OCT-05-2009 13:59	FROM-SHEB, CHEVY SALES F&I	920-459-62		P.006/009 F-219
un 🖂	· · · · · · · · · · · · · · · · · · ·		LAUMANSE	1-1477
	New Vehicle Deli	verv System	<u> Aetailer Code</u>	
			3738#	
PDI Date:	Delivery Date: <u>6-27-06</u>	Dealership's hours of operation	Lion-Thur Sales: <u>8:00-8:00</u>	Service: Man-Thur 7-5:00
Pre-Delivery Check (Sak	es consultant performs these checks prior t	o delivery date.)	Fieldy 8:06-6-00	Sat 7:30 12:00
Review completed	GM Pre-Delivery Inspection form.		Satur day	
Inspect body and p	paint surfaces for fit and appearance.		8100-5100	
	e hood, trunk, tailgate, and all doors for proj			
Verify that all finan	cial paperwork is in order (e.g., title/registn	ation, financing, service contract) _	
Consultation at Delivery			'	
	w motorial inclusion the second			
review the material	x material, including the owner's manual an	or warranty information, and emp	phasize the importance th	at the customer should
	adside Assistance and Courtesy Transporta	tion procedures.		
Explain the Mainter	ance Schedule and assist the customer in s	selecting the proper schedule ba	sed on their type of driving) Discuss the initial
Decleranth service /	nsit.			
Present de	alership service benefits (e.g., menus, shut	tles, early bird drop-off, factory t	rained technicians).	
Satisfaction Success	hat, in order to better serve them, they will t from General Motors.	e receiving the Purchase and De	slivery Satisfaction Survey	and the Service
	customer of a potential follow-up call to en	num that there are		
Invite the c	ustomer to the next New Owner Orientation	Date:	istied.	
	Customer (Utilizing owner's manual and ap			
	int to make sure they are clean and damage			
		-Tree.		
Review exterior item	_			
	hood latch, prop rod (Section 6) d checking procedure for all fluids (oil levels			
	or and cap operation (Section 6)	s, etc.) (Section 6)		
	moval and jack location (Section 5)			
	ess entry, if equipped (Section 2)			
Review interior to mal	ke sure it is clean and damage-free.			
	ate all vehicle features and controls.			
	es, safety belts, child restraints (Section 1)			
	ror positioning (Sections 1 & 2)			
Help the cust	omer set personalized, programmable, and	memory functions (Section 2)		
 Climate Conti Audio system 	rol system: automatic, dual zone, and reciri	culation functions (Section 3)		
	: clock, radio, tape, CD, and RDS functions dure for programming the garage door oper			
 OnStar, if equ 	ipped (Section 2)	er, n equipped (Section 2)		
	es mentioned in quick reference guides or s	(100)èmental feature information		
	r to the dealership's Service, Parts, and Bod		,	
Offer orientation drive.		y oney populationa.		
The above items were dispected, a	explained, and demonstrated to my complete sati	staction, including the Lemon Law in	formation (USA, if applicable)).
Customer comments:		·		
		Customer's Signatu		Date
<u> </u>				Date
			91	22/14
		Salesperson's signa	aure /2	Date

۰.

Cards For Redemption

\checkmark	GM World Card			
Cardmember Name				
Cardmember Name				
	an ar an ann a dh' a bhlad ann an an an dh' a bha ann an ann ann an dh' a bha ann an an an dh' a bha ann an an			
Authorization Authorization Number	U290810			
	UDE			
Incentive Code Authorization Amount	\$1942.88			
Authorization Date	09/27/2006			
Authorization Time	03:14:28PM			
Vehicle Information	1G1AK55F967			
Vehicle Identification Number (VIN)	13			
Vehicle Division Code	CHEVROLET			
Make	COBALT			
Model	2006			
Year	2400			
Dealer Information	SHEBOYGAN CHEVROLET OLDSMOBILE			
Dealership Name	CADILLAC, INC.			
Dealor Representative	MARK A WATSON			
Dealer Code	47384			

After August 1, 2003, Cardmembers who carry the original GM Card (blue) or the GM Gold Card can no longer use their Earnings in conjunction with GM employee or dealership employee purchase programs, or the GM New Vehicle Purchase Program (NVPP).

Cardmembers who carry the GM Card, GM World Card, the GM Check Card or the GM Flexible Earnings Card may not use their Earnings in conjunction with GM employee or dealership employee purchase programs or the GM New Vehicle Purchase Program (NVPP).

0CT-05-2009 13:59 FROM	-SHEB, CHEVY	SALES F&I	/H' AND	920-459	-6283	T-246	P.008/009 F	-219
	0			HUMMER	P))	MENT	
CUSTOMER NAME: SHI		EONARD					· · · · ·	<u> </u>
VIN: <u>1/G/1/A/</u>	K/5/5	/F/9/	6 / 7 /					
1. Customer Incentive								
l assign the total amount incentive(s) be applied: (Bill of Sale indicates pre issued in my name by De	incentive p	rice, amoun	mentalthe	evendo (b))	¥ ¥		•	
<u>CONSUM</u>	<u>IER CASH</u>	n Reference	-	Amount \$00 \$1942, 88		GM Incenti 90810 UDE		_
		~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~		\$ <u>76(N/A</u> \$ <u>N/</u> A \$ <u>N/</u> A nt Received		Δχρ 442.88		- - -
<ol> <li>Other Program Selectio financing/leasing, etc)</li> <li>a. I elect to receive in lieu of</li> </ol>		-					ople, Division	supported
b. I elect to receive				and/or		-		
<ul> <li>CUSTOMER ANIA</li> <li>a. <u>Vehicle Incentive</u>. identification numifor personal/busin described in Item_</li> <li>b. Ostar</li> <li><u>Terms and</u> which the OnStar dealer, at <u>www.ons</u></li> </ul>	Acknowleds ber, which views use and and rel Is vehicl Conditions	<u>ment.</u> I am vas sold/lea l not resale ease GM Di e equipped <u>Acknowled</u> my vehick	the <u>ultimat</u> sed to me b and I took o vision from with OnStar <u>gment</u> , I: e is provid	<u>e retail purcha</u> y the Dealer, n delivery on <b>29</b> any future clain ?Ye acknowledge tha	ser or lesse amed below <b>2706.</b> I acj m or obligat es <u>X</u> at I have rece	e of the vehic This vehicle knowledge re ion for incent	cle bearing th was purchas ceipt of ince ive(s) on this	nis vehicle ed/leased ntive(s) as s unit.
I understand that in my vehicle or Services be cance Purchaser/Lessee Si	t in order t call 1.888 elled.	cancel the	onStar e	nerrino in num	-1-5-1- X	248.2080 ;	e blue OnSt and request :09/ 27/	that my
ne undersigned person, as De centive(s) described in Item is taken delivery of reference rwarded to General Motors or	d unit thro	ugh this de	ines that if ms and Cor alership, ar	e information o aditions have bo ad that properly	on this appli en provided y completed	ication is true	and correct	, and the
Authorized Dealer Signa Dealership Name:	_			LET-OLDS-CA		Date: _ <b>_09</b> / Dealer Code	: <u>473</u> 84	
aler Note: This is a required a tomers even if there are no tomer.	document a incentives	nd it must h or rate sup	e complete port availa	d, signed, and ble. A copy of	retained in the comple	EVERY DE.	AL FILE for ould be prov	new retail ided to the

GM3795-OS 9/05

customer.

CENSE PLATE APPLICATION 11 10/2005 cessor ID No. Received - Date - Opened NOT WRITE ABOVE THIS LINE. replete form using BLUE or BLACK INK. ection A - Vehicle Owner Information Application Type (c			I THE ING INEW LICENSE Plate No.
NOT WRITE ABOVE THIS LINE.			
plete form using BLUE or BLACK INK.			
plete form using BLUE or BLACK INK.			Ampurt Received, Document Number Check Cash
aplete form using BLUE or BLACK INK. action A - Vehicle Owner Information Application Type (c		· •	
		itte Yransfer 🗍 Original Yitte 🗍 Tide Only	
s Name			Salvage Title Check if also tRP
-Ówner (if any) - Name - Las		3/08/1937	Elicenterfield Bagelood
OR Address	· ·	57/06/193/	
Bendpress	City	State ZIP Code	Area Code- Telephone#
based vehicle, Lessco Nome - Last, First, Middle Initial	FREDON		
		Lessec Signature	Langer Social Security For Lither Longe & Received
eetAddress.	City	State ≵IP Code	Area Codo-Telephone #
			-
CLION B - Vehicle Information	car Make		
	1.0	Type (car. truck, va	n,etc) Color
The second se	606 CHE	VROLET COBALT CAR	AME
9-98D		Checkb	ox if plates transferred between husband/wife. plates cannot be transferred between other family membe
nicle kept in County Oty Village Town		Date First Operated this vehicle in Wis, as resi	
		09/27/2005	
Secured Party Number(s) - Required List all SECURED PARTY NAM	5-0. m		
vedparty,	IE(5) (lienhoiders)	Street Address, City, State, ZIP Code	Area Code-Phone Numb
* None	• • • • •		
NETER NOW READS (No Tenths): the best of my knowledge is the <u>limited gradients is classed</u> I mileage of this vehicle unless one of the following statements is cl	2000 L th	he amount of mileage in WAR	odometer reading is NOT actual miteage.
		excess of its mechanical limit.	NING ODOMETER DISCREPANCY
tion E - Vehicle Transaction		excess of its mechanical limit.	NING ODOMETER DISCREPANCY
tion E - Vehicle Transaction	15370.00	Tax Statement Date Vehicle Pure	ASEC Used New Date Delivered
Cash price (Vehicle described in section '9')     Less trade-in allowance	15379.00	Tax Statement Date Vehicle Purch Pescribe Vear Make 03/27/2	ased Used New Date Delivered
		Tax Statement Date Vehicle Purch	ased Used New Date Delivered
Cash price (Vehicle described in section '9')     Less trade-in allowance	15379.00	Access of its mechanical limit.     Tax Statement Date Vehicle Purch     Describe Vear Make 03/27/2     Vehicle 2002 CLATING CT	ANING ODOMETER DISCREPANCY ased Used New Date Delivered OOS Vehicle Identification Number / 27/200 005 Vehicle Identification Number / 27/200 005 Vehicle Identification Number / 27/200
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Cash price (Vehicle described in section '9')     Less trade-in allowance     Note: Wi Dealers need not complete item c below      Ecomputation     Title Fee \$45 (Replacement \$20) Loan Filing Fee \$4 License Plate Fee (See sector 'H')  License Plate Fee (See sector 'H')  Motor Carrier Class Fee (See action 'H')  Motor Carrier Class Fee \$4 (See actions below)	15379.00 5000.00 45.00 N/A N/A N/A N/A	Access of its mechanical limit.	NING ODOMETER DISCREPANCY         ased       User       New       Date Delivered         ODS       Vehicle toprification Number       C//COO         OH       Contractive toprification Stack of page 3)       Contractive topping         OF       Contractive topping       Contractive topping         OF       Contractive topping       Contractive topping         VERDUPDEX       Heil Damaged       Contractive topping         VERDUPDEX       Heil Damaged       Contractive topping         OP/27/200       Contractive toppication for the page 3)       Contractive toppication for the page 3         VERDUPDEX       Heil Damaged       Contractive toppication for the page 3         VERDUPDEX       Heil Damaged       Contractive toppication for the page 3         VERDUPDEX       Heil Damaged       Contractive toppication for the page 3         VERDUPDEX       Method toppication for the page 3       Contractive toppication for the page 3         VERDUPDEX       Contractive toppication for the page 3       Contractive toppication for the page 3         VERDUPDEX       Contepica
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Cash price (Vehicle described in section '9')     Less trade-in allowance     Note: WI Dealers need not complete item c below     Computation     Title Fee \$45 (Replacement \$20) Loan Filing Fee \$4. License Plate Fee (See section 'H') License Plate Fee (See section 'H') Iscellaineous Fees     Municipal Wheel Tax (See instructions)     Motor Carrier Class Fee (See section 'H')     Motor Carrier Class Fee (See section 'H') Counter Service Fee \$5 (If you apply in perion at DOT)	15370.00 5002.00 45.00 N/A N/A N/A N/A N/A N/A	ACCESS of its mechanical limit.	NING ODOMETER DISCREPANCY         ased       User       New Date Delivered         OOS       Vehicle togentification Number       C//COO         OIS       (see this rubbins tack or page 3)         Content of the second on the document of the purchase         Ontent of the second on the document of the purchase         Organities       Content of the second of the second of the purchase         Organities       Content of the second of t
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Madison WL 53707-7911 2 - SELLER

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#### **PRIVILEGED & CONFIDENTIAL - PREPARED FOR COUNSEL**

**BRC CASE ASSESSMENT** 

#### Latest Revision Date:

All Fields Are Required	By: Zachary Martinez S Negotiator: N/A	ate: WI		
GM Legal File / BBB Case No.:	CHV0944078			
Customer Last Name: Leonard	Service Request 754992684	71-		
Only customer's last name to be re Vehicle ID No.: 1G1AK55F967 Year, Make & Model: 2006 Che	In Service Date: 9/27/2006	Vehicle is: Vehicle Pu	BAC Code: 16731 Irchased Used on: {n/a or } at odometer {odometer}	-
Current Mileage: 19,600		Dealer Na	me : Heiser Chevrolet f West Bend, Inc.	
Sale Type: Purchase XXXX Le	ase Other : {Ty	<b>c</b> j et it i tentiti	e:Rob Johnson mber: {Number}	
Lien holder: GMAC Of	her <mark>XXXX</mark> :{Name}		e: William Vining Il Number: {Number}	
Purchase Price of Vehicle: \$ 17	2,998			
Was TAC contacted for this veh	nicle (Y/N)? : {Yes/No}	DVM reque Only}	ests involvement?:{Yes / No	С
Attorney Involvement: None Phone Number : {Number} Fax Number : {Number}			anager Name: {Name} mber : {Number}	

Are there <u>additional</u> field personnel involved? If Yes, List the name, including role (DVM, DSM, etc.) and phone number. Repeat as necessary. {Name, Position, Phone Number}

Are there <u>additional</u> dealerships involved? If Yes, List the dealership name, contact name, and phone number. Repeat as necessary. {Dealership, Contact, Phone Number}

If TAC was contacted, what did they say? (Include TAC case # ) TECH ASSIST CASE 9768110 AND DOCUMENT 1861084

If TAC was NOT contacted, why? (Ask Dealership) DVM/DSM MUST be notified if TAC has not been involved, regardless of dealership explanation. {Explanation}

#### VEHICLE REPAIR HISTORY:

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

XXX <u>Verified:</u> 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:** 5/20/09 035893 2 16465 (Heiser Chevrolet) Customer sts Air bag light is on; Dealer found Restraint module coil fatly, replaced with part obtained locally. 7/24/08 030916 3 10803 (Heiser Chevrolet) Customer states power steering locks up and is hard to turn; Dealer Replaced Steering Colum per bulletin. 7112 (Sheboygan Chevrolet) Customer complaints steering locks up and is hard 10/30/07 430677 2 to turn; Dealer could not duplicate but has replaced Steering colum, Ignition Lock cylinder, Channel and or Retainer Left and Rear. □ Transmission **Description of Complaint and Repair Performed:** Date: RO # : Days Out: Mileage: 8/15/07 239109 4377 (Ernie Von Schledorn) Customer complaint shift does not read correctly; 3 Dealer Replaced Control Assembly for the Floor Shitre. Electrical Date: <u>Mileage:</u> **Description of Complaint and Repair Performed:** <u>RO # :</u> Days Out: 7/23/07 237591 2 4256 (Ernie Von Schledorn) Customer sts Check engine light is "on" Dealer contacted TAC and Replaced Body Control Module. TECH ASSIST CASE 9768110 AND DOCUMENT 1861084 (Ernie Von Schledorn) Customer States Check engine light is "ON" 5/11/07 233128 2 2096 Dealer found Injectors falty, removed and replaced all Date: RO # : Days Out: Mileage: **Description of Complaint and Repair Performed:** 8/20/09 037332 19234 (Heiser Chevrolet) Customer complaints AC stops functioning at times; 2 Dealer could not duplicate this concern. □ Wheel/Tires **RO** # : Days Out: **Description of Complaint and Repair Performed:** Date: Mileage: 8/15/07 239109 1 4377 (Ernie Von Schledorn) Customer states Vibrations at hwy speeds: Dealer Balanced Single wheel and tire.

#### Important: SES light is to be captured under affected component above.

ACCIDENT /	/ INSURANCE INFORMATION: NONE
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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)			
		NONE	
What type of damage was sustained (example: front end collision)? {Description of Damage}	2		
Are the RO's attached if the vehicle was in an accident? (Y or N)		NO	
Has the customer filed any insurances claims on this Vehicle? (Y or If Yes obtain the following information below	N)	NO	
Insurance Company:		-	
Insurance Rep :		-	
Phone #		-	
Claim Made? (Y or N):		-	
Claim Status: Pending/Denied/NA		-	
Claim #		-	
Did Insurance Company refer customer to GM? (Y or N)			
If Yes. Did the insurance company deny the claim? (Y or N)			
		NONE	
AFTERMARKET MODIFICATIONS:			
Are there any Aftermarket Modifications to the Vehicle? (Y or N)			
If "Yes" to aftermarket, please list: Be sure to note retailer installed or third party installed as well as date and mileage known. Repeat as necessary. Include the name of the third party installer. {List Aftermarket Modification}	if		

Have you confirmed modification with the dealership? (Y or N)

#### PERTINENT FACTS FROM All SR's RELATED TO THIS VIN:

**Concern**: Customer complaint of Vehicle issues as well as on going Power Steering issues. Feels vehicle is unsafe to be driven, would like to purchase new vehicle in the near future. **Date & Offer/Result**: 9/14/09 Goodwill Offer with an OLC

Concern: {TEXT} Date & Offer/Result: {TEXT} **BBB PROGRAM SUMMARY ASSESSMENT:** *This section for ADR cases only

What State is BBB Case Filed In? WI

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: {Eligibility Detail}

Unique GM Program Summary Requirements for Repairs/Reimbursement for Past Repairs in Applicable State: {Eligibility Detail}

#### Customer/Plaintiff Seeks:

#### Replacement vehicle

#### **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. Feels if the vehicle cannot be repaired that it should not be driven.

*This Section to be completed for legal cases only						
Is Lemon Law Pled	/Alleged?:	YES				
Under what State?	WI	Claimed Presumptive?	NO			
Does Purchase Qualify?	NO	If not, why?	{Used/Lease/GVWR/Etc}			

State Presumption Is:					
<pre># of Visits for a Non-Conformity?</pre>	4	<pre># of Days out of Service?</pre>	30		
<pre># of visits for a Safety Complaint?</pre>	2	<pre># of Visits Total?</pre>	4		
Must Complaint Continue to Exist?	YES	Final Repair/Arbitration Required?	YES		
Time Period for filing a Claim?	24/24				
Vehicle Service History (During Presumptive Period) is:					

# of Visits for a Non-Conformity?	{Number}	# of Days out of Service?	{Number}
<pre># of visits for a Safety Complaint?</pre>	{Number}	<pre># of Visits Total?</pre>	{Number}
Complaint appears to Continue?	{Yes or No}	Final Repair/Arbitration Complete?	{Yes or No}

#### **Does History appear Presumptive:** NO

Vehicle Service Hi	istory (Durii	ng Limited Warranty Period)	) is:
# of Visits for a Non-Conformity?	3	# of Days out of Service?	6
<pre># of visits for a Safety Complaint?</pre>	1	<pre># of Visits Total?</pre>	3
Must Complaint Continue to Exist?	{Yes or No}	Final Repair or Arbitration Req'd?	{Yes or No}
Related Repairs beyond N	/LW:	Νο	
Customer Pay?	{Yes or No}	If no, identify responsible party:	{Payee}
Additional Days out of Service?	{Number}	Additional # of Repair Visits?	{Number}
Other Considerations:		Νο	

#### **Other Considerations:**

Outcome/Findings of Arb/Final Re	{Date and Summar	
Prior Goodwill/reimbursement:	{Yes or No}	{Date and Summar
Out of Pocket Expenses:	{Yes or No}	{Date and Summar

#### **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:

DVM agrees with Case Settlement

Pertinent vehicle information provided by dealer Service Manager: Service Manager agrees with Case Settlement

Identify at least three main strengths of the customer's case? Customers Complaint cannot be addressed by the dealership.

Identify at least three main weaknesses of the customer's case? Customer is now out of warranty, however complaint has be on going since vehicle was in the manufactures new vehicle warranty.

Are there any considerations to be made under other applicable laws? (Explain in detail) NO

#### **Recommendation:**

Customer would like to purchase a new vehicle, CRM offered a OLC to help off set the inconveniences the customer has had with this vehicle, and to keep a loyal GM customer in the process.

#### Rationale:

Appropriate Settlement to customers claim, customer has agreed to this as a positive out come to the BBB case.

#### Settlement/Defense Strategy:

SETTLE \$1500 OLC

HISTORY OF SETTLEMENT DISCUSSIONS – Legal Cases Only Record all recommendation throughout the life of the case. Each offer or counter offer should be recorded in order to review case progression.

*Trade Repurchase offers should specify Trade Retail, Trade Collateral, or Trade New Finance. *Add additional lines for additional offers/counter offers.

Plaintiff's Original Demand: Amount to Plaintiff/Atty: \${Amount}/\${Amount}		Settlement Type: {Goodwill Type}		
Inclusive Offer:	\${Amount}	Date: {mm/dd/yy}	{Accepted / Countered}	
CRS Intial Offer: Amount to Plaintiff/Atty: Inclusive Offer:	mount to Plaintiff/Atty: \${Amount}/\${Amount} {Goodwill		{Accepted / Countered}	
Plaintiff Counter:: Amount to Plaintiff/Atty: Inclusive Offer:	t to Plaintiff/Atty: \${Amount}/\${Amount} {Go		{Accepted / Countered}	
<b>CRS Counter</b> : Amount to Plaintiff/Atty: Inclusive Offer:	Plaintiff/Atty: \${Amount}/\${Amount} {Goodwill		{Accepted / Countered}	
PLAINTIFF Final Offer: Amount to Plaintiff/Atty: Inclusive Offer:	Settlement Ty		{Accepted / Declined}	
<b>CRS Final Offer:</b> Amount to Plaintiff/Atty: Inclusive Offer:	Amount to Plaintiff/Atty: \${Amount}/\${Amount}		{Accepted / Declined}	

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.

T

*Trade Repurchase offers should specify Trade Retail, Trade Collateral, or Trade New Finance. *Add additional lines for additional offers/counter offers.

Recommendation of Settlement Type:	CRS: OLC in the amount	Arbitrate case: of \$1500	Settle case: XXX Attorney Fees (if applicable): \$00.00
Recommendation of Settlement Type:	Field: {GW/Repurchase/F	Arbitrate case: Repair}	Settle case: Attorney Fees (if applicable): \${Amount}
Final Decision: Settlement Type:	{GW/Repurchase R	Arbitrate case: epair}	Settle case: Attorney Fees (if applicable): \${Amount}
TEAM LEAD APPR		Veronica Charles	Date:9/12/09

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

GENERAL MOTORS BUSINESS RESOURCE CENTER

10/05/09

ATTN General Manager SHEBOYGAN CHEVROLET 3400.S.BUSINESS SHEBOYGAN, WI 53081-7022

Re:

Siebel Request: 71-754992684 2006 Chevrolet Cobalt VIN # 1G1AK55F967

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 Minacs 1-866-790-5700 ext 41362 | Fax: 1-866-300-4977 | DR

GMC

#### BBB AUTO LINE Customer Claim Form

Case number: CHV0944078 Contact Date: 09/01/09 Start Date:

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

#### SECTION 1: CUSTOMER INFORMATION

Titled owner:		
Mailing address:		
City: Fredonia	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: 19600
Name(s) that appears on the vehicl	e title:			
Selling dealer/city/state: Sheboy	gan Chevr	olet, She	boygan, WI	
Primary Servicing dealer/city/stat	te: Heiser	Chevrolet	1	
Acquired as 🛛 new 🗌 used 🔲	demo 🔲 I	eased	Is the vehicle in your pos	session? 🛛 yes 🗌 no
Purchase/lease date: 09/27/06			Mileage at purchase/lease	2:
First repair attempt date: 09/27/0	6		First repair attempt milea	ge: 0
How often is the vehicle used for business purposes (percentage)	:0 9		er of vehicles owned ed by the business:	Transmission type: 🛛 Automatic 🛛 Manual
Has the vehicle been in an accident		lamage? [	]yes ⊠no	Date of accident:
Description of damage:				

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

The customer is seeking a replacement vehicle.

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

VEHICLE INDENTIFICATION NUMBER	
Lienholder/Leasing Company	Phone Number
Account Number	

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

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example: A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
Steering problem		9		yes
Roaring noise		2		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 <u>copies</u> of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

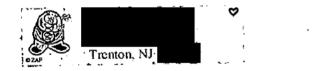
BBB AUTO LINE 4200 Wilson Blvd., Suite 800 Arlington VA, 22203-1838 Fax: 703-247-9700 Page 2

2006 COBALT 4-DOOR LS SEDAN		CHEVROLET	MOTOR DIV	'ISION
840 MAJESTIC AMETHYST METALLIC	/L4G	GENERAL MO	DTORS CORF	ORATION
14B GRAY		100 RENAIS	SANCE CEN	ITER
ORDER NO. JNTM6R/TRE STOCK NO.		DETROIT	MI 48	243-1114
VIN 1G1 AK55 F9 67		VEHICLE IN	IVOICE 1AD	76218493
* * * * * * * * * * * * * * * * <mark>* * * * *</mark> * * * *			*********1	3*18226S
MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL -	STOCK
1AK69 COBALT 4-DOOR LS SEDAN 1	.3900.00	12996.50	INVOICE 1	0/31/05
AU3 POWER DOOR LOCKS W/REMOTE	410.00	360.80	SHIPPED 1	0/30/05
KEYLESS ENTRY			EXP I/T 1	1/12/05
B34 FLOOR MATS		70.40	INT COM 1	1/14/05
B84 BODY COLOR BODYSIDE MOLDINGS DT4 ASHTRAY AND LIGHTER	100.00	88.00	PRC EFF 1	0/30/05
DT4 ASHTRAY AND LIGHTER	15.00	13.20	KEYS G227	'3 G2273
FE9 FEDERAL EMISSIONS	N/C	N/C	WFP-F QTR	OPT-1
FE9 FEDERAL EMISSIONS K34 CRUISE CONTROL	275.00	242.00	BANK: GMA	AC - 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

TOTAL MODEL & OPTIONS	15905.00	14760.90	ACT 231	14873.75
DESTINATION CHARGE	590.00	590.00	H/B 261	477.15
LAM DEALER CONTRIBUTION		159.05	ADV 261	159.05
LAM GROUP CONTRIBUTION		79.53	EXP 65A	79.53

GUSTMAN CHEVROLET PONTIAC

REMIT TO GMAC NO. 007 VIN 1G1AK55F967 \$ 15589.48 INV 1AD76218493 DUE 11/14/05 DEALER 18-226



TRENTCH NJ OSG OS SEP 2009 PM LT



09-14-09AU8:48 RCVD

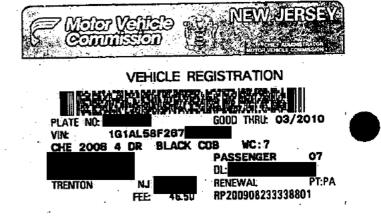
# RO Box 33170 Detroit MI 48232-5170

Adalladaddadhadddadddaallhadhadhaallaaadl

48232\$5170

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AttE> Cindy Número de Caso > 71-755133259 Dirección actual > Treaton NJ





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Sale

VISA	Entry Method: Swiped
Total:	\$ 369.46
98/20/09	17:45:11
Inv #: 990016	Appr Code: 451151
Apprvd: Online	Batch#: 000101

Customer Copy

THANK YOU!

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SERVICE INVOICE

# BOB MAGUIRE CHEVROLET, Inc.

- ·		840 ROUTE 206 BORDENTOWN, NJ 08; (609) 298-0234 FAX (609) 291-8272 ORIGIN		Indian	
7818		LLIAM C FRIDDELL	763 TAG NO	INVOICE DATE 08/20/09	INVOICE NO CVCS188398
		DR BATE LICENSE NO. USK39K	MILEAGE 43,3	23 BLACK/	DELIVERY MILES
TRENTON, NJ	06	6/CHEVROLET/COBALT/	4DR SDN LT	SELLING DEALER NO	PRODUCTION DATE
		G 1 A L 5 8 F 2 6	7 P.O. NO	B. O DATE	
In citation to Decivit	COM	MENTS		08/10/09	MO: 43324
LABOR & PARTS J# L 26CVZ CUSTOMEI	CHECK STEERING SYS. R REPORTS THAT POWER STEERING I D OPERATION FOUND THE ASSIS MO	TECH(S):63852 (S INOP		.00	MU. 43524
REPLACE PARTS ·····QTY····FP·I	VUMBERDESCRIPTION 20763801 MOTOR KIT	)NUNI	183.75 183 PARTS 183	.75	
S RECEIVED BY: SSSSSSSSSSSSSSSSSSSSSSSSSSSSSSSSSSSS	3(91.44) SSSSSSSSSSSSSSSSSSSSSSSSSSSSSSSSSSS	\$ TOTAL G.( \$ TOTAL MIS \$\$\$\$\$ TOTAL MIS \$\$\$\$\$ TOTAL MIS ALLDATA TOTAL TA	RTS     183       BLET     0       O.G     0       SC CHG.     0       SC DISC     0		you!
LITHER MORE OR LESS INSTANCE.**PARTS WITH HITS APPLIES FOR CUS FOR YOUR CONVENT MONDAY-THUI FRIDAY HOU	THAN ACTUAL CLOCK TIME IN ANY G H AN [*] ARE LIMITED LIFETIME G TOMER PAID REPAIRS.*** ENCE WE NOW HAVE EXTENDED HOURS RSDAY 8:00 AM TO 7:00 PM RS 8:00 AM TO 5:00 PM DDRS 8:00 AM TO 1:00 PM	GIVEN TOTAL INV GUARANTEE	/OICE \$ 469.	46	
CUSTOMER STGN	ATURE				
PAGE LOF 1	CUSTOMER COPY	I END O	F INVOICE 1.05:15pm	·.	

#### LIMITED LABOR WARRANTY

The Repair Facility guarantees the labor used in performing the repairs listed on the front of the Repair Order for a period of 90 days or 4,000 miles (whichever comes first) from the date such repairs were completed. This Limited Warranty specifically excludes: front end alignments, electrical wiring and shorts, and fuel system - when due to contamination. This Limited Warranty is extended to the vehicle owner/customer and is not transferable to, nor enforceable by, any other person.

During the duration period of this Limited Warranty, the Repair Facility will provide additional labor, at no expense to the customer, for any additional repairs that are necessitated as a result of any defect in labor performed while completing the repairs listed on the front of the Repair Order.

To obtain repairs under this Limited Warranty, customer must; (a) notify the Repair Facility at the address shown on the front of the Repair Order of any defect in labor within a reasonable time after customer discovers or should have discovered any such defect. Such notice, however, must be given to the Repair Facility before the end of the duration period of this Limited Warranty, as specified above; (b) deliver the vehicle to the Repair Facility at the address shown on the front of the Repair Order within five (5) days of the notice of such defect in labor; (c) authorize the Repair Facility to make the repairs required; and (d) pay the charges for any additional parts required together with applicable sales tax upon completion of such repair.

All implied warranties, including the implied warranties of merchantability and fitness for a particular purpose, are limited to the duration period of this Limited Warranty. Under no circumstances will the Repair Facility be liable to customer for any incidental or consequential damages including, but not limited to, damages for loss of property, loss of vehicle use, loss of time, loss of income and profits, inconvenience or commercial loss

This part(s) is sold "as is". This only warranties applying to this part(s) are those which may be offered by the manufacturer(s). The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume it for any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages. In addition, expressly excluded is any dealer liability for defects pertaining to safety or performance, by way of "strict liability", negligence or otherwise. July 11, 2011



Dear

We sincerely regret that you experienced a concern with your 2006 Chevrolet Cobalt, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. After consideration, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$469.46. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

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

Sincerely,

Chevrolet Customer Assistance Center Service Request 71-755133259



SR No.	71-756409316	Ref No.		Goodwill	No Goodwil	Offered	BRC Type	N/A
Account		Site		GW SubType	•		Bus. Unit	CAC
Last Name		First Name		Approval	Not Initiated		Area	Complaint Vehicle
Daytime #		Evening #	Second Second Second	UCC	Steering - C	General	Sub-Area	Operation or Design
Address	And the second second	City		Involved Dir	Jeff Teague	Chevrolet Geo, Inc.	Safety	No
State	Postal Cd	Con. Acct.		Source	Phone		Updated	9/11/2009 06:59:02 PM
Serial #/VIN	1G1AK55F6678	Model Year	2006	Priority	Medium	License # CHEVROL	Owner	FAZIOIG
Make	Chevrolet	Warr. Start	03/25/2006	Status	Closed		Opened	9/8/2009 04:25:20 PM
Model	Cobalt	Mileage	53,000	Sub-Status	Dissatisfied		Closed	9/11/2009 06:59:01 PM
Abstract	steering locks							

Customer Description

GMPP Details							
GMPP Term		GMPP Mil	eage	GMPP Retail Co	ost		
Component Cov	erage						
Component Coverage					Expiration Mileage	Expirat	ion Date
Certificate Detail	s						
Certificate Number		Amount		Expiration Date	9		
Pre-Authorization	n Basics						
Service Dealer			BAC Code		Div. Dealer Code	Re	epair Order #
Activities							
Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
9/11/2009 06:59:01 PM	LOPEZM6	FAZIOIG	SR Closed - Dissatisfied		Done	9/11/2009 06:59:01 PM	Service Request has been Closed
Contact Last Name		Contact Firs	t Name	Account		BAC Code	Dissatisfied.

9/11/2009 06:59:01 PM	LOPEZM6	FAZIOIG	SR Closed - Dissatisfie	be	Done	9/11/2009 06:59:01 PM	Service Request has been Closed	
Contact Last Name		Contact Fi	rst Name	Account		BAC Code	Dissatisfied.	
and the second second						A CONTRACTOR OF A CONTRACTOR A		
Comments		-						
and a second second second								

### Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
9/11/2009 06:44:22 PM	FAZIOIG	LOPEZM6	Manager Review	Case Assessment	Done	9/11/2009 06:58:44 PM	reuqest approval to close
Contact Last Name		Contact Firs	st Name	Account		BAC Code	
Comments							
request approval to clos ocrs duplicated case wh SR #:71-756432151		been escalated	to DS				
John Geller/BA/CAC TI	Lv. 1***********	*******	******				
Approved.							

rippiorou.

SC Roxie Taylor/ CAC T1 / BA / L1

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
9/11/2009 06:43:15 PM	FAZIOIG	FAZIOIG	Manager Review	Case Assessment	Done	9/11/2009 06:44:20 PM	reugest approval to close
Contact Last Name	1.000	Contact Firs	st Name	Account		BAC Code	
Comments							been set of the set of
request approval to close		heen exceleted	to DC				
ocrs duplicated case whi SR #:71-756432151	ich has already	been escalated	10 DS				
JIX #.1 1-1 JU4JZ 1J1							
John Geller/BA/CAC T! L	.v. 1						
Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
					Sector 10 cost		The state of the s
	FAZIOIG	FAZIOIG	Outbound Call Customer	Made Contact	Done	9/11/2009 06:44:14 PM	ta ked to husband
9/11/2009 06:37:36 PM Contact Last Name		FAZIOIG Contact Firs		Made Contact Account	Done	9/11/2009 06:44:14 PM BAC Code	ta ked to husband
9/11/2009 06:37:36 PM		A STAR DURCH		And a reason of the second second	Done	ALL	ta ked to husband
9/11/2009 06:37:36 PM		A STAR DURCH		And a reason of the second second	Done	ALL	ta ked to husband
9/11/2009 06:37:36 PM Contact Last Name	Fazioig	A STAR DURCH		And a reason of the second second	Done	ALL	ta ked to husband
9/11/2009 06:37:36 PM Contact Last Name Comments crs sts: cheking on sitaut	FAZIOIG	Contact Firs	st Name	And a reason of the second second	Done	ALL	ta ked to husband
9/11/2009 06:37:36 PM Contact Last Name Comments crs sts: cheking on sitaut	FAZIOIG	Contact Firs	st Name	And a reason of the second second	Done	ALL	ta ked to husband
9/11/2009 06:37:36 PM Contact Last Name Comments	FAZIOIG tion agent who has e	Contact Firs	st Name	And a reason of the second second	Done	ALL	ta ked to husband
9/11/2009 06:37:36 PM Contact Last Name Comments crs sts: cheking on sitaut cust sts: called another a	FAZIOIG tion agent who has e se and will trans	Contact Firs	st Name	And a reason of the second second	Done	ALL	ta ked to husband

#### **Activities**

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
9/9/2009 06:31:18 PM	FAZIOIG	FAZIOIG	Scheduled Outbound Call Cust	Follow-up Attempt	Done	9/11/2009 06:37:32 PM	infrom sitution
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
Comments							
Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
9/9/2009 06:30:34 PM	FAZIOIG	FAZIOIG	Outbound Call Customer	Left Message	Done	9/9/2009 06:31:17 PM	left message with personal info and
Contact Last Name		Contact Firs	t Name	Account		BAC Code	inform will be calling tomorrow
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
9/9/2009 05:25:31 PM	FAZIOIG	FAZIOIG	Outbound Call Dealer	Made Contact	Done	9/9/2009 05:26:35 PM	ask about sitaution
Contact Last Name		Contact First	t Name	Account		BAC Code	
Comments							

crs ta ked to: Jason

crs adv: checking situation on cust veh

srv: our machine is broken, we're waiting for part to scan veh. cust has a loanner

JOhn Geller/BA/CAC T1 Lv. 1

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
9/8/2009 04:31:23 PM	FAZIOIG	FAZIOIG	Scheduled Outbound Call	Initial Attempt	Done	9/9/2009 06:30:31 PM	after calling dlr
			Cust				
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
Comments							

Created C	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
9/8/2009 04:30:59 PM F	FAZIOIG	FAZIOIG	Scheduled Outbound Call Dlr	Rescheduled - Customer	Done	9/8/2009 04:31:23 PM	ask for vin and diagnosis
Contact Last Name		Contact First	Name	Account		BAC Code	
Comments							

#### **Activities**

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
9/8/2009 04:28:35 PM	FAZIOIG	FAZIOIG	Inbound Call Customer	Complex Request	Done	9/8/2009 04:30:57 PM	steering locks
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
Comments							
	cobalt on spt 0	8. Since I purcha	se it, it has been in the dlr 5 t	imes for same issue: the st	eering locks up wh	nile driving	
Owner Specific: Orig owner? no Primary driver? yes Personal or business use	e? persoanl						
Veh Specific: Where purchased? Teau If 2nd Owner of Veh, who Current approx mlg? 53 Ext Svc Plan? yes, dlr	en/what mlg? 3	9.900 /sept 08					
Concern Specific: Concern? steering locck When 1st notice concerr Where diagnosed?inv dli Current location of veh? What has DIr told you ab	n? since she bo r at dlr	ught it	ting with you? jason. the veh	wassuppossed to be fixed			
Business Decision: Where maint performed? Prev GM veh? yes Prev related repairs? Wh		ce she bought it.					
Out of Pocket expense (	document repai	irs & cost):					
Cust Sks: buy back or ne	ew veh						
CRS adv: need to contact	ct dlr. will call th	e and call cust b	ack tomorrow at 6.30, as req	uested.			
John Geller/BA/CAC T1	Lv. 1						

UCC Code M01

UCC Symptom Inoperative UCC Description Steering - General

2006 COBALT 4-DOOR LS SEDAN		CHEVROLET	MOTOR DIVISION
74U VICTORY RED	/L4G	GENERAL MO	DTORS CORPORATION
14B GRAY		100 RENAIS	SSANCE CENTER
ORDER NO. JXCD07/FDR STOCK	NO.	DETROIT	MI 48243-1114
VIN 1G1 AK55 F6 67			IVOICE 1AD84913473
* * * * * * * * * * * * * * * * * * <del>* * * * * * *</del> * * * *	* * * * * * * * * * * *	*****	********13*17513S
MODEL & FACTORY OPTIONS			FLEET
1AK69 COBALT 4-DOOR LS SEDAN			
C1U FLT-ENTERPRISE RENT A CAR			SHIPPED 03/24/06
	15.00		EXP I/T 04/07/06
			INT COM 04/07/06
L61 2.2L DOHC 4 CYL ENGINE		,	PRC EFF 01/01/05
MX0 4-SPD. AUTO. TRANS. W/OVERDR			KEYS G1868 G1868
VQ2 FLEET ORDERING AND ASSISTANC	E 0.00		WFP-F QTR OPT-1
VX7 LONG TERM DAILY RENTAL PROGR			FAN: 000805331
V2G FULL FUEL FILL CREDIT	0.00	20.32-	BANK: GMAC - 008
			CHG-TO 17-513

SHIP WT:2761HP:18.4MRM:15355.00CUST PO NUMBER:51063566DAN:00013MEMO738.25

TOTAL MODEL & OPTIONS DESTINATION CHARGE 14765.00 12794.43 ACT 231 13384.43 590.00 590.00

RAY CHEVROLET, INC.

REMIT TO GMAC NO. 008 VIN 1G1AK55F667 \$ 13384.43 INV 1AD84913473 DUE 04/07/06 DEALER 17-513

# ALEX SIMANOVSKY & ASSOCIATES, LLC

CONSUMER PROTECTION ATTORNEYS

2300 HENDERSON MILL ROAD, SUITE 300 ATLANTA, GA 30345 770-414-1002 1-866-865-3666 FACSIMILE: 770-414-9891 1-877-216-0365

#### FACSIMILE TRANSMITTAL SHEET

TO: Kimberly Labut

COMPANY: General Motors Corporation

FAX NUMBER: (866)255-3725

TOTAL NO. OF PAGES: 3

DATE: 11/2/2009

FROM: Kimberly Frazier

#### RE: Lionel & Artica Davis v. General Motors Corporation

Our Client: Vehicle: VIN: Date of purchase: Our File No.:

06 Chevrolet C <u>obalt</u>
1G1AK55F667a
09/25/08
AR09-10132

This facsimilie message contains information from ALEX SIMANOVSKY & ASSOCIATES, LLC, that may be privileged and confidential attorney work product or attorney/client communication. This information is intended to be for the use of the addressee only. If you are not the addressee, note that any disclosure, copying, distribution or use of the contents of this message is prohibited. If you receive this message in error, please notify the sender immediately. The recipient may not use any communication herein for any reason not associated with the specific communication. All other uses are strictly prohibited.

#### RELEASE OF LIEN INFORMATION

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I (Client's Name) (Client's Social Security Number)
(Client's Name) hereby authorize <u>Complete Bank</u> (Lien hillder Name) <u>(Lien holder Address)</u> (Lien holder Address) (Lien holder Address) (Lien holder Phone Number)
to release any and all information regarding my long account # (Account Number)
with Company Bank
to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.
DRED 11/2/09
VEHICLE INFORMATION
The current vehicle unitage is $55398$ Date mileage read: $172/09$ .
Signature Signature
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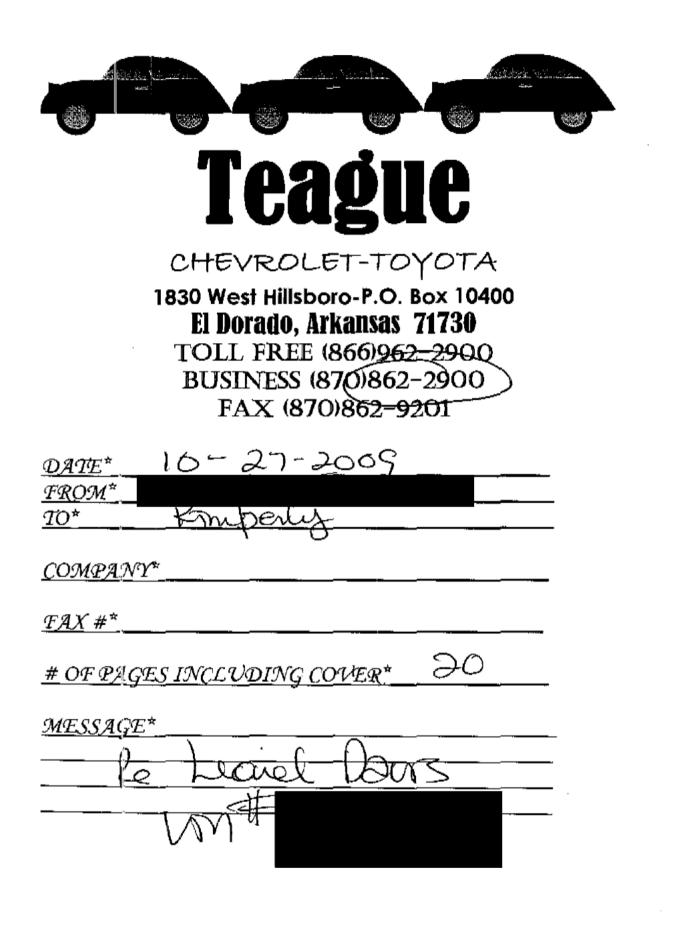
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You may obtain	property	insura	nce from a	nvone th	nat is acceptable			T OR IF IT CONTAINS			
us. If you get the	insuranc	e from	or through u	ເຮັ່you wi	ill pay	ENTI	TLED T	O AN EXACT COPY OF	THE CONTRACT	YOU SIGN.	
	-		N/A		of coverag	) <del>0</del> . <b>TH</b>	E INTER	REST RATE UNDER THI	S CONTRACT IS I	NEGOTIABLE.	
The property ins						SELL	ER MA	Y BE RETAINING A POR	TION OF THE FIN	ANCE CHARGE.	
Fire-Theft and					s <u>N/</u>			YOU_ALSO AGREE 1	O THE TERMS ON	۰ ·	
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Seller assigns t	his contra			25th	, 20 <u>08</u>		-				
to <u>Compass B</u> a				ue		-   2. SI	Alleo —			_ Buyer	
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CBRIC-AR 01-04										MOTOR VEHICLE	

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#### Vehicle Summary With NADA Values NADA Used Car Guide Thursday, September 25, 2008

Guide Edition: Vehicle Description:

さつてんどくをきたくとう

X70NT

Southwestern Used Car Guide - September 2008 2006 CHEVROLET Cobalt-L4 Sedan 4D LS

VIN: 1G1AK5 Stock #:	5F667			ight: 2780 <b>RP: \$</b> 13,90	0
NADA Base Values Mileage: 39000 Accessories	<b>Rough</b> Trade-In \$6,300 \$125 \$650	<b>Avg.</b> <b>Trade-In</b> \$7,275 \$125 \$650	Clean Trade-In \$8,075 \$125 \$650	Clean Loan \$7,275 \$125 \$650	Clean Retail \$9,875 \$125 \$750
NADA Adjusted Values Appraiser Adjustment Adjusted Values	\$7,07 <i>5</i> \$0 \$7,075	\$8,050 \$0 \$8,050	\$8,850 \$0 \$8,850	\$8,050 \$0 \$8,050	\$10,750 \$0 \$10,750

Accessories:	Trade	Loan	Retail
Aluminum/Alloy Wheels	\$200	\$200	\$225
Cruise Control	\$175	\$175	\$200
Power Door Locks	\$175	\$175	\$200
Theft Recovery Sys	\$100	\$100	\$125

Appraiser Item:

Value

Appraiser Item:

Value

NADA assumes no responsibility or liability for any errors or omissions or any revisions or additions made by anyone on this report. All NADA values are reprinted with permission of NADA Used Car Guide, NADASC.

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COMPANY

TEAGUE CHEV TOYOTA

NER'S SIGNA WRE (IF JOINT OWNERSHIP BOTH MUS

The Department of Finance and Administration, State of Arkensas; hereby the applicant named hereon is duly registered as the owner of the above. From the statements of the owner, and the registropresion the statements of the owner, and the registropresion the statements of the owner. the hereon described vehicle is subject to the lions, enume

asa Whereof, I have affixed my hand and

COMMISSIONER OF REVENUE

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10/27/2009	14:15	8708629201
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TEAGUE CHEV TOYOTA

		mileage/in connection with the transfer of ownership.
1	TITLE ASSIGNMENT BY OWNER AND The undersigned hereby certifies that the vehicle described in this title has been transferred to the following printed name and address.	<b>ODOMETER DISCLOSURE</b> I certify that to the best of my knowledge that the odometer reading provided in the box below is the actual mileage of the vehicle unless one of the following statements is checked:
r(s)	Buyer(s) Printed Name 2 22 (2020) And 2 22 (2020)	Odometer Reeding (no tenths) EXCEEDS MECHANICAL LIMITS. The mileage stated is in excess of the odometer's mechanical limits.
Owner(s)	Buyer(s) Printed Address	WARNING - OCOMETER DISCREPANCY The odometer is not the actual mileage.
Assignment by	with warranty to be free of all encumbrances except as follows:	BILL OF SALE Date of Sale Fuil Sales Price of this Vehicle Less Trade In Net Taxable Trade Difference
ign	Address	
Ass	DESCRIPTION OF VEHICLE TRADED IN (IF ANY)	Seller(s) Printed Name
Title ,	VEHICLE IDENTIFICATION NUMBER	Seller(s) Printed Ad Seller(s) Signature_
		"I am aware of the above odoraeter certification made by the seller"
ł.	YEARMAKEMODEL Note to Seller A copy of this title assignment, fully completed, is sufficient	Buyer's Printed Name
	to use to claim a sales tax credit toward the purchase of another vehicle.	Buyer's Signature
	TITLE ASSIGNMENT BY DEALER AND The undersigned hereby certifles that the vehicle described in this title has been transferred to the following printed name and address.	<b>ODOMETER DISCLOSURE</b> I certify that to the best of my knowledge that the odometer reading provided in the box below is the actual mileage of the vehicle unless one of the following statements is checked:
lent	Buyer(s) Printed Name	Odometer Reading (no tenths) EXCEEDS MECHANICAL LIMITS. The mileage stated is inyexcess of the odometer's mechanical limits.
ignm	Buyer(e) Printed Addres	WARNING - ODOMETER DISCREPANCY The odometer is not the actual mileage.
Reassignment	with warranty to be free of all encumbrances except as follows:	BILL OF SALE Date of Sale
First Dealer I	LIEN IN FAVOR OF	Less Trade in Net Taxable Trade Difference
õ	Address	Dealer's Printed Name
Ist	<u> </u>	Dealer's License Number
ш	DESCRIPTION OF VEHICLE TRADED IN (IF ANY) VEHICLE IDENTIFICATION NUMBER	Dealer's Signature
		"I am aware of the above odometer certification made by the sealor"
·		Buyer's Printed Namptague Cher Toyn to by the nee Martin
	YEARMAKEMODEL	Buyer's Signature baneen Partin TC
	TITLE ASSIGNMENT BY DEALER AND The undersigned hereby certifies that the vehicle described in this title has been transferred to the following printed name and address.	<b>ODOMETER DISCLOSURE</b> I certify that to the best of my knowledge that the odometer reading provided in the box below is the actual mileage of the vehicle unless one of the following statements is checked:
tent	Buyer(s) Printed Name	Odometer Reading (no tenths) EXCEEDS MECHANICAL LIMITS. The mileage stated is in excess of the odometer's mechanical limits.
Reassignment	Buyer(s) Printed Addres	
SSS	Magnolia AR 1	The odometer is not the actual mileage.
l Bé	with warranty to be free of all encumbrances except as follows:	Full Sales Price of this Vehicle
Dealer F	LIEN IN FAVOR OF COMPASS Bank	Less Trade In S
ă	Address POBOX 830939	Dealer's Printed Name TERQUE Chew Tryota by Lenne Marth
Second		Dealer's License Number F -30.3
<u>ec</u>	DESCRIPTION OF VEHICLE TRADED IN (IF ANY)	Dealer's Signature Kines Martin TC
လ	VEHICLE IDENTIFICATION NUMBER	"I am aware of the above odometer certification made by the dealer"
	· · · · · · · · · · · · · · · · · · ·	Buyer's Printed Name
	YEARMAKEMODEL	Buyer's Signature

# **PRIVILEGED & CONFIDENTIAL - PREPARED FOR COUNSEL**

**BRC CASE ASSESSMENT** 

#### Latest Revision Date:

All Fields Are Required	By: Kimberly Labut, Legal Resea Negotiator: Mary Schwartz	rch State: AR		
GM Legal File / BBB Case No.:	NA			
Customer Last Name: Davis	Service Request: 71- 756432151			
Only customer's last name to be re Vehicle ID No.: 1G1AK55F667 Year, Make & Model: 2006 Che	In Service Date: 3/25/2006	Vehicle is: Used Vehicle Purchased	BAC Code: 114173 Used on: 9/25/08	
		at odometer 36667		
Current Mileage: 45,612		Dealer Name : TEA	GUE CHEVROLET	
Sale Type: Purchase 🛛 Lease [	CAM Name: Paul B Rodarmer 972-443-2901 paul rodarmer@gm.com mobile_817-909-1819			
Lien holder: GMAC Ot	herx : Compass	DVM Name: Jordan Garwood Phone/Cell Number: (C) 501-442-5371 (F) 501-803-3751 Jordan.Garwood@GM.comc		
Purchase Price of Vehicle: \$ 98	29.50			
Was TAC contacted for this veh	nicle (Y/N)? : Y	DVM requests invo	lvement?:Yes	
Simanovsky - AR Attorney Involvement: Thomas Phone Number : (501) 376-793 Fax Number : (501) 376-7942		Teague Service Manager Name: Mark Trosclair Phone Number : (870) 862-2900		
Are there <b>additional</b> field pers and phone number. Repeat as Alex Perez	connel involved? If Yes, List the nanecessary.	ame, including role (	(DVM, DSM, etc.)	

Fixed Operations Manager Zone 2512 / District 2215 cell 605-390-1186 alexander.j.perez@gm.com

Are there **<u>additional</u>** dealerships involved? If Yes, List the dealership name, contact name, and phone number. Repeat as necessary.

SUPERIOR CHEVROLET svc mgr Ty Turney 1201 EXCHANGE AVE CONWAY, AR 72032-7812 (501) 327-7785

#### If TAC was contacted, what did they say? (Include TAC case # )

C/S the power assist went out again/Road test for 30 miles. could not duplicate this concern. Contact service engineers. Reroute electronic steering motor harness as recommended by engineers. road test

If TAC was NOT contacted, why? (Ask Dealership) DVM/DSM MUST be notified if TAC has not been involved, regardless of dealership explanation.

n/a

### DVM/DSM Notified Regarding TAC Involvement? n/a

#### VEHICLE REPAIR HISTORY:

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

X<mark>Verified:</mark> 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.

#### Engine/Fuel/Exhaust

Date:	<u>RO # :</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
01/30/09	90776	13/ mgr at Teague could not	45612	Line 1: C/S humming noise when first start car sounds like from manifold area/ exhaust has cracks in piping- replace manifold
		verify		C/S they can smell fumes inside car and gas mileage is low/- related to line 1

 Steering

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

 04/13/07
 199747
 n/a
 26958
 Under Teague Chevrolet: prior to delivery to cust (see svc mgr info section of case assessment) c/s key is hard to turn in ignition switch/ lock cylinder inop sticking- Replaced cylinder and code

9/29/08	88449	*	39373	Check power steering light on dash comes on and steering gets hard to turn intermittent concern. Advise/ Vehicle going into fail safe mode. part of repair in job # $1$
10/1/08	88518	10/mgr could not verify-see info section	39373	Job 1: steering is hard to turn/ verify concern. Pin point test wiring harness to body control module ok. locate and test all power points and ground circuits- Repair loose ground. Check operation. ok. allow vehicle vehicle to heat up in parking lot to verify repair
				clicking noise in shifter. stops when brake is pressed- No SAEE details in job $\#1$
2/9/09	90918	4	45612	C/S shock noise when hitting a bump/ diag performed with chassis er noise. Rattle from electric column- Replace steering column assembly and recheck all good.
6/12/09	93482	5/per svc mgr- see info section	50858	Line 1 C/S the steering locked up and would not turn/ codes v2107.and v2100. perform bulletin checks and procedures for codes.(Codes) were history and not current codes. Codes never reset
				related to line one. diag and found that there was a short in the high speed lines 2501 & 2500 between pcm and bcm- Repaired wiring harness and also replaced shifter controller due to lock out pin out of place.
9/8/09	95224	*	53844	C/S the power assist went out again/Road test for 30 miles. could not duplicate this concern. Contact service engineers. reroute electronic steering motor harness as recommended by engineers. road test

# Transmission

Date:	<u>RO # :</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
9/29/08	88449	*	39373	C/S hears a continuous clicking noise when shifter is placed into drive at tines. When this happens. They put it back into park and turn off and restart the engine and noise stops advise/ Could not duplicate this concern. May be part of repair in job #1
6/12/09	93482	*	50858	C/S the trans is shifting hard/ could not duplicate customers concern

# Body/Trim

Date:	<u>RO # :</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
9/29/08	88449	*	39373	Check left front bumper cover alignment also push pins are missing on both sides of front and rear bumper covers/- Realign bumper cover, and replace retainers in all wheels where needed
01/30/09	90776	*	45612	C/S moisture in headlamp assembly/ need to replace lamp assembly customer declines at this time

🗌 <u>Electri</u>									
Date:	<u>RO # :</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:					
08/13/08	87630	1	39038	C/S vehicle will not start with new key/ diag to failed chip transponder- cut key and program to vehicle. parts warranty from ro 87582. 8-11-08. 39038 miles.					
9/29/08	88449	3	39373	Job 1: Check engine light is on. C/S engine was Jerking and vibrating hard advise/ Road test. Run eec test. code p0700- checked and rerouted wiring harness and recalibrated ecm. Clear codes and re road test					
6/12/09	93482	*	50858	C/S check engine light on and car went to misfiring/ vehicle driven for 125 miles /inspect wiring and connectors at ecm.tcm.and pscm					

Wheel	/Tires
VVIICCI	

Date:	<u>RO # :</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
9/29/08	88449	*	39373	C/S steering wheel shakes at 55 mph. highway drivingadvise/ Check - Rebalance all tires
10/1/08	88518	*	39373	C/S vibration at highway speeds/ Wheel-tire concern

🗌 Recalls / Campaigns							
Date:	<u>RO # :</u>	<u>Days Out</u> :	<u>Mileage:</u>	Description of Complaint and Repair Performed:			

□ <u>Other</u>				
Date:	<u>RO # :</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
04/16/06	C49021	Roadside		Z2081 - ROADSIDE SERVICE (LOCKOUT)
9/8/09	95224	Verify 9/23	53844	C/S check engine light/ verify concern. run eec test and fuel. trim test replace air filter ducting due to split at seams

### ACCIDENT / INSURANCE INFORMATION:

Repeat as necessary

Has the vehicle ever been involved in an accident? (Y or N) Did you confirm your answer with the dealer/Customer (if ADR)/attorney (if Legal)? (Y or N) N-not to dlr knowledge Y

What type of damage was sustained (example: front end collision)? {Description of Damage}

Are the RO's attached if the vehicle was in an accident? (Y or N)	
Has the customer filed any insurances claims on this Vehicle? (Y or N)	

N-not to dlr knowledge

If Yes obtain the following information below

Insurance Company:

Insurance Rep : (First and Last Name)	-
Phone #	_
Claim Made? (Y or N):	_
Claim Status: Pending/Denied/NA	-
Claim #	_
Did Insurance Company refer customer to GM? (Y or N)	
If Yes. Did the insurance company deny the claim? (Y or N)	
AFTERMARKET MODIFICATIONS:	
Are there any Aftermarket Modifications to the Vehicle? (Y or N)	N-not to dlr knowledge
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. {List Aftermarket Modification}	
Have you confirmed modification with the dealership? (Y or N)	

## PERTINENT FACTS FROM All SR's RELATED TO THIS VIN:

Concern: Steering Date & Offer/Result: escalated case 71-756409316 CAC 9/11/09 request approval to close: ocrs duplicated case which has already been escalated to DS SR #:71-756432151 per John Geller/BA/CAC T! Lv.

