



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 ☐

14 DEC 2015
MAR 5 1 2016

Reference No.
10810063

OWNER INFORMATION (Type or Print)

Name

Address

City

SURFSIDE BEACH

State

SC

Zip Code

Daytime Telephone Number

E-mail Address

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

1G2WP12K3W

Make

PONTIAC

Model

GRAND PRIX

Model Year

1998

Date Purchased

1998

Dealer's Name and Telephone Number

LAVIN OUT OF BUSINESS

Engine:

No. Cylinders

Fuel Type:

MED.

Original Owner

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Multiple Failure:

Incident Date(s)

07-MAY-2012

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: ENGINE (PWS)

Failure Mileage

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment

☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

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

Crash

☐ Yes ☒ No

Fire

☒ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

N

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

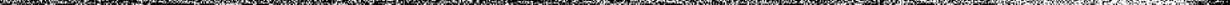
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

TL* THE CONTACT OWNS A 1998 PONTIAC GRAND PRIX. THE CONTACT STATED THAT THE ENGINE WAS OVER HEATING AND THAT THE THERMOSTAT READING KEPT FLUCTUATING HIGHER AS THE FAILURE PROGRESSED. THE VEHICLE WAS TAKEN TO TWO DIFFERENT DEALERS FOR SEVERAL REPAIRS THAT DID NOT REMEDY THE FAILURE. THE CONTACT LATER RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 15V701000 (ENGINE AND ENGINE COOLING) YEARS AFTER EXPERIENCING THE FAILURE AND WAS TO SCHEDULE THE RECALL REPAIR APPOINTMENT WITH THE DEALER. THE MANUFACTURER WAS NOTIFIED OF THE FAILURES. THE FAILURE MILEAGE WAS NOT AVAILABLE. VIN TOOL CONFIRMS PARTS NOT AVAILABLE.

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

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



3/2/2016

As you requested - Copies of repair on
of my PONTIAC GRAND PRIX 1998
all 3 companies.

all 3 companies.
In fact I had not been using the PONTICA G-PROX
On March 7th 2016 I made arrangement with
Myrtle Beach Chevrolet FOR LEASE a car
on monthly payments. BBT Bank.

Please see what you will do

Thank you

ON RECALL
G.M.

SURFSIDE BEACH, S.C.



IMPORTANT SAFETY RECALL

December 2015

[REDACTED]
Myrtle Beach, SC [REDACTED]

This notice applies to your vehicle, VIN: 1G2WP12K3WF [REDACTED]

Dear [REDACTED]

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 1998 model year Pontiac Grand Prix vehicles equipped with a 3.8L V6 engine. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM safety recall 15757.
- Parts to repair your vehicle are not currently available.
- Previously, your vehicle was repaired under a safety recall for this condition. The remedy procedure performed on your vehicle may not be sufficient to prevent subsequent engine compartment fires relating to this condition. Your vehicle will require further repairs to remedy the condition.
- Until you have had your vehicle repaired it is recommended that the vehicle be parked outside and not in a garage or other structure.

Why is your vehicle being recalled?

Drops of engine oil may be deposited on the exhaust manifold through hard braking. This condition could cause an engine compartment fire.

What will we do?

Parts to repair your vehicle are not currently available, but when parts are available, your General Motors dealer will replace your engine's front valve cover and front-valve-cover gasket with new parts of an improved design. Your engine's plastic "beauty" cover and plastic oil-fill-tube extension will be removed, if they haven't been already. This service will be performed for you at **no charge**.

When parts are available, we will send you another letter asking you to take your vehicle to your General Motors dealer to have your vehicle serviced. You can also check the status of this recall at www.my.gm.com/recalls. If you have already paid for repairs for this condition, a reimbursement request form will be included with the next letter.

GM

COPIES OF REPAIR ENCLOSED

General Motors Product Field Action
Customer Reimbursement Request Form

15757

This section to be completed by customer (please print)

Customer Name: [REDACTED]

Street Address or P. O. Box Number: [REDACTED]

City: MYRTLE BEACH, S.C. State: S.C. Zip Code: [REDACTED]

Daytime Telephone Number (include Area Code): [REDACTED]

Evening Telephone Number (include Area Code): SAME

Date Request Form and Supporting Documentation Submitted to Dealer: MYRTLE BEACH CHEVROLET INC.

