

Cards For Redemption**GM World Card**

Cardmember Name

Cardmember Name



Authorization

Authorization Number

U290810

② Incentive Code

UDE

Authorization Amount

\$1942.88

Authorization Date

09/27/2006

Authorization Time

03:14:28PM

Vehicle Information

Vehicle Identification Number (VIN)

1G1AK55F967

Vehicle Division Code

13

Make

CHEVROLET

Model

COBALT

Year

2006

Dealer Information

Dealership Name

SHEBOYGAN CHEVROLET OLDSMOBILE
CADILLAC, INC.

Dealer 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).

GM



GMC HUMMER



GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT

(excludes Saturn)

CUSTOMER NAME: RICHARD A LEONARD
SHIRLEY A LEONARD

VIN: 1 / G / 1 / A / K / 5 / 5 / F / 9 / 6 / 7 / [REDACTED]

1. Customer Incentive

I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied: (a) ___ to the down payment of this vehicle, (b) XX where permissible by law, as a price reduction (Bill of Sale indicates pre-incentive price, amount of incentive, and final price with incentive applied), or (c) ___ a check be issued in my name by Dealer named below:

Incentive Program Reference	Amount	GM Incentive Code
CONSUMER CASH	\$ 500.00	
GM CARD	\$ 1942.88	U290810 UDE
<u>Gm Adjust</u>	\$ 761 N/A	<u>DXP</u>
	\$ N/A	
	\$ N/A	
Total Incentive Amount Received	\$ 2442.88	

2. Other Program Selection (Which may or may not be in lieu of customer incentive programs; for example, Division supported financing/leasing, etc.)

- a. I elect to receive _____
in lieu of _____ and/or _____
- b. I elect to receive _____

- CUSTOMER AND DEALER ACKNOWLEDGMENT FOR INCENTIVES AND ONSTAR SERVICE -

- a. **Vehicle Incentive Acknowledgment.** I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery on 09/27/06. I acknowledge receipt of incentive(s) as described in Item 1 and release GM Division from any future claim or obligation for incentive(s) on this unit.

Is vehicle equipped with OnStar? ___ Yes XX No

- b. **OnStar Terms and Conditions Acknowledgment.** I acknowledge that I have received the Terms and Conditions under which the OnStar service in my vehicle is provided (copies are available in the vehicle glovebox, from the dealer, at www.onstar.com, or by contacting OnStar as described below).

I understand that in order to cancel the OnStar service in my vehicle, I must press the blue OnStar button in my vehicle or call 1.888.4OnStar (1.888.466.7827) or TTY 1.877.248.2080 and request that my Services be cancelled.

Purchaser/Lessee Signature: [REDACTED]

Date: 09/27/06

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct, and the incentive(s) described in Item 1 and the Onstar Terms and Conditions have been provided to the said purchaser/lessee who has taken delivery of referenced unit through this dealership, and that properly completed accurate delivery data has been forwarded to General Motors or Saab Cars USA.

Authorized Dealer Signature: [REDACTED]
Dealership Name: SHEBOYGAN CHEVROLET-OLDS-CADILLAC, INC.Date: 09/27/06
Dealer Code: 47384

Dealer Note: This is a required document and it must be completed, signed, and retained in EVERY DEAL FILE for new retail customers even if there are no incentives or rate support available. A copy of the completed form should be provided to the customer.

LICENSE PLATE APPLICATION

MV11 10/2005

Processor ID No.

Received - Date - Opened

TRUE ID.

NEW License Plate No.

Amount Received, Document Number
Check Cash

DO NOT WRITE ABOVE THIS LINE.

Complete form using BLUE or BLACK INK.

Section A - Vehicle Owner Information

Application Type (check one)

Title Transfer

Original Title

Title Only

Salvage Title

Check if also TRP

Name		Birth Date	Driver's License or FEIN Required
Co-Owner (if any) - Name - Last		Birth Date	Driver's License or FEIN Required
<input type="checkbox"/> OR <input type="checkbox"/> AND (check one)		03/08/1937	
Street Address		City	State ZIP Code
		FREDONIA	WI
If leased vehicle, Lessee Name - Last, First, Middle Initial		Lessee Signature	Area Code-Telephone #
		X	H.
Street Address		City	State ZIP Code

Section B - Vehicle Information

VEHICLE IDENTIFICATION NUMBER (frame number of cycle/moped)

Year

Make

Type (car, truck, van, etc)

Color

1G1AK55F967

2006 CHEVROLET COBALT

CAR

AME

WI License Plate to Transfer - List both Plate # and Type

669-98D

Temporary License Plate Number

Check box if plates transferred between husband/wife.

License plates cannot be transferred between other family members.

Vehicle kept in County

City Village Town

Date First Operated this vehicle in Wis. as resident

Registration Period

Gross Weight

OF: OZAUKEE

City Village Town

OF: FREDONIA

09/27/2006

Section C - Loan Information

Secured Party Number(s) - Required

List all SECURED PARTY NAME(S) (lender/borrower)

Street Address, City, State, ZIP Code

Area Code-Phone Number

If no secured party, check

None

Section D - Odometer Mileage

Selling Dealer completes

Federal and State law requires that seller state the mileage in connection with the transfer of ownership. Failure to complete a mileage statement or providing a false mileage statement may result in fines and/or imprisonment and may make you liable for damages to your transferee (Purchaser).

Exempt from odometer disclosure because vehicle is:

☐ 10 or more model years old☐ Gross vehicle weight rating exceeds 16,000 lbs.

ODOMETER NOW READS (No Tenths):

and to the best of my knowledge is the actual mileage of this vehicle unless one of the following statements is checked.

☒
☐ The odometer reading reflects the amount of mileage in excess of its mechanical limit.☐ The odometer reading is NOT actual mileage.
WARNING ODOMETER DISCREPANCY

Section E - Vehicle Transaction

Tax Statement

Date Vehicle Purchased

Used

New

Date Delivered

a. Cash price (Vehicle described in section "B") 15370.00

b. Less trade-in allowance 5000.00

Note: WI Dealers need not complete item c below

Describe Vehicle	Year	Make	Date Vehicle Purchased	Used	New	Date Delivered
2006 Chevrolet Cobalt	2006	Chevrolet	09/27/2006	<input checked="" type="checkbox"/>	<input type="checkbox"/>	09/27/2006
Vehicle Identification Number						
1G1AK55F967						
If tax exempt, enter exemption code and reason.						

Licensed Dealer's Statement of Sale and Warranty

For value received hereby sell, assign or trade the vehicle described on this document to the purchaser(s) named in section "A" and hereby warrant that all liens shown on the Certificate of Title are paid.

DEALER Name: SHEBOYAN CHEVROLET - LAC, INC. (920) 459-6840

Required Title Brand (See instructions back of page 3)

☐ Police ☐ Taxi ☐ Flood Damage ☐ MFR Buyback ☐ Hall Damaged

Wisconsin Dealer's signature also serves as evidence of application for title/registration and payment of fees.

MARK A. WATSON

(Print Name of Selling Dealer's Authorized Agent)

09/27/2006

(Signature of Selling Dealer's Authorized Agent)

(Date)

Certification

All parties certify with their signature that to the best of their knowledge the information and statements on this application are true and correct. The prior owner's odometer statement has been shown to the applicant and a copy of this completed application including odometer statement has been furnished to the applicant.

COMMERCIAL CARRIERS - I further certify knowledge of applicable federal and state motor carrier safety rules, regulations, standards and orders, and declare that all operations will be conducted in compliance with such requirements.

☒
☒
☒

Fee Computation

* Title Fee \$45 (Replacement \$20) 45.00

* Loan Filing Fee \$4 N/A

* License Plate Fee (See section "H") N/A

Miscellaneous Fees

* Municipal Wheel Tax (See instructions) N/A

* Motor Carrier Class Fee (See section "H") N/A

Other Fees

* Priority Service Fee \$4 (See address below) N/A

* Counter Service Fee \$5 (if you apply in person at DOT) N/A

* Electronic Title/License Plate Filing Fee \$19.50 19.50

ENTER FEE TOTAL \$ 64.50

Make check payable to: Registration Fee Trust

WI Dealers: Remit state, county and local tax with form ST-12 to WI Department of Revenue.

REGULAR SERVICE: Mail application and check for Title and Plate fees to: Wisconsin Dept. of Transportation, PO Box 7949, Madison, WI 53707-7949

PRIORITY SERVICE: Mail application and check with extra \$4 fee to: WI Dept. of Transportation, PO Box 7808, Madison, WI 53707-7808

SPECIAL PLATES: Mail entire application to: WI Dept. of Transportation, PO Box 7911, Madison WI 53707-7911

2 - SELLER

PRIVILEGED & CONFIDENTIAL - PREPARED FOR COUNSEL
BRC CASE ASSESSMENT

Latest Revision Date:

All Fields Are Required

By: **Zachary Martinez** State: WI
Negotiator: **N/A**

GM Legal File / BBB Case No.: **CHV0944078**

Customer Last Name: **Leonard** Service Request: **71-754992684**

Only customer's last name to be recorded. Do not include first name.

Vehicle ID No.: **1G1AK55F967** In Service Date: **9/27/2006**

Year, Make ☐ Model: **2006 Chevrolet Cobalt**

Vehicle is: **NEW** BAC Code: 167319

Vehicle Purchased Used on: **{n/a or mm/dd/yy}** at odometer **{odometer}**

Current Mileage: **19,600**

Dealer Name : **Heiser Chevrolet Cadillac of West Bend, Inc. [216654]**

Sale Type: Purchase ☒ Lease ☐ Other ☐ : **{Type}**

CAM Name: **Rob Johnson**
Phone Number: **{Number}**

Lien holder: GMAC ☐ Other ☒ : **{Name}**

DVM Name: **William Vining**
Phone/Cell Number: **{Number}**

Purchase Price of Vehicle: \$ **17,998**

Was TAC contacted for this vehicle (Y/N)? : **{Yes/No}**

DVM requests involvement?: **{Yes / No Only}**

Attorney Involvement: **None**
Phone Number : **{Number}**
Fax Number : **{Number}**

Service Manager Name: **{Name}**
Phone Number : **{Number}**

Are there **additional** 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 **additional** 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}

DVM/DSM Notified Regarding TAC Involvement? {Yes / No}

VEHICLE REPAIR HISTORY:

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

XXX Verified: Once completed, please enter an "X" this box to verify that the following listing has been compared to GMVIS for accuracy.

PLACE A CHECKMARK IN THE BOX FOR THE PRIMARY CONCERN(S) AND **BOLD** THE REPAIR ORDER INFORMATION. BASED ON REPAIR ORDERS AND CUSTOMER/PLAINTIFF DEMAND. USE N/A IF THERE WERE NO REPAIRS FOR THE COMPONENT GROUP.

☐ Steering

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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.
10/30/07	430677	2	7112	(Sheboygan Chevrolet) Customer complaints steering locks up and is hard to turn; Dealer could not duplicate but has replaced Steering colum , Ignition Lock cylinder, Channel and or Retainer Left and Rear.

☐ Transmission

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
8/15/07	239109	3	4377	(Ernie Von Schledorn) Customer complaint shift does not read correctly; Dealer Replaced Control Assembly for the Floor Shitre.

☐ Electrical

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
7/23/07	237591	2	4256	(Ernie Von Schledorn) Customer sts Check engine light is <input type="checkbox"/> n <input type="checkbox"/> Dealer contacted TAC and Replaced Body Control Module. TECH ASSIST CASE 9768110 AND DOCUMENT 1861084
5/11/07	233128	2	2096	(Ernie Von Schledorn) Customer States Check engine light is <input type="checkbox"/> N <input type="checkbox"/> Dealer found Injectors fatly, removed and replaced all

☐ HVAC

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
8/20/09	037332	2	19234	(Heiser Chevrolet) Customer complaints AC stops functioning at times; Dealer could not duplicate this concern.

☐ Wheel/Tires

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

Repeat as necessary

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

NO

Did you confirm your answer with the dealer/Customer (if
ADR)/attorney (if Legal)? (Y or N)

YES

NONE

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)

NO

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

NO

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)

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 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: 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}

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:

☐ of Visits for a Non-Conformity? 4
☐ of visits for a Safety Complaint? 2
Must Complaint Continue to Exist? YES
Time Period for filing a Claim? 24/24

☐ of Days out of Service? 30
☐ of Visits Total? 4
Final Repair/Arbitration Required? YES

Vehicle Service History (During Presumptive Period) is:

☐ of Visits for a Non-Conformity? {Number}
☐ of visits for a Safety Complaint? {Number}
Complaint appears to Continue? {Yes or No}

☐ of Days out of Service? {Number}
☐ of Visits Total? {Number}
Final Repair/Arbitration Complete? {Yes or No}

Does History appear Presumptive: NO

Vehicle Service History (During Limited Warranty Period) is:

☐ of Visits for a Non-Conformity? 3
☐ of visits for a Safety Complaint? 1
Must Complaint Continue to Exist? {Yes or No}

☐ of Days out of Service? 6
☐ of Visits Total? 3
Final Repair or Arbitration Required? {Yes or No}

Related Repairs beyond NVLW:

Customer Pay? {Yes or No}
Additional Days out of Service? {Number}

No

If no, identify responsible party: {Payee}
Additional ☐ of Repair Visits? {Number}

Other Considerations:

Outcome/Findings of Arb/Final Repair:
Prior Goodwill/reimbursement: {Yes or No}
Out of Pocket Expenses: {Yes or No}

No

{Date and Summary}
{Date and Summary}
{Date and Summary}

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} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
CRS Intial Offer: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
Plaintiff Counter:: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
CRS Counter: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
PLAINTIFF Final Offer: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}
CRS Final Offer: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${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 CRS:	Arbitrate case: <input type="checkbox"/>	Settle case: <input checked="" type="checkbox"/>
Settlement Type: OLC in the amount of \$1500		Attorney Fees (if applicable): \$00.00
Recommendation of Field:	Arbitrate case: <input type="checkbox"/>	Settle case: <input type="checkbox"/>
Settlement Type: {GW/Repurchase/Repair}		Attorney Fees (if applicable): \${Amount}
Final Decision:	Arbitrate case: <input type="checkbox"/>	Settle case: <input type="checkbox"/>
Settlement Type: {GW/Repurchase Repair}		Attorney Fees (if applicable): \${Amount}

TEAM LEAD APPROVING:

Veronica Charles

Date: 9/12/09

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



GMC

HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

10/05/09

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

DR

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 ☐

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

SECTION 1: CUSTOMER INFORMATION

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

SECTION 2: VEHICLE INFORMATION

Make: Chevrolet	Model: Cobalt	Year: 2006	Current mileage: 19600
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: Sheboygan Chevrolet, Sheboygan, WI			
Primary Servicing dealer/city/state: Heiser Chevrolet,			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 09/27/06		Mileage at purchase/lease:	
First repair attempt date: 09/27/06		First repair attempt mileage: 0	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business:	Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			Date of accident:
Description of damage:			

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

The customer is seeking a replacement vehicle.

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

VEHICLE IDENTIFICATION NUMBER _____

Lienholder/Leasing Company _____ **Phone Number** _____

Account Number _____

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Case Number: CHV0944078

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

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

2006 COBALT 4-DOOR LS SEDAN			CHEVROLET MOTOR DIVISION
84U MAJESTIC AMETHYST METALLIC	/L4G		GENERAL MOTORS CORPORATION
14B GRAY			100 RENAISSANCE CENTER
ORDER NO. JNTM6R/TRE	STOCK NO.		DETROIT MI 48243-1114
VIN 1G1 AK55 F9 67			VEHICLE INVOICE 1AD76218493
*****			*****13*18226S
MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1AK69 COBALT 4-DOOR LS SEDAN	13900.00	12996.50	INVOICE 10/31/05
AU3 POWER DOOR LOCKS W/REMOTE	410.00	360.80	SHIPPED 10/30/05
KEYLESS ENTRY			EXP I/T 11/12/05
B34 FLOOR MATS	80.00	70.40	INT COM 11/14/05
B84 BODY COLOR BODYSIDE MOLDINGS	100.00	88.00	PRC EFF 10/30/05
DT4 ASHTRAY AND LIGHTER	15.00	13.20	KEYS G2273 G2273
FE9 FEDERAL EMISSIONS	N/C	N/C	WFP-F QTR OPT-1
K34 CRUISE CONTROL	275.00	242.00	BANK: GMAC - 007
L61 2.2L DOHC 4 CYL ENGINE	N/C	N/C	CHG-TO 18-226
MX0 4-SPD. AUTO. TRANS. W/OVERDRIVE	850.00	748.00	
T43 REAR DECK-LID SPOILER	275.00	242.00	SHIP WT: 2770
			HP: 18.4
			GMS: 14948.75
			SUPPLR: 15618.07
			MRM: 16495.00
			DAN: 9/22/
			MEMO 720.25

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
 TOTAL	 16495.00	 15589.48	 PAY 310	 15589.48
MEMO: TOTAL LESS HOLDBACK AND				
APPROX WHOLESALE FINANCE CREDIT		14903.83		

 INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER
 REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO
 DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

 THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

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



Trenton, NJ



TRENTON NJ 086

08 SEP 2009 PM 2:17



09-14-09AU8:48 RCVD

P.O. Box 33170
Detroit MI 48232-5170

482325170



ATTN: Cindy

Número de caso: 71-755133259

Dirección actual: [REDACTED]
Trenton NJ [REDACTED]



VEHICLE REGISTRATION

PLATE NO: [REDACTED] GOOD THRU: 03/2010
VIN: 1G1AL58F287 [REDACTED]
CHE 2008 4 DR BLACK COB WC: 7
PASSENGER 07
DL: [REDACTED]
TRENTON NJ [REDACTED] RENEWAL PT: PA
FEE: 46.50 RP280908233338801

 ORIGINAL

BOB MAGUIRE CHEVROLET PARTS DEPT
840 RT 206
BORLINGTON NJ 08505
(609) 298-3600

Merchant ID: 000008286826

Ref #: 0016

Sale

 VISA Entry Method: Swiped

Total: \$ 369.46

08/20/09 17:45:11

Inv #: 000016 Appr Code: 451151

Apprvd: Online Batch#: 000101

Customer Copy

THANK YOU!

SERVICE
INVOICE

BOB MAGUIRE CHEVROLET, Inc.



840 ROUTE 206
BORDENTOWN, NJ 08505
(609) 298-0234
FAX (609) 291-8272



NO COPY

ORIGINAL

INVOICE # 78185	ADVISOR WILLIAM C FRIDDELL	TAG NO 763	INVOICE DATE 08/20/09	INVOICE NO CVCS188398
LABOR RATE	LICENSE NO USK39K	MILEAGE 43,323	COLOR BLACK/	STOCK NO
YEAR / MAKE / MODEL 06/CHEVROLET/COBALT/4DR SDN LT			DELIVERY DATE	DELIVERY MILES
VEHICLE ID NO 1G1AL58F267			SELLING DEALER NO	PRODUCTION DATE
R.O. NO			R.O. DATE 08/10/09	
COMMENTS				

MO: 43324

LABOR & PARTS
J# 1 26CVZ CHECK STEERING SYS. TECH(S):63852 255.00
CUSTOMER REPORTS THAT POWER STEERING IS INOP
INSPECTED OPERATION FOUND THE ASSIS MOTOR FAILING
REPLACED MOTOR ASSY AND CALIBERATE

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1		20763801	MOTOR KIT 6.605	183.75
JOB # 1 TOTAL PARTS					183.75
JOB # 1 TOTAL LABOR & PARTS					438.75

TOTALS
100 \$ 369.46
TOTAL LABOR... 255.00
TOTAL PARTS... 183.75
TOTAL SUBLET... 0.00
TOTAL G.O.G... 0.00
TOTAL MISC CHG... 0.00
TOTAL MISC DISC... 0.00
TOTAL TAX..... 30.71

TOTAL INVOICE \$ 469.46

THIS DEALERSHIP UTILIZES THE HOURS PUBLISHED IN THE ALLDATA
TIME GUIDE WHICH REFLECTS AN AVERAGE TIME REQUIREMENT, BE
LIEVER MORE OR LESS THAN ACTUAL CLOCK TIME IN ANY GIVEN
INSTANCE. **PARTS WITH AN [*] ARE LIMITED LIFETIME GUARANTEE
THIS APPLIES FOR CUSTOMER PAID REPAIRS.***
FOR YOUR CONVENIENCE WE NOW HAVE EXTENDED HOURS.
MONDAY-THURSDAY 8:00 AM TO 7:00 PM
FRIDAY HOURS 8:00 AM TO 5:00 PM
SATURDAY HOURS 8:00 AM TO 1:00 PM

CUSTOMER SIGNATURE

Thank You!

LIMITED LABOR WARRANTY

Y900

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

[REDACTED]
Trenton, NJ [REDACTED]

Dear [REDACTED]

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

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



CHECK No. [redacted] 50-93 213

DATE 09/28/09 *****469 DOLLARS *****46 CENTS *****469.46 AMOUNT

PAY TO THE ORDER OF

TRENTON NJ [redacted]

North American Operations
General Motors Corporation
Disbursement Account

Amir D. Albee
SIGNATURE

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

AUDIT



ENDORSEMENT NO. BB 000000053
ENDOR NAME [redacted]

1

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

DETACH BEFORE DEPOSITING CHECK
CHECK NO. [redacted]
PAYMENT DATE 09/28/09

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1AL58F267 [redacted]	09/25/09 71-755133259.1	VM 1-CKJ62H 1-CKJ62H	00.0000	469.46	.00	469.46
TOTAL				469.46	.00	469.46

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

H3

Service Request Activity

SR No.	71-756409316	Ref No.		Goodwill	No Goodwill Offered	BRC Type	N/A
Account		Site		GW SubType		Bus. Unit	CAC
Last Name		First Name		Approval	Not Initiated	Area	Complaint Vehicle
Daytime #		Evening #		UCC	Steering - General	Sub-Area	Operation or Design
Address		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
Make	Chevrolet	Warr. Start	03/25/2006	Status	Closed	Owner	FAZIOIG
Model	Cobalt	Mileage	53,000	Sub-Status	Dissatisfied	Opened	9/8/2009 04:25:20 PM
Abstract	steering locks					Closed	9/11/2009 06:59:01 PM
Customer Description							

GMPP Details

GMPP Term	GMPP Mileage	GMPP Retail Cost
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Component Coverage

Component Coverage	Expiration Mileage	Expiration Date
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Certificate Details

Certificate Number	Amount	Expiration Date
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Pre-Authorization Basics

Service Dealer	BAC Code	Div. Dealer Code	Repair Order #
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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 First Name	Account	BAC Code	Dissatisfied.			
Comments							

Service Request Activity

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 First Name	Account	BAC Code
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Comments

request approval to close:
ocrs duplicated case which has already been escalated to DS
SR #:71-756432151

John Geller/BA/CAC T! Lv. 1*****

Approved.

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	reuqest approval to close

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

request approval to close:
ocrs duplicated case which has already been escalated to DS
SR #:71-756432151

John Geller/BA/CAC T! Lv. 1

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
9/11/2009 06:37:36 PM	FAZIOIG	FAZIOIG	Outbound Call Customer	Made Contact	Done	9/11/2009 06:44:14 PM	ta ked to husband

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

crs sts: cheking on sitaution

cust sts: called another agent who has escalated issue working with DS.

crs will the close this case and will transfer to DS VM

John Geller/BA/CAC T1 Lv. 1

Service Request Activity

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 situation
Contact Last Name		Contact First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
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 inform will be calling tomorrow
Contact Last Name		Contact First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
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 Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
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 Cust	Initial Attempt	Done	9/9/2009 06:30:31 PM	after calling dlr
Contact Last Name		Contact First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
9/8/2009 04:30:59 PM	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	
[REDACTED]		[REDACTED]					
Comments							

Service Request Activity

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 First Name	Account	BAC Code				

Comments

Cust Sts: bought a chev cobalt on spt 08. Since I purchase it, it has been in the dlr 5 times for same issue: the steering locks up while driving

Owner Specific:

Orig owner? no

Primary driver? yes

Personal or business use? persoanl

Veh Specific:

Where purchased? Teaug Chev

If 2nd Owner of Veh, when/what mlg? 39.900 /sept 08

Current approx mlg? 53.000

Ext Svc Plan? yes, dlr

Concern Specific:

Concern? steering loccks up and can't drive

When 1st notice concern? since she bought it

Where diagnosed?inv dlr

Current location of veh? at dlr

What has Dlr told you about a diagnosis? Who was working with you? jason. the veh wassupposed to be fixed

Business Decision:

Where maint performed? indp dlr

Prev GM veh? yes

Prev related repairs? When? yes, 5 since she bought it.

Out of Pocket expense (document repairs & cost):

Cust Sks: buy back or new veh

CRS adv: need to contact dlr. will call the and call cust back tomorrow at 6.30, as requested.

John Geller/BA/CAC T1 Lv. 1

UCC Codes

UCC Code	UCC Symptom	UCC Description
M01	Inoperative	Steering - General

2006 COBALT 4-DOOR LS SEDAN
74U VICTORY RED /L4G
14B GRAY
ORDER NO. JXCD07/FDP STOCK NO.
VIN 1G1 AK55 F6 67
CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 1AD84913473
*****13*17513S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	FLEET
1AK69 COBALT 4-DOOR LS SEDAN	13900.00	12579.50	INVOICE 03/24/06
C1U FLT-ENTERPRISE RENT A CAR	0.00	0.00	SHIPPED 03/24/06
DT4 ASHTRAY AND LIGHTER	15.00	12.75	EXP I/T 04/07/06
FE9 FEDERAL EMISSIONS	N/C	N/C	INT COM 04/07/06
L61 2.2L DOHC 4 CYL ENGINE	N/C	N/C	PRC EFF 01/01/05
MX0 4-SPD. AUTO. TRANS. W/OVERDRIVE	850.00	722.50	KEYS G1868 G1868
VQ2 FLEET ORDERING AND ASSISTANCE	0.00	0.00	WFP-F QTR OPT-1
VX7 LONG TERM DAILY RENTAL PROGRAM	0.00	500.00-	FAN: 000805331
V2G FULL FUEL FILL CREDIT	0.00	20.32-	BANK: GMAC - 008
			CHG-TO 17-513

SHIP WT: 2761
HP: 18.4
MRM: 15355.00
CUST PO NUMBER:
51063566
DAN: 00013
MEMO 738.25

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

TOTAL	15355.00	13384.43	PAY 310 13384.43
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INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER
REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO
DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

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

FROM: Kimberly Frazier

COMPANY: General Motors Corporation

DATE: 11/2/2009

FAX NUMBER: (866)255-3725

TOTAL NO. OF PAGES: 3

RE: Lionel & Artica Davis v. General Motors Corporation

Our Client:

Vehicle:

06 Chevrolet Cobalt

VIN:

1G1AK55F667

Date of purchase:

09/25/08

Our File No.:

AR09-10132

This facsimile 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

I [REDACTED] [REDACTED]
(Client's Name) (Client's Social Security Number)

hereby authorize Compass Bank
(Lien holder Name)

PO Box 192 Birmingham, AL 35201-0192 1-800-239-1996
(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # [REDACTED]
(Account Number)

with Compass Bank
(Lien holder Name)

to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date 11/2/09

VEHICLE INFORMATION

The current vehicle mileage is 55398 Date mileage read: 11/2/09

[REDACTED]
Signature Signature

100000
V08012008





HSE
 INTERNAL CONTROL
 8
 2005

OWNER-CITY OF COLUMBIA	COMPUTER 009199	DATE FILED 2008-10-24 14:29:08:60
----------------------------------	--------------------	--------------------------------------

REFERENCES

APPENDIX

QNDIA AR 2

QNDIA AR 2

MAGNOLIA AR

"Owner must sign in the space indicated on back of this certificate"

REDEMPTION FEE	REPLACEMENT FEE	VEHICLE PURCHASE PRICE	LOCAL TAXES 1A-1D
17.00	0.00	8786.00	37.50
FRONT	TRANSFER FEE	AJEST WHEN	LOCAL TAXES
0.00	0.00	1685.00	0.00
ADDITIONAL FEES	TITLE FEE	LESS TIME IN	LOCAL TAXES
0.00	5.00	0.00	0.00
REGISTERED VEHICLE	EXCISE	TAXABLE PRICE	LOCAL TAXES
9.00	.50	11480.00	0.00
ADDITIONAL FEES	PENALTY	STATE TAX	TOTAL TAXES
0.00	0.00	685.00	723.30
SPECIAL REGISTRATION	POSTAGE	MONTHLY PAYMENT	TOTAL REGISTRATION
0.00	.25	0.00	25.25
OPTIONAL FEES	LOCAL TAX PENALTY		TOTAL FINE
2.60	0.00		748.55

LIFELINKER'S
COMPARE BRUNN

DECLASSIFIED
TITLE AND REGISTRATION
2006-10-24 14:02:50 P.M.
BAGHDAD 74-02
SILVERA COMM-FBI
101 S CONANT SQUARE
JMP/JLM-JSD
HCFW/WH 2/20/10-24



Teague

CHEVROLET-TOYOTA
1830 West Hillsboro-P.O. Box 10400
El Dorado, Arkansas 71730
TOLL FREE (866)962-2900
BUSINESS (870)862-2900
FAX (870)862-9201

DATE* 10-27-2009
FROM* [REDACTED]
TO* Kimpberly

COMPANY*

FAX #*

OF PAGES INCLUDING COVER* 20

MESSAGE*
Re Laurel Doors
WM # [REDACTED]

RETAIL INSTALLMENT CONTRACT AND SECURITY AGREEMENT

No. _____
Date 09/25/2008

Buyer [REDACTED]
Address MAGNOLIA AR [REDACTED]
"You" and "your" means each Buyer above and guarantor, jointly and severally.

Seller TEAGUE CHEVROLET OLDS TOYOTA
Address 1830 WEST HILLSBORO
EL DORADO AR 71730
"We" and "us" means the Seller above, its successors and assigns.

SALE: You agree to purchase the property (and/or services) described below according to the following terms, including those on the reverse side. You agree to pay us the principal sum of:

TWELVE THOUSAND FIVE HUNDRED AND NINETY THREE AND 27/100 dollars
(\$ 12593.27) plus interest at the rate of 9.99 % per year from 09/25/2008

until paid in full. You agree to pay this amount as follows:

☒ (a) In 63 installments of \$ 258.76 each, beginning NOV 9th, 2008 and continuing on the same day of each month from then on until paid in full.
☐ (b) _____

SIMPLE INTEREST CONTRACT: When you make a payment it will be applied first to the amount of finance charge due and any remainder to reduce the unpaid balance of the amount financed. The finance charge disclosed below is based upon the assumption that all payments will be made as scheduled. The actual finance charge may vary depending upon your payment record. The final payment will be the balance due of the amount financed plus any finance charges due to final payment date.

☐ You agree to pay a late charge of N/A % of the unpaid amount of an installment which is not paid within N/A days of when it is due, up to a maximum of \$ N/A.
☐ You agree to pay a minimum finance charge of \$ N/A if you pay this contract off before we have earned that much in interest.

SECURITY: You give us a purchase money security interest in the property described below, including all accessions, attachments, accessories, equipment and all proceeds from the property. **WARRANTY INFORMATION IS SUPPLIED TO YOU SEPARATELY.**

MAKE	YEAR	MODEL	BODY TYPE	LICENSE NO./YEAR	SERIAL NO.
CHEVROLET	2006	COBALT	4 DOOR SEDAN		1G1AK55F667 [REDACTED]

Other Description: _____

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	AMOUNT FINANCED The amount of credit provided to you or on your behalf.	TOTAL OF PAYMENTS The amount you will have paid when you have made all scheduled payments.	TOTAL SALE PRICE The total cost of your purchase on credit, including your down payment of \$ <u>0.00</u>
9.99 %	\$ 3708.61	\$ 12593.27	\$ 16301.88	\$ 16301.88

Your Payment Schedule will be:	Number of Payments	Amount of Payments	When Payments Are Due
	63	\$ 258.76	MONTHLY BEGINNING 11/09/2008
		\$ N/A	
		\$ N/A	

Security: You are giving us a security interest in the goods or property being purchased.

Late Charge: If all or any portion of any payment is not received within 10 days after it is due, you will pay a late charge of \$20.00. Only one late charge will be charged per late payment or portion thereof.

Prepayment: If you pay off this contract early, you will have to pay a penalty of \$0.00.

Return Check Charge: If a payment is returned, a fee may be assessed. (See reverse for details).

See reverse for additional information about nonpayment, default, any required repayment before the scheduled date, and prepayment refunds and penalties.

"e" means an estimate

CREDIT INSURANCE

Credit life insurance and credit disability insurance are not required to obtain credit, and will not be provided unless you sign and agree to pay the additional costs.

Type	Premium	Term
Credit Life	N/A	N/A
Credit Disability	N/A	N/A
Joint Credit Life	N/A	N/A

You ☐ do ☒ do not want credit life insurance.

ITEMIZATION OF AMOUNT FINANCED

- Cash Price (excluding Sales Tax) \$ 9829.50
 - Down Payment Computation
- Description of Trade-In _____
- | | |
|------------------------------|---------------|
| (a) Gross Trade-In Allowance | \$ <u>N/A</u> |
| (b) Pay-Off (if any) | \$ <u>N/A</u> |
| (c) Net Trade-In (a minus b) | \$ <u>N/A</u> |
| (d) Cash Down Payment | \$ <u>N/A</u> |

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	AMOUNT FINANCED The amount of credit provided to you or on your behalf.	TOTAL OF PAYMENTS The amount you will have paid when you have made all scheduled payments.	TOTAL SALE PRICE The total cost of your purchase on credit, including your down payment of \$ <u>0.00</u>
9.99 %	\$ 3708.61	\$ 12593.27	\$ 16301.88	\$ 16301.88

Your Payment Schedule will be:	Number of Payments	Amount of Payments	When Payments Are Due
	63	\$ 258.76	MONTHLY BEGINNING 11/09/2008
		\$ N/A	
		\$ N/A	

Security: You are giving us a security interest in the goods or property being purchased.

Late Charge: If all or any portion of any payment is not received within 10 days after it is due, you will pay a late charge of \$20.00. Only one late charge will be charged per late payment or portion thereof.

Prepayment: If you pay off this contract early, you will have to pay a penalty of \$0.00.

Return Check Charge: If a payment is returned, a fee may be assessed. (See reverse for details).

See reverse for additional information about nonpayment, default, any required repayment before the scheduled date, and prepayment refunds and penalties.

"e" means an estimate

CREDIT INSURANCE
Credit life insurance and credit disability insurance are not required to obtain credit, and will not be provided unless you sign and agree to pay the additional costs.

Type	Premium	Term
Credit Life	N/A	N/A
Credit Disability	N/A	N/A
Joint Credit Life	N/A	N/A

You ☐ do ☒ do not want credit life insurance.

You ☐ do ☒ do not want credit disability insurance.

You ☐ do ☒ do not want joint credit life insurance.

IF YOU PREPAY YOUR OBLIGATIONS UNDER THIS CONTRACT IN FULL OR FOR ANY OTHER REASON YOUR CREDIT INSURANCE IS VOLUNTARILY TERMINATED BY YOU PRIOR TO THE MATURITY OF THIS CONTRACT, YOU MAY BE ENTITLED TO A REFUND OF UNEARNED PREMIUMS. YOU AGREE THAT ANY SUCH REFUND MAY BE CALCULATED IN ACCORDANCE WITH THE "RULE OF 78".

PROPERTY INSURANCE

You may obtain property insurance from anyone that is acceptable to us. If you get the insurance from or through us you will pay

\$ N/A for N/A of coverage.

The property insurance premium is calculated as follows:

<input type="checkbox"/> Fire-Theft and Combined Adm'l. Coverage	\$ <u>N/A</u>
<input type="checkbox"/> <u>N/A</u> Deductible Comprehensive Cov.	\$ <u>N/A</u>
<input type="checkbox"/> <u>N/A</u> Deductible Collision Coverage	\$ <u>N/A</u>
<input type="checkbox"/>	\$ <u>N/A</u>

The above insurance does not include liability insurance coverage for bodily injury and property damage unless such insurance is specifically described above.

ASSIGNMENT

Seller assigns this contract on SEP 25th, 20 08

to Compass Bank, 401 West Valley Avenue

Homewood, AL 35209

in accordance with the Seller's Assignment appearing on the reverse side. The assignment is without recourse.

TEAGUE CHEVROLET OLDS TOYOTA

(Seller)

By [Signature] Title [Signature]

ITEMIZATION OF AMOUNT FINANCED

- Cash Price (excluding Sales Tax) \$ 9829.50
- Down Payment Computation
Description of Trade-In _____
- (a) Gross Trade-In Allowance \$ N/A
- (b) Pay-Off (If any) \$ N/A
- (c) Net Trade-In (a minus b) \$ N/A
- (d) Cash Down Payment \$ N/A
- (e) Total Down Payment (c plus d) \$ N/A
- Unpaid Balance of Cash Price (1 minus 2(e)) \$ 9829.50
- Other Charges (We may be retaining a portion of this amount.)
 - To Insurance Companies \$ N/A
 - To Public Officials \$ 589.77
 - OLYMPICARE \$ 479.00
 - OLYMPICARE \$ 1695.00
- Subtotal (3 plus 4(a) through 4(d)) \$ 12593.27
- Prepaid Finance Charges \$ N/A
- Amount Financed (5 minus 6) \$ 12593.27

NOTICE TO THE BUYER: DO NOT SIGN THIS CONTRACT BEFORE YOU READ IT OR IF IT CONTAINS ANY BLANK SPACES. YOU ARE ENTITLED TO AN EXACT COPY OF THE CONTRACT YOU SIGN.

THE INTEREST RATE UNDER THIS CONTRACT IS NEGOTIABLE. SELLER MAY BE RETAINING A PORTION OF THE FINANCE CHARGE.

YOU ALSO AGREE TO THE TERMS ON THE REVERSE SIDE OF THIS CONTRACT, INCLUDING WITHOUT LIMITATION THE CHOICE OF ALABAMA LAW.

BUYER ACKNOWLEDGES RECEIPT OF A COPY OF THIS RETAIL INSTALLMENT CONTRACT.

1. Signed [Signature] Buyer

2. Signed [Signature] Buyer

3. Signed _____ Buyer

Signed [Signature] For Seller
Title F&I MGR

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

Guide Edition: Southwestern Used Car Guide - September 2008
Vehicle Description: 2006 CHEVROLET
 Cobalt-L4 Sedan 4D LS

VIN: 1G1AK55F667 [REDACTED] **Weight:** 2780
Stock #: **MSRP:** \$13,900

NADA	Rough	Avg.	Clean	Clean	Clean
Base Values	Trade-In	Trade-In	Trade-In	Loan	Retail
Mileage: 39000	\$6,300	\$7,275	\$8,075	\$7,275	\$9,875
Accessories	\$125	\$125	\$125	\$125	\$125
	\$650	\$650	\$650	\$650	\$750
NADA					
Adjusted Values	\$7,075	\$8,050	\$8,850	\$8,050	\$10,750
Appraiser	\$0	\$0	\$0	\$0	\$0
Adjustment					
Adjusted Values	\$7,075	\$8,050	\$8,850	\$8,050	\$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
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 any revisions or additions made by anyone on this report.
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CERTIFICATE OF TITLE

STATE OF ARKANSAS

VEHICLE IDENTIFICATION NUMBER 1G1AK55F667	YEAR 2006	MAKE CHEV	MODEL CBT	BODY TYPE 4D
PREVIOUS TITLE NUMBER MSO	PREV. TITLE STATE	ISSUE DATE 05/05/2006	ODOMETER 4	UNLAWFUL WEIGHT 276

REMARKS:
OD ACTUAL

ENTERPRISE LEASING COMPANY SOUTHWEST
5620 WARDEN RD
NORTH LITTLE ROCK AR 72116

ENTERPRISE LEASING COMPANY SOUTHWEST
5620 WARDEN RD
NORTH LITTLE ROCK AR 72116

OWNER'S SIGNATURE (IF JOINT OWNERSHIP, BOTH MUST SIGN)
THIS TITLE MUST BE SIGNED UPON RECEIPT BY OWNERS



The Department of Finance and Administration, State of Arkansas, hereby certifies that the applicant named hereon is duly registered as the owner of the vehicle described above. From the statements of the owner and the records on file with this department, the hereon described vehicle is subject to the liens enumerated hereon.

In Witness Whereof, I have affixed my hand and seal.

Timothy J. Lathen

COMMISSIONER OF REVENUE

00062257

VOID IF ALTERED

Federal and State law requires that you state the mileage in connection with the transfer of ownership.
Failure to complete or providing a false statement may result in fines and or imprisonment.

Title Assignment by Owner(s)

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.

Buyer(s) Printed Name [REDACTED]Buyer(s) Printed Address [REDACTED]

with warranty to be free of all encumbrances except as follows:

LIEN IN FAVOR OF [REDACTED]Address [REDACTED]DESCRIPTION OF VEHICLE TRADED IN (IF ANY)
VEHICLE IDENTIFICATION NUMBER [REDACTED]YEAR [REDACTED] MAKE [REDACTED] MODEL [REDACTED]

Note to Seller: A copy of this title assignment, fully completed, is sufficient to use to claim a sales tax credit toward the purchase of another vehicle.

ODOMETER DISCLOSURE 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:

Odometer Reading (no tenths)
30,000☐ EXCEEDS MECHANICAL LIMITS. The mileage stated is in excess of the odometer's mechanical limits.☐ WARNING - ODOMETER DISCREPANCY
The odometer is not the actual mileage.**BILL OF SALE** Date of Sale 8-30-07Full Sales Price of this Vehicle \$ [REDACTED]Less Trade In \$ [REDACTED]Net Taxable Trade Difference \$ [REDACTED]Seller(s) Printed Name [REDACTED]Seller(s) Printed Address [REDACTED]Seller(s) Signature [REDACTED]

"I am aware of the above odometer certification made by the seller"

Buyer's Printed Name [REDACTED]Buyer's Signature [REDACTED]

First Dealer Reassignment

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.

Buyer(s) Printed Name [REDACTED]Buyer(s) Printed Address [REDACTED]

with warranty to be free of all encumbrances except as follows:

LIEN IN FAVOR OF [REDACTED]Address [REDACTED]DESCRIPTION OF VEHICLE TRADED IN (IF ANY)
VEHICLE IDENTIFICATION NUMBER [REDACTED]YEAR [REDACTED] MAKE [REDACTED] MODEL [REDACTED]

ODOMETER DISCLOSURE 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:

Odometer Reading (no tenths)
[REDACTED]☐ EXCEEDS MECHANICAL LIMITS. The mileage stated is in excess of the odometer's mechanical limits.☐ WARNING - ODOMETER DISCREPANCY
The odometer is not the actual mileage.**BILL OF SALE** Date of Sale [REDACTED]Full Sales Price of this Vehicle \$ [REDACTED]Less Trade In \$ [REDACTED]Net Taxable Trade Difference \$ [REDACTED]Dealer's Printed Name DBearersDealer's License Number [REDACTED]Dealer's Signature [REDACTED]

"I am aware of the above odometer certification made by the dealer"

Buyer's Printed Name Teague Chev Toyota by Renee MartinBuyer's Signature Renee Martin TC

Second Dealer Reassignment

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.

Buyer(s) Printed Name [REDACTED]Buyer(s) Printed Address [REDACTED]

with warranty to be free of all encumbrances except as follows:

LIEN IN FAVOR OF Compass BankAddress PO Box 830939Birmingham AL 35283DESCRIPTION OF VEHICLE TRADED IN (IF ANY)
VEHICLE IDENTIFICATION NUMBER [REDACTED]YEAR [REDACTED] MAKE [REDACTED] MODEL [REDACTED]

ODOMETER DISCLOSURE 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:

Odometer Reading (no tenths)
[REDACTED]☐ EXCEEDS MECHANICAL LIMITS. The mileage stated is in excess of the odometer's mechanical limits.☐ WARNING - ODOMETER DISCREPANCY
The odometer is not the actual mileage.**BILL OF SALE** Date of Sale 9-25-07Full Sales Price of this Vehicle \$ [REDACTED]Less Trade In \$ [REDACTED]Net Taxable Trade Difference \$ [REDACTED]Dealer's Printed Name Teague Chev Toyota by Renee MartinDealer's License Number F-303Dealer's Signature Renee Martin TC

"I am aware of the above odometer certification made by the dealer"

Buyer's Printed Name [REDACTED]Buyer's Signature [REDACTED]

PRIVILEGED & CONFIDENTIAL - PREPARED FOR COUNSEL
BRC CASE ASSESSMENT

Latest Revision Date:

All Fields Are Required

By: [Kimberly Labut, Legal Research](#)
Negotiator: [Mary Schwartz](#)

State: AR

GM Legal File / BBB Case No.: [NA](#)

Customer Last Name: Davis

Service Request: [71-756432151](#)

Only customer's last name to be recorded. Do not include first name.

Vehicle ID No.:
[1G1AK55F667](#) [REDACTED]

In Service Date:
[3/25/2006](#)

Vehicle is: [Used](#) BAC Code: 114173

Year, Make ☐ Model: [2006 Chevrolet Cobalt](#)

Vehicle Purchased Used on: [9/25/08](#)
at odometer [36667](#)

Current Mileage: [45,612](#)

Dealer Name : TEAGUE CHEVROLET

Sale Type: Purchase ☒ Lease ☐ Other ☐ :

CAM Name: Paul B Rodarmer
972-443-2901
paul.rodarmer@gm.com
[mobile 817-909-1819](tel:817-909-1819)

Lien holder: GMAC ☐ Other ☒ : [Compass](#)

DVM Name: [Jordan Garwood](#)
Phone/Cell Number:
(C) 501-442-5371
(F) 501-803-3751
Jordan.Garwood@GM.com

Purchase Price of Vehicle: \$ [9829.50](#)

Was TAC contacted for this vehicle (Y/N)? : [Y](#)

DVM requests involvement?: [Yes](#)

[Simanovsky - AR](#)

Attorney Involvement: [Thomas Barron](#)

Phone Number : (501) 376-7934

Fax Number : (501) 376-7942

[Teague](#)

Service Manager Name: [Mark Trosclair](#)

Phone Number : (870) 862-2900

Are there **additional** field personnel involved? If Yes, List the name, including role (DVM, DSM, etc.) and phone number. Repeat as necessary.

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

Are there **additional** 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.

☒ Verified: Once completed, please enter an "X" this box to verify that the following listing has been compared to GMVIS for accuracy.

