

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

|  |   |  |  |
|--|---|--|--|
| <b>DOT Auto Safety Hotline</b><br><b>Vehicle Owner's Questionnaire</b><br>To Report Vehicle Safety Defects<br>1-888-DASH-2-DOT<br>(1-888-327-4236)<br>INTERNET: www.nhtsa.dot.gov/hotline  |   | FOR AGENCY USE ONLY 100148                         |  |
|  |   | Date Received<br><b>DEC 21 2012</b><br>02-NOV-2012 | Repository <input type="checkbox"/><br>Reference No.<br>10483129 |
| <b>OWNER INFORMATION (Type or Print)</b>   |   |  |  |
| Name   |   | Daytime Telephone Number                           |  |
| Address  |   | E-mail Address                                     |  |
| City   | State   | Zip Code   | Evening Telephone Number   |
| LAGUNA WOODS   | CA  |  | SAME   |
| 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).  |   |  |  |
| <b>VEHICLE INFORMATION</b>   |   |  |  |
| 17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  |   | Make   | Model  |
| 1G2JB5240W7  |   | PONTIAC  | SUNFIRE  |
| Model Year   |   | 1998   |  |
| Date Purchased   | Dealer's Name and Telephone Number                                  |  | Engine:  |
| 8-26-1999  | Tustin Pontiac 949-888-4679   |  | No: Cylinders  |
| Original Owner   | Dealer's City   | State  | Zip Code   |
| <input type="checkbox"/> NO  | Tustin CA   | CA   |  |
| Transmission Type  | <input checked="" type="checkbox"/> Antilock Brakes                 | Powertrain   | Multiple Failure:  |
| Auto mat   | <input type="checkbox"/> Cruise Control                             |  | Incident Date(s)   |
|  |   |  | 10-OCT-2012  |
| <b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>   |   |  |  |
| Vehicle Component Code: 100000 POWER TRAIN   |   | Failure Mileage                                    | Failure Speed  |
|  |   | 101000   |  |
| <b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>  |   |  |  |
| Tire Make  | Tire Model (Name or Number)   |  | Tire Size (Example P215/65R15)                                   |
|  |   |  |  |
| DOT No. (Example: DOTM19ABC036)  | <input type="checkbox"/> Original Equipment                         | Failure Location:                                  |  |
|  | <input type="checkbox"/> Prior Repair                               |  |  |
| Tire Component Code  | Tire Failure Type:  |  |  |
|  |   |  |  |
| <b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>  |   |  |  |
| Make:  | Date Manufactured:  | Model No./Name:                                    |  |
|  |   |  |  |
| Seat Type:   | Installation System:  |  |  |
|  |   |  |  |
| Child Seat Component Code:   | Failed Part:  |  |  |
|  |   |  |  |
| <b>APPLICABLE INCIDENT INFORMATION</b>   |   |  |  |
| <i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>  |   |  |  |
| Crash  | Fire  | Number of Persons Injured                          | Number of Deaths   |
| <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No  | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | 0  | 0  |
| Reported to Police   |   | N  |  |
| Narrative Description of Incident(S), Crash(es), and Injury(ies).<br>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 1998 PONTIAC SUNFIRE. THE CONTACT STATED THAT THE VEHICLE FAILED TO START. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHO DIAGNOSED THAT THE SHIFT CABLE WAS DEFECTIVE AND NEEDED TO BE REPLACED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE VEHICLE WAS REPAIRED. THE FAILURE AND CURRENT MILEAGE WAS 101,000.  |   |  |  |
| * Broken   |   |  |  |
| 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. |   |  |  |

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

On 9-10-12 Vehicle Towed To Shell Station Diagnosed broken shifter cable. Repair cost: \$278.45 paid. On 9-22-12 newspaper articles (attached) a recall by GM for same problem. I called G.M. Recall Center They specified only certain year models. I wrote to G.M. G.E.O. I was contacted by G.M. Executive Personnel offering \$100 Voucher for future agency work. I decline d. I feel G.A. should compensate me for the amt. that I paid to fix vehicle

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE, Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES



BUSINESS REPLY MAIL

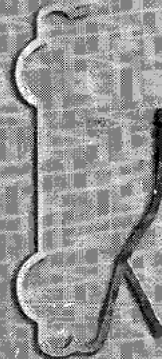
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POSTAGE WILL BE PAID BY ADDRESSEE

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



Think your vehicle has a safety defect?



