

<p style="text-align: center;">DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline</p>	FOR AGENCY USE ONLY 100148	
	Date Received NOV 29 2010 20-APR-2010	Repository <input type="checkbox"/>
	Reference No. 10326685	

OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	
Address		Evening Telephone Number	E-mail Address
City	RICHMOND	State	CA
		Zip Code	

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 1G2NV52E1YM		Make PONTIAC	Model Year 2000
Date Purchased 6-13-03	Dealer's Name and Telephone Number Honda of El Cerritos 310-412-6100	Model GRAND AM	Fuel Type: Regular
Original Owner <input type="checkbox"/>	Dealer's City 11755 San Pablo Av. El Cerrito	Engine: No: Cylinders ?	
	State Ca.	Zip Code 94530	
Transmission Type 3/0 ?	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain ?	Multiple Failure: 5 Incident Date(s) 03-JUL-2003 11-7-2003

FAILED COMPONENT(S)/PART(S) INFORMATION		
Vehicle Component Codes: 061000 ENGINE AND ENGINE COOLING: ENGINE, 010000 STEERING, 014000 STEERING: RACK AND PINION <i>11755 San Pablo Av. El Cerrito</i>		Failure Mileage 68000 75932
		Failure Speed 0

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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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				
<i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>				
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	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 2000 PONTIAC GRAND AM. THE CONTACT STATED THE MOTOR MOUNT HAD FRACTURED AND FELL INTO THE ENGINE. THE VEHICLE WAS TOWED TO THE DEALER WHERE THE MOTOR MOUNT WAS REPLACED. IN ADDITION, THE VEHICLE ALSO HAD FAILURES WITH THE RACK AND PINION AND WHEN TAKEN TO THE DEALER, IT WAS FOUND THAT THE SCREWS WERE LOOSE AND NEEDED TO BE TIGHTENED TO CORRECT THE FAILURE. THE VIN WAS NOT AVAILABLE. THE APPROXIMATE FAILURE MILEAGE WAS 68,000 AND THE CURRENT MILEAGE WAS 150,000. UPDATED 11/03/10. *LJ

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.



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)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received
10/20/2010
20-APR-2010

Repository

Reference No.
10326685

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City RICHMOND State CA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

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 [REDACTED] Make PONTIAC Model GRAND AM Model Year 2000
Date Purchased [REDACTED] Dealer's Name and Telephone Number [REDACTED] Engine: No: Cylinders [REDACTED] Fuel Type: [REDACTED]
Original Owner Dealer's City [REDACTED] State [REDACTED] Zip Code [REDACTED]
Transmission Type Antilock Brakes Cruise Control Powertrain [REDACTED] Multiple Failure: [REDACTED] Incident Date(s) 03-JUL-2003

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 061000 ENGINE AND ENGINE COOLING: ENGINE, 010000 STEERING, 014000 STEERING: RACK AND PINION Failure Mileage 68000 Failure Speed 0

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: DOTM19ABC036) [REDACTED] 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 [REDACTED] Number of Deaths [REDACTED] 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).

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June2, 2010

Pontiac-GMC Customer Assistance Center
P. O. Box 33172
Detroit, MI 48232-5172

GMC-Customer Assistance Center: [REDACTED] Case No. 71-825790728

My car which was purchased June 13, 2003 is a 2000 Grand AM-GT Pontiac 6-cyclinger. Prior to the time of purchasing this make and model, I was unaware of the numerous problems that have existed in the Grand AM family of cars. They have a history of the same problems that have occurred over, and over again as shown in the safer car complaints as early as the year 1998.

I began having problems in August of 2003, (two months after purchase) I had a broken **Motor Mount** which led to the intake gasket needing to be fixed. In 2004 I had work done on my car and from that repair receipt, found out their was a screw missing on the Rack N Pinion, which then lead to me replacing it. I had death in my family in Chicago in 2004 and did not know that I was traveling with a missing screw on my Rack n Pinion until I returned home to California, 3000 mile later. Why didn't the dealer let me know and put a screw on it? My family's life, mine and the lives of others was at risk on the highways.

GMC Pontiac repaired the work done for the **Rack n Pinion**; causing me months of problems. They created a leak from the hoses and this made me have to purchase motor oil for my car for more than 6 months and more than once a day. They had wrapped the pressure hose around the Rack, which put it on the hot board causing the hose to melt. When I brought it back to the, GMC Pontiac, they said it was not the pressure hose it was the return hose and I would have to pay \$200.00 dollars to have that fixed, but on my return to pickup the car they said, don't worry they worked it out and I do not have to pay anything. The Pontiac Dealership was responsible for the leak, it wasn't until after I had taken my car to **Rally's Auto Repair Shop** that I found out that the pressure hose was wrongfully routed around the R n P when it was fixed. The Mechanic ask me if I had been in and accident or something. He then told me about ther hole and then I ask if it was rapped around the Rack n Pinon and he said yes, (I took a wile guess)and then he explained to me about the pressure hose. I did not know this until I found out after going to there repair shop as too why was my car leaking and they told me it was the pressure hose and not the return hose.


In 2006 the **Intake Gasket** went out again, around 1001thousand miles, because it was getting hot after driving for a few miles as a result I could not drive my car very far. In June 2009 I finally took my car in; the Pontiac repair shop told me it would cost \$1,200 at least to fix. So I waited until I was finished paying for my car in Feb. 2010. It wasn't until then that I decided to file a complaint and then was lead to the safer car reports.

In 2009 I had no understanding why did my window just fell in the car door along with the tracks which had broken; they are made with plastic pieces, although I previous had problems with my window sticking for months at a time, now I know, and why every time I go to get my oil change they tell me about my antifreeze and the dark coloration that has developed in that tank. The oil from the engine is running over into my antifreeze and I use Dexacol only. All this, GMC should be responsible for. I have already invested over \$19,000.00 dollars on my car. My car was not out of warranty when all the initial problems occurred.

I have receipts to verify the work done in Chicago and California Pontiac Dealers and to all of the above statements as proof and that I was in warranty. The Pontiac Dealer which I was told was no longer a GMC dealer actually is, I called and asked them myself and they said yes they are. The Manager of the auto shops' name, is Joe Perry. Their number is 510-222-4141.

I would like to be considered for a replacement vehicle as a courtesy which I can drive, safely, at the generosity from the GMC Corporation. I know you have dealt with this problem before and compensation has been given. I am asking for the same consideration due to the many problems that were inevitable and that I had no knowledge of when purchasing this vehicle or was responsible for.

Sincerely,

 / Case No. 71-825790728

WORK ORDER #

088109

04/22/04 01:48PM

FIRESTONE TIRE & SERVICE CENTERS

6211 N LINCOLN AVE

CHICAGO, IL. 60659

SERVICE ADVISOR

05 MEDHAT

773.539.0700

CHICAGO, IL

I lived with my daughter and she wanted to get an oil change for me this day.

2000 PONTIAC GRAND AM GT

V6-201 3.4L OHV

LIC # [REDACTED] IL VIN #

IN 04/22/04 1:04PM

MILEAGE 84,614

Store # 547484

Recommended Services not Authorized by Customer

LIC# 37950

Status	Description	Qty	Unit Price		Job Total	Extended Price	Total
			Parts	Labor			
Recmd	NON-SYSTEM SERVICES					39.99	
	7042439 ADJ . BOLT FOR RACK AND PINION	1	0.00	39.99			
	System Failure - Required =====>					39.99	39.99
Recmd	BATTERY CORROSION PACKAGE					9.99	
	CORROSION PROTECTION PACKAGE	1	0.00	9.99			
	Preventive Maintenance - Suggested =====>					9.99	49.98
Recmd	PCV VALVE					15.99	
	PCV68 PCV VALVE	1	9.99	0.00			
	POSITIVE CRANKCASE VALVE LABOR	1	0.00	6.00			
Recmd	: FUEL FILTER :					63.99	
	FF4714 FUEL FILTER	1	24.99	0.00			
	REMOVE & REPLACE FILTER,FUEL	1	0.00	39.00			
Recmd	: TRANSMISSION FLUID FLUSH :					99.99	
	TRANSMISSION FLUID (UP TO 15 QUARTS)	1	30.00	0.00			
	TRANSMISSION FLUSH LABOR	1	0.00	52.00			
	WASTE OILS DISPOSAL FEE	1	0.00	3.00			
	10212 WYNNS SHUDDER GUARD TRANS SERVICE KIT	1	14.99	0.00			
Recmd	RADIATOR SYSTEM FLUSH WITH RECYCLED ANTIFREEZE					69.99	
	RECYCLED ANTI-FREEZE GALLON	3	6.00	0.00			
	RADIATOR SYSTEM FLUSH CHEMICAL	1	14.99	0.00			
	COMPLETE RADIATOR SYSTEM FLUSH	1	0.00	37.00			
Recmd	HOSES					185.96	
	62215 UPPER RADIATOR HOSE	1	29.10	0.00			
	61281 LOWER RADIATOR HOSE	1	31.90	0.00			
	REMOVE & REPLACE HOSE,RADIATOR, BOTH	1	0.00	117.00			
	B28H SNAP-LOCK HOSE CLAMP	4	1.99	0.00			
Recmd	MASTERCARE PLUS TRANSVERSE TUNE UP					205.97	
	SYMPTOM:	0	0.00	0.00			
	MAINTENANCE TUNE-UP LABOR	1	0.00	48.05			
	V6/V8 TRANSVERSE ENGINE LABOR	1	0.00	36.99			
	FUEL SYSTEM TUNE-UP PARTS	1	39.99	0.00			
	FUEL SYSTEM TUNE-UP LABOR	1	0.00	45.00			
	4304 PLATINUM PLUG	6	5.99	0.00			
Recmd	IGNITION PARTS					105.19	
	09362 IGNITION WIRE SET	1	34.99	0.00			
	REMOVE & REPLACE CABLE SET,IGNITION	1	0.00	70.20			
Recmd	LIFETIME ALIGNMENT PACKAGE					139.99	
	SYMPTOM:	0	0.00	0.00			

THESE PRICES ARE VALID FOR 30 DAYS

Labor charges are based on 'Menu Items' of a predetermined amount or the flat rate charged per the Mitchell Labor Manual @ \$78.00/hr.

ALL PARTS ARE NEW UNLESS NOTED OTHERWISE



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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216rr

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's 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 drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. 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 vehicles 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 a 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.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

Honda of El Cerrito
El Cerrito, CA



CARFAX[®] Vehicle History Report[™]

An independent company established in 1986

carfax.com

2000 PONTIAC GRAND AM GT1

1G2NV52E1YM
SEDAN 4 DR
3.4L V6 SFI / FRONT WHEEL DRIVE
Standard Equipment | Safety Options


CARFAX Vehicle History - At A Glance

- 4 billion vehicle history events checked from public and private sources
- Qualifies - CARFAX Buyback Guarantee
- 2 owners
- Last reported mileage - 97,549 miles

SUMMARY

A CARFAX Vehicle History Report is based only on information supplied to CARFAX. Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

OWNERSHIP HISTORY	OWNER1	OWNER2
The number of owners is estimated by CARFAX		
Year purchased	2000	2003
Type of owner	Corporate fleet lease	—
Estimated length of ownership	3 years	2 yrs. 10 mo.
Owned in the following states/provinces	Minnesota, California	California, Illinois
Estimated miles driven per year	18,980/yr	
Last reported odometer reading	62,806	97,549

TITLE PROBLEMS	OWNER1	OWNER2
CARFAX guarantees the information in this section		
Salvage Junk Rebuilt	Guaranteed No Problem	Guaranteed No Problem
Fire/ Flood Hail Damage Buyback Lemon	Guaranteed No Problem	Guaranteed No Problem
Not Actual Mileage Exceeds Mechanical Limits	Guaranteed No Problem	Guaranteed No Problem
		
<p>GUARANTEED - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will buy this vehicle back.</p>		Register View Terms

OTHER INFORMATION	OWNER1	OWNER2
Not all accidents or other issues are reported to CARFAX		
Frame Damage Check No frame damage reported to CARFAX.	<input checked="" type="checkbox"/> No Issues Reported	<input checked="" type="checkbox"/> No Issues Reported
Airbag Deployment Check No airbag deployment reported to CARFAX.	<input checked="" type="checkbox"/> No Issues Reported	<input checked="" type="checkbox"/> No Issues Reported
Odometer Rollback Check No indication of an odometer rollback.	<input checked="" type="checkbox"/> No Issues Indicated	<input checked="" type="checkbox"/> No Issues Indicated
Accident Check No accidents reported to CARFAX.	<input checked="" type="checkbox"/> No Issues Reported	<input checked="" type="checkbox"/> No Issues Reported
Manufacturer Recall Check Check with an authorized Pontiac dealer for any open recalls.	<input checked="" type="checkbox"/> No Recalls Reported	<input checked="" type="checkbox"/> No Recalls Reported

DETAILS

[Glossary](#)

A CARFAX Vehicle History Report is based only on information supplied to CARFAX. CARFAX checked over 4 billion vehicle history events and found **21 record(s)** for this 2000 PONTIAC GRAND AM GT1 (1G2NV52E1YM[REDACTED]).

OWNER 1	Date:	Mileage:	Source:	Comments:
Purchased: 2000 Type: Corporate fleet lease	12/14/1999	10	Service Facility	Vehicle serviced
Where: Minnesota, California	04/11/2000		Minnesota Motor Vehicle Dept. Carrollton, TX	Registered as corporate lease vehicle
Est. miles/year: 18,980/yr	06/12/2000	60	Minnesota Motor Vehicle Dept. Carrollton, TX Title #D1640M353	Title or registration issued First owner reported
Est. length owned: 4/11/00 - 4/24/03 (3 years)	12/21/2000	20,093	California Inspection Station Chula Vista, CA	Passed emissions inspection
	01/23/2001		California Motor Vehicle Dept. Roseville, CA	Title issued or updated Registered as lease vehicle
	08/30/2002	51,015	Service Facility	Vehicle serviced Engine serviced
	01/07/2003	58,965	Service Facility	Vehicle serviced Electrical system serviced Engine serviced Cooling system serviced
	04/24/2003	62,780	Auto Auction	Vehicle offered for sale
	05/03/2003	62,806	Vehicle Repair Center Stockton, CA	Vehicle serviced
	05/03/2003		California Inspection Station Stockton, CA	Passed emissions inspection
	05/13/2003		Dealer Inventory El Cerrito, CA	Vehicle offered for sale

OWNER 2	Date:	Mileage:	Source:	Comments:
Purchased: 2003 Where: California, Illinois	06/13/2003	62,860	California Motor Vehicle Dept. San Pablo, CA	Title issued or updated New owner reported Loan or lien reported
Est. miles/year: ---	11/10/2003	75,932	Service Facility	Vehicle serviced
Est. length owned: 6/13/03 - present (2 yrs. 10 mo.)	02/01/2004		California Motor Vehicle Dept. San Pablo, CA	Title issued or updated Loan or lien reported
	02/27/2004		Illinois Motor Vehicle Dept. Chicago, IL Title #T4058039002	Title issued or updated Loan or lien reported
	04/01/2004		Illinois Motor Vehicle Dept. Chicago, IL Title #T4092864019	Title issued or updated Loan or lien reported
	04/09/2004	80,000	Illinois Motor Vehicle Dept. Chicago, IL Title #T4100864048	Title issued or updated Loan or lien reported
	05/21/2004	85,877	Service Facility	Vehicle serviced
	09/08/2004	90,000	Illinois	Passed emissions inspection

		Inspection Station Chicago, IL	
05/01/2005	97,544	California Motor Vehicle Dept. Richmond, CA	Title issued or updated Loan or lien reported
05/03/2005	97,549	California Inspection Station	Passed emissions inspection

Have Questions? Consumers, please visit our Help Center at www.carfax.com. Dealers or Subscribers, please visit our Help Center at www.carfaxonline.com.

GLOSSARY

[View Full Glossary](#)

- **First Owner**
When the first owner(s) obtains a title from a Department of Motor Vehicles as proof of ownership.
- **Fleet Vehicle**
Vehicle was registered or sold to a company that manages vehicle fleets.
- **Lease**
When someone leases a car from a dealer, the dealer actually sells the vehicle to a leasing company. The leasing company then collects payments for the vehicle from the new owner for 24, 36, 48 or more months. A leasing company can be an independent car dealer or a car manufacturer.
- **New Owner Reported**
When a vehicle is sold to a new owner, the Title must be transferred to the new owner(s) at a Department of Motor Vehicles.
- **Ownership History**
CARFAX defines an owner as an individual or business that possesses and uses a vehicle. Not all title transactions represent changes in ownership. To provide estimated number of owners, CARFAX proprietary technology analyzes all the events in a vehicle history. Estimated ownership is available for vehicles manufactured after 1994 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma and South Dakota. Please consider this as you review a vehicle's estimated ownership history.
- **Title Issued**
A state issues a title to provide a vehicle owner with proof of ownership. Each title has a unique number. Each title or registration record on a CARFAX report does not necessarily indicate a change in ownership. In Canada, a registration and bill of sale are used as proof of ownership.

CARFAX DEPENDS ON ITS SOURCES FOR THE ACCURACY AND RELIABILITY OF ITS INFORMATION. THEREFORE, NO RESPONSIBILITY IS ASSUMED BY CARFAX OR ITS AGENTS FOR ERRORS OR OMISSIONS IN THIS REPORT. CARFAX FURTHER EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. CARFAX®

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CARFAX VEHICLE HISTORY REPORT COURTESY OF HONDA OF EL CERRITO



CARFAX BUYBACK GUARANTEE

CARFAX Buyback Coverage

REGISTRATION IS REQUIRED: Go to www.carfax.com to activate your CARFAX Buyback Guarantee today!

Guarantee Coverage: 04/27/2006 - 04/27/2007

CARFAX Vehicle Description: 2000 PONTIAC GRAND AM GT1

VIN: 1G2NV52E1YM [REDACTED]

Body Style: SEDAN 4 DR

Driveline: FRONT WHEEL DRIVE

Engine: 3.4L V6 SFI

CARFAX will buy this vehicle back if

you find that any of these severe problems were reported by a Department of Motor Vehicles and were not included in this report.



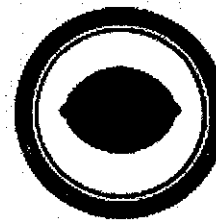
SEVERE DAMAGE

Salvage/Junk
Rebuilt/Reconstructed
Dismantled
Fire/Flood/Hail
Canadian Total Loss



ODOMETER PROBLEMS

Exceeds Mechanical Limits
Not Actual Mileage



LEMON HISTORY

Manufacturer Buyback

Visit www.carfax.com to register today!

Terms and Conditions Apply

CARFAX agrees to buy this vehicle back from the holder of this Vehicle History Report if the report indicates the vehicle qualifies for the CARFAX Buyback Guarantee and if a Branded Title listed above (as fully defined in the Terms and Conditions) actually exists for this vehicle. **YOU MUST REGISTER TO ACTIVATE THIS FREE GUARANTEE** at www.carfax.com in order to be eligible for payment. View Terms and Conditions at www.carfax.com/guarantee/hctermsanddef.cfm.

Date of Failure: December 21, 2004

VIN : Not Available

Component: ENGINE AND ENGINE COOLING:EXHAUST SYSTEM:MANIFOLD/HEADER/MUFFLER/TAIL PIPE

Summary:

I HAVE JUST FOUND OUT THAT MY INTAKE MANIFOLD GASKET MUST BE REPLACED AND IT IS GOING TO COST OVER \$800. I RESEARCHED THE PROBLEM TO FIND OUT WHAT I SHOULD PAY AND FOUND OUT THAT MANY OTHERS ARE EXPERIENCING THE SAME PROBLEM AND THAT GM USED A FAULTY PART FOR THE VEHICLE EVEN AFTER KNOWING THAT THE PART WAS FAULTY. I HAVE AN AFTERMARKET WARRANTY AND IT REFUSES TO PAY FOR ANY GASKETS/SEALS. AS A RESULT, MY HEAT IN MY VEHICLE DOES NOT WORK (IT IS AMAZINGLY COLD IN IOWA IN THE WINTER). *AK

Document Search

Check to Request Research. Submit below.