Vehicle Identification Number of Involved Vehicle: VIN-1G2WP12K3WF [REDACTED]

Mileage at Time of Repair: 9200 Date of Repair: 12/15

Amount of Reimbursement Requested: \$ 1,000

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS REQUEST FORM.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- Description of problem, the repair performed, date of repair and who performed the repair.
- The total cost of the repair expense that is being requested.
- Proof of payment for the repair in question and the date of payment.

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Customer's Signature: [REDACTED]

Submit this request form and the required documents to your GM dealer for processing. All reasonable and customary costs to correct the condition described in the letter that came with this form will be considered for reimbursement. If your request is approved, you will receive a check from your dealer. If your request is denied, you will receive a written explanation for the denial from your dealer. If your request is incomplete, your dealer will advise you what documentation is needed to complete the request and offer you the opportunity to resubmit the request when the missing documents are available. If you have any questions about this process or have waited 30 or more days for a response from your dealer, please contact the GM Customer Assistance Center at 1-800-204-0261.

This section to be completed by dealer (please print)

Bulletin No.: _____ Request Approved: _____ Date: _____ Amount: \$ _____

Request Denied: _____ Date: _____ Reviewed By: _____

Reason: _____

If denied, please provide a copy of this form to the customer and retain original for your files



DRAFT AUTHORIZATION FOR LOAN PAYMENT

I authorize BB&T to initiate electronic debits from account shown below in the amount of my payment for the loan account designated. Additionally, I hereby authorize the depository bank noted below to honor electronic debits from my account. I represent and warrant that funds in this account are payable on my sole request and that sufficient funds will be available in the account to cover all authorized debits. This authority is for all payments due on or after the draft effective date except for the last, for which I will be billed.

This authorization will remain in effect until:

1. Cancelled by me in writing and until BB&T actually receives such notice and have had a reasonable opportunity to act on it, I agree that you shall be fully protected in honoring any such draft.
2. BB&T reserves the right to cancel this draft at any time.

I agree that your treatment of each such draft, and your rights in respect to it, shall be the same as if it were signed personally by me.

Please note that changes to an existing automatic draft or to delete an automatic draft must be received four business days prior to the next scheduled draft date to allow timely processing.

Requestor Name	Requestor B#	Date
[REDACTED]	[REDACTED]	3/10/2016
Account Number	Note Number	
[REDACTED]	[REDACTED]	

Depository Bank Name	Deposit Account Number	
CONWAY NATIONAL BANK	[REDACTED]	☒ Checking ☐ Savings

Routing Transit	Name of Deposit Account Owner
[REDACTED]	[REDACTED]

Effective Date of Draft	☒ Add ACH
3/18/2016	☐ Delete ACH
<i>Starts in April</i>	☐ Modify ACH

Additional Amount (if any) to be drafted above the regular payment amount. *Note* A fixed payment can not be set up on a variable billed line of credit.

3/10/2016

Date

[REDACTED]
Client Signature (Required)

Please fax the signed Loan Payment Draft Authorization Form to 1-888-497-5958.



1785 HWY 501 • P.O. BOX 425
MYRTLE BEACH, SC 29577
(843) 448-3105 (800) 688-3105
24 HOUR EMERGENCY
SERVICE: (843) 946-9829



Cadillac

CUSTOMER NO.	CRYSTAL SOPER	2401	TAG NO.	3272	INVOICE DATE	02/10/16	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE	92,566	COLOR	SILVER/	STOCK NO.
	YEAR/MAKE/MODEL				DELIVERY DATE	DELIVERY MILES	
	98/PONTIAC/GRAND PRIX/2DR CPE GT				SELLING DEALER NO.	PRODUCTION DATE	
	VEHICLE I.D. NO.		1 G 2 W P 1 2 K 3 W F		R.O. DATE		02/08/16
	F.T.E. NO.		P.O. NO.				
	BUSINESS PHONE		COMMENTS		MO: 92566		

LABOR & PARTS			TECHNICAL		INTERNAL	
# 1 01CVZ	ENGINE		TECHNO 619			253.29
C/S VEHICLE SEEMS TO BE OVERHEATING						
FOUND WATER PUMP LEAKING / POURING						
REPLACED WATERPUMP						
TEST DROVE, RECHECKS OK						
PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	19209288	*PUMP KIT 1.069 0	181.30	104.25	104.25
JOB # 1	1	12378560	COOLANT 8.800 0	17.60	10.12	10.12
JOB # 1 TOTAL PARTS						114.37
JOB # 1 TOTAL LABOR & PARTS						367.66

