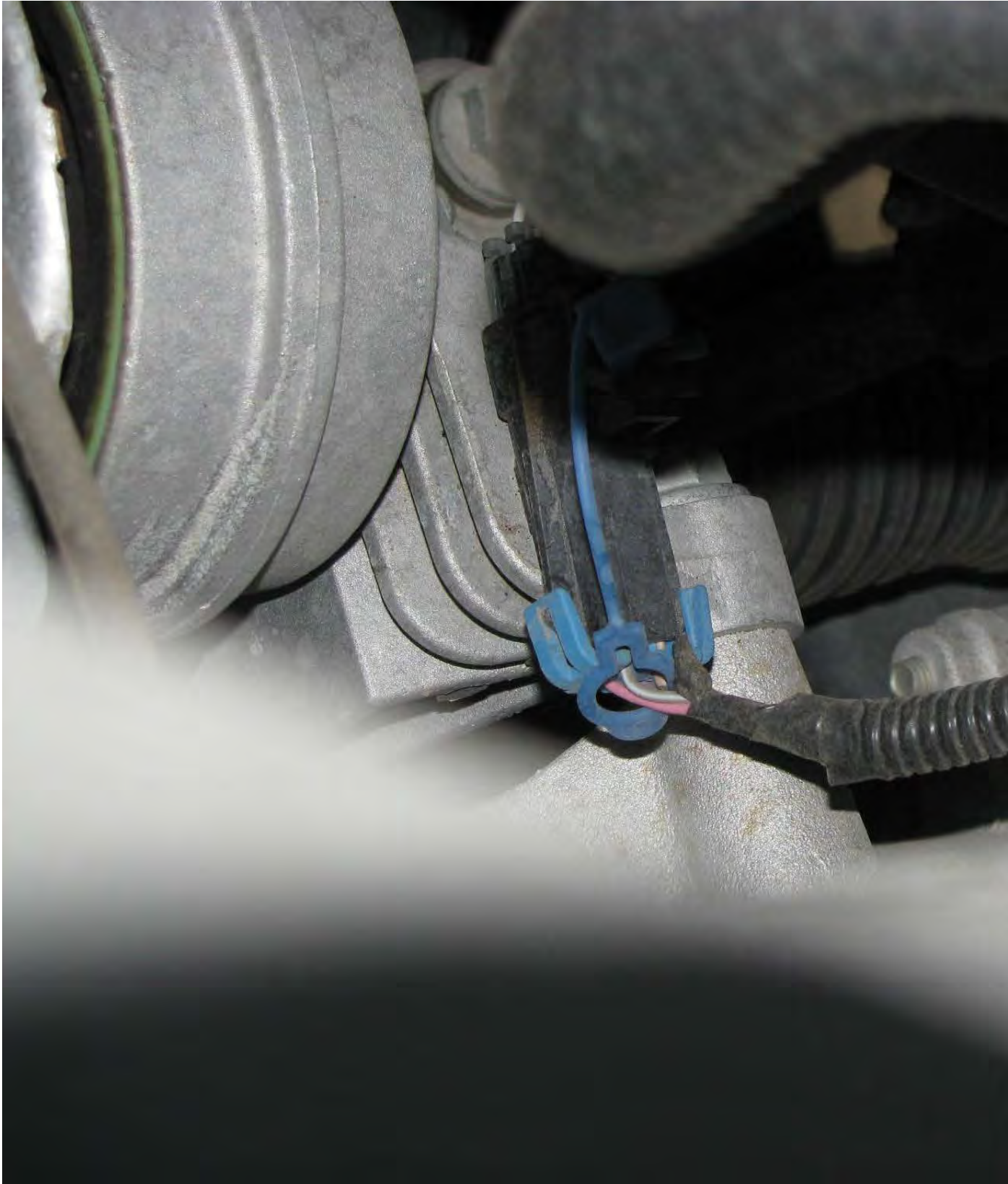
JTEKT SPW17-3L



2587 432

3U4320278





















































































































## TIRE AND LOADING

SEATING CAPACITY : TOTAL 5 : P

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

From: **Brandy Fabian**

PAR Customer Relations **Specialist**

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

Phone: 866-790-5600 ext.31065

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

Fax: 866-480-3626

Mailing Address:

**GM PAR Investigations**

**7401 E. Ben White**

**Building 3**

**Austin, TX 78741**

## Vehicle Information

VIN#: **1G1AL58F287**

Year/Make: **2008 Chevrolet**

Model: **Cobalt**

Contact's Name: [REDACTED]

Contact's Number: [REDACTED]

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: [REDACTED]

Claimant Home #: [REDACTED]

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: <b>EAA Field Coordinator</b>	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 - GUC 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:**

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

**Day:**  
**Evening:**

**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 **Lic:** **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				<u>2.0</u>	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				
12		Overlap Major Adj. Panel			4.0	1.8
13		Add for Clear Coat				-0.4
14	Repl	RT Emblem GM MARK OF EXCELLENC	1	4.80	0.2	0.3
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			s 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						
		Body Labor	13.4 hrs @ \$ 40.00/hr			445.80
		Paint Labor	15.9 hrs @ \$ 40.00/hr			536.00
		Paint Supplies	15.9 hrs @ \$ 28.00/hr			636.00
		Sublet/Misc.				445.20
						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 HIDDEN 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:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_







**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&REG/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&REG/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:

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

Day:  
Evening:

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: [REDACTED] 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
11*	Rpr	RT Fender			<u>4.0</u>	<u>1.8</u>
12		Overlap Major Adj. Panel				-0.4
13		Add for Clear Coat				<u>0.3</u>
14	Repl	RT Emblem GM MARK OF EXCELLENC	1	4.80	0.2	
15		FRONT DOOR				<u>1.0</u>
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	<u>0.5</u>
19**	Repl	A/M RT Mirror assy w/power	1	152.00	0.3	<u>0.1</u>
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 HIDDEN 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-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 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
$30 9D 00 00 00 00 00 00
$31 00 00 00 00 00 00 00
$32 00 00 00 80 00 00 00
$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
$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 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 FF FF FF FF FF FF FF FF FF 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 ██████████

Mileage at Inspection: 27,451

Inspection Location: Jerry's Chevrolet  
3118 Fort Worth HWY, Weatherford, TX 76087

Inspector's phone number: 405-691-3320Inspected By: Larry Grummer

**Section 1 INSPECTION SUMMARY**

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

██████████ states the power steering assist failed while driving resulting in an accident. ██████████ states the steering column was replaced under warranty; however, the power steering assist failed again on several different occasions with the new steering column resulting in a second accident on one of the failures. ██████████ states that on each occasion, the DIC displayed a warning message: "Power Steering" during the power steering assists failures. ██████████ states she had the right headlight assembly replaced and the front end aligned at her expense after the accident.

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

Unable to duplicate customer's allegation of power steering failure during inspection and test drive of vehicle. Tech II diagnosis test confirms a history code DTC CO475 (wiring harness and/or Electric Power Steering Motor (EPSM)) is present (photo 43) confirming a prior power steering assists failure occurred. Visual inspection of the terminals and connectors between the EPSM and the Power Steering Control Module (PSCM) show to be properly seated (photo # 38, 40). Shop foreman Mark Clingings of Jerry's Chevrolet states he experienced power steering failures during his test-drives of the vehicle over the last few days. Mr. Clingings confirms customer had the steering column replaced at Bankston's Chevrolet on 6/23/2009 at 25,399 miles and now believes either the power steering motor or the power steering wiring harness is defective causing an intermittent loss of power assist. 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. No estimate is currently available.

**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: 7/10/2009, 6:00 PM

Interview date: 08/07/2009

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)



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

<u>Customer's Name:</u>	<span style="background-color: black; color: black;">[REDACTED]</span>	<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 <span style="background-color: black; color: black;">[REDACTED]</span>

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

[REDACTED], 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:	<input checked="" type="checkbox"/> Concrete	<input type="checkbox"/> Asphalt	<input type="checkbox"/> Gravel	<input type="checkbox"/> Crushed rock	<input type="checkbox"/> Dirt
Road Condition:	<input checked="" type="checkbox"/> Dry	<input type="checkbox"/> Wet	<input type="checkbox"/> Icy	<input type="checkbox"/> Other: <u>{</u>	
Shoulder x Curb <input type="checkbox"/>	<input checked="" type="checkbox"/> Concrete	<input type="checkbox"/> Asphalt	<input type="checkbox"/> Gravel	<input type="checkbox"/> Crushed rock	<input type="checkbox"/> Dirt
Shoulder/Curb Condition:	<input checked="" type="checkbox"/> Dry	<input type="checkbox"/> Wet	<input type="checkbox"/> Icy	<input type="checkbox"/> Other: <u>{</u>	

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 <u>{</u>
Brakes	Normal <input checked="" type="checkbox"/>	Other <input type="checkbox"/>	Describe <u>{</u>
Engine	Normal <input checked="" type="checkbox"/>	Other <input type="checkbox"/>	Describe <u>{</u>
Electrical	Normal <input checked="" type="checkbox"/>	Other <input type="checkbox"/>	Describe <u>{</u>

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).



Inspection Date: 08/10/2009  
Model: Cobalt  
VIN: 1G1AL58F287



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

<u>Customer's Name:</u>	[REDACTED]	<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 [REDACTED]

No

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:**

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

Springs

Control arms

Ball joints

Steering knuckles

Axle assemblies

Tire/wheel assemblies

Comments:

Corner assemblies in good condition.

**UNDERHOOD**

Engine compartment

Brake fluid level and condition

Power steering lines, hoses, clamps and connections

Power steering fluid level and condition

Comments:

All under-hood 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.



1G1AL58F287

## VEHICLE INSPECTION - PASSENGER COMPARTMENT

### Personal items/cargo

**Interior in good condition.**

[illegible]

## STEERING, SUSPENSION, TIRE AND WHEEL SYSTEM INSPECTION

Rev 04-19-2004



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

<u>Customer's Name:</u>	[REDACTED]	<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 [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?	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>	<span style="background-color: black; color: black;">[REDACTED]</span>	<u>Inspection Date:</u>	<b>08/10/2009</b>
<u>Vehicle Brand:</u>	<b>Chevrolet</b>	<u>Model:</u>	<b>Cobalt</b>
<u>File #</u>	<b>71-747509936</b>	<u>VIN:</u>	<b>1G1AL58F287</b> <span style="background-color: black; color: black;">[REDACTED]</span>

**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</u>	<u>P195/60R15</u>	<u>30</u>	<u>6/32</u>	<u>CPV9 BLC</u>
		<u>Contact</u>				<u>1807</u>
RF	<u>Continental</u>	<u>Touring</u>	<u>P195/60R15</u>	<u>27</u>	<u>6/32</u>	<u>CPV9 BLC</u>
		<u>Contact</u>				<u>1807</u>
LR	<u>Continental</u>	<u>Touring</u>	<u>P195/60R15</u>	<u>31</u>	<u>3/32</u>	<u>CPV9 BLC</u>
		<u>Contact</u>				<u>1807</u>
RR	<u>Continental</u>	<u>Touring</u>	<u>P195/60R15</u>	<u>32</u>	<u>3/32</u>	<u>CPV9 BLC</u>
		<u>Contact</u>				<u>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)

	SIZE	PRESSURE (psi)	PRESSURE AT MAXIMUM LOAD(psi)
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:		
Mailing address:		
City: Milwaukee	State: WI	Zip code:
Day phone:	Evening phone:	Cell phone:
Fax:	E-mail address:	

**SECTION 2: VEHICLE INFORMATION**

Make: Chevrolet	Model: Cobalt	Year: 2006	Current mileage: 68000
Name(s) that appears on the vehicle title:			
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)**

Case Number: CHV0943836

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



**Has the vehicle ever been involved in an accident? Y**



**Did you confirm your answer with the customer? Y**

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

**Are the RO's attached if the vehicle was in an accident ☐N - Ineligible**

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

**If Yes obtain the following information below**

**Insurance Company**  State Farm

**Insurance Rep (First and Last Name)**

**Phone**

**Claim Made?** Y **Claim Status:** Paid

**Claim** ☐ \_\_\_\_\_

**Did Insurance Company refer customer to GM?** N

**Are there any Aftermarket Modifications to the Vehicle? No**

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

**List:**

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

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

**Date authorized by the DVM/CAM** \_\_\_\_\_

GM Program Summary Repurchase/Replacement: "A claim seeking repurchase or replacement must be received by the BBB Auto Line within one year or 12,000 miles-whichever comes first-from the date the vehicle was first put into use."☐

Lemon Law Repurchase/Replacement: ☐If after a reasonable attempt to repair the nonconformity (Within Within1 yr of purchase or the expiration of the warranty; which ever is closer) is not repaired, the manufacturer must either repurchase the vehicle or, if the vehicle is owned, replace the vehicle. [The Wisconsin lemon law does not provide for replacement of a leased vehicle.]☐

GM Program Summary Repairs/Reimbursement for past repairs: "The arbitrator may award repairs to, or reimbursement for money paid for the repair of, defects in material or workmanship. If repairs are awarded, the arbitrator may not order a change in the vehicle's options or its design."☐

#### THE STATE LEMON LAW READS:

**Timer Period for Filing:** No specified. Repair attempts/days out of service must occur before the earlier of 1) expiration of the warranty or 2) one year following first delivery to the consumer.

**Time Period for first occurrence or notice:** earlier of expiration of the warranty or one year following first delivery to the first delivery to the consumer.

**Eligible Consumer:** 1) purchaser of a new motor vehicle, if the vehicle was purchased from a dealer for purposes other than resale. 2) a person to whom the motor vehicle is transferred during the warranty period unless the vehicle is transferred for purposes of relate.



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

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

#### **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

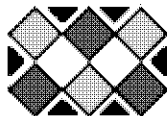
Decision reached by CRS: Pam Saunders      Arbitrate case: N/A      Settle case: N/A

CRS FINAL OFFER:	No Offer made	DATE :	CUST NA
Goodwill: {Type}	Attorney Fees (if applicable): \${Amount}		

TEAM LEAD APPROVING: Veronica Charles	{Name}	Date: {Date}
---------------------------------------	--------	--------------



**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](http://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: Transmission type: <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.

<b>VEHICLE IDENTIFICATION NUMBER</b> 1G1AK55F277 [REDACTED]	
<b>Lienholder/Leasing Company</b> _____	<b>Phone Number</b> _____
<b>Account Number</b> _____	



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

Case Number: CHV0943790

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

---

<sup>1</sup> *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 (6<sup>th</sup> Cir. 2005).

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

© 2006, Council of Better Business Bureaus, Inc.



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

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

### **TIME PERIOD FOR FILING CLAIMS**

An action must be commenced within five years of the date of the vehicle's original delivery (to the consumer<sup>2</sup>). 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.

---

<sup>2</sup> *Curl v. Volkswagen of America, Inc.*, 2005 Ohio 6420 (Ohio Ct. App. 2005).

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

© 2006, Council of Better Business Bureaus, Inc.



## **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



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





## 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

**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.

**Council of Better Business Bureaus, Inc.**

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





## BBB AUTO LINE

### 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:

\* Sreering 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 ☐ ☒

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](#)  
Phone Number : [n/a](#)  
Fax Number : [n/a](#)

Service Manager Name: [Ralph Cody](#)  
Phone Number : [702-982-4031](#)

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.

**xxx 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 visits for a Safety Complaint?

5-includes 2  
SOP

Complaint appears to Continue?

Yes

☐ of Days out of Service?

9

☐ of Visits Total?

5

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 visits for a Safety Complaint?

5-includes 2  
SOP

Must Complaint Continue to Exist?

Yes

☐ of Days out of Service?

9

☐ of Visits Total?