Make : PONTIAC

Model : GRAND AM

Year : 2000

Manufacturer : GENERAL MOTORS CORP.

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10087901

Number of Deaths: 0

Date of Failure: August 13, 2004

VIN : 1G2NE52T5YM...

Component: ENGINE AND ENGINE COOLING:EXHAUST SYSTEM:MANIFOLD/HEADER/MUFFLER/TAIL PIPE

Summary:

WHILE DRIVING CHECK ENGINE LIGHT APPEARED ON THE DASHBOARD AND REMAINED ON. ALSO, THE TRAC SYSTEM FLASHED ON AND OFF. VEHICLE SHUT DOWN. BUT CONSUMER WAS ABLE TO RESTART VEHICLE, AND DROVE IT TO THE DEALER FOR INSPECTION. DEALER PLACED THE VEHICLE ON DIAGNOSTIC MACHINE AND CODES WERE FOUND. MECHANIC REPLACED THE O2 SENSORS. THEN, CONSUMER INFORMED THE MECHANIC THAT THE PROBLEM RECURRED, AND HAD NOT BEEN RESOLVED. *AK

Document Search

Check to Request Research. Submit below.

Make : PONTIAC

Model : GRAND AM

Year : 2000

Manufacturer : GENERAL MOTORS CORP.

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10075289

Number of Deaths: 0

Date of Failure: June 11, 2004

VIN : 1G2NF52E4YC...

Component: ENGINE AND ENGINE COOLING:EXHAUST SYSTEM:MANIFOLD/HEADER/MUFFLER/TAIL PIPE

Summary:

I AM HAVING PROBLEMS WITH MY COOLANT LEAKING MY I HAVE RAN INTO A COUPLE OF PEOPLE WHO HAVE HAD THE SAME PROBLEMS THEY SAY ITS IS THE INTAKE MANIFOLD PONTAIC NEEDS TO RECALL THESE CARS I HAVE SPENT A LOT OF MONEY TRYING TO FIND OUT THE PROBLEM TOOK IT TO A PONTIAC DEALER AND THEY COULDN'T TELL ME WHAT THE PROBLEM IS LOKED ON THE WEB AN FOUND OTHERS HANING THE SAME PROBLEM. *AK

Document Search

Check to Request Research. Submit below.

Make : PONTIAC

Model : GRAND AM

Year : 2000

Manufacturer : GENERAL MOTORS CORP.

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10071628

Number of Deaths: 0

Date of Failure: March 24, 2004

VIN : 1G2NF52E9YM...

Component: ENGINE AND ENGINE COOLING:EXHAUST SYSTEM:MANIFOLD/HEADER/MUFFLER/TAIL PIPE

Summary:

INTAKE MANIFOLD GASKET LEAKED. (NAR) *PH THE CONSUMER REQUESTED THAT PONTIAC

REVIEW THIS MANIFOLD GASKET PROBLEM AND SERIOUSLY CONSIDER A RECALL. *CB

Check to Request Research. Submit below.

Make : PONTIAC **Model :** GRAND AM **Year :** 2000
Manufacturer : GENERAL MOTORS CORP.
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10065767 **Number of Deaths:** 0
Date of Failure: April 7, 2004
VIN : 1G2NW52E8YC...

Component: ENGINE AND ENGINE COOLING:EXHAUST SYSTEM:MANIFOLD/HEADER/MUFFLER/TAIL PIPE

Summary:

INTAKE GASKET LEAK. *AK

Check to Request Research. Submit below.

Make : PONTIAC **Model :** GRAND AM **Year :** 2000
Manufacturer : GENERAL MOTORS CORP.
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10057763 **Number of Deaths:** 0
Date of Failure: February 2, 2004
VIN : Not Available

Component: ENGINE AND ENGINE COOLING:EXHAUST SYSTEM:MANIFOLD/HEADER/MUFFLER/TAIL PIPE

Summary:

WHILE DRIVING AT 55 MPH VEHICLE OVERHEATED. CONSUMER PULLED INTO A SERVICE STATION AND CHECKED THE RADIATOR LEVEL, AND ADDED WATER. VEHICLE WAS TAKEN TO A MECHANIC THE NEXT DAY. MECHANIC DETERMINED THERE WAS A LEAK IN THE GASKET BETWEEN THE MANIFOLD AND ENGINE. GASKET AND THE MANIFOLD BOLTS WERE REPLACED. *AK *NM

Check to Request Research. Submit below.

Make : PONTIAC **Model :** GRAND AM **Year :** 2000
Manufacturer : GENERAL MOTORS CORP.
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10061082 **Number of Deaths:** 0
Date of Failure: March 1, 2004
VIN : 1G2NV52EXYC...

Component: ENGINE AND ENGINE COOLING:EXHAUST SYSTEM:MANIFOLD/HEADER/MUFFLER/TAIL PIPE

Summary:

CONSUMER HAD BEEN ADDING COOLANT, BUT DID NOT INITIALLY REALIZE THAT IT WAS AN INTAKE MANIFOLD PROBLEM. CONSUMER TOOK VEHICLE TO DEALER FOR REGULAR MAINTENANCE, AND WAS TOLD THAT THE UPPER AND LOWER PARTS OF INTAKE MANIFOLD WAS LEAKING. CONSUMER WAS ADDING MORE ANTIFREEZE THAN USUAL BECAUSE INDICATOR WAS READING LOW COOLANT. *AK

Check to Request Research. Submit below.

Make : PONTIAC **Model :** GRAND AM **Year :** 2000
Manufacturer : GENERAL MOTORS CORP.
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10058405 **Number of Deaths:** 0
Date of Failure: January 19, 2004

VIN : 1G2NV52EXYM...

Component: ENGINE AND ENGINE COOLING:EXHAUST SYSTEM:MANIFOLD/HEADER/MUFFLER/TAIL PIPE**Summary:**

I HAVE REPLACED THE INTAKE MANIFOLD GASKET TWICE ON MY 2000 PONTIAC GRAND AM. ONCE IN 02/2002 AND AGAIN IN 01/2004. *AK

 Check to Request Research. Submit below.
Make : PONTIAC**Model :** GRAND AM**Year :** 2000**Manufacturer :** GENERAL MOTORS CORP.**Crash :** No**Fire :** No**Number of Injuries:** 0**ODI ID Number :** 10057844**Number of Deaths:** 0**Date of Failure:** February 10, 2004**VIN :** Not Available**Component:** ENGINE AND ENGINE COOLING:EXHAUST SYSTEM:MANIFOLD/HEADER/MUFFLER/TAIL PIPE**Summary:**

CONSUMER STATED VEHICLE OVERHEATED AND LEAKED ANTIFREEZE. CONSUMER TOOK VEHICLE TO AN INDEPENDENT MECHANIC, AND MECHANIC DETERMINED IT WAS LEAKING FROM THE MANIFOLD GASKET. CONSUMER HAD PROBLEM REPAIRED AND PAID FOR IT. THIS WAS AFTER THE MECHANIC RESEARCHED AND DETERMINED THAT THE PROBLEM WAS NOT A RECALL, BUT A SERVICE BULLETIN. CONSUMER WAS CHARGED \$570.00 FOR REPAIRS. *AK

 Check to Request Research. Submit below.
Make : PONTIAC**Model :** GRAND AM**Year :** 2000**Manufacturer :** GENERAL MOTORS CORP.**Crash :** No**Fire :** No**Number of Injuries:** 0**ODI ID Number :** 10050623**Number of Deaths:** 0**Date of Failure:** December 16, 2003**VIN :** 1G2NW12E6YM...**Component:** ENGINE AND ENGINE COOLING:EXHAUST SYSTEM:MANIFOLD/HEADER/MUFFLER/TAIL PIPE**Summary:**

MY 2000 PONTIAC GRAND AM GT (V6) HAS AN INTAKE MANIFOLD GASKET LEAK. I HAVE SPOKEN WITH SEVERAL PEOPLE THAT HAVE THIS SAME PROBLEM. IF THIS IS SUCH A FREQUENT PROBLEM, AS IT SEEMS TO BE, WHY DOESN'T PONTIAC DO ANYTHING TO FIX IT AND KEEP THEIR CONSUMERS HAPPY? *AK

 Check to Request Research. Submit below.
Make : PONTIAC**Model :** GRAND AM**Year :** 2000**Manufacturer :** GENERAL MOTORS CORP.**Crash :** No**Fire :** No**Number of Injuries:** 0**ODI ID Number :** 10038890**Number of Deaths:** 0**Date of Failure:** September 11, 2003**VIN :** Not Available**Component:** ENGINE AND ENGINE COOLING:EXHAUST SYSTEM:MANIFOLD/HEADER/MUFFLER/TAIL PIPE**Summary:**

CAR OVER HEATED AND STALLED DUE TO A BLOWN INTAKE MANIFOLD GASKET ON MY 2000 GRAND AM 3.4L V-6 MOTOR. 55000 MILES. CREATED UNSAFE CONDITION ON THE ROAD WAY BY THIS FAILING ON THE AUTOMOBILE. THERE ARE THOUSANDS OF CONSUMERS OUT THERE WHO HAVE THE SAME PROBLEM WITH THESE AND OTHER GM VEHICLES WITH THE 3.0,3.1,3.4 AND 3.8 MOTORS. THIS GASKET IS FAILING AND IT HAS BEEN ADMITTED BY GM THEY USED AN INFERIOR GASKET ON THESE VEHICLES. 55000 MILES FOR A MAJOR BREAK DOWN FOR THIS REASON SHOULD NOT BE HAPPENING. *PH

<input type="text" value="Document Search"/>		
<input type="checkbox"/> Check to Request Research. Submit below.		
Make : PONTIAC	Model : GRAND AM	Year : 2000
Manufacturer : GENERAL MOTORS CORP.		
Crash : No	Fire : Yes	Number of Injuries: 0
ODI ID Number : 10025823		Number of Deaths: 0
Date of Failure: April 14, 2001		
VIN : 1G2NW52E8YM...		
Component: ENGINE AND ENGINE COOLING:EXHAUST SYSTEM:MANIFOLD/HEADER/MUFFLER/TAIL PIPE		
Summary:		
<p>INTAKE MANIFOLD ON 3.4L SFI V6 ENGINE ON GRAND AM'S HAVE SEVERE PROBLEM - LETS WATER OUT OF THE SYSTEM VERY FAST, WILL LET A FULL TANK OF COOLANT OUT IN LESS THAN 1 HOUR OF DRIVING TIME. THIS CAUSES DRIVER TO BE STRANDED, ALSO AN ENVIRONMENTAL ISSUE WITH COOLANT LEAKING EVERYWHERE. THIS HAS CAUSED MY ENGINE TO BE ON FIRE, AND THE REPAIRS ARE EXTENSIVE. MECHANICS KNOW THIS PROBLEM ALL TOO WELL, EVERYONE I HAVE BEEN TO HAS HAD TO FIX IT MULTIPLE TIMES. THE PROCEDURE TAKES 6 FULL HOURS, REQUIRING PRICY LABOR ON THE CONSUMERS EXPENSE. NEW INTAKE MANIFOLD GASKETS STILL DON'T LAST LONG EVEN AFTER THEY HAVE BEEN REPLACED. GM NEEDS TO STAND BEHIND THEIR FAULTY PRODUCT, AND FIX THIS PROBLEM. I WILL SPEND MORE IN REPAIRS ON THE ENGINE, THEN I PAID FOR THE CAR - AND I BOUGHT IT BRAND NEW. PLEASE MAKE GM FIX THIS PROBLEM, IT IS AN ENVIRONMENTAL ISSUE WITH ANTIFREEZE LEAKING EVERYWHERE, IT IS A HAZARD TO PEOPLE WHO HAVE TO STOP TO REFILL THE COOLANT TANK JUST TO DRIVE, AND IT IS A VERY COSTLY AND HARD TO GET TO COMPONENT OF THE ENGINE.*AK</p>		
<input type="text" value="Document Search"/>		
<input type="checkbox"/> Check to Request Research. Submit below.		
<input type="text" value="Request Research"/>		

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- Safety Ratings
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- Resources

Office of Defects Investigation (ODI)

DEFECTS & RECALLS

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Search Results

Report Date : **April 21, 2010 at 01:33 PM**
 Search Type : **VEHICLE**
 Year : **2000**
 Make : **PONTIAC**
 Model : **GRAND AM**

New Search

Print Version

Results : 28 | All records displayed

Make : PONTIAC	Model : GRAND AM	Year : 2000
Manufacturer : GENERAL MOTORS CORP.		
Crash : No	Fire : No	Number of Injuries: 0
ODI ID Number : 10264837		Number of Deaths: 0
Date of Failure: June 17, 2003		
VIN : Not Available		

Component: VISIBILITY:POWER WINDOW DEVICES AND CONTROLS

Summary:

I OWN A PONTIAC 2000 GRAND AM SE POWER WINDOWS. IT STARTED WITH DRIVERS SIDE WINDOW PLASTIC PIECE THAT HOLDS WINDOW UP CRUMPLED UP AND WINDOW FELL THROUGH. HAD IT REPAIRED REPLACED PLASTIC PIECE. DID NOT WORK. THIS IS 4/2009 ALL THE WINDOWS HAVE DONE THE SAME THING. 300.00 DOLLARS TO REPLACE EACH WINDOW REPLACEMENT MOTOR. I HAVE A 4 DOOR. *TR

Document Search

Check to Request Research. Submit below.

Make : PONTIAC	Model : GRAND AM	Year : 2000
Manufacturer : GENERAL MOTORS CORP.		
Crash : No	Fire : No	Number of Injuries: 0
ODI ID Number : 10226692		Number of Deaths: 0
Date of Failure: April 3, 2008		
VIN : 1G2NW12E1YM...		

Component: VISIBILITY:POWER WINDOW DEVICES AND CONTROLS

Summary:

THE POWER WINDOW REGULATORS IN MY 2 DOOR 2000 PONTIAC GRAND AM. CONTINUE TO FAIL. I HAVE REPLACED FOUR OF THE REGULATORS SINCE I HAVE BOUGHT THE CAR IN 2003. THESE WINDOW REGULATORS COST \$112.00 EVERY TIME THEY FAIL. DEPENDING ON HOW AND WHEN, THESE WINDOW REGULATORS FAIL THERE IS A POSSIBILITY OF THE GLASS FALLING INTO THE DOOR AND BREAKING THE GLASS. WHEN THE FIRST ONE FAILED, I HAD TO REPLACE THE WINDOW GLASS, IN RETURN MADE AN ADDITIONAL COST OF \$120.00. I HAVE SPOKEN WITH OTHER LOCAL OWNERS AND THEY ALL HAVE HAD THE SAME TROUBLES WITH THESE WINDOW REGULATORS. I FEEL THAT THIS ISSUE SHOULD BE ADDRESSED AND SOLVED WITH A REDESIGN OF THE WINDOW REGULATOR SYSTEM AT THE COST OF GENERAL MOTORS. *TR

Document Search

Check to Request Research. Submit below.

Make : PONTIAC **Model :** GRAND AM **Year :** 2000
Manufacturer : GENERAL MOTORS CORP.
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10219641 **Number of Deaths:** 0
Date of Failure: November 5, 2007
VIN : Not Available

Component: VISIBILITY:POWER WINDOW DEVICES AND CONTROLS

Summary:

2000 GRAND AM I HAVE PROBLEMS WITH MY MOTOR TO MY WINDOWS I HAVE REPLACED 1 ON THE PASSENGER FRONT SIDE... NOW THE 1 ON THE DRIVERS FRONT AND THE PASSENGERS SIDE IN THE BACK ARE OUT ! THIS IS COSTING ME \$300.00 A WINDOW. CAN I GET SOME TYPE OF DISCOUNT OR SOME TYPE OF HELP WITH THIS PROBLEM ! THE CAR HAS BEEN OWNED BY A DMV AS A GOFFER TYPE CAR FOR A COUPLE OF YEARS (SO NOT DROVE TOO MUCH). THAN I BROUGHT IT 4 YRS (?) AGO AND I'M SINGLE (NO KIDS)... SO IT ISN'T THAT THE WINDOWS HAVE HAD ABUSE ! *TR

Document Search

Check to Request Research. Submit below.

Make : PONTIAC **Model :** GRAND AM **Year :** 2000
Manufacturer : GENERAL MOTORS CORP.
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10215398 **Number of Deaths:** 0
Date of Failure: August 25, 2007
VIN : Not Available

Component: VISIBILITY:POWER WINDOW DEVICES AND CONTROLS

Summary:

POWER WINDOWS FAIL TO FUNCTION. THE FRONT AND REAR DRIVERS-SIDE WINDOWS MADE A POPPING NOISE AND NOW WILL NOT ROLL UP. THE FRONT PASSENGER WINDOW WILL NOT ROLL DOWN AT ALL. WHEN THE FIRST WINDOW STOPPED WORKING I WAS TOLD THAT THEY WOULD HAVE TO REPLACE THE ENTIRE MOTOR SYSTEM WHICH I COULD NOT AFFORD. NO WINDOW PARTS HAVE BEEN FIXED OR REPLACED. *TR

Document Search

Check to Request Research. Submit below.

Make : PONTIAC **Model :** GRAND AM **Year :** 2000
Manufacturer : GENERAL MOTORS CORP.
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10144824 **Number of Deaths:** 0
Date of Failure: June 24, 2003
VIN : 1G2NF52E9YM...

Component: VISIBILITY:POWER WINDOW DEVICES AND CONTROLS

Summary:

DT: THE CONTACT'S VEHICLE SUDDENLY ACCELERATED. THE VEHICLE HAS BEEN TAKEN TO THE DEALERSHIP SEVERAL TIMES FOR DIAGNOSTIC TESTING, NO CODES HAVE BEEN DETECTED. THE DEALER WAS UNABLE TO DUPLICATE THE PROBLEM. *AK THE ABS LIGHT HAD ILLUMINATED, THE DEALER FOUND LACK OF VOLTS FOR EBCM, THE PROBLEM WAS TRACED TO A FAULTY RELAY. THE LOWER INTAKE GASKET HAD RUPTURED. THE HORN HAD STOPPED WORKING DUE TO A BLOWN FUSE. THE LEFT POWER WINDOW WAS SLOW TO ROLL UP. THE REAR DEFOGGER GRID SHORTED OUT. UPDATED 01/11/06. *JB

Document Search

Check to Request Research. Submit below.

Make : PONTIAC **Model :** GRAND AM **Year :** 2000
Manufacturer : GENERAL MOTORS CORP.

Crash : No	Fire : No	Number of Injuries: 0
ODI ID Number : 10134270		Number of Deaths: 0
Date of Failure: May 18, 2005		
VIN : 1G2NF52T3YC...		

Component: VISIBILITY:POWER WINDOW DEVICES AND CONTROLS

Summary:

2000 PONTIAC GRAND AM SE1 SEDAN ... POWER WINDOW REGULATORS FAILED BECAUSE OF SUBSTANDARD PLASTIC BRACKET THAT BREAKS AND CAUSES THE MOTOR TO SEIZE. BECAUSE OF THIS FAILURE, I CANNOT ROLL DOWN ANY OF MY WINDOWS. I LIVE IN THE MIDDLE OF THE DESERT AND LIKE TO HAVE MY WINDOWS DOWN. THE DEALERSHIP QUOTED ME \$250.00 FOR EACH WINDOW PLUS THE COST OF LABOR AND WAS TOLD THAT IT WOULD TAKE 2 WEEKS FOR THE PARTS AND THEN THEY WOULD HAVE MY CAR FOR APPROX 3 DAYS. I ASKED ABOUT A RENTAL AND THEY SAID THAT I WOULD HAVE TO PAY OUT OF POCKET FOR IT IF I WANTED ONE. I HAVE RESEARCHED THIS AND FOUND UPWARDS OF 40 SOME ODD COMPLAINTS ON DIFFERENT WEB SITES PERTAINING TO 1998-2004 MODELS WITH THIS SAME ISSUE. I HAVE FOUND AFTER MARKET PARTS TO REPAIR THEM MYSELF AND IT WILL STILL COST ME \$400.00 BECAUSE I HAVE TO REPLACE THE ENTIRE POWER WINDOW REGULATOR AND MOTOR FOR EACH DOOR. MY BROTHER HAS A 2001 MODEL WITH THE SAME PROBLEM. *JB

Document Search

Check to Request Research. Submit below.