Concern: NA Date & Offer/Result: NA

Concern: NA Date & Offer/Result: NA

### **BBB PROGRAM SUMMARY ASSESSMENT:** *This section for ADR cases only

What State is BBB Case Filed In? {State}

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: {Eligibility Detail}

Unique GM Program Summary Requirements for Repairs/Reimbursement for Past Repairs in Applicable State: {Eligibility Detail}

## Customer/Plaintiff Seeks:

### Repurchase

### **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. Numerous non-conformities for which relief is sought and numerous attempts to repair the vehicle have been unsuccessful.

*This Section to be completed for legal cases only						
Is Lemon Law Pled	/Alleged?:	NO				
Under what State?	Arkansas	Claimed Presumptive?	NO			
Does Purchase Qualify?	No	If not, why?	Purchased used after the MVQA period			

State Presumption Is:	State	Presum	ption	ls:
-----------------------	-------	--------	-------	-----

<pre># of Visits for a Non-Conformity?</pre>	3 plus FRA	# of Days out of Service?	30
<pre># of visits for a Safety Complaint?</pre>	1	# of Visits Total?	4
Must Complaint Continue to Exist?	NA	Final Repair/Arbitration Required?	Yes
Time Period for filing a Claim?	24 months or 2	24,000 miles	

### Vehicle Service History (During Presumptive Period) is:

No

<pre># of Visits for a Non-Conformity?</pre>	0	# of Days out of Service?	0
<pre># of visits for a Safety Complaint?</pre>	0	# of Visits Total?	0
Complaint appears to Continue?	NA	Final Repair/Arbitration Complete?	No

### Does History appear Presumptive:

istory (Duri	ng Limited Warranty Period)	is:
0	# of Days out of Service?	0
0	<pre># of Visits Total?</pre>	0
NA	Final Repair or Arbitration Req'd?	NA
VLW: No	<b>Yes</b> If no, identify responsible party:	3 rd party
36	Additional # of Repair Visits?	warranty 6
	NO	
air:	NA	
NA	NA	
NA	NA	
	istory (Duri 0 NA VLW: No 36 air: NA	0       # of Visits Total?         NA       Final Repair or Arbitration Req'd?         VLW:       Yes         No       If no, identify responsible party:         36       Additional # of Repair Visits?         air:       NA         NA       NA

## **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:

Sent by DVM jordan.garwood@gm.com: Hi Kimberly,

B please, I have no info or knowledge of the case but I would like to review offers before they are made.

This vehicle has virtually NO significant warranty history in VIS.

An 06 Cobalt does not have the 100K powertrain warranty.

# I don't feel GM should owe this customer anything based on the minimum warranty history, and because this vehicle is significantly out of warranty. It was out by 10K miles in January of 09.

Per email alexander.j.perez@gm.com Kimberly, My response is 'B'

Alex Perez Fixed Operations Manager Zone 2512 / District 2215 cell 605-390-1186 alexander.j.perez@gm.com

#### Pertinent vehicle information provided by dealer Service Manager:

Update from Teague Mark Trosclair svc mgr: Svc mgr sts veh has been out for probably more than 30 days in total, it's more like 46 days out. There are filing problems so tickets aren't closed on time. Mgr sts the veh has been out of svc for over 30 days. We have a minimum of 73 pgs. Mgr sts to the best of his knowledge the days out are going to be on the ROs because he can't give a better estimate unless crs is otherwise advised specifically

Crs seeks more info.

Mgr sts RO 95224 in date 9/8 and invoice date is 9/23 and mgr sts he can say the veh was here all that time. The other RO lists in on 6/12 but mgr can not say exactly the days out because it looks like svc dept ate that (meaning incurred the costs) and an educated guess would be 5 days out for that RO. ** It is not 6/12 from 7/15. Cust was always given a rental free of charge. They paid deductible sometimes but not for rental.

Cust bought it used. Mgr sts he thinks it's probably a normal condition. Mgr sts he thought everything was fixed DIr sts there was no incentive b/c he bought it used. Mgr sts he isn't aware of any collisions

, insurance claims or aftermarket items, Look at ROs for tac info.

Superior Crs adv svc mgr Ty Turney that cust has atty. Please send docs That car was an Enterprise rental when I had it in here.

Identify at least three main strengths of the customer's case? {TEXT}

Identify at least three main weaknesses of the customer's case? Purchased used after warranty period Purchased 3rd party warranty

Are there any considerations to be made under other applicable laws? (Explain in detail)

### **Recommendation:**

CRS recommends denial

### **Rationale:**

Demand is for Fed Mag Moss and UCC. Vehicle was purchased used at 36,667 miles and customer purchased a third party extended warranty from the dealer that has \$50 deductible. Customer's main concern is a steering wheel that is hard to turn. 1st visit to dealership for this issue was at 39,000 miles and has returned twice. CRS recommends denial as vehicle was not purchased by customer until after warranty expired and did not exhibit any non conformities until 39,000 miles. **Settlement/Defense Strategy:** 

Denial

HISTORY OF SETTLEMENT DISCUSSIONS – Legal Cases Only Record all recommendation throughout the life of the case. Each offer or counter offer should be recorded in order to review case progression.

*Trade Repurchase offers should specify Trade Retail, Trade Collateral, or Trade New Finance. *Add additional lines for additional offers/counter offers.

Plaintiff's Original Dema Amount to Plaintiff/Atty: Inclusive Offer:	nd: \${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
<b>CRS Intial Offer:</b> Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
Plaintiff Counter:: Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
CRS Counter: Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
PLAINTIFF Final Offer: Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}
<b>CRS Final Offer:</b> Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}

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 Settlement Type:	CRS: {GW/Repurchase/F	Arbitrate case: Repair}	Settle case: Attorney Fees (if applicable): \${Amount}
Recommendation of Settlement Type:	Field: {GW/Repurchase/F	Arbitrate case:	Settle case: Attorney Fees (if applicable): \${Amount}
Final Decision: Settlement Type:	{GW/Repurchase F	Arbitrate case: Repair}	Settle case: Attorney Fees (if applicable): \${Amount}
TEAM LEAD APPR	OVING:	{Name}	Date:{mm/dd/yy}



jordan.garwood@gm.com 10/22/2009 03:25 PM To kimberly_labut@gmexpert.com cc bcc Subject Re: 1G1AK55F667

Hi Kimberly,

B please, I have no info or knowledge of the case but I would like to review offers before they are made.

This vehicle has virtually NO significant warranty history in VIS.

An O6 Cobalt does not have the 100K powertrain warranty.

I don't feel GM should owe this customer anything based on the minimum warranty history, and because this vehicle is significantly out of warranty. It was out by 10K miles in January of 09.

'ehicle Has No				M Vehicle Inquity Syste 🗙		
***************************************		i Of Uutstan	ding Camp	aigns		
				SERVICE INFO	RMATIONAL II	
Туре	Numher	Description				
FI	<u>09110</u>	SIRAIRB	AGLIGHT	ILLUMINATED, DTC B0081 SET(REF. TSB 09-09-41-003)	1	
	******			ON STAR AND XM SATE	LLITI RADIO I	
'ehicle Has No	Associated On S	Star or XM I	Radio Infor	mation.		
				APPLICABL	E WARRANTII	
			Desc	ription	Effective	
6-36000 BUNIP	YER TO BUNIPER	LINGTED V	VARRANT	Y	03/25/2	
2/100000 SHEE	T METAL COVI	ERAGE RUS	T THROUG	H LIMITED WARRANTY	03/25/21	
6-80000 FEDEF	LAL EMISSION (	CATALYTIC	CONV.A1	VD PCM	03/25/20	
6-36000 FEDEF	RAL EMISSION	***********************************	2100 22100 22100 2210		03/25/2(	
0-60000 POWE	RTRAIN-US 1	IMITED W.	ARR.ANTY		03/25/20	
0.60000 POWE	RTRAIN-US I	IMITED W.	ARRANTY	CLAIN	03/25/2( (HISTORÝ	
0.60000 POWE R.O Date		.IMITED W.	ARRANTY Type	CLAIN	(HISTORY	
	ROI			CLAIN J0108 - MANIFOLD, EXHAUST - REPLACE	(HISTORY	
RODate	<b>R.O</b> 1 09	Number	Type		(HISTORY	
RODate 01/30/2009	<b>R.O</b> 1 09 08	Number 20776	Type =	J0103 - MANIFOLD, EXHAUST - REPLACE	03.25.20 (HISTORY Labor Ope	
R.O Date 01/30/2009 08/13/2008	RO 1 09 08 19	Number 20776 37630	Type = B	J0103 - MANIFOLD, EXHAUST - REPLACE S0011 - REPLACING XEYS	(HISTORY	
RODate 01/30/2009 08/13/2008 04/13/2007	RO 1 09 03 19 C4	Number 20776 37630 29141	Type = B =	J0108 - MANIFOLD, EXHAUST - REPLACE S0011 - REPLACING KEYS E7200 - IGNITION LOCK CYLINDER REPLACEMENT	(HISTORY	
RODate 01/30/2009 08/13/2008 04/13/2007 04/16/2006	RO 1 09 03 19 C4	Number 20776 37630 29747 49021	Type = B = =	J0108 - MANIFOLD, ENHAUST - REPLACE S0011 - REPLACING KEYS F7200 - IGNITION LOCK CYLINDER REPLACEMENT Z2081 - ROADSIDE SERVICE (LOCKOUT)	I HISTORY Labor Ope	
RODate 01/30/2009 08/13/2008 04/13/2007 04/16/2006 03/24/2006	RO 1 09 03 19 C4	Number 20776 37630 29347 49021 27910	Type = B = = 1	J0108 - MANIFOLD, EXHAUST - REPLACE S0011 - REPLACING KEYS F7200 - IGNITION LOCK CYLINDER REPLACEMENT Z2081 - ROADSIDE SERVICE (LOCKOUT) Z7000 - PRE-DELIVERY INSPECTION - BASE TIME CHICK HISTO	I HISTORY Labor Op	
RODate 01/30/2009 08/13/2008 04/13/2007 04/16/2006 03/24/2006	RO 1 09 08 19 C4 A1	Number 20776 37630 29347 49021 27910	Type = B = = 1	J0108 - MANIFOLD, EXHAUST - REPLACE S0011 - REPLACING KEYS F7200 - IGNITION LOCK CYLINDER REPLACEMENT Z2081 - ROADSIDE SERVICE (LOCKOUT) Z7000 - PRE-DELIVERY INSPECTION - BASE TIME CHICK HISTO	I HISTORY Labor Op	

Fixed Operations Manager General Motors Company Little Rock, AR (C) 501-442-5371 (F) 501-803-3751 Jordan.Garwood@GM.com

kimberly_labut@gmexpert.com

10/22/2009 03:17 PM

To alexander.j.perez@gm.com cc jordan.garwood@gm.com Subject 161AK55F667

This email is to follow up on my voicemail regarding Service Request 71-756432151 for customer **Davis**. The customer's vehicle is a 2006 Chevrolet Cobalt with **45,612** miles. The VIN is **1G1AK55F667** The customer has been working with TEAGUE CHEVROLET OLDS TOYOTA, INC. EL DORADO AR AND SUPERIOR CHEVROLET CONWAY AR Due to time constraints, your response to this e-mail is required within **48** hours.

This is a Not in Suit Matter. This means a demand letter has been sent to our office by the customer's attorney indicating that the customer may pursue a lawsuit unless GM can resolve the customer's vehicle concern. We are reviewing this case for possible settlement in our Early Resolution program. The settlements offers can range from denial up to repurchase, depending on the severity of the concerns. Because of this, we would like you to review the following options:

A) I have information on this case that may assist in your review (please provide in your reply). I will review any repurchase or replacement offer before it is made. I would also like to be notified of the BRC decision to offer cash or other goodwill settlement.

B) I am not aware of this vehicle or customer's concerns. However, I will

review any repurchase or replacement offer before it is made. I would also like to be notified of the BRC decision to offer cash or other goodwill settlement.

C) I have information on this case that may assist in your review (please provide in your reply). However, I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

D) I am not aware of this vehicle or customer's concerns. I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

*If a response is not received within 48 hours the default assumption will option "B".

Please reply only by email with one of the above options within **48** hours. Your written feedback will be documented and e-mail attached to our case, and is an important step in our accurate and timely case resolution.

Thank you, Kimberly Labut BRC Legal Research Aditya Birla Minacs Email: Kimberly_Labut@gmexpert.com Phone 866-790-5700, ext. 41214 Fax 866-255-3725 Website: www.minacs.com

Please consider the environment . Reduce, Reuse. Recycle

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NVOICE NO.

TOCK NO.

DISCLAIMER OF WARRANTIES

P3595

DELIVERY MILES 39,199

CVCS87582

MO: 3903

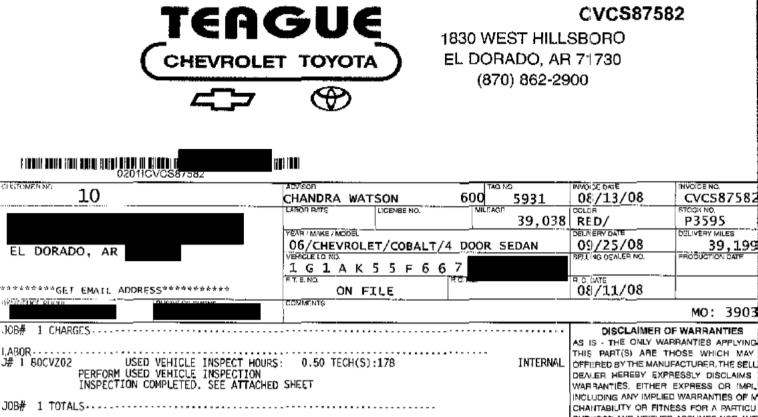
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CVCS87582

08/13/08

09/25/08

08/11/08



PERFORM USED VEHICLE INSP PERFORM USED VEHICLE INSP INSPECTION COMPLETED. SEE			OFFERED BY THE MANUFACTURER, THE SELU DEALER HEREBY EXPRESSLY DISCLAIMS WAR SANTIES, EITHER EXPRESS OR IMPL
JOB# 1 TOTALS			INCLUDING ANY IMPLIED WARRANTIES OF M CHANTABILITY OR FITNESS FOR A PARTICU. PURPOSE AND NEITHER ASSUMES NOR AUT
JOB# 2 CHARGES	JOB# 1 JOURNAL PREFIX CVCS J	0.00 I TOTAL 0.00	PURPOSE AND NEITHER ASSUMES NOR ADT RIZES ANY OTHER PERSON TO ASSUME FOI ANY LIABILITY IN CONNECTION WITH THE S OF THIS PART(S) AND/OR SERVICE, BUYER SH
LABOR J# 2 DOCVZLOF LUBE DIL AND FILT LUBE DIL AND FILTER CHANG CHANGED DIL AND FILTER	E AND 19 POINT INSP,		NOT BE ENTITLED TO RECOVER FROM THE SE ING DEALER ANY CONSEQUENTIAL DAMAGE DAMAGES TO PROPERTY, DAMAGES FOR LC OF USE, LOSS OF TIME, LOSS OF PROFIT. INCOME, OR ANY OTHER INCIDENTAL DAMAG
PARTSOTYFP-NUMBER 1 12605566 1 MOB10W30 JOB# 2 TOTALS	FILTER 1.836 LUBE T	INTERNAL INTERNAL OTAL - PARTS 0.00	NOT RESPONSIBLE FOR LOSS OR DAMA TO CARS OR ARTICLES LEFT IN CARS CASE OF FIRE, THEFT OR ANY OTH CAUSE BEYOND OUR CONTROL.
JOB# 3 CHARGES	JOB# 2 JOURNAL PREFIX CVCS J	0.00 OB# 2 TOTAL 0.00	ENVIRONMENTAL COMPLIANCE CHARC
ABOR	HOURS: TECH(5):178	INTERNAL	the use of chemicals and generation of wristos ( vents, oits, caustics, load, esbestos, etc.) that mus stored, managed and disposed of in strict complia with lederal, state and local environmental regulation We support these regulations and also believe
JOB# 3 TOTALS	JOB# 3 JOURNAL PREFIX CVCS J	ЮВ# 3 TOTAL 0.00	customers po too because they help ensure a se healthler environment for everyone. Complying w these regulations increase the cost of service. Ordinarky, increase costs simply mouth in an increa, hourly labor charge. This dealership has decided lieu of raising its labor rate, to list a compliance cha
LABOR	HOURS: TECH(S):178	INTERNAL	on appropriate service bills because we believe customers would be interested to know that they helping to pay for a classer environment,
PARTSQTYFP-NUMBER 1. 15824471	DESCRIPTIONLIST PRIC KEY 2.187	E-UNIT PRICE- INTERNAL DTAL • PARTS 0.00	
JOB# 4 TOTALS	JOB# 4 JOURNAL PREFIX CVCS J		

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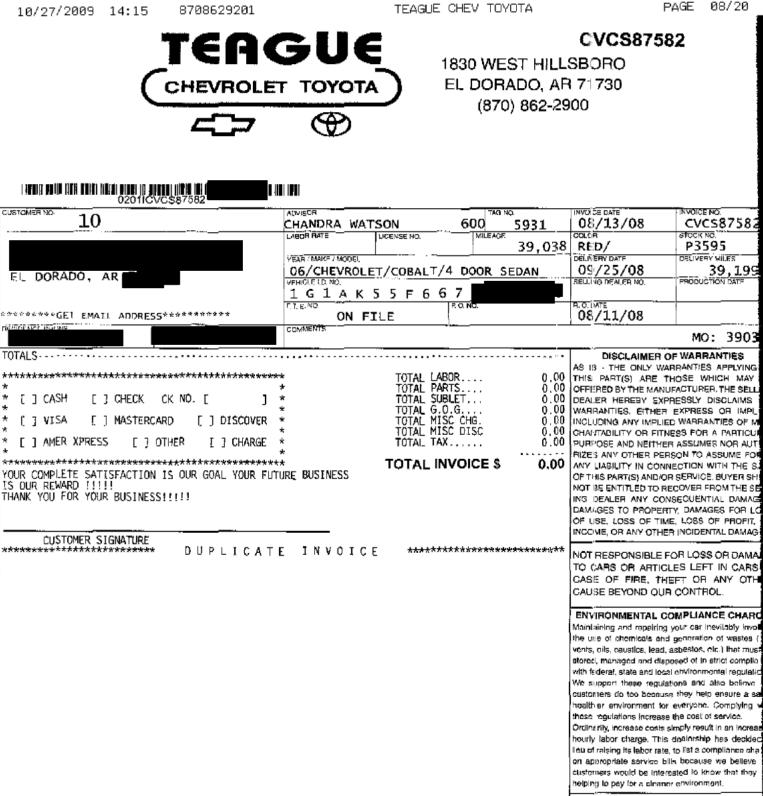
P3595

DELIVERY WILES

CVCS87582

39,199

MO: 3903







1830 WEST HILLSB()RO EL DORADO, AR 71730 (870) 862-2900

I NAME AND THE DEST ADDA AND A AN 02011CVCS87630 CONSTOMED NO สัญสระการ NVOICE DATE 10CHANDRA WATSON 600 5931 08/13/08 CVCS8763C MILEAGE ABOR RATE LICENSE NO. EDLCA TOCK NO 39,038 RED/ P3595 TEAGUE CHEVROLET TOYOTA YEAR MAKE / MODEL OELIVERY DATE DELIVIÉŘY MILES 1830 WEST HILLSBORD 09/25/08 39,199 06/CHEVROLET/COBALT/4 DOOR SEDAN EL DORADO, AR 71730 ELD M ELUNG DEALER NO. BODUCTION DATE 1 G 1 A K 5 5 F 6 6 7 ET.E.NO. 2 C1 1: ATE *************GET EMAIL ADDRESS********** 08/13/08 ON FILE COMMENTS MO: 3903 JOB# 1 CHARGES-----DISCLAIMER OF WARRANTIES AS IS - THE ONLY WARRANTIES APPLYING LABOR-THIS PART(S) ARE THOSE WHICH MAY J# 1 85CVZ ACCESSORIES HOURS : 0.20 TECH(S):7777 WARRANTY OFFERED BY THE MANUFACTURER, THE SELL CUSTOMER STATES VEHICLE WILL NOT START WITH NEW KEY DTAG TO FAILED CHIP, TRANSPONDER CUT KEY AND PROGRAM TO VEHICLE DEALER HEREBY EXPRESSLY DISCLAIMS WARRANTIES. EITHER EXPRESS OR IMPL INCLUDING ANY IMPLIED WARRANTIES OF M CHAMTABILITY OR FITNESS FOR A PARTICUL PARTS ----- QTY --- FP-NUMBER ----- DESCRIPTION ------ LIST PRICE -UNIT PRICE -PURPOSE AND NEITHER ASSUMES NOR AUT; 1 15824471 KEY 2.187 WARRANTY RIZES ANY OTHER PERSON TO ASSUME FOR TOTAL PARTS 0.00 ANY LIABILITY IN CONNECTION WITH THE SA OF THIS PART(S) AND/OR SERVICE, BUYER SH JOB# 1 TOTALS ..... NOT BE ENTITLED TO RECOVER FROM THE SE ING DEALER ANY CONSEQUENTIAL DAMAGE JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00 DAMAGES TO PROPERTY, DAMAGES FOR LC OF USE, LOSS OF TIME, LOSS OF PROFIT, TOTALS-----INCOME, OR ANY OTHER INCIDENTAL DAMAG ****************** TOTAL LABOR .... 0.00 NOT RESPONSIBLE FOR LOSS OR DAMA TOTAL PARTS .... 0.00 TO CARS OR ARTICLES LEFT IN CARS + F 1 CASH TOTAL SUBLET... TOTAL G.D.G.... [] CHECK CK NO. F 0.00 ] CASE OF FIRE, THEFT OR ANY OTH 0.00 TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX..... CAUSE BEYOND OUR CONTROL. [] VISA [ ] MASTERCARD [ ] DISCOVER 0.00 0.00 [ ] AMER XPRESS () OTHER ENVIRONMENTAL COMPLIANCE CHARD [ ] CHARGE 0.00 Mainteining and repairing your car inevitably invol-TOTAL INVOICE \$ 0.00 the use of chemicals and generation of wastes (: YOUR COMPLETE SATISFACTION IS OUR GOAL YOUR FUTURE BUSINESS IS OUR REWARD []]] vents, olis, caustics, load, asbestos, ntc.) that must stored, managed and disposed of in strict complia-THANK YOU FOR YOUR BUSINESS!!!!! with foderal, state and local environmentel regulatio We support these regulations and also believe customers do too because they help ensure a sa health or environment for everyone. Complying y CUSTOMER SIGNATURE these regulations increase the cost of service. **** DUPLICATE INVOICE ********<del>*****</del>****************** Ordinarily, increase costs simply result in an increase hourly labor charge. This dealership has decided lieu of raising its fabor rato, to list a compliance cha on appropriate service bills because we believe customors would be interested to know that they helping to pay for a cleaner environment, TEAGUE CHEVROLET TOYOTA භ



1830 WEST HILLSBORO EL DORADO, AR 71730 (870) 862-2900

I ITANI ANNA ITAN ANAN NATA DIARI IN ANAN'A INANA INA 02011CVCS88449 CUSTOMER NO ADVISOR NVOICE NO. NVOICE DATE 10 10/01/08 CVCS88449 BILLY MURPHY 386 6769 ABOR BATE LICENSE NO. MILEAGE COLON STOCK NO. 39,373 RED/ P3595 TEAGUE CHEVROLET TOYOTA YEAH / MAKE / MODEL DELIVISBY DATE DELIVERY MILES 1830 WEST HILLSBORD 09/25/08 06/CHEVROLET/COBALT/4_DOOR_SEDAN 39, 199EL DORADO, AR 71730 SFILLING DEALER NO. FRODUCTION DATE 1 G 1 A K 5 5 F 6 6 7 ET.E.NO. A. O. DATE 09/29/08 ON FILE 870-862-2900 SINESS PHONE COMMENTS 870-862-2900 мо: 3937 JOB# 1 CHARGES ...... **DISCLAIMER OF WARRANTIES** AS IS - THE ONLY WARRANTIES APPLYING LABOR THIS PART(S) ARE THOSE WHICH MAY DRIVEABILITY HOURS: 1.00 TECH(S):7777 CHECK ENGINE LIGHT IS ON, CUSTOMER STATED, ENGINE WAS JERKING AND VIBERATING HARD---ADVISE ROAD TEST, RUN EEC TEST, CODE P0700, CHECKED AND REROUTED WIRING HARNESS AND RECALIBRATED ECM. CLEAR CODES AND INTERNAL J# 1 10CVZ OFFERED BY THE MANUFACTURER. THE SELL DEALER HEREBY EXPRESSLY DISOLAIMS WARRANTIES, EITHER EXPRESS OR IMPLI INCLUDING ANY IMPLIED WARRANTIES OF MI CHANTABILITY OR FITNESS FOR A PARTICUL RE ROAD TEST PURPOSE AND NEITHER ASSUMES NOR AUTH RIZES ANY OTHER PERSON TO ASSUME FOR MISC-----CODE-----CONTROL NO------CONTROL NO------ANY LIABILITY IN CONNECTION WITH THE \$4 SPA SERVICE POLICY ADJ. INTERNAL OF THIS PART(S) AND/OR SERVICE, BUYER SHA TOTAL - MISC 0.00 NOT BE ENTITLED TO RECOVER FROM THE SE ING DEALER ANY CONSEQUENTIAL DAMAG JOB# 1 TOTALS DAMAGES TO PROPERTY, DAMAGES FOR LC OF USE, LOSS OF TIME, LOSS OF PROFIT, JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00 INCOME, OR ANY OTHER INCIDENTAL DAMAGE JOB# 2 CHARGES ..... NOT RESPONSIBLE FOR LOSS OR DAMAG LABOR - - -AUTO TRANSMISSION HOURS: TECH(S):7777 CUSTOMER HEARS A CONTINUIOUS CLICKING NOISE WHEN SHIFTER IS PLACED INTO DRIVE---AT TIMES----WHEN THIS HAPPENS THEY PUT IT BACK INTO PARK AND TURN OFF AND RESTART THE ENGINE AND NOISE STOPS-----ADVISE COULD NOT DUPLICATE THIS CONCERN. MAY BE PART OF REPAIR TO CARS OR ARTICLES LEFT IN CARS J# 2 30CVZ INTERNAL CASE OF FIRE, THEFT OR ANY OTHE CAUSE BEYOND OUR CONTROL. ENVIRONMENTAL COMPLIANCE CHARG Mainteining and repairing your car inevitably invol-IN JOB #1 the use of chemicals and generation of wastes (d vents, olis, caustics, lead, asbestos, etc.) that must JOB# 2 TOTALS-----stored, managed and disposed of in strict complian with federal, state and local environmental regulatio JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00 We support these regulations and also believe -JOB# 3 CHARGES----customers do too because they help ensure a se healthier environment for everyone. Complying vi LABOR - - · these regulations increase the cost of service. J# 3 45CVZ STEERING/SUSPENSION HOURS: INTERNAL TECH(S):7777 Ordinarily, increase costs simply result in an increase CHECK POWER STEERING LIGHT ON DASH COMES ON AND STEERING GETS HARD TO TURNAAA INTERMITTANT CONCERNAAA ADVISE VEHICLE GOING INTO FAIL SAFE MODE, PART OF REPAIR IN JOB hourly labor charge. This destership has decided lieu ot raising its labor rate, to list a compliance char on appropriate service bills because we bollown a customers would be interested to know that they d helping to nev for a cleaner environment. JOB# 3 TOTALS 0.00 JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL JOB# 4 CHARGES..... LABOR - - -J# 4 96CVZ BODY REPAIR INTERNAL, HOURS: 0.30 TECH(\$):7777 TEAGUE REALIGN BUMPER COVER, AND REPLACE RETAINERS IN ALL WHEELS CHEVROLET TOYOTA WHERE NEEDED  $\mathfrak{P}$ JOB# 4 TOTALS------JOB# 4 JOURNAL PREFIX CVC5 JOB# 4 TOTAL 0.00 PAGE 1 OF 2 SERVICE FILE COPY [CONTINUED ON NEXT PAGE] 03:21pm Copyright © 1998 The Beyundia next Reynolds Comp EPi4001 INVE - Sciences D, (199



1830 WEST HILLSBORO EL DORADO, AR 71730 (870) 862-2900

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CONSTROMED NO	ADVISOR	TAE NO	INVOKE DATE	
10	BILLY MURPHY	386 6769	10/01/08	CVC588449
TEAGUE CHEVROLET TOYOTA	LABOR RATE LICENSE NO.	MILEAGE 39,373	RED/	P3595
1830 WEST HILLSBORD	VEAR/MAKE / MODEL 06/CHEVROLET/COBALT	·, ··	09/25/08	DEUVERY MILES
EL DORADO, AR 71730	VEHICLE I.D. NO.		SELUNG DEALER NO.	39,199 PRODUCTION DATE
	<u>1 G 1 A K 5 5 F 6</u>	6 / A.C. NO.	R.O.DATE	-
PESIDENCE PHONE BUSINESS PHONE			09/29/08	
870-862-2900 870-862-290				MO: 3937
870-862-2900     870-862-290       JOB# 5 CHARGES     LABOR-       J# 5 45CVZ01     STEERING CONCERN       CUSTOMER STATED STEERING WHEE     DRIVINGADVISE       CHECK AND REBALAMCE ALL TIRES       JOB# 5 TOTALS	HOURS: 0.80 TECH(S):7777 EL SHAKES AT 55 MPH. HIGHWAY S 2# 5 JOURNAL PREFIX CVCS JOB# CANANANANANANANANANANANANANANANANANANAN	INTERNAL 5 TOTAI. 0.00	AS IS - THE ONLY WA THIS PART(S) ARE T OFFERED BY THE MANU DEALER HEREBY EXP WARFIANTIES, EITHER INCLUDING ANY IMPLIE CHANTABILITY OR FITN PURPOSE AND NEITHER RIZES ANY OTHER PER ANY LIABULITY IN CONN OF THIS PART(S) AND/OI NOT BE ENTITLED TO RE ING DEALER ANY COM DAMAGES TO PROPER OF USE, LOSS OF TIM INCOME, OR ANY OTHER NOT RESPONSIBLE F TO CARS OB ARTICL CAUSE DEYOND OUF ENVIRONMENTAL CI Maintaining and ropairing the use of chemicals and vonts, pils, causitos, lead, stored, managed and disp with federal, state and locs We support these regula customers do loo backurs healthigh environment for these regulations increase Ordina ity, increase costs a heady labor charge. This field of raising its labor rate on appropriate service bil customers would be inter- helping to pay for a dicand	CF WARBANTIES ARANTIES APPLVING THOSE WHICH MAY JFACTURER. THE SELLI PRESSLY DISCLAIMS A EXPRESS OR AMPLI EXPRESS OR A MATHOUL R ASSUMES NOR AUTH RESSLY DISCLAIMS A EXPRESS OR A PARTICUL R ASSUMES NOR AUTH RESSLICE. BUYER SHA ECOVER FROM THE SE NSECTION WITH THE SA R SERVICE. BUYER SHA ECOVER FROM THE SE NSEQUENTIAL DAMAGE TY, DAMAGES FOR LC NE. LOSS OF PROFIT. R INCIDENTAL DAMAGE FOR LOSS OF PROFIT. R INCIDENTAL DAMAGE FOR LOSS OF DAMAGE LES LEFT IN CARS EFT OR ANY OTHER CONTROL. OMPLIANCE CHARGE A contract insufficient a environmental regulation at environmental regulation at the cost of service. Simply result in an increase of the phalp snaure is set reveryone. Complying we after cost of service. Simply result in an increase of the phalp snaure is set reveryone. Complying we after cost of service. Simply result in an increase of the phalp snaure is set reveryone. Complying we after cost of service. Simply result in an increase of the phalp snaure is set reveryone. Complying we after cost of service. Simply result in an increase of the phalp snaure is set reveryone. Complying we after cost of service. Simply result in an increase of the phalp snaure is set reveryone. Complying we after cost of service. Simply result in an increase of the phalp snaure is set reveryone. Complying we believe of ested to know that they d after the instruction.
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1830 WEST HILLSBORO EL DORADO, AR 71730 (870) 862-2900

14329	BILLY MURPHY	,	386	6839	10/08/08	
		IČENSE NO.	MILEAGE	39,373	COLON	STOCK NO. P3595
				·	DELIVERY DATE	DELIVERY MILES
MAGNOLIA, AR	06/CHEVROLET			EDAN	09/25/08 SELLING DEALER NO.	PRODUCTION DATE
	1 G 1 A K 5		. NC.		R. O. I.ATE	
	COMMENTS				10/01/08	REPRINT#
						MO: 393
0B#       1 CHARGES         ABOR       STEERING IS HARD TO TURNOG         VERIFY CONCERN, PINPOINT TEST W       CONTROL MODULE OK. LOCATE AND T         ABD GROUND CURCUITS, REPAIR LOO       OPERATION, OK. ALLOW VEHICLE VEI         PARKING LOT TO VERIFY REPAIR         ISC       CODE         SPA       SERVICE POLICY ADJ.         OB#       1 TOTALS         JOB#       2 CHARGES         ABOR       JUDB NOISE IN SHIFTER, STOPS	URS: TECH(S):7 IRING HARNESS TO BODY EST ALL POWER POINTS SE GROUND, CHECK HICLE TO HEAT UP IN 1 JOURNAL PREFIX CV	7777 ( CONTROL NO TOTAL - M (CS JOB# 1 T(	  ISC	WARRANTY INTERNAL 0.00	DISCLAIMER AS IS - THE ONLY W THIS PART(S) AFIE OFFERED BY THE MAN DEALER HEREBY EX WARRANTIES, EITHEI INCL. JDING ANY IMPLI CHANTABILITY OR FIT PURPOSE ANY OTHER FE ANY 'LABILITY IN COM OF THIS PART(S) AND/C NOT BE ENTITLED TO S ING DEALER ANY CC DAMAGES TO PROPEI OF USE, LOSS OF TII INCOME, OR ANY OTH NOT RESPONSIBLE TO CARS OR ARTIC CASIE OF FIRE, TH CAUSE DEVOND OU	THOSE WHICH MA UFACTURER, THE SE PRESSLY DISCLAIMS R EXPRESS OF IMP ED WARGANTIES OF NESS FOR A PARTIC ER ASSUMES NOR AL RSON TO ASSUME F INSECTION WITH THE INSECUTION WITH THE INSEQUENTIAL DAM/ STY, DAMAGES FOR ME. LOSS OF PROFI ER INCIDENTAL DAM/ FOR LOSS OR DAM CLES LEFT IN CAF HEFT OR ANY OT
SAEE DETAILS IN JOB #1 OB# 2 TOTALS JOB# 3 CHARGES			OTAL		ENVIRONMENTAL ( Maintuining and repairin the use of chemicals an vonts, oils, caustics, lead	g your car inevitably in d generation of whste , asbestos, etc.) that m
ABOR # 3+46CVZ01 WHEEL/TIRE CONCERN HOU CUSTOMER STATES VIBRATION AT HIG	URS: TECH(S):7			INTERNAL	stored, managed and dis with finderal, state and low We support these regul customers do too becau healthler environment fin	ations and also boliov se they help ensure a in meryone. Complying
		PRICE-UNIT PR TOTAL - PA		INTERNAL 0.00	these regulations increase Ordinarily, increase costs hourly labor charge. Thi lieu of reising its labor rat on actrapriate service t	i simply result in an incr s dealarship has decid s, to list a compliance d
OB# 3 TOTALSJOB#	3 JOURNAL PREFIX CV	СS ЈОВ#Н З Т(	TAL		customers would be inte helping to pay for a clear	rested to know that the

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CVCS88518

1830 WEST HILLSBORO EL DORADO, AR 71730 (870) 862-2900

CUSTOMEUNO		AUVISOR		TAS NO		INVOR	E DATE	INVOICE NO.
14329		BILLY MURPH	łY	386	6839	10	/08/08	CVCS88518
		LABOR RATE	LIGENSE NO.	MILEAGE	39,373	RE		P3595
		YEAR / MAKE / MODEL		<u>ii</u>		DEUM	ERY DATE	DELIVERY MILES
MAGNOLIA, AR		06/CHEVROLI	ET/COBALT/	4 DOOR SE	DAN	09	/25/08	
		1G1AK	55F66	7		DELLI	O DEALER HD.	I BOUGHON BATE
		ETE NO.		n o. Ny,		R. O. II	/01/08	REPRINT#
	7788-11	COMMENTS					/01/00	17788-818
		<u> </u>						
TOTALS	CVZ039     39000         CV2039     39000         CV2039	**************************************	* ************** TOTAL LAE TOTAL PAR TOTAL SUE TOTAL SUE TOTAL G.C TOTAL MIS TOTAL MIS TOTAL MIS TOTAL IN	TS LET I.G C CHG, C DISC	0.00 0.00 0.00 0.00 0.00 <b>0.00</b>	THIS OFFE: URAP INGLL CHAN PURE RIZES ANY 1 NOT I NOT I ING 1 UAMA OF LI NOT I CASE CAUS CAUS CAUS CAUS CAUS CAUS CAUS CAUS	THE ONLY WA PART(S) ARE T PRED BY THE MANU ER HEREBY EXP ANTIES, EITHER JOING ANY IMPLIE (TAB)LITY OR FITN OSE AND NEITHER ANY OTHER PER- LIABILITY OR FITN (IS PART(S) AND/O BE ENTITLED TO RI- DEALER ANY COP (GES TO PROPER ISE, LOSS OF TIM ME, OR ANY OTHER PRESPONSIBLE F CARS OR ARTIC ISE OF FIRE, TH DE OF OF FIRE, TH DE OF	OMPLIANCE CHAR: your car inevitably invo generation of wastes asbestos, etc.) that mus assect of in strict complia el environmental regulati trienas and also believe to they help ensure a s r everyone. Complying the cost of service. Simply result in an increa- i dealership has decido to blist a compliance che ills because we believe ested to know that they
PAGE 2 OF 2	SERVICE FILE COFY		( END OF	- INVOICE ]0	3:20pm			

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CVCS90776

1830 WEST HILLSBORO EL DORADO, AR 71730 (870) 862-2900

	CS90776						
14329				180	8968	02/12/09	
			LICTNSE NO	MILEAGE	45,612		втоск но Р3595
		VEAR (MARE / MODEL 06/CHEVROLE	T/COBALT/4	DOOR S	EDAN	DEUN/EBY DATE 09/25/08	DELIVERY MILES 39.19
MAGNOLIA, AR						SELTING DEALER NO.	39,19 PRODUCTION DATE
		F.T.E.NO.	<u> </u>	D, NO.		R.O. OMTE 01/30/09	
		COMMENTS				01/30/03	мо: 456
JOB# 1 CHARGES						DISCLAIMER	OF WARRANTIES
LABOR	NOISE HOURS S HUMMING NOISE WHEN FOLD AREA ACKS IN PIPING	: 0.90 TECH(S)	:386			AS IS - THE ONLY WA THIS PART(S) ARE OFFERED BY THE MANN DEALER HEREBY EXA WARRANTIES, EITHER INCLUDING ANY IMPLIT CHANTABILITY OR FIT	ARPANTIES APPLVIN THOSE WHICH MAY UFACTURER.THE SEL PRESSLY DISCLAIMS EXPRESS OR IMP ED WARRANTIES OF NESS FOR A PARTIC
PARTSQTY+P-NUMBER- 1 9053767 1 1258945 1 1523577 1 1.158926 JOB# 1 TOTALS	9 MANIFO 3 GASKET 3 GASKET 4 STUD 8	LD 3.601 3.270 3.611 .981	TOTAL -		WARRANTY WARRANTY WARRANTY WARRANTY 0.00	PURPOSE AND NEITHE RIZE'S ANY OTHER PEL ANY LIABIUTY IN CON OF THIS PART(S) AND/O NOT BE ENTITLED TO P ING DEALER ANY CO DAM/IGES TO PROPER OF USE, LOSS OF TH INCOME, OR ANY OTHE	RSON TO ASSUME FO NECTION WITH THE RECEVER FROM THE S NSEQUENTIAL DAMA NSEQUENTIAL DAMA TY, DAMAGES FOR I ME, LOSS OF PROFIT
JOB# 2 CHARGES	J08# 1	JOURNAL PREFIX	CVCS JOB# 1.	TOTAL	0.00	NOT RESPONSIBLE	
LABOR	· · · · · · · · · · · · · · · · · · ·					TO CARS OR ARTIC CASE OF FIRE, TH	
J# 2 11CVZ ENGINE CUSTOMER STATE	MINOR HOURS S_THEY CAN SMELL FUM	: TECH(S) NSIDE CAR	:386		WARRANTY		R CONTROL.
AND GAS MILAGE RELATED TO LIN JOB# 2 TOTALS	LIS LOW E 1					ENVIRONMENTAL C Maintaining and repairing the use of chemicals an vents, oils, caustics, tead stored, managed and dia	) your car inevitably in. d generation of wastee , asbestes, etc.) that mu posed of in strict comal
JOB# 3 CHARGES		JOURNAL PREFIX	CVCS JOB# 2	TOTAL	0.00	with factorial, state and loc We support these regul	ations and also believ
CUSTOMER STATE NEED TO REPLAC CUSTOMER DECLI	OR TRIM HOURS S MOISTURE IN HEADLA E LAMP ASSEMBLY NES AT THIS TIME	MP ASSEBLY			WARRANTY	customers do too becau: healthier environment fo these regulations increas Ordinarily, increase costs hourly labor charge. This lieu of raising its labor ratio on appropriate service to	r everyone. Complying n the cost of service, simply result in an incrr a deatership itas deold b, lo list a compliance of
JOB# 3 TOTALS	· · · · · · · · · · · · · · · · · · ·	•••••				custoroom would be leter	control to know that the
		JOURNAL PREFIX		TOTAL	0.00	helping to pay for a clean	er ehviranmant.
COMMENTS DELETED OPERATION(S) 45CVZO9 SHOCKS/STRU	т5						
						TEA	GUe
						CCHEVROLI	
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PAGE 1 OF 2	SERVICE FILE COPY	I	CONTINUED ON N	EXT PAGE]	03:20pm		r Responde mai Respondo (



1830 WEST HILLSBORO EL DORADO, AR 71730 (870) 862-2900

#### I FUDIN ARINA URAL DEVICI ILLUM ARIAN A Q2011CVCS90776 VO CE DATE GUSTOMED NO ADV/ISO 14329 02/12/09 CVCS90776 180 RHONDA LEPARD 8968 LABOR RATE LICENSE NO. MILEAGE colica TOCK NO 45,612 RED/ P3595 YEAR / MAKE / MODEL DEUVÉRY DATE DELIVERY MILES 09/25/08 39,19906/CHEVROLET/COBALT/4 DOOR SEDAN MAGNOLIA, AR VEHICLE LD, NO, RODUCTION DATE SELLING DEALER NO. 1 G I A K 5 5 F 6 6 7 LT I. NO 2 O LIATE 01/30/09 COMMENTS MQ: 4561 DISCLAIMER OF WARRANTIES T01ALS----AS 18 - THE ONLY WARRANTIES APPLYING THIS PART(S) ARE THOSE WHICH MAY * NEXT RECOMMENDED SERVICE: OFFERED BY THE MANUFACTURER. THE SELL * 01/30/2009 / 45612 MI 010VZ045 45000 MILE SERVICE * DEALER HEREBY EXPRESSLY DISCLAIMS ****************** ***** WARRANTIES, EITHER EXPRESS OR IMPL INCLUDING ANY IMPLIED WARRANTIES OF M ****** TOTAL LABOR. 0.00 CHANTABILITY OR FITNESS FOR A PARTICUL TOTAL PARTS .... 0,00 PURPOSE AND NEITHER ASSUMES NOR AUT TOTAL SUBLET... TOTAL G.O.G.... 0.00 [ ] CASH []CHECK CK NO. [ ] RIZES ANY OTHER PERSON TO ASSUME FOR 0.00 ANY LIABILITY IN CONNECTION WITH THE S. TOTAL MISC CHG. TOTAL MISC DISC 0,00 [ ] VISA [ ] MASTERCARD [ ] DISCOVER OF THIS PART(S) AND/OR SERVICE, BUYER SH 0.00 NOT BE ENTITLED TO RECOVER FROM THE SE * [ ] AMER XPRESS TOTAL TAX..... Q, QQ [] OTHER [] CHARGE ING DEALER ANY CONSEQUENTIAL DAMAG DAMAGES TO PROPERTY, DAMAGES FOR LC **TOTAL INVOICE \$** *********** 0.00 OF USE, LOSS OF TIME, LOSS OF PROFIT, YOUR COMPLETE SATISFACTION IS OUR GOAL YOUR FUTURE BUSINESS INCOME, OR ANY OTHER INCIDENTAL DAMAG IS OUR REWARD !!!!! THANK YOU FOR YOUR BUSINESSI !!!! NOT RESPONSIBLE FOR LOSS OR DAMA. TO CARS OR ARTICLES LEFT IN CARS CASE OF FIRE, THEFT OR ANY OTH CAUSE BEYOND OUR CONTROL. CUSTOMER \$IGNATURE DUPLICATE INVOICE *** ENVIRONMENTAL COMPLIANCE CHARC Maintaining and repairing your car inevitably invol the use of chemicals and generation of wastes (. vents, pils, caustics, lead, aspestos, etc.) that must atored, managed and disposed of in strict compliawith federal, state and local environmental regulated We support these regulations and also believe customers do too because they help ensure a sa health er environment for everyone. Complying these regulations increase the cost of service. Ordinatily, increase costs simply result in an increase hourly labor charge. This dealership has decided lieu of raising its labor rate, to list a compliance chai on appropriato sorvice bills because we believe. customers would be interested to know that they helping to pay for a cloaner environment. TEAGUE CHEVROLET TOYOTA ⊕



1830 WEST HILLSBORO EL DORADO, AR 71730 (870) 862-2900

# LEADIN DAINA MAN BRIDI NALA ANTANA MENJAMBAN MENJAWA MENJAWA MENJAWA MENJAWA MENJAWA MENJAWA MENJAWA MENJAWA M

14329				180	8968	02/12/09	
	LABOR PATE	L	ICENSE NO.	MILEA	45,612	RED/	втоск на. РЗ595
						DEUVERY DATE	DELIVERY MILES
HANNOLIA, AN	VEHICLE I.D. NO.		/COBALT/4		SEDAN	09/25/08	39,19
	<b>1 G 1 /</b>	4К5	5 F 6 6	7 A.O. NO.			
				н о, ма,		02/09/09	
	COMMENTS						MO: 456
							OF WARRANTIES
LABOR J# 1 45CVZ09 SHOCKS/STRUTS HOURS: CUSTOMER STATES SHOCK NOISE WHEN HIT DIAG PERFORMED WITH CHASSIS ER NIOSE COLUMN REPLACE STEERING COLUMN ASSEMBLY AND	2.50 TE TTING A BU E RATTLE F	CH(S):3 MP ROM ELE	186 ECTRIC		162.50	THIS PART(S) ARE OFFERED BY THE MAI DEALER HEREBY SX WARRANTIES, EITHE INCLUDING ANY IMPL	THOSE WHICH MAY
PARTS ·····QTY ···FP ·NUMBER ······DESCRIPT 1. 19200751 STRG COU MISC ·····CODE ·····DESCRIPTION ·····	LU		549.00 TOTAL -	549.00 PARTS	549.00 549.00	RIZES ANY OTHER P ANY TIABILITY IN COL OF THIS PART(S) AND/ NOT BE ENTITLED TO	ER ASSUMES NOR AU ERSON TO ASSUME FO NNECTION WITH THE OR SERVICE, BUYER S RECOVER FROM THE S DNSEQUENTIAL DAMA
OTHEXT ALL OTHER EXTENDEDS			TOTAL -	0918	-661.50 -661.50	DAM#GES TO PROPE OF USE, LOSS OF T	INSEQUENTIAL DAMA RTY, DAMAGES FOR L ME, LOSS OF PROFIT IER INCIDENTAL DAMA
			LABOR PARTS MISC		162.50 549.00 -661.50	TO CARS OR ARTI CASE OF FIRE, T	FOR LOSS OR DAM CLES LEFT IN CAR HEFT OR ANY OT
			/CS J0B# 1	TOTAL	50.00	CAUSE BEYOND OF	
TOTALS		•••••					COMPLIANCE CHAP
**************************************	******	*****	*********			the use of chemicals a	nd generation of wastes
^ NEAT RECOMMENDED SERVICE: * 02/09/2009 / 45612 MJ 01CVZ045 45000 MJ ************************************	ILE SERVIC	E *******	* * ********			stored, managed and di with lederal, state and le	d, asbestos, etc.) that mu sposed of in strict compl ical environmental regula itations and also believ
**************************************			TOTAL LABO TOTAL PART TOTAL SUBL	S ET	162.50 549.00 0.00	customers do too beca inealither environment t these regulations increa	use they help ensure a for svoryone. Complying se the cost of service.
* * [] VISA [] MASTERCARD [] DISCOVER *			TOTAL G.O. TOTAL MISC	G. CHG.	0.00	Ordinarily, increase cost	s simply result in an incre is dealarship has decid
* [] AMER XPRESS [] OTHER [] CHARGE *			TOTAL MISC TOTAL TAX.	DIŞÇ	-661.50 0.00	fieu of raising its labor ra	rie, to list a compliance cl
**************************************							bills because we believ crested to know that the
YOUR COMPLETE SATISFACTION IS OUR GOAL YOUR FUTUR IS OUR REWARD !!!!! THANK YOU FOR YOUR BUSINESS!!!!!	RE BUSINES	s	TOTAL INV		50.00	helping to pay for a clea	ner anvironment.
CUSTOMER SIGNATURE	ÍNVO	ĪČE	*****	******	******		GUĘ
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1830 WEST HILLSBORO EL DORADO, AR 71730 (870) 862-2900

CVCS93482



14329	RHONDA LEPAR		0 1428	07/15/09	CVCS9348
	LABOR RATE	LICENSE NO.	MILEAGE 50,858	RED/	втоск мо. Р3595
				DELIVERY DATE 09/25/08	DELIVERY MILES
MAGNOLIA, AR	VEHIGLE LO. NO.	COBALT/4 DO	OR SEDAN	BELLING DEALER NO.	
	<u>1 G 1 А К 5</u> вте мо	5 F 6 6 7		E. O. ÜATE	
				06/12/09	REPRINT#
					MO: 508
IOB# 1 CHARGES				DISCLAIMER AS IS - THE ONLY W	OF WARRANTIES
LABOR J# 1,45CVZ01 STEERING CONC	ERN HOURS: 1.00 TECH(S):	206		THIS PART(S) ARE	THOSE WHICH MAY
CUST STATES THE STEER	ING LOCKED UP AND WOULD NOT	300	45.00	OFFERED BY THE MAN DEALER HEREBY EX	PRESSLY DISCLAIMS
TURN. CODES V2107.AND V2100	. PERFORM BULLITEN CHECKS AND			WARRANTIES, EITHER INCLUDING ANY IMPLI	
PROCEDURES FOR CODES CODES NEVER RESET	WERE HISTORY AND NOT CURRENT C	ODES		CHANTABILITY OR FIT PURPOSE AND NEITH	
PARTS OTY FP -NUMBER	DESCRIPTION	T PRICE UNIT PRIC	F-	RIZES ANY OTHER PE ANY CIABILITY IN CON	REON TO ASSUME F
1 15926820	CONTROL 4.004	116.23 116.	23 116.23	OF THIS PART(S) AND/C	DR SERVICE, SUYER S
		TOTAL - PART		NOT BE ENTITLED TO P	NSEQUENTIAL DAMA
MISC+ODEDESCRIPTION- SDA SERVICE DEPT	. ADVERTISINT		·384.39	DAM//GES TO PROPER OF L/SE, LOSS OF TH	
		TOTAL - MISC	-384.39	INCOME, OF ANY OTH	
JOB# ] TOTALS	· · · · · · · · · · · · · · · · · · ·	LABOR	45.00	NOT RESPONSIBLE	
		PARTS	116.23	TO CARS OR ARTIC	
		MISC	-384.39	CAUSE BEYOND OU	
JOB# 2 CHARGE5	JOB# ], JOURNAL PREFIX C	VCS JOB# I TOTA	-223.16	ENVIRONMENTAL (	COMPLIANCE CHA
LABOR				Maintaining and repairin the use of chemicals an	
J# 2 10CVZ06 CHECK ENGINE CUSTOMER STATES CHECK	LIGHT HOURS: TECH(S):	386	0.00	vents, oils, caustics, fead	, asbostos, etc.) that me
AND CAR WENT TO MISFI	RING	NECTODE		stored, managed and dis with toderal, state and loc	cal environmental regula
AT ECM. TCM. AND PSCM	5 MILES INSPECT WIRING AND CON	NECTORS		We support these regulation of the support these regulations of the support of th	
JOB# 2 TOTALS	· · · · · · · · · · · · · · · · · · ·			health or environment to these regulations increas	or everyone. Complying
	JOB# 2 JOURNAL PREFIX C	VCS .108# 2 TOTA	L 0,00	Ordinarily, increase costs	simply result in an incr
JOB# 3 CHARGES				hourly labor charge. Thi lieu ol raising its labor rat	e, to list a compliance o
				on appropriate service t customers would be inte	
3# 3 30CVZ AUTO TRANSMIS CUST STATES TEH TRANS COULD NOT DUPLICATE C	IS SHIFTING HARD.	386	0.00	helping to pay for a clear	
JOB# 3 TOTALS	· · · · · · · · · · · · · · · · · · ·				
	JOB# 3 JOURNAL PREFIX C	VCS JOB# 3 TOTA	L 0.00		
JOB# 4 CHARGES			••••	TEA	GUe
_ASOR J# 4+10CVZ DRIVEABILITY	HOURS: 5.00 TECH(S):				ET TOYOTA
RELATED TO LINE ONE	HERE WAS A SHORT IN THE HIGH S			COMEVHOL	
LINES 2501 & 2500 BET	WEEN PCM AND BCM SS AND ALSO REPLACED SHIFTER CO				$( \Phi )$
PAGE 1 OF 2 SERV	ICE FILE COPY [C		PAGE) 03:20pm		he Neynada and Reynada



1830 WEST HILLSBORO EL DORADO, AR 71730 (870) 862-2900

14329		- PARD	180	NO. 1428	07/15/09	
	LABOR BATE	LICENSE NO.			COLCI	P3595
MAGNOLIA, AR	VEHICLE ).D. NQ.	LET/COBALT			DELIN ERY DATE 09/25/08 SELLING DEALER NO.	DELIVERY MILES 39,199 PRODUCTION DATE
	E T. F. NO.	<u> </u>	6 7		R.O LATE 06/12/09	REPRINT#
	COMMENTS					MO: 5085
JOB# 4 TOTALS		LABOR		225,00	DISCLAIMER	OF WARRANTIES
		CVCS JOB#		225.00	THIS PART(S) ARE OFFERED BY THE MAI	THOSE WHICH MAY NUFACTURER, THE SELL (PRESSLY DISCLAIMS
MISCCODEDESCRIPTIONDESCRIPTIONDESCRIPTIONDESCRIPTION JOB # A FUEL FUEL CHARGE GAS/DIESEL		TOTAL	- MISC	12.44 12.44	WARHANTIES, EITHE INCLUDING ANY IMPL CHARTABUITY OR FI PURPOSE AND NEITH	IR EXPRESS OR IMPL IED WARRANTIES OF M TNESS FOR A PARTICU IER ASSUMES NOR AUT
**************************************					ANY LIABILITY IN CO	ERSON TO ASSUME FO NNECTION WITH THE & OR SERVICE, BUYER SH
* NEXT RECOMMENDED SERVICE: * 06/19/2009 / 51000 MI 01Cv2051 51000 M **********************************	ILE SERVICE	*****	* *		NOT BE ENTITLED TO ING DEALER ANY CA DAMAGES TO PROPE	RECOVER FROM THE S ONSEQUENTIAL DAMA( IRTY, DAMAGES FOR IL
*************************************		TOTAL P TOTAL S	ABOR ARTS	270.00 116.23 0.00	INCOME, OR ANY OTH	IME, LOSS OF PROFIT. IER INCIDENTAL DAMA( FOR LOSS OF DAM)
* [] VISA [] MASTERCARD [] DISCOVER * * [] AMER XPRESS [] OTHER [] CHARGE *		TOTAL M TOTAL M	11SC CHG. 11SC DISC 11SC DISC	0.00 12.44 •384.39 35.72	TO CARS OR ART	CLES LEFT IN CAR: HEFT OR ANY OT
* YOUR COMPLETE SATISFACTION IS OUR GOAL YOUR FUTU IS OUR REWARD !!!!! THANK YOU FOR YOUR BUSINESS!!!!!		TOTAL I	NVOICE \$	50.00	Maintaining and repairing the use of chemicals a vents, cils, caustics, lea stored, managed and di	COMPLIANCE CHAP rg your car inevitably inv nd generation of wastes d, asbestos, etc.) that mu sposed of in strict compli
CUSTOMER SIGNATURE	INVOI	CE *****	****	*****	We support these regi- customent do too bega healther environment i these regulations increas Ordinurily, increase cost hourly, labor charge. Th hourly, labor charge. Th iteu of raising its labor re on appropriate service	s simply result in an incre its dealership has deald the, to list a compliance of bills bacause we believ erested to know that the
					حته (	Ð
PAGI: 2 OF 2 SERVICE FILE COPY		[ END	OF INVOICE	) 03:20pm	Copyright & 1098 1	The Reynolds and Reynolds C Effektringst, spokede s