9

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:

Prior Goodwill/reimbursement: None

Out of Pocket Expenses: None

### No

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.**

<b>Plaintiff's Original Demand:</b> Amount to Plaintiff/Atty:    n/a Inclusive Offer:               \$ n/a	Settlement Type: n/a Date: n/a	n/a
<b>CRS Intial Offer:</b> Amount to Plaintiff/Atty:    \$ n/a Inclusive Offer:               \$ n/a	Settlement Type: n/a Date: n/a	n/a
<b>Plaintiff Counter::</b> Amount to Plaintiff/Atty:    \$ n/a Inclusive Offer:               \$ n/a	Settlement Type: n/a Date: n/a	n/a
<b>CRS Counter:</b> Amount to Plaintiff/Atty:    \$ n/a Inclusive Offer:               \$ n/a	Settlement Type: n/a Date: n/a	n/a
<b>PLAINTIFF Final Offer:</b> Amount to Plaintiff/Atty:    \$ n/a Inclusive Offer:               \$ n/a	Settlement Type: n/a Date: n/a	n/a
<b>CRS Final Offer:</b> 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:	Arbitrate case: <input type="checkbox"/>	Settle case: <input checked="" type="checkbox"/>
Settlement Type: 2 pymt reimb and 2/24 smartcare		Attorney Fees (if applicable): \$none
Recommendation of Field:	Arbitrate case: <input type="checkbox"/>	Settle case: <input type="checkbox"/>
Settlement Type: {GW/Repurchase/Repair}		Attorney Fees (if applicable): \${Amount}
Final Decision:	Arbitrate case: <input type="checkbox"/>	Settle case: <input type="checkbox"/>
Settlement Type: {GW/Repurchase Repair}		Attorney Fees (if applicable): \${Amount}

TEAM LEAD APPROVING: {Name}

Date: {mm/dd/yy}



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





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  
Purchaser's Name(s): [REDACTED]  
Address: [REDACTED] LAS VEGAS, NV [REDACTED]  
County: CLARK  
Home Telephone: [REDACTED] Work Telephone: [REDACTED] DOB: 2/29/1940  
Social Security #: [REDACTED] D.L./State I.D.# [REDACTED] 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	STOCK NO.	[REDACTED]
SERIAL NO.	1G1AL58F087		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		15,491.25	
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	
								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	
								N/A	
Serial No:						Odometer Reading:		72 @ 175.85	
						<input type="checkbox"/> Not Accurate		N/A	
Trade-In Allowance:						Payoff Balance & Lienholder:		N/A	
<input type="checkbox"/> DEPOSIT/ <input type="checkbox"/> PARTIAL PAYMENT: The sum of \$ 6,150.00 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						TRADE-IN ALLOWANCE		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

Purchaser



## SIMPLE INTEREST VEHICLE CONTRACT AND SECURITY AGREEMENT

## SECTION A:

Buyer's Name(s):

Name:

Address:

City: LAS VEGAS

County:

CLARK

State: NV

Zip:

Bus. Phone:

Res. Phone:

Stock No.:

170971

Salesman:

MARCOS PELAEZ

Date:

2/05/08

CREDITOR:

FINDLAY CHEVROLET

Address:

6800 S TORREY PINES DR

City:

LAS VEGAS

County:

CLARK

State:

NV

Zip:

89118

Phone: ( 702-982-4000

## 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 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. (e) means an estimate

Type	Premium	Term	Signature(s)
Credit life:	\$ N/A	N/A	I want credit life insurance: X SIGNATURE(S)
Joint credit life:	\$ N/A	N/A	We want joint credit life insurance: X SIGNATURE(S)
Credit disability:	\$ N/A	N/A	I want credit disability insurance: X SIGNATURE(S)
Credit life and disability:	\$ N/A	N/A	I want credit life and disability insurance: X SIGNATURE(S)
Joint credit life and disability:	\$ N/A	N/A	We want joint credit life and single disability insurance: X SIGNATURE(S)
Debt cancellation coverage (GAP coverage)	\$ N/A	N/A	I want debt cancellation coverage (GAP Coverage): X 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) N/A

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

Use for which purchased: ☒ Personal ☐ Business ☐ Agriculture

INCLUDING:

- ☐ Sun/Moon Roof ☐ Air Conditioning ☐ Automatic Transmission  
☐ Power Steering ☐ Power Door Locks ☐ Power Seats  
☐ Power Windows ☐ Tilt Wheel ☐ Vinyl Top  
☐ Cassette ☐ Cruise Control ☐ AM/FM Stereo  
☐ Compact Disc Player

ULTRA SILVER ME Color

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 \$ 28.25
  - Titling Fee \$ 28.25
  - Registration Fee \$ N/A
  - Other ( ) \$ N/A
 TOTAL OFFICIAL FEES (Add 3a through 3c) \$ 28.25
- Plus Other Charges \$ N/A
  - Extended Service Contract\* \$ N/A
  - Driveaway Permit \$ N/A
  - Other ( ) \$ N/A
  - 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 \$ N/A

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 [REDACTED]

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 [REDACTED] Date:           

Creditor: FINDLAY CHEVROLET Date: 2/05/08 By: X [REDACTED] Title:           

**LAW** FORM NO. 553NV (REV. 2003)  
© 2005 Reynolds and Reynolds. TO ORDER: www.reynolds.com; 1-800-344-2996; fax 1-800-531-9055  
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 signed.

a. Trade-In Allowance 6,150.00  
b. 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.



# DMV

Nevada Department of Motor Vehicles

Issue Date : 02/13/2009 OP : 4823

Plate Style : [REDACTED]

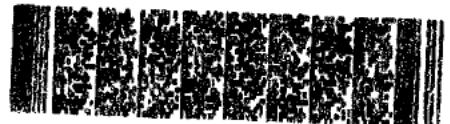
Plate Background : [REDACTED]

Expires : 02/28/2010

Decal Number : [REDACTED]

License Number	Year	Make	Type	Model Name	Cyl	MSRP	Fuel	Axle	Decl Weight	Unltd Weight
[REDACTED]	2008	CHEVROLET	P4D	COBALT LT	4	\$14,410.00	G		0	3216
Vehicle Identification Number				County Based						
1G1AL58F087				CLARK						

LAS VEGAS NV

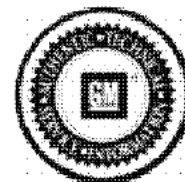




2008 Chevrolet Cobalt [1G1AL58F087] | Cobalt, G5 (VIN A) Service Manual | Document ID: 2239750

## #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.

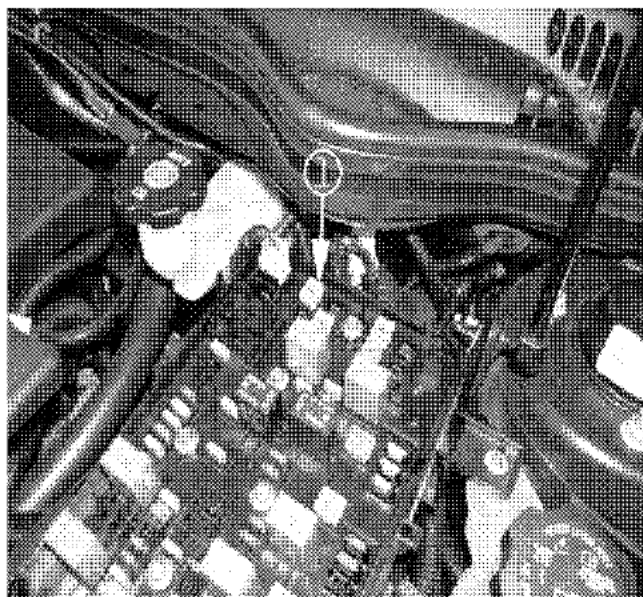
### **Condition #1**

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)**

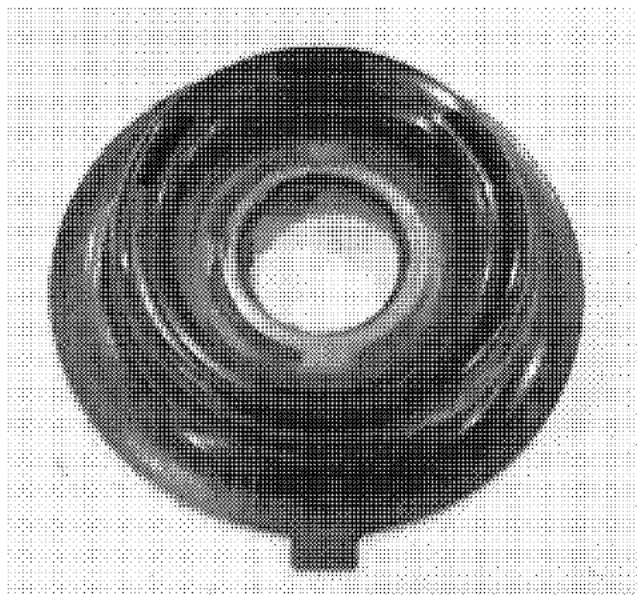
Some customers may comment on a clunk or thump noise coming from the front suspension while driving over rough road surfaces. This noise will typically occur when the front suspension is returning to the upward position after a hard downward stroke, such as after driving through a large rut or pothole.

### **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.

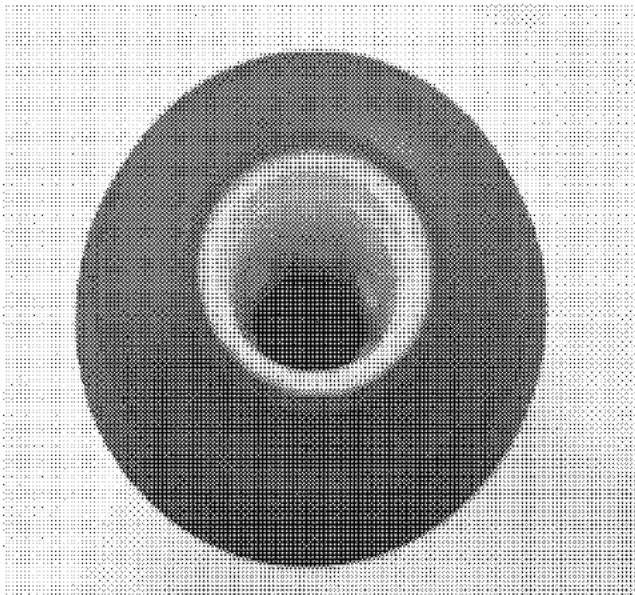
### **Correction #2**

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.

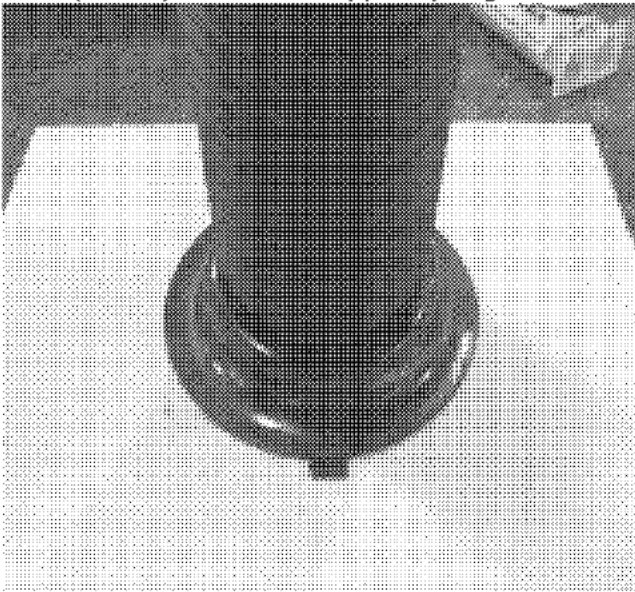


1. Clean the surface area of the upper spring seat using fine sandpaper.
2. Apply a light coat \*of 3M™ Automotive Adhesion Promoter, P/N 06396, to the top of the dust boot (shield) on the inside edge and to the top of the bumper. Allow to dry 10 minutes.





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**

<b>Part Number</b>	<b>Description</b>	<b>Qty</b>	<b>Material Allowance</b>
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:

<b>Labor Operation</b>	<b>Description</b>	<b>Labor Time</b>
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**

<b>Part Number</b>	<b>Description</b>	<b>Usage</b>	<b>Qty</b>
		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:

<b>Labor Operation</b>	<b>Description</b>	<b>Labor Time</b>
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

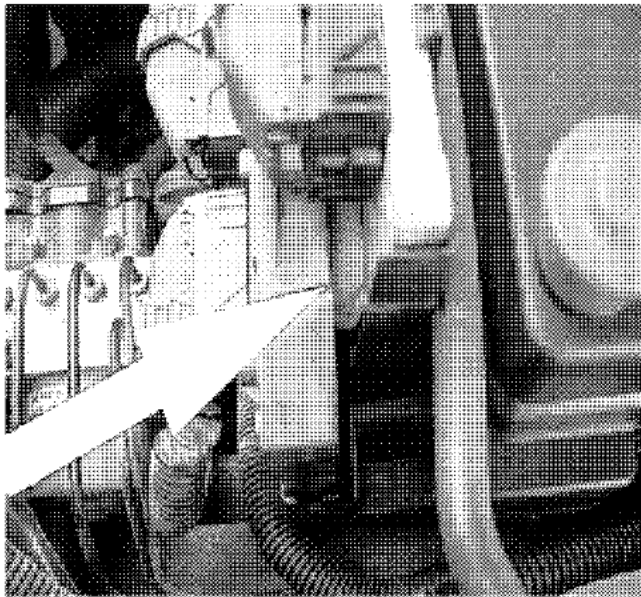
## **Condition #5**

Some customers may comment on a rattle/clunk type noise coming from the steering column when driving over bumps.

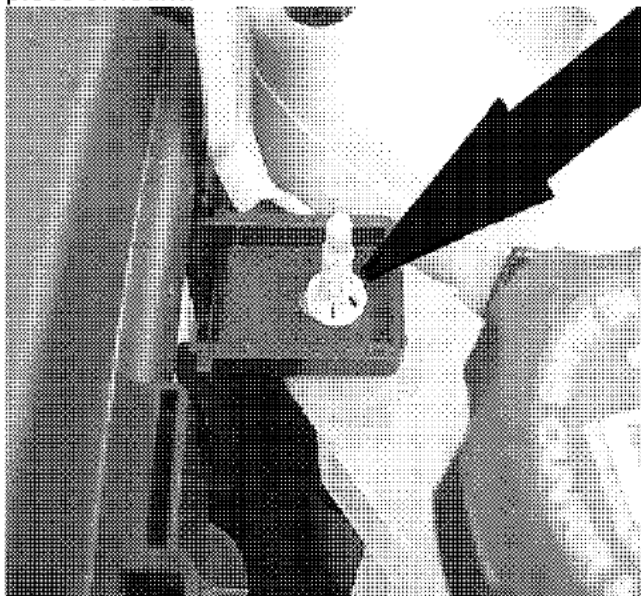


## **Correction #5**

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.

