



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

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236) 2010 MAR 19  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository

PM 11:26 2010

Reference No.  
10311407

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
Address [REDACTED]  
City ANN ARBOR State MI Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address

NONE

Evening Telephone Number [REDACTED]

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
2G1WC58R879 [REDACTED] Make CHEVROLET Model IMPALA Model Year 2007  
Date Purchased 02-09-2007 Dealer's Name and Telephone Number UNDERWOOD 1-800-456-4181 Engine: 3.9L No: Cylinders 6 Fuel Type: Gasoline Regular  
Original Owner  Dealer's City CLINTON State MI Zip Code 49236 V6 SFI  
Transmission Type MXO 4 speed automatic  Antilock Brakes Powertrain Multiple Failure: Incident Date(s) 19-DEC-2009  
 Cruise Control

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 010000 STEERING Failure Mileage 37422 Failure Speed 20

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]  
DOT No. (Example: DOTMAL9ABC036)  Original Equipment  Prior Repair Failure Location: [REDACTED]  
Tire Component Code [REDACTED] Tire Failure Type: [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]  
Seat Type: [REDACTED] Installation System: [REDACTED]  
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash  Yes  No Fire  Yes  No Number of Persons Injured NONE Number of Deaths NONE Reported to Police 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 2007 CHEVROLET IMPALA. THE CONTACT STATED THE RIGHT FRONT KNUCKLE JOINT BROKE WHILE DRIVING APPROXIMATELY 20 MPH. THE VEHICLE NUDGED AGAINST THE CURB CAUSING THE WHOLE FRONT WHEEL AND OTHER COMPONENTS TO DISENGAGE. THERE WERE THIRTY-THREE PARTS REPLACED DUE TO THE SEVERE DAMAGES. THE DEALER REPAIRED THE VEHICLE AND THE MANUFACTURER WAS NOTIFIED OF THE FAILURES. HOWEVER, THE REPRESENTATIVE STATED THAT THE COLLISION CAUSED THE DAMAGE, NOT THE PART. THE MANUFACTURER WAS UNABLE TO PROVIDE ASSISTANCE IN WHICH THERE WERE NO RESOLUTIONS. THE CURRENT MILEAGE WAS 38,325. THE FAILURE MILEAGE WAS 37,422.

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 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.

3 Mar 2010 I authorize sharing info to manufacturer

[REDACTED]  
Ann Arbor MI [REDACTED]  
3 March 2010

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

REFERENCE 10311407

To Whom It May Concern:

Regarding the reference no. 10311407 Vehicle Owner's Questionnaire I am enclosing the following items that may assist with the report. Although in the covering letter is mentioned the "appropriate authorization box and sign the form" I don't see such, but do authorize such.

1. Four color photos/copies of car with right front WHEEL askew (two); the broken knuckle piece with ruler; and the parts on the bench at SURBURBAN Chevrolet.
2. Although the car was purchased from UNDERWOOD, the repair was done at Surburan because of insurance requiring towing to be within 15 miles. The 8 pages for the repair as Job No. 2828, invoice CVCS642794 plus the alignment report.
3. Copy of my purchase from Underwood. (1 page)
4. Three of the pertinent pages of Vehicle Details from UNDERWOOD.
5. copy of the "window sticker" (reduced to one page)

Please feel free to contact me if more information is needed. I have the part in question, and it seems to me that the strength of the component/ the knuckle is not sufficient for this IMPALA, as the impact of nudging a curb at 20 MPH should not have caused the part to fail and I question the reliability of even the left one. I am just grateful I was within one block of my home, in my subdivision, and not on the expressway at 70 mph!

Sincerely,  
[REDACTED]  
[REDACTED]

To insure postal delivery I opted to address the envelope and enclose the pre-paid form inside.



# SUBURBAN

SUBURBAN CHEVROLET CADILLAC SAAB HUMMER

3515 JACKSON RD.

ANN ARBOR, MI 48103

PHONE (734) 663-3321

www.suburbancollection.com

FACILITY CODE F-156874

*make the choice*

CUSTOMER NO. 1314142	ADVISOR CHRISTIAN GUERTIN 11372	TAG NO. 2673	INVOICE DATE 12/29/09	INVOICE NO. CVCS642794
ANN ARBOR, MI	LABOR RATE	LICENSE NO.	MILEAGE 37,422	COLOR 7
	YEAR/MAKE/MODEL 07/CHEVROLET/IMPALA/4DR SDN LT 3.9L		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 2G1WC58R879		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 12/21/09	
	BUSINESS PHONE	COMMENTS	REPAIRS PROPERLY COMPLETED & CHECKED BY	MILEAGE OUT MO: 37422

**LABOR & PARTS**

J# 1 08CVZZ SUSPENSION TECH(S): 11224 555.07  
 CUST HIT A CURB IN THE RT FRONT END OF THE VEH THE WHEEL IS  
 PUSHED OUT CK AND ADVISE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	11516382	NUT-METRI 8.917 0	1.38	1.38
JOB # 1	1	9595378	WHEEL KIT 5.803 0	696.32	696.32
JOB # 1	1	25920615	SENSOR 5.890 0	60.84	60.84
JOB # 1	1	88965467	STRUT 7.345 * 2	301.39	301.39
JOB # 1	1	25875709	MOUNT 7.395 0	141.49	141.49
JOB # 1	1	88964168	HUB 6.307 * 0	291.98	291.98
JOB # 1	1	25816683	KNUCKLE 6.020 0	421.16	421.16
JOB # 1	1	25853334	ARM 6.168 0	154.17	154.17
JOB # 1	1	10403402	LINK 7.240 0	23.65	23.65
JOB # 1	1	24202835	SEAL ASM. 6.061 0	7.10	7.10
JOB # 1	1	26086580	ROD KIT 6.233 0	102.29	102.29
JOB # 1	1	88863461	FLUID 8.800 0	8.62	8.62
JOB # 1	1	88861003	FLUID 8.800 0	7.77	7.77
JOB # 1	1	19111751	GY2255517 5.880 0	160.00	160.00
JOB # 1	1	HALF BOYERS	SHAFT	400.00	400.00
JOB # 1	1	26021769	ROD KIT 6.233 0	62.81	62.81
				JOB # 1 TOTAL PARTS	2840.97
				JOB # 1 TOTAL LABOR & PARTS	3396.04

**LIMITED WARRANTY**

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge during normal business hours - parts and labor.