PLACE A CHECKMARK IN THE BOX FOR THE PRIMARY CONCERN(S) AND **BOLD** THE REPAIR ORDER INFORMATION. BASED ON REPAIR ORDERS AND CUSTOMER/PLAINTIFF DEMAND. USE ☐N/A☐IF THERE WERE NO REPAIRS FOR THE COMPONENT GROUP.

☐ Engine/Fuel/Exhaust

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

☐ Steering

Date:	RO <input type="checkbox"/>	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	<input type="checkbox"/>	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 <input type="checkbox"/> 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 <input type="checkbox"/> 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 <input type="checkbox"/> 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	<input type="checkbox"/>	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:	RO <input type="checkbox"/>:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
9/29/08	88449	<input type="checkbox"/>	39373	C/S hears a continuous 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 in job <input type="checkbox"/> 1
6/12/09	93482	<input type="checkbox"/>	50858	C/S the trans is shifting hard/ could not duplicate customers concern

☐ Body/Trim

Date:	RO <input type="checkbox"/>:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
9/29/08	88449	<input type="checkbox"/>	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	<input type="checkbox"/>	45612	C/S moisture in headlamp assembly/ need to replace lamp assembly customer declines at this time

☐ Electrical

Date:	RO <input type="checkbox"/>:	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	<input type="checkbox"/>	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

Date:	RO <input type="checkbox"/>:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
9/29/08	88449	<input type="checkbox"/>	39373	C/S steering wheel shakes at 55 mph. highway driving- .advise/ Check - Rebalance all tires
10/1/08	88518	<input type="checkbox"/>	39373	C/S vibration at highway speeds/ Wheel-tire concern

☐ Recalls / Campaigns

Date:	RO <input type="checkbox"/>:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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☐ Other

Date:	RO <input type="checkbox"/>:	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)

N-not to dlr knowledge

Did you confirm your answer with the dealer/Customer (if
ADR)/attorney (if Legal)? (Y or N)

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:

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

Vehicle Service History (During Presumptive Period) is:

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

Does History appear Presumptive: **No**

Vehicle Service History (During Limited Warranty Period) is:

<input type="checkbox"/> of Visits for a Non-Conformity?	0	<input type="checkbox"/> of Days out of Service?	0
<input type="checkbox"/> of visits for a Safety Complaint?	0	<input type="checkbox"/> of Visits Total?	0
Must Complaint Continue to Exist?	NA	Final Repair or Arbitration Required?	NA

Related Repairs beyond NVLW:

Customer Pay? **No**

Yes

If no, identify responsible party: **3rd party warranty**

Additional Days out of Service? **36**

Additional ☐ of Repair Visits? **6**

Other Considerations:

NO

Outcome/Findings of Arb/Final Repair:

NA

Prior Goodwill/reimbursement: **NA**

NA

Out of Pocket Expenses: **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

Dlr 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)

None

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 Demand: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
CRS Intial Offer: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
Plaintiff Counter:: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
CRS Counter: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
PLAINTIFF Final Offer: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}
CRS Final Offer: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${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 CRS: Settlement Type: {GW/Repurchase/Repair}	Arbitrate case: <input type="checkbox"/>	Settle case: <input type="checkbox"/> Attorney Fees (if applicable): \${Amount}
Recommendation of Field: Settlement Type: {GW/Repurchase/Repair}	Arbitrate case: <input type="checkbox"/>	Settle case: <input type="checkbox"/> Attorney Fees (if applicable): \${Amount}
Final Decision: Settlement Type: {GW/Repurchase Repair}	Arbitrate case: <input type="checkbox"/>	Settle case: <input type="checkbox"/> Attorney Fees (if applicable): \${Amount}

TEAM LEAD APPROVING: {Name}

Date: {mm/dd/yy}



jordan.garwood@gm.com

10/22/2009 03:25 PM

To: kimberly_labut@gmexpert.com

cc

bcc

Subject: Re: 1G1AK55F667 [REDACTED]

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.



File Edit View Favorites Tools Help

Chevrolet Volt Age - Get Plugg GM Vehicle Inquiry System x

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Type	Number	Description
EI	09110	SIR AIRBAG LIGHT ILLUMINATED, DTC B0081 SET (REF. TSB 09-09-41-003)

ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information.

APPLICABLE WARRANTIES

Description	Effective Date
36-36000 BUMPER TO BUMPER LIMITED WARRANTY	03/25/2006
72-100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	03/25/2006
96-80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	03/25/2006
36-36000 FEDERAL EMISSION	03/25/2006
60-60000 POWERTRAIN - U.S. LIMITED WARRANTY	03/25/2006

CLAIM HISTORY

R.O. Date	R.O. Number	Type	Labor Operation
01/30/2009	090776	=	J0108 - MANIFOLD EXHAUST - REPLACE
08/13/2008	087630	B	S0011 - REPLACING KEYS
04/13/2007	199747	=	E7200 - IGNITION LOCK CYLINDER REPLACEMENT
04/16/2006	C49021	=	Z2081 - ROADSIDE SERVICE (LOCK OUT)
03/24/2006	A27910	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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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 1G1AK55F667 [REDACTED]

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** [REDACTED]. 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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CVCS87582

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



02011CVCS87582

CUSTOMER NO. 10	ADVISOR CHANDRA WATSON	TAG NO. 600	INVOICE DATE 08/13/08	INVOICE NO. CVCS87582
EL DORADO, AR	LABOR RATE 39,038	LICENSE NO.	COLOR RED/	STOCK NO. P3595
	YEAR / MAKE / MODEL 06/CHEVROLET/COBALT/4 DOOR SEDAN	MILEAGE	DELIVERY DATE 09/25/08	DELIVERY MILES 39,199
	VEHICLE ID NO. 1G1AK55F667		SELLING DEALER NO.	PRODUCTION DATE
*****GET EMAIL ADDRESS*****	ET.E.NO. ON FILE	R.O. DATE 08/11/08		
COMMENTS MO: 3903				

JOB# 1 CHARGES.....				
LABOR.....				
J# 1 80CVZ02	USED VEHICLE INSPECT HOURS:	0.50	TECH(S):178	INTERNAL
PERFORM USED VEHICLE INSPECTION				
INSPECTION COMPLETED. SEE ATTACHED SHEET				
JOB# 1 TOTALS.....				
JOB# 1 JOURNAL PREFIX CVCS				JOB# 1 TOTAL 0.00
JOB# 2 CHARGES.....				
LABOR.....				
J# 2 00CVZLOF	LUBE OIL AND FILTER HOURS:	TECH(S):178	INTERNAL	
LUBE OIL AND FILTER CHANGE AND 19 POINT INSP.				
CHANGED OIL AND FILTER				
PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-				
	1	12605566	FILTER 1.836	INTERNAL
	1	MOB10W30	LUBE	INTERNAL
				TOTAL - PARTS 0.00
JOB# 2 TOTALS.....				
JOB# 2 JOURNAL PREFIX CVCS				JOB# 2 TOTAL 0.00
JOB# 3 CHARGES.....				
LABOR.....				
J# 3 90CVZ09	USED CAR DETAIL HOURS:	TECH(S):178	INTERNAL	
PERFORM USED CAR DETAIL				
PERFORMED USED CAR DETAIL				
JOB# 3 TOTALS.....				
JOB# 3 JOURNAL PREFIX CVCS				JOB# 3 TOTAL 0.00
JOB# 4 CHARGES.....				
LABOR.....				
J# 4+85CVZ	ACCESSORIES HOURS:	TECH(S):178	INTERNAL	
CUT 1 KEY				
1 KEY CUT				
PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-				
	1	15824471	KEY 2.187	INTERNAL
				TOTAL - PARTS 0.00
JOB# 4 TOTALS.....				
JOB# 4 JOURNAL PREFIX CVCS				JOB# 4 TOTAL 0.00

DISCLAIMER OF WARRANTIES
AS IS - THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY OFFERED BY THE MANUFACTURER. THE SELLER DEALER HEREBY EXPRESSLY DISCLAIMS WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR 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 TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, INCOME, OR ANY OTHER INCIDENTAL DAMAGES. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

ENVIRONMENTAL COMPLIANCE CHARGE
Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (vents, oils, caustics, lead, asbestos, etc.) that must be stored, managed and disposed of in strict compliance with federal, state and local environmental regulations. We support these regulations and also believe customers do too because they help ensure a safer, healthier environment for everyone. Complying with these regulations increase the cost of service. Ordinarily, increase costs simply result in an increased hourly labor charge. This dealership has decided to raise its labor rate, to list a compliance charge on appropriate service bills because we believe customers would be interested to know that they are helping to pay for a cleaner environment.





CVCS87582

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



02011CVCS87582

CUSTOMER NO. 10	ADVISOR CHANDRA WATSON	TAG NO. 600	INVOICE DATE 08/13/08	INVOICE NO. CVCS87582
	LABOR RATE	LICENSE NO.	MILEAGE 39,038	COLOR RED/
	YEAR / MAKE / MODEL 06/CHEVROLET/COBALT/4 DOOR SEDAN		DELIVERY DATE 09/25/08	DELIVERY MILES 39,199
	VEHICLE I.D. NO. 1G1AK55F667		SELLING DEALER NO.	PRODUCTION DATE
*****GET EMAIL ADDRESS*****		F.T.E. NO. ON FILE	P.O. NO.	R.O. DATE 08/11/08
REFERENCE NO.		COMMENTS		

MO: 3903

TOTALS

*
* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] CHARGE *

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

TOTAL INVOICE \$ 0.00

YOUR COMPLETE SATISFACTION IS OUR GOAL YOUR FUTURE BUSINESS
IS OUR REWARD !!!!!
THANK YOU FOR YOUR BUSINESS!!!!

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ANY LIABILITY IN CONNECTION WITH THE S
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ING DEALER ANY CONSEQUENTIAL DAMAGES
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helping to pay for a cleaner environment.

CUSTOMER SIGNATURE

DUPLICATE INVOICE

TEAGUE
CHEVROLET TOYOTA





CVCS87630

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



02011CVCS87630

DATE TIME NO 10	ADVISOR CHANDRA WATSON	FAO NO 600 5931	INVOICE DATE 08/13/08	INVOICE NO. CVCS87630
TEAGUE CHEVROLET TOYOTA 1830 WEST HILLSBORO EL DORADO, AR 71730	LABOR RATE	LICENCE NO.	MILEAGE 39,038	COLOR RED/
	YEAR MAKE / MODEL 06/CHEVROLET/COBALT/4 DOOR SEDAN		DELIVERY DATE 09/25/08	DELIVERY MILES 39,199
	VEHICLE I.D. NO. 1 G 1 A K 5 5 F 6 6 7		SELLING DEALER NO.	PRODUCTION DATE
*****GET EMAIL ADDRESS*****	F.T.E. NO. ON FILE	F.O. NO.	R.O. DATE 08/13/08	
SALESMAN PHONE	SALES REP PHONE	COMMENTS		

MO: 3903

JOB# 1 CHARGES

LABOR-----
J# 1 85CVZ ACCESSORIES HOURS: 0.20 TECH(S):7777
CUSTOMER STATES VEHICLE WILL NOT START WITH NEW KEY
DIAG TO FAILED CHIP, TRANSPONDER
CUT KEY AND PROGRAM TO VEHICLE

WARRANTY

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-
1 15824471 KEY 2.187
TOTAL - PARTS

WARRANTY 0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL

0.00

TOTALS

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] CHARGE *

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

TOTAL INVOICE \$ 0.00

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PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR
ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL
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DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT,
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CVCS88449

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

02011CVCS88449

CUSTOMER NO. 10	ADVISOR BILLY MURPHY	TAC NO 386 6769	INVOICE DATE 10/01/08	INVOICE NO. CVCS88449
TEAGUE CHEVROLET TOYOTA 1830 WEST HILLSBORO EL DORADO, AR 71730	LABOR RATE	LICENSE NO.	COLO RED/	STOCK NO. P3595
	YEAR / MAKE / MODEL 06/CHEVROLET/COBALT/4 DOOR SEDAN	MILEAGE 39,373	DELIVERY DATE 09/25/08	DELIVERY MILES 39,199
	VEHICLE I.D. NO. 1 G 1 A K 5 5 F 6 6 7	SELLING DEALER NO.	PRODUCTION DATE	
	R.T.R. NO. ON FILE	R.O. DATE 09/29/08		
*****GET EMAIL ADDRESS*****				
REFERENCE PHONE 870-862-2900	BUSINESS PHONE 870-862-2900	COMMENTS		
			MO: 3937	

JOB# 1 CHARGES-----		
LABOR-----		
J# 1 10CVZ DRIVEABILITY HOURS: 1.00 TECH(S):7777	INTERNAL	
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 RE ROAD TEST		
MISC-----CODE-----DESCRIPTION-----CONTROL NO-----		
SPA SERVICE POLICY ADJ.	INTERNAL	0.00
TOTAL - MISC		
JOB# 1 TOTALS-----		
JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL		0.00
JOB# 2 CHARGES-----		
LABOR-----		
J# 2 30CVZ AUTO TRANSMISSION HOURS: TECH(S):7777	INTERNAL	
CUSTOMER HEARS A CONTINUOUS 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 IN JOB #1		
JOB# 2 TOTALS-----		
JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL		0.00
JOB# 3 CHARGES-----		
LABOR-----		
J# 3 45CVZ STEERING/SUSPENSION HOURS: TECH(S):7777	INTERNAL	
CHECK POWER STEERING LIGHT ON DASH COMES ON AND STEERING GETS HARD TO TURN---INTERMITTANT CONCERN---ADVISE VEHICLE GOING INTO FAIL SAFE MODE, PART OF REPAIR IN JOB #1		
JOB# 3 TOTALS-----		
JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL		0.00
JOB# 4 CHARGES-----		
LABOR-----		
J# 4 96CVZ BODY REPAIR HOURS: 0.30 TECH(S):7777	INTERNAL	
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		
JOB# 4 TOTALS-----		
JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL		0.00

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CVCS88449

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

02011CVCS88449

CUSTOMER NO. 10	ADVISOR BILLY MURPHY	TAG NO. 386 6769	INVOICE DATE 10/01/08	INVOICE NO. CVCS88449
TEAGUE CHEVROLET TOYOTA 1830 WEST HILLSBORO EL DORADO, AR 71730	LABOR RATE	LICENSE NO.	COLOR RED/	STOCK NO. P3595
	YEAR / MAKE / MODEL 06/CHEVROLET/COBALT/4 DOOR SEDAN	MILEAGE 39,373	DELIVERY DATE 09/25/08	DELIVERY MILES 39,199
	VEHICLE I.D. NO. 1 G 1 A K 5 5 F 6 6 7	SELLING DEALER NO.	PRODUCTION DATE	
	P.T.C. NO. ON FILE	P.O. NO.	R.O. DATE 09/29/08	
*****GET EMAIL ADDRESS*****				
PERSONAL PHONE 870-862-2900	BUSINESS PHONE 870-862-2900	COMMENTS		
				MO: 3937

JOB# 5 CHARGES-----

LABOR-----
J# 5 45CVZ01 STEERING CONCERN HOURS: 0.80 TECH(S):7777 INTERNAL
CUSTOMER STATED STEERING WHEEL SHAKES AT 55 MPH. HIGHWAY
DRIVING----ADVISE
CHECK AND REBALANCE ALL TIRES

JOB# 5 TOTALS-----

JOB# 5 JOURNAL PREFIX CVCS JOB# 5 TOTAL 0.00

TOTALS-----

* NEXT RECOMMENDED SERVICE:

* 09/29/2008 / 39373 MI 01CVZ039 39000 MILE SERVICE *

*
* [] CASH [] CHECK CK NO. [] *
*
* [] VISA [] MASTERCARD [] DISCOVER *
*
* [] AMER XPRESS [] OTHER [] CHARGE *
*

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

TOTAL INVOICE \$ 0.00

YOUR COMPLETE SATISFACTION IS OUR GOAL YOUR FUTURE BUSINESS
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THANK YOU FOR YOUR BUSINESS!!!!!!

CUSTOMER SIGNATURE

DUPLICATE INVOICE

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CVCS88518

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



02011CVCS88518

CUSTOMER NO. 14329	ADVISOR BILLY MURPHY	TAG NO. 386 6839	INVOICE DATE 10/08/08	INVOICE NO. CVCS88518
	LABOR RATE	LICENSE NO.	MILEAGE 39,373	COLO RED/
	VEHICLE MAKE / MODEL 06/CHEVROLET/COBALT/4 DOOR SEDAN	DELIVERY DATE 09/25/08	STOCK NO. P3595	DELIVERY MILES 39,199
	VEHICLE ID NO. 1 G 1 A K 5 5 F 6 6 7	SELLING DEALER NO.	PRODUCTION DATE	
	P.T.E. NO.	P.O. NO.	R.O. DATE 10/01/08	REPRINT#
COMMENTS				

MO: 3937

JOB# 1 CHARGES-----		
LABOR-----		
J# 1 45CVZ	STEERING/SUSPENSION HOURS: TECH(S):7777	WARRANTY
STEERING IS HARD TO TURN---OG VERIFY CONCERN. PINPOINT TEST WIRING HARNESS TO BODY CONTROL MODULE.OK. LOCATE AND TEST ALL POWER POINTS ABD GROUND CURCUITS. REPAIR LOOSE GROUND. CHECK OPERATION. OK. ALLOW VEHICLE TO HEAT UP IN PARKING LOT TO VERIFY REPAIR		
MISC-----CODE-----DESCRIPTION-----CONTROL NO-----		
SPA SERVICE POLICY ADJ.		INTERNAL
TOTAL - MISC		0.00
JOB# 1 TOTALS-----		
JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL		0.00
JOB# 2 CHARGES-----		
LABOR-----		
J# 2 30CVZ	AUTO TRANSMISSION HOURS: TECH(S):7777	WARRANTY
CLICKING NOISE IN SHIFTER. STOPS WHEN BRAKE IS PRESSED---ND SAFE DETAILS IN JOB #1		
JOB# 2 TOTALS-----		
JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL		0.00
JOB# 3 CHARGES-----		
LABOR-----		
J# 3+46CVZ01	WHEEL/TIRE CONCERN HOURS: TECH(S):7683	INTERNAL
CUSTOMER STATES VIBRATION AT HIGHWAY SPEEDS		
PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-		
1	9595086	WHEEL 5.803
TOTAL - PARTS		INTERNAL 0.00
JOB# 3 TOTALS-----		
JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL		0.00

DISCLAIMER OF WARRANTIES

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THIS PART(S) ARE THOSE WHICH MAY
OFFERED BY THE MANUFACTURER. THE SELL
DEALER HEREBY EXPRESSLY DISCLAIMS
WARRANTIES, EITHER EXPRESS OR IMPLI
INCLUDING ANY IMPLIED WARRANTIES OF M
CHARTABILITY OR FITNESS FOR A PARTICU
PURPOSE AND NEITHER ASSUMES NOR AUT
RIZES ANY OTHER PERSON TO ASSUME FO
ANY LIABILITY IN CONNECTION WITH THE S
OF THIS PART(S) AND/OR SERVICE BUYER SH
NOT BE ENTITLED TO RECOVER FROM THE S
ING DEALER ANY CONSEQUENTIAL DAMAG
DAMAGES TO PROPERTY, DAMAGES FOR LO
OF USE, LOSS OF TIME, LOSS OF PROFIT,
INCOME, OR ANY OTHER INCIDENTAL DAMA

NOT RESPONSIBLE FOR LOSS OR DAMA
TO CARS OR ARTICLES LEFT IN CARS
CASE OF FIRE, THEFT OR ANY OTH
CAUSE BEYOND OUR CONTROL.

ENVIRONMENTAL COMPLIANCE CHARGE

Maintaining and repairing your car inevitably invol
the use of chemicals and generation of wastes (o
vents, oils, caustics, lead, asbestos, etc.) that must
stored, managed and disposed of in strict complia
with federal, state and local environmental regulatio
We support these regulations and also believe
customers do too because they help ensure a sa
healthier environment for everyone. Complying w
these regulations increase the cost of service.
Ordinarily, increase costs simply result in an increa
hourly labor charge. This dealership has decided
lieu of raising its labor rate, to list a compliance cha
on appropriate service bills because we believe
customers would be interested to know that they
helping to pay for a cleaner environment.





CVCS88518

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



02011CVCS88518

CUSTOMER ID NO 14329	ADVISOR BILLY MURPHY	TAB NO. 386 6839	INVOICE DATE 10/08/08	INVOICE NO. CVCS88518
	LABOR RATE	LICENSE NO.	COLOR RED/	STOCK NO. P3595
		MILEAGE 39,373	DELIVERY DATE 09/25/08	DELIVERY MILES 39,199
MAGNOLIA, AR	YEAR / MAKE / MODEL 06/CHEVROLET/COBALT/4 DOOR SEDAN		SELLING DEALER NO.	PRODUCTION DATE
	VEHICLE I.D. NO. 1 G 1 A K 5 5 F 6 6 7			
	F.T.F. NO.	F.T.S. NO.	R.O. DATE 10/01/08	REPRINT#
COMMENTS				

MO: 3937

TOTALS

* NEXT RECOMMENDED SERVICE: *
* 10/01/2008 / 39373 MI 01CVZ039 39000 MILE SERVICE *

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] CHARGE *

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

TOTAL INVOICE \$ 0.00

YOUR COMPLETE SATISFACTION IS OUR GOAL YOUR FUTURE BUSINESS
IS OUR REWARD !!!!!
THANK YOU FOR YOUR BUSINESS!!!!

CUSTOMER SIGNATURE

DUPLICATE INVOICE

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ING DEALER ANY CONSEQUENTIAL DAMAGES
DAMAGES TO PROPERTY, DAMAGES FOR LOSS
OF USE, LOSS OF TIME, LOSS OF PROFIT,
INCOME, OR ANY OTHER INCIDENTAL DAMAGES

NOT RESPONSIBLE FOR LOSS OR DAMAGE
TO CARS OR ARTICLES LEFT IN CARS
CASE OF FIRE, THEFT OR ANY OTHER
CAUSE BEYOND OUR CONTROL.

ENVIRONMENTAL COMPLIANCE CHARGE

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the use of chemicals and generation of wastes (solvents,
oils, caustics, lead, asbestos, etc.) that must be
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CVCS90776

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



02011CVCS90776

CUSTOMER NO. 14329	ADVISOR RHONDA LEPARD	TAG NO. 180	INVOICE DATE 02/12/09	INVOICE NO. CVCS90776
	LABOR RATE	LICENSE NO.	MILEAGE 45,612	COLOR RED/
	YEAR / MAKE / MODEL 06/CHEVROLET/COBALT/4 DOOR SEDAN	DELIVERY DATE 09/25/08	DELIVERY MILES 39,199	STOCK NO. P3595
	VEHICLE I.D. NO. 1 G 1 A K 5 5 F 6 6 7	SELLING DEALER NO.	PRODUCTION DATE	
	R.T.E. NO.	R.D. NO.	R.O. DATE 01/30/09	
COMMENTS				

MO: 4561

JOB# 1 CHARGES

LABOR-----
J# 1 11CVZ06 ENGINE NOISE HOURS: 0.90 TECH(S):386
CUSTOMER STATES HUMMING NOISE WHEN FIRST START CAR SOUNDS
LIKE FROM MANIFOLD AREA
EXHAUST HAS CRACKS IN PIPING
REPLACE MANIFOLD L.O. J0108

WARRANTY

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
	1	90537679	MANIFOLD 3.601		
	1	12589453	GASKET 3.270		
	1	15235773	GASKET 3.611		
	1	11589264	STUD 8.981		
				TOTAL - PARTS	0.00

WARRANTY
WARRANTY
WARRANTY
WARRANTY

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR-----
J# 2 11CVZ ENGINE MINOR HOURS: TECH(S):386
CUSTOMER STATES THEY CAN SMELL FUMES INSIDE CAR
AND GAS MILEAGE IS LOW
RELATED TO LINE 1

WARRANTY

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR-----
J# 3 61CVZ EXTERIOR TRIM HOURS: TECH(S):386
CUSTOMER STATES MOISTURE IN HEADLAMP ASSEMBLY
NEED TO REPLACE LAMP ASSEMBLY
CUSTOMER DECLINES AT THIS TIME

WARRANTY

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

COMMENTS-----
DELETED OPERATION(S)-----
45CVZ09 SHOCKS/STRUTS

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CVCS90776

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

02011CVCS90776

CUSTOMER NO 14329	ADVISOR RHONDA LEPARD	TAC NO. 180 8968	INVOICE DATE 02/12/09	INVOICE NO. CVCS90776
MAGNOLIA, AR	LABOR RATE	LICENSE NO.	COLOR RED/	STOCK NO. P3595
	YEAR / MAKE / MODEL 06/CHEVROLET/COBALT/4 DOOR SEDAN		DELIVERY DATE 09/25/08	DELIVERY MILES 39,199
	VEHICLE ID. NO. 1G1AK55F667		SELLING DEALER NO.	PRODUCTION DATE
	F.T.L. NO.	R.O.	R.O. DATE 01/30/09	
COMMENTS				

MO: 4561

TOTALS

* NEXT RECOMMENDED SERVICE: *

* 01/30/2009 / 45612 MI 01CVZ045 45000 MILE SERVICE *

*
* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] CHARGE *

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

TOTAL INVOICE \$ 0.00

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CUSTOMER SIGNATURE

DUPLICATE INVOICE

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CVCS90918

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



02011CVCS90918

CUSTOMER NO 14329	ADVISOR RHONDA LEPARD	TAG NO. 180 8968	INVOICE DATE 02/12/09	INVOICE NO. CVCS90918
MAGNOLIA, AR	LABOR RATE	LICENSE NO.	COLOR RED/	STOCK NO. P3595
	YEAR / MAKE / MODEL 06/CHEVROLET/COBALT/4 DOOR SEDAN	MILEAGE 45,612	DELIVERY DATE 09/25/08	DELIVERY MILES 39,199
	VEHICLE I.D. NO. 1 G 1 A K 5 5 F 6 6 7	SELLING DEALER NO.	PRODUCTION DATE	
	P.F.E. NO.	P.O. NO.	R.O. DATE 02/09/09	
COMMENTS				

MO: 4561

JOB# 1 CHARGES				
LABOR				
J# 1 45CVZ09	SHOCKS/STRUTS	HOURS: 2.50	TECH(S):386	162.50
	CUSTOMER STATES SHOCK NOISE WHEN HITTING A BUMP			
	DIAG PERFORMED WITH CHASSIS ER NOISE RATTLE FROM ELECTRIC COLUMN			
	REPLACE STEERING COLUMN ASSEMBLY AND RECHECK ALL GOOD.			
PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE UNIT PRICE
	1	19200751	STRG COLU	549.00 549.00
			TOTAL - PARTS	549.00
MISC	CODE	DESCRIPTION	CONTROL NO	
	OTEXT	ALL OTHER EXTENDED	90918	-661.50
			TOTAL - MISC	-661.50
JOB# 1 TOTALS				
		LABOR		162.50
		PARTS		549.00
		MISC		-661.50
JOB# 1 JOURNAL PREFIX CVCS	JOB# 1 TOTAL			50.00

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NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

TOTALS				

* NEXT RECOMMENDED SERVICE:				
* 02/09/2009 / 45612 MI 01CVZ045 45000 MILE SERVICE *				

		TOTAL LABOR		162.50
		TOTAL PARTS		549.00
		TOTAL SUBLET		0.00
		TOTAL G.O.G.		0.00
		TOTAL MISC CHG.		0.00
		TOTAL MISC DISC		-661.50
		TOTAL TAX		0.00
TOTAL INVOICE \$				50.00

ENVIRONMENTAL COMPLIANCE CHARGE
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YOUR COMPLETE SATISFACTION IS OUR GOAL YOUR FUTURE BUSINESS IS OUR REWARD !!!!!
THANK YOU FOR YOUR BUSINESS!!!!

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





CVCS93482

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



02011CVCS93482

CUSTOMER NO. 14329	ADVISOR RHONDA LEPARD	TAG NO. 180	INVOICE DATE 07/15/09	INVOICE NO. CVCS93482
	LABOR RATE	LICENSE NO.	MILEAGE 50,858	COLOR RED/
	YEAR / MAKE / MODEL 06/CHEVROLET/COBALT/4 DOOR SEDAN		DELIVERY DATE 09/25/08	STOCK NO. P3595
MAGNOLIA, AR	VEHICLE I.D. NO. 1 G 1 A K 5 5 F 6 6 7		DELIVERY MILES 39,199	
	P.T.E. NO.	P.O. NO.	SELLING DEALER NO.	PRODUCTION DATE
			06/12/09	REPRINT#
COMMENTS				MO: 5085

JOB# 1 CHARGES.....

LABOR.....

J# 1 45CVZ01 STEERING CONCERN HOURS: 1.00 TECH(S):386 45.00
CUST STATES THE STEERING LOCKED UP AND WOULD NOT TURN.
CODES V2107 AND V2100. PERFORM BULLITEN CHECKS AND PROCEDURES FOR CODES WERE HISTORY AND NOT CURRENT CODES
CODES NEVER RESET

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1	15926820	CONTROL 4.004	116.23	116.23	116.23
					TOTAL - PARTS	116.23

MISC.....CODE.....DESCRIPTION.....CONTROL NO.....

SDA SERVICE DEPT. ADVERTISINT

TOTAL - MISC -384.39

JOB# 1 TOTALS.....

LABOR 45.00
PARTS 116.23
MISC -384.39

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL -223.16

JOB# 2 CHARGES.....

LABOR.....

J# 2 10CVZ06 CHECK ENGINE LIGHT HOURS: TECH(S):386 0.00
CUSTOMER STATES CHECK ENGINE LIGHT ON AND CAR WENT TO MISFIRING
VEHICLE DRIVEN FOR 125 MILES INSPECT WIRING AND CONNECTORS AT ECM.TCM.AND PSCM

JOB# 2 TOTALS.....

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES.....

LABOR.....

J# 3 30CVZ AUTO TRANSMISSION HOURS: TECH(S):386 0.00
CUST STATES TEH TRANS IS SHIFTING HARD.
COULD NOT DUPLICATE CUSTOMERS CONCERN

JOB# 3 TOTALS.....

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES.....

LABOR.....

J# 4+10CVZ DRIVEABILITY HOURS: 5.00 TECH(S):7777 225.00
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.

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ENVIRONMENTAL COMPLIANCE CHARGE

Maintaining and repelling your car inevitably involves the use of chemicals and generation of wastes (vents, oils, gases, lead, asbestos, etc.) that must be stored, managed and disposed of in strict compliance with federal, state and local environmental regulations. We support these regulations and also believe customers do too because they help ensure a safer, healthier environment for everyone. Complying with these regulations increases the cost of service. Ordinarily, increase costs simply result in an increased hourly labor charge. This dealership has decided, in lieu of raising its labor rate, to list a compliance charge on appropriate service bills because we believe customers would be interested to know that they are helping to pay for a cleaner environment.





CVCS93482

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



02011CVCS93482

CUSTOMER NO. 14329	ADVISOR RHONDA LEAPARD	TAG NO. 180 1428	INVOICE DATE 07/15/09	INVOICE NO. CVCS93482
MAGNOLIA, AR	LABOR RATE	LICENSE NO.	COLETT RED/	STOCK NO. P3595
	YEAR / MAKE / MODEL 06/CHEVROLET/COBALT/4 DOOR SEDAN	MILEAGE 50,858	DELIVERY DATE 09/25/08	DELIVERY MILES 39,199
	VEHICLE I.D. NO. 1 G 1 A K 5 5 F 6 6 7	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.F. NO.	R.O. NO.	R.O. DATE 06/12/09	REPRINT#
COMMENTS			MO: 5085	

JOB# 4 TOTALS-----

LABOR	225.00
JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL	225.00
MISC-----CODE-----DESCRIPTION-----CONTROL NO-----	
JOB # A FUEL FUEL CHARGE GAS/DIESEL	12.44
TOTAL - MISC	12.44

TOTALS-----

* NEXT RECOMMENDED SERVICE:
* 06/19/2009 / 51000 MI 01CVZ051 51000 MILE SERVICE

*****	TOTAL LABOR...	270.00
*	TOTAL PARTS...	116.23
*	TOTAL SUBLET...	0.00
*	TOTAL G.O.G...	0.00
*	TOTAL MISC CHG.	12.44
*	TOTAL MISC DISC	384.39
*	TOTAL TAX.....	35.72
TOTAL INVOICE \$		50.00

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THANK YOU FOR YOUR BUSINESS!!!!

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

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CVCS95224

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



02011CVCS95224

CUSTOMER NO. 14329	ADVISOR RHONDA LEPARD	TAG NO. 180 3037	INVOICE DATE 09/23/09	INVOICE NO. CVCS95224
[REDACTED] MAGNOLIA, AR	LABOR RATE	LICENSE NO.	COLOR RED/	STOCK NO. P3595
	YEAR / MAKE / MODEL 06/CHEVROLET/COBALT/4 DOOR SEDAN	MILEAGE 53,844	DELIVERY DATE 09/25/08	DELIVERY MILES 39,199
	VEHICLE I.D. NO. 1 G 1 A K 5 5 F 6 6 7		SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	P.O. NO.	R.O. DATE 09/08/09	
COMMENTS				

MO: 5384

JOB# 1 CHARGES-----

LABOR-----
J# 1 10CVZ06 CHECK ENGINE LIGHT HOURS: TECH(S):7777
CUSTOMER STATES CHECK ENGINE LIGHT ON
B
VERIFY CONCERN. RUN EEC TEST AND FUEL TRIM TEST. REPLACE AIR
FILTER DUCTING DUE TO SPLIT AT SEAMS

WARRANTY

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-
1 15838665 DUCT 3.407
TOTAL - PARTS

WARRANTY 0.00

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----
J# 2 45CVZ STEERING/SUSPENSION HOURS: TECH(S):7777
CUST STATES THE POWER ASSIST WENT OUT AGAIN.
ROAD TST FOR 30 MILES. COULD NOT DUPLICATE THIS CONCERN
CONTACT SERVICE ENGINEERS. REROUTE ELECTRONIC STEERING
MOTOR HARNESS AS RECOMMENDED BY ENGINEERS. ROAD TEST

WARRANTY

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

COMMENTS
95855

TOTALS-----

* NEXT RECOMMENDED SERVICE:
* 09/08/2009 / 54000 MI 01CVZ054 54000 MILE SERVICE

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] CHARGE *

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

TOTAL INVOICE \$ 0.00

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CUSTOMER SIGNATURE

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INCOME, OR ANY OTHER INCIDENTAL DAMAGE

NOT RESPONSIBLE FOR LOSS OR DAMAGE
TO CARS OR ARTICLES LEFT IN CARS
CASE OF FIRE, THEFT OR ANY OTHER
CAUSE BEYOND OUR CONTROL.

ENVIRONMENTAL COMPLIANCE CHARGE

Maintaining and repairing your car inevitably involve
the use of chemicals and generation of wastes (oils, solvents,
vents, oils, caustics, lead, asbestos, etc.) that must be
stored, managed and disposed of in strict compliance
with federal, state and local environmental regulations.
We support these regulations and also believe that
customers do too because they help ensure a safe
healthier environment for everyone. Complying with
these regulations increase the cost of service.
Ordinarily, increase costs simply result in an increase in
hourly labor charge. This dealership has decided
lieu of raising its labor rate, to list a compliance charge
on appropriate service bills because we believe
customers would be interested to know that they
helping to pay for a cleaner environment.

TEAGUE
CHEVROLET TOYOTA





CVCS95224

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



02011CVCS95224

INVOICE NO.	14329	ADVISOR	RHONDA LEPARD	TAC NO.	180 3037	INVOICE DATE	09/23/09	INVOICE NO.	CVCS95224
		LABOR RATE		LICENSE NO.		COLOR	RED/	STOCK NO.	P3595
		YEAR / MAKE / MODEL	06/CHEVROLET/COBALT/4 DOOR SEDAN			DELIVERY DATE	09/25/08	DELIVERY MILE	39,199
		VEHICLE I.D. NO.	1 G 1 A K 5 5 F 6 6 7			SELLING DEALER NO.		PRODUCTION DATE	
		F.T.F. NO.		P.Q. NO.		R.O. DATE	09/08/09		
		COMMENTS							

MO: 5384

DUPLICATE INVOICE

DISCLAIMER OF WARRANTIES

AS IS - THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY OFFERED BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS WARRANTIES, EITHER EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR 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 PROFIT, INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

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Superior

CHEVROLET

915 EAST OAK STREET
CONWAY, ARKANSAS 72032
(501) 327-7785
(800) 635-2749 Toll Free



CUSTOMER NO. 25794	ADVISOR KENNETH	136	TAG NO. 202	MOOR DATE 04/16/07	INVOICE NO. CVCS199747
ENTERPRISE RENT A CAR ATTN: ACCTS RECEIVABLE 1205 MERCEDES BENZ DRIVE SHREVEPORT, LA 71115	LABOR RATE	LICENSE NO.	MILEAGE 26,958	COLOR	STOCK NO.
	YEAR / MAKE / MODEL 06/CHEVROLET/COBALT/4 DOOR SEDAN			DELIVERY DATE	DELIVERY MILE
	VEHICLE ID NO. 1G1AK55F667			SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.			P.O. NO.	BOOKING DATE 04/13/07
RESIDENCE PHONE 501-336-8100	BUSINESS PHONE 501-940-9171	COMMENTS			
					MO:

LABOR & PARTS		TECH(S): 476		WARRANTY
# 1 20CVZ		ELECTRICAL REPAIRS		
		C/S KEY IS HARD TO TURN IN IGNITION SWITCH		
		LOCK CYLINDER INOP		
		STICKING		
		REPLACED CYLINDER AND CODE		
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	15825311	CYLINDER 2.188	
JOB # 1	1	89024363	KEY 2.187	
JOB # 1 TOTAL PARTS				0.00
JOB # 1 TOTAL LABOR & PARTS				0.00

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

THANK YOU FOR CHOOSING SUPERIOR CHEVROLET FOR YOUR AUTOMOTIVE SERVICE NEEDS. IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED, PLEASE CALL ME AT (501) 327-7785

YOU MAY RECEIVE A SURVEY FROM CHEVROLET ABOUT THIS REPAIR VISIT--PLEASE TAKE A MINUTE TO FILL IT OUT & RETURN IT TO GM THANKS AGAIN FOR YOUR BUSINESS!! TY TURNEY, SERVICE MANAGER

* ASTERISK INDICATES THIS PART QUALIFIES FOR GM LIFETIME SERVICE GUARANTEE, IF RETURNED TO THIS DEALER

* [] CASH [] CHECK CK NO. [] [] CHARGE *
* [] VISA [] MASTERCARD [] DISCOVER [] OTHER *

THANK YOU ! TY TURNEY, SERVICE MANAGER (501) 327-7785

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

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"WE APPRECIATE YOUR BUSINESS!!"
Please feel free to contact any of our Service Advisors or our Service manager if any problem occurs or you have any questions regarding the work we have performed. All our repairs are under warranty to you for 12 months or 12,000 miles from the date of repair.

Superior Chevrolet
Service Department



General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, 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: [REDACTED]
Service Request: 71-756432151
2006 Chevrolet Cobalt
Vehicle Identification Number: 1G1AK55F667 [REDACTED]
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.

- | | | | |
|-------------------------------------|---|--------------------------|-------------------|
| <input checked="" type="checkbox"/> | Copy of owner's current title and/or registration | <input type="checkbox"/> | Finance agreement |
| <input checked="" type="checkbox"/> | Enclosed Release of Lien | <input type="checkbox"/> | Buyer's agreement |

General Motors Corporation
ATTN: BRC Legal
P.O. Box 33170
Detroit, MI 48232

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

Sincerely,

General Motors Corporation



RELEASE OF LIEN INFORMATION

I _____,
(Client's Name)

hereby authorize _____
(Lien holder Name)

(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # _____
(Account Number)

with _____
(Lien holder Name)

to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date _____.

VEHICLE INFORMATION

The current vehicle mileage is _____ Date mileage read: _____.

Signature

Signature

LG0006
V08012008





alexander.j.perez@gm.com

10/27/2009 11:57 AM

To kimberly_labut@gmexpert.com

cc

bcc

Subject Re: 1G1AK55F667 [REDACTED]

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 [REDACTED]

This email is to follow up on my voicemail regarding Service Request 71-756432151 for customer [REDACTED]. The customer's vehicle is a 2006 Chevrolet Cobalt with **45,612** miles. The VIN is **1G1AK55F667** [REDACTED]. 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

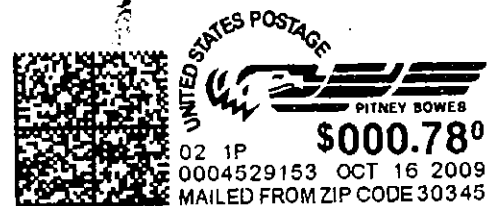
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Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

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: [REDACTED] v. General Motors Corporation
NOTICE OF CONSUMER WARRANTY LAW VIOLATION
Our Client: [REDACTED]
Vehicle: 06 Chevrolet Cobalt
VIN: 1G1AK55F667 [REDACTED]
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,

Thomas Barron

Thomas Barron, Esq.
Attorney at Law

CC:





1830 WEST HILLSBORO
EL DORADO, AR 71730
(870) 862-2900
(866) 962-2900 toll free
(870) 862-9201 fax

CUSTOMER NO. 14329	ADVISOR BILLY MURPHY	TAG NO. 6839	INVOICE DATE 10/08/08	INVOICE NO. CVCS88518
	LABOR RATE	LICENSE NO.	STOCK NO. P3595	
		MILEAGE 39,373	COLOR RED/	
	YEAR / MAKE / MODEL 06/CHEVROLET/COBALT/4 DOOR SEDAN	DELIVERY DATE 09/25/08	DELIVERY MILES 39,199	
	VEHICLE ID NO. 1G1AKS5F667	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.F. NO.	P.O. NO.	10/01/08	REPRINT# 1
COMMENTS				MO: 39373

JOB# 1 CHARGES

LABOR... STEERING/SUSPENSION HOURS: TECH(S):777
J# 1 4SCVZ STEERING IS HARD TO TURN---OG
VERIFY CONCERN. PINPOINT 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 TO HEAT UP IN
PARKING LOT TO VERIFY REPAIR

MISC.....CODE.....DESCRIPTION.....CONTROL NO.....
SPA SERVICE POLICY ADJ. TOTAL - MISC

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

JOB# 2 CHARGES

LABOR... AUTO TRANSMISSION HOURS: TECH(S):777
J# 2 30CVZ CLICKING NOISE IN SHIFTER. STOPS WHEN BRAKE IS PRESSED---ND
SAEE DETAILS IN JOB #1

JOB# 2 TOTALS..... JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL

JOB# 3 CHARGES

LABOR... WHEEL/TIRE CONCERN HOURS: TECH(S):7683
J# 3+46CVZ01 CUSTOMER STATES VIBRATION AT HIGHWAY SPEEDS

PARTS.....QTY.....FP-NUMBER.....DESCRIPTION.....LIST PRICE-UNIT PRICE-
1 9595086 WHEEL 5.803 TOTAL - PARTS

JOB# 3 TOTALS..... JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL

WARRANTY

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TEAGUE
CHEVROLET TOYOTA



www.teagueautogroup.com



1830 WEST HILLSBORO
EL DORADO, AR 71730
(870) 862-2900
(866) 962-2900 toll free
(870) 862-9201 fax

CUSTOMER NO. 14329	NAME RHONDA LEPARD	AGE 180	TRK NO. 8968	INVOICE DATE 02/12/09	INVOICE NO. CVC590776
	LABOR RATE	LIC/FEES NO.	MI/AGE 45,612	COLOR RED/	STOCK NO. P3595
	YEAR / MAKE / MODEL 06/CHEVROLET/COBALT/4 DOOR SEDAN			DELIVERY DATE 09/25/08	DELIVERY MILES 39,199
	VEHICLE I.D. NO. 1 G 1 A K 5 5 F 6 6 7			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			R.O. DATE 01/30/09	
					MO: 45612

JOB# 1 CHARGES:

LABOR
J# 1 11CVZ06 ENGINE NOISE HOURS: 0.90 TECH(S):386
CUSTOMER STATES HUMMING NOISE WHEN FIRST START CAR SOUNDS
LIKE FROM MANIFOLD AREA
EXHAUST HAS CRACKS IN PIPING
REPLACE MANIFOLD L.O. J0108

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
	1		90537679	MANIFOLD 3.601		
	1		12589453	GASKET 3.270		
	1		15235773	GASKET 3.611		
	1		11589264	STUD 8.981		
					TOTAL - PARTS	

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVC5 JOB# 1 TOTAL

0.00

JOB# 2 CHARGES:

LABOR
J# 2 11CVZ ENGINE MINOR HOURS: TECH(S):386
CUSTOMER STATES THEY CAN SMELL FUMES INSIDE CAR
AND GAS MILAGE IS LOW
RELATED TO LINE 1

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVC5 JOB# 2 TOTAL

0.00

JOB# 3 CHARGES:

LABOR
J# 3 51CVZ EXTERIOR TRIM HOURS: TECH(S):386
CUSTOMER STATES MOISTURE IN HEADLAMP ASSEMBLY
NEED TO REPLACE LAMP ASSEMBLY
CUSTOMER DECLINES AT THIS TIME

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CVC5 JOB# 3 TOTAL

0.00

COMMENTS

DELETED OPERATION(S)
45CVZ09 SHOCKS/STRUTS

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TEAGUE
CHEVROLET TOYOTA



www.teagueautogroup.com



1830 WEST HILLSBORO
EL DORADO, AR 71730
(870) 862-2900
(866) 962-2900 toll free
(870) 862-9201 fax

CUSTOMER NO. 14329	ADVISOR RHONDA LEPARD	TAG NO. 180	INVOICE DATE 02/12/09	INVOICE NO. CVCS90918
	LABOR RATE	LICENSE NO.	RELEASE 45,612	COLOR RED/
	YEAR / MAKE / MODEL 06/CHEVROLET/COBALT/4 DOOR SEDAN	DELIVERY DATE 09/25/08	STOCK NO. P3595	DELIVERY MILES 39,199
MAGNOLIA, AR	VEHICLE ID. NO. 1G1AK55F667	SELLING DEALER NO.	PRODUCTION DATE	
	P.T.E. NO.	P.O. NO.	R.O. DATE 02/09/09	
COMMENTS				MO: 45612

JOB# 1 CHARGES

LABOR-----HOURS-----TECH(S)-----PRICE-----
 # 1 45CVZ09 SHOCKS/STRUTS 2.50 TECH(S):386 162.50
 CUSTOMER STATES SHOCK NOISE WHEN HITTING A BUMP
 DIAG PERFORMED WITH CHASSIS ER NOISE RATTLE FROM ELECTRIC
 COLUMN
 REPLACE STEERING COLUMN ASSEMBLY AND RECHECK ALL GOOD.

