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

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	Repository ☐
05-OCT-2015 FEB 25 2016	Reference No. 10779733

OWNER INFORMATION (Type or Print)

Name	[redacted]		
Address	[redacted]		
City SCRANTON	State PA	Zip Code [redacted]	

Daytime Telephone Number	E-mail Address
[redacted]	
Evening Telephone Number	

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	Make	Model	Model Year
1G2NE52E45M[redacted]	PONTIAC	GRAND AM	2005

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
7-1-11	EYMON BUICK/GMC, INC.			3400 V-6	87 OCT.
Original Owner ☑	Dealer's City EYMON,	State PA	Zip Code 18403		

Transmission Type			Multiple Failure:	Incident Date(s)
AUTO	☒ Antilock Brakes ☒ Cruise Control	Powertrain	(LOSS OF POWER) STALLING IN TRAFFIC HARD RESTARTING	02-OCT-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 110000 ELECTRICAL SYSTEM	Failure Mileage	Failure Speed
	105000	10

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: DOTMAL9ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:
Tire Component Code		Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

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

APPLICABLE INCIDENT INFORMATION

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

Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☒ Yes ☐ No	☐ Yes ☒ No	Ø	Ø	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 2005 PONTIAC GRAND AM. WHILE DRIVING APPROXIMATELY 10 MPH, THE VEHICLE STALLED AND CRASHED INTO A CURB. A POLICE REPORT WAS NOT FILED AND THERE WERE NO INJURIES REPORTED. THE VEHICLE WAS PREVIOUSLY REPAIRED UNDER NHTSA CAMPAIGN NUMBER: 14V400000 (ELECTRICAL SYSTEM) HOWEVER, THE FAILURE RECURRED ON NUMEROUS OCCASIONS. THE CONTACT STATED THAT THE VEHICLE WAS ABLE TO START AFTER NUMEROUS ATTEMPTS. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 105,000.

(SEE REVERSE, PLEASE)

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.

1-15-16

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

IN ADDITION TO THE STALLING, HARD RE-STARTING, VEHICLE STILL IS DIFFICULT TO START AFTER STANDING (BOTH WHILE GARAGED OVERNITE AND WHILE PARKED DURING DAY, NITE).

(NOTE:) AFTER VEHICLE EXHIBITED SAME ABOVE PROBLEMS AFTER SECOND VISIT TO DEALER (EYNON BUICK/GMC) ON 10-13-15, A CALL WAS PLACED TO PONTIAC CUSTOMER SERVICE, DETROIT, MICH. 1-800-762-2737. I SPOKE TO SERVICE REP. (DIANE) WHO ASSIGNED CASE # [redacted] TO PROBLEM. SHE ARRANGED APPOINTMENT WITH TOM HESSER CHEVROLET/BMW

ATTACH ADDITIONAL SHEETS IF NECESSARY

IN SCRANTON, PA. PONTIAC REP DIANE SPOKE TO SERVICE MGR NICOLE DOUGHER WHO GAVE ME APPT FOR OCT 21, 2015. APPT. WAS KEPT, RCPT ATTACHED, PROBLEMS STILL EXIST.

