<u> </u>
BBB
Ś

BBB AUTO LINE

4200 Wilson Boulevard, Suite 800 Arlington, VA 22203-1838 Phone 800.955.5100 Fax: 703.247.9700

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

MANUFACTURER RESPONSE FORM

Case Number: PG <u>M0657811</u>	Start Date:	08/17/06
Customer Name:	State: PA	
VIN: 1G2ZG528054	Probable Hearing Location: Pitts	burgh
This claim is \Box IN Warranty \Box OUT of Warranty		
Has the customer contacted you regarding the claim?	🗆 YES 💆 NO	
Is the VIN listed above correct?	\Box YES \Box NO	
If you checked NO, please indicate the correct VIN:		
Customer Contact Info:		

SETTLEMENT INFORMATION

Council of Better Business Bureaus, Inc.

What, if anything, are you willing to offer the customer to settle this dispute? Please include as much detail as possible (e.g., dealership name for repairs, specific dollar figures, etc.).

Has this offer been communicated to the customer?	\Box YES	🗆 NO
If you checked YES, please indicate the customer's response below:		
□ The customer accepted the offer on / /		

□ The customer rejected the offer on / /

□ The customer has not indicated a response to the offer.

If the customer accepts this offer, **when will the settlement be performed**? Please indicate a specific performance date or time frame: _____

ARBITRATION INFORMATION

Please list customer requests that you feel are ineligible for arbitration and explain why.

Please write your position as to the cause of each problem listed on the Customer Claim Form.

Please indicate the decision you request the arbitrator to render:

List the amount of any over allow I will participate By phone	wance/negativ	r e ec n	quity: \$ □ In writing		
Return this form as soon as poss	ible				
To:	Ce	mp	leted by:		Date://
BBB AUTO LINE	Fu	iture	e contact:		
Fax: 703.247.9700	Phone:			Fax:	



BBB AUTO LINE 4200 Wilson Boulevard, Suite 800 Arlington, VA 22203-1838 Phone 800.955.5100 Fax: 703.247.9700

Council of Better Business Bureaus, Inc.

August 17, 2006

Re:m09 PGM0657811

vs Pontiac/GMC Division 1G2ZG528054

NATALIE MACDONALD PONTIAC/GMC P O BOX 33172 DETROIT MI 48232

Dear Madam/Sir:

The customer listed above has completed the *Customer Claim Form* (*CCF*), and the case is officially open in the BBB AUTO LINE program. Enclosed you will find an updated *CCF* and any support documentation provided by the customer. Please note that for Florida and California cases and cases opened via mail, support documentation may not have been supplied by the customer. When received, this information will be forwarded to you under separate cover.

Please review the customer's claim and submit any documentation you may have pertaining to this claim as soon as possible. We will contact you within the next couple of days to discuss the claim, explain our telephone settlement efforts, which we may utilize prior to arbitration and offer our assistance in the settlement process. If you resolve the dispute, or if you believe that any portion of claim is not eligible for arbitration, please contact me at 800.334.2406.

Thank you for your active participation in the BBB AUTO LINE program.

74353	201476	WEAVER STREEMILLE
	INVOICE	www./wbuypower.com
		714 WEST 12TH STREET - P.O. BOX 799 ERIE, PENNSYLVANIA 16512 TELEPHONE- (814) 455-8071
ACKEAN, PA BUS:	PAGE 1	FAX: (814) 455-5559
COLOB YEAR MAKE/MODEL	VIN	128 RALPH BECK LICENSE MILEAGE IN / OUT TAG
RED 05 PONTIAC G6 DEL. DATE PROD DATE WARR. EXP. PROMISEI	1G2ZG528054	GKT391 17690/17690 T32 BATE PAYMENT INV. DATE
16APR05 IS 17:30 105	JULO6	65.00 CASH 10JUL06
OPTIONS:	ENG:3.5_Liter_SP	FI
10:40 10JUL06 13:15 10JUL06 LINE OPCODE TECH TYPE HOURS	· · · · · · · · · · · · · · · · · · ·	LIST NET TOTAL
A CUSTOMER STATES: STEERING MISSAGE 1 CAUSE: TECHNICIAN FOUND CODE C0460	DISPLAYED WHILE DRI - CHECK WIRING A	IVING ALL OK AT PRESENT
N6628 SCAN SYSTEM CODE C0460 & HEDATES CHECK WIRING &	- CHECK BULLETINS	
POSITION SENSOR & MODULE		(N/C)
PC: 6N PART#: COUNT: 0		(11/10)
AUTH CODE:		
WG		e -
PARTS: 0.00 LABOR: 0.00 (OTHER: 0.00	TOTAL LINE A: 0.00
*****************	*******	*******
"W" Lij	' After Part No. in Tetime Warranty Par	ndicates rt
For	: Customer Paid Par	rts Only!
Na manana katalahatan katalahatan katalahatan katalahatan katalahatan katalahatan katalahatan katalahatan katal		
	•	
1		
ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN, SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO	STATEMENT OF DISCLAIMER The factory warranty constitutes all the warranty and the warranty constitutes all	
OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPARED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY	the sale of this itemviterns. The Selier hersby expressly disclaims eli warranties either express or	GAS. OIL, D
ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALES FOR INSSECTION OF	mipried, including any implied warranty of merchantability or fitness for a particular purpose, Seller neither assumes on	SUBLET AM MISC. CHAR
MANUFACTURER'S REFRESENTATIVE.	euthorizes any other person to assume for it any liability in connection with the sale of this	TOTAL CHARG
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	SALES TAX
• "Manufation		THIS AMOUNT 0.00

÷

28803 BOB HOWARD	PURCHASE A 250 Dealer & Stock #	GREEMENT	DR	120870
GURREWILLES TH	Burghaans			10 MK 2005
N. Broadway Extension at Memorial P.O. Box 14508				······
Oklahoma City, OK 73113 405/752-1717	Address		_ Telephone	e: Home _
FAX 405/752-8865	City ENID SI	tate OK Zip Code	Telephone	e: Work
Purchaser agrees to purchase from Dealer the following Salesman	described vehicle subject to all ter New Truck 🔲 Used Truck New Car 🛄 Used Car	rms and conditions set forth on the face I New Demo Truck Date of New Demo Car Miles	e and reverse of Delive 04	side of this Purchase Agreement.
VEHICLE PURCHASED DESCRIP	PTION		PURC	HASE PRICE
2005 PONTIAC Code VEHICLE IDENTIFICATION NO. 0.2.2.0.5.2.8.0.5.4 5.4.0.5.0 L.G.R. ENGINE TYPE TRANSMISSION	LICENSE NUMBER & STATE		DISCL CASH PF	
ACCESSORIES TO BE INSTALLED BY DEALER C	DAUTO DFACTORY D	OTHER DAMAN OCD		
		\$	TRADE (
		\$	DISCOU	
	بر به ۱۹۹۵ با ۲۰ ماری ۱۹۹۹ با در ۱۹۹۵ با در ۱۹۹۵ با ۱۹	\$	TRADE C	IFFERENCE
PURCHASER IS RESPONSIBLE FOR ALL COSTS FOR TH	E TAG, TITLE AND PAYMENT OF T	AXES ON VEHICLE PURCHASED.	OR SALE	PRICE 18331.00
PURCHASER: X			ADP	+ \$199.50
TRADE-IN VEHICLE: YEAR MIFG, NAME MODEL 2002 CHEV CAMCP	BODY TYPE	COLOR TUPHOLISTERY		7000.00
	UNT OF PAYOFF GOOD THROUGH	PACER CAREPACE BY	ana	
TELEPHONE OF STORAGE CARDEN STORAGE CARDEN STORAGE	ono co environten en erecercien son s	AND WORK PARAMENTS CO. AND THE	SERVICE	CONTRACT
I. Purchaser, agree as a part of this sele to pay to dealership any amount or on purchase of epicie. I have certify that the vehicle identified as the Train on purchase of vehicle. I have certify that the vehicle identified as the Train and the vehicle.	red on Trade-in Vehicle to any third pany, if d de-in Vehicle is titled in my name, and is trae	Minerent from emount shown as Trade-In Payoff a and clear of all other liens and encumbrances	OTHER	
other than what is shown abows. I understand that if the title is not in my ha days after demand upon me by the dealer. I further warrant that he title to se	ime, that it is my obligation to provide dealer aid Trade-In is not an Insurance dated, rebuil	with a clear title in the deaters name within five it, salvage, their, recovery or reconditioned title.		
I appoint the Dealer to act as my attorney in fact to sign my name on any or DISPUTE This Discute Resolution Clause applies to any controversy claim or d	cument necessary to place bite to the above ERESOLUTION CLAUSE sistuite between the Purchaser and the Di	e described i rade-in Vehicle in Dealer's name.		
transaction, including but not whited to any and all issues or disputes an subsequent to the sale or attempted sale of a vehicle and whether said a this dispute resolution cleave applies to any dispute which arkees as a attempted sale of a vehicle. The Purchaser and Dealer agree that all it National Arbitration Fourin, pursuant to the Federal Arbitration Act, Title a law dearthory law and all other taws, inclusing but not limited to, all con	rising as a result of this sale or transaction, sale or attempted sale is a cash sale or bas a result of any financing contract, agreem nutters actreased within this Clause shal b U.S.C. §1, et eq. The parties agree and o stract, tark, end property disputes will be a	whelher said issues arises prior to, during or ead upon financing or extended credit. Further, ent, or sale document related to the sale or to evolution of the sale or be evolutioned a function of the sale or protestand that all disputs to the sale biget to biffield a function of the sale or sale of the s		
Contract. The parties specifically exclude from this Dispute Resolution Oklahorma. The parties agree and understand that the arbitrator shall ha to subhority to grant en award ar order for money demages, consequent be conducted in compliance with the Rules of the National Arbitrator 5 conformity with the Federal Rules of Civil Procedure. Any evidence subm arbitrator in conformity with the Federal Rules of Evidence. The award re- the parties. Both the Purchaser and Deater acknowledge and understants between the parties that the party filing the arbitration claim shall be resp the parties. The prevailing party of any dispute submitted to arbitration	Clause all claims or dispulse subject to the avail power and authority provided for by fail damages, exemplary damages, declara forum. All procedures periment to or constu- nated by the parties shall be introduced by ndared by the arbitrator(s) will be enlared as d that they are waiving their right to a jury for consible for the filting fee. The cost of the art is shall be entitled to attorney's fees and or	5 Small Cleares Proceedination or engagescorr: the law and contract, including but not limited tarty totlef, or atjunctive rakel, Arbaration shall licited prior to arbitration shall be conducted in the party and accepted and considered by the s a judgment in a court having jurisdiction over ial by entering into this agreement. It is agreed bitrator's less shall be agreed by between bitrator's also shall be accepted aby divided between solar a solowed by Midahoma single-caleral	STOREN/	
statutes. Dealer and Purchasor agree that if Dealer must hire legal co Purshaser will pay to Dealer in attoinays lees and costs ingured by De	sunsel lo enforce or defend Dealers' legal saler in Dealer's successful defense of Dea	rights under this Dispute Resolution Clause,	MANAGE	RAPPROVAL
PURCHASER: X				KGD
Purchaser grants to Dealer a security interest in the vehicle described here any reteal installment sales contrast executed herewith to secure (1) all (ut)	ein to secure the payment of the purchase p ure advances by Dester to Purchaser; (2) at some due or which may be becauted counts	rice or any down payment owed to Dealer and The I other liabilities of Dealer (primary, secondary, acted by or acquired, of Purchaser; and (3) the	DEALER	REPRESENTATIVE
arset of mitteed, automate of an arrenders, and arrenders of Purchage to performance of all agreements; sovenants and warrents of Purchage to I (1) all personal property installed in or efficient to each vehicle, including	Dealer. This security interest else covers, in additions and accessories; and (2) procee	addition to the specifically described vehicle: Ids, including insurance proceeds payable by and shot this agreement before you read if or	This Agree	ment does not bind the Dealer until a Representative of the Dealer.
reason of demage to crucis or varione and (a) any trade-in venicle descri if it contains any blank spaces. You are ensitied to an exact copy of the Agri and received a complete copy of the Agriement and that there are no othe	eement you sign. Purchaser by his/her sign/ regreements barween the parties onal or in :	ature ACKNOWLEDGES that he/she has read writing, if not set forth herein. That, if financing	PURCHA	SER
is arranged through Dealer, this Furchase is subject to Furchaser's satisfar Retail Installment Sales Contract executed herawith by a qualified iseriate to	ctory credit rating and the acceptance and fu or other financial institution, PURCHASER of the Purchaser agree that if the Contermust	unding of this Purchase Agreement and/or any partities that he/she is of legal age or older and hire legal counsel to enforce the terms of this		
no credit has been externed except as oppears extrust, the treater and on Purchase Agreement, or of any of the documents relating to the same ma described harein, that the Purchaser will pay to the Ceater atomeys fees in the Deater be forced to hare legal counsel to detend Deater's legal rights matters, between the same partice, and made at part of substantially the	afters, between the same parties, and made and costs incurred in obtaining judgment or is s under this Purchase Agreement, and/or or same transaction overshed harein, includi	e as part of substanticily the same transaction enforcing Dealer's legal rights. Further, should of any of the documents relating to the same ing any of said documents. Purchaser will pay	ССтронс	JAAJEN
to Dealer any and all legal fees and costs incurred by Dealer in Dation's a PURCHASER: X	successful detense of Genier's rights.		X	
COPYRIGHT 2004, DEALERS RESOURCES, INC	*ADP - SEE BAI	СК		CUSTOMER COPY

GMAC	SmartBuy	
FINANCIAL SERVICES	GMAC Flexible Finance Plan	
· .	Deale: Number Contract Number	
New or Used	Vear Description of Property Identification Number	1
NEW	Os Pontiac Glo. MARCHARD	- -
, Au T	Mileage on Odometer	
*'	BUYER'S LAST PAYMENT OPTIONS	
	in the second	•
This SmartBuy*	Plan Hider ("Hider") is part of the contract relating to the credit sale of the motor vehicle described above ("Contract").	1
dated (Mo)	1/2 2005 between Kalt Hawarel Poulsers 17 1111	
(Creditor),	(Buyer) and	
(Co-Buyer). All ret	ferences to "this Contract" include this Rider	
Meaning of Word In this Rider, the named above and	a. Unless this Rider says otherwise, all words used in this Rider and the rest of this Contract have the same meaning, words "you" and "your" refer to the Buyer and Co-Buyer, if any. The words "we," "us," and "our" refer to the Creditor of any assignee of the Creditor.	
Last Payment, Th	HIS CONTRACT IS NOT PAYABLE IN INSTALMENTS OF EQUAL AMOUNTS.	1
		· ·
if you make quart	(Mc.) (Dey) (Yr.) (Mc.) (Dey) (Yr.)	
ci the payment di	ue at the end of the Contract term may be must be less than the amount of the fast payment shown in the Payment	
1. You may pay th	in meet your ourgation to pay the payment oue in the end of the Contract term by choosing one of the following options: The payment due at the end of the Contract terminal its due date; or	1
2. You may, if you	have met each of the conditions in the paragraph below entitled "Your Option to Sell":	Ì
a. sell the veh	nicle to the Creditor and have the Sale Price applied to the payment due at the end of the Contract term; and,	
 b. pay the Cret 3 You may enter. 	ditor any excess of the payment due at the end of the Contract term over the Sale Price; or into a new written agreement with the Creditor in refinance the payment.	
Vera Option to C	aff. You have the patients well the unkinester the day day day at the last achuduled enumers at the Cale	
Price. The Sale P	The will be the amount of the last <u>scheduled</u> partment as shown in the Payment Schedule: (A) less a \$250 disposition	•
payment shown in	excess Wear and Tear Deduction; and, (C) less of texcess Mileage Deduction. (Note: The last scheduled payment is the n the original payment schedule. This payment way be different from the payment due at the end of the contract term.)	
You have the optic	on to sell only if each of the following conditions it met:	
directed to a sp	becified place so that the Creditor may make a periminary appraisal of the vehicle's condition	
 You have not t and encumbrar 	broken any of your agreements under the Contract, including your agreement to keep the vehicle free from all liens	
3. You have paid the	he Crecitor all amounts owing under the Contract accept for the amount of the payment due at the end of the Contract term;	
 You deliver the designated by t 	e vehicle to the Creditor on the due date of the last scheduled payment (or the following business day) at a place	; 1
5. You pay the Cr	editor on the due date of the last scheduled purment any excess of the payment due at the end of the Contract term	-
over the Sale P	The; and the vahiele as described in the Owner's while and in its Maintenance Scherhile folder and as the manufacturar	
requests in any	recall campaign; and	1
7. You have not al	Itered the vehicle without obtaining the prior wright permission of the Creditor.	
it you exercise this	s option, you will sign and deliver all documents that may be needed to transfer life to the vehicle to the Creditor.	
Excess Wear and estimates it would	Tear Deduction. The Excess Wear and Tear Diduction used to figure the Sale Price will be the amount the Creditor of I cost to make all repairs to the vehicle that an include result of normal wear after tear. Motioner or vice the	
makes the repairs. that you have tinte	These costs include, but are not limited to, the amount it would cost to repair or replace: (a) glass that is damaged or end (b) damaged body fenders, metal work lights, trin or paint; (c) mission equipment that was in the vehicle when	
delivered and has	s not been replaced with equipment of equal quality and design; (d) missing wheel covers, jack or wheel wrench;	
at the shallowest	point; (g) torn, damaged, or stained dash, theor covers, seats, headliners, upholstery, interior work or trunkliners;	
manner; (i) any oth	an damage of other condition that causes the vehicle to operate in a noisy, rough, improper, unsafe, or unlawful her damage; and, (j) any other costs required to restore the vehicle to saleable condition.	
Independent Appr	relsal. If you disagree with the Excess Wear and Tear Deduction, you may obtain at your own expense a professional	
obtain a profession	hicle's value. The appraiser must be an independent third party acceptable to both you and the Creditor. If you choose to all appraisal, the Sale Price will be the lesser of: (1) the amount of the last scheduled payment as shown in the payment	
schedule, minus th	the \$250 disposition fee; or (2) the appraised value of the vehicle minus the \$250 disposition fee.	
Excess Mileage De	eduction. The Excess Mileage Deduction used to figure the Sale Price will be20 ¢ per mile for each mile	
the vehicle is drive	n over <u>45,000</u> miles.	
Your Option to Re Contract term at a of refinancing or (2 greater than the ave	finance. You may enter into a new written agreement with the Creditor to refinance the payment due at the end of the rate we choose that will not exceed the lesser of: (1) the Annual Percentage Rate in effect under this Contract at the time by the highest rate at which this Contract may be refinanced. The monthly payments under the new agreement will be no erage of your regular monthly payments under the Contract (exclusive of the payment due at the end of the Contract term).	
buyer Signs	Co-Buyer Signs	
Other owner signs		
Creditor Signs	Bv Titta	
GMAC AD-1B (5-99) (2)		
	DUPLICATE ORIGINAL - BUYER'S COPY	



Customer Claim Form

Contact Date: 08/09/06	Start Date:	8-14-04	Case Number: PGM0657811
Have you contacted the mfr regard Have you previously filed a claim o If yes, name of provider:	ing your claim n this vehicle	a?) nother dispute resolution provider? YES NO Case Number:
Titled Owner(s) Name&Add	ress		
ERIE, PA Day Phone: Fax Number: Customer Contact Info:		Evening Phone E-mail Address	cell Phone:
Vehicle InformationName(s) of individual(s) or businesVehicle Use: (APersonal □BusinessTransmission Type:Make: Pontiac/GMCModeVehicle Identification Number: 1Servicing Dealer/City/State:Selling Dealer/City/State:Insurance Carrier:Has vehicle been in an accident/hasDescription of Damage:	that appear Both Numi GG CA L Z G 5 ick Weaver Pont ob Howard Auto ogressive d body damag	<u>con vehicle title</u> Percentage of t ber of vehicles ov Model Y <u>2 & D 5 4</u> iac, mall, Oklahoma C e? Yes No <u>X</u>	ime vehicle used for business purposes; vned or leased by the business: Vear: 2005 Current Mileage: 18000 ity, OK Policy Number: Date of accident:
Purchase/Lease Information (Purchase Date: Mileage at Purchased As : □ New □ Used □ Is the vehicle in your possession? Lienholder's Name: Address: City/St/Zip: Phone: Lienholder Acct # :	<i>Complete left sic</i> purchase: Demo	de if vehicle was put Lease D Leased Is the vo Leasing Leasing	rchased or right side if vehicle was leased) Date:04/16/05 Mileage at lease: 526 As : B Ngw El Used Demo chicle in your possession? yes Company's Name: Address: City/St/Zip: Erie, PA Phone: Company's Acct #:

Customer's Desired Outcome (Describe what you want done to resolve your concern)

I have taken it to be fixed and they reset the issue. But the power steering is still tight and the light has come on almost everyday since I have looked for recalls and found numerous complaints about the power steering locking up. I am scared of crashing this car and would like somethine done.

Signature of Titled Owner(s)

Signature of Titled Owner(s) I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under BBB ANTO LINE Arbitrarian Fular LINE Arbitration Rules.

Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1838

Co	ustomer Claim Form					
Customer Name:	Case Number: PGM0657811					
Vehicle Concerns	V.					
First Repair AttemptDate:07/10/06Last Repair AttemptDate:	Mileage: <u>478001776</u> Mileage:	10				
Total Days out of Service: 1 day	•					
Problems -Please list your primary concern	Servicing Dealer(s)	Current?	# of	Repair	Mileage	Days
first	ν	Yes or No	Repair Attempts	Date(s)	on Date(s)	Out of Service
power steering Bick Levenver Pontial	Erie, DA	yes	1	7-10-de	rī, (27)	1
I would like this Fix	ed. I have					
looked online for re	alls & there	2				
are none. Only num.	erous complat	ints				
of the same issue.	the oite I					
was on is www.z	ownerselub.	COM				
it you need to refe	rence anyth	ing.				
Thank you tor your	time.					
<i>J J</i>						
						·····
						·
	<u> </u>					anna an Shingagar Ar ya anya ya
						
	k					متحديق ويستند العلي ويري



Council of Better Business Bureaus, Inc.

September 5, 2006

Re:C04 PGM0657811 vs Pontiac/GMC Division 1G2ZG528054



I would like to thank you for your interest in the BBB AUTO LINE program. Unfortunately, despite our attempt to assist you with your claim we have been unable to gain your assistance to move your claim forward. After several attempts to reach you via phone, I sent a letter requesting a call to enable me to assist you. We will therefore have to close your case.

If you have any questions, or if you decide to proceed at a later date, you may contact me at 800.955.5100.



Council of Better Business Bureaus, Inc.

August 29, 2006

Re:C14 PGM0657811 vs Pontiac/GMC Division 1G2ZG528054



We have made two attempts to contact you by telephone to discuss your case. We need to hear from you before we can proceed. Please call the BBB as soon as possible at 800.955.5100.

The BBB AUTO LINE program operates in accordance with federal regulations that require us to complete each case within 40 days. Your assistance is necessary in order to move ahead. If we do not hear from you **within seven days** from the date on this letter, we will have to close your case.

If your case is closed, and you later decide to pursue your case through the BBB AUTO LINE program, a new case will be opened. If a new case is filed, we will make a new eligibility determination based on the manufacturer *Program Summary* guidelines in effect at that time.

We look forward to assisting you in the resolution of your claim and await your call.



Council of Better Business Bureaus, Inc.

August 9, 2006

Re:m01 PGM0657811 vs Pontiac/GMC Division

NATALIE MACDONALD PONTIAC/GMC P O BOX 33172 DETROIT MI 48232

Dear Madam/Sir:

We have recently been contacted by one of your customers with a product complaint. Enclosed is information taken during the initial phone call.

You may contact the customer to resolve the complaint directly. Once the customer returns the completed *CCF*, the case will be opened, the 40 day clock will begin and all information received for the case will be sent to you.

Thank you for your participation in the BBB AUTO LINE program.

Customer Claim Form

Contact Date: 08/09/06	Start Date:	Case Number : PGM0657811
Have you contacted the mfr regard Have you previously filed a claim o If yes, name of provider:	ing your claim? DY this vehicle with th	ÆS ⊠ NO BBB or another dispute resolution provider? □ YES ⊠ NO Date:Case Number:
Titled Owner(s) Name&Add	ress	
ERIE, PA Day Phone: Fax Number: Customer Contact Info:	Eve E-m	ning Phone: Cell Phone: Cell Address:
Vehicle Information		
Name(s) of individual(s) or businesVehicle Use: ⊠Personal □BusinessTransmission Type:Make: Pontiac/GMCModeVehicle Identification Number:Servicing Dealer/City/State:RSelling Dealer/City/State:Has vehicle been in an accident/haDescription of Damage:	ss that appear on ve Both Perc Number of I: G6 ick Weaver Pontiac, ob Howard Automall, o rogressive d body damage? Ye	<u>shicle title</u>: <u>sentage of time vehicle used for business purposes:</u> vehicles owned or leased by the business: Model Year: 2005 Current Mileage: 18000
Purchase/Lease Information Purchase Date: Mileage at Purchased As : □ New □ Used □ Is the vehicle in your possession? Lienholder's Name: Address: City/St/Zip: Phone: Lienholder Acct # :	<i>(Complete left side if ve</i> purchase: l Demo	<i>shicle was purchased or right side if vehicle was leased</i>) Lease Date:04/16/05 Mileage at lease: 526 Leased As : □ N&w □ Used □ Demo Is the vehicle in your possession? yes Leasing Company's Name: Address: City/St/Zip: Erie , PA Phone: () Leasing Company's Acct #:

<u>Customer's Desired Outcome</u> (Describe what you want done to resolve your concern) I have taken it to be fixed and they reset the issue. But the power steering is still tight and the light has come on almost everyday since I have looked for recalls and found numerous complaints about the power steering locking up. I am scared of crashing this car and would like somethine done.