**ATTENTION**

"This repair facility charges for labor utilizing the flat rate hours published either by the manufacturer in its labor time study guide or by a recognized industry time study guide which reflects an average time requirement for the performance of specific vehicle repairs. Therefore, the flat rate hours charged may be either more or less than the actual clock time in any given instance."

**STATEMENT OF DISCLAIMER**

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE **X**

J# 2 01CVZ27PT \* 27POINT INSPECTION TECH(S): 11224 0.00  
 27 POINT INSPECTION COMPLETED

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

J# 3 00CVZ06 \* 4 WHEEL ALIGNMENT TECH(S): 11224 79.99  
 Added Operation (11KEVIN @ 12/28/2009 08:11)  
 CUSTOMER REQUEST 4 WHEEL ALIGNMENT MAINTENANCE PERFORMED 4 WHEEL ALIGNMENT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	79.99

ESTIMATE  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$3646.49 (+TAX)

The Reynolds and Reynolds Company. PRINTED IN U.S.A. C060129 Q (06/07)

# S SUBURBAN

SUBURBAN CHEVROLET CADILLAC SAAB HUMMER

3515 JACKSON RD.

ANN ARBOR, MI 48103

PHONE (734) 663-3321

www.suburbancollection.com

FACILITY CODE F-156874

*make the choice*

CUSTOMER NO. <b>1314142</b>	ADVISOR <b>CHRISTIAN GUERTIN 11372</b>	TAG NO. <b>2673</b>	INVOICE DATE <b>12/29/09</b>	INVOICE NO. <b>CVCS642794</b>
ANN ARBOR, MI	LABOR RATE	LICENSE NO.	MILEAGE <b>37,422</b>	COLOR <b>7</b>
	YEAR / MAKE / MODEL <b>07/CHEVROLET/IMPALA/4DR SDN LT 3.9L</b>			DELIVERY DATE
	VEHICLE I.D. NO. <b>ZG1WC58R879</b>			DELIVERY MILES
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>12/21/09</b>	SELLING DEALER NO.
BUSINESS PHONE	COMMENTS	REPAIRS PROPERLY COMPLETED & CHECKED BY <b>X</b>		MILEAGE OUT <b>MO: 37422</b>

THANK YOU FOR CHOOSING SUBURBAN CHEVROLET, CADILLAC, SAAB AND HUMMER. OUR STAFF HAS MADE EVERY EFFORT TO MAKE SURE YOUR VEHICLE WAS REPAIRED TO YOUR "COMPLETE SATISFACTION" AS WE VALUE YOUR BUSINESS. IN THE NEAR FUTURE YOU MAY BE RECEIVING A SURVEY FROM GENERAL MOTORS ASKING YOU TO RATE YOUR LEVEL OF SERVICE RECEIVED. IF FOR ANY REASON YOU CAN NOT ANSWER THE SURVEY "COMPLETELY SATISFIED" PLEASE GIVE ME A CALL. OUR GOAL IS COMPLETE SATISFACTION. STEVE CLEMENT 734-663-3321

TOTAL LABOR....	635.06
TOTAL PARTS....	2840.97
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	170.46
<b>TOTAL INVOICE \$</b>	<b>3646.49</b>

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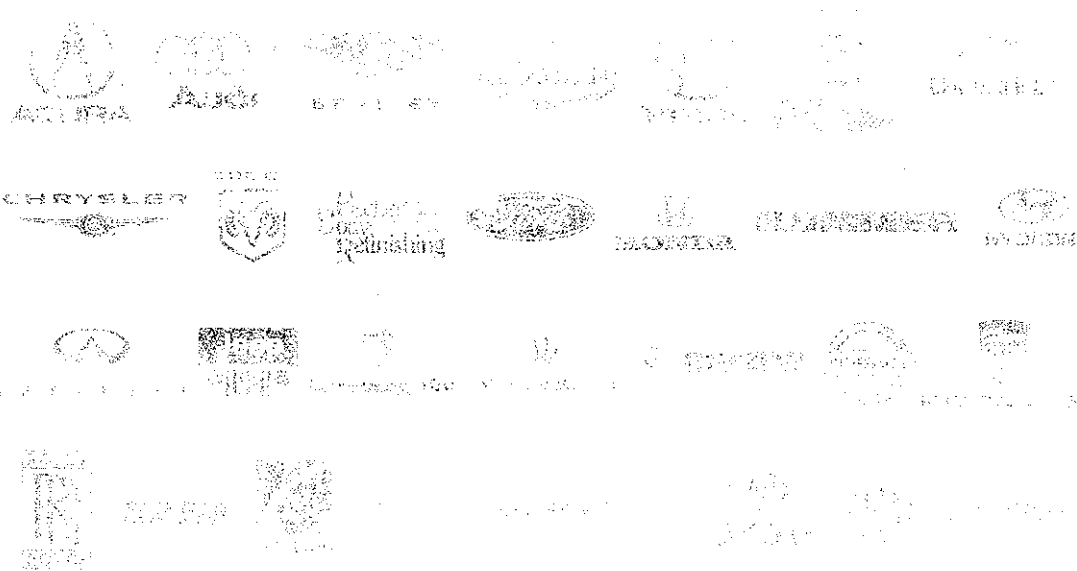
CUSTOMER SIGNATURE

