

Samaritan Services of Greater Sun City Center, Inc.

916 N. Pebble Beach Blvd. • Sun City Center, Florida 33573



MAY 15 2006

**Chevy Motor Division
Chevrolet Customer Assistance Center
P.O. Box 33170
Detroit, MI 48232-5170**

TAMPA FL 336

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**Samaritan Services
of Greater Sun City Center, Inc.**

916 N. Pebble Beach Blvd. • Sun City Center, Florida 33573
(813) 634-9283

**INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**
May 10, 2006

**Chevy Motor Division
Chevrolet Customer Assistance Center
P.O. Box 33170
Detroit, MI 48232-5170**

Re: VIN 1G1ZS52F35F [REDACTED]

Dear Customer Assistance Department:

The Samaritan Services are a small non-profit organization, using volunteers to drive local Senior Citizens who are unable to drive to doctors, hospitals or dental appointments in and out of our town.

We have four Chevy vehicles, and have been quite happy with their looks, gas mileage, and dependability. However, the newest one in our small fleet, the Chevy Malibu has us all concerned. On five separate occasions the (electronic) power steering has either failed, or not responded as it should. It has been to Ferman Chevrolet twice, and neither time did the car "act up".

Have there been any recalls on this model? Is anyone else complaining about this problem? It is scary, to say the least, to be turning the wheel and not have the car turn too, or turn the wheel and have the steering vibrate so badly it wants to shake out of your hands.

If there is a problem, would you kindly identify it so we can take the car to the dealer, and hopefully get it resolved. We would hate to see anyone hurt because of a "something" that need fixing.

We look forward to our reply.

Cordially,
Doris Ragland
**Doris Ragland
President**

Cc: Sue Allen, Ferman Chevrolet

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

November 15, 2010

[REDACTED]
[REDACTED]
[REDACTED]
Sun City Center, FL [REDACTED]

Service Request: 1-411977111
Customer Relationship Manager: Erica Williams

Dear [REDACTED]

We would like to discuss your request for assistance regarding your 2005 Chevrolet Malibu, but we have been unsuccessful in our attempts to contact you.

To help us review your request in a timely manner, please contact me at 1-866-790-5700 Ext. 20135 on Monday through Friday during the hours of 11:15 A.M. to 8:00 P.M. Please refer to your service request number above and I will be happy to assist you. If I am not available when you call, please leave me a voicemail with your phone number and the best time you can be reached.

If you are experiencing an urgent concern and I am not available, please contact our Chevrolet Customer Assistance Center at 1-800-222-1020 and any of our representatives will assist you.

Sincerely,

Chevrolet Division
General Motors Corporation

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

November 15, 2010

[REDACTED]
[REDACTED]
[REDACTED]
Yeadon, PA [REDACTED]

Service Request: 1-408341203
Customer Relationship Manager: Marie Andrews

Dear [REDACTED]

We would like to discuss your request for assistance regarding your 2005 Pontiac G6, but we have been unsuccessful in our attempts to contact you.

To help us review your request in a timely manner, please contact me at 1-866-790-5600 ext. 10023 on Monday-Friday during the hours of 10:00 a.m.-6:45 p.m. EST. Please refer to your service request number above and I will be happy to assist you. If I am not available when you call, please leave me a voicemail with your phone number and the best time you can be reached.

If you are experiencing an urgent concern and I am not available, please contact our Pontiac Customer Assistance Center at 1-800-762-2737 and any of our representatives will assist you.

Sincerely,

Pontiac Division
General Motors Corporation

November 15, 2010

[REDACTED]
[REDACTED]
[REDACTED]
Yeadon, PA [REDACTED]

Service Request: 1-408341203

Customer Relationship Manager: Marie Andrews

Dear [REDACTED]

Pontiac is pleased to provide service coverage for the electronic power steering module on your 2005 Pontiac G6, Vehicle Identification Number 1G2ZH548154 [REDACTED]. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until May 25, 2010, or 75,000 miles, whichever occurs first. Pontiac will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following items are covered:

electronic power steering module

Pontiac will not be responsible for conditions arising from tampering, abuse, physical damage, or improper maintenance. This coverage is not transferable to any other vehicle or subsequent owner of your vehicle. Please keep this letter with your G6. Should your vehicle require repairs within the coverage period, present this letter to the Service Manager of an authorized Pontiac Dealership.