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1		19200751	STRG COLU	549.00	549.00	549.00
TOTAL - PARTS							549.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----PRICE-----
 OTHEXT ALL OTHER EXTENDED 90918 661.50
 TOTAL - MISC 661.50

JOB# 1 TOTALS-----LABOR 162.50
 PARTS 549.00
 MISC 661.50

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 50.00

TOTALS

 * NEXT RECOMMENDED SERVICE:* 02/09/2009 / 45612 MI 01CVZ045 45000 MILE SERVICE

 * [] CASH [] CHECK CK NO. [] *
 * [] VISA [] MASTERCARD [] DISCOVER *
 * [] AMER XPRESS [] OTHER [] CHARGE *

TOTAL LABOR.... 162.50
 TOTAL PARTS.... 549.00
 TOTAL SUBLET... 0.00
 TOTAL G.O.G.... 0.00
 TOTAL MISC CHG. 0.00
 TOTAL MISC DISC 661.50
 TOTAL TAX..... 0.00

TOTAL INVOICE \$ 50.00

YOUR COMPLETE SATISFACTION IS OUR GOAL YOUR FUTURE BUSINESS
 IS OUR REWARD !!!!!
 THANK YOU FOR YOUR BUSINESS!!!!!!

CUSTOMER SIGNATURE

DUPLICATE INVOICE *****

DISCLAIMER OF WARRANTIES
 AS IS - THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

ENVIRONMENTAL COMPLIANCE CHARGE
 Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (solvents, oils, caustics, lead, asbestos, etc.) that must be stored, managed and disposed of in strict compliance with federal, state and local environmental regulations. We support these regulations and also believe our customers do too because they help ensure a safer, healthier environment for everyone. Complying with these regulations increase the cost of service. Ordinarily, increase costs simply result in an increased hourly labor charge. This dealership has decided in lieu of raising its labor rate, to list a compliance charge on appropriate service bills because we believe our customers would be interested to know that they are helping to pay for a cleaner environment.

TEAGUE
CHEVROLET TOYOTA



www.teagueautogroup.com



1830 WEST HILLSBORO
EL DORADO, AR 71730
(870) 862-2900
(866) 962-2900 toll free
(870) 862-9201 fax

CUSTOMER NO. 14329	ADVISOR RHONDA LEPARD	180	TAG NO. 1428	INVOICE DATE 07/15/09	INVOICE NO. CVCS93482
	LABOR RATE	LICENSE NO.	50,858	COLOR RED/	STOCK NO. P3595
	VEHICLE MAKE / MODEL 06/CHEVROLET/COBALT/4 DOOR SEDAN	DELIVERY DATE 09/25/08	DELIVERY MILES 39,199	SELLING DEALER NO.	PRODUCTION DATE
MAGNOLIA, AR	VEHICLE ID NO. 1G1AK55F667	REPRINT# 1	MO: 50858		
	P.T.E. NO.	P.O. NO.	06/12/09		
COMMENTS					

JOB# 1 CHARGES

LABOR
J# 1 45CV201 STEERING CONCERN HOURS: 1.00 TECH(S):386
CUST STATES THE STEERING LOCKED UP AND WOULD NOT TURN.
CODES V2107 AND V2100, PERFORM BULLITEN CHECKS AND PROCEDURES FOR CODES WERE HISTORY AND NOT CURRENT CODES
CODES NEVER RESET

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1	15926820	CONTROL 4.004	116.23	116.23	116.23
					TOTAL - PARTS	116.23

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
		SDA SERVICE DEPT. ADVERTISINT		-384.39
				TOTAL - MISC

JOB# 1 TOTALS
LABOR 45.00
PARTS 116.23
MISC -384.39

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL -223.16

JOB# 2 CHARGES

LABOR
J# 2 10CVZ06 CHECK ENGINE LIGHT HOURS: TECH(S):386
CUSTOMER STATES CHECK ENGINE LIGHT ON AND CAR WENT TO MISFIRING
VEHICLE DRIVEN FOR 125 MILES INSPECT WIRING AND CONNECTORS AT ECM,TCM,AND PCM

JOB# 2 TOTALS
LABOR 0.00

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
J# 3 30CVZ AUTO TRANSMISSION HOURS: TECH(S):386
CUST STATES TEH TRANS IS SHIFTING HARD.
COULD NOT DUPLICATE CUSTOMERS CONCERN

JOB# 3 TOTALS
LABOR 0.00

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR
J# 4+10CVZ DRIVEABILITY HOURS: 5.00 TECH(S):7777
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.

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(870) 862-9201 fax

CUSTOMER NO. 14329	ADVISOR RHONDA LEPARD	TAX NO. 1428	INVOICE DATE 07/15/09	INVOICE NO. CVCS93482
	LABOR RATE	LICENSE NO.	MILEAGE 50,858	STOCK NO. P3595
	YEAR / MAKE / MODEL 06/CHEVROLET/COBALT/4 DOOR SEDAN	DELIVERY DATE 09/25/08	DELIVERY MILES 39,199	
MAGNOLIA, AR	VEHICLE I.D. NO. 1G1AK55F667	SELLING DEALER NO.	PRODUCTION DATE	
	R.T.C. NO.	R.O. DATE 06/12/09	REPRINT# 1	
	COMMENTS	MO: 50858		

JOB# 1 CHARGES

LABOR J# 1 45CVZ01 STEERING CONCERN HOURS: 1.00 TECH(S):386
CUST STATES THE STEERING LOCKED UP AND WOULD NOT TURN.
CODES V2107 AND V2100. PERFORM BULLITEN CHECKS AND PROCEDURES FOR CODES WERE HISTORY AND NOT CURRENT CODES
CODES NEVER RESET

PARTS QTY FP-NUMBER DESCRIPTION LIST PRICE UNIT PRICE
1 15926820 CONTROL 4.004 116.23 116.23
TOTAL - PARTS 116.23

MISC CODE DESCRIPTION CONTROL NO
SDA SERVICE DEPT. ADVERTISINT TOTAL - MISC -384.39

JOB# 1 TOTALS 45.00
LABOR 45.00
PARTS 116.23
MISC -384.39
TOTAL -223.16

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL -223.16

JOB# 2 CHARGES

LABOR J# 2 10CVZ06 CHECK ENGINE LIGHT HOURS: TECH(S):386
CUST STATES CHECK ENGINE LIGHT ON AND CAR WENT TO MISFIRING
VEHICLE DRIVEN FOR 125 MILES INSPECT WIRING AND CONNECTORS AT ECM,TCM,AND PSCM

JOB# 2 TOTALS 0.00
LABOR 0.00
PARTS 0.00
MISC 0.00
TOTAL 0.00

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR J# 3 30CVZ AUTO TRANSMISSION HOURS: TECH(S):386
CUST STATES TEN TRANS IS SHIFTING HARD.
COULD NOT DUPLICATE CUSTOMERS CONCERN

JOB# 3 TOTALS 0.00
LABOR 0.00
PARTS 0.00
MISC 0.00
TOTAL 0.00

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR J# 4 10CVZ DRIVEABILITY HOURS: 5.00 TECH(S):777
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.

JOB# 4 TOTALS 225.00
LABOR 225.00
PARTS 0.00
MISC 0.00
TOTAL 225.00

JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 225.00

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(870) 862-9201 fax

CUSTOMER NO.	14329	ADVISOR	RHONDA LEPARD	180	TRG NO.	3037	INVOICE DATE	09/23/09	INVOICE NO.	CVC595224	
		LABOR RATE		LICENSE NO.		MILEAGE	53,844	COLOR	RED/	STOCK NO.	P3595
	MAGNOLIA, AR	YEAR / MAKE / MODEL	06/CHEVROLET/COBALT/4 DOOR SEDAN				DELIVERY DATE	09/25/08	DELIVERY MILES	39,199	
		VEHICLE ID. NO.	1G1AK55F667				SELLING DEALER NO.		PRODUCTION DATE		
		F.T.E. NO.		P.D. NO.		R.D. DATE	09/08/09				
		COMMENTS									
MO: 53844											

JOB# 1 CHARGES

LABOR
J# 1 10CVZ06 CHECK ENGINE LIGHT HOURS: TECH(S): 7777
CUSTOMER STATES CHECK ENGINE LIGHT ON
B
VERIFY CONCERN. RUN EEC TEST AND FUEL TRIM TEST. REPLACE AIR
FILTER DUCTING DUE TO SPLIT AT SEAMS

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
	1	15838665	DUCT 3.407		
				TOTAL - PARTS	0.00

JOB# 1 TOTALS

JOB# 2 CHARGES JOB# 1 JOURNAL PREFIX CVC5 JOB# 1 TOTAL 0.00

LABOR
J# 2 45CVZ STEERING/SUSPENSION HOURS: TECH(S): 7777
CUST STATES THE POWER ASSIST WENT OUT AGAIN.
ROAD TST FOR 30 MILES. COULD NOT DUPLICATE THIS CONCERN
CONTACT SERVICE ENGINEERS. REROUTE ELECTRONIC STEERING
MOTOR HARNESS AS RECOMMENDED BY ENGINEERS. ROAD TEST

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVC5 JOB# 2 TOTAL 0.00

TOTALS

* NEXT RECOMMENDED SERVICE:
* 09/08/2009 / 54000 MI 01CVZ054 54000 MILE SERVICE *

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] CHARGE *

YOUR COMPLETE SATISFACTION IS OUR GOAL YOUR FUTURE BUSINESS
IS OUR REWARD !!!!!
THANK YOU FOR YOUR BUSINESS!!!!

CUSTOMER SIGNATURE

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

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VEHICLE REGISTRATION CERTIFICATE
STATE OF ARKANSAS
DEPARTMENT OF FINANCE AND ADMINISTRATION
KEEP THIS DOCUMENT IN YOUR VEHICLE

VEHICLE IDENTIFICATION NUMBER
 1G1AK55F867

LICENSE PLATE
234NLA
 LICENSE TYPE/USE
PCLP PC
 DECAL COLOR
8
 EXPIRATION DATE
2009-10-31
 DECAL NO
234NLA
 MAKE
CHEV
 MODEL
C8T
 BODY
40
 COLOR
RED
 FUEL
G
 CYL
4
 VIN/AGE/WEIGHT
002761
 DISPLACEMENT
00000
 AXLES
00
 DATE ISSUED
2008-10-24 142950860
 TITLE PRINT STATUS
PRINT FROM BATCHMAN
 VERIFICATION CODE
00
 OWNER'S COUNTY
COLUMBIA
 COUNTY
COLUMBIA
 JURY NO
14020806454
 OF VEHICLE IDENTIFICATION NUMBER/PLATE

COLUMBIA AR
 COLUMBIA AR

MAGNOLIA AR

"Owner must sign in the space indicated on back of this certificate"

REGISTRATION FEE	17.00	REPLACEMENT FEE	0.00	VEH PURCHASE PRICE	9735.00	LOCAL TAXES	37.50
CRIME	0.00	TRANSFER FEE	0.00	PLUS EXT WORTH	1695.00	LOCAL TAXES	0.00
ADDITIONAL FEES	0.00	TITLE FEE	5.00	LESS TRADE IN	0.00	LOCAL TAXES	0.00
PREPARED FEES	0.00	LYN FEE	.50	TAXABLE PRICE	11430.00	LOCAL TAXES	0.00
SPECIAL FEE IN	0.00	PENALTY	0.00	STATE TAX	685.80	TOTAL TAXES	723.30
SPECIAL FEE IN	0.00	POSTAGE	.25	STATE TAX PENALTY	0.00	TOTAL REG FEE	25.25
SPECIAL FEE IN	2.50			LOCAL TAX PENALTY	0.00	TOTAL PAID	748.55

OWNER'S SIGNATURE
 COMPASS BANK

OFF-THE-ROAD
 TITLE AND REGISTRATION
 2008-10-24 14:29:50 P.M.
 MAGNOLIA
 CLARK COUNTY
 101 S COURT SQUARE
 (870)234-3580
 RECEIVED 2008-10-24



GAP INSTALLMENT SALE CONTRACT/LOAN/LEASE AGREEMENT ADDENDUM

FP303

**GAP ADDENDUM #
216460**

COVERED VEHICLE INFORMATION

MSRP \$2995.00	Inception Date 09/25/2008	Term of Loan/Financing Contract (Months) 63
Year 2006	Make CHEVROLET	Model COBALT
VIN# 1G1AK55F667	Amount Financed/Capitalized 12533.27	Mileage 39199
	Maximum Eligibility Limit: 150%	Maximum Term of GAP: 64 Months

DEALER/CREDITOR INFORMATION

Name TEAGUE CHEVROLET OLDS	Dealer/Creditor Policy#	Phone 870-882-2900
Address 1030 WEST HILLSBORO		
City EL DORADO	State AR	Zip 71730

<input type="checkbox"/> Loan	<input type="checkbox"/> Lease/Balloon	<input checked="" type="checkbox"/> Installment Sales Contract	GAP CHARGE \$ 479.00
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FINANCIAL INSTITUTION/LENDER INFORMATION

Name COMPASS BANK	Financial Institution/Lender Policy#	Phone 866-887-9271
Address PO BOX 830939		
City BIRMINGHAM	State AL	Zip 35283

CUSTOMER/BORROWER INFORMATION

Name	
Address	
City MAGNOLIA	State AR

This Guaranteed Automobile Protection (GAP) Contract Addendum (addendum) amends the financing contract. This GAP addendum is between the customer/borrower (you or your) and the dealer/creditor (we, us, or our), or if assigned with the assignee. Although not required to do so, you have elected to participate in our GAP Program. GAP does not take the place of insurance on the vehicle. You are responsible for maintaining collision and comprehensive insurance for the full value of the vehicle and any other insurance required by the financing contract or applicable law. You are responsible for all notifications or claims that are required to be filed with your automobile insurance company. We will not process or handle your insurance claims for you.

TERMINATION OF ADDENDUM: This addendum will terminate as of the earliest date that any of the following events occur: 1. the date your financing contract is scheduled to terminate; 2. upon payment in full of the financing contract; 3. expiration of any redemption period following the repossession or surrender of the covered vehicle; 4. in the event of a constructive total loss or theft of the covered vehicle; or 5. the date the loan/financing contract is prepaid or the financing contract is refinanced. It is your responsibility to notify the dealer/creditor, in writing, of your request to cancel this coverage and to request a refund/credit of the GAP charge.

ENROLLMENT IS AVAILABLE ONLY AT THE TIME THE FINANCING CONTRACT IS ORIGINALLY EXECUTED. BY YOUR SIGNATURE BELOW, YOU ACKNOWLEDGE AND AGREE THAT YOUR ACCEPTANCE OF THIS GAP ADDENDUM IS VOLUNTARY AND IS NOT REQUIRED IN ORDER FOR YOU TO OBTAIN CREDIT. DOES NOT IMPACT YOUR ABILITY TO OBTAIN ANY PARTICULAR OR MORE FAVORABLE CREDIT TERMS, AND HAS NO EFFECT ON THE TERMS OF THE RELATED SALE OF THIS VEHICLE. This coverage may decrease over the term of your financing contract and may not extend for the full term of your loan/financing contract. The way wish to consult an alternative source to determine whether similar coverage may be obtained and at what cost. You also acknowledge that you have read and understood this addendum and its provisions. No other verbal representations have been made to you that differ from these written provisions. If you purchase GAP from this dealer/creditor, you understand that the financial institution/lender may retain all or a portion of the charge paid by you. This addendum includes a binding arbitration clause. You should carefully read the back of this addendum for additional information on eligibility, requirements, conditions and exclusions that could prevent you from receiving benefits under this addendum.

☒ Yes, I accept this GAP addendum

09/25/2008

Dealer/Creditor Signature

Date

Customer/Borrower Signature

In the event of a constructive total loss to the covered vehicle, we agree to waive our rights against you for the amount due under a payable loss. In addition to the provisions of payable loss, you will remain responsible for payment of any items stated under Exclusions.

REPORT YOUR TOTAL LOSS TO OUR GAP ADMINISTRATOR
Nation Safe Drivers/NTU • 800 Yamaha Road, Suite 105 • Boca Raton, FL 33401 • (888) 684-2527

All payable loss claims must be reported to us within 90 days of receiving settlement from the primary carrier or if no primary carrier coverage is in effect on the date of loss within 90 days of the accident or theft. No payment for payable loss will be made by us if the claim is not reported within these stated time periods. **YOUR RIGHT TO CANCEL:** You have the unconditional right to cancel and terminate this optional addendum for a refund/credit of the unearned portion of the charge for this addendum at any time. If any termination occurs within 90 days of the addendum purchase you will receive a full refund/credit of the addendum cost, provided no loss has occurred. After 90 days, you will receive a refund/credit of the addendum cost calculated by the Pro Rata method, or by the refund method as may be required by state or federal law, less a \$25.00 cancellation fee. We will refund all charges to the financial institution/lender. To cancel the addendum and request a refund/credit, you must contact the dealer/creditor, in writing, at the address shown above. If you do not receive the refund/credit within 90 days of notice of cancellation/termination, contact the GAP Administrator stated above.

LIMITATIONS:

- No addendum will be issued for a covered vehicle with a Manufacturer's Suggested Retail Price (MSRP) or NADA retail value of more than \$100,000, or if the amount financed/leased exceeds \$100,000.
- No coverage is provided for that portion of the net payoff that results from the amount financed/leased cap cost exceeding the Maximum Eligibility Limit stated above at the inception date of this addendum and that portion of the net payoff will be deducted from the payable loss due.
- The payable loss for loan/financing contracts or leases with terms greater than the Maximum Term of GAP stated above will be based on a net payoff calculated using the Maximum Term of GAP stated above.
- Any addendum issued for an amount financed/leased in excess of B or C above will be deemed eligible for enrollment as limited by this section.
- No coverage is provided for a financing contract/loan or lease that does not have uniform monthly repayment terms for the full period of the financing agreement (except for balloon loans with uniform payments) and/or for a financing contract/loan or lease that is self-financed.

LOSS DOCUMENT PROCEDURES:

In the event of a constructive total loss, you must notify and provide all of the following to our GAP administrator, Nation Safe Driver (at the address shown above): 1. a complete copy of the primary insurance settlement, including the valuation report; 2. a copy of the original financing contract and this addendum; 3. a copy of the accident/policy report; 4. a copy of your automobile insurance policy; 5. a copy of the payoff from the financial institution as of the date of loss; 6. a copy of the insurance settlement check; and 7. any additional reasonable documentation requested by our GAP administrator or us. Neither our GAP Administrator nor we will obtain this information for you. The GAP Administrator or we must receive this documentation within 90 days of settlement by your primary carrier. No payment will be made if this documentation is not provided to the GAP Administrator or us within this stated time period.

RETAIL INSTALLMENT CONTRACT AND SECURITY AGREEMENT		Buyer CORONEL DAVIS Address MAGNOLIA AVE "You" and "your" means each Buyer above and guarantor, jointly and severally.	Seller TEAGUE CHEVROLET OLDS TUDOR Address 1830 WEST HILLSBORO EL DORADO AR 71730 "We" and "us" means the Seller above, its successors and assigns.
No. _____ Date 09/25/2008		This is the property (and/or services) described below according to the following terms, including those on the reverse _____ dollars	

Date 09/25/2008

SALE: You agree to purchase the property (and/or service) described below according to the terms of this agreement. The purchase price is twelve thousand five hundred and ninety three and 27/100 dollars.

side. You agree to pay us the principal sum of: twelve thousand five hundred and ninety three and 27/100 dollars.

(12593.27) plus interest at the rate of 9.99 % per year from 09/25/2008

until paid in full. You agree to pay this amount as follows: NOV 9th, 2008 and continuing on the same day of each month.

☒ (a) In 63 installments of \$ 258.76 each, beginning NOV 9th, 2008 from then on until paid in full.

☐ (b) ☐ Month ☐ Year

☐ I agree to pay a late charge of N/A % of the unpaid balance.

SIMPLE INTEREST CONTRACT: When you make a payment, it will be applied first to the amount of finance charge due and any remainder to applied first to the balance of the amount financed. The finance charge reduces the unpaid balance of the amount financed. All payments will be disclosed below is based upon the assumption that all payments will be made as scheduled. The actual finance charge may vary depending upon your payment record. The final payment will be the balance due of the amount financed plus any finance charges due to final payment date.

SECURITY: you give us a purchase money security interest in the property described below, including all acccessions, attachments, accessories, equipment and all proceeds from the property. **WARRANTY INFORMATION IS SUPPLIED TO YOU SEPARATELY.**

MAKE	MODEL	BODY TYPE	LICENSE NO./YEAR	SERIAL NO.

SECURITY: You give us a purchase money security interest in the property equipment and all proceeds from the property. WARRANTY INFORMATION IS SUPPLIED TO YOU SEPARATELY.					
MAKE	YEAR	MODEL	BODY TYPE	LICENSE NO./YEAR	SERIAL NO.
CHEVROLET	2006	COBALT	4 DOOR SEDAN		1G1AK55F667

Other Descriptions:

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	AMOUNT FINANCED The amount of credit provided to you or on your behalf.	TOTAL OF PAYMENTS The amount you will have paid when you have made all scheduled payments.	TOTAL SALE PRICE The total cost of your purchase on credit, including your down payment of \$ <u>0.00</u> .
9.99 %	\$ 3708.61	\$ 12593.27	\$ 16301.88	\$ 16301.88

Your Payment Schedule will be:	Number of Payments	Amount of Payments	When Payments Are Due
	63	\$ 258.76	MONTHLY BEGINNING 11/09/2008
		\$ N/A	
		\$ N/A	

Security: You are giving us a security interest in the goods or property being purchased.

Late Charge: If all or any portion of any payment is not received within 10 days after it is due, you will pay a late charge of \$20.00. Only one late charge will be charged per late payment or portion thereof.

Prepayment: If you pay off this contract early, you will have to pay a penalty of \$0.00.

Return Check Charge: If a payment is returned, a fee may be assessed. (See reverse for details).

See reverse for additional information about nonpayment, default, any required repayment before the scheduled date, and prepayment refunds and penalties.

"a" means an estimate

CREDIT INSURANCE

Credit life insurance and credit disability insurance are not required to obtain credit, and will not be provided unless you sign and agree to pay the additional costs.

Type	Premium	Term
Credit Life	N/A	N/A
Credit Disability	N/A	N/A
Joint Credit Life	N/A	N/A

You ☐ do ☒ do not want credit life insurance.
 X
 You ☐ do ☒ do not want credit disability insurance.
 X
 You ☐ do ☒ do not want joint credit life insurance.
 X

IF YOU PREPAY YOUR OBLIGATIONS UNDER THIS CONTRACT IN FULL OR FOR ANY OTHER REASON YOUR CREDIT INSURANCE IS VOLUNTARILY TERMINATED BY YOU PRIOR TO THE MATURITY OF THIS CONTRACT, YOU MAY BE ENTITLED TO A REFUND OF UNEARNED PREMIUMS. YOU AGREE THAT ANY SUCH REFUND MAY BE CALCULATED IN ACCORDANCE WITH THE "RULE OF 78".

PROPERTY INSURANCE

You may obtain property insurance from anyone that is acceptable to us. If you get the insurance from or through us you will pay \$ N/A for N/A of coverage.

The property insurance premium is calculated as follows:

<input type="checkbox"/> Fire-Theft and Combined Add'l. Coverage	\$	<u>N/A</u>
<input type="checkbox"/> <u>N/A</u> Deductible Comprehensive Cov.	\$	<u>N/A</u>
<input type="checkbox"/> <u>N/A</u> Deductible Collision Coverage	\$	<u>N/A</u>
<input type="checkbox"/>	\$	<u>N/A</u>

The above insurance does not include liability insurance coverage for bodily injury and property damage unless such insurance is specifically described above.

ASSIGNMENT
Seller assigns this contract on SEP 25th, 20 08
to Commerce Bank, 501 West Valley Avenue
Kennesaw, AL 30144 in accordance with the
Seller's Assignment appearing on the reverse side. The assignment is
without recourse.
TEAGUE CHEVROLET OLDS TOYOTA
By [Signature] Title SALES (Seller)

ITEMIZATION OF AMOUNT FINANCED	
1. Cash Price (excluding Sales Tax)	\$ 9829.50
2. Down Payment Computation	
Description of Trade-In _____	
(a) Gross Trade-In Allowance	\$ N/A
(b) Pay-Off (if any)	\$ N/A
(c) Net Trade-In (a minus b)	\$ N/A
(d) Cash Down Payment	\$ N/A
(e) Total Down Payment (c plus d)	\$ N/A
3. Unpaid Balance of Cash Price (1 minus 2(e))	\$ 9829.50
4. Other Charges (We may be retaining a portion of this amount.)	
(a) To Insurance Companies	\$ N/A
(b) To Public Officials	\$ 589.77
(c) OLYMPICARE	\$ 479.00
(d) OLYMPICARE	\$ 1695.00
5. Subtotal (3 plus 4(a) through 4(d))	\$ 12593.27
6. Prepaid Finance Charges	\$ N/A
7. Amount Financed (5 minus 6)	\$ 12593.27

NOTICE TO THE BUYER: DO NOT SIGN THIS CONTRACT BEFORE YOU READ IT OR IF IT CONTAINS ANY BLANK SPACES. YOU ARE ENTITLED TO AN EXACT COPY OF THE CONTRACT YOU SIGN.

THE INTEREST RATE UNDER THIS CONTRACT IS NEGOTIABLE.
SELLER MAY BE RETAINING A PORTION OF THE FINANCE CHARGE

YOU ALSO AGREE TO THE TERMS ON
THE REVERSE SIDE OF THIS CONTRACT, INCLUDING
WITHOUT LIMITATION THE CHOICE OF ALABAMA LAW

**BUYER ACKNOWLEDGES RECEIPT OF A COPY
OF THIS RETAIL INSTALLMENT CONTRACT.**

1. Signed _____ Buyer
[Redacted]
2. Signed _____ Buyer
KATICK DAVIS
3. Signed _____ Buyer
Signed _____
Title FBI REC For Gatter

DEAL #: 10962



TEAGUE CHEVROLET OLDS TOYOTA, Inc.

P.O. Box 10400 1830 West Hillsboro

EL DORADO, ARKANSAS 71730

870-862-2900



TOYOTA

H)
B)

SOLD TO

ADDRESS

MAGNOLIA AR

MAGNOLIA AR

YEAR	MAKE	MODEL	NEW OR USED	VEHICLE IDENT. OR SERIAL NO.
2006	CHEVROLET	COBALT	USED	1G1AK55F667

SALESMAN CHRIS CHERRY

KEY NOS.

INSURANCE COVERAGE INCLUDES

FIRE & THEFT ☐☐ PUBLIC LIABILITY -AMT.COLLISION -AMT. DEDUCTIBLE ☐☐ PROPERTY DAMAGE -AMT.

OPTIONAL EQUIPMENT AND ACCESSORIES

BUYER:

COBUYER:

TEAGUE CHEVROLET OLDS TOYOTA, Inc. DISCLAIMER OF WARRANTY

All warranties on this vehicle are the manufacturer's. The seller, TEAGUE CHEVROLET OLDS TOYOTA, Inc., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and TEAGUE CHEVROLET OLDS TOYOTA, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this vehicle. This disclaimer by the seller, TEAGUE CHEVROLET OLDS TOYOTA, Inc., in no way affects the terms of the manufacturer's warranty. Any exceptions to the above disclaimer must be noted on the vehicle buyers order.

SWORN TO BEFORE ME THIS 25th DAY OF SEPTEMBER 20 08

NOTARY PUBLIC UNION COUNTY
STATE OF ARKANSAS

COMMISSION EXPIRES

USED VEHICLE TRADED

YEAR	MAKE	MODEL	VEHICLE IDENT. OR SERIAL NO.
------	------	-------	------------------------------

BODY
COLOR

DATE	SOURCE	INVOICE NO.	STOCK NO.
09/25/2008	10 N. VEH. TRADES 20 U. VEH.	31457	P3595

DESCRIPTION	ACCT. NO.	AMOUNT	K	COST
CHEVROLET		9735.00	-	
OLYMPICARE		479.00	-	
SVC & HDLG FEE		94.50	-	
OLYMPICARE		1695.00	-	
COST				
SALES TAX		589.77	-	
LICENSE & TITLE		N/A	-	
TOTAL CASH PRICE		12593.27	-	
FINANCING		3708.61	-	
INSURANCE		N/A	-	
TOTAL TIME PRICE		16301.88	-	

VEH. DEAL. NO.
DEPOSIT
CASH ON DELIVERY
USED VEH. ALLOWANCE
PAYMENTS
MONTHS DOLLARS
63 @ 258 PER MONTH
TOTAL
PAYOFF BAL. OWING FIN. CO.
CONTRACTS IN TRANSIT

STOCK NO.
VALUE OF TRADE-IN
USED CAR INV.
USED TRK. INV.

The Reynolds and Reynolds Company 090000-0 (10/03)

The Reynolds and Reynolds Company 10000000

September 21, 2009

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

Service request: 71-757077526
VIN: 1G1AL55F977 [REDACTED]
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.

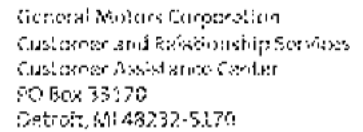
This letter is to confirm your client's scheduled repair opportunity at Weber Chevrolet Company located in Creve Coeur, MO. This repair opportunity will take place on Thursday, September 24, 2009 at 10:30 a.m.

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



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

Dear Bryan Brody:

Thank you for your recent correspondence regarding your client [REDACTED] 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



KAHN & ASSOCIATES, L.L.C.

ATTORNEYS AT LAW

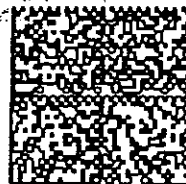
17295 Chesterfield Airport Rd. • Ste. 200 • Chesterfield, MO 63005

CERTIFIED MAIL™



71791000164200353214

Electronic Return Receipt Requested



US POSTAGE

\$ 04.34

Mailed From 44113

09/08/2009

031A 0002303019

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

RCVD

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



KAHN & ASSOCIATES

L.L.C.

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

Re: Vehicle: 2007 Chevrolet Cobalt
Date of Purch/Lease: September, 2007
VIN: 1G1A155F977
Dear Sir/Madam:

This office has been retained by [REDACTED] O'Fallon, MO
[REDACTED] regarding the above-referenced vehicle. Please be advised that this is your final 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:

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.

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

September 21, 2009

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

Service request: 71-757077526
VIN: 1G1AL55F977 [REDACTED]
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 vehicle. 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



SERVICE DEPARTMENT FAX LINE

314/993-4963

FAX TRANSMISSION SHEET

Date: 10/6/09

To: Edson Miles

Fax # 1-866-215-6750

From: Jim Farmer

• Re: reg. # 71-757077526

•
•
•
•
•
•
•
•
•
•

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.



ISTOMER #:67814

478162

WEBER CHEVROLET

12016 OLIVE BLVD.

AT INTERSTATE 270

P.O. BOX 27309

ST. LOUIS, MISSOURI 63141

(314) 567-3300

WORKORDER

PAGE 1

FALLON, MO

ME [REDACTED] CONT:N/A
JS: [REDACTED] CELL:

SERVICE ADVISOR: 350 FARMER, JIM

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
5U/SANDST	07	CHEVROLET COBALT	1G1AL55F977		25675/	T4142	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PQ NO	RATE	PAYMENT	INV DATE
9SEP07 IS							
9SEP07 DD			17:30 01OCT09		0.00	CASH	
R.O. OPENED	READY	OPTIONS: STK:29431 DLR:03827					
1OCT2009 08:33		ENG:L61/ECOTEC 2.2L DOHC 16V 4-CYLINDER SFI					
		TRN:MX0/ELECTRONIC 4-SPEED AUTO W/OD 1'4'7/09					

LINE OP CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS
A 106 INT OWNER STATES HAS CUSTOMER ASST. CASE# 71-760141818 & 71-757077526, CUST. SEEKING REPURCHASE ED W. 1-866-790-5600 EXT 11035, SEE JIM F.

Ed Warmouth

1 OCT 2009 -

Brief Roadtest in rain -
Scanned All systems for any DTCs.
Document reading - N.P.F. *Root* See Attached.

B 106 WW OWNER STATES AIR BAG LIGHT WILL GO ON AND OFF INTERMITTENTLY -

says has flickered on & off @ times, is not doing it currently & not doing it @ this time

C 106 WW OWNER STATES STEERING WHEEL IS HARD TO TURN

E 9995.3

says steering has been ok since last repair & has had no problems

D 106 WW OWNER STATES HAS PAINT ISSUE AND NO DESCRIPTION OF WHAT OR WHY FROM GM, TRY TO GET MORE INFO ON ALL REPAIRS AS ARE RECEIVING INFO FROM THIRD PARTY, AND NOT CUSTOMER

owner says roof does not match & sides of car does not match. - is raining & can't see!

RCE

(OVER)

Root 10/1/09

830

The seller, WEBER CHEVROLET CO., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and WEBER CHEVROLET CO., neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

AUTHORIZATION FOR REPAIRS

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

ORIGINAL ESTIMATE	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			

TECHNICIAN COPY

DIAGNOSTIC TROUBLE CODES

ENTER: (RPR NBR) Repair Number, (MIL) Malfunction Indicator Light, and 2, 3 or 5 digit (DTC) Diagnostic Trouble Code, information here:

RPR
NBRMIL on?
(Y/N)DTC
POWERTRAIN:

KOEO

KOEC

KOER

BODY:

CHASSIS:

UNDEFINED:

OTHER:

10/11/09 @ 9:38

TECHNICIAN'S COMMENTS
INCLUDE DESCRIPTION OF CAUSERPR
NBRCONDI-
TION
CODE

PARTS RETURN

LABOR RECORD

EMP.
NO.COST OR
ELAPSED
TIME

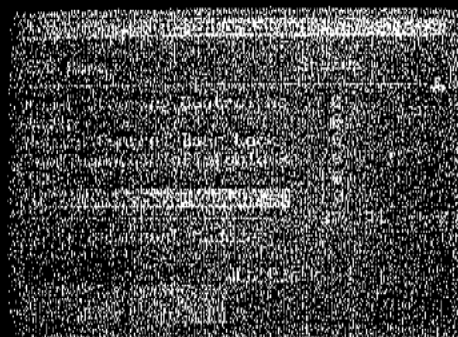
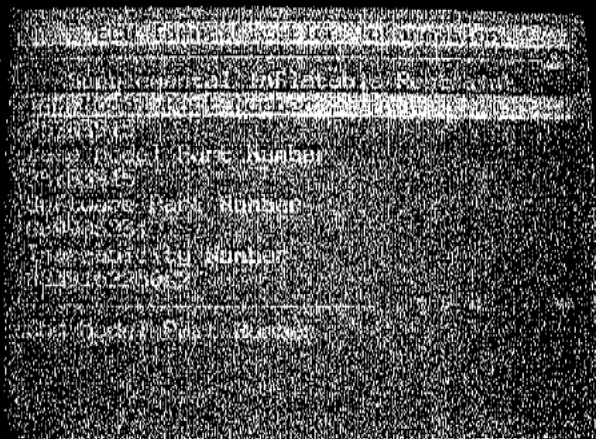
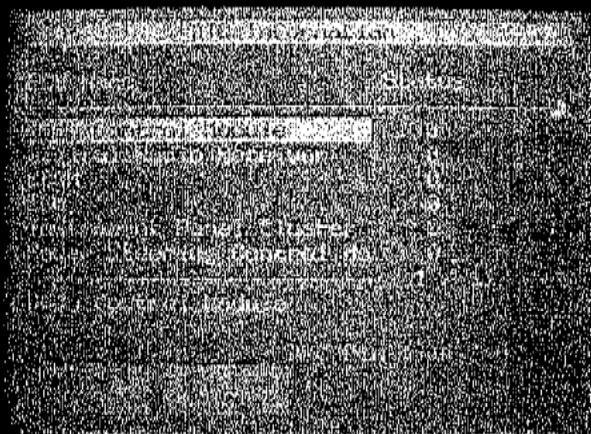
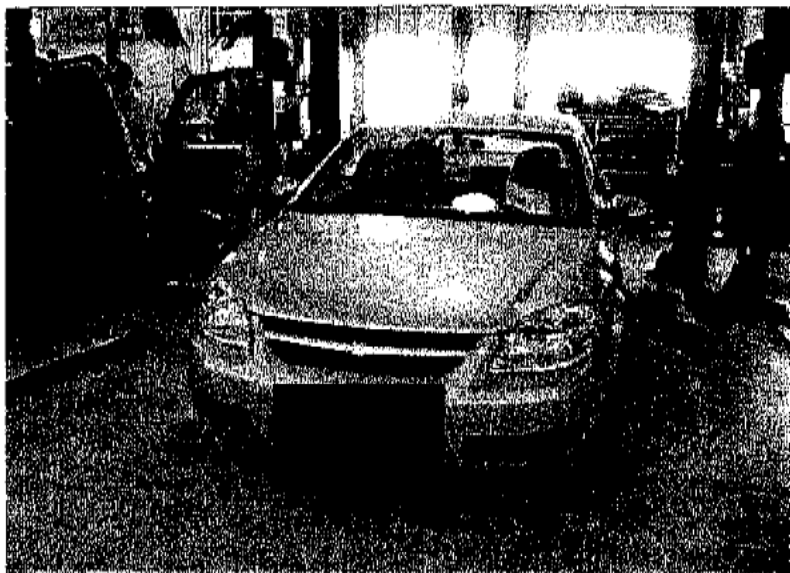
TIME CLOCK

Jim F. offered to drive with owner
& owner said she can not!Jim F. tried to obtain as much
info about customer's concerns
could not get much info. says
me to call GM!

- 1) Ed wearmouth @ GM says can't talk to Customer
- 2) Jim F. tried calling customer & Left messages @
Home & @ work & no return call!
- 3) owner says can't tell me what is wrong with
vehicle or discuss it with me as per her
attorney.

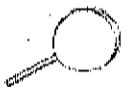
WHAT AM I TO FIX!!

77285717_478162_01OCT09



Airbag Readiness Light

There is an airbag readiness light on the instrument panel cluster, which shows the airbag symbol. The system checks 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.

Caution: If the airbag readiness light stays on, the airbag system might not be working properly. An airbag that does not inflate properly could cause injury or death. Even if the airbag inflates without a crash, the airbag could cause injury or death.

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.

GM Vehicle Inquiry System

Vehicle Build

Home - Search - VIN Inquiry - Vehicle Build - Account Management - My Account - Help - Contact Us - Privacy Policy - Terms of Use

VIN	1G1AL55F977		
VEHICLE BUILD			
Merchandising Model :	1AL69 -2007 COBALT 4-DOOR LT SEDAN		
Gross Vehicle Weight Rating :	1737 kg (3830 lb)	Order Number :	KSQK06
Build Date :	02/16/2007	Build Plant :	177A

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

OPTION CODES

AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAGS	AL0 - SENSOR INDICATOR INFLATABLE RESTRAINT, FRT PASS/CHILD PRESENCE DETECTOR
AP3 - REMOTE VEHICLE START	AP9 - CONVENIENCE NET, CARGO
AR9 - DELUXE FRONT BUCKET SEAT	AT8 - 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 P205/55R16-89H 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

10/1/200

V73 - STATEMENT OF VEHICLE CERT.-U.S. /CANADA	1SZ - OPTION PACKAGE DISCOUNT
1SU - SANDSTONE METALLIC	2LT - 2LT TRIM PACKAGE *WHEELS. 16" STYLED STEEL (REPLACES STD/OPT WHEELS) *XM SATELLITE RADIO - SERVICE FEE EXTRA 1ST 3 MONTHS INCL. *16" TOURING TIRES *ANTILOCK BRAKE SYSTEM *CONVENIENCE NET. CARGO *CRUISE CONTROL *BODY COLOR, BODYSIDE MOLDINGS
52C - NEUTRAL	52I - GRAY
6AP - FRONT SPRING	7AP - FRONT SPRING
8AB - REAR SPRING	9AB - REAR SPRING

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Controller:

- ABS Anti-lock Braking System Control Module
- ECM Engine Control Module
- GMSA TCS/ESP Pass-Through OnStar Activation (Replaced/Upgraded units only)
- RA2 Radio
- SCM-S Remote Control Door Lock Receiver (2-Door - with Yellow Label)
- RFA TTY Text Messaging for the Deaf and Speech Impaired (Pass-Through Only)
- TCM Transmission Control Module
- TPD Vehicle Theft Deterrent System

Selected Options:

VTN: 1G1AL55F9T [REDACTED]

The TIS software application does not support the use of the browser's Forward and Back buttons. Errors will occur. Please only use the buttons that are displayed on the application screens and not on the toolbar.

Select a Document:

Date & Time : Time Zone : Internet time

Date : 12/7/2009 Time :

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24
1																								
2																								
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23																								
24																								

Current date and time: Current Daylight Time

OK Cancel

September 21, 2009

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

Service request: 71-757077526
VIN: 1G1AL55F977 [REDACTED]
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

[REDACTED]
Hackettstown, NJ
[REDACTED]

DVD P&DC
NEARNY NJ 070
05 SEP 2009 PM 2 L



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

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

48232+5170



Dear GM,

I am writing this letter to
complain about kevil Chevrolet in
Budd Lake, New Jersey. I brought my
2005 Chevrolet Cobalt there because
my power steering light was coming
on in my car. They told me and
replaced the complete column assemble.
This cost me \$884.16 dollars
This is on invoice number 10984
of there records. The next day
the power steering light came on.
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

over...

come in. It has been three and a half weeks and still no part.

I have called twice about this part already. I feel like I have been ripped off. I have paid \$84.16 dollars for nothing because the power steering light comes on every day. Also it

seems 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~~ 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.

Kevin Chevrolet's phone number

is 1-908-850-4000. My cell

phone number is 1-908-328-7910

if you have any comments. Also

my e-mail is [REDACTED]

Thank you,

[REDACTED]
Hackettstown, NJ [REDACTED]

July 12, 2011


Hackettstown, NJ 

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 [REDACTED]

Issue Date: July 12, 2011

Issued exclusively for: [REDACTED]

Hackettstown, NJ [REDACTED]

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: [REDACTED]
Reference number: C-006362-2009
Customer Relationship Specialist: Edwon

Dear Attorney General Corbett

Thank you for your recent correspondence regarding [REDACTED]. We are sorry he was dissatisfied with his 2005 Chevrolet Cobalt.

At your request, we again reviewed [REDACTED] case with our Central Office Staff. Our review shows the vehicle was repaired, at The Decuir Group, Inc. and [REDACTED] was satisfied with the repairs. We believe every consideration was given to access all available information.

General Motors' continued success depends upon the satisfaction our customers receive from their vehicles. We apologize for any inconvenience [REDACTED] may have experienced.

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

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

Sincerely,

General Motors

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

Hasler

10/15/2009

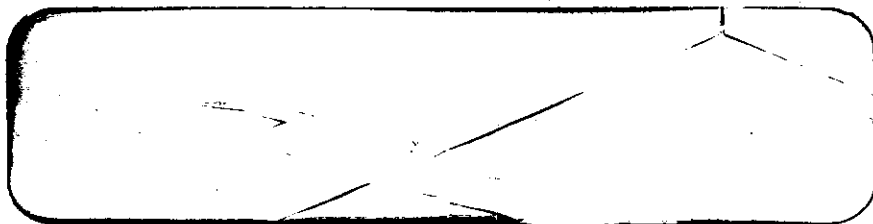
US POSTAGE

FIRST-CLASS MAIL

\$00.44⁰



ZIP 15219
011D11612242



4623235170 B050



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: [REDACTED] 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,

A handwritten signature in cursive script, reading "Kathryn L. Passarelli".

Kathryn L. Passarelli
Consumer Protection Agent

bjk
Enclosure
21

From: consumers@attorneygeneral.gov
Sent: Sunday, August 30, 2009 5:48 PM
To: BCP Admin

Subject: BCP Online Complaint Form submission for [REDACTED]

6362 KCP 400/800
800

=====

Bureau of Consumer Protection - Online Complaint Form submission

=====

Your age group:..... 18-29

Name:..... [REDACTED]
Address:..... [REDACTED]
City:..... Avella
County:..... Washington
State:..... PA
Zip:..... [REDACTED]
Home telephone number:..... [REDACTED]
Daytime telephone number:..... [REDACTED]
Email:..... [REDACTED]

Business Complaint is Against:... General Motors
Indiv. whom you complained:..... Washingtgn Chevy
Address:..... 1 Raymond Blvd.
City:..... Washington
County:..... Washington
State:..... PA
Zip:..... 15301
Company telephone number:..... 724-914-6057
Product or Service purchased:.... POWER STEERING PROBLEMS
Date of purchase:..... 9-17-08 & 7-20-09 & bad again
Purchase price:.....

RECEIVED
Office of Attorney General

SEP 01 2009

Other Agencies you contacted:.... Wish I knew who could fix
What action was taken:.....
Have you retained an Attorney?... No

WRO
Bureau of Consumer Protection

Attorney's name, address and telephone number:
Name:.....
Address:.....
City:.....
County:.....
State:.....
Zip:.....
Telephone number:.....

Have you filed a Court Action?... No
WHEN:.....
WHERE:.....
WHAT decision was made:.....

9/1/2009

Describe events in the order in which they happened, 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

Fax

To:	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		

☐ **Urgent** ☐ **For Review** ☐ **Please Comment** ☐ **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 recipient(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 attorney-client, work product, or other applicable privilege. 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 [REDACTED]
Date of Loss : 9/12/2009
Our File No. : [REDACTED]
Your File No. : [REDACTED]

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, California.

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,

A handwritten signature in black ink, appearing to read 'Katrina Bergstrom'.

Katrina Bergstrom
Liability Claims Representative
310-817 7928

ELCO

ADMINISTRATIVE SERVICES

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

CERTIFIED MAIL™



7009 0820 0001 7272 9965

02-17-2009 12:33 RCVD



02 1M
0004255675 SEP 18 2009
MAILED FROM ZIP CODE 90248

\$ 05.54⁰

RETURN RECEIPT

4823235170 B050





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 [REDACTED]
Date of Loss : 9/12/2009
Our File No. : [REDACTED]
Your File No. : [REDACTED]

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,

A handwritten signature in black ink, appearing to read "Katrina Bergstrom".