# 2 18CVZ		RECALL OR CAMPAIGNS		TECHNICAL		INTERNAL	
15757 UNDER HOOD FIRE							
PARTS STILL UNAVAILABLE / ON ORDER							
PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	LIST PRICE-	UNIT PRICE-		
JOB # 2	0	12590366	COVER 0.386 0			INTERNAL	
PART ON SPECIAL ORDER							
** QUANTITY 1 IS SPECIAL ORDERED **							
JOB # 2 TOTAL PARTS						0.00	
JOB # 2 TOTAL LABOR & PARTS						0.00	
MISC-----	CODE-----	DESCRIPTION-----		CONTROL NO-----			
JOB # A	HW	HAZARDOUS WASTE				4.99	
JOB # A	SS	SHOP SUPPLIES				17.73	
TOTAL - MISC						22.72	

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$400.00 (+TAX)

COMMENTS

TOTALS

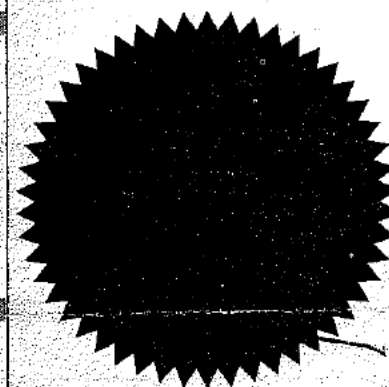
GOODWRENCH SERVICE PLUS.
PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIMITED
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.
THANK YOU FOR YOUR BUSINESS!

START SAVING NOW! DOWNLOAD THE SMARTPHONE APP!

TOTAL LABOR ... 253.29
TOTAL PARTS ... 114.37
TOTAL SUBLET ... 0.00
TOTAL G.O.G. ... 0.00
TOTAL MISC CHG. ... 22.72
TOTAL MISC DISC ... 0.00
TOTAL TAX ... 9.60

TOTAL INVOICE \$ 399.98

CUSTOMER SIGNATURE



WARRANTY DISCLAIMER

Any warranties on the item/items sold hereby are those made by the manufacturer. The seller, Myrtle Beach Chevrolet, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Myrtle Beach Chevrolet neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

ALL GENERAL MOTORS PARTS AND LABOR ARE GUARANTEED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST.

DEALER IS NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, OR ANY OTHER CAUSE BEYOND OUR CONTROL OR FOR ANY DELAYS CAUSED BY THE UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER.



THANK YOU
FOR YOUR BUSINESS!

PLEASE SEE REVERSE SIDE

www.aaanetaccess.com



Account Number: [REDACTED]
November 11 - December 10, 2015

Account Information:

Mail billing inquiries to:
AAA Financial Services
P.O. Box 982235
El Paso TX 79998-2235

Mail payments to:
AAA Financial Services
P.O. Box 15019
Wilmington DE 19856-5019

Customer Service:
1.888.685.3669

(1.800.346.3178 TTY)

Payment Information

New Balance Total\$869.71
Current Payment Due\$25.00

Total Minimum Payment Due.....\$25.00
Payment Due Date.....1/7/16

Late Payment Warning: If we do not receive your Total Minimum Payment by the date listed above, you may have to pay a late fee of up to \$37.00 and your APRs may be increased up to the Penalty APR of 29.99%.

Total Minimum Payment Warning: If you make only the Total Minimum Payment each period, you will pay more in interest and it will take you longer to pay off your balance. For example:

If you make no additional charges using this card and each month you pay	You will payoff the balance shown on this statement in about	And you will end up paying an estimated total of
Only the Total Minimum Payment	4 years	\$1,084.00
\$29.00	36 months	\$1,044.00 (Savings = \$40.00)

If you would like information about credit counseling services, call 1-866-300-5238.