If so:

Use the enclosed form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline 888-327-4236



www.nhtsa.gov

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





23971 El Toro Rd.  
 Ard255617  
 Laguna Hills, CA 92653  
 (949) 830-3930

WE SELL PROPANE

STORE NO.  
 WORK ORDER NO. 44877

|   |            |            |   |               |               |               |
|---|------------|------------|---|---------------|---------------|---------------|
| CUSTOMER INFORMATION                                      |            |            | VEHICLE INFORMATION   |               |               |               |
| [Redacted]<br>Laguna Woods, CA<br>Home Phone # [Redacted] |            |            | 1998 PONTIAC SUNFIRE<br>License Number: CA [Redacted]<br>2.2 LITER<br>VIN: 1G2JB5240W7 [Redacted]<br>Mileage In: 101574 |               |               |               |
| SERVICE ADVISOR   | STATUS     | SAVE PARTS | DATE RECEIVED   | TIME RECEIVED | DATE PROMISED | TIME PROMISED |
| Adolfo  | WORK ORDER | NO         | 09/10/2012  | 3:05pm        | 09/10/2012    |               |

|  |   |
|--|---|
| <b>CUSTOMER COMMENTS / REPAIR INSTRUCTIONS</b> | <b>RECOMMENDATIONS / FUTURE NEEDS</b>     |
| CHECK VEHICLE TOWED IN WITH STARTING PROBLEM   | ABS AND ETS LIGHT ARE ON (NEED DIAGNOSIS) |

| EMP. I.D. | DESCRIPTION OF SERVICES / PARTS  | QTY | UNIT PRICE | AMOUNT          |
|-----------|--|-----|------------|-----------------|
| AG        | Labor<br>LABOR TO CHECK OUT VEHICLE TOWED IN WITH STARTING PROBLEM. FOUND VEHICLE'S CABLE SHIFTER BROKEN CAUSING THE SHIFTER LEVER NOT THE REACH THE PARKING POSITION. |     |            | 39.50           |
| AG        | Labor<br>LABOR TO REMOVE BROKEN SHIFTER CABLE AND REPLACE WITH NEW SHIFTER CABLE, REINSPECT VEHICLE. VEHICLE STARTS NORMAL AT THIS TIME.                               |     |            | 170.00          |
| AG        | - Shifter Cable (spord Cable)<br>Labor Discount  | 1.0 | 79.80      | 79.80<br>-17.00 |

\*\*\*ALL PARTS ARE NEW, UNLESS OTHERWISE SPECIFIED\*\*\*

|  |                                 |                             |                    |            |                   |             |
|--|---------------------------------|-----------------------------|--------------------|------------|-------------------|-------------|
| ESTIMATE   | REVISED AMOUNT                  | ADDITIONAL WORK APPROVED BY | METHOD OF APPROVAL | DATE       | TIME              | TOTAL LABOR |
| 39.50  | 295.48                          | Mrs. Mccarthy               | Phone              | 09/10/2012 | 9:59              | 192.50      |
| 2ND REVISED AMOUNT   | 2ND ADDITIONAL WORK APPROVED BY | 2ND METHOD OF APPROVAL      | DATE               | TIME       | METHOD OF PAYMENT | TOTAL PARTS |
|  |                                 |                             |                    |            | Discover          | 79.80       |
| I acknowledge notice and oral approval of an increase in an original estimated price.  |                                 |                             |                    |            |                   | TAX         |
| POSSIBLE WARRANTY COVERAGE: <input type="checkbox"/> YES <input type="checkbox"/> NO   |                                 |                             |                    |            |                   | 6.18        |
| and I agree to have dealer listed above complete the repairs.  |                                 |                             |                    |            |                   | SUB TOTAL   |
|  |                                 |                             |                    |            |                   | 278.48      |
| SIGNED _____   |                                 |                             |                    |            |                   | MOTOR FUEL  |
| California Only: By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary. |                                 |                             |                    |            |                   | 0.00        |
| Do you want the old parts?   |                                 |                             |                    |            |                   | TOTAL OTHER |
| <input type="checkbox"/> Yes<br><input type="checkbox"/> No  |                                 |                             |                    |            |                   | 0.00        |
| Receipt of a Copy of this Order is hereby Acknowledged   |                                 |                             |                    |            |                   | TOTAL       |
|  |                                 |                             |                    |            |                   | 278.48      |