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

[REDACTED]
Middletown, DE [REDACTED]

Dear [REDACTED]

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

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

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

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

Sincerely,

Chevrolet Customer Assistance Center
Service Request: 71-760652575

Issued by:
Chevrolet

Certificate No. 1G1AM18B167 [REDACTED]

Issue Date: July 12, 2011

Issued exclusively for:

[REDACTED]

Middletown, DE [REDACTED]

Valid through: September 29, 2010

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

July 12, 2011

[REDACTED]
Indianapolis, IN [REDACTED]

Dear [REDACTED]

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

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

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

Sincerely,

Chevrolet Customer Assistance Center
Service Request Number: 71-761699685



CHEVROLET

Customer Assistance Center

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



02 1M \$ 00.44⁰
0004243814 OCT 06 2009
MAILED FROM ZIP CODE 48083

X 483 NFE 1 5081 00 10/06/09
FORWARD TIME EXP RTN TO SEND

INDIANAPOLIS IN

RETURN TO SENDER

46221#1612-0004
48232-5170



Customer Assistance Center

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

October 6, 2009

[REDACTED]
Indianapolis, IN [REDACTED]

Customer Did Not Receive
Letter From GM

Dear [REDACTED]

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

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

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

Sincerely,

Chevrolet Customer Assistance Center
Service Request Number: 71-761699685

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

July 12, 2011

[REDACTED]
Orange City, FL [REDACTED]

Dear [REDACTED]

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP) for the Smart Care plan on your 2006 Chevrolet Cobalt, Vehicle Identification Number 1G1AK55F967[REDACTED]. The processing time will take approximately eight weeks.

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

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

GM GlobalConnect - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address [Redacted] Go Links

Default Transaction Mode : Online

Vehicle Identifier		Customer Information	
Vehicle Category:	GM, Used	Plan Customer:	Individual
Division:	Chevrolet	Customer Type:	Owner
VIN:	1G1AK55F907 [Redacted]		
			Orange City, Florida, United States - [Redacted]
		Evening Phone:	
		Primary Language:	English
		Secondary Language:	

Sales Information

Dealer Code:	32888
Action:	Add Protection Plan
Odometer:	44000

Plan Lienholder

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

Protection Plans

Plan Purchase Date:	10/23/2009
In Service Date:	10/23/2009
Schedule Type:	GMPP Retail
Promotion Code:	

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

Done Internet

GM GlobalConnect - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address [Redacted] Go Links

Global C [Redacted] Logout

ORDERWORKBENCH Close Window

PLAN & FORECAST

Report Vehicle Information

Transaction Details

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

VIN:	1G1AK55F907 [Redacted]	Status:	Pending
Dealer Code:	32888	User ID:	1w34te
Transaction Date:	10/23/2009	User Role:	Central Office Administrator
Transaction Type:	GM Protection Plan	Timestamp Date:	2009-10-28-10:42:04.606000
Transaction Messages:	1097 - GMPP sent to MIC		

Transaction Mode: Online

Vehicle Identifier

Vehicle Category: GM, Used

Division*: Chevrolet

VIN*: Full VIN

Dealer Identifier

Division*: Chevrolet

Sales Information

Action*: Add Protection Plan

Done Internet

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

Customer's Name: [REDACTED] Inspection Date: **10/19/2009**
Vehicle Brand: **Chevrolet** Model: **2009 Cobalt**
File # **71-766545014** VIN: **1G1AK18H697** [REDACTED]

Inspector John Hawranick - EAA

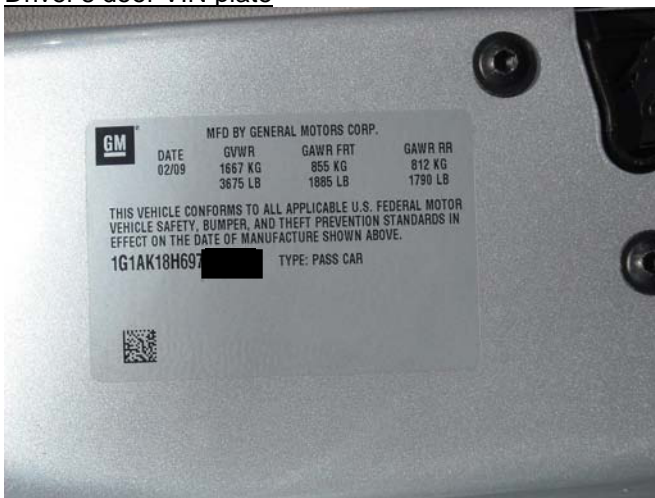
Number of Rolls 93 Digital Photos

Roll Number

<u>Neg.#</u>	<u>Description</u>
0	
1.	Cowl VIN plate



2. Driver's door VIN plate



3. Front view – no obvious collision damage

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

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

Customer's Name: [REDACTED]

Inspection Date: **10/19/2009**

Vehicle Brand: **Chevrolet**

Model: **2009 Cobalt**

File # **71-766545014**

VIN: **1G1AK18H697** [REDACTED]



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**

Customer's Name: [REDACTED]

Inspection Date: **10/19/2009**

Vehicle Brand: **Chevrolet**

Model: **2009 Cobalt**

File # **71-766545014**

VIN: **1G1AK18H697** [REDACTED]

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
PRELIMINARY INSPECTION
FIELD PHOTOGRAPHIC NOTES**

<u>Customer's Name:</u> [REDACTED]	<u>Inspection Date:</u> 10/19/2009
<u>Vehicle Brand:</u> Chevrolet	<u>Model:</u> 2009 Cobalt
<u>File #</u> 71-766545014	<u>VIN:</u> 1G1AK18H697 [REDACTED]

9. Right rear view – no damage



10. Right side view – No damage



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: [REDACTED]

Inspection Date: **10/19/2009**

Vehicle Brand: **Chevrolet**

Model: **2009 Cobalt**

File # **71-766545014**

VIN: **1G1AK18H697** [REDACTED]



12. Right front view – no damage



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



14. A closer look at the bumper damage

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

<u>Customer's Name:</u>	<u> </u>	<u>Inspection Date:</u>	<u>10/19/2009</u>
<u>Vehicle Brand:</u>	<u>Chevrolet</u>	<u>Model:</u>	<u>2009 Cobalt</u>
<u>File #</u>	<u>71-766545014</u>	<u>VIN:</u>	<u>1G1AK18H697</u> <u> </u>



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

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

<u>Customer's Name:</u>	<u> </u>	<u>Inspection Date:</u>	<u>10/19/2009</u>
<u>Vehicle Brand:</u>	<u>Chevrolet</u>	<u>Model:</u>	<u>2009 Cobalt</u>
<u>File #</u>	<u>71-766545014</u>	<u>VIN:</u>	<u>1G1AK18H697</u> <u> </u>

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
FIELD PHOTOGRAPHIC NOTES**

<u>Customer's Name:</u> [REDACTED]	<u>Inspection Date:</u> 10/19/2009
<u>Vehicle Brand:</u> Chevrolet	<u>Model:</u> 2009 Cobalt
<u>File #</u> 71-766545014	<u>VIN:</u> 1G1AK18H697 [REDACTED]

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: [REDACTED]

Inspection Date: **10/19/2009**

Vehicle Brand: **Chevrolet**

Model: **2009 Cobalt**

File #

71-766545014

VIN:

1G1AK18H697 [REDACTED]

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
FIELD PHOTOGRAPHIC NOTES**

<u>Customer's Name:</u> [REDACTED]	<u>Inspection Date:</u> 10/19/2009
<u>Vehicle Brand:</u> Chevrolet	<u>Model:</u> 2009 Cobalt
<u>File #</u> 71-766545014	<u>VIN:</u> 1G1AK18H697 [REDACTED]

26. A view of the engine compartment from the right side – no damage



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**

<u>Customer's Name:</u> [REDACTED]	<u>Inspection Date:</u> 10/19/2009
<u>Vehicle Brand:</u> Chevrolet	<u>Model:</u> 2009 Cobalt
<u>File #</u> 71-766545014	<u>VIN:</u> 1G1AK18H697 [REDACTED]

29. Another view of the steering rack assembly from the top – no damage



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
FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]

Inspection Date: **10/19/2009**

Vehicle Brand: **Chevrolet**

Model: **2009 Cobalt**

File # **71-766545014**

VIN: **1G1AK18H697** [REDACTED]

32. Overview of the front seating area. No interior damage.



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



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



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

<u>Customer's Name:</u> [REDACTED]	<u>Inspection Date:</u> 10/19/2009
<u>Vehicle Brand:</u> Chevrolet	<u>Model:</u> 2009 Cobalt
<u>File #</u> 71-766545014	<u>VIN:</u> 1G1AK18H697 [REDACTED]

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**

<u>Customer's Name:</u> [REDACTED]	<u>Inspection Date:</u> 10/19/2009
<u>Vehicle Brand:</u> Chevrolet	<u>Model:</u> 2009 Cobalt
<u>File #</u> 71-766545014	<u>VIN:</u> 1G1AK18H697 [REDACTED]

- 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**

Customer's Name: [REDACTED]

Inspection Date: **10/19/2009**

Vehicle Brand: **Chevrolet**

Model: **2009 Cobalt**

File # **71-766545014**

VIN: **1G1AK18H697** [REDACTED]

- 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**

Customer's Name: [REDACTED]

Inspection Date: **10/19/2009**

Vehicle Brand: **Chevrolet**

Model: **2009 Cobalt**

File #

71-766545014

VIN:

1G1AK18H697 [REDACTED]

- 44 The steering wheel is not bent or damaged.



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



- 46 The angle of the driver seat backrest



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

Customer's Name: [REDACTED]

Inspection Date: **10/19/2009**

Vehicle Brand: **Chevrolet**

Model: **2009 Cobalt**

File # **71-766545014**

VIN: **1G1AK18H697** [REDACTED]

- 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: [REDACTED]

Inspection Date: **10/19/2009**

Vehicle Brand: **Chevrolet**

Model: **2009 Cobalt**

File # **71-766545014**

VIN: **1G1AK18H697** [REDACTED]

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



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: [REDACTED]

Inspection Date: **10/19/2009**

Vehicle Brand: **Chevrolet**

Model: **2009 Cobalt**

File # **71-766545014**

VIN: **1G1AK18H697** [REDACTED]

53. The driver's "D" ring position.



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: [REDACTED]

Inspection Date: **10/19/2009**

Vehicle Brand: **Chevrolet**

Model: **2009 Cobalt**

File #

71-766545014

VIN:

1G1AK18H697 [REDACTED]

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**

<u>Customer's Name:</u> [REDACTED]	<u>Inspection Date:</u> 10/19/2009
<u>Vehicle Brand:</u> Chevrolet	<u>Model:</u> 2009 Cobalt
<u>File #</u> 71-766545014	<u>VIN:</u> 1G1AK18H697 [REDACTED]

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**

<u>Customer's Name:</u> [REDACTED]	<u>Inspection Date:</u> 10/19/2009
<u>Vehicle Brand:</u> Chevrolet	<u>Model:</u> 2009 Cobalt
<u>File #</u> 71-766545014	<u>VIN:</u> 1G1AK18H697 [REDACTED]

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**

<u>Customer's Name:</u> [REDACTED]	<u>Inspection Date:</u> 10/19/2009
<u>Vehicle Brand:</u> Chevrolet	<u>Model:</u> 2009 Cobalt
<u>File #</u> 71-766545014	<u>VIN:</u> 1G1AK18H697 [REDACTED]

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: [REDACTED]

Inspection Date: **10/19/2009**

Vehicle Brand: **Chevrolet**

Model: **2009 Cobalt**

File # **71-766545014**

VIN: **1G1AK18H697** [REDACTED]

68. Another view of the left front wheel.



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**

<u>Customer's Name:</u> [REDACTED]	<u>Inspection Date:</u> 10/19/2009
<u>Vehicle Brand:</u> Chevrolet	<u>Model:</u> 2009 Cobalt
<u>File #</u> 71-766545014	<u>VIN:</u> 1G1AK18H697 [REDACTED]

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: [REDACTED] Inspection Date: **10/19/2009**
Vehicle Brand: **Chevrolet** Model: **2009 Cobalt**
File # **71-766545014** VIN: **1G1AK18H697** [REDACTED]

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**

<u>Customer's Name:</u> [REDACTED]	<u>Inspection Date:</u> 10/19/2009
<u>Vehicle Brand:</u> Chevrolet	<u>Model:</u> 2009 Cobalt
<u>File #</u> 71-766545014	<u>VIN:</u> 1G1AK18H697 [REDACTED]

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**

<u>Customer's Name:</u>	<u>Inspection Date:</u>
<u>Vehicle Brand:</u>	<u>Model:</u>
<u>File #</u>	<u>VIN:</u>

**Chevrolet 2009 Cobalt
71-766545014 1G1AK18H697**

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**

Customer's Name: [REDACTED]

Inspection Date: **10/19/2009**

Vehicle Brand: **Chevrolet**

Model: **2009 Cobalt**

File #

71-766545014

VIN:

1G1AK18H697 [REDACTED]

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: [REDACTED]

Inspection Date: **10/19/2009**

Vehicle Brand: **Chevrolet**

Model: **2009 Cobalt**

File # **71-766545014**

VIN: **1G1AK18H697** [REDACTED]

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



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: [REDACTED]

Inspection Date: **10/19/2009**

Vehicle Brand: **Chevrolet**

Model: **2009 Cobalt**

File # **71-766545014**

VIN: **1G1AK18H697** [REDACTED]

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
FIELD PHOTOGRAPHIC NOTES**

<u>Customer's Name:</u> [REDACTED]	<u>Inspection Date:</u> 10/19/2009
<u>Vehicle Brand:</u> Chevrolet	<u>Model:</u> 2009 Cobalt
<u>File #</u> 71-766545014	<u>VIN:</u> 1G1AK18H697 [REDACTED]

92. Another view of the undamaged right rear suspension.



93. The rear suspension crossmember is not damaged.



94. _____
95. _____
96. _____
97. _____
98. _____
99. _____

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

Customer's Name: [REDACTED] Inspection Date: **10/19/2009**
Vehicle Brand: **Chevrolet** Model: **2009 Cobalt**
File # **71-766545014** VIN: **1G1AK18H697** [REDACTED]

Inspector John Hawranick - EAA

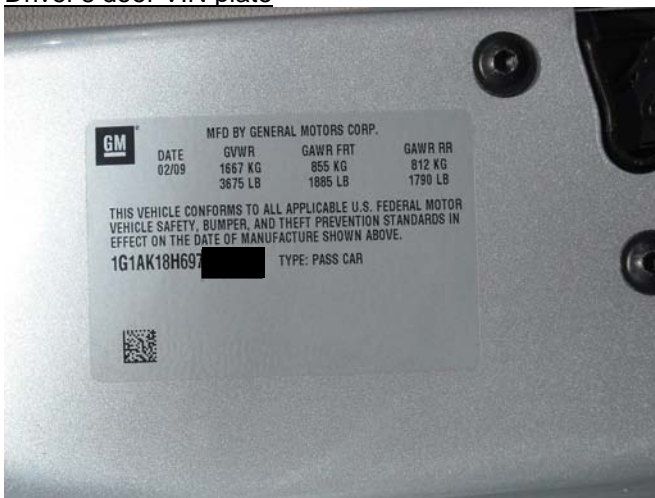
Number of Rolls 93 Digital Photos

Roll Number

<u>Neg.#</u>	<u>Description</u>
0	
1.	Cowl VIN plate



2. Driver's door VIN plate



3. Front view – no obvious collision damage

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

Customer's Name: [REDACTED]

Inspection Date: **10/19/2009**

Vehicle Brand: **Chevrolet**

Model: **2009 Cobalt**

File # **71-766545014**

VIN: **1G1AK18H697** [REDACTED]



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**

Customer's Name: [REDACTED] Inspection Date: **10/19/2009**
Vehicle Brand: **Chevrolet** Model: **2009 Cobalt**
File # **71-766545014** VIN: **1G1AK18H697** [REDACTED]

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
PRELIMINARY INSPECTION
FIELD PHOTOGRAPHIC NOTES**

<u>Customer's Name:</u> [REDACTED]	<u>Inspection Date:</u> 10/19/2009
<u>Vehicle Brand:</u> Chevrolet	<u>Model:</u> 2009 Cobalt
<u>File #</u> 71-766545014	<u>VIN:</u> 1G1AK18H697 [REDACTED]

9. Right rear view – no damage



10. Right side view – No damage



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: [REDACTED]

Inspection Date: **10/19/2009**

Vehicle Brand: **Chevrolet**

Model: **2009 Cobalt**

File # **71-766545014**

VIN: **1G1AK18H697** [REDACTED]



12. Right front view – no damage



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



14. A closer look at the bumper damage

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

Customer's Name: [REDACTED]

Inspection Date: **10/19/2009**

Vehicle Brand: **Chevrolet**

Model: **2009 Cobalt**

File #

71-766545014

VIN:

1G1AK18H697 [REDACTED]



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

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

<u>Customer's Name:</u>	<u> </u>	<u>Inspection Date:</u>	<u>10/19/2009</u>
<u>Vehicle Brand:</u>	<u>Chevrolet</u>	<u>Model:</u>	<u>2009 Cobalt</u>
<u>File #</u>	<u>71-766545014</u>	<u>VIN:</u>	<u>1G1AK18H697</u> <u> </u>

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
FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]

Inspection Date: **10/19/2009**

Vehicle Brand: **Chevrolet**

Model: **2009 Cobalt**

File # **71-766545014**

VIN: **1G1AK18H697** [REDACTED]

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: [REDACTED]

Inspection Date: **10/19/2009**

Vehicle Brand: **Chevrolet**

Model: **2009 Cobalt**

File #

71-766545014

VIN:

1G1AK18H697 [REDACTED]

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
FIELD PHOTOGRAPHIC NOTES**

<u>Customer's Name:</u> [REDACTED]	<u>Inspection Date:</u> 10/19/2009
<u>Vehicle Brand:</u> Chevrolet	<u>Model:</u> 2009 Cobalt
<u>File #</u> 71-766545014	<u>VIN:</u> 1G1AK18H697 [REDACTED]

26. A view of the engine compartment from the right side – no damage



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**

<u>Customer's Name:</u> [REDACTED]	<u>Inspection Date:</u> 10/19/2009
<u>Vehicle Brand:</u> Chevrolet	<u>Model:</u> 2009 Cobalt
<u>File #</u> 71-766545014	<u>VIN:</u> 1G1AK18H697 [REDACTED]

29. Another view of the steering rack assembly from the top – no damage



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
FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]

Inspection Date: **10/19/2009**

Vehicle Brand: **Chevrolet**

Model: **2009 Cobalt**

File # **71-766545014**

VIN: **1G1AK18H697** [REDACTED]

32. Overview of the front seating area. No interior damage.



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



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



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

<u>Customer's Name:</u>	<div style="background-color: black; width: 100px; height: 1.2em;"></div>	<u>Inspection Date:</u>	<u>10/19/2009</u>
<u>Vehicle Brand:</u>	<u>Chevrolet</u>	<u>Model:</u>	<u>2009 Cobalt</u>
<u>File #</u>	<u>71-766545014</u>	<u>VIN:</u>	<u>1G1AK18H697</u> <div style="background-color: black; width: 80px; height: 1.2em;"></div>

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**

<u>Customer's Name:</u> [REDACTED]	<u>Inspection Date:</u> 10/19/2009
<u>Vehicle Brand:</u> Chevrolet	<u>Model:</u> 2009 Cobalt
<u>File #</u> 71-766545014	<u>VIN:</u> 1G1AK18H697 [REDACTED]

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**

Customer's Name: [REDACTED]

Inspection Date: **10/19/2009**

Vehicle Brand: **Chevrolet**

Model: **2009 Cobalt**

File # **71-766545014**

VIN: **1G1AK18H697** [REDACTED]

- 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**

Customer's Name: [REDACTED]

Inspection Date: **10/19/2009**

Vehicle Brand: **Chevrolet**

Model: **2009 Cobalt**

File #

71-766545014

VIN:

1G1AK18H697 [REDACTED]

- 44 The steering wheel is not bent or damaged.



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



- 46 The angle of the driver seat backrest



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

Customer's Name: [REDACTED]

Inspection Date: **10/19/2009**

Vehicle Brand: **Chevrolet**

Model: **2009 Cobalt**

File # **71-766545014**

VIN: **1G1AK18H697** [REDACTED]

- 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: [REDACTED]

Inspection Date: **10/19/2009**

Vehicle Brand: **Chevrolet**

Model: **2009 Cobalt**

File # **71-766545014**

VIN: **1G1AK18H697** [REDACTED]

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



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: [REDACTED]

Inspection Date: **10/19/2009**

Vehicle Brand: **Chevrolet**

Model: **2009 Cobalt**

File # **71-766545014**

VIN: **1G1AK18H697** [REDACTED]

53. The driver's "D" ring position.



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**

<u>Customer's Name:</u> [REDACTED]	<u>Inspection Date:</u> 10/19/2009
<u>Vehicle Brand:</u> Chevrolet	<u>Model:</u> 2009 Cobalt
<u>File #</u> 71-766545014	<u>VIN:</u> 1G1AK18H697 [REDACTED]

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**

<u>Customer's Name:</u> [REDACTED]	<u>Inspection Date:</u> 10/19/2009
<u>Vehicle Brand:</u> Chevrolet	<u>Model:</u> 2009 Cobalt
<u>File #</u> 71-766545014	<u>VIN:</u> 1G1AK18H697 [REDACTED]

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**

<u>Customer's Name:</u> [REDACTED]	<u>Inspection Date:</u> 10/19/2009
<u>Vehicle Brand:</u> Chevrolet	<u>Model:</u> 2009 Cobalt
<u>File #</u> 71-766545014	<u>VIN:</u> 1G1AK18H697 [REDACTED]

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: [REDACTED]

Inspection Date: **10/19/2009**

Vehicle Brand: **Chevrolet**

Model: **2009 Cobalt**

File # **71-766545014**

VIN: **1G1AK18H697** [REDACTED]

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: [REDACTED]

Inspection Date: **10/19/2009**

Vehicle Brand: **Chevrolet**

Model: **2009 Cobalt**

File # **71-766545014**

VIN: **1G1AK18H697** [REDACTED]

68. Another view of the left front wheel.



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**

<u>Customer's Name:</u> [REDACTED]	<u>Inspection Date:</u> 10/19/2009
<u>Vehicle Brand:</u> Chevrolet	<u>Model:</u> 2009 Cobalt
<u>File #</u> 71-766545014	<u>VIN:</u> 1G1AK18H697 [REDACTED]

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: [REDACTED] Inspection Date: **10/19/2009**
Vehicle Brand: **Chevrolet** Model: **2009 Cobalt**
File # **71-766545014** VIN: **1G1AK18H697** [REDACTED]

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.



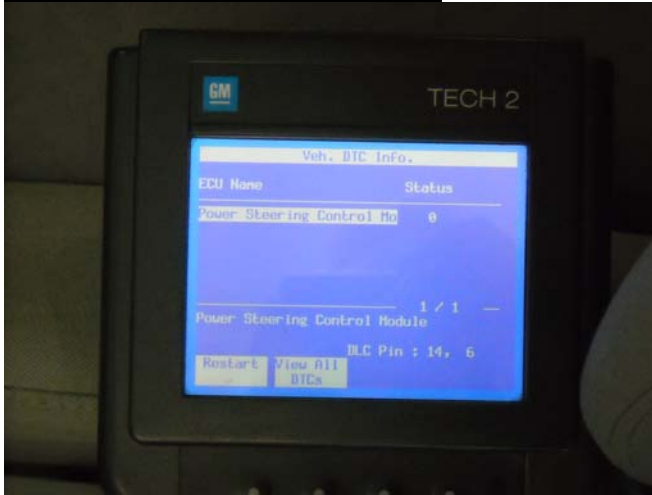
76. There were no ECM DTCs.



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

<u>Customer's Name:</u> [REDACTED]	<u>Inspection Date:</u> 10/19/2009
<u>Vehicle Brand:</u> Chevrolet	<u>Model:</u> 2009 Cobalt
<u>File #</u> 71-766545014	<u>VIN:</u> 1G1AK18H697 [REDACTED]

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**

<u>Customer's Name:</u> [REDACTED]	<u>Inspection Date:</u> 10/19/2009
<u>Vehicle Brand:</u> Chevrolet	<u>Model:</u> 2009 Cobalt
<u>File #</u> 71-766545014	<u>VIN:</u> 1G1AK18H697 [REDACTED]

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**

Customer's Name: [REDACTED]

Inspection Date: **10/19/2009**

Vehicle Brand: **Chevrolet**

Model: **2009 Cobalt**

File #

71-766545014

VIN:

1G1AK18H697 [REDACTED]

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: [REDACTED]

Inspection Date: **10/19/2009**

Vehicle Brand: **Chevrolet**

Model: **2009 Cobalt**

File # **71-766545014**

VIN: **1G1AK18H697** [REDACTED]

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



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: [REDACTED]

Inspection Date: **10/19/2009**

Vehicle Brand: **Chevrolet**

Model: **2009 Cobalt**

File # **71-766545014**

VIN: **1G1AK18H697** [REDACTED]

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
FIELD PHOTOGRAPHIC NOTES**

<u>Customer's Name:</u> [REDACTED]	<u>Inspection Date:</u> 10/19/2009
<u>Vehicle Brand:</u> Chevrolet	<u>Model:</u> 2009 Cobalt
<u>File #</u> 71-766545014	<u>VIN:</u> 1G1AK18H697 [REDACTED]

92. Another view of the undamaged right rear suspension.



93. The rear suspension crossmember is not damaged.



94. _____
95. _____
96. _____
97. _____
98. _____
99. _____

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

Customer's Name: [REDACTED] Inspection Date: 10/19/2009
 Vehicle Brand: Chevrolet Model: 2009 Cobalt
 File ☐ 71-766545014 VIN: 1G1AK18H697 [REDACTED]

Mileage at Inspection: 769

Inspection Location: R. K. Chevrolet
2661 Virginia Beach Blvd., Virginia Beach, VA

Inspector's phone number: 919-363-3703

Inspected By: John Hawranick - EAA

Section 1 INSPECTION SUMMARY

BRIEFLY Describe the customer's ALLEGATION below:

The driver alleges that while making a turn the steering wheel would not return and he hit a guard rail.

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

The steering and suspension were thoroughly inspected. The following was noted:

- During the inspection it was determined that the power steering appears to be operating in a proper manner. The vehicle has electronic steering. When the wheel is turned fully left or right it appears that driver assist is required to turn the steering wheel back toward the center in order to bring the vehicle back to a straight ahead position. The steering is firm and does not bind.
- The vehicle was test driven and the steering operated 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 suspension was also inspected and found to be in proper operating order. No damage, abnormally worn or improperly installed parts were found.
- The Tech II was used to scan for DTCs. No ECM or steering DTCs were detected.
- Vetronix was used to download the CDR data and no event was recorded.
- When the key was turned on the system went through its self check and all the warning lights went out and stayed out.
- The collision damage was inspected. A repair estimate had not yet been prepared. The owner came to the dealer and had the left front wheel, wheel cover and headlamp assembly replaced. After paying the bill he told the dealer of his allegation. The dealer held the replaced damaged parts for this inspection.
- The driver and [REDACTED] were at the dealership during this inspection but were in attendance only for the undercarriage inspection.

Section 2 INTERVIEW - INCIDENT DETAILS

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

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

Interview mode: ☒ By Telephone ☒ In Person

Incident Date and Time: 10/3/2009 – 6:00 AM

Interview date: 10/14/2009

Was a police/fire department report obtained? ☐ Yes ☒ No None Made

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)

[REDACTED] stated that he is the son of [REDACTED] and is the principal driver of this vehicle. He stated that on 10/3/2009 at about 6:00 AM he had been traveling on Interstate 64 in Newport News when this incident happened. He was on his way to an ROTC meeting at Fort Eustis. He took the Fort Eustis exit and was traveling at about 45 mph at the time. He was turning in the exit and put his foot on the brake and was slowing down and the steering felt stiff and would not return easily. He pushed in the clutch and continued to slow but it felt like the

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

Customer's Name: [REDACTED] Inspection Date: 10/19/2009
 Vehicle Brand: Chevrolet Model: 2009 Cobalt
 File ☐ 71-766545014 VIN: 1G1AK18H697 [REDACTED]

power steering was not working properly. The steering wheel turned smoothly but it did not return to the straight ahead position and he hit the guard rail with the side of the left front and left rear. The vehicle bounced off. He then shifted from 5th to 3rd 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 tire light came on saying that there was no reading from the rear tires. He stopped and checked and found nothing wrong. He started the vehicle and drove about 3 or 4 miles and the same thing happened. He turned the vehicle off and on two more times and then the light stayed out. There were no warning lights on at the time of this 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.

If there was a collision:

Describe extent of any injuries to the Driver: No injuries

Describe where other occupants were seated & extent of any injuries: No 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: Clear & Dry Approximate Temp (°F): Unknown

Road Surface: ☒ Concrete ☐ Asphalt ☐ Gravel ☐ Crushed rock ☐ Dirt
 Road Condition: ☒ Dry ☐ Wet ☐ Icy ☐ Other: f
 Shoulder ☒ Curb ☐: ☐ Concrete ☒ Asphalt ☐ Gravel ☐ Crushed rock ☐ Dirt
 Shoulder/Curb Condition: ☒ Dry ☐ Wet ☐ Icy ☐ Other: f

Posted Speed Limit unknown

Any objects in the road? (rocks, scrap metal, pothole, speed bump, etc.) None

Length of Drive Prior to incident:

Total Time (hrs. & mins.): 1 hour Distance (miles): 59 miles

Estimate of vehicle speed: 45 mph Source of est. Driver

Estimated vehicle speed at impact: 35 mph Source of est. Driver

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

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

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

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

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

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

Customer's Name: [REDACTED] Inspection Date: 10/19/2009
 Vehicle Brand: Chevrolet Model: 2009 Cobalt
 File ☐ 71-766545014 VIN: 1G1AK18H697 [REDACTED]

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)): **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.

Did the vehicle leave the roadway?: ☒ Yes ☐ No Describe: **It went onto the shoulder of the road and hit the guard rail.**

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: **As per the driver's statement. The vehicle was driven from the scene.**

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Section 3

INTERVIEW - VEHICLE HISTORY

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

[REDACTED]

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

{ }

Did the owner purchase the vehicle new? ☒ Yes ☐ No Date 9/4/2009 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? ☒ No ☐ Yes If yes, describe: { }

{ }

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

{ }

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

{ }

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

{ }

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

{ }

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

If yes, describe: { }

{ }

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

Customer's Name: [REDACTED] Inspection Date: 10/19/2009
 Vehicle Brand: Chevrolet Model: 2009 Cobalt
 File ☐ 71-766545014 VIN: 1G1AK18H697 [REDACTED]

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:

There is light body damage to the left front fender, the left end of the bumper, the headlamp assembly is broken and there is very light damage to the left end of the rear bumper. The left rear wheel cover is also scratches. The left front wheel, wheel cover and headlamp assembly were replaced prior to this inspection.

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

There is no undercarriage damage. The steering and suspension are not damaged and show no sign of abnormal wear or improper installation.

CORNER ASSEMBLIES

Struts/shocks
Springs
Control arms

Ball joints
Steering knuckles
Axle assemblies

Tire/wheel assemblies

Comments: **There is no damage to the suspension or steering other than for the left front wheel and both left side wheel covers.**

UNDERHOOD

Engine compartment

Power steering lines, hoses, clamps and connections

Brake fluid level and condition

Power steering fluid level and condition

Comments:

Everything under the hood is in very good condition. The vehicle has electronic power steering.

GENERAL OBSERVATIONS

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

Comments:

Nothing after market and no modifications were found.

Section 5 VEHICLE INSPECTION - PASSENGER COMPARTMENT

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

Customer's Name: [REDACTED] Inspection Date: 10/19/2009
 Vehicle Brand: Chevrolet Model: 2009 Cobalt
 File ☐ 71-766545014 VIN: 1G1AK18H697 [REDACTED]

INTERIOR

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

INTERIOR INSPECTION (Describe any damage and photograph)

There is no damage to the interior of the vehicle. The driver's seatbelt assembly was inspected and found to be in proper working order. It extends, latches, releases and retracts smoothly and fully.

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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.

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

Customer's Name: [REDACTED] Inspection Date: 10/19/2009
 Vehicle Brand: Chevrolet Model: 2009 Cobalt
 File ☐ 71-766545014 VIN: 1G1AK18H697 [REDACTED]

ITEM	OBSERVATIONS/TEST RESULTS
Steering system-Are all components in place and connected in a normal manner? Can the steering wheel be rotated lock to lock with appropriate movement of the front wheels. Is there any binding, sticking or uneven feel?	<u>All components are in place and connected in a normal manner. The steering wheel can be rotated lock to lock smoothly without any binding, sticking or uneven feel.</u>
Steering linkage-Is the linkage free from cracks, bends, fractures, etc. Are there any scrapes, abrasions, signs of contact with any of the linkage?	<u>The steering linkage is in very good condition. There are no signs of bends, cracks, fractures or abnormal wear.</u>
Gear/rack and pinion-Any sign of leakage, damage to boots on the rack, contact by foreign objects?	<u>The steering gear assembly is in very good condition. There are no indications of any improperly installed, damaged or abnormally worn parts.</u>
Steering column, ignition switch, intermediate shaft. Does the column unlock with the ignition key "on"? Is the steering column properly fastened to the dash?	<u>The steering column unlocks smoothly with the key on and it is firmly attached to the dash.</u>
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.	<u>The power steering is electronically controlled. No steering DTCs were detected.</u>
PS fluid level and condition-Color, contamination, odor	<u>The power steering is electronic.</u>
Steering knuckle-All attachments secure and proper?	<u>All steering and suspension parts are firmly attached, are not damaged and show no sign of abnormal wear.</u>
Suspension components – LF Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. Sway bars properly attached.	<u>All steering and suspension parts are firmly attached, are not damaged and show no sign of abnormal wear.</u>
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RF	<u>The struts and springs are in very good condition and appear to be properly installed.</u>
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc Rear sway bars,	<u>The left rear suspension is in very good condition and is not damaged.</u>

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

Customer's Name: [REDACTED] Inspection Date: 10/19/2009
 Vehicle Brand: Chevrolet Model: 2009 Cobalt
 File ☐ 71-766545014 VIN: 1G1AK18H697 [REDACTED]

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

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

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

Customer's Name: [REDACTED] Inspection Date: 10/19/2009
 Vehicle Brand: Chevrolet Model: 2009 Cobalt
 File ☐ 71-766545014 VIN: 1G1AK18H697 [REDACTED]

1. IDENTIFICATION:

	TIRE BRAND (Goodyear)	TIRE TYPE (Eagle GA)	TIRE SIZE (P205/70R15)	PRESSURE (psi)	AVE. TREAD DEPTH 32nds of inch	DOT Numbers
LF	<u>Goodyear</u>	<u>Integrity</u>	<u>P195/65R15</u>	<u>34</u>	<u>9/32</u>	<u>M6C6 JCIR</u>
RF	<u>Goodyear</u>	<u>Integrity</u>	<u>P195/65R15</u>	<u>35</u>	<u>9/32</u>	<u>M6C6 JCIR</u>
LR	<u>Goodyear</u>	<u>Integrity</u>	<u>P195/65R15</u>	<u>34</u>	<u>9/32</u>	<u>M6C6 JCIR</u>
RR	<u>Goodyear</u>	<u>Integrity</u>	<u>P195/65R15</u>	<u>35</u>	<u>9/32</u>	<u>M6C6 JCIR</u>

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

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

LF No tire 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.

RF No Damage

LR No tire damage but the wheel cover is scratched.

RR No damage

2. TIRE PLACARD DATA:

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

	SIZE	PRESSURE (psi)	PRESSURE AT MAXIMUM LOAD(psi)
TIRES	<u>P195/65R15</u>	<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:

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

Customer's Name: [REDACTED] Inspection Date: 10/19/2009
 Vehicle Brand: Chevrolet Model: 2009 Cobalt
 File ☐ 71-766545014 VIN: 1G1AK18H697 [REDACTED]

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

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Section 8 COMMENT OVERFLOW

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

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Section 9 OTHER REPORT INFORMATION

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

Attachments: (Check all that apply)

☒ Photographs ☒ Data Downloads ☐ Other Records

CDR File Information

User Entered VIN	1G1AK18H697 [REDACTED]
User	John Hawranick
Case Number	71-766545014
EDR Data Imaging Date	Monday, October 19 2009
Crash Date	Saturday, October 3 2009
Filename	1G1AK18H697 [REDACTED] 71-766545014 [REDACTED] 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 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.

```
$01 00 02 00 00 4F 00 00
$02 20 00 00 00 00 00 00
$03 02 00 00 00 00 00 00
$04 02 00 00 00 00 00 00
$05 00 00 00 00 00 00 00
$06 00 00 00 00 09 00 05
$07 00 49 00 00 00 00 00
$08 00 FF 00 00 00 00 00
$09 00 70 6D 00 00 00 00
$0A 00 00 00 00 00 00 00
$0B 00 00 01 0F 00 00 00
$0C 80 00 80 00 00 00 00
$0D 00 00 40 00 00 00 00
$0E 00 00 00 00 00 00 00
$0F 81 80 00 00 00 00 00
$10 47 31 41 4B 31 38 48
$11 36 39 37 32 36 39 30
$12 38 32 00 00 00 00 00
$13 01 12 7B 00 00 00 00
$14 07 E7 B1 ED 00 00 00
$15 6F AD A6 23 00 00 00
$16 09 0A 13 11 09 3B 00
$17 03 03 02 03 00 00 00
$18 03 02 00 00 00 00 00
$19 03 03 00 00 00 00 00
$1B 3F 30 00 62 00 1A 00
$1C 3F 30 00 62 00 1A 00
$1D 4F 4F 00 00 00 00 00
$1E 4F 00 00 4F 00 01 00
$1F 33 C0 00 00 00 00 00
$20 40 00 00 00 00 00 00
$21 FF FF 00 00 50 00 00
$22 00 91 00 00 00 00 00
$24 00 00 00 00 00 00 00
$25 00 00 00 00 00 00 00
$26 00 00 00 00 00 00 00
$27 FF 00 FF 00 00 00 00
$2A 00 00 00 00 00 00 00
$2B 00 00 00 00 00 00 00
$2D 00 00 00 00 00 00 00
$2E 00 2C C6 01 22 00 00
$2F 00 25 01 22 00 00 00
$30 9D 00 00 00 00 00 00
$31 FF FF FF FF FF 80 00
$32 F8 80 FF 80 00 00 00
$33 FF FF FF FF FF 80 00
$34 FF FF FF FF FF 80 00
$35 FF FF FF FF FF 80 00
$36 FF FF FF FF FF 80 00
$37 F8 80 F8 0F 0F CA FE
$38 FF 80 C0 80 FF C0 FC
$39 FF FF FF FF FF 80 00
$3A FF FF FF FF FF 80 00
$3B 7F 0F 1F 1F 3F 00 00
$3C FF FF FF FF FF FF C0
$3D FF FF FF FF FF FF 00
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\$3E FF FF FF FF 00 00 00
\$3F 00 00 F0 00 00 00 00
\$40 E0 FF 00 00 00 00 00
\$41 F8 F8 90 00 00 00 00
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\$51 F0 00 00 F0 00 00 00
\$52 81 FF FF FF 00 00 00
\$53 FF FF FF 00 00 00 00
\$54 82 FF FF 00 00 00 00
\$55 FF FF FF FF FF FF 00
\$67 A0 FF 00 00 00 00 00
\$68 F8 F8 90 C0 00 00 00
\$69 80 FF FF FF FF 00 00
\$6A FF FF FF 00 00 00 00
\$6B FF FF FF FF FF FF 00
\$6C FF FF FF FF FF FF 00
\$6D FF FF FF FF FF FF 00
\$6E FF FF FF FF FF FF 00
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\$73 FF FF FF FF FF FF 00
\$74 FF FF FF FF FF FF 00
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\$76 FF FF FF FF FF FF 00
\$77 FF FF FF FF FF FF 00
\$78 F0 00 00 F0 00 00 00
\$79 81 FF FF FF 00 00 00
\$7A 82 FF FF 00 00 00 00
\$7B FF FF FF FF FF FF 00

\$01 41 55 31 30 39 38 52 30 30 38 45 33 34 37 31 41
\$02 3F 0A 00 00
\$03 41 54 31 30 39 38 52 30 30 35 43 34 46 30 39 38
\$04 3F 0A 00 00
\$05 42 55 00 00 00 00 52 FF FF FF FF FF FF FF FF
\$06 FF FF 00 00
\$07 42 54 00 00 00 00 52 FF FF FF FF FF FF FF FF
\$08 FF FF 00 00
\$0D 41 48 31 30 39 37 52 30 30 32 35 34 32 36 31 39
\$0E 3F 0A 00 00
\$0F 41 4A 00 00 00 00 52 30 30 42 36 30 37 43 38 38
\$10 3F 02 00 00
\$13 42 52 33 32 38 39 4A 32 38 33 30 38 33 56 38 39
\$14 01 8B 30 09
\$17 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF
\$18 FF FF FF FF
\$21 29 4A DC C5 22 63 9C 81
\$22 00 05
\$23 31 41 FA FA FA FA FA
\$24 31 41 FA FA FA FA FA
\$25 32 41 FA FA FA FA FA

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$26 32 41 FA FA FA FA FA
$40 00 00
$41 3F 30 00 62 00 1A
$42 D0 E4
$43 00 00 8E 80
$44 D6 00 00 FC C0 C0
$45 07 01 07 01 05 01
$46 EC 1C 1C 64 28
$47 0A 64 02 04 04 05 0A 06 04 0A 00 00 FA 00 00 FF 04 64
$48 18 08 08
$B0 58
$B1 FD FE 00
$B2 FF FF FF FF FF
$B4 41 53 30 30 30 35 32 32 33 53 30 41 20 20 20 20
$B7 50 AA 01 02 09
$B8 44 45 84 03 03
$C1 30 32 30 39
$CA 30 32 30 39
$CB 01 8C 93 75
$CC 01 8C 93 75
$D1 00 00
$DB 00 00
$DC 00 00
```


Disclaimer of Liability

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

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

Issued by:
Chevrolet

Certificate No. 1G1AK52F557 [REDACTED]

Issue Date: July 12, 2011

Issued exclusively for:

[REDACTED]
Mahanoy City, PA [REDACTED]

Valid through: December 17, 2010

Amount: Five Hundred Dollars and Zero Cents
******\$500.00******

July 12, 2011

[REDACTED]
Mahanoy City, PA [REDACTED]

Dear [REDACTED],

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

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

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

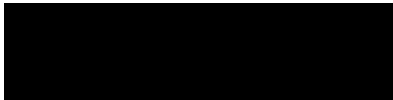

We are proud you made Chevrolet your choice when you purchased your 2005 Cobalt and trust you will give us the opportunity to retain you as a valued Chevrolet customer. Should you have any questions regarding General Motors' products and current incentives, please call our Marketing Support department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

Sincerely,

Chevrolet Customer Assistance Center
Service Request: 71-776413585

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

July 12, 2011


Chicago, IL 

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

[REDACTED]
Chicago, IL [REDACTED]

Dear [REDACTED]

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

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

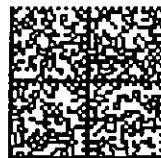
Total customer satisfaction is important to us at Chevrolet. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center
Service Request Number: 71-779611570



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

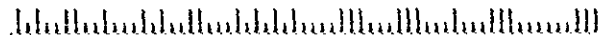


02 1M \$ 00.44⁰
0004243814 FEB 12 2010
MAILED FROM ZIP CODE 48083

RECEIVED
X 405 NFE 1 1000 00 02/12/10
FORWARD TIME EXP RTN TO SEND
MOORE
10138 S TORRENCE AVE
CHICAGO IL 60617-5359

RETURN TO SENDER

48232@5170
60628#6433 C038





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

February 12, 2010

Chicago, IL [REDACTED]

Customer Did Not Receive
Letter From GM

Dear [REDACTED]

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

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

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

Sincerely,

Chevrolet Customer Assistance Center
Service Request Number: 71-779611570

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

Issued by:
Chevrolet

Certificate No. 1G1AK55F067 [REDACTED]

Issue Date: July 12, 2011

Issued exclusively for:

[REDACTED]
Vassar, MI [REDACTED]

Valid through: December 1, 2010

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

July 12, 2011

[REDACTED]
Vassar, MI [REDACTED]

Dear [REDACTED]

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

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

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

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

Sincerely,

Chevrolet Customer Assistance Center
Service Request: 71-779995382

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

July 12, 2011

[REDACTED]
Chincoteague Island, VA [REDACTED]

Dear [REDACTED]

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

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

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

File Edit View Favorites Tools Help



Address [Redacted]

Default Transaction Mode : Online

Vehicle Identifier

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

Customer Information

Plan Customer: Individual
 Customer Type: Owner
 [Redacted]
 Chincoteague Island, Virginia , United States -
 [Redacted]
 Evening Phone:
 Primary Language: English
 Secondary Language:

Sales Information

Dealer Code: 32888
 Action: Add Protection Plan
 Odometer: 49272

Plan Lienholder

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

Protection Plans

Plan Purchase Date: 01/04/2010
 In Service Date: 01/04/2010
 Schedule Type: GMPP Retail
 Promotion Code:

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

BACK CANCEL SUBMIT

Done

Report Vehicle GMPP: Vehicle and C Information

Vehicle & Customer*

GMPP*

This screen is the first step to add GM Protection Plans for a (submit a request to change or cancel an existing GM Protect customer information, click "Next" to go to the next step. Click report.

Transaction Mode:

Online

Vehicle Identifier

Vehicle Category*:

GM, Used

Division*:

Chevrolet

VIN*:

Full VIN 1G1AK55FX77

Dealer Identifier

Division*:

Chevrolet

Sales Information

Action*:

Add Protection Plan

Odometer*:

49272

Delivery Date*:

Transaction Details

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

VIN: 1G1AK55FX77

Status:

Dealer Code: 32888

User ID:

Transaction Date: 01/04/2010

User Role:

Transaction Type: GM Protection Plan

Timestamp Date:

Transaction Messages:

1097 - GMPP sent to MIC

Done

Done

Start

Siebel Automotive - ...

Customer Support S...

GM GlobalConnect - ...

https://www.auto...

Schaiv Pitts

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

July 12, 2011

[REDACTED]
Mobile, AL [REDACTED]

Dear [REDACTED]

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP) for the Smart Care plan on your 2007 Chevrolet Cobalt, Vehicle Identification Number 1G1AK15F977[REDACTED]. The processing time will take approximately eight weeks.