1830 WEST HILLSBORO EL DORADO, AR 71730 (870) 862-2900

					G NO.		INVOICE NO.
14329		LEPARD		180	3037	09/23/09	CVCS95224
	LABOR RATE	UGEN	NGE NO.	MILE	^{GE} 53,844	RED/	STOCK NO. P3595
	YEAR (MAKE / M					OELINERY DATE	DECIVERY MILES
MAGNOLIA, AR	06/CHEV				SEDAN	09/25/08	39,199
	<u>1 G 1 /</u>	ък 55	F 6 (	5 7		T. O. DATE	
						09/08/09	
	COMMENTS						MO: 5384
JOB# 1 CHARGES	••••					DISCLAIMER O	F WARRANTIES
LABOR J# 1 10CVZ06 CHECK ENGINE LIGHT HOURS CUSTOMER STATES CHECK ENGINE LIGHT	S: TE FON	CH(\$):777	7		WARRANTY	THIS PART(S) ARE T OFFERED BY THE MANU DEALER HERERY EXP	HOSE WHICH MAY IFACTURER, THE SELL RESSLY DISCLAIMS
VERIFY CONCERN. RUN EEC TEST AND F FILTER DUCTING DUE TO SPLIT AT SEA	QEL TRIM TE AMS	ST. REPLA	CE AIR			WARHANTIES, EITHER INCLIJDING ANY IMPLIE CHANTABILITY OR FITN	D WARRANTIES OF M ESS FOR A PARTICU
PARTS QTY FP - NUMBER DESCR) 1 15838665 DUCT 3	(PTION 3,407	LIST P		T PRICE		PURPOSE AND NEITHEI RIZES ANY OTHER PER ANY LIABILITY IN CONN OF THIS PART(S) AND/OI	SON TO ASSUME FOU JECTION WITH THE S. R SERVICE, BUYER SH
JOB# 1 TOTALS	••••					NOT BE ENTITLED TO RE	SEQUENTIAL DAMAG
JOB# 2 CHARGES	JOURNAL PRE	FIX CVCS	J0B#	1 TOTAL	0.00	DAMAGES TO PROPER OF USE, LOSS OF TIM INCOME, OR ANY OTHE	E, LOSS OF PROFIT,
LABOR		<b></b>				NOT RESPONSIBLE F	
J# 2 45CV2 STEERING/SUSPENSION HOURS CUST STATES THE POWER ASSIST WENT ROAD TST FOR 30 MILES, COULD NOT E CONTACT SERVICE ENGINEERS, REPOUTE	OUT AGAIN. SUPLICATE THE ELECTRONIC	CH(S):777 IS CONCER STEERING	N		WARRANTY	TO CARS OR ARTICL CASE OF FIRE. THI CAUSE BEYOND OUP	LES LEFT IN CARS
HOTOR HARNESS AS RECOMMENDED BY EN	GINEERS. RO	AD TEST					
MOTOR HARNESS AS RECOMMENDED BY EN	GINEERS. RO	AD TEST				ENVIRONMENTAL C	
MOTOR HARNESS AS RECOMMENDED BY EN	GINEERS, RO	AD TEST		2 TOTAL	0.00	Maintaining and repairing the use of chemicals and	your car inevitably invo generation of wastes (
MOTOR HARNESS AS RECOMMENDED BY EN JCB# 2 TOTALSJOB# 2	JOURNAL PRE	AD TEST  FTX CVCS	JOB#		0.00	Maintaining and repairing the use of chemicals and vents, oils, caustics, lead, stored, managed and disp	your car inevitably invo generation of wastes ( asbestos, etc.) that mus- used of in strict complia
MOTOR HARNESS AS RECOMMENDED BY EN JOB# 2 TOTALS	igineers, Ro Journal Pre	AD TEST FTX CVCS	JOB#			Maintaining and repairing the use of chemicals and vents, oils, caustics, lead, stored, managed and disp with federal, state and locs We support these regula	your car inevitably invo generation of wastes ( asbeatos, etc.) that mus- icsed of in strict complia- ti environmental rogulatic (fons and also believe
MOTOR HARNESS AS RECOMMENDED BY EN JOB# 2 TOTALS	igineers, Ro Journal Pre	AD TEST FTX CVCS	JOB#			Maintaining and repriring the use of chemicals and vents, oils, caustics, tead, storec, managed and disp with federal, state and locs We support these regule customers do too becaus treathiler environment for	your car inevitably invo generation of wastes c asbestos, etc.) that mus- esced of in strict complia- il environmental regulation (fons and also believe a they holp ensure a se everyone. Complying
MOTOR HARNESS AS RECOMMENDED BY EN JOB# 2 TOTALS	IGINEERS, RO JOURNAL PRE	AD TEST	JOB#			Maintaining and repairing the one of chemicals and vehis, oils, caustics, lead, stored, managed and disp with federal, state and locs We support these regula customers do too becaus	your car inevitably invo i generation of wastes of asbeatos, etc.) that mus- letted of in strict compila- ti environmental regulatio (tions and also believe they holp ensure a se everyone. Complying the cost of service.
MOTOR HARNESS AS RECOMMENDED BY EN JOB# 2 TOTALS JOB# 2 COMMENTS 55855 TOTALS ************************************	IGINEERS, RO	AD TEST FIX CVCS	JOB# 	• • • • • • • • • • •		Maintaining and repairing the use of chemicals and vents, oils, caustics, lead, stored, managed and disp with federal, state and locs Wo support these regula customers do too becaus healthler environment for those regulations increase Ordinarity, increase costs a hourly labor charge. This	your car inevitably invo i generation of wastas ( aebestos, etc.) that mus- uesco of in strict compila- tic environmental regulatic (tons and also believe e thay holp ensure a se everyone. Camplying - e the cost of service, simply result in An increa, dealership has decided
MOTOR HARNESS AS RECOMMENDED BY EN JOB# 2 TOTALS	IGINEERS, RO	AD TEST FIX CVCS	JOB# 	• • • • • • • • • • •		Maintaining and rophiring the use of chemicals and vents, oils, caustics, lead, storec, managed and disp with (sdena), state and locs Wo support these regula customers do too becaus healthiler environment for these regulations increase ordinarity. Index charge, This lieu of raising lis (abor ratio on appropriate service bi	your car inevitably invo i generation of wastos ( aebestos, otc.) that mus- icado of in strict complia- il environmental rogulatic dona and also believe e thay holp ensure a se everyone. Complying the cost of service, simply result in an increa, dealership has decided the tecauso we believe
MOTOR HARNESS AS RECOMMENDED BY EN JOB# 2 TOTALS JOB# 2 COMMENTS 55855 TOTALS ************************************	IGINEERS. RO	AD TEST FTX CVCS ************************************	JOB#		0.00	Maintaining and rophiring the one of chemicals and vents, oils, caustics, lead, stored, managed and disp with federal, state and locs Wo support these regula customers do too becaus healthiler environment for these regulations increase Ordinarily. Increase costs i hourly labor charge. This lieu of ratising its fabor ratio	your car inevitably invo i generation of wastes of asbestos, alc.) that mus- escied of in strict complian il environmental rogulatio (fons and also believe a they holp ensure a se everyone. Complying the cost of service, simply result in An increa, dealership has decides the ta compliance che lle because we believe ested to know that they
MOTOR HARNESS AS RECOMMENDED BY EN JOB# 2 TOTALS	IGINEERS, RO	AD TEST FTX CVCS	JOB#	BOR RTS BLET	0.00 0.00 0.00	Maintaining and rophiring the one of chemicals and vehis, oils, caustics, lead, stored, managed and disp with federal, state and locs Wo support these regula customers do too becaus healthiler environment for these regulations increase Ordinarity. Increase costs hourly labor charge. This lieu of raising lis fabor ratio on appropriate service bi customers would be inter- helping to pay for a cloane	your car inevitably invo i generation of wastes of asbestos, alc.) that mus- escied of in strict complian il environmental rogulatio (fons and also believe a they holp ensure a se everyone. Complying the cost of service, simply result in An increa, dealership has decides the ta compliance che lle because we believe ested to know that they
MOTOR HARNESS AS RECOMMENDED BY ENJOB# 2 TOTALS         JOB# 2 TOTALS         JOB# 2         COMMENTS         95855         TOTALS         ************************************	IGINEERS, RO	AD TEST FTX CVCS ********** E *****	JOB# JOB# TOTAL JA TOTAL JA TOTAL PA TOTAL SU TOTAL G. TOTAL MI	BOR RTS BLËT O.G SÇ CHG.	0.00 0.00 0.00 0.00 0.00 0.00	Maintaining and rophiring the one of chemicals and vehis, oils, caustics, lead, stored, managed and disp with federal, state and locs Wo support these regula customers do too becaus healthiler environment for these regulations increase Ordinarity. Increase costs hourly labor charge. This lieu of raising lis fabor ratio on appropriate service bi customers would be inter- helping to pay for a cloane	your car inevitably invo i generation of wastes of asbestos, alc.) that mus- escied of in strict complian il environmental rogulatio (fons and also believe a they holp ensure a se everyone. Complying the cost of service, simply result in An increa, dealership has decides the ta compliance che lle because we believe ested to know that they
MOTOR HARNESS AS RECOMMENDED BY ENJOB# 2         JOB# 2 TOTALS         JOB# 2         COMMENTS         95855         TOTALS         ************************************	IGINEERS, RO	AD TEST FTX CVCS ************************************	JOB#	BOR RTS BLET O.G SC CHG. SC DISC	0.00 0.00 0.00 0.00 0.00	Maintaining and rophiring the one of chemicals and vehis, oils, caustics, lead, stored, managed and disp with federal, state and locs Wo support these regula customers do too becaus healthiler environment for these regulations increase Ordinarity. Increase costs hourly labor charge. This lieu of raising lis fabor ratio on appropriate service bi customers would be inter- helping to pay for a cloane	your car inevitably invo i generation of wastes of asbestos, alc.) that mus- escied of in strict complian il environmental rogulatio (fons and also believe a they holp ensure a se everyone. Complying the cost of service, simply result in An increa, dealership has decides the ta compliance che lle because we believe ested to know that they
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1830 WEST HILLSBORO EL DORADO, AR 71730 (870) 862-2900

CVCS95224



14329	RHONDA LEPARD	180 3037	09/23/09	
	LABOR RATE LIGENSE NO.	MILEASE 53,844	COLCI 4	STOCK NO. P3595
			09/25/08	DELIVERY MILES
MAGNOLIA, AR	VEHICLE ID NO.		SELLING DEALER NO.	PRODUCTION DATE
	1G1AK55F6	6 / P.O.NO.	H. O. DATE	
	GOMMENTS		09/08/09	
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	E INVOICE *****		AS IS - THE ONLY W THIS PART(S) ARE OFFERED BY THE MAN DEALER HEREBY EXI INCLUDING ANY IMPLI CHANTABILITY OR FIT PURPOSE AND NEITHE RIZEG ANY OTHER PE ANY LIABILITY IN CON OF THIS PART(S) AND/C NOT BE ENTITLED TO P ING DEALER ANY CO DAMAGES TO PROPER OF USE, LOSS OF TIM INCCME, OR ANY OTHING	UFACTURER, THE SELL PRESSLY DISCLAIMS A EXPRESS OR IMPLI ED WARRANTIES OF M NESS FOR A PARTICUL RESSUMES NOR AUT RSON TO ASSUME FOR INECTION WITH THE SA DR SERVICE, BUYER SH DECOVER FROM THE SE NSEQUENTIAL DAMAGE RTY, DAMAGES FOR LC
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915 EAST OAK STREET CONWAY, ARKANSAS 72032 (501) 327-7785 (800) 635-2749 Toli Free



CUSTOMER NO. 25794	KENNETH	13	6 TAG NO 202	04/16/07	"CVES199747
ENTERPRISE RENT A CAR	LABOR RATE	LICENSE NO.	MILEAGE 26,958	COLOH	STOCK NO.
ATTN: ACCTS RECEIVABLE 1205 MERCEDES BENZ DRIVE	06/CHEVRO	LET/COBALT/4 DO	OR SEDAN		DELIVERY MILES
SHREVEPORT, LA 71115	TIGIINOA H	(55F667		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NÓ.	P. 0. NO		04/13/07	
₽ <b>501℃=336-8100 501€5940-9171</b>	COMMENTS			I	MO:
LABOR & PARTS         J# 1 20CVZ       ELECTRICAL REPAIRS         C/S KEY IS HARD TO TURN IN IGNITION         LOCK. CYLINDER INOP         STICKING         REPLACED CYLINDER AND CODE         PARTSOTYFP-NUMBERDESCRIF         JOB # 1       1         JOB # 1       1         108 # 1       1         108 # 1       1         SOL STORM       CYLINDER AND CODE    PARTSOTYFP-NUMBERDESCRIF JOB # 1 JOB # 1 1 1 1 1 108 2024363 KEY 2.: TOTALS	TION- R 2.188 B7 JOB # FOR YOUR YOU ARE NOT ) 327-7785 THIS REPAIR TURN IT TO GM RVICE MANAGER S FOR THIS DEALER	JOB # 1 TOTAL PART	WARRANTY WARRANTY S 0.00 S 0.00 . 0.00 . 0.00 . 0.00 . 0.00 . 0.00 C 0.00 . 0.00 . 0.00	AS IS - THE ONLY W TO THIS PART(S) ARE OFFERED BY THE M SELLING DEALER HER CLAIMS ALL WARRAN OR IMPLIED, INCLUDIN HANTHES OF MERCHAI FOR A PARTICULAR THER ASSUMES NO OTHER PERSON TO LIABILITY IN CONNEC OF THIS PART(S) AND SHALL NOT BE EN FROM THE SELLING QUENTIAL DAMAGES, ERTY, DAMAGES FOR OF TIME, LOSS OF PE ANY OTHER INCIDENT NOT RESPONSIBLE FOR TO CARS OR ARTICL CASE OF FIRE, THI CAUSE BEYOND OUR	TIES, EITHER EXPRESS VG ANY IMPLIED WAR- NTABILITY OR FITNESS PURPOSE, AND NEI- IR AUTHORIZES ANY ASSUME FOR IT ANY TION WITH THE SALE VOR SERVICE, BUYER TITLED TO RECOVER DEALER ANY CONSE- DAMAGES TO PROP- LOSS OF USE, LOSS ROFT, OR INCOME, OR AL DAMAGES. OR LOSS OR DAMAGE LES LEFT IN CARS IN EFT OR ANY OTHER
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				Please feel free to Service Advisors or if any problem occ questions regarding performed. All our warranty to you for miles from the date Superior	YOUR BUSINESS!!" contact any of our our Service manager urs or you have any g the work we have r repairs are under 12 months or 12,000 of repair. Chevrolet Department
PAGE 1 OF 1 CUSTOMER COPY	•	[ END OF INVO	DICE ] 03:20pm	Service	ераттон



General Motors Corporation Business Resource Center PO Bux 33170 Densit, MI 48232-5170

#### VIA FAX ONLY

October 22, 2009

Thomas Barron, Esq. Alex Simanovsky and Associates LLC 212 Center St Ste 600 Little Rock, AR 72201

RE:

Service Request: 71-756432151 2006 Chevrolet Cobalt Vehicle Identification Number: 1G1AK55F667 Customer Relationship Specialist: Kimberly Labut

Dear Mr. Barron:

This is to advise that General Motors is in receipt of the above referenced case dated 10/22/09. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

In order to do a thorough review and assessment of this case, General Motors would appreciate your prompt assistance in having the attached Release of Lien Information form completed and faxed to the number on the fax coversheet within the next five (5) days.

In addition, if any of the items below are marked, please send the requested information either to the fax number on the fax cover sheet, or to the address below as soon as possible.



Copy of owner's current title and/or registration Enclosed Release of Lien

Finance agreement Buyer's agreement

General Motors Corporation ATTN: BRC Legal P.O. Box 33170

Detroit, MI 48232

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors Corporation









301(304)/344933





# **RELEASE OF LIEN INFORMATION**

I
hereby authorize
(Lien holder Address)       (Lien holder Phone Number)         to release any and all information regarding my loan account #
(Lien holder Address)       (Lien holder Phone Number)         to release any and all information regarding my loan account #
to release any and all information regarding my loan account #(Account Number) with(Lien holder Name) to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.
with
with
to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.
to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.
to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.
loan payoff amount, and per diem information.
Date
VEHICLE INFORMATION
The current vehicle mileage is Date mileage read:
Signature     Signature
LG0006 V08012008
V08012008















alexander.j.perez@gm.com 10/27/2009 11:57 AM To kimberly_labut@gmexpert.com

cc bcc

Subject Re: 1G1AK55F667

Kimberly, My response is 'B'

Alex Perez Fixed Operations Manager Zone 2512 / District 2215 cell 605-390-1186 alexander.j.perez@gm.com

### kimberly_labut@gmexpert.com

10/22/2009 02:17 PM

To alexander.j.perez@gm.com cc jordan.garwood@gm.com Subject 1G1AK55F667

This email is to follow up on my voicemail regarding Service Request 71-756432151 for customer The customer's vehicle is a 2006 Chevrolet Cobalt with **45,612** miles. The VIN is **1G1AK55F667** The customer has been working with TEAGUE CHEVROLET OLDS TOYOTA, INC. EL DORADO AR AND SUPERIOR CHEVROLET CONWAY AR Due to time constraints, your response to this e-mail is required within **48** hours.

This is a Not in Suit Matter. This means a demand letter has been sent to our office by the customer's attorney indicating that the customer may pursue a lawsuit unless GM can resolve the customer's vehicle concern. We are reviewing this case for possible settlement in our Early Resolution program.

The settlements offers can range from denial up to repurchase, depending on the severity of the concerns. Because of this, we would like you to review the following options:

A) I have information on this case that may assist in your review (please provide in your reply). I will review any repurchase or replacement offer before it is made. I would also like to be notified of the BRC decision to offer cash or other goodwill settlement.

B) I am not aware of this vehicle or customer's concerns. However, I will review any repurchase or replacement offer before it is made. I would also like to be notified of the BRC decision to offer cash or other goodwill settlement.

C) I have information on this case that may assist in your review (please provide in your reply). However, I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

D) I am not aware of this vehicle or customer's concerns. I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

*If a response is not received within 48 hours the default assumption will option "B".

Please reply only by email with one of the above options within **48** hours. Your written feedback will be documented and e-mail attached to our case, and is an important step in our accurate and timely case resolution.

Thank you, Kimberly Labut BRC Legal Research Aditya Birla Minacs Email: Kimberly_Labut@gmexpert.com Phone 866-790-5700, ext. 41214 Fax 866-255-3725 Website: www.minacs.com Please consider the environment . Reduce, Reuse. Recycle This email message may contain proprietary, private and confidential information. The information

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information by persons or entities other than the intended recipient is prohibited and may be illegal. If you received this in error, please contact the sender and delete the message from your system.

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. Alex Simanovsky & Associates, LLC 2300 Henderson Mill Road, Suite 300 Atlanta, GA 30345



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

# **ALEX SIMANOVSKY & ASSOCIATES, LLC**

### **CONSUMER PROTECTION ATTORNEYS**

THOMAS BARRON, ESQ., OF COUNSEL Licensed in Arkansas

212 CENTER STREET, SUITE 600 LITTLE ROCK , ARKANSAS 72201 TEL: 501-376-7934 FAX: 501-376-7942

October 15, 2009

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

RE:		v. General Motors Corporation
	NOTICE OF CON	SUMER WARRANTY LAW VIOLATION
	Our Client:	
	Vehicle:	06 Chevrolet Cobalt
	VIN:	1G1AK55F667
	Date of purchase:	09/25/08
	Our File No.:	AR09-10132

To Whom It May Concern:

Please be advised that this office represents the above-named individual regarding claims pursuant to the federal Magnuson-Moss Warranty Act and the Uniform Commercial Code ("U.C.C.") with regard to the above-listed vehicle. Please direct all future contacts and correspondence to the office listed above.

There were numerous non-conformities with my client's automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. There were also numerous violations of both federal and state law in connection with the delivery and/or repair of the aforementioned vehicle. The primary non-conformities and violations include, but are not limited to:

- 1. Engine;
- 2. Check engine light;
- 3. Steering;
- 4. Suspension;
- 5. Electrical;
- 6. Driveability.

The non-conformities listed above constitute a substantial impairment of the use, value and safety of the subject vehicle. Because of the inordinate amount of repairs my client has justifiably lost confidence in the vehicle.

My client's repair history clearly shows there was a breach of the written warranty and/or implied warranties of merchantability and fitness for a particular purpose, *see* U.C.C. §§ 2-314 and 2-315, based upon the generally accepted rule that an unsuccessful effort to remedy defects found to exist renders the warrantor liable; the buyer is not bound to allow him the opportunity or permit him to tinker with the article indefinitely in the hope that it may ultimately be made to comply with the warranty.

Therefore, you are hereby notified that my client is revoking acceptance of the vehicle, pursuant to the provisions of U.C.C. § 2-608. Our client has directed us to demand the return of all funds paid towards this vehicle, the cancellation of the contracts, and compensation for all damages and attorneys' fees.

Please be advised that under U.C.C. § 2-711(3) my client has a security interest in the car for return of the total purchase price, plus expenses in handling and inspecting the car. Until you pay this amount, my client will hold the car and use it to the extent necessary to preserve it, to protect its security interest, and to minimize your damages. Moreover, my client demands return of the purchase price before substitute goods can be acquired. In addition, any attempt by you or your agents to repossess the car will be wrongful and will subject you to liability for conversion and for wrongful repossession under U.C.C. §§ 9-503 and 9-507 as well as other applicable Consumer Fraud remedies.

If the seller [or, if applicable the assignee, or any creditor subject to the FTC Holder Rule] has filed a financing statement covering the goods, we demand, pursuant to U.C.C. § 9-404, that you file a termination statement within ten days to terminate your security interest and forward a copy to this office. Since my client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten days and cooperate in removing the lien, you will be liable under U.C.C. § 9-404(1) in the amount of \$100.00 plus any loss caused my client by your failure.

HAVING BEEN FORMALLY NOTIFIED OF OUR REPRESENTATION, YOU ARE INSTRUCTED NOT TO CONTACT OUR CLIENT UNDER ANY CIRCUMSTANCES. DIRECT ALL INQUIRIES TO THIS OFFICE. IF YOU FAIL TO ACT IN CONFORMITY WITH THIS DIRECTIVE, INJUNCTIVE RELIEF WILL BE SOUGHT AGAINST YOU. IN ADDITION, YOU ARE HEREBY NOTIFIED OF OUR ATTORNEYS' LIEN.

To avoid any further litigation, my client merely requests a refund for the defective product and will waive any incidental and consequential damages at this point. Our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more needless effort and expense spent on our part and on the part of your attorneys. Time, money and effort would be saved by both sides with a quick resolution of this claim.

Accordingly, if you wish to resolve this matter amicably, please feel free to contact my office within fourteen (14) days. If the matter has not been resolved within that time, a complaint will be filed.

Sincerely,

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Thomas Barron

Thomas Barron, Esq. Attorney at Law

CC:

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	BILLY MU	IRPHY	386		10/08/08	CVC\$88518
TOVER NO. 14329	BILLIT MIL	UCENSE NO.	MILEAGE	39,373	RED/	°°P3595
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	06/CHEV	ROLET/COBALT	4 000K 3	EDAN	SELLING DEALER NO.	PRODUCTION DATE
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CONMENTS DELETED OPERATION(S) 45CVZ09 SHOCKS/STRUTS						
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1830 WEST HILLSBORO EL DORADO, AR 71730 (870) 862-2900 (866) 962-2900 toll free (870) 862-9201 fax

Шятонея но. 14329	RHONDA L	EPARD	180	0300	02/12/09	CVCS90918
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LABOR J# 1 45CVZ09 SHOCKS/STRUTS CUSTOMER STATES SHOCK N DIAG PERFORMED WITH CHA COLLUNN REPLACE STEERING COLUMN	2010 EK HIVDE HANTER -	MP ROM ELECTRIC	÷ .		OFFERED BY THE MANU DEALER HEREBY EXP WARRANTIES, EITHER INCLUDING ANY IMP MERCHANTABILITY ( DAOTY IN AD DIRPOSE	IRACTURER. THE SELLING RESSLY DISCLAIMS ALL EXPRESS OR IMPLIED, ILIED WARRANTIES OF OR FITNESS FOR A AND NEITHER ABSUMES
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TOTALS			••••••		ENVIRONMENTAL	COMPLIANCE CHARGE
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September 21, 2009

Bryan Brody 55 Public Square, Suite 650 Cleveland, OH, 44113

Service request: 71-757077526 VIN: 1G1AL55F977 Customer Relationship Specialist: Edwon Miles

Dear Bryan Brody:

Thank you for your recent correspondence regarding your client's 2007 Chevrolet Cobalt. We are sorry she is dissatisfied with her Chevrolet. 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.

This letter is to confirm your client's scheduled repair opportunity at Weber Chevrolet Company located in Creve Coeur, MO. This repair opportunity will take place on Thursday, September 24, 2009 at 10:30 a.m.

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 the 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 assist you in this matter.

Sincerely,

Chevrolet Business Resource Center



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

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September 30, 2009

Attention: Bryan Brody 55 Public Square, Suite 650 Cleveland, OH 44113

Service request: 71-757077526 VIN: 1G1AL55F977 Customer Relationship Specialist: Edwon Miles

Dear Bryan Brody:

Thank you for your recent correspondence regarding your client. 2007 Chevrolet Cobalt. We are sorry your client is dissatisfied with her Chevrolet. 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.

This letter is to confirm your client's scheduled repair opportunity at Weber Chevrolet Company located in Creve Coeur, MO. This repair opportunity will take place on October 1, 2009 at 9:00a.m. Mary is to speak directly with the service manager, Jim Farmer, and explain as well as demonstrate any and all concerns that she is having with the 2007 Chevrolet Cobalt.

If your client is unable to keep this appointment, please contact me as soon as possible so that other arrangements can be made.

Should you have any questions, please contact me at 866-790-5600 ext. 11035 between 8:00 a.m. and 5:00 p.m. Eastern Time weekdays, and I will be happy to assist you.

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

Sincerely, Chevrolet Business Resource Center





General Motors Corporation Chevrolet Customer Assistance Center P.O. Box 33170 Detroit, MI 48232-5170



CALIFORNIA OFFICES NORTH - San Francisco - Satellite Office CENTRAL - Los Angeles SOUTH - San Diego - Satellite Office

FLORIDA OFFICES NORTH – Jacksonville - Satellite Office CENTRAL – Tampa - Satellite Office SOUTH – Ft. Lauderdale

MICHIGAN OFFICE Detroit

MISSOURI OFFICE St. Louis

NORTH CAROLINA OFFICE Raleigh



Phone: 1-888-536-6671 Fax: 1-888-868-6671 www.KahnandAssociates.com

CORPORATE HEADQUARTERS 55 Public Square • Suite 650 • Cleveland, Ohio 44113 Phone: (216) 621-6101 • Fax: (216) 621-6006

PLEASE REMIT ALL CORRESPONDENCE TO CORPORATE HEADQUARTERS

PENNSYLVANIA OFFICES EAST – Philadelphia WEST – Pittsburgh - Satellite Office

> TENNESSEE OFFICE Nashville

TEXAS OFFICES CENTRAL – Austin - Satellite Office NORTH – Dallas EAST – Houston - Satellite Office SOUTH – San Antonio - Satellite Office

> VIRGINIA OFFICE Richmond

September 8, 2009

### VIA CERTIFIED MAIL

General Motors Company Chevrolet Customer Assistance Center P.O. Box 33170 Detroit, MI 48232-5170

Contraction of Restar Vehicle: 1990 for 2007 Chevrolet Cobalt Chaos Adomy to per an Date of Purch/Lease: September, 2007 Chevrolet Cobalt

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This office has been retained by **Construction of the second second of the second seco** 

opportunity to repair the above-referenced vehicle under the Missouri Lemon Law. As of today, my client's vehicle has been in for service for at least 30 working days or parts of days and/or for at least 4 repairs to the same defect(s) or condition(s).

The vehicle's primary problems include, but are not limited to, the following:

٩.

- 1. Electrical System;
- 2. Steering.

You MUST contact this office immediately from the day you receive this letter in order to schedule the repairs. If we do not hear from you, we will assume you do not intend to exercise your right to make a final repair of this vehicle. At that time, please also give us the name of a contact person with whom we can schedule a convenient date to drop off the vehicle.

 $X_{ij} \in X_{ij}$ 

If you would rather waive your final opportunity to repair and discuss a possible resolution of this matter, please fax us immediately in writing of your intent to do so.

# DO NOT CONTACT OUR CLIENT UNDER ANY CIRCUMSTANCES AND DIRECT ALL INQUIRIES TO ONE OF OUR LAW OFFICES. Thank you.

-

Sincerely,

Bryan Brody 14 Bryan Brody

September 21, 2009

Bryan Brody 55 Public Square, Suite 650 Cleveland, OH, 44113

Service request: 71-757077526 VIN: 1G1AL55F977 Customer Relationship Specialist: Edwon Miles

Dear Bryan Brody:

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

Sincerely,

Chevrolet Business Resource Center



	SERVICE DEPARTMENT FAX LINE
	314/993-4963
	FAX TRANSMISSION SHEET
Date: _	10/6/09
то: _	Edwan Miles
Fax #	1-866-215-6750
From:	Jim Former
• Re	: req.# 71-757077526
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Total Number of Pages including this cover page 10

Please call sender if any pages are missing or unclear. Contact the Service Department at 314/567-3300, extension 305, or you may contact us direct by dialing 314/567-3308, prompt 1.

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The seller, WEBER CHEVROLET CO., hereby expressly disciplines all warranties, either express or implied, including any implied warranty of merchantability or fitness for a porticular purpose, and WEBER CHEVROLET CO., hereber assumes nor authorizon any other person to assume for it any liability in connection with the sale of said products.

AUTHORIZATION FOR REPAIRS hereby authorize the repair work herein set forth to be done slong with the necessary material and agree that you are not responsible for less or damage to vohich an analose (off in vahich in date of first, their or any other cause beyond your control or for any delays caused by unaveilability of parts or delays in parts shipments by the subpillar 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 tracting and/or inspiration. An express medianide lien is highways denowhere for the purpose of the should be about of regains hereto.

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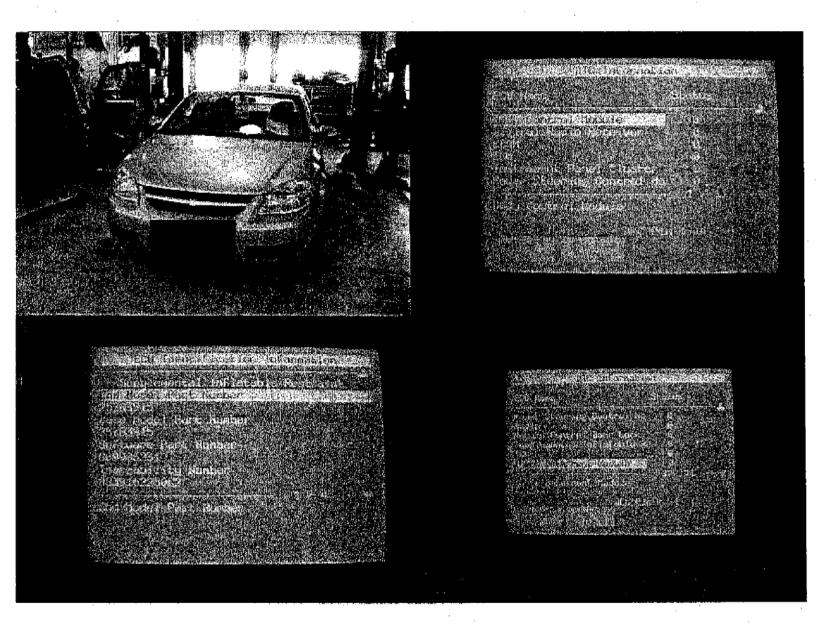
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MEBER CHEVROLET

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DIAGNOSTIC TROUBLE CODES ENTER: (RPR NBR) Repair Number, (MIL) Malfunction Indicator Light, and 2, 3 or 5 digit (DTC) Diagnostic Trouble Code, information here: 03/10 MIL on ? DTC (Y/N) POWERTRAIN: RPR NBR PAGE KOEO KOEC KOER BODY: CHASSIS: LINDFFINED 1 other: LABOR RECORD CONDI-TION CODE RPR. TECHNICIANS COMMENTS INCLUDE DESCRIPTION OF CAUSE EMP. NO. COST OR ELAPSED TIME NBR. TIME CLOCK PARTS RETURN 则 riffered NI I V L U と đ/\ OFF CHEVROLET 5  $\Delta \Omega$ 0 ON ∕≏i OFF ΟN WEBER much a\$ DT  $\sim 10$ AΛ <u>G</u>FF 01 CEA ΰN nm~ GFF COU  $\supset$  $\mathbf{k}$ ON. ٨A W~ 9 OFF ON. OFF 3149934963 Ed <u>,</u>GM ٤N Ø Sauc TD USAMOUTH  $\mathcal{M}$ Bri 2 1100 ΟN C OFF U 69:37 OFF D) ۸ı. 110 ЭN 10/06/2009 ON OFF NAM MAAR I WILL TELL MAG DOX FORMAS + SUPPLIES CALL TOLL FREE 1 (800) ADP ADP ADP TO REORDER CATALOG # 6001971-B

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## Airbag Readiness Light

There is an airbag readiness light on the instrument panel cluster, which shows the airbag symbol. The system thecks the airbag's electrical system for malfunctions. The light tells you if there is an electrical problem. The system check includes the airbag sensor, the airbag modules, the wiring and the crash sensing and diagnostic module. For more information on the airbag system, see



This light will come on when you start your vehicle, and it will flash for a few seconds. Then the light should go out. This means the system is ready.

If the airbag readiness light stays on after you start the vehicle or comes on when you are driving, your airbag system may not work properly. Have your vehicle serviced right away.

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The airbag readiness light should flash for a few seconds when you turn the ignition key to RUN. If the light does not come on then, have it fixed so it will be ready to warn you if there is a problem.

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## **GIVI** Vehicle Inquiry System Vehicle Build

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VIN 1G1AL55F977

VERICLE BUILD **Merchandising Model :** IAL69 -2007 COBALT 4-DOOR LT SEDAN Gross Vehicle Weight Rating ; 1737 kg (3830 lb) **Order Number :** K.SQK06 **Build Date :** 02/16/2007 **Build Plant** : 177A

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

()FTH)	N CODES
AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAGS	ALO - SENSOR INDICATOR INFLATABLE RESTRAINT, FRT PASS/CHILD PRESENCE DETECTOR
AP3 - REMOTE VEHICLE START	AP9 - CONVENIENCE NET, CARGO
AR9 - DELUXE FRONT BUCKET SEAT	ATS - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING
AU3 - POWER DOOR LOCKS W/REMOTE KEYLESS ENTRY	B34 - FLOOR MATS, FRONT/REAR
B35 - REAR FLOOR MATS	B84 - BODY COLOR, BODYSIDE MOLDINGS
C67 - ELECT, FRONT AIR CONDITIONER	DG7 - BODY COLOR POWER MIRRORS
D36 - MIRROR I/S R/V TILT	FE1 - SUSPENSION SYSTEM-SOFT RIDE
FE9 - FEDERAL EMISSIONS	FY1 - TRANS/AXLE 3.63 RATIO
IPC - INTERIOR TRIM DESIGN	JM4 - ANTILOCK BRAKE SYSTEM
K34 - CRUISE CONTROL	K64 - 115 AMP GENERATOR
LOD - ASSEMBLY PLANT - LORDSTOWN,OHIO	L61 - ENGINE, 2.2L DOHC 4V ECOTEC
MN5 - 4 SPEED AUTO TRANSMISSION	MX0 - TRANSMISSION, 4 SPD AUTOMATIC
NT7 - FEDERAL EMISSION TIER 2	NW7 - TRACTION CONTROL
NZ6 - 16" HIGH-VENT STEEL WHEELS	N45 - 3 SPOKE STEERING WHEEL
QLG - TIRE ALL 2205/55816-89H BW	R6K
R6P - PREMIUM PAINT	R9K - WHOLESALE FLOOR PLAN PLUS
R9N - HEATED LEATHER APPOINTED FRONT BUCKET SEATS	R9X - XM TRACKING CODE
SLM - STOCK ORDERS	UQ4 - BASE SPEAKER SYSTEM
US8 - AM/FM STEREO, CD PLAYER & MP3 PLAYER	U2K - XM SATELLITE RADIO-SERVICE FEE EXTRA. 1ST 3 MONTHS INCL.
VK3 - FRONT LICENSE PLATE BRACKET	VT7 - OWNERS MANUAL ENGLISH

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52C - NEUTRAL	521 - GRAY
6AP - FRONT SPRING	7AP - FRONT SPRING
8AB - REAR SPRING	9AB - REAR SPRING

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September 21, 2009

Bryan Brody 55 Public Square, Suite 650 Cleveland, OH, 44113

Service request: 71-757077526 VIN: 1G1AL55F977 Customer Relationship Specialist: Edwon Miles

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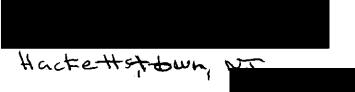
This letter is to confirm your client's scheduled repair opportunity at Weber Chevrolet Company located in Creve Coeur, MO. This repair opportunity will take place on Thursday, September 24, 2009 at 10:30 a.m.

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 the 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 assist you in this matter.

Sincerely,

Chevrolet Business Resource Center



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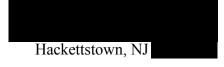
GM PO Box 33170 Detroit, MI 48232-5170 Attn: Complaint Department

Dean CM, I an writing this letter to complain about trevil chevrolet in Bidd Late, New Jersey, I brought my 2005 Chevrolet Cobatt there because my power steering light was coming on in my car. They told me and replaced the complete column assemble. This cast me \$884.16 dollars This is on invoice number 10984 of there records. The next day the power steering light came or I brought it back and they said I also need a new motor on the assemble because it is weak. They told me it would take two weeks for this part to

come in, It has been three and a half weeks and still the part. I have called twice about this part already, I feel like I have been ripped off. I have paid 884.16 dollars for nothing because the power steering light comes on every day. Alist it seens like they are trying to avoid me about getting this other part, My last three cars have been chevolets (Trailblazer, Cobalt, Equinox) which I have bought from Mueller Chevrolet After this type of service I do not know if I will buy

another chevrolet. Also it is very dangerous to drive when the power-steering light comes on, Fevil Chevrolet's phone number is 1-908-850-4000, My cell phone number is 1-908328-7910 if you have any comments. Also My e-mail is Thank you, Hackettstown, NJ

July 12, 2011



Dear

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

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

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

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

Sincerely,

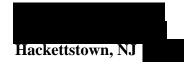
Chevrolet Customer Assistance Center Service Request: 71-757979931

## Issued by: *Chevrolet*

Certificate No. 1G1AK52F857

Issue Date: July 12, 2011

**Issued exclusively for:** 



Valid through: September 28, 2010

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



November 3, 2009

State of Pennsylvania Office of the Attorney General Consumer Protection Division Attention: Attorney General Tom Corbett

Customer: **Reference** number: **C**-006362-2009 Customer Relationship Specialist: Edwon

Dear Attorney General Corbett

Thank you for your recent correspondence regarding his 2005 Chevrolet Cobalt.

We are sorry he was dissatisfied with

At your request, we again reviewed **and the set of the** 

General Motors' continued success depends upon the satisfaction our customers receive from their vehicles. We apologize for any inconvenience **setup and the satisfaction** 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,

General Motors

OFFICE OF ATTORNEY GENERAL COMMONWEALTH OF PENNSYLVANIA 564 FORBES AVENUE, 6TH FLOOR PITTSBURGH, PA 15219

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TOM CORBETT ATTORNEY GENERAL



COMMONWEALTH OF PENNSYLVANIA OFFICE OF ATTORNEY GENERAL

BUREAU OF CONSUMER PROTECTION Pittsburgh Regional Office 564 Forbes Avenue Sixth Floor Pittsburgh, PA 15219 (412) 565-5135 October 15, 2009

General Motors PO Box 33170 Detroit, MI 48232

Ref: C-006362-2009

Dear Sir/Madam:

Enclosed please find a copy of a consumer complaint that was filed with the Bureau of Consumer Protection. Our office would like to assist you and this consumer in bringing this matter to a mutually satisfactory conclusion. To aid us in our mediation efforts, please provide a response to the consumer's complaint.

A complaint is sometimes caused by a mistake or misunderstanding that a business is eager to learn about and correct. In other instances, a complaint can often be addressed with an explanation of the circumstances behind the transaction or other information which responds to the consumer's concerns. In either case, by responding to a consumer complaint you can usually preserve "goodwill" for your business.

We request that you provide a prompt written reply so that we may amicably resolve this complaint. Please respond within fifteen (15) days from the above date.

Very truly yours,

Kothryn L Passould /kgr

Kathryn L. Passarelli Consumer Protection Agent

bjk Enclosure 21

	6362 KUP 400	802
From:consumers@attorneygeneral.govSent:Sunday, August 30, 2009 5:48 PMTo:BCP AdminSubject:BCP Online Complaint Form subn	1	500
Bureau of Consumer Protection - Or	-	
Your age group:	18-29	
Name: Address: City: County: State: Zip: Home telephone number: Daytime telephone number: Email:	Avella Washington PA	
Business Complaint is Against: Indiv. whom you complained: Address: City: County: State: Zip: Company telephone number: Product or Service purchased: Date of purchase: Purchase price:	General Motors Washingotn Chevy 1 Raymond Blvd. Washington PA 15301 724-914-6057 POWER STEERING PROBLEMS 9-17-08 & 7-20-09 & bad again	RECEIVED Office of Attorney General
		SEP 0 1 2009
Other Agencies you contacted: What action was taken: Have you retained an Attorney?	Wish I knew who could fix No	WRO Bureau of Consumer Protectio
Attorney's name, address and telep Name: Address: City: County: State: Zip: Telephone number:		
Have you filed a Court Action? WHEN: WHERE: WHAT decision was made:	No .	

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e 5

_____

Describe events in the order in which they happend, refer to all contracts, letters, receipts, canceled checks, advertisements or other papers that will support your claim:

I listed Wash Chevy because that is where i took it. It should really be against GM itself, not the dealership. I Bought my 05 cobalt LS in July 08 w 23k miles from Car Connection in PA. first night i had it shifted hard saying power steering on the dash & speedometer jumped back & fourth. Had it @ Wash. Chevy shortly after for problem. Received back 9-17-08 They charged \$79.5 to say they erased the codes & there is no problem. It happened again roughly 13k miles later & I took it in again in 7-09 They replaced the ECM & PCM I think. To resolve the same problem. It is still doing the same thing, cutting out the power steering & shifting hard a week later. THIS IS A SAFETY ISSUE that is happening all over the country(read the forums) due to GM's bad parts/ bad car, & I would like to have it fixed correctly before someone is killed from a car accident.

What would you like the business to do to settle your complaint?

Fix it so it doesn't happen again Free of charge(if they know how), or buy the car back, or something. I paid \$11,800 otd 13 months ago & have had the problem over & over again, & so have tons of other people. They don't have any way to fix it is what I have read & I can't understand why there has not been anything done since it is a huge safety issue to have power steering loss randomly, as well as the hard shifting will in time ruin the transmission.

-----

PO Box 5015 Carson, CA 90749 Main Phone: 310.817.7901

**ELCO Administrative Services** 

;310



<b>To:</b>	Maria, Chevrolet	From:	Katrina Bergstrom, tel (310) 817-7928
Fax:	866.962.2868	Date:	September 17, 2009
Phone:	866.790.5700 x42641	Pages:	2 including cover
Re:	service request #71758872179 /	CC:	
	ELCO #395586		
🗌 Urgen	t 🛛 For Review 🗌 Please Co	omment 🛛	Please Reply 🛛 Please Recycle
	*		

•Comments:

This message is confidential, intended only for the named recipient(s) and may contain information that is privileged, attorney work product or exempt from disclosure under applicable law. If you are not the intended recipients(s), you are notified that the dissemination, distribution or copying of this message is strictly prohibited. If you received this message in error, or are not the named recipient(s), please notify the sender at phone number above and destroy this fax. Receipt by anyone other than the named recipient(s) is not a waiver of any attorneyclient, work product, or other applicable privilego. Thank you.





P.O. BOX 5015 CARSON, CA 90749-5015 310-817-7901

September 17, 2009

Via Fax & Certified Mail 866.962.2868 / 7009 0820 0001 7272 9965

Chevrolet Motor Company Attn: Maria, svc request #71758872179 PO Box 33170 Detroit MI 48232-5170

RE: Vehicle : 2008 Chevy Cobalt VIN : 1G1AL58F787 Date of Loss : 9/12/2009 Our File No. : Your File No. :

Dear Maria:

Please be advised this office handles claims for Enterprise Rent-A-Car Company of Los Angeles, LLC (hereinafter "Enterprise").

Per our conversation today, the driver of the above listed vehicle alleged an accident occurred as a result of a mechanical defect involving the power steering. Also per our conversation today, I have arranged for an inspection of the vehicle tomorrow at 10:00 am at Paradise Chevrolet in Ventura, Calfornia.

Enterprise reserves all rights of recovery relating to inspection costs, loss of use and storage fees which continue to increase each day the vehicle is held.

I look forward to hearing from you following the inspection. Please contact me at 310.817.7928 to discuss.

Sincerely,

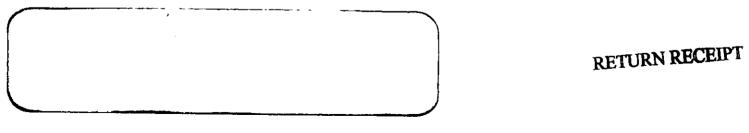
Katrina Bergstrom Liability Claims Representative 310-817 7928





7009 0820 0001 7272 9965





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P.O. BOX 5015 CARSON, CA 90749-5015

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1



P.O. BOX 5015 CARSON, CA 90749-5015 310-817-7901

September 17, 2009

### Via Fax & Certified Mail 866.962.2868 / 7009 0820 0001 7272 9965

Chevrolet Motor Company Attn: Maria, svc request #71758872179 PO Box 33170 Detroit MI 48232-5170

RE: Vehicle : 2008 Chevy Cobalt VIN : 1G1AL58F787 Date of Loss : 9/12/2009 Our File No. : Your File No. :

Dear Maria:

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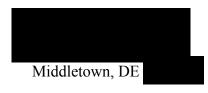
I look forward to hearing from you following the inspection. Please contact me at 310.817.7928 to discuss.

Sincerely,

Katrina Bergstrom Liability Claims Representative 310-817-7928

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

July 12, 2011



Dear

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

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

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

We are proud you made Chevrolet your choice when you purchased your 2006 Cobalt and trust you will give us the opportunity to retain you as a valued Chevrolet customer. Should you have any questions regarding General Motors' products and current incentives, please call our Marketing Support department at 1-800-950-2438. You may also begin your vehicle shopping online by visiting gm.com or any of our divisional websites.

Sincerely,

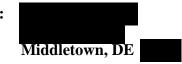
Chevrolet Customer Assistance Center Service Request: 71-760652575

## Issued by: *Chevrolet*

Certificate No. 1G1AM18B167

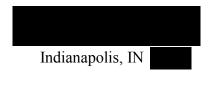
Issue Date: July 12, 2011

**Issued exclusively for:** 



Valid through: September 29, 2010

Amount: One Thousand Dollars and Zero Cents ****\$1,000.00**** July 12, 2011



Dear

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

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

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

Sincerely,

Chevrolet Customer Assistance Center Service Request Number: 71-761699685

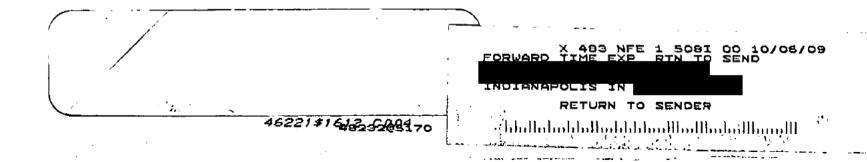


#### CHEVROLET

#### **Customer Assistance Center**

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



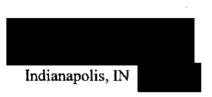




#### CHEVROLET

#### **Customer Assistance Center**

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



October 6, 2009

Customer Did Not Receieve Letter From GM

Dear

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

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

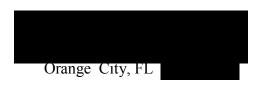
Total customer satisfaction is important to us at Chevrolet. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center Service Request Number: 71-761699685

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

July 12, 2011



Dear

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP) for the Smart Care plan on your 2006 Chevrolet Cobalt, Vehicle Identification Number 1G1AK55F967

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

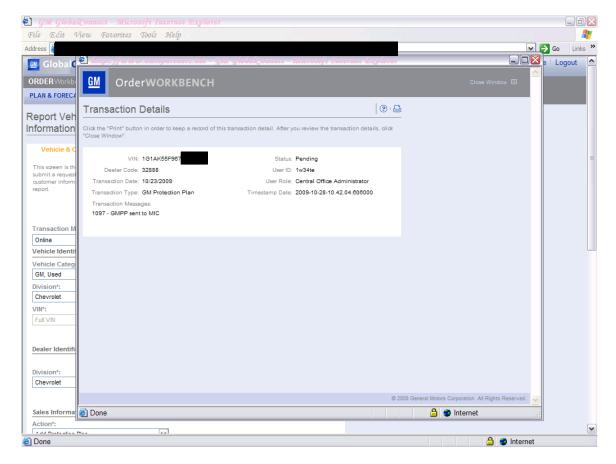
At Chevrolet, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center Service Request: 71-764958822

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

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Address				✓ →	Go Links
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Vehicle Identifier		Customer Information			
Vehicle Category: Division: VIN:	GM, Used Chevrolet 1G1AK55F987	Plan Customer: Customer Type:	Individual Owner		
	-	Orange City, Florida, Unite	ed States -		
		Evening Phone: Primary Language: Secondary Language:	English		ſ
Sales Information					
Dealer Code: Action: Odometer:	32888 Add Protection Plan 44000				
Plan Lienholder					
Lienholder Type:	Other				
	Chevrolet P.O. Box 33170 Detroit, Michigan - 48232				
Protection Plans					
Plan Purchase Date: In Service Date: Schedule Type Promotion Code:	10/23/2009 10/23/2009 GMPP Retail				
Plan Type:	Smart Care Retail				
Term: Mileage Limit:	12 12000				
Deductible: Rental Type:	0 None				
Plan Price: Tax:	\$ 0.00 \$ 0.00				
Total:	\$ 0.00				
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V	omer's Name: <u>'ehicle Brand:</u> <u>File #</u>	Chevrolet			4.0.14.0.18.0.0.0
oll Num leg.#_		<u>71-766545014</u>	<u>Model:</u> <u>VIN:</u>	Inspection Date: 2009 Cobalt 1G1AK18H697	<u>10/19/2009</u>
eg.#_	John Hawranick	- EAA			Number of Rolls <u>93 Digital Photos</u>
-	ber				
0	Description				
1.	Cowl VIN plate				
	a start and a start				
	e numan				
2.	Driver's door VI	<u>N plate</u>			
			0	1.6	
	<u>GM</u> DATE	MFD BY GENERAL MOTORS CORP. GVWR gawr Frt gawr	3.88		
	02/09	1667 KG 855 KG 812 3675 LB 1885 LB 1790	KG I LB		
	VEHICLE SAFETY EFFECT ON THE 1G1AK18H69	DIFORMS TO ALL APPLICABLE U.S. FEDERAL N , BUMPER, and Theft Prevention Standar date of Manufacture Shown Above. Type: Pass Car	ds In	G	
				-	
		and the second second			
3.	Front view – no	obvious collision dar	mage		

# INF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

PRODUCT ALLEGATION RESOLUTION						
PRELIMINARY INSPECTION						
FIELD PHOTOGRAPHIC NOTES						
Customer's Name:			Inspection Date: <u>10/19/2009</u>			
Vehicle Brand:	Chevrolet	Model:	2009 Cobalt			
File #	71-766545014	VIN:	1G1AK18H697			



4. Left front view – In this photo you can see that there is light damage to the left fender. The headlight has been replaced.



5. Looking across the front from the left side you can get a better view of the damage to the fender.



# PRODUCT ALLEGATION RESOLUTION<br/>PRELIMINARY INSPECTION<br/>FIELD PHOTOGRAPHIC NOTESCustomer's Name:Inspection Date:10/19/2009Vehicle Brand:ChevroletModel:2009 CobaltFile #71-766545014VIN:1G1AK18H697

6. There is no other damage to the left side except for a small area on the left rear of the rear bumper.



7. In this left rear view you can see the small area of damage on the bumper at the wheel opening.



8. Rear view – no damage



71-766545014 Lacy Photos.doc

PRODUCT ALLEGATION RESOLUTION							
	PRELIMINARY INSPECTION						
	<b>FIEL</b>	<b>D РНОТО</b>	GRAPHIC NOTES				
Customer's Name:			Inspection Date: 10/19/2009				
Vehicle Brand:	Chevrolet	Model:	2009 Cobalt				
<u>File #</u>	71-766545014	<u>VIN:</u>	1G1AK18H697				

9. <u>Right rear view – no damage</u>



10.



11. Looking across the front from the right side you can see that there is no fender damage and no frontal impact.

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION						
	FIELD PHOTOGRAPHIC NOTES					
Customer's Name:			Inspection Date: 10/19/2009			
Vehicle Brand:	Chevrolet	Model:	2009 Cobalt			
<u>File #</u>	<u>71-766545014</u>	<u>VIN:</u>	<u>1G1AK18H697</u>			



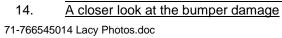
12.

Right front view - no damage



13. A closer overview of the damage to the left fender and bumper





PRODUCT ALLEGATION RESOLUTION							
	PRELIMINARY INSPECTION						
	FIELD PHOTOGRAPHIC NOTES						
Customer's Name:			Inspection Date: 10/19/2009				
Vehicle Brand:	Chevrolet	Model:	<u>2009 Cobalt</u>				
File #	71-766545014	VIN:	1G1AK18H697				



15.

Another view of the damage to the left front fender.



16. Another view of the damage to the left front fender.



 The left front tire is original and was not damaged in the incident. The wheel cover and wheel have been

 71-766545014 Lacy Photos.doc

PRODUCT ALLEGATION RESOLUTION						
PRELIMINARY INSPECTION						
FIELD PHOTOGRAPHIC NOTES						
Customer's Name:			Inspection Date: <u>10/19/2009</u>			
Vehicle Brand:	Chevrolet	Model:	2009 Cobalt			
File #	71-766545014	VIN:	1G1AK18H697			

replaced.



18.

Another look at the damage to the left rear bumper.



19. A closer look at the damage to the left rear bumper.



71-766545014 Lacy Photos.doc

PRODUCT ALLEGATION RESOLUTION						
PRELIMINARY INSPECTION						
	<u> </u>	D PHOTO	GRAPHIC NOTES			
Customer's Name:			Inspection Date: 10/19/2009			
Vehicle Brand:	Chevrolet	Model:	2009 Cobalt			
<u>File #</u>	<u>71-766545014</u>	<u>VIN:</u>	<u>1G1AK18H697</u>			

20. <u>Overview of the left rear wheel cover.</u>



21.

A closer look at some of the damage to the left rear wheel cover.



- 22.
- Another close look at some of the damage to the left rear wheel cover.



71-766545014 Lacy Photos.doc

PRODUCT ALLEGATION RESOLUTION						
	PRELIMINARY INSPECTION					
	<u>FIEL</u>	<b>D</b> PHOTO	GRAPHIC NOTES			
Customer's Name:			Inspection Date: 10/19/2009			
Vehicle Brand:	Chevrolet	Model:	2009 Cobalt			
<u>File #</u>	<u>71-766545014</u>	<u>VIN:</u>	<u>1G1AK18H697</u>			

23. Another close look at some of the damage to the left rear wheel cover.



24.

Overview of the engine compartment - no damage



25. A view of the engine compartment from the left side – no damage



PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION					
	<u> </u>	<u>D PHOTO</u>	GRAPHIC NOTES		
Customer's Name:			Inspection Date: 10/19/2009		
Vehicle Brand:	Chevrolet	Model:	2009 Cobalt		
File #	71-766545014	VIN:	1G1AK18H697		

26. <u>A view of the engine compartment from the right side – no damage</u>



27, A view of the steering rack assembly from the top – no damage, abnormal wear condition



- 28.
- Another view of the steering rack assembly from the top no damage



PRODUCT ALLEGATION RESOLUTION				
PRELIMINARY INSPECTION				
FIELD PHOTOGRAPHIC NOTES				
Customer's Name:			Inspection Date: <u>10/19/2009</u>	
Vehicle Brand:	Chevrolet	Model:	<u>2009 Cobalt</u>	
<u>File #</u>	<u>71-766545014</u>	<u>VIN:</u>	<u>1G1AK18H697</u>	

29. <u>Another view of the steering rack assembly from the top – no damage</u>



30.

There were no warning lights illuminated on the instrument panel.



31. No damage to the driver's door trim



71-766545014 Lacy Photos.doc

PRODUCT ALLEGATION RESOLUTION				
PRELIMINARY INSPECTION				
FIELD PHOTOGRAPHIC NOTES				
Customer's Name:			Inspection Date: 10/19/2009	
Vehicle Brand:	Chevrolet	Model:	2009 Cobalt	
<u>File #</u>	<u>71-766545014</u>	<u>VIN:</u>	<u>1G1AK18H697</u>	

32. <u>Overview of the front seating area. No interior damage.</u>



33.