If you have any future questions, please 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 Managers will be happy to assist you.

Sincerely,

Pontiac Division
General Motors Corporation

ATTENTION: DEALERSHIP SERVICE MANAGER
Component Service Coverage

Submit the claim with all the appropriate authorization codes and H route it to your Area Service Manager. Be sure to retain a copy of this letter in the customer's file and return the original to the customer.



GMC

HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

June 16, 2006

Mr. Bill Collins – Service Manager
Joseph Pontiac
16555 Silver Pkwy
Fenton, MI 48430-3420

Re: [REDACTED]
Siebel Request: 1-415959047
2005 Pontiac G6
VIN # 1G2ZG528454 [REDACTED]

Dear Mr. Collins:

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 sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- The Actual Cash Value statement of any trade
- 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 include Bulletin for the power steering concern customer had.

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,

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

Dave Quase
BRC Customer Relationship Manager
Ph# 866-790-5700, extension 20172
FAX# 866-226-3933

DATE: 06/22/06

TO: Dave Quase

FROM: Bill Cowan

TOTAL PAGES SENT: 12

Case # 1-415959047

There were no bulletin repairs performed, however I included one for reference.



SERVICE INVOICE

16555 Silver Parkway
Fenton, MI. 48430
(810) 750-6900
www.wedeal.biz



CUSTOMER NO. 28932	ADVISOR JAMES PALSHAN	TAG NO. 313	INVOICE DATE 06/01/05	INVOICE NO. PNC5157860
	LABOR RATE 85.00	LICENSE NO.	COLOR BLACK/LT TA	STOCK NO. 57153598
	YEAR / MAKE / MODEL 05 / PONTIAC / G6 / 4DR SDN	MILEAGE 10	DELIVERY DATE 05/27/05	DELIVERY MILES 36
HOLLY, MI	VEHICLE I.D. NO. 1G2ZG528454	P.O. NO.	SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		R.O. DATE 06/01/05	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

JOB# 1 CHARGES-----
LABOR-----
J# 1 78PNZ' " SUBLET HOURS: TECH(S):173 INTERNAL
XM RADIO INSTALL.
SUBLET COMPLETED
SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----
129476 110965 06/01/05 INSTALL XM RADIO INTERNAL 0.00
TOTAL - SUBLET 0.00
JOB# 1 TOTALS-----
JOB# 1 JOURNAL PREFIX PNC5 JOB# 1 TOTAL 0.00

STATE REG. NO.
F-133228

DISCLAIMER OF WARRANTIES
Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law. All repairs and parts listed were furnished in compliance with the Michigan State Repair Act PA300.

TOTALS-----
[] CASH [] CHECK # [] A/R CHARGE
[] VISA [] MASTERCARD [] DISCOVER

* THANK YOU FOR YOUR BUSINESS! *
* YOUR COMPLETE SATISFACTION IS OUR GOAL *
* PARTS DESIGNATED WITH AN (C) INDICATE LIMITED *
* LIFETIME SERVICE GUARANTEE, APPLIES *
* FOR CUSTOMER PAY REPAIRS ONLY *

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00
TOTAL INVOICE \$ 0.00

Customer hereby acknowledges and agrees that if Joseph Pontiac, Inc. is required to hire an attorney and file suit to collect any outstanding balance due and owing on this invoice, Customer shall be responsible for paying Joseph Pontiac, Inc.'s costs and actual attorneys' fees incurred in bringing such suit to collect the monies due and owing.

"We'll Make A Believer Out Of You!"



Monday and Thursday 7:30 am - 8:00 pm
Tuesday, Wednesday, Friday 7:30 am - 6:00 pm
Closed Saturdays
Early Bird Drop Off Available
Ask about local shuttle service

We are committed to your complete satisfaction

ALL PARTS NEW UNLESS SPECIFIED OTHERWISE.