Signature of Titled Owner(s):

Date

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under BBB AUTO LINE Arbitration Rules.

Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1838

Vehicle Concerns

First Repair Attempt	Date:	07/10/06	Mileage: 17800	
Last Repair Attempt	Date:		Mileage:	
Total Days out of Service	e:			

Problems – Please list your primary concern	Servicing Dealer(s)	Current?	# of	Repair	Mileage	Days
first		Yes or	Repair	Date(s)	on	Out of
		No	Attempts		Date(s)	Service
			_			
power steering		ves	1			
		,				



BBB AUTO LINE PROGRAM SUMMARY

General Motors

General Motors has agreed to arbitrate claims covered by the applicable state lemon law. General Motors has also agreed to arbitrate certain warranty claims not covered by the lemon law.

LEMON LAW CLAIMS

A claim seeking relief under the applicable state lemon law must meet all standards set out by that law. The claim must be received by BBB AUTO LINE within the time period for filing a legal action under that law. Please see the attached description of the applicable state lemon law provisions.

[Note: Florida claims involving GM chassis or chassis cabs in motor homes may be filed with the Florida Pilot RV Mediation and Arbitration Program, and are not eligible for BBB AUTO LINE.]

If the claim meets all standards set out by the applicable state lemon law, the arbitrator will award a refund or replacement vehicle including all remedies specifically provided by that law. In some states this may include reasonable attorney's fees if they can be recovered in a state-run arbitration program or, if no state-run program exists, in court. However, an arbitrator may not award any penalties or multiple damages.

Please note:

- The award will be reduced for the customer's use of the vehicle in accordance with the applicable state lemon law.
- The arbitrator may adjust the award based on damage to the vehicle exceeding normal wear and tear.
- The arbitrator will decide whether the applicable state lemon law permits an adjustment to the award for any trade-in over-allowance or debt from a previous transaction.
- The award will not include any manufacturer rebate the customer received or manufacturersponsored credit card earnings used as a downpayment or capitalized cost reduction.

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

A claim that does not meet all standards of the applicable state lemon law must meet certain conditions. Please see the attached description of "non-lemon law" warranty claims that may be resolved through BBB AUTO LINE.

A claim seeking **repairs** or **reimbursement** for past repairs must be received by BBB AUTO LINE before the expiration of the General Motors Bumper-to-Bumper new vehicle warranty. A claim seeking **repurchase** or **replacement** must be received by BBB AUTO LINE within two years or 24,000 miles – whichever comes first – from the date the vehicle was first put into use.

CUSTOMER RESPONSIBILITIES

At the time of the repurchase or replacement transaction, the customer's vehicle must be currently registered. The customer will also be responsible for providing clear title to the vehicle and signing all documents necessary to effect transfer of the title, including a power of attorney for title transfer.

CLAIMS THAT WILL NOT BE ARBITRATED

- Claims involving salvaged or branded titled vehicles.
- Claims covered by insurance or by warranties of other manufacturers.
- Repair or reimbursement claims that are not covered by the General Motors New Vehicle Limited Warranty but are covered by a service contract.
- Claims involving a vehicle defect if the customer alleges either as part of the BBB AUTO LINE claim or at any other time that the vehicle defect has caused an accident or fire that resulted in damage to any vehicle or damage to property.
- Claims involving a vehicle defect if the customer alleges either as part of the BBB AUTO LINE claim or at any other time that the vehicle defect has caused bodily injury.
- Allegations of fraud or other violations of law
- Claims seeking compensation for loss of wages.
- Claims seeking compensation for personal injury or mental anguish.
- Claims seeking punitive damages.
- Claims identical to any claim that was resolved by a previous mediation or arbitration, court action, settlement, or agreement between the customer and General Motors.

OTHER IMPORTANT INFORMATION

- The customer must own or lease the vehicle throughout the entire arbitration process.
- If the customer files suit or a state administrative action against General Motors prior to the completion of the arbitration process, General Motors will not be obligated to continue with the arbitration.
- A test drive may be taken in the vehicle only if the customer has liability insurance that satisfies his/her state's minimum requirements.

The BBB will let the parties know if other restrictions apply.

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

Time Period For Filing Claims

A claim seeking **repairs** or **reimbursement** for past repairs must be received by BBB AUTO LINE before the expiration of your General Motors Bumper-to-Bumper new vehicle warranty.

A claim seeking **repurchase** or **replacement** must be received by BBB AUTO LINE within two years or 24,000 miles – whichever comes first – from the date the vehicle was first put into use.

Eligible Claims

Claims must be based on a defect in the vehicle's material or workmanship that is covered by the General Motors New Vehicle Limited Warranty.

Eligible Vehicles

Claims may be filed for cars; light duty trucks and vans up to 10,000 pounds G.V.W.R.; and GM chassis or chassis cabs in motor homes up to 21,000 pounds G.V.W.R.

The customer's vehicle must be:

- Owned or leased in the name of an individual **or** owned or leased by a business that owns or leases no more than three vehicles;
- Purchased or leased, registered, and normally operated in the United States, Puerto Rico or U.S. Virgin Islands; and
- Covered by a United States warranty.

Remedies For Warranty Claims

The arbitrator may award the following remedies:

- Repairs.
- Reimbursement for money the customer paid to repair the vehicle.
- Repurchase of the vehicle.
- Replacement of the vehicle.

Repairs/Reimbursement For Repairs

The arbitrator may award repairs to, or reimbursement for money paid for the repair of, defects in material or workmanship. If repairs are awarded, the arbitrator may not order a change in the vehicle's options or its design.

Repurchase Or Replacement

If a repurchase or replacement is awarded in a claim that does not meet all standards of the applicable state lemon law, the arbitrator may award up to the following remedies:

- **Owned vehicle repurchase** The actual amount paid for the vehicle. This will not include taxes, fees, and finance charges.
- Leased vehicle repurchase To the lessor: pay-off amount pursuant to the lease. To the lessee: any trade-in allowance/downpayment and all base monthly payments actually paid, excluding all collateral charges (e.g., taxes, fees. and finance/lease charges).
- **Replacement vehicle** The customer will receive a new and substantially identical vehicle (not including modifications or additions after the vehicle's purchase/lease) from the same model year or, if one is not available, from the next model year. If a replacement vehicle from the same or next model year is not available, the customer may receive a replacement vehicle from subsequent model years but will be required to pay the difference between the Manufacturer's Suggested Retail Price (M.S.R.P.) of the current vehicle and the M.S.R.P. of the replacement vehicle.

Deductions/Exclusions From A Repurchase Or Replacement Award

• The repurchase or replacement award will be reduced for the customer's use of the vehicle using the following formula:

Use		<pre># miles attributable to the customer</pre>		Vehicle purchase
Deduction/	=	at the time of the arbitration hearing	x	price or gross
Payment		100,000		capitalized cost

- The award may be reduced based on damage to the vehicle exceeding normal wear and tear.
- The award will not include debt from a previous transaction.
- The award will not include any manufacturer rebate the customer received or manufacturersponsored credit card earnings used as a downpayment or capitalized cost reduction.

STANDARDS OF THE PENNSYLVANIA LEMON LAW

The following is an brief explanation of most relevant provisions of the Pennsylvania lemon law. The complete text of the lemon law can be found at 73 Pa. Cons. Stat. section 1951 *et seq.*

VEHICLES COVERED BY THE PENNSYLVANIA LEMON LAW

The lemon law covers a "new motor vehicle", defined as a new and unused self-propelled motorized vehicle that:

- 1. Is driven upon public roads, streets or highways;
- 2. Is designed to transport not more than 15 persons;
- 3. Was (a) purchased in Pennsylvania, (b) leased in Pennsylvania on or after February 11, 2002, or (c) purchased or leased elsewhere on or after December 1, 2002 and registered for the first time in Pennsylvania;
- 4. Is registered in Pennsylvania; and
- 5. Is utilized, leased or bought for use primarily for personal, family or household purposes.

This includes a demonstrator or dealer car, but does not include a motorcycle, motor home or off-road vehicle.

CONSUMERS COVERED BY THE PENNSYLVANIA LEMON LAW

The lemon law covers the "purchaser", defined as a person who has obtained ownership of a new motor vehicle by transfer or purchase, or who has entered into an agreement or contract for the purchase of a new motor vehicle, that is used or bought for use primarily for personal, family or household purposes. To qualify as a "purchaser", the person must maintain continued ownership and possession of the vehicle, and must never have relinquished title.¹

Beginning February 11, 2002, "purchaser" also includes a person who has obtained possession of a new motor vehicle by lease, or who has entered into an agreement or contract for the lease of a new motor vehicle, that is used, leased, or bought for use primarily for personal, family or household purposes.

PROBLEMS COVERED BY THE PENNSYLVANIA LEMON LAW

The lemon law covers any vehicle "nonconformity", defined as a defect or condition that substantially impairs the use, value or safety of a new motor vehicle and does not conform to the manufacturer's express warranty.

A consumer is not entitled to lemon law repurchase or replacement if the nonconformity does not substantially impair the use, value or safety of the motor vehicle, or the nonconformity is the result of abuse, neglect or modification or alteration of the motor vehicle by the purchaser.

¹ Reeves v. Morelli-Hoskins Ford, Inc., 415 Pa. Super. 431, 609 A.2d 828 (Pa. Super. Ct. 1992); Sinnerard v. Ford Motor Company, 1996 U.S. Dist. LEXIS 8735 (E.D. Pa. 1996).

MANUFACTURER'S DUTY TO REPAIR

A manufacturer must repair or correct a nonconformity that occurs within whichever of the following periods ends first:

- 1. One year following the actual delivery of the vehicle to the purchaser;
- 2. The first 12,000 miles of use; or
- 3. The term of the manufacturer's warranty.

The purchaser must deliver the vehicle for repair to the manufacturer's authorized service and repair facility in Pennsylvania, unless the vehicle cannot reasonably be delivered because of the nature of the nonconformity. If the purchaser cannot deliver the vehicle for repair, the purchaser must notify the manufacturer or its authorized service and repair facility in writing. Such written notice shall constitute delivery of the vehicle; however, the manufacturer may service or repair the vehicle at the vehicle's location, or the manufacturer may, at its own expense, transport the vehicle to its authorized service and repair facility.

MANUFACTURER'S DUTY TO REPURCHASE OR REPLACE A VEHICLE

If the manufacturer fails to repair or correct the nonconformity (which occurred within one year, 12,000 miles or the term of the warranty)² after a *reasonable number of attempts*, the manufacturer must, at the purchaser's option, either replace or repurchase the motor vehicle.

REASONABLE NUMBER OF REPAIR ATTEMPTS

The lemon law creates a *presumption* that a manufacturer has had a reasonable number of repair attempts if either of the following occurs:

- 1. The same nonconformity has been subject to repair three times by the manufacturer, its agents or authorized dealers and the nonconformity still exists; or
- 2. The vehicle is out-of-service by reason of any nonconformity for a cumulative total of 30 calendar days or more.

DISPUTE RESOLUTION

If the manufacturer has established an informal dispute settlement procedure that complies with 16 C.F.R. Part 703, the consumer must first resort to the informal dispute settlement procedure before bringing a civil action.

TIME PERIOD FOR FILING CLAIMS

Not specified. Assuming that the UCC statute of limitations applies, a claim must be filed within four years from the date the alleged defect is discovered.³

² *v. Ford Motor Co.*, 26 Pa. D. & C.4th 116 (1995) *v. General Motors Corp.*, 50 Pa. D. & C.3d 511 (1988); *Green v. Ford Motor Co.*, 1996 U.S. Dist. Lexis 4102 (E.D. Pa. 1996); *v. Ford Motor Co.*, 1994 U.S. Dist. Lexis 8979 (E.D. Pa. 1994).

³ V. O'Hara, 368 Pa. Super. 383, 534 A.2d 488, n.20 (1987 V. Volkswagen Of America, Inc., 879 F. Supp. 28 (E.D. Pa. 1995).

REMEDIES UNDER THE PENNSYLVANIA LEMON LAW

REPURCHASE

The Pennsylvania lemon law sets out the following amounts that a manufacturer must pay when it repurchases a motor vehicle under the lemon law:

- 1. The full purchase or lease price; and
- 2. All collateral charges, which case law indicates may include all possible charges associated with the purchase of a car, including finance charges⁴;
- 3. Less a reasonable allowance for the purchaser's use of the vehicle.

The reasonable allowance for use is that amount directly attributable to use by the purchaser prior to the purchaser's first report of the nonconformity to the manufacturer. The reasonable allowance for use may not exceed the lesser of 10 cents per mile driven prior to the first report or 10% of the vehicle's purchase or lease price.

REPLACEMENT

When replacing a vehicle under the Pennsylvania lemon law, the manufacturer must provide a comparable motor vehicle of equal value. The reasonable allowance for use appears not to apply to a replacement.

⁴ *Romeo, Inc.*, 696 F. Supp. 1047 (E.D. Pa. 1988); *Provide v. Hyundai Motor America*, 683 F.Supp. 515 (E.D. Pa. 1988).



GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

August 17, 2006 INFORMATION Redacted PURSUANT TO THE FREEDOM OF Angelo Lombardi INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Angelo Lombardi Rick Weaver PO Box 799 Erie, PA 16512

Re:

Siebel Request: 1-425871663 2005, Pontiac G6 VIN # 1G2ZG528054

Dear Mr. Lombardi:

This is a letter of notification regarding a Better Business Bureau case involving the above referenced customer.

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

• All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include front and backs of the shop copies).

Please fax them to the number found below. If there are any fax difficulties or the documents exceed 50 pages, please contact me as soon as possible.

Your cooperation is greatly appreciated. If you have any questions, feel free to contact me directly at the number below.

Sincerely,

Natalie MacDonadl BRC Customer Relationship Manager Ph# 800-231-1841, prompt 9, prompt 5, extension 21551 FAX# 866-874-7690

ADR File Checklist

SR Numb <u>er:1-4258716</u> 63	BBB Case: PGM0657811
Customer	VIN:1G2ZG528054
Make/Model/Year: Pontiac/G6/2005	In Service : 4/16/2005 Mileage : 18 000
Received Date: 08/09/2006 Day 15 Day	ate: Goes Active: 08/17/2006
Primary Concern: Power steering.	
Case Scan / Acknowledgement (24 hrs	() Completion Date/Time:
Initial Calls (72 hrs):	
	Completion Date/Time: 8/11/06 /
🔀 Dealer Svc Mgr	Completion Date/Time: 8/11/06 /
Dealer Finance Mgr	Completion Date/Time: /
\bowtie AVM	Completion Date/Time: 8/10/06 /
Repair Orders Requested:	Received:
Sales Documents:	Received:
BARS / Finance Sheet	
Case Assessment (by Day 14):	
Lemon Law Eligible:	Yes 🖂 No 🗌
Presumption:	Yes 🗍 No 🕅
GM Position – Customer / BBB Due l	Date (7-10 days):
Settlement / Goodwill Offered Date:	
All Documents Attached (by Day 15)	
Arbitration Date:	
Closing Activities:	
Settlement	Completion Date/Time: 10/28/06 /
Executive Summary	Completion Date/Time: 10/28/06 /
Close Siebel	Completion Date/Time: 10/28/06 /
AVM: Shuchman Sheldon	Node/Box: 630092 8195
Service Dealer: Rick Weaver	Svc Mgr: Angelo Lombardi
Selling Dealer:	Contact:

NOTES:

Privileged	and	Confidential	Information
------------	-----	--------------	-------------

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

November 23, 2010



Service Request: 1-426109155 Customer Relationship Specialist: Heather Barry

Dear

Thank you again for making us aware of the situation with your 2005 Pontiac G6. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

In circumstances such as these, Pontiac believes that our customers should have the opportunity to deal with unresolved matters in a fast and fair resolution process. For that reason, we participate in the Better Business Bureau's BBB AUTO LINE program, an independent resolution process administered by the Council of Better Business Bureaus. BBB AUTO LINE provides mediation and arbitration for eligible warranty-related issues.

As a Pontiac customer, BBB AUTO LINE is available to you at no cost. The BBB AUTO LINE program is discussed in your vehicle's "Warranty and Owner Assistance Information Booklet."

To contact the BBB AUTO LINE, or get more information about the program, please call the BBB at 1-800-955-5100 (Monday through Friday during normal business hours). You may also access the BBB AUTO LINE website at any time (including evenings, weekends and holidays) by visiting http://www.dr.bbb.org/goauto

Whether you contact them by telephone or Internet, the BBB will provide you with full program details, current eligibility standards of the BBB AUTO LINE program and will assist you with any questions you have.

Thank you for the opportunity to review this matter.

Sincerely,

Pontiac Customer Assistance Center

November 23, 2010



Service Request: 1-426109155 Customer Relationship Specialist: Lyndsay Butt

Dear

We are sorry you have experienced concerns with your 2005 Pontiac G6. Customer satisfaction is a top priority for us at Pontiac.

Because you are a loyal Pontiac customer, we are providing you with one complimentary lube, oil, and filter service. This offer will cover the cost of an oil change for the oil type (conventional or synthetic) equipped in your Pontiac vehicle from the factory. If your vehicle came equipped with conventional oil and you elect to have synthetic oil, then you will be responsible for the difference in price. Present this letter to any Pontiac dealership for redemption.

If you have any future questions, feel free to contact our Pontiac Customer Assistance Center at 1-800-762-2737 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

Pontiac Customer Assistance Center

ATTENTION: DEALERSHIP SERVICE MANAGER Complimentary lube, oil, and filter service

Submit the claim for the reasonable/customary price using labor operation number Z7410, failure code 98, authorization code "G" and insert the amount in the net item column. This original letter should be retained in the customer's file.



BBB AUTO LINE 4200 Wilson Boulevard, Suite 800 Arlington, VA 22203-1838 Phone 800.955.5100 Fax: 703.247.9700

Council of Better Business Bureaus, Inc.

August 22, 2006

Re:m01 PGM0659245 vs Pontiac/GMC Division

SARA CROMBEZ PONTIAC/GMC P O BOX 33172 DETROIT MI 48232

Dear Madam/Sir:

We have recently been contacted by one of your customers with a product complaint. Enclosed is information taken during the initial phone call.

You may contact the customer to resolve the complaint directly. Once the customer returns the completed *CCF*, the case will be opened, the 40 day clock will begin and all information received for the case will be sent to you.

Thank you for your participation in the BBB AUTO LINE program.

Customer Claim Form

Contact Date: 08/22/06	Start Date:	Case	Number: PGM0659245
Have you contacted the mfr regardi Have you previously filed a claim on If yes, name of provider:	ng your claim? 🖾 YE this vehicle with the D	S □ NO BBB or another dispu ate:Case	te resolution provider? YES X NO
Titled Owner(s) Name&Addr	ess		
FOXBORO, MA			
Day Phone:	Eveni	ng Phone:	Cell Phone:
Fax Number:	E-mai	1 Address:	
Customer Contact Info:			
Vehicle Information			
Name(s) of individual(s) or busines	ss that appear on veh	icle title:	
Vehicle Use: APersonal DBusiness	□Both Perce	ntage of time vehicle	used for business purposes:
Transmission Type: Automatic	Number of ve	chicles owned or lease	ed by the business:
Make: Pontiac/GMC Model	: G6	Model Year: 2005	Current Mileage: 18000
Vehicle Identification Number:			
Servicing Dealer/City/State : LA	ANCE, INC. BUICK, PC	NTIAC, GM,	_
Selling Dealer/City/State : Me	edeiros Williams Chev.,	Wilbraham, MA	
Insurance Carrier : Ha	nover Insurance	Policy Nur	nber:
Has vehicle been in an accident/had	body damage? Yes	No X Date of a	ccident:
Description of Damage :	, 6		
Purchase/Lease Information (Complete left side if vehi	cle was purchased or rig	ght side if vehicle was leased)
Purchase Date:05/12/06 Mileage at j	purchase:	Lease Date:	Mileage at lease:
Purchased As : \Box New \blacksquare Used \Box	Demo	Leased As : \Box New	
Is the vehicle in your possession?	yes	Is the vehicle in you	ir possession?
Lienholder's Name:		Leasing Company's	Name:
City/St/Zip:		City/	St/Zıp:
Phone: () -			Phone:
Lienholder Acct # :		Leasing Company's	Acct #:
Customer's Desired Outcome	(Describe what you wan	nt done to resolve your c	oncern)

The customer would like the manufacturer repair the vehicle and eliminate the problems or repurchase the vehicle and refund his money. The customer also said that the Dealers keep refusing to work on the vehicle and he's not sure why?

Signature of Titled Owner(s):

Date

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under BBB AUTO LINE Arbitration Rules.

Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1838



Customer Name:

Vehicle Concerns

First Repair Attempt	Date:	Mileage:
Last Repair Attempt	Date:	Mileage:
Total Days out of Service	D:	

Problems – Please list your <u>primary</u> concern first	Servicing Dealer(s)	Current? Yes or	# of Repair	Repair Date(s)	Mileage on	Days Out of
		No	Attempts		Date(s)	Service
sun-roof is leaking air & water		yes	2			
power steering unit malfunctioning		yes	1			



BBB AUTO LINE PROGRAM SUMMARY

General Motors

General Motors has agreed to arbitrate claims covered by the applicable state lemon law. General Motors has also agreed to arbitrate certain warranty claims not covered by the lemon law.

LEMON LAW CLAIMS

A claim seeking relief under the applicable state lemon law must meet all standards set out by that law. The claim must be received by BBB AUTO LINE within the time period for filing a legal action under that law. Please see the attached description of the applicable state lemon law provisions.

[Note: Florida claims involving GM chassis or chassis cabs in motor homes may be filed with the Florida Pilot RV Mediation and Arbitration Program, and are not eligible for BBB AUTO LINE.]

If the claim meets all standards set out by the applicable state lemon law, the arbitrator will award a refund or replacement vehicle including all remedies specifically provided by that law. In some states this may include reasonable attorney's fees if they can be recovered in a state-run arbitration program or, if no state-run program exists, in court. However, an arbitrator may not award any penalties or multiple damages.

Please note:

- The award will be reduced for the customer's use of the vehicle in accordance with the applicable state lemon law.
- The arbitrator may adjust the award based on damage to the vehicle exceeding normal wear and tear.
- The arbitrator will decide whether the applicable state lemon law permits an adjustment to the award for any trade-in over-allowance or debt from a previous transaction.
- The award will not include any manufacturer rebate the customer received or manufacturersponsored credit card earnings used as a downpayment or capitalized cost reduction.

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

A claim that does not meet all standards of the applicable state lemon law must meet certain conditions. Please see the attached description of "non-lemon law" warranty claims that may be resolved through BBB AUTO LINE.

A claim seeking **repairs** or **reimbursement** for past repairs must be received by BBB AUTO LINE before the expiration of the General Motors Bumper-to-Bumper new vehicle warranty. A claim seeking **repurchase** or **replacement** must be received by BBB AUTO LINE within two years or 24,000 miles – whichever comes first – from the date the vehicle was first put into use.

CUSTOMER RESPONSIBILITIES

At the time of the repurchase or replacement transaction, the customer's vehicle must be currently registered. The customer will also be responsible for providing clear title to the vehicle and signing all documents necessary to effect transfer of the title, including a power of attorney for title transfer.

CLAIMS THAT WILL NOT BE ARBITRATED

- Claims involving salvaged or branded titled vehicles.
- Claims covered by insurance or by warranties of other manufacturers.
- Repair or reimbursement claims that are not covered by the General Motors New Vehicle Limited Warranty but are covered by a service contract.
- Claims involving a vehicle defect if the customer alleges either as part of the BBB AUTO LINE claim or at any other time that the vehicle defect has caused an accident or fire that resulted in damage to any vehicle or damage to property.
- Claims involving a vehicle defect if the customer alleges either as part of the BBB AUTO LINE claim or at any other time that the vehicle defect has caused bodily injury.
- Allegations of fraud or other violations of law.
- Claims seeking compensation for loss of wages.
- Claims seeking compensation for personal injury or mental anguish.
- Claims seeking punitive damages.
- Claims identical to any claim that was resolved by a previous mediation or arbitration, court action, settlement, or agreement between the customer and General Motors.

OTHER IMPORTANT INFORMATION

- The customer must own or lease the vehicle throughout the entire arbitration process.
- If the customer files suit or a state administrative action against General Motors prior to the completion of the arbitration process. General Motors will not be obligated to continue with the arbitration.
- A test drive may be taken in the vehicle only if the customer has liability insurance that satisfies his/her state's minimum requirements.

The BBB will let the parties know if other restrictions apply.

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

Time Period For Filing Claims

A claim seeking **repairs** or **reimbursement** for past repairs must be received by BBB AUTO LINE before the expiration of your General Motors Bumper-to-Bumper new vehicle warranty.

