



U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire To Report Vehicle Safety Defects

2008 SEP 25 11:48 AM - 1-888-DASH-2-DOT (1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

02-SEP-2008

Repository

Reference No. 10240699

OWNER INFORMATION (Type or Print)

Name

Address

City

CLINTON TWSHP

State MI

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO

Signature of Owner

Date

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

5Y2SL64894Z

Make

PONTIAC

Model

VIBE

Model Year

2004

Date Purchased

Dealer's Name and Telephone Number

51MCA23189

State

Zip Code

Engine:

No: Cylinders

Fuel Type:

Reg. 90s

Original Owner

Dealer's City

State

Zip Code

Transmission Type

Antilock Brakes

Powertrain

T6407K

Vehicle Component Code

130000 VISIBILITY

Multiple Failure:

yes Tuned 4 now

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 08-JUN-2008

Failure Mileage 41627

Failure Speed 0

Dealer has multiple failures after campaign

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

Original Equipment Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

Yes No

Yes No

0

0

N

Narrative Description of Incident(S), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure; (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

TL*THE CONTACT OWNS A 2004 PONTIAC VIBE. THE CONTACT IS EXPERIENCING FAILURE WITH THE WINDOWS ON HIS VEHICLE. WHEN HE ROLLS DOWN THE WINDOWS, IT SOUNDS AS IF A TWELVE GAUGE SHOTGUN WAS FIRED. THE CONTACT REFERENCED NHTSA CAMPAIGN ID NUMBER 08V162000 (VISIBILITY:GLASS, SIDE/REAR) AND TOOK THE VEHICLE TO HAVE IT REPAIRED. THE MANAGER AT THE DEALER AND THE SERVICE MANAGER HEARD THE NOISE, BUT COULD NOT PROVIDE A REMEDY. THE VEHICLE WAS REPAIRED THREE TIMES AND IS SCHEDULED FOR ITS FOURTH REPAIR NEXT WEEK. THE FAILURE MILEAGE WAS 41,627.

Dealer ph # 586-465-8465 Dealer has heard noise multiple times

Now 4 times

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

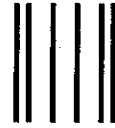
ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

See text reported - vehicle returned 4 times after campaign. Window - driver side only holes @ crash site - sounds like 12 gauge shotgun near bottom of travel some times going up & sometimes going down. NO clues before campaign performed. Currently scared to use window - issue intermittent - dealer has heard noise multiple times. ^{ATTACH ADDITIONAL SHEETS IF NECESSARY} because window shog. you can give my name to the manufacturer -

U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382
Official Business
Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES



BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



Think your vehicle has a safety defect?



If so:

Use the enclosed form to file a report.

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

*9/14/08
Records,
Letters, etc.
All attached*



1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216fb

As a result of your report to the Vehicle Safety Hotline (VSH), we have recorded that report on the enclosed Vehicle Owner Questionnaire (VOQ) form. Please review the form and make changes, additions, and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the driver's side door or the driver's side door jam. It may also be listed on the dealer's repair invoices. When reporting a tire problem, the brand name, tire name and complete tire size should be included. If possible also provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

The Privacy Act prohibits our agency from identifying you to the manufacturer without your permission. If you wish to give us that permission, please mark the appropriate authorization box and sign the form to allow us to provide your name to the manufacturer. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in a vehicle or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236. Thank you for your cooperation.

Frank S. Borris, II

Frank S. Borris, II, Acting Chief
Correspondence Research Division
Enforcement

Enclosure: VOQ



GM
Dodge
Notification

8/31/08

9/14/08
How
4 times
New GM
New TACH
Case
opened w
noise
71-637023
635

2004 Vibe – Window Safety Recall Campaign Issue:

NOTE: "All WINDOWS worked excellently" before Jim Causley Pontiac GMC in Clinton Twp. Mi. performed campaign.

- Vehicle has been taken back at least 3 times since campaign for loud, intermittent bang noise – both Tim L. and C. Rivarrd at Causley have heard the noise several times in the past and noise was even transmitted via cell-phone to Tim one time during June and July 08.