There is no damage to the driver's side of the instrumentt panel and the steering wheel.



34. The driver's knee blocker is not damaged.



PRODUCT ALLEGATION RESOLUTION				
PRELIMINARY INSPECTION				
FIELD PHOTOGRAPHIC NOTES				
Customer's Name:			Inspection Date: 10/19/2009	
Vehicle Brand:	Chevrolet	Model:	2009 Cobalt	
<u>File #</u>	71-766545014	<u>VIN:</u>	1G1AK18H697	

35. The center consul and the center of the dash are not damaged.



36.

There is no damage to the driver side headliner, sun visor, windshield header and rear view mirror.



- 37.
- There is no damage to the passenger side headliner, sun visor, windshield header and rear view mirror.



PRODUCT ALLEGATION RESOLUTION				
PRELIMINARY INSPECTION				
FIELD PHOTOGRAPHIC NOTES				
Customer's Name:			Inspection Date: 10/19/2009	
Vehicle Brand:	Chevrolet	Model:	2009 Cobalt	
<u>File #</u>	<u>71-766545014</u>	<u>VIN:</u>	<u>1G1AK18H697</u>	

38 Overview of the passenger's entry – no damage noted.



39

Overview of the front seating area from the passenger side. No interior damage.



40

The passenger side of the dash is not damaged



71-766545014 Lacy Photos.doc

PRODUCT ALLEGATION RESOLUTION				
PRELIMINARY INSPECTION				
FIELD PHOTOGRAPHIC NOTES				
Customer's Name:			Inspection Date: 10/19/2009	
Vehicle Brand:	Chevrolet	Model:	2009 Cobalt	
<u>File #</u>	<u>71-766545014</u>	<u>VIN:</u>	<u>1G1AK18H697</u>	

41 Another view of the undamaged center consul and center dash.



42

There are no leaks at the brake fluid reservoir.



43

The brake fluid is clean and full



71-766545014 Lacy Photos.doc

PRODUCT ALLEGATION RESOLUTION					
PRELIMINARY INSPECTION					
FIELD PHOTOGRAPHIC NOTES					
Customer's Name:			Inspection Date: 10/19/2009		
Vehicle Brand:	Chevrolet	Model:	<u>2009 Cobalt</u>		
<u>File #</u>	<u>71-766545014</u>	<u>VIN:</u>	1G1AK18H697		

- 44
- The steering wheel is not bent or damaged.



The steering column and couplings are not damaged and show no sign of abnormal wear.



46

45

The angle of the driver seat backrest



PRODUCT ALLEGATION RESOLUTION						
PRELIMINARY INSPECTION						
	FIELD PHOTOGRAPHIC NOTES					
Customer's Name:			Inspection Date: 10/19/2009			
Vehicle Brand:	Chevrolet	Model:	2009 Cobalt			
<u>File #</u>	71-766545014	<u>VIN:</u>	<u>1G1AK18H697</u>			

47 The angle of the driver seat backrest is 20 degrees.



48

The driver seatbelt was found fully retracted



- 49.
- The driver's seatbelt latchplate is not damaged



PRODUCT ALLEGATION RESOLUTION						
PRELIMINARY INSPECTION						
	FIELD PHOTOGRAPHIC NOTES					
Customer's Name:			Inspection Date: 10/19/2009			
Vehicle Brand:	Chevrolet	Model:	2009 Cobalt			
<u>File #</u>	71-766545014	<u>VIN:</u>	1G1AK18H697			

50. <u>Another view of the driver's seatbelt latchplate.</u>



51.

Another view of the driver's seatbelt latchplate.



52. Another view of the driver's seatbelt latchplate.



PRODUCT ALLEGATION RESOLUTION						
PRELIMINARY INSPECTION						
	FIELD PHOTOGRAPHIC NOTES					
Customer's Name:			Inspection Date: 10/19/2009			
Vehicle Brand:	Chevrolet	Model:	2009 Cobalt			
<u>File #</u>	71-766545014	<u>VIN:</u>	1G1AK18H697			

53. <u>The driver's "D" ring position.</u>



54.

There are no striations on the driver's "D" ring.



- 55.
- The driver's seatbelt extends, latches, releases and retracts smoothly.



PRODUCT ALLEGATION RESOLUTION						
PRELIMINARY INSPECTION						
FIELD PHOTOGRAPHIC NOTES						
Customer's Name:			Inspection Date: 10/19/2009			
Vehicle Brand:	Chevrolet	Model:	<u>2009 Cobalt</u>			
<u>File #</u>	71-766545014	<u>VIN:</u>	1G1AK18H697			

56. Looking into the driver's seatbelt latch you can see that it is not damaged.



57.

A side view of the driver's seatbelt latch assembly.



58. Overview of the left front wheel cover that had been replaced.



PRODUCT ALLEGATION RESOLUTION						
PRELIMINARY INSPECTION						
	<b>FIEL</b>	<b>D РНОТО</b>	GRAPHIC NOTES			
Customer's Name:			Inspection Date: 10/19/2009			
Vehicle Brand:	Chevrolet	Model:	2009 Cobalt			
<u>File #</u>	<u>71-766545014</u>	<u>VIN:</u>	<u>1G1AK18H697</u>			

59. A closer look at the damage to the replaced left front wheel cover.



60.

Another closer look at the damage to the replaced left front wheel cover.



- 61.
- Another closer look at the damage to the replaced left front wheel cover.



PRODUCT ALLEGATION RESOLUTION						
PRELIMINARY INSPECTION						
FIELD PHOTOGRAPHIC NOTES						
Customer's Name:			Inspection Date: 10/19/2009			
Vehicle Brand:	Chevrolet	Model:	2009 Cobalt			
<u>File #</u>	71-766545014	<u>VIN:</u>	<u>1G1AK18H697</u>			

62. Another closer look at the damage to the replaced left front wheel cover.



63.

Overview of the damaged left front wheel.



64. Another view of the damage to the left front wheel.



PRODUCT ALLEGATION RESOLUTION						
PRELIMINARY INSPECTION						
	FIELD PHOTOGRAPHIC NOTES					
Customer's Name:			Inspection Date: 10/19/2009			
Vehicle Brand:	Chevrolet	Model:	2009 Cobalt			
<u>File #</u>	71-766545014	<u>VIN:</u>	<u>1G1AK18H697</u>			

65. Another view of the damage to the left front wheel.



66,

Another view of the damage to the left front wheel.



67. Another view of the damage to the left front wheel.



PRODUCT ALLEGATION RESOLUTION						
PRELIMINARY INSPECTION						
	FIELD PHOTOGRAPHIC NOTES					
Customer's Name:			Inspection Date: 10/19/2009			
Vehicle Brand:	Chevrolet	Model:	2009 Cobalt			
<u>File #</u>	71-766545014	<u>VIN:</u>	1G1AK18H697			

68. <u>Another view of the left front wheel.</u>



69.

Another view of the damage to the left front wheel.



- 70.
- Another view of the damage to the left front wheel.



PRODUCT ALLEGATION RESOLUTION						
PRELIMINARY INSPECTION						
	FIELD PHOTOGRAPHIC NOTES					
Customer's Name:			Inspection Date: 10/19/2009			
Vehicle Brand:	Chevrolet	Model:	2009 Cobalt			
<u>File #</u>	71-766545014	VIN:	1G1AK18H697			

71. Another view of the damage to the left front wheel.



72.

The damaged left front headlamp that had been replaced.



73. Another view of the damaged left front headlamp that had been replaced.



PRODUCT ALLEGATION RESOLUTION						
PRELIMINARY INSPECTION						
FIELD PHOTOGRAPHIC NOTES						
Customer's Name:			Inspection Date: <u>10/19/2009</u>			
Vehicle Brand:	Chevrolet	Model:	<u>2009 Cobalt</u>			
<u>File #</u>	<u>71-766545014</u>	<u>VIN:</u>	<u>1G1AK18H697</u>			

74. Another view of the damaged left front headlamp that had been replaced.



- 75.
- Another view of the damaged left front headlamp that had been replaced.



76.

There were no ECM DTCs.



71-766545014 Lacy Photos.doc

PRODUCT ALLEGATION RESOLUTION						
	PRELIMINARY INSPECTION					
	FIELD PHOTOGRAPHIC NOTES					
Customer's Name:			Inspection Date: 10/19/2009			
Vehicle Brand:	Chevrolet	Model:	2009 Cobalt			
<u>File #</u>	71-766545014	<u>VIN:</u>	<u>1G1AK18H697</u>			

77 There were no power steering DTCs.



78.

Overview of the front of the undercarriage. No damage noted.



79.

A look at the right front steering and suspension – no damage and no abnormal wear condition noted.



PRODUCT ALLEGATION RESOLUTION						
PRELIMINARY INSPECTION						
FIELD PHOTOGRAPHIC NOTES						
Customer's Name:			Inspection Date: 10/19/2009			
Vehicle Brand:	Chevrolet	Model:	<u>2009 Cobalt</u>			
<u>File #</u>	<u>71-766545014</u>	<u>VIN:</u>	<u>1G1AK18H697</u>			

80. Another look at the right front steering and suspension – no damage and no abnormal wear condition noted.



81.

A look at the steering assembly – no damage and no abnormal wear conditions noted.



82.

Another look at the steering assembly - no damage and no abnormal wear conditions noted.



PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION FIELD PHOTOGRAPHIC NOTES						
<u>Customer's Name:</u> <u>Vehicle Brand:</u> <u>File #</u>	<u>Chevrolet</u> 71-766545014	<u>Model:</u> <u>VIN:</u>	<u>Inspection Date:</u> <u>10/19/2009</u> 2009 Cobalt <u>1G1AK18H697</u>			

83. Another look at the steering assembly – no damage and no abnormal wear conditions noted.



84. Another look at the steering assembly – no damage and no abnormal wear conditions noted.



85. Another look at the steering assembly – no damage and no abnormal wear conditions noted.



PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION						
	FIEL	<b>D РНОТО</b>	GRAPHIC NOTES			
Customer's Name:			Inspection Date: 10/19/2009			
Vehicle Brand:	Chevrolet	Model:	2009 Cobalt			
<u>File #</u>	71-766545014	<u>VIN:</u>	1G1AK18H697			

86. <u>A look at the left front steering and suspension – no damage and no abnormal wear condition noted.</u>



87.

Another look at the left front steering and suspension - no damage and no abnormal wear condition noted.



88.

There is no damage to the center section of the undercarriage.



PRODUCT ALLEGATION RESOLUTION							
PRELIMINARY INSPECTION							
	FIELD PHOTOGRAPHIC NOTES						
Customer's Name:			Inspection Date: 10/19/2009				
Vehicle Brand:	Chevrolet	Model:	2009 Cobalt				
<u>File #</u>	71-766545014	<u>VIN:</u>	<u>1G1AK18H697</u>				

89. There is no damage to the right rear suspension.



90.

There is no damage to the left rear suspension.



91. Another view of the undamaged left rear suspension.



PRODUCT ALLEGATION RESOLUTION							
	PRELIMINARY INSPECTION						
	F <u>IEL</u>	<b>D РНОТО</b>	GRAPHIC NOTES				
Customer's Name:			Inspection Date: 10/19/2009				
Vehicle Brand:	Chevrolet	Model:	2009 Cobalt				
<u>File #</u>	71-766545014	<u>VIN:</u>	1G1AK18H697				

Another view of the undamaged right rear suspension. 92.



93.

The rear suspension crossmember is not damaged.



- 94.
- 95, 96.
- 97.
- 98. 99.

	PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION FIELD PHOTOGRAPHIC NOTES							
Customer's I Vehicle I		<u>Chevrolet</u> 71-766545014	<u>Model:</u> <u>VIN:</u>	Inspection Date: 2009 Cobalt 1G1AK18H697	<u>10/19/2009</u>			
Inspector <u>John Ha</u> Roll Number	awranick	- EAA			Number of Rolls <u>93 Digital Photos</u>			
Neg.# Descrip 0 1. Cowl V	tion IN plate							
2. Driver's	door VIN	N plate						

GM	DATE 02/09	MFD BY GENER GVWR 1667 KG 3675 LB	AL MOTORS CORP. Gawr Frt 855 kg 1885 lb	GAWR RR 812 KG 1790 LB	
VEHIC EFFEC 1G1/	CLE SAFETY, CT ON THE D AK18H697	ATE OF MANUFA	APPLICABLE U.S. F HEFT PREVENTION CTURE SHOWN AB YPE: PASS CAR	EEDERAL MOTOR Standards in Ove.	
CARS.	M.				

3. Front view – no obvious collision damage

PRODUCT ALLEGATION RESOLUTION							
PRELIMINARY INSPECTION							
	FIELD PHOTOGRAPHIC NOTES						
Customer's Name:			Inspection Date: 10/19/2009				
Vehicle Brand:	Chevrolet	Model:	2009 Cobalt				
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4. Left front view – In this photo you can see that there is light damage to the left fender. The headlight has been replaced.



5. Looking across the front from the left side you can get a better view of the damage to the fender.



## PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION FIELD PHOTOGRAPHIC NOTES Inspection Date: 10/19/2009 Vehicle Brand: Chevrolet Model: 2009 Cobalt File # 71-766545014 VIN: 1G1AK18H697

6. There is no other damage to the left side except for a small area on the left rear of the rear bumper.



7. In this left rear view you can see the small area of damage on the bumper at the wheel opening.



8. Rear view – no damage



PRODUCT ALLEGATION RESOLUTION						
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	F <u>IEL</u>	<b>D РНОТО</b>	GRAPHIC NOTES			
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Vehicle Brand:	Chevrolet	Model:	2009 Cobalt			
<u>File #</u>	<u>71-766545014</u>	<u>VIN:</u>	<u>1G1AK18H697</u>			

9. <u>Right rear view – no damage</u>



10.



11. Looking across the front from the right side you can see that there is no fender damage and no frontal impact.

PRODUCT ALLEGATION RESOLUTION						
PRELIMINARY INSPECTION						
	FIELD PHOTOGRAPHIC NOTES					
Customer's Name:			Inspection Date: 10/19/2009			
Vehicle Brand:	Chevrolet	Model:	2009 Cobalt			
<u>File #</u>	71-766545014	<u>VIN:</u>	<u>1G1AK18H697</u>			



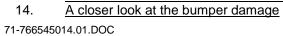
12.

Right front view - no damage



13. A closer overview of the damage to the left fender and bumper





PRODUCT ALLEGATION RESOLUTION							
	PRELIMINARY INSPECTION						
	FIELD PHOTOGRAPHIC NOTES						
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Vehicle Brand:	Chevrolet	Model:	<u>2009 Cobalt</u>				
<u>File #</u>	71-766545014	VIN:	1G1AK18H697				



15.

Another view of the damage to the left front fender.



16. Another view of the damage to the left front fender.



17. The left front tire is original and was not damaged in the incident. The wheel cover and wheel have been 71-766545014.01.DOC

PRODUCT ALLEGATION RESOLUTION							
PRELIMINARY INSPECTION							
FIELD PHOTOGRAPHIC NOTES							
Customer's Name:			Inspection Date: 10/19/2009				
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replaced.



18.

Another look at the damage to the left rear bumper.



19. A closer look at the damage to the left rear bumper.



PRODUCT ALLEGATION RESOLUTION						
PRELIMINARY INSPECTION						
	<b>FIEL</b>	<b>D</b> PHOTO	GRAPHIC NOTES			
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<u>File #</u>	71-766545014	<u>VIN:</u>	<u>1G1AK18H697</u>			

20. Overview of the left rear wheel cover.



21.

A closer look at some of the damage to the left rear wheel cover.



- 22.
- Another close look at some of the damage to the left rear wheel cover.



PRODUCT ALLEGATION RESOLUTION						
PRELIMINARY INSPECTION						
FIELD PHOTOGRAPHIC NOTES						
Customer's Name:			Inspection Date: 10/19/2009			
Vehicle Brand:	Chevrolet	Model:	2009 Cobalt			
<u>File #</u>	<u>71-766545014</u>	<u>VIN:</u>	1G1AK18H697			

23. Another close look at some of the damage to the left rear wheel cover.



24.

Overview of the engine compartment – no damage



25. A view of the engine compartment from the left side – no damage



PRODUCT ALLEGATION RESOLUTION					
PRELIMINARY INSPECTION					
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26. <u>A view of the engine compartment from the right side – no damage</u>



27, A view of the steering rack assembly from the top – no damage, abnormal wear condition



- 28.
  - Another view of the steering rack assembly from the top no damage



PRODUCT ALLEGATION RESOLUTION					
PRELIMINARY INSPECTION					
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<u>File #</u>	<u>71-766545014</u>	<u>VIN:</u>	1G1AK18H697		

29. <u>Another view of the steering rack assembly from the top – no damage</u>



30.

There were no warning lights illuminated on the instrument panel.



31. No damage to the driver's door trim



PRODUCT ALLEGATION RESOLUTION					
PRELIMINARY INSPECTION					
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32. Overview of the front seating area. No interior damage.



33.

There is no damage to the driver's side of the instrumentt panel and the steering wheel.



34. The driver's knee blocker is not damaged.



PRODUCT ALLEGATION RESOLUTION						
	PRELIMINARY INSPECTION					
FIELD PHOTOGRAPHIC NOTES						
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35. The center consul and the center of the dash are not damaged.



36.

There is no damage to the driver side headliner, sun visor, windshield header and rear view mirror.



37.

There is no damage to the passenger side headliner, sun visor, windshield header and rear view mirror.



PRODUCT ALLEGATION RESOLUTION						
PRELIMINARY INSPECTION						
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38 Overview of the passenger's entry – no damage noted.



39

Overview of the front seating area from the passenger side. No interior damage.



40

The passenger side of the dash is not damaged



PRODUCT ALLEGATION RESOLUTION						
PRELIMINARY INSPECTION						
FIELD PHOTOGRAPHIC NOTES						
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41 Another view of the undamaged center consul and center dash.



42

There are no leaks at the brake fluid reservoir.



43

The brake fluid is clean and full



PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION						
	FIELD PHOTOGRAPHIC NOTES					
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44

The steering wheel is not bent or damaged.



The steering column and couplings are not damaged and show no sign of abnormal wear.



46

45

The angle of the driver seat backrest



PRODUCT ALLEGATION RESOLUTION						
PRELIMINARY INSPECTION						
	FIELD PHOTOGRAPHIC NOTES					
Customer's Name:			Inspection Date: 10/19/2009			
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47 The angle of the driver seat backrest is 20 degrees.



48

The driver seatbelt was found fully retracted



49.

The driver's seatbelt latchplate is not damaged



PRODUCT ALLEGATION RESOLUTION						
PRELIMINARY INSPECTION						
FIELD PHOTOGRAPHIC NOTES						
Customer's Name:			Inspection Date: 10/19/2009			
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50. <u>Another view of the driver's seatbelt latchplate.</u>



51.

Another view of the driver's seatbelt latchplate.



52. Another view of the driver's seatbelt latchplate.



PRODUCT ALLEGATION RESOLUTION						
PRELIMINARY INSPECTION						
FIELD PHOTOGRAPHIC NOTES						
Customer's Name:			Inspection Date: 10/19/2009			
Vehicle Brand:	Chevrolet	Model:	<u>2009 Cobalt</u>			
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53. <u>The driver's "D" ring position.</u>



54.

There are no striations on the driver's "D" ring.



- 55.
- The driver's seatbelt extends, latches, releases and retracts smoothly.



PRODUCT ALLEGATION RESOLUTION					
PRELIMINARY INSPECTION					
FIELD PHOTOGRAPHIC NOTES					
Customer's Name:			Inspection Date: 10/19/2009		
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56. Looking into the driver's seatbelt latch you can see that it is not damaged.



57.

A side view of the driver's seatbelt latch assembly.



58. Overview of the left front wheel cover that had been replaced.



PRODUCT ALLEGATION RESOLUTION						
PRELIMINARY INSPECTION						
FIELD PHOTOGRAPHIC NOTES						
Customer's Name:			Inspection Date: 10/19/2009			
Vehicle Brand:	Chevrolet	Model:	2009 Cobalt			
<u>File #</u>	<u>71-766545014</u>	<u>VIN:</u>	1G1AK18H697			

59. A closer look at the damage to the replaced left front wheel cover.



60.

Another closer look at the damage to the replaced left front wheel cover.



- 61.
- Another closer look at the damage to the replaced left front wheel cover.



PRODUCT ALLEGATION RESOLUTION					
PRELIMINARY INSPECTION					
FIELD PHOTOGRAPHIC NOTES					
Customer's Name:			Inspection Date: <u>10/19/2009</u>		
Vehicle Brand:	Chevrolet	Model:	2009 Cobalt		
<u>File #</u>	<u>71-766545014</u>	<u>VIN:</u>	<u>1G1AK18H697</u>		

62. Another closer look at the damage to the replaced left front wheel cover.



63.

Overview of the damaged left front wheel.



64. Another view of the damage to the left front wheel.



PRODUCT ALLEGATION RESOLUTION						
PRELIMINARY INSPECTION						
	FIELD PHOTOGRAPHIC NOTES					
Customer's Name:			Inspection Date: 10/19/2009			
Vehicle Brand:	Chevrolet	Model:	2009 Cobalt			
<u>File #</u>	<u>71-766545014</u>	<u>VIN:</u>	<u>1G1AK18H697</u>			

65. Another view of the damage to the left front wheel.



66,

Another view of the damage to the left front wheel.



67. Another view of the damage to the left front wheel.



PRODUCT ALLEGATION RESOLUTION						
PRELIMINARY INSPECTION						
	FIELD PHOTOGRAPHIC NOTES					
Customer's Name:			Inspection Date: 10/19/2009			
Vehicle Brand:	Chevrolet	Model:	2009 Cobalt			
<u>File #</u>	<u>71-766545014</u>	<u>VIN:</u>	<u>1G1AK18H697</u>			

68. <u>Another view of the left front wheel.</u>



69.

Another view of the damage to the left front wheel.



- 70.
  - Another view of the damage to the left front wheel.



PRODUCT ALLEGATION RESOLUTION					
PRELIMINARY INSPECTION					
FIELD PHOTOGRAPHIC NOTES					
Customer's Name:			Inspection Date: 10/19/2009		
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<u>File #</u>	<u>71-766545014</u>	<u>VIN:</u>	<u>1G1AK18H697</u>		

71. <u>Another view of the damage to the left front wheel.</u>



72.

The damaged left front headlamp that had been replaced.



73. Another view of the damaged left front headlamp that had been replaced.



PRODUCT ALLEGATION RESOLUTION					
PRELIMINARY INSPECTION					
FIELD PHOTOGRAPHIC NOTES					
Customer's Name:			Inspection Date: <u>10/19/2009</u>		
Vehicle Brand:	Chevrolet	Model:	<u>2009 Cobalt</u>		
<u>File #</u>	<u>71-766545014</u>	<u>VIN:</u>	<u>1G1AK18H697</u>		

74. Another view of the damaged left front headlamp that had been replaced.



- 75.
- Another view of the damaged left front headlamp that had been replaced.



76.

There were no ECM DTCs.



PRODUCT ALLEGATION RESOLUTION						
PRELIMINARY INSPECTION						
FIELD PHOTOGRAPHIC NOTES						
Customer's Name:			Inspection Date: 10/19/2009			
Vehicle Brand:	Chevrolet	Model:	2009 Cobalt			
<u>File #</u>	71-766545014	VIN:	<u>1G1AK18H697</u>			

77 <u>There were no power steering DTCs.</u>



78.

Overview of the front of the undercarriage. No damage noted.



79.

A look at the right front steering and suspension – no damage and no abnormal wear condition noted.



PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION FIELD PHOTOGRAPHIC NOTES					
<u>Customer's Name:</u> <u>Vehicle Brand:</u> <u>File #</u>	<u>Chevrolet</u> 71-766545014	<u>Model:</u> <u>VIN:</u>	Inspection Date:         10/19/2009           2009 Cobalt         1G1AK18H697		

80. <u>Another look at the right front steering and suspension – no damage and no abnormal wear condition noted.</u>



- 81.
- A look at the steering assembly no damage and no abnormal wear conditions noted.



82. Another look at the steering assembly – no damage and no abnormal wear conditions noted.



PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION FIELD PHOTOGRAPHIC NOTES					
<u>Customer's Name:</u> <u>Vehicle Brand:</u> <u>File #</u>	<u>Chevrolet</u> 71-766545014	<u>Model:</u> <u>VIN:</u>	<u>Inspection Date:</u> <u>10/19/2009</u> 2009 Cobalt 1G1AK18H697		

83. Another look at the steering assembly – no damage and no abnormal wear conditions noted.



84. Another look at the steering assembly – no damage and no abnormal wear conditions noted.



85. Another look at the steering assembly – no damage and no abnormal wear conditions noted.



PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION					
FIELD PHOTOGRAPHIC NOTES					
Customer's Name:			Inspection Date: 10/19/2009		
Vehicle Brand:	Chevrolet	Model:	<u>2009 Cobalt</u>		
<u>File #</u>	71-766545014	<u>VIN:</u>	<u>1G1AK18H697</u>		

86. <u>A look at the left front steering and suspension – no damage and no abnormal wear condition noted.</u>



87.

Another look at the left front steering and suspension - no damage and no abnormal wear condition noted.



- 88.
- There is no damage to the center section of the undercarriage.



PRODUCT ALLEGATION RESOLUTION						
PRELIMINARY INSPECTION						
	FIELD PHOTOGRAPHIC NOTES					
Customer's Name:			Inspection Date: 10/19/2009			
Vehicle Brand:	Chevrolet	Model:	2009 Cobalt			
<u>File #</u>	<u>71-766545014</u>	<u>VIN:</u>	<u>1G1AK18H697</u>			

89. <u>There is no damage to the right rear suspension.</u>



90.

There is no damage to the left rear suspension.



91. Another view of the undamaged left rear suspension.



PRODUCT ALLEGATION RESOLUTION						
PRELIMINARY INSPECTION						
	FIELD PHOTOGRAPHIC NOTES					
Customer's Name:			Inspection Date: 10/19/2009			
Vehicle Brand:	Chevrolet	Model:	2009 Cobalt			
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Another view of the undamaged right rear suspension. 92.



93.

The rear suspension crossmember is not damaged.



- 94.
- 95, 96.
- 97.
- 98. 99.

		1 of 9	
	PRODUCT ALLE	GATION RESOLUTION	
	PRELIMINARY INSP		
STE		AXLE, TIRE AND WHEEL SYSTEMS	
	,,,		
Customer's Name:		Inspection Date: 10/19/2009	
Vehicle Brand: Che	evrolet Model:	2009 Cobalt	
File <b>#</b> 71-7	766545014 <u>VIN:</u>	1G1AK18H697	
Mileage at Inspection: 769	Inspecti	ion Location: R. K. Chevrolet	
	<u>inspecti</u>	2661 Virginia Beach Blvd., Virginia Beach, VA	
Inspector's phone number: 919-363	-3703 Inspec	ted By: John Hawranick - EAA	
inspector's phone number. 919-908	-5705 Inspect		
Section 1			
Section 1	INSPECTION SUN		
BRIEFLY Describe the custom			
The driver alleges that while m	aking a turn the steerin	g wheel would not return and he hit a guard rail.	
{			
Following the inspection, sum	marize the facts and ob	servations: (Additional cmts may be placed in section 9)	
The steering and suspension v	vere thoroughly inspect	ted. The following was noted:	
		power steering appears to be operating in a proper manner.	
		wheel is turned fully left or right it appears that driver	
		ack toward the center in order to bring the vehicle back to a	
	. The steering is firm an		
		rated smoothly without binding, jerking or locking up.	
• The steering wheel was turned from stop to stop while parked and while driving and it turned smoothly and			
evenly every time.			
All components of the steering assembly were inspected and no abnormally worn, damaged or improperly			
installed parts were found. The surger size and found to be in more an extent of the second state of the s			
• The suspension was also inspected and found to be in proper operating order. No damage, abnormally worn			
or improperly installed	parts were found.		
<ul> <li>The Tech II was used to s</li> </ul>	can for DTCs. No ECM of	or steering DTCs were detected.	
<ul> <li>Vetronix was used to dow</li> </ul>	nload the CDR data and	d no event was recorded.	
		ough its self check and all the warning lights went out and	
stayed out.		ough to con chook and an the warning lighte wont out and	
	inspected A repair os	timate had not yet been prepared. The owner came to the	
		er and headlamp assembly replaced. After paying the bill he	
		d the replaced damaged parts for this inspection.	
		during this inspection but were in attendance only for the	
undercarriage inspection	<u>on.</u>		
{			
Section 2	INTERVIEW - INC	CIDENT DETAILS	
Obtain all of the information for	r this section from the I	Driver/Claimant	
Provide a complete description	n of the incident accord	ling to the DRIVER / CLAIMANT	
Interview mode: XBv 7	Telephone	Incident Date and Time: 10/3/2009 – 6:00 AM	
	Telephone In Person	incident Date and Time. <u>10/3/2009 – 0.00 AWI</u>	
Interview date: <u>10/14/2009</u>			
Was a police/fire department re			
	tion of incident It there w	as a collision, describe all collision events; include description of	
be placed in section 9)		d the sequence in which they were contacted. (Additional cmts may	
	all objects contacted and	the sequence in which they were contacted. (Additional cmts may	
stated that he	all objects contacted and <b>is the son of</b>	and is the principal driver of this vehicle. He stated that	
stated that he on 10/3/2009 at about 6:00 AM	all objects contacted and is the son of he had been traveling o	and is the principal driver of this vehicle. He stated that on Interstate 64 in Newport News when this incident	
stated that he on 10/3/2009 at about 6:00 AM	all objects contacted and is the son of he had been traveling o	and is the principal driver of this vehicle. He stated that	
stated that he on 10/3/2009 at about 6:00 AM happened. He was on his way	all objects contacted and is the son of he had been traveling o to an ROTC meeting at	and is the principal driver of this vehicle. He stated that on Interstate 64 in Newport News when this incident	
<u>stated that he</u> <u>on 10/3/2009 at about 6:00 AM</u> <u>happened. He was on his way</u> <u>at about 45 mph at the time. He</u>	all objects contacted and is the son of he had been traveling o to an ROTC meeting at e was turning in the exit	and is the principal driver of this vehicle. He stated that on Interstate 64 in Newport News when this incident Fort Eustis. He took the Fort Eustis exit and was traveling	
<u>stated that he</u> <u>on 10/3/2009 at about 6:00 AM</u> <u>happened. He was on his way</u> <u>at about 45 mph at the time. He</u>	all objects contacted and is the son of he had been traveling o to an ROTC meeting at e was turning in the exit	and is the principal driver of this vehicle. He stated that on Interstate 64 in Newport News when this incident Fort Eustis. He took the Fort Eustis exit and was traveling and put his foot on the brake and was slowing down and	

2 o	f 9
PRODUCT ALLEGATION RESOLUTION	
PRELIMINARY INSPECTION	
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS	
Customer's Name: Inspection Date: <u>10/19/2009</u>	
Vehicle Brand:         Chevrolet         Model:         2009 Cobalt	
<u>File # 71-766545014 VIN: 1G1AK18H697</u>	
power steering was not working properly. The steering wheel turned smoothly but it did not return to the straigh	<u>it</u>
ahead position and he hit the guard rail with the side of the left front and left rear. The vehicle bounced off. He	
hen shifted from 5 th to 3 rd and drove on to Fort Eustis. He called his parents and waited a few hours until lunch and then put on the spare tire and drove home. Since then it feels like the power steering is not working. It turns	
smoothly but does not return to the straight ahead position and it is stiff. About one week prior to this the check	
ire light came on saying that there was no reading from the rear tires. He stopped and checked and found	2
nothing wrong. He started the vehicle and drove about 3 or 4 miles and the same thing happened. He turned the	
rehicle off and on two more times and then the light stayed out. There were no warning lights on at the time of	
his incident. A police report was not made.	
	_
Driver/other occupant's physical description (include name, gender, height, weight, & disabilities):	
Male, 5'9" tall, weighs 145 pounds, is 17 years old and has no disabilities.	
f there was a collision:	
Describe extent of any injuries to the Driver: <u>No injuries</u>	
Describe where other occupants were seated & extent of any injuries: No other passengers	-
Sescribe where other occupants were sealed & extent of any injunes. It other passengers	
	-
	_
What was the exact location of the incident? The Fort Eustis exit ramp from Interstate 64 in Newport News, VA	
Driving conditions at the time of the incident:	
Weather conditions & Visibility: <u>Clear &amp; Dry Ap</u> proximate Temp (°F): <u>Unknown</u>	
Road Surface: Concrete Asphalt Gravel Crushed rock Dirt	
Road Condition: $\square$ Dry $\square$ Wet $\square$ Icy $\square$ Other: <u>{</u>	
Shoulder 🖸 Curb 🗋 : 🔲 Concrete 🖾 Asphalt 🗌 Gravel 🔤 Crushed rock 🗌 Dirt	
Shoulder/Curb Condition: Dry Dwet Icy Other: <u>{</u>	
Any objects in the road? (rocks, scrap metal, pothole, speed bump, etc.) <b>None</b>	
Length of Drive Prior to incident:	
Total Time (hrs. & mins.): <u>1 hour</u> Distance (miles): <u>59 miles</u>	
Estimate of vehicle speed: 45 mph Source of est. Driver	
Estimated vehicle speed at impact: <u>35</u> mph Source of est. <u>Driver</u>	
(Do Not report speed information from the Vetronix data here)	
f the driver/claimant description of the vehicle operation prior to and during the incident does not include the	
ollowing information, please obtain it.	
Steering     Normal     Image: Contract of the second seco	
Suspension Normal A Other Describe {	
Brakes     Normal     Other     Describe {       Engine     Normal     Other     Describe {	
Engine         Normal         Other         Describe {           Electrical         Normal         Other         Describe {	
Nere any warning lights illuminated or driver information center messages displayed? 🗌 Yes 🛛 🛛 🛇 If "Yes", ge	t
he details and describe the event(s).	

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

3 of 9
PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS
Customer's Name:Inspection Date:10/19/2009
Vehicle Brand:ChevroletModel:2009 Cobalt
<u>File # 71-766545014 VIN: 1G1AK18H697</u>
Also, determine whether there were any warning lights illuminated, messages on driver information panel, unusual noises, smoke or steam observed. See the driver's statement for the prior incident with the tire light.
Describe any evasive action: Turning Braking Accelerating Other: Clutching
Describe cargo (in the vehicle interior, trunk and/or trailer (if any): <u>None</u> Estimated total weight of cargo: <u>{</u>
If a trailer was being towed, photograph the hitch structure, both on the trailer and towing vehicle.
Did the vehicle leave the roadway?: Xes No Describe: It went onto the shoulder of the road and hit the guard
<u>rail.</u> Objects Impacted: <u>{</u>
How was the vehicle transported from the incident site to the present location? Tow Truck Flat Bed Other
Additional comments concerning the incident: As per the driver's statement. The vehicle was driven from the scene.
{
Section 3 INTERVIEW - VEHICLE HISTORY
Section 3         INTERVIEW - VEHICLE HISTORY           Source of information (name, address, phone number, & relationship), if other than claimant:
Source of information (name, address, phone number, & relationship), if other than claimant:
Source of information (name, address, phone number, & relationship), if other than claimant:         Comments:       (Additional cmts may be placed in section 9)         {
Source of information (name, address, phone number, & relationship), if other than claimant:         Comments:       (Additional cmts may be placed in section 9)         {
Source of information (name, address, phone number, & relationship), if other than claimant:         Comments:       (Additional cmts may be placed in section 9)         {
Source of information (name, address, phone number, & relationship), if other than claimant:         Comments:       (Additional cmts may be placed in section 9)         {
Source of information (name, address, phone number, & relationship), if other than claimant:         Comments:       (Additional cmts may be placed in section 9)         Image: Comments:       (Additional cmts may be placed in section 9)         Image: Comments:       (Additional cmts may be placed in section 9)         Image: Comments:       (Additional cmts may be placed in section 9)         Image: Comments:       (Additional cmts may be placed in section 9)         Image: Comments:       (Additional cmts may be placed in section 9)         Image: Comments:       (Additional cmts may be placed in section 9)         Image: Comments:       (Additional cmts may be placed in section 9)         Image: Comments:       (Additional cmts may be placed in section 9)         Image: Comments:       (Additional cmts may be placed in section 9)         Image: Comments:       (Additional cmts may be placed in section 9)         Image: Comments:       (Additional cmts may be placed in section 9)         Image: Comments:       (Additional cmts may be placed in section 9)         Image: Comments:       (Additional cmts may be placed in section 9)         Image: Comments:       (Additional cmts may be placed in section 9)         Image: Comments:       (Additional cmts may be placed in section 9)         Image: Comments:       (Additional cmts may be placed in section 9)         Image:
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Source of information (name, address, phone number, & relationship), if other than claimant:         Comments:       (Additional cmts may be placed in section 9)         Image: Comment in the i
Source of information (name, address, phone number, & relationship), if other than claimant:         Comments:       (Additional cmts may be placed in section 9)         Image: Image
Source of information (name, address, phone number, & relationship), if other than claimant:         Comments:       (Additional cmts may be placed in section 9)         Image: Image
Source of information (name, address, phone number, & relationship), if other than claimant:         Comments:       (Additional cmts may be placed in section 9)         Image: Comment in the i

	ICLE INSPECTION – VISUAL/PHOTO
THE VEHICLE VISUAL INSPECTION DOCU	UMENTS THE PHYSICAL EVIDENCE USING PHOTOS AND WRITTEN
	<b>RVATIONS IN THE APPROPRIATE SECTION.</b>
PHOTOGRAPH THE EXTERIOR OF THE VEHICL	LE AS FOLLOWS: VIN PLATE, QUARTER VIEWS FROM LEFT FRONT, RIGHT
REAR ARE REQUIRED, AND DOCUMENT FURT	HER EXTERIOR DAMAGE WITH MANY PHOTOS.
DESCRIBE ANY DAMAGE TO THE VEHICL	
	t fender, the left end of the bumper, the headlamp assembly is broken
	nd of the rear bumper. The left rear wheel cover is also scratches. The
rent front wheel, wheel cover and headlamp	o assembly were replaced prior to this inspection.
	Describe any democrate the two describes of the typicale. Note the condition of the
	Describe <b>any damage</b> to the underside of the vehicle. Note the condition of the and fuel lines & engine mount(s)/crossmember. Photograph and comment on any
contact between vehicle components and the under	
	eering and suspension are not damaged and show no sign of abnormal
wear or improper installation.	
{	
{	
{	
<u>.</u>	
CORNER ASSEMBLIES	
Struts/shocks	Ball joints Tire/wheel assemblies
Springs	Steering knuckles
Control arms	Axle assemblies
Comments: There is no damage to the susp	pension or steering other than for the left front wheel and both left side
	pension or steering other than for the left front wheel and both left side
Comments: There is no damage to the susp wheel covers. {	pension or steering other than for the left front wheel and both left side
	pension or steering other than for the left front wheel and both left side
	pension or steering other than for the left front wheel and both left side
wheel covers. {	Power steering lines, hoses, clamps and connections
wheel covers. { UNDERHOOD	
wheel covers. { <u>UNDERHOOD</u> Engine compartment	Power steering lines, hoses, clamps and connections
wheel covers. { <u>UNDERHOOD</u> Engine compartment Brake fluid level and condition Comments:	Power steering lines, hoses, clamps and connections
wheel covers. { <u>UNDERHOOD</u> Engine compartment Brake fluid level and condition Comments:	Power steering lines, hoses, clamps and connections Power steering fluid level and condition
wheel covers. { <u>UNDERHOOD</u> Engine compartment Brake fluid level and condition Comments:	Power steering lines, hoses, clamps and connections Power steering fluid level and condition
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wheel covers. { <u>UNDERHOOD</u> Engine compartment Brake fluid level and condition Comments:	Power steering lines, hoses, clamps and connections Power steering fluid level and condition
wheel covers. { <u>UNDERHOOD</u> Engine compartment Brake fluid level and condition Comments: <u>Everything under the hood is in very good</u> { <u>GENERAL OBSERVATIONS</u>	Power steering lines, hoses, clamps and connections Power steering fluid level and condition
wheel covers. { <u>UNDERHOOD</u> Engine compartment Brake fluid level and condition Comments: <u>Everything under the hood is in very good</u> { <u>GENERAL OBSERVATIONS</u> Photograph and comment on any after	Power steering lines, hoses, clamps and connections Power steering fluid level and condition
wheel covers. { <u>UNDERHOOD</u> Engine compartment Brake fluid level and condition Comments: <u>Everything under the hood is in very good</u> { <u>GENERAL OBSERVATIONS</u>	Power steering lines, hoses, clamps and connections Power steering fluid level and condition
<pre>wheel covers. {  UNDERHOOD Engine compartment Brake fluid level and condition Comments: Everything under the hood is in very good {  GENERAL OBSERVATIONS Photograph and comment on any after out of place. Comments:</pre>	Power steering lines, hoses, clamps and connections Power steering fluid level and condition <b>condition. The vehicle has electronic power steering.</b>
wheel covers.         {         UNDERHOOD         Engine compartment         Brake fluid level and condition         Comments:         Everything under the hood is in very good         {         GENERAL OBSERVATIONS         Photograph and comment on any after out of place.	Power steering lines, hoses, clamps and connections Power steering fluid level and condition <b>condition. The vehicle has electronic power steering.</b>
<pre>wheel covers. {  UNDERHOOD Engine compartment Brake fluid level and condition Comments: Everything under the hood is in very good {  GENERAL OBSERVATIONS Photograph and comment on any after out of place. Comments:</pre>	Power steering lines, hoses, clamps and connections Power steering fluid level and condition <b>condition. The vehicle has electronic power steering.</b>
<pre>wheel covers. {  UNDERHOOD Engine compartment Brake fluid level and condition Comments: Everything under the hood is in very good {  GENERAL OBSERVATIONS Photograph and comment on any after out of place. Comments:</pre>	Power steering lines, hoses, clamps and connections Power steering fluid level and condition <b>condition. The vehicle has electronic power steering.</b>
<pre>wheel covers. {  UNDERHOOD Engine compartment Brake fluid level and condition Comments: Everything under the hood is in very good {  GENERAL OBSERVATIONS Photograph and comment on any after out of place. Comments:</pre>	Power steering lines, hoses, clamps and connections Power steering fluid level and condition <b>condition. The vehicle has electronic power steering.</b>
wheel covers.         {         UNDERHOOD         Engine compartment         Brake fluid level and condition         Comments:         Everything under the hood is in very good         {         GENERAL OBSERVATIONS         Photograph and comment on any after out of place.         Comments:         Nothing after market and no modifications         {	Power steering lines, hoses, clamps and connections Power steering fluid level and condition <b>condition. The vehicle has electronic power steering.</b>
wheel covers.         {         UNDERHOOD         Engine compartment         Brake fluid level and condition         Comments:         Everything under the hood is in very good         {         GENERAL OBSERVATIONS         Photograph and comment on any after out of place.         Comments:         Nothing after market and no modifications         {         {	Power steering lines, hoses, clamps and connections Power steering fluid level and condition condition. The vehicle has electronic power steering. ermarket equipment found, vehicle modifications or items that are unusual or were found.

### Customer's Name: Vehicle Brand: Chevrolet



Inspection Date:

File # 71-766545014 **2009 Cobalt** 1G1AK18H697 <u>10/19/2009</u>

Model: VIN:

PRELIMINARY INSPECTION

**PRODUCT ALLEGATION RESOLUTION** 

STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS

4 of 9

				5 of	<u>9</u>
	PRELIMIN	ARY INSPE	ATION RESOLUTION CTION XLE, TIRE AND WHEEL	SYSTEMS	
<u>Customer's Name:</u> <u>Vehicle Brand:</u> <u>File #</u>	<u>Chevrolet</u> 71-766545014	<u>Model:</u> <u>VIN:</u>	Inspection Date: 2009 Cobalt 1G1AK18H697	<u>10/19/2009</u>	
Instrument panel Controls Overall view of seat Photo of options lab Personal items/carg	bel-glove box/trunk	Driver and	/heel and column passenger seat back ang and headliner	le (inclinometer measurement)	
INTERIOR INSPECTION (C There is no damage to the proper working order. It ex { { { { { { { {	e interior of the veh	icle. The d	river's seatbelt assembly	v was inspected and found to be i illy.	<u>in</u> 
{			E AND WHEEL SYSTEM		- - - -
Use the following table to id	entify what you did a	and what vo	u found during the inspect	ion. Identify the tests and test resul	ts

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: Vehicle Brand: File #

Steering system-Are all

components in place and

Can the steering wheel be

ITEM



Inspection Date:

**OBSERVATIONS/TEST RESULTS** 

All components are in place and connected in a normal manner. The steering wheel

<u>10/19/2009</u>

71-766545014 VIN:

2009 Cobalt Model: 1G1AK18H697

can be rotated lock to lock smoothly without any binding, sticking or uneven feel. 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 linkage-Is the linkage	The steering linkage is in very good condition. There are no signs of bends,
free from cracks, bends,	cracks, fractures or abnormal wear.
fractures, etc. Are there any	
scrapes, abrasions, signs of	
contact with any of the linkage?	
Gear/rack and pinion-Any sign	The steering gear assembly is in very good condition. There are no
of leakage, damage to boots on	indications of any improperly installed, damaged or abnormally worn parts.
the rack, contact by foreign	indications of any improperty instance, damaged of abnormany worm parts.
objects?	
Steering column, ignition switch,	The steering column unlocks smoothly with the key on and it is firmly
intermediate shaft. Does the	attacked to the dash.
column unlock with the ignition	
key "on"? Is the steering column	
properly fastened to the dash?	
Steering pump, drive, hoses,	The power steering is electronically controlled. No steering DTCs were
connections, flow, pressure. If	detected.
possible, start the engine and	
rotate the steering wheel lock to	
lock. Is power assist normal? If	
not, it may be necessary to	
check pressure and flow.	
PS fluid level and condition-	The power steering is electronic.
Color, contamination, odor	
Steering knuckle-All	All steering and suspension parts are firmly attached, are not damaged and
attachments secure and	show no sign of abnormal wear.
proper?	
Suspension components – LF	All steering and suspension parts are firmly attached, are not damaged and
Strut attachments, springs	show no sign of abnormal wear.
intact; control arms properly	
attached, deformed, broken,	
scraped, etc. Sway bars	
properly attached.	
Strut attachments, springs	The struts and springs are in very good condition and appear to be properly
intact; control arms properly	installed.
attached, deformed, broken,	
scraped, etc. RF	
Strut attachments, springs	The left rear suspension is in very good condition and is not damaged.
intact; control arms properly	
attached, deformed, broken,	
scraped, etc Rear sway bars,	
soluped, ete rical sway bais,	

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

Model:

VIN:

Customer's Name: Vehicle Brand: File #

Chevrolet

71-766545014

Inspection Date:

10/19/2009

1G1AK18H697

2009 Cobalt	
1C1AV19U	(07

trailing arms properly attached	
and undamaged. LR	
Strut attachments, springs	The right rear suspension is in very good condition and is not damaged.
intact; control arms properly	
attached, deformed, broken,	
scraped, etc. RR	
Rear axle assembly-deformed,	<u>N/A</u>
signs of impact, properly	
located, etc.	
Deformation to the frame	There is no damage to the sub-frame or uni-body structure
Describe and photograph	None
evidence of axle/ suspension/	
tire contact with frame, body or	
components	
Describe and photograph	None
contact of the under- carriage	
with the road surface (road,	
shoulder, curb, or grass)	
Stability Enhancement	No stability enhancement system
system/components-check for	
codes with Tech II	
Engine (normal, other)-Obtain	Normal – No DTCs
codes using a Tech II.	
Electrical (normal, other)	Normal
Warning lights/messages	None
displayed? Describe and obtain	
codes using a Tech II	
Anything components missing?	None
Other	{

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". The vehicle was test driven and the steering operated smoothly without binding, jerking or locking up.

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

		PRE	ELIMINARY INSPE	ATION RESOLUT CTION XLE, TIRE AND W	-	8 of 9
<u>(</u>	Customer's Name Vehicle Brand File #	<u>Chevrolet</u>		Inspection D 2009 Cobalt 1G1AK18H69		<u>09</u>
1. <u>IC</u>	DENTIFICATION:					
					AVE. TREAD	DOT
	TIRE BRAND	TIRE TYPE	TIRE SIZE	PRESSURE	DEPTH	Numbers
	<u>(Goodyear)</u>	(Eagle GA)	( <u>P205/70R15)</u>	<u>(psi)</u>	32nds of inch	
LF	<u>Goodyear</u>	<b>Integrity</b>	P195/65R15	<u>34</u>	<u>9/32</u>	M6C6 JCIR
RF	<u>Goodyear</u>	<b>Integrity</b>	P195/65R15	<u>35</u>	<u>9/32</u>	M6C6 JCIR
LR	<u>Goodyear</u>	<b>Integrity</b>	P195/65R15	<u>34</u>	<u>9/32</u>	M6C6 JCIR
RR	<u>Goodyear</u>	<b>Integrity</b>	P195/65R15	<u>35</u>	<u>9/32</u>	M6C6 JCIR
	: DOT numbers ma			·		cuts. tread separation.

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 <u>No tire damage. The wheel was damaged. The edge of the rim was bent about 2/3 of the way around. The inner lip was also bent.</u>

RF No Damage

#### LR No tire damage but the wheel cover is scratched.

#### RR No damage

2. TIRE PLACARD DATA:

Record the foll	owing data: (located on	driver's door edge or inside	the decklid)	
	SIZE	PRESSURE (psi)	PRESSURE AT MAXIMUM LOAD(ps	<u>i)</u>
TIRES	P195/65R15	<u>35</u>		
SPARE TIRE	<u>TH5/70D15</u>	<u>60</u>		

Section 7

SITE INSPECTION

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

Check the incident scene for tire marks, gouges in the pavement, debris, or any other marks. Measure location and photograph.

Identify evidence of whether the vehicle left the road prior to, during, or after the incident. Document all locations, distances, stationary objects (guard rails, telephone poles, fences, buildings, etc), nearest posted speed limit signs in the direction of travel, etc...

Identify evidence & photograph any object struck by the vehicle on or off the road prior to, during or after incident.

Inspect roadway & shoulder surfaces in the area of the incident site for telltale signs of loss of control, excessive speed, severe braking, etc.

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

#### Comments:

Confidential GM/PAR

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

Customer's Name: Vehicle Brand: File #

Inspection Date: **2009 Cobalt** 

10/19/2009

1G1AK18H697

A site visit was not made it would have added nothing to this inspection at this time.

Section 8

#### COMMENT OVERFLOW

Model:

VIN:

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**

 $\square$ 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

# Chevrolet

71-766545014





### **CDR File Information**

User Entered VIN	1G1AK18H697
User	John Hawranick
Case Number	71-766545014
EDR Data Imaging Date	Monday, October 19 2009
Crash Date	Saturday, October 3 2009
Filename	1G1AK18H697 71-766545014 CDR DATA_ACM.CDR
Saved on	Monday, October 19 2009 at 12:58:47 PM
Collected with CDR version	Crash Data Retrieval Tool 3.3
Reported with CDR version	Crash Data Retrieval Tool 3.3
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 may contain Pre-Crash and Crash data. The SDM can store up to one Non-Deployment Event. This event can be overwritten by an event that has a greater SDM recorded vehicle 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 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 may contain 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.

-The CDR tool displays time from Algorithm Enable (AE) to time of deployment command in a deployment event and AE to time of maximum SDM recorded vehicle velocity change in a non-deployment event. Time from AE begins when the first air bag system

enable threshold is met and ends when deployment command criteria is met or at maximum SDM recorded vehicle velocity

change. Air bag systems such as frontal, side, or rollover, may be a source of an enable. The time represented in a CDR report

can be that of the enable of one air bag system to the deployment time of another air bag system. -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.

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### **Disclaimer of Liability**

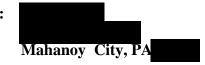
The users of the CDR product and reviewers of the CDR reports and exported data shall ensure that data and information supplied is applicable to the vehicle, vehicle's system(s) and the vehicle ECU. Robert Bosch LLC and all its directors, officers, employees and members shall not be liable for damages 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.

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

Issued by: *Chevrolet*  Certificate No. 1G1AK52F557

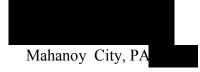
Issue Date: July 12, 2011

**Issued exclusively for:** 



Valid through: December 17, 2010

Amount: Five Hundred Dollars and Zero Cents ****\$500.00**** July 12, 2011



Dear

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

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

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

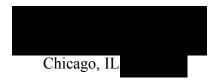
We are proud you made Chevrolet your choice when you purchased your 2005 Cobalt and trust you will give us the opportunity to retain you as a valued Chevrolet customer. Should you have any questions regarding General Motors' products and current incentives, please call our Marketing Support department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

Sincerely,

Chevrolet Customer Assistance Center Service Request: 71-776413585

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

July 12, 2011



Dear Reggie,

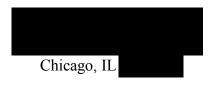
We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

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

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

Sincerely,

Chevrolet Customer Assistance Center Service Request Number: 71-779611570 July 12, 2011



Dear

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

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

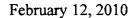
Total customer satisfaction is important to us at Chevrolet. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center Service Request Number: 71-779611570



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





Customer Did Not Receieve Letter From GM

.Dear

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

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

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

Sincerely,

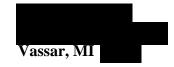
Chevrolet Customer Assistance Center Service Request Number: 71-779611570

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

Issued by: *Chevrolet*  Certificate No. 1G1AK55F067

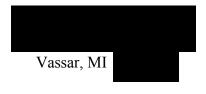
Issue Date: July 12, 2011

**Issued exclusively for:** 



Valid through: December 1, 2010

Amount: One Thousand Five Hundred Dollars and Zero Cents ****\$1,500.00**** July 12, 2011



Dear

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

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

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

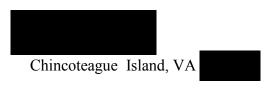
We are proud you made Chevrolet your choice when you purchased your 2006 Cobalt and trust you will give us the opportunity to retain you as a valued Chevrolet customer. Should you have any questions regarding General Motors' products and current incentives, please call our Marketing Support department at 1-800-950-2438. You may also begin your vehicle shopping online by visiting gm.com or any of our divisional websites.