All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act. REPAIRS PROPERLY COMPLETED AND CHECKED BY:

X

Reynolds and Reynolds, EPALZPRAE D116694D, (09/04)



SERVICE INVOICE

16555 Silver Parkway
Fenton, MI. 48430
(810) 750-6900
www.wedeal.biz



CUSTOMER NO. 28932	ADVISOR JAMES PALSHAN	TAG NO. 313 911	INVOICE DATE 06/14/06	INVOICE NO. PNC5174082
	LABOR RATE 85.00	LICENSE NO.	MILEAGE 22,030	COLOR BLACK/LT TA
	YEAR / MAKE / MODEL 05 / PONTIAC / G6 / 4DR SDN	VEHICLE ID. NO. 1G2ZG528454	DELIVERY DATE 05/27/05	STOCK NO. 5Z153598
HOLLY, MI	F.T.E. NO.	F.O. NO.	SELLING DEALER NO.	DELIVERY MILES 36
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	R.O. DATE 06/14/06	

JOB# 1 CHARGES-----
LABOR-----
J# 1 90PNZ0554B HARMONIC BALANCER. HOURS: 0.30 TECH(S):818 WARRANTY
RECALL 05548-ENGINE HARMONIC BALANCER NOT SEATED
RECALL
RETORQUE HARMONIC BALANCER BOLT
Y0042 .3

STATE REG. NO.
F-133228

DISCLAIMER OF WARRANTIES
Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law. All repairs and parts listed were furnished in compliance with the Michigan State Repair Act PA300.

JOB# 1 TOTALS-----
JOB# 1 JOURNAL PREFIX PNC5 JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----
LABOR-----
J# 2 15PNZ-6 CHECK STRG OPERATION HOURS: 0.50 TECH(S):818 WARRANTY
POWER STEERING DISPLAY IS COMING UP. CUSTOMER IS LOSING
POWER STEERING WHILE DRIVING ON E-WAY MOSTLY.
SCAN TEST CODE C0545 AND C0176. PROGRAM POWER STEERING
CONTROL MODULE AND RESEST DROVE 10 MILES TO SEE IF CODE
RESETS. OPERATING NORMAL AT THIS TIME.
E7631

Customer hereby acknowledges and agrees that if Joseph Pontiac, Inc. is required to hire an attorney and file suit to collect any outstanding balance due and owing on this invoice, Customer shall be responsible for paying Joseph Pontiac, Inc.'s costs and actual attorneys' fees incurred in bringing such suit to collect the monies due and owing.

JOB# 2 TOTALS-----
JOB# 2 JOURNAL PREFIX PNC5 JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----
LABOR-----
J# 3 82PNZ BODY WORK HOURS: TECH(S):818 WARRANTY
PASS SIDE REAR DOOR OUTSIDE STRIP IS COMING LOOSE.
ORDER MOLDING, AND PAINT TO MATCH.

"We'll Make A Believer Out Of You!"



JOB# 3 TOTALS-----
JOB# 3 JOURNAL PREFIX PNC5 JOB# 3 TOTAL 0.00

Monday and Thursday 7:30 am - 8:00 pm
Tuesday, Wednesday, Friday 7:30 am - 6:00 pm
Closed Saturdays
Early Bird Drop Off Available
Ask about local shuttle service

JOB# 4 CHARGES-----
LABOR-----
J# 4+99PNZ TRANSPORTATION 4 HOURS TECH(S):818 WARRANTY
COURTESY SHUTTLE

We are committed to your complete satisfaction

SUBLET-----PO#-----VEND INV# INV.DATE-DESCRIPTION-----
174082 174082 06/14/06 COURTESY SHUTTLE
TOTAL - SUBLET 0.00

JOB# 4 TOTALS-----
JOB# 4 JOURNAL PREFIX PNC5 JOB# 4 TOTAL 0.00

ALL PARTS NEW UNLESS SPECIFIED OTHERWISE.

TECHNICIAN CERTIFICATION-----
818 BRIAN COIL M198107

All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act. REPAIRS PROPERLY COMPLETED AND CHECKED BY:

X

Reprints and Repairs: EPA423101E CC105410 O 4/04/04



SERVICE INVOICE

16555 Silver Parkway
Fenton, MI. 48430
(810) 750-6900
www.wedeal.biz



CUSTOMER NO. 28932	ADVISOR JAMES PALSHAN	TAG NO. 313 911	INVOICE DATE 06/14/06	INVOICE NO. PNC5174082
[REDACTED] HOLLY, MI	DOB RATE 85 00	LICENSE NO.	COLOR BLACK/LT TA	STOCK NO. 57153598
	YEAR / MAKE / MODEL 05 / PONTIAC / G6 / 4DR SDN	MILEAGE 22,030	DELIVERY DATE 05/27/05	DELIVERY MILES 36
	VEHICLE I.D. NO. 1 G 2 Z G 5 2 8 4 5 4	P.O. NO.	SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	R.O. DATE 06/14/06	