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

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

File Edit View Favorites Tools Help



Address



Default Transaction Mode : Online

Vehicle Identifier

Vehicle Category: GM, Used
Division: Chevrolet
VIN: 1G1AK15F977 [REDACTED]

Customer Information

Plan Customer: Individual
Customer Type: Owner
[REDACTED]
Mobile, Alabama, United States - [REDACTED]
Evening Phone:
Primary Language: English
Secondary Language:

Sales Information

Dealer Code: 32888
Action: Add Protection Plan
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 Type: Smart Care Retail
Term: 24
Mileage Limit: 24000
Deductible: 0
Rental Type: None
Plan Price: \$ 0.00
Tax: \$ 0.00
Total: \$ 0.00

BACK

CANCEL

SUBMIT

Done



Siebel Automotive - Micr...

GM GlobalConnect - M...

Schaivi Pitts - Inbox - Lot...

Document5 - Microsoft ...

Report Vehicle GMPP: Vehicle and C Information

Vehicle & Customer*

GMPP*

This screen is the first step to add GM Protection Plans for a vehicle. To submit a request to change or cancel an existing GM Protection Plan, click "Next" to go to the next step. Click "Cancel" to return to the previous screen.

Transaction Mode:

Online

Vehicle Identifier

Vehicle Category*:

GM, Used

Division*:

Chevrolet

VIN*:

Full VIN 1G1AK15F977 [Redacted]

Dealer Identifier

Division*:

Chevrolet

Sales Information

Action*:

Add Protection Plan

Odometer*:

66000

Delivery Date*:



OrderWORKBENCH

Transaction Details

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

VIN: 1G1AK15F977 [Redacted]

Status: [Redacted]

Dealer Code: 32888

User ID: [Redacted]

Transaction Date: 12/31/2009

User Role: [Redacted]

Transaction Type: GM Protection Plan

Timestamp Date: [Redacted]


Transaction Messages:

1097 - GMPP sent to MIC

 Done

 Done

 Start

 Siebel Automotive - Micr...

 GM GlobalConnect - Micr...

 https://www.autopar...

 Schaivi Pitts - Inbox - Lot...

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

<u>Customer's Name:</u>	[REDACTED]	<u>Inspection Date:</u>	01/07/2010
<u>Vehicle Brand:</u>	Chevrolet	<u>Model:</u>	Cobalt
<u>File #</u>	71-789321282	<u>VIN:</u>	1G1AK58F087 [REDACTED]

Inspector Keith A. Parks

Page 1 of 2

Page 1

<u>J Peg.#</u>	<u>Description</u>
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)**

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

Customer's Name: [REDACTED]

Inspection Date: 01/07/2010

Vehicle Brand: Chevrolet

Model: Cobalt

File # 71-789321282

VIN: 1G1AK58F087 [REDACTED]



004 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**

<u>Customer's Name:</u>	██████████	<u>Inspection Date:</u>	01/07/2010
<u>Vehicle Brand:</u>	Chevrolet	<u>Model:</u>	Cobalt
<u>File #</u>	71-789321282	<u>VIN:</u>	1G1AK58F087 ██████████



006 Driver side interior – No observable damage



007 Left 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: [REDACTED]

Inspection Date: 01/07/2010

Vehicle Brand: Chevrolet

Model: Cobalt

File #

71-789321282

VIN:

1G1AK58F087 [REDACTED]



008 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**

<u>Customer's Name:</u>	[REDACTED]	<u>Inspection Date:</u>	01/07/2010
<u>Vehicle Brand:</u>	Chevrolet	<u>Model:</u>	Cobalt
<u>File #</u>	71-789321282	<u>VIN:</u>	1G1AK58F087 [REDACTED]



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: [REDACTED]

Inspection Date: 01/07/2010

Vehicle Brand: Chevrolet

Model: Cobalt

File # 71-789321282

VIN: 1G1AK58F087 [REDACTED]



- 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>	[REDACTED]	<u>Inspection Date:</u>	01/07/2010
<u>Vehicle Brand:</u>	Chevrolet	<u>Model:</u>	Cobalt
<u>File #</u>	71-789321282	<u>VIN:</u>	1G1AK58F087 [REDACTED]



- 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: [REDACTED]

Inspection Date: 01/07/2010

Vehicle Brand: Chevrolet

Model: Cobalt

File # 71-789321282

VIN: 1G1AK58F087 [REDACTED]



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



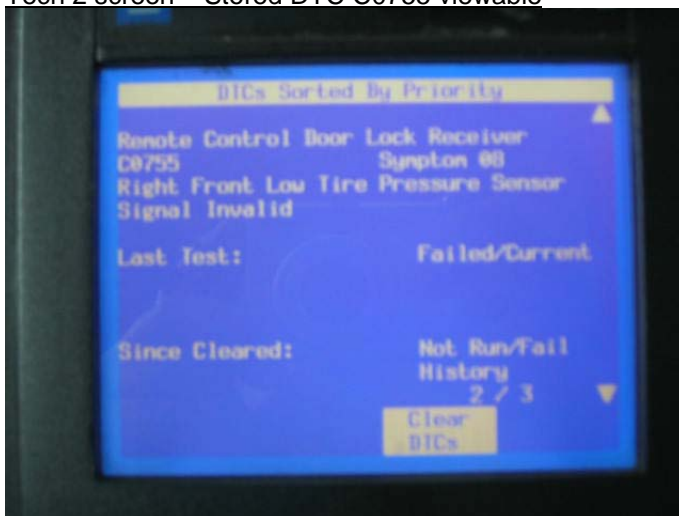
019 Tech 2 screen – Stored DTC P013F viewable

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

<u>Customer's Name:</u>	[REDACTED]	<u>Inspection Date:</u>	01/07/2010
<u>Vehicle Brand:</u>	Chevrolet	<u>Model:</u>	Cobalt
<u>File #</u>	71-789321282	<u>VIN:</u>	1G1AK58F087 [REDACTED]



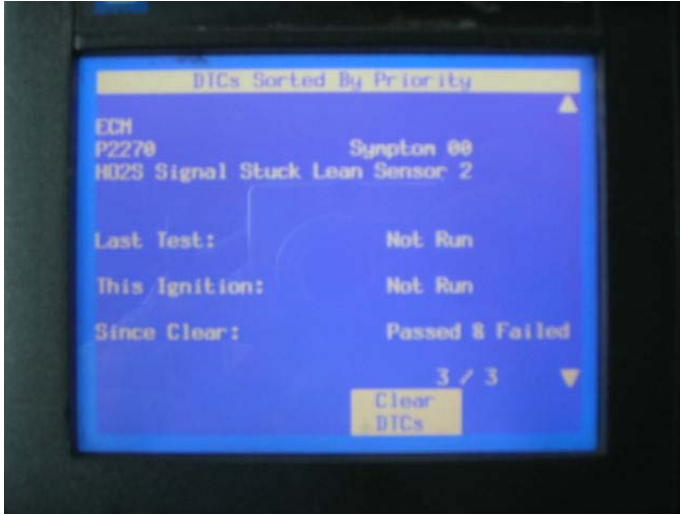
020 Tech 2 screen – Stored DTC C0755 viewable



021 Tech 2 screen – Stored DTC P2270 viewable

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

<u>Customer's Name:</u>		<u>Inspection Date:</u>	01/07/2010
<u>Vehicle Brand:</u>	Chevrolet	<u>Model:</u>	Cobalt
<u>File #</u>	71-789321282	<u>VIN:</u>	1G1AK58F087 [REDACTED]



022 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: [REDACTED]

Inspection Date: 01/07/2010

Vehicle Brand: Chevrolet

Model: Cobalt

File # 71-789321282

VIN: 1G1AK58F087 [REDACTED]



024 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: [REDACTED]

Inspection Date: 01/07/2010

Vehicle Brand: Chevrolet

Model: Cobalt

File # 71-789321282

VIN: 1G1AK58F087 [REDACTED]



026 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: [REDACTED]

Inspection Date: 01/07/2010

Vehicle Brand: Chevrolet

Model: Cobalt

File # 71-789321282

VIN: 1G1AK58F087 [REDACTED]



028 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>Inspection Date:</u>	01/07/2010
<u>Vehicle Brand:</u>	Chevrolet	<u>Model:</u>	Cobalt
<u>File #</u>	71-789321282	<u>VIN:</u>	1G1AK58F087 ██████████



030 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: [REDACTED]

Inspection Date: 01/07/2010

Vehicle Brand: Chevrolet

Model: Cobalt

File # 71-789321282

VIN: 1G1AK58F087 [REDACTED]



032 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: [REDACTED]

Inspection Date: 01/07/2010

Vehicle Brand: Chevrolet

Model: Cobalt

File # 71-789321282

VIN: 1G1AK58F087 [REDACTED]



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



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

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

<u>Customer's Name:</u>	[REDACTED]	<u>Inspection Date:</u>	01/07/2010
<u>Vehicle Brand:</u>	Chevrolet	<u>Model:</u>	Cobalt
<u>File #</u>	71-789321282	<u>VIN:</u>	1G1AK58F087 [REDACTED]



036 Left rear wheel, tire and 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: [REDACTED]

Inspection Date: 01/07/2010

Vehicle Brand: Chevrolet

Model: Cobalt

File # 71-789321282

VIN: 1G1AK58F087 [REDACTED]



July 12, 2011

[REDACTED]
Dallas, GA [REDACTED]

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

Dear [REDACTED]

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: 12/29/09

TO: EAA

EAA/SPX Field Coordinator

Phone: 586-582-5835

Fax: 586-582-5840

Email: eaafc@servicesolutions.spx.com

From: Debbie Stewart

PAR Customer Relations **Specialist**

Email: Deborah_Stewart@gmexpert.com

Phone: 866-790-5600 ext.31117

Fax: 866-775-9478

Mailing Address:

GM PAR Investigations

7401 E. Ben White

Building 3

Austin, TX 78741

Vehicle Information

VIN#: 1G1AK58F087

Year/Make: 2008 Chevrolet

Model: Cobalt

Contact's Name: Charlie Fortner

Contact's Number: 770-445-9411

**Vehicle Location: Hardy Chevrolet, Pontiac,
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):

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

Special Instructions:

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

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

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

EAA Internal Use Only

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

EAA SA Use Only

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

Deborah
Stewart/Austin/GM1
12/29/2009 11:05 AM

To: eaafc@servicesolutions.spx.com
cc
bcc
Subject: [REDACTED] 71-789321282

RE: Customer Last Name: [REDACTED]

Service Request: 71-789321282

2008 Chevrolet Cobalt

Vehicle Identification Number: 1G1AK58F087 [REDACTED]

Customer Relationship Specialist: Debbie 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

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.

CDR File Information

User Entered VIN	1G1AK58F087 [REDACTED]
User	Keith A. Parks
Case Number	71-789321282
EDR Data Imaging Date	Thursday, January 7 2010
Crash Date	Friday, January 23 2009
Filename	1G1AK58F087 [REDACTED].ACM.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

- Driver's and Passenger's Belt Switch Circuit Status indicates the status of the seat belt switch circuit, except: The Passenger Belt Switch Circuit Status for 2005 vehicles is available only on the Cadillac STS. The Passenger Belt Switch Circuit Status for 2006 Chevrolet Cobalt Sport Coupe (AP) model vehicles, with the option package that includes Recaro brand seats (RPO ALV), always reports a default value of "Buckled," because there is no passenger belt switch with the Recaro seat option.
- The Time Between Non-Deployment to Deployment Events is displayed in seconds. If the time between the two events is greater than five seconds, "N/A" is displayed in place of the time. If the value is negative, then the Deployment Event occurred first. If the value is positive, then the Non-Deployment Event occurred first.
- If power to the SDM is lost during a crash event, all or part of the crash record may not be recorded.
- The ignition cycle counter relies upon the transitions through OFF->RUN->CRANK power-moding messages, on the GMLAN communication bus, to increment the counter. Applying and removing of battery power to the module will not increment the ignition counter.
- Steering Wheel Angle data is displayed as a positive value when the steering wheel is turned to the right and a negative value when the steering wheel is turned to the left, except for Cadillac STS model vehicles with StabiliTrak 3.0 systems (RPO JL7). For Cadillac STS model vehicles with StabiliTrak 3.0 systems (RPO JL7), when the steering wheel is turned to the right, a negative value will be displayed and when the steering wheel is turned to the left, a positive value will be displayed. The Steering Wheel Angle data is reported in 16 degree increments.

Data Source:

All SDM recorded data is measured, calculated, and stored internally, except for the following:

- Vehicle Status Data (Pre-Crash) is transmitted to the SDM, by various vehicle control modules, via the vehicle's communication network.
- The Belt Switch Circuit is wired directly to the SDM.

Hexadecimal Data

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

```
$01 00 03 00 00 54 00 00
$02 30 00 00 00 00 00 00
$03 02 00 00 00 00 00 00
$04 02 00 00 00 00 00 00
$05 00 00 00 00 00 00 00
$06 00 0A 00 00 0A 80 50
$07 00 09 00 00 00 00 00
$08 F3 91 00 00 00 00 00
$09 00 7E 55 00 00 00 00
$0A 00 00 00 00 00 00 00
$0B 3C 00 01 0F 01 00 00
$0C 80 00 80 00 00 00 00
$0D 00 00 40 00 00 00 00
$0E 40 00 00 00 00 00 00
$0F A1 00 00 00 00 00 00
$10 47 31 41 4B 35 38 46
$11 30 38 37 32 35 35 33
$12 35 38 00 00 00 00 00
$13 00 00 00 00 00 00 00
$14 00 00 00 00 00 00 00
$15 00 00 00 00 00 00 00
$16 03 06 0C 16 34 00 00
$17 03 03 02 02 00 00 00
$18 02 02 00 00 00 00 00
$19 03 02 00 00 00 00 00
$1B 3F 30 00 62 00 1A 00
$1C 3F 30 00 62 00 1A 00
$1D 4F 4F 00 00 00 00 00
$1E 4F 00 00 4F 00 01 00
$1F 31 C1 00 00 00 23 00
$20 40 00 00 00 00 00 00
$21 FF FF 00 00 50 00 00
$22 00 8C 00 00 00 00 00
$24 00 00 00 00 00 00 00
$25 00 00 00 00 00 00 00
$26 00 00 00 00 00 00 00
$27 FF 00 FF 00 00 00 00
$2A 00 00 00 00 00 00 00
$2B 00 00 00 00 00 00 00
$2D 00 00 00 00 00 00 00
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$3C FF FF FF FF FF FF C0
$3D FF FF FF FF FF FF 00
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$3F 00 00 F0 00 00 00 00
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$41 F8 F8 90 00 00 00 00
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$43 FF FF FF 00 00 00 00
$44 FF FF FF FF FF FF 00
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$4B FF FF FF FF FF FF 00
$4C FF FF FF FF FF FF 00
$4D FF FF FF FF FF FF 00
$4E FF FF FF FF FF FF 00
$4F FF FF FF FF FF FF 00
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$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
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$6B FF FF FF FF FF FF 00
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$6F FF FF FF FF FF FF 00
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$79 81 FF FF FF 00 00 00
$7A 82 FF FF 00 00 00 00
$7B FF FF FF FF FF FF 00

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$06 FF FF 00 00
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$08 FF FF 00 00
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$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
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$14 01 5A 74 02
$17 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF
$18 FF FF FF FF
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$22 80 50
$23 31 41 FA FA FA FA FA
$24 31 41 FA FA FA FA FA
$25 32 41 FA FA FA FA FA

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$26 32 41 FA FA FA FA FA
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$41 3F 30 00 62 00 1A
$42 D0 E4
$43 00 00 8E 80
$44 D6 00 00 FC C0 C0
$45 07 01 07 01 05 01
$46 EE 1C 1C 64 28
$47 0A 64 02 04 04 05 0A 06 04 0A 00 00 FA 00 00 FF 04 64
$48 18 08 08
$B0 58
$B1 FD FE 00
$B2 FF FF FF FF FF
$B4 41 53 38 30 35 30 32 31 33 39 42 53 20 20 20 20
$B7 50 AA 01 02 07
$B8 44 45 84 03 30
$C1 30 32 30 37
$CA 30 32 30 37
$CB 00 F2 20 92
$CC 00 F2 20 92
$D1 00 00
$DB 00 00
$DC 00 00
```

Disclaimer of Liability

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

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

Customer's Name: [REDACTED] Inspection Date: 01/07/2010
 Vehicle Brand: Chevrolet Model: Cobalt
 File ☐ 71-789321282 VIN: 1G1AK58F087 [REDACTED]

Mileage at Inspection: 28632

Inspection Location: Hardy Chevrolet- – 1249 Charles Hardy Pwky
 Dallas, GA. 30157 – 770-445-9411

Inspector's phone number: 770-422-6080

Inspected By: Keith A. Parks

Section 1 INSPECTION SUMMARY

BRIEFLY Describe the customer's ALLEGATION below:

Claimant alleges that the steering bound/locked while making a right hand turn after coming to a complete stop that resulted in vehicle impacting a cement drainage culvert that damaged both the right front and right rear wheels and tires of her vehicle.

{

Following the inspection, summarize the facts and observations: (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 city streets. During test drive vehicles steering preformed in a normal manor, no apparent binding/locking of the steering was observed, no abnormal noises, pulling or sway was observed, vehicle behaved as expected during entire test drive. Following test drive vehicle was returned to dealer where vehicle was photographed and all wheels, tires, and viewable suspension components 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 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 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 downloads. Once inspection of vehicle was completed a inspection was made of incident sight as described by claimant (details in section 7 of report).

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Section 2 INTERVIEW - INCIDENT DETAILS

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

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

Interview mode: ☐ By Telephone ☒ In Person

Incident Date and Time: 12/23/2009

Interview date: 01/07/2010

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

Customer's Name: [REDACTED] Inspection Date: **01/07/2010**
 Vehicle Brand: **Chevrolet** Model: **Cobalt**
 File ☐ VIN: **71-789321282** **1G1AK58F087** [REDACTED]

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

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

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):

[REDACTED] – 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**

Describe where other occupants were seated & extent of any injuries: **Passenger Nathan Deyoung seated in right front passenger seat stated he received no injuries resulting 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 ☒ Asphalt ☐ Gravel ☐ Crushed rock ☐ Dirt
 Road Condition: ☒ Dry ☐ Wet ☐ Icy ☐ Other: {
 Shoulder ☐ Curb ☒ Concrete ☐ Asphalt ☐ Gravel ☐ Crushed rock ☐ Dirt
 Shoulder/Curb Condition: ☒ Dry ☐ Wet ☐ Icy ☐ Other: {
 Posted Speed Limit **15 MPH**

Any objects in the road? (rocks, scrap metal, pothole, speed bump, etc.) **Claimant stated she observed no objects in road prior to incident**

Length of Drive Prior to incident:

Total Time (hrs. & mins.): **<5 minutes** Distance (miles): **<1 mile**

Estimate of vehicle speed: **3** mph Source of est. **Driver/claimant**

Estimated vehicle speed at impact: **3** mph Source of est. **Driver/claimant**

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

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

Steering Normal ☐ Other ☒ Describe 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

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

Customer's Name: [REDACTED] Inspection Date: **01/07/2010**
 Vehicle Brand: **Chevrolet** Model: **Cobalt**
 File ☐ VIN: **71-789321282** **1G1AK58F087** [REDACTED]

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

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

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

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

{ _____

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

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

Did the vehicle leave the roadway?: ☒ Yes ☐ No Describe: **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 ☒ Other

Additional comments concerning the incident: **Claimant stated after incident she changed the damaged wheel/tire 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.

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

Customer's Name: [REDACTED] Inspection Date: **01/07/2010**
 Vehicle Brand: **Chevrolet** Model: **Cobalt**
 File ☐ VIN: **71-789321282** **1G1AK58F087** [REDACTED]

Did the owner purchase the vehicle new? ☒ Yes ☐ No Date 03/08 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:
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? ☒ No ☐ Yes If yes, describe: {
 {
 Prior collision repair? ☒ No ☐ Yes If yes, describe: {
 {
 Repaired by whom? (name, address, phone) {
 {
 Prior chassis system service, repair, or replacement? ☒ No ☐ Yes If yes, describe what was done:
 {
 Prior electrical system components serviced, repaired, or replaced by whom? (name, address, phone number)
 {
 Any other pertinent vehicle history information (from interview, GM warranty or dealership history files)? ☐ No ☒ Yes
 If yes, describe: **Claimant stated she had new tires replaced by Days Chevrolet on 12/18/2009**
 {
 {

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
 {

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

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

Struts/shocks
 Springs
 Control arms

Ball joints
 Steering knuckles
 Axle assemblies

Tire/wheel assemblies

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

Customer's Name: [REDACTED] Inspection Date: **01/07/2010**
 Vehicle Brand: **Chevrolet** Model: **Cobalt**
 File ☐ VIN: **71-789321282** **1G1AK58F087** [REDACTED]

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**

{

UNDERHOOD

Engine compartment

Power steering lines, hoses, clamps and connections

Brake fluid level and condition

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

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Section 5**VEHICLE INSPECTION - PASSENGER COMPARTMENT****INTERIOR**

Instrument panel

Odometer

Controls

Steering wheel and column

Overall view of seat position

Driver and passenger seat back angle (inclinometer measurement)

Photo of options label-glove box/trunk

Sunvisors and headliner

Personal items/cargo

INTERIOR INSPECTION (Describe any damage and photograph)

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

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Section 6**STEERING, SUSPENSION, TIRE AND WHEEL SYSTEM INSPECTION**

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

<u>Customer's Name:</u>	[REDACTED]	<u>Inspection Date:</u>	01/07/2010
<u>Vehicle Brand:</u>	Chevrolet	<u>Model:</u>	Cobalt
<u>File</u> <input type="checkbox"/>	71-789321282	<u>VIN:</u>	1G1AK58F087 [REDACTED]

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

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

Customer's Name: [REDACTED] Inspection Date: **01/07/2010**
Vehicle Brand: **Chevrolet** Model: **Cobalt**
File # **71-789321282** VIN: **1G1AK58F087** [REDACTED]

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

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

Customer's Name: [REDACTED] Inspection Date: **01/07/2010**
 Vehicle Brand: **Chevrolet** Model: **Cobalt**
 File ☐ VIN: **71-789321282** **1G1AK58F087** [REDACTED]

trailing arms properly attached and undamaged. LR	
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RR	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 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 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
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". **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: [REDACTED] Inspection Date: **01/07/2010**
 Vehicle Brand: **Chevrolet** Model: **Cobalt**
 File # **71-789321282** VIN: **1G1AK58F087** [REDACTED]

1. IDENTIFICATION:

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

2. TIRE PLACARD DATA:

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

	SIZE	PRESSURE (psi)	PRESSURE AT MAXIMUM LOAD(psi)
TIRES	<u>P195/60 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...

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

Customer's Name: [REDACTED] Inspection Date: **01/07/2010**
Vehicle Brand: **Chevrolet** Model: **Cobalt**
File ☐ **71-789321282** VIN: **1G1AK58F087** [REDACTED]

- 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:

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.
 {
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Section 8 COMMENT OVERFLOW

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

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 {
 {
 {
 {

Section 9 OTHER REPORT INFORMATION

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

Attachments: (Check all that apply)

X **Photographs** X **Data Downloads** ☐ **Other Records**

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

<u>Customer's Name:</u>	[REDACTED]	<u>Inspection Date:</u>	01/07/2010
<u>Vehicle Brand:</u>	Chevrolet	<u>Model:</u>	Cobalt
<u>File #</u>	71-789321282	<u>VIN:</u>	1G1AK58F087 [REDACTED]

Inspector Keith A. Parks

Page 1 of 2

Page 1

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



002	Left front corner, left side – No observable damage
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003	Left rear corner, left side – No observable damage
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**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]

Inspection Date: 01/07/2010

Vehicle Brand: Chevrolet

Model: Cobalt

File # 71-789321282

VIN: 1G1AK58F087 [REDACTED]



004 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**

<u>Customer's Name:</u>	[REDACTED]	<u>Inspection Date:</u>	01/07/2010
<u>Vehicle Brand:</u>	Chevrolet	<u>Model:</u>	Cobalt
<u>File #</u>	71-789321282	<u>VIN:</u>	1G1AK58F087 [REDACTED]



006 Driver side interior – No observable damage



007 Left 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: [REDACTED]

Inspection Date: 01/07/2010

Vehicle Brand: Chevrolet

Model: Cobalt

File # 71-789321282

VIN: 1G1AK58F087 [REDACTED]



008 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: [REDACTED]

Inspection Date: 01/07/2010

Vehicle Brand: Chevrolet

Model: Cobalt

File # 71-789321282

VIN: 1G1AK58F087 [REDACTED]



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**

<u>Customer's Name:</u>	[REDACTED]	<u>Inspection Date:</u>	01/07/2010
<u>Vehicle Brand:</u>	Chevrolet	<u>Model:</u>	Cobalt
<u>File #</u>	71-789321282	<u>VIN:</u>	1G1AK58F087 [REDACTED]



- 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>	[REDACTED]	<u>Inspection Date:</u>	01/07/2010
<u>Vehicle Brand:</u>	Chevrolet	<u>Model:</u>	Cobalt
<u>File #</u>	71-789321282	<u>VIN:</u>	1G1AK58F087 [REDACTED]



- 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**

<u>Customer's Name:</u>	[REDACTED]	<u>Inspection Date:</u>	01/07/2010
<u>Vehicle Brand:</u>	Chevrolet	<u>Model:</u>	Cobalt
<u>File #</u>	71-789321282	<u>VIN:</u>	1G1AK58F087 [REDACTED]



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



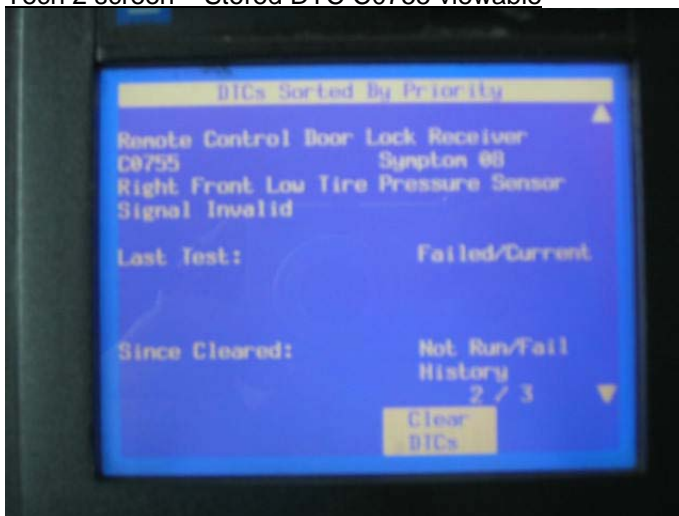
019 Tech 2 screen – Stored DTC P013F viewable

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

<u>Customer's Name:</u>	[REDACTED]	<u>Inspection Date:</u>	01/07/2010
<u>Vehicle Brand:</u>	Chevrolet	<u>Model:</u>	Cobalt
<u>File #</u>	71-789321282	<u>VIN:</u>	1G1AK58F087 [REDACTED]



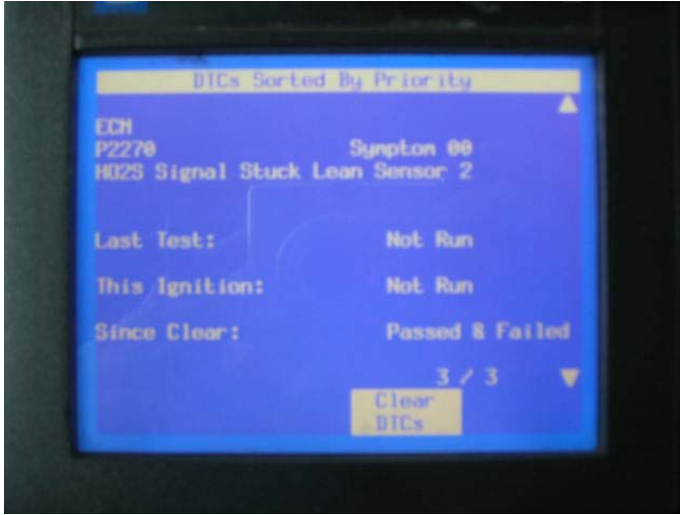
020 Tech 2 screen – Stored DTC C0755 viewable



021 Tech 2 screen – Stored DTC P2270 viewable

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

<u>Customer's Name:</u>	[REDACTED]	<u>Inspection Date:</u>	01/07/2010
<u>Vehicle Brand:</u>	Chevrolet	<u>Model:</u>	Cobalt
<u>File #</u>	71-789321282	<u>VIN:</u>	1G1AK58F087 [REDACTED]



022 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: [REDACTED]

Inspection Date: 01/07/2010

Vehicle Brand: Chevrolet

Model: Cobalt

File # 71-789321282

VIN: 1G1AK58F087 [REDACTED]



024 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: [REDACTED]

Inspection Date: 01/07/2010

Vehicle Brand: Chevrolet

Model: Cobalt

File # 71-789321282

VIN: 1G1AK58F087 [REDACTED]



026 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: [REDACTED]

Inspection Date: 01/07/2010

Vehicle Brand: Chevrolet

Model: Cobalt

File # 71-789321282

VIN: 1G1AK58F087 [REDACTED]



028 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>Inspection Date:</u>	01/07/2010
<u>Vehicle Brand:</u>	Chevrolet	<u>Model:</u>	Cobalt
<u>File #</u>	71-789321282	<u>VIN:</u>	1G1AK58F087 ██████████



030 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**

<u>Customer's Name:</u>	[REDACTED]	<u>Inspection Date:</u>	01/07/2010
<u>Vehicle Brand:</u>	Chevrolet	<u>Model:</u>	Cobalt
<u>File #</u>	71-789321282	<u>VIN:</u>	1G1AK58F087 [REDACTED]



032 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**

<u>Customer's Name:</u>	██████████	<u>Inspection Date:</u>	01/07/2010
<u>Vehicle Brand:</u>	Chevrolet	<u>Model:</u>	Cobalt
<u>File #</u>	71-789321282	<u>VIN:</u>	1G1AK58F087██████████



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



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

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

<u>Customer's Name:</u>	██████████	<u>Inspection Date:</u>	01/07/2010
<u>Vehicle Brand:</u>	Chevrolet	<u>Model:</u>	Cobalt
<u>File #</u>	71-789321282	<u>VIN:</u>	1G1AK58F087 ██████████



036 Left rear wheel, tire and 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: [REDACTED]

Inspection Date: 01/07/2010

Vehicle Brand: Chevrolet

Model: Cobalt

File # 71-789321282

VIN: 1G1AK58F087 [REDACTED]



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

<u>Customer's Name:</u>	[REDACTED]	<u>Inspection Date:</u>	01/07/2010
<u>Vehicle Brand:</u>	Chevrolet	<u>Model:</u>	Cobalt
<u>File #</u>	71-789321282	<u>VIN:</u>	1G1AK58F087 [REDACTED]

Inspector Keith A. Parks

Page 2 of 2

Page Number 2

<u>JPEG.#</u>	<u>Description</u>
038	Compact 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
FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED] Inspection Date: 01/07/2010
Vehicle Brand: Chevrolet Model: Cobalt
File # 71-789321282 VIN: 1G1AK58F087 [REDACTED]



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



042 Deleted – Poor quality photo

043 VIN label left front corner of dash

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

<u>Customer's Name:</u>	[REDACTED]	<u>Inspection Date:</u>	01/07/2010
<u>Vehicle Brand:</u>	Chevrolet	<u>Model:</u>	Cobalt
<u>File #</u>	71-789321282	<u>VIN:</u>	1G1AK58F087 [REDACTED]



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



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

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

Customer's Name: [REDACTED]

Inspection Date: 01/07/2010

Vehicle Brand:

Chevrolet

Model:

Cobalt

File #

71-789321282

VIN:

1G1AK58F087 [REDACTED]



046 Culvert located on Hampton lane at the corner of [REDACTED] 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

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

<u>Customer's Name:</u>	[REDACTED]	<u>Inspection Date:</u>	01/07/2010
<u>Vehicle Brand:</u>	Chevrolet	<u>Model:</u>	Cobalt
<u>File #</u>	71-789321282	<u>VIN:</u>	1G1AK58F087 [REDACTED]



048 Side view of damage to culvert at [REDACTED]

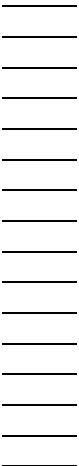
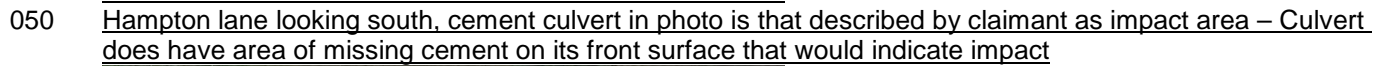


049 Corner of Hampton lane and Brookside drive looking south east – Stop sign in photo is located on Brookside drive and per claimant statement is where she indicated she came to a complete stop before proceeding into a right turn that ended up impacting cement culver. Impact area measured from stop sign to damage observed on culvert was less than 45 feet

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

1. *Journal of the American Medical Association*, 2000; 283: 2686-2692.

1G1AK58F087



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

Customer's Name:

[REDACTED]

Inspection Date: **01/07/2010**

Vehicle Brand:

Chevrolet

Model:

Cobalt

File #

71-789321282

VIN:

1G1AK58F087

[REDACTED]

2199 David McLeod Blvd.
Florence SC 29501
843-682-8711
843-684-9400

**Sonic-Newsome
Automotive**

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

Fax

To: Debbie From: Kristina
Fax: 866-775-9478 Pages: 6
Phone: 866-790-5600 Date: 1-22-10
Re: _____ Cc: _____
☐ Urgent ☐ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

• Comments:

File # 71-794803455

CUSTOMER #: 12518

131168

NEWSOME AUTOMOTIVE

2199 David McLeod Blvd.

FLORENCE, SOUTH CAROLINA 29501

(843) 662-8711

1-800-327-5646

INVOICE

PAGE 1

FLORENCE, SC

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 753 KRISTINA DIANNE HERMA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RED	07	CHEVROLET COBALT	1G1AL15F177		26217/26217	T1162
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT
26OCT07 DT			WAIT 23JAN10		0.00	CASH
R.O. OPENED	READY	OPTIONS: ENG:2.2_Liter_MFI_DOHC				
11:07 16JAN10	16:57 22JAN10					

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
 A CUST STATES; THE POWER STEERING GOES OUT INTERMITTENTLY, THE LAST TIME IT WENT OUT CUSTOMER LOST CONTROL OF CAR GOING AROUND A CURVE AND CRASH INTO A CURB CAUSING DAMAGE TO THE RIGHT SIDE OF THE VEHICLE

CAUSE: bad power steering motor
 E8434 POWER STEERING ASSIST MOTOR REPLACEMENT
 729 WC 1.50 (N/C)
 1 20763801 MOTOR KIT (N/C)
 EC: PART#: 20763801 COUNT: 0
 CLAIM TYPE:
 AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

26217 bad power steering motor c0475 eps motor short replace power steering assist motor complete e8434 1.5

B CUST STATES; NEEDS A QUOTE ON REPLACING DAMAGED RIM AND TIRE ALONG WITH THE SIDE VIEW MIRROR

CAUSE: quote
 TRIM REPAIRS PENDING EST GIVEN
 277 CC 0.00 0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

26217 quote REPAIRS PENDING EST GIVEN IN THE AMOUNT OF \$1164.00

C FREE COURTESY INSPECTION PERFORMED AS PER CUSTOMER APPROVAL.

CAUSE: inspection
 FDCI FREE COURTESY INSPECTION PERFORMED AS PER CUSTOMER APPROVAL.
 729 CC 0.00 0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

26217 inspection inspection complete n.c.

DISCLAIMER OF WARRANTIES: THE SELLER, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

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 entity 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.

I hereby authorize the repair work herein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree: that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume nor authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein, in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

X

CUSTOMER'S SIGNATURE

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

CUSTOMER #: 12518

131168

NEWSOME AUTOMOTIVE

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FLORENCE, SOUTH CAROLINA 29501
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1-800-327-5646

INVOICE

PAGE 2

FLORENCE, SC

HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 753 KRISTINA DIANNE HERMA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RED	07	CHEVROLET COBALT	1G1AL15F177 [REDACTED]		26217/26217	T1162

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
26OCT07 DD			WAIT 23JAN10		0.00	CASH	22JAN10

R.O. OPENED READY OPTIONS: ENG:2.2_Liter_MFI_DOHC

11:07 16JAN10 16:57 22JAN10

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
EST: 0.10				16JAN10 11:07	SA: 753		

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X

CUSTOMER'S SIGNATURE

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

ServicePricing**ADP w.e.b.Suite™ 2007 S****Customer Information**

Customer Name: [REDACTED]

Customer Phone: [REDACTED]

Selection Criterion

VIN: 1G1AL15F177 [REDACTED]

Make: Chevrolet

Model: Cobalt

Year: 2007

Recommended Work Details

Line	OpCode	Operation Text	Service Operation	Total
A (new)	MN80	Wheel - Replace (Labor Only)	All	\$851.07
	Labor Time:	0.50		
	Part Number	Part Description	Quantity	
	19194869	TIRE GY2055516	1	
	9596134	COVER	2	
	9597622	WHEEL	2	
B (new)	BD08	Mirror, Outside Rear View - Replace (Labor Only)	Elec Mirror RH	\$312.89
	Labor Time:	0.60		
	Part Number	Part Description	Quantity	
	25831893	RH MIRROR PAINTING	1	
Total:				\$1,163.96

#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.

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

CUSTOMER #: 12518

131433

NEWSOME AUTOMOTIVE

2199 David McLeod Blvd.

FLORENCE, SOUTH CAROLINA 29501

(843) 662-8711

1-800-327-5646

WARRANTY

DUPLICATE 1

PAGE 1

FLORENCE, SC

HOME [REDACTED] CONT [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 753 KRISTINA DIANNE HERMA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RED	07	CHEVROLET COBALT	1G1AL15F177		26430/26450	T1178	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26OCT07 DD			17:00 29JAN10		0.00	CASH	29JAN10
R.O. OPENED	READY	OPTIONS: ENG:2.2 Liter MFI DOHC					

13:26 25JAN10 14:14 29JAN10

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A OWNER STATES WHEN POWER STEERING WENT OUT, LOST CONTROL OF VEHICLE
AND IT CAUSED AN ACCIDENT. PER GM WE ARE TO REPLACE RF WHEEL,
TIRE AND WHEEL COVERS,

CAUSE: POWER STEERING GOING OUT CAUSED DAMAGE TO RIGHT FRONT WHEEL,
TIRE AND WHEEL COVERS (TWO).

E0420 WHEEL REPLACEMENT

729 WC 0.50		40.89	40.89
1 9596134 COVER	39.85	32.91	32.91
1 9597622 WHEEL	286.44	236.60	236.60
1 9596134 COVER	39.85	32.91	32.91
1 19194869 GY2055516	89.60	89.60	89.60

FC: PART#: 9597622 COUNT: 1 28002 39202 TPARTS

CLAIM TYPE:

AUTH CODE:

1000 4089 TLABOR

26430 REFER TO PREV RO#131168 FOR POWER STEERING ASSIST MOTOR
REPLACEMENT. E0420 0.50 MOUNTED AND BALANCED NEW TIRE AND NEW WHEEL ON
RIGHT FRT. REPLACED TWO WHEEL COVERS.

B PERFORM FOUR WHEEL ALIGNMENT (GM SPECIAL). PER GM WE ARE PERFORMING
ALIGNMENT DUE TO P/S GOING OUT AND CAUSING ACCIDENT.

CAUSE: POWER STEERING WENT OUT AND CAUSED ACCIDENT, NECESSARY TO
PERFORM ALIGNMENT ON VEHICLE.

E2020 WHEEL ALIGNMENT CHECK AND/OR ADJUST

729 WC 0.90		73.59	73.59
-------------	--	-------	-------

0 0 TPARTS

1800 7359 TLABOR

26430 REFER TO PREV RO#131168 FOR POWER STEERING ASSIST MOTOR
REPLACEMENT. E2020 0.90 PERFORMED FOUR WHEEL ALIGNMENT.

C NECESSARY TO PUT OWNER IN ENTERPRISE RENTAL.

CAUSE: SUBLET.

RENTAL ENTERPRISE RENTAL

729 WC 0.00		0.00	0.00
-------------	--	------	------

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OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE,
AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT LIABILITY IN CONNECTION WITH
THE SALE OF SAID PRODUCTS.

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parts and other material for such repair, and agree: that you are not responsible for any delays caused by unavailability or
delayed availability of parts or material for any reason; that you neither assume nor authorize any other person to assume for
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articles left therein, in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby
acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above
vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

X

CUSTOMER'S SIGNATURE

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

CUSTOMER #: 12518

131433

NEWSOME AUTOMOTIVE

WARRANTY

2199 David McLeod Blvd.

FLORENCE, SOUTH CAROLINA 29501

(843) 662-8711

1-800-327-5646

DUPLICATE 1

PAGE 2

SERVICE ADVISOR: 753 KRISTINA DIANNE HERMA

FLORENCE, SC

HOME: [REDACTED] CONT [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RED	07	CHEVROLET COBALT	1G1AL15F177		26430/26450	T1178	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
26OCT07 DD			17:00 29JAN10		0.00	CASH	29JAN10
R.O. OPENED	READY	OPTIONS: ENG:2.2 Liter MFI DOHC					

13:26 25JAN10 14:14 29JAN10

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
				0	0 TPARTS		
				0	0 TLABOR		

SUBL RENTAL PO#13022

WC

148.00 148.00

26430 PER GM PUT OWNER IN ENTERPRISE RENTAL DUE TO PREV RO#131168

POWER STEERING ASSIST MOTOR REPLACEMENT. 1G1AT58H397 [REDACTED] 4 DAYS OF

RENTAL AT \$37/DAY = \$148.00. IN RENTAL 01/25/10; OUT OF RENTAL

01/29/10.

D** CUST STATES; THE RIGHT SIDE VIEW MIRROR WAS DAMAGED IN THE ACCIDENT
AND IT NEEDS TO BE REPLACED.

CAUSE: RT SIDE VIEW MIRROR WAS DAMAGED IN ACCIDENT DUE TO POWER
STEERING GOING OUT.

B4155 OUTSIDE REARVIEW MIRROR REPLACEMENT RIGHT
SIDE

729	WC	0.40			32.71	32.71
1	25831893	MIRROR KI			141.78	117.11

FC: PART#: 25831893 COUNT: 1 8365 11711 TPARTS

CLAIM TYPE:

AUTH CODE:

800 3271 TLABOR

SUBL PAINT RT SIDE VIEW MIRROR PO#12966

WC

83.30 83.30

26430 REFER TO PREV RO#131168 FOR POWER STEERING ASSIST MOTOR

REPLACEMENT. B4155 0.40 REPLACED RIGHT SIDE VIEW MIRROR PER GM. SUBLET

TO SOUTH FLORENCE COLLISION TO PAINT/REFINISH NEW MIRROR.

EST: 1,100.00 25JAN10 13:26 SA: 753

COST, SALE, & COMP TOTALS 63097 88762 0

DISCLAIMER OF WARRANTIES: THE SELLER, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

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X

CUSTOMER'S SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	147.19
PARTS AMOUNT	509.13
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	231.30
MISC. CHARGES	0.00
TOTAL CHARGES	887.62
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	887.62

CUSTOMER #: 12518

131168

NEWSOME AUTOMOTIVE

2199 David McLeod Blvd.

FLORENCE, SOUTH CAROLINA 29501

(843) 662-8711

1-800-327-5646

FLORENCE, SC

HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

PAGE 1

SERVICE ADVISOR: 753 KRISTINA DIANNE HERMA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RED	07	CHEVROLET COBALT	1G1AL15F17		26217/26217	T1162
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
26 OCT 07	DD		WAIT 23 JAN 10		0.00	CASH
R.O. OPENED	READY	OPTIONS:	ENG: 2.2 Liter MFI DOHC			25 JAN 10

11:07 16 JAN 10 13:18 25 JAN 10

LINE OPCODE TECH TYPE HOURS

A. CUST STATES, THE POWER STEERING GOES OUT INTERMITTENTLY. THE LAST TIME IT WENT OUT CUSTOMER LOST CONTROL OF CAR GOING AROUND A CURVE AND CRASH INTO A CURB CAUSING DAMAGE TO THE RIGHT SIDE OF THE VEHICLE

CAUSE: bad power steering motor

E8434 POWER STEERING ASSIST MOTOR REPLACEMENT

729 WC 1.50

1 20763801 MOTOR KIT

122.66 122.66

FC: PART#: 20763801 COUNT: 0 9975 13965 TPARTS 175.00 139.65 139.65

CLAIM TYPE:

AUTH CODE:

3000 12266 TLABOR

26217 bad power steering motor 00475 eps motor short replace power steering assist motor complete e8434 1.5

EST: 0.10 16 JAN 10 11:07 SA: 753

COST, SALE, & COMP TOTALS 12975 26231 0

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X

CUSTOMER'S SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	122.66
PARTS AMOUNT	139.65
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	262.31
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	262.31

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

INVOICE

DATE	INVOICE #
1/28/2010	2186

BILL TO		
Newsome Automotive 2199 David McLeod Blvd. Florence, SC 29501		

VEHICLE INFORMATION	

DESCRIPTION	AMOUNT
Labor	61.70
Materials, Supplies, Paint	21.60
Sales Tax (8%)	0.00

We Appreciate Your Business!

Total Due	\$83.30
------------------	----------------

PAR GMWA

Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information			
Date	2/1/10	Service Request <input type="checkbox"/>	71-794803455
Customer Name	[REDACTED]		
VIN	1G1AL15F177 [REDACTED]		
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 COSTS		
Net Amount:	\$887.62		
DO NOT H ROUTE THIS CLAIM			
Authorization Code:	DO NOT PUT IN AN AUTH CODE		
Additional Comments for Dealer:			
IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP			
AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO (866) 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		
Justification:			
	There was nothing the customer could have done to cause or prevent this from happening.		
PAR CRS:			
	Debbie Stewart		
Additional Comments:			
	GW		

PAR GMWA
Pre-Authorization/Warranty Claim Tracking Form

CUSTOMER #: 12518

131433

NEWSOME AUTOMOTIVE

WARRANTY

2199 David McLeod Blvd.

FLORENCE, SOUTH CAROLINA 29501

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1-800-327-5646

FLORENCE, SC

HOME

CONT

BUS:

CELL:

DUPLICATE 1

PAGE 1

SERVICE ADVISOR: 753 KRISTINA DIANNE HERMA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RED	07	CHEVROLET COBALT	1G1AL15F177		26430/26450	T1178	
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26OCT07 DD			17:00 29JAN10		0.00	CASH	29JAN10
R.O. OPENED		READY	OPTIONS: ENG:2.2 Liter MFI DOHC				

13:26 25JAN10 14:14 29JAN10

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A OWNER STATES WHEN POWER STEERING WENT OUT, LOST CONTROL OF VEHICLE
AND IT CAUSED AN ACCIDENT. PER GM WE ARE TO REPLACE RF WHEEL,
TIRE AND WHEEL COVERS.