Sincerely,

Chevrolet Customer Assistance Center Service Request: 71-779995382

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

July 12, 2011



Dear

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP) for the Smart Care plan on your 2007 Chevrolet Cobalt, Vehicle Identification Number 1G1AK55FX77

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

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

Sincerely,

Chevrolet Customer Assistance Center Service Request: 71-785840868

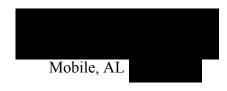
For more information regarding the maintenance and care of your vehicle, please visit www.gmownercenter.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

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	Transaction Date: 01/04/2010 User Role:
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Online	
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## INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

July 12, 2011



Dear

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP) for the Smart Care plan on your 2007 Chevrolet Cobalt, Vehicle Identification Number 1G1AK15F977

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

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

Sincerely,

Chevrolet Customer Assistance Center Service Request: 71-788841641

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

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		Default Transaction Mode : Online
Vehicle Identifier		Customer Information
Vehicle Category:	GM, Used	Plan Customer: Individual
Division:	Chevrolet	Customer Type: Owner
VIN:	1G1AK15F977	
		Mobile, Alabama , United States -
		Evening Phone:
		Primary Language: English
		Secondary Language:
Sales Information		
Dealer Code:	32888 Add Protection Plan	
Action: Odometer:	66000	
Plan Lienholder		
Lienholder Type:	Other	
	Chevrolet	
	P.O. Box 33170	
	Detroit, Michigan - 48232	
Protection Plans		
Plan Purchase Date:	12/31/2009	
In Service Date:	12/31/2009	
Schedule Type	GMPP Retail	
Promotion Code:		
Plan Tunor	Smart Care Retail	
Plan Type: Term:	24	
Mileage Limit:	24000	
Deductible:	0	
Rental Type:	None	
Plan Price:	\$ 0.00	
Tax:	\$ 0.00	
Total:	\$ 0.00	
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PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION						
	FIELD PHOTOGRAPHIC NOTES					
Customer's Name:			Inspection Date: 01/07/2010			
Vehicle Brand:	Chevrolet	Model:	Cobalt			
<u>File #</u>	71-789321282	<u>VIN:</u>	1G1AK58F087			

#### Inspector Keith A. Parks

Page 1 of 2

#### Page 1

<u>J Peg.#</u> **Description** 001 Front view - No observable damage



002

Left front corner, left side - No observable damage



003

Left rear corner, left side - No observable damage

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

71-789321282 Photos.doc

PRODUCT ALLEGATION RESOLUTION						
PRELIMINARY INSPECTION						
FIELD PHOTOGRAPHIC NOTES						
Customer's Name:			Inspection Date: 01/07/2010			
Vehicle Brand:	Chevrolet	Model:	Cobalt			
<u>File #</u>	71-789321282	VIN:	1G1AK58F087			



Right rear corner, right side – No observable damage



005 Right front corner, right side – No observable damage

PRODUCT ALLEGATION RESOLUTION						
PRELIMINARY INSPECTION						
FIELD PHOTOGRAPHIC NOTES						
Customer's Name:			Inspection Date: 01/07/2010			
Vehicle Brand:	Chevrolet	Model:	Cobalt			
<u>File #</u>	71-789321282	<u>VIN:</u>	1G1AK58F087			



Driver side interior - No observable damage



007 <u>Left rear interior – No observable damage – Driver and passenger seat position – Rear seat area cluttered</u> with miscellaneous personal items

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION					
FIELD PHOTOGRAPHIC NOTES					
Customer's Name:			Inspection Date: 01/07/2010		
Vehicle Brand:	Chevrolet	Model:	Cobalt		
<u>File #</u>	71-789321282	<u>VIN:</u>	1G1AK58F087		



Right front side interior – No observable damage



009 <u>Right rear interior – No observable damage – Driver and passenger seat position – Rear seat area cluttered</u> with miscellaneous personal items

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION					
FIELD PHOTOGRAPHIC NOTES					
Customer's Name:			Inspection Date: 01/07/2010		
Vehicle Brand:	Chevrolet	Model:	Cobalt		
<u>File #</u>	71-789321282	<u>VIN:</u>	1G1AK58F087		



010 Right front wheel and tire found in trunk – Wheel, tire and plastic wheel cover damage observable – Wheel, tire and wheel cover removed by claimant after incident and placed in trunk



011 Right front wheel, tire and wheel cover damage observed

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION						
	FIELD PHOTOGRAPHIC NOTES					
Customer's Name:			Inspection Date: 01/07/2010			
Vehicle Brand:	Chevrolet	Model:	Cobalt			
<u>File #</u>	71-789321282	VIN:	1G1AK58F087			



012 Right rear wheel, tire and wheel cover damage – Wheel, tire and wheel cover had been removed from right rear and moved to right front by claimant after incident to allow for compact spare to be installed on right rear of vehicle – Damage to wheel, tire and wheel cover observable



013 Same as 12 above

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION						
FIELD PHOTOGRAPHIC NOTES						
		Inspection Date: 01/07/2010				
Chevrolet	Model:	Cobalt				
71-789321282	<u>VIN:</u>	1G1AK58F087				
	FIEL <u>I</u> Chevrolet	FIELD PHOTO Chevrolet <u>Model:</u>				



014 Engine compartment front top view – Plastic cover removed to allow view of engine controls – No observable damage – No observable missing parts or after-market items



- 015 Deleted Poor quality photo
- 016 Deleted Poor quality photo
- 017 Instrument panel driver information center Service tire monitor message viewable

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION					
	FIELD PHOTOGRAPHIC NOTES				
Customer's Name:			Inspection Date: 01/07/2010		
Vehicle Brand:	Chevrolet	Model:	Cobalt		
<u>File #</u>	71-789321282	<u>VIN:</u>	1G1AK58F087		



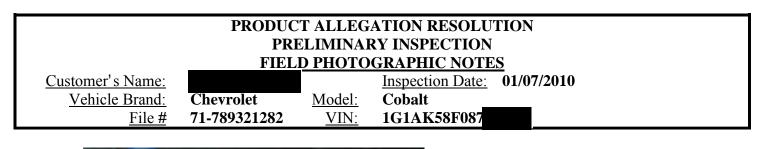
018 Instrument panel – Mileage shown after test drive completed, mileage prior to test drive indicated 28632



019 Tech 2 screen – Stored DTC P013F viewable

			ATION RESOLU Y INSPECTION	
			GRAPHIC NOTE	
Customer's Name:			Inspection Date:	0
Vehicle Brand:	Chevrolet	Model:	Cobalt	
<u>File #</u>	71-789321282	<u>VIN:</u>	1G1AK58F087	
		No. of Lot.		
	Division of the local state of the			
ECH	DICs Sorted By Pri	ority		
P013	r Synpt hown DTC>	on 88		
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		nt Run Issed & Failed		
Since	e Clear: Pe	1/3		
	City Ditt	an		
Constant Street				
	Otama d DTO 00755			
020 Tech 2 screen –	- Stored DTC C0755	viewable		
	DICs Sorted By Pri			
D0755	Control Door Lock F Sympl	on 88		
Right Signal	Front Low Tire Press Invalid	sure sensor		
Last I	est: Fi	ailed/Current		
Since	Cleared: N	ot Run/Fail		
		istory 2/3	w	
	Ci	ear Cs		

021 Tech 2 screen – Stored DTC P2270 viewable





Right front suspension from rear- No observable damage



023 Right front suspension from front – No observable damage

PRODUCT ALLEGATION RESOLUTION						
PRELIMINARY INSPECTION						
FIELD PHOTOGRAPHIC NOTES						
Customer's Name:			Inspection Date: 01/07/2010			
Vehicle Brand:	Chevrolet	Model:	Cobalt			
<u>File #</u>	71-789321282	VIN:	1G1AK58F087			



Left front suspension from rear - No observable damage



025 Left front suspension from front – No observable damage

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION					
	FIELD	) PHOTO	GRAPHIC NOTES		
Customer's Name:			Inspection Date: 01/07/2010		
Vehicle Brand:	Chevrolet	Model:	Cobalt		
<u>File #</u>	71-789321282	<u>VIN:</u>	1G1AK58F087		



Right rear suspension from rear - No observable damage



027 Right rear suspension from front – No observable damage

PRODUCT ALLEGATION RESOLUTION							
PRELIMINARY INSPECTION							
FIELD PHOTOGRAPHIC NOTES							
Customer's Name:			Inspection Date: 01/07/2010				
Vehicle Brand:	Chevrolet	Model:	Cobalt				
File #	71-789321282	VIN:	1G1AK58F087				



Left rear suspension from rear - No observable damage



029 Left rear suspension from front – No observable damage

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION FIELD PHOTOGRAPHIC NOTES				
<u>Customer's Name:</u> <u>Vehicle Brand:</u> <u>File #</u>	Chevrolet 71-789321282	<u>Model:</u> <u>VIN:</u>	<u>Inspection Date:</u> 01/07/2010 Cobalt 1G1AK58F087	



Undercarriage from front – Scrap marks on engine cradle and front cross-member right and left sides



031 Undercarriage and floor pan from front – No observable damage

PRODUCT ALLEGATION RESOLUTION							
	PRELIMINARY INSPECTION						
	FIELD PHOTOGRAPHIC NOTES						
Customer's Name:			Inspection Date: 01/07/2010				
Vehicle Brand:	Chevrolet	Model:	Cobalt				
<u>File #</u>	71-789321282	VIN:	1G1AK58F087				



Undercarriage and rear cross-member and suspension from rear – No observable damage



033 Undercarriage and floor pan from rear – No observable damage

PRODUCT ALLEGATION RESOLUTION							
	PRELIMINARY INSPECTION						
	FIELD PHOTOGRAPHIC NOTES						
Customer's Name:			Inspection Date: 01/07/2010				
Vehicle Brand:	Chevrolet	Model:	Cobalt				
<u>File #</u>	71-789321282	<u>VIN:</u>	1G1AK58F087				



Engine cradle and R/L suspension from rear - No observable damage



035 <u>Close-up of damage to wheel, tire and wheel cover on right rear that was moved to right front by claimant</u><u>after accident</u>

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION					
	FIELD PHOTOGRAPHIC NOTES				
Customer's Name:			Inspection Date: 01/07/2010		
Vehicle Brand:	Chevrolet	Model:	Cobalt		
<u>File #</u>	71-789321282	<u>VIN:</u>	1G1AK58F087		



Left rear wheel, tire an wheel cover - No observable damage

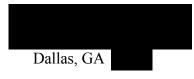


037 Left front wheel, tire and wheel cover – No observable damage

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION						
	FIELD PHOTOGRAPHIC NOTES					
Customer's Name:			Inspection Date: 01/07/2010			
Vehicle Brand:	Chevrolet	Model:	Cobalt			
<u>File #</u>	71-789321282	<u>VIN:</u>	1G1AK58F087			



July 12, 2011



RE: Service Request: 71-789321282 2008 Cobalt Vehicle Identification Number: 1G1AK58F087 Customer Relationship Specialist: Deborah

Dear

Thank you for taking the time to contact General Motors regarding your vehicle. I am aware of the concern you are having with your 2008 Cobalt; however, I have been unsuccessful in my attempts to reach you. At your earliest convenience, please contact the General Motors Product Allegation Resolution Assistance Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time and ask for Deborah.

Thank you for giving General Motors this opportunity to be of assistance. We hope to earn your trust and respect with every contact you have with General Motors Product Allegation Resolution Department.

Sincerely,

General Motors

cc: FILE

PA0011 V10202009

# **EAA Inspection Request**

### Date: <u>12/29/09</u>

**TO:** <u>EAA</u>

EAA/SPX Field Coordinator Phone: 586-582-5835 Fax: 586-582-5840 Email: <u>eaafc@servicesolutions.spx.com</u>

### From: Debbie Stewart

PAR Customer Relations Specialist

Email: Deborah_Stewart@gmexpert.com Phone: 866-790-5600 ext.31117

Fax: 866-775-9478 Mailing Address:

GM PAR Investigations 7401 E. Ben White Building 3 Austin, TX 78741

### Vehicle Information VIN#: 1G1AK58F087

Year/Make:2008 ChevroletModel:CobaltContact's Name:Charlie FortnerContact's Number:770-445-9411Vehicle Location:Hardy Chevrolet, Pontiac,Buick Inc.Buick Inc.

1249 Charles Hardy Parkway Dallas, GA 30157 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 #: 71-789321282 Claimant Name: Claimant Home #: Claimant Work #: N/A Claimant Cell #: Address: Dallas, GA

**Required Actions:** 

Advise PAR CRS via voicemail/email of inspection date. Repair Estimate Required

**Review All PAR File information** 

Contact PAR CRS After Inspection

#### Please Use Form(s):

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

### Special Instructions:

<b>Interview Owner?</b>	Yes No	Vetronix Requested	Obtain Fire/Police Report
Other (define)			

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

**<u>RUSH</u>** (Name of Team Manager or Ops Mgr Approving the Rush):

EAA Internal Use Only					
To: <b>SA</b> :	Date E-Mailed to SA:				
From: EAA Field Coordinator	Due Date:				
EAA SA Use Only					
Case Acceptance/Investigation: YES	NO				
Please acknowledge acceptance of this case promptly by phone, fax or email.					
Date Report Uploaded to EAA FTP SITE:					

Deborah Stewart/Austin/GM1	То	eaafc@servicesolutions.spx.co					
	сс						
12/29/2009 11:05 AM	bcc						
	Subject	71-789321282					
RE: Customer Last Name:							
Service Request: 71-789321282							
2008 Chevrolet Cobalt							
Vehicle Identification Number: 1G1A	<58F087						
Customer Relationship Specialist: De	bbie Stewart	:					
Telephone: 1-866-790-5600 X 31117							
Dear Terrie,							
Thank you in advance for taking care	of this.						

, . . . .



Crystal Mattson Inspection Request.doc Crystal Mattson-GMVIS-Summary.htm Crystal Mattson-SR.pdf

If you have further questions, please contact the Customer Relationship Specialist at the telephone number and extension above or contact The Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above.

Sincerely,

**General Motors** 

Debbie Stewart Business Resource Center

Aditya Birla Minacs

Phone: 866-790-5600 ext. 31117 Fax: 866-775-9478 Deborah_Stewart@gmexpert.com

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#### **CDR File Information**

• • • • • • • • • • • • • • • • • • • •	
User Entered VIN	1G1AK58F087
User	Keith A. Parks
Case Number	71-789321282
EDR Data Imaging Date	Thursday, January 7 2010
Crash Date	Friday, January 23 2009
Filename	1G1AK58F087ACM.CDR
Saved on	Thursday, January 7 2010 at 02:56:24 PM
Collected with CDR version	Crash Data Retrieval Tool 3.3
Reported with CDR version	Crash Data Retrieval Tool 3.3
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 may contain Pre-Crash and Crash data. The SDM can store up to one Non-Deployment Event. This event can be overwritten by an event that has a greater SDM recorded vehicle 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 may contain 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.

-The CDR tool displays time from Algorithm Enable (AE) to time of deployment command in a deployment event and AE to time of maximum SDM recorded vehicle velocity change in a non-deployment event. Time from AE begins when the first air bag system

enable threshold is met and ends when deployment command criteria is met or at maximum SDM recorded vehicle velocity

change. Air bag systems such as frontal, side, or rollover, may be a source of an enable. The time represented in a CDR report

can be that of the enable of one air bag system to the deployment time of another air bag system.

-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

I.





-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.

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\$3D	FF	FF	FF	FF	FF	FF	00

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\$40	ΕO	FF	00	00	00	00	00									
\$41	F8	F8	90	00	00	00	00									
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\$45 \$46	FF FF	FF FF	FF FF	FF FF	FF FF	FF FF	00 00									
\$40 \$47	гг FF	FF	FF	гг FF	FF	гг FF	00									
\$47 \$48	гг FF	FF	FF	гг FF	FF	гг FF	00									
\$40 \$49	FF	FF	FF	FF	FF	FF	00									
\$49 \$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	FO	00	00	FO	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	$\mathbf{FF}$	$\mathbf{FF}$	$\mathbf{FF}$	$\mathbf{FF}$	00	00									
\$6A	$\mathbf{FF}$	$\mathbf{FF}$	$\mathbf{FF}$	00	00	00	00									
\$6B	$\mathbf{FF}$	$\mathbf{FF}$	$\mathbf{FF}$	$\mathbf{FF}$	$\mathbf{FF}$	$\mathbf{FF}$	00									
\$6C	$\mathbf{F}\mathbf{F}$	$\mathbf{FF}$	$\mathbf{FF}$	$\mathbf{FF}$	$\mathbf{FF}$	$\mathbf{FF}$	00									
\$6D	$\mathbf{FF}$	$\mathbf{FF}$	$\mathbf{FF}$	$\mathbf{FF}$	$\mathbf{FF}$	$\mathbf{FF}$	00									
\$6E	$\mathbf{FF}$	FF	$\mathbf{FF}$	$\mathbf{FF}$	$\mathbf{FF}$	$\mathbf{FF}$	00									
\$6F	$\mathbf{FF}$	FF	$\mathbf{FF}$	FF	$\mathbf{FF}$	$\mathbf{FF}$	00									
\$70	$\mathbf{FF}$	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									
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\$04	3F	0A	00	00	55	50	52	50	50	57	10	55	55		55	52
\$05	42	55	00	00	00	0.0	52	ਸਸ	ਸਸ	ਸਸ	ਸਸ	FF	FF	FF	FF	FF
\$06	FF	FF	00	00	00	00	52									
\$07	42	54	00	00	00	00	52	FF								
\$08	FF	FF	00	00												
\$0D	41	48	31	30	39	37	52	30	30	46	34	37	30	45	39	32
;0E	3F	0A	00	00												
\$0F	41	4A	00	00	00	00	52	30	30	35	37	30	38	30	38	30
\$10	3F	0A	00	00												
\$13	42	52	30	31	33	34	56	31	08	30	33	36	31	37	55	4B
\$14	01	5A	74	02												
\$17	42	54	$\mathbf{FF}$													
\$18	$\mathbf{FF}$	$\mathbf{FF}$	$\mathbf{FF}$	$\mathbf{FF}$												
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\$22	80	50														
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\$24	31	41		FA												
\$25	32	41	FA	FA	FA	FA	FA									
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#### **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.

	1 of 10					
PRELIMI	DUCT ALLEGATION RESOLUTION NARY INSPECTION SPENSION, AXLE, TIRE AND WHEEL SYSTEMS					
Customer's Name:Vehicle Brand:File #71-789321282	Inspection Date:         01/07/2010           Model:         Cobalt           VIN:         1G1AK58F087					
Mileage at Inspection: 28632 Inspector's phone number: 770-422-6080	Inspection Location: Hardy Chevrolet- – 1249 Charles Hardy Pwky Dallas, GA. 30157 – 770-445-9411 Inspected By: Keith A. Parks					
Section 1 INSPE BRIEFLY Describe the customer's ALLEG	CTION SUMMARY					
that resulted in vehicle impacting a cement drainage culvert that damaged both the right front and right rear wheels and tires of her vehicle. { <a href="https://www.section.com">Following the inspection, summarize the facts and observations</a> : (Additional cmts may be placed in section 9) Inspection included vehicle test drive that lasted for approximately 30 minutes and 14 miles. Test drive included several stop and starts in residential neighborhoods making many right and left turns and some driving on local						
steering was observed, no abnormal noise entire test drive. Following test drive vehic wheels, tires, and viewable suspension co	ering preformed in a normal manor, no apparent binding/locking of the s, pulling or sway was observed, vehicle behaved as expected during cle was returned to dealer where vehicle was photographed and all mponents and steering components were inspected. No apparent					
damage was observed to any component in the steering or suspension system. Damage was however noticed to the currently mounted right front wheel and tire (claimant stated in interview they had moved the tire from its original location in right rear to this location to allow for the compact spare currently being used to be in the rear of vehicle), the wheel had impact marks to its tire bead and the sidewall of tire also had impact and scrape marks						
along with the plastic hub cap which also had impact and scrape damage. The right front tire that was on vehicle at time of incident was found in vehicles trunk. Wheel had deep impact damage to its tire bead, the tire was cut and flat and hub cap was broken with a large piece missing. Following wheel and tire inspection vehicle was						
and flat and hub cap was broken with a large piece missing. Following wheel and tire inspection vehicle was raised on dealers lift and all viewable suspension and frame components were inspected. No apparent damage was observed to any suspension component but the right and left front bottom surface of the front frame rails did show recent scrape markings along with the bottom surface of the core support/front crossmember. Based upon severity of impact damage to the observed wheel and tire the Bosch data recorder was connected to						

downloads. Once inspection of vehicle was completed a inspection was made of incident sight as described by claimant (details in section 7 of report).

# Image: Second Second

vehicles ALDL connector and download was obtained from vehicles SIR module to possibly assist in determining vehicle speed and other impact data at the time of impact, Bosch data details are contained in inspection report

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

Incident Date and Time: 12/23/2009

2 of 10					
PRODUCT ALLEGATION RESOLUTION					
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS					
Customer's Name: Inspection Date: 01/07/2010					
Vehicle Brand: Chevrolet Model: Cobalt					
File # 71-789321282 VIN: 1G1AK58F087					
Was a police/fire department report obtained? Yes XNo         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)         Claimant stated she had just left home, had traveled around a couple of curves in her subdivision and one stop sign before coming to a second stop sign. Claimant stated after coming to a complete stop she slowly accelerated and began making a right turn, during the turn claimant stated while the wheels were still pointing right the steering wheel bound/locked preventing her from straightening them. Claimant stated due to the locked steering the vehicle continued to turn right and impacted a cement drainage culvert then continued forward into a grass covered yard before the steering unlocked which allowed her to steer back out of the yard and onto the road surface and stop. Claimant stated after vehicle stopped she exited and observed the right front wheel had been damaged and the tire cut and flat. Claimant stated she then removed the damaged wheel and replaced it with the compact spare located in vehicle trunk.					
Driver/other occupant's physical description (include name, gender, height, weight, & disabilities): - Female – 5'1" – no disabilities If there was a collision: Describe extent of any injuries to the Driver: Driver/claimant stated she had no injuries that resulted from incident {					
{					
What was the exact location of the incident? Corner of Brookside Drive and Hampton lane in Dallas, GA         Driving conditions at the time of the incident:         Weather conditions & Visibility: Clear/cold Approximate Temp (°F): 45         Road Surface:       Concrete       XAsphalt       Gravel       Crushed rock       Dirt         Road Condition:       X Dry       Wet       Icy       Other: {         Shoulder       Curb X:       X Concrete       Asphalt       Gravel       Crushed rock       Dirt         Shoulder/Curb Condition:       X Dry       Wet       Icy       Other: {					
Estimate of vehicle speed: <u>3</u> mph Source of est. <b>Driver/claimant</b>					
Estimated vehicle speed at impact: <u>3</u> mph Source of est. <b>Driver/claimant</b> (Do Not report speed information from the Vetronix data here)					
(Do Not report speed information from the Vetronix data here) If the driver/claimant description of the vehicle operation prior to and during the incident does not include the following information, please obtain it.					
Steering Normal Other X Describe Claimant stated steering wheel bound/locked while making a right hand turn after coming to a complete stop and did not release until vehicle had impacted and					

3 of 10						
PRODUCT ALLEGATION RESOLUTION						
PRELIMINARY INSPECTION						
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS						
Customer's Name:Inspection Date:01/07/2010						
Vehicle Brand: Chevrolet Model: Cobalt						
File # 71-789321282 VIN: 1G1AK58F087						
rolled over a cement drainage culvert and into a yard several feet, then released allowing driver/claimant to steer vehicle back off the yard and into street before stopping.         Suspension       Normal X       Other       Describe {						
Also, determine whether there were any warning lights illuminated, messages on driver information panel, unusual noises, smoke or steam observed. Claimant/driver stated she observed no warning messages on the instrument panel or any unusual or abnormal occurrences prior to incident						
Describe any evasive action:          Turning        Braking          Accelerating        Other:						
Describe cargo (in the vehicle interior, trunk and/or trailer (if any):						
{						
<pre> Estimated total weight of cargo:_{ Estimated weight of the trailer, if any. { </pre>						
If a trailer was being towed, photograph the hitch structure, both on the trailer and towing vehicle.						
Did the vehicle leave the roadway?: X Yes       □No Describe: Driver/claimant stated after vehicles steering bound/locked she impacted a cement drainage culvert then proceeded forward into a residential grass covered yard before gaining back the steering and turning vehicle back onto the road surface Objects Impacted: Cement drainage culvert         How was the vehicle transported from the incident site to the present location? □ Tow Truck       □ Flat Bed       X Other						
Additional comments concerning the incident: <u>Claimant stated after incident she changed the damaged wheel/tire</u> then proceeded. Later claimant stated she removed the compact spare installed on vehicles right front and moved it to the right rear and moved the right rear to the right front. Asked claimant during incident interview if the same binding/locking condition has occurred since the alleged incident on 12/23/2009, claimant stated it had not. {						
Section 3 INTERVIEW - VEHICLE HISTORY						
Source of information (name, address, phone number, & relationship), if other than claimant:         Same a claimant         Comments:       (Additional cmts may be placed in section 9)         Claimant stated when asked during the incident interview if the condition she alleged during the incident had previously occurred stated once the steering wheel locked after she had exited which resulted in her having to call a tow truck and tow vehicle to dealer. Claimant stated dealer was able to correct problem but did not indicate						

the type of repair made and also indicated to claimant that vehicle had an after-market security system that may have been the cause for the locked condition she experienced.

						4 of 10
PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS						
<u>Customer's Name:</u> <u>Vehicle Brand:</u> <u>File #</u>	Chevrolet 71-789321282	<u>Model:</u> <u>VIN:</u>	Cobalt	ection Date: 58F087	01/07/2010	
Did the owner purchase the	evehicle new? X Yes	03/08 No	Date	Used? 🗌 Yes	No Date	
<u>VEHICLE MODIFICATIONS / ALTERATIONS</u> 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) <u>Describe:</u> Claimant stated vehicle had an after-market security system installed by the dealer prior to her purchase. Claimant stated she was not aware of this until vehicle had to be towed to another dealer (Days Chevrolet in Acworth, GA.) when she was unable to unlock the steering wheel.						
	VEHICLE REPAIR / SERVICE HISTORY       Prior electrical system service? X No       Yes       If yes, describe:					
Prior collision repair? X No	Yes If yes, desc	cribe:		{		
Repaired by whom? (name,	address, phone) {					
Prior chassis system servic	e, repair, or replacem	nent? X No	Yes	lf yes, describe w	hat was done:	
Prior electrical system comp	ponents serviced, rep	aired, or re	placed by	whom? ( name, a	ddress, phone number)	
Any other pertinent vehicle If yes, describe: Claim						XYes
Section 4	VEHICI			SUAL/PHOTO		

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 body damage observed during inspection that appeared to have resulted from incident. Vehicle had miscellaneous paint scratches and dents on many exterior body panels

{___

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

### Scrape marks were observed to the bottom surface of right and left front frame rail and front crossmember/core support

{____

#### CORNER ASSEMBLIES

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

C 1 0

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

Customer's Name:
Vehicle Brand:
File #

Chevrolet

Inspection Date:

01/07/2010

Cobalt 1G1AK58F087

71-789321282

Comments: No apparent damage was observed to any suspension components except for observed damage to the right front and rear wheels and tire and hub cap

Model:

VIN:

#### **UNDERHOOD**

Engine compartment Brake fluid level and condition

Power steering lines, hoses, clamps and connections Power steering fluid level and condition

Comments:

No apparent damage was observed to any of above components. Vehicle is equipped with electronic steering, other fluids were at normal levels and 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:

Claimant stated vehicle had an aftermarket security system installed by selling dealer prior to her purchase, unable to verify this installation during inspection

#### Section 5

#### **VEHICLE INSPECTION - PASSENGER COMPARTMENT**

#### INTERIOR

Instrument panel Controls Overall view of seat position Photo of options label-glove box/trunk Sunvisors and headliner Personal items/cargo

Odometer Steering wheel and column Driver and passenger seat back angle (inclinometer measurement)

#### **INTERIOR INSPECTION** (Describe any damage and photograph)

No interior damage was observed. Vehicles interior was very cluttered with miscellaneous personal items scattered throughout and partially empty soft drink bottles in console cup holders.

Section 6

#### STEERING, SUSPENSION, TIRE AND WHEEL SYSTEM INSPECTION

					6 of 10
PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS					
<u>Customer's Name:</u> <u>Vehicle Brand:</u> <u>File #</u>	Chevrolet 71-789321282	<u>Model:</u> <u>VIN:</u>	Inspection Date: Cobalt 1G1AK58F087	01/07/2010	

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: Vehicle Brand: File #

Chevrolet 71-789321282

Inspection Date: Cobalt

01/07/2010

Model: VIN:

1G1AK58F087

ITEM	OBSERVATIONS/TEST RESULTS
Steering system-Are all	Visually inspected all viewable steering components, observed no apparent
components in place and	damage. Vehicles steering turned right to left from lock to lock without any
connected in a normal manner?	apparent binding or other abnormal feel. Vehicle was test driven for 14 miles
Can the steering wheel be	at beginning of inspection process. During test drive vehicle was driven
rotated lock to lock with	through many residential neighborhoods similar to claimants and also on city
appropriate movement of the	streets, no abnormal condition was observed during test drive.
front wheels. Is there any	
binding, sticking or uneven feel?	
Steering linkage-Is the linkage	Inspection did not observe any apparent damage to steering linkage
free from cracks, bends,	components
fractures, etc. Are there any	
scrapes, abrasions, signs of	
contact with any of the linkage?	
Gear/rack and pinion-Any sign	Inspection did not observe any apparent damage or leaks to boots, steering
of leakage, damage to boots on	gear or other components
the rack, contact by foreign	
objects?	
Steering column, ignition switch,	Column locked with key removed and unlocked with key in on position.
intermediate shaft. Does the	Steering column appeared properly fastened to mounting surfaces
column unlock with the ignition	
key "on"? Is the steering column	
properly fastened to the dash?	
Steering pump, drive, hoses,	Electronic steering controlled, no hoses or pumps required with this system
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. PS fluid level and condition-	Not required with the electronic controlled evotem installed on this vahiole
	Not required with the electronic controlled system installed on this vehicle
Color, contamination, odor	Observed no ennormatidements to knuckle as attached components
Steering knuckle-All attachments secure and	Observed no apparent damage to knuckle or attached components
attachments secure and proper?	
Suspension components – LF	No apparent damage observed in this area of suspension
Suspension components – LF Strut attachments, springs	no apparent uaniage observed in this area of suspension
intact; control arms properly	
attached, deformed, broken,	
scraped, etc. Sway bars	
properly attached.	
Strut attachments, springs	No apparent damage observed in this area of suspension
intact; control arms properly	
attached, deformed, broken,	
scraped, etc. RF	
Strut attachments, springs	No apparent damage observed in this area of suspension
intact; control arms properly	a and a second
attached, deformed, broken,	
scraped, etc Rear sway bars,	

Rev 04-19-2004

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

VIN:

Customer's Name: Vehicle Brand: File #

trailing arms properly attached

Chevrolet 71-789321282

Model: Cobalt

Inspection Date:

1G1AK58F087

01/07/2010

Strut attachments, springs intact; control arms property attached, deformed, broken, scraped, etc.       No apparent damage observed in this area of suspension         Rear axle assembly-deformed, signs of impact, properly located, etc.       No apparent damage observed         Deformation to the frame       No apparent damage observed         Describe and photograph evidence of axle/ suspension/ tire contact with frame, body or components       No apparent contact was observed         Describe and photograph evidence of the under- carriage with the road surface (road, shoulder, curb, or grass)       Scrape marks were observed on the R/L front frame rail bottom surfaces and front bottom surface of the core support/front crossmember         Stability Enhancement system/components-check for codes using a Tech II.       Not equipped         Connected dealers Tech 2 to vehicles ALDL connector, observed 3 stored DTC's - ECM - P013F- Symptom 00 - Unknown - Remote Control Door Lock Receiver - C0755 - Symptom 00 - Unknown - Remote Control Door Lock Receiver - C0755 - Symptom 00 - Signal Itvak Lean Sensor 2         Electrical (normal, other)       No apparent abnormal electrical condition was observed         Warning lights/messages displayed? Describe and obtain codes using a Tech II       Instrument panel system monitor indicated Service Tire Monitor- Tech 2 indicated DTC C0755 Right Front Low Tire Pressure Sensor Signal Invalid codes using a Tech II         Anything components missing?       No components were apparently missing         Other       {	and undamaged.	
attached, deformed, bröken, scraped, etc.       RR         Rear axle assembly-deformed, signs of impact, properly located, etc.       No apparent damage observed         Deformation to the frame       No apparent damage observed         Describe and photograph evidence of axle/ suspension/ tire contact with frame, body or components       No apparent contact was observed         Describe and photograph evidence of axle/ suspension/ tire contact with frame, body or components       Scrape marks were observed on the R/L front frame rail bottom surfaces and front bottom surface of the core support/front crossmember         Describe and photograph contact of the under- carriage with the road surface (road, shoulder, curb, or grass)       Scrape marks were observed on the R/L front frame rail bottom surfaces and front bottom surface of the core support/front crossmember         Stability Enhancement system/components-check for codes using a Tech II       Not equipped         Connected dealers Tech 2 to vehicles ALDL connector, observed 3 stored DTC's – ECM - P013F- Symptom 00 – Unknown – Remote Control Door Lock Receiver – C0755 – Symptom 00 – Signal Stuck Lean Sensor 2         Electrical (normal, other)       No apparent abnormal electrical condition was observed         Warning lights/messages displayed? Describe and obtain codes using a Tech II       Instrument panel system monitor indicated Service Tire Monitor- Tech 2 indicated DTC C0755 Right Front Low Tire Pressure Sensor Signal Invalid		No apparent damage observed in this area of suspension
scraped, etc.       RR         Rear axle assembly-deformed, signs of impact, properly located, etc.       No apparent damage observed         Deformation to the frame       No apparent damage observed         Describe and photograph evidence of axle/ suspension/ tire contact with frame, body or components       No apparent contact was observed         Describe and photograph components       Scrape marks were observed on the R/L front frame rail bottom surfaces and front bottom surface of the core support/front crossmember         Describe and photograph contact (road, shoulder, curb, or grass)       Scrape marks were observed on the R/L front frame rail bottom surfaces and front bottom surface of the core support/front crossmember         Stability Enhancement system/components-check for codes with Tech II       Not equipped         Engine (normal, other)-Obtain codes using a Tech II.       Connected dealers Tech 2 to vehicles ALDL connector, observed 3 stored DTC's – ECM - P013F- Symptom 00 – Unknown – Remote Control Door Lock Receiver – C0755 – Symptom 08 – Right Front Low Tire Pressure Sensor Signal Invalid – ECM – P2270 – Symptom 00 – Signal Stuck Lean Sensor 2         Electrical (normal, other)       No apparent abnormal electrical condition was observed         Warning lights/messages displayed? Describe and obtain codes using a Tech II       Instrument panel system monitor indicated Service Tire Monitor- Tech 2 indicated DTC C0755 Right Front Low Tire Pressure Sensor Signal Invalid         Anything components missing?       No components were apparently missing	intact; control arms properly	
Rear axle assembly-deformed, signs of impact, properly located, etc.         No apparent damage observed           Deformation to the frame         No apparent damage observed           Describe and photograph evidence of axle/ suspension/ tire contact with frame, body or components         No apparent contact was observed           Describe and photograph evidence of axle/ suspension/ tire contact with frame, body or components         Scrape marks were observed on the R/L front frame rail bottom surfaces and front bottom surface of the core support/front crossmember           Describe and photograph contact of the under- carriage with the road surface (road, shoulder, curb, or grass)         Scrape marks were observed on the R/L front frame rail bottom surfaces and front bottom surface of the core support/front crossmember           Stability Enhancement system/components-check for codes using a Tech II.         Not equipped           Electrical (normal, other)-Obtain codes using a Tech II.         Connected dealers Tech 2 to vehicles ALDL connector, observed 3 stored DTC's – ECM - P013F- Symptom 00 – Unknown – Remote Control Door Lock Receiver – C0755 – Symptom 08 – Right Front Low Tire Pressure Sensor Signal Invalid – ECM – P2270 – Symptom 00 – Signal Stuck Lean Sensor 2           Electrical (normal, other)         No apparent abnormal electrical condition was observed           Warning lights/messages displayed? Describe and obtain codes using a Tech II         Instrument panel system monitor indicated Service Tire Monitor- Tech 2 indicated DTC C0755 Right Front Low Tire Pressure Sensor Signal Invalid codes using a Tech II	attached, deformed, broken,	
signs of impact, properly located, etc.No apparent damage observedDeformation to the frameNo apparent damage observedDescribe and photograph evidence of axle/ suspension/ tire contact with frame, body or componentsNo apparent contact was observedDescribe and photograph contact of the under- carriage with the road surface (road, shoulder, curb, or grass)Scrape marks were observed on the R/L front frame rail bottom surfaces and front bottom surface of the core support/front crossmemberStability Enhancement system/components-check for codes using a Tech II.Not equippedConnected dealers Tech 2 to vehicles ALDL connector, observed 3 stored DTC's - ECM - P013F- Symptom 00 - Unknown - Remote Control Door Lock Receiver - C0755 - Symptom 08 - Right Front Low Tire Pressure Sensor Signal Invalid - ECM - P2270 - Symptom 00 - Signal Stuck Lean Sensor 2Varning lights/messages displayed? Describe and obtain codes using a Tech IINo apparent abnormal electrical condition was observedMarning ignts/messages displayed? Describe and obtain codes using a Tech IINo components were apparently missingNo to components missing?No components were apparently missing		
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codes using a Tech II         Anything components missing?         No components were apparently missing		
Anything components missing? No components were apparently missing		
		No components were apparently missing
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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". Vehicle was test driven for 14 miles. City type and residential type driving conditions were evaluated during drive. Observed no apparent abnormal conditions with steering system during test 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					
Customer's Name: Vehicle Brand:Inspection Date: Chevrolet01/07/2010Vehicle Brand: File #ChevroletModel: VIN:CobaltChevrolet VIN:VIN:1G1AK58F087					
1. IDENTIFICATION:					

					AVE. TREAD	DOT
	TIRE BRAND	TIRE TYPE	TIRE SIZE	PRESSURE	DEPTH	Numbers
	<u>(Goodyear)</u>	(Eagle GA)	( <u>P205/70R15)</u>	<u>(psi)</u>	32nds of inch	
LF	<u>Goodyear</u>	Eagle RS-A	<u>P195/60 R15</u>	<u>33</u>	<u>10</u>	<u>M6RB JX1R 4609</u>
RF	<u>Goodyear</u>	Eagle RS-A	P195/60 R15	<u>33</u>	<u>10</u>	<u>M6RB JX1R 4609</u>
LR	<u>Goodyear</u>	Eagle RS-A	<u>P195/60 R15</u>	<u>33</u>	<u>10</u>	<u>M6RB JX1R 4509</u>
RR	<u>Goodyear</u>	Eagle RS-A	P195/60 R15	<u>0</u>	<u>10</u>	<u>M6RB JX1R 4509</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 damage observed

RF Tire currently observed on right front was originally on vehicles right rear at time of incident. Tire was moved to current position after incident. Tire had small scrape and cuts on sidewall - wheel and hub cap have impact damage

#### LR No damage observed

RR Wheel and tire were found in vehicles trunk along with hub cap. Wheel had impact damage to tire bead and tire was cut at area of impact to wheel and flat. Hub cap was broken and had piece missing Spare - Mounted on vehicles Right Rear

<ol> <li><u>TIRE PLACARD DATA:</u> Record the following data: (located on driver's door edge or inside the decklid)</li> </ol>					
	SIZE	PRESSURE (psi)	PRESSURE AT MAXIMUM LOAD(psi)		
TIRES	<u>P195/60 R 15</u>	<u>30</u>			
SPARE TIRE	<u>T115/70 D15</u>	<u>60</u>			

#### Section 7

#### SITE INSPECTION

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

Check the incident scene for tire marks, gouges in the pavement, debris, or any other marks. Measure location and photograph.

Identify evidence of whether the vehicle left the road prior to, during, or after the incident. Document all locations, distances, stationary objects (guard rails, telephone poles, fences, buildings, etc), nearest posted speed limit signs in the direction of travel, etc...

9 of 10

				10 of 10		
PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS						
<u>Customer's Name:</u> <u>Vehicle Brand:</u> <u>File #</u>	Chevrolet 71-789321282	<u>Model:</u> <u>VIN:</u>	Inspection Date: Cobalt 1G1AK58F087	01/07/2010		
Identify evidence 8	k photograph any obj	ect struck by	the vehicle on or off the	e road prior to, during or after incident.		
Inspect roadway & speed, severe brak		the area of	the incident site for tellta	le signs of loss of control, excessive		
Photograph the scene an	d property if involv	ed.				
Comments: Incident scene was a residential neighborhood. Incident per claimant happened at the corner of Brookside drive and Hampton lane in Dallas, GA. Inspection of scene indicated by claimant observed a asphalt covered two lane residential road with cement curbing and cement drainage culverts built into curbing. Claimant stated she had stopped completely at the stop sign on Brookside drive (jpeg#44) then proceeded to turn right onto Hampton lane (jpeg #s 45-49-50). During the turn claimant stated steering wheel bound/locked resulting in her impacting the drainage culvert (jpeg #s46-47-48) then proceed into the residential grass covered yard before unlocking allowing her to steer back onto the road surface of Hampton lane.						
Inspection of road surface found no apparent defects. Inspection also walked off distance from stop sign on Brookside drive to corner which measured approximately 30 feet and then walked off distance from corner to impact area observed on drainage culvert (large chunk of cement was missing from front surface of culvert JPEG #s46-47-48), distance measured approximately 15 feet. Inspected residential grass covered yard beyond drainage culvert for damage, observed no apparent damage or tire marks in yard. {						

Section 8

**COMMENT OVERFLOW** 

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

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Section 9

#### OTHER REPORT INFORMATION

#### Check here if there was evidence of a "Fire-Related" event.

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

Attachments: (Check all that apply)

X Photographs X Data Downloads Other F	<b>≀ecords</b>
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## PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION FIELD PHOTOGRAPHIC NOTES Customer's Name: Inspection Date: 01/07/2010 Vehicle Brand: Chevrolet Model: Cobalt File # 71-789321282 VIN: 1G1AK58F087

#### Inspector Keith A. Parks

Page 1 of 2

#### Page 1

<u>J Peg.#</u> <u>Description</u> 001 <u>Front view – No observable damage</u>



002

Left front corner, left side – No observable damage



- 003
- Left rear corner, left side No observable damage

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION						
FIELD PHOTOGRAPHIC NOTES						
Customer's Name:			Inspection Date: 01/07/2010			
Vehicle Brand:	Chevrolet	Model:	Cobalt			
<u>File #</u>	71-789321282	<u>VIN:</u>	1G1AK58F087			



Right rear corner, right side – No observable damage



005 Right front corner, right side – No observable damage

PRODUCT ALLEGATION RESOLUTION								
PRELIMINARY INSPECTION								
FIELD PHOTOGRAPHIC NOTES								
Customer's Name:			Inspection Date: 01/07/2010					
Vehicle Brand:	Chevrolet	Model:	Cobalt					
<u>File #</u>	71-789321282	<u>VIN:</u>	1G1AK58F087					



Driver side interior - No observable damage



007 <u>Left rear interior – No observable damage – Driver and passenger seat position – Rear seat area cluttered</u> with miscellaneous personal items

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION							
FIELD PHOTOGRAPHIC NOTES							
Customer's Name:			Inspection Date: 01/07/2010				
Vehicle Brand:	Chevrolet	Model:	Cobalt				
<u>File #</u>	71-789321282	<u>VIN:</u>	1G1AK58F087				



Right front side interior – No observable damage



009 Right rear interior – No observable damage – Driver and passenger seat position – Rear seat area cluttered with miscellaneous personal items

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION						
FIELD PHOTOGRAPHIC NOTES						
Customer's Name:			Inspection Date: 01/07/2010			
Vehicle Brand:	Chevrolet	Model:	Cobalt			
<u>File #</u>	71-789321282	<u>VIN:</u>	1G1AK58F087			



010 Right front wheel and tire found in trunk – Wheel, tire and plastic wheel cover damage observable – Wheel, tire and wheel cover removed by claimant after incident and placed in trunk



011 Right front wheel, tire and wheel cover damage observed

			ATION RESOLUTION RY INSPECTION			
FIELD PHOTOGRAPHIC NOTES						
Customer's Name:			Inspection Date: 01/07/2010			
Vehicle Brand:	Chevrolet	Model:	Cobalt			
<u>File #</u>	71-789321282	<u>VIN:</u>	1G1AK58F087			



012 Right rear wheel, tire and wheel cover damage – Wheel, tire and wheel cover had been removed from right rear and moved to right front by claimant after incident to allow for compact spare to be installed on right rear of vehicle – Damage to wheel, tire and wheel cover observable



013 Same as 12 above

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION FIELD PHOTOGRAPHIC NOTES						
<u>Customer's Name:</u> <u>Vehicle Brand:</u> <u>File #</u>	Chevrolet 71-789321282	<u>Model:</u> <u>VIN:</u>	Inspection Date: 01/07/2010 Cobalt 1G1AK58F087			



Engine compartment front top view – Plastic cover removed to allow view of engine controls – No observable damage – No observable missing parts or after-market items 014



- Deleted Poor quality photo Deleted Poor quality photo 015
- 016
- Instrument panel driver information center Service tire monitor message viewable 017

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION							
	FIEL	D PHOTO	GRAPHIC NOTES				
Customer's Name:			Inspection Date: 01/07/2010				
Vehicle Brand:	Chevrolet	Model:	Cobalt				
<u>File #</u>	71-789321282	<u>VIN:</u>	1G1AK58F087				



018 <u>I</u>

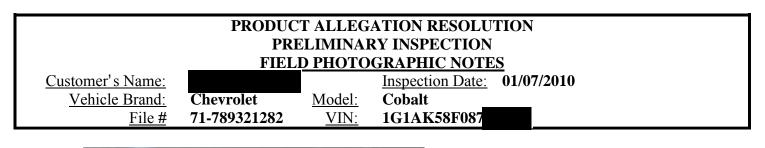
Instrument panel – Mileage shown after test drive completed, mileage prior to test drive indicated 28632



019 Tech 2 screen – Stored DTC P013F viewable

				ATION RESOLU Y INSPECTION	
				GRAPHIC NOTE	
Customer's N	Name:			Inspection Date:	
Vehicle E		Chevrolet	Model:	Cobalt	
	<u>File #</u> 7	1-789321282	<u>VIN:</u>	1G1AK58F087	
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		DICs Sorted By P	riority		
	ECH		A		
	P013F <unknown< td=""><td></td><td>pton 00</td><td></td><td></td></unknown<>		pton 00		
	Last Tes	h:	Not Run		
115	This Ign		Not Run		
	Since Cl	ear:	Passed & Failed		
		1	1/3	2	
1 100	a aller		Tear TCs		
and the second					
020 Tech 2 :	screen – St	ored DTC C075	5 viewable		
1000	D	ICs Sorted By P	riority		
		ntrol Door Lock	Receiver		
	D0755 Right Fro	nt Low Tire Pre	pton 08 Issure Sensor		
100	Signal In				
	Last Test		Failed/Current		
1000					
	Since Cle	ared:	Not Run/Fail History		
1.111			2 / 3 Cloar	*	
			DICs		

021 Tech 2 screen – Stored DTC P2270 viewable





Right front suspension from rear- No observable damage



023 Right front suspension from front – No observable damage

PRODUCT ALLEGATION RESOLUTION							
PRELIMINARY INSPECTION							
FIELD PHOTOGRAPHIC NOTES							
Customer's Name:			Inspection Date: 01/07/2010				
Vehicle Brand:	Chevrolet	Model:	Cobalt				
<u>File #</u>	71-789321282	VIN:	1G1AK58F087				



Left front suspension from rear - No observable damage



025 Left front suspension from front – No observable damage

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION							
FIELD PHOTOGRAPHIC NOTES							
Customer's Name:			Inspection Date: 01/07/2010				
Vehicle Brand:	Chevrolet	Model:	Cobalt				
<u>File #</u>	71-789321282	<u>VIN:</u>	1G1AK58F087				



Right rear suspension from rear - No observable damage



027 Right rear suspension from front – No observable damage

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION						
	FIEL	<b>D</b> PHOTO	<b>GRAPHIC NOTE</b>	<u>S</u>		
Customer's Name:			Inspection Date:	01/07/2010		
Vehicle Brand:	Chevrolet	Model:	Cobalt			
<u>File #</u>	71-789321282	<u>VIN:</u>	1G1AK58F087			



Left rear suspension from rear - No observable damage



029 Left rear suspension from front – No observable damage

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION FIELD PHOTOGRAPHIC NOTES						
<u>Customer's Name:</u> <u>Vehicle Brand:</u> <u>File #</u>	Chevrolet 71-789321282	<u>Model:</u> <u>VIN:</u>	Inspection Date: 01/07/2010 Cobalt 1G1AK58F087			



Undercarriage from front – Scrap marks on engine cradle and front cross-member right and left sides



031 Undercarriage and floor pan from front – No observable damage

PRODUCT ALLEGATION RESOLUTION								
	PRELIMINARY INSPECTION							
FIELD PHOTOGRAPHIC NOTES								
Customer's Name:			Inspection Date: 01/07/2010					
Vehicle Brand:	Chevrolet	Model:	Cobalt					
<u>File #</u>	71-789321282	<u>VIN:</u>	1G1AK58F087					



Undercarriage and rear cross-member and suspension from rear – No observable damage



033 Undercarriage and floor pan from rear – No observable damage

PRODUCT ALLEGATION RESOLUTION								
	PRELIMINARY INSPECTION							
	FIELD PHOTOGRAPHIC NOTES							
Customer's Name:			Inspection Date: 01/07/2010					
Vehicle Brand:	Chevrolet	Model:	Cobalt					
<u>File #</u>	71-789321282	<u>VIN:</u>	1G1AK58F087					



Engine cradle and R/L suspension from rear - No observable damage



035 <u>Close-up of damage to wheel, tire and wheel cover on right rear that was moved to right front by claimant</u><u>after accident</u>

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION							
	FIELD PHOTOGRAPHIC NOTES						
Customer's Name:			Inspection Date: 01/07/2010				
Vehicle Brand:	Chevrolet	Model:	Cobalt				
<u>File #</u>	71-789321282	<u>VIN:</u>	1G1AK58F087				



Left rear wheel, tire an wheel cover - No observable damage



037 Left front wheel, tire and wheel cover – No observable damage

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION						
FIELD PHOTOGRAPHIC NOTES						
Customer's Name:			Inspection Date: 01/07/2010			
Vehicle Brand:	Chevrolet	Model:	Cobalt			
<u>File #</u>	71-789321282	<u>VIN:</u>	1G1AK58F087			



PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION						
	FIEL	<u>D PHOTO</u>	GRAPHIC NOTES			
Customer's Name:			Inspection Date: 01/07/2010			
Vehicle Brand:	Chevrolet	Model:	Cobalt			
<u>File #</u>	71-789321282	<u>VIN:</u>	1G1AK58F087			

Inspector Keith A. Parks

Page 2 of 2

Page Number 2

JPEG.#Description038Compact spare tire installed on vehicle right rear



039 Close-up of scrap marks to right front frame rail and front core support



- 040
- Close-up of scrap marks to left front frame rail and front core support

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION						
	FIEL	D PHOTO	GRAPHIC NOTES			
Customer's Name:			Inspection Date: 01/07/2010			
Vehicle Brand:	Chevrolet	Model:	Cobalt			
<u>File #</u>	71-789321282	<u>VIN:</u>	1G1AK58F087			



041 Tire information label located on bottom surface of left "B" pillar



042Deleted – Poor quality photo043VIN label left front corner of dash

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION							
	FIELD PHOTOGRAPHIC NOTES						
Customer's Name:			Inspection Date: 01/07/2010				
Vehicle Brand:	Chevrolet	Model:	Cobalt				
<u>File #</u>	71-789321282	<u>VIN:</u>	1G1AK58F087				



044 Incident scene – Corner of Brookside drive and Hampton lane, Dallas, GA – Address located on North east corner – area of impact and culvert impacted in just to left of area in photo

is



045 Incident scene – Corner of Hampton Lane and Brookside drive – Culvert impacted in center of photo located at the corner of and Hampton lane

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION	
FIELD PHOTOGRAPHIC NOTES         Customer's Name:       Inspection Date:       01/07/2010	
<u>Vehicle Brand:</u> Chevrolet <u>Model:</u> Cobalt	
<u>File # 71-789321282 VIN:</u> 1G1AK58F087	
046 Culvert located on Hampton lane at the corner of Dallas, GA	
047 Damage to cement culvert located on Hampton lane – Culvert in photo is the impact area described by claimant as impact point that resulted in wheel and tire damage to vehicle	

				ATION RESOLU RY INSPECTION	
				GRAPHIC NOTE	
Cust	tomer's Name:			Inspection Date:	
<u>_</u>	Vehicle Brand:	Chevrolet	Model:	Cobalt	
	<u>File #</u>	71-789321282	<u>VIN:</u>	1G1AK58F087	
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		and the second			
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048	Side view of dar	mage to culvert at			
	5	The New YR			
			19.7.4 92.6	1 Car	
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		and have been and the second	in a th		
			TON SAME A	and the second	
		A A A		and the second second	
	Corner of Heme	ton lane and Brooks	side drive loo	king south east – Sto	p sign in photo is located on Brookside
049					
049	drive and per cla	aimant statement is	where she in	dicated she came to	a complete stop before proceeding measured from stop sign to damage

	PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION FIELD PHOTOGRAPHIC NOTES						
Customer's Name:			Inspection Date:	01/07/2010			
Vehicle Brand:	Chevrolet	Model:	Cobalt				
<u>File #</u> 7	1-789321282	<u>VIN:</u>	1G1AK58F087				



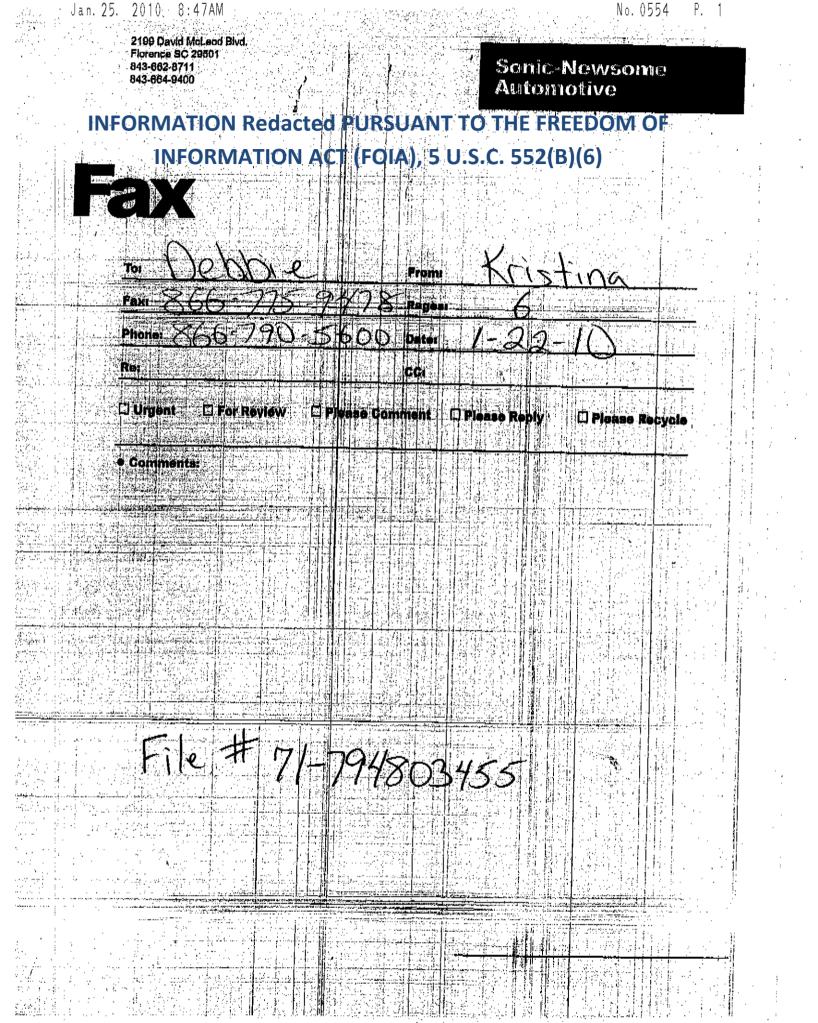
Hampton lane looking south, cement culvert in photo is that described by claimant as impact area – Culvert does have area of missing cement on its front surface that would indicate impact 050



71-789321282.07.DOC

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION FIELD PHOTOGRAPHIC NOTES					
Customer's Name:			Inspection Date:		
Vehicle Brand:	Chevrolet	Model:	Cobalt		
File #	71-789321282	VIN:	1G1AK58F087		

71-789321282.07.DOC



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No.0554 P.2

CUSTOMER #: 12518	131168 N	IEWSO	ME AU	гомо	TIVE
	*INVOICE*		9 David McLe 5, SOUTH CA		501
FLORENCE, SC	PAGE 1		(843) 662-8 1-800-327 <b>-</b> 5		
HOME: CONT: BUS: CELL:	SERVICE ADVISOR:	753 KRIS	TINA DIA	NNE HEF	RMA
COLOR YEAR MAKE/MODEL	VIN	LICENSE	MILEAGE	IN/OUT	TAG
RED 07 CHEVROLET COBALT DEL DATE PROD DATE WARR EXP. PROMISED	1G1AL15F177 PONO	RATE	26217/ PAYMENT	26217	
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VEHICLE CAUSE: bad power steering motor E8434 POWER STEERING ASSIST MOTO			a dha gacan chur i sa Marti Anglegi shi a sa	Antonia antona	s turti
1 20763801 MOTOR KIT	JR REPLACEMENT			(N/ (N/	
EC: PART#: 20763801 COUNT: 0 CLAIM TYPE:					
AUTH CODE:					
PARTS: 0.00 LABOR: 0.00 C	OTHER: 0.00	TOTAL LI	NE A:	Ο.	00
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steering assist motor complete e8434 B CUST STATES; NEEDS A QUOTE ON REPLA					Bereneye
WITH THE SIDE VIEW MIRROR CAUSE: quote					
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PARTS: 0.00 LABOR. 0.00 C	OTHER: 0.00	TOTAL LI	NB B:	. o.	( <b>0</b> .0)
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PARTS: 0.00 LABOR: 0.00 C 26217 inspection inspection complete		TOTAL LI	NE C:	alan, ki di b	<b>00</b> Generic Gros
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THE SALE OF SAID PRODUCTS.					
All claims, disputes and other matters of any kind or nature in question by either pre- relating ito the repair of the above described vehicle, shall be decided by arbitra Arbitration Rules of the American Arbitration Association. No person or entry shall or otherwise any matter subject to this arbitration agreement. This arbitration agree	tion In accordance with the Commercia constitute by way of joinder, class action ment shall be poverced by and under the	GAS, OIL, LUE			
Federal Arothation Act.					
parts and other material for such repeir, and agree: that you are not responsible for delayed availability of parts or material for any reason; that you neither assume nor	or any delays caused by unavailability o authorize any other person to assume fo	TOTAL CHAR			
I hereby authorize the repair work herein set forth to be done by you, together wit parts and other material for such repair, and agree; that you are not responsible f delayed availability of parts or material for any reason; that you are not responsible ryou any liability in connection with such repair; that you shall not be responsible fo articles left therein, in case of fire, theft or other cause beyond your control; th acknowledged on the above vehicle to secure the amount of repairs thereto; that vehicle on streets, highways or elsewhere for the purpose of testing and/or inspectir	your employees may operate the above vehicle, o your employees may operate the above	SALES TAX			
x	ng such venicie.	PLEASE PAY			
CUSTOMER'S SIGNATURE			•••• <u>588</u>	<u>aang palasia</u>	<u>e de la colo</u> ría.

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No. 0554 P. 3

CUSTOMER #: 12518	131168 NEWSOME AUTOMOTIV			
	*INVOICE*		99 David McLe E, SOUTH CAI (843) 662-8	ROLINA 29501
FLORENCE, SC	PAGE 2		1-800-327-5	
HOME : CONT :				
BUS: CELL: COLOR YEAR MAKE/MODEL	SERVICE ADVISOR:	753 KRIS LICENSE	STINA_DIA	NNE HERMA
RED 07 CHEVROLET COBALT 30				
RED         07         CHEVROLET         COBALT         10           DEL DATE         PROD         DATE         WARR         EXP.         PROMISED	PONO	RATE	26217/ PAYMENT	26217 11162
260CT07 DD WAIT 23JAN	11 O	0.00	_CASH	22JAN10
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11:07 16JAN10 16:57 22JAN10				
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All claims, disputes and other matters of any kind or nature in question by either party relating to the repair of the above described vehicle, shall be decided by arbitration Arbitration Rules of the American Arbitration Association. No person or entity shall cons or otherwise any matter subject to this arbitration agreement. This arbitration agreemen Federal Arbitration Act.	t shall be governed by and under t	MISC, CHARC		0.00
I hereby authorize the repair work herein set forth to be done by you, together with the parts land other meterial for such repair, and egree: that you are not responsible for an delayed evailability of perts or material for any respon; that you neither assume nor auth	e furnishing by you of the necessa ny delays caused by unavailability orize any other person to assume	or TOTAL CHAR	GES	0.00
I hereby authorize the repair work herein set forth to be done by you, together with the parts and other meterial for such repair, and egree; that you are nor responsible for an deleyed evailability of perts or material for any reeson; that you neither assume nor auth you any liability in connection with such repair; that you shall not be responsible for loss articles left therein, in case of fire, theft or other cause beyond your control; that a acknow/edged on the ebove vehicle to secure the amount of repairs thereto; that you vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting su	s or damage to the above vehicle, n express mechanic'a lien is here r employees may operate the abo	or LESS INSURA	NCE	0.00
x	ich vehicle.	PLEASE PAY		
CUSTOMER'S SIGNATURE				0.00

Jan. 25. 2010≃ 8:49AM

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No. 0554 - P. 4-**

Customer	Name:	Customer Phone:			
Selection C VIN: 1G1A		Make: Chevrolet	Model: Cobalt	Year: 2007	
Recommen Line A ( new )	ded Work Details OpCode MN80	Operation Text Wheel - Replace (L	abor Only)	Service Operation All	Tota \$851.07
	Labor Time:	0.50			4051107
	Part Number 19194869 9596134 9597622	Part Description TIRE GY2055516 COVER WHEEL		Quantity 1 2 2	
B (new)	BD08	Mirror, Outside Rea Only)	r View - Replace (Labor	Elec Mirror RH	\$312.89
	Labor Time;	0.60			
	Part Number 25831893	Part Description <b>RH MIRROR PAINT</b>	ING	Quantity 1	
Total:					\$1,163.96

2007 Chevrolet Cobalt | Cobalt, G5 (VIN A) Service Manual | Document ID: 2322970

## #07-02-32-007B: Diagnostic Tips for Power Steering Inoperative/Steering Wheel Hard to Turn, Power Steering Message Displayed on DIC, DTCs C0176, C0475, C0476, C0550, U2105, U2107 Set - (Aug 6, 2009)

Subject: Diagnostic Tips for Power Steering Inoperative/Steering Wheel Hard to Turn, Power Steering Message Displayed on DIC, DTCs C0176, C0475, C0476, C0550, U2105, U2107 Set



Models:

2005-2010 Chevrolet Cobalt 2006-2010 Chevrolet HHR 2005-2006 Pontiac Pursuit (Canada Only)

2007-2009 Pontiac G5

2003-2007 Saturn ION

# This bulletin is being revised to update the information for DTC C0475. Please discard Corporate Bulletin Number 07-02-32-007A (Section 02 -- Steering).