THANK YOU

# BUSINESS

SATURDAY, SEPTEMBER 22, 2012 :: LATIMES.COM/B

DOW 13,579.47 ▼ 17.46 | S&P 500 1,460.15 ▼ 0.11 | NASDAQ 3,179.96 ▲ 4.00 | GOLD \$1,775.50 ▲ 7.80 | OIL \$92.89 ▲ 1.02 | EURO \$

stocks on Page 3

## TRANSMISSION RECALL

General Motors is recalling nearly 474,000 Chevrolet, Pontiac and Saturn cars to fix a transmission problem that can cause the cars to roll away unexpectedly. The recall affects 2007-10 Chevrolet Malibus, Pontiac G6s and Saturn Auras in the U.S., Canada and Mexico as well as a small number of exports. All the cars have four-speed automatic transmissions. GM says a part of the transmission cables can break. That can cause the shifter to show that the car is in park when it's really in gear. GM says it knows of four crashes from the problem but no injuries.

## GM recalls Chevrolet, Pontiac, Saturn sedans

By JERRY HIRSCH

General Motors Co. is recalling 426,000 Chevrolet, Pontiac and Saturn mid-size sedans to fix a transmission problem that could cause a car to roll away after the driver has left the vehicle.

The recall affects model year 2007-10 Saturn Aura and model year 2008-10 Chevrolet Malibu and Pontiac G6 vehicles equipped with a four-speed automatic transmission and sold in the U.S.

GM will be contacting the owners to tell them how to get their cars fixed.

The problem results from tabs on the transmission

shift cable end that may fracture and separate in the cars. Such a fracture can put the transmission shift lever out of sync with the actual position of the transmission gear.

For example, the transmission might look like it is in park but could be in another gear. This could cause the car to roll away unexpectedly and cause a crash.

GM said the problem has caused at least four accidents but no injuries.

Technicians will install a retainer over the cable end or replace the shift cable as necessary in the recalled vehicles.

[jerry.hirsch@latimes.com](mailto:jerry.hirsch@latimes.com)

## en profits

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SATURDAY, SEPT. 22, 2012

**BUSINESS**  
THE ORANGE COUNTY REGISTER Business

ACER  
t

LINE UP COMPUTER / PRINTER SQUARELY WITH BRACKET BELOW

# SIMPLE INTEREST MOTOR VEHICLE CONTRACT AND SECURITY AGREEMENT

|  |  |                  |                |
|--|--|------------------|----------------|
| BUYER'S NAME                           |  | DATE OF CONTRACT | Stock No.      |
| [REDACTED]                             |  | 8/26/1999        | P5882          |
| BUYER'S RESIDENCE OR PLACE OF BUSINESS |  | ZIP CODE         | Source         |
| RANCHO SANTA MARGARI, CA [REDACTED]    |  | [REDACTED]       | PRIOR CUSTOMER |
| CO-BUYER'S NAME AND ADDRESS            |  | AGREEMENT No.    | Salesperson    |
| RANCHO SANTA MARGARI, CA [REDACTED]    |  | [REDACTED]       | HASSAN ALATRAS |
|  |  | Date             | 8/26/1999      |
|  |  | Bus. Phone       |                |
|  |  | Res. Phone       | (949)888-4679  |

In this contract the words "we," "us" and "our" refer to the creditor (seller) named below or, upon any assignment, its assignee. The words "you" and "your" refer to the buyer and co-buyer if any named herein. We sell you the motor vehicle described below on credit. The credit price is shown below as the "Total Sale Price." The "Cash Price" is also shown below. By signing this contract you choose to buy the "vehicle" on credit and agree to pay the Total Sale Price, according to the schedules, terms and agreements shown on the front and back of this contract. If this contract is signed by a buyer and co-buyer, each is individually and together responsible for all agreements in the contract.