Note: Passenger window works fine – no issues to date. Issue is only with driver's window, which needs to be fixed right.

Tim L. at Causley contacted again on 8/26/08, as drivers window is again making noises, sometimes on the way up and sometimes on the way down – intermittently. Noise is sometimes a grinding/growl and others one big bang noise, as the window nears the bottom of its travel going down or begins to start upward.

Tim did not ask to have the car brought in, but said he would order a door check-link, as this was the root cause. Received service card indicating check-link part was in on 8/30/08 and vehicle will be taken to Causley on 9/9/08 and left for the entire day, again. Writer remains not satisfied with this fix, as Mr. Rivarrd indicated there are bent, distorted and/or broken parts in the door on 8/29/08. He feels the entire window mechanism is poorly engineered – keeping in mind he was also told it worked excellently several times until the dealership worked on it during the safety recall campaign. It has never worked correctly since.

GM Technical Support was contacted on 8/28/08 and case has been opened, as issue needs to be addressed, not with gobs of grease. Owner wants complete window regulator, including mechanism replaced.

Owner () request entire window regulator and complete mechanism be replaced, not just the door check-link. Obviously, mechanism was damaged during campaign and dealer has attempted repairs now several times. Additionally, window regulator is probably about worn out, as window has been put up and down now hundreds of times as noted on repair order on file at Causley.

Owner made request very clear to Mr. Rivarrd and will also make request clear to Technical Assistance personnel, along with area Pontiac representative. Copy of this request will also be stapled to repair order/written on repair order as well, if Causley will permit.

Note: Causley has offered a rental vehicle in the past, but owner of vbe refused and has only one request – fix the issue with the window. Now, basically replace the regulator, entire mechanism and any additional bent, damaged or broken hardware in driver's door.

- Pontiac sent owner a certificate for a free oil change – Causley to please change oil and filter per Pontiac while it is in for window assembly replacement.**
- Causley to replace complete window regulator and mechanism assembly, as parts are all obviously damaged & poorly engineered. Causley obviously greased parts in the past, as grease has been found all over inside of door, near and around and on door check-link. Gobs of grease appears to work for awhile, but noise just comes back.**

[REDACTED]
Phone [REDACTED]

**Cc
Mike Causley
GM Technical Assistance
GM Area Rep
Letter to File**

PONTIAC-GMC TRUCK

SERVICE INVOICE



JIM CAUSLEY, INC.

38111 GRATIOT AVE.
CLINTON TWP., MI. 48036-3592
Phone: (586) 465-8465
www.jimcausley.com

DEALER REGISTRATION # F-100453

CUSTOMER NO.	ADVISOR TIMOTHY J LEFEVRE 1156	TAG NO.	INVOICE DATE 07/10/08	INVOICE NO. PNCS868826
CLINTON TWP, MI	LABOR RATE	LICENSE NO.	MILEAGE 43,627	COLOR NEPTUNE/
	YEAR / MAKE / MODEL 04/PONTIAC/VIBE/VIBE	DELIVERY DATE 06/30/04	DELIVERY MILES 8,003	STOCK NO.
	VEHICLE I.D. NO. 5 Y Z S L 6 4 8 9 4 Z	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	P.O. DATE 07/07/08	

COMMENTS

LABOR & PARTS
JOB # 1 55PNZ
ELEC INSTRUMENT WORK HOURS: TECH(S):1918
DRIVERS PWR WINDOW SNAPS BAD AT TIMES WHEN GOING DOWN
WHEN IT GETS ABOUT 3/4 WAY DOWN TECH 1918 PRIOR CAMPAIGN
RR LEFT DOOR TRIM INSP CK STRAP SNAPPING ON
DOOR GLASS IN DOWNWARD MOTION NECC TO ADJ
CK STRAP FOR CLEARANCE
NOTE HAS NOTHING TO DO WITH RECALL
DONE AS GOODWILL ADJ INTEREST OF CUSTOMER
SATISFACTION

WARRANTY
ALL PARTS NEW ORIGINAL EQUIPMENT UNLESS OTHERWISE SPECIFIED.