CAUSE: POWER STEERING GOING OUT CAUSED DAMAGE TO RIGHT FRONT WHEEL,
TIRE AND WHEEL COVERS (TWO).

E0420 WHEEL REPLACEMENT

729	WC	0.50			40.89	40.89
1	9596134	COVER		39.85	32.91	32.91
1	9597622	WHEEL		286.44	236.60	236.60
1	9596134	COVER		39.85	32.91	32.91
1	19194869	GY2055516		89.60	89.60	89.60

FC: PART#: 9597622 COUNT: 1 28002 39202 TPARTS

CLAIM TYPE:

AUTH CODE:

1000 4089 TLABOR

26430 REFER TO PREV RO#131168 FOR POWER STEERING ASSIST MOTOR
REPLACEMENT. E0420 0.50 MOUNTED AND BALANCED NEW TIRE AND NEW WHEEL ON
RIGHT FRT. REPLACED TWO WHEEL COVERS.

B PERFORM FOUR WHEEL ALIGNMENT (GM SPECIAL). PER GM WE ARE PERFORMING
ALIGNMENT DUE TO P/S GOING OUT AND CAUSING ACCIDENT.

CAUSE: POWER STEERING WENT OUT AND CAUSED ACCIDENT, NECESSARY TO
PERFORM ALIGNMENT ON VEHICLE.

E2020 WHEEL ALIGNMENT CHECK AND/OR ADJUST

729	WC	0.90			73.59	73.59
			0	0	TPARTS	
			1800	7359	TLABOR	

26430 REFER TO PREV RO#131168 FOR POWER STEERING ASSIST MOTOR

REPLACEMENT. E2020 0.90 PERFORMED FOUR WHEEL ALIGNMENT

C NECESSARY TO PUT OWNER IN ENTERPRISE RENTAL.

CAUSE: SUBLET.

RENTAL ENTERPRISE RENTAL

729	WC	0.00			0.00	0.00
-----	----	------	--	--	------	------

DISCLAIMER OF WARRANTIES: THE SELLER, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED
OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE,
AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT LIABILITY IN CONNECTION WITH
THE SALE OF SAID PRODUCTS.

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 entity 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.

I hereby authorize the repair work herein set forth to be done by you, together with the furnishing by you of the necessary
parts and other material for such repair, and agree: that you are not responsible for any delays caused by unavailability or
delayed availability of parts or material for any reason; that you neither assume nor authorize any other person to assume for
you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or
articles left therein, in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby
acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above
vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

X

CUSTOMER'S SIGNATURE

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

CUSTOMER #: 12518

131433

NEWSOME AUTOMOTIVE

WARRANTY

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

FLORENCE, SC

HOME: [REDACTED] CONT [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

DUPLICATE 1

PAGE 2

SERVICE ADVISOR: 753 KRISTINA DIANNE HERMA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RED	07	CHEVROLET COBALT	1G1AL15F177		26430/26450	T1178	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
26OCT07 DD			17:00 29JAN10		0.00	CASH	29JAN10
R.O. OPENED	READY	OPTIONS: ENG:2.2 Liter MFI DOHC					

13:26 25JAN10 14:14 29JAN10

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
0					0 TPARTS		
0					0 TLABOR		

SUBL RENTAL PO#13022

WC

148.00 148.00

26430 PER GM PUT OWNER IN ENTERPRISE RENTAL DUE TO PREV RO#131168

POWER STEERING ASSIST MOTOR REPLACEMENT. 1G1AT58H397 [REDACTED] 4 DAYS OF
RENTAL AT \$37/DAY = \$148.00. IN RENTAL 01/25/10; OUT OF RENTAL
01/29/10.

D** CUST STATES; THE RIGHT SIDE VIEW MIRROR WAS DAMAGED IN THE ACCIDENT
AND IT NEEDS TO BE REPLACED.

CAUSE: RT SIDE VIEW MIRROR WAS DAMAGED IN ACCIDENT DUE TO POWER
STEERING GOING OUT.

B4155 OUTSIDE REARVIEW MIRROR REPLACEMENT RIGHT

SIDE

729 WC 0.40

32.71 32.71

1 25831893 MIRROR KI 141.78 117.11 117.11

FC: PART#: 25831893 COUNT: 1 8365 11711 TPARTS

CLAIM TYPE:

AUTH CODE:

800 3271 TLABOR

SUBL PAINT RT SIDE VIEW MIRROR PO#12966

WC

83.30 83.30

26430 REFER TO PREV RO#131168 FOR POWER STEERING ASSIST MOTOR
REPLACEMENT. B4155 0.40 REPLACED RIGHT SIDE VIEW MIRROR PER GM. SUBLET
TO SOUTH FLORENCE COLLISION TO PAINT/REFINISH NEW MIRROR.

EST: 1,100.00 25JAN10 13:26 SA: 753

COST, SALE, & COMP TOTALS 63097 88762 0

DISCLAIMER OF WARRANTIES: THE SELLER, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

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 entity 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.

I hereby authorize the repair work herein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree: that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume nor authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein, in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

X

CUSTOMER'S SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	147.19
PARTS AMOUNT	509.13
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	231.30
MISC. CHARGES	0.00
TOTAL CHARGES	887.62
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	887.62

CUSTOMER #: 12518

131168

NEWSOME AUTOMOTIVE

2199 David McLeod Blvd.

FLORENCE, SOUTH CAROLINA 29501

(843) 662-8711

1-800-327-5646

FLORENCE, SC

HOME:

CONT:

BUS:

CELL:

PAGE 1

SERVICE ADVISOR:

753 KRISTINA DIANNE HERMA

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
RED		07	CHEVROLET COBALT		1G1AL15F17		26217/26217		T1162
DEL DATE		PROD DATE	WARR EXP	PROMISED	PO No	RATE	PAYMENT	INV DATE	
26 OCT 07 DD				WAIT 23 JAN 10		0.00	CASH	25 JAN 10	
R.O. OPENED		READY		OPTIONS:		ENG: 2.2 Liter MFI DOHC			

11:07 16 JAN 10 13:18 25 JAN 10

LINE OPCODE TECH TYPE HOURS

A. CUST STATES, THE POWER STEERING GOES OUT INTERMITTENTLY. THE LAST TIME IT WENT OUT CUSTOMER LOST CONTROL OF CAR GOING AROUND A CURVE AND CRASH INTO A CURB CAUSING DAMAGE TO THE RIGHT SIDE OF THE VEHICLE

CAUSE: bad power steering motor

E8434 POWER STEERING ASSIST MOTOR REPLACEMENT

729 WC 1.50

1 20763801 MOTOR KIT

122.66 122.66

FC: PART#: 20763801 COUNT: 0 9975 13965 TPARTS 175.00 139.65 139.65

CLAIM TYPE:

AUTH CODE:

3000 12266 TLABOR

26217 bad power steering motor 00475 eps motor short replace power steering assist motor complete e8434 1.5

EST: 0.10 16 JAN 10 11:07 SA: 753

COST, SALE, & COMP TOTALS

12975 26231 0

DISCLAIMER OF WARRANTIES: THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

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 entity 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.

I hereby authorize the repair work herein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume nor authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein, in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

X

CUSTOMER'S SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	122.66
PARTS AMOUNT	139.65
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	262.31
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	262.31

South Florence Collision Repair Center

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

INVOICE

DATE	INVOICE #
1/28/2010	2186

BILL TO		
Newsome Automotive 2199 David McLeod Blvd. Florence, SC 29501		

[illegible]

DESCRIPTION	AMOUNT
Labor	61.70
Materials, Supplies, Paint	21.60
Sales Tax (8%)	0.00

We Appreciate Your Business!

Total Due	\$83.30
------------------	----------------

OWNER OF VEHICLE: ENTERPRISE LEASING COMPANY - SOUTHEAST
 BRANCH ADDRESS: 2115-D W EVANS ST, FLORENCE, SC, 295014007 (843) 669-6309

MO 8:00 AM - 6:00 PM TU 8:00 AM - 6:00 PM
 WE 8:00 AM - 6:00 PM TH 8:00 AM - 6:00 PM
 FR 8:00 AM - 6:00 PM SA 9:00 AM - 12:00 PM
 SU CLOSED REF# 65M326

1/29/10		RENTAL TYPE	DEALERSHIP	SOURCE #	SONIC/NEWS	NO.	739	RENTAL AGREEMENT NO.	D 604411
01/28/2010 12:24 PM		RENTER	[REDACTED]						
START CHARGES IF DIFFERENT		[REDACTED]							
ORIGINAL VEHICLE		[REDACTED]							
COLOR	BLACK	LICENSE NO.	[REDACTED]						
MODEL	CORV	ECAR#	7881FQ						
MILE AGE	IN	OUT	11054						
DRIVEN	[REDACTED]		BILL TO	Y	COMPANY	SONIC/NEWSOME-FLORENCE**			
ATTN	[REDACTED]		PHONE	[REDACTED]					
REFERENCE NUMBER	[REDACTED]		EXT	[REDACTED]					
CONDITION AND LEVEL AGREED TO		[REDACTED]							
NO DAMAGE		[REDACTED]							
PERMISSION GRANTED TO OPERATE VEHICLE ONLY IN THE STATE OF RENTAL AND THE FOLLOWING STATE(S)		[REDACTED]							
OPERATION IN ANY OTHER STATE OR COUNTRY WILL AFFECT YOUR LIABILITY AND RIGHTS UNDER THIS AGREEMENT		[REDACTED]							
OPTIONAL PRODUCTS NOTICE		[REDACTED]							
OFFER FOR AN ADDITIONAL CHARGE FOR THE FOLLOWING OPTIONAL PRODUCTS:		[REDACTED]							
DAMAGE WAIVER: PERSONAL ACCIDENT INSURANCE: ROADSIDE ASSISTANCE: PROTECTION AND SUPPLEMENTAL LIABILITY PROTECTION. YOU MAY HAVE INSURANCE POLICIES IN PLACE THAT ALREADY PROVIDE THE COVERAGE BEING OFFERED. BEFORE DECIDING WHETHER TO PURCHASE ANY OF THESE PRODUCTS, YOU SHOULD DETERMINE WHETHER YOUR PERSONAL INSURANCE OR CREDIT CARD PROVIDES YOU COV-		[REDACTED]							
RENTER ACCEPTS OPTIONAL DAMAGE WAIVER (DW) AT FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 16. DW IS NOT INSURANCE.		RENTER X							
RENTER ACCEPTS OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI) AT FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 16.		RENTER X							
RENTER ACCEPTS OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) AT FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 17.		RENTER X							
ACKNOWLEDGMENT OF THE ENTIRE AGREEMENT, WHICH CONSISTS OF PAGES 1 THROUGH 4.		[REDACTED]							
REPLACEMENT VEHICLE		[REDACTED]							
COLOR	[REDACTED]		LICENSE NO.	[REDACTED]		DATE	01/28/2010		
MODEL	[REDACTED]		ECAR#	[REDACTED]		EMPL	E6013P		
MILE AGE	IN	OUT	[REDACTED]		[REDACTED]				
DRIVEN	[REDACTED]		ADDITIONAL INFORMATION	[REDACTED]					
CONDITION AND LEVEL AGREED TO	[REDACTED]		[REDACTED]						
NO DAMAGE	[REDACTED]		[REDACTED]						
PERMISSION GRANTED TO OPERATE VEHICLE ONLY IN THE STATE OF RENTAL AND THE FOLLOWING STATE(S)	[REDACTED]		[REDACTED]						
OPERATION IN ANY OTHER STATE OR COUNTRY WILL AFFECT YOUR LIABILITY AND RIGHTS UNDER THIS AGREEMENT	[REDACTED]		[REDACTED]						
TOTAL CHARGES		[REDACTED]							
DEPOSITS		[REDACTED]							
REFUNDS		[REDACTED]							
AMOUNT DUE		148.00							
CLOSED BY		[REDACTED]							
PAID BY	CASH	CHECK	CHARGE	[REDACTED]					
RECEIPT OF CASH REFUND	DATE	AMOUNT	RECEIVED BY	[REDACTED]					

VEHICLE \$37.00/HOUR*
 \$37.00/DAY*
 *INCLUDES
 \$0.37/MILE CHARGE ABOVE
 \$50/DAY
 \$3/WEEK
 \$1/MONTH

4 DAYS
 37/DAY
 \$148.00

FUEL CHARGE \$3.74/GALLON
 SALES TAX 8.00%*
 SC RENTAL SURCHARGE 5.00%*

RO 131433
 PO 130222

.....

Facsimile Transmittal

To: Elizabeth Gregg **Fax:** (843) 664-9400

From: Debbie Stewart **Date:** February 2, 2010

Re: 1G1AL15F177 [REDACTED] - 71- **Pages:** 2
794803455 - Sonic-Newsome of
Florence

Authorization ID: 52092800000

☐ Urgent ☐ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

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Notes:

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 pre-authorization 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.

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PAR GMWA

Pre-Authorization/Warranty Claim Tracking Form

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?	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	Dlr 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 COSTS		
Net Amount:	\$887.62		
DO NOT H ROUTE THIS CLAIM			
Authorization Code:	DO NOT PUT IN AN AUTH CODE		
Additional Comments for Dealer:			
IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP			
AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO (866) 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		
Justification:			
	There was nothing the customer could have done to cause or prevent this from happening.		
PAR CRS:			
	Debbie Stewart		
Additional Comments:			
	GW		

PAR GMWA
Pre-Authorization/Warranty Claim Tracking Form

PAR GMWA

Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information			
Date	2/1/10	Service Request <input type="checkbox"/>	71-794803455
Customer Name	[REDACTED]		
VIN	1G1AL15F177 [REDACTED]		
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	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:	DO NOT PUT IN HOURS		
Parts and Labor Costs:	DO NOT PUT IN COSTS		
Net Amount:	\$887.62		
DO NOT H ROUTE THIS CLAIM			
Authorization Code:	DO NOT PUT IN AN AUTH CODE		
Additional Comments for Dealer:			
IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP			
AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO (866) 775 9478			
Internal PAR Information			
Complaint:			
	Customer alleges steering failure caused a collision.		
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.		
PAR CRS:			
	Debbie Stewart		
Additional Comments:			
	GW		

PAR GMWA
Pre-Authorization/Warranty Claim Tracking Form

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Facsimile Transmittal

To: Elizabeth Gregg **Fax:** (843) 664-9400

From: Debbie Stewart **Date:** February 5, 2010

Re: 1G1AL15F177 [REDACTED] - 71- **Pages:** 2
794803455 - Sonic-Newsome of
Florence

Authorization ID: 52755200000

☐ Urgent ☐ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

.....

Notes:

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 pre-authorization 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 52755200000.

.....

PAR GMWA

Pre-Authorization/Warranty Claim Tracking Form

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?	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	Dlr 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	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:	DO NOT PUT IN HOURS		
Parts and Labor Costs:	DO NOT PUT IN COSTS		
Net Amount:	\$887.62		
DO NOT H ROUTE THIS CLAIM			
Authorization Code:	DO NOT PUT IN AN AUTH CODE		
Additional Comments for Dealer:			
IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP			
AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO (866) 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		
Justification:			
	There was nothing the customer could have done to cause or prevent this from happening.		
PAR CRS:			
	Debbie Stewart		
Additional Comments:			
	GW		

PAR GMWA
Pre-Authorization/Warranty Claim Tracking Form

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

July 13, 2011

[REDACTED]
Oxford, NC [REDACTED]

Dear [REDACTED]

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP) for the Smart Care plan on your 2007 Chevrolet Cobalt, Vehicle Identification Number 1G1AM55B277[REDACTED]. The processing time will take approximately eight weeks.

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

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

GM GlobalConnect - Microsoft Internet Explorer provided by GMCARS

Address: [Redacted]

Default Transaction Mode: Online

Vehicle Identifier		Customer Information	
Vehicle Category:	GM Used	Plan Customer:	Individual
Division:	Chevrolet	Customer Type:	Owner
VIN:	101AM558277151402	State:	North Carolina
		Evening Phone:	
		Primary Language:	English
		Secondary Language:	

Sales Information	
Dealer Code:	32888
Action:	Add Protection Plan
Odometer:	28800

Plan Lineholder	
Lineholder Type:	Other
	Chevrolet
	PO Box 33170
	Dearborn, Michigan - 48232

Protection Plans	
Plan Purchase Date:	02/01/2010
In Service Date:	02/01/2010
Schedule Type:	GMPP Retail
Promotion Code:	

Plan Types	
Plan Type:	Smart Care Retail
Term:	24
Mileage Limit:	24000
Deductible:	0
Partial Type:	None
Plan Price:	\$ 0.00
Tax:	\$ 0.00
Total:	\$ 0.00

BACK CANCEL SUBMIT

GM GlobalConnect - Microsoft Internet Explorer provided by GMCARS

Address: [Redacted]

OrderWORKBENCH

Transaction Details

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

VIN:	101AM558277151402	Status:	Pending
Dealer Code:	32888	User ID:	fw02pp
Transaction Date:	02/01/2010	User Role:	Central Office Administrator
Transaction Type:	GM Protection Plan	Timestamp Date:	2010-02-04 15:39:49 100000
Transaction Message: 1007 - GMPP sent to MIC			

© 2008 General Motors. All Rights Reserved.

Done

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

July 13, 2011

[REDACTED]
Sellersville, PA [REDACTED]

Dear [REDACTED]

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

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

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

Sincerely,

Chevrolet Customer Assistance Center
Service Request Number: 71-795036923

July 13, 2011

[REDACTED]
Sellersville, PA [REDACTED]

Dear [REDACTED]

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

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

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

Sincerely,

Chevrolet Customer Assistance Center
Service Request Number: 71-795036923

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

July 13, 2011

[REDACTED]
Bellmawr, NJ [REDACTED]

Dear [REDACTED]

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP) for the Smart Care plan on your 2006 Chevrolet Cobalt, Vehicle Identification Number 1G1AP14P967[REDACTED]. The processing time will take approximately eight weeks.

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

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

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.

GM GlobalConnect - Microsoft Internet Explorer provided by GMCARS

File Edit View Favorites Tools Help

Address: [Redacted]

Default Transaction Mode: Online

Vehicle Identifier		Customer Information	
Vehicle Category:	GM Used	Plan Customer:	Individual
Division:	Chevrolet	Customer Type:	Owner
VIN:	1G1AP14P907 [Redacted]	Bellevue, New Jersey, United States	[Redacted]
		Existing Phone:	
		Primary Language:	English
		Secondary Language:	

Sales Information	
Dealer Code:	32888
Action:	Add Protection Plan
Order Code:	55000

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

Protection Plans	
Plan Purchase Date:	01/28/2010
In Service Date:	01/28/2010
Schedule Type:	GMPP Retail
Promotion Code:	

Plan Type	
Term:	Smart Case Retail
Mileage Limit:	12
Excluded:	0
Rental Type:	None
Plan Price:	\$ 0.00
Tax:	\$ 0.00
Total:	\$ 0.00

BACK CANCEL SUBMIT

Done

start scratch.txt - Notepad g999Feb2.xls Rebel Automotive - M... GM GlobalConnect - ... https://www.autopar... 71-79260051.doc - ... Internet

GM GlobalConnect - Microsoft Internet Explorer provided by GMCARS

File Edit View Favorites Tools Help

Address: [Redacted]

Global Connect

ORDERWORKBENCH

Transaction Details

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

VIN:	1G1AP14P907028070	Status:	Pending
Dealer Code:	32888	User ID:	1m02p
Transaction Date:	01/28/2010	User Role:	Central Office Administrator
Transaction Type:	GM Protection Plan	Timestamp Date:	2010-02-02-17:24:21.500000
Transaction Messages:	1007 - GMPP sent to MIC		

Done

Report Vehicle GMPP: Vehicle and C Information

Vehicle & Customer

GMPP

This screen is the first step to add GM Protection Plans for a vehicle. To submit a request to change or cancel an existing GM Protection Plan, click "Next" to go to the next step. Click "Report".

Transaction Mode: Online

Vehicle Identifier

Vehicle Category: GM Used

Division: Chevrolet

VIN: Full VIN 1G1AP14P907 [Redacted]

Dealer Identifier

Division: Chevrolet

Sales Information

Action: Add Protection Plan

Order Code: 55000

Done

start scratch.txt - Notepad g999Feb2.xls Rebel Automotive - M... GM GlobalConnect - ... https://www.autopar... 71-79260051.doc - ... Internet

FIELD PHOTOGRAPHIC NOTES

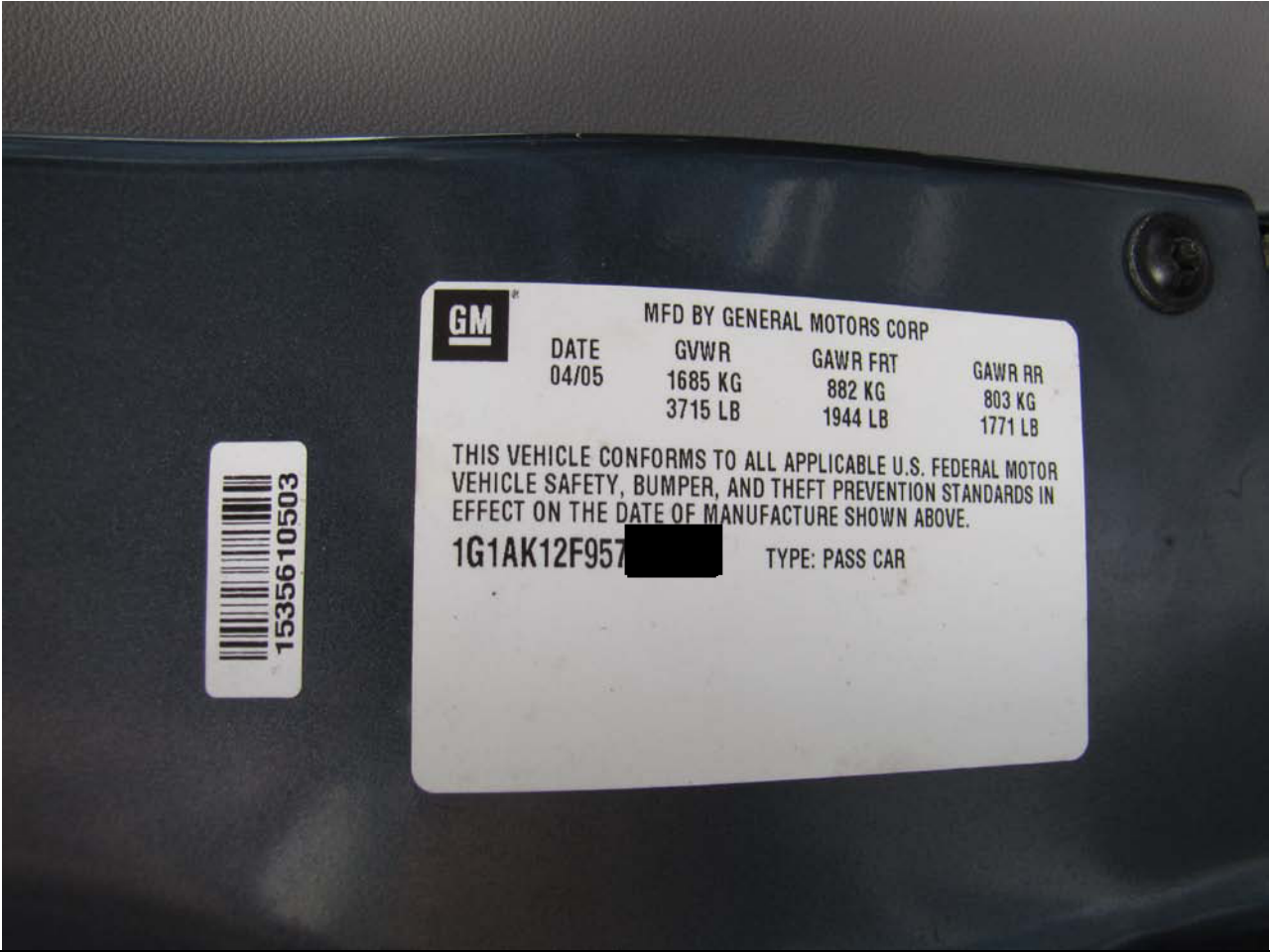
Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421

Photo.#	Description
0002	VIEW OF PRODUCTION LABEL 
0003	EXTERIOR VIEW OF VEHICLE

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0004

EXTERIOR VIEW OF VEHICLE

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0005

CLOSE UP VIEW OF IMPACT DAMAGE

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0006

CLOSE UP VIEW OF IMPACT DAMAGE

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0007

CLOSE UP VIEW OF IMPACT DAMAGE

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]
Model: COBALT
VIN: 1G1AK12F957 [REDACTED]

Inspection Date: 2/4/10

File 71-798451421



0008 EXTERIOR VIEW OF VEHICLE

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0009

EXTERIOR VIEW OF VEHICLE

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0011

EXTERIOR VIEW OF VEHICLE

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0012

EXTERIOR VIEW OF VEHICLE

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0013

EXTERIOR VIEW OF VEHICLE

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0014

EXTERIOR VIEW OF VEHICLE

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0015

INTERIOR VIEW OF VEHICLE

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0016

INTERIOR VIEW OF VEHICLE

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0017

VIEW OF ENGINE COMPARTMENT

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0018

VIEW OF ENGINE COMPARTMENT

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0019

VIEW OF ENGINE COMPARTMENT

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0020

VIEW OF ENGINE COMPARTMENT

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0021

VIEW OF ENGINE COMPARTMENT

FIELD PHOTOGRAPHIC NOTES

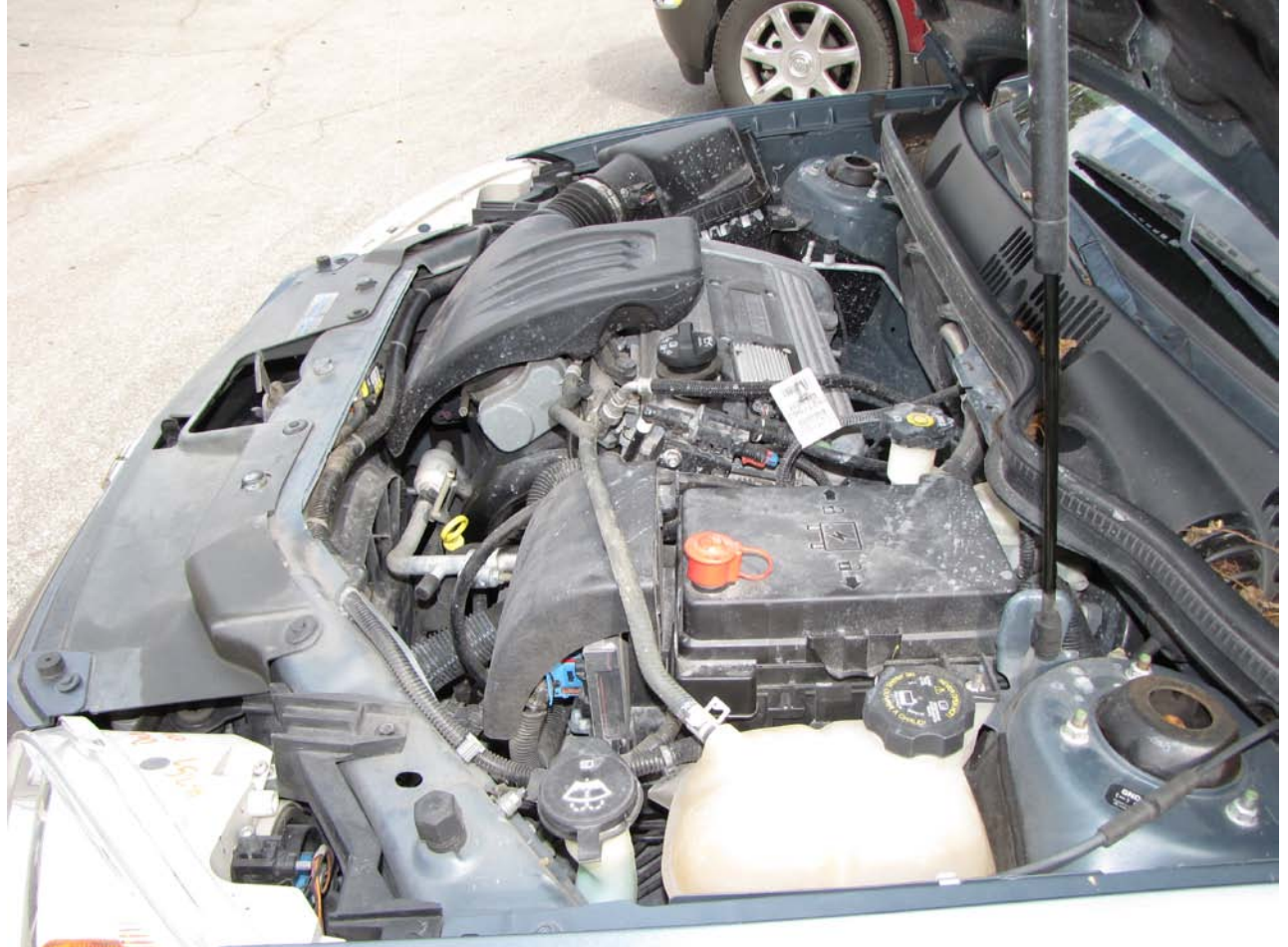
Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0022

VIEW OF ENGINE COMPARTMENT

FIELD PHOTOGRAPHIC NOTES

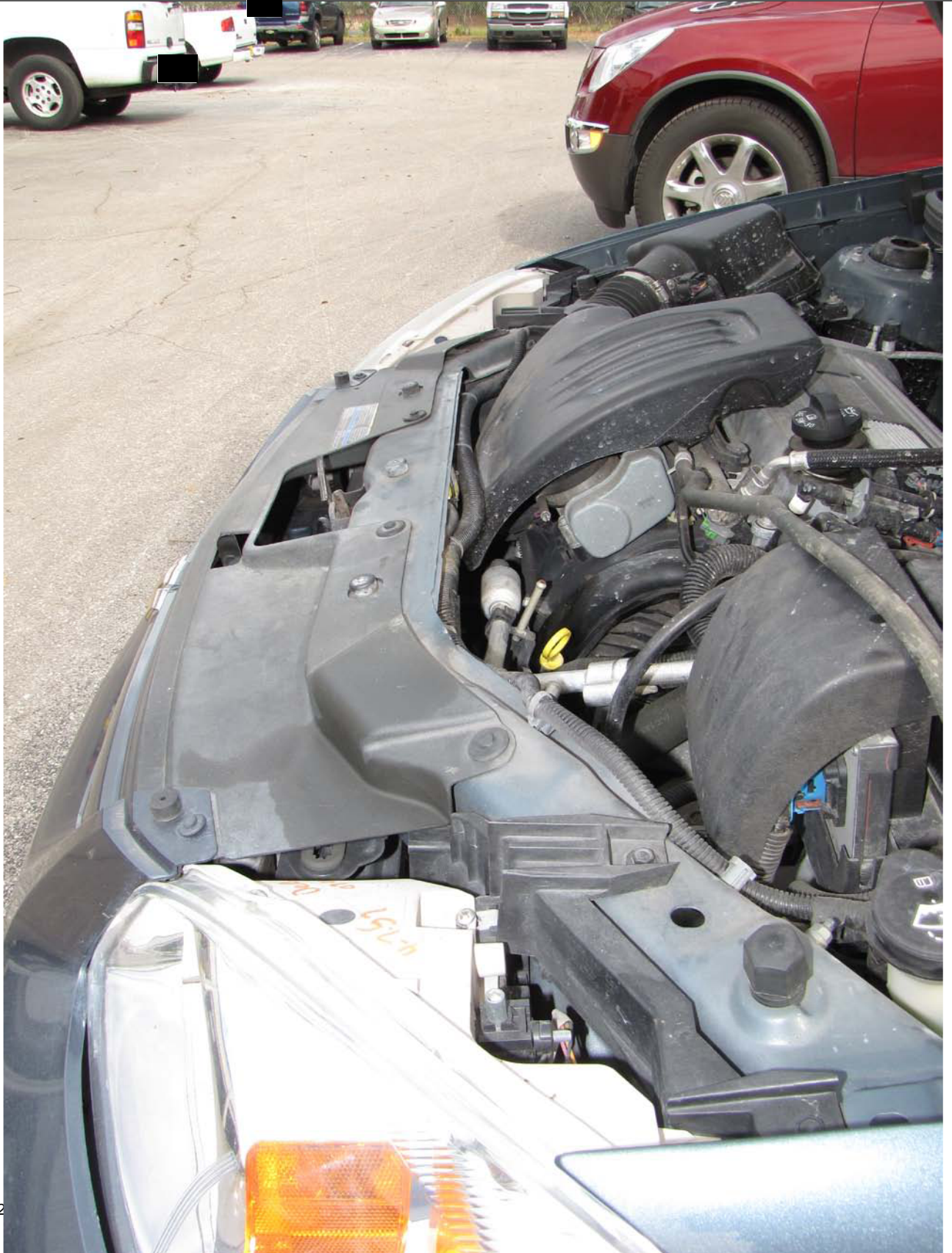
Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



71-79845142

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421

0023

VIEW OF ENGINE COMPARTMENT

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



71-79845142

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421

0025

VIEW OF MESSAGE CENTER STATING "POWER STEERING"



0027

VIEW OF ODOMETER

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0029

VIEW OF TECH 2 SCREEN

FIELD PHOTOGRAPHIC NOTES

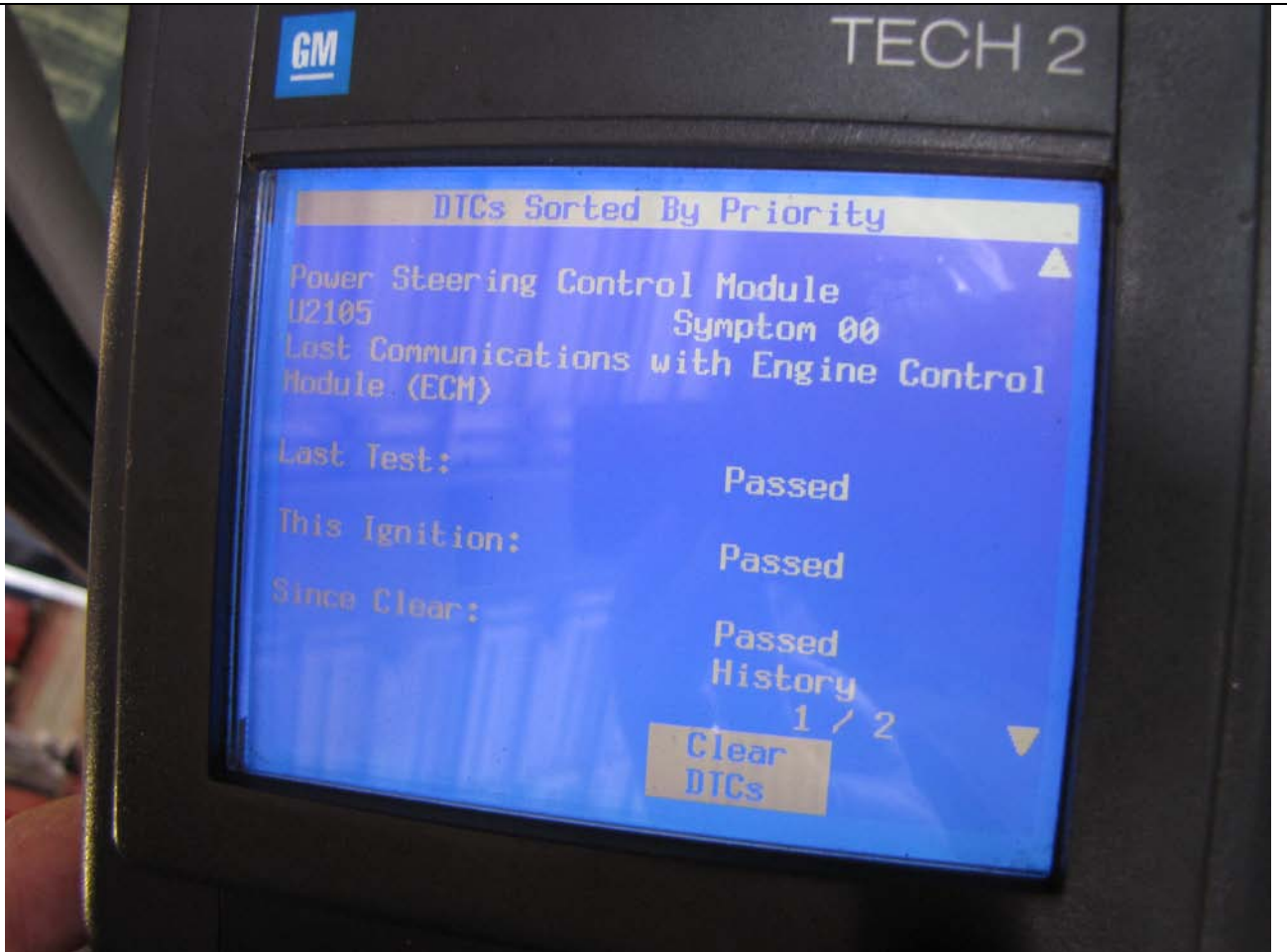
Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0031

VIEW OF TECH 2 SCREEN

FIELD PHOTOGRAPHIC NOTES

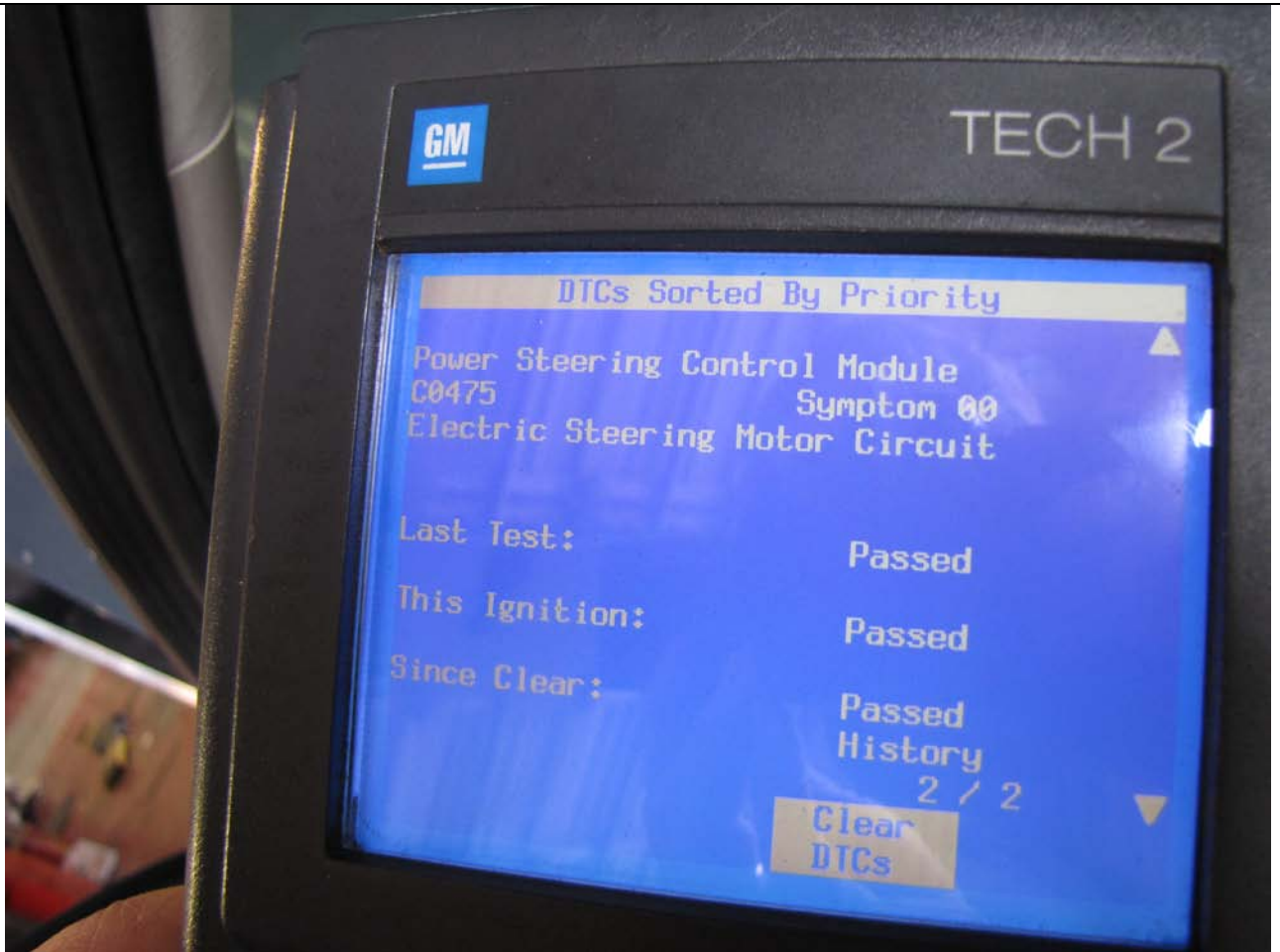
Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0033

VIEW OF TECH 2 SCREEN

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0042

VIEW OF VEHICLE UNDER CARRIAGE

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0043

VIEW OF VEHICLE UNDER CARRIAGE

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]
Model: COBALT
VIN: 1G1AK12F957 [REDACTED]

Inspection Date: 2/4/10

File 71-798451421



0044 VIEW OF VEHICLE UNDER CARRIAGE

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0045

VIEW OF VEHICLE UNDER CARRIAGE

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0046

VIEW OF VEHICLE UNDER CARRIAGE

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0047

VIEW OF VEHICLE UNDER CARRIAGE

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0048

VIEW OF VEHICLE UNDER CARRIAGE

FIELD PHOTOGRAPHIC NOTES

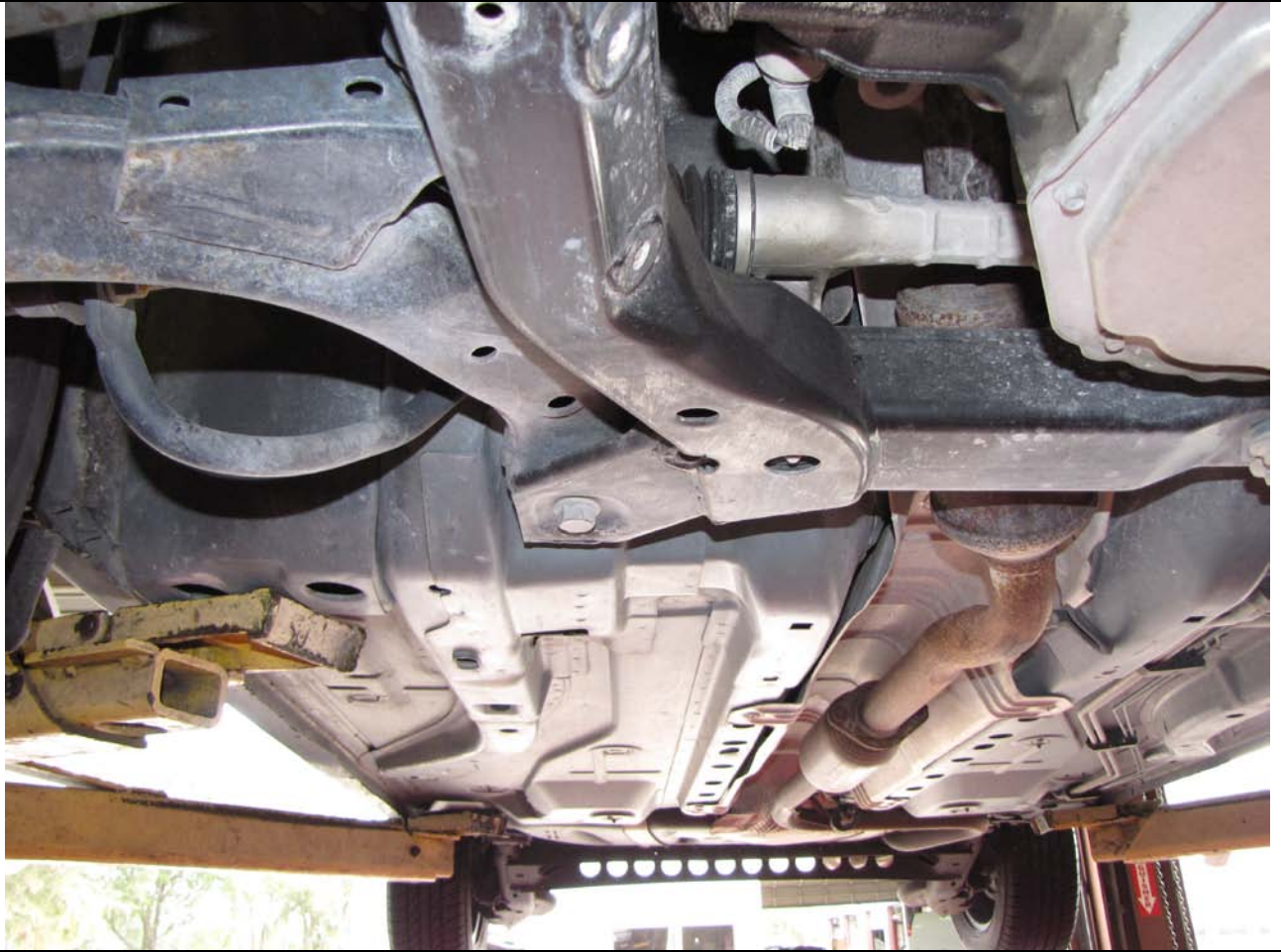
Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0049

VIEW OF VEHICLE UNDER CARRIAGE

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0050

VIEW OF VEHICLE UNDER CARRIAGE

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0051

VIEW OF VEHICLE UNDER CARRIAGE

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0052

VIEW OF VEHICLE UNDER CARRIAGE

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0054

VIEW OF VEHICLE UNDER CARRIAGE

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0056

VIEW OF VEHICLE UNDER CARRIAGE

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0057

VIEW OF VEHICLE UNDER CARRIAGE

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0058

VIEW OF VEHICLE UNDER CARRIAGE

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0059

VIEW OF VEHICLE UNDER CARRIAGE

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



FIELD PHOTOGRAPHIC NOTES


Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421

Photo.#	Description
0060	VIEW OF VEHICLE UNDER CARRIAGE 
0061	VIEW OF IMPACT DAMAGE ON LF HUB CAP

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0062

VIEW OF IMPACT DAMAGE ON LF HUB CAP

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0063

VIEW OF IMPACT DAMAGE ON LF HUB CAP

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0065

VIEW OF MASTER CYLINDER RESERVOIR

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0066

VIEW OF MASTER CYLINDER RESERVOIR

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0067

VIEW OF MASTER CYLINDER RESERVOIR

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0068

VIEW OF MASTER CYLINDER RESERVOIR

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0069

VIEW OF IMPACT DAMAGE ON LEFT DOOR

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0070

VIEW OF IMPACT DAMAGE ON LEFT DOOR

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0072 VIEW OF IMPACT DAMAGE ON LEFT QUARTER PANEL

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421

PALM CHEVROLET/KIA INC.