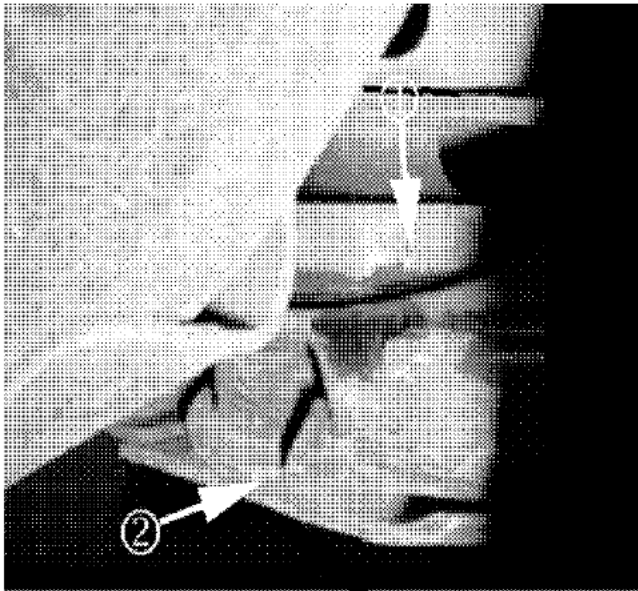
## **Warranty Information #5**

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**

<b>Part Number</b>	<b>Description</b>
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:

<b>Labor Operation</b>	<b>Description</b>	<b>Labor Time</b>
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**

<b>Part Number</b>	<b>Description</b>	<b>Qty</b>
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:

<b>Labor Operation</b>	<b>Description</b>	<b>Labor Time</b>
E2180	Insulator and/or Bracket, Front Stabilizer Shaft - Replace	Use Published Labor Operation Time

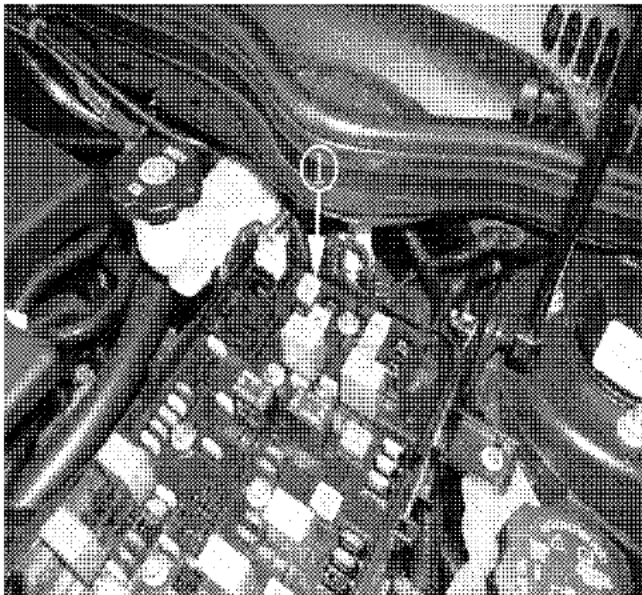
## **Condition #8**

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.



WE SUPPORT  
VOLUNTARY  
TECHNICIAN  
CERTIFICATION





P.O. Box 42997 • 3100 East Sahara • Las Vegas, Nevada 89104 • (702) 641-1400  
**SERVICE & RESERVATIONS**  
 641-1432

**NEVADA'S ONLY CHEVROLET CERTIFIED "SERVICE SUPREMACY" DEALERSHIP**  
 www.fairwaychevy.com

75872 00385403 010100



Adv: 265 ROBERT M HAWKINS Tag: 0090 License: 655VBE 1G1AL58E0 87 Page: 1 Invoice: W43839

**Invoice to** **Driver/Owner Information**

LAS VEGAS, NV  
 Home: LAS VEGAS, NV  
 Home: Work:

**For Office Use** **Vehicle Information**

Odometer in: 7647 Out: Dist: CHV WAR W Prelim 08 CHEVROLET COBALT LT 4DR SUN SILVER

MFG: CHV

Begin: 09/03/09 Done: 09/04/09 Invoiced: 09/05/09 11:35 AM Inservice: 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 : 03			
		FAIL CODE : 60			
		Line Auth: DB 09/04/09 16:39			
Type: W					
				Subtotal	
				LABOR MECHANICAL	8.18
				258 CHARGE TO	870 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 : 03			
		FAIL CODE : 60			
		FP- 088861352			

UNLESS OTHERWISE NOTED, ALL  
 PARTS ITEMIZED ON THIS INVOICE  
 ARE NEW GENERAL MOTORS PARTS.

I ACKNOWLEDGE RECEIPT  
 OF THE PARTS AND LABOR  
 LISTED ABOVE.

X





P.O. Box 42997 • 3100 East Sahara • Las Vegas, Nevada 89104 • (702) 641-1400  
**SERVICE & RESERVATIONS**  
 641-1432

**NEVADA'S ONLY CHEVROLET CERTIFIED "SERVICE SUPREMACY" DEALERSHIP**  
 www.fairwaychevy.com

75872 (08/04/00) (1/00)

Adv: 265 ROBERT M HAWKINS		Tax: 0090	License:	1G1AL58F0 87	Page: 2	Invoice: W43839
Invoice to: VLADIC, DARJE				Driver/Owner: VLADIC, DARJE		
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	CUSTOMER STATES AT TIMES WHEN SHUTS ENGINE OFF, IT SHAKES- STARTED AND SHUT OFF 20 TO 30 TIMES ?				Operation	Tech
Cause					J9992	711
Correction	CUSTOMER CONCERN NOT DUPLICATED - ENGINE CONTROLS AND FUEL					\$
Comment	CUSTOMER SATISFACTION Tech 711 MCKERNAN, JERRY					Amount
						8.18
	COND CODE : 03 FAIL CODE : 6C					
	Line Auth: DB 09/04/09 16:40				Subtotal	
Type: W					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.

I ACKNOWLEDGE RECEIPT  
 OF THE PARTS AND LABOR  
 LISTED ABOVE.

X



Sep. 14, 2009 2:09PM

USA Nevada NV 89118

No. 8285 9. 24

SERVICE  
INVOICE**CHEVROLET**

(702) 982-4000

findlaychevy.com

Co.# 17

Sales Order Number		Service Advisor		VIN	
42368		NIC-HOLAS MANNING		1G1AL58F097	
Color	Year	Make/Model	License	Engine	Blk #
ULTRA SILVER ME 2008		CHEVROLET COCAULT L2		2.2L 4MFI	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 (NTCE)

CUSTOMER SIGNATURE

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.





6800 South Torrey Pines Drive  
Las Vegas, NV 89118  
(702) 682-4000  
findlaychevy.com

**SERVICE  
INVOICE**

Co. # 17

<b>Sold To:</b>  [REDACTED]  LAS VEGAS NV  Business Phone: [REDACTED] Home Phone: [REDACTED]	<b>Service Order Number</b>		<b>Service Advisor</b>		<b>VIN</b>	
	71419		NICHOLAS MANNING		1G1AL58F087 [REDACTED]	
	<b>Color</b>	<b>Year</b>	<b>Make/Model</b>	<b>License</b>	<b>Engine</b>	<b>Stk #</b>
	ULTRA SILVER ME	2008	CHEVROLET COBALT L2	655UBE	2.2L 4MFI	170971
	<b>Mileage In/Out</b>	<b>Tag</b>	<b>Delivery Date</b>	<b>Rate</b>	<b>Doc. Count</b>	<b>Plan</b>
	7405 /	1063	2/05/2008		1	
	<b>Tax Exempt</b>		<b>Date/Time In</b>		<b>Date/Time Out</b>	
		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
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

**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.









6800 South Torrey Pines Drive  
Las Vegas, NV 89118  
(702) 982-4000  
findlaychevy.com

SERVICE  
INVOICE

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 4MFI	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 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.





P.O. Box 42997 • 3100 East Sahara • Las Vegas, Nevada 89104 • (702) 641-1400

SERVICE & RESERVATIONS

641-1432

NEVADA'S ONLY CHEVROLET CERTIFIED "SERVICE SUPREMACY" DEALERSHIP

www.fairwaychevy.com

75872 0000000 0 (01/09)

Adv: 265 ROBERT M HARKINS		Tag: 0090	License: [REDACTED]	1G1AL58EG 87 [REDACTED]	Page: 1	Invoice: W43839
Invoice to			Driver/Owner Information			
[REDACTED]			[REDACTED]			
LAS VEGAS, NV			LAS VEGAS, NV			
Home: [REDACTED] Work: [REDACTED]			Home: [REDACTED] Work: [REDACTED]			
For Office Use			Vehicle Information			
Odometer in: 7647 Out:		Dist: CHV WAR W Prelim:		C8 CHEVROLET COBALT LT 4DR SDN SILVER		
MFG: CHV						
Begin: 09/03/09 Done: 09/04/09		Invoiced: 09/05/09 11:25 LE		Inservice: 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 MIS., INSPT. RD. TEST WITH ADVISOR. NO BRK. NOISE AT THIS TIME.			H9991	625 S	8.18
Correction	CUSTOMER CONCERN NOT DUPLICATED - BRAKES					
Comment	CSI					
	Tech 625 ROBERTS, BOB					
	COND CODE : 03					
	FAIL CODE : 6C					
	Line Auth: DB 09/04/09 16:39					
Type: W				Subtotal		
				LABOR MECHANICAL 5.18		
				258 CHARGE TO 675 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 S	5.40
Correction	FUSE REPLACEMENT					
Comment	CSI					
Parts	Part Number	PO#	Note	Description	Qty	Sell
	000 063861352			FUSE	1	1.43
	Parts: Count 1.00	Allowance:		0.37		1.43
	Tech 477 HERSH, RICHARD					
	COND CODE : 03					
	FAIL CODE : 6C					
	FP- 068851352					

UNLESS OTHERWISE NOTED, ALL PARTS ITEMIZED ON THIS INVOICE ARE NEW GENERAL MOTORS PARTS.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE.

X





P.O. Box 42997 • 3100 East Sahara • Las Vegas, Nevada 89104 • (702) 641-1400

**SERVICE & RESERVATIONS**  
641-1432

**NEVADA'S ONLY CHEVROLET CERTIFIED "SERVICE SUPREMACY" DEALERSHIP**  
www.fairwaychevy.com

75872 NC55445 0 (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 LABOR MECHANICAL 5.40 258 CHARGE TO 67D 2.40- TOTAL CHARGE FOR CONCERN 0.00	
Concern 53	CUSTOMER STATES AT TIMES WHEN SHUTS ENGINE OFF, IT SHAKES.				Operation Tech Amount	
Cause	STARTED AND SHUT OFF 20 TO 30 TIMES ?				J9992 711 3 8.16	
Correction	CUSTOMER CONCERN NOT DUPLICATED - ENGINE CONTROLS AND FUEL					
Comment	CUSTOMER SATISFACTION					
	Tech 711 MCKERNAN, JERRY					
	COND CODE : 03					
	FAIL CODE : 6C					
Type: W	Line Auth: DB 09/04/09 16:40				Subtotal LABOR MECHANICAL 8.16 258 CHARGE TO 67D 8.16- TOTAL CHARGE FOR CONCERN 0.00	
Summary of Charges for Invoice W43839				Payment Distribution for Invoice W43839		
PARTS 2.00 LABOR MECHANICAL 21.76 258 CHARGE TO 67D 23.76- TOTAL CHARGE 0.00				FAC WARRANTY 0.00 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.

I ACKNOWLEDGE RECEIPT  
OF THE PARTS AND LABOR  
LISTED ABOVE.

X





P.O. Box 42997 • 3100 East Sahara • Las Vegas, Nevada 89104 • (702) 641-1400

SERVICE & RESERVATIONS  
641-1432

NEVADA'S ONLY CHEVROLET CERTIFIED "SERVICE SUPREMACY" DEALERSHIP  
www.fairwaychevy.com

75872 CC648585.0 (1/1/09)

Adv: 265 ROBERT M HAWKINS		Tag: 0090	License: [REDACTED]	131AL58FC 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 SEN SILVER		
Skill 03 Tech# 711 Start Time: 09/04/09 07:21 Stop Time: 09/04/09 08:02						
Skill 04 Tech# 477 Start Time: 09/04/09 10:44 Stop Time: 09/04/09 13:22						
Skill 07 Tech# 625 Start Time: 09/04/09 13:25 Stop Time: 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	:41 .7

L 00 Page

UNLESS OTHERWISE NOTED, ALL  
PARTS ITEMIZED ON THIS INVOICE  
ARE NEW GENERAL MOTORS PARTS.

I ACKNOWLEDGE RECEIPT  
OF THE PARTS AND LABOR  
LISTED ABOVE.

X



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

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

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



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

Case Number: CHV0944467

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
<b>Example:</b>				
<b>A/C won't cool properly</b>	<b>Any Dealer, Inc.</b>	<b>2</b>	<b>4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day</b>	<b>yes</b>
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 1G1AL58F087 [REDACTED]	
Lienholder/Leasing Company PAID	Phone Number
Account Number	



**Total days out of service for all problems:** \_\_\_\_\_

Signature of Titled Owner(s) \_\_\_\_\_ Date 10-1-09

Printed Name of Titled Owner(s) \_\_\_\_\_

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

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





## 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:

**Council of Better Business Bureaus, Inc.**

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





**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



### 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.

<b>REPAIR ORDER</b>	<b>DATED</b>	<b>Name on RO</b>	No repair order	<b>Driven/Towed</b>	N/A
<b>COMPLAINT</b>	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

<b>BODY</b>	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

<b>Signs of Abuse</b>	No signs of abuse	<b>Signs of Collision</b>	No signs of collision
<b>Modifications</b>	No visible modifications	<b>Commercial Use</b>	No evidence of commercial use
<b>Tow Package</b>	No towing equipment	<b>Tires</b>	205/55R16 oem

<b>ENGINE OIL</b>	Oil Level Full	Oil Condition Clean
-------------------	----------------	---------------------

<b>BELTS/HOSES</b>	Condition Good	Hose/Belt Comments
--------------------	----------------	--------------------

<b>RADIATOR</b>	Condition Good	Rust No rust is visible	Reservoir Clean
-----------------	----------------	-------------------------	-----------------



---

<b>COOLANT</b>	Level: Full	<b>Condition</b>	Clean
----------------	-------------	------------------	-------

---

<b>TRANSMISSION FLUID</b>	Oil Level N/A	<b>Oil Condition</b>	N/A
---------------------------	---------------	----------------------	-----

---

<b>Drive Axle Fluid</b>	N/A	<b>Freeze Plug Condition</b>	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)

<b>Customer:</b> [REDACTED]	<b>SR #: 71-752062140</b>	<b>BBB#: CHV0944467</b>
-----------------------------	---------------------------	-------------------------

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

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

### Section 1

<b>Purchase Price</b> (from Bill of Sale, before tax, tag, title, etc.)	15,491.25
<b>MSRP</b> (from BARS Invoice screen)	- 17,140.00
<b>Subtract the MSRP from the Purchase Price</b> (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

<b>Trade Allowance</b> (from Bill of Sale)	0.00
<b>Actual Cash Value (ACV)</b> (from ACV Statement)	-
<b>Subtract the ACV from the Trade Allowance</b> If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance.	<input type="checkbox"/>

### Section 3

<b>Trade Allowance</b> (from Bill of Sale)	0.00
<b>Payoff on Trade</b> (from Bill of Sale)	-
<b>Subtract the Payoff on Trade from the Trade Allowance</b> If negative, the Payoff on the Trade is higher than the Trade Allowance. This is Negative Equity.	<input type="checkbox"/>

### Section 4

<b>Purchase Price</b> (from Bill of Sale, before tax, tag, title, etc.)	15,491.25
<b>Incentives not included in the Purchase Price</b> (from BARS and Incentive Acknowledgement sheet) Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	- 1,000.00
<b>Overallowance/Negative Equity</b> (use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	- 0.00
<b>Subtract the Incentives and the Overallowance/Negative Equity from the Purchase Price. This is the Actual price of the vehicle that should be presented to the BBB on the Agreement to Arbitrate (ATA).</b>	<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".