**X**

*original estimate before insurance given a \$4058.54*

CUSTOMER SIGNATURE

*Christian Guertin*  
SUBURBAN COLLECTION



The Reynolds and Reynolds Company FRAMTS114E C5608129 Q (06/07)

**SUBURBAN CHEVROLET**  
Federal ID #:200684543  
WE SERVICE ALL MAKES AND MODELS  
3515 JACKSON RD.  
ANN ARBOR, MI 48103  
(734)663-3321 Fax: (734)663-5264

**PRELIMINARY SUPPLEMENT 1 WITH SUMMARY**

Written By: CURT MOORE #M211641  
Adjuster: PAMELA DEARING (734)536-2638

Insured: [REDACTED]  
Owner: [REDACTED]  
Address: [REDACTED]  
ANN ARBOR MI  
[REDACTED]  
Day: [REDACTED]

Claim # [REDACTED]  
Policy # [REDACTED]  
Deductible: \$550.00

Date of Loss: 12/19/2009 at 12:00 AM  
Type of Loss: Collision  
Point of Impact: 1. Right Front

Inspect  
Location:

Insurance AUTO CLUB INSURANCE ASSOCIATION  
Company: 1 AUTO CLUB DRIVE  
DEARBORN, MI 48126

Business: (734)536-2638  
Days to Repair

2007 CHEV IMPALA LT 6-3.9L-FI 4D SED WHITE Int:  
VIN: 2G1WC58R879 [REDACTED] Lic: [REDACTED] MI Prod Date: [REDACTED] Odometer: 37422

Air Conditioning	Rear Defogger	Tilt Wheel
Cruise Control	Intermittent Wipers	Keyless Entry
Alarm	Steering Wheel Controls	Remote Starter
Message Center	Body Side Moldings	Dual Mirrors
Traction Control	Fog Lamps	Rear Spoiler
Clear Coat Paint	Power Steering	Power Brakes
Power Windows	Power Locks	Power Driver Seat
Power Mirrors	Power Trunk/Gate Release	AM Radio
FM Radio	Stereo	Search/Seek
CD Player	Anti-Lock Brakes (4)	Driver Air Bag
Passenger Air Bag	Head/Curtain Air Bags	4 Wheel Disc Brakes
Communications System	Cloth Seats	Bucket Seats
Automatic Transmission	Overdrive	Aluminum/Alloy Wheels

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1		FRONT SUSPENSION					
2	Repl	Bleed brake system	1		m	0.6	M
3		RT O/H suspension one side			m	3.0	M
4	Repl	RT Strut	1	334.88	m	Incl.	
5	Repl	RT Strut nut	1	1.53		Incl.	
6	Repl	RT Hub & bearing w/ABS	1	324.42	m	Incl.	
7	Repl	RT Knuckle w/o POLICE	1	467.95	m	Incl.	
8		Deduct for Overlap					Incl.

**PRELIMINARY SUPPLEMENT 1 WITH SUMMARY**  
2007 CHEV IMPALA LT 6-3.9L-FI 4D SED WHITE Int:

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
9	Repl	RT Lower cntrl arm w/o POLICE	1	171.30	m	Incl.	
10		Deduct for Overlap				Incl.	
11	Repl	RT Lower insulator bolt rear	1	7.79		Incl.	
12*	Rpr	Engine cradle 3.5, 3.9 liter			m	2.0	M
13	Repl	RT Stabilizer link	1	26.28	m	Incl.	
14		Deduct for Overlap				Incl.	
15**	Repl	RECOND RT Axle assy 3.5, 3.9 liter	1	400.00	m	1.0	M
16		Deduct for Overlap				-0.5	M
17#	Repl	RT FRT AXLE SEALS	1	7.89			
18	Repl	RT Strut mount	1	157.21		Incl.	
19	S01	WHEELS					
N 20	S01	Repl RT/Front Wheel, alloy 17" STEERING GEAR & LINKAGE	1	718.13	m	0.3	
21							
22	Repl	RT Outer tie rod 3.5, 3.9 liter	1	113.65	m	Incl.	M
23		Deduct for Overlap				-0.3	M
24*	Algn	Gear assy 3.5, 3.9 liter			m	0.5	M
N 25#	Repl	RT FRT TIRE B10%	1	160.00			
26#	Subl	MT.& BALANCE WHEEL	1	13.00	X		
27	S01	Repl RT Inner tie rod	1	69.79	m	0.6	M
28		ELECTRICAL					
29	Repl	Pressure sensor	1	67.60	m	0.2	
30#	Rpr	CLEAR CODES				1.0	M
31#	Subl	4 WHEEL ALIGN C&C	1	80.00	X		
32#	S01	brake fluid	1	8.62			
33#	S01	power steering	1	7.77			
Subtotals ==>				3137.81		8.4	0.0

Line 20 : recon wheel 14 day wait for cores/ went with oem to get customer back on road

Line 25 : GOODYEAR EAGLE LS 225/55R17 95T

Estimate Notes:

///POSSIBLE ADDITIONAL DAMAGE UPON FURTHER TEARDOWN-SALVAGE KNEE ASSY AVAILABLE-NOT CORRECT SUSPENSION MODEL\\

Parts			3044.81
Parts Discount	\$ 2460.53	-10.0%	-246.05
Body Labor	0.5 hrs @ \$ 36.00/hr		18.00
Mechanical Labor	7.9 hrs @ \$ 72.00/hr		568.80
Sublet/Misc.			93.00
SUBTOTAL			\$ 3478.56
Sales Tax	\$ 2798.76 @	6.0000%	167.93