The following diagnostics might be helpful if the vehicle exhibits the condition(s) described above. Use the appropriate recommendation based on what symptom has occurred.

#### No DTCs

Review Corporate Bulletin Number 05-02-32-002D to assure you do not have a blown 60 amp steering fuse. The fuse can be blown during improper jump starting of the vehicle on the HHR and ION. Check for this particularly for tow in conditions. DO NOT replace the steering column unless an internal short has been identified in the column that is causing fuse to blow.

## Power Steering Warning Message on DIC with DTCs C0176 and C0476

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

## Power Steering Warning Message on DIC with DTC C0550 in the PSCM

Inspect the motor harness connection to the PSCM. If no connector problems are found, replace the steering column ONLY as this is an internal controller issue.

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#### Power Steering Warning Message on DIC with DTC C0475 in the PSCM

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.

**Note:** If the DTC resets immediately following motor replacement, replace the steering column.

# Power Steering Warning Message on DIC with DTC U2105 and/or U2107 in the PSCM with any other U codes

Although the code(s) appear in the PSCM, these are communication codes and are not the result of a problem with the column operation or the control module. If the codes are in history, clear the codes and re-key the vehicle a few times to see if they come back. If they reappear, look for a communication issue from the BCM U2107 or ECM U2105 (wiring, connector, etc.) as the root cause. If the codes do not reappear after a test drive, return the vehicle back to the customer. DO NOT replace the steering column.

#### Warranty Information

Labor Operation	Description	Labor Time
E8434	Power Steering Assist Motor Replacement	Use Published Labor Operation Time
E7680	Steering Column Replacement	

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

http://aci.www.acm.acm/ai/ahawpac.do?doaSwalvay=2222020.8rfnom=am

1/21/2010

Jan.29.2010 4:19PM

No.0634 P. 1

CUSTOMER #: 12518	131433 <b>N</b>	IEWSOME		TIVE
	*WARRANTY*		ivid McLeod Blvd. UTH CAROLINA 29	501
FLORENCE, SC HOME CONT	DUPLICATE 1 PAGE 1		3)662-8711 )0-327-5646	
BUS: CELI:	SERVICE ADVISOR:		NA DIANNE HEF	RMA
COLOR YEAR MAKE/MODEL	<u>An an Anna an A</u>		MILEAGE IN / OUT	TAG
RED 07 CHEVROLET COBALT	IGIALI5F177 PONG	BATE PAY	6430/26450 MENT INV. [	<u>T1178</u> DATE
260CT07 DD 17:00 292	IAN10 ENG:2.2_Liter_M	0.00 CAS	SH 29JANI	LO
<u>13:26 25JAN10 14:14 29JAN10</u>				
LINE OPCODE TECH TYPE HOURS		LIST	NET TOT	ד. ד.
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DISCLAIMER OF WARRANTIES: THE SELLER, HEREBY EXPRESSLY DISCLAIMS, OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR F AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME F THE SALE OF SAID PRODUCTS.	TITNESS FOR A PARTICULAR PURPOSE,	LABOR AMOUNT		· · · · · · · · · · · · · · · · · · ·
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All claims, disputes and other matters of any kind or nature in question by either pare relating to the repair of the above described vehicle, shall be decided by arbitrat Arbitration Rules of the American Arbitration Association. No person or entity shall or otherwise any matter subject to this arbitration sgreement. This arbitration agree	constitute by way of joinder, class action ment shall be governed by and under the	GAS, OIL, LUBE		
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I hereby authorize the repair work herein set forth to be done by you, togather with parts and other material for such repair, and agree: that you are not responsible for delayed availability of parts or material for any reason; that you neither assume nor you any liability in connection with such repair; that you shall not be responsible for articles left therein, in case of fire, theft or other cause beyond your control; th acknowledged on the above vehicle to secure the amount of repairs therete; that yehicle on streets, highways or elsewhere for the purpose of testing and/or inspection	r loss or damage to the above vehicle, or lat an express mechanic's lien is hereby	LESS INSURANCE		
vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting	your employees may operate the above ig such vehicle.	SALES TAX		
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CHARLES ROOM AND IN- CON

	Jan.	29.	2010	4:20PM
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#### No.0634 P.2

CUSTOMER #: 12518 FLORENCE, SC HOME: BUS: CELL:	*WARRANTY* DUPLICATE 1 PAGE 2 SERVICE ADVISOR:	FLORENCE,	David McLe SOUTH CAF (843) 662-8 1-800-327-5 TINA DIA	od Bivd. ROLINA 299 711 646 NNE HER	501
COLOR	VIN	LICENSE	MILEAGE	IN:7.007	TAG
RED 07 CHEVROLET COBALT DEL DATE PROD DATE WARR EXP	1G1AL15F177 PONO	BATE	26430/ PAYMENT	26450	T1178 DATE
260CT07 DD 17:00 29J	AN10 ENG:2.2_Liter_M		CASH	_29JAN1	.0
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POWER STEERING ASSIST MOTOR REPLACEM RENTAL AT \$37/DAY = \$148.00. IN RENT 01/29/10.	ENT. 1G1AT58H397	4 Of Rental	DAYS OF		
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DISCLAIMER OF WARRANTIES: THE SELLER, HEREBY EXPRESSLY DISCLAIMS . OR INVPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OF F AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME F THE SALE OF SAID PRODUCTS.	ALL WARRANTIES, EITHER EXPRESSE STRESS FOR A PARTICULAR PURPOSE OR IT LIABILITY IN CONNECTION WIT			тота 147.	
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Ail claims, disputes and other matters of any kind or nature in question by either pr relating to the repair of the above described vehicle, shall be decided by arbitra Arbitration Rules of the American Arbitration Association. No person or entity shall or otherwise any matter subject to this arbitration agreement. This arbitration agree	constitute by way of joinder, class action ment shall be governed by and under the	SUBLET AMOU			. <u>00</u> .30
Federal Arbitration Act.					.00
I hereby authorize the repair work herein set forth to be done by you, together wit parts and other material for such repair, and agreet that you are not responsible f delayed availability of parts or material for any resson; that you menther assume nor you any liability in connection with such repair; that you shall not be responsible fo erticles left therein, in case of fire, theft or other cause beyond your control; th acknowledged on the above vehicle to secure the amount of repairs thereto; that vehicle on streets, highways or elsewhere for the purpose of testing and/or inspectin	n the runnishing by you of the necessar of any delays caused by unavailability ( authorize any other person to assume to	TOTAL CHARG	iE\$	887.	
you any liability in connection with such repair; that you shall not be responsible for articles left therein, in case of fire, theft or other cause beyond your control, th	r loss or damage to the above vehicle, o at an express mechanic's lien is bereb	LESS INSURAN	1ÇE	0	00
acknowledged on the above vehicle to secure the amount of repairs thereto; that vehicle on streets, highways or elsewhere for the purpose of testing and/or inspectir	your employees may operate the aboving such vehicle.	SALES TAX	I	0.	.00
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CUSTOMER #: 12518

No. 0634 P. 3

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WARRANTY 2199 David McLeod Blvd. FLORENCE, SOUTH CAROLINA 29501 (843) 662-8711 1-800-327-5646 : '

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# South Florence Collision Repair Center

Southside Industrial Park 209 E. Industrial Park Blvd. Florence, SC 29505 (843) 292-0588

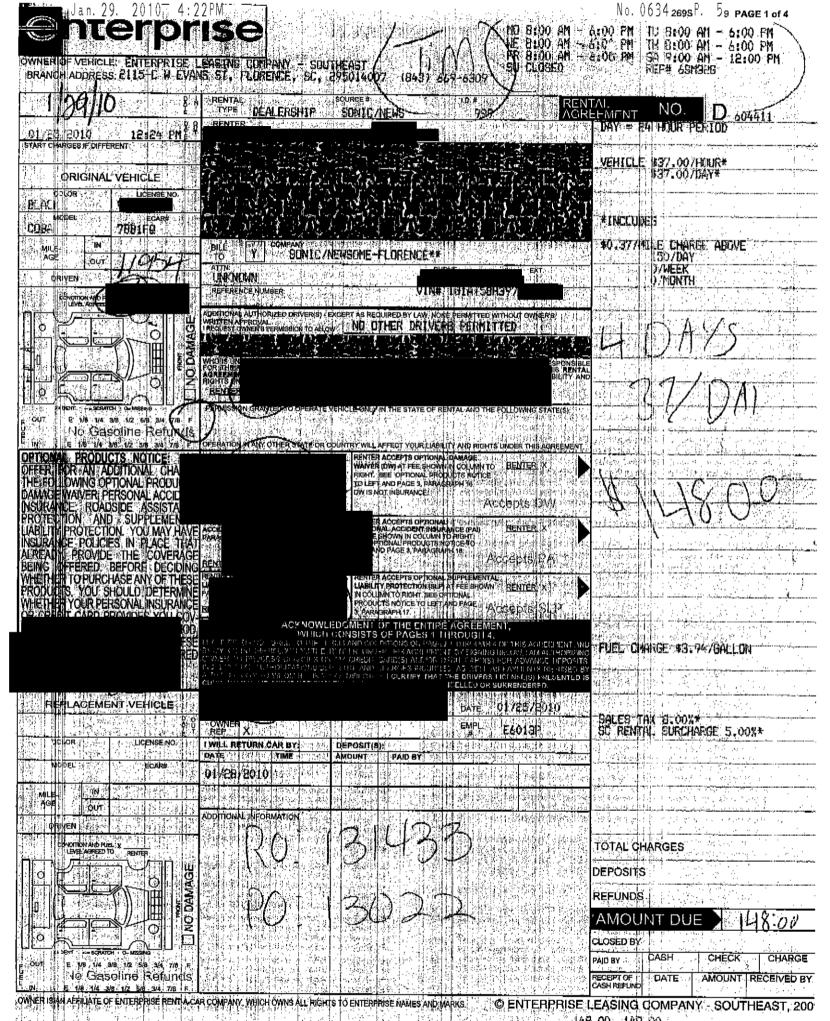
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	Customer and Vehicle	Information	
Date	2/1/10	Service Request #	71-794803455
Customer Name		•	
VIN	1G1AL15F177		
In-Service Date	10/26/2007	Service Contract?	No
Current Mileage	26450	Purchased New/Used	
Warranty Blocked?	No		
Branded Title?	No	Mileage at Purchase	250
Dranded Title:	Dealer and Claim Ir		230
Dealer Name	Sonic-Newsome of Florence		
Dealer Svc Mgr	Joey Vause	Dir Warranty Admin	: Elizabeth Gregg
Dealer Phone	(843) 662-8711	Dealer Fax	843-664-9400
Dealer BAC	165737	- 34141 1 4/1	010 001 0100
		-	
Dealer Division and Code	13-Chev-16070		
Repair Order Number	130433		
Repair Order Close Date	1/29/10		
Labor Op. Code Z1242	Dollar Amt:	\$887.62	
Labor Op. Code Z1243	Dollar Amt:		
Cause Code (CC)	MJ		
Failure Code (FC)	98		
PUT EVERYTHING IN NET AMOUNT Labor Hours and OLH: Parts and Labor Costs: Net Amount: DO NOT H ROUTE THIS CLA	DO NOT PUT IN HOURS DO NOT PUT IN COSTS	\$887.62	
Authorization Code:	DO NOT PUT IN AN A	AUTH CODE	
Additional Comments for Deal			
IF THIS CLAIM SHOULD RE.	JECT FOR ANY REASON, F	PLEASE CONTACT ME	ASAP
AND FAX A COPY OF THE F	<b>REJECTION W/TRACKING </b>	FORM TO (866) 775 94	78
F	Retain Copy with Deale		
	Internal PAR Info	rmation	
Complaint:			
· ·	Customer alleges steering	failure caused a collision	
Cause:			
	failure of the power steerin	a motor	
Correction:			
	Replace power steering m		
Justification:	There was nothing the cus this from happening.	tomer could have done to	cause or prevent
PAR CRS:	Debbie Stewart		
Additional Comments:	GW		

Jan.29.2010 4:19PM

CHARLES ROOM AND IN- CON

No.0634 P. 1

CUSTOMER #: 12518	131433 <b>N</b>	IEWSOME	Ε ΑυτοΜο	TIVE
	*WARRANTY*		avid McLeod Blvd. DUTH CAROLINA 29	501
FLORENCE, SC HOME CONT	DUPLICATE 1 PAGE 1	(84)	3)662-8711 00-327-5646	
BUS: CELL:	SERVICE ADVISOR:		NA DIANNE HEF	RMA
COLOR: YEAR MAKE/MODEL	VIN		MILEAGE IN / OUT	TAG
RED 07 CHEVROLET COBALT DEL DATE PRODIDATE WARE EXP. PROMISE	IGIAL15F177 D Ponc	BATE PAY	26430/26450 (MENT NV. [	<u>T1178</u> DATE
260CT07 DD 17:00 29	JAN10 ENG:2.2_Liter_M	0.00 CAS	SH 29JANI	_0
<u>13:26 25JAN10 14:14 29JAN10</u>				
LINE OPCODE TECH TYPE HOURS		LIST	NET TOT	'AT,
A OWNER STATES WHEN POWER STEERING W	ENT OUT, LOST CONTI	OL OF VEHIC	CLE	
AND IT CAUSED AN ACCIDENT P	ER GM WE ARE TO REI	DLACE DE WHI	PPT.	
TIRE AND WHEEL COVERS, CAUSE: POWER STEERING GOING OUT CAUS	ED DAMAGE TO RIGHT	FRONT WHEEL	ander de antigra las. ⊑,	
TIRE AND WHEEL COVERS (TWO)			fine freudere	
729 WC 0.50			40.89 40.	89
1 9596134 COVER 1 9597622 WHEEL		39.85	32.91 32. 236.60 236.	91
1 9596134 COVER		39.85	236.60 236. 32.91 32.	;60. √⊴ 91
1 9596134 COVER 1 19194869 GY2055516		89.60	89.60 89.	60
FC: PART#: 9597622 COUNT: 1 2 CLAIM TYPE: AUTH CODE:				
26430 REFER TO PREV RO#131168 FOR P	1000 4089 TLABOI			n e tara 1 an anti-
REPLACEMENT, E0420 0.50 MOUNTED AND	BALANCED NEW TIRE	AND NEW WHE	EEL ON	•
RIGHT FRT. REPLACED TWO WHEEL COVER	S . *******************	***		
B PERFORM FOUR WHEEL ALIGNMENT (GM S	PECIAL). PER GM WE	ARE PERFORM	TNG	
ALIGNMENT DUE TO P/S GOING O CAUSE: POWER STEERING WENT OUT AND C	UT AND CAUSING ACCI AUSED ACCIDENT NE(	DENT. TESSARV TO		
CAUSE: POWER STEERING WENT OUT AND C PERFORM ALIGNMENT ON VEHICLE				de la const
E2020 WHEEL ALIGNMENT CHECK AND 729 WC 0.90	/OR ADJUST		730.59	Ea :-:
	0 0 TPARTS	5		
26430 REFER TO PREV RO#131168 FOR P	1800 7359 TLABOR OWER STEERING ASSIS		ar in a sector de la composition de la Composition de la composition de la comp	
REFLACEMENT. E2020 0 90 PERFORMED F	OUR WHEEL ALIGNMENT		sibere and and a	
C. NECESSARY TO FUT OWNER IN ENTERPRI	**************************************	*****	alse colore i	en en est
CAUSE: SUBLET.				
RENTAL ENTERPRISE RENTAL				00
DISCLAIMER OF WARRANTIES: THE SELLER, HEREBY EXPRESSLY DISCLAIMS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME THE SEA OF DRONG TO THE PERSON TO ASSUME	ALL WARRANTIES, EITHER EXPRESSED FITNESS FOR A PARTICULAR PURPOSE,	DESCRIPTION		
THE SALE OF SAID PRODUCTS.				
All claims, disputes and other matters of any kind or nature in question by either relating to the repair of the above described vehicle, shall be decided by arbit Arbitration Rules of the American Arbitration Association. No person or entity shal or otherwise any matter subject to this arbitration spreament. This arbitration age	ration in accordance with the Commercial Constitute by way of joinder, class action	GAS, OIL, LÜBE		
Federal Albitration Act.				
I hereby authorize the repair work herein set forth to be done by you, together w parts and other material for such repair, and agree: that you are not responsible delayed availability of narts or material for any foreas that you are not responsible.	ith the furnishing by you of the necessary for any delays caused by unavailability or sufficient of the sufficient of th	TOTAL CHARGES		
I hereby authorize the repair work herein set forth to be done by you, together we parts and other material for such repair, and agree: that you are not responsible delayed availability of parts or material for any reason; that you neither assume no you any liability in connection with such repair; that you shall not be responsible articles left therein, in case of fire, theft or other cause beyond your control; n acknowledged on the above vehicle to secure the amount of repairs thereto; the vehicle on streets, highways or elsewhere for the purpose of testing and/or inspect	or loss or demage to the above vehicle, or that an express mechanic's lien is hereby	LESS INSURANCE		
vehicle on streets, highways or elsewhere for the purpose of testing and/or inspect	it your employees may operate the above ing such vehicle.	SALES TAX		. :
		THIS AMOUNT		·

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#### No.0634 P.2

COLOR:     TARE C. MARCANDOR:     TAG       RED     CT. CHEVROLET COBALT     131AL15F177     26330/26450     T173       FORMERD:     INVESTIGATION CONTRACTOR COMPANY     INVESTIGATION CONTRACTOR CO	*WARRANTY*         DUPLICATE 1         FLORENCE, SC         HOME:         BUS:         CELL:	FLORENCE	9 David McLe , SOUTH CA (843) 662-8 1-800-327-5	eod Bivd. ROLINA 29 711 646 NNE HEF	501
IDENTIDATE         PRODUCATE         PROVINED         IDENTIONS         IDENTIONAL         PROVINE         INV. DATE           260CT07_DL         17:00_23TANL0         0.00         CASH         29JANL0           13:26_25TANL0         14:14_23TANL0         0.00         CASH         29JANL0           13:26_25TANL0         14:14_23TANL0         14:14_23TANL0         14:14_23TANL0         14:14_23TANL0           13:26_25TANL0         0.00         0.00         CASH         14:00         14:00           26:30         PENDESC         15:00         14:00         14:00         14:00           26:30         PENDESC         15:00         14:00         14:00         14:00           26:30         PENDERGINER         STERE INCLOSENSING         14:00         14:00         14:00           10:29         0         0.00         0.00         14:00         14:00         14:00           26:430         PENDERGINER         STERE INCLOSENSING         STERE INCLOSENSING         14:00         14:00         14:00           01/29/10         01/29/10         10:00         10:00         10:00         14:00         14:00           02:45:00         STERE INCLOSENSING         STERE INCLOSENSING         10:00	COLOR YEAR MAKE/MODEL VIN	LICENSE	MILEAGE	IN / OUT	TAG
Internet         OPTIONS         ENG:2.2_Liter_MFT_DOHC           131:26_25JAN10         141:42_3JAN10         ITT TOTAL           11NE OPCODE TECH TYPE HOURS         0         0         TATAO           0         0         0         TATAO           0         0         TATAO         143:00         143:00           0         0         TATAO         143:00         143:00           0         0         TATAO         0         TATAO           0         0         TATAO         0         TATAO           0         0         TATAO         0         TATAO           0         0         TATAO         0         0         TATAO           0         0         TATAO         0         0         TATAO           0         10         10         10         10         10         10           0         10         22710         0         0         32.71         32.71           0         10         10         10         10         10         10         10           0         10         23.10         10         10         10         10         10         10	RED 07 CHEVROLET COBALT 1G1AL15F177 DEL DATE PROD DATE WARR EXP PROMISED PO NO	RATE	264307 PAYMENT	26450	T1178 DATE
LINE OPCODE TECH TYPE HOURS         LIST         NET         TOTAL           0         0         TLABOR         0         TLABOR           SUBL RENTAL POPIJO22         NC         148.00         148.00         148.00           26430 IPER GM PUT GWNRRTIN ENTERPRISE RENTAL DUE TO PREV ROHISTS         4 DAYS OF         148.00         148.00           POMER STREETING ASSIST MOTOR REPLACEMENT. 1014TS9H397         4 DAYS OF         7         A DAYS OF           PV-CUST STATES, THE RIGHT SIDE VIEW MIRROR WAS DAMAGED IN THE ACCIDENT DUE TO POMER         0.129/10.         7.20         0.27,1         32.71         32.71         32.71         32.71         32.71         32.71         32.71         32.71         17.11         117.11         117.11         117.11         117.11         117.11         117.11         117.11         117.11         117.11         117.11         117.11         117.11         117.11         117.11         117.11         117.11         117.11         117.11         117.11         117.11         117.11         117.11         117.11         117.11         117.11         117.11         117.11         117.11         117.11         117.11         117.11         117.11         117.11         117.11         117.11         117.11         117.11         117.11			CASH	29JANI	10
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COST, SALE, & COMP TOTALS       63097       88762       0         Disclammer of warranties: The Seller, HEREBY EXPRESELY DISCLAIMS ALL WARRANTIES. EITHER EXPRESERD OR IMPLEO, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.       TOTALS         All claims, disputes and other matters of any kind or nature in question by either party arising out of, in connection with, or relating to the repair of the above described vehicle, shall be decided by arbitration in accordance with the Commercial Arbitration Rules of the American Arbitration Association. No person or entry shall constitute by way of joinder, class action or otherwise any matter subject to this arbitration agreement. This arbitration agreement shall be governed by and under the Federal Arbitration Act.       GAS, OIL, LUBE       0.00         I hereby authorize the repair work herein set forth to be done by you, together with the furnishing by you of the necessary parks and other material for any reason; that you are not responsible for nose or damage to the above vehicle to secure that you are not responsible for other person to essume for yog any liability of parts or material for any reason; that you nether easume nor authorize any other person to essume for yog any liability in connection with such repair; and agree: that you are not responsible for other person to essume for yog any in biblity in connection with such repair; and agree: that you are not responsible for other person to essume for yog any in biblity in connection with such repair; that you shall not be responsible for other person to essume for yog any is and other material for any reason; that you enther assume nor authorize any other person to essume for yog any i				Séctions Allise Socials activations	en de la lie Suite de la se
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<b>. o</b> µy Jan. 29.		FLORENCE	COLLISION	REPAIR	8432920591	No. 0634	Ρ. 4.
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# South Florence Collision Repair Center

Southside Industrial Park 209 E. Industrial Park Blvd. Florence, SC 29505 (843) 292-0588

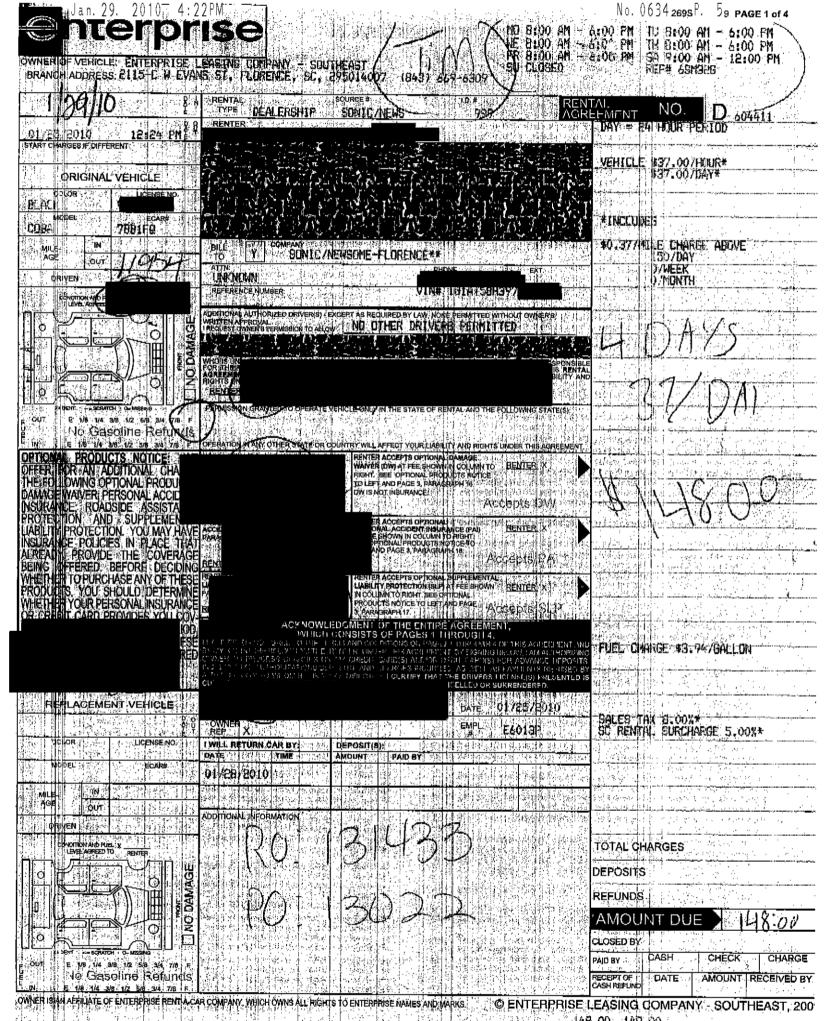
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To:	Elizabeth Gregg		Fax:	(843) 664-9400	
From:	Debbie Stewart		Date:	February 2, 2010	)
Re:	1G1AL15F177 794803455 – Sonic-Ne Florence	– 71- ewsome of	Pages:	2	
Authorizat	ion ID: 52092800000				
Authorizat	ion ID: 52092800000	□ Please	Comment	Please Reply	Please Recy

Facsimile Transmittal

9.0000

When accepting the claim please verify that the information attached is correct. Please make sure that it is the correct customer, VIN and mileage. Also check your dealership information for accuracy – dealer BAC, Job Card#, Job Card close date and dollar amount. If any of the information isn't correct do not accept the claim and contact the CRS handling the file as soon as possible to correct.

If everything is correct please accept this claim in the GW system. We have entered a preauthorization so you do not need to route this claim. Please do not use any authorization codes or any labor hours or costs. The claim has been submitted as a net line under the labor op Z1242 for \$887.62. If this claim rejects, please contact the CRS handling this file and we will proceed from here with any corrections needed. The Authorization ID is 52092800000.

Customer Name       IG1AL15F177         In-Service Date       10/26/2007         Service Contract?       No         Current Mileage       26450         Purchased New/Used?       No         Branded Title?       No         Dealer and Claim Information       250         Dealer Name       Sonic-Newsome of Florence, Inc.         Dealer Svc Mgr       Joey Vause       Dir Warranty Admin:         Dealer Svc Mgr       Joey Vause       Dir Warranty Admin:         Dealer BAC       165737         Dealer BAC       165737         Dealer Op. Code Z1242       Dollar Amt:         Labor Op. Code Z1243       Dollar Amt:         Cause Code (CC)       MJ         Failure Code (FC)       98         PUT EVERYTHING IN NET       \$887.62         AMOUNT       DO NOT PUT IN HOURS         Parts and Labor Costs:       DO NOT PUT IN COSTS         Net Amount:       \$887.62         Additional Comments for Dealer:       DO NOT PUT IN AN AUTH CODE         Additional Comments for Dealer:       DO NOT PUT IN AN AUTH CODE         Additional Comments for Dealer:       DO NOT PUT IN AN AUTH CODE         Additional Comments for Dealer:       Customer alleges steering failure caused a collision. </th <th>Date</th> <th>2/1/10</th> <th>Service Request # 7</th> <th>1-794803455</th>	Date	2/1/10	Service Request # 7	1-794803455
VIN       1G1AL15F177         In-Service Date       10/26/2007         Service Contract?       No         Current Mileage       26450         Purchased New/Used?       New         Warranty Blocked?       No         Branded Title?       No         Dealer and Claim Information       Dealer Suc Mgr         Dealer Svc Mgr       Joey Vause         Dealer Phone       (643) 662-8711         Dealer BAC       165737         Dealer Op. Code       13-Chev-16070         Repair Order Close Date       1/29/10         Labor Op. Code Z1242       Dollar Amt:         Repair Order Close Date       1/29/10         Labor Op. Code Z1243       Dollar Amt:         Cause Code (CC)       MJ         Failure Code (FC)       98         PUT EVERYTHING IN NET         AMUONT       \$887.62         Labor Hours and OLH:       DO NOT PUT IN HOURS         Paris and Labor Costs:       DO NOT PUT IN COSTS         Net Amount:       \$887.62         DO NOT H ROUTE THIS CLAIM       Authorization Code:         Authorization Code:       DO NOT PUT IN AN AUTH CODE         Additional Comments for Dealer:       IF         IF THIS CLAIM SHOULD R	Customer Name			
In-Service Date 10/26/2007 Service Contract? No Current Mileage 26450 Purchased New/Used? New Warranty Blocked? No Branded Title? No Mileage at Purchase 250 Dealer and Claim Information Dealer Name Sonic-Newsome of Florence, Inc. Dealer Svc Mgr Joey Vause Dir Warranty Admin: Elizabeth Gregg Dealer Phone (843) 662-8711 Dealer Fax 843-664-9400 Dealer BAC 165737 Dealer Division and Code 13-Chev-16070 Repair Order Number 130433 Repair Order Close Date 1/29/10 Labor Op. Code Z1242 Dollar Amt: \$887.62 Labor Op. Code Z1243 Dollar Amt: Cause Code (CC) MJ Failure Code (FC) 98 PUT EVERYTHING IN NET AMOUNT Labor Hours and OLH: DO NOT PUT IN HOURS Parts and Labor Costs: DO NOT PUT IN HOURS Parts and Labor Costs: DO NOT PUT IN AN AUTH CODE Additional Comments for Dealer: F THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO (866) 775 9478 Retain Copy with Dealer Repair Order Internal PAR Information Complaint: Customer alleges steering failure caused a collision. Cause: failure of the power steering motor Correction: Replace power steering motor There was nothing the customer could have done to cause or prevent this from happening.		1G1AL15F177		
Current Mileage       26450       Purchased New/Used?       New         Warranty Blocked?       No       Mileage at Purchase       250         Branded Title?       No       Mileage at Purchase       250         Dealer Name       Sonic-Newsome of Florence, Inc.       Elizabeth Gregg         Dealer Svc Mgr       Joey Vause       Dir Warranty Admin:       Elizabeth Gregg         Dealer Phone       (843) 662-8711       Dealer Fax       843-664-9400         Dealer BAC       166737       Dealer Greggi       07der Number       130433         Repair Order Close Date       1/29/10       Repair Order Close Date       1/29/10         Labor Op. Code Z1242       Dollar Amt:       \$887.62       Sage Code (CC)         MJ       Failure Code (FC)       98       98         PUT EVERYTHING IN NET       AMOUNT       \$887.62       Sage Code (CC)         AMOUNT       Sage Code (CC)       MJ       \$887.62       Sage Code (CC)         ON OT PUT IN HOURS       \$887.62       Sage Code (CC)       Sage Code (CC)         Parts and Labor Costs:       DO NOT PUT IN AN AUTH CODE       Additional Comments for Dealer:       \$887.62         DO NOT PUT IN AN AUTH CODE       Additional Comments for Dealer:       IF THS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CO	In-Service Date		Service Contract?	No
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Dealer BAC       165737         Dealer Division and Code       13-Chev-16070         Repair Order Number       130433         Repair Order Close Date       1/29/10         Labor Op. Code Z1242       Dollar Amt:         Samo       \$887.62         Labor Op. Code Z1243       Dollar Amt:         Cause Code (CC)       MJ         Failure Code (FC)       98         PUT EVERYTHING IN NET         AMOUNT       Labor Hours and OLH:       DO NOT PUT IN HOURS         Parts and Labor Costs:       DO NOT PUT IN COSTS       Net Amount:         Net Amount:       \$887.62       DO NOT PUT IN AN AUTH CODE         Additional Comments for Dealer:       IT THIS CLAIM       Authorization Code:         DO NOT PUT IN AN AUTH CODE       Additional Comments for Dealer:       IT THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP         AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO (866) 775 9478       Retain Copy with Dealer Repair Order         Internal PAR Information         Coustomer alleges steering failure caused a collision.         Cause:       failure of the power steering motor         There was nothing the customer could have done to cause or prevent this from happening.				
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Labor Op. Code Z1243       Dollar Amt:         Cause Code (CC)       MJ         Failure Code (FC)       98         PUT EVERYTHING IN NET         AMOUNT       Labor Hours and OLH:       DO NOT PUT IN HOURS         Parts and Labor Costs:       DO NOT PUT IN COSTS         Net Amount:         \$837.62         DO NOT PUT IN COSTS         Net Amount:         \$0 NOT H ROUTE THIS CLAIM         Authorization Code:         DO NOT PUT IN AN AUTH CODE         Additional Comments for Dealer:         IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP         AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO (866) 775 9478         Retain Copy with Dealer Repair Order         Internal PAR Information         Coustomer alleges steering failure caused a collision.         Cause:         failure of the power steering motor         Correction:         Replace power steering motor         There was nothing the customer could have done to cause or prevent this from happening.	•		\$887.62	
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Cause:       failure of the power steering motor         Correction:       Replace power steering motor         Justification:       There was nothing the customer could have done to cause or prevent this from happening.				
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Correction:         Replace power steering motor           Justification:         There was nothing the customer could have done to cause or prevent this from happening.	Cause:	٦		
Replace power steering motor           Justification:         There was nothing the customer could have done to cause or prevent this from happening.		failure of the power stee	ring motor	
Justification: There was nothing the customer could have done to cause or prevent this from happening.	Correction:	_		
Justification: this from happening.		Replace power steering	motor	
PAR CRS: Debbie Stewart	Justification:		ustomer could have done to c	ause or prevent

	Customer and Vehicle	Information	
Date	2/1/10	Service Request #	71-794803455
Customer Name		•	
VIN	1G1AL15F177		
In-Service Date	10/26/2007	Service Contract?	No
Current Mileage	26450	Purchased New/Used	
Warranty Blocked?	No	r drondsou now/oscu	
Branded Title?	No	Mileage at Purchase	250
	Dealer and Claim Ir		230
Dealer Name	Sonic-Newsome of Florence		
Dealer Svc Mgr	Joey Vause	Dir Warranty Admin	Elizabeth Gregg
Dealer Phone	(843) 662-8711	Dealer Fax	843-664-9400
Dealer BAC	165737		0 10 004 0400
		-	
Dealer Division and Code	13-Chev-16070		
Repair Order Number	131433		
Repair Order Close Date	1/29/10		
Labor Op. Code Z1242	Dollar Amt:	\$887.62	
Labor Op. Code Z1243	Dollar Amt:		
Cause Code (CC)	MJ		
Failure Code (FC)	98		
PUT EVERYTHING IN NET AMOUNT Labor Hours and OLH: Parts and Labor Costs: Net Amount:	DO NOT PUT IN HOURS	\$887.62	
DO NOT H ROUTE THIS CLA	Δ <i>IM</i>	007.02	
Authorization Code:	DO NOT PUT IN AN A	AUTH CODE	
Additional Comments for Deal			
IF THIS CLAIM SHOULD RE	JECT FOR ANY REASON, F	PLEASE CONTACT ME	ASAP
AND FAX A COPY OF THE F	<b>REJECTION W/TRACKING I</b>	FORM TO (866) 775 94	78
F	Retain Copy with Deale	r Repair Order	
	Internal PAR Info	rmation	
Complaint:	Customer alleges steering	failure caused a collision	
Cause:			
	failure of the newer steering	a motor	
Corrections	failure of the power steerin	y motor	
Correction:	7		
	Replace power steering m		
Justification:	There was nothing the cus this from happening.	tomer could have done to	cause or prevent
PAR CRS:	Debbie Stewart		
Additional Comments:	GW		

To:	Elizabeth Gregg	Fax:	(843) 664-9400	
From:	Debbie Stewart	Date:	February 5, 2010	0
Re:	1G1AL15F177 794803455 – Sonic-N Florence	- 71- Pages ewsome of	: 2	
Authorizat	tion ID: 52755200000			
	_			
Urgent	For Review	Please Comment	t 🛛 🛛 Please Reply	Please Recycle

Facsimile Transmittal

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9.0000

When accepting the claim please verify that the information attached is correct. Please make sure that it is the correct customer, VIN and mileage. Also check your dealership information for accuracy – dealer BAC, Job Card#, Job Card close date and dollar amount. If any of the information isn't correct do not accept the claim and contact the CRS handling the file as soon as possible to correct.

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Date	2/1/10	Service Request # 7	1-794803455
Customer Name			
VIN	1G1AL15F177		
In-Service Date	10/26/2007	Service Contract?	No
Current Mileage	26450	Purchased New/Used?	New
Warranty Blocked?	No		
Branded Title?	No	Mileage at Purchase	250
	Dealer and Claim		
Dealer Name	Sonic-Newsome of Flore		
Dealer Svc Mgr	Joey Vause	Dir Warranty Admin:	Elizabeth Gregg
Dealer Phone	(843) 662-8711	Dealer Fax	843-664-9400
Dealer BAC	165737		040 004 0400
		_	
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Cause Code (CC)	MJ		
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Labor Hours and OLH: Parts and Labor Costs: Net Amount:	DO NOT PUT IN HOUR DO NOT PUT IN COST		
DO NOT H ROUTE THIS CL			
Authorization Code:	DO NOT PUT IN A	N AUTH CODE	
Additional Comments for Dea			
IF THIS CLAIM SHOULD RE			
AND FAX A COPY OF THE F			5
<b>7</b> 	Retain Copy with Dea	-	
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# INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

July 13, 2011



Dear

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP) for the Smart Care plan on your 2007 Chevrolet Cobalt, Vehicle Identification Number 1G1AM55B277

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

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

Sincerely,

Chevrolet Customer Assistance Center Service Request: 71-794805550

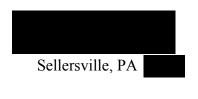
For more information regarding the maintenance and care of your vehicle, please visit www.gmownercenter.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

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

July 13, 2011



Dear

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

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

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

Sincerely,

Chevrolet Customer Assistance Center Service Request Number: 71-795036923 July 13, 2011



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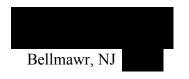
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July 13, 2011



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Sincerely,

Chevrolet Customer Assistance Center Service Request: 71-795374604

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

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#### FIELD PHOTOGRAPHIC NOTES

Customer's Name: Model: COBALT VIN: 1G1AK12F957

Inspection Date: 2/4/10

File 71-798451421

Photo.# 0002	Description
	VIEW OF PRODUCTION LABEL
	Image: Second state       MFD BY GENERAL MOTORS CORP         DATE       GVWR       GAWR FRT       GAWR RR         04/05       1685 KG       882 KG       803 KG         3715 LB       1944 LB       1771 LB
	THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S. FEDERAL MOTOR VEHICLE SAFETY, BUMPER, AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE. IG1AK12F957 TYPE: PASS CAR
	EXTERIOR VIEW OF VEHICLE

#### FIELD PHOTOGRAPHIC NOTES

Customer's Name: Model: COBALT VIN: 1G1AK12F957 Inspection Date: 2/4/10

File 71-798451421



#### FIELD PHOTOGRAPHIC NOTES

Customer's Name: Model: COBALT VIN: 1G1AK12F957 Inspection Date: 2/4/10

File 71-798451421



Customer's Name: Model: COBALT VIN: 1G1AK12F957

Inspection Date: 2/4/10



Customer's Name: Model: COBALT VIN: 1G1AK12F957

Inspection Date: 2/4/10



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Inspection Date: 2/4/10



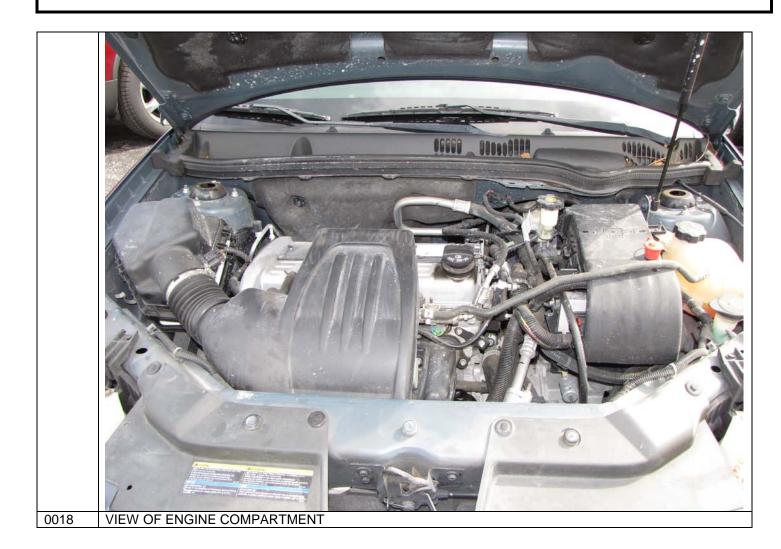
Customer's Name: Model: COBALT VIN: 1G1AK12F957

Inspection Date: 2/4/10



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Inspection Date: 2/4/10



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Inspection Date: 2/4/10



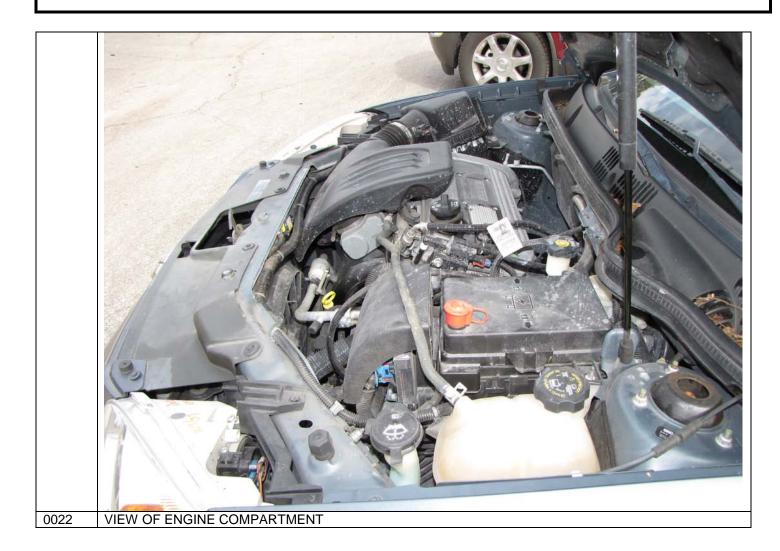
Customer's Name: Model: COBALT VIN: 1G1AK12F957

Inspection Date: 2/4/10



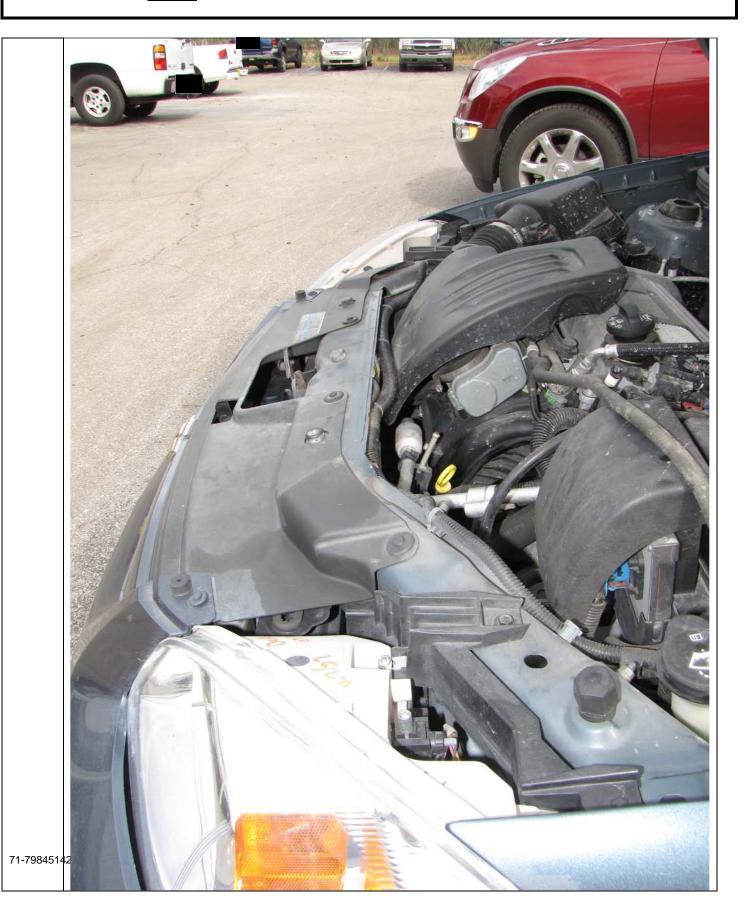
Customer's Name: Model: COBALT VIN: 1G1AK12F957

Inspection Date: 2/4/10



# FIELD PHOTOGRAPHIC NOTES Inspection Date: 2/4/10

Customer's Name: Model: COBALT VIN: 1G1AK12F957



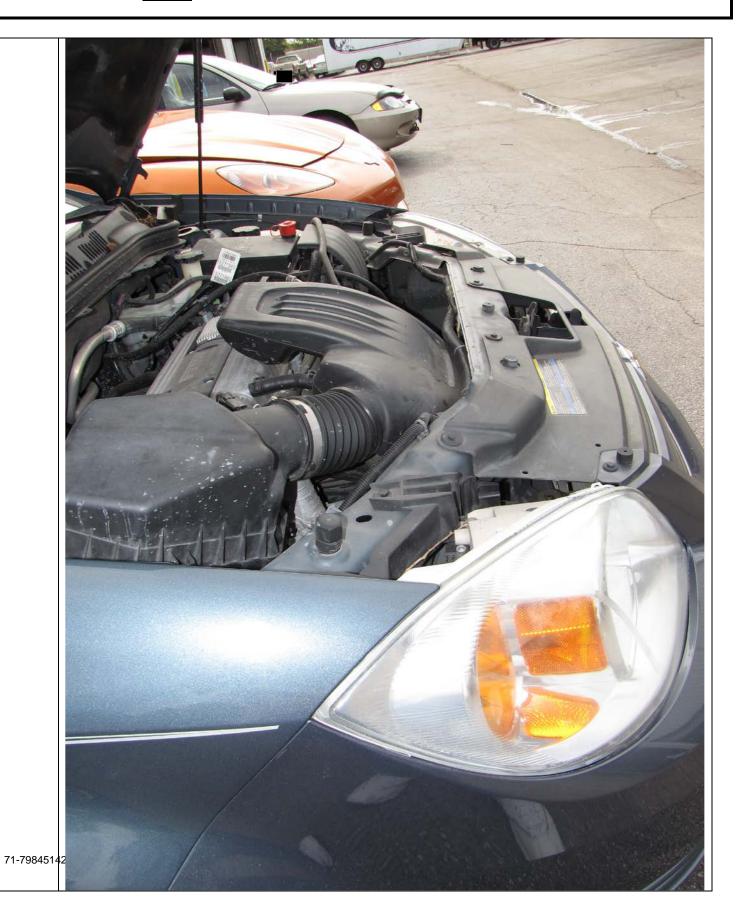
Customer's Name: <u>Model: COBALT</u> <u>VIN:</u> 1G1AK12F957 Inspection Date: 2/4/10

File 71-798451421

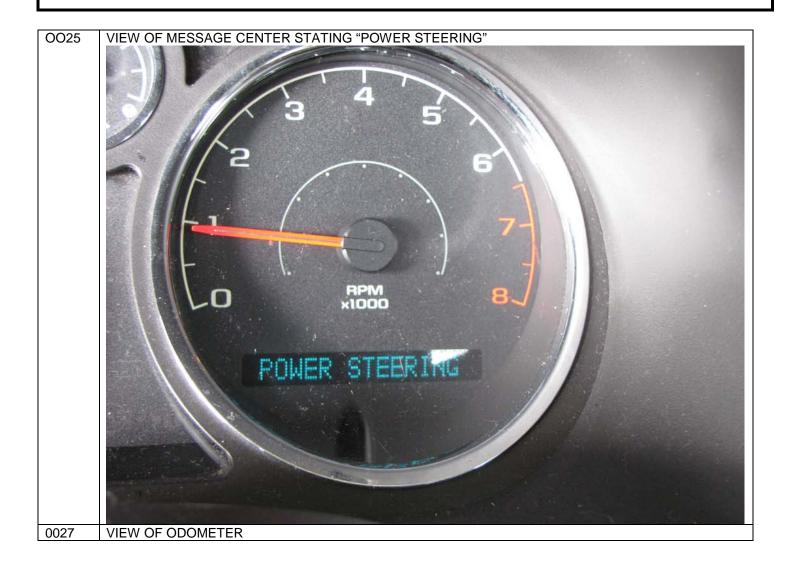
0023 VIEW OF ENGINE COMPARTMENT

# FIELD PHOTOGRAPHIC NOTES Inspection Date: 2/4/10

Customer's Name: Model: COBALT VIN: 1G1AK12F957



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Inspection Date: 2/4/10



<u>Customer's Name:</u> <u>Model: COBALT</u> <u>VIN:</u> 1G1AK12F957

Inspection Date: 2/4/10

 DTC Information	
ECU Name	Status
Digital Radio Receiver EBCM ECM Instrument Panel Cluster Power Steering Control M Radio	
Restarit	Pin : 1

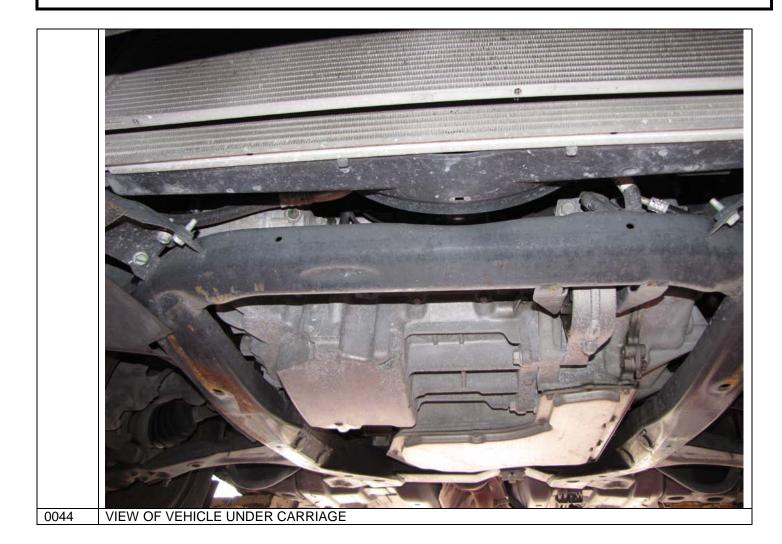
Customer's Name: Model: COBALT VIN: 1G1AK12F957

Inspection Date: 2/4/10



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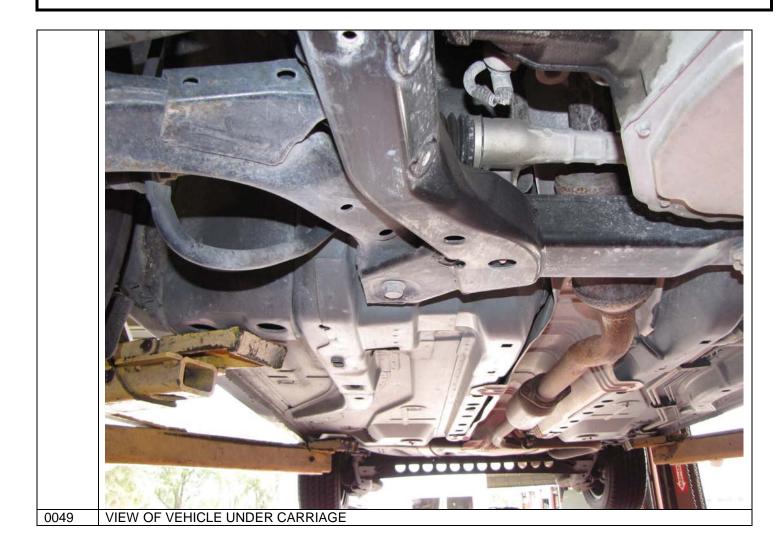
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Inspection Date: 2/4/10



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Inspection Date: 2/4/10

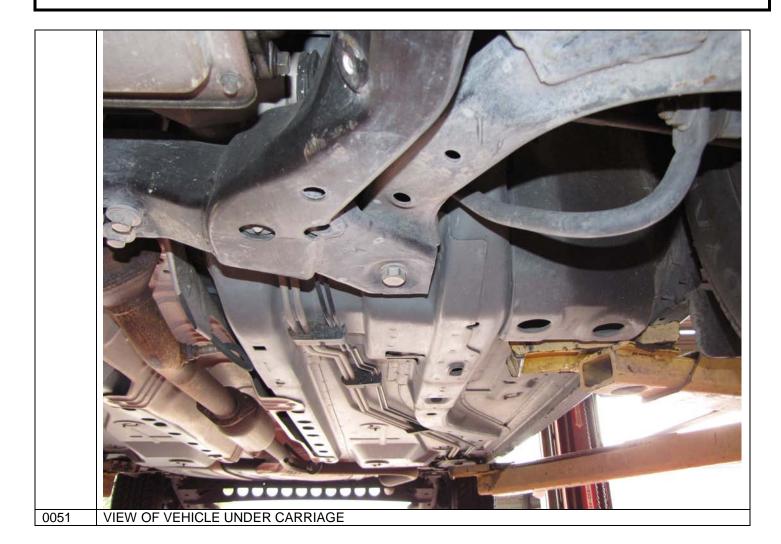


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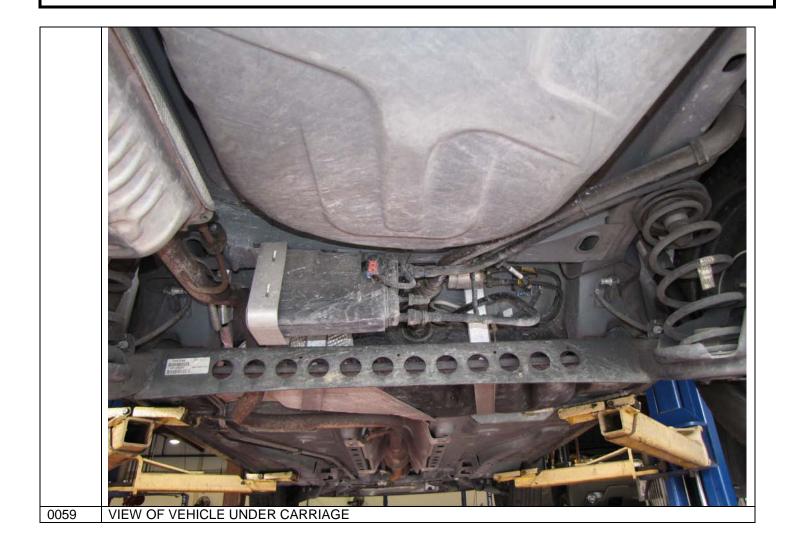


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Inspection Date: 2/4/10



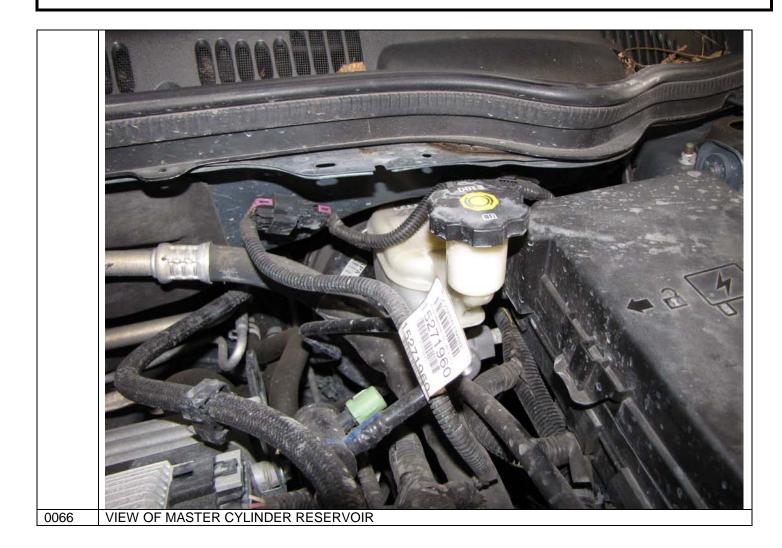
<u>Customer's Name:</u> <u>Model: COBALT</u> <u>VIN:</u> 1G1AK12F957