TO DIFFICULT TO START

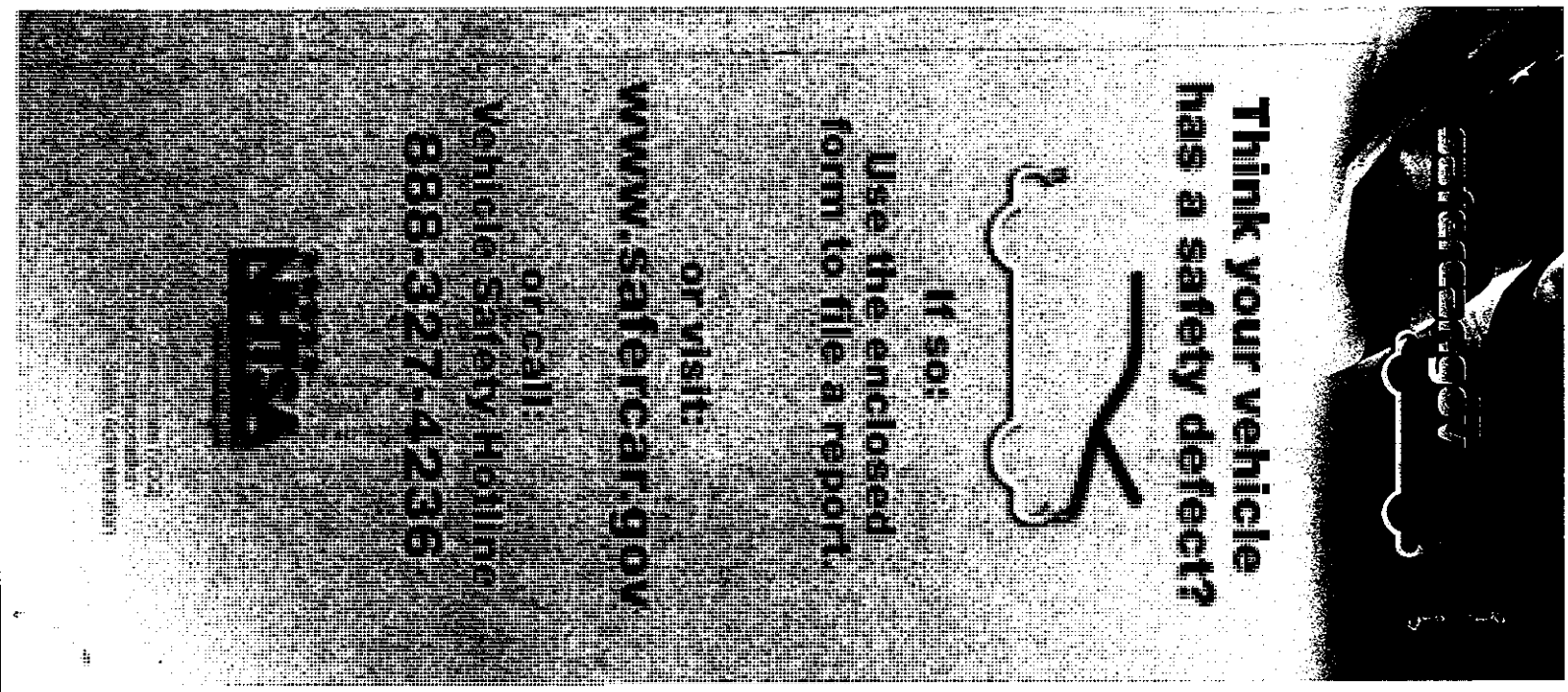
U.S. Department

ADDITIONAL NOTE—
THERE WERE NO PROBLEMS WITH THE VEHICLE BEFORE THE SAFETY RECALL VISIT ON 9-23-14. THE VEHICLE PERFORMED PERFECTLY FOR THE PERIOD 7-1-2011 (PURCHASE) TO 9-23-2014 (DATE OF RECALL REPAIR). THE PROBLEMS BEGAN IMMEDIATELY.

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

SS REPLY MAIL
PERMIT NO. 1888 WASHINGTON, DC
/ILL BE PAID BY ADDRESSEE

Transportation
Traffic Safety Administration
Office of Defects Investigation, [redacted] NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



Part # 22720026

05MY GRAND AM
U.S. PORTFOLIO

[redacted]

S.O. # 14731 ShipTo LAN3 10:16 AM 7-Jun-04 423

ABOVE IS COPY OF ORIGINAL
SHIPPING ORDER FROM
10:16 A.M. 7 JUNE 2004
WHEN AUTOMOBILE SHIPPED TO
EYNON PONTIAC/BUICK
EYNON, PA. 18403

see full reports for additional information, glossary of terms, source attributions, disclaimers & limitations. Go to carfax.com for complete Buyback Guarantee terms and conditions.