**PRELIMINARY SUPPLEMENT 1 WITH SUMMARY**  
2007 CHEV IMPALA LT 6-3.9L-FI 4D SED WHITE Int:

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
----- CHANGED ITEMS -----						
19	Repl	RT Outer tie rod 3.5, 3.9 liter	1	-113.65	m	-0.5 M
22	S01 Repl	RT Outer tie rod 3.5, 3.9 liter	1	113.65	m	Incl. M
----- DELETED ITEMS -----						
23		WHEELS				
24**	Repl	RECOND RT/Front Wheel, alloy 17"	1	-279.00	m	-0.3
----- ADDED ITEMS -----						
19	S01	WHEELS				
N 20	S01 Repl	RT/Front Wheel, alloy 17"	1	718.13	m	0.3
27	S01 Repl	RT Inner tie rod	1	69.79	m	0.6 M
32#	S01	brake fluid	1	8.62		
33#	S01	power steering	1	7.77		
Subtotals ==>				525.31	0.1	0.0

Line 20 : recon wheel 14 day wait for cores/ went with oem to get customer back on road

Estimate Notes:

///POSSIBLE ADDITIONAL DAMAGE UPON FURTHER TEARDOWN-SALVAGE KNEE ASSY AVAILABLE-NOT CORRECT SUSPENSION MODEL\\

Parts		525.31
Parts Discount	\$ 787.92 -10.0%	-78.79
Body Labor		0.00
Mechanical Labor	0.1 hrs @ \$ 72.00/hr	7.20
-----		
SUBTOTAL		\$ 453.72
Sales Tax	\$ 446.52 @ 6.0000%	26.79
Additional Supplement Taxes		0.01
-----		
TOTAL SUPPLEMENT AMOUNT		\$ 480.52
-----		
NET COST OF SUPPLEMENT		\$ 480.52

Estimate	3165.97	CURT MOORE
Supplement S01	480.52	CURT MOORE
Job Total	\$ 3646.49	

CUSTOMER PAY \$ 566.96  
INSURANCE PAY \$ 3079.53

**PRELIMINARY SUPPLEMENT 1 WITH SUMMARY**  
2007 CHEV IMPALA LT 6-3.9L-FI 4D SED WHITE Int:

-----	
GRAND TOTAL	\$ 3646.49
ADJUSTMENTS:	
Deductible	550.00
RT FRT TIRE B10%	16.96
-----	
CUSTOMER PAY	\$ 566.96
INSURANCE PAY	\$ 3079.53

THIS ESTIMATE HAS BEEN PREPARED BASED ON AUTOMOTIVE REPAIR STANDARDS. THIS IS ONLY AN ESTIMATE OF REPAIRS AND NOT A FINAL INVOICE. ANY PERSON WHO KNOWINGLY AND WITH INTENT TO DEFRAUD ANY INSURANCE COMPANY OR OTHER PERSON WITH FALSE INFORMATION, CONCEALS FOR THE PURPOSE OF MISLEADING, MATERIALLY FALSE INFORMATION ANY FACT MATERIAL THERETO IS CONSIDERED INSURANCE FRAUD.

THIS ESTIMATE IS NOT AN AUTHORIZATION TO REPAIR OR A GUARANTEE OF PAYMENT.

Auto Club Insurance Association, MemberSelect Insurance Company or Auto Club Group Insurance Company (herein individually and collectively referred to as ACIA) guarantees that it will replace the Quality Replacement Parts (parts not manufactured by the Original Equipment Manufacturer or Non-New parts that are manufactured by the Original Equipment Manufacturer) identified on the vehicle estimate associated with this guarantee (repair vehicle) if a defect is discovered. ACIA further guarantees that the parts are certified by the Certified Automotive Parts Association (C.A.P.A.) in all instances when this certification is available for the part. This guarantee is in effect for as long as you own the repair vehicle, and is not transferable to another party at any time. This guarantee covers the cost of the part, labor to install, paint and materials if required, and reasonable rental cost of a similar temporary replacement vehicle during the repairs. This guarantee does not cover claims for diminution in value or consequential damages. If a defect in a Quality Replacement Part is discovered, contact your local ACIA Claims Department immediately and ACIA will replace the part with a new Original Equipment Manufacturer Part. If an Original Equipment Manufacturer part is not reasonably commercially available, ACIA will replace the defective part with another Quality Replacement Part.

This guarantee applies to MemberSelect Group Automobile policies issued in Illinois, Kentucky, Michigan, Nebraska, North Dakota, Ohio and Wisconsin

**PRELIMINARY SUPPLEMENT 1 WITH SUMMARY**

2007 CHEV IMPALA LT 6-3.9L-FI 4D SED WHITE Int:

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR1CB06, CCC Data Date 11/02/2009, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (\*) or Double Asterisk (\*\*) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. Non-Original Equipment Manufacturer aftermarket parts are described as AM, Qual Repl Parts or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are described as LKQ, Qual Recy Parts, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries. Some 2010 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The Pathways estimator has a complete list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

CCC Pathways - A product of CCC Information Services Inc.