TECHNICIAN CERTIFICATION
1918 JOHN WAECHLI M192870

TOTALS
IF YOUR VEHICLE IS A 2004 THRU CURRENT MODEL YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER

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

DISCLAIMER OF WARRANTIES
Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law. All repairs and parts listed were furnished in compliance with the Michigan State Repair Act PA300.

SERVICE HOURS
MONDAY & THURSDAY -
7:00 A.M - 7:00 P.M.
TUES - WED - FRI -
7:00 A.M - 6:00 P.M.

note: Drivers window had been taken up & down over 100 times to understand failure after campaign. This window regulator may be damaged.



JIM CAUSLEY



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 CLINTON TWP., MI. 48036-3592
 Phone: (586) 465-8465
 www.jimcausley.com

*8/22/08 Window
 - Tom Broke as seen
 Reported 49,591*

DEALER REGISTRATION F-100453

CUSTOMER NO.	ADVISOR TIMOTHY J LEFEVRE 1156	TAG NO.	INVOICE DATE 07/02/08	INVOICE NO. PNC868652
	LABOR RATE	LICENSE NO.	MILEAGE 43,178	COLOR NEPTUNE/
	YEAR / MAKE / MODEL 04/PONTIAC/VIBE/VIBE		DELIVERY DATE 06/30/04	DELIVERY MILES 8,003
CLINTON TWP, MI	VEHICLE I.D. NO. 5Y2SL64894Z		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 07/02/08	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

LABOR & PARTS JOB # 1 66PNZ	CAMPAIGNS 07273 MA FRT DOOR GLASS SHATTER... PERFORM CAMPAIGN... REPLACE BOLTS	HOURS:	TECH(S):1918	WARRANTY
PARTS JOB # 1	QTY 4	FP-NUMBER 94859512	DESCRIPTION BOLT 8.900	UNIT PRICE 0.00
			JOB # 1 TOTAL PARTS	0.00
			JOB # 1 TOTAL LABOR & PARTS	0.00
ESTIMATE CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)				
TECHNICIAN CERTIFICATION 1918		JOHN WAECHLI		M192870
TOTALS				
IF YOUR VEHICLE IS A 2004 THRU CURRENT MODEL YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER. IF FOR ANY REASON YOU CANNOT GIVE US A COMPLETELY SATISFIED SCORE PLEASE CALL YOUR SERVICE ADVISOR AT (586) 465-8465			TOTAL LABOR	0.00
			TOTAL PARTS	0.00
			TOTAL SUBLET	0.00
			TOTAL T.O.B.	0.00
			TOTAL MISC CHG.	0.00
			TOTAL MISC DTSC	0.00
			TOTAL TAX	0.00
			TOTAL INVOICE \$	0.00
CUSTOMER SIGNATURE				

All repairs done with the Michigan Repair Act BY: [Redacted]

X

ALL PARTS NEW ORIGINAL EQUIPMENT UNLESS OTHERWISE SPECIFIED.

DISCLAIMER OF WARRANTIES
 Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law. All repairs and parts listed were furnished in compliance with the Michigan State Repair Act PA300.

SERVICE HOURS
 MONDAY & THURSDAY - 7:00 A.M - 7:00 P.M.
 TUES - WED - FRI - 7:00 A.M - 8:00 P.M.



Jim Causley

PONTIAC-GMC TRUCK

JIM CAUSLEY, INC.