SHOW ME THE CARFAX

© 2011 CARFAX, Inc., an R.L. Polk & Co. company. All rights reserved.
Covered by United States Patents Nos. 7,113,853, 7,505,838 and 7,596,512.
7/1/11 11:20:18 AM (EDT)

CARFAX BUYBACK GUARANTEE

CARFAX Buyback Coverage

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

Guarantee Coverage: 07/01/2011 - 07/01/2012

CARFAX Vehicle Description: 2005 PONTIAC GRAND AM SE

VIN: 1G2NE52E45M[redacted]

Body Style: SEDAN 4 DR

Driveline: FRONT WHEEL DRIVE

Engine: 3.4L V6 FI

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

ODOMETER PROBLEMS
Exceeds Mechanical Limits
Not Actual Mileage

LEMON HISTORY
Manufacturer Buyback

Visit www.carfax.com to register today!

CARFAX REPORT SALESMAN ACCESSED ON 7-1-2011 (DAY OF PURCHASE BY [redacted]

SPRING sales drive
ENDS JULY 5, 2011
1.9% APR
on select vehicles, including: Chevy Impala, Malibu, Silverado Suburban, Tahoe, Buick Enclave, GMC Sierra, Yukon, Yukon XL, Pontiac G6
CERTIFIED PRE-OWNED
CHEVROLET BUICK GMC

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Covered by United States Patents Nos. 7,113,853; 7,505,838 and 7,596,512.
7/1/11 11:20:18 AM (EDT)

CARFAX

VEHICLE HIGHLIGHTS

2005 PONTIAC GRAND AM SE
VIN: 1G2NE52E45M[redacted]
Body Style: SEDAN 4 DR
Engine Size: 3.4L V6 FI
Drivetrain: FRONT WHEEL DRIVE

Original Manufacturer's Warranty:
Basic Warranty Expired
Please confirm remaining factory warranty and extended warranty options with your dealer!
The original manufacturer's warranty includes:
36 months or 36,000 miles

Information excerpted from the CARFAX Vehicle History Report and/or Safety & Reliability Ratings.

OWNERSHIP HISTORY:

Number of Owners:	2
Last owned in the following state/province:	Pennsylvania

STATE DMV-REPORTED TITLE PROBLEMS:

None of these major title problems were reported by a state Department of Motor Vehicles:

Salvage, Junk, Rebuilt, Fire, Flood, Hail, Lemon	Guaranteed No Problem
Not Actual Mileage, Exceeds Mechanical Limits	Guaranteed No Problem

ACCIDENTS AND OTHER ISSUES:

No issues reported to CARFAX on the following:

Total Loss	No Issues Reported
Structural / Frame Damage	No Issues Reported
Airbag Deployment	No Issues Reported
Odometer Rollback	No Issues Reported

Damage reported on this vehicle. Please see the full CARFAX Vehicle History Report for more details.

,No. [redacted] THIS IS TEMPORARY REGIS. GIVEN [redacted] ON 7-1-2011 (PROOF OF PURCHASE)

MV-4ST (4-10)

A. VEHICLE PURCHASED

PA TITLE NUMBER (AS SHOWN ON ATTACHED TITLE):

MAKE OF VEHICLE: PONTIAC

MODEL YEAR: 2005

VEHICLE IDENTIFICATION NUMBER: 1G2NE52E45M[redacted]

CONDITION: X ☐ GOOD ☐ FAIR ☐ POOR

1ST ASSIGNMENT

B. SELLER

LAST NAME (OR FULL BUSINESS NAME): EYNON PONTIAC BUICK, INC

FIRST NAME:

MIDDLE NAME:

CO-SELLER:

C. 1ST PURCHASER

LAST NAME (OR FULL BUSINESS NAME): [redacted] FIRST NAME: MIDDLE NAME: PA DL/PHOTO ID# OR BUS. ID#: DATE OF BIRTH:

CO-PURCHASER LAST NAME: FIRST NAME: MIDDLE NAME: PA DL/PHOTO ID#: DATE OF BIRTH:

STREET: [redacted]

COUNTY CODE: 3 5

CITY: SCRANTON STATE: PA ZIP CODE: [redacted] DATE ACQUIRED/PURCHASED: 07/01/2011

REFER TO COUNTY CODES LISTING ON REVERSE SIDE OF YELLOW COPY

2ND ASSIGNMENT

D. 2ND PURCHASER

LAST NAME (OR FULL BUSINESS NAME): FIRST NAME: MIDDLE NAME: PA DL/PHOTO ID# OR BUS. ID#: DATE OF BIRTH:

CO-PURCHASER LAST NAME: FIRST NAME: MIDDLE NAME: PA DL/PHOTO ID#: DATE OF BIRTH:

STREET:

COUNTY CODE:

CITY: STATE: ZIP CODE: DATE ACQUIRED/PURCHASED:

REFER TO COUNTY CODES LISTING ON REVERSE SIDE OF YELLOW COPY

E. VEHICLE TRADED

MAKE OF VEHICLE:

VEHICLE IDENTIFICATION NUMBER:

MODEL YEAR:

BODY TYPE (CP, TK, ETC.): SDN

CONDITION: ☐ GOOD ☐ FAIR ☐ POOR

I. TAX/FEES

	1ST ASSIGNMENT	2ND ASSIGNMENT
PURCHASE PRICE (See Note on Reverse.)	5995.00	
LESS TRADE-IN	0.00	
TAXABLE AMOUNT	5995.00	
1. SALES TAX DUE X 6% (.06), X 7% (.07) OR X 8% (.08) ★ (See Note on Reverse.)	359.70	
1A. EXEMPTION REASON CODE (must be a number from 1 to 23 or 0)		
1B. FIRST ASSIGNMENT EXEMPTION NO.	1B. SECOND ASSIGNMENT EXEMPTION NO.	
2. TITLE FEE	32.50	
3. LIEN FEE	N/A	
4. REGISTRATION OR PROCESSING FEE	N/A	
FEE EXEMPT NUMBER AS ASSIGNED BY THE DEPARTMENT		
5. DUPLICATE REG. FEE NO. OF CARDS	N/A	
6. TRANSFER FEE	36.00	
7. INCREASE FEE	N/A	
8. REPLACEMENT FEE	N/A	
TOTAL PAID (ADD 1 THRU 8)	9. 418.20	10.
11. GRAND TOTAL (ADD 9 & 10)	SEND ONE CHECK IN THIS AMOUNT →	418.20

F. APPLICATION FOR REGISTRATION

☐ PLATE TO BE ISSUED BY DEPARTMENT (PROOF OF INSURANCE MUST BE ATTACHED.)
☐ EXCHANGE PLATE TO BE ISSUED BY DEPARTMENT
☐ TEMPORARY PLATE ISSUED BY FULL AGENT (Note: This plate will expire 90 days from date of issuance.)

☐ TRANSFER OF PREVIOUSLY ISSUED PLATE
☐ TRANSFER & RENEWAL OF PLATE
☐ TRANSFER & REPLACEMENT OF PLATE
☐ TRANSFER OF PLATE & REPLACEMENT OF STICKER

PLATE NO. [redacted]

EXPIRES Month 09 Year 2012

REASON FOR REPLACEMENT: ☐ LOST ☐ DEFACED ☐ STOLEN ☐ NEVER RECEIVED (Lost in Mail)
NOTE: If "NEVER RECEIVED" block is checked, applicant must complete Form MV-44

TRANSFE[redacted]

VIN 3FAPP13J8FR[redacted]

TEMP. PLATE NO.

SIGNATURE OF PERSON FROM WHOM PLATE IS BEING TRANSFERRED (IF OTHER THAN APPLICANT) ▶ SIGN HERE

RELATIONSHIP TO APPLICANT

VEHICLE PURCHASED WEIGHT INFORMATION (IF APPLICABLE) ▶ GVWR | UNLADEN WEIGHT | REQ. REG. GROSS WT. INCLUDING LOAD | REQ. REG. GROSS COMB. WT. (IF APPLICABLE)

INSURANCE COMPANY NAME: STATE FARM

POLICY NO. (OR ATTACH BINDER): [redacted]

POLICY EFFECTIVE DATE: 07/05/2011

POLICY EXPIRATION DATE: 08/05/2011

ISSUING AGENT INFORMATION

I CERTIFY THAT ON MONTH 07 DAY 02 YEAR 2012 I HAVE CHECKED TO DETERMINE THAT THE VEHICLE IS INSURED AND ISSUED TEMPORARY REGISTRATION TO THE ABOVE APPLICANT, IN COMPLIANCE WITH ALL APPLICABLE PROVISIONS OF THE VEHICLE CODE AND DEPARTMENT REGULATIONS.