**PRELIMINARY SUPPLEMENT 1 WITH SUMMARY**  
2007 CHEV IMPALA LT 6-3.9L-FI 4D SED WHITE Int:

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Auto Club Insurance Association, MemberSelect Insurance Company or Auto Club Group Insurance Company (herein individually and collectively referred to as ACIA) guarantees that it will replace the Quality Replacement Parts (parts not manufactured by the Original Equipment Manufacturer or Non-New parts that are manufactured by the Original Equipment Manufacturer) identified on the vehicle estimate associated with this guarantee (repair vehicle) if a defect is discovered. ACIA further guarantees that the parts are certified by the Certified Automotive Parts Association (C.A.P.A.) in all instances when this certification is available for the part. This guarantee is in effect for as long as you own the repair vehicle, and is not transferable to another party at any time. This guarantee covers the cost of the part, labor to install, paint and materials if required, and reasonable rental cost of a similar temporary replacement vehicle during the repairs. This guarantee does not cover claims for diminution in value or consequential damages. If a defect in a Quality Replacement Part is discovered, contact your local ACIA Claims Department immediately and ACIA will replace the part with a new Original Equipment Manufacturer Part. If an Original Equipment Manufacturer part is not reasonably commercially available, ACIA will replace the defective part with another Quality Replacement Part.

This guarantee applies to MemberSelect Group Automobile policies issued in Illinois, Kentucky, Michigan, Nebraska, North Dakota, Ohio and Wisconsin

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR1CB06, CCC Data Date 11/02/2009, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (\*) or Double Asterisk (\*\*) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. Non-Original Equipment Manufacturer aftermarket parts are described as AM, Qual Repl Parts or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are described as LKQ, Qual Recy Parts, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries. Some 2010 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The Pathways estimator has a complete list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

Name  
Address

Home Tel.:

VIN:

License:

Technician:

Mileage:

Time Printed 12/24/09 11:54 AM

rec'd  
29 Dec 2009  
~ 2:00 pm  
Tom picked me up

Chevrolet : Impala : 2006-10 : except SS, Police (Modified Specification)

Front : Left

Actual	Before	Specified Range
-1.1°	-1.0°	-1.3° -0.3°
2.0°	2.0°	1.9° 3.9°
0.02°	-1.83**	-0.05° 0.15°
13.4°	13.3°	
12.3°	12.3°	

Front : Right

Actual	Before	Specified Range
-0.5°	-0.4°	-1.3° -0.3°
2.3°	2.3°	1.9° 3.9°
0.10°	-1.79**	-0.05° 0.15°
12.4°	12.4°	
11.9°	11.9°	

Camber  
Caster  
Toe  
SAI  
Included Angle  
Turning Angle Diff.

Front

Cross Camber  
Cross Caster  
Cross SAI  
Total Toe  
Cross Turn Diff.

Actual	Before	Specified Range
-0.6**	-0.6**	-0.5° 0.5°
-0.3°	-0.3°	-0.5° 0.5°
1.0°	1.0°	
0.11°	-3.62**	-0.10° 0.30°

Rear : Left

Actual	Before	Specified Range
-0.9°	-0.9°	-1.2° -0.2°
0.03°	0.05°	-0.05° 0.15°

Rear : Right

Actual	Before	Specified Range
-0.9°	-0.9°	-1.2° -0.2°
0.07°	-0.16**	-0.05° 0.15°

Camber  
Toe

Rear

Cross Camber  
Total Toe  
Thrust Angle

Actual	Before	Specified Range
0.1°	0.0°	-0.7° 0.7°
0.10°	-0.11**	-0.10° 0.30°
-0.02°	0.10°	-0.15° 0.15°

\* This value is not within specification. Tire wear, handling and safety problems may result.



# CHEVROLET

## 2007 IMPALA 3LT SEDAN

### Standard Equipment

Items Featured Below are included at NO EXTRA CHARGE in the Standard Vehicle Price shown at Right

#### \*\*\* MECHANICAL: \*\*\*

- ENGINE, 3.9L V6
- ACTIVE FUEL MANAGEMENT TM
- 4 SPEED AUTO TRANSMISSION
- STAINLESS STEEL EXH, DUAL TIP
- ENGINE OIL LIFE MONITOR SYS.

#### \*\*\* SAFETY: \*\*\*

- 1 YR ONSTAR SAFE & SOUND (ASK DLR ABOUT TURN-BY-TURN NAV UPGRADE)
- ANTILOCK BRAKE SYSTEM
- 4 WHEEL DISC
- TRACTION CONTROL SYSTEM
- AIR BAGS, DUAL FRONTAL
- PASSENGER SENSING SYSTEM
- HEAD CURTAIN SIDE AIR BAGS FRONT / REAR
- DAYTIME RUNNING LAMPS
- AUTOMATIC HEADLAMPS
- PWR DOOR LOCKS, PROGRAMMABLE
- THEFT DETERRENT SYSTEM
- REAR CHILD SEAT LATCH SYSTEM
- RR DOOR CHILD SECURITY LOCKS
- LOCK OUT PROTECTION
- BATTERY RUNDOWN PROTECTION

#### \*\*\* EXTERIOR: \*\*\*

- TIRE INFLATION MONITOR
- WHEELS, 17" ALUMINUM
- TIRES, TOURING
- DUAL POWER OUTSIDE MIRRORS
- FOG LAMPS & REAR SPOILER

#### \*\*\* INTERIOR: \*\*\*

- TILT STEERING WHEEL W/CRUISE CONTROL & AUDIO CONTROLS
- PWR SEAT ADJUST-DRIVER, 8 WAY
- REMOTE VEHICLE START
- MAN. DUAL ZN AIR CONDITIONING
- POWER WINDOWS & DOOR LOCKS
- TRIP COMPUTER W/TEMP & COMPASS
- AM/FM STEREO, CD PLAYER, MP3 PLAYER, RADIO DATA SYSTEM & AUXILIARY INPUT JACK
- XM SATELLITE RADIO - SERVICE FEE EXTRA 1ST 3 MONTHS INCL.
- REAR FLIP & FOLD FLAT SEAT