38111 GRATIOT AVE. • CLINTON TWP., MI. 48036-3592

Phone: (586) 465-8465

REQUEST A SERVICE APPOINTMENT AT:

www.jimcausley.com

DEALER REGISTRATION NO. F-100453

STATE REG# F100453

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
01PNZ00LOF 01PNZ30K 01PNZR0T	LUBE/OIL/FILTER 30,000 MAINTENANCE ROTATE TIRES	MI MI MI	27.00 0.00 14.95
01PNZ15K 01PNZZCOOLSYS	15,000 SERVICE SERVICE COOLING SYST	MI MO	0.00 61.95

CONTACT YOUR SERVICE ADVISOR:

@jimcausley.com

DEDUCTIBLE	R.O. NO.	OTHER	AMOUNT
\$	+		\$
INSURANCE COMPANY	FILE NUMBER		
ADDRESS	SIGNATURES		
ASSURED	CLAIMANT		
TYPE OF RELEASE			
Noted Prior Damage:			
Frt. End <input type="checkbox"/> Rt. Fend. <input type="checkbox"/> Rt. Door(s) <input type="checkbox"/> Rt. Q. <input type="checkbox"/> Rt. Door(s) <input type="checkbox"/> Rt. Q. <input type="checkbox"/> Rear End <input type="checkbox"/>			
L.Q. <input type="checkbox"/> L. Door(s) <input type="checkbox"/> L. Fend. <input type="checkbox"/> Roof <input type="checkbox"/> Interior <input type="checkbox"/> Glass <input type="checkbox"/> Other <input type="checkbox"/>			

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/31/08	870152	46425	1153	1160	W	01PNZ00LOF	LUBE/OIL/FILTER ELEC INSTRUMENT WORK CAMPAIGNS
07/07/08	868826	43627	1156	1918	W	55PNZ	
07/02/08	868652	43178	1156	1918	W	66PNZ	

SERVICE

SALESPERSON NO. 1022 MONICA CAVALIERE

VEHICLE ID NO. 5Y2SL64894Z	YEAR / MAKE / MODEL 04/PONTIAC/VIBE/VIBE	STOCK NO.	LICENSE NO.	R.O. NO. 872068
CUS CLINTON TWP, MI	SERVICE CONTRACT	DELIVERY DATE 06/30/04	DELIVERY MILES 8,003	SELLING DEALER NO. 09/08/08
COLOR NEPTUNE/	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	
TURBO PNZZ	M/ MC PNZZ	AIR COND.	P.S.	TRANS.
MILEAGE 49,631	ADVISOR NO. 1155	PRODUCTION DATE		
TIME RECEIVED 12:50pm	TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE I hereby authorize the repair work herein set forth to be done along with the necessary materials and agree that you are not responsible for loss or damage to the 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 delay in part 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 garagekeeper's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I understand that pursuant to said express garagekeeper's lien, I have no right of possession to the above vehicle until the repairs thereto have been paid in full or until you and/or your employees have voluntarily released the vehicle to me.			
BUSINESS PHONE	LABOR RATE	ORIGINAL ESTIMATE		TOTAL HOURS
DATE / TIME PROMISED 09/09/08 01:06pm	PRIORITY 4	PARTS	LABOR	TOTAL
APPOINTMENT <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	Advisor: RON KUBITZ	AUTHORIZED ADDITIONS		HOURS
		PARTS	LABOR	TOTAL

JOB	LABOR INSTRUCTIONS	TERMS	SAVE REMOVED PARTS FOR CUSTOMER
1	ORIGINAL CUSTOMER ESTIMATE: PARTS LABOR TOTAL X W * 55PNZ DRIVERS WINDOW MAKES BAD NOISES GOING UP AND DOWN PARTS IN ATTN JIM R.	CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> (PRIOR APPROVAL) OTHER <input type="checkbox"/>	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> YES <input type="checkbox"/> NO
2	W * 01PNZ00LOF LUBE OIL FILTER CHANGE SEE LETTER FOR OP		
		CUSTOMER LABOR RATE IS BASED ON A PER FLAT RATE UNIT WHICH IS PREDICTED ON A TIME STUDY GUIDE AND MAY NOT REFLECT THE ACTUAL HOURS WORKED.	
		ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.	
		THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.	
		All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act. REPAIRS PROPERLY COMPLETED AND CHECKED BY: X	



Jim Causley

PONTIAC-GMC TRUCK JIM CAUSLEY, INC.