A claim seeking **repurchase** or **replacement** must be received by BBB AUTO LINE within two years or 24,000 miles – whichever comes first – from the date the vehicle was first put into use.

Eligible Claims

Claims must be based on a defect in the vehicle's material or workmanship that is covered by the General Motors New Vehicle Limited Warranty.

Eligible Vehicles

Claims may be filed for cars; light duty trucks and vans up to 10,000 pounds G.V.W.R.; and GM chassis or chassis cabs in motor homes up to 21,000 pounds G.V.W.R.

The customer's vehicle must be:

- Owned or leased in the name of an individual or owned or leased by a business that owns or leases no more than three vehicles;
- Purchased or leased, registered, and normally operated in the United States, Puerto Rico or U.S. Virgin Islands; and
- Covered by a United States warranty.

Remedies For Warranty Claims

The arbitrator may award the following remedies:

- Repairs.
- Reimbursement for money the customer paid to repair the vehicle.
- Repurchase of the vehicle.
- Replacement of the vehicle.

Repairs/Reimbursement For Repairs

The arbitrator may award repairs to, or reimbursement for money paid for the repair of, defects in material or workmanship. If repairs are awarded, the arbitrator may not order a change in the vehicle's options or its design.

Repurchase Or Replacement

If a repurchase or replacement is awarded in a claim that does not meet all standards of the applicable state lemon law, the arbitrator may award up to the following remedies:

- **Owned vehicle repurchase** The actual amount paid for the vehicle. This will not include taxes, fees, and finance charges.
- Leased vehicle repurchase To the lessor: pay-off amount pursuant to the lease. To the lessee: any trade-in allowance/downpayment and all base monthly payments actually paid, excluding all collateral charges (e.g., taxes, fees, and finance/lease charges).
- **Replacement vehicle** -- The customer will receive a new and substantially identical vehicle (not including modifications or additions after the vehicle's purchase/lease) from the same model year or, if one is not available, from the next model year. If a replacement vehicle from the same or next model year is not available, the customer may receive a replacement vehicle from subsequent model years but will be required to pay the difference between the Manufacturer's Suggested Retail Price (M.S.R.P.) of the current vehicle and the M.S.R.P. of the replacement vehicle.

Deductions/Exclusions From A Repurchase Or Replacement Award

• The repurchase or replacement award will be reduced for the customer's use of the vehicle using the following formula:

Use		# miles attributable to the customer		Vehicle purchase
Deduction/	=	at the time of the arbitration hearing	x	price or gross
Payment		100,000		capitalized cost

- The award may be reduced based on damage to the vehicle exceeding normal wear and tear.
- The award will not include debt from a previous transaction.
- The award will not include any manufacturer rebate the customer received or manufacturersponsored credit card earnings used as a downpayment or capitalized cost reduction.

STANDARDS OF THE MASSACHUSETTS LEMON LAW

The following is an brief explanation of most relevant provisions of the Massachusetts lemon law. The complete text of the lemon law can be found at General Laws Chapter 90, Section $7N\frac{1}{2}$.

VEHICLES COVERED BY THE MASSACHUSETTS LEMON LAW

The Massachusetts lemon law covers motor vehicles and motorcycles sold, leased, or replaced by a dealer or manufacturer. The lemon law covers used vehicles sold or leased within the term of protection, but *does not* cover auto homes, vehicles built primarily for off-road use, or any vehicle used primarily for business purposes.

CONSUMERS COVERED BY THE MASSACHUSETTS LEMON LAW

The Massachusetts lemon law covers the following consumers:

- 1. The purchaser or lessee, other than for purposes other than resale, of a motor vehicle;
- 2. Any person to whom the motor vehicle is transferred during any express or implied warranty period; and
- 3. Any other person entitled by the terms of the warranty to enforce its obligations.

PROBLEMS COVERED BY THE MASSACHUSETTS LEMON LAW

The Massachusetts lemon law covers vehicle *nonconformities*. A nonconformity is defined as any specific or generic defect or malfunction, or any concurrent combination of defects or malfunctions, that substantially impairs the use, market value or safety of the motor vehicle.

It is an affirmative defense that a nonconformity is the result of owner negligence; damage caused by accident; vandalism; attempt to repair the vehicle by a person other than the manufacturer, its agent, or an authorized dealer; or any attempt to substantially modify the vehicle that was not authorized by the manufacturer.

TERM OF PROTECTION

The Massachusetts lemon law defines the term of protection to be one year of 15,000 miles of use from the date of original delivery of a new motor vehicle, whichever comes first. In the case of a replacement vehicle, the term is one year or 15,000 miles from the date of delivery to the consumer of the replacement vehicle, whichever comes first.

MANUFACTURER'S DUTY TO REPAIR

If a motor vehicle does not conform to any applicable express or implied warranty, and the consumer reports the nonconformity to the manufacturer, its agent or an authorized dealer during the term of protection, then the manufacturer, its agent or authorized dealer must make the necessary repairs to conform the vehicle to the warranty.

MANUFACTURER'S DUTY TO REPURCHASE OR REPLACE A VEHICLE

If the manufacturer, its agent or authorized dealer does not correct any nonconformity after a *reasonable number of attempts*, the manufacturer must either repurchase or replace the vehicle.

REASONABLE NUMBER OF REPAIR ATTEMPTS

The Massachusetts lemon law defines "reasonable number of attempts" as the occurrence of any of the following during the term of protection:

- 1. The same vehicle nonconformity is subject to repair by the manufacturer, its agent or authorized dealer at least 3 times and the nonconformity continues to exist or has recurred; or
- 2. The vehicle is out of service by reason of repair of any nonconformity for a cumulative total of at least 15 business days.

FINAL REPAIR ATTEMPT

After a reasonable number of repair attempts, the manufacturer is entitled to one additional opportunity to cure the nonconformity. The final opportunity to repair may not exceed seven business days, and begins on the day the manufacturer first knows or should have known that a reasonable number of repair attempts has occurred.

The manufacturer, its agent or authorized dealer may not require written notice from the consumer of the existence of any nonconformity.

DISPUTE RESOLUTION

Consumers may request arbitration through the Massachusetts New Car Arbitration program administered by the Office of Consumer Affairs and Business Regulation. Participation in any other arbitration or dispute resolution mechanism does not affect eligibility for state-certified new car arbitration.

TIME PERIOD FOR FILING CLAIMS

A claim must be submitted within 18 months from the date of the vehicle's original delivery to the consumer.

REMEDIES UNDER MASSACHUSETTS LEMON LAW

REPURCHASE OF OWNED VEHICLES

The Massachusetts lemon law sets out the following amounts that a manufacturer must pay when it repurchases an owned vehicle under the lemon law:

- 1. The vehicle's full contract price, including all credits and allowances for any trade-in vehicle;
- 2. Reimbursement for incidental costs including sales taxes, registration fees, finance charges, and any cost of options added by an authorized dealer, and
- 3. Reimbursement for towing and reasonable rental costs that were a direct result of the nonconformity;
- 4. Less any cash award made by the manufacturer in an attempt to resolve the dispute that was accepted by the consumer; and
- 5. Less a reasonable allowance for use.

Refunds must be made to the consumer and lienholder as their interests may appear.

This reasonable allowance for use is determined in accordance with the following formula for all vehicles other than motorcycles:

Reasonable	# miles vehicle traveled before		
allowance =	its return to the manufacturer	X	vehicle contract
for use	100,000		price

For motorcycles, the reasonable allowance for use should be computed by changing the denominator in the above formula from 100,000 to 25,000.

REPURCHASE OF LEASED VEHICLES

The Massachusetts lemon law sets out the following amounts that a manufacturer must pay when it repurchases a leased vehicle under the lemon law:

- 1. All payments made by the lessee under the terms of the lease agreement;
- 2. Reimbursement for incidental costs including sales tax, registration fee, finance charges and any cost of options added by an authorized dealer; and
- 3. Reimbursement for towing and reasonable rental costs that were a direct result of the nonconformity;
- 4. Less any cash award made by the manufacturer in an attempt to resolve the dispute that was accepted by the consumer; and
- 5. Less a reasonable allowance for use.

Refunds must be made to the consumer and lienholder as their interests may appear.

This reasonable allowance for use is determined in accordance with the following formula for all vehicles other than motorcycles:

reasonable	# miles vehicle traveled before		total amount
allowance	 its return to the manufacturer	Х	of lease payments
for use	100,000		made by lessee

For motorcycles, the reasonable allowance for use should be computed by changing the denominator in the above formula from 100,000 to 25,000.

REPLACEMENT VEHICLE

When a manufacturer replaces a motor vehicle, the Massachusetts lemon law sets out the following amounts that a manufacturer must reimburse to the consumer:

- 1. Reimbursement for any fees for the transfer of registration or any sales tax incurred by the consumer as a result of the replacement
- 2. Reimbursement for towing and reasonable rental costs that were a direct result of the nonconformity.

The reasonable allowance for use does not apply to a replacement.

If the manufacturer, its subsidiary or its agent financed the vehicle that is being replaced, the manufacturer, subsidiary or agent may not require the consumer to enter into any refinancing agreement that would create financial obligations on the consumer beyond those imposed by the original financing agreement.

If a leased vehicle is being replaced, the manufacturer must provide an identical model vehicle for the remaining term of the original lease agreement. The dealer or manufacturer may not require the lessee to enter into any lease agreement that would crate any financial obligations upon the lessee beyond those implied by the original lease agreement.
CASE ASSESSMENT BY: Leana Carter Siebel/CARS Request No: 1-426744286

Custom	er Name:				
Year of V	ehicle: 2005	Make:	Pontiac	Model: G6	Current Mileage: 18,000
Vehicle II	O No.: 1G2ZH528	254	In Service [Date: 2/26/2005	Purchased: Used If used: 05/06-10,000 miles
What is c would like	ustomer seeking e the vehicle rep	: for GM to urchased.	repair the su	unroof permanent	ly, and if that cannot be done then he
			VEHICLE I	REPAIR HISTORY	
CUSTOME	R'S PRIMARY SYN	PTOM/CON	CERN:		
Date:	Mileage: Day	vs Out: De	escription	of Repair:	
05/03/05 07/24/06	2420 17320	B2780 B2780	– Housing a – Housing a	assembly, sunroo assembly, sunroo	f (module) - replace f (module) - replace
CUSTOME	R'S PRIMARY SYN	PTOM/CON	CERN:		
Date: 1	Mileage: Days	SOUT: De	escription	of Repair:	
OTHER S	YMPTOM/CONCEF	?N:			
Date: 1	Mileage: Days	<u>s Out:</u> De	escription	of Repair:	
Total Day	s Out of Service	:(excl Colli	uding days fo	or customer pay rea	isons such as; Maintenance and
VEHICLE	MEETS PRESUN	1PTION LEN	ION LAW?	YES:	NO: X
What is of States le	customer eligib emon law requir	le for (bas ements fo	ed upon th r meeting p	e BBB Program resumption)?	Eligibility Guidelines and the
AVM and	or DEALER REC	OMMENDA	TION(s):		

CRM RECOMMENDATION & RATIONALE (EXPLAIN):

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

Team Manager Approval:

Decision reached by CRM: Arbitrate case: Settle case:

ADR File Checklist

SR Numbe <u>r:1-426744286</u>	BBB Case: PGM0659245			
Customer:	VIN:1G2ZH528254			
Make/Model/Year: Pontiac/G6/2005	In Service: 2/26/2005 Mileage: 18000			
Received Date: 8/22/06 Day 15 Date: 9/06/06 Goes Active: 8/				
Primary Concern: Power sunroof is leaki	ng air and water.			
Case Scan / Acknowledgement (24 hrs	() Completion Date/Time:			
Initial Calls (72 hrs):				
	Completion Date/Time: 8/22/06 / 3:01pm			
🖂 Dealer Svc Mgr	Completion Date/Time: 8/22/06 / 3:58pm			
Dealer Finance Mgr	Completion Date/Time: /			
AVM	Completion Date/Time: 8/22/06 / 4:29pm			
Repair Orders Requested:	Received: 8/23/06			
Sales Documents:	Received: 8/23/06			
BARS / Finance Sheet				
Case Assessment (by Day 14):				
Lemon Law Eligible:	Yes No			
Presumption:	Yes No			
GM Position – Customer / BBB Due I	Date (7-10 days):			
Settlement / Goodwill Offered Date:				
All Documents Attached (by Day 15)				
Arbitration Date:				
Closing Activities:				
Settlement	Completion Date/Time: /			
Executive Summary	Completion Date/Time: /			
Close Siebel	Completion Date/Time: /			
	-			
А Х/N Л.	Nada/Dave			
A VIVI; Sarvica Dealar:	Noue/DOX: Sve Mar:			
Selling Dealer:	Svu Ivigr: Contact:			
Sening Dealer:	Contact:			

NOTES:

ADR File Checklist

SR Number:1-426744286	BBB Case: PGM0659245
Customer:	VIN:1G2ZH528254
Make/Model/Year: Pontiac/G6/2005	In Service : 2/26/2005 Mileage : 18000
Received Date: 8/22/06 Day 15 Da	ate: 9/06/06 Goes Active: 8/22/06
Primary Concern: Power sunroof is leaki	ng air and water.
Case Scan / Acknowledgement (24 hrs	s) Completion Date/Time:
Initial Calls (72 hrs):	
Customer	Completion Date/Time: 8/22/06 / 3:01pm
🔀 Dealer Svc Mgr	Completion Date/Time: 8/22/06 / 3:58pm
Dealer Finance Mgr	Completion Date/Time: /
	Completion Date/Time: 8/22/06 / 4:29pm
Repair Orders Requested:	Received: 8/23/06
Sales Documents:	Received: 8/23/06
🔀 BARS / Finance Sheet	
Case Assessment (by Day 14):	
Lemon Law Eligible:	Yes 🖂 No 🗌
Presumption:	Yes 🗌 No 🖂
GM Position – Customer / BBB Due I	Date (7-10 days):
Settlement / Goodwill Offered Date:	
All Documents Attached (by Day 15)	
Arbitration Date:	
Closing Activities:	
Settlement	Completion Date/Time: 10/02/06 / 9:39am
Executive Summary	Completion Date/Time: 10/02/06 / 9:29am
Close Siebel	Completion Date/Time: 10/02/06 / 9:49am
AVM: Keith Alamprese	Node/Box: 914744/6156
Service Dealer: Bezema Buick Pontiac	Svc Mgr: Chris Marcoux
Selling Dealer: Medeiros Williams Chevr	olet Contact: Mark Gravel

NOTES:

CASE ASSESSMENT BY: Leana Carter Siebel/CARS Request No: 1-426744286

Customer Name:			
Year of Vehicle: 2005	Make: Pontiac	Model: G6	Current Mileage: 18,000
Vehicle ID No.: 1G2ZH528254	In Service	Date: 2/26/2005	Purchased: Used If used: 05/06-10,000 miles
What is customer seeking: fo would like the vehicle repurc	or GM to repair the s hased.	unroof permanent	ly, and if that cannot be done then he
	VEHICLE	REPAIR HISTORY	
CUSTOMER'S PRIMARY SYMPT	FOM/CONCERN:		
Date: <u>Mileage:</u> Days	Out: Description	n of Repair:	
05/03/05 2420	B2780 – Housing	assembly, sunroo	f (module) - replace
07/24/06 17320	B2780 – Housing	assembly, sunroof	f (module) - replace
CLISTOMER'S PRIMARY SYMPT			
Date: Mileage: Days (Dut: Description	of Repair:	
OTHER SYMPTOM/CONCERN: Date: Mileage: Days C	Dut: Description	n of Repair:	
Total Days Out of Service: _	(excluding days f Collision Repairs	or customer pay rea इ)	asons such as; Maintenance and
VEHICLE MEETS PRESUMPT	FION LEMON LAW?	YES:	NO:X
What is customer eligible States lemon law requirem Massachusetts State Lemo only two repair attempts h then a final repair attempt	for (based upon th nents for meeting j on Law but does n lave been made an notice.	the BBB Program presumption)? _ not meet the pres ad presumption s	Eligibility Guidelines and the The customer is eligible under the umption of the state lemon law, states three repair attempts and

<u>AVM and/or DEALER RECOMMENDATION(s):</u> DVM arranged to have a field engineer repair the vehicle at Bezema Buick in Norwood.

CRM RECOMMENDATION & RATIONALE (EXPLAIN):

Team Manager Approval:

To have vehicle repaired as it is General Motors policy to repair the vehicle first before any other considerations are made.

Decision reached by CRM: Arbitrate case: Settle case: X

Team Manager Approval:

					1 of 11
		LLEGATION	RESOLUTION		
	STEERING, SUS	SPENSION, A	AXLE, TIRE AND WHEEL S	SYSTEMS	
<u>Customer's Name:</u> <u>Vehicle Brand:</u> <u>File #</u>	Chevrolet 1-427605634	<u>Model:</u> <u>VIN:</u>	Inspection Date: Malibu Maxx 1G1ZT62865F	08/29/2006	
Mileage at Inspection:	35631	Inspectio	on Location: Caliber Collis Austin Tx 787	ion-12333 FM 620	
Inspector's phone number: 210-497-2135		Inspecte	ed By: Tim Straubel SA I.C		
Section 1	INSPE	CTION SUM	MARY		
BRIEFLY Describe the c	ustomer's ALLEGA	TION below	<i>r</i>		

The customer stated that the steering wheel locked while driving

{

Following the inspection, summarize the facts and observations: (Additional cmts may be placed in section 9)

The vehicle as inspected at Caliber Collision had Frontal impact damage at the right front of the bumper cover and fender headlight area, max. depth 3 in. and secondary impact at the rear of the right rocker at the rear wheel opening. The right front tire was puncture on the inside sidewall, wheel impact damaged. CDR indicated No events, hexadecimal data only. Tech 2 was not available off site. Steering components did not show a malfunction, however did not have power assist, system is electronic, there were no warning messages on the DIC, fuse 41 indicates open, power to fuse, power on unit side. Diagnosis indicates an internal problem in the EBCM.

No estimate has been written.

r			
r			

Section 2

INTERVIEW - INCIDENT DETAILS

Obtain all of the information for this section from the Driver/Claimant

Provide a complete description of the incident according to the DRIVER / CLAIMANT

Interview mode:

X By Telephone In Person

Incident Date and Time: 08/15/2006-03:50 pm

Interview date: Incorrect phone #-unable to trace Was a police/fire department report obtained? \Box Yes X No

Provide driver/claimant's description of incident. If there was a collision, describe all collision events; include description of other vehicles involved; describe all objects contacted and the sequence in which they were contacted. (Additional cmts may be placed in section 9)

SA was unable to reach customer, phone # incorrect, could not trace. Per narrative, customer stated that he was already arriving at work and the steering wheel locked and he hit a large rock.

{	 	 	
ł			
{			
ξ	 	 	

Driver/other occupant's physical description (include name, gender, height, weight, & disabilities): Romi Cocho-130 lbs. no disabilities If there was a collision:

Describe extent of any injuries to the Driver: None

Confidential GM/PAR

Rev 4/10/04

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

	2 of 11
PRODUCT ALLEGATION RESOLUTION	
STEERING, SUSPENSION, AXLE, TIRE AND	WHEEL SYSTEMS
Customer's Name: Inspection	Date: 08/29/2006
<u>Vehicle Brand:</u> Chevrolet <u>Model:</u> Malibu Max	X
<u>File #</u> 1-427605634 <u>VIN:</u> 1G1ZT6286	5F
{	
Describe where other occupants were seated & extent of any injuries: None	•
{	
L	
What was the exact location of the incident. Fins restaurant parking lo	t, Austin, Tx
Driving conditions at the time of the incident: Weather conditions & Visibility: Clear Approximate Temr	
Road Surface: \Box Concrete \Box Asphalt \Box Gravel X Crushed rock	Dirt
Road Condition: X Dry Wet Icy Other: {	
Shoulder Curb : Concrete Asphalt Gravel Crushed rock	t 🗌 Dirt
Shoulder/Curb Condition: Dry Wet Icy X Other: {	
Posted Speed Limit Parking lot Any objects in the road? (rocks scrap metal pothole speed hump etc.) Large rock	
Length of Drive Prior to incident:	
Total Time (hrs. & mins.): unknown Distance (miles): unknown	Inknown
Estimate of vehicle speed: 10 mph Source of est. Custom	er per narrative
Estimated vehicle speed at impact: ${f 10}$ mph Source of est. Customer	per narrative
(Do Not report speed information from the Vetronix data here)	
If the driver/claimant description of the vehicle operation prior to and of following information, please obtain it.	during the incident does not include the
Steering Normal Other Describe Unknown	
Suspension Normal Other Describe Unknown	
Brakes Normal Other Describe Unknown	
Engine Normal Other Describe Unknown	
Were any warning lights illuminated or driver information center mess the details and describe the event(s).	ages displayed? 🗌 Yes X No If "Yes", get
Has the vehicle behavior noted during this incident ever been noted prior to details and describe the event(s). Unknown	this incident? Yes No If "Yes", get the
Also, determine whether there were any warning lights illuminated, message	es on driver information panel, unusual noises,
smoke or steam observed. Unknown	
Describe any evasive action: Turning Braking Acceler	ating X Other: Unknown
Describe cargo (in the vehicle interior, trunk and/or trailer (if any):_None Estimated total weight of cargo:_{	r, if any. {
If a trailer was being towed, photograph the hitch structure, both on the trail	er and towing vehicle.
Did the vehicle leave the roadway?: Yes XNo Describe: Parking lot Objects Impacted:Large rock	
How was the vehicle transported from the incident site to the present location	on? X Tow Truck 🗌 Flat Bed 🗌 Other

PRODUCT ALLEGATION RESOLUTION			
PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS			
Customer's Name:Inspection Date:08/29/2006Vehicle Brand:ChevroletModel:Malibu MaxxFile #1-427605634VIN:1G1ZT62865F			
Additional comments concerning the incident:_None {			
Section 3 INTERVIEW - VEHICLE HISTORY			
Source of information (name, address, phone number, & relationship), if other than claimant: Claimant per narrative Comments: (Additional cmts may be placed in section 9) None			
Did the owner purchase the vehicle new? Yes X No Date Used? X Yes No Date Unknown			
<u>VEHICLE MODIFICATIONS / ALTERATIONS</u> Are any vehicle modifications or alterations present, and has any after-market equipment been installed? (e.g., objects attached to the steering wheel or instrument panel, controls for disabled persons, shock absorbers, springs, modified body, electrical components, powertrain, wheels or tires, after-market seats, etc) <u>Describe:</u> None			
VEHICLE REPAIR / SERVICE HISTORY Customer not available for comment-V/ISS does not indicate an associtated			
repair Prior electrical system service? No Yes If yes, describe:			
Prior collision repair? No Yes If yes, describe: {			
Repaired by whom? (name, address, phone) {			
Prior chassis system service, repair, or replacement? No Yes If yes, describe what was done:			
Prior electrical system components serviced, repaired, or replaced by whom? (name, address, phone number)			
Any other pertinent vehicle history information (from interview, GM warranty or dealership history files)? X No Yes If yes, describe: <u>{</u>			
{			

OBSERVATIONS. RECORD YOUR OBSERVATIONS IN THE APPROPRIATE SECTION. PHOTOGRAPH THE EXTERIOR OF THE VEHICLE AS FOLLOWS: VIN PLATE, QUARTER VIEWS FROM LEFT FRONT, RIGHT REAR ARE REQUIRED, AND DOCUMENT FURTHER EXTERIOR DAMAGE WITH MANY PHOTOS.

DESCRIBE ANY DAMAGE TO THE VEHICLE BODY:

Frontal impact to the right side of the bumper cover, fender area behind headlight, secondary impact at rear of right rocker at front of rear wheel opening 20 in. X 2 in.

<u>UNDERBODY / FRAME / CHASSIS AREA</u>: Describe <u>any damage</u> to the underside of the vehicle. Note the condition of the bumpers, frame, suspension, tires, wheels, brake and fuel lines & engine mount(s)/crossmember. Photograph and comment on any contact between vehicle components and the underbody. Photograph if damage is present.