### Options & Pricing

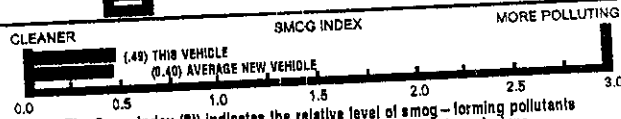
MANUFACTURER'S SUGGESTED RETAIL PRICE

STANDARD VEHICLE PRICE	\$24,275.00
Options installed by the Manufacturer (may replace standard equipment shown at left)	
LEATHER SEATING SURFACES, INCL HEATED FRONT SEATS & POWER PASSENGER SEAT, 6-WAY	1,125.00
• EXT-WHITE	INC.
• INT-NEUTRAL	INC.
<b>TOTAL OPTIONS</b>	<b>\$1,125.00</b>

2G1WC58R679304736



### CONSUMER INFORMATION



Note: The Smog Index (SI) indicates the relative level of smog-forming pollutants emitted by the vehicle. The lower the SI, the lower the vehicle's emissions.

### PARTS CONTENT INFORMATION

FOR VEHICLES IN THIS CARLINE:

U.S./CANADIAN PARTS CONTENT: 90%

NOTE: PARTS CONTENT DOES NOT INCLUDE FINAL ASSEMBLY, DISTRIBUTION, OR OTHER NON-PARTS COSTS.

FOR THIS VEHICLE:

FINAL ASSEMBLY POINT: OSHAWA, ON CANADA

COUNTRY OF ORIGIN:

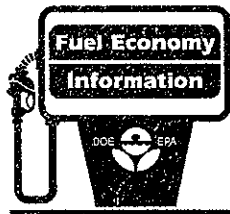
ENGINE: UNITED STATES

TRANSMISSION: UNITED STATES

Visit us at [www.chevy.com](http://www.chevy.com)

CITY MPG

# 20



HIGHWAY MPG

# 29

#### ACTUAL MILEAGE

WILL VARY WITH OPTIONS, DRIVING CONDITIONS, DRIVING HABITS AND VEHICLE'S CONDITION. RESULTS REPORTED TO EPA INDICATE THAT THE MAJORITY OF VEHICLES WITH THESE ESTIMATES WILL ACHIEVE BETWEEN

17 AND 23 MPG IN THE CITY AND BETWEEN 24 AND 34 MPG ON THE HIGHWAY.

2007 IMPALA  
3.9 LITER V6 ENGINE  
FUEL INJECTION, AUTOMATIC  
4 SPEED TRANSMISSION  
CATALYST, FEEDBACK FUEL SYSTEM

ESTIMATED ANNUAL FUEL COST: \$1,729

FOR COMPARISON SHOPPING,  
ALL VEHICLES CLASSIFIED AS

LARGE

HAVE BEEN ISSUED  
MILEAGE RATINGS  
RANGING FROM

10 TO 24 MPG CITY  
AND  
15 TO 34 MPG  
HIGHWAY.

WRE

[www.fueleconomy.gov](http://www.fueleconomy.gov)

ORDER NO KR7KTV SALES CODE E

SALES TAX CODE 00-00

DEALER NO 28509

FINAL ASSEMBLY OSHAWA, ON CANADA

VIN 2G1WC58R679

This label has been applied pursuant to Federal law - Do not remove prior to delivery to the Climate purchaser. \*Includes Manufacturer's Recommended Pre-Delivery Service. Does not include dealer installed options or accessories not listed above, local taxes or license fees.

GMLBL\_PROD\_0009  
Last Change: 05/21/2006

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# JK

1GA357690

DEALER TO WHOM DELIVERED

UNDERWOOD CHEVROLET-OLDSMOBILE-PONTIAC-BUI  
PO BOX J  
CLINTON, MI 49236-0008



Picture.1VehiclePicture

## 2007 Chevrolet Impala 4dr Sdn 3.9L LT 1WC19

### VEHICLE DETAILS

#### SELECTED MODEL - 2007 1WC19 4dr Sdn 3.9L LT

<u>Code</u>	<u>Description</u>	<u>MSRP</u>
1WC19	2007 Chevrolet Impala 4dr Sdn 3.9L LT	\$24,275.00

#### SELECTED VEHICLE COLORS - 2007 1WC19 4dr Sdn 3.9L LT

<u>Code</u>	<u>Description</u>
522	Interior: Neutral
40U	Exterior 1: White
-	Exterior 2: No color has been selected.

#### SELECTED OPTIONS - 2007 1WC19 4dr Sdn 3.9L LT

##### CATEGORY

<u>Code</u>	<u>Description</u>	<u>MSRP</u>
EMISSIONS		
FE9	EMISSIONS, FEDERAL REQUIREMENTS	\$0.00
ENGINE		
LZ8	ENGINE, 3.9L V6 SFI with Active Fuel Management (233 hp [173.7 kW] @ 5600 rpm, 240 lb-ft of torque [324.0 N-m] @ 4000) (STD)	\$0.00
TRANSMISSION		
MX0	TRANSMISSION, 4-SPEED AUTOMATIC ELECTRONICALLY CONTROLLED WITH OVERDRIVE (STD)	\$0.00
PREFERRED EQUIPMENT GROUP		
3LT	PREFERRED EQUIPMENT GROUP, includes Standard Equipment	\$0.00
SEAT TYPE		
AN3	SEATS, FRONT 40/20/40 SPLIT-BENCH WITH LEATHER-APPOINTED SEATING, includes (KA1) heated driver and right-front passenger seats and (AG2) 6-way power front passenger seat adjuster	\$1,125.00
SEAT TRIM		
_2	LEATHER SEAT TRIM	\$0.00
PAINT		

Report content is based on current data version referenced. Any performance-related calculations are offered solely as guidelines. Actual unit performance will depend on your operating conditions.