ISSUING AGENT (PRINT NAME): EYNON PONTIAC BUICK INC

ISSUING AGENT SIGNATURE: [signature]

AGENT NO.

TELEPHONE NO. (570)876-2474

G. CERTIFICATION

I/WE CERTIFY THAT I/WE HAVE EXAMINED AND SIGNED THIS APPLICATION AFTER ITS COMPLETION. I/WE FURTHER CERTIFY THAT ALL STATEMENTS HEREIN ARE TRUE AND CORRECT AND MAKE APPLICATION FOR CERTIFICATE OF TITLE FOR THE VEHICLE DESCRIBED IN SECTION A. IF ANY EXEMPTION IS CLAIMED, THE PURCHASER FURTHER CERTIFIES THAT HE/SHE IS AUTHORIZED TO CLAIM THIS EXEMPTION. I/WE ACKNOWLEDGE THAT I/WE MAY LOSE MY/OUR OPERATING PRIVILEGE(S) OR VEHICLE REGISTRATION FOR FAILURE TO MAINTAIN FINANCIAL RESPONSIBILITY ON THE CURRENTLY REGISTERED VEHICLE FOR THE PERIOD OF REGISTRATION. I/WE ACKNOWLEDGE THAT I/WE MAY BE SUBJECT TO A FINE NOT EXCEEDING $5,000 AND IMPRISONMENT OF NOT MORE THAN TWO YEARS FOR ANY FALSE STATEMENT THAT I/WE MAKE ON THIS APPLICATION.

1ST ASSIGNMENT

Signature of First Purchaser or Authorized Signer [redacted]

Signature of Co-Purchaser/Title of Authorized Signer

Telephone No. [redacted]

2ND ASSIGNMENT

Signature of Second Purchaser or Authorized Signer

Signature of Co-Purchaser/Title of Authorized Signer

Telephone No. ( )

H. ADDITIONAL TITLE INFORMATION

NOTE: IF A CO-PURCHASER OTHER THAN YOUR SPOUSE IS LISTED AND YOU WANT THE TITLE TO BE LISTED AS "JOINT TENANTS WITH RIGHT OF SURVIVORSHIP" (ON DEATH OF ONE OWNER, TITLE GOES TO SURVIVING OWNER.) CHECK HERE ☐. OTHERWISE, THE TITLE WILL BE ISSUED AS "TENANTS IN COMMON" (ON DEATH OF ONE OWNER, INTEREST OF DECEASED OWNER GOES TO HIS/HER HEIRS OR ESTATE.)

NOTE: IF THE VEHICLE IS TO BE USED AS A DAILY RENTAL OR LEASED VEHICLE, CHECK THIS BLOCK ☐. IF BLOCK IS CHECKED, COMPLETE AND ATTACH FORM MV-1L.

MESSENGER NO.

3. APPLICANT'S COPY/TEMPORARY REGISTRATION (VALID FOR 90 DAYS)

RECALL VISIT (1ST VISIT TO DEALER) $152.21

EYNON BUICK-GMC, INC.

ROUTE 6 SCRANTON-CARBONDALE HWY.
EYNON, PA. 18403
Phone: 570-876-2100

PROBLEMS PERSIST.

CUSTOMER NO: [redacted]	ADVISOR: STAN DOMBROSKI	TAG NO: 52	INVOICE DATE: 09/23/14	INVOICE NO: [redacted]
[redacted]	LABOR RATE: 73.95	LICENSE NO:	MILEAGE: 103,083	COLOR: RED/
SCRANTON, PA [redacted]	YEAR / MAKE / MODEL: 05/PONTIAC/GRAND AM/SDN		DELIVERY DATE: 01/20/06	STOCK NO: / DELIVERY MILES: 100,743
	VEHICLE I.D. NO: 1G2NE52E45M[redacted]		SELLING DEALER NO:	PRODUCTION DATE:
	F.T.E. NO:	P.O. NO:	R.O. DATE: 09/17/14	
HOME PHONE: [redacted]	BUSINESS PHONE:	COMMENTS:		MO: 103083