Make : PONTIAC	Model : GRAND AM	Year : 2000
Manufacturer : GENERAL MOTORS CORP.		
Crash : No	Fire : No	Number of Injuries: 0
ODI ID Number : 10129761		Number of Deaths: 0
Date of Failure: January 3, 2004		
VIN : 1G2NF52T5YM...		

Component: VISIBILITY:POWER WINDOW DEVICES AND CONTROLS

Summary:

DT. CONSUMER STATED THAT WITHIN THE LAST FOUR MONTHS THREE OF THE WINDOWS BROKE. THEY BROKE WHILE ROLLING UP, DOWN OR BEING UP. CONSUMER CONTACTED PONTIAC, AND THEY STATED THAT BECAUSE THERE WAS NO RECALL THEY WOULD NOT DO ANYTHING. THERE WAS A PLASTIC PIECE IN THE WINDOW THAT GUIDED THE WIRE, THAT WAS THE PIECE THAT BROKE. *AK

Document Search

Check to Request Research. Submit below.

Make : PONTIAC	Model : GRAND AM	Year : 2000
Manufacturer : GENERAL MOTORS CORP.		
Crash : No	Fire : No	Number of Injuries: 0
ODI ID Number : 10126460		Number of Deaths: 0
Date of Failure: June 23, 2005		
VIN : 1G2NF12E7YM...		

Component: VISIBILITY:POWER WINDOW DEVICES AND CONTROLS

Summary:

MY DRIVER'S SIDE POWER WINDOW BROKE WHEN MY CAR WAS UNDER WARRANTY, WITHIN THE FIRST YEAR. I TRIED TO ROLL IT DOWN ONE DAY AND IT STARTED MAKING CRACKING AND BREAKING NOISES THEN IT WOULDN'T GO UP. IT WAS THE MOTOR/REGULATOR. A YEAR/YEAR AND A HALF LATER, THE PASSENGER SIDE WINDOW DID THE EXACT SAME THING. I HAD TO PAY TO HAVE THAT FIXED, IT WAS \$400+. SAME THING, MOTOR/REGULATOR. I HARDLY USED MY WINDOWS AFTER MY FIRST INCIDENT. I WAS AFRAID THEY WOULD BREAK AGAIN. ONLY USED IN EMERGENCIES. 6 MONTHS AGO, I TOOK MY CAR TO THE DEALER TO HAVE AN OIL CHANGE AND THEY ROLLED DOWN MY DRIVER'S SIDE WINDOW AND COULDN'T GET IT TO GO BACK UP. SAME THING, REGULATOR/MOTOR. THEY REFUSED TO PAY FOR IT. THEY ONLY OFFERED ME A FREE OIL CHANGE. THIS HASN'T BEEN FIXED. I TRIED TO ADDRESS THE ISSUE WITH PONTIAC SINCE IT WAS THE THIRD TIME I HAD A WINDOW BREAK ON MY CAR. THIS WAS THE SECOND TIME ON THE DRIVER'S SIDE WINDOW. TODAY I HEARD A STRANGE NOISE COMING FROM OUTSIDE SO I ROLLED MY ONLY WORKING WINDOW (PASSENGER SIDE) DOWN WHILE I WAS DRIVING AND IT STARTED MAKING HORRIBLE NOISES AND I COULD HEAR PARTS BREAKING AND FALLING INSIDE THE DOOR. THE WINDOW WILL NOT GO BACK UP. THIS IS THE FOURTH TIME MY WINDOWS HAVE BROKE. EVER SINCE THE FIRST TIME, I HAVE BEEN HESITANT TO USE THEM (EXCEPT IN EMERGENCIES) BECAUSE I FEAR THEY WILL BREAK AGAIN. I CALLED PONTIAC TODAY TO VOICE MY FRUSTRATION. 4 TIMES IN 5 YEARS IN RIDICULOUS ESPECIALLY WHEN IT'S THE SAME EXACT THING

OVER AND OVER AGAIN. I HAVEN'T HAD THE 3RD AND 4TH TIME FIXED BECAUSE IT WILL BE AT MY EXPENSE AND IT WILL PROBABLY JUST BREAK AGAIN. I HAVE USED MY WINDOWS (SINCE THEIR FIRST REPAIRS) MAYBE A TOTAL OF 10 TIMES. WHEN I CALLED PONTIAC TODAY THEY TALKED TO THE DEALER AND THE DEALER OFFERED TO KNOCK \$75 OFF ON EACH WINDOW. THEY QUOTED ME A PRICE OF \$430/EACH MINUS A \$75 DISCOUNT ON PARTS, SO \$355 FOR EACH WINDOW. I'LL HAVE TO PAY OVER \$700 TO HAVE MY WINDOWS REPAIRED FOR THE SECOND TIME EACH.

Document Search

Check to Request Research. Submit below.

Make : PONTIAC Model : GRAND AM Year : 2000
 Manufacturer : GENERAL MOTORS CORP.
 Crash : No Fire : No Number of Injuries: 0
 ODI ID Number : 10108340 Number of Deaths: 0
 Date of Failure: January 29, 2005
 VIN : 1G2NW12E3YM...

Component: VISIBILITY:POWER WINDOW DEVICES AND CONTROLS

Summary:

(1) USE OF THE POWER WINDOWS.(2) THE WINDOW FELL DOWN INTO THE DOOR AS CAR WAS DRIVEN SCARING THE DRIVER.3) THE PROBLEM HAS NOT YET BEEN FIXED.*AK

Document Search

Check to Request Research. Submit below.

Make : PONTIAC Model : GRAND AM Year : 2000
 Manufacturer : GENERAL MOTORS CORP.
 Crash : No Fire : No Number of Injuries: 0
 ODI ID Number : 10098560 Number of Deaths: 0
 Date of Failure: November 9, 2004
 VIN : 1G2NF52T5YM...

Component: VISIBILITY:POWER WINDOW DEVICES AND CONTROLS

Summary:

MY DRIVER'S SIDE WINDOW FELL DOWN INSIDE THE DOOR AFTER ABOUT 2 MONTHS OF MAKING A STRANGE SOUND EVERYTIME I OPERATED IT. THE PLASTIC CLIPS THAT HOLD IT IN PLACE HAD BROKEN. THE ENTIRE REGULATOR ASSEMBLY HAS TO BE PURCHASED TO REPAIR THIS PROBLEM. MECHANIC FOUND 3 OTHER SETS OF BROKEN PLASTIC CLIPS INSIDE THE DOOR FROM 3 PREVIOUS REPAIRS. I BOUGHT THE 2000 GRAND AM SE IN 2001 WITH ONLY 20,000 MILES. NOW AT 53,000 MILES THIS IS THE 4TH TIME THE DRIVER'S SIDE WINDOW ASSEMBLY HAS BEEN REPLACED. THE REPAIR COST ME 423.00, AND I WAS TOLD THAT IT WAS FAULTY ENGINEERING AND WOULD PROBABLY HAVE TO BE REPLACED EVERY YEAR OR TWO! ALSO, THE FRONT BRAKE DRUMS BECAME WARPED RECENTLY AND HAD TO BE FIXED. AS WELL AS ENGINE PLUGS AND ANOTHER ENGINE COMPONENT.*AK

Document Search

Check to Request Research. Submit below.

Make : PONTIAC Model : GRAND AM Year : 2000
 Manufacturer : GENERAL MOTORS CORP.
 Crash : No Fire : No Number of Injuries: 0
 ODI ID Number : 10093909 Number of Deaths: 0
 Date of Failure: October 9, 2004
 VIN : 1G2NW12E5YM...

Component: VISIBILITY:POWER WINDOW DEVICES AND CONTROLS

Summary:

WHILE DRIVING I PUSH THE BUTTON TO LOWER THE DRIVER SIDE ELECTRICAL WINDOW, I HEARD A POPPING SOUND AND THE GLASS WINDOW DO NOT ROLL BACK. TOOK OFF DOOR PANEL AND MOTOR DOES NOT WORK, AND PIECES THAT HOLD GLASS ON TRACK BROKE OFF. *NM

Document Search

Check to Request Research. Submit below.

Make : PONTIAC **Model :** GRAND AM **Year :** 2000
Manufacturer : GENERAL MOTORS CORP.
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10093638 **Number of Deaths:** 0
Date of Failure: January 2, 2004
VIN : Not Available

Component: VISIBILITY:POWER WINDOW DEVICES AND CONTROLS

Summary:

HAD TO HAVE FUEL PUMP REPLACED. NOW GAS GAUGE IS FAULTY. (THE DEALER ASKED ME IF I HAD HAD PROBLEMS WITH IT I SAID NO BECAUSE I HADN'T THEY WERE SUPRISED THEY SAID THEY HAVE CHANGED ALOT BECAUSE THEY WERE FAULTY. A MONTH LATER MINE ACTED UP.)*AK

Document Search

Check to Request Research. Submit below.

Make : PONTIAC **Model :** GRAND AM **Year :** 2000
Manufacturer : GENERAL MOTORS CORP.
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10093278 **Number of Deaths:** 0
Date of Failure: September 28, 2004
VIN : 1G2NV12E3YM...

Component: VISIBILITY:POWER WINDOW DEVICES AND CONTROLS

Summary:

IN THE PAST YEAR WE HAVE REPLACED 3 WINDOW REGULATORS AND THREE WINDOW GLASS IN MY 2000 PONTIAC GRAND AM. *AK

Document Search

Check to Request Research. Submit below.

Make : PONTIAC **Model :** GRAND AM **Year :** 2000
Manufacturer : GENERAL MOTORS CORP.
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10088983 **Number of Deaths:** 0
Date of Failure: January 20, 2004
VIN : 1G2NF52E5YC...

Component: VISIBILITY:POWER WINDOW DEVICES AND CONTROLS

Summary:

AFTER MOVING TO TUCSON IN AUGUST OF 2003, MY POWER WINDOWS BEGAN FALLING OUT OF THEIR TRACKS ONE BY ONE. I CURRENTLY HAVE ONE WINDOW LEFT THAT ACTUALLY STAYS UP WITHOUT A DOOR STOP AND ONE THAT I CAN'T GET OUT OF THE DOOR FRAME BECAUSE I CAN'T GET THE DOOR APART. THE FRONT DRIVERS SIDE WINDOW IS DOWN IN THE DOOR. THE ONE WINDOW THAT IS STILL IN THE TRACK IS ON ITS LAST LEG. IT'S MAKING THE SAME SOUNDS THE DRIVERS SIDE DID BEFORE IT JUST FELL DOWN INTO THE DOOR. I HAVE SEVERAL CO-WORKERS WHO ALSO HAVE GRAND AMS AND ARE HAVING THE EXACT SAME PROBLEMS. APPARENTLY GM USED A PLASTIC CLIP TO HOLD THE WINDOWS IN PLACE AND THEY MAY HAVE MELTED IN THE HEAT. THE DEALERSHIP WANTS TO CHARGE ME \$300 PER WINDOW, BUT I BELIEVE IT IS A MANUFACTURING DEFECT THAT SHOULD BE PAID FOR BY GM.*AK

Document Search

Check to Request Research. Submit below.

Make : PONTIAC **Model :** GRAND AM **Year :** 2000
Manufacturer : GENERAL MOTORS CORP.
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10087563 **Number of Deaths:** 0

Date of Failure: August 1, 2004

VIN : 1G2NF12E8YM...

Component: VISIBILITY:POWER WINDOW DEVICES AND CONTROLS

Summary:

PROBLEMS WITH BRAKING SYSTEM ON 2000 PONTIAC GRAND AM. *MR THE BRAKES SQUEALED, THE FRONT END WOULD SHAKE, THE PASSENGER AND DRIVER SIDE WINDOWS WERE BROKEN, THE REGULATORS IN THE DOORS WERE BUSTED, THE VOLUME ON THE RADIO CONTROL WAS IMPROPER, THE STEERING HOSE BROKE, THE BRAKES AND ROTORS WERE REPLACED 12 TIMES, THE VEHICLE WOULD SHAKE WHEN BRAKING, THE TRANSMISSION SLIPPED, THE VEHICLE BURNED EXCESSIVE OIL, THE PASSENGER SIDE STRUT WAS BAD, THE POWER STEERING LEAKED, THE ENGINE ACTED AS IF IT WAS GOING TO STALL, THE CIGARETTE LIGHTER WAS INOPERATIVE, AND THE REAR COMPARTMENT FILLED WITH WATER. *SC *JB

Document Search

Check to Request Research. Submit below.

Make : PONTIAC

Model : GRAND AM

Year : 2000

Manufacturer : GENERAL MOTORS CORP.

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10068430

Number of Deaths: 0

Date of Failure: September 22, 2000

VIN : 1G2NF52E5YM...

Component: VISIBILITY:POWER WINDOW DEVICES AND CONTROLS

Summary:

ON THE DAY I BOUGHT THE CAR I TOOK MY FAMILY OUT TO DINNER. WE RETURNED TO THE CAR AFTER FINISHING OUR DINNER AND THE CAR WOULD NOT START. WE TRIED FOR ALMOST 1/2 HOUR THEN CALLED FOR THE ROAD SIDE ASSISTANCE. THEY CAME AND PICKED UP THE CAR AND WE WENT TO THE DEALERSHIP. THEY TOLD ME IT WAS A COMPUTER COMPONENT AND THE CAR WOULD BE READY THE FOLLOWING DAY. AFTER ARGUING ON HOW WE WOULD GET HOME SINCE THE DEALERSHIP WAS NOW CLOSED AS WAS THE RENTAL CAR PLACE THEY FINALLY AGREED TO LET A PORTER TAKE US HOME, THE PORTER HAD A SMALL CAR THAT WOULD ONLY HOLD 4 PEOPLE AND THERE WERE 6 OF US. THEIR MEANT 2 TRIPS AND WE LIVED NEARLY 30 MINUTES AWAY. LONG STORY SHORT A VERY DISSAPOINTING FIRST DAY WITH MY NEW VEHICLE. WITHIN A FEW MONTHS MY DRIVERS WINDOW WOULD NOT WORK OR WORKED WHEN IT FELT LIKE IT. I TOOK IT IN AND THEY REPLACED THE WINDOW REGULATOR. PROBLEM SOLVED, THEN A FEW MONTHS LATER THE WINDOW WOULD NOT WORK AGAIN WITH THE REGULATOR. IT WORKED FOR ALMOST 2 YEARS THEN IT STARTED UP ONCE AGAIN AND STILL BEING UNDER WARRENTY (GMPP) THEY TOOK THE CAR IN TO LOOK AT. I LEFT IT FOR A DAY AND RETURNED TO BE TOLD THE WINDOW WAS FINE AND YES IT WAS WORKING. A FEW MORE MONTHS GO BY AND THE WINDOW IS NOT WORKING SO I GO IN AGAIN AND AGAIN IT WORKS FOR THEM NOT ME. THIS GOES ON WITH ME TAKING THE CAR IN AND THE BUTTON WORKS WHEN THE TEC LOOKS AT IT THEN AFTER I LEAVE IT DOES NOT. I WAS IN TOWN 05/03/2004 AND THE WINDOW WENT PART WAY DOWN AND STUCK. I QUICKLY WENT TO RALLY CHEVROLET, WHERE ALL THE REPAIR SERVICES HAVE BEEN DONE, AND SHOWED THEM THE WINDOW WOULD NOT GO UP OR DOWN. I THOUGHT FINALLY THIS WILL BE TAKEN CARE OF BUT NO I WAS TOLD TAHT THE WARRENTY WAS OUT AND I WAS OVER MILEAGE AND THE COST FOR THE FRONT AND REAR WINDOW WOULD BE NEARLY \$1,000.00. I TOLD THE SERVICE MANAGER THAT THE PROBLEM EXISTED BEFORE THE WARRENTY RAN OUT AND I FELT THAT THEY SHOULD HONOR THAT AND NOT CHARGE ME.

Document Search

Check to Request Research. Submit below.

Make : PONTIAC

Model : GRAND AM

Year : 2000

Manufacturer : GENERAL MOTORS CORP.

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10063950

Number of Deaths: 0

Date of Failure: March 25, 2004

VIN : 1G2NF52E3YM...

Component: VISIBILITY:POWER WINDOW DEVICES AND CONTROLS

Summary:

DRIVER WINDOW WOULD NOT WORK FOR 1 YEAR THEN IT STARTED WORKING AND WORKED FOR 4 MONTHS AND IS NOT WORKING AGAIN. I KNOW 4 OTHER PEOPLE THAT HAVE THE SAME CAR AND THE SAME PROBLEM WITH THEIR CAR.*AK

Document Search

Summary:

2000 PONTIAC GRAND AM CAR BOUGHT AT WIGDERS LIVINGSTON, NJ BOTH DRIVERS AND PASSENGERS WINDOWS ELECTRONIC CONTROLS BROKER WITHIN HOURS OF EACH OTHER. FIRST REPAIR WAS APPROX \$500.00 I AM NOW FIGHTING WITH DEALER TO FIX 2ND WINDOW UNDER PONTIAC WARRANTY I SEE BY YOUR WEBSITE THIS IS NOT AND UNCOMMON PROBLEM WITH THIS CAR. PLEASE ADVISE HOW TO GET BOTH WINDOWS FIXED UNDER THEIR WARRANTY NEED MY FIRST PAYMENT CREDITED BACK TO ME ANY HELP WILL BE APPRECIATED. *AK

 Check to Request Research. Submit below.

Make : PONTIAC **Model :** GRAND AM **Year :** 2000
Manufacturer : GENERAL MOTORS CORP.
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10051007 **Number of Deaths:** 0
Date of Failure: December 21, 2003
VIN : 1G2NW12E1YM...
Component: VISIBILITY:POWER WINDOW DEVICES AND CONTROLS

Summary:

DRIVERS SIDE POWER WINDOW COMES OFF TRACK. REGULATOR BAD

 Check to Request Research. Submit below.

Make : PONTIAC **Model :** GRAND AM **Year :** 2000
Manufacturer : GENERAL MOTORS CORP.
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10043706 **Number of Deaths:** 0
Date of Failure: June 9, 2003
VIN : Not Available
Component: VISIBILITY:POWER WINDOW DEVICES AND CONTROLS

Summary:

POWER WINDOW CABLE BOUND UP IN GEAR IN MOTOR BOX, CAUSING THE GUIDES FOR WINDOW TO BREAK AND PIECE ATTACHED TO WINDOW TO BREAK, CALLED DEALER, THEY SAID WE WOULD HAVE TO BUY A \$ 500.00 WINDOW JUST TO GET THE PIECE THAT ATTACHES TO THE WINDOW AND COMPLETE WINDOW CABLE ASSEMBLE. *AK

 Check to Request Research. Submit below.

Make : PONTIAC **Model :** GRAND AM **Year :** 2000
Manufacturer : GENERAL MOTORS CORP.
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 10044519 **Number of Deaths:** 0
Date of Failure:
VIN : Not Available
Component: VISIBILITY:POWER WINDOW DEVICES AND CONTROLS

Summary:

VEHICLE'S WINDOWS BECAME INOPERATIVE. *MR BOTH DRIVER AND PASSENGER WINDOWS DIDN'T GO UP NOR DOWN. MECHANIC STATED THIS IS A COMMON PROBLEM WITH THIS MAKE AND MODEL OF VEHICLES AND THE PROBLEM WAS WITH THE ROTOR. *PH

 Check to Request Research. Submit below.