GM AutoBook, Data Version: 120.4, Data updated 12/26/2006 8:32:00 AM

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Customer File:

Picture.1VehiclePicture

2007 Chevrolet Impala 4dr Sdn 3.9L LT 1WC19

**VEHICLE DETAILS**

**SELECTED OPTIONS - 2007 1WC19 4dr Sdn 3.9L LT**

**CATEGORY**

<u>Code</u>	<u>Description</u>	<u>MSRP</u>
PAINT		
—	SOLID PAINT (STD)	\$0.00
RADIO		
US8	AUDIO SYSTEM, AM/FM STEREO WITH CD AND MP3 PLAYBACK, seek-and-scan, digital clock, auto-tone control, Radio Data System (RDS), automatic volume, TheftLock and auxiliary input jack (STD)	\$0.00
ADDITIONAL OPTIONS		
—	SHIFTER, COLUMN (Included and only available with (AN3) front 40/20/40 split-bench seat.)	INC
D58	SPOILER, DELETE	\$0.00
<b>OPTIONS TOTAL</b>		<b>\$1,125.00</b>

Report content is based on current data version referenced. Any performance-related calculations are offered solely as guidelines. Actual unit performance will depend on your operating conditions.

GM AutoBook, Data Version: 120.4, Data updated 12/26/2006 8:32:00 AM

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Customer File:

Picture.1VehiclePicture

## 2007 Chevrolet Impala 4dr Sdn 3.9L LT 1WC19

### **VEHICLE DETAILS**

#### **STANDARD EQUIPMENT - 2007 1WC19 4dr Sdn 3.9L LT**

##### *MECHANICAL*

- Engine, 3.9L V6 SFI with Active Fuel Management (233 hp [173.7 kW] @ 5600 rpm, 240 lb-ft of torque [324.0 N-m] @ 4000 rpm)
- Transmission, 4-speed automatic electronically controlled with overdrive
- Axle, 3.29 ratio
- Traction control, all-speed
- Front wheel drive
- Battery, maintenance-free with rundown protection and retained accessory power (750 CCA.)
- Alternator, 125 amps
- Suspension, 4-wheel independent, Touring
- Tires, P225/55R17 touring, blackwall
- Tire, compact spare
- Wheels, 17" (43.2 cm) machined aluminum
- Steering, power, rack-and-pinion
- Brakes, 4-wheel antilock, 4-wheel disc, includes (NW9) Traction Control
- Exhaust, dual-outlet stainless-steel