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					
---	---	---	---	---	---	---	---	---	---	---	--	--	--	--	--

Year **2008** Body Type **4D SEDAN** Model **COBALT L2** Make **CHEVROLET**  
 Fuel **GAS** MSRP **17,140.00** Unladen Weight \_\_\_\_\_ Axles \_\_\_\_\_  
 Cylinders/Rotors **4** Gross Weight \_\_\_\_\_ Length \_\_\_\_\_ County Based In **CLARK**  
 Date of Transaction **2/05/2008** 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 \_\_\_\_\_ ☐ and  
 \_\_\_\_\_ ☐ or

Nevada Driver's License, Identification Card Number, or FEIN for businesses \_\_\_\_\_

Full Legal Name \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Nevada Driver's License, Identification Card Number, or FEIN for businesses \_\_\_\_\_

Physical Address \_\_\_\_\_ **LAS VEGAS, NV** \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Mailing Address \_\_\_\_\_ **LAS VEGAS, NV** \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Lienholder/Lessor Name **WACHOVIA DEALER SERVICES, INC.**

Nevada Driver's License, Identification Card Number, or FEIN for businesses \_\_\_\_\_

Address **P O BOX 19733 IRVINE, CA 92623**  
 \_\_\_\_\_  
 \_\_\_\_\_

Seller's Business Name **FINDLAY CHEVROLET**

DMV Business License Number **D27968**

Mailing Address **6800 S TORREY PINES DR LAS VEGAS, NV 89118**  
 \_\_\_\_\_  
 \_\_\_\_\_

Authorized Representative Printed Name **Ken Doyle**

Authorized Representative 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



DATE

11/01/07

VEHICLE IDENTIFICATION NO.

1G1AL58F087

YEAR

2008

RBLPD019

INVOICE NO.

1AD15682528

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 \*

\*\*\*\*\*

G51338097

**GENERAL MOTORS CORPORATION**  
**& SUBSIDIARIES**

BY:

(SIGNATURE OF AUTHORIZED REPRESENTATIVE)

(AGENT)

DETROIT

MI 48243-1114

CITY - STATE

GM 521 REV. 10-05



## GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT



GMC HUMMER



by GM

(excludes Saturn)

CUSTOMER NAME: \_\_\_\_\_

VIN: 1 G / 1 / A / L / 5 / 8 / F / O 8 / 7 \_\_\_\_\_

## 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) xx 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 xx 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](http://www.onstar.com), or by contacting OnStar as described below).

**I understand that in order to cancel the OnStar service in my vehicle, I must press the blue OnStar button in my vehicle or call 1.888.4OnStar (1.888.466.7827) or TTY 1.877.248.2080 and request that my 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: 02-05-08Dealership 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 checked="" type="checkbox"/> NEW <input type="checkbox"/> USED			
THIS VEHICLE IS BEING PURCHASED FOR: <input checked="" 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					
<b>WARRANTY STATEMENT</b>						<b>CASH PRICE OF VEHICLE</b>			
<p>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.</p> <p><b>CONTRACTUAL DISCLOSURE STATEMENT (USED VEHICLES ONLY)</b> 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.</p> <p><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.</p>						15,491.25			
						OTHER GOODS/SERVICES			
						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			
Serial No:						N/A			
Odometer Reading:						N/A			
<input type="checkbox"/> Not Accurate						N/A			
Trade-In Allowance:						N/A			
Payoff Balance & Lienholder:						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 _____ days. X						TRADE-IN ALLOWANCE			
						MINUS: PAYOFF BALANCE			
						NET TRADE-IN ALLOWANCE			
						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

Purchaser



Buyer's Name(s):

Name:

Address:

City: LAS VEGAS

County: CLARK

State: NV

Zip:

Bus. Phone:

Res. Phone:

Stock No.

170971

Salesman

MARCOS PELAEZ

Date

7/05/08

CREDITOR:

FINDLAY CHEVROLET

Address:

6800 S TORREY PINES DR

City:

LAS VEGAS

County:

CLARK

State:

NV

Zip:

89110

Phone: (702) 482-4000

## SECTION B: DISCLOSURE MADE IN COMPLIANCE WITH FEDERAL TRUTH-IN-LENDING ACT

### ANNUAL PERCENTAGE RATE

The cost of your credit as a yearly rate:

7.99 %

### FINANCE CHARGE

The dollar amount the credit will cost you:

\$ 2,661.20

### 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

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 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. (e) means an estimate

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

Use for which purchased: ☒ Personal ☐ Business ☐ Agriculture

INCLUDING:

- ☐ Sun/Moon Roof ☐ Air Conditioning ☐ Automatic Transmission  
☐ Power Steering ☐ Power Door Locks ☐ Power Seats  
☐ Power Windows ☐ Tilt Wheel ☐ Vinyl Top  
☐ Cassette ☐ Cruise Control ☐ AM/FM Stereo  
☐ Compact Disc Player

## SECTION C: ITEMIZATION OF AMOUNT FINANCED

- Vehicle Selling Price \$ 10,491.25  
 Plus: Documentary Fees \$ 399.00  
 Plus: Emission Inspection Fee \$ N/A  
 Plus: Other ( ) \$ N/A  
 Plus: Other ( VTR ) \$ N/A  
 Taxable Selling Price \$ 10,890.25
- 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) \$ 12,149.99
- Gross Trade-In Allowance \$ N/A

YEAR MAKE MODEL \$ N/A

Minus: Payoff Balance \$ N/A

Net Trade-In Allowance \$ N/A

ULTRA COLOR

Tires

Lic No

Net Trade-In Allowance

\$ N/A



Section Sep. 14. 2009 2:33PM ment USA Mortgage in Section B (above), until paid in full, together with interest and insurance, 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 ☒ \_\_\_\_\_

Co-Buyer's Signature ☒ \_\_\_\_\_

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:

**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: ☒ \_\_\_\_\_ Date: 2/05/08 Co-Buyer: ☒ \_\_\_\_\_ Date: \_\_\_\_\_  
Creditor: FORDAT CHEVROLET Date: 2/05/08 By: ☒ \_\_\_\_\_ Title: \_\_\_\_\_

**LAW** FORM NO. 553NV (REV. 2003)

© 2003 Reynolds and Reynolds. TO ORDER: www.reynolds.com 1-800-344-0096 fax 1-800-521-9235  
THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR  
FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

(Simple Interest)  
(CONTD) ADDITIONAL TERMS AND CONDITIONS

(REVERSE SIDE OF CONTRACT)

a. Trade-In Sales Tax Credit No. 8285 P. 7  
b. Cash \$ 0.00  
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) \$ 9,049.94  
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) \$ 9,999.98  
\*Seller may retain or receive a portion of this amount.

DEALER COPY



2008 COBALT 4-DOOR LT SEDAN  
95U ULTRA SILVER METALLIC /L4G  
14C GRAY  
ORDER NO. MJJDQF/TRE STOCK NO.  
VIN 1G1AL58F087  
\*\*\*\*\*  
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, INT COM 11/16/07  
MACHINE FACED PRC EFF 11/01/07  
(REPLACES STD/OPT WHEELS) KEYS G2310 G2310  
\*CHROME EXHAUST TIP WFP-S QTR OPT-1  
\*REAR SPOILER BANK: GMAC - 021  
\*ANTILOCK BRAKE SYSTEM CHG-TO 13-915  
\*BODY COLOR, BODYSIDE MOLDINGS  
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

<b>Sold To:</b>		<b>Service Order Number</b>		<b>Service Advisor</b>		<b>VIN</b>	
[REDACTED]		71419		NICHOLAS MANNING		1G1AL58F087 [REDACTED]	
<b>Color</b>	<b>Year</b>	<b>Make/Model</b>		<b>License</b>	<b>Engine</b>	<b>Stk #</b>	
ULTRA SILVER ME	2008	CHEVROLET COBALT L2		[REDACTED]	2.2L L4MFI	[REDACTED]	
<b>Mileage In/Out</b>		<b>Tag</b>	<b>Delivery Date</b>	<b>Rate</b>	<b>Doc. Count</b>	<b>Plan</b>	
7405 /		1063	2/05/2008		1		
<b>Tax Exempt</b>			<b>Date/Time In</b>		<b>Date/Time Out</b>		
			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 1.6

SALE TYPE: W

WTY

PRIMARY TECH: 119

WARR PARTS: 1

PARTS	DESC	FP	QTY	PRICE	SALE TYPE
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 SIGNATURE]

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.



**CHEVROLET**

La. 2-7-09 10:00  
(A7) 10:00  
finlaychvy.com

**WORK  
ORDER**

**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

LAS VEGAS  
Business Phone:  
Home Phone:  
EMAIL ADDRESS:

Service Advisor #: 48	Service Order #: 707149	Tag #: 1063	Reference SO#: 17
Customer #:	Stock #:	Labor Rate: .00	Attention:
Doc. Count: 1	Payment Type:	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	SERVICE REQUESTED	ST	F.S.	LABOR	PARTS	TOTAL
1	119	CLUNKING NOTED THRU 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 acknowledgment is hereby acknowledged on above vehicle to secure the amount of the repairs hereto. The dealership is not responsible for damage from freezing due to lack of

**NICHOLAS MANNING**  
HOURS 11.9CR PARTS NT ITEM MISC  
HAZDS MISC DEDCT TAXES TOTAL

CUSTOMER SIGNATURE



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.

COMPLAINT

CAUSE

② REPAIR MADE ON LINE #1

CORRECTION

COMPLAINT

③ REPAIR MADE ON LINE #1

CAUSE

CORRECTION

COMPLAINT

CAUSE

CORRECTION

COMPLAINT

CAUSE

CORRECTION

ENGINE: 100

4 CYL ☐ 6 CYL ☐ V6 ☐ V8 ☐ DIESEL ☐

TRANSMISSION:

3 SPEED ☐ 4 SPD ☐ 4 SPD ☐ AUTO ☐ TYPE

ACCESSORIES:

A/C ☐ ABS ☐ AIR ☐ AIR ☐ OTHER

TIRE CONDITION

FR	RF
LR	RR

BRAKE CONDITION

FR	% RF	%
LR	% RR	%

FUEL GAUGE

1/4	1/2	FULL
-----	-----	------

QUALITY

TECH

CONFORM

ASM

FOREMAN'S SIGNATURE

LABOR RECORD

FLAG SHEET

TECH 119

FLAG SHEET

STRAIGHT  
TIME (HOURS)

FLAT RATE

RD NO.

71419

TIME

OFF

OPER. NO.

E7080

EMP. NO.

119

8-18-09

RET.

ON

FLAG SHEET

FLAG SHEET

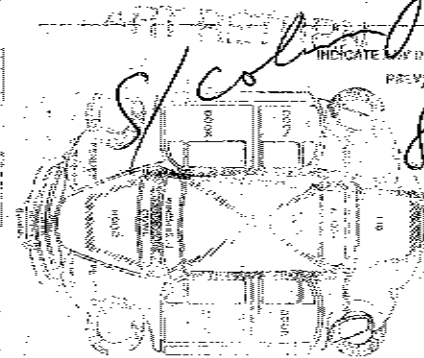
FLAG SHEET

FLAG SHEET

FLAG SHEET

FLAG SHEET

FLAG SHEET



AUG 18 '09 AM 9:14

AUG 18 '09 AM 9:14

Sep. 14, 2009 2:34PM USA Mortgage

No. 8285 P. 10



**SERVICE  
INVOICE**



(702) 982-4000  
findlaychevy.com

Co.# 17

<b>Sold To:</b>		<b>Service Order Number</b>		<b>Service Advisor</b>		<b>VIN</b>	
[REDACTED]		71738		NICHOLAS MANNING		1G1AL58F067 [REDACTED]	
<b>Color</b>	<b>Year</b>	<b>Make/Model</b>		<b>License</b>	<b>Engine</b>	<b>Stk.#</b>	
ULTRA SILVER ME	2008	CHEVROLET COBALT L2		[REDACTED]	2.2L L4MFI	[REDACTED]	
<b>Mileage In/Out</b>		<b>Tag</b>	<b>Delivery Date</b>	<b>Rate</b>	<b>Doc. Count</b>	<b>Plan</b>	
7421 /		9472	2/05/2008		1		
<b>Tax Exempt</b>			<b>Date/Time In</b>		<b>Date/Time Out</b>		
			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

**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.





Las Vegas, NV 89118  
(702) 982-4000  
findlaychevy.com

WORK  
ORDER

SHOP COPY

Sold To:

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 #: 635U8E  
YEAR: 08  
MAKE: CHEVROLET  
MODEL: COSALT L2  
ENGINE: 2.2L 4MFI  
TRANSMISSION:  
COLOR: ULTRA SIL

LAS VEGAS, NV  
Business Phone:  
Home Phone:  
EMAIL ADDRESS:

Service Advisor #:	48	Service Order #:	71738	Tag #:	3472	Reference SO#:	17
Customer #:		Stock #:		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		CHECK FRONT END RATTLE WHILE DRIVING <i>Normal condition as compared to A similar vehicle</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/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  
HOURS LABOR RTS MT ITEM MISC  
SALES DISC DEDCT TAXES TOTAL

ESTIMATE TOTAL:



COMPLAINT

① CHECK FRONT END RATTLE WHILE DRIVING

CAUSE:

NOTHING ABNORMAL FOUND.

A

CORRECTION:

ROAD TESTED ANOTHER D8 COBALT  
TO COMPAIR.

COMPLAINT

CAUSE:

B

CORRECTION:

COMPLAINT

CAUSE:

C

CORRECTION:

COMPLAINT

CAUSE:

D

CORRECTION:

COMPLAINT

CAUSE:

E

CORRECTION:

ENGINE: CID

4 CYL ☐ 6 CYL ☐ V6 ☐ V8 ☐ DIESEL ☐

TRANSMISSION

3 SPD ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE

ACCESSORIES:

PS ☐ P/B ☐ A/C ☐ AIR ☐ W/HER

TIRE CONDITION

LF

RF

LL

RR

SHAKE CONDITION

LF

% RF

%

LL

% RR

%

FUEL GAUGE

1/4

1/2

FULL

QUALITY

TECH

CONTROL

ASH

FOREMAN'S SIGNATURE

LABOR RECORD

TECH 119

N/C

FLAG SHEET

FLAG SHEET

FLAG SHEET

FLAG SHEET

FLAG SHEET

FLAG SHEET

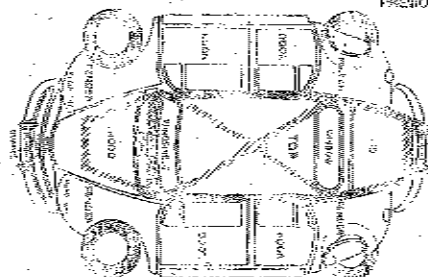
FLAG SHEET

FLAG SHEET

FLAG SHEET

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE  
PREVIOUS TO MAKING REPAIRS.

PRIOR DAMAGE

RF ☐ RR ☐F ☐ B ☐LF ☐ LR ☐

Sep. 14, 2009 2:35PM

USA Mortgage

No. 8285 P. 13





USA Mortgage  
Las Vegas, NV 89118  
(702) 982-4000  
findlaychevy.com

No. 8285 P. 14  
**SERVICE INVOICE**

Co.# 17

<b>Sold To:</b>  [REDACTED]  LAS VEGAS NV  Business Phone: [REDACTED] Home Phone: [REDACTED]	<b>Service Order Number</b>		<b>Service Advisor</b>		<b>VIN</b>	
	49900		NICHOLAS MANNING		1G1AL58F087 [REDACTED]	
	<b>Color</b>	<b>Year</b>	<b>Make/Model</b>	<b>License</b>	<b>Engine</b>	<b>Stk.#</b>
	ULTRA SILVER ME	2008	CHEVROLET COBALT L2		2.2L L4MFI	[REDACTED]
	<b>Mileage In/Out</b>	<b>Tag</b>	<b>Delivery Date</b>	<b>Rate</b>	<b>Doc. Count</b>	<b>Plan</b>
	6056 /	7076	2/05/2008		1	
	<b>Tax Exempt</b>		<b>Date/Time In</b>		<b>Date/Time Out</b>	
		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
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 [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.