Make : PONTIAC **Model :** GRAND AM **Year :** 2000
Manufacturer : GENERAL MOTORS CORP.

Date of Failure:

VIN : 1G2NW12E5YM...

Component: VISIBILITY:POWER WINDOW DEVICES AND CONTROLS

Summary:

FROM STOPPING FRONT ROTORS OVERHEAT AND WARP, CAUSING A VIBRATION WHEN YOU APPLY YOU BRAKES, DEALER REPLACED ROTORS TWICE, 3RD TIME THEY SAID NO EVEN THOUGH CAR WAS STILL UNDER WARRANTY/POWER WINDOW CABLE BOUND UP IN GEAR IN MOTOR BOX, CAUSING THE GUIDES FOR WINDOW TO BREAK AND PIECE ATTACHED TO WINDOW TO BREAK, CALLED DEALER THEY SAID WE WOULD HAVE TO BUY A \$ 500.00 WINDOW JUST TO GET THE PIECE THAT ATTACHES TO THE WINDOW AND COMPLETE WINDOW CABLE ASSEMBLE.

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Defects - Search Results

1 Record(s) Displayed.

<p>Report Date : April 27, 2010 at 02:12 PM</p> <p>Search Type : VEHICLE</p> <p>Year : 1998</p> <p>Make : PONTIAC</p> <p>Model : GRAND AM</p>
--

NHTSA Action Number:

RQ03001

NHTSA Recall Campaign Number:

N/A

Make: PONTIAC

Manufacturer : GENERAL MOTORS CORP.

Year : 1998

Component :

STEERING:RACK AND PINION

Model: GRAND AM

Date Investigation Opened : January 2, 2003

Date Investigation Closed : September 15, 2003

Summary:

GM CONDUCTED A SAFETY RECALL (NHTSA # 02V286) TO ADDRESS A STEERING DEFECT PERTAINING TO A LOWER PINION BEARING (LPB) WITHIN THE RACK AND PINION STEERING GEAR (R&P). THE RECALL COVERED 1,159,156 MODEL YEAR 1997-1998 PONTIAC GRAND PRIX VEHICLES BUILT BETWEEN MARCH 1, 1996 AND OCTOBER 31, 1997, 1996-1998 PONTIAC TRANS SPORT, CHEVROLET LUMINA APV, CHEVROLET VENTURE, OLDSMOBILE SILHOUETTE MINIVANS, AND CHEVROLET CAVALIER AND PONTIAC SUNFIRE SEDANS BUILT BETWEEN JANUARY 1, 1996 AND OCTOBER 31, 1997. ODI OPENED THIS RQ AFTER RECEIVING REPORTS THAT OTHER VEHICLES WERE EXHIBITING THE SAME SYMPTOMS AS THE RECALLED VEHICLES. BASED ON ODI'S REVIEW OF TECHNICAL AND COMPLAINT DATA COLLECTED DURING THE RQ, THE W-CARS ARE ASSOCIATED WITH EITHER A HIGHER STEERING COMPLAINT RATE OR A HIGHER LPB FAILURE RATE THAN THE OTHER VEHICLES INVESTIGATED UNDER THE RQ AND ARE ABOVE OR NEAR THE RATES FOR THE RECALLED VEHICLES. THUS, ODI WILL FURTHER EXAMINE THE W-CARS (1996-1997 OLDSMOBILE CUTLASS SUPREME, 1996-1998 BUICK REGAL, CHEVROLET LUMINA, CHEVROLET MONTE CARLO, 1997-1998 BUICK CENTURY, AND 1998 OLDSMOBILE INTRIGUE) UNDER A NEW INVESTIGATION, ENGINEERING ANALYSIS (EA)03-019.





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Search Results

Report Date : April 21, 2010 at 01:17 PM
Search Type : VEHICLE
Year : 2000
Make : PONTIAC
Model : GRAND AM

[New Search](#)

[Print Version](#)

Results : 1 | All records displayed

Make : PONTIAC	Model : GRAND AM	Year : 2000
Manufacturer : GENERAL MOTORS CORP.		
Crash : No	Fire : No	Number of Injuries: 0
ODI ID Number : 10051176		Number of Deaths: 0
Date of Failure: October 21, 2002		
VIN : 1G2NW52E7YM...		

Component: STEERING:RACK AND PINION:RACK

Summary:

WE PURCHASED A NEW 2000 PONTIAC GRAND AM GT FROM A DEALER IN FLORIDA, THE CAR HAD 7 MILES ON IT WHEN WE BOUGHT IT. FROM THE FIRST DAY WE HAD PROBLEMS WITH THE STEERING, IT PULLED TO THE RIGHT ALWAYS. THE DEALER ATTEMPTED TO FIX THE CAR ON SEVERAL OCCASIONS, FINALLY THEY TOLD US THE STEERING RACK WAS DEFECTIVE. THE CAR HAD LESS THAN 10,000 MILES ON IT, THE CAR WOULD MAKE NOISE TURNING THE WHEEL TO THE LEFT OR RIGHT, AND A BUMP COULD BE FELT COMING FROM THE FRONT OF THE CAR BY TURNING THE WHEEL WHILE AT LOW SPEEDS. THE STEERING RACK WENT BAD AGAIN JUST BEFORE 50,000 MILES AND WAS ONCE AGAIN REPLACED UNDER WARRANTY, THE STEERING RACK THAT WAS REPLACED THEN HAS WENT BAD AGAIN, AROUND 85,000 MILES. IT DOES THE EXACT SAME THING THE FIRST TWO DID, THE CAR IS NO LONGER UNDER WARRANTY AND PONTIAC WANTS OVER 1,100.00 DOLLARS TO FIX THE PROBLEM. THIS WILL MAKE THE FOURTH STEERING RACK THAT WE HAVE HAD TO HAVE INSTALLED, WE FEEL THAT PONTIAC KNOWS THAT THIS IS AN ONGOING PROBLEM. THEY HAVE NOT ADDRESSED THE PROBLEM IN OUR OPINION LIKE THEY SHOULD HAVE IN THE FIRST PLACE. THE 2000 MODEL GRAND AM GT CAME WITH VARIABLE EFFORT STEERING, IN 2002 THEY REPLACED IT WITH SOMETHING ELSE.WHAT IF ANYTHING CAN WE DO ABOUT THIS. SINCERLY RUSSELL GEYER. *AK

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Report Date : April 21, 2010 at 01:21 PM

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Search Type : VEHICLE

Year : 2000

Make : PONTIAC

Model : GRAND AM

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TTY: (800) 424-9153

Results : 3 | All records displayed

Make : PONTIAC

Model : GRAND AM

Year : 2000

Manufacturer : GENERAL MOTORS CORP.

Crash : Yes

Fire : No

Number of Injuries: 0

ODI ID Number : 756609

Number of Deaths: 0

Date of Failure: January 6, 2002

VIN : 1G2NV12E3YM...

Component: STEERING:RACK AND PINION

Summary:

I WAS HEARING A RATCHETING NOISE COMING FROM GEAR BOX/RACK AND PINION AREA WHENEVER I MADE A TURN. SUNDAY NIGHT, I WAS MAKING A LEFT HAND TURN, I HEARD THE RATCHETING SOUND, TURNED THE WHEEL A LITTLE MORE TO LEFT, HEARD A POP, THEN LOST CONTROL OF THE CAR. THE CAR SLIDE SIDEWAYS INTO THE CURB WHERE IT RESTED, SHATTERED SPINDLE, AXLE, BENT RIM UNTIL A TOW TRUCK TOWED THE CAR TO THE DEALER. THE DEALER SAYS DAMAGE WAS CAUSED FROM CURB, AND CALL MY INSURANCE COMPANY, BUT THE SYSTEM FAILED BEFORE THE CAR SLID INTO THE CURB. MY WIFE, DAUGHTER AND I HEARD THIS NOISE BEFORE.*AK

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 Check to Request Research. Submit below.

Make : PONTIAC

Model : GRAND AM

Year : 2000

Manufacturer : GENERAL MOTORS CORP.

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 899827

Number of Deaths: 0

Date of Failure:

VIN : 1G2NW52E7YC...

Component: STEERING:RACK AND PINION

Summary:

WHILE DRIVING, HEARD A LOUD NOISE WHICH CAME FROM FRONT END. TOOK VEHICLE TO DEALER. *AK TO CORRECT THE NOISE PROBLEM, THE DEALER INSTALLED NEW ROTORS AND BRAKES IN THE FRONT AND BACK. THE NOISE STILL CONTINUED AND THE DEALER REPLACED THE RACK AND PINION. NEXT, THE DEALER REPLACED THE FRONT WHEEL BEARINGS. THE DEALER ALSO AGREED TO REPLACE THE TIRES WITH MICHELIN BRAND. *YH

Document Search

 Check to Request Research. Submit below.

Make : PONTIAC	Model : GRAND AM	Year : 2000
Manufacturer : GENERAL MOTORS CORP.		
Crash : No	Fire : No	Number of Injuries: 0
ODI ID Number : 892612		Number of Deaths: 0
Date of Failure: January 1, 2001		
VIN : 1G2NV52E7YM...		
Component: STEERING:RACK AND PINION		
Summary:		
DURING ROUTINE INSPECTION A LEAK WAS FOUND AND REPLACED BY DEALER. VEHICLE WAS AT DEALERSHIP IN MAY, RACK AND PINION STEERING WAS LOOSE. IT WAS TIGHTENED BY DEALER. RACK AND PINION STEERING TO BE REPLACED AT THIS TIME.*AK		
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Search Results

Report Date : **April 21, 2010 at 12:48 PM**

Search Type : **VEHICLE**

Year : **2000**

Make : **PONTIAC**

Model : **GRAND AM**

Results : 15 | All records displayed

Make : PONTIAC	Model : GRAND AM	Year : 2000
Manufacturer : GENERAL MOTORS CORP.		
Crash : No	Fire : No	Number of Injuries: 0
ODI ID Number : 10269874		Number of Deaths: 0
Date of Failure: May 21, 2009		
VIN : 1G2NW52E3YC...		
Component: ENGINE AND ENGINE COOLING:COOLING SYSTEM		
Summary:		
MY 2000 PONTIAC GRANDAM GT WAS BOUGHT NEW AND WITH 24,000 MILES ON IT IN 2004 THE LOWER INTAKE MANIFOLD WAS LEAKING DEXCOOL. KAISER PONTIAC IN DELAND FLORIDA FIXED THE PROBLEM AND NOW IN 2009 WITH 50,000 MILES THE EXACT SAME PROBLEM IS OCCURRING. AFTER READING SEVERAL (80) COMPLAINTS ONLINE THERE SHOULD BE A RECALL ON THIS PROBLEM. *TR		
<input type="button" value="Document Search"/>		
<input type="checkbox"/> Check to Request Research. Submit below.		
Make : PONTIAC	Model : GRAND AM	Year : 2000
Manufacturer : GENERAL MOTORS CORP.		
Crash : No	Fire : No	Number of Injuries: 0
ODI ID Number : 10195163		Number of Deaths: 0
Date of Failure: March 25, 2007		
VIN : 1G2NV52E5YC...		
Component: ENGINE AND ENGINE COOLING:COOLING SYSTEM		
Summary:		
VEHICLE LEAKING COOLANT. *TR		
<input type="button" value="Document Search"/>		
<input type="checkbox"/> Check to Request Research. Submit below.		
Make : PONTIAC	Model : GRAND AM	Year : 2000
Manufacturer : GENERAL MOTORS CORP.		
Crash : No	Fire : No	Number of Injuries: 0
ODI ID Number : 10190833		Number of Deaths: 0

Date of Failure: March 1, 2007

VIN : 1G2NV12E0YM...

Component: ENGINE AND ENGINE COOLING:COOLING SYSTEM

Summary:

I NOTICED FOR OVER A YEAR, THERE WAS COOLANT LEAKAGE. WHEN IT BECAME MORE EVIDENT, I TOOK MY CAR TO TWO DIFFERENT MECHANICS AND FOUND THAT I NEEDED TO REPLACE THE INTAKE GASKET. BOTH MECHANICS CONFIRMED THAT MY PROBLEM WAS DUE TO DEX-COOL BEING USED AND HAD TO SPEND \$624.92 TO REPAIR AND REPLACE PARTS AND HAVE MY SYSTEM CHANGED OVER TO REGULAR ANTIFREEZE TO ELIMINATE THE PROBLEM FROM HAPPENING AGAIN. REPLACED PARTS: GASKET, WATER PUMP, THERMOSTAT, OIL FILTER AND OIL, ENGINE COOLANT, AND VALVE COVER GASKETS.*AK

Document Search

Check to Request Research. Submit below.

Make : PONTIAC

Model : GRAND AM

Year : 2000

Manufacturer : GENERAL MOTORS CORP.

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10123993

Number of Deaths: 0

Date of Failure: June 1, 2005

VIN : Not Available

Component: ENGINE AND ENGINE COOLING:COOLING SYSTEM

Summary:

MY CAR STARTED OVER HEATING, THE COOLANT LIGHT WAS GOING ON AND OFF, WHEN I CHECKED THE COOLANT THERE WAS NONE IN THERE, BUT THE DAY BEFORE I CHECKED IT AND IT WAS AT THE CORRECT LINE. SO I FILLED IT UP ONCE MY CAR COOLED DOWN AND BY THE TIME I GOT HOME WHICH IS ABOUT 4 MILES THERE WAS NO COOLANT LEFT. SO I TOOK IT IN TO A LOCAL SHOP AND THEY ADVISED ME THAT THERE IS A LEAK IN THE INTAKE MANIFOLD GASKETS, WHICH IS NOW GOING TO COST ME AROUND 600 TO FIX. WHEN I RESEARCHED THIS PROBLEM ONLINE I HAVE FOUND THAT THIS ISN'T A RARE THING, IT IS HAPPENING TO ALL OF THE GRAND AM'S. ALSO THE GUY AT THE SHOP SAID HE IS FIXING ABOUT 3 A MONTH JUST LIKE MY CASE. THIS NEEDS TO BE FIXED.

Document Search

Check to Request Research. Submit below.

Make : PONTIAC

Model : GRAND AM

Year : 2000

Manufacturer : GENERAL MOTORS CORP.

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10110723

Number of Deaths: 0

Date of Failure: September 24, 2003

VIN : Not Available

Component: ENGINE AND ENGINE COOLING:COOLING SYSTEM

Summary:

I AM THE OWNER OF A 2000 PONTIAC GRAND AM. LAST YEAR I NOTICED THAT MY COOLANT WAS LEAKING AND TOOK MY CAR IN FOR REPAIR. AFTER PERFORMING A PRESSURE TEST ON MY SYSTEM, THE MECHANIC COULD NOT FIND THE LEAK. I HAVE SINCE HAD TROUBLE WITH COOLANT LOSS AND OCCASIONALLY HAVE TO ADD COOLANT, AND HAVE NOTICED EVIDENCE OF LEAKAGE IN MY ENGINE COMPARTMENT. AFTER SOME INTERNET RESEARCH AND EXPLORING SOME GRAND AM OWNER SITES, I HAVE LEARNED THAT THERE IS A COMMON PROBLEM WITH THE UPPER AND LOWER MANIFOLD INTAKE GASKET DETERIORATING AND ALLOWING COOLANT TO LEAK OUT, CAUSING A COSTLY REPAIR OF OVER \$1,000. IN SOME INSTANCES, THE COOLANT HAS MIXED WITH THE OIL AND RUINED THE ENGINE. SOME GRAND AM OWNERS HAVE PETITIONED GENERAL MOTORS TO RECALL THE GASKETS BUT SO FAR THERE HAS BEEN NO RESPONSE. I HAVE NOT YET HAD THE GASKETS REPLACED ON MY CAR BUT AFTER FURTHER EXAMINATION I BELIEVE THIS IS MY PROBLEM. GRAND AM OWNERS LIKE MYSELF HOPE THAT GM WILL MAKE THIS DECISION TO TAKE CARE OF ITS CUSTOMERS AND TAKE THE NECESSARY STEPS TO MAINTAIN CONSUMER TRUST AND LOYALTY. *JB

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Make : PONTIAC

Model : GRAND AM

Year : 2000

Manufacturer : GENERAL MOTORS CORP.

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RETAIL INSTALLMENT SALE CONTRACT SIMPLE INTEREST FINANCE CHARGE

Dealer Number _____ Contract Number _____ R.O.S. Number _____ Stock Number 82351

Buyer (and Co-Buyer) Name and Address (Including County and Zip Code) [REDACTED] SAN PABLO LUNTRA LUSTIA CA [REDACTED]	Creditor - Seller (Name and Address) RONDA OF EL CERRITO 11755 SAN PABLO AVE EL CERRITO CA 94530
--	---

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay the Creditor - Seller (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge according to the payment schedule below. We will figure your finance charge on a daily basis. The Truth-in-Lending Disclosures below are part of this contract.

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
USED	2000	PONTIAC GRAND PRIX	62864	1G2WU21111 [REDACTED]	<input checked="" type="checkbox"/> personal, family or household <input type="checkbox"/> business <input type="checkbox"/> agricultural

FEDERAL TRUTH-IN-LENDING DISCLOSURES				
ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your down payment of
11.95 %	\$ 4581.6 (e)	\$ 14126.95	\$ 19083.60 (e)	\$ 19083.60 is \$ 13708.6 (e)
(e) means an estimate				
YOUR PAYMENT SCHEDULE WILL BE:				
Number of Payments:	Amount of Payments:	When Payments Are Due:		
One Payment of	175.00	06/20/2003		
One Payment of	200.00	07/11/2003		
59 Payments	311.81	Monthly, Beginning 07/28/2003		
One Final Payment	311.81	05/28/2008		
Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late. Prepayment. If you pay off all your debt early, you may be charged a minimum finance charge. Security Interest. You are giving a security interest in the vehicle being purchased. Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.				

STATEMENT OF INSURANCE		
NOTICE. No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker.		
Vehicle Insurance		
Term	Premium	
\$ W/A Ded. Comp., Fire & Theft	___ Mos. \$ W/A	
\$ W/A Ded. Collision	___ Mos. \$ W/A	
Bodily Injury \$ W/A Limits	___ Mos. \$ W/A	
Property Damage \$ W/A Limits	___ Mos. \$ W/A	
Medical	___ Mos. \$ W/A	
	___ Mos. \$ W/A	
Total Vehicle Insurance Premiums	\$ W/A (a)	
UNLESS A CHARGE IS INCLUDED IN THIS AGREEMENT FOR PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE, PAYMENT FOR SUCH COVERAGE IS NOT PROVIDED BY THIS AGREEMENT.		
You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit.		
Buyer X	[REDACTED]	
Co-Buyer	[REDACTED]	
Seller X	[REDACTED]	

ITEMIZATION OF THE AMOUNT FINANCED	
1. Total Cash Price	
A. Cash Price of Motor Vehicle and Accessories	\$ 12958.00 (A)
1. Cash Price Vehicle	\$ 12367.00
2. Cash Price Accessories	\$ 599.00
B. Document Preparation Fee (not a governmental fee)	\$ 45.00 (B)
C. Smog Fee Paid to Seller	\$ 50.00 (C)
D. Sales Tax (on A + B + C)	\$ 1077.70 (D)
E. (Optional) BPA New Vehicle Report of Sale or Renewal Transaction Fee*	\$ N/A (E)
F. (Optional) Service Contract*	\$ 835.00 (F)
G. Prior Credit or Lease Balance paid by Seller to	\$ N/A (G)
(see downpayment and trade-in calculation)	
H. (Optional) Gap Contract (to whom paid)*	\$ N/A (H)
I. Other (to whom paid)*	\$ N/A (I)
For _____	\$ 14975.70 (1)
Total Cash Price (A through I)	\$ 14975.70 (1)
2. Amounts Paid to Public Officials	
A. License Fees	\$ 149.00 (A)
B. Registration/Transfer/Titling Fees	\$ N/A (B)
C. California Tire Fees*	\$ N/A (C)
D. Other _____	\$ N/A (D)
E. Other _____	\$ N/A (E)
Total Official Fees (A through E)	\$ 149.00 (2)
3. Amount Paid to Insurance Companies	
(Total premiums from Statement of Insurance column a + b)*	\$ N/A (3)
4. Smog Certification Fee Paid to State	
	\$ 8.25 (4)

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Application for Optional Credit Insurance			
<input type="checkbox"/> Credit Life:	<input type="checkbox"/> Buyer	<input type="checkbox"/> Co-Buyer	<input type="checkbox"/> Both
<input type="checkbox"/> Credit Disability (Buyer Only)			
	Term	Exp.	Premium
Credit Life	N/A	___ Mos.	\$ N/A
Credit Disability	N/A	___ Mos.	\$ N/A
Total Credit Insurance Premiums	\$ N/A (b)		
Insurance Company Name	N/A		
Home Office Address	N/A		

Credit life insurance and credit disability insurance are not required to obtain credit. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance is based on your original payment schedule. This insurance may not pay any you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown above.