LABOR & PARTS

J# 1 99PNZ01 RECALL TECH(S):27 WARRANTY

* PERFORM RECALL
14350
RECALL
PERFORMED SAFETY RECALL 14350
OP#9100755

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2 21PNZ01 INSPECT FUEL SYSTEM TECH(S):27 36.98

CUSTOMER STATES THE VEHICLE IS HARD STARTING & HAS
A STRONG FUEL ODOR AT TIMES
INSPECTION REVEALED THAT THE FUEL PRESSURE REGULATOR IS
LEAKING CAUSING CONDITION
REPLACED THE FUEL PRESSURE REGULATOR AS NEEDED
FOR CORRECTION
VEHICLE IS OPERATING TO FACTORY SPECS AT THIS TIME

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	17113622	REGULATOR 3.330	128.26	128.26
			JOB # 2 TOTAL PARTS		128.26
			JOB # 2 TOTAL LABOR & PARTS		165.24

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 2	5P2	15% DISCOUNT PARTS		-19.24
JOB # 2	6L1	10% DISCOUNT LABOR		-3.70
			TOTAL - MISC	-22.94

COMMENTS
WAIT

TOTALS

TOTAL LABOR....	36.98
TOTAL PARTS....	128.26
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	-22.94
TOTAL TAX.....	9.91
TOTAL INVOICE $	**152.21**

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

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE _____

Thank You!

DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

CUSTOMER COPY [END OF INVOICE] 03:47pm

2ND DEALER VISIT - $ BILL $476.94!

EYNON BUICK-GMC, INC.

ROUTE 6 SCRANTON-CARBONDALE HWY.

EYNON, PA. 18403

Phone: **570-876-2100**

PROBLEMS PERSIST!!

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	STAN DOMBROSKI 52		10/13/14	[redacted]
[redacted]	LABOR RATE: 73.95 / LICENSE NO. / MILEAGE: 103,100		COLOR: RED/	STOCK NO.
SCRANTON, PA [redacted]	YEAR / MAKE / MODEL: 05/PONTIAC/GRAND AM/SDN		DELIVERY DATE: 01/20/06	DELIVERY MILES: 100,743
	VEHICLE I.D. NO.: 1 G 2 N E 5 2 E 4 5 M [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.O. DATE: 10/08/14	
RESIDENCE PHONE: [redacted]	BUSINESS PHONE: [redacted]	COMMENTS		MO: 103100

LABOR & PARTS----------

J# 1 24PNZ DRIVEABILITY TECH(S):27 221.85

CUSTOMER STATES THE VEHICLE STALLED & WON'T RESTART ALSO
HAS A STRONG FUEL ODOR
INSPECTION REVEALED THAT THE SPARK PLUGS ARE WORN BELOW
FACTORY SPECS AND WERE FLOODED BY THE LEAKY FUEL PRESSURE
REGULATOR THAT WAS REPLACED LAST VISIT.RECOMMENDED
REPLACED THE SPARK PLUGS & WIRES AS NEEDED AND CUSTOMER
DECLINED AT THAT TIME
VEHICLE STILL NEEDED SPARK PLUGS AND WIRES
REPLACED ALL (6) SPARK PLUGS & ALL (6) SPARK PLUG WIRES
AND PERFORMED A FUEL INJECTION CLEANNG SERVICE AS NEEDED
FOR CORRECTION
VEHICLE IS OPERATING TO FACTORY SPECS AT THIS TIME

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	12192462	WIRE KIT 2.239	93.82	93.82
JOB # 1	6	12568387	SPARK PLU 2.270	10.72	64.32
JOB # 1	1	BG9227	FUEL SERV	69.95	69.95
			JOB # 1 TOTAL PARTS		228.09
			JOB # 1 TOTAL LABOR & PARTS		449.94

TOTALS----------

TOTAL LABOR....	221.85
TOTAL PARTS....	228.09
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	27.00
TOTAL INVOICE $	**476.94**

[ ] CASH [ ] CHECK CK NO. [ ]

[ ] VISA [ ] MASTERCARD [ ] DISCOVER

[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

Thank You!

DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

The Reynolds and Reynolds Company ERA-NTIVE CC024372-0 (01/11)

EYNON PONTIAC BUICK GMC
150 SCRANTON CARBONDALE
EYNON, PA. 18403

TERMINAL I.D.: 00540700080167646750 00
MERCHANT #: 8016764675

MASTERCARD
**********[redacted]
SALE
RECORD #: 6 INV: 000006
DATE: OCT 13, 14 TIME: 10:57
BATCH: 257
AUTH: [redacted] ← INVOICE PAYMENT RECEIPT

TOTAL $476.94

[redacted]

I AGREE TO PAY ABOVE TOTAL AMOUNT
ACCORDING TO CARD ISSUER AGREEMENT
(MERCHANT AGREEMENT IF CREDIT VOUCHER)

CUSTOMER COPY

EYNON BUICK-GMC, INC.

ROUTE 6 SCRANTON-CARBONDALE HWY.
EYNON, PA. 18403
Phone: 570-876-2100

GMC

ADVISOR: STAN DOMBROSKI 52		TAG NO.	INVOICE DATE: 10/13/14	INVOICE NO.: [redacted]
LABOR RATE: 73.95	LICENSE NO.	MILEAGE: 103,100	COLOR: RED/	STOCK NO.
YEAR / MAKE / MODEL: 05/PONTIAC/GRAND AM/SDN			DELIVERY DATE: 01/20/06	DELIVERY MILES: 100,743
VEHICLE I.D. NO.: 1G2NE52E45M[redacted]			SELLING DEALER NO.	PRODUCTION DATE
F. T. E. NO.	P. O. NO.		R. O. DATE: 10/08/14	
PHONE	COMMENTS			MO: 103100

[redacted] [redacted]

LABOR & PARTS ---------- 221.85
J# 1 24PNZ DRIVEABILITY TECH(S):27

CUSTOMER STATES THE VEHICLE STALLED & WON'T RESTART ALSO
HAS A STRONG FUEL ODOR
INSPECTION REVEALED THAT THE SPARK PLUGS ARE WORN BELOW
FACTORY SPECS AND WERE FLOODED BY THE LEAKY FUEL PRESSURE
REGULATOR THAT WAS REPLACED LAST VISIT,RECOMMENDED
REPLACED THE SPARK PLUGS & WIRES AS NEEDED AND CUSTOMER
DECLINED AT THAT TIME
VEHICLE STILL NEEDED SPARK PLUGS AND WIRES
REPLACED ALL (6) SPARK PLUGS & ALL (6) SPARK PLUG WIRES
AND PERFORMED A FUEL INJECTION CLEANNG SERVICE AS NEEDED
FOR CORRECTION
VEHICLE IS OPERATING TO FACTORY SPECS AT THIS TIME

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1		12192462	WIRE KIT 2.239	93.82	93.82
JOB # 1	6		12568387	SPARK PLU 2.270	10.72	64.32
JOB # 1	1		BG9227	FUEL SERV	69.95	69.95
				JOB # 1 TOTAL PARTS		228.09
				JOB # 1 TOTAL LABOR & PARTS		449.94

TOTALS

TOTAL LABOR....	221.85
TOTAL PARTS....	228.09
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	27.00
TOTAL INVOICE $	**476.94**

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

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

Thank You!

DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

The Reynolds and Reynolds Company ERAINTNVE CC024370 Q (01/11)

 CUSTOMER COPY [END OF INVOICE] 02:21pm

TOM HESSER CHEVROLET/BMW, INC.