60-6-3 PASSED





USA Mortgage  
Las Vegas, NV 89118  
(702) 982-4000  
findlaychevy.com

No. 8285

P. 15

WORK  
ORDER

SHOP COPY

Sold To:

PRINTED: 15:57:45

LAS VEGAS NV  
Business Phone:  
Home Phone:  
EMAIL ADDRESS:

DATE: 03/06/09  
V.I.N.#: 1G1AL58F087  
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 I4 MFI  
TRANSMISSION:  
COLOR: ULTRA SIL

Service Advisor #:	48	Service Order #:	49900	Tag #:	7076	Reference SO#:	17
Customer #:		Stock #:		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	156	INSTAL SOP STEERING COLUMN	W	1.4			
2	MPI	FREE-MULTI POINT INSPECTION	ID				
	156						

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 parking lots during the repair work.

CUSTOMER SIGNATURE

Original Estimate

NICHOLAS MANNING	ESTIMATE TOTAL:			
HOURS	LABOR	PARTS	NT ITEM	MISC
HAZDS	DISC	DEDC	TAXES	TOTAL



Chemical structures of 1,2-dichloroethane and 1,1-dichloroethane are shown. 1,2-dichloroethane is represented as a zigzag chain with two chlorine atoms at the ends. 1,1-dichloroethane is represented as a central carbon atom bonded to two chlorine atoms and two other groups.

clerk nurses in collar over  
bumps

Replaced Steering Column

STRAIGHT TIME (HOURS)	FLAT RATE	RD NO. 49900	TIME	OFF
	1. 4	OPER. NO. E7680		3-9-09
		EMP. NO. 156		ON

**Abstract**

$\frac{d}{dt} \left( \frac{\partial L}{\partial \dot{x}} \right) = \frac{\partial L}{\partial x}$

CONFIDENTIAL

• [www.pearsoned.com](http://www.pearsoned.com)

1. *Chlorophyll a* (Chl *a*)  
 2. *Chlorophyll b* (Chl *b*)  
 3. *Chlorophyll c* (Chl *c*)  
 4. *Chlorophyll d* (Chl *d*)  
 5. *Chlorophyll e* (Chl *e*)  
 6. *Chlorophyll f* (Chl *f*)  
 7. *Chlorophyll g* (Chl *g*)  
 8. *Chlorophyll h* (Chl *h*)  
 9. *Chlorophyll i* (Chl *i*)  
 10. *Chlorophyll j* (Chl *j*)  
 11. *Chlorophyll k* (Chl *k*)  
 12. *Chlorophyll l* (Chl *l*)  
 13. *Chlorophyll m* (Chl *m*)  
 14. *Chlorophyll n* (Chl *n*)  
 15. *Chlorophyll o* (Chl *o*)  
 16. *Chlorophyll p* (Chl *p*)  
 17. *Chlorophyll q* (Chl *q*)  
 18. *Chlorophyll r* (Chl *r*)  
 19. *Chlorophyll s* (Chl *s*)  
 20. *Chlorophyll t* (Chl *t*)  
 21. *Chlorophyll u* (Chl *u*)  
 22. *Chlorophyll v* (Chl *v*)  
 23. *Chlorophyll w* (Chl *w*)  
 24. *Chlorophyll x* (Chl *x*)  
 25. *Chlorophyll y* (Chl *y*)  
 26. *Chlorophyll z* (Chl *z*)  
 27. *Chlorophyll aa* (Chl *aa*)  
 28. *Chlorophyll ab* (Chl *ab*)  
 29. *Chlorophyll ac* (Chl *ac*)  
 30. *Chlorophyll ad* (Chl *ad*)  
 31. *Chlorophyll ae* (Chl *ae*)  
 32. *Chlorophyll af* (Chl *af*)  
 33. *Chlorophyll ag* (Chl *ag*)  
 34. *Chlorophyll ah* (Chl *ah*)  
 35. *Chlorophyll ai* (Chl *ai*)  
 36. *Chlorophyll aj* (Chl *aj*)  
 37. *Chlorophyll ak* (Chl *ak*)  
 38. *Chlorophyll al* (Chl *al*)  
 39. *Chlorophyll am* (Chl *am*)  
 40. *Chlorophyll an* (Chl *an*)  
 41. *Chlorophyll ao* (Chl *ao*)  
 42. *Chlorophyll ap* (Chl *ap*)  
 43. *Chlorophyll aq* (Chl *aq*)  
 44. *Chlorophyll ar* (Chl *ar*)  
 45. *Chlorophyll as* (Chl *as*)  
 46. *Chlorophyll at* (Chl *at*)  
 47. *Chlorophyll au* (Chl *au*)  
 48. *Chlorophyll av* (Chl *av*)  
 49. *Chlorophyll aw* (Chl *aw*)  
 50. *Chlorophyll ax* (Chl *ax*)  
 51. *Chlorophyll ay* (Chl *ay*)  
 52. *Chlorophyll az* (Chl *az*)  
 53. *Chlorophyll aza* (Chl *aza*)  
 54. *Chlorophyll abz* (Chl *abz*)  
 55. *Chlorophyll acz* (Chl *acz*)  
 56. *Chlorophyll adz* (Chl *adz*)  
 57. *Chlorophyll aez* (Chl *aez*)  
 58. *Chlorophyll afz* (Chl *afz*)  
 59. *Chlorophyll agz* (Chl *agz*)  
 60. *Chlorophyll ahz* (Chl *ahz*)  
 61. *Chlorophyll aiz* (Chl *aiz*)  
 62. *Chlorophyll ajz* (Chl *ajz*)  
 63. *Chlorophyll akz* (Chl *akz*)  
 64. *Chlorophyll alz* (Chl *alz*)  
 65. *Chlorophyll amz* (Chl *amz*)  
 66. *Chlorophyll anz* (Chl *anz*)  
 67. *Chlorophyll aoz* (Chl *aoz*)  
 68. *Chlorophyll apz* (Chl *apz*)  
 69. *Chlorophyll aqz* (Chl *aqz*)  
 70. *Chlorophyll arz* (Chl *arz*)  
 71. *Chlorophyll asz* (Chl *asz*)  
 72. *Chlorophyll atz* (Chl *atz*)  
 73. *Chlorophyll auz* (Chl *auz*)  
 74. *Chlorophyll avz* (Chl *avz*)  
 75. *Chlorophyll awz* (Chl *awz*)  
 76. *Chlorophyll axz* (Chl *axz*)  
 77. *Chlorophyll ayz* (Chl *ayz*)  
 78. *Chlorophyll ayz* (Chl *ayz*)  
 79. *Chlorophyll azz* (Chl *azz*)  
 80. *Chlorophyll azaa* (Chl *aza*)  
 81. *Chlorophyll abz* (Chl *abz*)  
 82. *Chlorophyll acz* (Chl *acz*)  
 83. *Chlorophyll adz* (Chl *adz*)  
 84. *Chlorophyll aez* (Chl *aez*)  
 85. *Chlorophyll afz* (Chl *afz*)  
 86. *Chlorophyll agz* (Chl *agz*)  
 87. *Chlorophyll ahz* (Chl *ahz*)  
 88. *Chlorophyll aiz* (Chl *aiz*)  
 89. *Chlorophyll ajz* (Chl *ajz*)  
 90. *Chlorophyll akz* (Chl *akz*)  
 91. *Chlorophyll alz* (Chl *alz*)  
 92. *Chlorophyll amz* (Chl *amz*)  
 93. *Chlorophyll anz* (Chl *anz*)  
 94. *Chlorophyll aoz* (Chl *aoz*)  
 95. *Chlorophyll apz* (Chl *apz*)  
 96. *Chlorophyll aqz* (Chl *aqz*)  
 97. *Chlorophyll arz* (Chl *arz*)  
 98. *Chlorophyll asz* (Chl *asz*)  
 99. *Chlorophyll atz* (Chl *atz*)  
 100. *Chlorophyll auz* (Chl *auz*)  
 101. *Chlorophyll avz* (Chl *avz*)  
 102. *Chlorophyll awz* (Chl *awz*)  
 103. *Chlorophyll axz* (Chl *axz*)  
 104. *Chlorophyll ayz* (Chl *ayz*)  
 105. *Chlorophyll ayz* (Chl *ayz*)  
 106. *Chlorophyll azz* (Chl *azz*)  
 107. *Chlorophyll azaa* (Chl *aza*)  
 108. *Chlorophyll abz* (Chl *abz*)  
 109. *Chlorophyll acz* (Chl *acz*)  
 110. *Chlorophyll adz* (Chl *adz*)  
 111. *Chlorophyll aez* (Chl *aez*)  
 112. *Chlorophyll afz* (Chl *afz*)  
 113. *Chlorophyll agz* (Chl *agz*)  
 114. *Chlorophyll ahz* (Chl *ahz*)  
 115. *Chlorophyll aiz* (Chl *aiz*)  
 116. *Chlorophyll ajz* (Chl *ajz*)  
 117. *Chlorophyll akz* (Chl *akz*)  
 118. *Chlorophyll alz* (Chl *alz*)  
 119. *Chlorophyll amz* (Chl *amz*)  
 120. *Chlorophyll anz* (Chl *anz*)  
 121. *Chlorophyll aoz* (Chl *aoz*)  
 122. *Chlorophyll apz* (Chl *apz*)  
 123. *Chlorophyll aqz* (Chl *aqz*)  
 124. *Chlorophyll arz* (Chl *arz*)  
 125. *Chlorophyll asz* (Chl *asz*)  
 126. *Chlorophyll atz* (Chl *atz*)  
 127. *Chlorophyll auz* (Chl *auz*)  
 128. *Chlorophyll avz* (Chl *avz*)  
 129. *Chlorophyll awz* (Chl *awz*)  
 130. *Chlorophyll axz* (Chl *axz*)  
 131. *Chlorophyll ayz* (Chl *ayz*)  
 132. *Chlorophyll ayz* (Chl *ayz*)  
 133.

## CONCLUSIONS

1000  
 900  
 800  
 700  
 600  
 500  
 400  
 300  
 200  
 100  
 0

END. 31

1. ☐ **Yes**  
 2. ☐ **No**  
 3. ☐ **Not sure**  
 4. ☐ **Other**  
 5. ☐ **Don't know**  
 6. ☐ **Refuse to answer**  
 7. ☐ **Other**  
 8. ☐ **Don't know**  
 9. ☐ **Refuse to answer**  
 10. ☐ **Other**  
 11. ☐ **Don't know**  
 12. ☐ **Refuse to answer**  
 13. ☐ **Other**  
 14. ☐ **Don't know**  
 15. ☐ **Refuse to answer**  
 16. ☐ **Other**  
 17. ☐ **Don't know**  
 18. ☐ **Refuse to answer**  
 19. ☐ **Other**  
 20. ☐ **Don't know**  
 21. ☐ **Refuse to answer**  
 22. ☐ **Other**  
 23. ☐ **Don't know**  
 24. ☐ **Refuse to answer**  
 25. ☐ **Other**  
 26. ☐ **Don't know**  
 27. ☐ **Refuse to answer**  
 28. ☐ **Other**  
 29. ☐ **Don't know**  
 30. ☐ **Refuse to answer**  
 31. ☐ **Other**  
 32. ☐ **Don't know**  
 33. ☐ **Refuse to answer**  
 34. ☐ **Other**  
 35. ☐ **Don't know**  
 36. ☐ **Refuse to answer**  
 37. ☐ **Other**  
 38. ☐ **Don't know**  
 39. ☐ **Refuse to answer**  
 40. ☐ **Other**  
 41. ☐ **Don't know**  
 42. ☐ **Refuse to answer**  
 43. ☐ **Other**  
 44. ☐ **Don't know**  
 45. ☐ **Refuse to answer**  
 46. ☐ **Other**  
 47. ☐ **Don't know**  
 48. ☐ **Refuse to answer**  
 49. ☐ **Other**  
 50. ☐ **Don't know**  
 51. ☐ **Refuse to answer**  
 52. ☐ **Other**  
 53. ☐ **Don't know**  
 54. ☐ **Refuse to answer**  
 55. ☐ **Other**  
 56. ☐ **Don't know**  
 57. ☐ **Refuse to answer**  
 58. ☐ **Other**  
 59. ☐ **Don't know**  
 60. ☐ **Refuse to answer**  
 61. ☐ **Other**  
 62. ☐ **Don't know**  
 63. ☐ **Refuse to answer**  
 64. ☐ **Other**  
 65. ☐ **Don't know**  
 66. ☐ **Refuse to answer**  
 67. ☐ **Other**  
 68. ☐ **Don't know**  
 69. ☐ **Refuse to answer**  
 70. ☐ **Other**  
 71. ☐ **Don't know**  
 72. ☐ **Refuse to answer**  
 73. ☐ **Other**  
 74. ☐ **Don't know**  
 75. ☐ **Refuse to answer**  
 76. ☐ **Other**  
 77. ☐ **Don't know**  
 78. ☐ **Refuse to answer**  
 79. ☐ **Other**  
 80. ☐ **Don't know**  
 81. ☐ **Refuse to answer**  
 82. ☐ **Other**  
 83. ☐ **Don't know**  
 84. ☐ **Refuse to answer**  
 85. ☐ **Other**  
 86. ☐ **Don't know**  
 87. ☐ **Refuse to answer**  
 88. ☐ **Other**  
 89. ☐ **Don't know**  
 90. ☐ **Refuse to answer**  
 91. ☐ **Other**  
 92. ☐ **Don't know**  
 93. ☐ **Refuse to answer**  
 94. ☐ **Other**  
 95. ☐ **Don't know**  
 96. ☐ **Refuse to answer**  
 97. ☐ **Other**  
 98. ☐ **Don't know**  
 99. ☐ **Refuse to answer**  
 100. ☐ **Other**  
 101. ☐ **Don't know**  
 102. ☐ **Refuse to answer**  
 103. ☐ **Other**  
 104. ☐ **Don't know**  
 105. ☐ **Refuse to answer**  
 106. ☐ **Other**  
 107. ☐ **Don't know**  
 108. ☐ **Refuse to answer**  
 109. ☐ **Other**  
 110. ☐ **Don't know**  
 111. ☐ **Refuse to answer**  
 112. ☐ **Other**  
 113. ☐ **Don't know**  
 114. ☐ **Refuse to answer**  
 115. ☐ **Other**  
 116. ☐ **Don't know**  
 117. ☐ **Refuse to answer**  
 118. ☐ **Other**  
 119. ☐ **Don't know**  
 120. ☐ **Refuse to answer**  
 121. ☐ **Other**  
 122. ☐ **Don't know**  
 123. ☐ **Refuse to answer**  
 124. ☐ **Other**  
 125. ☐ **Don't know**  
 126. ☐ **Refuse to answer**  
 127. ☐ **Other**  
 128. ☐ **Don't know**  
 129. ☐ **Refuse to answer**  
 130. ☐ **Other**  
 131. ☐ **Don't know**  
 132. ☐ **Refuse to answer**  
 133. ☐ **Other**  
 134. ☐ **Don't know**  
 135. ☐ **Refuse to answer**  
 136. ☐ **Other**  
 137. ☐ **Don't know**  
 138. ☐ **Refuse to answer**  
 139. ☐ **Other**  
 140. ☐ **Don't know**  
 141. ☐ **Refuse to answer**  
 142. ☐ **Other**  
 143. ☐ **Don't know**  
 144. ☐ **Refuse to answer**  
 145. ☐ **Other**  
 146. ☐ **Don't know**  
 147. ☐ **Refuse to answer**  
 148. ☐ **Other**  
 149. ☐ **Don't know**  
 150. ☐ **Refuse to answer**  
 151. ☐ **Other**  
 152. ☐ **Don't know**  
 153. ☐ **Refuse to answer**  
 154. ☐ **Other**  
 155. ☐ **Don't know**  
 156. ☐ **Refuse to answer**  
 157. ☐ **Other**  
 158. ☐ **Don't know**  
 159. ☐ **Refuse to answer**  
 160. ☐ **Other**  
 161. ☐ **Don't know**  
 162. ☐ **Refuse to answer**  
 163. ☐ **Other**  
 164. ☐ **Don't know**  
 165. ☐ **Refuse to answer**  
 166. ☐ **Other**  
 167. ☐ **Don't know**  
 168. ☐ **Refuse to answer**  
 169. ☐ **Other**  
 170. ☐ **Don't know**  
 171. ☐ **Refuse to answer**  
 172. ☐ **Other**  
 173. ☐ **Don't know**  
 174. ☐ **Refuse to answer**  
 175. ☐ **Other**  
 176. ☐ **Don't know**  
 177. ☐ **Refuse to answer**  
 178. ☐ **Other</**

## ACKNOWLEDGMENTS

[illegible]

## REFERENCES

U.S. PUBLISHED BY THE U.S. GOVERNMENT PRINTING OFFICE

[illegible]

.....