##### *SAFETY*

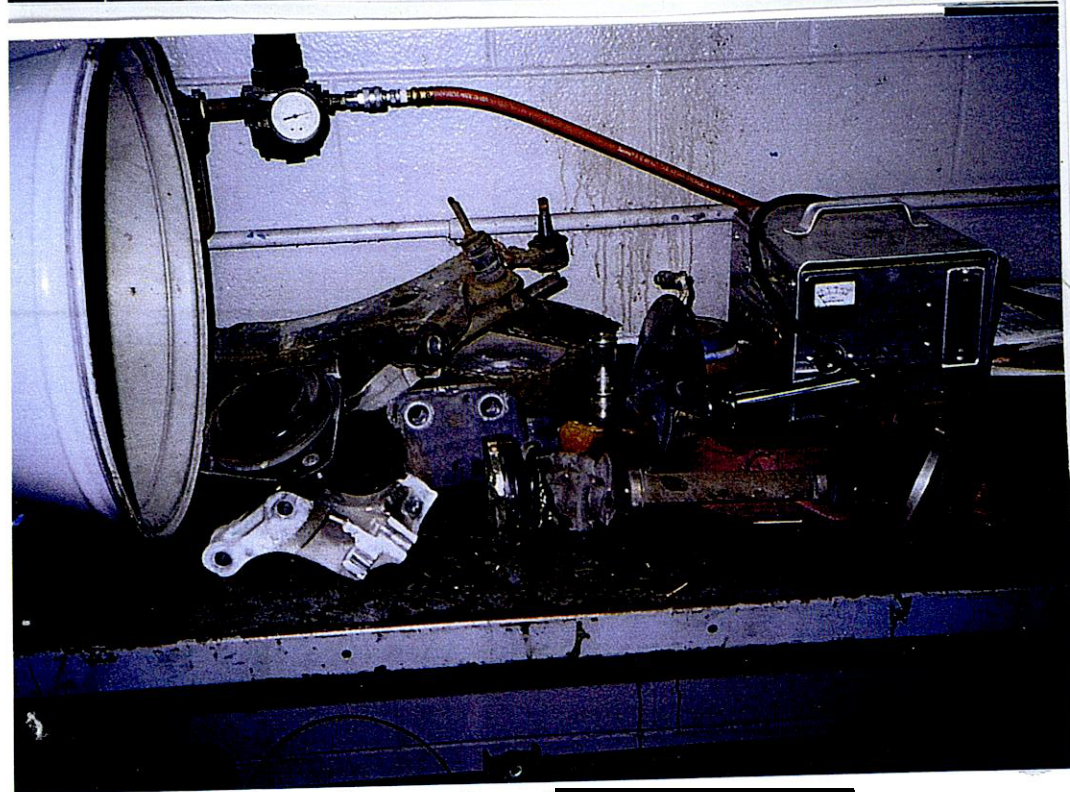
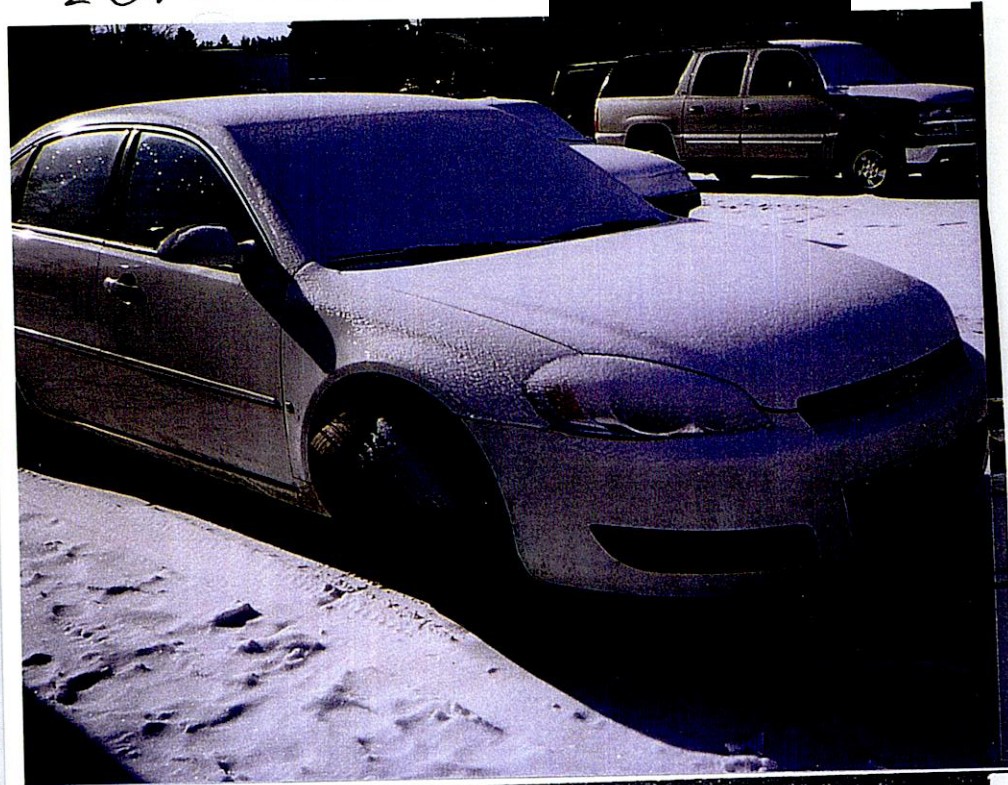
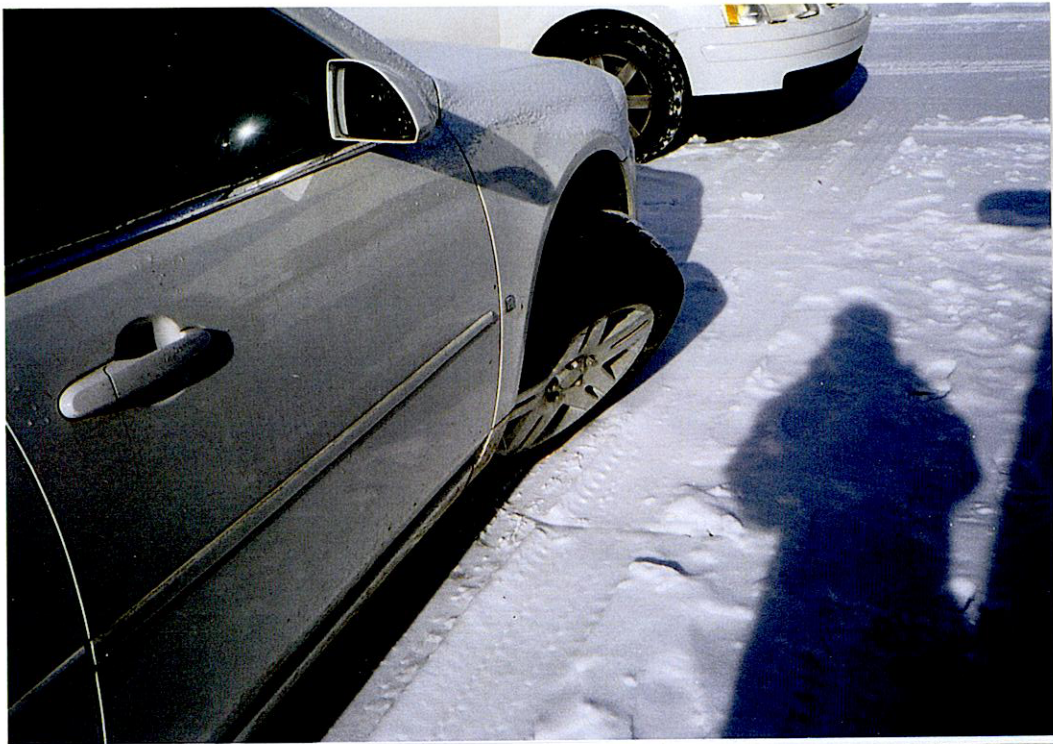
- Brakes, 4-wheel antilock, 4-wheel disc, includes (NW9) Traction Control
- Air bags, dual-stage frontal, driver and right-front passenger and head curtain side-impact, front and rear outboard seating positions (Head curtain side air bags are designed to help reduce the risk of head and neck injuries to front and rear seat occupants on the near side of certain side-impact collisions. Always use safety belts and the correct child restraints for your child's age and size, even in vehicles equipped with air bags. Children are safer when properly secured in a rear seat. See the vehicle's Owners Manual and child safety seat instructions for more safety information.)
- Door locks, rear child security
- Trunk emergency release handle
- LATCH system (Lower Anchors and Top tethers for Children), for child safety seats
- Traction control, all-speed

Report content is based on current data version referenced. Any performance-related calculations are offered solely as guidelines. Actual unit performance will depend on your operating conditions.

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Customer File:

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