Inspection Date: 2/4/10



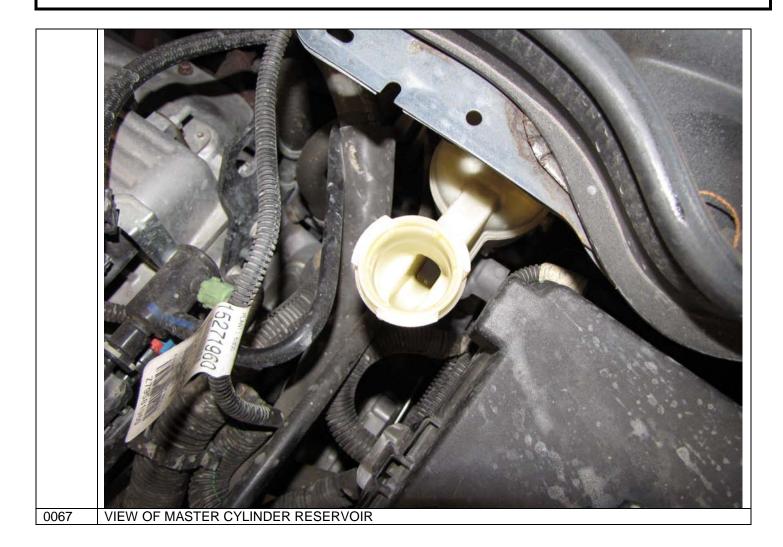
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Inspection Date: 2/4/10



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Inspection Date: 2/4/10



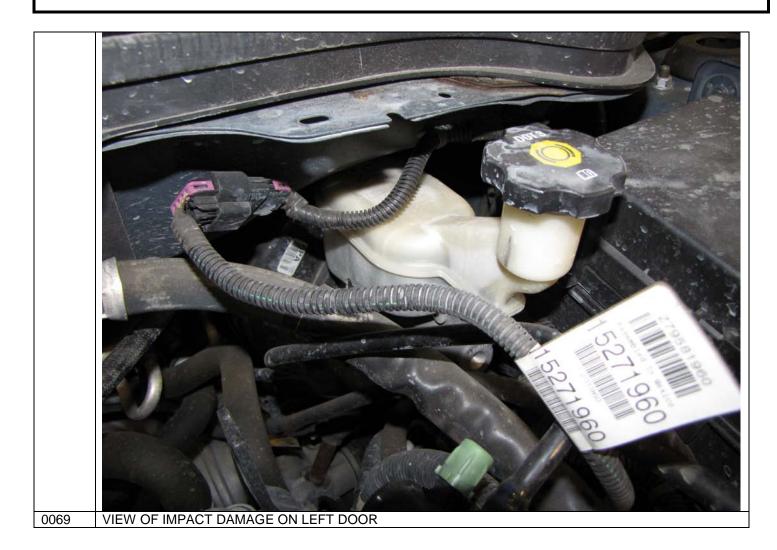
Customer's Name: Model: COBALT VIN: 1G1AK12F957

Inspection Date: 2/4/10



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Inspection Date: 2/4/10



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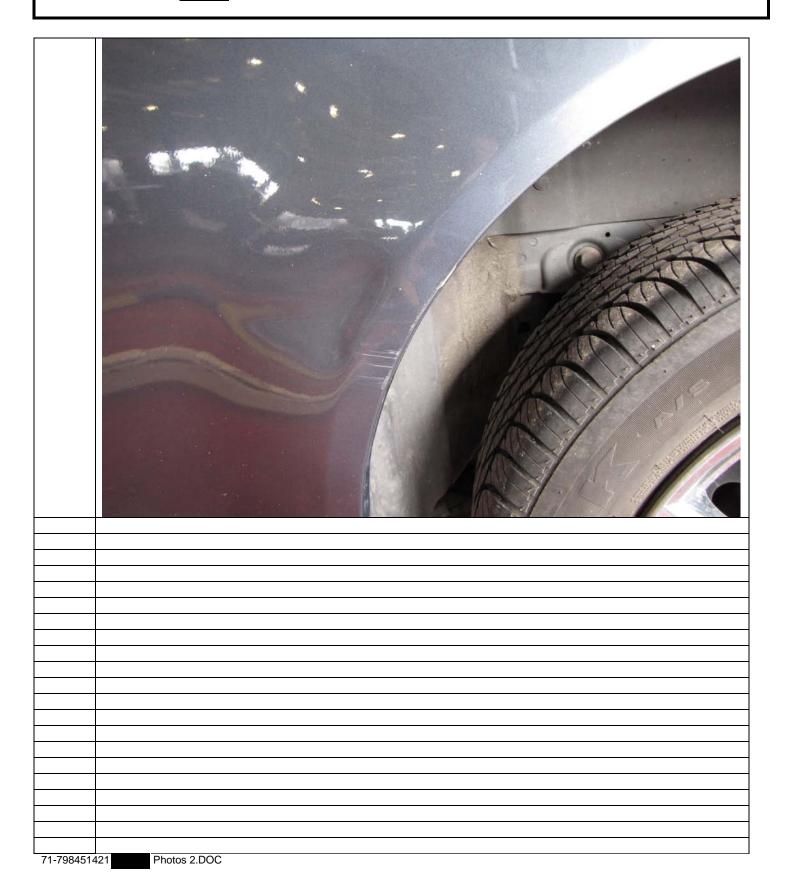
Customer's Name: Model: COBALT VIN: 1G1AK12F957

Inspection Date: 2/4/10



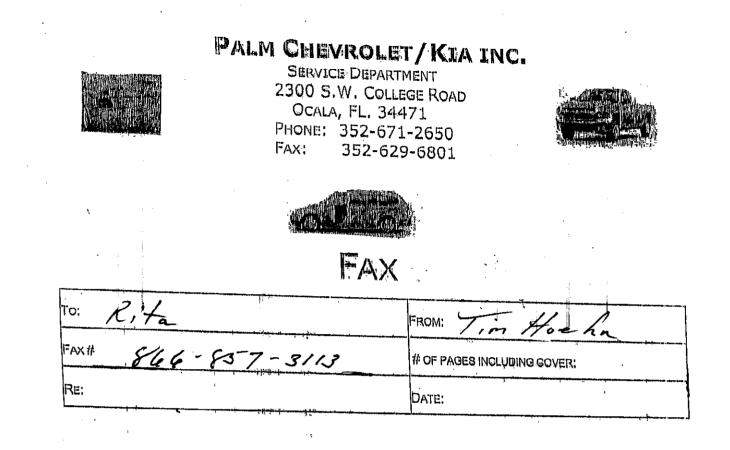
<u>Customer's Name:</u> <u>Model: COBALT</u> <u>VIN:</u> 1G1AK12F957

Inspection Date: 2/4/10

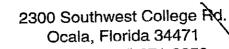


<u>Customer's Name:</u> <u>Model: COBALT</u> <u>VIN:</u> 1G1AK12F957

Inspection Date: 2/4/10



口 Urgent □ For Review @ 即回告e Comment □ Please Reply □ Please Recycle





MV# 15062

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Phone # 352-671-2650



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THANK YOU FOR YOUR BUSINESS

2

RECOMMENDED		Tት	IANK YOU I	OK YOUR BUSINESS			
	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
OPERATION	OPERATION DESCRIPTION			i i i i i i i i i i i i i i i i i i i			
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	SPERSON		<u> </u>	<u>L;</u> .		P	D_]					STATE RE	G# MV15	062
METH	IOD OF VEHI	CLE I.D. NO.	405057	YEAR/MAKE/	MODEL		ופרוכי	CPE IS		PRODUCTION	DATE			478382
	***	<u>ilak</u>	12F957	US/CH	CUSTOME	er no	SEHVI	CE CONTR	ACT .	DELIVERY DAT		DELIVERY MILES	SELLING DEALE	01/28/10
	2.				COLOR	7830	<u>01</u>		CONT	FACT NO.	102	EXPIRATION DATE	EXPIRATION MIL	
🗋 AM	× ISI	MMER	FIELD, FL		TURBO	MANC	AIR CON	P.S.	TRANS	MILEAGE		ADVISOR NO.	ADVISOR	
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		·17am		)6:00pm		PR AUTH BY	LAUTH BE	C. BY NAME	AND No. OTH	ER PERSON TO AU	ЛН.	DESCRIPTION OF AD	D, WORK AUTH.	HARGE FOR ESTIMATE
APPO	UNTMENT			<u></u>	Zhun	J								
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1	X CHANGI INSTALI LUBRIC CHECK CHECK PERFOR	CVZSA E ENGI L NEW ATE CH & TOP AND A AND A RM MUI	NE OIL ( UP TO 60 FILTER (OEM EQI JASSIS (AS NEED OFF ALL FLUID L DJUST TIRE PRES LTI-POINT INSPEC	JIVALENT) ED) EVELS SSURE TION -0.F	INSPECT	7 <b>10N</b> ON	Che L	elc ght	Engi	I UNDE I ADI EI EI MY EI I DO MATE A NOT EN MAY INE EI I DO DIATE.		ATERIENTE AND THAT LED TO A LED TO A LED TO A STANDARD STANDARD STANDARD STANDARD STANDARD STANDARD STANDARD STANDARD STANDARD		ANE COME ANE CANA RETENTE DECESSION NULL PIEN ESTI- COSTS DO DEE SHOP MAL TIDEN ESTI-
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02/08/2010 at 09:18 AM 20419

## PRELIMINARY ESTIMATE

2005 CHEV COBALT 4-2.2L-FI 2D CPE Int:

	 OP.	DESCRIPTION	Ç	2 <b></b> -	EX1	 F. F	RICE	LABOR	PF	AINT
16 17 18 19	R&I	LT Mirror assy w/o po LT Handle, outside LT R&I trim panel QUARTER PANEL	wer	·				0.3 0.4 0.5 3.0		2.8
20* 21 22	Rpr Repl	Overlap Major Non-Ad Add for Clear Coat		1		5.0	00	<u></u>	-	-0.2 0.5
24# 25#	Subl	HAZARDOUS WASTE DISPO CORROSION PROTECTION	DSAL	1		3. 10.	00	0.3		
			tals ==>		1	64.	28	18.4		13.3
		Parts Body Labor Paint Labo Paint Supp	r	13	3.3	hrs	@\$	40.00/hr 40.00/hr 25.00/hr		532.00
		SUBTOTAL Sales Tax			\$ :	 1764	.78	e 6.0000	\$ )%	1764.78 105.89
		GRAND TOTA	L						\$	1870.67
1		ADJUSTMEN Deductik	S: ble							0.00
		CUSTOMER I INSURANCE	PAY PAY							0.00 1870.67

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FEB-8-2010 10:11A FROM: PALM CHEVROLET

02/08/2010 at 09:18 AM 20419

### PRELIMINARY ESTIMATE

2005 CHEV COBALT 4-2.2L-FI 2D CPE Int:

ANY PERSON WHO KNOWINGLY AND WITH INTENT TO INJURE, DEFRAUD, OR DECEIVE ANY INSURER FILES A STATEMENT OF CLAIM OR AN APPLICATION CONTAINING ANY FALSE, INCOMPLETE, OR MISLEADING INFORMATION IS GUILTY OF A FELONY OF THE THIRD DEGREE (FLORIDA STATUTES TITLE XLVI, CHAPTER 817.234). FAILURE TO USE THE INSURANCE PROCEEDS IN ACCORDANCE WITH THE SECURITY AGREEMENT, IF ANY, COULD BE A VIOLATION OF S. 812.014, FLORIDA STATUTES. IF YOU HAVE ANY QUESTIONS, CONTACT YOUR LENDING INSTITUTION. IF A CHARGE FOR SHOP SUPPLIES OR HAZARDOUS OR OTHER WASTE REMOVAL IS INCLUDED ON THIS ESTIMATE, PLEASE NOTE THE FOLLOWING: "THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL." IF A CHARGE FOR NEW TIRES OR A NEW OR REMANUFACTURED LEAD-ACID BATTERY IS INCLUDED ON THIS ESTIMATE, PLEASE NOTE THE FOLLOWING: A \$1.00 FEE FOR EACH NEW MOTOR VEHICLE TIRE SOLD AT RETAIL IS IMPOSED ON ANY PERSON ENGAGING IN THE BUSINESS OF MAKING RETAIL SALES OF NEW MOTOR VEHICLE TIRES WITHIN THE STATE OF FLORIDA. FLORIDA STATUTES TITLE XXIX CHAPTER 403.718. A \$1.50 FEE FOR EACH NEW OR REMANUFACTURED LEAD-ACID BATTERY SOLD AT RETAIL IS IMPOSED ON ANY PERSON ENGAGING IN THE BUSINESS OF MAKING RETAIL SALES OF NEW OR REMANUFACTURED LEAD-ACID BATTERIES WITHIN THE STATE OF FLORIDA. FLORIDA STATUTES TITLE XXIX 403.7185.

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR1CL05, CCC Data Date 01/15/2010, 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.

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Job Number:

02/08/2010 at 09:18 AM 20419

### PALM CHEVROLET-GEO

License #:MV15062 " QUALITY IS ALWAYS JOB 1 " 2300 S.W. COLLEGE RD. OCALA, FL 34471 (352)671-2632 Fax: (352)629-9760

#### PRELIMINARY ESTIMATE

Written By: MICHAEL LEONARD Adjuster:

Day: Inspect PA Location: 23	ALM CHI	ELD, FL EVROLET-GEO N. COLLEGE RD. FL 34471	Date o Type o Point of	y # uctib of Lo of Lo Impa	55:		t
Insurance - Company:			:	5 Day	rs to Repai	r	
VIN: 1G1AK12 Air Condition Intermittent Dual Mirrors Power Steer:	2F957 oning t Wipe s ing Bag	4-2.2L-FI 2D CPE In Lic: Rear Defor Message Co Console/S Power Bra Stereo Passenger Automatic	gger enter torage kes		Body Side Clear Coa AM Radio CD Player Cloth Sea	e Moldino at Paint ats	gs
NO.	OP.	DESCRIPTIO	Ň	QTY	EXT. PRICE	LABOR	PAINT
1 2* 3 4	_	FRONT BUMPER Bumper cover Add for Clear Coat O/H bumper assy				<u>2.0</u> 2.6	2.6 1.0
5 6 7 8 9	Repl	FENDER LT Fender Add for Clear Coat Add for Edging HOOD		1	146.28	2.0	1.8 0.7 0.5
10 11 12* 13 14 15	Rpr	Hood DOOR LT Outer panel Overlap Major Adj. Add for Clear Coat LT Belt w'strip	Panel			<u>7.0</u> 0.3	1.4 2.2 -0.4 0.4

Stock 204.49 1.520763601 FEB-8-2010 Power Assist intr unumas abor aro problom ାର MECHANIC & FINDINGS AND REMARKS whah wu of in tha aunum tabor 8 Dimpraw 300 (de.68 Lh Otr CU Boot 3551415 JAC 10:12A FROM:PALM CHEVROLET ۲ Stocz  $\dot{O}$ 33.0î Rh INNER GRAI 24203510 LEAKING FLUID - $\overline{)} \psi, \phi^{c},$ 17 00 Air FILTEr SPECIAL MEMS 11S 13526712684 91.31 G-ZSenson 754.56 S SOLD .... OR US to the part(s) installed as or implied, inclusing liability in connection ar comestion as thist. Seller d Ę storner DEFECT CODE ACCESSOR Dadsul hat the embly or MECHANIC'S NAME & NUMBER INDER LIMITI whichever ss applyint either oxpr COMPLAINT T0:18668573113 nent of the d and CAUSE r person to assult ns or 12,000 miles, v The only year anties aims all war Etto 4 CORRECTION FOR MY INSPECTION 토 o. 5 DEFECT CODE. -iplion nths Б MECHANIC'S NAME & NUMBER LINITED WARRANT hereby expressly disc nor authorizes any of guaranteed for 12 ms COMPLAINT WERCHAND AVAILAELE I CALCE specifico on QND N ₫ P.6/6 122 CORRECTION 1.0.1 <u>la</u> 둙 DEFECT CODE.

: **10 (**10) € (11)





#### **CDR File Information**

1G1AK12F957
TERRY DUNHAM - EAA
71-798451421
Thursday, February 4 2010
N/A
1G1AK12F957ACM.CDR
Thursday, February 4 2010 at 02:36:10 PM
Crash Data Retrieval Tool 3.3
Crash Data Retrieval Tool 3.3
airbag control module
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 Nor-Deployment Event. A Non-Deployment Event records data but does not deploy the air bag(s). The minimum SDM Recorded Vehicle/elocity Change, that is needed to record a NorDeployment Event, is five MPH. A Non-Deployment Event may contain PreCrash and Crash data. The SDM can store up to one Non Deployment Event. This event can be overwritten by an event thatas a greater SDM recorded vehicle velocity change. This event will be cleared by the SDM, after approximatel/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 NorDeployment 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 may contain PreCrash 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 nonlocked 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 melaced.

#### Data:

-SDM Recorded Vehicle Velocity Change reflects the change in veloty 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 Baier 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 firs800 milliseconds of data after algorithm enable. Velocity Change datas displayed in SAE sign convention.

-The CDR tool displays time from Algorithm Enable (AE) to time of **e**ployment command in a deployment event and AE to time of maximum SDM recorded vehicle velocity change in a nondeployment event. Time from AE begins when the first air bag system

enable threshold is met and ends when deployment command criterias met or at maximum SDM recorded vehicle velocity change.

Air bag systems such as frontal, side, or rollover, may be a sourcof an enable. The time represented in a CDR report can be that

the enable of one air bag system to the deployment time of anotheair bag system. -Maximum Recorded Vehicle Velocity Change is the maximum square rdovalue 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 eent 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 fators, 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 therake switch circuit.

-Pre-Crash data is recorded asynchronously.

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

-the SDM receives a message with an "invalid" flag from the modulsending the precrash data

- -no data is received from the module sending the precrash data
- -no module is present to send the precrash data

1





-Driver's and Passenger's Belt Switch Circuit Status indicates thetatus of the seat belt switch circuit, except: The Passenger Belt Switch Circuit Status for2005 vehicles is available only on the Cadillac STS. The Passenger Beßwitch Circuit Status for2006 Chevrolet Cobalt Sport Coupe (AP) model vehicles, with the optiomackage that includes Recaro brand seats (RPO ALV), always reports a default value of "Buckled," because there is no passengebelt switch with the Recaro seat option.

-The Time Between NonDeployment to Deployment Events is displayed in seconds. If there 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. The value is positive, then the NonDeployment Event occurred first.

-If power to the SDM is lost during a crash event, all or part ofhe crash record may not be recorded.

-The ignition cycle counter relies upon the transitions through OFFRUN->CRANK power-moding messages, on the GMLAN communication bus, to increment the counter. Applying and removin 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 StabiliTrak3.0 systems (RPO JL7). For Cadillac STS model vehicles with StabiliTrak3.0 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 postive 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 internal, except for the following:

-Vehicle Status Data (PreCrash) is transmitted to the SDM, by various vehicle control modes, 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.

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\$3F012345 \$4412345 \$445 \$449ABCDEF0123 \$55123	00 00 FF8 FF FFF FFF FFF FFF FFF FFF FFF FFF	000 900 FFFFFFFFFF FFFFFFFFF FFFFFFFFF FFFFF FFF FFF FFF FFF FFF FFF FFF FFF FFF	0000 F0FFFFFFFFFFFFFFFFFFFFFFFFFFFFFFF	0000F0FFFFFFFFFFFFFFFFFFFF 9000F0FFFFFFFF	00000000000000000000000000000000000000	00 00 00 00 00 00 00 00 00 00 00 00 00									
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\$14 \$17 \$18	42 54 FF FF	FF		FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
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\$25 \$26 \$40	32 41 32 41 00 00	FA	FA FA			32 32									
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#### **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.

Customer's Name: Model: COBALT VIN: 1G1AK12F957

Inspection Date: 2/4/10

Photo.#	Description
<u>0002</u>	VIEW OF PRODUCTION LABEL
0002	EXTERIOR VIEW OF VEHICLE
0003	EXTERIOR VIEW OF VEHICLE
0004	CLOSE UP VIEW OF IMPACT DAMAGE
0005	CLOSE UP VIEW OF IMPACT DAMAGE
0000	CLOSE UP VIEW OF IMPACT DAMAGE
0007	EXTERIOR VIEW OF VEHICLE
0009	EXTERIOR VIEW OF VEHICLE
0011	EXTERIOR VIEW OF VEHICLE
0012	EXTERIOR VIEW OF VEHICLE
0012	EXTERIOR VIEW OF VEHICLE
0014	EXTERIOR VIEW OF VEHICLE
0015	INTERIOR VIEW OF VEHICLE
0016	INTERIOR VIEW OF VEHICLE
0017	VIEW OF ENGINE COMPARTMENT
0018	VIEW OF ENGINE COMPARTMENT
0019	VIEW OF ENGINE COMPARTMENT
0020	VIEW OF ENGINE COMPARTMENT
0021	VIEW OF ENGINE COMPARTMENT
0022	VIEW OF ENGINE COMPARTMENT
0023	VIEW OF ENGINE COMPARTMENT
0025	VIEW OF MESSAGE CENTER STATING "POWER STEERING"
0027	VIEW OF ODOMETER
0029	VIEW OF TECH 2 SCREEN
0031	VIEW OF TECH 2 SCREEN
0033	VIEW OF TECH 2 SCREEN
0042	VIEW OF VEHICLE UNDER CARRIAGE
0043	VIEW OF VEHICLE UNDER CARRIAGE
0044	VIEW OF VEHICLE UNDER CARRIAGE
0045	VIEW OF VEHICLE UNDER CARRIAGE
0046	VIEW OF VEHICLE UNDER CARRIAGE
0047	VIEW OF VEHICLE UNDER CARRIAGE
0048	VIEW OF VEHICLE UNDER CARRIAGE
0049	VIEW OF VEHICLE UNDER CARRIAGE
0050	VIEW OF VEHICLE UNDER CARRIAGE
0051	VIEW OF VEHICLE UNDER CARRIAGE
0052	
0054	
0056	
0057	
0058	
0059	VIEW OF VEHICLE UNDER CARRIAGE

<u>Customer's Name:</u> <u>Model: COBALT</u> <u>VIN:</u> 1G1AK12F957

Inspection Date: 2/4/10

Photo.#	Description
0060	VIEW OF VEHICLE UNDER CARRIAGE
0061	VIEW OF IMPACT DAMAGE ON LF HUB CAP
0062	VIEW OF IMPACT DAMAGE ON LF HUB CAP
0063	VIEW OF IMPACT DAMAGE ON LF HUB CAP
0065	VIEW OF MASTER CYLINDER RESERVOIR
0066	VIEW OF MASTER CYLINDER RESERVOIR
0067	VIEW OF MASTER CYLINDER RESERVOIR
0067	VIEW OF MASTER CYLINDER RESERVOIR
0069	VIEW OF IMASTER CTLINDER RESERVOIR VIEW OF IMPACT DAMAGE ON LEFT DOOR
0070	VIEW OF IMPACT DAMAGE ON LEFT DOOR
0072	VIEW OF IMPACT DAMAGE ON LEFT QUARTER PANEL

	1 of 9
PRODUCT AL	LEGATION RESOLUTION
PRELIMINARY IN	SPECTION
STEERING, SUSPENSIO	N, AXLE, TIRE AND WHEEL SYSTEMS
Customer's Name:	Inspection Date: 2/4/10
Vehicle Brand: CHEVROLET Mode	el: COBALT
File # <b>71-798451421</b> VI	
	<u>N.</u> IGIAKI2F937
Mileage at Inspection: 64666 Inspection	ection Location: PALM CHEVROLET, OCALA, FLORIDA
Inspector's phone number: 407-880-1258	bected By: TERRY DUNHAM - EAA
<u>Inspector s priorie number:</u> 407-860-1256	Jected By. IERRI DONNAWI-EAA
Section 1 INSPECTION S	
BRIEFLY Describe the customer's ALLEGATION be	
	VAS DRIVING THE VEHICLE WHEN "SHE ATTEMPTED TO
MAKE A RIGHT TURN, THE STEERING LOCKED UP	P, AND SHE RAN OFF THE ROAD."
{	
Following the inspection, summarize the facts and	observations: (Additional cmts may be placed in section 9)
	ER STEERING AND CURRENTLY HAS NO POWER STEERING
	HT IS ILUMINATED ON THE INSTRUMENT PANEL. A TECH 2
	CODES U2105 = LOST COMMUNICATIONS WITH ENGINE
	LECTRIC STEERING MOTOR CIRCUIT." SEE PHOTOS.
	HE VEHICLE AND CDR DATA WAS SUCCESSFULLY DOWN
LOADED. CDR DATA READ "NONE" FOR EVENTS	RECOVERED. IMPACT DAMAGE WAS NOTED ON THE
LOWER LEFT SIDE OF THE FRONT BUMPER, ON T	HE LEFT FRONT FENDER, ON THE LEFT DOOR, AND ON THE
LEFT QUARTER PANEL.	
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Section 2 INTERVIEW -	
	INCIDENT DETAILS
Section 2 INTERVIEW - Obtain all of the information for this section from the	
Obtain all of the information for this section from th	e Driver/Claimant
	e Driver/Claimant
Obtain all of the information for this section from th Provide a complete description of the incident acco	e Driver/Claimant ording to the DRIVER / CLAIMANT
Obtain all of the information for this section from the         Provide a complete description of the incident accord         Interview mode:       X By Telephone	e Driver/Claimant ording to the DRIVER / CLAIMANT
Obtain all of the information for this section from the         Provide a complete description of the incident accord         Interview mode:       X By Telephone         Interview date:       2/4/10	e Driver/Claimant ording to the DRIVER / CLAIMANT Incident Date and Time: "5 – 6 MONTHS AGO"
Obtain all of the information for this section from the         Provide a complete description of the incident accord         Interview mode:       X By Telephone         Interview date:       2/4/10         Was a police/fire department report obtained?       Yes	e Driver/Claimant <u>ording to the DRIVER / CLAIMANT</u> Incident Date and Time: <b>"5 – 6 MONTHS AGO"</b> es X No
Obtain all of the information for this section from the         Provide a complete description of the incident accord         Interview mode:       X By Telephone         Interview date:       2/4/10         Was a police/fire department report obtained?       Y of Provide driver/claimant's description of incident. If there	e Driver/Claimant ording to the DRIVER / CLAIMANT Incident Date and Time: "5 – 6 MONTHS AGO" es X No was a collision, describe all collision events; include description
Obtain all of the information for this section from the         Provide a complete description of the incident accord         Interview mode:       X By Telephone         Interview date:       2/4/10         Was a police/fire department report obtained?       Y of the provide driver/claimant's description of incident. If there of other vehicles involved; describe all objects contacted	e Driver/Claimant <u>ording to the DRIVER / CLAIMANT</u> Incident Date and Time: <b>"5 – 6 MONTHS AGO"</b> es X No
Obtain all of the information for this section from the         Provide a complete description of the incident accord         Interview mode:       X By Telephone         Interview date:       2/4/10         Was a police/fire department report obtained?       Y of the provide driver/claimant's description of incident. If there of other vehicles involved; describe all objects contacted may be placed in section 9)	e Driver/Claimant <u>ording to the DRIVER / CLAIMANT</u> Incident Date and Time: " <b>5 – 6 MONTHS AGO</b> " es <b>X</b> No e was a collision, describe all collision events; include description d and the sequence in which they were contacted. <i>(Additional cmts</i> )
Obtain all of the information for this section from the         Provide a complete description of the incident accord         Interview mode:       X By Telephone         Interview date:       2/4/10         Was a police/fire department report obtained?       Yo         Provide driver/claimant's description of incident. If there of other vehicles involved; describe all objects contacte may be placed in section 9)         ALLEGES THAT HIS DAUGHTER V	e Driver/Claimant <u>ording to the DRIVER / CLAIMANT</u> Incident Date and Time: "5 – 6 MONTHS AGO" es X No e was a collision, describe all collision events; include description d and the sequence in which they were contacted. (Additional cmts VAS DRIVING THE VEHICLE WHEN "SHE ATTEMPTED TO
Obtain all of the information for this section from the         Provide a complete description of the incident accord         Interview mode:       X By Telephone         Interview date:       2/4/10         Was a police/fire department report obtained?       Yo         Provide driver/claimant's description of incident. If there of other vehicles involved; describe all objects contacter may be placed in section 9)         ALLEGES THAT HIS DAUGHTER W         MAKE A RIGHT TURN, THE STEERING LOCKED UP	e Driver/Claimant <u>ording to the DRIVER / CLAIMANT</u> Incident Date and Time: " <b>5 – 6 MONTHS AGO</b> " es <b>X</b> No e was a collision, describe all collision events; include description d and the sequence in which they were contacted. <i>(Additional cmts</i> )
Obtain all of the information for this section from the         Provide a complete description of the incident accord         Interview mode:       X By Telephone         Interview date:       2/4/10         Was a police/fire department report obtained?       Yo         Provide driver/claimant's description of incident. If there of other vehicles involved; describe all objects contacte may be placed in section 9)         ALLEGES THAT HIS DAUGHTER V	e Driver/Claimant <u>ording to the DRIVER / CLAIMANT</u> Incident Date and Time: "5 – 6 MONTHS AGO" es X No e was a collision, describe all collision events; include description d and the sequence in which they were contacted. (Additional cmts VAS DRIVING THE VEHICLE WHEN "SHE ATTEMPTED TO
Obtain all of the information for this section from the         Provide a complete description of the incident accord         Interview mode:       X By Telephone         Interview date:       2/4/10         Was a police/fire department report obtained?       Yo         Provide driver/claimant's description of incident. If there of other vehicles involved; describe all objects contacter may be placed in section 9)         ALLEGES THAT HIS DAUGHTER W         MAKE A RIGHT TURN, THE STEERING LOCKED UP	e Driver/Claimant <u>ording to the DRIVER / CLAIMANT</u> Incident Date and Time: "5 – 6 MONTHS AGO" es X No e was a collision, describe all collision events; include description d and the sequence in which they were contacted. (Additional cmts VAS DRIVING THE VEHICLE WHEN "SHE ATTEMPTED TO
Obtain all of the information for this section from the <i>Provide a complete description of the incident accord</i> Interview mode:       X By Telephone         Interview date:       2/4/10         Was a police/fire department report obtained?       Yo         Provide driver/claimant's description of incident. If there of other vehicles involved; describe all objects contacter may be placed in section 9)       ALLEGES THAT HIS DAUGHTER W         MAKE A RIGHT TURN, THE STEERING LOCKED UP AND BRUSH OFF THE ROAD."       Yo	The Driver/Claimant Diversion of the DRIVER / CLAIMANT Incident Date and Time: "5 – 6 MONTHS AGO" The second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second se
Obtain all of the information for this section from the         Provide a complete description of the incident accord         Interview mode:       X By Telephone         Interview date:       2/4/10         Was a police/fire department report obtained?       Yo         Provide driver/claimant's description of incident. If there of other vehicles involved; describe all objects contacter may be placed in section 9)         ALLEGES THAT HIS DAUGHTER W         MAKE A RIGHT TURN, THE STEERING LOCKED UP	The Driver/Claimant Diversion of the DRIVER / CLAIMANT Incident Date and Time: "5 – 6 MONTHS AGO" The second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second se
Obtain all of the information for this section from the <i>Provide a complete description of the incident accord</i> Interview mode:       X By Telephone         Interview date:       2/4/10         Was a police/fire department report obtained?       Yo         Provide driver/claimant's description of incident. If there of other vehicles involved; describe all objects contacter may be placed in section 9)       ALLEGES THAT HIS DAUGHTER W         MAKE A RIGHT TURN, THE STEERING LOCKED UP AND BRUSH OFF THE ROAD."       Yo	The Driver/Claimant Diversion of the DRIVER / CLAIMANT Incident Date and Time: "5 – 6 MONTHS AGO" The second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second se
Obtain all of the information for this section from the         Provide a complete description of the incident accord         Interview mode:       X By Telephone         Interview date:       2/4/10         Was a police/fire department report obtained?       Yo         Provide driver/claimant's description of incident. If there of other vehicles involved; describe all objects contacter may be placed in section 9)       ALLEGES THAT HIS DAUGHTER W         MAKE A RIGHT TURN, THE STEERING LOCKED UP AND BRUSH OFF THE ROAD."       Yo	The Driver/Claimant Diversion of the DRIVER / CLAIMANT Incident Date and Time: "5 – 6 MONTHS AGO" The second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second se

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				-	ATION RES	OLUTION			
			ELIMINAR						
		STEERING	, SUSPEN	SION, A	KLE, TIRE	AND WHEEL S	SYSTEMS		
Customer'	a Nama:				Inonos	tion Data	2/4/10		
		CHEVRO		(adal.	COBAL	<u>tion Date:</u>	2/4/10		
venici	e Brand:			<u>Iodel:</u>					
	<u>File #</u>	71-798451	421	<u>VIN:</u>	1G1AK1	21957			
Driver/other occ	runant's nhv	vsical descript	tion (includ	e name	nender heid	nht weight & d	isahilities ):		
{	suparit o priy			e name,	gender, nei		isabilities ).		
If there was a	collision:								
Describe extent	t of any injur	ries to the Driv	ver: NONE						
{									
	other occu	pants were se	eated & ext	tent of an	y injuries: T	HERE WERE N	NO OTHER	OCCUPANTS IN THE	
VEHICLE.									
{									
۱									
What was the	exact locati	ion of the inc	cident. ON	<b>US HIGI</b>	HWAY 301	N SUMMERFI	ELD, FLORI	DA	
<b>Driving condit</b>	ions at the	time of the in	ncident:						
	Weather co	onditions & Vi	isibility: <b>CL</b>	EAR AN	<b>D_DRY</b> App	roximate Temp	(°F): <b>80 DE</b>	G	
Road Surface:		Concrete X							
Road Condition:				] Icy	Other: {				
Shoulder X Curb		Concrete				rock X Dirt			
Shoulder/Curb Condition: X Dry Wet Icy Other: <u>{</u>									
	Posted Speed Limit <b>45 MPH</b> Any objects in the road? (rocks, scrap metal, pothole, speed bump, etc.)_NONE								
			, potnole, spe	ea bump, e					
Length of Drive Prior to incident: Total Time (hrs. & mins.): 15 MINUTES Distance (miles): 8 MILES									
		f vehicle spee	· -		•	· -			
Estimat		•	-			of estJOHN M			
		eed informat							
<b>\</b>						- /			
				operatio	n prior to a	nd during the i	incident do	es not include the	
following infor	mation, ple	ase obtain it	t.						
0		1	011	<b>D</b>					
Steering	Normal	]	Other X			E TO TURN TH			
Suspension Brakes	Normal X Normal X		Other	Desc	ribe {				
Engine	Normal X		Other	Desc	ribe {				
Electrical	Normal X		Other	Desc	ribe {				
				2000					
Were any warr	າing lights i	illuminated o	or driver in	formatio	n center m	essages displa	ayed?	Yes X No If "Yes", get	
the details and	describe the	event(s).							
			is incident	ever bee	n noted pric	or to this inciden	nt? 🗌 Yes 🔅	X No If "Yes", get the	
details and des	cribe the eve	ent(s).							
Also, determine smoke or stean			warning lig	ghts illum	nated, mes	sages on driver	rinformation	panel, unusual noises,	
SHICKE OF Steam	i observeu.	NONE							
Describe any e	vasive actio	n: 🗌 Turn	ing 🗌	Braking		celerating	X Other: I	UNKNOWN	
							0 ther. V		
Describe cargo	Describe cargo (in the vehicle interior, trunk and/or trailer (if any):_NONE								
Estimated total wei									
16 a to - 11 - 1		abot: ·	4h a 1-10-1		4	(			
If a trailer was b	being towed	, pnotograph	the hitch st	tructure, l	both on the	trailer and towir	ng vehicle.		

3 of 9
PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS
Customer's Name:Inspection Date:2/4/10Vehicle Brand:CHEVROLETModel:COBALTFile #71-798451421VIN:1G1AK12F957
Did the vehicle leave the roadway?: X Yes No Describe: THE VEHICLE RAN OFF THE ROAD AND INTO BRUSH ALONGSIDE THE ROAD Objects Impacted: SOFT GRAVEL AND BRUSH
How was the vehicle transported from the incident site to the present location? Tow Truck X Flat Bed Other
Additional comments concerning the incident: <u>NONE</u> {
Section 3 INTERVIEW - VEHICLE HISTORY
Source of information (name, address, phone number, & relationship), if other than claimant:   SUMMERFIELD, FLORIDA   Comments:    may be placed in section 9) NONE Did the owner purchase the vehicle new? X Yes \[ No Date 2005 Used? \[ Yes \[ No Date \]  VEHICLE MODIFICATIONS / ALTERATIONS Are any vehicle modifications or alterations present, and has any after-market equipment been installed? (e.g., objects attached to the steering wheel or instrument panel, controls for disabled persons, shock absorbers, springs, modified body, electrical components, powertrain, wheels or tires, after-market seats, etc) Describe: NONE
VEHICLE REPAIR / SERVICE HISTORY         Prior electrical system service? X No         Yes         If yes, describe:
Prior collision repair? X No Yes If yes, describe:
Repaired by whom? (name, address, phone) {
Prior chassis system service, repair, or replacement? X 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)? X 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:

2/4/10

Steering wheel and column Driver and passenger seat back angle (inclinometer measurement) Sunvisors and headliner

Rev 04-19-2004

# **VEHICLE INSPECTION - PASSENGER COMPARTMENT**

Odometer

## **GENERAL OBSERVATIONS**

Instrument panel

Personal items/cargo

Overall view of seat position

Photo of options label-glove box/trunk

Controls

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

Comments:

## NO AFTER MARKET EQUIPMENT WAS FOUND

Section 5

INTERIOR

Comments: THE VEHICLE IS EQUIPPED WITH ELECTRIC POWER STEERING. BRAKE FLUID LEVEL AND CONDITION WERE NORMAL.

**PRODUCT ALLEGATION RESOLUTION** 

IMPACT DAMAGE AND SCUFFING WAS NOTED ON THE LEFT SIDE OF THE FRONT BUMPER COVER, ON THE LEFT HUB CAP, ON THE LEFT FRONT FENDER, ON THE LEFT DOOR, AND ON THE LEFT QUARTER PANEL.

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

STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS

COBALT

1G1AK12F957

Inspection Date:

PRELIMINARY INSPECTION

Model:

VIN:

**CHEVROLET** 

contact between vehicle components and the underbody. Photograph if damage is present.

71-798451421

Engine compartment Brake fluid level and condition

Ball joints

## **CORNER ASSEMBLIES**

Customer's Name:

Vehicle Brand:

File #

Springs Control arms

Struts/shocks

Comments: NONE

**UNDERHOOD** 

SEE PHOTOS.



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NO DAMAGE WAS NOTED ON THE UNDER BODY

Power steering lines, hoses, clamps and connections

Tire/wheel assemblies

Power steering fluid level and condition

Steering knuckles

Axle assemblies

					5 of 9
	PRELIMIN	IARY INSPE	GATION RESOLUTION ECTION AXLE, TIRE AND WHEEL	SYSTEMS	
<u>Customer's Name:</u> <u>Vehicle Brand:</u> <u>File #</u>	CHEVROLET 71-798451421	<u>Model:</u> <u>VIN:</u>	Inspection Date: COBALT 1G1AK12F957	2/4/10	
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#### 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.

ITEM	OBSERVATIONS/TEST RESULTS
Steering system-Are all	NORMAL INSPECTION. THE STEERING WHEEL COULD BE ROTATED LOCK
components in place and	TO LOCK WITH APPROPIATE MOVEMENT OF THE FRONT WHEELS. THERE
connected in a normal manner?	IS NO POWER STEERING ASSIST.
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 linkage-Is the linkage	NORMAL INSPECTION
free from cracks, bends,	
fractures, etc. Are there any	
scrapes, abrasions, signs of	
contact with any of the linkage?	
Gear/rack and pinion-Any sign	NORMAL INSPECTION
of leakage, damage to boots on	
the rack, contact by foreign	
objects?	
Steering column, ignition switch,	NORMAL INSPECTION
intermediate shaft. Does the	
column unlock with the ignition	
key "on"? Is the steering column	
properly fastened to the dash?	
Steering pump, drive, hoses,	THE VEHICLE IS EQUIPPED WITH ELECTRIC POWER STEERING
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.	
PS fluid level and condition-	THE VEHICLE IS EQUIPPED WITH ELECTRIC POWER STEERING
Color, contamination, odor	
Steering knuckle-All	NORMAL INSPECTION
attachments secure and	
proper?	
Suspension components – LF	NORMAL INSPECTION
Strut attachments, springs	
intact; control arms properly	
attached, deformed, broken,	
scraped, etc. Sway bars	
properly attached.	
Strut attachments, springs	NORMAL INSPECTION
intact; control arms properly	
attached, deformed, broken,	
scraped, etc. RF	
Strut attachments, springs	NORMAL INSPECTION
intact; control arms properly	
attached, deformed, broken,	
scraped, etc Rear sway bars,	
Confidential GM/PAR	Rev 04-19-2004

PRODUCT ALLEGATION RESOLUTION

STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS

COBALT

1G1AK12F957

Inspection Date:

PRELIMINARY INSPECTION

Model:

VIN:

CHEVROLET

71-798451421

Customer's Name:

Vehicle Brand:

File #

2/4/10

Rev 04-19-2004

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

Customer's Name: Vehicle Brand: File #

CHEVROLET Model: 71-798451421

VIN:

С 1 2/4/10

COBALT	
G1AK12F957	

Inspection Date:

trailing arms properly attached	
and undamaged. LR	
Strut attachments, springs	NORMAL INSPECTION
intact; control arms properly	
attached, deformed, broken,	
scraped, etc. RR	
Rear axle assembly-deformed,	NORMAL INSPECTION
signs of impact, properly	
located, etc.	
Deformation to the frame	NONE
Describe and photograph	NORMAL INSPECTION
evidence of axle/ suspension/	
tire contact with frame, body or	
components	
Describe and photograph	NORMAL INSPECTION
contact of the under- carriage	
with the road surface (road,	
shoulder, curb, or grass)	
Stability Enhancement	NOT EQUIPPED
system/components-check for	
codes with Tech II	
Engine (normal, other)-Obtain	NORMAL
codes using a Tech II.	
Electrical (normal, other)	NORMAL
Warning lights/messages	THE "POWER STEERING" MESSAGE WAS PRESENT IN THE INSTRUMENT
displayed? Describe and obtain	CLUSTER.
codes using a Tech II	
Anything components missing?	NONE
Other	NONE

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". THE VEHICLE'S POWER STEERING IS INOPERATIVE.

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

						8 of 9
		PRE	PRODUCT ALLEG ELIMINARY INSPE , SUSPENSION, A	CTION	TION VHEEL SYSTEMS	
<u>(</u>	Customer's Nam Vehicle Bran <u>File</u>	d: CHEVRO		Inspection D COBALT 1G1AK12F957		
1. <u>IC</u>	ENTIFICATION:					
					AVE. TREAD	DOT
	TIRE BRAND	TIRE TYPE	TIRE SIZE	PRESSURE	DEPTH	Numbers
	<u>(Goodyear)</u>	<u>(Eagle GA)</u>	(P205/70R15)	<u>(psi)</u>	32nds of inch	
LF	UNIROYAL	<u>_TOURING</u> <u>TRAK</u>	<u>P195/60R15</u>	_34	8/32	_Y9V9 VCUU
RF	MICHELIN	ENERGY	P195/60R15	36	<u>5/32</u>	EDDA DXHX
LR		TOURING TRAK	_P195/60R15_	34	<u>10/32</u>	<u>Y9V9 VCUU</u>
RR	UNIROYAL	<u>TOURING</u> <u>TRAK</u>	_P195/60R15_	35	<u>9/32</u>	_Y9V9 VCUU

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 _THE LF HUB CAP SHOWS SCRATCHES AND SCRAPING – SEE PHOTOS

RF			
LR			
RR			
2. <u>TIRE PLACA</u> Record the fo		on driver's door edge or inside <u>PRESSURE (psi)</u>	e the decklid) PRESSURE AT MAXIMUM LOAD(psi)
TIRES	P195/60R15	30	
SPARE TIRE	_T115/70D15	60	
Section 7		SITE INSPECTION	
<ul> <li>Check the Measure</li> <li>Identify etails</li> </ul>	ne incident scene for tile location and photogra evidence of whether th	re marks, gouges in the paver aph. e vehicle left the road prior to,	<u>L INFORMATION MAY BE FOUND:</u> nent, debris, or any other marks. during, or after the incident. Document all locations, ences,buildings,etc), nearest posted speed limit signs

in the direction of travel, etc...

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	PRELIMIN	ARY INSPE	ATION RESOLUTION CTION XLE, TIRE AND WHEEL	SYSTEMS
<u>Customer's Name:</u> <u>Vehicle Brand:</u> <u>File #</u>	CHEVROLET	<u>Model:</u> <u>VIN:</u>	Inspection Date: COBALT 1G1AK12F957	2/4/10
Identify evidence	e & photograph any obje	ect struck by	y the vehicle on or off the	road prior to, during or after incider
Inspect roadway speed, severe b		the area of	the incident site for tellta	le signs of loss of control, excessive
Photograph the scene	and property if involve	ed.		
Comments: NONE {				
{				
{	Сомме		FLOW	
area the comments are NONE {	needed for additional	to each co	s from the inspection fo mment.	rm. Please note the section and
Please use this page if area the comments are NONE {	needed for additional continued from prior	comments to each co	s from the inspection fo mment.	rm. Please note the section and

<u>Customer's Name:</u> <u>Model: COBALT</u> <u>VIN:</u> 1G1AK12F957

Inspection Date: 2/4/10

Photo.#	Description
0002	VIEW OF PRODUCTION LABEL
	GM MFD BY GENERAL MOTORS CORP
	DATE GVWR GAWR FRT GAWR PD
	3715 LB 882 KG 803 KG
	1//1LB
	THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S. FEDERAL MOTOR VEHICLE SAFETY, BUMPER, AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.
	EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.
	VEHICLE SAFETY, BUMPER, AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE. 1G1AK12F957 TYPE: PASS CAR
0003	EXTERIOR VIEW OF VEHICLE

Customer's Name: Model: COBALT VIN: 1G1AK12F957 Inspection Date: 2/4/10



Customer's Name: Model: COBALT VIN: 1G1AK12F957 Inspection Date: 2/4/10



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Inspection Date: 2/4/10



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Inspection Date: 2/4/10



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Inspection Date: 2/4/10

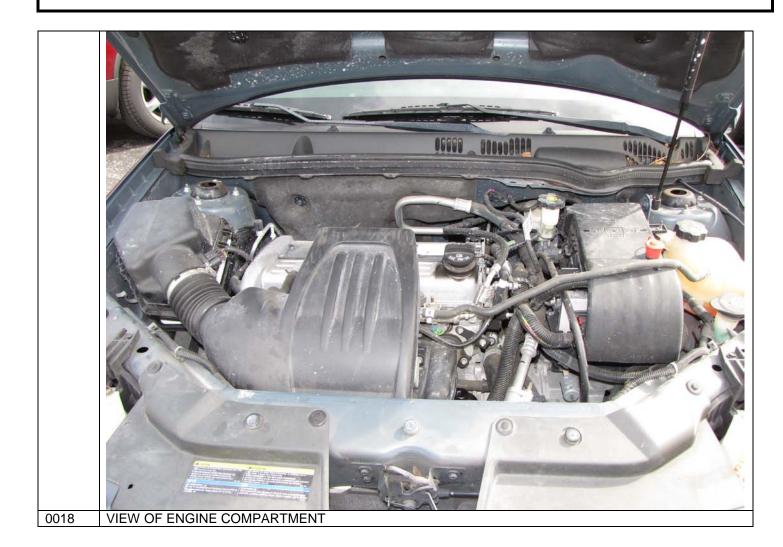


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Inspection Date: 2/4/10



Customer's Name: Model: COBALT VIN: 1G1AK12F957 Inspection Date: 2/4/10



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Inspection Date: 2/4/10



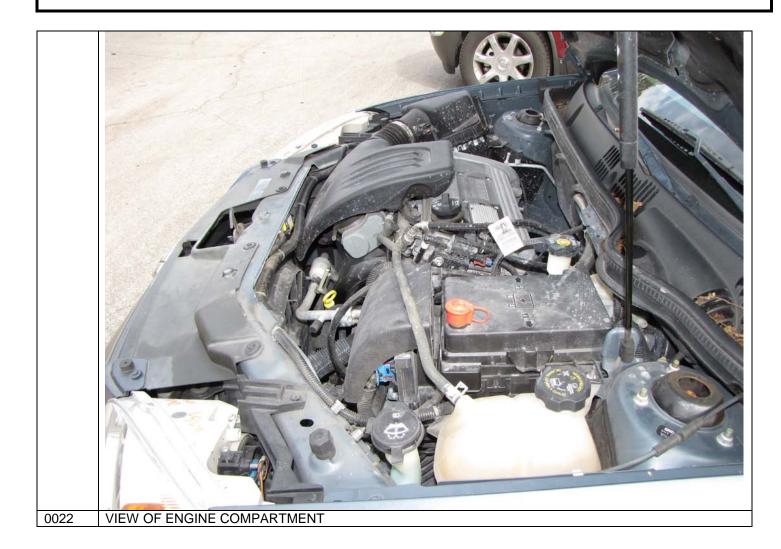
Customer's Name: Model: COBALT VIN: 1G1AK12F957

Inspection Date: 2/4/10



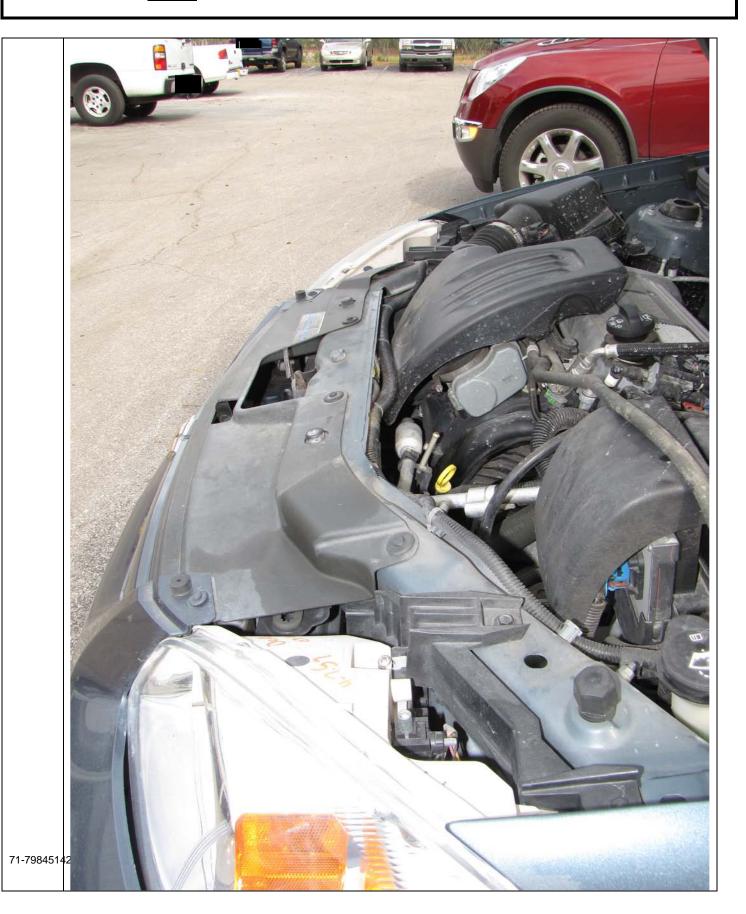
Customer's Name: Model: COBALT VIN: 1G1AK12F957

Inspection Date: 2/4/10



# FIELD PHOTOGRAPHIC NOTES Inspection Date: 2/4/10

Customer's Name: Model: COBALT VIN: 1G1AK12F957



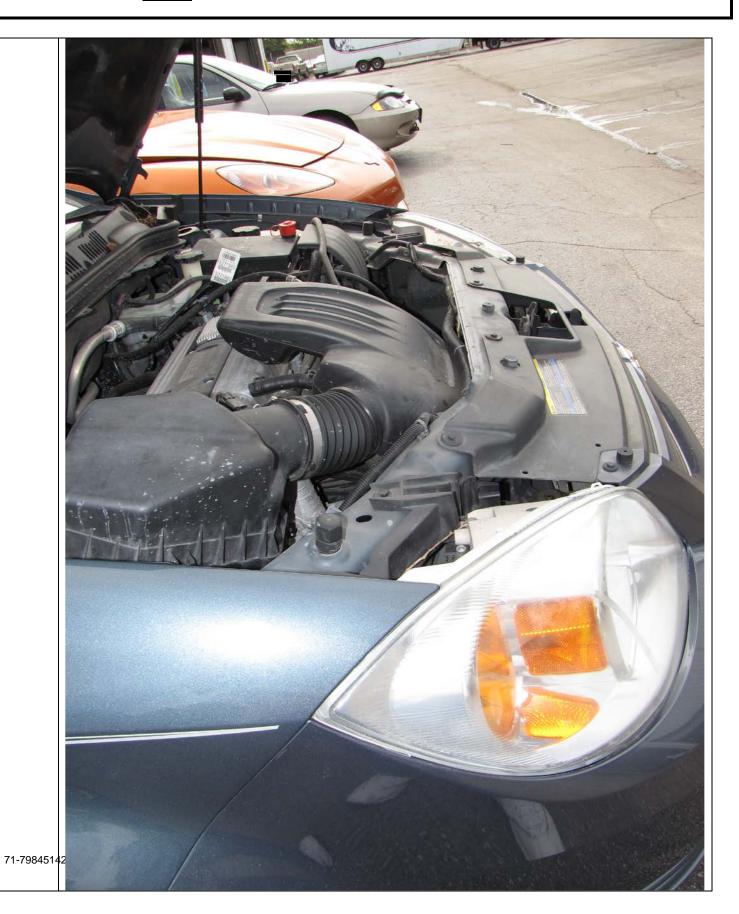
Customer's Name: Model: COBALT VIN: 1G1AK12F957 Inspection Date: 2/4/10

File 71-798451421

0023 VIEW OF ENGINE COMPARTMENT

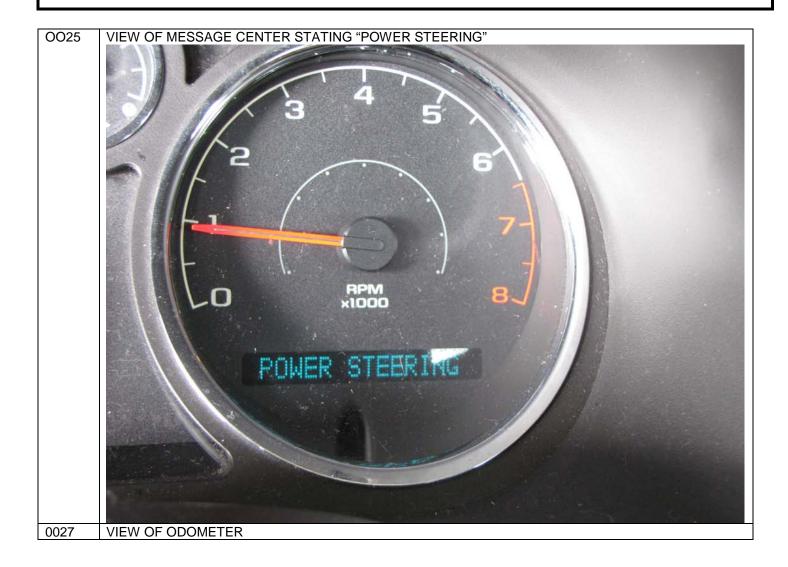
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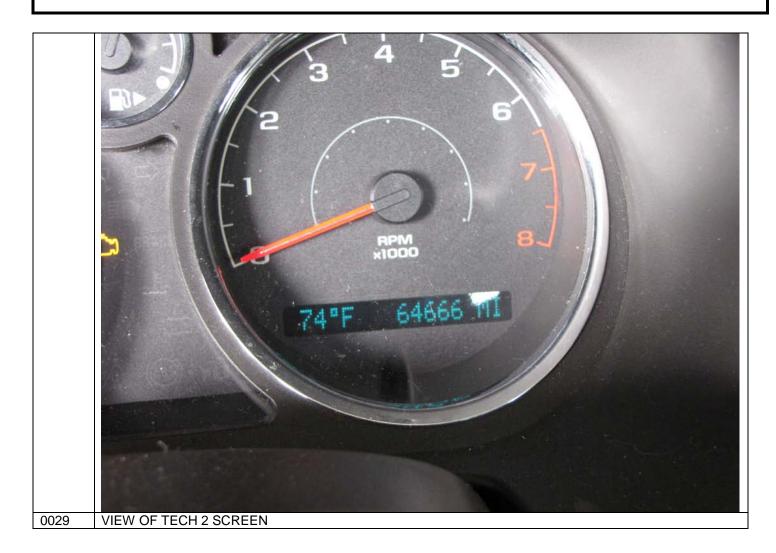
#### FIELD PHOTOGRAPHIC NOTES KURA Inspectio

<u>Customer's Name:</u> <u>Model: COBALT</u> <u>VIN:</u> 1G1AK12F957 Inspection Date: 2/4/10



Customer's Name: Model: COBALT VIN: 1G1AK12F957

Inspection Date: 2/4/10



<u>Customer's Name:</u> <u>Model: COBALT</u> <u>VIN:</u> 1G1AK12F95 Inspection Date: 2/4/10



Customer's Name: Model: COBALT VIN: 1G1AK12F957

Inspection Date: 2/4/10



<u>Customer's Name:</u> <u>Model: COBALT</u> <u>VIN:</u> 1G1AK12F957

Inspection Date: 2/4/10

DTC	Information
ECU Name	Status
Digital Radio R EBCH ECM Instrument Pane Power Steering R Radio	No Comm. 2 1 Cluster 0
Restart	DLC Pin : 1