 Springer

**ACKNOWLEDGMENTS**

LF      % P

UR	% F
1	100
2	100
3	100
4	100
5	100
6	100
7	100
8	100
9	100
10	100
11	100
12	100
13	100
14	100
15	100
16	100
17	100
18	100
19	100
20	100
21	100
22	100
23	100
24	100
25	100
26	100
27	100
28	100
29	100
30	100
31	100
32	100
33	100
34	100
35	100
36	100
37	100
38	100
39	100
40	100
41	100
42	100
43	100
44	100
45	100
46	100
47	100
48	100
49	100
50	100
51	100
52	100
53	100
54	100
55	100
56	100
57	100
58	100
59	100
60	100
61	100
62	100
63	100
64	100
65	100
66	100
67	100
68	100
69	100
70	100
71	100
72	100
73	100
74	100
75	100
76	100
77	100
78	100
79	100
80	100
81	100
82	100
83	100
84	100
85	100
86	100
87	100
88	100
89	100
90	100
91	100
92	100
93	100
94	100
95	100
96	100
97	100
98	100
99	100
100	100

1. **Introduction**  
 2. **Background**  
 3. **Methods**  
 4. **Results**  
 5. **Conclusion**  
 6. **References**  
 7. **Appendix**  
 8. **Table 1**  
 9. **Table 2**  
 10. **Table 3**  
 11. **Table 4**  
 12. **Table 5**  
 13. **Table 6**  
 14. **Table 7**  
 15. **Table 8**  
 16. **Table 9**  
 17. **Table 10**  
 18. **Table 11**  
 19. **Table 12**  
 20. **Table 13**  
 21. **Table 14**  
 22. **Table 15**  
 23. **Table 16**  
 24. **Table 17**  
 25. **Table 18**  
 26. **Table 19**  
 27. **Table 20**  
 28. **Table 21**  
 29. **Table 22**  
 30. **Table 23**  
 31. **Table 24**  
 32. **Table 25**  
 33. **Table 26**  
 34. **Table 27**  
 35. **Table 28**  
 36. **Table 29**  
 37. **Table 30**  
 38. **Table 31**  
 39. **Table 32**  
 40. **Table 33**  
 41. **Table 34**  
 42. **Table 35**  
 43. **Table 36**  
 44. **Table 37**  
 45. **Table 38**  
 46. **Table 39**  
 47. **Table 40**  
 48. **Table 41**  
 49. **Table 42**  
 50. **Table 43**  
 51. **Table 44**  
 52. **Table 45**  
 53. **Table 46**  
 54. **Table 47**  
 55. **Table 48**  
 56. **Table 49**  
 57. **Table 50**  
 58. **Table 51**  
 59. **Table 52**  
 60. **Table 53**  
 61. **Table 54**  
 62. **Table 55**  
 63. **Table 56**  
 64. **Table 57**  
 65. **Table 58**  
 66. **Table 59**  
 67. **Table 60**  
 68. **Table 61**  
 69. **Table 62**  
 70. **Table 63**  
 71. **Table 64**  
 72. **Table 65**  
 73. **Table 66**  
 74. **Table 67**  
 75. **Table 68**  
 76. **Table 69**  
 77. **Table 70**  
 78. **Table 71**  
 79. **Table 72**  
 80. **Table 73**  
 81. **Table 74**  
 82. **Table 75**  
 83. **Table 76**  
 84. **Table 77**  
 85. **Table 78**  
 86. **Table 79**  
 87. **Table 80**  
 88. **Table 81**  
 89. **Table 82**  
 90. **Table 83**  
 91. **Table 84**  
 92. **Table 85**  
 93. **Table 86**  
 94. **Table 87**  
 95. **Table 88**  
 96. **Table 89**  
 97. **Table 90**  
 98. **Table 91**  
 99. **Table 92**  
 100. **Table 93**  
 101. **Table 94**  
 102. **Table 95**  
 103. **Table 96**  
 104. **Table 97**  
 105. **Table 98**  
 106. **Table 99**  
 107. **Table 100**  
 108. **Table 101**  
 109. **Table 102**  
 110. **Table 103**  
 111. **Table 104**  
 112. **Table 105**  
 113. **Table 106**  
 114. **Table 107**  
 115. **Table 108**  
 116. **Table 109**  
 117. **Table 110**  
 118. **Table 111**  
 119. **Table 112**  
 120. **Table 113**  
 121. **Table 114**  
 122. **Table 115**  
 123. **Table 116**  
 124. **Table 117**  
 125. **Table 118**  
 126. **Table 119**  
 127. **Table 120**  
 128. **Table 121**  
 129. **Table 122**  
 130. **Table 123**  
 131. **Table 124**  
 132. **Table 125**  
 133. **Table 126**  
 134. **Table 127**  
 135. **Table 128**  
 136. **Table 129**  
 137. **Table 130**  
 138. **Table 131**  
 139. **Table 132**  
 140. **Table 133**  
 141. **Table 134**  
 142. **Table 135**  
 143. **Table 136**  
 144. **Table 137**  
 145. **Table 138**  
 146. **Table 139**  
 147. **Table 140**  
 148. **Table 141**  
 149. **Table 142**  
 150. **Table 143**  
 151. **Table 144**  
 152. **Table 145**  
 153. **Table 146**  
 154. **Table 147**  
 155. **Table 148**  
 156. **Table 149**  
 157. **Table 150**  
 158. **Table 151**  
 159. **Table 152**  
 160. **Table 153**  
 161. **Table 154**  
 162. **Table 155**  
 163. **Table 156**  
 164. **Table 157**  
 165. **Table 158**  
 166. **Table 159**  
 167. **Table 160**  
 168. **Table 161**  
 169. **Table 162**  
 170. **Table 163**  
 171. **Table 164**  
 172. **Table 165**  
 173. **Table 166**  
 174. **Table 167**  
 175. **Table 168**  
 176. **Table 169**  
 177. **Table 170**  
 178. **Table 171**  
 179. **Table 172**  
 180. **Table 173**  
 181. **Table 174**  
 182. **Table 175**  
 183. **Table 176**  
 184. **Table 177**  
 185. **Table 178**  
 186. **Table 179**  
 187. **Table 180**  
 188. **Table 181**  
 189. **Table 182**  
 190. **Table 183**  
 191. **Table 184**  
 192. **Table 185**  
 193. **Table 186**  
 194. **Table 187**  
 195. **Table 188**  
 196. **Table 189**  
 197. **Table 190**  
 198. **Table 191**  
 199. **Table 192**  
 200. **Table 193**  
 201. **Table 194**  
 202. **Table 195**  
 203. **Table 196**  
 204. **Table 197**  
 205. **Table 198**  
 206. **Table 199**  
 207. **Table 200**  
 208. **Table 201**  
 209. **Table 202**  
 210. **Table 203**  
 211. **Table 204**  
 212. **Table 205**  
 213. **Table 206**  
 214. **Table 207**  
 215. **Table 208**  
 216. **Table 209**  
 217. **Table 210**

*Journal of Management Education* 30(6)

Year	Age	Sex	Height (cm)	Weight (kg)	Body mass index (kg/m <sup>2</sup> )	Waist circumference (cm)	Waist-hip ratio	Trunk circumference (cm)	Trunk-hip ratio	Trunk-hip ratio (adjusted for height)
1997	20	M	170	65	22.0	85	0.85	95	0.89	0.89
2000	23	M	175	75	24.5	90	0.88	100	0.92	0.92
2003	26	M	180	85	26.0	95	0.91	110	0.95	0.95
2006	29	M	185	95	27.5	100	0.94	120	0.98	0.98
2009	32	M	190	105	29.0	105	0.97	130	1.01	1.01
2012	35	M	195	115	30.0	110	1.00	140	1.04	1.04
2015	38	M	200	125	31.0	115	1.03	150	1.07	1.07
2018	41	M	205	135	32.0	120	1.06	160	1.10	1.10
2021	44	M	210	145	33.0	125	1.09	170	1.13	1.13
2024	47	M	215	155	34.0	130	1.12	180	1.16	1.16
2027	50	M	220	165	35.0	135	1.15	190	1.19	1.19
2030	53	M	225	175	36.0	140	1.18	200	1.22	1.22
2033	56	M	230	185	37.0	145	1.21	210	1.25	1.25
2036	59	M	235	195	38.0	150	1.24	220	1.28	1.28
2039	62	M	240	205	39.0	155	1.27	230	1.31	1.31
2042	65	M	245	215	40.0	160	1.30	240	1.34	1.34
2045	68	M	250	225	41.0	165	1.33	250	1.37	1.37
2048	71	M	255	235	42.0	170	1.36	260	1.40	1.40
2051	74	M	260	245	43.0	175	1.39	270	1.43	1.43
2054	77	M	265	255	44.0	180	1.42	280	1.46	1.46
2057	80	M	270	265	45.0	185	1.45	290	1.49	1.49
2060	83	M	275	275	46.0	190	1.48	300	1.52	1.52
2063	86	M	280	285	47.0	195	1.51	310	1.55	1.55
2066	89	M	285	295	48.0	200	1.54	320	1.58	1.58
2069	92	M	290	305	49.0	205	1.57	330	1.61	1.61
2072	95	M	295	315	50.0	210	1.60	340	1.64	1.64
2075	98	M	300	325	51.0	215	1.63	350	1.67	1.67
2078	101	M	305	335	52.0	220	1.66	360	1.70	1.70
2081	104	M	310	345	53.0	225	1.69	370	1.73	1.73
2084	107	M	315	355	54.0	230	1.72	380	1.76	1.76
2087	110	M	320	365	55.0	235	1.75	390	1.79	1.79
2090	113	M	325	375	56.0	240	1.78	400	1.82	1.82
2093	116	M	330	385	57.0	245	1.81	410	1.85	1.85
2096	119	M	335	395	58.0	250	1.84	420	1.88	1.88
2099	122	M	340	405	59.0	255	1.87	430	1.91	1.91
2102	125	M	345	415	60.0	260	1.90	440	1.94	1.94
2105	128	M	350	425	61.0	265	1.93	450	1.97	1.97

2017-2018

FOIb2015 316 8

PART: BFT 14

NO DAMAGE TO VEHICLE  
PROPERTY TO BE REPAIRED

750505

2.000°W

1.000°W

0.000°W

1.000°E

2.000°E

3.000°E

4.000°E

5.000°E

6.000°E

7.000°E

8.000°E

9.000°E

10.000°E

11.000°E

12.000°E

13.000°E

14.000°E

15.000°E

16.000°E

17.000°E

18.000°E

19.000°E

20.000°E

21.000°E

22.000°E

23.000°E

24.000°E

25.000°E

26.000°E

27.000°E

28.000°E

29.000°E

30.000°E

31.000°E

32.000°E

33.000°E

34.000°E

35.000°E

36.000°E

37.000°E

38.000°E

39.000°E

40.000°E

41.000°E

42.000°E

43.000°E

44.000°E

45.000°E

46.000°E

47.000°E

48.000°E

49.000°E

50.000°E

51.000°E

52.000°E

53.000°E

54.000°E

55.000°E

56.000°E

57.000°E

58.000°E

59.000°E

60.000°E

61.000°E

62.000°E

63.000°E

64.000°E

65.000°E

66.000°E

67.000°E

68.000°E

69.000°E

70.000°E

71.000°E

72.000°E

73.000°E

74.000°E

75.000°E

76.000°E

77.000°E

78.000°E

79.000°E

80.000°E

81.000°E

82.000°E

83.000°E

84.000°E

85.000°E

86.000°E

87.000°E

88.000°E

89.000°E

90.000°E

91.000°E

92.000°E

93.000°E

94.000°E

95.000°E

96.000°E

97.000°E

98.000°E

99.000°E

100.000°E

101.000°E

102.000°E

103.000°E

104.000°E

105.000°E

106.000°E

107.000°E

108.000°E

109.000°E

110.000°E

111.000°E

112.000°E

113.000°E

114.000°E

115.000°E

116.000°E

117.000°E

118.000°E

119.000°E

120.000°E

121.000°E

122.000°E

123.000°E

124.000°E

125.000°E

126.000°E

127.000°E

128.000°E

129.000°E

130.000°E

131.000°E

132.000°E

133.000°E

134.000°E

135.000°E

136.000°E

137.000°E

138.000°E

139.000°E

140.000°E

141.000°E

142.000°E

143.000°E

144.000°E

145.000°E

146.000°E

147.000°E

148.000°E

149.000°E

150.000°E

151.000°E

152.000°E

153.000°E

154.000°E

155.000°E

156.000°E

157.000°E

158.000°E

159.000°E

160.000°E

161.000°E

162.000°E

163.000°E

164.000°E

165.000°E

166.000°E

167.000°E

168.000°E

169.000°E

170.000°E

171.000°E

172.000°E

173.000°E

174.000°E

175.000°E

176.000°E

177.000°E

178.000°E

179.000°E

180.000°E

181.000°E

182.000°E

183.000°E

184.000°E

185.000°E

186.000°E

187.000°E

188.000°E

189.000°E

190.000°E

191.000°E

192.000°E

193.000°E

194.000°E

195.000°E

196.000°E

197.000°E

198.000°E

199.000°E

200.000°E

201.000°E

202.000°E

203.000°E

204.000°E

205.000°E

206.000°E

207.000°E

208.000°E

209.000°E

210.000°E

211.000°E

212.000°E

213.000°E

214.000°E

215.000°E

216.000°E

217.000°E

218.000°E

219.000°E

220.000°E

221.000°E

222.000°E

223.000°E

224.000°E

225.000°E

226.000°E

227.000°E

228.000°E

229.000°E

230.000°E

231.000°E

232.000°E

233.000°E

234.000°E

235.000°E

236.000°E

237.000°E

238.000°E

239.000°E

240.000°E

241.000°E

242.000°E

243.000°E

244.000°E

245.000°E

246.000°E

247.000°E

248.000°E

249.000°E

250.000°E

251.000°E

252.000°E

253.000°E

254.000°E

255.000°E

256.000°E

257.000°E

258.000°E

259.000°E

260.000°E

261.000°E

262.000°E

263.000°E

264.000°E

265.000°E

266.000°E

267.000°E

268.000°E

269.000°E

270.000°E

271.000°E

272.000°E

273.000°E

274.000°E

275.000°E

276.000°E

277.000°E

278.000°E

279.000°E

280.000°E

281.000°E

282.000°E

283.000°E

284.000°E

285.000°E

286.000°E

287.000°E

288.000°E

289.000°E

290.000°E

291.000°E

292.000°E

293.000°E

294.000°E

295.000°E

296.000°E

297.000°E

298.000°

1. *Staphylococcus aureus* (ATCC 12228)  
2. *Staphylococcus aureus* (ATCC 12228)  
3. *Staphylococcus aureus* (ATCC 12228)  
4. *Staphylococcus aureus* (ATCC 12228)  
5. *Staphylococcus aureus* (ATCC 12228)  
6. *Staphylococcus aureus* (ATCC 12228)  
7. *Staphylococcus aureus* (ATCC 12228)  
8. *Staphylococcus aureus* (ATCC 12228)  
9. *Staphylococcus aureus* (ATCC 12228)  
10. *Staphylococcus aureus* (ATCC 12228)



**CHEVROLET**

(702) 982-4000  
findlaychevy.com

Co.# 17

Sold To:		Service Order Number		Service Advisor		VIN	
[REDACTED]		49323		NICHOLAS MANNING		1G1AL58F067 [REDACTED]	
LAS VEGAS NV		Color	Year	Make/Model	License	Engine	Stk #
		ULTRA SILVER ME	2008	CHEVROLET COBALT L2		2.2L L4MFI	170971
Business Phone:		Mileage In/Out	Tag	Delivery Date	Rate	Doc. Count	Plan
Home Phone:		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

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.