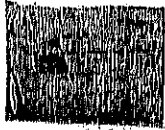
SERVICE DEPARTMENT

2300 S.W. COLLEGE ROAD

OCALA, FL. 34471

PHONE: 352-671-2650

FAX: 352-629-6801



FAX

TO: <i>Rita</i>	FROM: <i>Tim Hoe hn</i>
FAX # <i>866-857-3113</i>	# OF PAGES INCLUDING COVER:
RE:	DATE:

☐ Urgent ☐ For Review ☒ Please Comment ☐ Please Reply ☐ Please Recycle



MV# 15062

2300 Southwest College Rd.
Ocala, Florida 34471
Phone # 352-671-2650



Goodwrench

THANK YOU FOR YOUR BUSINESS

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/03/07	402868	23967	1052	1687 1687 1687 1687 1687	W W W C C	60CVZ 60CVZ01 60CVZ04 02CVZ01 02CVZ06	INTERIOR TRIM INT TRIM CONCERN DOOR HANDLE COURTESY INSPECTION DECLINED NITRO

SALESPERSON NO.

P D I

STATE REG# MV15062

METHOD OF PAYMENT: <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> M.C. <input type="checkbox"/> VISA <input type="checkbox"/> AMX	VEHICLE I.D. NO. 1G1AK12F957	YEAR/MAKE/MODEL 05/CHEVROLET/COBALT/2DR CPE LS	PRODUCTION DATE 07/30/05	STOCK NO.	LICENSE NO. 478382	R.O. NO.
BASIS FOR CHARGE: <input type="checkbox"/> FLAT RATE <input type="checkbox"/> HOURLY RATE <input type="checkbox"/> BOTH	CUSTOMER NO. 78300	SERVICE CONTRACT	DELIVERY DATE 07/30/05	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE 01/28/10
REMAIN PARTS <input type="checkbox"/> YES <input type="checkbox"/> NO	COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 3733	
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	TURBO CVZZ	M/M/C Y	AIR COND. Y	P.S. Y	TRANS M	MILEAGE 64,666
	ORIGINAL ESTIMATE \$	ADDITIONAL AUTHORIZED AMOUNT \$	REVISED AUTHORIZED ESTIMATE \$	ADVISOR NO. 1188	ADVISOR C GILBERT	DATE 01/28/10
	TIME RECEIVED 07:17am	DATE/TIME PROMISED 01/28/10 06:00pm	PRIORITY	ADD. REPAIR AUTH. BY John	AUTH. REC. BY	NAME AND No. OTHER PERSON TO AUTH.
						DESCRIPTION OF ADD. WORK AUTH.
						CHARGE FOR ESTIMATE

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL 35.00

- 1 **C** 06CVZSAFLOF **SAFETY CARD LOF**
CHANGE ENGINE OIL (UP TO 6QTS.)
INSTALL NEW FILTER (OEM EQUIVALENT)
LUBRICATE CHASSIS (AS NEEDED)
CHECK & TOP OFF ALL FLUID LEVELS
CHECK AND ADJUST TIRE PRESSURE
PERFORM MULTI-POINT INSPECTION

L.O.F.

- 2 **C** 02CVZ01 **COURTESY INSPECTION**
CUSTOMER REQUESTED FREE COURTESY INSPECTION

Check Engine
Light on

- 3 **C** 45CVZ01 **STEERING CONCERN**
CUSTOMER STATES CUSTOMER LOST POWER STEERING GOING DOWN ROAD
ON WRECKED WHOLE RIGHT FRONT FENDER.

CO-475-

PLEASE READ CAREFULLY, SIGN ONE OF THE STATEMENTS BELOW AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE. IF MY FINAL BILL EXCEEDS \$100.00, I REQUEST A WRITTEN ESTIMATE. IF I DO NOT RECEIVE A WRITTEN ESTIMATE AS I AM AVOIDING COSTS DO NOT EXCEED \$100.00, THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL. IF I DO NOT RECEIVE A WRITTEN ESTIMATE.

SIGNED: *Michael R. Smith* 1/28/10

Shop Supplies and Hazardous Waste Disposal Charges
assess costs and profits to the motor vehicle repair facility
as miscellaneous shop supplies or waste disposal
559.905(1)(h))

STORAGE CHARGES: No storage charges shall accrue or be due and payable for a period of 3 working days from the date you are notified that the work on your vehicle has been completed. After that date, the daily charge for storage of your vehicle will be \$25.00.

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s. 403.718] and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state [s. 403.7185]).

12 months/12,000 miles warranty
on all parts and labor unless otherwise specified. 478382

02/08/2010 at 09:18 AM
20419

Job Number:

PRELIMINARY ESTIMATE

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

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
16	R&I	LT Mirror assy w/o power				0.3	
17	R&I	LT Handle, outside				0.4	
18	R&I	LT R&I trim panel				0.5	
19		QUARTER PANEL				3.0	2.8
20*	Rpr	LT Quarter panel					-0.2
21		Overlap Major Non-Adj. Panel					0.5
22		Add for Clear Coat	1		5.00		
23#	Repl	CAR COVER	1		3.00		
24#	Subl	HAZARDOUS WASTE DISPOSAL	1		10.00	0.3	
25#	Repl	CORROSION PROTECTION	1				
Subtotals ==>				164.28		18.4	13.3

Parts			164.28
Body Labor	18.4 hrs @ \$ 40.00/hr		736.00
Paint Labor	13.3 hrs @ \$ 40.00/hr		532.00
Paint Supplies	13.3 hrs @ \$ 25.00/hr		332.50

SUBTOTAL		\$ 1764.78
Sales Tax	Tier 1 \$ 1764.78 @ 6.0000%	105.89
GRAND TOTAL		\$ 1870.67

ADJUSTMENTS:		
Deductible		0.00
CUSTOMER PAY		\$ 0.00
INSURANCE PAY		\$ 1870.67

02/08/2010 at 09:18 AM
20419

Job Number:

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 DR1CLO5, 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.

02/08/2010 at 09:18 AM
20419

Job Number:

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:

Insured:
Owner:
Address:

SUMMERFIELD, FL

Day:

Claim #
Policy #
Deductible:
Date of Loss:
Type of Loss:
Point of Impact: 11. Left Front

Inspect PALM CHEVROLET-GEO
Location: 2300 S.W. COLLEGE RD.
OCALA, FL 34471

Business: (352) 671-2632

Insurance -
Company:

5 Days to Repair

2005 CHEV COBALT 4-2.2L-FI 2D CPE Int:
VIN: 1G1AK12F957 Lic:

Air Conditioning
Intermittent Wipers
Dual Mirrors
Power Steering
FM Radio
Driver Air Bag
Bucket Seats

Rear Defogger
Message Center
Console/Storage
Power Brakes
Stereo
Passenger Air Bag
Automatic Transmission

Prod Date:

Odometer:

Tilt Wheel
Body Side Moldings
Clear Coat Paint
AM Radio
CD Player
Cloth Seats
Full Wheel Covers

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1		FRONT BUMPER				2.0	2.6
2*	Rpr	Bumper cover					1.0
3		Add for Clear Coat				2.6	
4		O/H bumper assy					
5		FENDER					
6	Repl	LT Fender	1	146.28		2.0	1.8
7		Add for Clear Coat					0.7
8		Add for Edging					0.5
9		HOOD					
10	Blnd	Hood					1.4
11		DOOR					
12*	Rpr	LT Outer panel				7.0	2.2
13		Overlap Major Adj. Panel					-0.4
14		Add for Clear Coat					0.4
15	R&I	LT Belt w'strip				0.3	

CDR File Information

User Entered VIN	1G1AK12F957
User	TERRY DUNHAM - EAA
Case Number	71-798451421
EDR Data Imaging Date	Thursday, February 4 2010
Crash Date	N/A
Filename	1G1AK12F957.ACM.CDR
Saved on	Thursday, February 4 2010 at 02:36:10 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 PreCrash 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 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 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 Braker 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 800 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 nondeployment 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 precrash data
- no data is received from the module sending the precrash data
- no module is present to send the precrash 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 optional 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 NonDeployment 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 NonDeployment 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 OFFRUN->CRANK power-modifying messages, on the GMLAN communication bus, to increment the counter. Applying and removing of battery power to the module will not increment the ignition counter.

-Steering Wheel Angle data is displayed as a positive value when the steering wheel is turned to the right and a negative value when the steering wheel is turned to the left, except for Cadillac STS model vehicles with StabiliTrak 3.0 systems (RPO JL7). For Cadillac STS model vehicles with StabiliTrak 3.0 systems (RPO JL7), when the steering wheel is turned to the right, a negative value will be displayed and when the steering wheel is turned to the left, a positive value will be displayed. The Steering Wheel Angle data is reported in 16 degree increments.

Data Source:

All SDM recorded data is measured, calculated, and stored internally, except for the following:

-Vehicle Status Data (Pre-Crash) is transmitted to the SDM, by various vehicle control modules, via the vehicle's communication network.

-The Belt Switch Circuit is wired directly to the SDM.

Hexadecimal Data

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

```
$01 00 00 00 00 57 00 00
$02 30 00 00 00 00 00 00
$03 02 00 00 00 00 00 00
$04 02 00 00 00 00 00 00
$05 00 00 00 00 00 00 00
$06 00 0A 00 00 0A 94 32
$07 00 09 00 00 00 00 00
$08 E8 8A 00 00 00 00 00
$09 00 80 7F 00 00 00 00
$0A 00 00 00 00 00 00 00
$0B 00 00 01 0F 00 00 00
$0C 00 00 00 00 00 00 00
$0D 00 00 40 00 00 00 00
$0E 40 00 00 00 00 00 00
$0F A0 00 00 00 00 00 00
$10 47 31 41 4B 31 32 46
$11 39 35 37 36 32 35 34
$12 36 32 00 00 00 00 00
$13 00 00 00 00 00 00 00
$14 00 00 00 00 00 00 00
$15 00 00 00 00 00 00 00
$16 03 06 0C 16 34 00 00
$17 03 04 03 03 00 00 00
$18 02 02 00 00 00 00 00
$19 07 07 00 00 00 00 00
$1B 3F 30 00 66 00 78 00
$1C 3F 00 00 02 00 18 00
$1D 00 00 00 00 00 00 00
$1E 4F 00 00 00 00 00 00
$1F 20 00 00 00 00 00 00
$20 40 00 00 00 00 00 00
$21 FF 01 00 00 70 00 00
$22 00 79 00 00 00 00 00
$24 00 00 00 00 00 00 00
$25 00 00 00 00 00 00 00
$26 00 00 00 00 00 00 00
$27 FF 00 FF 00 00 00 00
$2A 00 00 00 00 00 00 00
$2B 00 00 00 00 00 00 00
$2D 00 00 00 00 00 00 00
$2E 00 FF F0 21 12 00 00
$2F 00 FE 21 12 00 00 00
$30 9D 00 00 00 00 00 00
$31 FF FF FF FF FF 80 00
$32 F8 80 FF 80 00 00 00
$33 FF FF FF FF FF 80 00
$34 FF FF FF FF FF 80 00
$35 FF FF FF FF FF 80 00
$36 FF FF FF FF FF 80 00
$37 F8 80 F8 0F 0F CA FE
$38 FF 80 C0 80 FF C0 FC
$39 FF FF FF FF FF 80 00
$3A FF FF FF FF FF 80 00
$3B 7F 0F 1F 1F 3F 00 00
$3C FF FF FF FF FF FF C0
$3D FF FF FF FF FF FF 00
$3E FF FF FF FF 00 00 00
```

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

```

```

$01 41 55 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
$02 01 02 03 04
$03 41 54 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
$04 01 02 03 04
$05 42 55 FF FF FF FF FF FF FF FF FF FF FF FF FF
$06 FF FF FF FF
$07 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF
$08 FF FF FF FF
$0D 41 48 34 37 30 35 52 35 30 32 35 31 33 33 43 59
$0E 01 5A 4B 31
$0F 41 4A 01 02 03 04 52 45 41 32 30 32 33 30 30 30
$10 01 02 03 04
$13 42 52 FF FF FF FF FF FF FF FF FF FF FF FF FF
$14 FF FF FF FF
$17 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF
$18 FF FF FF FF
$21 31 12 66 1A E6 87 91 9A
$22 94 32
$23 31 41 FA FA FA FA 32
$24 31 41 FA FA FA FA 32
$25 32 41 FA FA FA FA 32
$26 32 41 FA FA FA FA 32
$40 00 00
$41 3F 02 00 18
1G1AK12F957

```