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. **DISABILITY INSURANCE MAY NOT COVER CONDI-**

(Total premiums from Statement of Insurance column a + b)*

4. Smog Certification Fee Paid to State \$ 8.25 (4)

5. Subtotal (1 through 4) \$ 15,176.05 (5)

6. Total Downpayment

A. Agreed Trade-In Value - Yr. Make Model Odom VIN

B. Less Prior Credit or Lease Balance \$ (B)

C. Net Trade-In (A less B) (indicate if a negative number) \$ (C)

D. Deferred Downpayment \$ (D)

E. Manufacturer's Rebate \$ (E)

F. Other \$ (F)

G. Cash \$ (G)

Total Downpayment (C through G) \$ (6)

(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1G above)

7. Amount Financed (5 less 6) \$ (7)

*Seller may keep part of these amounts.

Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details).

Date Buyer Signature Age

Date Co-Buyer Signature Age

OPTIONAL GAP CONTRACT A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra cost. If you choose to buy a gap contract, the cost is shown in item 1H. See your gap contract for details on the protection it provides.

Term Mos Name of Gap Contract

Buyer X

SELLER ASSISTED LOAN
BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.

Proceeds of Loan From: Amount \$ Finance Charge \$ Total \$ Payable in installments of \$ from this Loan is shown in item 6D.

AUTO BROKER FEE DISCLOSURE
If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:

Name of autobroker receiving fee, if applicable:

OPTIONAL SERVICE CONTRACT You want to purchase a service contract written with the following company for the term shown below for the price shown in item 1F.

Company Term Mos or Miles Buyer X

HOW THIS CONTRACT CAN BE CHANGED.
This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and both you and we must sign it. No oral changes are binding.

X Buyer Initials X Co-Buyer Initials

NOTICE OF RESCISSION RIGHTS
If Buyer and Co-Buyer sign here, the provisions of the Rescission Rights section on the back giving the Seller the right to rescind if Seller is unable to assign this contract to a financial institution will apply.

Buyer X Co-Buyer X

OPTION: You pay no finance charge if the Amount Financed, item 7, is paid in full on or before Year SELLER'S INITIALS

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

WARNING:
YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER, HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.

FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT. THE BUYER SHALL SIGN TO ACKNOWLEDGE THAT HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S X X

Representations of Buyer: Seller has relied on the truth and accuracy of the information provided by you in connection with the Trade-In Vehicle. You represent that you have given a true payoff amount on the vehicle traded in. If the payoff amount is more than the amount shown above in item 6.B as "Prior Credit or Lease Balance," you must pay Seller the excess on demand. If the payoff amount is less than the amount shown above in item 6.B as "Prior Credit or Lease Balance," Seller will refund the difference to you.

Buyer X Co-Buyer X

Notice to buyer:
(1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint concerning this sale, you should try to resolve it with the seller. Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof.

After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair or deceptive practice for the seller to make a unilateral change.

Buyer Signature X Co-Buyer Signature X

THERE IS NO COOLING OFF PERIOD
California law does not provide for a "cooling off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud.

Buyer Signature X Date Co-Buyer Signature X Date

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The co-buyer or other owner knows that the Creditor has a security interest in the vehicle and consents to the security interest.

Other Owner Signature X Address

YOU ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT BEFORE SIGNING BELOW.
YOU ACKNOWLEDGE RECEIPT OF A TRUE AND COMPLETELY FILLED IN COPY OF THIS CONTRACT AND EVERY OTHER DOCUMENT THAT YOU SIGNED DURING CONTRACT NEGOTIATIONS.

111001

80023



MIKE

HAGGERTY

PONTIAC · GMC TRUCK, INC



INVOICE

Sales Department - 9301 S. Cicero Ave.
Service Department - 4600 W. 92nd St.
OAK LAWN, ILLINOIS 60453
Phone: (708) 423-5000 Sales
(708) 229-3390 Service
(708) 423-5846 Fax

CHICAGO, IL
HOME: [REDACTED]

BUS: [REDACTED]

PAGE 1

SERVICE ADVISOR: 60 RICH MCGLONE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RED	00	PONTIAC GRAND AM	1G2NV52E1YM [REDACTED]	[REDACTED]	75932/75932	T6907	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN2000			19:00 04NOV03			CASH	07NOV2003
R.O. OPENED	READY	OPTIONS:					
		DLR:NOTOURS ENG:3.4 Liter L6_MFI					
08:45 04NOV03	17:02 07NOV03						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CAR TOWED IN AT CUSTOMERS EXPENSE							
62 CUSTOMER HAD VEHICLE TOWED INTO DEALER AT OWN EXPENSE							
PARTS:	103	CP	0.00			0.00	0.00
	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

AUTH #03-0073V CLAIM FAX 214-969-6393

B LOUD NOISE WHEN STARTING AND CHECK FOR BROKEN MOTOR MOUNT

62 TECH REMOVED BROKEN BOLTS, AND REPLACED FRONT

ENGINE SUPPORT WITH NEW

	103	CA	6.00			510.00	510.00
1	24504187	SUPPORT			23.78	23.78	23.78
1	24507993	F-BOLT			5.49	5.49	5.49
2	12556147	BOLT			3.91	3.91	7.82
1	3522364	BOLT			2.32	2.32	2.32
1	10189276	GASKET			5.68	5.68	5.68
1	5Q 5/	QUARTS MOTOR OIL			6.25	6.25	6.25
1	12346290	COOLANT			18.42	18.42	18.42
PARTS:	69.76	LABOR:	510.00	OTHER:	0.00	TOTAL LINE B:	579.76

NOV 10 2003

CASH

Honda - 510-412-6102

LIMITED WARRANTY

All work warranted 90 days or 4,000 miles. All GM parts warranted 12 months or 12,000 miles, whichever comes first.

"This dealership utilizes the hours published in the Factory Labor Time guide, Chilton Manual and/or Motors Crash Book, which reflects an average time requirement for the performance of specific vehicle repairs, and which may, therefore, be either more or less than the clock time in any given instance."

We appreciate your business very much! Thank you.

BUSINESS HOURS

MONDAY - FRIDAY 7:00 A.M. TO 7:00 P.M.

ALL CARS CAN BE PICKED UP BETWEEN 8:00 A.M. TO 7:00 P.M. MONDAY - FRIDAY SATURDAY 8:00 A.M. TO 4:00 P.M.

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

DESCRIPTION	TOTALS
LABOR AMOUNT	510.00
PARTS AMOUNT	69.76
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	579.76
LESS INSURANCE	0.00
SALES TAX	5.76
PLEASE PAY THIS AMOUNT	585.52

CUSTOMER COPY

535.52
MD 50 MD

111001

89307



INVOICE

Sales Department - 9301 S. Cicero Ave.
Service Department - 4600 W. 92nd St.
OAK LAWN, ILLINOIS 60453
Phone: (708) 423-5000 Sales
(708) 229-3390 Service
(708) 423-5846 Fax

CHICAGO, IL
HOME:

BUS:

PAGE 1

SERVICE ADVISOR: 105 JOSEPH RUIZ

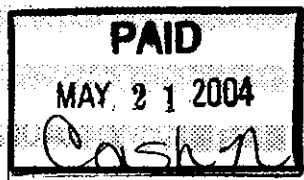
Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Row 1: RED, 00, PONTIAC GRAND AM, 1G2NV52E1YM, [REDACTED], 85877/85877, T2315. Row 2: DEL. DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Row 3: 11APR2000, 11APR2003, WAIT 21MAY04, CASH, 21MAY2004.

Table with columns: R.O. OPENED, READY, OPTIONS, LIST, NET, TOTAL. Row 1: 07:17 21MAY04, 08:46 21MAY04, 1) HENDRICKS AUTO GUARD#HPVP-117564 \$50 DED, 2) 8005405404 3) EXP.06/13/05 OR 86860. Row 2: 62 TEST AND REPLACE FAULTY HAZARD SWITCH WITH NEW. Row 3: 11 CA 0.50, 45.00, 45.00. Row 4: 1 22642605 SWITCH, 39.06, 39.06, 39.06. Row 5: PARTS: 39.06 LABOR: 45.00 OTHER: 0.00 TOTAL LINE A: 84.06

Table with columns: R.O. OPENED, READY, OPTIONS, LIST, NET, TOTAL. Row 1: B MIKE HAGGERTY 21 POINT SERVICE INSPECTION SPECIAL. Row 2: 21PT MIKE HAGGERTY 21 POINT SERVICE INSPECTION SPECIAL. Row 3: 11 ISAV 0.50, (N/C). Row 4: PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

Table with columns: R.O. OPENED, READY, OPTIONS, LIST, NET, TOTAL. Row 1: C CK ALL LIGHTS. Row 2: 62 REPLACE LEFT HEADLAMP BULB WITH NEW. Row 3: 11 CP 0.50, 27.50, 27.50. Row 4: 1 16524431 BULB,HDL P, 21.95, 21.95, 21.95. Row 5: PARTS: 21.95 LABOR: 27.50 OTHER: 0.00 TOTAL LINE C: 49.45

CUSTOMER PAY ENV. WASTE / SHOP CHARGES FOR REPAIR ORDER 3.63



LIMITED WARRANTY
All work warranted 90 days or 4,000 miles. All GM parts warranted 12 months or 12,000 miles, whichever comes first.
This dealership utilizes the hours published in the Factory Labor Time guide, Chilton Manual and/or Motors Crash Book, which reflects an average time requirement for the performance of specific vehicle repairs, and which may, therefore, be either more or less than the clock time in any given instance.
We appreciate your business very much! Thank you.
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SATURDAY 8:00 A.M. TO 4:00 P.M.

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CUSTOMER SIGNATURE
DESCRIPTION: LABOR AMOUNT (72.50), PARTS AMOUNT (61.01), GAS, OIL, LUBE (0.00), SUBLET AMOUNT (0.00), MISC. CHARGES (3.63), TOTAL CHARGES (137.14), LESS INSURANCE (0.00), SALES TAX (5.33). TOTALS: 142.47

CUSTOMER COPY

MULTI-POINT INSPECTION REPORT

NAME: _____ PHONE #: _____ EMAIL: _____ DATE: _____

YEAR/MODEL: _____ ODOMETER: _____ VIN: _____

REPAIR ORDER #: _____ TECHNICIAN: _____ SERVICE CONSULTANT: _____

CHECKED AND OKAY CHECK EVERY 3,000 (MAX. 7,500) MILES:	WILL REQUIRE FUTURE ATTENTION	REQUIRES IMMEDIATE ATTENTION CHECK BATTERY PERFORMANCE:
---	-------------------------------	--

- C** Coolant recovery reservoir fluid.
- H** Window washer fluid.
- E** 4x4 transfer case, front-drive axle, and clutch reservoir fluids (truck only).
- C** Transmission fluid.
- K** Brake fluid.
- &** Power steering fluid.
- F**
- I**
- L**

Good
 Recharge
 Bad



- Rotate tires (approx. every 6,000 miles).
- Check oil life monitor (if equipped). If engine oil and filter are changed, reset monitor.
- Check interior lights, exterior lamps, brake lamps, turn signals and hazard warning lights.
- Check windshield wiper fluid, wiper blades, and wiper operation. (Replace wiper blades every 12,000 miles.)
- Inspect transmission, drive shaft, u-joints, and transmission shift linkage (if equipped), and lubricate as needed.
- Inspect and lubricate suspension.
- Inspect CV drive axle boots (if equipped).
- Inspect and lubricate steering and steering linkages.
- Visually inspect exhaust system for leaks, damage, and loose parts. Remove any foreign materials trapped by shielding.
- Visually inspect radiator, heater, and air-conditioning hoses for leaks or damage.

CHECK EVERY 15,000 (Plus items mentioned above):

- Check brake system including lines, hoses, and parking brake.
- Inspect engine cooling system, hoses, and clamps.
- Inspect air cleaner filter and pollen/air filter (if equipped).

CHECK EVERY 30,000 (Plus items mentioned above):

- Inspect clutch operation.
- Replace air cleaner filter.
- Inspect pollen/air filter (if equipped).
- Inspect fuel tank, cap, cap gasket, and lines for damage and/or leaks.

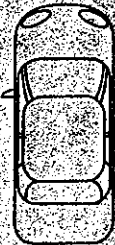
NON-MILEAGE RELATED CHECKS (optional):

- Check shocks/struts for leaks or for any damage.
- Inspect windshield for cracks or chips.
- Check battery for corrosion.
- Visually inspect belts and check for oil and fluid leaks.

TIRE AND BRAKE INSPECTION (Plus items mentioned above):

LF	RF
<input type="checkbox"/> Brake Lining <u>20%</u> mm <input type="checkbox"/> Tire Tread <u>5</u> 32nds <input type="checkbox"/> Tire Pressure <u>30</u> psi	<input type="checkbox"/> Brake Lining <u>20%</u> mm <input type="checkbox"/> Tire Tread <u>5</u> 32nds <input type="checkbox"/> Tire Pressure <u>30</u> psi

BRAKE INSPECTION NOT REQUIRED THIS VISIT



Lowest Brake Lining (mm): _____
 Lowest Tire Tread Depth (32nds): _____

LR	RR
<input type="checkbox"/> Brake Lining <u>50%</u> mm <input type="checkbox"/> Tire Tread <u>8</u> 32nds <input type="checkbox"/> Tire Pressure <u>30</u> psi	<input type="checkbox"/> Brake Lining <u>50%</u> mm <input type="checkbox"/> Tire Tread <u>8</u> 32nds <input type="checkbox"/> Tire Pressure <u>30</u> psi

Comments: _____

NEXT SCHEDULED RESERVATION:

Date: _____ Time: _____

Reason for Service: _____

111001

89336



MIKE

HAGGERTY



PONTIAC · GMC TRUCK, INC

INVOICE

Sales Department - 9301 S. Cicero Ave.
Service Department - 4600 W. 92nd St.
OAK LAWN, ILLINOIS 60453
Phone: (708) 423-5000 Sales
(708) 229-3390 Service
(708) 423-5846 Fax

CHICAGO, IL

PAGE 1

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 105 JOSEPH RUIZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RED	00	PONTIAC GRAND AM	1G2NV52E1YM [REDACTED]	[REDACTED]	85878/85878	T2337	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
11APR2000		11APR2003	19:00 21MAY04			CASH	21MAY2004

R.O. OPENED: 09:05 21MAY04 READY: 09:14 21MAY04 OPTIONS: DLR:NOTOURS ENG:3.4 Liter L6 MFI
 1) HENDRICKS AUTO GUARD#HPVP-117564 \$50 DED
 2) 8005405404 3) EXP.06/13/05 OR 86860

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
A RADIO DISPLAY BULB IS INOP							
62 REPLACE BLOWN RADIO DISPLAY BULB WITH NEW							
			11	CP 0.50		25.00	25.00
			1	16208443 BULB	8.28	8.28	8.28
PARTS:			8.28	LABOR:	25.00	OTHER:	0.00
						TOTAL LINE A:	33.28

B COURTESY CAR WASH (WITH OWNER APPROVAL)							
W COURTESY CAR WASH (WITH OWNER APPROVAL)							
			999	CB 0.00		0.00	0.00
PARTS:			0.00	LABOR:	0.00	OTHER:	0.00
						TOTAL LINE B:	0.00

PAID
 MAY 21 2004
 CASH # 2000

LIMITED WARRANTY

All work warranted 90 days or 4,000 miles. All GM parts warranted 12 months or 12,000 miles, whichever comes first.

"This dealership utilizes the hours published in the Factory Labor Time guide, Chilton Manual and/or Motors Crash Book, which reflects an average time requirement for the performance of specific vehicle repairs, and which may, therefore, be either more or less than the clock time in any given instance."

We appreciate your business very much! Thank you.

BUSINESS HOURS

MONDAY - FRIDAY 7:00 A.M. TO 7:00 P.M.

ALL CARS CAN BE PICKED UP BETWEEN 8:00 A.M. TO 7:00 P.M. MONDAY - FRIDAY

SATURDAY 8:00 A.M. TO 4:00 P.M.

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

DESCRIPTION	TOTALS
LABOR AMOUNT	25.00
PARTS AMOUNT	8.28
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	33.28
LESS INSURANCE	0.00
SALES TAX	0.68
PLEASE PAY THIS AMOUNT	33.96

CUSTOMER COPY



HILLTOP

BUICK PONTIAC GMC

Hilltop Buick-Pontiac-GMC
 3230 Auto Plaza (510) 222-4141
 Richmond, CA 94806
 www.hilltopautos.com

Terms: Cash or we accept the following credit cards: VISA • M/C
 DISCOVER • AMERICAN EXP.

Check Acceptance Policy:

1. Preprinted checks, name and address and phone number.
2. Valid California drivers license.
3. We reserve the right to refuse any personal checks.
4. Personal checks over \$200.00 must have prior approval.

BAR # AH190853 EPA # CAD004771168

SERVICE DEPT. HOURS:
 7:30 A.M. - 5:30 P.M. M-F

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01BUZ027K	ROTATE TIRES & WHEEL	MI	0.00	01BUZZ	BRAKE ADJUSTMENT	MI	0.00
01BUZ	LUBE-OIL-FILTER	MI	0.00	01BUZZ01	FUEL FILTER REPLACE	MI	0.00
01BUZ-SVC2	TRANSMISSION SERVICE	MI	0.00	01BUZZ02	COOLANT DRAIN & FILL	MI	0.00
01BUZZ03	DIFFERENTIAL SERVICE	MI	0.00	01BUZ-SERVICE	FUEL INDUCTION SVC	MI	0.00
01BUZZ04	ROTATE-BALANCE TIRES	MI	0.00	01BUZ-"C"SVC	30K-60K-90K-120K SVC	MI	0.00

SERVICE HISTORY**PLEASE SEE REVERSE SIDE FOR IMPORTANT INFORMATION**


DATE	REPAIR ORDER #	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/15/05	85409	104922	235	207	I	12BUZ	SUSPENSION CONCERN

SALESPERSON NO.