FC: 6G

REPAIR 1 FUSE - REPLACE  
 OPCODE: N1720

HRS: .20  
 PRIMARY TECH: 116  
 WARR PARTS: 1

SALE TYPE: W

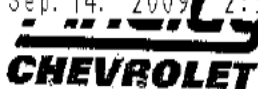
WTY

**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.



**SERVICE  
INVOICE**



(702) 982-4000  
findlaychevy.com

Co.# 17

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**

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.



**CHEVROLET**

(702) 982-4000

findlaychevy.com

**WORK  
ORDER****Sold To**

PRINTED: 7:49:27

**SHOP COPY**

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 #: [REDACTED]  
 YEAR: 03  
 MAKE: CHEVROLET  
 MODEL: COBALT L2  
 ENGINE: 2.2L 4MFI  
 TRANSMISSION: [REDACTED]  
 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	N1720	.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 invoice. The customer is responsible for damage from freezing due to low battery.

X

CUSTOMER SIGNATURE

**Original Estimate**

CLIFFORD TOOSLEY	ESTIMATE TOTAL:
HOURS	LABOR
HAZDS	DISC
DECT	TAXES
	TOTAL



VEH. STILL HAS CLUNK IN STEERING  
 WHEN GOING OVER BUMPS.  
 PER DOC #2239250 STEP #1 EXCESSIVE  
 BACKLASH IN COLUMN.  
 PART ORDERED

SEE LINE #1

INSPECTION COMPLETED

Line4

Verified the concern test the circuits found a 20 amp fuse  
 burnt, Replaced the fuse for the related circuit and retest.

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 / QUANTITY ON

10	RE
10	RM

QUALITY CONDITION

IF	% 10	%
10	% 10	%

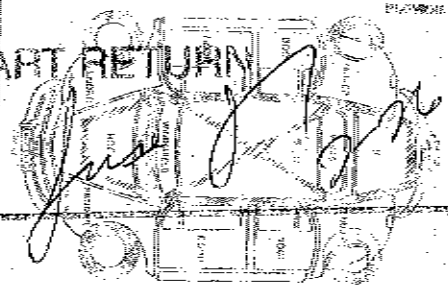
FUEL GAUGE

1/4	1/2	FULL
-----	-----	------

QUALITY TECH CONTROL ASM

FORWARD SIG. X

PART RETURN



FEB26'09 AM  
 FEB26'09 AM

Sep. 14, 2009 2:37PM USA Mortgage

No. 8285 P. 20





USA Mortgage  
La. gas, inc 9118  
(702) 982-4000  
findlaychevy.com

No. 8285 P. 21 SERVICE  
INVOICE

Co.# 17

<b>Sold To:</b>  LAS VEGAS NV  Business Phone: Home Phone:	<b>Service Order Number</b>		<b>Service Advisor</b>		<b>VIN</b>	
	43443		NICHOLAS MANNING		1G1AL58F087	
	<b>Color</b>	<b>Year</b>	<b>Make/Model</b>	<b>License</b>	<b>Engine</b>	<b>Stk.#</b>
	ULTRA SILVER ME	2008	CHEVROLET COBALT L2		2.2L L4MFI	
	<b>Mileage In/Out</b>	<b>Tag</b>	<b>Delivery Date</b>	<b>Rate</b>	<b>Doc Count</b>	<b>Plan</b>
	4565 / 4565	7547	2/05/2008		1	
	<b>Tax Exempt</b>		<b>Date/Time In</b>		<b>Date/Time Out</b>	
		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.

FC: 6C

REPAIR 1 COLUMN ASSEMBLY, STEERING - REPLACE

OPCODE: E7680

SALE TYPE: W

HRS: 1.40

WTY

PRIMARY TECH: 119

WARR PARTS: 1

PARTS	DESC	FP	QTY	PRICE	SALE TYPE
GM	19200752 COLUMN	Y	1		W

WTY

FRANK THANKS YOU FOR YOUR BUSINESS (NICE).

CUSTOMER SIGNATURE

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.





Sep. 14. 2009 2:38PM 8800 USA Mortgage Les Drive  
Las Vegas, NV 89118  
(702) 982-4000  
findlaychevy.com

No. 8285 P. 22 WORK  
ORDER

SHOP COPY

<b>Sold To:</b>  [REDACTED] <b>LAS VEGAS NV</b> <b>Business Phone:</b> [REDACTED] <b>Home Phone:</b> [REDACTED] <b>EMAIL ADDRESS:</b> [REDACTED]	<b>PRINTED:</b> 17:44:14	<b>DATE:</b> 11/28/08
		<b>V.I.N.#:</b> 1G1AL58F087
		<b>MILEAGE:</b> 4565
		<b>DEL DATE:</b> 02/05/08
		<b>MILES:</b> 7
		<b>IN-SERV-DATE:</b> 02/05/08
		<b>LICENSE #:</b>
		<b>YEAR:</b> 08
		<b>MAKE:</b> CHEVROLET
		<b>MODEL:</b> COBALT L2
	<b>ENGINE:</b> 2.2L I4MFI	
	<b>TRANSMISSION:</b>	
	<b>COLOR:</b> ULTRA SIL	

<b>Service Advisor #:</b> 48	<b>Service Order #:</b> 43443	<b>Tag #:</b> 7547	<b>Reference SO#:</b> 17
<b>Customer #:</b>	<b>Stock #:</b> [REDACTED]	<b>Labor Rate:</b> .00	<b>Attention:</b>
<b>Doc. Count:</b> 1	<b>Payment Type:</b> CA	<b>Diag Codes:</b>	<b>Promise Date/Time:</b> 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 warrant to you your employee's permission to operate the vehicle herein described on streets, highways or elsewhere. I hereby acknowledge on above damage from freezing due to

X

CUSTOMER SIGNATURE

Original Estimate

NICHOLAS MANNING  
HOURS  
HAZDS

LABOR

DISC

PARTS

DEDCT

NT ITEM

TAXES

ESTIMATE TOTAL:  
MISC

TOTAL



# LAUNCH RECORD

COMPLAINT:

CAUSE:

CORRECTION:

COMPLAINT:

CAUSE:

CORRECTION:

COMPLAINT:

CAUSE:

CORRECTION:

COMPLAINT:

CAUSE:

CORRECTION:

COMPLAINT:

CAUSE:

CORRECTION:

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 PER STEP #1 DOC # 2195706

REPLACED SOP / STEERING COLUMN.

STRAIGHT TIME (HOURS)	FLAT RATE	AVD. NO. 43443	TIME	OFF
	1.4	OPER. NO. E7680	11-29-08	ON
		EMP. NO. 119		

FLAG SHEET

FLAG SHEET

FLAG SHEET

FLAG SHEET

FLAG SHEET

FLAG SHEET

FLAG SHEET

FLAG SHEET

FLAG SHEET

FLAG SHEET

INITIALS OF SERVICE TECHNICIAN AND CUSTOMER SIGN ON VEHICLE  
PREVIOUS WORK RECORD

PRIOR DAMAGE

NO DAMAGE

FOR INFO

NO DAMAGE

ENGINE: CID

4 CYL ☐ 6 CYL ☐ V6 ☐ V8 ☐ DIESEL ☐

TRANSMISSION:

3 SPD ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE

MAX. TRAILER

15 ☐ 20 ☐ 25 ☐ 30 ☐ 35 ☐ 40 ☐

BRAKE CONDITION

FR	/32	%	RR	/32	%
FR	/32	%	RR	/32	%

TECH. GAUGE

PART RETURN

QUALITY

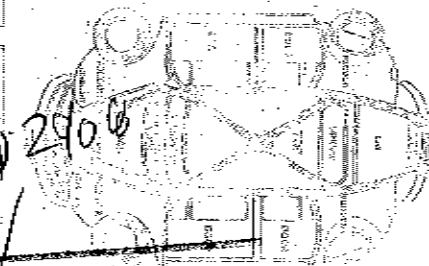
TECH

CONTROL

TECH

FORMAN'S SIGNATURE

XX



Sep. 14, 2009 2:38 PM

USA Mortgage

No. 8285 P. 23





(702) 982-4000  
findlaychevy.com

**SERVICE  
INVOICE**

Co.# 17

<b>Sold To:</b>		<b>Service Order Number</b>		<b>Service Advisor</b>		<b>VIN</b>	
[REDACTED]		42368		NICHOLAS MANNING		1G1AL58F087 [REDACTED]	
<b>Color</b>	<b>Year</b>	<b>Make/Model</b>		<b>License</b>	<b>Engine</b>	<b>Stk.#</b>	
ULTRA SILVER ME	2008	CHEVROLET COBALT L2			2.2L I4MFI	[REDACTED]	
<b>Mileage In/Out</b>		<b>Tag</b>	<b>Delivery Date</b>	<b>Rate</b>	<b>Doc. Count</b>	<b>Plan</b>	
4353 /		7082	2/05/2008		1		
<b>Tax Exempt</b>			<b>Date/Time In</b>		<b>Date/Time Out</b>		
			11/13/2008 13:34		11/13/2008 16:37		

Business Phone: [REDACTED]  
Home Phone: [REDACTED]

-----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 ..... \$: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.



**CHEVROLET**

(702) 982-4000  
findlaychevy.com

**WORK  
ORDER**

**Sold To:**

PRINTED: 13:34:58

**SHOP COPY**

LAS VEGAS NV  
Business Phone:  
Home Phone:  
EMAIL ADDRESS:

DATE: 11/13/08  
V.I.N.#: 1G1AL58F087  
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 I4MFI  
TRANSMISSION:  
COLOR: ULTRA SIL

Service Advisor #:	48	Service Order #:	42368	Tag #:	7082	Reference SO#:	17
Customer #:		Stock #:		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 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 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 for the purpose of securing payment for repairs and materials furnished. I agree to hold you harmless for damage from freezing due to lock.

X

CUSTOMER SIGNATURE

Original Estimate

**NICHOLAS MANNING**  
HOURS LABOR PARTS NT ITEM MISC  
HAZDS DISC DEDCT TAXES TOTAL

**ESTIMATE TOTAL:**







**CHEVROLET**

(702) 982-4000  
findlaychevy.com

Co.# 17

<b>Sold To:</b>		<b>Service Order Number</b>		<b>Service Advisor</b>		<b>VIN</b>	
[REDACTED]		36689		NICHOLAS MANNING		1G1AL58F087 [REDACTED]	
<b>Color</b>		<b>Year</b>	<b>Make/Model</b>		<b>License</b>	<b>Engine</b>	<b>Stk #</b>
LAS VEGAS NV		2008	CHEVROLET COBALT L2			2.2L I4MFI	[REDACTED]
<b>Business Phone:</b>		<b>Mileage In/Out</b>	<b>Tag</b>	<b>Delivery Date</b>	<b>Rate</b>	<b>Doc. Count</b>	<b>Plan</b>
[REDACTED]		3172 /	6425	2/05/2008		1	
<b>Home Phone:</b>		<b>Tax Exempt</b>		<b>Date/Time In</b>		<b>Date/Time Out</b>	
[REDACTED]				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  
GM 12345621 OIL10W30B N 5

PRICE SALE TYPE  
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 SIGNATURE]

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**

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.





(702) 982-4000  
findlaychevy.com

WORK  
ORDER

Sold To:

PRINTED: 13:03:21

SHOP COPY

LAS VEGAS NV  
Business Phone:  
Home Phone:  
EMAIL ADDRESS:

DATE: 08/28/08  
V.I.N.#: 1G1AL58F087  
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 1.4MFI  
TRANSMISSION:  
COLOR: ULTRA SIL

Service Advisor #: 48	Service Order #: 36689	Tag #: 6425	Reference SO#: 17
Customer #:	Stock #:	Labor Rate: .00	Attention:
Doc. Count: 1	Payment Type: CA	Diag Codes:	Promise Date/Time: 08/28/08 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 FFS Franks Free Service  
NET ITEM M Krex  
NET ITEM M Oil Filter  
LOF LUBE OIL FILTER  
GM 12345621 OIL10W30B

T-153  
B-153

CL 9.46 11.40 36.90

5 BULK

Road Hazard Qualifications  
(Complete Inspection Required)

	LF	RF
Tread Depth	99	99
Condition	Good	Good
	LR	RR
Tread Depth	99	99
Condition	Good	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 employee 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.

X

Original Estimate

NICHOLAS MANNING			ESTIMATE	TOTAL:
HOURS	LABOR	PARTS	NT ITEM	MISC
	9.46	11.40	12.84	1.23
HAZDS	DISC	DEDCT	TAXES	TOTAL
			1.97	36.90



COMPLAINT:

CAUSE:

CORRECTION:

COMPLAINT:

CAUSE:

CORRECTION:

COMPLAINT:

CAUSE:

CORRECTION:

COMPLAINT:

CAUSE:

CORRECTION:

COMPLAINT:

CAUSE:

CORRECTION:

# LABOR RECORD

FLAG SHEET

FLAG SHEET

FLAG SHEET

FLAG SHEET

FLAG SHEET

FLAG SHEET

FLAG SHEET

FLAG SHEET

FLAG SHEET

STRAIGHT TIME (HOURS)	PLAT RATE	RONO. 36689	TIME	OFF
	3	OPER. NO.		LOF
		EMP. NO. 155		ON

ENGINE NO.

4 CYCLE ☐ 6 CYCLE ☐ VMC ☐ 6 BT ☐ DIESEL ☐

TRANSMISSION

5 SPEED ☐ 1 SPEED ☐ 5 ON ☐ AUTO ☐ OFF ☐

ADDRESS: 00000

PS ☐ PM ☐ AM ☐ NM ☐ OTHER

EXTRA C. 00000000

RE	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100
----	---	---	---	---	---	---	---	---	---	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	-----

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100
---	---	---	---	---	---	---	---	---	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	-----

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100
---	---	---	---	---	---	---	---	---	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	-----

REMARKS:

Sep. 14, 2009 2:40PM

USA Mortgage

No. 8285 P. 29







**FINDLAY**  
**CHEVROLET**

Las Vegas, NV 89118  
(702) 982-4000  
findlaychevy.com

**WORK  
ORDER**

**Sold To:**

PRINTED: 17:22:32

**SHOP COPY**

**FINDLAY CHEVROLET**

Business Phone:  
Home Phone:

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:

			ESTIMATE				
L#	CODES	SERVICES REQUESTED	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/your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or repair. And you/your mechanic's lien is hereby acknowledged on above vehicle to secure the on work of anti-freeze.