```
$42 10 C4
$43 00 00 8C 80
$44 C6 00 00 FC C0 C0
$45 07 01 07 01 05 01
$46 FF 1A 1A 64 64
$47 0A 64 02 04 04 05 0A 06 04 0A 00 00 FA 00 00 FF 04 64
$48 18 08 08
$B0 58
$B1 FD FE 00
$B2 FF FF FF FF FF
$B4 41 53 39 34 33 32 32 33 33 37 37 54 20 20 20 20
$B7 50 AA 01 0F 01
$B8 54 41 68 04 02
$C1 30 46 30 31
$CA 30 46 30 31
$CB 00 E8 B0 18
$CC 00 E8 B0 18
$D1 00 00
$DB 00 00
$DC 00 00
```

Disclaimer of Liability

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

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421

Photo.#	Description
0002	VIEW OF PRODUCTION LABEL
0003	EXTERIOR VIEW OF VEHICLE
0004	EXTERIOR VIEW OF VEHICLE
0005	CLOSE UP VIEW OF IMPACT DAMAGE
0006	CLOSE UP VIEW OF IMPACT DAMAGE
0007	CLOSE UP VIEW OF IMPACT DAMAGE
0008	EXTERIOR VIEW OF VEHICLE
0009	EXTERIOR VIEW OF VEHICLE
0011	EXTERIOR VIEW OF VEHICLE
0012	EXTERIOR VIEW OF VEHICLE
0013	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	VIEW OF VEHICLE UNDER CARRIAGE
0054	VIEW OF VEHICLE UNDER CARRIAGE
0056	VIEW OF VEHICLE UNDER CARRIAGE
0057	VIEW OF VEHICLE UNDER CARRIAGE
0058	VIEW OF VEHICLE UNDER CARRIAGE
0059	VIEW OF VEHICLE UNDER CARRIAGE

FIELD PHOTOGRAPHIC NOTES
Customer's Name: [REDACTED] Inspection Date: 2/4/10
Model: COBALT
VIN: 1G1AK12F957 [REDACTED] File 71-798451421

Inspection Date: 2/4/10

VIN: 1G1AK12F957

File 71-798451421

[illegible]

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

Customer's Name: [REDACTED] Inspection Date: 2/4/10
 Vehicle Brand: CHEVROLET Model: COBALT
 File [] 71-798451421 VIN: 1G1AK12F957 [REDACTED]

Mileage at Inspection: 64666

Inspection Location: PALM CHEVROLET, OCALA, FLORIDA

Inspector's phone number: 407-880-1258

Inspected By: TERRY DUNHAM - EAA

Section 1 INSPECTION SUMMARY

BRIEFLY Describe the customer's ALLEGATION below:

[REDACTED] ALLEGES THAT HIS DAUGHTER WAS DRIVING THE VEHICLE WHEN "SHE ATTEMPTED TO MAKE A RIGHT TURN, THE STEERING LOCKED UP, AND SHE RAN OFF THE ROAD."

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

THE VEHICLE IS EQUIPPED WITH ELECTRIC POWER STEERING AND CURRENTLY HAS NO POWER STEERING ASSIST. THE "POWER STEERING" MESSAGE LIGHT IS ILLUMINATED ON THE INSTRUMENT PANEL. A TECH 2 WAS CONNECTED TO THE VEHICLE AND FOUND CODES U2105 = LOST COMMUNICATIONS WITH ENGINE CONTROL MODULE. (ECM) AND CODE C0475 = ELECTRIC STEERING MOTOR CIRCUIT." SEE PHOTOS. BOSCH CDR EQUIPMENT WAS CONNECTED TO THE 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 THE LEFT FRONT FENDER, ON THE LEFT DOOR, AND ON THE LEFT QUARTER PANEL.

Section 2 INTERVIEW - INCIDENT DETAILS

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

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

Interview mode: ☒ By Telephone ☐ In Person

Incident Date and Time: "5 – 6 MONTHS AGO"

Interview date: 2/4/10

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

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

[REDACTED] ALLEGES THAT HIS DAUGHTER WAS DRIVING THE VEHICLE WHEN "SHE ATTEMPTED TO MAKE A RIGHT TURN, THE STEERING LOCKED UP, SHE RAN OFF THE ROAD, AND THEN SHE HIT SOFT DIRT AND BRUSH OFF THE ROAD."

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

Customer's Name: [REDACTED] Inspection Date: **2/4/10**
 Vehicle Brand: **CHEVROLET** Model: **COBALT**
 File ☐ 71-798451421 VIN: **1G1AK12F957** [REDACTED]

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

{

If there was a collision:

Describe extent of any injuries to the Driver: **NONE**

{

Describe where other occupants were seated & extent of any injuries: **THERE WERE NO OTHER OCCUPANTS IN THE VEHICLE.**

{

{

What was the exact location of the incident. ON US HIGHWAY 301 IN SUMMERFIELD, FLORIDA

Driving conditions at the time of the incident:

Weather conditions & Visibility: **CLEAR AND DRY** Approximate Temp (°F): **80 DEG**

Road Surface: ☐ Concrete ☒ Asphalt ☐ Gravel ☐ Crushed rock ☐ Dirt

Road Condition: ☒ Dry ☐ Wet ☐ Icy ☐ Other: {

Shoulder ☒ Curb ☐: ☐ Concrete ☐ Asphalt ☐ Gravel ☐ Crushed rock ☒ Dirt

Shoulder/Curb Condition: ☒ Dry ☐ Wet ☐ Icy ☐ Other: {

Posted Speed Limit **45 MPH**

Any objects in the road? (rocks, scrap metal, pothole, speed bump, etc.) **NONE**

Length of Drive Prior to incident:

Total Time (hrs. & mins.): **15 MINUTES** Distance (miles): **8 MILES**

Estimate of vehicle speed: **45** mph Source of est. **JOHN MISKURA**

Estimated vehicle speed at impact: **UNKNOWN** mph Source of est. **JOHN MISKURA**

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

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

Steering	Normal <input type="checkbox"/>	Other <input checked="" type="checkbox"/>	Describe "UNBLE TO TURN THE STEERING WHEEL"
Suspension	Normal <input checked="" type="checkbox"/>	Other <input type="checkbox"/>	Describe {
Brakes	Normal <input checked="" type="checkbox"/>	Other <input type="checkbox"/>	Describe {
Engine	Normal <input checked="" type="checkbox"/>	Other <input type="checkbox"/>	Describe {
Electrical	Normal <input checked="" type="checkbox"/>	Other <input type="checkbox"/>	Describe {

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

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

Also, determine whether there were any warning lights illuminated, messages on driver information panel, unusual noises, smoke or steam observed. **NONE**

Describe any evasive action: ☐ Turning ☐ Braking ☐ Accelerating ☒ Other: **UNKNOWN**

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

Estimated total weight of cargo: **NONE** Estimated weight of the trailer, if any. **NONE**

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

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

Customer's Name: [REDACTED] Inspection Date: **2/4/10**
 Vehicle Brand: **CHEVROLET** Model: **COBALT**
 File ☐ VIN: **71-798451421** **1G1AK12F957** [REDACTED]

Did the vehicle leave the roadway?: ☒ 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 ☒ Flat Bed ☐ Other

Additional comments concerning the incident: **NONE**

{
{

Section 3 INTERVIEW - VEHICLE HISTORY

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

[REDACTED] **SUMMERFIELD, FLORIDA** [REDACTED]

Comments: [REDACTED] *may be placed in section 9)*

NONE

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

{
{

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

{
{

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

{
{

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

{
{

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

{
{

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

If yes, describe: { _____

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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:

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

Customer's Name: [REDACTED] Inspection Date: 2/4/10
 Vehicle Brand: CHEVROLET Model: COBALT
 File [] 71-798451421 VIN: 1G1AK12F957 [REDACTED]

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. SEE PHOTOS.

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

NO DAMAGE WAS NOTED ON THE UNDER BODY

CORNER ASSEMBLIES

Struts/shocks

Springs

Control arms

Ball joints

Steering knuckles

Axle assemblies

Tire/wheel assemblies

Comments: **NONE**

UNDERHOOD

Engine compartment

Brake fluid level and condition

Power steering lines, hoses, clamps and connections

Power steering fluid level and condition

Comments:

THE VEHICLE IS EQUIPPED WITH ELECTRIC POWER STEERING. BRAKE FLUID LEVEL AND CONDITION WERE NORMAL.

GENERAL OBSERVATIONS

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

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 WAS NOTED

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

Customer's Name: [REDACTED] Inspection Date: **2/4/10**
Vehicle Brand: **CHEVROLET** Model: **COBALT**
File # **71-798451421** VIN: **1G1AK12F957** [REDACTED]

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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.

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

Customer's Name: [REDACTED] Inspection Date: 2/4/10
 Vehicle Brand: CHEVROLET Model: COBALT
 File # 71-798451421 VIN: 1G1AK12F957 [REDACTED]

ITEM	OBSERVATIONS/TEST RESULTS
Steering system-Are all components in place and connected in a normal manner? Can the steering wheel be rotated lock to lock with appropriate movement of the front wheels. Is there any binding, sticking or uneven feel?	NORMAL INSPECTION. THE STEERING WHEEL COULD BE ROTATED LOCK TO LOCK WITH APPROPRIATE MOVEMENT OF THE FRONT WHEELS. THERE IS NO POWER STEERING ASSIST.
Steering linkage-Is the linkage free from cracks, bends, fractures, etc. Are there any scrapes, abrasions, signs of contact with any of the linkage?	NORMAL INSPECTION
Gear/rack and pinion-Any sign of leakage, damage to boots on the rack, contact by foreign objects?	NORMAL INSPECTION
Steering column, ignition switch, intermediate shaft. Does the column unlock with the ignition key "on"? Is the steering column properly fastened to the dash?	NORMAL INSPECTION
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.	THE VEHICLE IS EQUIPPED WITH ELECTRIC POWER STEERING
PS fluid level and condition-Color, contamination, odor	THE VEHICLE IS EQUIPPED WITH ELECTRIC POWER STEERING
Steering knuckle-All attachments secure and proper?	NORMAL INSPECTION
Suspension components – LF Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. Sway bars properly attached.	NORMAL INSPECTION
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RF	NORMAL INSPECTION
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc Rear sway bars,	NORMAL INSPECTION

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

Customer's Name: [REDACTED] Inspection Date: 2/4/10
 Vehicle Brand: CHEVROLET Model: COBALT
 File ☐ 71-798451421 VIN: 1G1AK12F957 [REDACTED]

trailing arms properly attached and undamaged. LR	
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RR	NORMAL INSPECTION
Rear axle assembly-deformed, signs of impact, properly located, etc.	NORMAL INSPECTION
Deformation to the frame	NONE
Describe and photograph evidence of axle/ suspension/ tire contact with frame, body or components	NORMAL INSPECTION
Describe and photograph contact of the under- carriage with the road surface (road, shoulder, curb, or grass)	NORMAL INSPECTION
Stability Enhancement system/components-check for codes with Tech II	NOT EQUIPPED
Engine (normal, other)-Obtain codes using a Tech II.	NORMAL
Electrical (normal, other)	NORMAL
Warning lights/messages displayed? Describe and obtain codes using a Tech II	THE "POWER STEERING" MESSAGE WAS PRESENT IN THE INSTRUMENT CLUSTER.
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.**

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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: [REDACTED] Inspection Date: **2/4/10**
 Vehicle Brand: **CHEVROLET** Model: **COBALT**
 File ☐ 71-798451421 VIN: 1G1AK12F957 [REDACTED]

1. IDENTIFICATION:

	TIRE BRAND (Goodyear)	TIRE TYPE (Eagle GA)	TIRE SIZE (P205/70R15)	PRESSURE (psi)	AVE. TREAD DEPTH 32nds of inch	DOT Numbers
LF	<u>UNIROYAL</u>	<u>TOURING TRAK</u>	<u>P195/60R15</u>	<u>34</u>	<u>8/32</u>	<u>Y9V9 VCUU</u>
RF	<u>MICHELIN</u>	<u>ENERGY</u>	<u>P195/60R15</u>	<u>36</u>	<u>5/32</u>	<u>EDDA DXHX</u>
LR	<u>UNIROYAL</u>	<u>TOURING TRAK</u>	<u>P195/60R15</u>	<u>34</u>	<u>10/32</u>	<u>Y9V9 VCUU</u>
RR	<u>UNIROYAL</u>	<u>TOURING TRAK</u>	<u>P195/60R15</u>	<u>35</u>	<u>9/32</u>	<u>Y9V9 VCUU</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 THE LF HUB CAP SHOWS SCRATCHES AND SCRAPING – SEE PHOTOS

RF _____
 LR _____
 RR _____

2. TIRE PLACARD DATA:

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

	<u>SIZE</u>	<u>PRESSURE (psi)</u>	<u>PRESSURE AT MAXIMUM LOAD(psi)</u>
TIRES	<u>P195/60R15</u>	<u>30</u>	_____
SPARE TIRE	<u>T115/70D15</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...

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

Customer's Name: [REDACTED] Inspection Date: 2/4/10
 Vehicle Brand: CHEVROLET Model: COBALT
 File ☐ 71-798451421 VIN: 1G1AK12F957 [REDACTED]

- 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:

NONE

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Section 8 COMMENT OVERFLOW

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

NONE

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Section 9 OTHER REPORT INFORMATION

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

Attachments: (Check all that apply)

X Photographs X Data Downloads ☐ Other Records

FIELD PHOTOGRAPHIC NOTES

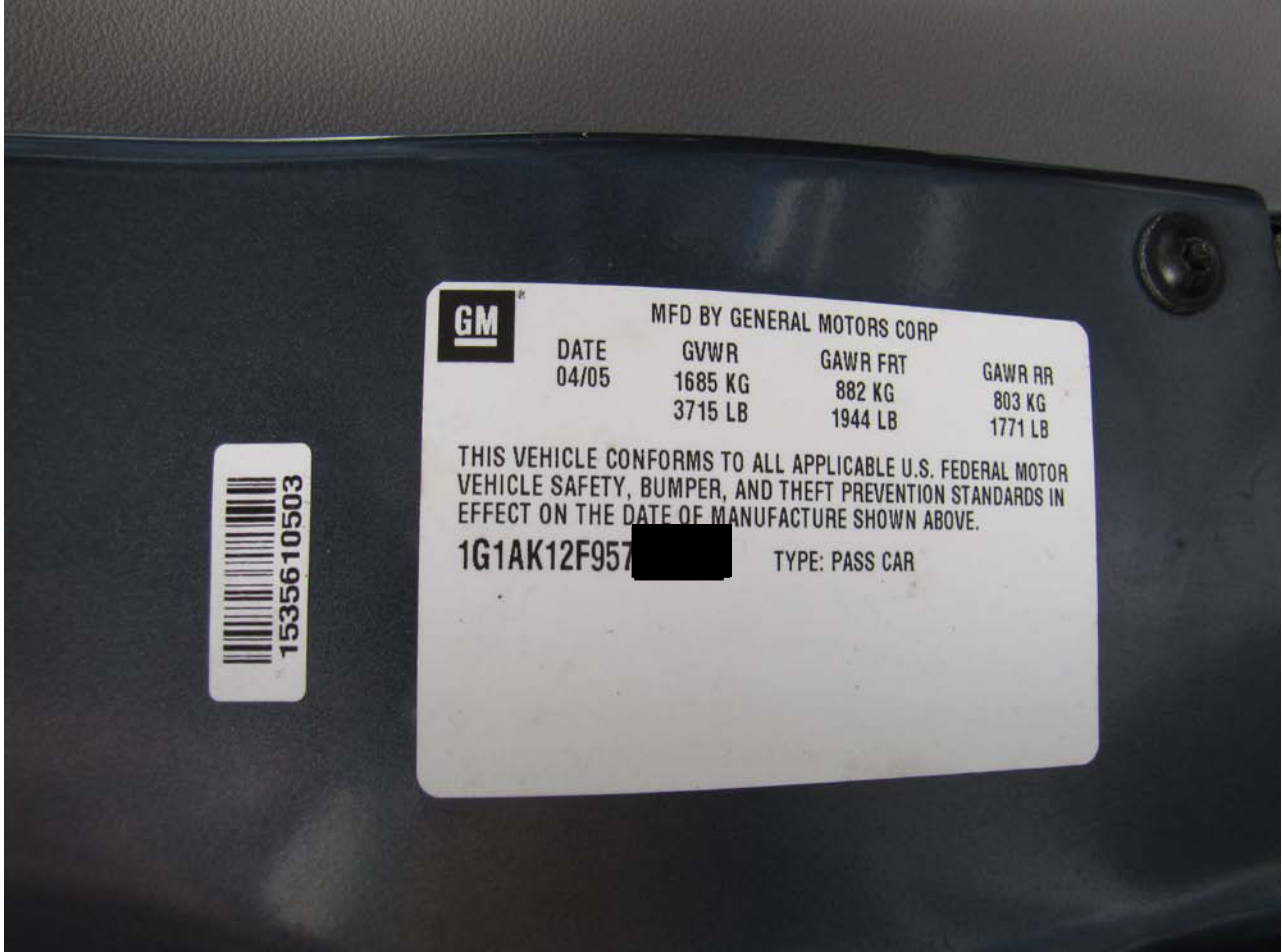
Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421

Photo.#	Description
0002	VIEW OF PRODUCTION LABEL 
0003	EXTERIOR VIEW OF VEHICLE

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0004

EXTERIOR VIEW OF VEHICLE

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0005

CLOSE UP VIEW OF IMPACT DAMAGE

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0006

CLOSE UP VIEW OF IMPACT DAMAGE

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0007

CLOSE UP VIEW OF IMPACT DAMAGE

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0008

EXTERIOR VIEW OF VEHICLE

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0009

EXTERIOR VIEW OF VEHICLE

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0011

EXTERIOR VIEW OF VEHICLE

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0012

EXTERIOR VIEW OF VEHICLE

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0013

EXTERIOR VIEW OF VEHICLE

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0014

EXTERIOR VIEW OF VEHICLE

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0015

INTERIOR VIEW OF VEHICLE

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0016

INTERIOR VIEW OF VEHICLE

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0017

VIEW OF ENGINE COMPARTMENT

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0018

VIEW OF ENGINE COMPARTMENT

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0019

VIEW OF ENGINE COMPARTMENT

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0020

VIEW OF ENGINE COMPARTMENT

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0021

VIEW OF ENGINE COMPARTMENT

FIELD PHOTOGRAPHIC NOTES

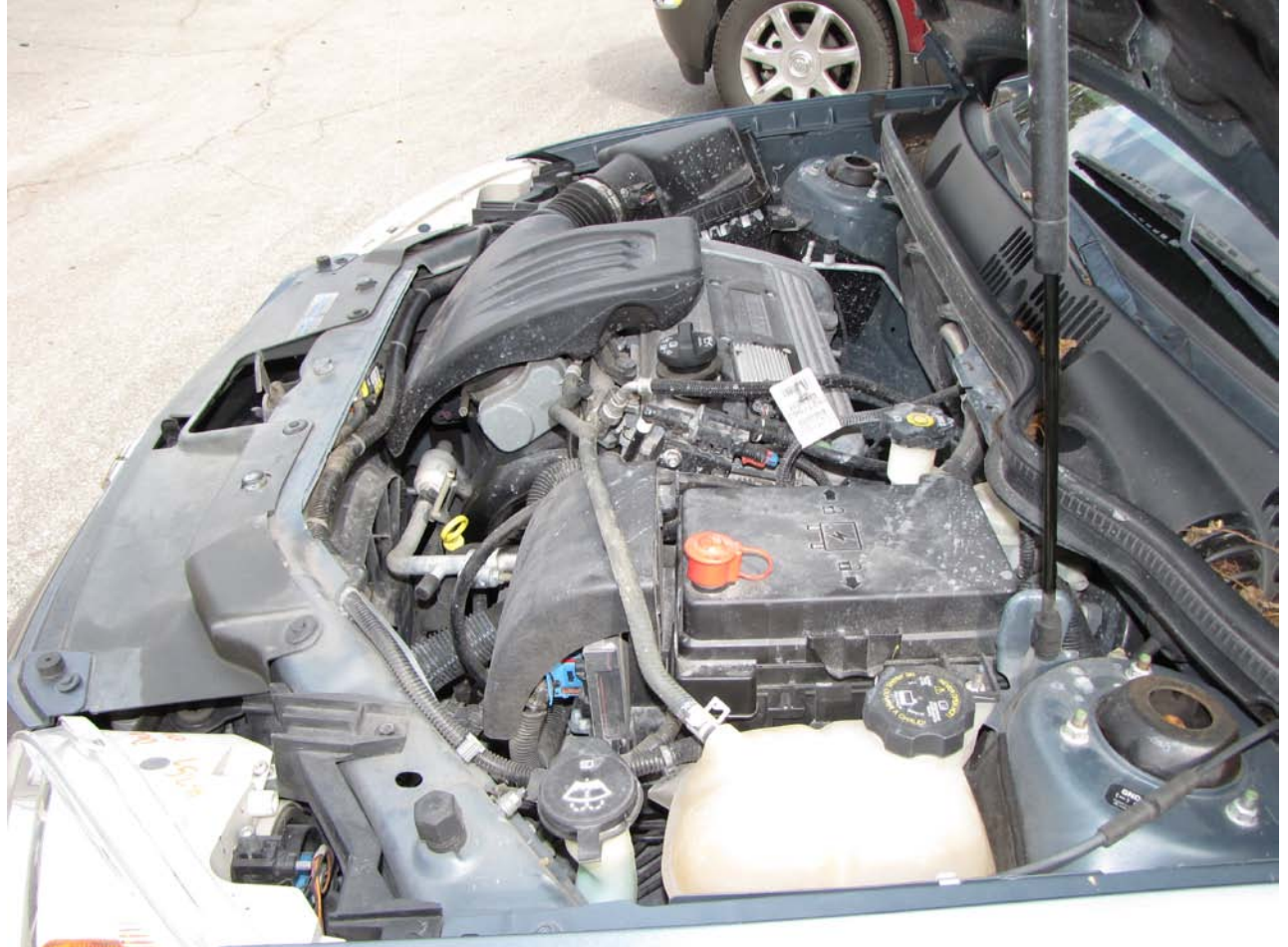
Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0022

VIEW OF ENGINE COMPARTMENT

FIELD PHOTOGRAPHIC NOTES

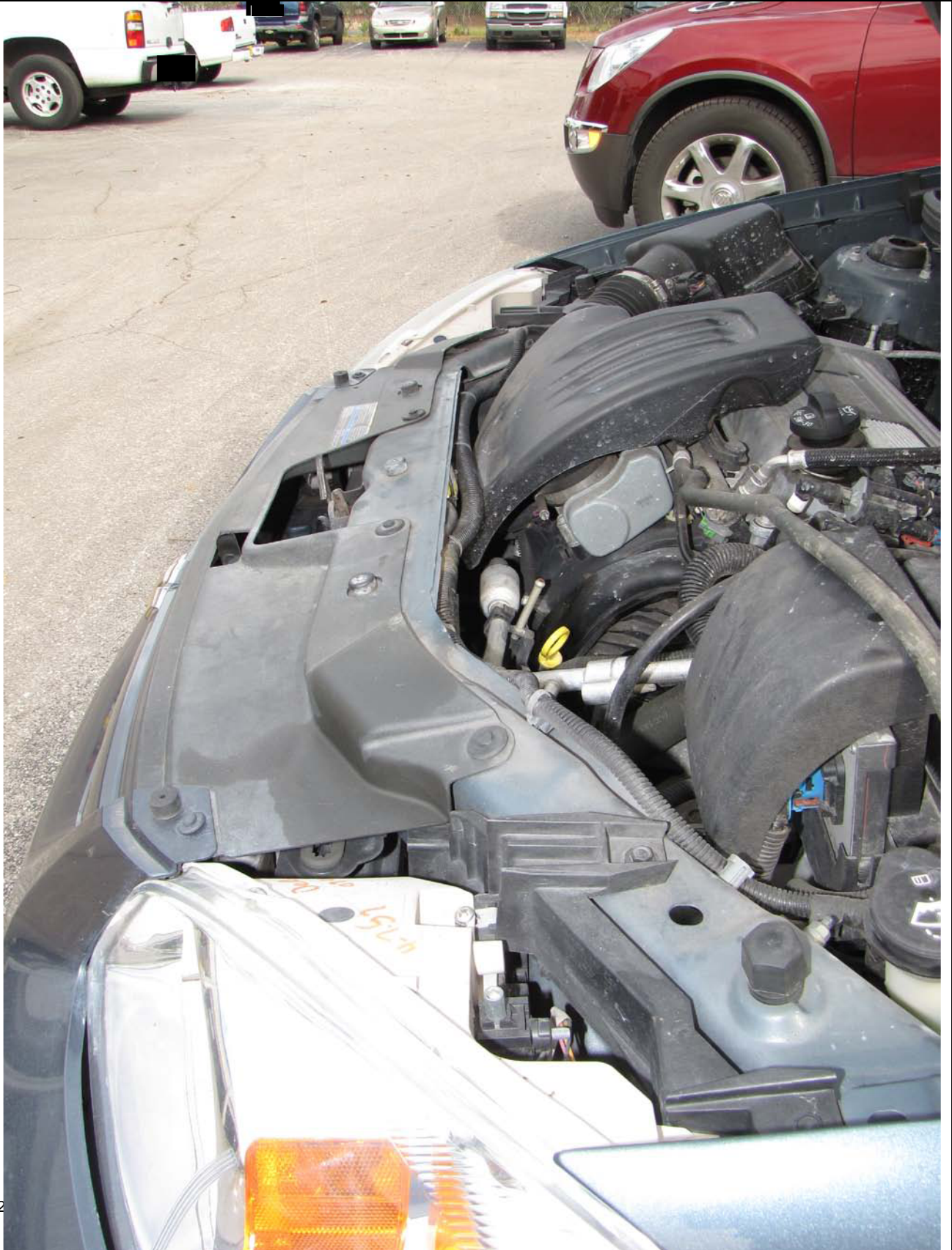
Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



71-79845142

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421

0023

VIEW OF ENGINE COMPARTMENT

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



71-79845142

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED] KURA

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421

0025

VIEW OF MESSAGE CENTER STATING "POWER STEERING"



0027

VIEW OF ODOMETER

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0029

VIEW OF TECH 2 SCREEN

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F95 [REDACTED]

File 71-798451421



0031

VIEW OF TECH 2 SCREEN

FIELD PHOTOGRAPHIC NOTES

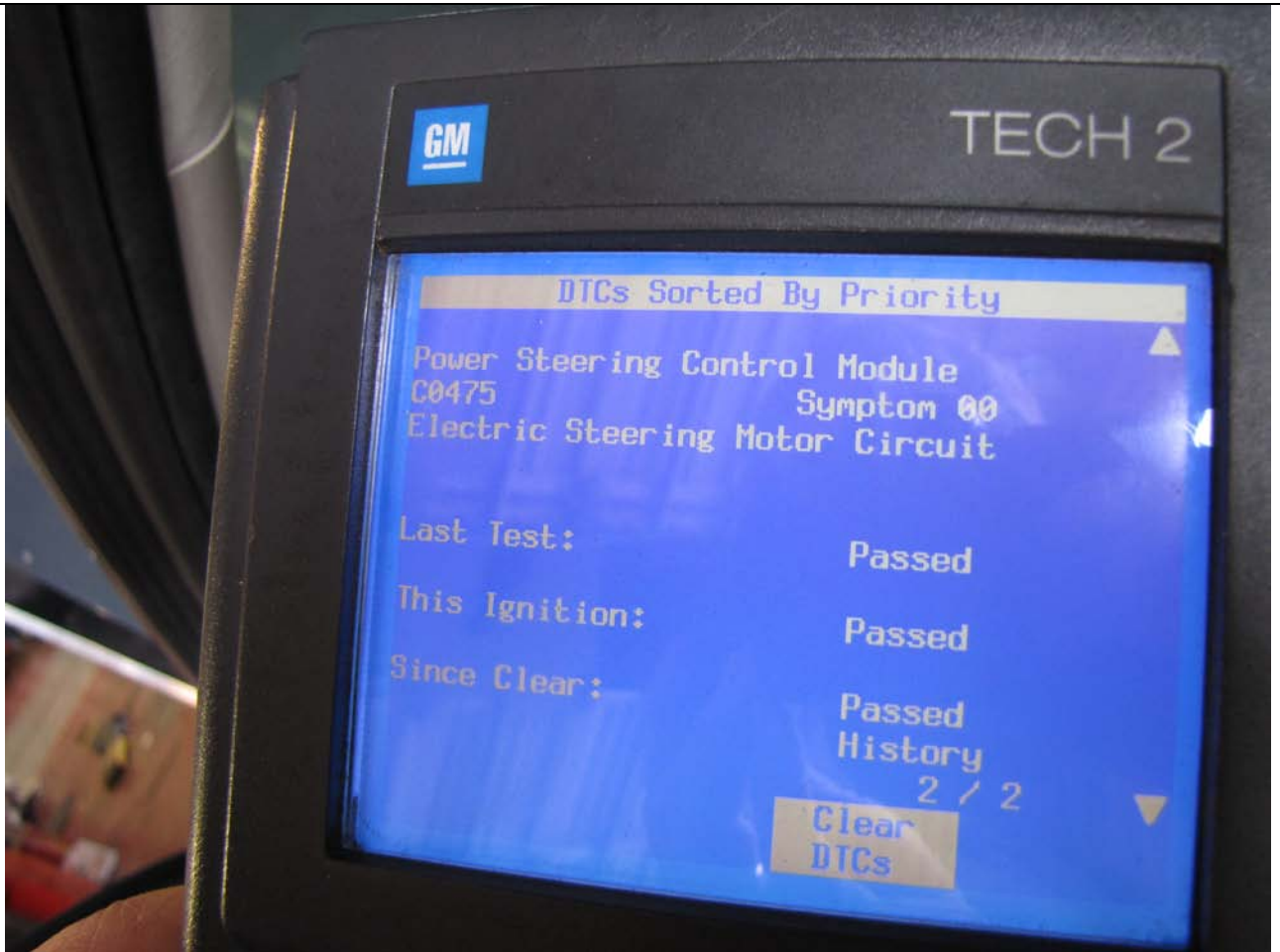
Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0033

VIEW OF TECH 2 SCREEN

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0042

VIEW OF VEHICLE UNDER CARRIAGE

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0043

VIEW OF VEHICLE UNDER CARRIAGE

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0044

VIEW OF VEHICLE UNDER CARRIAGE

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0045

VIEW OF VEHICLE UNDER CARRIAGE

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0046

VIEW OF VEHICLE UNDER CARRIAGE

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0047

VIEW OF VEHICLE UNDER CARRIAGE

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0048

VIEW OF VEHICLE UNDER CARRIAGE

FIELD PHOTOGRAPHIC NOTES

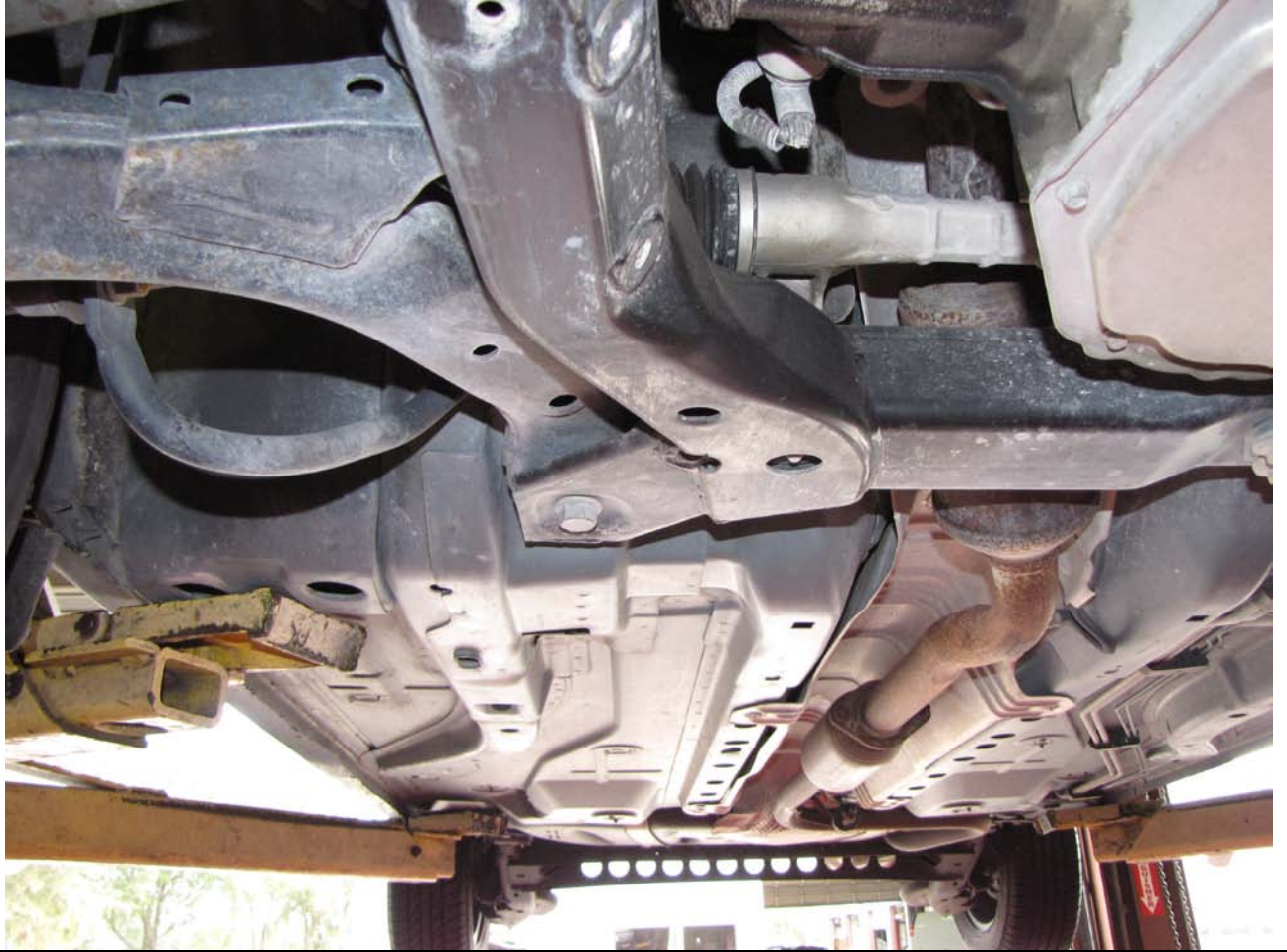
Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0049

VIEW OF VEHICLE UNDER CARRIAGE

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0050

VIEW OF VEHICLE UNDER CARRIAGE

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0051

VIEW OF VEHICLE UNDER CARRIAGE

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0052

VIEW OF VEHICLE UNDER CARRIAGE

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0054

VIEW OF VEHICLE UNDER CARRIAGE

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0056

VIEW OF VEHICLE UNDER CARRIAGE

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0057 VIEW OF VEHICLE UNDER CARRIAGE

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0058

VIEW OF VEHICLE UNDER CARRIAGE

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0059

VIEW OF VEHICLE UNDER CARRIAGE

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



FIELD PHOTOGRAPHIC NOTES


Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421

Photo.#	Description
0060	VIEW OF VEHICLE UNDER CARRIAGE 
0061	VIEW OF IMPACT DAMAGE ON LF HUB CAP

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0062

VIEW OF IMPACT DAMAGE ON LF HUB CAP

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0063

VIEW OF IMPACT DAMAGE ON LF HUB CAP

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0065

VIEW OF MASTER CYLINDER RESERVOIR

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0066

VIEW OF MASTER CYLINDER RESERVOIR

FIELD PHOTOGRAPHIC NOTES

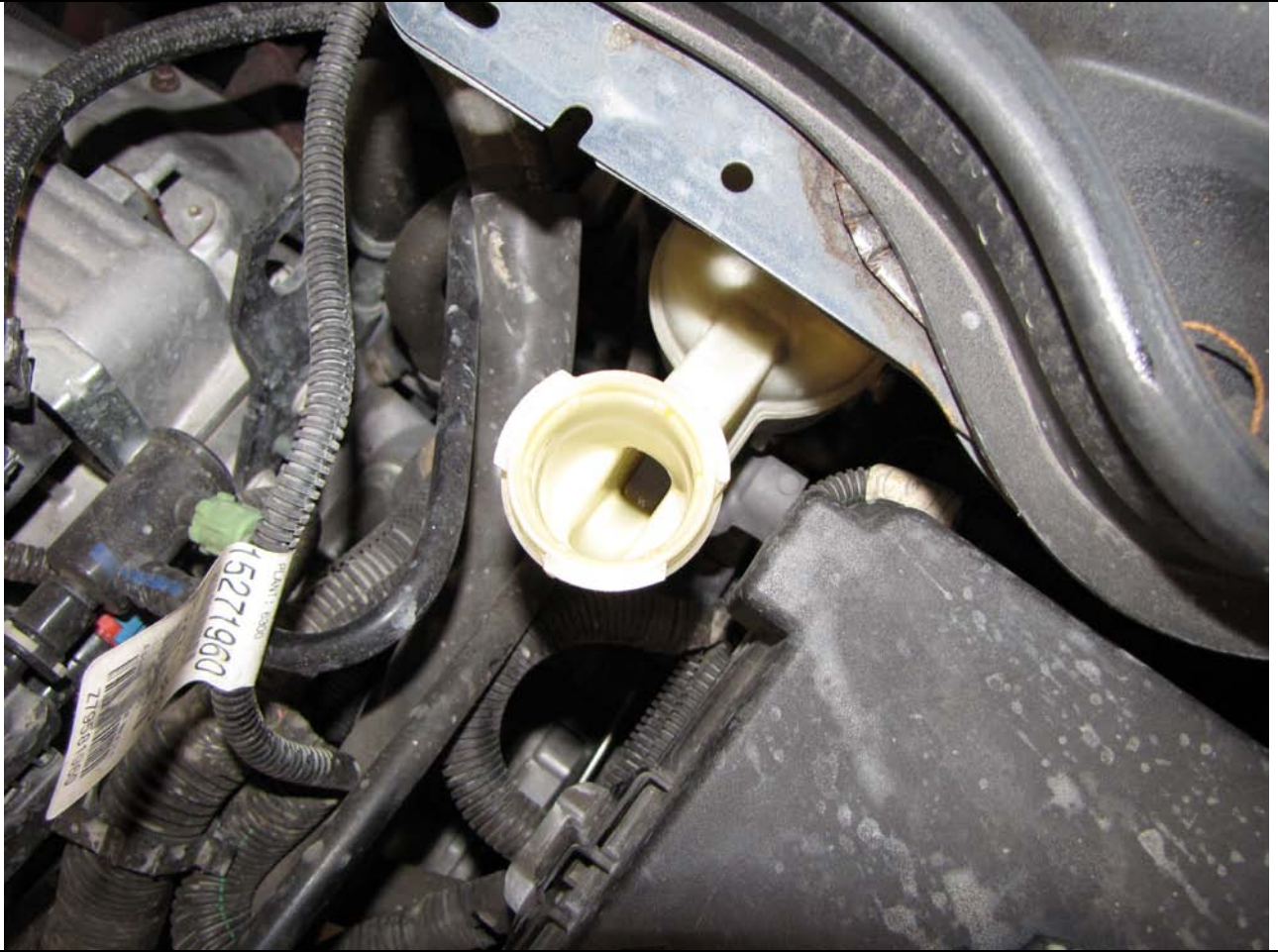
Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0067

VIEW OF MASTER CYLINDER RESERVOIR

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0068

VIEW OF MASTER CYLINDER RESERVOIR

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0069

VIEW OF IMPACT DAMAGE ON LEFT DOOR

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0070

VIEW OF IMPACT DAMAGE ON LEFT DOOR

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



0072 VIEW OF IMPACT DAMAGE ON LEFT QUARTER PANEL

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 2/4/10

Model: COBALT

VIN: 1G1AK12F957 [REDACTED]

File 71-798451421



rita.sanchez/Austin/GM1

02/08/2010 03:24 PM

To: bruce.christianson@gm.com

cc

bcc

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 John Miskura with a 2005 Chevy Cobalt with a current mileage of 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

To rita_sanchez@gmexpert.com

cc wes.m.preece@gm.com

bcc

Subject Re [REDACTED]

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 [REDACTED]

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 [REDACTED] 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.

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bruce.christianson@gm.co
m

02/08/2010 04:38 PM

To rita_sanchez@gmexpert.com

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bcc

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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 [REDACTED]

Mr. Bruce Christianson,

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PALM CHEVROLET/KIA INC.

SERVICE DEPARTMENT
2300 S.W. COLLEGE ROAD
OCALA, FL. 34471
PHONE: 352-671-2650
FAX: 352-629-6801

FAX

TO: <i>R. Itz</i>	FROM: <i>866-857-3113</i>
FAX #	# OF PAGES INCLUDING COVER:
RE:	DATE:

☐ Urgent ☐ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

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
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

	<u>Worksheet</u>	<u>Supplies</u>	<u>Hazmat</u>	<u>Tax</u>	<u>Total</u>
Part \$	236.35	0.00		0.00	236.35
Labor \$	505.73		0.00	0.00	505.73

Quote Total 742.08

© 2010 Mitchell Repair Information Co., LLC.

PALM CHEVROLET/KIA INC.

SERVICE DEPARTMENT
2300 S.W. COLLEGE ROAD
OCALA, FL. 34471
PHONE: 352-671-2650
FAX: 352-629-6801



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Labor \$	505.73		0.00	0.00	505.73
Quote Total					742.08

© 2010 Mitchell Repair Information Co., LLC.

2/11/2010

02/09/2010 at 03:52 PM
20419

Job Number:

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:

Insured: [REDACTED] Claim #
Owner: [REDACTED] Policy #
Address: [REDACTED] Deductible:
SUMMERFIELD, FL Date of Loss:
Day: [REDACTED] Type of Loss:
Point of Impact: 11. Left Front

Inspect PALM CHEVROLET-GEO
Location: 2300 S.W. COLLEGE RD.
OCALA, FL 34471

Business: (352)671-2632

Insurance -
Company:

5 Days to Repair

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

VIN: 1G1AK12F957 [REDACTED] Lic: Prod Date: Odometer:
Air Conditioning Rear Defogger Tilt Wheel
Intermittent Wipers Message Center Body Side Moldings
Dual Mirrors Console/Storage Clear Coat Paint
Power Steering Power Brakes AM Radio
FM Radio Stereo CD Player
Driver Air Bag Passenger Air Bag Cloth Seats
Bucket Seats Automatic Transmission Full Wheel Covers

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1		FRONT BUMPER					
2*	Rpr	Bumper cover				2.0	2.6
3		Add for Clear Coat					1.0
4		O/H bumper assy				2.6	
5		FENDER					
6	Repl	LT Fender	1	146.28		2.0	1.8
7		Add for Clear Coat					0.7
8		Add for Edging					0.5
9		HOOD					
10	Blnd	Hood					1.4
11		DOOR					
12*	Rpr	LT Outer panel				7.0	2.2
13		Overlap Major Adj. Panel					-0.4
14		Add for Clear Coat					0.4
15	R&I	LT Belt w'strip				0.3	

02/09/2010 at 03:52 PM
20419

Job Number:

PRELIMINARY ESTIMATE

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

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
16	R&I	LT Mirror assy w/o power				0.3	
17	R&I	LT Handle, outside				0.4	
18	R&I	LT R&I trim panel				0.5	
19		QUARTER PANEL					
20*	Rpr	LT Quarter panel				<u>3.0</u>	2.8
21		Overlap Major Non-Adj. Panel					-0.2
22		Add for Clear Coat					0.5
23#	Repl	CAR COVER	1		5.00		
24#	Subl	HAZARDOUS WASTE DISPOSAL	1		3.00		
25#	Repl	CORROSION PROTECTION	1		10.00	0.3	
Subtotals ==>					164.28	18.4	13.3

Parts		164.28
Body Labor	18.4 hrs @ \$ 87.04/hr	1601.54
Paint Labor	13.3 hrs @ \$ 87.04/hr	1157.63
Paint Supplies	13.3 hrs @ \$ 25.00/hr	332.50

SUBTOTAL		\$ 3255.95
Sales Tax	Tier 1 \$ 3255.95 @ 6.0000%	195.36
GRAND TOTAL		\$ 3451.31

ADJUSTMENTS:		
Deductible		0.00

CUSTOMER PAY		\$ 0.00
INSURANCE PAY		\$ 3451.31

02/09/2010 at 03:52 PM
20419

Job Number:

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.



rita.sanchez/Austin/GM1
02/12/2010 09:05 AM

To: bruce.christianson@gm.com@SITELOWEB
cc
bcc
Subject: Re: [REDACTED]

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,



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.com
m
02/08/2010 04:38 PM

To: rita_sanchez@gmexpert.com
cc: wes.m.preece@gm.com
Subject: Re: [REDACTED]

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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 [REDACTED]

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2005 COBALT 2-DOOR COUPE
46U BLUE GRANITE METALLIC /L4G
14B GRAY
ORDER NO. HXHGQF/TRE STOCK NO.
VIN 1G1 AK12 F9 57

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 1AD64499568

*****13*26339S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1AK37 COBALT 2-DOOR COUPE	13625.00	12739.38	INVOICE 05/02/05
AU3 POWER DOOR LOCK SYSTEM	370.00	333.00	SHIPPED 05/01/05
B34 FLOOR MATS	80.00	72.00	EXP I/T 05/16/05
DT4 ASHTRAY AND LIGHTER	15.00	13.50	INT COM 05/16/05
FE9 50-STATE EMISSIONS	N/C	N/C	PRC EFF 04/25/05
L61 2.2L DOHC 4 CYL ENGINE	0.00	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: 2736
HP: 18.4
GMS: 14114.68
SUPPLR: 14746.47
MRM: 15505.00
DAN: AD
MEMO 672.00

TOTAL MODEL & OPTIONS	14940.00	13922.88	ACT 231	14039.68
DESTINATION CHARGE	565.00	565.00	H/B 261	448.20
LAM DEALER CONTRIBUTION		162.85	ADV 261	162.85
LAM GROUP CONTRIBUTION		149.40	EXP 65A	149.40

TOTAL	15505.00	14800.13	PAY 310	14800.13
MEMO: TOTAL LESS HOLDBACK AND				
APPROX WHOLESALE FINANCE CREDIT		14147.55		

INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER
REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO
DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

COURTESY CHEVROLET OLDSMOBILE ON WES
REMIT TO GMAC NO. 029
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: [REDACTED]
Fax: 800-857-3113 Pages Including Cover: 5
Phone: _____ Date: 02-15-10
Re: _____ CC: _____
☐ Urgent ☐ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

• Comments:

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REG. TAX	INIT. REG.	COUNTY FEE	MAIL FEE	SALES TAX	TITLE FEE
\$38.10	\$	\$3.00	\$	\$	\$

PLATE ISSUED	DATE ISSUED	INTERNET KIOSK FEE	VOLUNTARY CONT. TOTAL	GRAND TOTAL
	06/12/08	\$0.00	\$	\$41.10

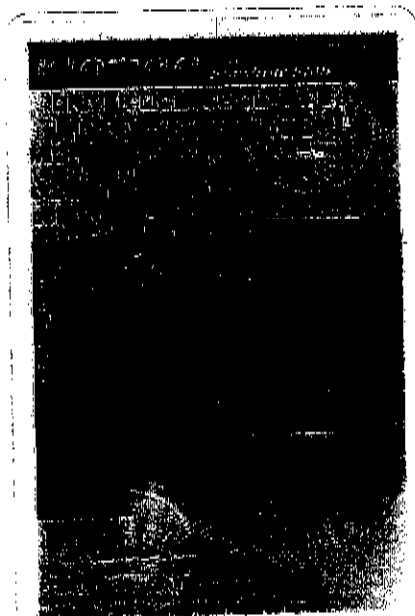
FLORIDA VEHICLE REGISTRATION

DATE ISSUED: 06/12/08

DL#: [REDACTED]
 TAG#: [REDACTED] DECAL*: 07998916 EXP: 05/18/09
 VIN: 1G1AK12F957 [REDACTED] TC: 93910960 YR/MK: 2005 CHEV

OCALA, FL

I# 640970 T# 543667174 R# 369387 R# 543667174



A11887

Mail Lien Satisfaction to: Dept of Highway Safety and Motor Vehicles, Neil Kirkman Building, Tallahassee, FL 32399-0500

Identification Number	Year	Make	Body	WT-L-BHP	Vessel Regs. No.	Title Number
1G1AK12F957	2005	CHEV	2D	2736		

Registered Owner:

Date of Issue 05/21/2007

Lien Release

Interest in the described vehicle is hereby released:

By:

Title:

Date:

SUMMERFIELD FL

IMPORTANT INFORMATION

1. When ownership of the vehicle described herein is transferred, the seller MUST complete in full the Transfer of Title by Seller section at the bottom of the certificate of title.
2. Upon sale of this vehicle, the seller must complete the notice of sale on the reverse side of this form.
3. Remove your license plate from the vehicle.
4. See the web address below for more information and the appropriate forms required for the purchaser to title and register the vehicle, mobile home or vessel: <http://www.hsmv.state.fl.us/html/titlinf.html>

Mail To:

SUMMERFIELD FL



CERTIFICATE OF TITLE

Identification Number	Year	Make	Body	WT-L-BHP	Vessel Regs. No.	Title Number
1G1AK12F957	2005	CHEV	2D	2736		
Prev State	Color	Primary Brand	Secondary Brand	No. of Brands	Use	Prev Issue Date
FL	BLU				PRIVATE	08/30/2005
Odometer Status or Vessel Manufacturer on Use				Full Material	Date of Issue	Date
27000 MILES					05/21/2007	05/21/2007

Lien Release

Interest in the described vehicle is hereby released

Registered Owner:

MICHELE LYNN MYSKURA
14125 SE 51ST AVE
SUMMERFIELD FL 34996-3104

NONE

DIVISION OF MOTOR VEHICLES

TALLAHASSEE

FLORIDA

DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES

84232910

Electra Theodorides-Bustle
Executive Director

TRANSFER OF TITLE BY SELLER (This section must be completed at the time of sale.)

Federal and/or state law require that the seller provide the mileage, purchaser's name, selling price and date sold in connection with the transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment. This title is guaranteed to be free of any lien, except as noted on the face of this certificate, until the motor vehicle or vessel is hereby transferred to:

Seller Must Enter Purchaser's Name:

Seller Must Enter Date Sold:

Seller Must Enter Selling Price:

If we state that this ☐ 5 or ☐ 6 digit odometer now reads (no tenths miles, date read)

and I hereby certify that to the best of my knowledge the odometer reading:

☐ I represent ACTUAL MILEAGE☐ IS IN EXCESS OF TEN MILES AND/OR IMPRISONMENT☐ IS NOT THE ACTUAL MILEAGE

UNDER PENALTIES OF PERJURY, I DECLARE THAT I HAVE READ THE FOREGOING DOCUMENT AND THAT THE FACTS STATED IN IT ARE TRUE

Sign Here:

Sign Here:

Print Here:

Print Here:

Selling Dealer's License Number:

Print Here:

Buyer's License Number:

Buyer's Name:

Print Here:

PURCHASER MUST

CO-PURCHASER MUST

Sign Here:

Sign Here:

Print Here:

Print Here:

Sign Here:

Sign Here:

Print Here:

Print Here:

Sign Here:

Sign Here:

Print Here:

Print Here:

Sign Here:

Sign Here:

NOTICE: A 10% PENALTY IS REQUIRED BY LAW IF NOT SUBMITTED FOR TRANSFER WITHIN 30 DAYS AFTER DATE OF PURCHASE

STATE OF FLORIDA



**New Chevy
Car Dealership**

JON HALL

CHEVROLET, INC. 95496



551 N. NOVA ROAD • P.O. BOX 751 • DAYTONA BEACH, FLORIDA 32115 • PHONE (386) 255-4444
CALL TOLL FREE FROM FLORIDA 1-800-741-4444 • WWW.JONHALL.COM

Not only #1 in Florida, but the Entire Southeast!

E-MAIL ADDRESS		SALESMAN DAVID FISHER		DATE 07/30/2005		SOURCE	
PURCHASER'S NAME		DL#		S.S.#		DOB	
CO-PURCHASER'S NAME		DL#		S.S.#		DOB	
ADDRESS		CITY SUMMERFIELD		STATE FL		COUNTY MARION	
WORK PHONE		PLEASE ENTER MY OFFER FOR				ZIP 34491	
		<input checked="" type="checkbox"/> NEW VEHICLE		<input type="checkbox"/> DEMONSTRATOR		<input type="checkbox"/> USED VEHICLE	
						<input type="checkbox"/> OFF LEASE	
VEHICLE PURCHASED				RETAIL PRICE		14114.68	
SERIAL #	1 6 1 A K 1 2 F 9 5 7			ELECTRONIC FILING FEE		16.00	
STOCK#	052738			CUSTOMER#		N/A	
MAKE	CHEVROLET			DEALER INSTALLED EQUIPMENT		N/A	
YEAR	2005					325.00	
MODEL	COBALT					N/A	
COLOR	BLUE GRA /GRAY					N/A	
MILES	115					N/A	
USED CARS & TRUCKS ONLY: Customer acknowledges that it has not been represented to him or her, by any agent of the Seller, that the vehicle which is the subject of this purchase has or has not ever sustained damage prior to the purchase.				AUTO BUTLER PROTECTION		N/A	
				TOTAL INCLUDING ACCESSORIES		14455.68	
				LESS: DISCOUNT AND/OR USED CAR ALLOWANCE		N/A	
USED CAR BUYERS GUIDE: The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale.				CASH DIFFERENCE		14455.68	
				DELIVERY CHARGE*		599.00	
WARRANTY DISCLAIMER: Seller makes no warranty of any kind, express or implied as to the merchantability of the vehicle. Seller makes no warranties which extend beyond the description on the face hereof. Buyer agrees that the vehicle, whether new or used, is sold "as is" and "with all faults."				FL LAW - WASTE BATTERY FEE		1.50	
				FL LAW - WASTE TIRE FEE		5.00	
				STATE SALES TAX		903.67	
				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	
YEAR				PAYOFF ON TRADE		N/A	
MAKE				EXTENDED SERVICE AGREEMENT		N/A	
MODEL				MISCELLANEOUS		N/A	
LIEN HOLDER:				STATE SALES TAX AND SURTAX ON OPTIONS ADDED		N/A	
AMOUNT:	N/A			TOTAL AMOUNT DUE		16212.85	
USED CAR TRADE-IN UNIT #2				LESS: CASH DOWN		N/A	
SERIAL #				LESS: FACTORY REBATE(S)		500.00	
YEAR				LESS: GM CREDIT CARD REBATE		N/A	
MAKE				UNPAID BALANCE		15712.85	
MODEL							
LIEN HOLDER:							
AMOUNT:	N/A						

RENTAL LEASE OR DEMONSTRATOR VEHICLE:

Purchaser is hereby notified that the vehicle being purchased has previously been used in either rental, lease, or demonstrator service.

Purchaser: _____

Co-Purchaser: _____

RECORD OF CASH DEPOSIT

DATE _____ DATE _____
AMOUNT _____ AMOUNT _____
RECT.# _____ RECT.# _____
RECORDED BY _____ RECORDED BY _____

INSURANCE INFORMATION

INSURANCE CO. _____
AGENT _____
POLICY# _____

STOCK#	052738	CUSTOMER#	N/A	DEALER INSTALLED EQUIPMENT	N/A
MAKE	CHEVROLET	YEAR	2005		325.00
MODEL	COBALT	COLOR	BLUE GRA /GRAY		N/A
MILES	115				N/A
USED CARS & TRUCKS ONLY: Customer acknowledges that it has not been represented to him or her, by any agent of the Seller, that the vehicle which is the subject of this purchase has or has not ever sustained damage prior to the purchase.				AUTO BUTLER PROTECTION	N/A
				TOTAL INCLUDING ACCESSORIES	14455.68
				LESS: DISCOUNT AND/OR USED CAR ALLOWANCE	N/A
USED CAR BUYERS GUIDE: The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale.				CASH DIFFERENCE	14455.68
				DELIVERY CHARGE*	599.00
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				FL LAW - WASTE TIRE FEE	5.00
				STATE SALES TAX	903.67
				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
YEAR		COLOR		PAYOFF ON TRADE	N/A
MAKE		TRIM		EXTENDED SERVICE AGREEMENT	N/A
MODEL		MILES		MISCELLANEOUS	N/A
LIEN HOLDER:		AMOUNT:	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
YEAR		COLOR		LESS: FACTORY REBATE(\$)	500.00
MAKE		TRIM		LESS: GM CREDIT CARD REBATE	N/A
MODEL		MILES		UNPAID BALANCE	15712.85
LIEN HOLDER:		AMOUNT:	N/A	RECORD OF CASH DEPOSIT DATE _____ DATE _____ AMOUNT _____ AMOUNT _____ RECT.# _____ RECT.# _____ RECORDED BY _____ RECORDED BY _____ INSURANCE INFORMATION INSURANCE CO. _____ AGENT _____ POLICY# _____ ADDRESS _____ PHONE _____	
RENTAL LEASE OR DEMONSTRATOR VEHICLE: Purchaser is hereby notified that the vehicle being purchased has previously been used in either rental, lease, or demonstrator service. Purchaser: _____ Co-Purchaser: _____					

*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.

Purchaser agrees that this Order includes all of the terms and conditions on both face and reverse side hereof, that the Order cancels and supercedes any prior agreement and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby. Purchaser by his execution of this Order acknowledges that he has read its terms and conditions and has received a true copy of the Order. "I certify that I am twenty-one years or older or that I am a bona fide resident of the State of Florida and am eighteen years or older."

On a cash transaction this offer is not valid unless signed and accepted by Dealer. Once accepted, deposits are non-refundable.

On a credit transaction the purchaser(s) offer is not accepted and the transaction is not consummated until (a) approved in writing by Dealer and a responsible Bank or Finance Company and (b) all disclosures required by the Federal Consumer Credit Protection Act (Truth in Lending Act) have been given and (c) purchaser(s) and Dealer have signed an Installment Sales Contract.

I certify that the above information is complete and accurate. I authorize an investigation of my credit and employment history and the release of information about my credit experience.

THE DEPOSIT WILL HOLD VEHICLE FOR A PERIOD OF 24 HOURS ONLY.

I HEREBY AGREE TO ADDITIONAL TERMS AND CONDITIONS ON THE REVERSE SIDE.

Any controversy or claim arising out of or relating to this contract or the breach thereof, shall only be settled by arbitration in Volusia County, Florida in accordance with the rules of the American Arbitration Association, and judgement upon the award rendered by the arbitrator(s) may be entered in any court having jurisdiction thereof. The arbitration cost to be split equally between buyer(s) and seller.

Purchaser's Signature _____ Date 07/30/2005

Purchaser's Signature _____ Date _____

ACCEPTED BY _____ DEALER OR HIS AUTHORIZED REPRESENTATIVE



rita sanchez/Austin/GM1

02/17/2010 10:12 AM

To bruce.christianson@gm.com@SITEWCWEB

cc

bcc

Subject Re: [REDACTED]

Mr. Christianson,

I am seeking the status of the repair estimate for [REDACTED] vehicle 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

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rita sanchez/Austin/GM1

02/17/2010 10:12 AM

To bruce.christianson@gm.com@SITEWCWEB

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bruce.christianson@gm.com

02/18/2010 09:46 PM

To rita_sanchez@gmexpert.com

cc

bcc

Subject Fw: Kelly Blue book est.

Ms. Sanchez, per the attached appraisal, [REDACTED] Cobalt is worth \$3000.00, please contact me after you review the attached, thank you.

office 386-763-2022

----- Forwarded by Bruce Christianson/US/GM/GMC on 02/18/2010 09:43 PM -----

"Tim Hoehn" <thoehn@palmchevrolet.com>

To "Bruce Christianson" <bruce.christianson@gm.com>

cc

02/18/2010 04:26 PM

Subject Kelly Blue book est.

Please respond to
<thoehn@palmchevrolet.com>

estimate from Kelly Blue Book

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contact the sender and delete it from your computer. cobalt value.doc pg 2.doc



bruce.christianson@gm.com
02/19/2010 08:37 AM

To rita_sanchez@gmexpert.com
cc wes.m.preece@gm.com
bcc
Subject Re: [REDACTED] COLLISION ESTIMATE/APPRAISAL

Ms. Sanchez, per our conversation this date please attempt to repurchase [REDACTED] 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: [REDACTED] COLLISION ESTIMATE

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.christianson@gm.com

02/19/2010 08:12 AM

rita_sanchez@gmexpert.com

To
cc

Subject

██████████ COLLISION ESTMATE

██████████ 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.

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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. ██████████ COLLISION ESTIMATE.pdf

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

Issued by:
Chevrolet

Certificate No. 1G1AK52F257 [REDACTED]

Issue Date: July 13, 2011

Issued exclusively for:

[REDACTED]
[REDACTED]
Brackenridge, PA [REDACTED]

Valid through: February 4, 2011

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

July 13, 2011

[REDACTED]
Brackenridge, PA [REDACTED]

Dear [REDACTED]

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

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

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

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

Sincerely,

Chevrolet Customer Assistance Center
Service Request: 71-798913630



BERT OGDEN CHEVROLET, INC.

1400 E. EXPRESSWAY 83
MISSION, TEXAS 78572
PHONE (956) 581-1111
www.bertogden.com

HUMMER
LIKE NOTHING ELSE



INFORMATION Redacted PURSUANT TO THE FREEDOM OF

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

SERVICE DEPT. HOURS
MONDAY - FRIDAY
7:00 A.M. - 8:00 P.M.

PARTS DEPT. HOURS
MONDAY - FRIDAY
7:00 A.M. - 8:00 P.M.

CUSTOMER NO.	95023	ADVISOR	DAMIAN	114115	TAG NO.	8617	INVOICE DATE	02/09/10	INVOICE NO.	CVWS488096
		LABOR RATE			MILEAGE	51,805	COLOR		STOCK NO.	
		YEAR / MAKE / MODEL	05/CHEVROLET/COBALT/4 DOOR SEDAN							
		VEHICLE I.D. NO.	1 G 1 A K 5 2 F 6 5 7							
		F.T.E. NO.			P.O. NO.		R.O. DATE	02/05/10		
		BUSINESS PHONE								
		COMMENTS								

MO: 51806

LABOR & PARTS

1 17CVZCKDIA

CHECK & DIAGNOS

HOURS: 1.50

TECH(S): 61799

126.41

C/S POWER STEERING LIGHT ON, VEHICLE STEERING WHEEL HARD TO TURN. PLEASE CHECK.

CKD STEERING LIGHT SYSTEM WITH TECH 11 AND FOUND CODE C0475. STEERING MOTOR SHORTING OUT

REPLACE MOTOR EPS CLEAR CODE (E8434 1.5)

(CJ/C0475)

CLAIM #

PARTS-----QTY--FP-NUMBER-----DESCRIPTION-----U/COST---E/COST----U/PRICE

JOB # 1 1 20763801 MOTOR KIT 6.605 99.75 99.75 139.65 139.65

JOB # 1 COST TOTAL 99.75

JOB # 1 TOTAL PARTS 139.65

JOB # 1 TOTAL LABOR & PARTS 266.06

COMMENTS			R/O TAX	0.00
SEE PETE G			R/O TOTALS	266.06

WARRANTY CLAIM DETAIL TOTALS							
CLAM#	LABOR...	PARTS...	SUB.LAB.	SUB.PART	GOG....	MISC....	TAX....
	126.41	139.65	0.00	0.00	0.00	0.00	0.00
CLAIM TOTALS	126.41	139.65	0.00	0.00	0.00	0.00	266.06

APPROVED BY SIGNATURE
***** DUPLICATE INVOICE *****

I hereby authorize the repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. In consideration of repair and/or service work on the motor vehicle described herein, performed or to be performed by Bert Ogden Chevrolet, Inc. (DEALER) and as security for the payment of charges for said work, CUSTOMER, whose signature appears hereon, either as Owner or Agent of Owner, hereby grants to DEALER a security interest in said vehicle (hereinafter called COLLATERAL). CUSTOMER agrees that DEALER'S acceptance of partial or delinquent payments or failure of DEALER to exercise any right or remedy shall not be a waiver of any obligation of CUSTOMER or rights of DEALER or constitute a waiver of any other similar default subsequently occurring. CUSTOMER shall be in default under this combined Security Agreement upon the happening of any of the following events or conditions:

1. Failure of CUSTOMER to pay DEALER'S charges in full at the time of possession of COLLATERAL is returned to CUSTOMER or, in the event CUSTOMER is approved for credit by DEALER, failure to pay DEALER'S charges in full within thirty (30) days from the date of DEALER'S invoice.
2. Any time DEALER believes that the prospect for payment of the obligation secured hereby is impaired.

In the event of default, DEALER shall have the right at DEALER'S option to repossess and sell, without Court Order, COLLATERAL at public or private sale, and DEALER may be the Purchaser at such sale for reasonable value, and CUSTOMER shall pay all reasonable attorney's fees and costs of repossession, storage and sale of COLLATERAL. In the event repossession occurs, CUSTOMER agrees to surrender Title Certificate to COLLATERAL, and again same to DEALER. CUSTOMER authorizes DEALER, in the event of default, to repossess COLLATERAL without demand, and for this purpose to enter upon any premises where the COLLATERAL is located. DEALER shall, in addition, have all the right and remedies provided by the Uniform Commercial Code.

CUSTOMER hereby acknowledges that this combined Security Agreement and Charge Account Agreement was completed before Signature by CUSTOMER and a copy thereof was delivered to CUSTOMER at the time of signing.

NOTICE PURSUANT TO PROPERTY CODE, §70.001
I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH THE BUSINESS & COMMERCE CODE, §9.609, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY TELL YOUR FRIENDS, IF NOT, PLEASE TELL US IMMEDIATELY.

SERVICE DEPT. HOURS:
7:00 A.M. TO 6:00 P.M.
Monday thru Friday

PARTS DEPT. HOURS
7:00 A.M. TO 6:00 P.M.
Monday thru Friday



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@IBMUS
Date: 02/11/2010 07:49 AM
Subject: 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 512-386-0786
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

To Patricia Burcham/Austin/GM1@GM1@SITEWCWEB

cc

01/21/2010 06:13 PM

Subject PAR REPURCHASE REQUEST - SR # 71-792527076 [Link](#)

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: **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

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

User Entered VIN	1G1AK52F557 [REDACTED]
User	JIM BURKE
Case Number	71-800723786
EDR Data Imaging Date	Monday, February 15 2010
Crash Date	Thursday, January 28 2010
Filename	1G1AK52F557 [REDACTED].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 LimitationsRecorded 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.

```
$01  00 00 00 00 58 00 00
$02  30 00 00 00 00 00 00
$03  02 00 00 00 00 00 00
$04  02 00 00 00 00 00 00
$05  00 00 00 00 00 00 00
$06  00 0A 00 00 0A 94 32
$07  00 09 00 00 00 00 00
$08  00 FF 00 00 00 00 00
$09  00 91 72 00 00 00 00
$0A  00 00 00 00 00 00 00
$0B  00 00 05 0F 00 00 00
$0C  00 00 00 00 00 00 00
$0D  00 00 40 00 00 00 00
$0E  00 00 00 00 00 00 00
$0F  A0 00 00 00 00 00 00
$10  47 31 41 4B 35 32 46
$11  35 35 37 35 39 39 32
$12  38 36 00 00 00 00 00
$13  00 00 00 00 00 00 00
$14  00 00 00 00 00 00 00
$15  00 00 00 00 00 00 00
$16  03 06 0C 16 34 00 00
$17  03 04 02 02 00 00 00
$18  03 03 00 00 00 00 00
$19  07 07 00 00 00 00 00
$1B  3F 30 00 66 00 78 00
$1C  3F 00 00 02 00 18 00
$1D  00 00 00 00 00 00 00
$1E  4F 00 00 00 00 00 00
$1F  20 00 00 00 00 00 00
$20  40 00 00 00 00 00 00
$21  FF 01 00 00 70 00 00
$22  00 92 00 00 00 00 00
$24  00 00 00 00 00 00 00
$25  00 00 00 00 00 00 00
$26  00 00 00 00 00 00 00
$27  FF 00 FF 00 00 00 00
$2A  00 00 00 00 00 00 00
$2B  00 00 00 00 00 00 00
$2D  00 00 00 00 00 00 00
$2E  00 FF F0 26 DD 00 00
$2F  00 FE 33 14 00 00 00
$30  9D 00 00 00 00 00 00
$31  FF FF FF FF FF 80 00
$32  F8 80 FF 80 00 00 00
$33  FF FF FF FF FF 80 00
$34  FF FF FF FF FF 80 00
$35  FF FF FF FF FF 80 00
$36  FF FF FF FF FF 80 00
$37  F8 80 F8 0F 0F CA FE
$38  FF 80 C0 80 FF C0 FC
$39  FF FF FF FF FF 80 00
$3A  FF FF FF FF FF 80 00
$3B  7F 0F 1F 1F 3F 00 00
$3C  FF FF FF FF FF FF C0
$3D  FF F      FF FF FF 00
```

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

\$01 41 55 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
\$02 01 02 03 04
\$03 41 54 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
\$04 01 02 03 04
\$05 42 55 FF FF FF FF FF FF FF FF FF FF FF FF FF
\$06 FF FF FF FF
\$07 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF
\$08 FF FF FF FF
\$0D 41 48 34 37 30 35 52 35 30 32 30 31 32 58 33 38
\$0E 01 5A 4B 31
\$0F 41 4A 01 02 03 04 52 45 41 32 30 32 33 30 30 30
\$10 01 02 03 04
\$13 42 52 FF FF FF FF FF FF FF FF FF FF FF FF FF
\$14 FF FF FF FF
\$17 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF
\$18 FF FF FF FF
\$21 31 12 66 1A E6 87 91 9A
\$22 94 32
\$23 31 41 FA FA FA FA 32
\$24 31 41 FA FA FA FA 32
\$25 32 41 FA FA FA FA 32

```
$26 32 41 FA FA FA FA 32
$40 00 00
$41 3F 00 00 02 00 18
$42 10 C4
$43 00 00 8C 80
$44 C6 00 00 FC C0 C0
$45 07 01 07 01 05 01
$46 FF 1A 1A 64 64
$47 0A 64 02 04 04 05 0A 06 04 0A 00 00 FA 00 00 FF 04 64
$48 18 08 08
$B0 58
$B1 FD FE 00
$B2 FF FF FF FF FF
$B4 41 53 39 34 33 32 32 33 32 43 36 4A 20 20 20 20
$B7 50 AA 01 0F 01
$B8 54 41 68 04 02
$C1 30 46 30 31
$CA 30 46 30 31
$CB 00 E8 B0 18
$CC 00 E8 B0 18
$D1 00 00
$DB 00 00
$DC 00 00
```

Disclaimer of Liability

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

Customer's Name: [REDACTED] Inspection Date: **02/15/2010**
Vehicle Brand: **Chevrolet** Model: **2005 Chevrolet Cobalt**
File # **71-800723786** VIN: **1G1AK52F557** [REDACTED]

Inspection Location: **Quality Chevrolet, 1550 Auto Park Way, WA.
Escondido, CA 92029**

Inspected By: **Jim Burke**

Section 1 INSPECTION SUMMARY

BRIEFLY Describe the customer's ALLEGATION below:

██████████ felt the power steering failed and the vehicle was very hard to turn and he hit a pole with the left front fender.

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

{ The only damage to this vehicle is to the left front fender, left front fascia and a one inch gouge to the plastic wheel cover on the outer ring. I turned the steering wheel from stop to stop 10 times with out any problems. There was no binding, sticking or uneven feel. There were no unusual sounds and the wheels turned very smooth.

The brakes stopped without any problems. The brake fluid was over full and showed signs of contamination. See picture P1070509. There was no damage to the steering wheel. I did a Vetronix download and only got Hexidecimals. A tech 11 did pull 6 codes. Only one was for the power steering, It was U2105 Power steering control module, Lost communications with ECM. The others were B1325 Radio, U2103 Fewer controllers on bus then programed. B1001 Opt config error. B1002 ECU radio. P0300 Engine misfire detected.

Section 2 INTERVIEW - INCIDENT DETAILS

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

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

Interview mode: ☒ By Telephone ☐ In Person

Incident Date and Time: **01/28/2010 @ 11:00 AM**

Interview date: **02/11/2010**

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

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

I contacted [REDACTED] via phone on 2/11/10 and he gave me the following information. On 2/28/10 at 11 AM he was driving into a parking lot in Vista, CA. He was making a right hand turn into a parking space when the Vehicle became very hard to steer. He hit a pole with the left front fender and front fascia. I asked him if there were any problems with the brakes and he said no. No police, fire or ambulance came to the site. There were no reported injuries. The vehicle was driven from the site and is still being driven.

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

Customer's Name: [REDACTED] Inspection Date: **02/15/2010**
 Vehicle Brand: **Chevrolet** Model: **2005 Chevrolet Cobalt**
 File ☐ **71-800723786** VIN: **1G1AK52F557** [REDACTED]

Driver/other occupant's physical description (include name, gender, height, weight, & disabilities):
 [REDACTED], Male, 5' 9" tall, 248 pounds, no disabilities.

If there was a collision:

Describe extent of any injuries to the Driver: **NONE**

Describe where other occupants were seated & extent of any injuries: **NONE**

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 & CLEAR** Approximate Temp (°F): **60**

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

Posted Speed Limit **10**

Any objects in the road? (rocks, scrap metal, pothole, speed bump, etc.) **NONE**

Length of Drive Prior to incident:

Total Time (hrs. & mins.): **5 MIN** Distance (miles): **1 MILE**

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 <input type="checkbox"/>	Other <input checked="" type="checkbox"/>	Describe STEERING GOT HARDER AND HARDER TO STEER
Suspension	Normal <input checked="" type="checkbox"/>	Other <input type="checkbox"/>	Describe {
Brakes	Normal <input checked="" type="checkbox"/>	Other <input type="checkbox"/>	Describe {
Engine	Normal <input checked="" type="checkbox"/>	Other <input type="checkbox"/>	Describe {
Electrical	Normal <input checked="" type="checkbox"/>	Other <input type="checkbox"/>	Describe {

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

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

Also, determine whether there were any warning lights illuminated, messages on driver information panel, unusual noises, smoke or steam observed. **NONE**

Describe any evasive action: ☒ Turning ☐ Braking ☐ Accelerating ☐ Other: {

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

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

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

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

Customer's Name: [REDACTED] Inspection Date: **02/15/2010**
 Vehicle Brand: **Chevrolet** Model: **2005 Chevrolet Cobalt**
 File ☐ VIN: **71-800723786** **1G1AK52F557** [REDACTED]

Did the vehicle leave the roadway?: ☐ Yes ☒ No 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 ☒ No Date _____ Used? ☒ 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..) Describe:

AMP IN TRUNK BUT NOT HOOKED UP

{ _____
 { _____

VEHICLE REPAIR / SERVICE HISTORY

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

{ _____

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

{ _____

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

{ _____

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

{ _____

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

{ _____

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

If yes, describe: { _____

{ _____

Section 4 VEHICLE INSPECTION – VISUAL/PHOTO

THE VEHICLE VISUAL INSPECTION DOCUMENTS THE PHYSICAL EVIDENCE USING PHOTOS AND WRITTEN OBSERVATIONS. RECORD YOUR OBSERVATIONS IN THE APPROPRIATE SECTION.

PHOTOGRAPH THE EXTERIOR OF THE VEHICLE AS FOLLOWS: VIN PLATE, QUARTER VIEWS FROM LEFT FRONT, RIGHT REAR ARE REQUIRED, AND DOCUMENT FURTHER EXTERIOR DAMAGE WITH MANY PHOTOS.

DESCRIBE ANY DAMAGE TO THE VEHICLE BODY:

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

Customer's Name: [REDACTED] Inspection Date: **02/15/2010**
 Vehicle Brand: **Chevrolet** Model: **2005 Chevrolet Cobalt**
 File ☐ VIN: **71-800723786** **1G1AK52F557** [REDACTED]

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.

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

{ **No damage noted to the underbody of the frame/ chassis.**

{
{
{
{

CORNER ASSEMBLIES

Struts/shocks

Ball joints

Tire/wheel assemblies

Springs

Steering knuckles

Control arms

Axle assemblies

Comments: **All corner assemblies appear in good condition and tight. No signs of leaks, cracks and no bent items noted.**

{

UNDERHOOD

Engine compartment

Power steering lines, hoses, clamps and connections

Brake fluid level and condition

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

Odometer

Controls

Steering wheel and column

Overall view of seat position

Driver and passenger seat back angle (inclinometer measurement)

Photo of options label-glove box/trunk

Sunvisors and headliner

Personal items/cargo

INTERIOR INSPECTION (Describe any damage and photograph)

No damage noted

{

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

<u>Customer's Name:</u>	[REDACTED]	<u>Inspection Date:</u>	02/15/2010
<u>Vehicle Brand:</u>	Chevrolet	<u>Model:</u>	2005 Chevrolet Cobalt
<u>File #</u>	71-800723786	<u>VIN:</u>	1G1AK52F557 [REDACTED]

{ _____

{ _____

Section 6**STEERING, SUSPENSION, TIRE AND WHEEL SYSTEM INSPECTION**

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

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

Customer's Name: [REDACTED] Inspection Date: **02/15/2010**
Vehicle Brand: **Chevrolet** Model: **2005 Chevrolet Cobalt**
File # **71-800723786** VIN: **1G1AK52F557** [REDACTED]

ITEM	OBSERVATIONS/TEST RESULTS
Steering system-Are all components in place and connected in a normal manner? Can the steering wheel be rotated lock to lock with appropriate movement of the front wheels. Is there any binding, sticking or uneven feel?	Wheels were turned from lock to lock 10 times with one finger with out any binding, sticking or uneven feel.
Steering linkage-Is the linkage free from cracks, bends, fractures, etc. Are there any scrapes, abrasions, signs of contact with any of the linkage?	No cracks, bends or fractures noted in steering linkage. No signs of contact with linkage.
Gear/rack and pinion-Any sign of leakage, damage to boots on the rack, contact by foreign objects?	No damage noted. No leaks or damage to boots.
Steering column, ignition switch, intermediate shaft. Does the column unlock with the ignition key "on"? Is the steering column properly fastened to the dash?	Column unlocks with the key being turned on. The column is secure 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.	Electric power steering. Turns well from stop to stop.
PS fluid level and condition-Color, contamination, odor	Electric
Steering knuckle-All attachments secure and proper?	All good
Suspension components – LF Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. Sway bars properly attached.	No problems found
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RF	No problems found
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc Rear sway bars,	No problems found

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

Customer's Name: [REDACTED] Inspection Date: **02/15/2010**
 Vehicle Brand: **Chevrolet** Model: **2005 Chevrolet Cobalt**
 File ☐ **71-800723786** VIN: **1G1AK52F557** [REDACTED]

trailing arms properly attached and undamaged. LR	
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RR	No problems found
Rear axle assembly-deformed, signs of impact, properly located, etc.	No problems found
Deformation to the frame	None noted
Describe and photograph evidence of axle/ suspension/ tire contact with frame, body or components	No contact noted to the axle/suspension
Describe and photograph contact of the under- carriage with the road surface (road, shoulder, curb, or grass)	None noted
Stability Enhancement system/components-check for codes with Tech II	No codes
Engine (normal, other)-Obtain codes using a Tech II.	No codes
Electrical (normal, other)	normal
Warning lights/messages displayed? Describe and obtain codes using a Tech II	No codes
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