Customer's Name: Model: COBALT VIN: 1G1AK12F957

Inspection Date: 2/4/10



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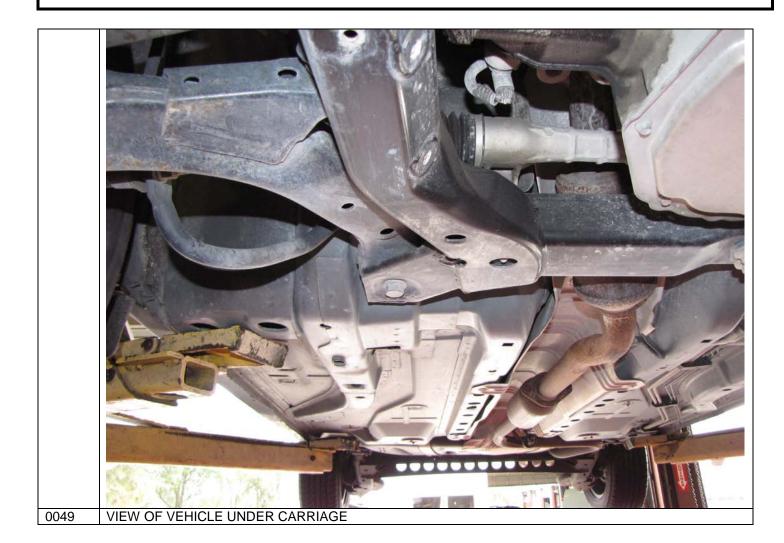
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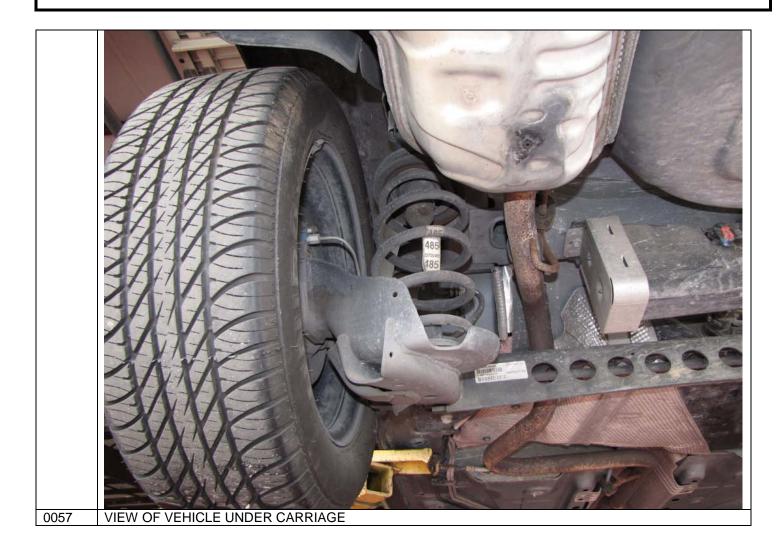
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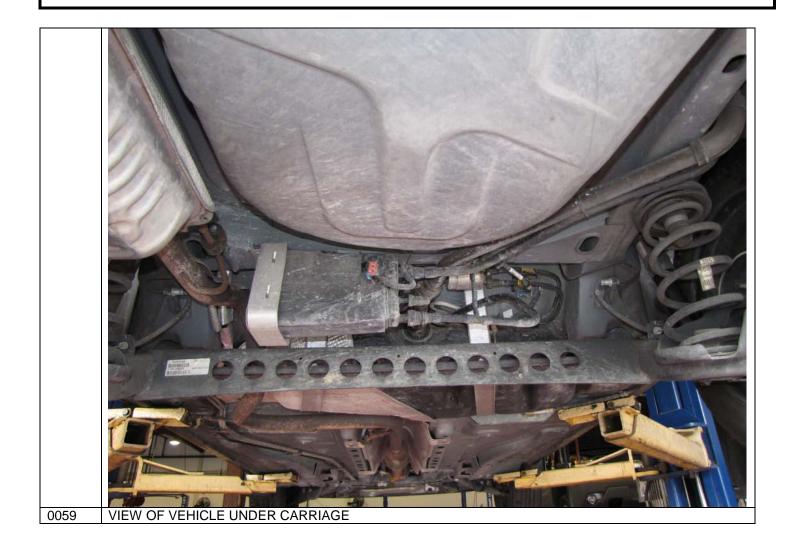
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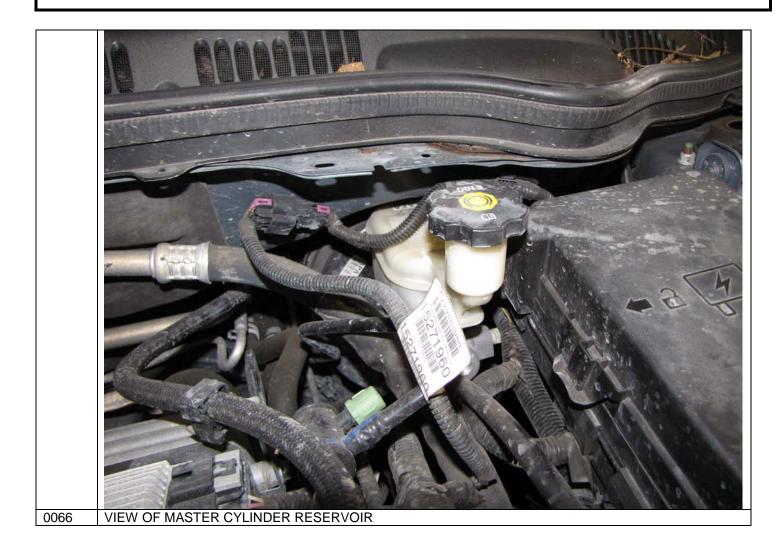
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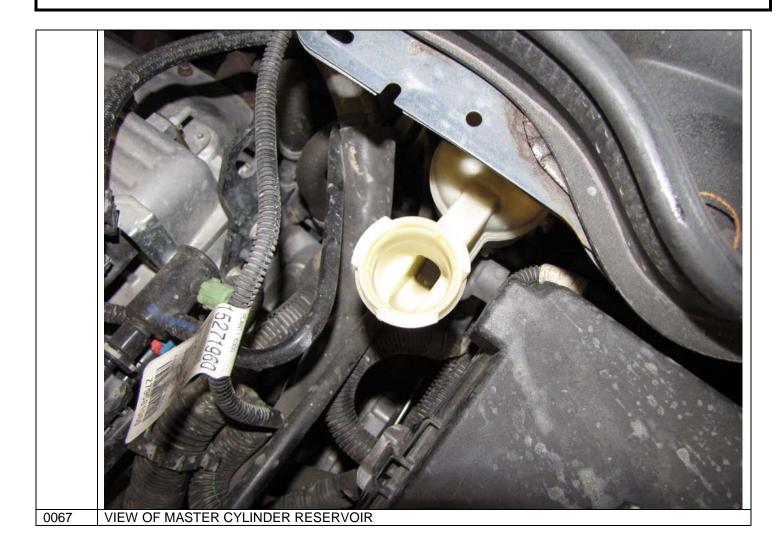
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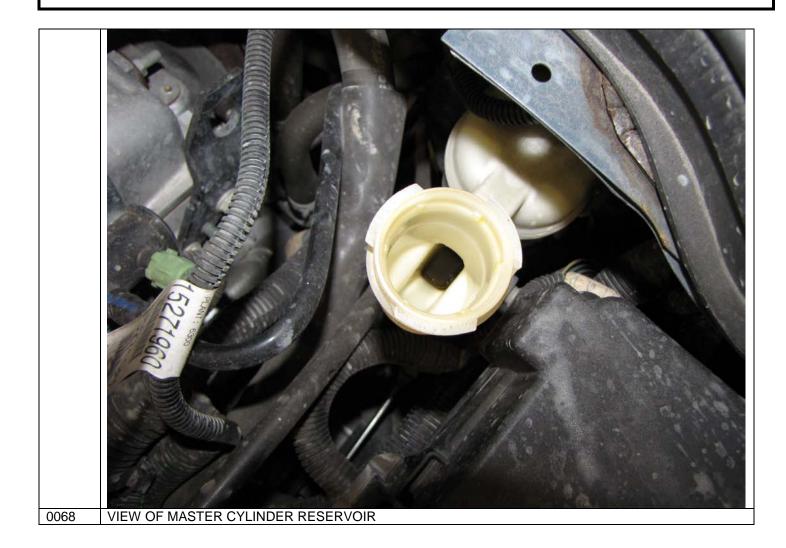
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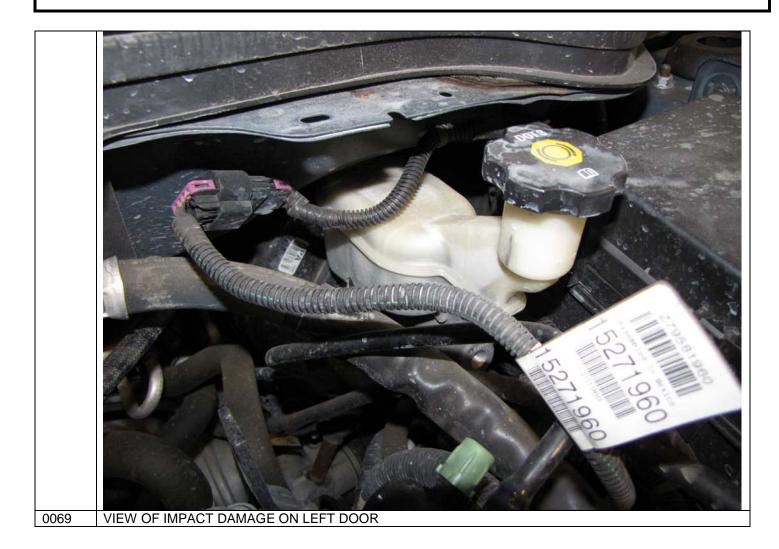


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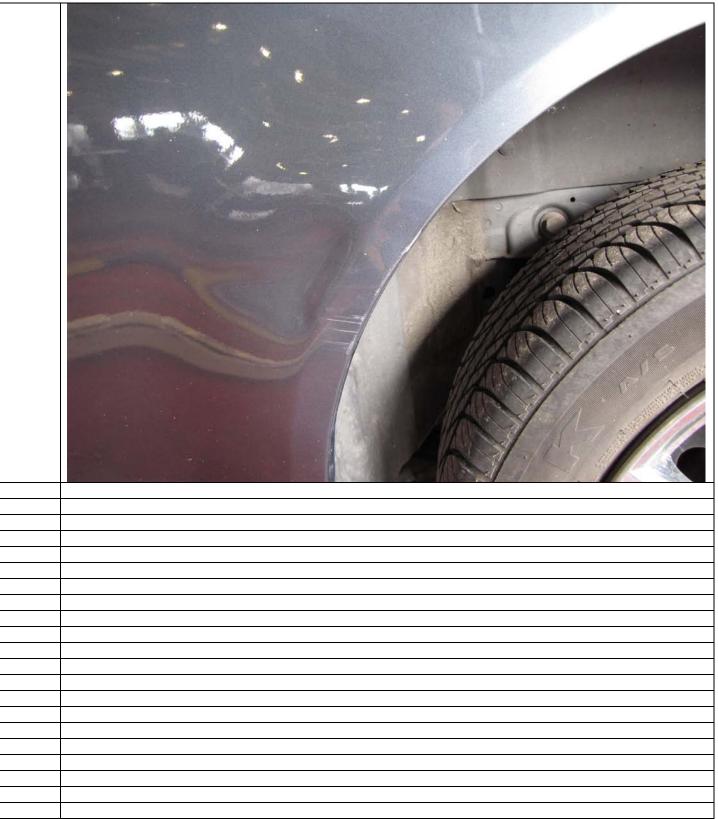
Inspection Date: 2/4/10



# FIELD PHOTOGRAPHIC NOTES Inspection Date: 2/4/10

Customer's Name: Model: COBALT VIN: 1G1AK12F957

File 71-798451421

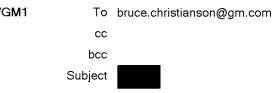


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<u>Customer's Name:</u> <u>Model: COBALT</u> <u>VIN:</u> 1G1AK12F957

Inspection Date: 2/4/10

rita sanchez/Austin/GM1 02/08/2010 03:24 PM



Mr. Bruce Christianson,

This is a second email to notify you of a file that I have been working on here in the Product allegation Dept. The customer's name is John Miskura with a 2005 Chevy Cobalt with a current mileage of a approximately 64,666. This customer recently had a steering allegation. We have done a full investigation of this concern and it was determined that there must be a malfunction in the power steering motor . Nor was there any evidence that this was something the customer could've caused to happen. Since this wasn't something the customer could've caused or prevented I am interested in repairing this vehicle. Since the new changes took place I am to get FOM approval, which in this case would be you, for us to repair the vehicle.

The service manager at Palm Chevrolet, Inc. has been kind enough to provide me with an estimate for repair a break down of the repair is listed below:

Parts 576.85 labor 2578.30 Rental 224

total 3379.15

Please contact me via email with your feedback on the case.

Thanks for your time and have a great day.

Rita Business Resource Center Aditya Birla Minacs Phn: 866-790-5600 ext 31227 Rita_Sanchez@gmexpert.com

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bruce.christianson@gm.co m 02/08/2010 04:38 PM



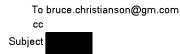
Rita, call me regarding the attached as soon as possible.

office 386-763-2022

cell 386-871-8313

rita_sanchez@gmexpert.com

02/08/2010 03:24 PM



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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.

	bruce.christianson@gm.co m		rita_sanchez@gmexpert.com
	02/08/2010 04:38 PM		wes.m.preece@gm.com
		bcc	
		Subject	Re:

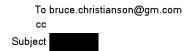
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office 386-763-2022

cell 386-871-8313

rita_sanchez@gmexpert.com

02/08/2010 03:24 PM



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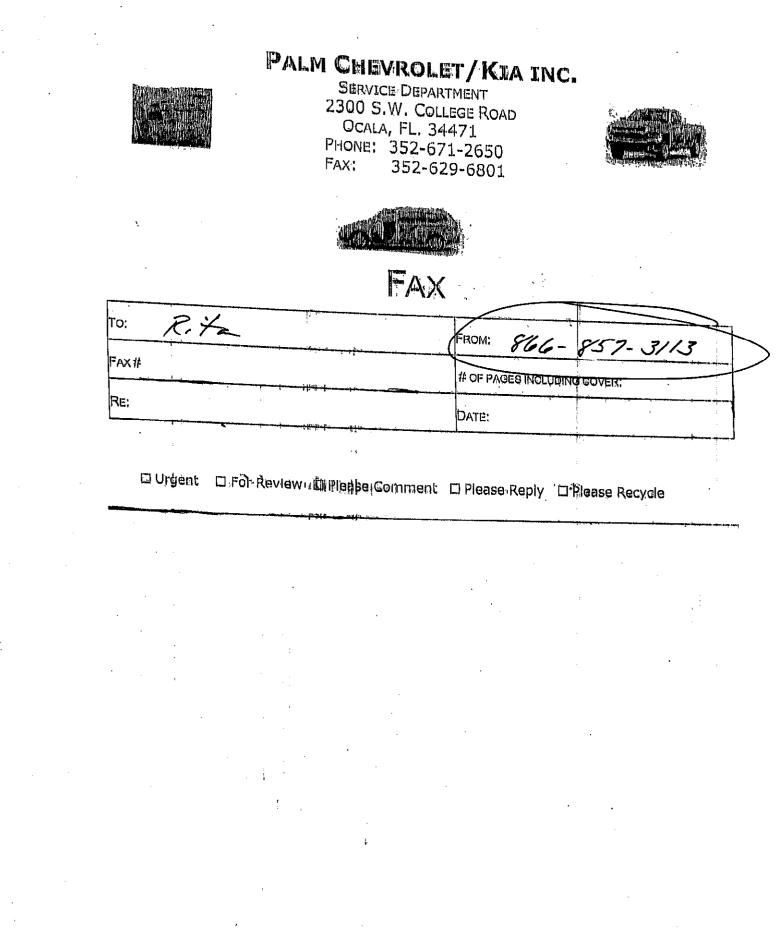
Thanks for your time and have a great day.

Rita Business Resource Center Aditya Birla Minacs Phn: 866-790-5600 ext 31227 Rita_Sanchez@gmexpert.com

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# Quote

PALM CHEVROLET INC

2300 S.W.College Road

Ocala , FL 34471

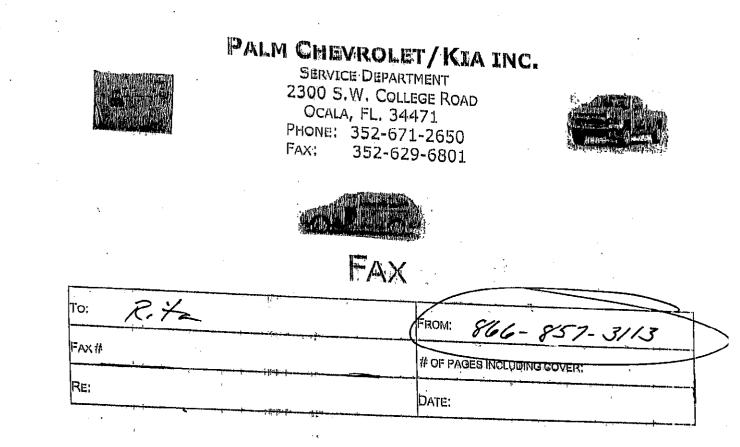
352-671-2650

#### 2005 Chevrolet Cobalt

Summ	erfield, FL				ileag <u>e: 64,666</u> ome:
Туре	Description	Qty/Hrs	Part No	Unit Price	Extended Price
	ELECTRONIC STEERING MOTOR/MODULE ASSEMBLY - Steering Column Assembly	1.00	25831501	139.65	139.65
Labor	ELECTRONIC STEERING MOTOR/MODULE ASSEMBLY - Remove & Replace - Steering Column Assembly	2.00		89.95	179.90
Labor	OUTPUT SHAFT SEAL - Remove & Replace - Both	2.00		99.95	199.90
Part	OUTPUT SHAFT SEAL - Automatic Trans - Each	2.00	24233355	21.06	42.12
Labor	AXLE SHAFT ASSEMBLY - Removal & Installation - One Side	0.90		89.95	80.96
Labor	(Combination) CONSTANT VELOCITY JOINT BOOT - Remove & Replace - Inner &/or Outer,Each Side	0.50		89.95	44.98
Part	AXLE SHAFT BOOT - 2.0L Eng - Outer,Each	1.00	15779364	54.58	54.58
	Worksheet	Supplies	Hazmat	<u>Tax</u>	Total
Part \$	236.35	0.00		0.00	236.35
Labor	\$ 505.73		0.00	0.00	505.73

Quote Total 742.08

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🗆 Urgent 🛛 Fol-Review 📲 🕼 Please Comment 🗇 Please Reply 🗇 Please Recycle

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#### Quote PALM CHEVROLET INC 2300 S.W.College Road Ocala , FL 34471 352-671-2650

#### 2005 Chevrolet Cobalt

Mileage:	64,666
Home:	

Summerfield, FL

Type	Description	Qty/Hrs	Part No	Unit Price	Extended Price
Part	ELECTRONIC STEERING MOTOR/MODULE ASSEMBLY - Steering Column Assembly	1.00	25831501	139.65	139.65
Labor	ELECTRONIC STEERING MOTOR/MODULE ASSEMBLY - Remove & Replace - Steering Column Assembly	2.00		89.95	179.90
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Part \$	236.35	0.00		0.00	236.35
Labor	\$ 505.73		0.00	0.00	505.73

Quote Total 742.08

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Job Number:

#### PALM CHEVROLET-GEO

License #:MV15062 QUALITY IS ALWAYS JOB 1 " n 2300 S.W. CGLLEGE RD. OCALA, FL 34471 (352)671-2632 Fax: (352)629-9760

#### PRELIMINARY ESTIMATE

Written By: MICHAEL LEONARD Adjuster:

			Adjuster:			
Insured: Owner: Address: Day:	SUMMER	FIELD, FL	Claim # Folicy # Deduct Date of Type of Foint of In	tible: Loss:	Left Fro	nt
Location: 2	2300 S	HEVROLET-GEO .W. COLLEGE RD. FL 34471	Busi	<b>iness:</b> (352)	671-2632	
Insurance - Company:	-		5 E	ays to Repa	ir	
VIN: 1G1AK1 Air Conditi Intermitten Dual Mirror Power Steer FM Radio Driver Air Bucket Seat	2F957 oning t Wipe s ing Bag	ers Message ( Console/S Power Bra Stereo Passenger	<b>Prod Dat</b> ogger Center Storage akes	Tilt Whee Body Side Clear Coa AM Radio CD Playe Cloth Sea	e Molding at Paint r ats	gs.
NO.	OP.	DESCRIPTIO	ON QTY	EXT. PRICE	LABOR	PAINT
1 2* 3 4 5		FRONT BUMPER Bumper cover Add for Clear Coat O/H bumper assy FENDER			<u>2.0</u> 2.6	2.6 1.0
6 7 8 9 10	-	LT Fender Add for Clear Coat Add for Edging HOOD Hood	1	146.28	2.0	1.8 0.7 0.5 1.4
11 12* 13 14	*	DOOR LT Outer panel Overlap Major Adj. Add for Clear Coat	Panel		7.0	2.2 -0.4 0.4
15	R&I	LT Belt w'strip			0.3	

1

02/09/2010 at 03:52 PM 20419

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Job Number:

#### PRELIMINARY ESTIMATE

2005 CHEV COBALT 4-2.2L-FI 2D CPE Int:

NO.	OP.	DESCRIPTIO	N °	QTY	EXT.	PRICE	LABOR	PAINT
16	R&I	LT Mirror assy w/o p	power				0.3	
17	R&I	LT Handle, outside					0.4	
18 19	R&I	LT R&I trim panel QUARTER PANEL					0.5	
20*	Rpr	LT Quarter panel					3.0	2.8
21		Overlap Major Non-Ad	lj. Panel					-0.2
22		Add for Clear Coat						0.5
		CAR COVER			5.			
		HAZARDOUS WASTE DISI						
25#	Repl	CORROSION PROTECTION	N	1	10.	.00	0.3	
		Subt	otals ==>		164	. 28	18.4	13.3
		Parts Body Labo: Paint Labo Paint Supp	or	13.	.3 hrs	3@\$	87.04/hr 87.04/hr 25.00/hr	1157.63
		SUBTOTAL Sales Tax	Tie	er 1 \$	\$ 3255	5.95 @		3255.95 195.36
		GRAND TOT	 AL				 \$	3451.31
		ADJUSTMEN Deductil						0.00
		CUSTOMER I INSURANCE					•	0.00 3451.31

2

#### PRELIMINARY ESTIMATE

2005 CHEV COBALT 4-2.2L-FI 2D CPE Int:

ANY PERSON WHO KNOWINGLY AND WITH INTENT TO INJURE, DEFRAUD, OR DECEIVE ANY INSURER FILES A STATEMENT OF CLAIM OR AN APPLICATION CONTAINING ANY FALSE, INCOMPLETE, OR MISLEADING INFORMATION IS GUILTY OF A FELONY OF THE THIRD DEGREE (FLORIDA STATUTES TITLE XLVI, CHAPTER 817.234). FAILURE TO USE THE INSURANCE PROCEEDS IN ACCORDANCE WITH THE SECURITY AGREEMENT, IF ANY, COULD BE A VIOLATION OF S. 812.014, FLORIDA STATUTES. IF YOU HAVE ANY QUESTIONS, CONTACT YOUR LENDING INSTITUTION. IF A CHARGE FOR SHOP SUPPLIES OR HAZARDOUS OR OTHER WASTE REMOVAL IS INCLUDED ON THIS ESTIMATE, PLEASE NOTE THE FOLLOWING: "THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL." IF A CHARGE FOR NEW TIRES OR A NEW OR REMANUFACTURED LEAD-ACID BATTERY IS INCLUDED ON THIS ESTIMATE, PLEASE NOTE THE FOLLOWING: A \$1.00 FEE FOR EACH NEW MOTOR VEHICLE TIRE SOLD AT RETAIL IS IMPOSED ON ANY PERSON ENGAGING IN THE BUSINESS OF MAKING RETAIL SALES OF NEW MOTOR VEHICLE TIRES WITHIN THE STATE OF FLORIDA. FLORIDA STATUTES TITLE XXIX CHAPTER 403.718. A \$1.50 FEE FOR EACH NEW OR REMANUFACTURED LEAD-ACID BATTERY SOLD AT RETAIL IS IMPOSED ON ANY PERSON ENGAGING IN THE BUSINESS OF MAKING RETAIL SALES OF NEW OR REMANUFACTURED LEAD-ACID BATTERIES WITHIN THE STATE OF FLORIDA, FLORIDA STATUTES TITLE XXIX 403.7185.

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR1CL05, CCC Data Date 01/15/2010, 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 Record. 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.

S∕S'd

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rita sanchez/Austin/GM1 02/12/2010 09:05 AM To bruce.christianson@gm.com@SITELCWEB cc bcc Subject Re:

Mr. Christianson,

I apologize for the delay, but I was able to receive a new repair estimate from Palm Chevrolet. The revised estimate should be at warranty rate for the 2005 Cobalt, and the estimated repair cost for this vehicle has exceeded half of the vehicle's value. I have provided you with a break down of the estimated cost below:

Labor \$3264.90 parts \$733.13 rental (5 day@32) \$160.00

Total 4158.03

An appraisal of the vehicle was done through Edmunds.com and the value of the vehicle is \$6292.00. I am now requesting your approval to make an offer to repurchase the vehicle from the customer.

Thank you,

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4.14.14.15	<u>tana.</u>	international distance of the second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second s

new estimate for repair.TIF

Rita Business Resource Center Aditya Birla Minacs Phn: 866-790-5600 ext 31227 Rita_Sanchez@gmexpert.com

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bruce.christianson@gm.com



bruce.christianson@gm.co m

02/08/2010 04:38 PM

То	rita_sanchez@gmexpert.com
сс	wes.m.preece@gm.com
Subject	Re:

Rita, call me regarding the attached as soon as possible.

office 386-763-2022

cell 386-871-8313

rita_sanchez@gmexpert.com

02/08/2010 03:24 PM

To bruce.christianson@gm.com cc Subject

Mr. Bruce Christianson,

This is a second email to notify you of a file that I have been working on here in the Product allegation Dept. The customer's name is the second with a 2005 Chevy Cobalt with a current mileage of a approximately 64,666. This customer recently had a steering allegation. We have done a full investigation of this concern and it was determined that there must be a malfunction in the power steering motor . Nor was there any evidence that this was something the customer could've caused to happen. Since this wasn't something the customer could've caused or prevented I am interested in repairing this vehicle. Since the new changes took place I am to get FOM approval, which in this case would be you, for us to repair the vehicle.

The service manager at Palm Chevrolet, Inc. has been kind enough to provide me with an estimate for repair a break down of the repair is listed below:

Parts 576.85 labor 2578.30 Rental 224

total 3379.15

Please contact me via email with your feedback on the case.

Thanks for your time and have a great day.

Rita Business Resource Center Aditya Birla Minacs Phn: 866-790-5600 ext 31227 Rita_Sanchez@gmexpert.com

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2005 COBALT 2-DOOR COUPE 46U BLUE GRANITE METALLIC /L40 14B GRAY	100 RENAISSANCE CENTER
ORDER NO. HXHGQF/TRE         STOCK NO.           VIN 1G1 AK12 F9 57         57           ************************************	DETROIT MI 48243-1114 VEHICLE INVOICE 1AD64499568
MODEL & FACTORY OPTIONSMS1AK37 COBALT 2-DOOR COUPE13625AU3 POWER DOOR LOCK SYSTEM370B34 FLOOR MATS80DT4 ASHTRAY AND LIGHTER15FE9 50-STATE EMISSIONS1L61 2.2L DOHC 4 CYL ENGINE0	SRP         INV AMT         RETAIL         - STOCK           00         12739.38         INVOICE         05/02/05           00         333.00         SHIPPED         05/01/05           00         72.00         EXP         I/T         05/16/05           00         13.50         INT         COM         05/16/05           V/C         N/C         PRC         EFF         04/25/05           00         0.00
MX0 4-SPD. AUTO. TRANS. W/OVERDRIVE 850	00 765.00 WFP-S QTR OPT-1 BANK: GMAC - 029 CHG-TO 26-339
	SHIP WT:2736HP:18.4GMS:14114.68SUPPLR:14746.47MRM:15505.00DAN:ADMEMO672.00
	0.00 13922.88 ACT 231 14039.68 5.00 565.00 H/B 261 448.20 162.85 ADV 261 162.85 149.40 EXP 65A 149.40
MEMO: TOTAL LESS HOLDBACK AND	5.00 14800.13 PAY 310 14800.13
APPROX WHOLESALE FINANCE CREDIT ************************************	ATE COST BECAUSE OF MANUFACTURER CK, FINANCE CREDIT AND RETURN TO ICH MAY APPLY TO VEHICLE.
	REMIT TO GMAC N <mark>O. 029</mark>
COURTESY CHEVROLET OLDSMOBILE ON WES	VIN 1G1AK12F957 \$ 14800.13 INV 1AD64499568 DUE 05/16/05 DEALER 26-339

1801 SE 24TH Road Ocala, FL. 34471 Fax: (352) 629-1477 Phone (352) 368-7710

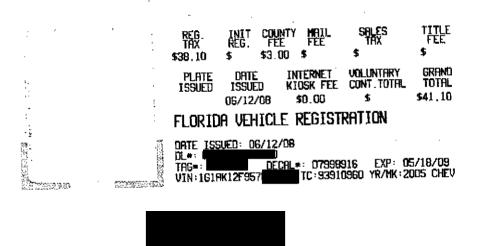
# CHAMBREL AT PINECASTLE

Fax

TO: RITA	From:
Fax: 800-857-3113	Pages Including Cover: 5
Phone:	Date: 02-15-10
Re:	CC:
🗍 Urgent 🛛 For Review 🏹 Ple	ase Comment 🛛 Please Reply 🗌 Please Recycle

Comments:

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L# 640970 T# 543667174 R# 369387 R# 543667174

OCALA, FL

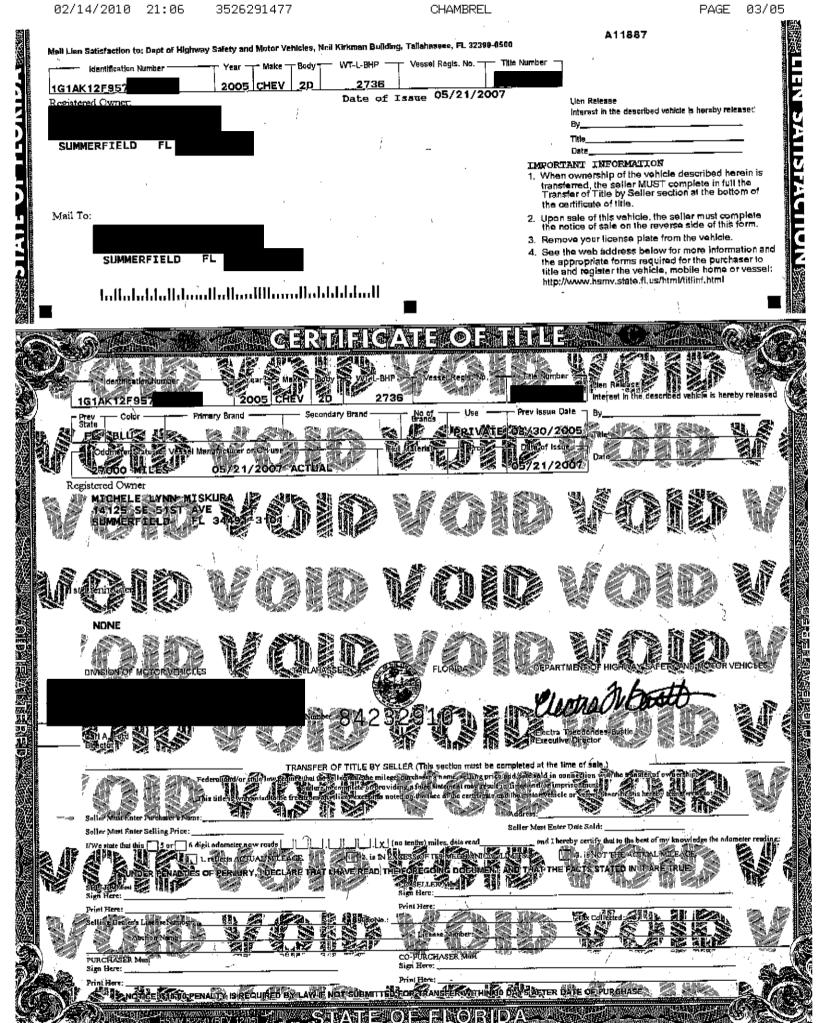


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CHAMBREL

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New Chevy Car Dealershi	551 N. NOVA ROAD - P.O. BOX 751 - DAYT	ONA BEACH, FLORIDA 32115 • PHONE	(386) 255-4444
Not only	#1 in Florida, but the	Entire Southea	st!
E-MAIL ADDRESS	SALESMAN DAVID FISHER	DATE 07/30/2005	SOURCE
PURCHASER'S NAME	DL#	S.S#	

	10 ⁻⁷ (8.17		5.3#	09/26/59
CO-PURCHASER'S NAME	DL#		S.S.#	006 006
ADDRESS	CITY	ERFIELD FL	COUNTY	ZIP
WORK PHONE		FEER FOR		0FF LEASE
				14114 68
SERIAL 161 AK12 F95 7		ELECTRONIC FILIN		
stock# 052738 сцятомер#	N/A	DEALER INSTALLED EQUIPME		16.00
MAKE CHEVROLET YEAR 2003				<u> </u>
	E GRA /GRAY			<u> </u>
MILES 115				*/A
USED CARS & TRUCKS ONLY: Customer acknowledge	es that it has not been	AUTO BUTLER PROTECTION		N/A
represented to him or her, by any agent of the Seller, that the subject of this purchase has or has not ever sustained	at the vehicle which is	TOTAL INCLUDING ACCESSOF	NES	14455.68
purchase.	o damage prior to the	LESS: DISCOUNT AND/OR US	ED CAR ALLOWANCE	A/N
USED CAR BUYERS GUIDE: The information you see	e on the window form	CASH DIFFERENCE		14455.68
for this vehicle is part of this contract. Information overrides any contrary provisions in the contract of sale.	on the window form			599 00
WARRANTY DISCLAIMER: Seller makes no	o warranty of any	FL LAW - WASTE BATTERY FEE	=	1.50
kind, express or implied as to the merchantable	ility of the vehicle.	FL LAW - WASTE TIRE FEE		5.00
Seller makes no warranties which extend beyo on the face hereof. Buyer agrees that the vehicl	nd the description ie, whether new or	STATE SALES TAX	<u> </u>	903-67
used, is sold "as is" and "with all faults."		COUNTY SURTAX		50.00
USED CAR TRADE-IN UNIT #1		TAG/T/TLE/MVEA - This amount r Balance will be due and payable up	epresents an estimate. on rechipt of tag or decal.	198.00
SERIAL		TOTAL CASH PRICE		16212.85
YEAR COLOR		PAYOFF ON TRADE		N/A
		EXTENDED SERVICE AGREEM	ENT	N/A
MODEL MILES		MISCELLANEOUS		N/A
LIEN HOLDER: AMOUNT:	N/A	STATE SALES TAX AND SURTA	ON OPTIONS ADDED	N/A
USED CAR TRADE-IN UNIT #2		TOTAL AMOUNT DUE		16212.85
SERIAL		LESS: CASH DOWN		
YEAR COLOR		LESS: FACTORY REBATE(S)		500.00
MAKE TRIM		LESS: GM CREDIT CARD REBA	TE	N/A
MODEL MILES		UNPAID BALANCE		15712.85
LIEN HOLDER: AMOUNT: RENTAL LEASE OR DEMONSTRATOR VEHICLE: Purchaser is hereby notified that the vehicle being purch- been used in either rental, lease, or demonstrator service Purchaser:	e.	DATE \ \ AMOUNT RECORDED BY INSURANCE CO		
Co-Purchaser		AGENT	·····	

Co.Purchaser:

02/14/2010 21:06 35262914 <mark>77</mark>	CHAMBREL	PAGE 05/05
<u>* 15 16 1 15 16 1 1 15 17 17 17 17 17 17 17 17 17 17 17 17 17 </u>		11/A
STOCK# 052738 CUSTOMER# N/A	DEALER INSTALLED EQUIPMENT	
MAKE CHEVROLET YEAR 2005		<u>325 00</u>
MODEL COBALT COLOR BLUE GRA / GRAY		<u> </u>
MILES 115		<u>N/A</u>
USED CARS & TRUCKS ONLY: Customer acknowledges that it has not been	AUTO BUTLER PROTECTION	<u>N/A</u>
represented to him or her, by any agent of the Seller, that the vehicle which is	TOTAL INCLUDING ACCESSORIES	14455.68
the subject of this purchase has or has not ever sustained damage prior to the purchase.	LESS: DISCOUNT AND/OR USED CAR ALLOWANCE	N/A
USED CAB BUYERS GUIDE: The information you see on the window form	CASH DIFFERENCE	14455.68
for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale.	DELIVERY CHARGE	599 00
	FL LAW - WASTE BATTERY FEE	1 50
WARRANTY DISCLAIMER: Seller makes no warranty of any kind, express or implied as to the merchantability of the vehicle.	FL LAW - WASTE TIRE FEE	5.00
Seller makes no warranties which extend beyond the description	STATE SALES TAX	903 67
on the face hereof. Buyer agrees that the vehicle, whether new or used, is sold "as is" and "with all faults."	COUNTY SURTAX	50.00
USED CAR TRADE-IN UNIT #1	TAG/TITLE/MVEA - This amount represents an estimate. Balance will be due and payable upon receipt of tag or decal.	198.00
SERIAL	TOTAL CASH PRICE	16212.85
	PAYOFF ON TRADE	N/A
MAKE TRIM	EXTENDED SERVICE AGREEMENT	N/A
MODEL MILES	MISCELLANEOUS	N/A
	STATE SALES TAX AND SURTAX ON OPTIONS ADDED	N/A
USED CAR TRADE-IN UNIT #2	TOTAL AMOUNT DUE	16212.85
SERIAL	LESS: CASH DOWN	N/A
	LESS: FACTORY REBATE(\$)	500.00
	LESS: GM CREDIT CARD REBATE	N/A
MODEL MILES	UNPAID BALANCE	15712.85
	RECORD OF CASH DEP	ÓSIT
	DATE\ DATE	
RENTAL LEASE OR DEMONSTRATOR VEHICLE:	AMOUNT AMOUNT AMOUNT RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.# RECT.#	· · · · · · · · · · · · · · · · · · ·
Purchaser is hereby notified that the vehicle being purchased has previously		BY
been used in either rental, lease, or demonstrator service.	INSURANCE INFORMAT	TION
Purchaser:		
	AGENT	
Ço-Purchaser:	ADDRESS	·····
	PHONE	
*This charge represents costs and profits to the Seller/Dealer for such items as inspecting	, cleaning and adjusting new and used vehicles and preparing	documents relating to the sale. reement and as of the date hereo
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DEALER OR HIS	AUTHORIZED	REPRESENTATIVE
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ACCEPTED BY __

SENTATIVE



rita sanchez/Austin/GM1 02/17/2010 10:12 AM



Mr. Christianson,

I am seeking the status of the repair estimate for **provide the service** wehicle that is currently at the Palm Chevrolet dealership. I contacted the dealership and Tim Hoehn the service manager had no knowledge of a new repair estimate only of an appraisal that was to be done on the vehicle. When we spoke on 2/12/10, you advised me that you would be forwarding this information to me. If you could please contact me via email or by phone it would be greatly appreciated. I would simply like to be able to provide the customer with a update on his vehicle. I also would like to know weather to move forward with a repair or repurchase of this vehicle?

Thank you,

Rita Business Resource Center Aditya Birla Minacs Phn: 866-790-5600 ext 31227 Rita_Sanchez@gmexpert.com

This email message may contain proprietary, private and confidential information. The information transmitted is intended only for the person(s) or entities to which it is addressed. Any review, retransmission, dissemination or other use of, or taking of any action in reliance upon, this information by persons or entities other than the intended recipient is prohibited and may be illegal. If you received this in error, please contact the sender and delete the message from your system.



rita sanchez/Austin/GM1 02/17/2010 10:12 AM To bruce.christianson@gm.com@SITELCWEB cc bcc Subject Re:

Mr. Christianson,

I am seeking the status of the repair estimate for **provide the dealership** whicle that is currently at the Palm Chevrolet dealership. I contacted the dealership and Tim Hoehn the service manager had no knowledge of a new repair estimate only of an appraisal that was to be done on the vehicle. When we spoke on 2/12/10, you advised me that you would be forwarding this information to me. If you could please contact me via email or by phone it would be greatly appreciated. I would simply like to be able to provide the customer with a update on his vehicle. I also would like to know weather to move forward with a repair or repurchase of this vehicle?

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	bruce.christianson@gm.co m 02/18/2010 09:46 PM	cc bcc	rita_sanchez@gmexpert.com Fw: Kelly Blue book est.
	ez, per the attached appraisal eview the attached, thank you. 763-2022		Cobalt is worth \$3000.00, please contact me
Forwarde	d by Bruce Christianson/US/GM/GMC	on 02/18/20	10 09:43 PM
"Tim Hoehn"	' <thoehn@palmchevrolet.com></thoehn@palmchevrolet.com>		To "Bruce Christianson" <bruce.christianson@gm.com></bruce.christianson@gm.com>
02/18/2010 04	4:26 PM Please respond to <thoehn@palmchevrolet.com></thoehn@palmchevrolet.com>		cc Subject Kelly Blue book est.

#### estimate from Kelly Blue Book

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

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contact the sender and delete it from your computer. cobalt value.doc pg 2.doc

bruce.christianson@gm.co	То	rita_sanchez@gmexpert.com
m	сс	wes.m.preece@gm.com
02/19/2010 08:37 AM	bcc	
	Subject	Re: COLLISION ESTIMATE/APPRAISAL

Ms. Sanchez, per our conversation this date please attempt to repurchase which based vehicle based on the appraisal performed by the General Sales Manager at Palm Chevrolet, the value of the vehicle exclusive of any damage caused by alleged steering gear failure is approximately \$3000.00. This vehicle has been classified as in very rough condition, the total estimate of repairs both collision and mechanical is approximately \$4300.00, contact me with any questions, thank you.

office 386-763-2022

rita_sanchez@gmexpert.com

02/19/2010 08:18 AM

To bruce.christianson@gm.com cc Subject Re: COLLISION ESTMATE

I received and reviewed the estimate for repair. If you could please advise me how you would like proceed.

Rita Business Resource Center Aditya Birla Minacs Phn: 866-790-5600 ext 31227 Rita Sanchez@gmexpert.com

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bruce.christianso n@gm.com		
02/19/2010 08:12	rita sanchez@gmexpert.com	То
AM		cc

COLLISION ESTMATE

Subject

COLLISION ESTMATE ATTACHED

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. (See attached file: COLLISION ESTIMATE.pdf)

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

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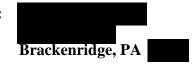
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## INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Issued by: *Chevrolet*  Certificate No. 1G1AK52F257

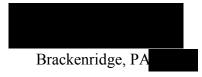
Issue Date: July 13, 2011

**Issued exclusively for:** 



Valid through: February 4, 2011

Amount: One Thousand Dollars and Zero Cents ****\$1,000.00**** July 13, 2011



Dear

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

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

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

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

Sincerely,

Chevrolet Customer Assistance Center Service Request: 71-798913630

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Chris Swindle <cswindle@us.ibm.com> 02/11/2010 09:36 AM

- To Deongella_bruce@gmexpert.com
- cc Gregory Soto <Gregory.Soto@minacs.adityabirla.com>, patricia_burcham@gmexpert.com

bcc

Subject Fw: PAR REPURCHASE REQUEST - SR # 71-792527076

Hi, Deongella-

Below is Jon Huish's approval to proceed with the repurchase. Please ensure this approval is documented in the SR.

Regards,

Chris Swindle BRC Operations Manager IBM Global Services | Business Process Delivery (BPD)

Office: 512-386-0742 | Cell: 512-663-2053 email: cswindle@us.ibm.com | LNotes: Chris Swindle/Austin/IBM@IBMUS ----- Forwarded by Chris Swindle/Austin/IBM on 02/11/2010 08:35 AM -----

From: jonathan.huish@gm.com

To:Chris Swindle/Austin/IBM@IBMUSDate:02/11/2010 07:49 AMSubject:Re: Fw: PAR REPURCHASE REQUEST - SR # 71-792527076

Chris,

After further discussion and clarification of the issue with Cherlyn, I concur with the repurchase decision. Please proceed. Thanks,

Jon Huish GM Site Manager Customer & Relationship Services Group General Motors Corporation Mail Code 784-447-000 7401-3 Ben White Boulevard Austin, TX 78741-6825 Tel 512-386-0526 Fax 512-386-0526 Fax 512-386-0786 Cell 313-820-6304 Jonathan.huish@gm.com Chris Swindle <cswindle@us.ibm.com>

02/10/2010 04:15 PM

To Jonathan.Huish@gm.com ^{CC} cherlyn.m.stagner@gm.com Subject Fw: PAR REPURCHASE REQUEST - SR # 71-792527076

Jon-

Here is a repurchase request from PAR for inadvertent airbag deployment where the cost to repair represents more than half of the current retail value of the vehicle. Please advise.

Regards,

Chris Swindle BRC Operations Manager IBM Global Services | Business Process Delivery (BPD)

Office: 512-386-0742 | Cell: 512-663-2053 email: cswindle@us.ibm.com | LNotes: Chris Swindle/Austin/IBM@IBMUS ----- Forwarded by Chris Swindle/Austin/IBM on 02/10/2010 04:12 PM -----

Deongella Bruce/Austin/GM1@GM1

01/21/2010 06:13 PM

To Patricia Burcham/Austin/GM1@GM1@SITELCWEB cc

Subject PAR REPURCHASE REQUEST - SR # 71-792527076Link

Dear Patricia Burcham,

The Product Allegation Department has been working SR # 71-792527076 involving a customer with the last name of Suchy. Based on our findings the PAR team recommends offering this customer a repurchase and would like your pre-approval to do so. The business case for this recommendation is as

### follows.

Vehicle Make and Model: 2001 Saturn LS1 Current Mileage: 84,338 State: WI Allegation being made: Inadvertent Air Bag Deployment Was an inspection performed? Yes by EAA Inspection date and location? Clason Pontiac-Buick-GMC, Inc. on 1/14/2010 Who performed the inspection? Frank Davis Summary of the investigation findings: The inspector found that there

was a leak in the vehicle causing the coolant to run into the vehicle, the vehicle floor was saturated with coolant from the engine however the SDM was lifted from the ground of the vehicle and presented no sort of water damage or corrosion. There was no evidence that the customer could have caused or prevented this concern

Have there been repairs under warranty related to this allegation? If so, please explain:  $\ensuremath{\text{No}}$ 

Is this the first occurrence of this allegation? Second? Third? **First** Is there any vehicle damage? If so include damage location and detailed description: **No** 

Is there any bodily injury or property damage? If so, provide specific details: **No** 

Is there a branded title or warranty block? No

Are there any open recalls? No

Other factors or supporting documents to be considered: **EAA inspection** report

### Estimated repair costs: **\$2, 4000 - \$2, 6000**

Current RETAIL value of the vehicle using Edmunds (NADA for FL): **\$3,900** Do the repair costs exceed 50% of the vehicles RETAIL value? Yes Other costs dealer seeks reimbursement for? Provide detail: **None** 

Please provide your approval in order to continue processing this case to completion.

Deongella Bruce Aditya Birla Minacs Deongella_bruce@gmexpert.com 1-866-790-5700 ext 21114

If you have further questions, please contact the Customer Relationship Specialist at the telephone number and extension above or contact The Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request

number above.

Sincerely,

Deongella Bruce

**General Motors** 

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.

## BOSCH INFORMATION Redacted PURSUANT TO THE FREEDOM OF

## **INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**

CDR File Information	
User Entered VIN	1G1AK52F557
User	JIM BURKE
Case Number	71-800723786
EDR Data Imaging Date	Monday, February 15 2010
Crash Date	Thursday, January 28 2010
Filename	1G1AK52F557 ACM.CDR
Saved on	Monday, February 15 2010 at 09:20:51 AM
Collected with CDR version	Crash Data Retrieval Tool 3.3
Reported with CDR version	Crash Data Retrieval Tool 3.3
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 may contain Pre-Crash and Crash data. The SDM can store up to one Non-Deployment Event. This event can be overwritten by an event that has a greater SDM recorded vehicle 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 may contain 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.

-The CDR tool displays time from Algorithm Enable (AE) to time of deployment command in a deployment event and AE to time of

maximum SDM recorded vehicle velocity change in a non-deployment event. Time from AE begins when the first air bag system enable threshold is met and ends when deployment command criteria is met or at maximum SDM recorded vehicle velocity

change. Air bag systems such as frontal, side, or rollover, may be a source of an enable. The time represented in a CDR report can be that of the enable of one air bag system to the deployment time of another air bag system.

-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.

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#### **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.

		OUCT ALLEG	GATION RESOLU	JTION	
	STEERING, SUS			WHEEL SY	STEMS
<u>Customer's Name:</u> <u>Vehicle Brand:</u> <u>File #</u>	Chevrolet 71-800723786	<u>Model:</u> <u>VIN:</u>	Inspection 2005 Chevro 1G1AK52F5	let Cobalt	02/15/2010
Mileage at Inspection:	85,699	Inspectio		y Chevrole Idido, CA 9	t, 1550 Auto Park Way, WA.
nspector's phone number: 6	19-669-9966	Inspecte	ed By: Jim Burke		2025
Section 1	INSPE	CTION SUM	MARY		
BRIEFLY Describe the constraints for the power for the power ender.				o turn and	he hit a pole with the left front
here was no binding, si mooth. he brakes stopped with icture P1070509. There exidecimals. A tech 11	ticking or uneven f nout any problems. was no damage to did pull 6 codes. C mmunications with	eel. There we The brake fl the steering only one was ECM. The o	ere no unusual s luid was over fu g wheel. I did a v for the power s thers were B132	sounds and II and show /etronix dov teering, It w 25 Radio, U2	vas U2105 Power steering 2103 Fewer controllers on bus
ection 2		_	IDENT DETAILS		
btain all of the informa	tion for this section	n from the D	river/Claimant		
Provide a complete desc	cription of the inclo	lent accordii	ng to the DRIVE	R/CLAIMA	<u>NT</u>
Interview date: 02/11 Vas a police/fire departr Provide driver/claimant's c of other vehicles involved; hay be placed in section 9) contacted via living into a parking lot became very hard to ster	/2010 nent report obtaine lescription of incider describe all objects a phone on 2/11/10 t in Vista, CA. He w er. He hit a pole wit s and he said no. N	and he gave and he gave as making a th the left fro lo police, fire	x No s a collision, des nd the sequence i e me the followin right hand turn ont fender and fi e or ambulance	cribe all coll n which they ng informat into a park ont fascia.	Time: 01/28/2010 @ 11:00 AM ision events; include description y were contacted. <i>(Additional cmts</i> ion. On 2/28/10 at 11 AM he was ing space when the Vehicle I asked him if there were any e site. There were no reported
onfidential GM/PAR					Rev 04-19-2004

1 of 9

2 of 2
PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS
Customer's Name: Vehicle Brand:Inspection Date: Model:02/15/2010Vehicle Brand: File #Chevrolet 71-800723786Model: VIN:2005 Chevrolet Cobalt
{
Driver/other occupant's physical description (include name, gender, height, weight, & disabilities ): , Male, 5' 9" tall, 248 pounds, no disabilities. If there was a collision: Describe extent of any injuries to the Driver:_NONE
Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Control Contro
{
What was the exact location of the incident. VISTA, CA IN PARKING LOT Driving conditions at the time of the incident: Weather conditions & Visibility: DRY & CLEARApproximate Temp (°F): 60
Road Surface:       Concrete       XAsphalt       Gravel       Crushed rock       Dirt         Road Condition:       X Dry       Wet       Icy       Other: {         Shoulder       Curb X:       X Concrete       Asphalt       Gravel       Crushed rock       Dirt         Shoulder/Curb Condition:       X Dry       Wet       Icy       Other: {       Dirt         Posted Speed Limit       10       Icy       Icy       Icy       Icy
Any objects in the road? (rocks, scrap metal, pothole, speed bump, etc.)_NONE Length of Drive Prior to incident:
Total Time (hrs. & mins.): <b>5 MIN</b> Distance (miles): <b>1 MILE</b>
Estimate of vehicle speed: 20 mph Source of est. DRIVER/OWNER Estimated vehicle speed at impact: 3 mph Source of est. DRIVER/OWNER
(Do Not report speed information from the Vetronix data here)
If the driver/claimant description of the vehicle operation prior to and during the incident does not include the following information, please obtain it.
Steering       Normal       Other X       Describe STEERING GOT HARDER AND HARDER TO STEER         Suspension       Normal X       Other       Describe {         Brakes       Normal X       Other       Describe {         Engine       Normal X       Other       Describe {         Electrical       Normal X       Other       Describe {
Were any warning lights illuminated or driver information center messages displayed? Yes X 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 X No If "Yes", get the details and describe the event(s).
Also, determine whether there were any warning lights illuminated, messages on driver information panel, unusual noises smoke or steam observed. <b>NONE</b>
Describe any evasive action:    X 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.

Confidential GM/PAR

3 01 9					
PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION					
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS					
Customer's Name:Inspection Date:02/15/2010Vehicle Brand:ChevroletModel:2005 Chevrolet Cobalt					
<u>File # 71-800723786 VIN:</u> 1G1AK52F557					
Did the vehicle leave the roadway?:  Yes XNo Describe: { Objects Impacted:_{					
How was the vehicle transported from the incident site to the present location?  Tow Truck  Flat Bed  Other					
Additional comments concerning the incident:_VEHICLE WAS DRIVEN FROM THE SITE					
{					
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 X No Date Used? X Yes No Date APR 2007					
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) <u>Describe:</u> <b>AMP IN TRUNK BUT NOT HOOKED UP</b>					
{					
VEHICLE REPAIR / SERVICE HISTORY					
Prior electrical system service? X No Yes If yes, describe: {					
Prior collision repair? X No Yes If yes, describe:					
Repaired by whom? (name, address, phone) {					
Prior chassis system service, repair, or replacement? X 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)? X No Yes If yes, describe:					
{					
Section 4 VEHICLE INSPECTION – VISUAL/PHOTO					

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.

THE VEHICLE VISUAL INSPECTION DOCUMENTS THE PHYSICAL EVIDENCE USING PHOTOS AND WRITTEN

#### DESCRIBE ANY DAMAGE TO THE VEHICLE BODY:

Rev 04-19-2004

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

Customer's Name: Vehicle Brand: File #

Chevrolet 71-800723786 Inspection Date: 2005 Chevrolet Cobalt 1G1AK52F557

Left front bumper fascia has scratches 12" X 3". Left front fender tip by wheel well has a dent 3" X 3" X 1". Left front fender also has scratches/Dent 12" X 4" X 1". Plastic on left front wheel has a 1" gouge in the outer ring.

Model:

VIN:

<u>UNDERBODY / FRAME / CHASSIS AREA</u>: Describe <u>any damage</u> to the underside of the vehicle. Note the condition of the bumpers, frame, suspension, tires, wheels, brake and fuel lines & engine mount(s)/crossmember. Photograph and comment on any contact between vehicle components and the underbody. Photograph if damage is present. **[No damage noted to the underbody of the frame/ chassis.**]

CORNER ASSEMBLIES

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

02/15/2010

Comments: All corner assemblies appear in good condition and tight. No signs of leaks, cracks and no bent items noted. {

#### **UNDERHOOD**

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

Comments:

Brake fluid was over full and shows signs of contamination. Power steering is electric

#### **GENERAL OBSERVATIONS**

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

Comments:

Speaker Amp found in trunk but is was not connected to the vehicle.

## Section 5

#### **VEHICLE INSPECTION - PASSENGER COMPARTMENT**

#### INTERIOR Instrument panel Controls Overall view of seat position Photo of options label-glove box/trunk Personal items/cargo

Odometer Steering wheel and column Driver and passenger seat back angle (inclinometer measurement) Sunvisors and headliner

INTERIOR INSPECTION (Describe any damage and photograph) No damage noted

	PRELIMIN	IARY INSPE	ATION RESOLUTION CTION XLE, TIRE AND WHEEL SY	STEMS	5 of 9
<u>Customer's Name:</u> <u>Vehicle Brand:</u> <u>File #</u>	Chevrolet 71-800723786	<u>Model:</u> <u>VIN:</u>	Inspection Date: 2005 Chevrolet Cobalt 1G1AK52F557	02/15/2010	
{					

#### 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.

Rev 04-19-2004

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

No damage noted. No leaks or damage to boots.

Electric power steering. Turns well from stop to stop.

Model:

binding, sticking or uneven feel.

VIN:

Customer's Name: Vehicle Brand: File #

Steering system-Are all

components in place and

free from cracks, bends,

fractures, etc. Are there any scrapes, abrasions, signs of contact with any of the linkage? Gear/rack and pinion-Any sign

of leakage, damage to boots on the rack, contact by foreign

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 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. PS fluid level and condition-

Color, contamination, odor Steering knuckle-All

Suspension components – LF

Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. Sway bars properly attached.

Strut attachments, springs

intact; control arms properly attached, deformed, broken,

Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc Rear sway bars,

attachments secure and

proper?

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 linkage-Is the linkage

ITEM

objects?

Chevrolet 71-800723786

with linkage.

dash.

Electric

All good

RF

No problems found

No problems found

No problems found

Inspection Date:

02/15/2010

Chevrolet	Cobalt
IZEO DE EE	

**OBSERVATIONS/TEST RESULTS** 

Wheels were turned from lock to lock 10 times with one finger with out any

No cracks, bends or fractures noted in steering linkage. No signs of contact

Column unlocks with the key being turned on. The column is secure to the

2005 ( 1G1AK52F557

scraped, etc.

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

Customer's Name: Vehicle Brand: File #

trailing arms properly attached

Chevrolet 71-800723786

Model: 1G1AK52F557 VIN:

Inspection Date: **2005 Chevrolet Cobalt** 

02/15/2010

and undamaged.	
Strut attachments, springs	No problems found
intact; control arms properly	
attached, deformed, broken,	
	No weblews found
Rear axle assembly-deformed,	No problems found
signs of impact, properly	
located, etc.	
Deformation to the frame	None noted
Describe and photograph	No contact noted to the axle/suspension
evidence of axle/ suspension/	
tire contact with frame, body or	
components	
Describe and photograph	None noted
contact of the under- carriage	
with the road surface (road,	
shoulder, curb, or grass)	
Stability Enhancement	No codes
system/components-check for	
codes with Tech II	
Engine (normal, other)-Obtain	No codes
codes using a Tech II.	
Electrical (normal, other)	normal
Warning lights/messages	No codes
displayed? Describe and obtain	
codes using a Tech II	
Anything components missing?	none
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". Road tested vehicle making several slow left and right hand turns and could not duplicate problem.

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