S E R V I C E

STATE REG# AH190853

VEHICLE I.D. NO. 1G2NV52E1YM	YEAR/MAKE/MODEL 00/PONTIAC/GRAND AM GT	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO. 86635
CUSTOMER NO. 27735	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE 02/09/06
COLOR RED/	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 230	
TURBO	M/MC	AIR COND.	P.S.	TRANS	MILEAGE 108514
RESIDENCE PHONE	BUSINESS PHONE	ADVISOR NO. 235	ADVISOR ANNA	REPAIR AUTHORIZATION & VEHICLE DEPOSITORY RECEIPT (AB 409 amending civil code) I hereby authorize the repair work to be done along with necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express mechanics lien is acknowledged on vehicle to secure the amount of repairs thereto. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court costs. I acknowledge this deposited property is not insured or protected to the amount of actual cash value thereof by the dealer against loss occasioned by theft, fire and vandalism while such property remains with the depository. I also acknowledge no articles of personal property have been left in the vehicle and the dealer is not responsible for inspection thereof. Vehicles left over 3 days will be subject to \$40.00 per day storage charge.	
TIME RECEIVED 09:37am	DATE/TIME PROMISED 02/09/06 05:30pm	PRIORITY	<input checked="" type="checkbox"/> CUSTOMER SIGNATURE		

APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	ALL PRICES PLUS TAX	ORIGINAL CUSTOMER ESTIMATE: TOTAL 29.95	ORIGINAL ESTIMATE \$ _____ REVISED EST. DATE TIME PERSON CONTACTED PHONE NO. \$ _____ REVISED EST. DATE TIME PERSON CONTACTED PHONE NO. \$ _____
1 C 00BUZ2995 OIL CHANGE COUPON PERFORM OIL AND FILTER CHANGE COUPON SPECIAL \$29.95 PLUS TAX		INDICATE DAMAGE  <input checked="" type="checkbox"/>	
		<input type="checkbox"/> SAVE <input type="checkbox"/> DISCARD ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.	
		"By law, you may choose another Licensed Smog facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary!"	
		IMPORTANT NOTICE 6:00 p.m. is the deadline for picking up cars in Service, Monday - Friday Cars will not be released after 6:00 p.m.	
		THIS IS NOT AN INVOICE	

Notice to Purchaser - In the event this check is lost, misplaced or stolen, a sworn statement and 90-day waiting period will be required prior to replacement. This check should be negotiated within 90 days.

Date MAY 22, 2006

11-35/1210
NCA

Banking Center FALLINGWOOD

Remitter (Purchased By)

\$ **260.00**

Pay ~~260~~ HUNDRED SIXTY DOLLARS AND 00 CENTS

To The Order Of ~~260~~ SHELLTOP BUICK PONTIAC GMC

Non-Negotiable

Authorized Signature

Customer Copy
Retain For Your Records

Bank of America, N.A.
San Francisco, CA

VOID AFTER 90 DAYS

PONTIAC
PLAZA
540 222-4141
8000000000000000

JUN 01, 2006 03:59PM

MERCH ID: 880000266770000

REF: 111
CARD: VISA
CLERK: 7171

\$ 240.00

APPROVAL CODE: 014595
TRAN ID: 176152791931293

ABOVE
READING
ELEMENT

ATURE

ICE M

THANK YOU!
PLEASE COME AGAIN!
CUSTOMER COPY

SERVICE DEPT. HOURS:
7:30 A.M. - 5:30 P.M. M-F

HILLTOP

BUICK PONTIAC GMC



BAR # AH190853
EPA # CAD004771168

Hilltop Buick-Pontiac-GMC
3230 Auto Plaza (510) 222-4141
Richmond, CA 94806
www.hilltopautos.com

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK

CUSTOMER NO. 27735	ADVISOR SCOTT ERWIN	TAG NO. 5278	INVOICE DATE 06/07/06	INVOICE NO. PNC589120
<div style="background-color: black; width: 100px; height: 20px; margin-bottom: 5px;"></div> <div style="background-color: black; width: 100px; height: 20px; margin-bottom: 5px;"></div> SAN PABLO, CA	LICENSE NO.	MILEAGE 111,956	COLOR RED/	STOCK NO.
	YEAR / MAKE / MODEL 00/PONTIAC/GRAND AM GT		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G 2 N V 5 2 E 1 Y M		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 06/07/06	
COMMENTS <div style="background-color: black; width: 100%; height: 20px;"></div>				

LABOR & PARTS
 J# 1 24BUZREMOTE REPROGRAM REMOTES TECH(S):218 40.00
 REPROGRAM REMOTES.
 COMPLETED

JOB # 1 TOTAL LABOR & PARTS 40.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$40.00 (+TAX)

TOTALS

THANK YOU FOR YOUR PATRONAGE !	TOTAL LABOR....	40.00
*****	TOTAL PARTS....	0.00
* [] CASH [] CHECK CK NO. [] *	TOTAL SUBLET...	0.00
* [] VISA [] MASTERCARD *	TOTAL G.O.G....	0.00
* [] AMER XPRESS [] OTHER [] CHARGE *	TOTAL MISC CHG.	0.00
*****	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	40.00

OUR MISSION IS THAT YOU ARE COMPLETELY SATISFIED..
 WE APPRECIATE YOUR BUSINESS!!!

CUSTOMER SIGNATURE _____

PAID

JUN 07 2006

BY: VISA

HILLTOP BUICK PONTIAC
2230 AUTO PLAZA
RICHMOND, CA 94806-1932
510-222-4141
8788000266770

JUN 07 2006 11:56AM

MERCH ID: 88000266770000

REF #: 004

ACT #: *****

CARD: VISA

CLERK: 1114

\$ 44.00

APPROVAL CODE: 039378

TRAN ID: 166158646307641

I AGREE TO PAY ABOVE
TOTAL AMOUNT ACCORDING
TO CARD ISSUER AGREEMENT

SIGNATURE

[REDACTED]

THANK YOU!
PLEASE COME AGAIN!
CUSTOMER COPY



Parts Dept. Hours:
7:30 a.m. - 5:30 p.m. M-F

**BUICK PONTIAC
GMC**

BAR # AH190853
EPA # CAD004771168

Hilltop Buick-Pontiac-GMC
3230 Auto Plaza
Richmond, CA 94806
Phone: (510) 222-4141
Fax: (510) 222-0819
Parts Direct Line: (510) 222-2217
www.hilltopautos.com

***** THANK YOU FOR YOUR PATRONAGE *****
CALL NICK, MIKE OR JACOB
FOR ALL YOUR GM PARTS REQUIREMENTS

CUST. NO.	TAX EXEMPT NUMBER	CUST. P. O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE
27735				CASH	JACOB KELLENBARG	06/07/06	96262 BUR

B
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SAN PABLO, CA

S
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O

QUANTITY		PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT
SHIP	B. O.					
1	0	12345019 PAINTTUBE 8.800 SHIPPED 0 SPECIAL ORDERED 1	SP-ORD	10.59	10.59	10.59
NOTICE TO CUSTOMER ELECTRICAL PARTS NOT RETURNABLE. ALL SPECIAL ORDER PARTS AND ASSEMBLIES FINAL. NO EXCHANGES OR REFUNDS AFTER 30 DAYS. 30% RESTOCKING CHARGE ON ALL RETURNED MERCHANDISE. POSITIVELY NO GOODS ACCEPTED FOR CREDIT UNLESS ACCOMPANIED BY THIS INVOICE. AUTHORIZED SIGNATURE _____					SUBTOTAL	10.59
					TAX	0.93
					FREIGHT	0.00
					PAY THIS AMOUNT	11.52

PAID
JUN 07 2006
BY: VISA

*Thank
you for
your
business.*

HILLTOP BUIK PONTIAC
3230 AUTO PLAZA
RICHMOND, CA 94806-1932
510-222-4141
8788000266770

HILLTOP BUIK PONTIAC
3230 AUTO PLAZA
RICHMOND, CA 94806-1932
510-222-4141
8788000266770

JUN 07 2006 12:04PM

JUN 07, 2006 12:04PM

MERCH ID: 88000266770000

REF #: 006

ACT #: *****

CARD : VISA

CLERK: 1114

APPROVAL CODE: 011051

TRAN ID: 096158851198401

AGREE TO PURCHASE
TOTAL AMOUNT ACCORDING
TO CARD ISSUER AGREEMENT

SIGNATURE

SIGNATURE

THANK YOU!
PLEASE COME AGAIN!

THANK YOU!
PLEASE COME AGAIN!
CUSTOMER COPY



Parts Dept. Hours:
7:30 a.m. - 5:30 p.m. M-F

**BUICK PONTIAC
GMC**

BAR # AH190853
EPA # CAD004771168

Hilltop Buick-Pontiac-GMC
3230 Auto Plaza
Richmond, CA 94806
Phone: (510) 222-4141
Fax: (510) 222-0819
Parts Direct Line: (510) 222-2217
www.hilltopautos.com

***** THANK YOU FOR YOUR PATRONAGE *****
CALL NICK, MIKE OR JACOB
FOR ALL YOUR GM PARTS REQUIREMENTS

CUST. NO.	TAX EXEMPT NUMBER	CUST. P. O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE
-----------	-------------------	-----------------	----------	-----	---------	--------------	---------

99				CASH	MICHAEL J MOISO	06/07/06	96260 BUR
----	--	--	--	------	-----------------	----------	--------------

RETAIL CASH CUSTOMER

B
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, CA 94806

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QUANTITY		PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT
SHIP	B. O.					
1	0	25678792 TRANSMITT 10.485	161	66.01	55.00	55.00
NOTICE TO CUSTOMER ELECTRICAL PARTS NOT RETURNABLE. ALL SPECIAL ORDER PARTS AND ASSEMBLIES FINAL. NO EXCHANGES OR REFUNDS AFTER 30 DAYS. 30% RESTOCKING CHARGE ON ALL RETURNED MERCHANDISE. POSITIVELY NO GOODS ACCEPTED FOR CREDIT UNLESS ACCOMPANIED BY THIS INVOICE. AUTHORIZED SIGNATURE _____					SUBTOTAL	55.00
					TAX	4.82
					FREIGHT	0.00
					PAY THIS AMOUNT	59.82

PAID
JUN 07 2006
BY: VISA

*Thank
you for
your
business.*

HILLTOP BUICK PONTIAC
3230 AUTO PLAZA
RICHMOND, CA 94806-1932
510-222-4141
8788000266770

JUN 07, 2006 11:29AM

MERCH ID: 88000266770000

REF #: 003

ACT #: *****

CARD: VISA

CLERK: 1114

\$ 59.82

APPROVAL CODE: 037747

TRAN ID: 096158629992569

I AGREE TO PAY ABOVE
TOTAL AMOUNT ACCORDING
TO CARD ISSUER AGREEMENT

X

SIGNATURE

[REDACTED]

THANK YOU!
PLEASE COME AGAIN!

CUSTOMER COPY



HILLTOP

BUICK PONTIAC GMC

Hilltop Buick-Pontiac-GMC
 3230 Auto Plaza (510) 222-4141
 Richmond, CA 94806
 www.hilltopautos.com

Terms: Cash or we accept the following credit cards: VISA • M/C
 DISCOVER • AMERICAN EXP.

- Check Acceptance Policy:**
1. Preprinted checks, name and address and phone number.
 2. Valid California drivers license.
 3. We reserve the right to refuse any personal checks.
 4. Personal checks over \$200.00 must have prior approval.

BAR # AH190853 EPA # CAD004771168

SERVICE DEPT. HOURS:
 7:30 A.M. - 5:30 P.M. M-F

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01BUZ027K	ROTATE TIRES & WHEEL	MI	0.00	01BUZZ	BRAKE ADJUSTMENT	MI	0.00
01BUZ	LUBE-OIL-FILTER	MI	0.00	01BUZZ01	FUEL FILTER REPLACE	MI	0.00
01BUZ-SVC2	TRANSMISSION SERVICE	MI	0.00	01BUZZ02	COOLANT DRAIN & FILL	MI	0.00
01BUZZ03	DIFFERENTIAL SERVICE	MI	0.00	01BUZ-SERVICE	FUEL INDUCTION SVC	MI	0.00
01BUZZ04	ROTATE-BALANCE TIRES	MI	0.00	01BUZ-"C"SVC	30K-60K-90K-120K SVC	MI	0.00

SERVICE HISTORY

PLEASE SEE REVERSE SIDE FOR IMPORTANT INFORMATION

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/03/06	88409	111739	237	245	C	12BUZ	SUSPENSION CONCERN
02/09/06	86635	108514	235	218	C	00BUZ2995	OIL CHANGE COUPON
12/15/05	85409	104922	235	207	I	12BUZ	SUSPENSION CONCERN

SALESPERSON NO.

SERVICE

STATE REG# AH190853

VEHICLE I.D. NO. 1G2NV52E1YM	YEAR/MAKE/MODEL 00/PONTIAC/GRAND AM GT	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO. 89120
SAN PABLO, CA	CUSTOMER NO. 27735	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.
	COLOR RED/	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	R. O. DATE 06/07/06
	TURBO	MM/C	AIR COND.	P. S.	TRANS
	BUZZ				
	MILEAGE 111,956	ADVISOR NO. 237	ADVISOR SCOTT ERWIN	TAG NO. 5278	
<p>REPAIR AUTHORIZATION & VEHICLE DEPOSITORY RECEIPT (AB 409 amending civil code) I hereby authorize the repair work to be done along with necessary materials. You and your employees may operate vehicle for the purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court costs. I acknowledge this deposited property is not insured or protected to the amount of actual cash value thereof by the dealer against loss occasioned by theft, fire and vandalism while such property remains with the depository. I also acknowledge no articles of personal property have been left in the vehicle and the dealer is not responsible for inspection thereof. Vehicles left over 3 days will be subject to \$40.00 per day storage charge.</p>					
RESIDENCE PHONE	BUSINESS PHONE	TIME RECEIVED 10:33am	DATE/TIME PROMISED 06/07/06 05:30pm	PRIORITY	
APPOINTMENT			ALL PRICES PLUS TAX		
<input type="checkbox"/> Yes			<input checked="" type="checkbox"/> No		
JOB			CUSTOMER SIGNATURE		

ORIGINAL CUSTOMER ESTIMATE: TOTAL
 40.00

X _____

C 24BUZREMOTE REPROGRAM REMOTES

REPROGRAM REMOTES.

ORIGINAL ESTIMATE

REVISED EST.	DATE	TIME	PERSON CONTACTED	PHONE NO.
\$				
\$				
\$				

INDICATE DAMAGE



X _____

ALL PARTS REMOVED WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE PRIOR TO REPAIR.

SAVE

DISCARD

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

"By law, you may choose another Licensed Smog facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary."

IMPORTANT NOTICE

6:00 p.m.

is the deadline for picking up cars in Service,
 Monday - Friday

Cars will not be released after 6:00 p.m.

THIS IS NOT AN INVOICE

89120

HILLTOP BUICK PONTIAC
3230 AUTO PLAZA
RICHMOND, CA 94806-1932
510-222-4141
8788000266770

JUN 07, 2006 11:56AM

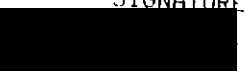
MERCH : 890000066770000

REF #: 004
ACT #: *****
CARD : VISA
CLERK: 1114

\$ 40.00

APPROVAL CODE: 039378
TRAN ID: 100158646307611

I AGREE TO PAY ABOVE
TOTAL AMOUNT ACCORDING
TO CARD ISSUER AGREEMENT

x
SIGNATURE


THANK YOU!
PLEASE COME AGAIN!
CUSTOMER COPY



HILLTOP

91293

Terms: Cash or we accept the following credit cards: VISA • M/C
DISCOVER • AMERICAN EXPRESS

BAR # AH190853 EPA # CAD004771168

BUICK PONTIAC GMC

SERVICE DEPT. HOURS:
7:30 A.M. - 5:30 P.M. M-F

Hilltop Buick-Pontiac-GMC
3230 Auto Plaza (510) 222-4141
Richmond, CA 94806
www.hilltopautos.com

- Check Acceptance Policy:
1. Preprinted checks, name and address and phone number.
 2. Valid California drivers license.
 3. We reserve the right to refuse any personal checks.
 4. Personal checks over \$200.00 must have prior approval.

91293

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01BUZ027K	ROTATE TIRES & WHEEL	MI	0.00	01BUZZ	BRAKE ADJUSTMENT	MI	0.00
01BUZ	LUBE-OIL-FILTER	MI	0.00	01BUZZ01	FUEL FILTER REPLACE	MI	0.00
01BUZ-SVC2	TRANSMISSION SERVICE	MI	0.00	01BUZZ02	COOLANT DRAIN & FILL	MI	0.00
01BUZZ03	DIFFERENTIAL SERVICE	MI	0.00	01BUZ-SERVICE	FUEL INDUCTION SVC	MI	0.00
01BUZZ04	ROTATE-BALANCE TIRES	MI	0.00	01BUZ-"C"SVC	30K-60K-90K-120K SVC	MI	0.00

SERVICE HISTORY RECOMMENDATIONS FROM RU# 89876 REC 90,000 MILE SERVICE. NO RECORD OF COMPLETION AT THIS LOCATION. **PLEASE SEE REVERSE SIDE FOR IMPORTANT INFORMATION**

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/11/06	89876	112896	237	207	C	13BUZ-OILLEAKS	FLUID LEAKS
				207	C	10BUZ	BRAKE CONCERN
06/07/06	89120	111956	237	218	C	24BUZREMOTE	REPROGRAM REMOTES
05/03/06	88409	111739	237	245	C	12BUZ	SUSPENSION CONCERN
02/09/06	86635	108514	235	218	C	00BUZ2995	OIL CHANGE COUPON
12/15/05	85409	104922	235	207	I	12BUZ	SUSPENSION CONCERN

SALESPERSON NO.

B O D Y

STATE REG# AH190583

VEHICLE ID NO. 1G2NV52E1YM	YEAR/MAKE/MODEL 00/PONTIAC/GRAND AM GT	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO. 91293
CUSTOMER NO. 27735	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE 09/12/06
COLOR RED/	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 4105	
TURBO	MMC BUZZ	AIR COND.	P. S.	TRANS	MILEAGE 116,199
	ADVISOR NO. 614	ADVISOR JAMES LARA			
RESIDENCE PHONE	BUSINESS PHONE	REPAIR AUTHORIZATION & VEHICLE DEPOSITORY RECEIPT (AB 409 amending civil code) I hereby authorize the repair work to be done along with necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court costs. I acknowledge this deposited property is not insured or protected to the amount of actual cash value thereof by the dealer against loss occasioned by theft, fire and vandalism while such property remains with the depository. I also acknowledge no articles of personal property have been left in the vehicle and the dealer is not responsible for inspection thereof. Vehicles left over 3 days will be subject to \$40.00 per day storage charge.			
TIME RECEIVED 04:50pm	DATE/TIME PROMISED 09/12/06 05:30pm	PRIORITY	APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
ALL PRICES PLUS TAX			CUSTOMER SIGNATURE <input checked="" type="checkbox"/>		

ORIGINAL CUSTOMER ESTIMATE: TOTAL 300.00

C 33BUZ BODY SHOP

REPAIR AS PER INS EST, INS CO. FARMERS INS CLAIM

CASEY STENLUND 707-688-1507

Oil time

old tape removal

ORIGINAL ESTIMATE

REVISED EST.	DATE	TIME	PERSON CONTACTED	PHONE NO.

INDICATE DAMAGE

ALL PARTS REMOVED WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE PRIOR TO REPAIR.

SAVE
 DISCARD

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

"By law, you may choose another Licensed Smog facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary."

IMPORTANT NOTICE
6:00 p.m.
is the deadline for picking up cars in Service,
Monday - Friday
Cars will not be released after 6:00 p.m.

THIS IS NOT AN INVOICE

KED G/A

SERVICE DEPT. HOURS:
7:30 A.M. - 5:30 P.M. M-F

HILLTOP

BUICK PONTIAC GMC



BAR # AH190853
EPA # CAD004771168

Hilltop Buick-Pontiac-GMC
3230 Auto Plaza (510) 222-4141
Richmond, CA 94806
www.hilltopautos.com

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK

CUSTOMER NO. 27735	ADVISOR JAMES LARA	614	TAG NO. 4105	INVOICE DATE 10/06/06	INVOICE NO. PNCB91293	
[REDACTED] SAN PABLO, CA [REDACTED]	LICENSE NO.	MILEAGE 116,199	COLOR RED/	STOCK NO.		
	YEAR / MAKE / MODEL 00/PONTIAC/GRAND AM GT			DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO. 1G2NV52E1YM [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 09/12/06			
RE [REDACTED] [REDACTED] COMMENTS						

TOTALS

THANK YOU FOR YOUR PATRONAGE !