C 1 1

	4 01 11
T ALLEGATION RESOLUTION IMINARY INSPECTION SUSPENSION, AXLE, TIRE AND WHEEL :	SYSTEMS
Inspection Date: <u>Model:</u> Malibu Maxx <u>VIN:</u> 1G1ZT62865F	08/29/2006
ire flat, puncture at inside sidewall 2 in. a front frame rail impact 1 in. X 10 in. 15 in.	area, wheel impact at spoke 2 in., from front. Right front lower
Ball joints Tire/wheel a Steering knuckles Axle assemblies n scraped at front edge ½ in. X 15 in. all 2 in. area, wheel impact at spoke 2 in.,	outside and inside rim impact3
Power steering lines, hoses, clamps Power steering fluid level and conditi nation indicated. Steering assist system	and connections ion is electronic, does not function.
aftermarket equipment found, vehicle modif	fications or items that are unusual or
	TALLEGATION RESOLUTION IMINARY INSPECTION SUSPENSION, AXLE, TIRE AND WHEEL Inspection Date: Model: Malibu Maxx 4 VIN: 1G1ZT62865F ire flat, puncture at inside sidewall 2 in. a front frame rail impact 1 in. X 10 in. 15 in. Ball joints Tire/wheel a Steering knuckles Axle assemblies m scraped at front edge ½ in. X 15 in. all 2 in. area, wheel impact at spoke 2 in., Power steering lines, hoses, clamps Power steering fluid level and condit ination indicated. Steering assist system aftermarket equipment found, vehicle modif

Section 5

VEHICLE INSPECTION - PASSENGER COMPARTMENT

INTERIOR

Instrument panel Controls Overall view of seat position Photo of options label-glove box/trunk Personal items/cargo Odometer Steering wheel and column Driver and passenger seat back angle (inclinometer measurement) Sunvisors and headliner

INTERIOR INSPECTION (Describe any damage and photograph)

None Seat back angle driver-22 deg., passenger -28 deg. SIR warning light cycles ON with ignition turned to ON, flashed 6 times, cycles OFF Confidential GM/PAR

					5 01 11
	PRODUCT AI PRELIMI STEERING, SUS	LLEGATION NARY INSPE PENSION, A	RESOLUTION ECTION XLE, TIRE AND WHEEL	SYSTEMS	
<u>Customer's Name:</u> <u>Vehicle Brand:</u> <u>File #</u>	Chevrolet 1-427605634	<u>Model:</u> <u>VIN:</u>	Inspection Date: Malibu Maxx 1G1ZT62865F	08/29/2006	
{					
{ {					
{ {					
{					

Section 6

STEERING, SUSPENSION, TIRE AND WHEEL SYSTEM INSPECTION

Use the following table to identify what you did and what you found during the inspection. Identify the tests and test results for the applicable items. Describe anything relevant to the allegation that is not in normal working condition, does not function properly or is a non production part. Take appropriate photographs.

5 of 11

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS

Model:

VIN:

Customer's Name: Vehicle Brand: File #

connected in a normal manner?

Steering system-Are all components in place and Chevrolet 1-427605634

<u>Yes</u>

IGIZ1028051

Inspection Date:
Malibu Maxx
1G1ZT62865F

OBSERVATIONS/TEST RESULTS

08/29/2006

Can the steering wheel be	
rotated lock to lock with	Yes
appropriate movement of the	
front wheels. Is there any	
binding, sticking or uneven feel?	No
Steering linkage-Is the linkage	
free from cracks. bends.	Yes
fractures, etc. Are there any	
scrapes, abrasions signs of	Νο
contact with any of the linkage?	
Gear/rack and pinion-Any sign	
of leakage damage to boots on	No
the rack contact by foreign	
chieste?	
Objects ?	
Steering column, ignition switch,	
intermediate shaft. Does the	-
column unlock with the ignition	Not locking type
key "on"? Is the steering column	
properly fastened to the dash?	Yes
Steering pump, drive, hoses,	
connections, flow, pressure. If	System is electronic
possible, start the engine and	No assist, system does not operate-fuse 41 is open, diagnostics indicates an
rotate the steering wheel lock to	internal problem with the EBCM. There is 14 volts on power side of fuse 41
lock. Is power assist normal? If	and 13 on unit side.
not, it may be necessary to	
check pressure and flow.	
PS fluid level and condition-	
Color, contamination, odor	
	N/A
Steering knuckle-All	
attachments secure and	Yes
nroner?	
Suspension components	
Strut attachmente, springe	
intent: control orma property	- Proper no deformation
intact, control arms properly	
attached, deformed, broken,	
scraped, etc. Sway bars	
properly attached.	
Strut attachments, springs	
intact; control arms properly	_
attached, deformed, broken,	Proper-no deformation, right lower control arm scraped 1/2 X 15 in.
scraped, etc. RF	
Strut attachments, springs	
intact; control arms properly	Proper –no deformation
attached, deformed, broken.	
Confidential GM/PAR	Rev 4/10/04

				7 of 1			
	RODUCT ALL	EGATION	RESOLUTION				
	PRELIMINARY INSPECTION						
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS							
Customer's Name:			Increation Date:	08/20/2006			
<u>Vahiala Prandi</u>	umalat	Model	Malibu Marry	08/29/2000			
<u>venicie Brand:</u> Che		Model:					
$\underline{\text{File } \#} \mathbf{I-4}.$	2/605634	<u>VIN:</u>	IGIZ102805F				
scrapod ato Poor sway bars							
trailing arms properly attached							
and undamaged.							
Strut attachments, springs							
intact; control arms properly							
attached, deformed, broken,	Proper-no d	eformation					
scraped, etc. RR							
Rear axle assembly-deformed,		deferre d					
signs of impact, properly	Proper-no	deformatio	<u>n</u>				
Deformation to the frame							
	Impact at ric	<u>ht f</u> ront rai	<u>il 1 in. X 1</u> 0 in. 15 in. fron	n front			
			OBSERVATIONS/TEST F	RESULTS			
Describe and photograph							
evidence of axle/ suspension/							
tire contact with frame, body or	<u>None</u>						
components							
Describe and photograph							
with the road surface (road	SEE defo	mation to	frame above				
shoulder, curb, or grass)							
Electronic level control							
system/components	system/components None						
Engine (normal, other)-Obtain							
codes using a Tech II.	Normal-Tee	ch 2 not av	ailable-off site				
Flootrical (normal athen)	NO DIC warr	ling messa	ges-no check engine lig	<u>nt.</u>			
⊏iectricai (normai, other)							
	Electronic s	teering nov	ver assist inonerative-fu	se 41 shows open power is			
	available to	fuse and b	ack to unit side. indicati	ng an internal EBCM condition			
Warning lights/messages							
displayed? Describe and obtain	_						
codes using a Tech II	None No DI	C warning r	<u>nessages</u>				
Anything components missing?							
	None						
l	None						
	-						
Other							
	None						

If the vehicle is driveable, conduct a road test to evaluate the concern expressed by the customer. Describe the results of the road test. If the concern is observed during the road test, it would be desirable to get a Tech II "snapshot". **Vehicle is not drivable.**

					8 of 11
	PRODUCT AI PRELIMI STEERING, SUS	LLEGATION NARY INSPE SPENSION, A	RESOLUTION CTION XLE, TIRE AND WHEEL	SYSTEMS	
<u>Customer's Name:</u> <u>Vehicle Brand:</u> <u>File #</u>	Chevrolet 1-427605634	<u>Model:</u> <u>VIN:</u>	Inspection Date: Malibu Maxx 1G1ZT62865F	08/29/2006	

If the vehicle is equipped with an ABS/Traction Control/Stability Enhancement System, use a Tech II to obtain any codes stored as current and/or history. Document via photos and include the code description. Follow the procedures in the service manual to determine the cause of each stored code which relates to the allegation. State which procedures were followed, record results of each test and state the root cause of each code. Consult with the CRM or Team Manager of the PAR group if this process leads to a disassembly of components. Follow the procedure in the General Guidelines for parts that need to be assembled for evaluation.

Inspect the system wiring, connections and components for damage. Note if the damage was the result of the incident. No damage observed

TIRE AND WHEEL INSPECTION

1. IDENTIFICATION:

					AVE. TREAD	DOT
	TIRE BRAND	TIRE TYPE	TIRE SIZE	PRESSURE	DEPTH	Numbers
	<u>(Goodyear)</u>	(Eagle GA)	(<u>P205/70R15)</u>	<u>(psi)</u>	32nds of inch	
LF	_Bridgestone	<u>Insign</u>	P215/60R16	<u>28</u>	<u>7</u>	<u>OBX8 250</u>
RF	"	"		<u>0</u>	<u>7</u>	<u>2504</u>
LR		<u></u>		<u>25</u>	<u>6</u>	<u>2504</u>
RR		<u></u>		<u>28</u>	<u>6</u>	<u>2504</u>

Note: DOT numbers may be found on the inside of each tire adjacent to the rim.

Describe and photograph any damage to tires and wheels, such as scrapes, marks due to impact, cuts, tread separation, flat spots, bead separation, embedded grass/dirt, etc. Photographs should include inner and outer views of the damaged tire/wheel assemblies with chalk marks on each assembly to denote position on vehicle (RF, LF. RR and LR). LF **None**

RF Tire flat, 2 in. puncture on inside sidewall , wheel impact 2 in. on spoke, ½ in. X 3 in. on inside and outside rims outer edge _____

LR	
None_	
RR	
None	

2. TIRE PLACARD DATA:

Record the following data: (located on driver's door edge or inside the decklid)

	SIZE	<u>PRESSURE (psi)</u>	PRESSURE AT MAXIMUM LOAD(psi)
TIRES	P215/60R16	30	<u>44</u>
SPARE TIRE	T12570D16	65	65

	PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS						
<u>Cu</u>	stomer's Name: Vehicle Brand: <u>File #</u>	Chevrolet 1-427605634	<u>Model:</u> <u>VIN:</u>	Inspection Date: Malibu Maxx 1G1ZT62865F	08/29/2006		
Section	7	S	ITE INSPEC	TION			
> > >	Check the inciden Measure location Identify evidence distances, stationa in the direction of Identify evidence	of whether the vehicl and photograph. No of whether the vehicl ary objects (guard ra travel, etc & photograph any ob & shoulder surfaces i	s, gouges in ot performed le left the roa ils, telephone oject struck by in the area of	the pavement, debris, or a d prior to, during, or after t e poles, fences,buildings,et y the vehicle on or off the r the incident site for telltale	ny other marks. he incident. Document all locations, tc), nearest posted speed limit signs road prior to, during or after incident.		
	speed, severe braking, etc.						
Photog	raph the scene a	nd property if invol	ved.				
Comme None [ents:						
[

Section 8

COMMENT OVERFLOW

Please use this page if needed for additional comments from the inspection form. Please note the section and area the comments are continued from prior to each comment.

None

				10 of 11
	PRODUCT ALLEGATION PRELIMINARY INSF STEERING, SUSPENSION,	N RESOLUTION PECTION AXLE, TIRE AND WHEEL	SYSTEMS	
<u>Customer's Name:</u> <u>Vehicle Brand:</u> <u>File #</u>	Chevrolet Model: 1-427605634 VIN:	Inspection Date: Malibu Maxx 1G1ZT62865F	08/29/2006	
{				
Section 9	OTHER REPORT INF	ORMATION		

Check here if there was evidence of a "Fire-Related" event.

According to NHTSA, "fire" means combustion or burning of material in or from a vehicle as evidenced by flame. The term also includes, but is not limited to, thermal events and fire-related phenomena such as smoke, sparks or smoldering, but does not include events and phenomena associated with a normally functioning vehicle, such as combustion of fuel within an engine or exhaust from an engine.

Attachments: (Check all that apply)

X Photographs X Data Downloads Other Records

					11 of 11
	PRODUCT A PRELIMI STEERING, SUS	LLEGATION NARY INSPE SPENSION, A	RESOLUTION CTION XLE, TIRE AND WHEEL	SYSTEMS	
<u>Customer's Name:</u> <u>Vehicle Brand:</u> <u>File #</u>	Chevrolet 1-427605634	<u>Model:</u> <u>VIN:</u>	Inspection Date: Malibu Maxx 1G1ZT62865F	08/29/2006	

REVISION DATE 04-19-2004

<u>EAA Inspection Request - Austin</u>

Date: <u>8/23/06</u>

TO: EAA

EAA/SPX Field Coordinator Phone: 313-768-2147 Fax: 313-768-2266 Email: eaafc@servicesolutions.spx.com

From: Joe Garcia

PAR Customer Relations Mgr

Email: garciajr@gmexpert.com Phone: 800-231-1841 ext.21260 Fax: 866-270-0217 Mailing Address: GM PAR Investigations 7401 E. Ben White Austin, TX 78741

Vehicle Information	<u> </u>
VIN#: <u>1G1ZT628</u>	865F
Year/Make:	2005/Chevrolet
Model:	Malibu MAXX
Contact's Name:	
Contact's Number:	
Vehicle Location:	Caliber Collision
Austi	
If located at a Salva	ge/Auction Yard:
Ins. Adj. Name:	
Phone #:	
Claim or Salvage ID)#:
Claimant Informati	<u>on</u>

PAR File #: <u>1-427</u>605634 Claimant Name: Claimant Home #: Claimant Work #: Claimant Cell #: Address: Austin, TX

Required Actions:

Advise PAR CRM via voicemail/email of inspection date. Repair Estimate Required <u>Review All PAR File information</u>

Contact PAR CRM After Inspection

Please Use Form(s):

Accelerator/Throttle Control	Restraint-SIR/Seatbelts	Seats
Brake/ABS/TCS/VSES	Side Impact	Power Sliding Door
Steering/Suspension/Tires/Wheels	Inadvertent Deployment	OnStar
Engine Exhaust/Odor	Transmission/Transaxle	OTHER:
Engine Stalling	Thermal Events	

Special Instructions:

Interview Owner?	Xes Yes	No	Vetronix Requested	Obtain Fire/Police Report
Other (define)				

Investigations can only be rushed if e-mailed by one of the following:

<u>RUSH</u> (Name of Team Manager or Ops Mgr Approving the Rush): ____

	EAA Internal Use Only		
To: SA :	Date E-Mailed to SA:		
From: EAA Field Coordinator	Due Date:		
EAA SA Use Only			
Case Acceptance/Investigation:	S NO		
Please acknowledge acceptance of this case promptly by phone, fax or email.			
Date Report Faxed/Emailed to CRM:			

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION FIELD PHOTOGRAPHIC NOTES

Customer's Name:			Inspection Date:	08/29/2006
Vehicle Brand:	Chevrolet	Model:	Maxx	
<u>File #</u>	1-427605634	VIN:	1G1ZT62865F	

Inspector Tim Straubel I.C.

Neg.#	Description
0	Vehicle as inspected at Caliber collision
1.	VIN
2.	
3.	Exterior right front-damage
4.	Exterior right rear
5.	Exterior left rear
6.	Exterior left front
7.	Close up of frontal impact damage right front
8.	Close up of secondary impact damage at rocker
9.	Left undercarriage
10.	Right undercarriage-frame damage
11.	Center undercarriage
12.	Close up frontal impact
13.	Right front strut area-close up of tire/wheel/control arm damage
14.	Frame damage right front
15.	<u>Tire damage right front</u>
16.	Strut area left front
17.	Steering gear, column, electrical connector
18.	(()))))))))
19.	(())))))))
20.	(()))))))))
21.	Steering assist, column, connectors underdash
22.	(())))))))))))
23.	(())))))))))
24.	(()))))))))))))))
25.	Foot control area
26.	<u>Underhood</u>
27,	Master cylinder, reservoir
28.	PDC underhood
29.	Steering wheel/I/P
30.	<u>Right I/P</u>
31.	Seat view
32.	<u>ODO</u>
33.	Option Label
34.	Headliner area
35.	Voltage-resistance readings
36.	(()))))))))))))))))))))
37.	((1))))))))))))))))))))))))))))
38.	«mmmmmmmmmmmmmmmmmmmmmmmmmmmmmmmmmmmmm
39	I/P showing no DIC warning messages.

PAR GMWA Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information				
Date	10/25/06	Service Request #	1-427605634	
Customer Name				
VIN	1G1ZT62865F			
In-Service Date	8/13/04	Service Contract?	Yes	
Current Mileage	35631	Purchased New/Used?	New	
Warranty Blocked?	No			
Branded Title?	No	Mileage at Purchase	10	
	Dealer and Claim In	formation		
Dealer Name	Capitol Chevrolet, Inc.			
Dealer Svc Mgr	Eric Posey	DIr Warranty Admin:	Chary Borromeo	
Dealer Phone	(512) 444-8888	Dealer Fax	(512) 445-1229	
Dealer BAC	161576		· · · ·	
Dealer Division and Code	13-Chev-30021	_		
Repair Order Number	054450			
Repair Order Close Date	10/25/06			
Labor Op. Code Z1242	Dollar Amt:	7574.48		
Labor Op. Code Z1243	Dollar Amt:			
Cause Code (CC)	MJ			
Failure Code (FC)	98			
PUT EVERYTHING IN NET AMOUNT Labor Hours and OLH: Parts and Labor Costs:	DO NOT PUT IN HOURS			
Net Amount:		7574 48		
DO NOT H ROUTE THIS CLA Authorization Code: Additional Comments for Deale	IM DO NOT PUT IN AN A er: n/a			
IF THIS CLAIM SHOULD REJ	ECT FOR ANY REASON, P	LEASE CONTACT ME A	SAP	
AND FAX A COPY OF THE R	EJECTION W/TRACKING F	ORM TO		
<i>R</i>	etain Copy with Deale	r Repair Order		
	Internal PAR Info	rmation		
Complaint:		d a second		
0	Loss of power assist cause	a accident		
	Inspection diagnosis indica	te problem w/ECBM		
Correction:				
	Replace dmgd parts & stee	ring parts affected by alle	gation	
Justification:	Problem w/ECBM caused a	accident		
PAR CRM	Joe Garcia			

_					1 of 11
	PRODUCT A	LLEGATION			
	STEERING, SUS	SPENSION, A	XLE, TIRE AND WHEEL	SYSTEMS	
Customer's Name:			Inspection Date:	08/29/2006	
Vehicle Brand:	Chevrolet	Model:	Malibu Maxx		
File #	1-427605634	<u>VIN:</u>	1G1ZT62865F		
Mileage at Inspection:	35631	Inspectio	n Location: Caliber Collis	sion-12333 FM 620	
		-	Austin, Tx. 787	50- 512-331-8083	
Inspector's phone number: 2	10-497-2135	Inspecte	<u>ed By:</u> I im Straubel SA I.C	•	
Section 1	INSPE		MARY		
BRIEFLY Describe the cu	stomer's ALLEGA	TION below	:		

The customer stated that the steering wheel locked while driving

{

Following the inspection, summarize the facts and observations: (Additional cmts may be placed in section 9)

The vehicle as inspected at Caliber Collision had Frontal impact damage at the right front of the bumper cover and fender headlight area, max. depth 3 in. and secondary impact at the rear of the right rocker at the rear wheel opening. The right front tire was puncture on the inside sidewall, wheel impact damaged. CDR indicated No events, hexadecimal data only. Tech 2 was not available off site. Steering components did not show a malfunction, however did not have power assist, system is electronic, there were no warning messages on the DIC, fuse 41 indicates open, power to fuse, power on unit side. Diagnosis indicates an internal problem in the EBCM.

No estimate has been written.

r			
r			

Section 2

INTERVIEW - INCIDENT DETAILS

Obtain all of the information for this section from the Driver/Claimant

Provide a complete description of the incident according to the DRIVER / CLAIMANT

Interview mode:

X By Telephone In Person

Incident Date and Time: 08/15/2006-03:50 pm

Interview date: Incorrect phone #-unable to trace Was a police/fire department report obtained? \Box Yes X No

Provide driver/claimant's description of incident. If there was a collision, describe all collision events; include description of other vehicles involved; describe all objects contacted and the sequence in which they were contacted. (Additional cmts may be placed in section 9)

SA was unable to reach customer, phone # incorrect, could not trace. Per narrative, customer stated that he was already arriving at work and the steering wheel locked and he hit a large rock.

	•	•		•		
ł						
	 		· · · · · · · · · · · · · · · · · · ·			
ł						
2						
ł						
2						
4						

Driver/other occupant's physical description (include name, gender, height, weight, & disabilities): **Romi Cocho-130 lbs. no disabilities If there was a collision:** Describe extent of any injuries to the Driver:_None

2 of 2
PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION STEERING SUSPENSION AXLE TIRE AND WHEEL SYSTEMS
Customer's Name: Inspection Date: 08/29/2006
Vehicle Brand: Chevrolet Model: Malibu Maxx
<u>File #</u> 1-427605634 <u>VIN:</u> 1G1ZT62865F
,
Describe where other occupants were seated & extent of any injuries: None
{
{
Milled and the second based in a first based with a second second in a later Association. The
What was the exact location of the incident. Fins restaurant parking lot, Austin, 1x Driving conditions at the time of the incident:
Weather conditions & Visibility: Clear Approximate Temp (°F): Unknown
Road Surface:
Road Condition: X Dry Wet Icy Other:
Shoulder Curb : Concrete Asphalt Gravel Crushed rock Dirt
Posted Speed Limit Parking lot
Any objects in the road? (rocks, scrap metal, pothole, speed bump, etc.) Large rock
Length of Drive Prior to incident:
Total Time (hrs. & mins.): unknown Distance (miles): unknown
Estimate of vehicle speed: 10 mph Source of est. Customer per narrative
Estimated vehicle speed at impact: 10 mph Source of est. Customer per narrative
(Do Not report speed information nom the verifing data here)
If the driver/claimant description of the vehicle operation prior to and during the incident does not include the following information, please obtain it.
Stearing Normal C Other C Describe Unknown
Suspension Normal Office Offic
Brakes Normal Other Describe Unknown
Engine Normal Other Describe Unknown
Electrical Normal Other Describe Unknown
Were any warning lights illuminated or driver information center messages displayed? \Box Yes X No If "Yes", get the details and describe the event(s).
Has the vehicle behavior noted during this incident over been noted prior to this incident? \Box Vec. \Box No. If "Vec" get the
details and describe the event(s). Unknown
Also, determine whether there were any warning lights illuminated, messages on driver information panel, unusual noise
smoke or steam observed. Unknown
Describe any evasive action: Turning Braking Accelerating X Other: Unknown
Describe cargo (in the vehicle interior, trunk and/or trailer (if any): _None
Estimated total weight of cargo: <u>{</u> Estimated weight of the trailer, if any. {
If a trailer was being towed, photograph the hitch structure, both on the trailer and towing vehicle.
Did the vehicle leave the roadway?: U Yes XNo Describe: Parking lot
Objects Impacted: Large rock
How was the vehicle transported from the incident site to the present location? X Tow Truck Flat Bed Other
· · · — — —

				3 of 11
	PRODUCT AL PRELIMIN STEERING SUS	LEGATION F	RESOLUTION CTION KLE TIRE AND WHEEL	SYSTEMS
<u>Customer's Name:</u> <u>Vehicle Brand:</u> <u>File #</u>	Chevrolet 1-427605634	<u>Model:</u> <u>VIN:</u>	Inspection Date: Malibu Maxx 1G1ZT62865F	08/29/2006
Additional comments conce {	erning the incident:_N	None		
Section 3	INTER	RVIEW - VEHI	CLE HISTORY	
Source of information (nam Claimant per narrative Comments: (/ None Did the owner purchase the VEHICLE MODIFICATION Are any vehicle modificatio	<u>e, address, phone r</u> Additional cmts may be pl e vehicle new? □ Y I <u>S / ALTERATIONS</u> ns or alterations pre	number, & rela laced in section s res X No D esent, and has	ationship), if other than c ateUsed? X Yes s any after-market equipt	<u>laimant:</u> No Date <u>Unknown</u> ment been installed?
(e.g., objects attached to tr modified body, electrical cc None {	ie steering wheel or imponents, powertra	ain, wheels or	tires, after-market seats	a persons, snock absorbers, springs, , etc) <u>Describe:</u>
VEHICLE REPAIR / SERV	ICE HISTORY (Customer not	available for comment-V	/ISS does not indicate an associtated
repair Prior electrical system serv	ice? 🗌 No 🔤 Yes	If yes, desc	ribe: {	
Prior collision repair?	o □Yes If yes, de	escribe:	{	
{ Repaired by whom? (name, {	, address, phone) {	[
Prior chassis system servic	e, repair, or replace	ement? 🗌 No	Yes If yes, describ	e what was done:
Prior electrical system com	ponents serviced, re	epaired, or rep	placed by whom? (name	e, address, phone number)
Any other pertinent vehicle If yes, describe: <u>{</u>	history information	(from intervie	w, GM warranty or deale	rship history files)? X No Yes
{				
Section 4	VEHIC	CLE INSPEC	FION - VISUAL/PHOTO	
THE VEHICLE VISUAL IN	ISPECTION DOCU	MENTS THE	PHYSICAL EVIDENCE	USING PHOTOS AND WRITTEN

OBSERVATIONS. RECORD YOUR OBSERVATIONS IN THE APPROPRIATE SECTION. PHOTOGRAPH THE EXTERIOR OF THE VEHICLE AS FOLLOWS: VIN PLATE, QUARTER VIEWS FROM LEFT FRONT, RIGHT

PHOTOGRAPH THE EXTERIOR OF THE VEHICLE AS FOLLOWS: VIN PLATE, QUARTER VIEWS FROM LEFT FRONT, RIGHT REAR ARE REQUIRED, AND DOCUMENT FURTHER EXTERIOR DAMAGE WITH MANY PHOTOS.

DESCRIBE ANY DAMAGE TO THE VEHICLE BODY:

Frontal impact to the right side of the bumper cover, fender area behind headlight, secondary impact at rear of right rocker at front of rear wheel opening 20 in. X 2 in.

<u>UNDERBODY / FRAME / CHASSIS AREA</u>: Describe <u>any damage</u> to the underside of the vehicle. Note the condition of the bumpers, frame, suspension, tires, wheels, brake and fuel lines & engine mount(s)/crossmember. Photograph and comment on any contact between vehicle components and the underbody. Photograph if damage is present.