TOTALS-----

<input type="checkbox"/> CASH	<input type="checkbox"/> CHECK #	<input type="checkbox"/> A/R CHARGE	TOTAL LABOR....	0.00
<input type="checkbox"/> VISA	<input type="checkbox"/> MASTERCARD	<input type="checkbox"/> DISCOVER	TOTAL PARTS....	0.00
*****			TOTAL SUBLET....	0.00
* THANK YOU FOR YOUR BUSINESS!			TOTAL G.O.G....	0.00
* YOUR COMPLETE SATISFACTION IS OUR GOAL			TOTAL MISC CHG.	0.00
* PARTS DESIGNATED WITH AN (*) INDICATE LIMITED			TOTAL MISC DISC	0.00
* LIFETIME SERVICE GUARANTEE, APPLIES			TOTAL TAX.....	0.00
* FOR CUSTOMER PAY REPAIRS ONLY			TOTAL INVOICE \$	0.00

STATE REG. NO.
F-133228

DISCLAIMER OF WARRANTIES
Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law. All repairs and parts listed were furnished in compliance with the Michigan State Repair Act PA300.

Customer hereby acknowledges and agrees that if Joseph Pontiac, Inc. is required to hire an attorney and file suit to collect any outstanding balance due and owing on this invoice, Customer shall be responsible for paying Joseph Pontiac, Inc.'s costs and actual attorneys' fees incurred in bringing such suit to collect the monies due and owing.

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All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act.
REPAIRS PROPERLY COMPLETED AND CHECKED BY:

X

Revised and Reprinted ERMZTRHME C016699 D (05/04)

GMAC SMARTLEASE® AGREEMENT — Monthly Payment

LESSEE (and CO-LESSEE) ("You") name and address, including county <div style="background-color: black; width: 100px; height: 40px; margin-bottom: 5px;"></div> HOLLY MI OAKLAND	Garaging address (if different) N/A Principal driver (if business use) N/A	LESSOR (Retailer) JOSEPH PONTIAC, INC. 16555 SILVER PARKWAY FENTON MI 48430
---	---	---

This is an agreement to lease a vehicle. This is not a purchase agreement. You are not buying the vehicle. By signing this lease, you agree to everything on the front and back. "We," "us," and "our" refer to Lessor named above and any assignee. An "assignee" is a person to whom this lease is assigned (if it is assigned).

- If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to General Motors Acceptance Corporation ("GMAC").
- If this box is checked, GMAC helped to arrange this lease and Lessor (Retailer) will assign it and sell the vehicle to Central Originating Lease Trust.
- If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to _____ N/A _____
- If this box is checked, Lessor (Retailer) intends not to assign this lease.

THE VEHICLE YOU ARE LEASING

New/Used	Year	Make & Model	Body Style	Vehicle ID #	Mileage	Primary Use
NEW	2005	PONTIAC G6	4DR SDN	16276528454	36	<input checked="" type="checkbox"/> Personal, Family, or Household <input type="checkbox"/> Commercial, Business, or Agricultural <input type="checkbox"/> Public Conveyance
Dealer Installed Options: PRIOR OUTSTANDING CREDIT BALANCE						GVW (if truck) 20

FEDERAL CONSUMER LEASING ACT DISCLOSURES

1. Amount Due at Lease Signing or Delivery (Itemized Below)* \$ <u>2200.00</u>	2. Monthly Payments Your first monthly payment of \$ <u>341.90</u> is due on <u>05/27/2005</u> , followed by <u>35</u> payments of \$ <u>341.90</u> due on the <u>27th</u> of each month. The total of your monthly payments is \$ <u>12309.40</u>	3. Other Charges (not part of your monthly payment) Disposition fee (if you do not purchase the vehicle) \$ <u>N/A</u> _____ \$ <u>N/A</u> _____ \$ <u>N/A</u> Total \$ <u>N/A</u>	4. Total of Payments (The amount you will have paid by the end of the lease.) \$ <u>14166.50</u>
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Itemization of Amount Due at Lease Signing or Delivery:

5. Amount Due at Lease Signing or Delivery:	6. How the Amount Due at Lease Signing or Delivery will be paid:
a. Capitalized cost reduction \$ <u>1731.23</u> b. First monthly payment \$ <u>341.90</u> c. Refundable security deposit \$ <u>N/A</u> d. Title fees \$ <u>15.00</u> e. Registration fees \$ <u>N/A</u> f. Sales/use tax \$ <u>103.87</u> g. <u>N/A</u> \$ <u>N/A</u> h. <u>PLATE TRAN \$ 8.00</u> \$ <u>8.00</u> i. <u>N/A</u> \$ <u>N/A</u> J. Total \$ <u>2200.00</u>	a. Net trade-in allowance \$ <u>N/A</u> b. Rebates and noncash credits \$ <u>1000.00</u> c. Amount to be paid in cash \$ <u>1200.00</u> d. Total \$ <u>2200.00</u>

7. Your monthly payment is determined as shown below:

a. Gross capitalized cost. The agreed upon value of the vehicle (\$ <u>21335.89</u>) and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance)	\$ <u>24118.29</u>
b. Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost	\$ <u>1731.23</u>
c. Adjusted capitalized cost. The amount used in calculating your base monthly payment	\$ <u>22387.06</u>
d. Residual value. The value of the vehicle at the end of the lease used in calculating your base monthly payment	\$ <u>13038.00</u>
e. Depreciation and any amortized amounts. The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term	\$ <u>9349.06</u>
f. Rent charge. The amount charged in addition to the depreciation and any amortized amounts	\$ <u>2262.74</u>

005

06/22/2006 14:21 FAX

f. Property taxes \$ N/A
 g. Other (describe) PLATE TRANSFER FEE \$ 8.00
 h. Other (describe) N/A \$ N/A
 i. Other (describe) N/A \$ N/A

Coverage limit \$ N/A
 Premium \$ N/A
 Monthly coverage limit \$ N/A

Disability insurance (Lessee only)

LESSEE'S SIGNATURE: X N/A Age _____

COLESSEE'S SIGNATURE: X N/A Age _____

14. MILEAGE.

Base Mileage Allowance. 15,000 miles/year. Low mileage; 12,000 miles/year.
 Medium-duty truck (gasoline); 25,000 miles/year
 Medium-duty truck (diesel); 35,000 miles/year

Extra Miles. You are buying N/A extra miles at \$ N/A per mile. If this lease ends on or after the last scheduled payment is due, we will credit you with \$ N/A per mile for each unused extra mile. There will be no credit if the lease ends early, you buy the vehicle, or the vehicle is a total loss.

Total Allowed Mileage on the Odometer at Lease End is 45036 miles.
 Starting odometer mileage _____ 36 miles
 Base mileage allowance _____ + 45000 miles
 Purchased extra miles _____ + N/A miles

Excess Mileage Charge. The excess mileage charge is \$ 0.15 per mile for each mile beyond the total allowed miles, plus tax. If the lease ends early and the vehicle is not a total loss, any excess mileage and wear charge will not be more than residual value minus the vehicle sale price. There is no excess mileage charge if you buy the vehicle.

15. LATE CHARGE. If you do not pay a monthly payment in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.

21. WARRANTY AND EXCLUSION OF WARRANTY. You have the benefit of any warranty checked below.

Standard manufacturer's warranty
 N/A

Warranty papers that are separate from this lease state any coverage limits. The law gives you a warranty that the vehicle conforms to the description in this lease. **THERE ARE NO OTHER EXPRESS WARRANTIES ON THE VEHICLE. WE MAKE NO IMPLIED WARRANTY OF MERCHANTABILITY. THERE IS NO WARRANTY THAT THE VEHICLE IS FIT FOR A PARTICULAR PURPOSE.**

22. OPTIONAL SERVICE AND MAINTENANCE CONTRACTS.

Name GNPP Term 36 months, 60000 miles
 Name N/A Term N/A months, N/A miles

If you are buying a service or maintenance contract now, you may pay for it at lease signing. If you do not, the price will be in the capitalized cost and you will pay rent charges on the price.