**SEE OTHER SIDE FOR ADDITIONAL TERMS AND AGREEMENTS:**

|          |       |         |       |        |         |            |            |         |                  |                               |
|----------|-------|---------|-------|--------|---------|------------|------------|---------|------------------|-------------------------------|
| NEW/USED | YEAR  | MAKE    | CYL.  | DIESEL | GAS     | OTHER      | BODY STYLE | MODEL   | ODOMETER READING | VEHICLE IDENTIFICATION NUMBER |
| USED     | 1998  | PONTIAC | 4     |        | XX      |            | SDN        | SONFIRE | 30119            | 1G2JB5240W7 [REDACTED]        |
|          | COLOR | TRIM    | TIRES | TRANS  | KEY NO. | LIC. NO.   | R.O.S. NO. |         |                  |                               |
|          | RED   | GRAY    |       | AUTO   |         | [REDACTED] |            |         |                  |                               |

## DISCLOSURES PURSUANT TO THE TRUTH-IN-LENDING ACT

| 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 \$2,500.00 |
| N/A %                                     | N/A \$                                      | (e) \$ 10,157.00  | \$ 10,157.00 (e)   | \$ 12,657.00 (e)   |

**YOUR PAYMENT SCHEDULE WILL BE:**

| Number of Payments: | Amount of Payments: | When Payments Are Due:       |
|---------------------|---------------------|------------------------------|
| One Payment of      | N/A                 |                              |
| One Payment of      | N/A                 |                              |
| ONE Payments        | 10,157.00           | Monthly, beginning 8/26/1999 |
| One Final Payment   | N/A (e)             |                              |

**SECURITY:** You are giving a security interest in the goods or property being purchased.

**LATE CHARGES:** ( ) Applies only if checked. If any payment is more than 10 days late you will be charged 5% of the late amount.

( ) Applies only if checked. If any payment is not received by the first banking day which is at least 11 days after the due date, you will be charged 5% of the delinquent installment or \$25.00, whichever is less.

**PREPAYMENT:** If you pay your contract in full before its maturity, you may be charged a minimum finance charge. See your contract documents for any additional information about nonpayment, default, any required prepayment in full before the scheduled date and a minimum finance charge payable upon prepayment.

**NOTICES:** The names and addresses of all persons to whom the notices required or permitted by law to be sent are set forth at the top of this form.

**ITEMIZATION OF AMOUNT FINANCED**  
 A. Cash Price Motor Vehicle and Accessories \$ 10,535.85 (A)

**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'S SIGNATURE STANDS THESE PUBLIC LIABILITIES  
 S/S X [REDACTED] X [REDACTED]

**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 acknowledges that (1) before signing this agreement Buyer read both sides of this agreement and received a legible, completely filled-in copy of this agreement; and (2) Buyer has received a copy of every other document that Buyer signed during the contract negotiation.

Buyer's Signature [REDACTED]  
 Seller: TUSTIN BUICK PONTIAC GMC  
 Co-Buyer's Signature X [REDACTED]  
 Address: [REDACTED]  
 By X [REDACTED] Title: MANAGER

**LAW** FORM NO. 553 CALIF. (REV. 10/88) U.S. DESIGN PATENT NOS. D342,967, D378,816, D376,386 & D375,122  
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DUPLICATE  
**TRUTH IN LENDING COPY 1. Give to BUYER prior to signing. 2. BUYER and SELLER Sign this copy AFTER contract is signed.**



Laguna Woods CA

Oct 22  
2012

Daniel A. Akenson  
C.E.O.

File # 71-11104146010

General Motors  
P.O. Box 431301

Detroit, MI 48265

Dear Mr. Akenson:

In response to my letter of Sept 27, 2012, Executive personnel: Jakeyer and

Anderson and Sharon Tackett have contacted me by phone. They offered a \$100 voucher for future vehicle repair.

I contend that a vehicle with a defect, serious enough to be recalled, should not be limited to specific model years.

If corporations are "people", please consider me your 8 1/2 yr. old grand-mother.

Enclosed are documents received at time of purchase. (disposed away Oct. 2004)

Congratulations on C.M.'s successful recovery. I was one of many citizens who supported the financial help C.M. needed.

Sincerely,  
[Redacted]