1001 N. WASHINGTON AVENUE
SCRANTON, PA 18509
TELEPHONE (570) 343-1221
(800) 435-9586
www.tomhesser.com

CUSTOMER #: [redacted]

[redacted]

INVOICE

[redacted]

SCRANTON, PA [redacted]

PAGE 1

HOME: [redacted] CONT: [redacted]
BUS: CELL:

SERVICE CONSULTANT 1163 NICOLA DOUGHER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	05	PONTIAC GRAND AM	1G2NE52E45M[redacted]		103371/103371	T1467

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN05 DD			16:30 21OCT15		95.00	CASH	23OCT15

R.O. OPENED	READY	OPTIONS:
21OCT15	23OCT15	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES VEHICLE HARD START, JUST CRANKS			
EN DIAGNOSE AND REPLACE FUEL PUMP			
1037 CC 3.50		304.50	304.50
1 25121293 (S)FILTER	24.82	24.82	24.82
1 88967294 W-(S)MODULE KIT	335.72	335.72	335.72
PARTS: 360.54 LABOR: 304.50 OTHER: 0.00 TOTAL LINE A:			665.04
103371 verified customers complaint. checked the fuel pressure. found the vehicle to have low fuel pressure. vehicle needs a new fuel pump and fuel filter. supported the fuel tank. disconnected the fuel filler neck, fuel lines, and electrical connector. unbolted the fuel tank strap and lowered the fuel tank. R&R the fuel pump and the fuel filter. reinstalled the fuel tank. reconnected the electrical connector, fuel lines, and the fuel filler neck. checked fuel pressure. fuel pressure is good. started vehicle. vehicle starts quicker now.			
**********			
B CUSTOMER STATES KEY NEEDS TO BE JIGGLED IN ORDER TO START VEHICLE			
BE PROGRAM KEY			
1037 CC 0.50		43.50	43.50
1 CODE-CUT KEY	7.50	7.50	7.50
1 2852065 (S)KEY	10.00	10.00	10.00
PARTS: 17.50 LABOR: 43.50 OTHER: 0.00 TOTAL LINE B:			61.00
103371 found the ignition key to be worn. had a new key cut for vehicle			
**********			
C CUSTOMER STATES VEHICLE STALLS OUT WHILE DRIVING			
SEEA SEE LINE A REPAIR.			
1037 CC 0.00		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:			0.00
103371 could not verify customers complaint at this tim			
**********			

* THIS IS RECEIPT FROM SECOND DEALERSHIP (GM PRODUCTS) WHERE VEHICLE WAS TAKEN OCTOBER 21, 2015 TO TRY AND REPAIR PROBLEMS EXACERBATED BY RECALL PERFORMED AT FYNOON BUICK/GMC ON 9/13 & 10/13. *

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	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

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CUSTOMER #: [redacted]

[redacted]

INVOICE

[redacted]

SCRANTON, PA [redacted]
HOME: [redacted]
BUS:

CONT: [redacted]
CELL:

PAGE 2

SERVICE CONSULTANT 1163 NICOLA DOUGHER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	05	PONTIAC GRAND AM	1G2NE52E45M[redacted]		103371/103371	T1467

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R.O. OPENED	READY	OPTIONS:
21OCT15	23OCT15	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

DEAR CUSTOMER
YOUR SATISFACTION IS OUR #1 GOAL. IF YOU CAN'T IN GOOD FAITH SCORE THE MANFACTURERS SURVEY QUESTIONS AS COMPLETELY SATISFIED, PLEASE CONTACT US. WE WILL DO EVERYTHING IN OUR POWER TO DESERVE A COMPLETELY SATISFIED RESPONSE FROM YOU. THANK YOU

PAID

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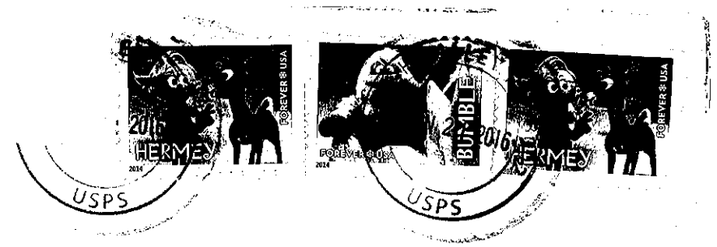
CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	348.00
PARTS AMOUNT	378.04
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	726.04
LESS INSURANCE	0.00
SALES TAX	43.56
PLEASE PAY THIS AMOUNT	769.60

CUSTOMER COPY

[redacted]

SCRANTON, PA [redacted]



U.S. DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
OFFICE OF DEFECTS INVESTIGATION NEF-160
1200 NEW JERSEY AVENUE SE.
WASHINGTON, D.C. 20077-9382