						4 of 11
	PRODUCT AL PRELIMII STEERING, SUS	LEGATION NARY INSPE PENSION, A	RESOLUTIO CTION XLE, TIRE A	N ND WHEEL S	SYSTEMS	
<u>Customer's Name:</u> <u>Vehicle Brand:</u> <u>File #</u>	Chevrolet 1-427605634	<u>Model:</u> <u>VIN:</u>	<u>Inspect</u> Malibu M 1G1ZT62	ion Date: axx 865F	08/29/2006	5
Bumper cover impact 3 in outside rim and inside rin control arm scraped ½ in. {	., right front tire fl n, 3 in. Right from X 15 in.	lat, puncture t frame rail i	e at inside sic mpact 1 in. X	dewall 2 in. a 10 in. 15 in.	area, wheel imp from front. Rig	act at spoke 2 in., ht front lower
CORNER ASSEMBLIES Struts/shocks Springs Control arms Comments: Right front low Right front tire punctured in.	ver control arm sc inside sidewall 2	Ball joints Steering k Axle asser traped at fro in. area, whe	nuckles mblies nt edge ½ in. eel impact at	Tire/wheel a X 15 in. spoke 2 in.,	outside and in	nside rim impact3
UNDERHOOD Engine compartmen Brake fluid level an Comments: Brake fluid 1 in below MA {	nt d condition X, no contaminati	Power ster Power ster on indicated	ering lines, ho ering fluid leve I. Steering as	oses, clamps el and conditi ssist system	and connections ion is electronic, d	oes not function.
GENERAL OBSERVATION Photograph and co out of place. Comments: None {	VS mment on any afte	rmarket equip	oment found,	vehicle modif	ications or items	that are unusual or

Section 5

VEHICLE INSPECTION - PASSENGER COMPARTMENT

INTERIOR

Instrument panel Controls Overall view of seat position Photo of options label-glove box/trunk Personal items/cargo Odometer Steering wheel and column Driver and passenger seat back angle (inclinometer measurement) Sunvisors and headliner

INTERIOR INSPECTION (Describe any damage and photograph)

None Seat back angle driver-22 deg., passenger -28 deg. SIR warning light cycles ON with ignition turned to ON, flashed 6 times, cycles OFF Confidential GM/PAR

					5 01 11
	PRODUCT AI PRELIMI STEERING, SUS	LLEGATION NARY INSPE SPENSION, A	RESOLUTION ECTION XLE, TIRE AND WHEEL	SYSTEMS	
<u>Customer's Name:</u> <u>Vehicle Brand:</u> <u>File #</u>	Chevrolet 1-427605634	<u>Model:</u> <u>VIN:</u>	Inspection Date: Malibu Maxx 1G1ZT62865F	08/29/2006	
{					
{ {					
{ {					
\ {					

Section 6

STEERING, SUSPENSION, TIRE AND WHEEL SYSTEM INSPECTION

Use the following table to identify what you did and what you found during the inspection. Identify the tests and test results for the applicable items. Describe anything relevant to the allegation that is not in normal working condition, does not function properly or is a non production part. Take appropriate photographs.

5 of 11

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS

Model:

VIN:

Customer's Name: Vehicle Brand: File #

Steering system-Are all

Chevrolet 1-427605634 Inspection Date:

OBSERVATIONS/TEST RESULTS

08/29/2006

1G1ZT62865F

components in place and	<u>Yes</u>
connected in a normal manner?	
Can the steering wheel be	
rotated lock to lock with	<u>Yes</u>
appropriate movement of the	
front wheels. Is there any	
binding, sticking or uneven feel?	NO
Steering linkage-Is the linkage	
free from cracks, bends,	<u>Yes</u>
fractures, etc. Are there any	
scrapes, abrasions, signs of	ΝΟ
contact with any of the linkage?	
Gear/rack and pinion-Any sign	
of leakage, damage to boots on	<u>_NO</u>
the rack, contact by foreign	
objects?	
Steering column, ignition switch,	<u> </u>
intermediate shaft. Does the	
column unlock with the ignition	Not locking type
key "on"? Is the steering column	
properly fastened to the dash?	Yes
Steering pump, drive, hoses,	Oustaw is distant
connections, flow, pressure. If	<u>System is electronic</u>
possible, start the engine and	No assist, system does not operate-fuse 41 is open, diagnostics indicates an
rotate the steering wheel lock to	Internal problem with the EBCM. There is 14 voits on power side of fuse 41
lock. Is power assist normal? If	and 13 on unit side.
not, it may be necessary to	
Check pressure and now.	
PS huid level and condition-	
	<u>N/A</u>
Steering knuckle-All	
attachments secure and	_Yes
proper?	
Suspension components – LF	
Strut attachments, springs	
intact; control arms properly	Proper-no deformation
attached, deformed, broken,	
scraped, etc. Sway bars	
properly attached.	
Strut attachments, springs	
intact; control arms properly	
attached, deformed, broken,	Proper-no deformation, right lower control arm scraped ½ X 15 in.
scraped, etc. RF	
Strut attachments, springs	
intact; control arms properly	<u>Proper – no deformation</u>
attached, deformed, broken,	
Confidential GM/PAR	Rev 4/10/04



	7 of 1								
	PRODUCT ALLEGATION RESOLUTION								
	PRELIMINARY INSPECTION								
ST	STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS								
Customer's Name:	Inspection Date: 08/29/2006								
Vehicle Brand: Ch	evrolet Model: Malibu Maxx								
	27605634 VIN [.] 1G1ZT62865F								
scrapod ato Roar sway bars									
trailing arms properly attached									
and undamaged									
Strut attachments, springs									
intact: control arms properly									
attached deformed broken	– Proper-no deformation								
scraped etc RR									
Rear axle assembly-deformed									
signs of impact properly	Proper-no deformation								
located etc									
Deformation to the frame									
	Impact at right front rail 1 in. X 10 in. 15 in. from front								
	OBSERVATIONS/TEST RESULTS								
Describe and photograph									
evidence of axle/ suspension/									
tire contact with frame, body or	None								
components									
Describe and photograph									
contact of the under- carriage									
with the road surface (road,	SEE deformation to frame above								
shoulder, curb, or grass)									
Electronic level control									
system/components	None								
Engine (normal, other)-Obtain									
codes using a Tech II.	Normal-Tech 2 not available-off site								
	No DIC warning messages-no check engine light.								
Electrical (normal, other)									
	<u></u>								
	Electronic steering power assist inoperative-fuse 41 shows open, power is								
	available to fuse and back to unit side, indicating an internal EBCM condition								
Warning lights/messages									
displayed? Describe and obtain									
codes using a Tech II	None No DIC warning messages								
Anything components missing?									
	None								
	-								
Other									
	– None								

If the vehicle is driveable, conduct a road test to evaluate the concern expressed by the customer. Describe the results of the road test. If the concern is observed during the road test, it would be desirable to get a Tech II "snapshot". **Vehicle is not drivable.**

					8 of 11	
PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS						
<u>Customer's Name:</u> <u>Vehicle Brand:</u> <u>File #</u>	Chevrolet 1-427605634	<u>Model:</u> <u>VIN:</u>	Inspection Date: Malibu Maxx 1G1ZT62865F	08/29/2006		

If the vehicle is equipped with an ABS/Traction Control/Stability Enhancement System, use a Tech II to obtain any codes stored as current and/or history. Document via photos and include the code description. Follow the procedures in the service manual to determine the cause of each stored code which relates to the allegation. State which procedures were followed, record results of each test and state the root cause of each code. Consult with the CRM or Team Manager of the PAR group if this process leads to a disassembly of components. Follow the procedure in the General Guidelines for parts that need to be assembled for evaluation.

Inspect the system wiring, connections and components for damage. Note if the damage was the result of the incident. No damage observed

TIRE AND WHEEL INSPECTION

1. IDENTIFICATION:

					AVE. TREAD	DOT
	TIRE BRAND	TIRE TYPE	TIRE SIZE	PRESSURE	DEPTH	Numbers
	<u>(Goodyear)</u>	(Eagle GA)	(<u>P205/70R15)</u>	<u>(psi)</u>	32nds of inch	
LF	_Bridgestone	<u>Insign</u>	P215/60R16	<u>28</u>	<u>7</u>	<u>OBX8 250</u>
RF	**	<u></u>		<u>0</u>	<u>7</u>	<u>2504</u>
LR	<u></u>	<u></u>		<u>25</u>	<u>6</u>	<u>2504</u>
RR	<u>"</u>	<u></u>		<u>28</u>	<u>6</u>	<u>2504</u>

Note: DOT numbers may be found on the inside of each tire adjacent to the rim.

Describe and photograph any damage to tires and wheels, such as scrapes, marks due to impact, cuts, tread separation, flat spots, bead separation, embedded grass/dirt, etc. Photographs should include inner and outer views of the damaged tire/wheel assemblies with chalk marks on each assembly to denote position on vehicle (RF, LF. RR and LR). LF **None**

RF Tire flat, 2 in. puncture on inside sidewall , wheel impact 2 in. on spoke, ½ in. X 3 in. on inside and outside rims outer edge _____

LR	
None_	
RR	
None	

2. TIRE PLACARD DATA:

Record the following data: (located on driver's door edge or inside the decklid)

	<u>SIZE</u>	<u>PRESSURE (psi)</u>	PRESSURE AT MAXIMUM LOAD(psi)
TIRES	P215/60R16	30	<u>44</u>
SPARE TIRE	T12570D16	65	65

	PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS								
<u>Cu</u>	stomer's Name: Vehicle Brand: <u>File #</u>	Chevrolet 1-427605634	<u>Model:</u> <u>VIN:</u>	Inspection Date: Malibu Maxx 1G1ZT62865F	08/29/2006				
Sectior	า7	S	ITE INSPEC	TION					
	Identify evidence distances, station in the direction of Identify evidence Inspect roadway & speed, severe bra	and photograph. No of whether the vehicl ary objects (guard ra travel, etc & photograph any ob & shoulder surfaces i aking, etc.	s, gouges in t performed ils, telephon iject struck b n the area o	the pavement, debris, or a ad prior to, during, or after t e poles, fences,buildings,et by the vehicle on or off the r f the incident site for telltale	ny other marks. he incident. Document all locations, tc), nearest posted speed limit signs road prior to, during or after incident. e signs of loss of control, excessive				
Photog Comm None	graph the scene a ents:	nd property if invol	ved.						

Section 8

COMMENT OVERFLOW

Please use this page if needed for additional comments from the inspection form. Please note the section and area the comments are continued from prior to each comment.

None

9 of 11

				10 of 11	
PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS					
<u>Customer's Name:</u> <u>Vehicle Brand:</u> <u>File #</u>	Chevrolet Model: 1-427605634 VIN:	Inspection Date: Malibu Maxx 1G1ZT62865F	08/29/2006		
{ {					
Section 9	OTHER REPORT INF	ORMATION			

Check here if there was evidence of a "Fire-Related" event.

According to NHTSA, "fire" means combustion or burning of material in or from a vehicle as evidenced by flame. The term also includes, but is not limited to, thermal events and fire-related phenomena such as smoke, sparks or smoldering, but does not include events and phenomena associated with a normally functioning vehicle, such as combustion of fuel within an engine or exhaust from an engine.

Attachments: (Check all that apply)

X Photographs X Data Downloads Other Records

					11 of 11
	PRODUCT A PRELIMI STEERING, SUS	LLEGATION NARY INSPE SPENSION, A	RESOLUTION ECTION AXLE, TIRE AND WHEEL	SYSTEMS	
<u>Customer's Name:</u> <u>Vehicle Brand:</u> <u>File #</u>	Chevrolet 1-427605634	<u>Model:</u> <u>VIN:</u>	Inspection Date: Malibu Maxx 1G1ZT62865F	08/29/2006	

REVISION DATE 04-19-2004

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION FIELD PHOTOGRAPHIC NOTES

Customer's Name:			Inspection Date:	08/29/2006
Vehicle Brand:	Chevrolet	Model:	Maxx	
<u>File #</u>	1-427605634	VIN:	1G1ZT62865F	

Inspector Tim Straubel I.C.

Neg.#	Description
0	Vehicle as inspected at Caliber collision
1.	VIN
2.	
3.	Exterior right front-damage
4.	Exterior right rear
5.	Exterior left rear
6.	Exterior left front
7.	Close up of frontal impact damage right front
8.	Close up of secondary impact damage at rocker
9.	Left undercarriage
10.	Right undercarriage-frame damage
11.	Center undercarriage
12.	Close up frontal impact
13.	Right front strut area-close up of tire/wheel/control arm damage
14.	Frame damage right front
15.	Tire damage right front
16.	Strut area left front
17.	Steering gear, column, electrical connector
18.	((3)))))))))
19.	(479)999999
20.	(()))))))))))
21.	Steering assist, column, connectors underdash
22.	((3))))))))))))))
23.	(()))))))))))
24.	((3))))))))))))))))
25.	Foot control area
26.	Underhood
27,	Master cylinder, reservoir
28.	PDC underhood
29.	Steering wheel/I/P
30.	Right I/P
31.	Seat view
32.	<u>ODO</u>
33.	Option Label
34.	Headliner area
35.	Voltage-resistance readings
36.	(())))))))))))))))))))
37.	(()))))))))))))))))))))))))))))))))))))
38.	(()))))))))))))))))))))))))))))))))))))
39	I/P showing no DIC warning messages.



INFORMATION Redacted PURSUANT TO THE FREEDOM OF

DR RETRIEVAL

CDR File Information INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Vehicle Identification Number	1G1ZT62865F
Investigator	Tim Straubel
Case Number	1-427605634
Investigation Date	Tuesday, August 29 2006
Crash Date	Tuesday, August 15 2006
Filename	1G1ZT62865F1 CDR
Saved on	Tuesday, August 29 2006 at 12:05:45 PM
Collected with CDR version	Crash Data Retrieval Tool 2.800
Collecting program verification	02388055
number	9230D93L
Reported with CDR version	Crash Data Retrieval Tool 2.800
Reporting program verification	0238B05E
number	9230D93L
	Block number: 00
Interface used to collected date	Interface version: 4A
	Date: 11-08-05
	Checksum: 7500
Event(s) recovered	None
Event(s) recovered	None

SDM Data Limitations

SDM Recorded Crash Events:

There are two types of SDM recorded crash events. The first is the Non-Deployment Event. A Non-Deployment Event is an event severe enough to "wake up" the sensing algorithm but not severe enough to deploy the air bag(s). It can contain Pre-Crash and Crash data. The SDM can store up to one Non-Deployment Event. This event can be overwritten by an event that has a greater SDM recorded vehicle forward velocity change. This event will be cleared by the SDM after the ignition has been cycled 250 times.

The second type of SDM recorded crash event is the Deployment Event. It also can contain Pre-Crash and Crash data. The SDM can store up to two different Deployment Events, if they occur within five seconds of one another. Deployment Events cannot be overwritten or cleared from the SDM. Once the SDM has deployed the air bag, the SDM must be replaced. The data in the Non-Deployment Event file will be locked after a Deployment Event, if the Non-Deployment Event occurred within 5 seconds before the Deployment Event unless a Deployment Level Event occurs within 5 seconds after the Deployment Event will overwrite the Non-Deployment Event file.

SDM Data Limitations:

-SDM Recorded Vehicle Forward Velocity Change reflects the change in forward velocity that the sensing system experienced during the recorded portion of the event. SDM Recorded Vehicle Forward Velocity Change is the change in velocity during the recording time and is not the speed the vehicle was traveling before the event, and is also not the Barrier Equivalent Velocity. This data should be examined in conjunction with other available physical evidence from the vehicle and scene when assessing occupant or vehicle forward velocity change. For Deployment Events and Deployment Level Events, the SDM will record 220 milliseconds of data after deployment criteria is met and up to 70 milliseconds before deployment criteria is met. For Non-Deployment Events, the SDM will record up to the first 300 milliseconds of data after algorithm enable. The minimum SDM Recorded Vehicle Forward Velocity Change, that is needed to record a Non-Deployment Event, is 5 MPH.

-Maximum Recorded Vehicle Velocity Change is the maximum recorded velocity change in the vehicle's combined "X" and "Y" axis.

-Calculated Principal Direction of Force (PDOF) is the arctangent of the maximum observed lateral velocity change divided by the maximum observed longitudinal velocity change. PDOF is displayed where zero degrees is located at the front of the vehicle, with 90 degrees is displayed to the right side of the vehicle and so on, clockwise around the vehicle.

-Event Recording Complete will indicate if data from the recorded event has been fully written to the SDM memory or if it has been interrupted and not fully written.

-SDM Recorded Vehicle Speed accuracy can be affected if the vehicle has had the tire size or the final drive axle ratio changed from the factory build specifications.

-Brake Switch Circuit Status indicates the status of the brake switch circuit.

-Pre-Crash Electronic Data Validity Check Status indicates "Data Invalid" if the SDM receive an invalid message from the module sending the pre-crash data.

-Driver's and Passenger's Belt Switch Circuit Status indicates the status of the seat belt switch circuit. The Passenger Belt Switch Circuit Status for 2006 Chevrolet Cobalt Sport Coupe (AP) model vehicles, with the option package that includes Recaro brand seats (RPO ALV), will always report a default value of "Buckled".

-The Time Between Non-Deployment and Deployment Events is displayed in seconds. If the time between the two events is greater than 5 seconds, "N/A" is displayed in place of the time. If the value is negative, then the Deployment Event occurred first. If the value is positive, then the Non-Deployment Event occurred first.

-If power to the SDM is lost during a crash event, all or part of the crash record may not be recorded.

-The ignition cycle counter relies upon the transitions through OFF->RUN->CRANK power-moding messages, on the GMLAN communication bus, to increment the counter. Applying and removing of battery power to the module will not increment the ignition counter.

SDM Data Source:

1G1ZT62865F





All SDM recorded data is measured, calculated, and stored internally, except for the following: -Vehicle Status Data (Pre-Crash) is transmitted to the SDM, by various vehicle control modules, via the vehicle's communication network.

-The Belt Switch Circuit is wired directly to the SDM.





Hexadecimal Data

This page displays all the data retrieved from the air bag module. It contains data that is not converted by this program.

\$	08 300 400 000 000 000 000 000 000 000 000	00 00 00 00 00 00 00 00 00 00 00 00 00	00 00 00 00 00 00 00 00 00 00 00 00 00	00 00 00 00 00 00 00 00 00 00 00 00 00	$\begin{array}{c} 0 \\ 0 \\ 0 \\ 0 \\ 0 \\ 0 \\ 0 \\ 0 \\ 0 \\ 0 $	00 00 00 00 00 00 00 00 00 00 00 00 00	00 00 00 00 00 00 00 00 00 00 00 00 00
\$2F \$30	00 9D	FE 00	0E 00	58 00	00 00	00000	00 00
\$31 \$32	F8	гг 80	FF FF	гг 80	РР 00	80 00	00
\$33	FF	FF	FF	FF	FF	80	00
\$34 \$35	FF FF	FF FF	FF FF	FF FF	FF FF	80 80	00
\$36	FF	FF	FF	FF	FF	80	00
\$37	F8	80	F8	0F	0F	CA	FE
\$38 \$39	יי דד	08 77	00 77	00 77	чч नन	80	PC 00
\$3A	FF	FF	FF	FF	FF	80	00
\$3B	7F	0F	1F	1F	3F	00	00
\$3C	FF	FF	FF	FF	FF	FF	C0
Ş3D ¢3₽	FF FF	FF FF	FF FF	FF FF	FF 00	FF 00	00
\$3F	г. г 00	г. г 00	F0	г. г 00	00	00	00
\$40	ΕŨ	FF	00	00	00	00	00
\$41	F8	F8	90	00	00	00	00
\$42	80	FF	FF	FF	FF	00	00
1G1ZT6	2865						




1G1ZT6	62865	F										F	Page 4	4 of 5		
\$42 \$43	10 00	C4	8C	80												
\$41	3F	00	00	06	00	18										
\$26 \$40	31 00	5A 00	53	54	55	55	32									
\$25	31	5A	53	54	55	55	32									
\$24	31	5A	53	54	55	55	32									
ş∠∠ \$23	72 31	78 5A	53	54	55	55	32									
\$21	31	12	66	1A	D0	2E	91	9A								
\$18	FF	FF	FF	FF												
Ş⊥4 \$17	г. 42	ь. 54	гF FF	гF FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
\$13	42	52	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
\$10	01	59	D3	в3	52	57	24	51	54	50	55	51	15	50	20	20
ŞUE SOF	01 41	59 4A	D3 36	ВЗ 35	32	39	52	34	32	30	33	31	45	56	56	50
\$0D	41	48	36	35	32	39	52	34	31	38	39	32	45	35	53	4C
\$07 \$08	≠∠ FF	FF	FF	FF	ьъ	г. г.	гr	гг	г, г	ьъ	ЪЪ	г. г.	гĽ	ΡĒ	г. г	ΓF
\$06 \$07	FF 42	FF 54	국국 구구	국국 구국	ਸਸ	ਸਸ	ਸ਼ਾਸ	ਸਸ	ਸਸ	ਸਸ	ਸਸ	ਸਸ	ਸਸ	ਸਸ	ਸਸ	ਸ਼ਾਜ
\$05	42	55	FF	FF	FF	FF	\mathbf{FF}	FF	FF	FF	FF	FF	FF	FF	\mathbf{FF}	FF
\$03 \$04	4⊥ 01	54 02	01	0⊿ 04	03	04	эZ	55	4⊥	34	03	09	υT	AA	AA	υT
\$02	01	02 E4	03	04	0.2	04	БJ	БJ	/1 1	20	0.2	0.0	01	7.7	7 7	01
\$01	41	55	01	02	03	04	52	53	41	32	03	09	01	AA	AA	01
\$7B	FF	FF	FF	FF	FF	FF	00									
\$7A	82	FF	FF	00	00	00	00									
ې ۱४ \$79	F0 81	UU FF	UU FF	г0 FF	00	00	00									
\$77 \$70	FF	FF	FF	FF	FF	FF	00									
\$76	FF	FF	FF	FF	FF	FF	00									
\$74 \$75	'4'1 '7'7	'4'4 '7'7	'4'1 '7'7	'4'4 국국	'4'4 '7'7	'4'4 '7'7	00									
\$73	FF	FF	FF	FF	FF	FF	00									
\$72	FF	FF	FF	FF	FF	FF	00									
\$70 \$71	FF FF	FF FF	FF FF	FF FF	FF FF	FF FF	00									
\$6F	FF	FF	FF	FF	FF	FF	00									
\$6E	FF	FF	FF	FF	FF	FF	00									
\$6C \$6D	FF FF	FF FF	FF FF	FF FF	FF FF	FF FF	00									
\$6B	\mathbf{FF}	\mathbf{FF}	\mathbf{FF}	FF	\mathbf{FF}	\mathbf{FF}	00									
\$69 \$6A	FF	FF	FF	00	00	00	00									
\$68 \$60	F8	F8 EE	90 EE	C0	00	00	00									
\$67	AO	FF	00	00	00	00	00									
\$54 \$55	8∠ FF	FF	FF FF	00 FF	00 FF	00 FF	00									
\$53 \$54	FF oc	FF	FF	00	00	00	00									
\$52	81	FF	FF	FF	00	00	00									
\$50 \$51	FF F0	FF 00	гг 00	FF F0	FF 00	FF 00	00									
\$4F	FF	FF	FF	FF	FF	FF	00									
\$4E	FF	FF	FF	FF	FF	FF	00									
\$4C \$4D	FF FF	FF	FF FF	FF	FF FF	FF	00									
\$4B	FF	FF	FF	FF	FF	FF	00									
\$4A	FF	FF	FF	FF	FF	FF	00									
\$48 \$49	FF FF	FF	FF FF	FF	FF FF	FF	00									
\$47	FF	FF	FF	FF	FF	FF	00									
\$46	FF	FF	FF	FF	FF	FF	00									
\$44 \$45	'4'4 '7'7	'4'4 '7'4	'4'4 '7'7	'4'4 '7'4	'4'4 '7'	'4'4 '7'	00									
\$43	\mathbf{FF}	FF	FF	00	00	00	00									





 \$44
 C6
 00
 00
 FC
 C0
 C0

 \$45
 07
 01
 07
 01
 05
 01

 \$46
 00
 0F
 0F
 64
 64

 \$47
 0A
 64
 06
 04
 04
 05
 0A
 06
 04
 00
 FA
 00
 00
 FF
 04
 64

 \$48
 18
 08
 08
 -





CDR File Information

Vehicle Identification Number	1G1ZT62865F
Investigator	Tim Straubel
Case Number	1-427605634
Investigation Date	Tuesday, August 29 2006
Crash Date	Tuesday, August 15 2006
Filename	1G1ZT62865F131158.CDR
Saved on	Tuesday, August 29 2006 at 12:05:45 PM
Collected with CDR version	Crash Data Retrieval Tool 2.800
Collecting program verification number	9238B95E
Reported with CDR version	Crash Data Retrieval Tool 2.800
Reporting program verification number	9238B95E
Interface used to collected data	Block number: 00 Interface version: 4A Date: 11-08-05 Checksum: 7500
Event(s) recovered	None

SDM Data Limitations

SDM Recorded Crash Events:

There are two types of SDM recorded crash events. The first is the Non-Deployment Event. A Non-Deployment Event is an event severe enough to "wake up" the sensing algorithm but not severe enough to deploy the air bag(s). It can contain Pre-Crash and Crash data. The SDM can store up to one Non-Deployment Event. This event can be overwritten by an event that has a greater SDM recorded vehicle forward velocity change. This event will be cleared by the SDM after the ignition has been cycled 250 times.