38111 GRATIOT AVE. • CLINTON TWP., MI. 48036-3592

Phone: (586) 465-8465

REQUEST A SERVICE APPOINTMENT AT:

www.jimcausley.com

DEALER REGISTRATION NO. F-100453

STATE REG# F100453

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
01PNZ00LOF	LUBE/OIL/FILTER	MI	27.00
01PNZ30K	30,000 MAINTANCE	MI	0.00
01PNZROT	ROTATE TIRES	MI	14.95
01PNZ15K	15,000 SERVICE	MI	0.00
01PNZZCOOLSYS	SERVICE COOLING SYST	MO	61.95

CONTACT YOUR SERVICE ADVISOR:

@ jimcausley.com

DEDUCTIBLE	R.O. NO.	OTHER	AMOUNT
\$			\$
INSURANCE COMPANY	FILE NUMBER		
ADDRESS	SIGNATURES		
ASSURED	CLAIMANT		
TYPE OF RELEASE			
Noted Prior Damage:			
Frt. End <input type="checkbox"/>	Rt. Fend. <input type="checkbox"/>	Rt. Door(s) <input type="checkbox"/>	Rt. Q. <input type="checkbox"/>
Rt. Door(s) <input type="checkbox"/>	Rt. Q. <input type="checkbox"/>	Rear End <input type="checkbox"/>	
L.Q. <input type="checkbox"/>	L. Door(s) <input type="checkbox"/>	L. Fend. <input type="checkbox"/>	Roof <input type="checkbox"/>
Interior <input type="checkbox"/>	Glass <input type="checkbox"/>	Other <input type="checkbox"/>	

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/02/08	868652	43178	1156	1918	W	66PNZ	CAMPAIGNS

SERVICE

SALESPERSON NO. 1022 MONICA CAVALIERE

VEHICLE ID NO. 5Y2SL64894Z	YEAR/MAKE/MODEL 04/PONTIAC/VIBE/VIBE	STOCK NO. 868826	LICENSE NO.	R.O. NO. 868826
CUSTOMER NO. [REDACTED]	DELIVERY DATE 06/30/04	DELIVERY MILES 8,003	SELLING DEALER NO.	R.O. DATE 07/07/08
COLOR NEPTUNE/	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	
TURBO <input type="checkbox"/>	M/MO <input type="checkbox"/>	AIR COND. <input type="checkbox"/>	P/S <input type="checkbox"/>	TRANS. <input type="checkbox"/>
MILEAGE 43,627	ADVISOR NO. 1156	PRODUCTION DATE		
RESIDENCE PHONE [REDACTED]	TIME RECEIVED 12:14pm	TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE		ORIGINAL ESTIMATE
BUSINESS PHONE	LABOR RATE	I hereby authorize the repair work herein set forth to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delay in part 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 garagekeeper's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I understand that pursuant to said express garagekeeper's lien, I have no right of possession to the above vehicle until the repairs thereto have been paid in full or until you and/or your employees have voluntarily released the vehicle to me.		PARTS
DATE/TIME PROMISED 07/07/08 07:00pm	PRIORITY 3	APPOINTMENT <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		LABOR
Advisor: TIMOTHY J. LEFEVRE		CUSTOMER SIGNATURE		TOTAL

LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: PARTS LABOR TOTAL

X _____

1 C 55PNZ ELEC INSTRUMENT WORK
DRIVERS PWR WINDOW SNAPS BAD AT TIMES WHEN GOING DOWN
WHEN IT GETS ABOUT 3/4 WAY DOWN TECH 1918 PRIOR CAMPAIGN

TERMS: <input type="checkbox"/> CASH	SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO
<input type="checkbox"/> CREDIT CARD	<input type="checkbox"/> CHECK
(PRIOR APPROVAL) OTHER <input type="checkbox"/>	CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO

CUSTOMER LABOR RATE IS BASED ON A PER FLAT RATE UNIT WHICH IS PREDICTED ON A TIME STUDY GUIDE AND MAY NOT REFLECT THE ACTUAL HOURS WORKED.