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

TOTAL LABOR.... 2081.04
 TOTAL PARTS.... 1301.99
 TOTAL SUBLET... 0.00
 TOTAL G.O.G.... 360.00
 TOTAL MISC CHG. 0.00
 TOTAL MISC DISC 0.00
 TOTAL TAX..... 145.43

TOTAL INVOICE \$ 3888.46

OUR MISSION IS THAT YOU ARE COMPLETELY SATISFIED..
WE APPRECIATE YOUR BUSINESS!!!

CUSTOMER SIGNATURE

PAID

OCT 07 2006

BY: 250.00

on c/card.

***** FORMER SALES REP JAMES ESPINOZA U. (08/05)

HILLTOP

PNCB91293

SERVICE DEPT. HOURS:
7:30 A.M. - 5:30 P.M. M-F

BUICK PONTIAC GMC



PNCB91293

Hilltop Buick-Pontiac-GMC
3230 Auto Plaza (510) 222-4141
Richmond, CA 94806
www.hilltopautos.com

BAR # AH190853
EPA # CAD004771168

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK

CUSTOMER NO. 27735	ADVISOR JAMES LARA	TAG NO. 614 4105	INVOICE DATE 10/06/06	INVOICE NO. PNCB91293
SAN PABLO, CA	LABOR RATE	LICENSE NO.	MILEAGE 116,199	COLOR RED/
	YEAR / MAKE / MODEL 00/PONTIAC/GRAND AM GT			DELIVERY DATE
	VEHICLE I.D. NO. 1 G 2 N V 5 2 E 1 Y M			DELIVERY MILES
	F.T.E. NO.			SELLING DEALER NO.
	P.O. NO.		PRODUCTION DATE	
			R.O. DATE 09/12/06	
COMMENTS				

LABOR & PARTS
 JOB # 1 33BUZ BODY SHOP TECH (\$300.00) 2081.04
 REPAIR AS PER INS EST. INS CO. FARMERS INS CLAIM
 CASEY STENLUND 707-688-1507

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	22619422	PLT-NA/FR 8.147	10.47	10.47
JOB # 1	1	22636895	PLT ASM-N 12.112	9.51	9.51
JOB # 1	1	22636901	PLT ASM-N 12.112	9.18	9.18
JOB # 1	1	22636906	PLT ASM-N 12.112	9.51	9.51
JOB # 1	1	12365262	MLDG-F/DC 12.112	184.12	184.12
JOB # 1	1	12365264	MLDG R/SD 12.114	153.50	153.50
JOB # 1	1	22610699	FASCIA 7.831	305.00	305.00
JOB # 1	1	22647896	SUPPORT 7.831	16.54	16.54
JOB # 1	4	10089262	SCREW-FRT 3.887	0.68	2.72
JOB # 1	3	10121502	RETAINER- 8.950	0.33	0.99
JOB # 1	1	22619252	MLDG-FASC 7.832	26.48	26.48
JOB # 1	1	22704094	FENDER 8.130	194.93	194.93
JOB # 1	1	12365258	MLDG-RKRP 8.304	363.60	363.60
JOB # 1	4	22603384	RET-MLDG 8.309	0.74	2.96
JOB # 1	2	10246149	RETAINER- 9.780	1.02	2.04
JOB # 1	3	15679091	RET-MLDG 16.165	0.62	1.86
JOB # 1	1	14093088	RETAINER 8.153	0.75	0.75
JOB # 1	1	5977411	LAMP ASM- 2.700	7.83	7.83
JOB # 1 TOTAL PARTS					1301.99
JOB # 1 TOTAL LABOR & PARTS					3383.03

G.O.G. & SUPPLIES
 JOB # 1 1.0 PAINT SUPPLIES @ 360.000 /UNIT TOTAL - 60G 360.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$3900.00 (+TAX)

SERVICE DEPT. HOURS:
7:30 A.M. - 5:30 P.M. M-F

HILLTOP

BUICK PONTIAC GMC



BAR # AH190853
EPA # CAD004771168

Hilltop Buick-Pontiac-GMC
3230 Auto Plaza (510) 222-4141
Richmond, CA 94806
www.hilltopautos.com

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK **F**

CUSTOMER NO. 27735	ADVISOR ANNA	TAG NO. 235 6426	INVOICE DATE 01/19/07	INVOICE NO. PNC593725
SAN PABLO, CA	LICENSE NO.	MILEAGE 117,000	COLOR RED/	STOCK NO.
	YEAR / MAKE / MODEL 00/PONTIAC/GRAND AM GT	DELIVERY DATE		DELIVERY MILES
	VEHICLE I.D. NO. 1 G 2 N V 5 2 E 1 Y M	SELLING DEALER NO.		PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 01/12/07	
RES	COMMENTS			

LABOR & PARTS
J# 1-13BUZ-OILKLS FLUID LEAKS TECH(S): 245 87.10

C/S VEHICLE IS LEAKING POWER STEERING FLUID
REPLACE HIGH PRESSURE HOSE AS LEAKING AT UPPER END. ALSO REPLACED RETURN HOSE THAT HAD BEEN ROUTED WRONG AT NO CHARGE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	26066518	HOSE 6.670	112.90	112.90
				JOB # 1 TOTAL PARTS	112.90
				JOB # 1 TOTAL LABOR & PARTS	200.00

J# 2-12BUZ-SUSPENS/SUSPENSION CONCERN TECH(S): 245 INTERNAL
REPLACE P/S RETURN HOSE COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	22709265	HOSE 6.671	INTERNAL	INTERNAL
JOB # 2	1	89020661	P/S-FLUID 8:800	INTERNAL	INTERNAL
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

It was the Pressure Hose that was replaced wrong Routed

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.01 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF \$293.00 (+TAX) ON 01/12/07 AT 05:04pm
BY ALICE BOOZER COMMENTS AUTH REPLACEMENT OF HIGH PRESSURE HOSE

THANK YOU FOR YOUR PATRONAGE !	TOTAL LABOR....	87.10
*****	TOTAL PARTS....	112.90
* [] CASH [] CHECK CK NO. [] *	TOTAL SUBLET...	0.00
* [] VISA [] MASTERCARD *	TOTAL G.O.G....	0.00
* [] AMER XPRESS [] OTHER [] CHARGE *	TOTAL MISC CHG.	0.00
*****	TOTAL MISC DISC	0.00
	TOTAL TAX.....	9.88

TOTAL INVOICE \$ 209.88

OUR MISSION IS THAT YOU ARE COMPLETELY SATISFIED.. WE APPRECIATE YOUR BUSINESS!!!

CUSTOMER SIGNATURE

PAID
JAN 19 2007
BY: *CASH*
\$200.00

VISA \$9.88

HILLTOP BUICK PONTIAC
3230 AUTO PLAZA
RICHMOND CA 94806-1932
510-222-4141
8788000266770

JAN 19 2007 07:15PM

MERCH ID: 88000266770000

REF #: 012
ACT #: *****
CARD: VISA
CLERK: 1114

9.88

APPROVAL CODE: 017011
TRAN ID: 167020036781491

I AGREE TO PAY ABOVE
TOTAL AMOUNT ACCORDING
TO CARD ISSUER AGREEMENT

SIGNATURE



THANK YOU!
PLEASE COME AGAIN!

CUSTOMER COPY



BAR # AH190853 EPA # CAD004771168

SERVICE DEPT. HOURS:
7:30 A.M. - 5:30 P.M. M-F

BUICK PONTIAC GMC

Hilltop Buick-Pontiac-GMC
3230 Auto Plaza (510) 222-4141
Richmond, CA 94806
www.hilltopautos.com

Terms: Cash or we accept the following credit cards: VISA • M/C
DISCOVER • AMERICAN EXP.

- Check Acceptance Policy:
1. Preprinted checks, name and address and phone number.
 2. Valid California drivers license.
 3. We reserve the right to refuse any personal checks.
 4. Personal checks over \$200.00 must have prior approval.

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01BUZ027K	ROTATE TIRES & WHEEL	MI	0.00	01BUZZ	BRAKE ADJUSTMENT	MI	0.00
01BUZ	LUBE-OIL-FILTER	MI	0.00	01BUZZ01	FUEL FILTER REPLACE	MI	0.00
01BUZ-SVC2	TRANSMISSION SERVICE	MI	0.00	01BUZZ02	COOLANT DRAIN & FILL	MI	0.00
01BUZZ03	DIFFERENTIAL SERVICE	MI	0.00	01BUZ-SERVICE	FUEL INDUCTION SVC	MI	0.00
01BUZZ04	ROTATE-BALANCE TIRES	MI	0.00	01BUZ-C"SVC	30K-60K-90K-120K SVC	MI	0.00

SERVICE HISTORY

PLEASE SEE REVERSE SIDE FOR IMPORTANT INFORMATION

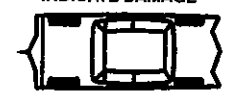
DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
09/12/06	91293	116199	614	309	C	33BUZ	BODY SHOP
07/11/06	89876	112896	237	207	C	13BUZ-OILLEAKS	FLUID LEAKS
				207	C	10BUZ	BRAKE CONCERN
06/07/06	89120	111956	237	218	C	24BUZREMOTE	REPROGRAM REMOTES
05/03/06	88409	111739	237	245	C	12BUZ	SUSPENSION CONCERN
02/09/06	86635	108514	235	218	C	00BUZ2995	OIL CHANGE COUPON

SALESPERSON NO.

S E R V I C E

STATE REG# AH190853

VEHICLE ID NO. 1G2NV52E1YM	YEAR/MAKE/MODEL 00/PONTIAC/GRAND AM GT	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO. 93725
CUSTOMER NO. 27735	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE 01/12/07
COLOR RED/	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 6426	
TURBO	MMC BUZZ	AIR COND.	P.S.	TRANS	MILEAGE 117,000
ADVISOR NO. 235	ADVISOR ANNA	REPAIR AUTHORIZATION & VEHICLE DEPOSITORY RECEIPT (AB 409 amending civil code)			
I hereby authorize the repair work to be done along with necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court costs. I acknowledge this deposited property is not insured or protected to the amount of actual cash value thereof by the dealer against loss occasioned by theft, fire and vandalism while such property remains with the depository. I also acknowledge no articles of personal property have been left in the vehicle and the dealer is not responsible for inspection thereof. Vehicles left over 3 days will be subject to \$40.00 per day storage charge.					
TIME RECEIVED 01:43pm	DATE/TIME PROMISED 01/12/07 05:30pm	PRIORITY	APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
ALL PRICES PLUS TAX					
CUSTOMER SIGNATURE					

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.01	ORIGINAL ESTIMATE
X	\$
C 13BUZ-OILLKS FLUID LEAKS	REVISED EST. DATE TIME PERSON CONTACTED PHONE NO.
C/S VEHILCE IS LEAKING POWER STEERING FLUID	\$
	INDICATE DAMAGE
	
	X
	ALL PARTS REMOVED WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE PRIOR TO REPAIR.
	<input type="checkbox"/> SAVE <input type="checkbox"/> DISCARD
	ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.
	"By law, you may choose another Licensed Smog facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary."
	IMPORTANT NOTICE 6:00 p.m. is the deadline for picking up cars in Service, Monday - Friday Cars will not be released after 6:00 p.m.
	THIS IS NOT AN INVOICE



BAR # AH190853 EPA # CAD004771168

SERVICE DEPT. HOURS:
7:30 A.M. - 5:30 P.M. M-F

BUICK PONTIAC GMC

Hilltop Buick-Pontiac-GMC
3230 Auto Plaza (510) 222-4141
Richmond, CA 94806
www.hilltopautos.com

Terms: Cash or we accept the following credit cards: VISA • M/C
DISCOVER • AMERICAN EXP.

- Check Acceptance Policy:
1. Preprinted checks, name and address and phone number.
 2. Valid California drivers license.
 3. We reserve the right to refuse any personal checks.
 4. Personal checks over \$200.00 must have prior approval.

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01BUZ027K	ROTATE TIRES & WHEEL	MI	0.00	01BUZZ	BRAKE ADJUSTMENT	MI	0.00
01BUZ	LUBE-OIL-FILTER	MI	0.00	01BUZZ01	FUEL FILTER REPLACE	MI	0.00
01BUZ-SVC2	TRANSMISSION SERVICE	MI	0.00	01BUZZ02	COOLANT DRAIN & FILL	MI	0.00
01BUZZ03	DIFFERENTIAL SERVICE	MI	0.00	01BUZ-SERVICE	FUEL INDUCTION SVC	MI	0.00
01BUZZ04	ROTATE-BALANCE TIRES	MI	0.00	01BUZ-"C"SVC	30K-60K-90K-120K SVC	MI	0.00

SERVICE HISTORY PLEASE SEE REVERSE SIDE FOR IMPORTANT INFORMATION

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/12/07	93725	117000	235	245	C	13BUZ-OILKLS	FLUID LEAKS
09/12/06	91293	116199	614	245	I	12BUZ-SUSPENS2	SUSPENSION CONCERN
07/11/06	89876	112896	237	309	C	33BUZ	BODY SHOP
				207	C	13BUZ-OILLEAKS	FLUID LEAKS
				207	C	10BUZ	BRAKE CONCERN
06/07/06	89120	111956	237	218	C	24BUZREMOTE	BRAKE PROGRAM REMOTES

SALESPERSON NO.

S E R V I C E

STATE REG# AH190853

ALL PARTS REMOVED WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE <input type="checkbox"/> SAVE ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE	VEHICLE I.O. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.		
	1G2NV52E1YM	00/PONTIAC/GRAND AM GT				94961		
	CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE		
	27735					03/10/07		
	COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.			
	RED/				3263			
	TURBO	M/MC	AIR COND.	R. S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
		BUZZ				118,158	546	JOSEPH BUSTAMANTE
REPAIR AUTHORIZATION & VEHICLE DEPOSITORY RECEIPT (AB 409 amending civil code) I hereby authorize the repair work to be done along with necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court costs. I acknowledge this deposited property is not insured or protected to the amount of actual cash value thereof by the dealer against loss occasioned by theft, fire and vandalism while such property remains with the depository. I also acknowledge no articles of personal property have been left in the vehicle and the dealer is not responsible for inspection thereof. Vehicles left over 3 days will be subject to \$40.00 per day storage charge.								
TIME RECEIVED	DATE/TIME PROMISED	PRIORITY						
11:34am	03/10/07	04:00pm						
APPOINTMENT	ALL PRICES PLUS TAX							
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No								
JOB			X CUSTOMER SIGNATURE					

ORIGINAL CUSTOMER ESTIMATE: TOTAL 32.00

X
1 C 00BUZ2995 OIL CHANGE COUPON
PERFORM OIL AND FILTER CHANGE COUPON SPECIAL \$29.95 PLUS TAX

ORIGINAL ESTIMATE				
REVISED EST.	DATE	TIME	PERSON CONTACTED	PHONE NO.
\$				
\$				



INDICATE DAMAGE

X

I hereby designate the individual named below to authorized any additional work not specified or parts not included in the original written estimated price for parts and labor

Name of Designee: _____ Phone Number: _____
 E-Mail Address: _____ Fax Number: _____
 Customer's Signature: _____ Date: _____

"By law, you may choose another Licensed Smog facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary!"

IMPORTANT NOTICE
6:00 p.m.
 is the deadline for picking up cars in Service,
 Monday - Friday
 Cars will not be released after 6:00 p.m.

THIS IS NOT AN INVOICE 94961

HILLTOP

SERVICE DEPT. HOURS:
7:30 A.M. - 5:30 P.M. M-F

BUICK PONTIAC GMC



BAR # AH190853
EPA # CAD004771168

Hilltop Buick-Pontiac-GMC
3230 Auto Plaza (510) 222-4141
Richmond, CA 94806
www.hilltopautos.com

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK

CUSTOMER NO. 27735	ADVISOR JOSEPH BUSTAMANTE	TAG NO. 546 3263	INVOICE DATE 03/10/07	INVOICE NO. PNC594961
SAN PABLO, CA	LICENSE NO.	MILEAGE 118,158	COLOR RED/	STOCK NO.
	YEAR / MAKE / MODEL 00/PONTIAC/GRAND AM GT	DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO. 1 G 2 N V 5 2 E 1 Y M	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 03/10/07	
COMMENTS				

LABOR & PARTS
J# 1 00BUZ2995 OIL CHANGE COUPON TECH(S):207 16.45
PERFORM OIL AND FILTER CHANGE COUPON SPECIAL \$29.95 PLUS TAX
OIL AND FILTER CHANGE
PERFORM OIL AND FILTER CHANGE AS REQUESTED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	PK299547	29.95 PF47	13.95	13.95
JOB # 1	1	25010792	FILTER 1.836	****	****
JOB # 1	5	12345616	OIL10W30Q 8.800	****	****
JOB # 1 TOTAL PARTS					13.95

JOB # 1 TOTAL LABOR & PARTS 30.40

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$32.00 (+TAX)

TOTALS

THANK YOU FOR YOUR PATRONAGE !

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

TOTAL LABOR....	16.45
TOTAL PARTS....	13.95
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	1.23

TOTAL INVOICE \$ 31.63

OUR MISSION IS THAT YOU ARE COMPLETELY SATISFIED..
WE APPRECIATE YOUR BUSINESS!!!

CUSTOMER SIGNATURE

PAID
MAR 10 2007
BY: *Carol*

HILLTOP BUICK PONTIAC
3230 AUTO PLAZA
RICHMOND, GA 94806-1992
510-222-4141
8788000266770

MAR 10 2007 02:54PM

MERCH ID: 88000266770000

REF #: 004

ACT #: *****

CARD: MASTERCARD

CLERK: 7171

\$ 31.63

APPROVAL CODE: 143707

TRAN ID: MDSNBUIYS0310

I AGREE TO PAY ABOVE
TOTAL AMOUNT ACCORDING
TO CARD ISSUER AGREEMENT

SIGNATURE

THANK YOU!
PLEASE COME AGAIN!

CUSTOMER COPY

SERVICE DEPT. HOURS:
7:30 A.M. - 5:30 P.M. M-F

HILLTOP

BUICK PONTIAC GMC



BAR # AH190853
EPA # CAD004771168

Hilltop Buick-Pontiac-GMC
3230 Auto Plaza (510) 222-4141
Richmond, CA 94806
www.hilltopautos.com

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK

CUSTOMER NO. 27735	ADVISOR ANNA	TAG NO. 235 1231	INVOICE DATE 09/25/09	INVOICE NO. PNC5111724
[REDACTED] SAN PABLO, CA [REDACTED]	LICENSE NO.	MILEAGE 142,015	COLOR RED/	STOCK NO.
	YEAR / MAKE / MODEL 00/PONTIAC/GRAND AM/4DR SDN GT1		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G 2 N V 5 2 E 1 Y M		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 09/25/09	
COMMENTS				

LABOR & PARTS
J# 1 03BUZ-ENGINE ENGINE CONCERN TECH(S):207 67.50
 CUSTOMER STATES VEHICLE SEEMS TO BE RUNNING HOT.
 DOES NOT SEEM TO HAVE FANS COMING ON.
 INSPECTED FOUD INTKAE MANIFOLD AND HEATER HOSE OUTLET
 FITTING LEAKING COOLANT
 RECOMMEND RESEALING INTAKE \$1150.00
 WITH HOSE. CUSTOMER DECLINED
JOB # 1 TOTAL LABOR & PARTS 67.50

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$230.00 (+TAX)
RECOMMENDATIONS
 NOTE:
 IGNITION COIL AND WIRES CORRODED RECOMMEND PLUGS ALSO \$550.00
 FRONT BRAKE PADS AT WEAR SENSOR \$380.00
 REAR PADS AT WEAR SENSORS \$378.00
 TIRES WORN \$591.00
 CUSTOMER DECLINED ABOVE REPAIRS

TOTALS
 THANK YOU FOR YOUR PATRONAGE !
 * [] CASH [] CHECK CK NO. [] *
 * [] VISA [] MASTERCARD *
 * [] AMER XPRESS [] OTHER [] CHARGE *

 TOTAL LABOR.... 67.50
 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 \$ 67.50

OUR MISSION IS THAT YOU ARE COMPLETELY SATISFIED..
 WE APPRECIATE YOUR BUSINESS!!!
 STARTING JULY 11, 2009 OPEN SATURDAYS
 SET-UP NEXT APPOINTMENT ON-LINE AT GMAUTOPLAZA.COM

CUSTOMER SIGNATURE

FAST
SEP 25 2009
 BY: *[Signature]*

HILLTOP BUICK PONTIAC INC
3230 AUTO PLAZA
RICHMOND CA 94806 1937
510 222 4141

Merchant ID: 880002667701

Sale

XXXXXXXXXX

MASTERCARD

Entry Method: Swiped

Total: \$ 67.50

09/25/09

16:02:10

Inv#: 000010

Appr Code: 200313

Apprvd: OnLine

Batch#: 000303

Customer Copy
THANK YOU!
COME AGAIN!