The second type of SDM recorded crash event is the Deployment Event. It also can contain Pre-Crash and Crash data. The SDM can store up to two different Deployment Events, if they occur within five seconds of one another. Deployment Events cannot be overwritten or cleared from the SDM. Once the SDM has deployed the air bag, the SDM must be replaced. The data in the Non-Deployment Event file will be locked after a Deployment Event, if the Non-Deployment Event occurred within 5 seconds before the Deployment Event unless a Deployment Level Event occurs within 5 seconds after the Deployment Event will overwrite the Non-Deployment Event file.

SDM Data Limitations:

-SDM Recorded Vehicle Forward Velocity Change reflects the change in forward velocity that the sensing system experienced during the recorded portion of the event. SDM Recorded Vehicle Forward Velocity Change is the change in velocity during the recording time and is not the speed the vehicle was traveling before the event, and is also not the Barrier Equivalent Velocity. This data should be examined in conjunction with other available physical evidence from the vehicle and scene when assessing occupant or vehicle forward velocity change. For Deployment Events and Deployment Level Events, the SDM will record 220 milliseconds of data after deployment criteria is met and up to 70 milliseconds before deployment criteria is met. For Non-Deployment Events, the SDM will record up to the first 300 milliseconds of data after algorithm enable. The minimum SDM Recorded Vehicle Forward Velocity Change, that is needed to record a Non-Deployment Event, is 5 MPH.

-Maximum Recorded Vehicle Velocity Change is the maximum recorded velocity change in the vehicle's combined "X" and "Y" axis.

-Calculated Principal Direction of Force (PDOF) is the arctangent of the maximum observed lateral velocity change divided by the maximum observed longitudinal velocity change. PDOF is displayed where zero degrees is located at the front of the vehicle, with 90 degrees is displayed to the right side of the vehicle and so on, clockwise around the vehicle.

-Event Recording Complete will indicate if data from the recorded event has been fully written to the SDM memory or if it has been interrupted and not fully written.

-SDM Recorded Vehicle Speed accuracy can be affected if the vehicle has had the tire size or the final drive axle ratio changed from the factory build specifications.

-Brake Switch Circuit Status indicates the status of the brake switch circuit.

-Pre-Crash Electronic Data Validity Check Status indicates "Data Invalid" if the SDM receive an invalid message from the module sending the pre-crash data.

-Driver's and Passenger's Belt Switch Circuit Status indicates the status of the seat belt switch circuit. The Passenger Belt Switch Circuit Status for 2006 Chevrolet Cobalt Sport Coupe (AP) model vehicles, with the option package that includes Recaro brand seats (RPO ALV), will always report a default value of "Buckled".

-The Time Between Non-Deployment and Deployment Events is displayed in seconds. If the time between the two events is greater than 5 seconds, "N/A" is displayed in place of the time. If the value is negative, then the Deployment Event occurred first. If the value is positive, then the Non-Deployment Event occurred first.

-If power to the SDM is lost during a crash event, all or part of the crash record may not be recorded.

-The ignition cycle counter relies upon the transitions through OFF->RUN->CRANK power-moding messages, on the GMLAN communication bus, to increment the counter. Applying and removing of battery power to the module will not increment the ignition counter.

SDM Data Source:

1G1ZT62865F





All SDM recorded data is measured, calculated, and stored internally, except for the following: -Vehicle Status Data (Pre-Crash) is transmitted to the SDM, by various vehicle control modules, via the vehicle's communication network.

-The Belt Switch Circuit is wired directly to the SDM.





Hexadecimal Data

This page displays all the data retrieved from the air bag module. It contains data that is not converted by this program.

\$01 \$02	08 30	00	00	00	00	00	00
\$02 \$03	00	00	00	00	00	00	00
\$04	04	00	00	00	00	00	00
\$05	00	00	00	00	00	00	00
\$06	00	0A	00	03	0A	00	00
\$07	00	20	00	00	00	00	00
\$08 300	00	00	00	00	00	00	00
\$09 \$07	00	00	00	00	00	00	00
\$0A \$0B	00	00	01	00 0F	00	00	00
\$0C	00	00	00	00	00	00	00
\$0D	00	00	40	00	00	00	00
\$0E	00	00	00	00	00	00	00
\$0F	00	00	00	00	00	00	00
\$10	00	00	00	00	00	00	00
Ş⊥⊥ ¢12	00	00	00	00	00	00	00
\$13	00	00	00	00	00	00	00
\$14	00	00	00	00	00	00	00
\$15	00	00	00	00	00	00	00
\$16	03	06	0C	16	34	00	00
\$17	00	00	00	00	00	00	00
\$18 410	00	00	00	00	00	00	00
\$19 ¢1p	00 25	20	00	00 67	00	00	00
şтв \$1С	3F	00	00	06	00	18	00
\$1D	00	00	00	00	00	00	00
\$1E	00	00	00	00	00	00	00
\$1F	20	00	00	00	00	00	00
\$20	40	00	00	00	00	00	00
\$21	00	00	00	00	F0	00	00
\$22 ¢24	00	96	00	00	00	00	00
Ş∠4 \$25	00	00	00	00	00	00	00
\$26	00	00	00	00	00	00	00
\$27	FF	00	FF	00	00	00	00
\$2A	00	00	00	00	00	00	00
\$2B	00	00	00	00	00	00	00
\$2D	00	00	00	00	00	00	00
らる氏 よった	00	F.F.	F.O O E	0E 5 8	58	00	00
\$30	90	00	00	00	00	00	00
\$31	FF	FF	FF	FF	FF	80	00
\$32	F8	80	\mathbf{FF}	80	00	00	00
\$33	\mathbf{FF}	\mathbf{FF}	\mathbf{FF}	\mathbf{FF}	\mathbf{FF}	80	00
\$34	FF	FF	FF	FF	FF	80	00
\$35 836	F.F.	F.F.	F.F.	F.F.	F.F.	80	00
330 377	гг 〒8	гг 80	F F A	г г 0 г	г г 0 г	00 C 2	00
\$38	FF	80	CO	80	FF	CO	FC
\$39	FF	FF	FF	FF	FF	80	00
\$3A	\mathbf{FF}	\mathbf{FF}	\mathbf{FF}	\mathbf{FF}	\mathbf{FF}	80	00
\$3B	7F	0F	1F	1F	3F	00	00
\$3C	FF	FF	FF	FF	FF	FF	C0
\$3D ¢2፹	F.F.	F.F.	F.F.	F.F.	F.F.	F.F.	00
२२₽ \$3₽	гг () ()	гг () ()	гг FN	гг 00	00	00	00
\$40	ΕO	FF	00	00	00	00	00
\$41	F8	F8	90	00	00	00	00
\$42	80	FF	FF	FF	FF	00	00
1G1ZT6	2865	F					





\$68 \$69	F.8	F.8 FF	90 FF	C0 FF	00 FF	00	00									
\$69 \$6A	80 FF	FF FF	FF FF	F.F.	Ъ.Ъ.	00	00									
\$6B	FF	FF	FF	FF	FF	FF	00									
\$6C \$6D	FF	FF	FF	FF	FF	FF	00									
\$6D \$6E	FF	FF	FF	гг FF	гг FF	FF	00									
\$6F	\mathbf{FF}	\mathbf{FF}	\mathbf{FF}	\mathbf{FF}	\mathbf{FF}	\mathbf{FF}	00									
\$70 \$71	FF	FF	FF	FF	FF	FF	00									
\$71 \$72	FF	FF	FF	FF	FF	FF	00									
\$73	\mathbf{FF}	\mathbf{FF}	\mathbf{FF}	\mathbf{FF}	\mathbf{FF}	\mathbf{FF}	00									
\$74 \$75	FF	FF	FF	FF	FF	FF	00									
\$76	FF	FF	FF	FF	FF	FF	00									
\$77	FF	FF	FF	FF	FF	FF	00									
\$78 \$79	F0 81	00 ਜੁਜੂ	00 דד	F0 FF	00	00	00									
\$7A	82	FF	FF	00	00	00	00									
\$7B	FF	FF	FF	FF	FF	FF	00									
\$01	41	55	01	02	03	04	52	53	41	32	03	09	01	AA	AA	01
\$02 \$03	01 41	02 54	03	04	03	04	52	53	41	22	03	٨٩	01	<u> </u>	ΔΔ	01
\$04	01	02	03	04	05	ΓŪ	52	55	ΤT	52	05	00	ΟŢ	лл	ΠΛ	01
\$05	42	55	FF	FF	\mathbf{FF}	FF	\mathbf{FF}	FF	FF	\mathbf{FF}	\mathbf{FF}	\mathbf{FF}	FF	FF	\mathbf{FF}	FF
\$06 \$07	F'F' 42	FF 54	FF FF	FF FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
\$08	FF	FF	FF	FF												
\$0D \$0F	41 01	48 59	36 50	35 ¤3	32	39	52	34	31	38	39	32	45	35	53	4C
\$0E \$0F	41	4A	36	вз 35	32	39	52	34	32	30	33	31	45	56	56	50
\$10	01	59	D3	В3												
\$13 \$14	42 FF	52 FF	FF FF	FF FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
\$17	42	54	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
\$18	FF	FF	FF	FF	_											
\$21 \$22	31 72	12	66	1A	D0	2E	91	9A								
\$23	31	78 5A	53	54	55	55	32									
\$24	31	5A	53	54	55	55	32									
\$25 \$26	31 31	5A 5 a	53 52	54 54	55 55	55 55	32 32									
\$40	00	00	55	эт	55	55	Ъ									
\$41	3F	00	00	06	00	18										
\$42 \$42	10	C4	80	۶n												
1G1ZT6	2865	F		00								F	ade 4	4 of 5		
•												•				





 \$44
 C6
 00
 00
 FC
 C0
 C0

 \$45
 07
 01
 07
 01
 05
 01

 \$46
 00
 0F
 0F
 64
 64

 \$47
 0A
 64
 06
 04
 04
 05
 0A
 06
 04
 00
 FA
 00
 00
 FF
 04
 64

 \$48
 18
 08
 08
 -

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

No. 1937

P. 1

Oct. 24. 2006 12:33PM Capitol Chevrolet

FAX COVER SHEET TO: ances FROM: DATE: NUMBER OF PAGES SENT: (INCLUDES COVER SHEET) Kontak + Mult budy repairs Syster.

IF THERE IS A PROBLEM READING THIS FAX OR IF YOU DID NOT RECEIVE ALL PAGES, PLEASE LET US KNOW.

RETURN FAX (512) 916-9243 SERVICE DEPT. OFFICE (512) 445-1249

6208 Bouth IH-35 (78745) • P/C. Box 1988 • Austin, Texas 78767-1985

Oct. 24. 2006 12:33PM Capitol Chevrolet

1.1

No. 1937 [:] P. 2

Ψ...

1

. . . .

5

CAPITOL CHEVROLET



6200 SOUTH IH 35 P.O. BOX 1988

AUSTIN, TEXAS 78767-1988 (512) 444-8888

SERVICE DIRECT (512) 445-1249 DISCLAIMER OF WARRANTIES THE SELLER HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTY 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 THE PARTS AND/OR LABOR.

GENUINE CHEVROLET

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X

871N	3 (c) battin a	TX	•	ALISTIN	Linkt -	īΧ	
ξĶ.				WURX	HENCE INFO	MATION	
3: 1158	ADV: 810 ARELLAND, INV TAX RULES: NYNWN INVD	DICE: QUOTE HAP ICED: 10/24/204	W EP 6 13:37:06	VIN 1G1ZT62865 05 CHEVROLET	F LICE AN ON	NSE NUMBER: TX 50R SDN T	AN/BEIGE
DMETER IN	8: 35634	in m	0151 101		SIULKE V Der Adioak	2077102 274	N: 051904
FES 8EG	IIN: 09/07/06 DUNE: 10/	18/06		UAILO INDERVI CINAL BILI 684-	UE: 001007	295. 	
CERN 51	INSPECT FOR ST	EERING COLUMN MA	LEUNCTION PER	GENERAL MOTORS	OPERATION	TECH HOURS	AMELINT 499-80
Jõ <u>t</u> Nottase	DEGLACE ENGINE PRADIC	nggigi De (oreg conterf	ARK RACK AN	D PINION POWE	21/0/	4.4	111140
Ment Ment	R SIFERING CONTROL MODIA	r de ser serre and	TIRE - PERFO	RMED 4 WHEEL			
NITES	- FNRINE CRADLE AND SUSPEN	NSION PARTS DAMA	GED - BRAKE L	INE DAMAGE			
271 799 ESS	ALIGNMENT - REPROGRAMME	D POWER STEERING	CONTROL MODU	LE - ROAD TEST			
	VEHICLE - REROUTE AND S	ECURED BRAKE LIN	ES				
	PART NUMBER	P0# NO1	e descript	ICN	QTY	SEL1	
		014995	STORAGE		1	324.75	324,75
		396085	SOUTHSID	e wrecker	1	35.00	85.00
	SP0 088957242		WHEEL KI	Ī	1	168.53	148.53
	000 039016781		82156016		18	87.02	87.02
	000 015231120		*FRAME		1	448.14	448.14
	SP0 022730776		ARM		1	99.33	99.33
	000 015858368		GEAR		1	155.24	155,24
	000 015775370		MOTOR		1	188.58	168.58
	SPR 015794201		GASKET		1	14.75	14.75
	000 022687911		GASKET		1	2.34	2.34
	PARTS: COUNT 8						
TORY	TECH: 627 - SOLE BARR	Y					
230413	FAD CODE : 18	, ,					
	1776 - WWW - 22				SUS	TOTAL	
					FARTS		1594.70
					SUBLET REPAIRS		419.75
					LAB-RECHANICAL		499.80
							0514.05
55 - 13					LIGAL CHARGE FOR	LUNLEMA	2314.23

Oct. 24. 2006 12:33PM Capitol Chevrolet

. . .

111

No. 1937 P. 3

CAPITOL CHEVROLET



YOUR COMPLETE SATISFACTION IS OUR GOAL!

Oct. 24. 2006 12:33PM Capitol Chevrolet

. . .

No. 1937 P. 4

16.New

Í

CAPITOL CHEVROLET





AUSTIN, TEXAS 78767-1988 (512) 444-8888



GENUINE CHEVROLET

SERVICE DIRECT (512) 445-1249

DISCLAIMER OF WARRANTIES THE SELLER HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTY 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 THE PARTS AND/OR LABOR.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X _

					<u>DRI</u> VER/DWNER INFORMA	ATION INVOID	E: D35346
AUSTIN WORK:	HUME: (512	XT 2)		AUSTIN WORK:	HOME:	TX	
TAG: 1158 MFG: 04COO ODOMETER I DATES BO	ADV: 220 IBRANEK, INV 1 TAX RULES: NYNNN INVC N: 35537 GIN: 09/21/06 BONE: 10/	/DICE: QUDTE NICED: 10/2 /24/06	BOD W D 4/2004 11 DI	RB VIN 101276286 28:21 05 CHEVRDLET IT: 101 DATES INSERV	SF LEDEN LICE MALIBUMAXX LS STBCK# (ICE: 081304	NSE NUMBER: TX SDR SDN T 000P7102 SOL	AN/BEIGE D: 051806
CONCERN 53	REPAIR				OPERATION	TECH HELRS	AMOUNT
CORRECTION	REPAIR				UP	208 28.7	148,00
	PART NUMBER	20#	NOTE	DESCRIPTION	811	3241	(0.50)
		162927	8109 5709	SRUTZ/3847 RI WIK	i 1	02.0V (3.50	02.3V 42 50
	454 440104004	162937	310%	FORD-DIR1723#10020	1	22:30	92.00
	000 019120531	1		60950 8789718	4	A AA	4.44
	000 022587858			LUYER XODILIE	1 7	82.44	マイママ 泉ウ_ 2 糸
	VAU VZ26749VZ			*CRILLE MECNIED	4	197.29	187.29
	VUU V19370017 AAA A1500/330				1	26.71	26.71
	000 010004207			*MOUNTING	1	132.00	132.00
	SPS 015144934			FRAME	1	606.42	506.42
	000 015813650			*BRACKET	1	5,75	5.75
	000 021293643			BEFLECTOR	1	58.88	58.88
FACTORY	TECH: 208 - TOSSTAR, MI	TCHE					
, , , , , , , , , , , , , , , , , , , ,	·, ·, ·, ·,				388	TOTAL	
					PARTS		1425.87
					SUBLET REPAIRS		125.00
					LAB-BODY SHOP		1148.00
TYPE: BSB					TOTAL CHARGE FOR	CONCERN	2698.87
CONCERN 54	REFINISH				OPERATION	TECH HOURS	AMOLENT
CORRECTION	REFINISH				CP	212 7.8	312.00
				·		203 3.9	156.00
54-1	REFINISH				CP	221 3.9	156.00
	TERM: 212 - UTHIEGAS T	TMAS					

Oct. 24. 2006 12:33PM Capitol Chevrolet

No.1937 P.5



SERVICE INVOICE



© Enterprise Rent-A-Car Company of Texas 20(

DEPCTI A445655 TF8P4419 Dep Acct Current Transaction Inq BACTD028 09/01/06 11:31 Org: 028 Serv: DDA Acct: 1010147583819 . C/W: Date: MORE: Short Name: Daily Bal: 203.94 Amount T/S Cap Rec Sequence Date/Desc 500.00+ 001 282 281 3066743518 COUNTER DEP Date Serial T/C 08/17/06 026 DAILY BAL: 703.94 H 378 08/21/06 100.38- 019 001 281 8171622000 CK CARD PURCH PURCHASE OFFICE DEPOT #304 08/17 TX 2019V225501 4828900163192 AUSTIN DAILY BAL: 603.56 576 08/22/06 87.88- 019 001 281 8211857070 CK CARD PURCH PURCHASE CNS ACADEMY LTD 4321 08/21 TX 2019I398600 AUSTIN DAILY BAL: 515.68 H Short Name Daily Bal: 515.68 H Date Serial T/C Amount T/S Cap Rec Sequence Date/Desc 200.00-019 001 281 8230058000 CK CARD PURCH 08/24/06 378 ENTERPRISE RENT-A- 08/23 PURCHASE 4828900163192 AOSTIN TX 2019V240183 49.50- 019 001 281 8240839060 CK CARD PURCH 576 SAM'S Club PURCHASE 08/24 AUSTIN TX 2019I223742 DAILY BAL: 266.18 H 08/25/06 378 4.12- 019 001 281 8230913000 CK CARD PURCH PURCHASE CHEVRON 00204503 08/23 TX 2019V224618 4828900163192 AUSTIN 378 3.91- 019 001 281 8240352000 CK CARD PURCH PURCHASE HURST HARBOR 08/24 4828900163192 AUSTIN TX 2019V212066 Short Name: Daily Bal: . 258.15 ount T/S Cap Rec Sequence Date/Desc 53.71-0190012818271642000 CK CARD PURCH Serial T/C Date Amount 08/28/06 576 PURCHASE DIAMND 1311 SHAMROCK 08/27 OAK HILL TX 20191045885 378 3.91- 019 001 281 8251201000 CK CARD PURCH HURST HARBOR PURCHASE 08/25 4828900163192 AUSTIN TX 2019V242066 3.56- 019 001 281 8251201000 CK CARD PURCH 378 PURCHASE HURST HARBOR 08/25 4828900163192 AUSTIN TX 2019V272066 DAILY BAL: 196.97 08/30/06 37.98- 019 001 281 8290113000 CK CARD PURCH 378 PURCHASE ENTERPRISE RENT-A-08/29 TX 2019V250183 4828900163192 AUSTIN Daily Bal: Short Name: 158.99 T/C Amount T/S Cap Rec Sequence Date/Desc Date Serial 11.50- 019 001 281 8291503040 CK CARD PURCH 08/30/06 576 EXXONMOBIL POS PURCHASE 08/29 AUSTIN TX 2019I289553 DAILY BAL: 147.49

\$

Oct. 24. 2006_12:	34PMCapitol Chevrolet	AUDITOR'S CO	
1 soorer	1 135 ht-a-car	· 、 、 、	7:304- 4:0087TU 7:30A- 6:008
OWNER OF VEHICLE: ENTERPR. BRANCH ADDRESS: 6200_S	CSE RENT-A-CAR COMPANY OF	F TEXAS NE 2 512-444-4456 FR 7	7:30A- 6700P TH 7:30A- 6:00P 7:30A- 6700P SA CLOSED
AUSTIN	TX 78745-4531	651/2 SU L	NAL NO D 207444
0549 PM 9/11/04		<u> </u>	DAY = 24 HOUR PERIOD
START CHARGES IF DIFFERENT	Abboss	HOME PHONE	NO CHARGE FOR MILES
ORIGINAL VEHICLE			
		STATE EXPIRES	· · · · · · · · · · · · · · · · · · ·
HHR DBP822	BILL COMPANY	TX 2/03/09	HOURS & 8.00/HOUR
AGE OUT 12,446	TO Y CAPITOL CHEVN	2012E1/52U-5001H## PHONE E12-666-2888	$\frac{1}{2} DAYS = 30.67/DAY$
CONDITION AGREED THE MER	REFERENCE NUMBER:	VINE JONDAZSD3586	• The second sec
	APDITIONAL AUTHORIZED DRIVER(S) - EXCEPT AS REC WRITTEN APPROVAL I REQUEST OWNER'S PERMISSION TO ALLOW NO D	URED BY LAW, NONE PERMITTED WITHOUT OWNERS THER DRIVER PERMITTED	
	RESPONSIBLE FOR THEIR ACTS WHILE THEY ARE I OF THIS BENTRESPEEMENT (ACREEMENT). USE AFFECTINY LIABILITY AND RIGHTS UNDER THIS AC	DRIVING, AND FOR FULFILLING MET DE AND CONTON OF VEHICLE BY AN UNAUTHORIZED DRIVER WILL REEMENT.	NS/
	PERMISSION GRANTED TO OPPRATE VEHICLE ONLY IN	THE STATE OF RENTAL AND THE FOLLOWING STATES	
UT E 1/2 1/4 2/8 1/2 5/8 2/4 7/7 F V No Gasoline Refui OS N E 1/4 1/4 4/8 1/2 6/8 3/4 7/8 F			K
NOTICE: YOUR RENTAL AGREE MENT OFFERS, FOR AN ADDITION	RENTER DECLINES OPTIONAL DAMAGE RENTER A WAIVER (DW) AND ASSUMES DAMAGE WAIVER (D	CCEPTS OPTIONAL DAMAGE W) AT FEE SHOWN IN COLUMN ' <u>BENTER</u> , X SEE NOTICE TO LET AND BAGE	
AL CHARGE, AN OPTIONAL WAIVER TO COVER ALL OR A PART OF	3. PARAGE	APH IE DW IS NOT INSURANCE Accepts DW	· · · · · · · · · · · · · · · · · · ·
YOUR RESPONSIBILITY FOR DAM AGE TO OR LOSS OF THE VEHICLE	RENTER DECLINES OFTIONAL PERSONAL RENTER A	CCEPTS OPTIONAL PERSONAL INSURANCE (PAN AT FEE SHOWN BENTER; X	
PURCHASE THE WAIVER, YOU MAY WISH TO DETERMINE WHETHER	IN COLUM GRAPH 18	NTORIGHT. SEE PAGE 3, PARA-	
YOUR OWN AUTOMOBILE INSUR- ANCE OR CREDIT CARD AGREE-	RENT RENTER DECLINES OPTIONAL SUPPLEMENTAL RENTER A LIABILITY PROTECTION (24.2). SEE 24.55.2. PLEMENTA	CCEPTS OPTIONAL SUP-	
VENT PROVIDES YOU COVERAGE	PARAC RENT D RIGHT SET PAGE 3, PA	E SHOWN IN COLUMN TO ENOTICE SELOW AND RAGRAPH 17. Accepts SLP	
AMOUNT OF THE DEDUCTIBLE		n le contra de contra la servició de la servició d La servició de la serv	FUEL @ 3.49/GALLON
COVERAGE. THE PURCHASE OF THE WAIVER IS NOT MANDATORY.		(i)) The restriction of the second s second second sec	*TX REME 1.50DAY 48.00
THE WAIVER IS NOT INSURANCE.			AT 5.000%
REPLACEMENT VEHICLE ያ ያ	RENTER: X	DATE 9/11/06	69.37
	REP X I WILL RETURN CAR BY DEPOSIT(S):	# 70/5A	
MODEL EGAR#	9/12/06 50.0	VISALE	
CAPITOL		YOUR INVOICE MUST BHOW OUR PURCHASE ORDER NUMBER	1 tol 1093.7.
AUBTIN, T	(39707-3986	<u> </u>	1-02 - 6
• <i>Ent in</i>	prise Kenlet		RGES 1095.78
ddress	p successive and the second	Ship Via Citta Sector Citta Citta	
	244 4		
32.Dap R	stor Vehicle Clehicle	In Accident)	
<u> </u>	<u></u>	/ BBty 54346	CASH CHECK CHARG
	50		Car Compony of Tayon 20