Account Summary

Previous Balance.....\$17.48
Payments and Other Credits.....-18.35
Purchases and Adjustments.....870.58
Fees Charged.....0.00
Interest Charged.....0.00

New Balance Total.....\$869.71

Total Credit Line.....\$1,000.00
Total Credit Available.....\$130.29
Cash Credit Line.....\$300.00
Portion of Credit Available for Cash....\$130.29
Statement Closing Date.....12/10/15
Days in Billing Cycle.....30

BD 12/30/2015

Transactions

Transaction Date	Posting Date	Description	Reference Number	Account Number	Amount	Total
11/30	11/30	Payments and Other Credits				
12/10	12/10	PAYMENT - THANK YOU	[REDACTED]	[REDACTED]	-17.48	
		MONTHLY GAS REBATE			-0.87	
						-\$18.35
11/19	11/21	Purchases and Adjustments				
		CAROLINA CAR CARE INC - MURRELL'S INLESC	[REDACTED]	[REDACTED]	466.00	
		continued on next page				

PAID In Full
THANK YOU VISA
N/A

MASON TIRE & AUTO SERVICE

OWNED AND OPERATED BY A PROUD GOODYEAR INDEPENDENT DEALER
750 HIGHWAY 17 N
SURFSIDE BEACH, SC 29575
(843)238-3339
FEDERAL TAX ID# 57 0801371
WWW.MASONTIRE.NET



INVOICE

07/02/15 07/02/15
08:47 AM 02:56 PM
TERR: 9931
NONSIG: 152234

PAGE: 01 COPY: 02

BILL TO: [REDACTED]
SURFSIDE BEACH, SC [REDACTED]

PHONE 1..... [REDACTED] EXT.
PHONE 2.....
DATE REQUESTED 07/02/15
TIME REQUESTED
RETURN PARTS... YES
SALESMAN..... 004 / 004

VEH YEAR/MAKE. 98 PONTIAC
VEHICLE MODEL. GRAND PRIX SE
VEHICLE COLOR. SILVER
LICENSE/STATE.
ODOMETR IN/OUT 091836 / 91837
PRIOR INVOICE. [REDACTED]

ACCOUNT # COB TC CUST# TYPE/STATE
[REDACTED] 2 01 [REDACTED] 5 SC

SLSM	TECH	PRODUCT CODE	BC	QTY	DESCRIPTION	PARTS	LBR/EXCISE	LINE TOTAL
004	059	087-200	R	1	AC KIT COMP/DRYER/ORIFICE TUBE	348.50	.00	348.50
004	059	087-100	R	1	REPLACE AC COMP/DRYER/ORIFICE TUBE	.00	205.00	205.00
004	059	087-160	R	1	EVAC & RECHRG A/C SYS(REFRIGERANT EXTRA)	.00	82.00	82.00
004	059	087-210	R	1	1.5LBS FREON	45.00	.00	45.00
004	059	087-100	R	1	CHECK COMP	.00	41.00	41.00
004	099	093-007	R	1	MISCELLANEOUS MATERIALS/SHOP SUPPLIES	17.75	.00	17.75
004	099	087-200	R	1-	10% OFF PARTS	20.50	.00	20.50-

IT IS CUSTOMER'S RESPONSIBILITY TO HAVE ALL LUG NUTS CHECKED AND RETORQUED 50 TO 100 MILES AFTER SERVICE
MANUFACTURERS RECOMMEND ROTATE YOUR TIRES EVERY 6000 TO 8000 MILES

CUSTOMER AUTHORIZATION FOR TOTAL

BUYING PLAN... A

OF PAYMENTS.

PAY START DATE 08/10/15

DISCOUNT..... *NET*

SEE REVERSE SIDE FOR IMPORTANT SAFETY
WARNING AND WARRANTY INFORMATION

HAVE A QUESTION OR PROBLEM?
Please tell our store manager. We value your opinion as much as your
business. Should you need additional assistance, call our
CUSTOMER ASSISTANCE LINE 1-800-321-2136

PARTS TOTAL..... 390.75
LABOR TOTAL..... 328.00
SUB TOTAL..... 718.75
SALES TAX..... 23.45

CHARGED AMOUNT 742.20
TAXABLE AMOUNT 390.75

INVOICE TOTAL

\$742.20

342.20

Pd In Full
THRU VISA - AAA

SURFSIDE BEACH SC



1000



20077

U.S. POSTAGE
PAID
SURFSIDE BEACH, SC
29575
MAR 14, 16
AMOUNT

\$0.71

R2304M110488-09

U.S. DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
OFFICE DEFECTS/INVESTIGATION, NVS-210
1200 NEW JERSEY AVENUE S.E.
WASHINGTON, D.C. ~~20077~~ 9382

20590