X

**Original Estimate**

MATTHEW BALDWIN	ESTIMATE TOTAL:			
HOURS	LABOR	PARTS	NT ITEM	MISC
HAZDS	DISC	DECT	TAXES	TOTAL



LINA 1

Per form PD1 Inspection

TECH 118

HRS 1.3 \$2000

FLAG SHEET

FLAG SHEET

FLAG SHEET

FLAG SHEET

FLAG SHEET

FLAG SHEET

FLAG SHEET

FLAG SHEET

FLAG SHEET

FLAG SHEET

REPAIRMAN'S SIGNATURE  
SERIOUS INJURY

STRAIGHT TIME (HOURS)	FLAT RATE	R.O. NO.	OPER. NO.	TIME	OFF
1.3		14784			
		EMP. NO.	118		
				ON	11/17

RF	RR
FL	FR
LF	LR

STRAIGHT TIME (HOURS)	FLAT RATE	R.O. NO.	TIME	OFF
1.2		14784		
		OPER. NO.	220	
		EMP. NO.	2120	
				ON

4-17-07

SHEET

 ENGINE: CID \_\_\_\_\_  
 4 CYL ☐ 6 CYL ☐ 1/2 ☐ 3/4 ☐ DIESEL ☐

 TRANSMISSION:  
 3 SPEED ☐ 4 SPEED ☐ AUTO ☐ TYPE \_\_\_\_\_

 ACCESSORIES:  
 PS ☐ FB ☐ AC ☐ AIR ☐ OTHER \_\_\_\_\_

 ENGINE CONDITION  
 HP \_\_\_\_\_ % LP \_\_\_\_\_ %  
 BR \_\_\_\_\_ % LR \_\_\_\_\_ %

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



**CHEVROLET**

(702) 982-4000  
findlaychevy.com

Co.# 17

<b>Sold To:</b>		<b>Service Order Number</b>		<b>Service Advisor</b>		<b>VIN</b>	
[REDACTED]		42368		NICHOLAS MANNING		1G1AL58F0B7 [REDACTED]	
<b>Color</b>		<b>Year</b>		<b>Make/Model</b>		<b>License</b>	
LAS VEGAS NV		2008		CHEVROLET COBALT L2		[REDACTED]	
<b>Business Phone:</b>		<b>Tag</b>		<b>Delivery Date</b>		<b>Engine</b>	
[REDACTED]		7082		2/05/2008		2.2L L4MFI	
<b>Home Phone:</b>		<b>Mileage In/Out</b>		<b>Rate</b>		<b>Doc. Count</b>	
[REDACTED]		4353 /		[REDACTED]		1	
<b>Tax Exempt</b>		<b>Date/Time In</b>		<b>Date/Time Out</b>		<b>Plan</b>	
[REDACTED]		11/13/2008 13:34		11/13/2008 16:37		[REDACTED]	

-----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	DESC	FP	QTY	PRICE	SALE TYPE	
	19200752	COLUMN	N	1		W	

\*SP.ORD\*

FRANK THANKS YOU FOR YOUR BUSINESS (NICE)

CUSTOMER SIGNATURE

[REDACTED SIGNATURE]

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](http://Chevrolet.com) or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center  
Service Request 71-753131949



Sept 2, 2009

To:  
Chevrolet

Fax # 1866-962-2868

From

[REDACTED]

Ph #

[REDACTED]

Case # 71-753131949





Maryland Motor  
Vehicle Administration  
6801 Ritchie Highway, N.E.  
Glen Burnie, Maryland 21062

## REGISTRATION CERTIFICATE

TAG NUMBER

UNIT #

STICKER NUMBER

MMMS05

0007000

TITLE NUMBER		MAKE AND BODY STYLE OF VEHICLE	
[REDACTED]		CHEV 4S	
YEAR	CLASS	EXCEPT	VEHICLE IDENTIFICATION NUMBER
05	A	N/A	1G1AKS2F557 [REDACTED]
GR. VEH. WT.	GR. COMB. WT.	FEE	EXPIRATION DATE
3700	80N/A	128.00	04/30/11
OWNER'S DRIVER LICENSE/SOUND EX NO.		CO-OWNER'S DRIVER LICENSE/SOUND EX NO.	
[REDACTED]		[REDACTED]	

NAME(S) AND ADDRESS OF REGISTERED OWNER(S)

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: 301-722-8300 • Fax: 301-722-7888  
www.timbrookkia.com

**Timbrook Buick, Pontiac, GMC, Cadillac**

10201 Mount Savage Road NW • Cumberland, MD 21502  
Phone: 301-722-8300 • Fax: 301-722-7888  
www.timbrook.com



BUICK PONTIAC

**Timbrook Nissan**

10345 Mount Savage Road NW • Cumberland, MD 21502  
Phone: 301-777-8600 • Fax: 301-722-7888  
www.timbrooknissan.com



CUSTOMER NO. <b>222036</b>	ADVISOR <b>JENNIFER GROWDEN</b>	TAG NO. <b>165</b>	INVOICE DATE <b>08/26/09</b>	INVOICE NO. <b>CVCS256195</b>
[REDACTED] CUMBERLAND, MD	LABOR RATE	LICENSE NO.	MILEAGE <b>51,713</b>	COLOR <b>ARRIV BLUE/</b>
	YEAR / MAKE / MODEL <b>05/CHEVROLET/COBALT/4DR SDN LS</b>			DELIVERY DATE <b>04/18/05</b>
	VEHICLE I.D. NO. <b>1G1AK52F557</b>			DELIVERY MILES
	F.T.E. NO.			SELLING DEALER NO.
RESIDENTIAL PHONE	BUSINESS PHONE <b>304</b>	COMMENTS	R.O. DATE <b>08/24/09</b>	PRODUCTION DATE

**LABOR & PARTS**

JOB # 1 12N1Z

**STEERING**

TECH(S):42

175.00

CHECK POWER STEERING-LIGHT COMING ON THEN GOING OFF-SHUT  
VEHICLE OFF COMES BACK ON-LOOSE POWER STEERING ALL 2GETHER  
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

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.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT	PRICE
JOB # 1	1		19209136	COLUMN KI 6.518		428.69
JOB # 1	1		20763801	MOTOR KIT 6.605		131.25
JOB # 1 TOTAL PARTS						559.94
JOB # 1 TOTAL LABOR & PARTS						734.94

**ESTIMATE**

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
ORIGINAL ESTIMATE OF \$780.00 (+TAX)

**TOTALS**

Cash [ ] Charge [ ] Check [ ] #.....  
Credit Card [ ] Type... **VISA**  
Date Paid **08.26.09**  
Received By **JT**

TOTAL LABOR....	175.00
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**

Thank you for selecting  
Timbrook Buick Pontiac GMC and Cadillac  
To Service Your Vehicle

Timbrook Buick Pontiac GMC and Cadillac are not responsible  
for any damage to customer's vehicle while on premises.

CUSTOMER SIGNATURE

#WUPR014

L C #GH50744

TIMBROOK PONTIAC/GMC/NISS  
10201 MOUNT SAVAGE RD  
CUMBERLAND MD 21502  
301-722-8300

Term ID: 71969148 Ref #: 0005

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

PAY  
TO THE  
ORDER  
OF

LAVALLE MD

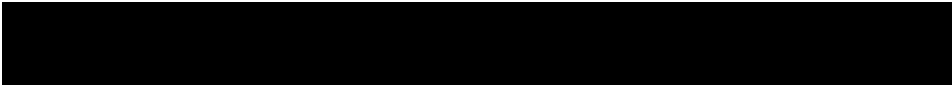
North American Operations  
General Motors Corporation  
Disbursement Account

*Brin D. Albee*

SIGNATURE

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

AUDIT



North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT  
DATE 09/10/09

VENDOR  
UNUS NO. BB 000000019

1

VENDOR NAME [REDACTED]

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1AK52F557 [REDACTED]	09/09/09 71-753131949	VH: 1-CHNXTZ .1-CHNXTZ	00.0000	384.27	.00	384.27
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782				M3		
TOTAL				384.27	.00	384.27



**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](http://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:      BBB Case No.:  
71-753608186      CHV0943844

Vehicle ID No.:      In Service      Vehicle is: used      BAC Code: n/a  
1G1AK12F657 [REDACTED]      Date:      customer only  
8/22/2005      takes veh to  
independent

Year, Make ☐ Model: 2005 Chevrolet Cobalt      Vehicle Purchased Used on: May 2007 at  
Mileage at Time of BBB Filing: 50,000      odometer 26,200  
Lien holder: HSBC Auto Finance      Sale Type: Purchase X  
DVM Name: **DVM CONTACT IS NOT REQUIRED.**      CAM Name: Wes Preece

**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. 1<sup>st</sup> 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]			
<b>Selling</b> dealer/city/state: Dick Smith Nissan, Inc, Columbia, SC			
<b>Primary Servicing</b> 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)**

Case Number: CHV0943844

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
<b>Example:</b>				
<b>A/C won't cool properly</b>	<b>Any Dealer, Inc.</b>	<b>2</b>	<b>4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day</b>	<b>yes</b>
Power Steering 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 36,000 miles, whichever occurs first. Our records show that these warranty parameters have been exceeded by 14 months and 49,222 miles.

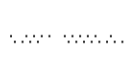
Unfortunately, this means we are unable to cover the cost of [REDACTED] repair. At Chevrolet, our commitment to customer satisfaction is a top priority. We hope you understand we must follow the warranty requirements of her vehicle.

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 33170  
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.

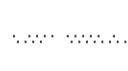
If you have further questions, please contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

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

Sincerely,

Chevrolet Customer Assistance Center

LC0006  
V6363006

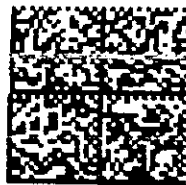






CHARLES H. BRONSON, Commissioner  
Florida Department of Agriculture  
and Consumer Services  
407 South Calhoun Street  
Tallahassee, FL 32399-0800

UNITED  
WE STAND



Hasler

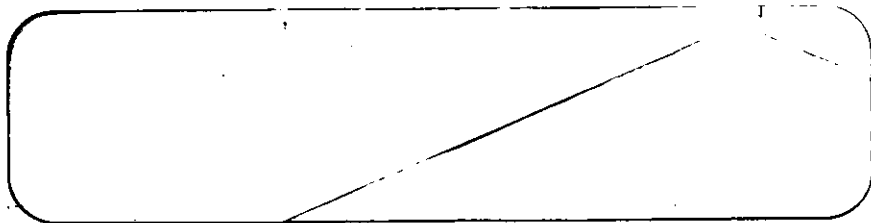
016H26501609

\$00.440

09/11/2009

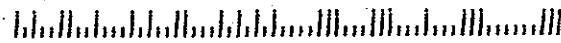
Mailed From 32399

US POSTAGE

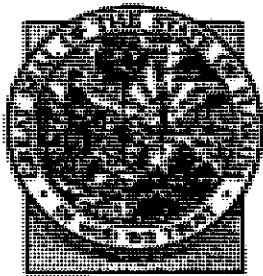


10-14-2009 12:11 PM CVO

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 I I I  
850-410-3682  
Fax: 850-410-3801  
E-mail: [montfor@doacs.state.fl.us](mailto: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](mailto: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](http://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**  
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 11-02-00L

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



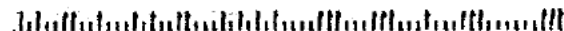
GASTONIA, NC

14-01-10A08:13 RCVD



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](http://Chevrolet.com) or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center  
Service Request Number: 71-754190456





Gastonia, NC

CHARLOTTE NC 282

DELIVERED BY AIR MAIL



03-28-09AOR:20 FVD

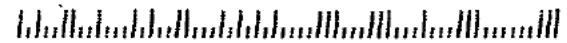
GENERAL MOTORS CORP.

P.O. BOX 33170

DETROIT, MICHIGAN

48232

48232+3170





[REDACTED]  
Gastonia, NC  
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](http://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.**

Address

3400 SOUTH BUSINESS DRIVE  
SHEBOYGAN, WISCONSIN 53081  
1-800-459-6840

Telephone

### Customer (You)

Customer Name

Address

Telephone

Freedom WI

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.

Customer Name (Please Print)

Customer Signature

Date

9-27-06

Co-Customer Name (Please Print)

Customer Signature

Date

9-27-06



## 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	<u>[REDACTED]</u>		
CUSTOMER SIGNATURE		DATE	
<u>[REDACTED]</u>		<u>9-27-06</u>	

WI-LL01  
6/96

White copy - Customer

Yellow copy - Dealer



DEALER NAME <b>CHEVROLET Cadillac</b>		VEH. STOCK NO. OR ORDER NO. <b>C3914</b>		MILEAGE AT SIGNING <b>140</b>		ORDER DATE <b>09/27/2006</b>	
ADDRESS <b>SHEBOYGAN CHEVROLET-CADILLAC, INC.</b>		SALESPERSON'S NAME <b>STEVEN A DEWEY</b>					
CITY, STATE, ZIP <b>3400 SOUTH BUSINESS DRIVE</b>		SALESPERSON'S (PLEASE PRINT) <b>00007817541102</b>					
TELEPHONE NO. <b>SHEBOYGAN, WISCONSIN 53081</b>		SALESPERSON'S LICENSE NUMBER					
PROSPECTIVE PURCHASER ("YOU") NAME(S)							
PROSPECTIVE PURCHASE STREET ADDRESS				CITY <b>FREDONIA</b>		STATE <b>WI</b>	
CELL PHONE		BUSINESS PHONE		RESIDENCE PHONE <b>OZAUKEE</b>		RESIDENCE TOWNSHIP	
				<b>OZAUKEE</b>		E-MAIL ADDRESS	
PLEASE ENTER MY ORDER FOR THE FOLLOWING DESCRIBED VEHICLE							
<input checked="" type="checkbox"/> NEW <input type="checkbox"/> USED <input type="checkbox"/> DEMO <input type="checkbox"/> EXEC		TITLE AS <input checked="" type="checkbox"/> CAR <input type="checkbox"/> TRUCK <input type="checkbox"/> OTHER		LICENSE NO.			
PURCHASED VEHICLE		MODEL YEAR <b>2006</b>	MAKE - TRADE NAME <b>CHEVROLET</b>	MODEL <b>COBALT</b>	BODY TYPE <b>4 DOOR S</b>	COLOR <b>AME</b>	IDENTIFICATION NO. <b>161AK55F967</b>
OWNED OR (LEASED) TRADE-IN		<b>2002</b>	<b>CHEVROLET</b>	<b>CAVALIER</b>	<b>4 DOOR S</b>	<b>WHI</b>	<b>161JF524627</b>

**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** for: ☐ 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:** ☒ MSRP detail provided on window label

☐ MSRP detail provided on attachment

Total MSRP (Manufacturer Suggested Retail Price) \$ **16495.00**

Dealer Markup

Dealer installed options — Has a warranty if ☒ 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** **6000.00**

f. Owned Trade-in Allowance

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 ☐ **500.00**

GM CARD ☐ **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.

- |  |  |
|--|--|
| (A) That I am 18 years of age or older. <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO  | (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"/> YES <input type="checkbox"/> NO |
| (B) That I have full power, right and lawful authority to dispose of the trade-in. <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO   | (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"/> YES <input type="checkbox"/> NO   |
| (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"/> YES <input type="checkbox"/> NO | (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"/> YES <input type="checkbox"/> NO   |
| (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"/> YES <input type="checkbox"/> NO  | (J) That the trade-in has not previously been flood or water damaged. <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO  |
| (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"/> YES <input type="checkbox"/> NO  | (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"/> YES <input type="checkbox"/> NO  |
| (F) That the engine and transmission of the trade-in have not been changed from manufacturer's original equipment specifications. <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO  | (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"/> YES <input type="checkbox"/> NO   |

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.

AUTHORIZED SIGNATURE \_\_\_\_\_



2006 COBALT 4-DOOR LS SEDAN  
 84U MAJESTIC AMETHYST METALLIC /L4G  
 14B GRAY  
 ORDER NO. JNTM6R/TSE 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	410.00	360.80	SHIPPED 10/30/05
KEYLESS ENTRY			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		<del>79.53</del>	EXP 65A	<del>79.53</del>
		198.81		198.81

TOTAL	16495.00	<del>15589.48</del>	PAY 310	<del>15589.48</del>
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

9/5/2006