0ct. 24. 2006 12:3	5PM Capitol Che rise	vrolet	AUDITOR'S C	ору No. 1937 Р. 9 раде 1 о 659TXSPR06A_
. 1 300 rer	nt-a-car		MO	7:30A- 6:00P TU 7:30A- 6:00P
OWNER OF VEHICLE: ENTERPRI BRANCH ADDRESS: 6200 S J AUSTIN	LSE RENT-A-CAR COM [H 35 TX 7874	IPANY OF TEXAS 512-444- 5-4531	-4456 WE FR 65D2 SU	7:30A- 2:00P TR 7:30A- 2:00P 7:30A- 2:00P SA CLOSED CLOSED
A L		aource# CH65D2	I.D.# 999	RENTAL NO. D 207444
0549 PM 9/11/04	PENTER	01102.02		$\Delta A = 2h$ hour sertor
START CHARGES IF DIFFERENT	ADORESS		HÔME PHON	DAT = 24 HOOR PERIOD
ORIGINAL VEHICLE		TX	21P OFFICE PHO	NU CHARGE FOR MILES
COLOR LICENSE NO. BLUE	2/03/77 EMPLOYER			
HHR DBP822			TX 2/03/09	HOURS @ 8.00/HOUR
		L CHEVROLET/GE	0-SOUTH**	DAYS 22 30.67/DAY
DRIVEN	ATTN: ARIANO*BILL*		INE EXT.	99,44
	REFERENCE NUMBER:	VIN#	3GNDA23D3656	
	ABDITIONAL AUTHORIZED DRIVER(S) WRITTEN APPROVAL			
	AGE DRIVER'S PERMISSION TO ALL AGE DRIVERS LICENSE NO	w RO DINER DA	STATE EXP.	
	WHO IS UNDER MY CONTROL AND	DIRECTION TO DRIVE VEHICLE	FOR ME AND ON MY BEHALF. I AM	
	AFFECT MY LIAN	REMENT). USE OF VEHICLE BY	AN UNAUTHORIZED DRIVER WEL	R
	PERMISSION GR		ENTAL ANILTHE FOLLOWING STATE(S);	
No Gasoline Refutor		NO SHOKE NO	PETS \$75 TX R	KK4450
^I IN E 1/8 1/4 2/8 1/2 5/2 3/4 7/8 F NOTICE: VOUR RENTAL AGREE	OPERATION IN ANY OTHER STATE OR	RENTER ACCEPTS OPTION	LITY AND RICHTS UNDER THIS AGREEME	NT
MENT OFFERS, FOR AN ADDITION	WARVER (DW) AND ASSUMES DAMAGE RESPONSIBILITY, SEE PAGE 2, PARAGE	WAIVER (DW) AT FEE SHOW APH 6. TO RIGHT. SEE NOTICE TO L	N IN COLUMN BENTER: X	S 5710
TO COVER ALL OR A PART O	F .	3, PARAGRAPH 16. DW IS NO	Accepts DW	
AGE TO OR LOSS OF THE VEHICLE	RENTER DECLINES OPTIONAL PERSON	AL RENTER ACCEPTS OPTION	AL PERSONAL	<u> </u>
BEFORE DECIDING WHETHER TO PURCHASE THE WAIVER, YOU MAY	ACCIDENT INSURANCE (PAI).	ACCIDENT INSURANCE (PAI IN COLUMN TO RIGHT, SEE GRAPH 18.) AT FEE SHOWN KENLED: X PAGE 3, PARA-	
WISH TO DETERMINE WHETHER		1	Accepts PAI	
ANCE OR CREDIT CARD AGREE	RENTER DECLINES OPTIONAL SUPPLEX	ENTAL RENTER ACCEPTS OPTION 2, PLEMENTAL LIABILITY PRO	AL SUP- TECTION , RENDER: X	b
FOR RENTAL VEHICLE DAMAGE		RIGHT, SEE NOTICE BELOW PAGE 3, PARAGRAPH 17.	AND Accepts SLP	
AMOUNT OF THE DEDUCTIBLE	ACKNOW			FUEL & 3 LO/GALLON
COVERAGE. THE PURCHASE O	I HAVE BEAD AND AGREET CITIETE BY NY SIGNATURE BELOW FAMTEE	NASANO CONDITIONE ON PRO- RENTERS UNDER THIS REPORT	ornendoticel 4 de tri s'acreended. Ier l'er signige menore, i anna fre	XTY DEMD 1 ENDAY LIG DE
THE WAIVER IS NOT MANDATORY	NEREMENTALIANTICELEATIONS/DE THIRD FASTER STORED ING W	CONS AND EPARTE PARCEN S DIRECTED A GENTINY THAT	A AVALUA TRAVALNIS REFUSED THE DRIVERS LICENSE(S), PRESENT	**CTY TX
	CURRENCE WEID AND AS INSTANTS	PENDEDAEXPIRED/HEVOKED/C	ANCEVED OR SURRENDERED	
				67.37
	T REP X	DEPOSIT(S):	-#- 9675X	MTR VH TX 10.0 ×
MODEL ECAR#	DATE TIME	AMOUNT FAID BY		an a
	9/12/06	50.00	VISA	
AGE OUT				CAPITOL 1093.7
DRIVEN	- Notice: Your Person Erage for Your Liab	IAL AUTOMOBILE INSU	JRANCE MAY PROVIDE C NG A RENTAL VEHICLE. 1	OV- THE
	PURCHASE OF SLP IS N	OT REQUIRED AS A	CONDITION OF RENTING	AN TOTAL CHARGES 1093.78
	OR PROPERTY DAMAGE	ARISING OUT OF THE	USE OF A RENTAL VEHIC	LE DEPOSITS
	VIOLATION OF THE LA	NDER THE INFLUENCI W. THE RENTAL CAF	COMPANY'S EMPLOYE	LIN ES, REFUNDS
	AGENTS OR ENDORSEE	S ARE NOT QUALIFI	ed to evaluate the a	DE- AMOUNT DUE
		C EXICING COVERA		CLOSED BY
	/*TEXAS PROP T	AX, TITLE & Imbursement		PAID BY CASH CHECK CHAR
No Gasoline Refunds	"THE CITY OF AUSTIN REQUIRES THAT	AN ADDITIONAL TAX OF 5% BE IMPO	SED ON EACH MOTOR VEHICLE RENTAL	
When is an affiliate of enterprise rent	THE PURPOSE OF FINANCING THE TOV A-CAR, COMPANY, WHICH OWNS ALL R	VN LAKE PARK COMMUNITY EVENT	S CENTER VENUE PROJECT.	Torise Bant-A-Car Company of Tayas 2



	۰ ۲.		L L	31			3)	
MBER 06			AMOU	R			25	
ASE ORDER NU 1629	4		PRICE					
Date Date		- - -						
		Ship Via						
	•	•.	•				C	
			N					R
A			SCRIPTIC		80	•		By H
A PARA			ã		5			
N N N N N N N N N N N N N N N N N N N		wing.			K V F			
		or the folk						
		ur order fi						
	9	enter o						No TN TN

24.

Oct.

£

e t

 \hat{y}

Oct. 24. 2006 12:36PM · Capitol Chevrolet

CAPITOL CHEVROLET RO EOX 1989 AUSTIN, TX 78707-1988 BUST STETL & ATTO /-/Asc	YOUR INVOICE MUST SHOW OUR PURCHASE ORDER NUMBER S 162927
	Date <u>LO/Ce/OCo</u>
Please splet out order for the following:	
	50 @
MUV# 273849	
	50@
For Job No ACCOUNT FORMSA-BISC	Republic and Republic
BIELSTEIN 3305 Lost Rustin, TX 1-512-9	AUTO GLASS Oosis Hollow 273849 78739-7605 282-2717
ADDRESS ADD CHUI	ADDRESS
CITY, STATE, ZIP	CITY STATE THE
	· · · · · · · · · · · · · · · · · · ·
CUSTOMER ORDER NO. SOLD BY	S F.O.B. DATE
ORDERED SHIPPED	PRICE UNIT AMOUNT
Milbi	
no no ho	
KTR RIGAT (x	harter gass 4 50 00
	Tall the an
States 5940	So ce

Oct.25.2006 9:18AM Capitol Chevrolet



TO:	JOSE GARCIA
FRO	M: CHARY BORROMED (512 445-1252)
DAT	B: 10-25-06
•	
Ň	UMBER OF PAGES SENT: 8 (INCLUDES COVER SPRET)
N	UMBER OF PAGES SENT: 8 (INCLUDES COVER SPRET) - Ro L 54450 = \$ 4,574.48
N <u>attad</u>	UMBER OF PAGES SENT: <u>8</u> (INCLUDES COVER SPIEET) - RO L 54450 = \$ 7,574.48 ud all supporting documents for

Ρ.

1972

No.

IF THERE IS A PROBLEM READING THIS FAX OR IF YOU DID NOT RECEIVE ALL PAGES, PLEASE LET US KNOW.

RETURN FAX (512) 716-9243 BERVICE DEPT. OFFICE (512) 445-1249

6208 South IH-35 (78745) · P.O. Box 1988 · Austin, Texas 78767-1988

					1	
		CAPITO		VROL	ET	
	с. Т.		CM			
4 23			Goodwrend	h		
	6200 SOU	JTH IH 35			,	
	P.O. BOX	1988		<u> </u>		
•	AUSTIN, 1 (512) 444 -	TEXAS 78767-1988 - 8888	Genu	JINE CHEV	VROLE	т-
	SERVIC	E DIRECT	IE SELLER HEREBY DISCLAIMS	DISCLAIMER OF WARRANTIES	XPRESS OR IMPLI	ED INCLUDING
	(512) 44	15-1249	IY IMPLIED WARRANTY OF MER ITHER ASSUMES NOR AUTHOR CONNECTION WITH THE SALE	ICHANTABILITY OR FITNESS FO RIZES ANY OTHER PERSON TO OF THE PARTS AND/OR LABO	OR A PARTICULAR O ASSUME FOR IT R	PURPOSE AND
		LACKNO				
		THE PAR LISTED E	TS AND LABOR SELOW X			
					<u> </u>	
	INVOICE TO			<u>Driver</u> /DHAVER INFORM	ATION INVO	ICE: 154450
1 427 T 19		τy	山陸打 林		TX	
KOV *	FERRE 5	1 7	HERE:	和研究	7 41	
695N *				100112-01-01-2532-02	へんえき てきたい	
AG: 1159 ADV:	FOR OFFICE USE 810 ARELLAND, IN	NVOICE: PRELIN CPL #	L RB VIN 1012762	S65FI VEHICLE INFO	RMATION ENSE NUMBER: 7	TX .
AG: 1153 ADV: TAX R DOMETER IN: 35434	For office use 810 Arelland, 11 ULES: Nyman Inf	WOICE: PRELIN CPL # VOICED: 10/25/2006 1	L RB VIN 1012762 10:20:08 05 CHEVROLE	SASFINITIALE INFO SASFINITIAL LIC T HALIBUMAXX LS STREAT	RMATION ENSE MIMBER: 7 50R SON 600P7102	TX TAN/BEIGE
AG: 1158 ADV: Tax R DOMETER IN: 35634 ATES BEGIN: 097	FOR OFFICE USE 810 ARELLAND, 11 ULES: NYMAN IA 07/06 DONE: 10	NVDICE: PRELIN CPL # VUICED: 10/25/2006 : I 0/25/06	L RB VIN 1017762 10:20:08 05 CHEVROLE DIST: 101 DATES INSE	S65FILLE INFO 865FILLE LIC T MALIBLAAXX LE STECX# 1 RVICE: 081304	RMATION ENSE MLMBER: 507 SON 600P7102 50	TX TAN/BEIGE N.D: 051806
AG: 1158 ADVI TAX R DOMETER IN: 35634 ATES BEBIN: 09/ CNCERN 53%	FOR OFFICE USE 810 ARELLAND, 11 ULES: NYMAN IN 07/06 DONE: 10 REPAIR FRONT	NVDICE: PRELIN CPL # VDICED: 10/25/2006 : 1 0/25/06 BODY DAMAGE PER DENK	L RB VIN 1012762 10:20:08 05 CHEVROLE DIST: 101 DATES INSE FRAL MOTORS	VEHICLE INFO 865F LIC T MALIBUMAXX LS STOCX# : RVICE: 081304 OPERATION	RMATION ENSE MUMBER: 7 50R SON 600P7102 80 TECH	TAN/BEIGE LD: 051806 AVOLNT
AG: 1159 ADV: TAX R DOMETER IN: 35634 ATES BEGIN: 09/ DWCERN 53% AUSE BODY SI DRECTION REPAIR	FOR OFFICE USE 810 ARELLAND, 17 ULES: NYMAN IN 07/06 DONE: 10 REPAIR FRONT HOP BODY DAMAGE	NVDICE: PRELIN CPL # VDICED: 10/25/2006 : 1 0/25/06 BODY DAMAGE PER DEN	l RB VIN 1012762 10:20:08 05 CHEVROLE DIST: 101 DATES INSE FRAL MOTORS	VEHICLE INFO 865F LIC T MALIBUMAXX LS STOCX# STOCX# RVICE: 081304 OPERATION Z1242	RMATION ENSE MUMBER: 7 50R SON 600P7102 80 TECH 222	TAN/BEIGE LD: 051806 ANOLINT B ,00
AG: 1159 ADV: TAX R DOMETER IN: 35634 ATES BEGIN: 097 CNCERN 53% AUSE BODY S OPRECTION REPAIR PART N	FOR OFFICE USE 810 ARELLAND, 11 ULES: NYMAN IM 07/06 DONE: 10 REPAIR FRONT HOP BODY DAMAGE UNBER	NVDICE: PRELIN CPL # VDICED: 10/25/2006 : 1 0/25/06 BODY DAMAGE PER DEN PO# NDTE	L RB VIN 1012762 10:20:08 05 CHEVROLE DIST: 101 DATES INSE FRAL MOTORS DESCRIPTION	VEHICLE INFO 865F LIC T MALIBUMAXX LS STOCK& STOCK& RVICE: 081304 OPERATION Z1242 gTY	RMATION ENSE MUMBER: 7 50R SON 600P7102 80 TECH 222 <u>SEL1</u> 2722 47	TAN/BEIGE DLD: 051806 ANDENT B .00
AG: 1158 ADV: TAX R DOMETER IN: 35634 ATES BEGIN: 09/ ONCERN 53% AUSE BEDY S OPRECTION REPAIR PART N	For Office Use 810 Arelland, In Ules: Nymen In 07/06 Done: 10 Repair Front Hop Body Damage Under	NVDICE: PRELIN CPL # VDICED: 10/25/2006 10/25/06 RODY DAMAGE PER DEN PO# NDTE OBSHOP 207318	L RB VIN 1012762 10:20:08 05 CHEVROLE DIST: 161 DATES INSE ERAL MOTORS DESCRIPTION 90DYWORK-R055346 RENTAL	VEHICLE INFO 865F LIC T MALIBUMAXX LB STCDX# 1 RVICE: 081304 CPERATION Z1242 ØTY 1	RMATION ENSE NUMBER: 7 507 SDN 00097102 SC TECH 222 <u>SEL1</u> 3728.47 237.98	TAN/BEIGE LD: 051306 ANOLNT B .00 3728.47 237.98
AG: 1159 ADV: TAX R DOMETER IN: 35634 ATES BEGIN: 097 CNCERN 53% AUGE BODY SI ORRECTION REPAIR PART N	FOR OFFICE USE 810 ARELLAND, 17 ULES: NYMAN IN 07/06 DONE: 10 REPAIR FRONT HOP BODY DAMAGE UNBER	NVDICE: PRELIN CPL # VDICED: 10/25/2006 1 0/25/06 BODY DAMAGE PER DEM PO# NDTE OBSHCP 207318 207444	L RB VIN 1012762 10:20:08 05 CHEVROLE DIST: 101 DATES INSE FRAL MOTORS DESCRIPTION BODYWORK-R055346 RENTAL RENTAL	VEHICLE INFO 865F LIC T MALIBUMAXX LB STECK# * RVICE: 081304 CPERATION Z1242 9TY 1 1 1	RMATION ENSE MUMBER: 7 507 50M 900P7102 50 TECH 222 <u>SEL1</u> 3728.47 237.98 1093.78	TAN/BEIGE DLD: 051806 ANOLINT B ,00 3728.47 237.98 1093.78
AG: 1158 ADV: TAX R DOMETER IN: 35634 ATES BEGIN: 09/ ENCERN 53% AUSE BEDIY S DRRECTION REPAIR PART N	FOR OFFICE USE 810 ARELLAND, IN ULES: NYMAN IN 07/06 DONE: 10 REPAIR FRONT HOP BODY DAMAGE UNDER	NVDICE: PRELIN CPL # VDICED: 10/25/2006 10/25/06 RODY DAMAGE PER DEM PO# NDTE OBSHOP 207318 207444 00WARR	L RB VIN 1012762 10:20:08 05 CHEVROLE DIST: 161 DATES INSE ERAL MOTORS DESCRIPTION BODYWORK-R055346 RENTAL RENTAL RENTAL WARRANTYWORK	VEHICLE INFO 865F LIC T MALIBUMAXX LB STCDX# 1 RVICE: 081304 CPERATION Z1242 9TY 1 1 1 1	RMATION ENSE MUMBER: 7 507 SDN 000P7102 SC TECH 222 <u>SEL1</u> 3728.47 237.98 1093.78 2514.25	TAN/BEIGE TAN/BEIGE ANDI: 051806 ANDI: 051806 3728.47 237.98 1093.78 2514.25
AG: 1159 ADV: TAX R DOMETER IN: 35634 ATES BEGIN: 09/4 DACERN 53% AUSE BODY S DARECTION REPAIR PART N ACTORY TECH: 2	FOR OFFICE USE 810 ARELLAND, 11 ULES: NYMAN IA 07/06 DONE: 10 REPAIR FRONT HOP BODY DAMAGE UNBER 222 - SUBLET, NO	NVDICE: PRELIN CPL # VDICED: 10/25/2006 D/25/06 BODY DAMAGE PER DEN PO# NDTE OBSHOP 207318 207444 OOWARR NE	L RB VIN 1012762 10:20:08 05 CHEVROLE DIST: 101 DATES INSE ERAL MOTORS DESCRIPTION 90DYWORK-R055346 RENTAL RENTAL WARRAATYWORK	VEHICLE INFO 865F LIC T MALIBUMAXX LB STEDX# RVICE: 081304 CPERATION Z1242 9TY 1 1 1 1	RMATION ENSE MUMBER: 7 50R SDN 000P7102 50 TECH 222 <u>SEL1</u> 3728.47 237.98 1093.78 2514.25 HIGTAL	TAN/BEIGE DLD: 051806 ANOLINT B .00 3728.47 237.98 1093.78 2514.25
AG: 1159 ADV: TAX R EDMETER IN: 35634 ATES BEGIN: 097 ENCERN 53% AUSE BUDY S ENCERN 53% AUSE BUDY S ENCERN 73% AUSE BUDY S ENCERN 74 PART N ACTORY TECH: 2	FOR OFFICE USE 810 ARELLAND, 11 ULES: NYMAN IA 07/06 DONE: 10 REPAIR FRONT HOP BODY DAMAGE UMBER	NVDICE: PRELIN CPL # VDICED: 10/25/2006 D/25/06 BODY DAMAGE PER DEM PO# NDTE OBSHOP 207318 207444 OOWARR ME	L RB VIN 1012T62 10:20:08 05 CHEVROLE DIST: 161 DATES INSE ERAL MOTORS DESCRIPTION 90DYWORK-R055346 RENTAL RENTAL RENTAL WARRANTYWORK	VEHICLE INFO 865F LIC T MALIBUMAXX LB STCDX# 1 RVICE: 081304 CPERATION Z1242 UTY 1 1 1 1 SUBLET REPAIRS	RMATION ENSE MUMBER: 7 50R SDN 000P7102 SC TECH 222 <u>SEL1</u> 3728.47 237.98 1093.78 2514.25 HT0TAL	TAN/BEIGE TAN/BEIGE AND: 051806 ANDENT B .00 3728.47 237.98 1093.78 2514.25 7574.48
AG: 1159 ADV: TAX R DOMETER IN: 35634 ATES BEOIN: 09/1 DNCERN 53* AUSE BODY S DRECTION REPAIR PART N NCTORY TECH: 2 (PE: CPL	FOR OFFICE USE 810 ARELLAND, 11 ULES: NYMAN IA 07/06 DONE: 10 REPAIR FRONT HOP BODY DAMAGE UNDER	NVDICE: PRELIN CPL # VDICED: 10/25/2006 D/25/06 BODY DAMAGE PER DEN PO# NBTE OBSHCP 207318 207444 OOWARR	L RB VIN 1012762 10:20:08 05 CHEVROLE DIST: 101 DATES INSE ERAL MOTORS DESCRIPTION DODYWORK-R055346 RENTAL RENTAL WARRANTYWORK	VEHICLE INFO 865F LIC T MALIBUMAXX LB STODX# F RVICE: 081304 CPERATION Z1242 9TY 1 1 1 1 1 1 1 1 1 1 1 1 1	RMATION ENSE NUMBER: 7 50R SDN 30097102 SC TECH 222 SEL1 3728.47 237.98 1093.78 2514.23 BTOTAL CONCERN	TAN/BEIGE TAN/BEIGE DLD: 051306 ANOLNT B .00 3728.47 237.98 1093.78 2514.25 7574.48 7574.48
AG: 1159 ADV: TAX R EDMETER IN: 35634 ATES BEGIN: 09/ DACERN 53% AUSE BODY S PRECTION REPAIR PART N PART N AUSE PL CTORY TECH: 2 (PE: CPL	FOR OFFICE USE 810 ARELLAND, 11 ULES: NYMAN IA 07/06 DONE: 10 REPAIR FRONT HOP BODY DAMAGE MEER 222 - SUBLET, NO	NVDICE: PRELIN CPL # VDICED: 10/25/2006 D/25/06 BODY DAMAGE PER DEN PO# NDTE OBSHCP 207318 207444 OOWARR NE	L RB VIN 1012T62 10:20:08 05 CHEVROLE DIST: 101 DATES INSE ERAL MOTORS DESCRIPTION 90DYWORK-R055346 RENTAL RENTAL RENTAL WARRANTYWORK	VEHICLE INFO 865F LIC T MALIBUMAXX LB STCCX# 1 RVICE: 081304 CPERATION Z1242 UTY 1 1 1 1 1 1 SUBLET REPAIRS TOTAL CHARGE FOR PAYMENT DIGITIPATION	RMATION ENSE MUMBER: 5 50R SDN 500P7102 SC TECH 222 SELL 3729.47 237.98 1093.78 2514.25 STOTAL CONCERN	TAN/BEIGE TAN/BEIGE LD: 051806 ANDENT B .00 3728.47 237.98 1093.78 2514.25 7574.48 7574.48
AG: 1159 ADV: TAX R DOMETER IN: 35634 ATES BEOIN: 09/1 DWCERN 53* AUSE BODY S DRECTION REPAIR PART M AUSE PART M AUSE PART M AUSE PART M AUSE CPL	FOR OFFICE USE 810 ARELLAND, 11 ULES: NYMAN IA 07/06 DONE: 10 REPAIR FRONT HOP BODY DAMAGE UNDER 222 - SUBLET, NG FOR INVOICE L54 7	NVDICE: PRELIN CPL # VDICED: 10/25/2006 10/25/06 200Y DAMAGE PER DEM 207318 207318 207444 00MARR NE	L RB VIN 1012762 10:20:08 05 CHEVROLE DIST: 101 DATES INSE ERAL MOTORS DESCRIPTION DODYWORK-R055346 RENTAL RENTAL WARRANTYWORK	VEHICLE INFO 865F LIC T MALIBUMAXX LB STODX# 1 RVICE: 081304 CPERATION Z1242 9TY 1 1 1 1 1 1 1 1 1 1 1 1 1	RMATION ENSE NUMBER: 1 50R SDN 000P7102 SC TECH 222 <u>SEL1</u> 3728.47 237.98 1093.78 2514.23 HIOTAL CONDERN	TAN/BEIGE TAN/BEIGE LD: 051306 ANOLNT B .00 3728.47 237.98 1093.78 2514.25 7574.48 7574.48 7574.48
AG: 1158 ADV: TAX R DOMETER IN: 35634 ATES BEGIN: 097 CWCERN 53% AUSE BODY S DARECTION REPAIR PART N PART N AUSE COL COLORY TECH: 2 (PE: CPL MMARY OF CHARGES ITAL CHARGE	FOR OFFICE USE 810 ARELLAND, 17 ULES: NYNNN IN 07/06 DONE: 10 REPAIR FRONT HOP BODY DAMAGE UNBER 222 - SUBLET, NO FOR INVOICE L54 71	NVDICE: PRELIN CPL # VDICED: 10/25/2006 D/25/06 BODY DATABE PER DEN PO# NDTE OBSHCP 207318 207444 00WARR NE 450 574,48 374.48	L RB VIN 1012T62 10:20:08 05 CHEVROLE DIST: 101 DATES INSE ERAL MOTORS DESCRIPTION 90DYWORK-R055346 RENTAL RENTAL RENTAL WARRANTYWORK	VEHICLE INFO 865F LIC T MALIBUMAXX LB STCCX# RVICE: 081304 OPERATION Z1242 UTY 1 1 1 1 1 1 SUBLET REPAIRS TOTAL CHARGE PAYMENT DISTRIBUT TOTAL CHARGE	RMATION ENSE MLMBER: 7 50R SDN 50R SDN 000P7102 SC TECH 222 SELL 3728.47 237.98 1093.78 2514.23 BTOTAL CONCERN TION FOR INVOL	TAN/BEIGE TAN/BEIGE LD: 051806 AVOLNT B .00 3728.47 237.98 1093.78 2514.25 7574.48 7574.48 7574.48
AG: 1159 ADV: TAX R DOMETER IN: 35634 ATES BEBIN: 097 CNCERN 53% AUSE BODY S DRRECTION REPAIR PART N PART N	FOR OFFICE USE 810 ARELLAND, 17 ULES: NYNNN IN 07/06 DONE: 10 REPAIR FRONT HOP BODY DAMAGE UNBER 222 - SUBLET, NO FOR INVOICE L54 71 71	NVDICE: PRELIN CPL # VDICED: 10/25/2006 D/25/06 BODY DAMAGE PER DEN PO# NDTE OBSHCP 207318 207444 OOWARR NE 450 574.48 374.48	L RB VIN 1012762 10:20:08 05 CHEVROLE DIST: 101 DATES INSE ERAL MOTORS DESCRIPTION 90DYWORK-R055346 RENTAL RENTAL RENTAL WARRANTYWORK	VEHICLE INFO 865F LIC T MALIBUMAXX LB STCDX# 1 RVICE: 081304 OPERATION Z1242 UTY 1 1 1 1 1 SUBLET REPAIRS TOTAL CHARGE FOR PAYMENT DISTRIBUT TOTAL CHARGE OTHER SVC POLICY	RMATION ENSE MUMBER: 7 50R SDN 50R SDN 000P7102 SC TECH 222 SELL 3728.47 237.98 1093.78 2514.25 BTOTAL CONDERN TION FOR INVOL	TAN/BEIGE TAN/BEIGE LD: 051806 ANDENT B .00 3728.47 237.98 1093.78 2514.25 7574.48 7574.48 7574.48 CE L54430 7574.48 7574.48
AG: 1158 ADV: TAX R DOMETER IN: 35634 ATES BEGIN: 09/ CNCERN 53% AUSE BODY S OWRECTION REPAIR PART N ACTORY TECH: 2 (PE: CPL DOMARY OF CHARGES INLET REPAIRS ITAL CHARGE 438	FOR OFFICE USE 810 ARELLAND, 11 ULES: NYMAN IA 07/06 DONE: 10 REPAIR FRONT HOP BODY DAMAGE UNBER 222 - SUBLET, NG FOR INVOICE L54 71 71	NVDICE: PRELIN CPL # VDICED: 10/25/2006 D/25/06 RODY DAMAGE PER DEN PO# NBTE OBSHOP 207318 207444 OOWARR NE 450 574,43 374.48	L RB VIN 1012762 10:20:08 05 CHEVROLE DIST: 161 DATES INSE ERAL MOTORS DESCRIPTION 90D1WORK-R055346 RENTAL RENTAL NARRANTYMORK ORAND TOTALS	VEHICLE INFO 865F LIC T MALIBUMAXX LB STCDX# 1 RVICE: 081304 CPERATION Z1242 UTY 1 1 1 SUBLET REPAIRS TOTAL CHARGE FOR PAYMENT DISTRIBUT TOTAL CHARGE OTHER SVC POLICY	RMATION ENSE MUMBER: 7 50R SDN 000P7102 SC TECH 222 <u>SEL1</u> 3728.47 237.98 1093.78 2314.23 HIOTAL CONDERN	TAN/BEIGE TAN/BEIGE LD: 051806 ANOLNT B .00 3728.47 237.98 1093.78 2514.25 7574.48 7574.48 CE L54430 7574.48 7574.48
AG: 1159 ADV: TAX R DOMETER IN: 35634 ATES BEGIN: 097 CONCERN 53% AUSE BODY SI ORRECTION REPAIR PART N PART N AUSE COL CONCERN TECH: 2 ACTORY	FOR OFFICE USE 810 ARELLAND, 11 ULES: NYMAN IN 07/06 DONE: 10 REPAIR FRONT HOP BODY DAMAGE UNBER 222 - SUBLET, NO FOR INVOICE L54 71 72 PAIR ORDERS ON	NVDICE: PRELIN CPL # VDICED: 10/25/2006 : 10/25/06 BODY DAMAGE PER DEM PO# NBTE OBSHCP 207318 207444 OOWARR WE 450 574,48 574,48 574,48	L RB VIN 1012762 10:20:08 05 CHEVROLE DIST: 101 DATES INSE ERAL MOTORS DESCRIPTION DODYWORK-R055346 RENTAL RENTAL RENTAL WARRANTYWORK	VEHICLE INFO 865F LIC T MALIBUMAXX LB STCCX# 1 RVICE: 081304 OPERATION Z1242 9TY 1 1 1 1 1 1 1 1 1 1 1 1 1	RMATION ENSE NUMBER: 7 50R SDN 000P7102 80 TECH 222 8EL1 3728.47 237.98 1093.78 2514.25 BTOTAL CONDERN TION FOR INVOI	TAN/BEIGE LD: 051806 ANDENT B .00 3728.47 237.98 1093.78 2514.25 7574.48 7574.48 7574.48 7574.48 7574.48
AGIN ATES ADVI TAX R DOMETER IN: 35634 ATES BEGIN: 09/4 CONCERN 53% AUSE BUDY S ORRECTION REPAIR PART N AGIORY TECH: 2 AGIORY	FOR OFFICE USE 810 ARELLAND, 11 ULES: NYMAN IA 07/06 DONE: 10 REPAIR FRONT HOP BODY DAMAGE BODY DAMAGE BODY DAMAGE BODY DAMAGE BODY DAMAGE BODY DAMAGE BODY DAMAGE BODY DAMAGE SOBY SOBY DAMAGE SOBY	NVDICE: PRELIN CPL # WDICED: 10/25/2006 10/25/06 RODY DAMAGE PER DEN PO# NBTE OBSHOP 207318 207444 00WARR NE 450 574,43 374.48 THIS VEHICLE: NVOICED 0/25/06 (P)	L RB VIN 1012762 10:20:08 05 CHEVROLE DIST: 161 DATES INSE ERAL MOTORS RESCRIPTION 90DYWORK-R055346 RENTAL RENTAL WARRANTYMORK ORAND TOTALS	VEHICLE INFO 865F LIC T MALIBUMAXX LB STCDX# 1 RVICE: 081304 CPERATION Z1242 UTY 1 1 1 1 SUBLET REPAIRS TOTAL CHARGE FOR PAYMENT DISTRIBUT TOTAL CHARGE OTHER SVC POLICY	RMATION ENSE MUMBER: 5 50R SDN 500P7102 SC TECH 222 <u>SEL1</u> 3728.47 237.98 1093.78 2314.25 HIOTAL CONDERN TION FOR INVOL	TAN/BEIGE TAN/BEIGE LD: 051806 ANOLNT B .00 3728.47 237.98 1093.78 2514.25 7574.48 7574.48 CE L54430 7574.48 7574.48
AGEN ADVI TAX R TAX R DOMETER IN: 35634 ATES BEGIN: 09/1 CONCERN 53% AUSE BODY SI ORRECTION REPAIR PART N PART N P	FOR OFFICE USE 810 ARELLAND, 11 ULES: NYMAN IN 07/06 DONE: 10 REPAIR FRONT HOP BODY DAMAGE UNBER 222 - SUBLET, NO 222 - SUBLET, NO	NVDICE: PRELIN CPL # VDICED: 10/25/2006 : 10/25/06 BODY DAMAGE PER DEN PO# NBTE OBSHCP 207318 207444 OOMARR WE 450 574,48 374,48 374,48 THIS VEHICLE: NVOICED 0/25/06 (P) SEE DILL T ARELLANO	L RB VIN 1012762 10:20:08 05 CHEVROLE DIST: 101 DATES INSE ERAL MOTORS DESCRIPTION DODYWORK-R055346 RENTAL RENTAL WARRANTYWORK ORAND TOTALS	VEHICLE INFO 865F LIC T MALIBUMAXX LB STCCX# 1 RVICE: 081304 OPERATION Z1242 9TY 1 1 1 1 1 1 1 1 1 1 1 1 1	RMATION ENSE NUMBER: 7 50R SDN 000P7102 80 TECH 222 8EL1 3728.47 237.98 1093.78 2514.25 BTOTAL CONDERN TION FOR INVOI	TAN/BEIGE LD: 051806 ANDENT B .00 3728.47 237.98 1093.78 2514.25 7574.48 7574.48 7574.48 7574.48 7574.48
AGEN ADVI TAX R TAX R DOMETER IN: 35634 ATES BEGIN: 09/ CWCERN 53% AUSE BODY S ORRECTION REPAIR PART N PART PART PART PART PART PART PART PART	FOR OFFICE USE 810 ARELLAND, 11 ULES: NYMAN IA 07/06 DONE: 10 REPAIR FRONT HOP BODY DAMAGE UMBER 222 - SUBLET, NO 222 - SUBLET, NO FOR INVOICE L54 70 FOR INVOICE L54 71 73 PAIR ORDERS ON RO# DATES IN 55346 BOD - 10 STIGNS - PLEASE	NVDICE: PRELIN CPL # WDICED: 10/25/2006 10/25/06 RODY DAMAGE PER DEN PO# NDTE OBSHCP 207318 207444 00WARR NE 450 574,48 374,48 THIS VEHICLE: NVOICED 0/25/06 (P) SEE BILL T ARELLANO	L RB VIN 1012762 10:20:08 05 CHEVROLE DIST: 161 DATES INSE ERAL MOTORS DESCRIPTION 90DYWORK-R055346 RENTAL RENTAL WARRANTYMORK ORAND TOTALS	VEHICLE INFO 865F LIC T MALIBUMAXX LB STCDX# 1 RVICE: 081304 CPERATION Z1242 UTY 1 1 1 1 SUBLET REPAIRS TOTAL CHARGE FOR PAYMENT DISTRIEUT TOTAL CHARGE OTHER SVC POLICY	RMATION ENSE MUMBER: 50R SDN 50R SDN 000P7102 SC TECH 222 SEL1 3729.47 237.98 1093.78 2514.25 HOTAL CONCERN TION FOR INVOI	TAN/BEIGE TAN/BEIGE LD: 051806 ANOLNT B .00 3728.47 237.98 1093.78 2514.25 7574.48 7574.48 7574.48 7574.48 7574.48 7574.48