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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

All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act. REPAIRS PROPERLY COMPLETED AND CHECKED BY:

X

AUTO SOURCE, INC. (810) 459-3822



Jim Causley

PONTIAC-GMC TRUCK JIM CAUSLEY, INC.

38111 GRATIOT AVE. • CLINTON TWP., MI. 48036-3592

Phone: (586) 465-8465

REQUEST A SERVICE APPOINTMENT AT:

www.jimcausley.com

DEALER REGISTRATION NO. F-100453

STATE REG# F100453

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO	MI	TOTAL
01PNZ00LOF	LUBE/OIL/FILTER	MI		27.00
01PNZ30K	30,000 MAINTANCE	MI		0.00
01PNZROT	ROTATE TIRES	MI		14.95
01PNZ15K	15,000 SERVICE	MI		0.00
01PNZZCOOLSYS	SERVICE COOLING SYST	MO		61.95

CONTACT YOUR SERVICE ADVISOR:

@jimcausley.com

DEDUCTIBLE	R.O. NO.	OTHER	AMOUNT
\$	+		\$
INSURANCE COMPANY	FILE NUMBER		
ADDRESS	SIGNATURES		
ASSURED	CLAIMANT		
TYPE OF RELEASE			
Noted Prior Damage:			
Frt. End	Rt. Fend.	Rt. Door(s)	Rt. Q.
L.Q.	L. Door(s)	L. Fend.	Roof
		Interior	Glass
			Other

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
SERVICE							

SALESPERSON NO. 1022 MONICA CAVALIERE

VEHICLE ID NO. 5Y2SL64894Z	YEAR / MAKE / MODEL 04/PONTIAC/VIBE/VIBE	STOCK NO.	LICENSE NO.	R. O. NO. 868652
CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE 06/30/04	DELIVERY MILES 8,003	R. O. DATE 07/02/08
COLOR NEPTUNE/	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAX NO.
TURBO	M/MC	AIR COND.	P.S.	TRANS
	PNZZ			MILEAGE 43,178
ADVISOR NO. 1156	PRODUCTION DATE			
RECIPIENT PHONE	TIME RECEIVED 08:48am	TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE		
BUSINESS PHONE	LABOR RATE	I hereby authorize the repair work herein set forth to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delay in part 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 garagekeeper's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I understand that pursuant to said express garagekeeper's lien, I have no right of possession to the above vehicle until the repairs thereto have been paid in full or until you and/or your employees have voluntarily released the vehicle to me.		
DATE / TIME PROMISED 07/02/08 02:36pm	PRIORITY 3	ORIGINAL ESTIMATE		
APPOINTMENT <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	Advisor: TIMOTHY J LEFEVRE	PARTS	LABOR	TOTAL
				HOURS
		AUTHORIZED ADDITIONS		HOURS
		PARTS	LABOR	TOTAL

JOB	LABOR INSTRUCTIONS	TERMS	SAVE REMOVED PARTS FOR CUSTOMER
	ORIGINAL CUSTOMER ESTIMATE:	CASH <input type="checkbox"/>	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
	PARTS 0.00	CREDIT CARD <input type="checkbox"/>	CALL WHEN READY
	LABOR 0.00	CHECK <input type="checkbox"/>	<input type="checkbox"/> YES <input type="checkbox"/> NO
	TOTAL 0.00	(PRIOR APPROVAL) <input type="checkbox"/>	
		OTHER <input type="checkbox"/>	
	W 66PNZ 07273 MA	CUSTOMER LABOR RATE IS BASED ON A PER FLAT RATE UNIT WHICH IS PREDICTED ON A TIME STUDY GUIDE AND MAY NOT REFLECT THE ACTUAL HOURS WORKED.	
	FRT DOOR GLASS SHATTER—PARTS IN	ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE	
		THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.	
		All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act. REPAIRS PROPERLY COMPLETED AND CHECKED BY:	