HILLTOP BUICK PONTIAC
3230 AUTO PLAZA
RICHMOND, CA 94806 1937
510-222-4141
8788000266770

10/2007 00141PH
01000000000000000000
004
XXXXXXXXXX
MASTERCARD
111

\$ 31.63

CODE: 143707
PDSNR01YS0310

PLEASE TO PAY ABOVE
ACCORDING
AGREEMENT

ATURE
DATE

THANK YOU!
COME AGAIN!
CUSTOMER COPY



HILLTOP

BUICK PONTIAC GMC

BAR # AH190853 EPA # CAD004771168

SERVICE DEPT. HOURS:
7:30 A.M. - 5:30 P.M. M-F

Hilltop Buick-Pontiac-GMC
3230 Auto Plaza (510) 222-4141
Richmond, CA 94806
www.hilltopautos.com

Terms: Cash or we accept the following credit cards: VISA • M/C
DISCOVER • AMERICAN EXP.

Check Acceptance Policy:

1. Preprinted checks, name and address and phone number.
2. Valid California drivers license.
3. We reserve the right to refuse any personal checks.
4. Personal checks over \$200.00 must have prior approval.

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01BUZ027K	ROTATE TIRES & WHEEL	MI	0.00	01BUZZ	BRAKE ADJUSTMENT	MI	0.00
01BUZ	LUBE-OIL-FILTER	MI	0.00	01BUZZ01	FUEL FILTER REPLACE	MI	0.00
01BUZ-SVC2	TRANSMISSION SERVICE	MI	0.00	01BUZZ02	COOLANT DRAIN & FILL	MI	0.00
01BUZZ03	DIFFERENTIAL SERVICE	MI	0.00	01BUZ-SERVICE	FUEL INDUCTION SVC	MI	0.00
01BUZZ04	ROTATE-BALANCE TIRES	MI	0.00	01BUZ-"C" SVC	30K-60K-90K-120K SVC	MI	0.00

SERVICE HISTORY

PLEASE SEE REVERSE SIDE FOR IMPORTANT INFORMATION

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/10/07	94961	118158	546	207	C	00BUZ2995	OIL CHANGE COUPON
01/12/07	93725	117000	235	245	C	13BUZ-OILKLS	FLUID LEAKS
				245	I	12BUZ-SUSPENS2	SUSPENSION CONCERN
09/12/06	91293	116199	614	309	C	33BUZ	BODY SHOP
07/11/06	89876	112896	237	207	C	13BUZ-OILLEAKS	FLUID LEAKS
				207	C	10BUZ	BRAKE CONCERN

SALESPERSON NO.

B O D Y

STATE REG# AH190583

ALL PARTS REMOVED WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE <input type="checkbox"/> SAVE	VEHICLE ID. NO.	YEAR/MAKE/MODEL		PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO.	
	1G2NV52E1YM	00/PONTIAC/GRAND AM GT					102625	
	SAN PABLO, CA	CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE	
		27735					03/25/08	
ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE	RESERVE PHONE	REPAIR AUTHORIZATION & VEHICLE DEPOSITORY RECEIPT (AB 409 amending civil code)		CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.	
		I hereby authorize the repair work to be done along with necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court costs. I acknowledge this deposited property is not insured or protected to the amount of actual cash value thereof by the dealer against loss occasioned by theft, fire and vandalism while such property remains with the depository. I also acknowledge no articles of personal property have been left in the vehicle and the dealer is not responsible for inspection thereof. Vehicles left over 3 days will be subject to \$40.00 per day storage charge.					1822	
APPOINTMENT	TIME RECEIVED	DATE/TIME PROMISED	PRIORITY	TURBO	M/MC	AIR COND.	P. S.	
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	07:42am	03/25/08 05:30pm		BUZZ				
ALL PRICES PLUS TAX				TRANS	MILEAGE	ADVISOR NO.	ADVISOR	
					129,085	309	GEORGE R. SMITH	
				X CUSTOMER SIGNATURE				

JOB	ORIGINAL CUSTOMER ESTIMATE: TOTAL	ORIGINAL ESTIMATE
	X _____	\$ _____
1	I 33BUZ BODY SHOP REAR BUMPER IS PEELING...	REVISED EST. DATE TIME PERSON CONTACTED PHONE NO.
		\$ _____
		INDICATE DAMAGE
		X _____
		I hereby designate the individual named below to authorized any additional work not specified or parts not included in the original written estimated price for parts and labor
		Name of Designee: _____ Phone Number: _____
		E-Mail Address: _____ Fax Number: _____
		Customer's Signature: _____ Date: _____
		"By law, you may choose another Licensed Smog facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary."
		IMPORTANT NOTICE 6:00 p.m. is the deadline for picking up cars in Service, Monday - Friday Cars will not be released after 6:00 p.m.
		THIS IS NOT AN INVOICE

Keynolds and Reynolds EPRINTWOZE C0645288 O (01/07)

SERVICE DEPT. HOURS:
7:30 A.M. - 5:30 P.M. M-F

HILLTOP

BUICK PONTIAC GMC



BAR # AH190853
EPA # CAD004771168

Hilltop Buick-Pontiac-GMC
3230 Auto Plaza (510) 222-4141
Richmond, CA 94806
www.hilltopautos.com

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK

CUSTOMER NO. 27735	ADVISOR GEORGE R. SMITH	TAG NO. 309	1822	INVOICE DATE 03/26/08	INVOICE NO. PNCB102625
[REDACTED] SAN PABLO, CA [REDACTED]	LICENSE NO.	MILEAGE 129,085		COLOR RED/	STOCK NO.
	YEAR / MAKE / MODEL 00/PONTIAC/GRAND AM GT			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G 2 N V 5 2 E 1 Y M			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 03/25/08		
RE [REDACTED] [REDACTED] COMMENTS					

LABOR & PARTS
J# 1 33BUZ BODY SHOP TECH(S):309 INTERNAL
REAR BUMPER IS PEELING...
REMOVE REAR BUMPER STRIP TO BARE BUMPER AND REPAINT.
REASSEMBLE REAR BUMPER AS NEEDED

JOB # 1 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	INTERNAL
JOB # 1	35210	267176	03/26/08	RENTAL CAR	0.00
TOTAL - SUBLET					0.00

TOTALS

THANK YOU FOR YOUR PATRONAGE !

* [] CASH [] CHECK CK NO. [] * * [] VISA [] MASTERCARD * * [] 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
--	---

OUR MISSION IS THAT YOU ARE COMPLETELY SATISFIED.. WE APPRECIATE YOUR BUSINESS!!!

CUSTOMER SIGNATURE _____

www.hilltopautos.com (510) 222-4141



HILLTOP

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DISCOVER • AMERICAN EXP.

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1. Preprinted checks, name and address and phone number.
 2. Valid California drivers license.
 3. We reserve the right to refuse any personal checks.
 4. Personal checks over \$200.00 must have prior approval.

BAR # AH190853 EPA # CAD004771168

BUICK PONTIAC GMC

SERVICE DEPT. HOURS:
7:30 A.M. - 5:30 P.M. M-F

Hilltop Buick-Pontiac-GMC
3230 Auto Plaza (510) 222-4141
Richmond, CA 94806
www.hilltopautos.com

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01BUZ027K	ROTATE TIRES & WHEEL	MI	0.00	01BUZZ	BRAKE ADJUSTMENT	MI	0.00
01BUZ	LUBE-OIL-FILTER	MI	0.00	01BUZZ01	FUEL FILTER REPLACE	MI	0.00
01BUZ-SVC2	TRANSMISSION SERVICE	MI	0.00	01BUZZ02	COOLANT DRAIN & FILL	MI	0.00
01BUZZ03	DIFFERENTIAL SERVICE	MI	0.00	01BUZ-SERVICE	FUEL INDUCTION SVC	MI	0.00
01BUZZ04	ROTATE-BALANCE TIRES	MI	0.00	01BUZ-"C"SVC	30K-60K-90K-120K SVC	MI	0.00

SERVICE HISTORY

PLEASE SEE REVERSE SIDE FOR IMPORTANT INFORMATION

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/25/08	102625	129085	309	309	I	33BUZ	BODY SHOP
03/10/07	94961	118158	546	207	C	00BUZ2995	OIL CHANGE COUPON
01/12/07	93725	117000	235	245	C	13BUZ-OILKS	FLUID LEAKS
				245	I	12BUZ-SUSPENS2	SUSPENSION CONCERN
09/12/06	91293	116199	614	309	C	33BUZ	BODY SHOP
07/11/06	89876	112896	237	207	C	13BUZ-OILLEAKS	FLUID LEAKS

SALESPERSON NO.

S E R V I C E

STATE REG# AH190853

ALL PARTS REMOVED WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE <input type="checkbox"/> SAVE ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE	VEHICLE I.D. NO. 1G2NV52E1YM	YEAR/MAKE/MODEL 00/PONTIAC/GRAND AM/4DR SDN GT1	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO. 111724		
	CUSTOMER NO. 27735 COLOR RED/	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE 09/25/09		
		TURBO	M/MC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.
	RESIDENCE PHONE BUSINESS PHONE TIME RECEIVED 11:55am	DATE/TIME PROMISED 09/25/09 04:00pm	PRIORITY	REPAIR AUTHORIZATION & VEHICLE DEPOSITORY RECEIPT (AB 409 amending civil code) I hereby authorize the repair work to be done along with necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court costs. I acknowledge this deposited property is not insured or protected to the amount of actual cash value thereof by the dealer against loss occasioned by theft, fire and vandalism while such property remains with the depository. I also acknowledge no articles of personal property have been left in the vehicle and the dealer is not responsible for inspection thereof. Vehicles left over 3 days will be subject to \$40.00 per day storage charge.				
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	ALL PRICES PLUS TAX		X CUSTOMER SIGNATURE					

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL 230.00

X _____

1 **C** 03BUZ-ENGINE **ENGINE CONCERN**
 CUSTOMER STATES VEHICLE SEEMS TO BE RUNNING HOT.
 DOES NOT SEEM TO HAVE FANS COMING ON.

ORIGINAL ESTIMATE

\$	REVISED EST.	DATE	TIME	PERSON CONTACTED	PHONE NO.
\$	REVISED EST.	DATE	TIME	PERSON CONTACTED	PHONE NO.

INDICATE DAMAGE

X _____

I hereby designate the individual named below to authorized any additional work not specified or parts not included in the original written estimated price for parts and labor

Name of Designee:	Phone Number:
E-Mail Address:	Fax Number:
Customer's Signature	Date:

X _____

"By law, you may choose another Licensed Smog facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary."

IMPORTANT NOTICE
6:00 p.m.
 is the deadline for picking up cars in Service,
 Monday - Friday
 Cars will not be released after 6:00 p.m.

THIS IS NOT AN INVOICE

111724

Reynolds and Reynolds EBANK/BUZ/E... CC645288-C (01/07)

SERVICE DEPT. HOURS:
7:30 A.M. - 5:30 P.M. M-F

HILLTOP

BUICK PONTIAC GMC



BAR # AH190853
EPA # CAD004771168

Hilltop Buick-Pontiac-GMC
3230 Auto Plaza (510) 222-4141
Richmond, CA 94806
www.hilltopautos.com

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK

CUSTOMER NO. 27735	ADVISOR SCOTT ERWIN	TAG NO. 237	INVOICE DATE 07/11/06	INVOICE NO. PNCS89876
	LICENSE NO.	MILEAGE 112,896	COLOR RED/	STOCK NO.
SAN PABLO, CA	YEAR / MAKE / MODEL 00/PONTIAC/GRAND AM GT		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G 2 N V 5 2 E 1 Y M		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 07/11/06	
COMMENTS				

TOTALS

THANK YOU FOR YOUR PATRONAGE !	TOTAL LABOR....	385.00
*****	TOTAL PARTS....	235.08
* [] CASH [] CHECK CK NO. [] *	TOTAL SUBLET...	0.00
* [] VISA [] MASTERCARD	TOTAL G.O.G....	0.00
* [] AMER XPRESS [] OTHER [] CHARGE *	TOTAL MISC CHG.	0.00
*****	TOTAL MISC DISC	0.00
	TOTAL TAX.....	20.57
	TOTAL INVOICE \$	640.65

OUR MISSION IS THAT YOU ARE COMPLETELY SATISFIED...
WE APPRECIATE YOUR BUSINESS!!!

CUSTOMER SIGNATURE

PAID
JUL 12 2006

VISA \$5.65 VISA \$150.00

BY: VISA \$40.00

M/C 370.00

Cash 75.00

SERVICE DEPT. HOURS:
7:30 A.M. - 5:30 P.M. M-F

HILLTOP

BUICK PONTIAC GMC



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EPA # CAD004771168

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CUSTOMER NO. 27735	ADVISOR SCOTT ERWIN	TAG NO. 5759	INVOICE DATE 07/11/06	INVOICE NO. PNCS89876
<div style="background-color: black; width: 100px; height: 20px; margin-bottom: 5px;"></div> <div style="background-color: black; width: 100px; height: 20px; margin-bottom: 5px;"></div> SAN PABLO, CA	LICENSE NO.	MILEAGE 112,896	COLOR RED/	STOCK NO.
	YEAR / MAKE / MODEL 00/PONTIAC/GRAND AM GT		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G 2 N V 5 2 E 1 Y M		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 07/11/06	
COMMENTS				

LABOR & PARTS
J# 1-13BUZ-OILLEAKS FLUID LEAKS TECH(S): 207 165.00
 C.S THERE IS A COOLANT LEAK FROM WATER PUMP.
 FOUND THE WATER PUMP LEAKING
 REC REPLACING WATER PUMP.
 REPLACED WATER PUMP.
 ADDED COOLANT - OK NOW

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	89017269	*PUMP KIT 1.069	144.06	144.06
JOB # 1	1	12346290	COOLANT 8.800	21.14	21.14
JOB # 1 TOTAL PARTS					165.20
JOB # 1 TOTAL LABOR & PARTS					330.20

J# 2+10BUZ BRAKE CONCERN TECH(S): 207 220.00
 DURING INSPECTION FOUND THE REAR BRAKES WORN PAST SENSOR.
 REC REPLACING REAR BRAKES.
 REPALCED REAR BRAKES. MACHINED REAR ROTORS, LUBE CALIPERS
 AND PINS.
 EASY BRAKING FOR THE NEXT 500 MILES

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	18038870	PAD KIT 5.017	69.88	69.88
JOB # 2 TOTAL PARTS					69.88
JOB # 2 TOTAL LABOR & PARTS					289.88

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$300.00 (+TAX)
 APPROVED REVISED ESTIMATE (# 1) OF \$650.00 (+TAX) ON 07/11/06 AT 03:00pm
 BY ALICE BOOZER COMMENTS REPLACE REAR BRAKES AS NEEDED
RECOMMENDATIONS
 REC 90,000 MILE SERVICE. NO RECORD OF COMPLETION AT THIS LOCATION.

321 255

HILLTOP AUTOS 12/20/05 0 (08/05)



BAR # AH190853 EPA # CAD004771168

BUICK PONTIAC GMC

SERVICE DEPT. HOURS:
7:30 A.M. - 5:30 P.M. M-F

Hilltop Buick-Pontiac-GMC
3230 Auto Plaza (510) 222-4141
Richmond, CA 94806
www.hilltopautos.com

Terms: Cash or we accept the following credit cards: VISA • M/C
DISCOVER • AMERICAN EXP.

- Check Acceptance Policy:
1. Preprinted checks, name and address and phone number.
 2. Valid California drivers license.
 3. We reserve the right to refuse any personal checks.
 4. Personal checks over \$200.00 must have prior approval.

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01BUZ027K	ROTATE TIRES & WHEEL	MI	0.00	01BUZZ	BRAKE ADJUSTMENT	MI	0.00
01BUZ	LUBE-OIL-FILTER	MI	0.00	01BUZZ01	FUEL FILTER REPLACE	MI	0.00
01BUZ-SVC2	TRANSMISSION SERVICE	MI	0.00	01BUZZ02	COOLANT DRAIN & FILL	MI	0.00
01BUZZ03	DIFFERENTIAL SERVICE	MI	0.00	01BUZ-SERVICE	FUEL INDUCTION SVC	MI	0.00
01BUZZ04	ROTATE-BALANCE TIRES	MI	0.00	01BUZ-"C"SVC	30K-60K-90K-120K SVC	MI	0.00

SERVICE HISTORY

PLEASE SEE REVERSE SIDE FOR IMPORTANT INFORMATION

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/07/06	89120	111956	237	218	C	24BUZREMOTE	REPROGRAM REMOTES
05/03/06	88409	111739	237	245	C	12BUZ	SUSPENSION CONCERN
02/09/06	86635	108514	235	218	C	00BUZ299S	OIL CHANGE COUPON
12/15/05	85409	104922	235	207	I	12BUZ	SUSPENSION CONCERN

SALESPERSON NO.

S E R V I C E

STATE REG# AH190853

VEHICLE I.D. NO. 1G2NV52E1YM	YEAR/MAKE/MODEL 00/PONTIAC/GRAND AM GT	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO. 89876
CUSTOMER NO. 27735	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE 07/11/06
COLOR RED/	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 5759	
TURBO	M/MC BUZZ	AIR COND.	P.S.	TRANS	MILEAGE 112,896
RESIDENCE PHONE	BUICK	ADVISOR NO. 237	ADVISOR SCOTT ERWIN	REPAIR AUTHORIZATION & VEHICLE DEPOSITORY RECEIPT (AB 409 amending civil code) I hereby authorize the repair work to be done along with necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court costs. I acknowledge this deposited property is not insured or protected to the amount of actual cash value thereof by the dealer against loss occasioned by theft, fire and vandalism while such property remains with the depository. I also acknowledge no articles of personal property have been left in the vehicle and the dealer is not responsible for inspection thereof. Vehicles left over 3 days will be subject to \$40.00 per day storage charge.	
TIME RECEIVED 02:04pm	DATE/TIME PROMISED 07/12/06 05:30pm	PRIORITY	APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
ALL PRICES PLUS TAX			X CUSTOMER SIGNATURE		

ORIGINAL CUSTOMER ESTIMATE: TOTAL 300.00

COMMENTS : EST \$300.

1 C 13BUZ-OILLEAKS FLUID LEAKS
C.S THERE IS A COOLANT LEAK FROM WATER PUMP.

ORIGINAL ESTIMATE

REVISED EST.	DATE	TIME	PERSON CONTACTED	PHONE NO.
REVISED EST.	DATE	TIME	PERSON CONTACTED	PHONE NO.

INDICATE DAMAGE

ALL PARTS REMOVED WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE PRIOR TO REPAIR.

SAVE
 DISCARD

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

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