Ĩ

-

Oct. 25. 2006 9:18AM No. 1972 (P. 3 Capitol Chevrolet **CAPITOL CHEVROLET** (E Y Goodwrench 6200 SOUTH IH 35 P.O. BOX 1988 € يد : AUSTIN. TEXAS 78767-1988 Genuine JHEVROLET (512) 444-8888 DISCLAIMER OF WARFANTIES SERVICE DIRECT THE SELLER HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED INCLUDING į. ANY IMPLIED WARRANTY 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 THE PARTS AND/OR LABOR (512) 445-1249 I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X. DETUE2/CARER INFORMATION -- INVOICE: #54450 INVOICE TO 121 ΤX AUSTIN AGTIN HONE: YORK I HCFX : HEYE VENICLE INFORMATION ----- FOR OFFICE was LICENSE MURBER: T TAG: 1158 ADV: 810 ARELLAND, INVOICE: BLUTE WAR W EP VIN 1012762865F (05 CHEVROLET MALIRMAXX LS 5BR SDN TAN/8EIGE TAX RELES: NYMEN INVELCED: 10/24/2006 13:37:06 DECKETER IN: 35634 DIST: 1Gi STOCK# GCOP7102 SGLD: 051806 BATES BEGIN: 09/07/06 DEME: 10/18/06 DATES INSERVICE: 081304 ť ----- GLOTE AFTER FIRML BILL ***-----TECH HOURS ANGUNT INSPECT FOR STEERING COLUMN MALFUNCTION PER GENERAL MOTORS OPERATION CONCERN 51 1.6 459.80 E1707 627 CAUSE LOSS OF POWER STEERING ASSIST (4,4 correction replace engine craole, of lower control and, rack and pinion, pone CONVENT R STEERING CONTROL MODILE, OF WHEEL AND TIRE - PERFORMED 4 WHEEL tech wates Engine cradle and suspension parts damaged - brake line damage C ALIGNMENT - REPROPRANTED POWER STEERING CONTROL MODILE - RUAD TEST VEHICLE - REPOUTE AND SECURED BRAKE LINES SELL 97Y PART MUMBER PC# NOTE DESCRIPTION (STORAGE 324.75 324.75 0:4995 1 85,00 85.00 376035 SOUTHSIDE WRECKER 1 168.53 148.53 WHEEL KIT SP0 088957242 í C 87,02 87.02 089016781 82156016 15020448.14 000 015231120 委员会拒 1 443.1499.33 99.33 ARN. SPB 022730775 C 155.24155.24 000 015858368 GEAR • 3 3 NOTOR 188.58 188.58 000 015775370 1 ふみー 14.75 14.75 GASKET SP0 015794201 1 2.34 GASKET 2.34 330 022687911 į PARTS: COUNT FACTORY TECH: 627 - SCILE, BARRY (_ FAIL CODE : 10 ----- SUBTOTAL -----Ķ 1594,70 PARTS SUBLET REPAIRS 419.75 LAB-RECHANICAL 477.80 TOTAL CHARGE FOR CONCERN 2514.25 TYPE: 2 (_ PAGE 1 SEPRINTED 1 TIMES 15

YOUR COMPLETE SATISFACTION IS OUR GOAL!

Oct. 25. 2006 9:18AM Capitol Chevrolet

No.1972 P.4



P. 5 Oct. 25. 2006 9:18AM Capitol Chevrolet No. 1972; Ĉ 1111 6.6.6 CAPITOL CHEVROLET GΜ Goodwrench 6200 SOUTH IH 35 P.O. BOX 1988 t^{-1} $\overline{ }$ AUSTIN, TEXAS 78767-1988 Genuine HEVROLET (512) 444-8888 8883 DISCLAIMER OF WARRANTIES THE SELLER HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY SERVICE DIRECT (512) 445-1249 IN CONNECTION WITH THE SALE OF THE PARTS AND/OB LABOR ſ I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR

> AUSTIN MRK I

----- VEHICLE INFORMATION -------- FOR OFFICE CSt -----TAG: 1158 ADV: 220 ZBRANEK, INVOICE: PRELIN BOD D RB VIN 1612762865F1 LICENSE NUMBER: TX 05 CHEVROLET MALIBLMAXX LS 50R SON TAN/BEIDE MFG: 04C001 TAX RULES: NOVINUN INVOICED: 10/25/2006 10:23:34 OCOMETER IN: 35637 DIST: 101 STECK# 900P7102 BEGIN: 09/21/06 DDNE: 10/25/06 DATES INSERVICE: 081304 SOLD: 051606 BATES OPERATION TECH HOURS ANDUNT CONCERN 53 REPAIR ĈΡ 208 28.7 1148.00 CORRECTION REPAIR SELL 2(# NOTE PART NUMBER DESCRIPTION 811 162927 BTON BAC#273849 RT 97R i 62.50 62.50 62.50 62,50 EURO-STRIPES#15820 ŝ 162937 BIDW 321.92 321.92 *FASCIA 1 000 019120531 4,44 4.44 000 022587858 COVER 1 82.46 82.46 000 022674902 *GRILLE Ī **AFENDER** 187.29 187.29 000 010398517 1 26.71 SHIELD 1 26.71 000 015804239 132.00 132.00 000 022664152 SHELDING 605.42 606.42 SPC 015144936 FRAME 5,75 *BRACKET 5,75 000 015813650 1 58.88 58.88 DEFLECTOR 000 021993643 1 FACTORY TECH: 208 - TOOSTAD, MITCHE - y V ----- SUBTOTAL -PARTS 1425.87 125.00 SUBLET REPAIRS 1148.00 LAB-BODY SHOP TYPE: 258 TOTAL CHARGE FOR CONCERN 2678.87 TECH HOURS ANCENT **SFERATION** CUNCERN 54 REFINISH

LISTED BELOW X

------ INVOICE TO -----

NCAE :

YOUR COMPLETE SATISFACTION IS OUR GOAL!

TECH: 212 - VILLEGAS, TOMAS

PAGE 1

312.00

156.00

158.00

DETLER/DARER INFORMATION -- INVOICE: 055346

10 E 1

CP

C₽

212

203

221

7.8

3.9

3.9

(... 17)3 È

C

C

{

C

(

C

(

1 H = X

(÷

<u>ب</u>

(___

) | ? 1

999**x**

FACTORY

CORRECTION REFINISH

54-1 REFINISH

ALSTIN

43X -

Oct. 25. 2006 9:19AM Capitol Chevrolet

No.1972 P.6



......

YOUR COMPLETE SATISFACTION IS OUR GOAL!

	TISC (Capitol Chev	nolet Nistern	INVOICE	No. 1972 P. / PAGE 1 c 859TXSPR06A
OWNER OF VEHICLE: ENTERPR BRANCH ADDRESS: 6200 S	DI-a-ear ISE RENT-A-CAR COMP I H 35	KI SIXI I ANV. OF. TEXAS S12-444-4456		00A~ 4:00P TU 7:30A- 4:00P 30A- 4:00P TN 7:30A- 4:00P 30A- 4:00P SA CLOSED
24 Ivs-day	<u> </u>	-14531		DAL TAL NEMENT NO D 30731A
	8 RENTER TUARANDAN JOSE	1EDTNA3		DAY -= 24 HOUR PERTOD
ORIGINAL VEHICLE	*			MA CHARGE FOR ATLES
COLOR LICENSE NO. RTIUER VIER				
	BILL COMFANY			HOURS & A.CO/HOUR
		PHONE	<u></u>	DAVS 66 32.89/DAV. 4413
CONDITION AGREED TO X 145 2	REFERENCE NUMBER:	······································		· · · · · · · · · · · · · · · · · · ·
	IDE THIS (DCA) ADDITIONAL AUTHORIZED DRIVER(8) - EXI WRITTEN APPROVAL IDE GUEST OWNERS PERMISSION TO ALLOW	CEPTAS REQUIRED BY LAW, NONE PERMIT		\sim
	WHO IS UNDER MY CONTROL AND DIRE		ON MY BEHALE LAM	
	REAPONSIBLE FOR THEIR ACTS WHILE OF THIS RENTAL AGREEMENT (AGREEM CARPECT MY LIASING PROMINE INF RENTER: X	THEY ARE DRIVING, AND FOR FULFILLIN ABNT). USE OF VEHICLE BY AN UNAUTH AFF THE ACCESSION OF THE ACCESSION	G TERMS AND CONDITIONS ORIZED DRIVER WILL	· · · · · · · · · · · · · · · · · · ·
	FERMIESION GRANT	и, ,	E FOLLOWING STATE(S):	••••••••••••••••••••••••••••••••••••••
No Gasoline Refunds	OPERATION IN ANY OTHER STATE OR COUN	TEXAS ONLY AND STOR	T NG 19 UNDER THIS AGREEMENT.	
NOTICE: YOUR RENTAL AGREE MENT OFFERS; FOR AN ADDITION AL CHARGE AN OPTIONAL WAVE	RENTER DECLINES OFTIONAL DAMAGE WANER (DW) AND ABBUILED DAMAGE RESPONSIBILITY. BEE PAGE 2. FARAGRAPH	RENTER ACCEPTS OPTIONAL DAMAGE WAVER (DW) AT FEE SHOWN IN COLUMN 6, TO RIGHT, SEE NOTICE TO LEFT AND PAGE 13, PARAGRAPH 16, DW IS NOT INSURANCE.	RENJER: X	
TO COVER ALL OR A PART OF YOUR RESPONSIBILITY FOR DAM	BENTER Placines DW	\$7. ₃	Accepts DW	<u></u>
AGE TO OR LOSS OF THE VEHICLE BEFORE DECIDING WHETHER TO PURCHASE THE WAVER YOU MAN	RENTER DECLINES OPTIONAL PERSONAL "	RENTER ACCEPTS OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI) AT FEE SHOW IN COLUMN TO RIGHT/SEE PAGE 3, PARA-	N RENTER: X	
WISH TO DETERMINE WHETHER YOUR OWN AUTOMOBILE INSUR	SENTER X Declines PAI		Accepts PAI	PAI <u>3.00/Day</u>
MENT PROVIDES YOU COVERAGE FOR RENTAL VEHICLE DAMAGE	LABILITY PROTECTION (ALP). SEE PAGE 2. PARAGRAPH 7. DECIDES SLP	PLEMENTAL LLABILITY PROTECTION (SLP) ARASES SHOWN IN COLUMN TO BIODIX SEE NOTICE BELOW AND	BENIER X 1	
OR LOSS AND DETERMINE THE AMOUNT OF THE DEDUCTIBLE	Ackiewin of	(PAGE 3, PARAGRAPH 17. MENT OF VIELENVIR VAGETEN ISISTSVOR PAGES (TRIROUGH 3		SUP 10.9970AV
ONDER YOOR OWN INSURANCE COVERAGE. THE PURCHASE OF THE WAIVER IS NOT MANDATORY.	PERCEPTION AND ASSESSMENT PROPERTY AND ADDRESS OF THE TEMPERTY AND ADDRESS AND ADDRES ADDRESS AND ADDRESS AND ADDRE ADDRESS AND ADDRESS	NAME OVERLEY ON THE SECTION OF THE S	4 OPTICAL CONTRACTORS AND INFECTION AND	ATX REME 1. SODAY 9.00
THE WAIVER IS NOT INSURANCE.	THEFTERT IS NOT AN ADDRESS OF THE	ABARD POERTING TO THE DRIVEN EDVENDED REVERED AN ORDER OF	INC NO. (3) (TC I NO INC SUPER NOTATION AND AND AND AND AND AND AND AND AND AN	**CTY TX. 5.000# 1/0 - 3'
REPLACEMENT VEHICLE	OWNER		8/23/06	
	TWEL RETURN CAR BY: DE	POSIT(S):	7126X	MTR UH TY 10.0 %
	<u>8/24/06 03:17</u> P 2	20 <u>0</u> .00	VIBALE	· · · · · · · · · · · · · · · · · · ·
MILE- IN AGE OUT				6.
DRIVEN	NOTICE: YOUR PERSONAL A	WHILE OPERATING A REN	AY PROVIDE COV-	
	AUTOMOBILE. THIS INSURAN	ICE DOES NOT APPLY TO AN SING OUT OF THE USE OF A	V BODILY INJURY	DEPOSITS 777 95
	BY ANY DRIVER WHILE UNDE VIOLATION OF THE LAW. T	R THE INFLUENCE OF DRUG	SORALCOHOL IN	REFUNDS
	AGENTS OR ENDORSEES A QUACY OF THE RENTER'S EX	RE NOT QUALIFIED TO EVA		
	ADDITIONAL INFORMATION	TITLE & MX QU	X00 CX0 35 1	LOSED BY AID BY CASH CHECK CHARG
our E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F No Gasoline Refunds	LICENSE FEE REINE THE CITY OF AUSTIN REQUIRES THAT AN ADD THE PURPOSE OF EINANCING THE TOWN I AN			ECEPTOF DATE AMOUNT RECEIVED I
WNER IS AN AFFILIATE OF ENTERPRISE RENT-A	-CAR COMPANY, WHICH OWNS ALL RIGHTS	TO ENTERPRISE NAMES AND MARKS.	© Eñterorise	Bent-A-Car Company of Texas 20



PAR GMWA Pre-Authorization/Warranty Claim Tracking Form

	Customer and Vehicle	Information						
Date	10/25/06	Service Request # 1	-427605634					
Customer Name								
VIN	1G1ZT62865F							
In-Service Date	8/13/04	Service Contract?	Yes					
Current Mileage	35631	Purchased New/Used?	New					
Warranty Blocked?	No							
Branded Title?	No	Mileage at Purchase	10					
Dealer and Claim Information								
Dealer Name	Capitol Chevrolet, Inc.							
Dealer Svc Mgr	Eric Posev	Dir Warranty Admin:	Chary Borromeo					
Dealer Phone	(512) 444-8888	Dealer Fax	(512) 445-1229					
Dealer BAC	161576							
	101010							
Dealer Division and Code	13-Chev-30021							
Repair Order Number	054450							
Repair Order Close Date	10/25/06	_						
Labor Op. Code Z1242	Dollar Amt:	7574.48						
Labor Op. Code Z1243	Dollar Amt:							
Cause Code (CC)	MJ							
Failure Code (FC)	98							
PUT EVERYTHING IN NET AMOUNT Labor Hours and OLH:	DO NOT PUT IN HOURS							
Parts and Labor Costs:	DO NOT PUT IN COSTS							
Net Amount:		7574.48						
DO NOT H ROUTE THIS CLA	NM							
Authorization Code:								
Additional Comments for Deal	er: n/a							
	JECT FOR ANY REASON, P	LEASE CONTACT ME A	SAP					
	EJECTION W/TRACKING P	VRM TU K Banair Ordar						
^								
Internal PAK Information								
Complaint:								
	1, , .							
	Loss of power assist cause	daccident						
Cause:	1							
	Inspection diagnosis indica	te problem w/ECBM						
Correction:	_							
	Replace dmgd parts & steering parts affected by allegation							
Justification:	Problem w/ECBM caused accident							
PAR CRM	Joe Garcia							

GM	MFD BY GENERAL MOTORS CORP					
	DATE 08/04	GVWR 2006 KG 4423 LB	GAWR FRT 1047 KG 2309 LB	GAWR RR 959 KG 2114 LB		

THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S. FEDERAL MOTOR VEHICLE SAFETY, BUMPER, AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

1G1ZT62865F

TYPE: PASS CAR

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

1830607


























































PRNDL 3553 (MM

Y. Y. Y. Y. I.