THIS IS THE ENTIRE AGREEMENT. This lease, including the front and back of this form, contains the entire agreement between you and us relating to the lease of the vehicle. Any change to the terms of this lease must be in writing and signed by you and us. No oral changes are binding.

LESSEE: X _____ BY: X _____ COLESSEE: X _____
 We may delay or refrain from enforcing any of our rights under this lease without losing them.

NOTICE TO LESSEE. 1. DO NOT SIGN THIS AGREEMENT BEFORE YOU READ IT. 2. YOU ARE ENTITLED TO A COPY OF THIS AGREEMENT.

YOU SIGNED THIS AGREEMENT AND RECEIVED A COPY AT _____ FENTON MI _____ ON _____ 05 _____ 27 _____ 2005
 (city) (state) (month) (day) (year)

LESSEE: _____ BY: X _____
 LESSOR: JOSEPH PONTIAC, INC. SIGNATURE AND TITLE: X _____

Lessor assigns all right, title, and interest in this lease to the party identified in this lease as the intended assignee, under the terms of the Lease Plan Dealer Agreement in effect from time to time with the assignee (the "Dealer Agreement"). Lessor also assigns all right, title, and interest in the leased vehicle to the party identified in this lease as the intended assignee, or its designee, under the terms of the Dealer Agreement.

LESSOR: JOSEPH PONTIAC, INC. BY: X _____ TITLE: FRM

SEE OTHER SIDE FOR OTHER IMPORTANT AGREEMENTS INCLUDING A PROHIBITION OF TRANSFER OF YOUR INTEREST.

06/22/2006 14:22 FAX

007

d. Residual value. The value of the vehicle at the end of the lease used in calculating your base monthly payment	= \$	13038.00
e. Depreciation and any amortized amounts. The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term	= \$	9349.06
f. Rent charge. The amount charged in addition to the depreciation and any amortized amounts	+ \$	2262.74
g. Total of base monthly payments. The depreciation and any amortized amounts plus the rent charge	= \$	11611.80
h. Lease payments. The number of payments in your lease	+ 36	
i. Base monthly payment	= \$	322.55
j. Monthly sales/use tax (estimated)	+ \$	19.35
k. N/A	+ \$	N/A
l. Total monthly payment	= \$	341.90

Early Termination. You may have to pay a substantial charge if you end this lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the lease is terminated. The earlier you end the lease, the greater this charge is likely to be.

8. Excessive Wear and Use. You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 15000 miles per year at the rate of \$ 0.15 per mile.
9. Purchase Option at End of Lease Term. You have an option to buy the vehicle at the end of the lease term for \$ 13538.00, plus official fees and taxes.
10. Other Important Terms. See your lease documents for additional information on early termination; purchase options and maintenance responsibilities, warranties, late and default charges, and insurance.

11. ITEMIZATION OF GROSS CAPITALIZED COST.

a. Agreed upon value of the vehicle	= \$	21335.88
b. GMAC administrative fee	+ \$	595.00
c. License/registration/title fees	+ \$	N/A
d. Sales tax	+ \$	N/A
e. Other tax (describe) N/A	+ \$	N/A
f. Optional service contract	+ \$	690.00
g. Optional maintenance contract	+ \$	N/A
h. Optional life insurance	+ \$	N/A
i. Optional disability insurance	+ \$	N/A
j. PRIOR OUTSTANDING CREDIT BALANCE	+ \$	1422.41
k. /DOC FEE	+ \$	75.00
l. Gross Capitalized Cost	= \$	24118.29

12. THE VEHICLE YOU ARE TRADING:

(year)	(make)	(model)
N/A	N/A	N/A
Gross trade-in value	= \$	N/A
Payoff	= \$	N/A
Net trade-in value	= \$	N/A

13. OFFICIAL FEES AND TAXES. You will pay all government license, title, registration, testing, and inspection fees for the vehicle. You will pay all taxes on the lease or the vehicle that the government levies on you, the vehicle, or us (except our net income taxes). We may change your monthly payment if taxes change. We may bill you separately for official fees and taxes.

TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE = \$ 1192.75

The actual total of fees and taxes may be higher or lower depending on tax rates in effect or the vehicle value when a fee or tax is assessed.

a. Title/lien fees	= \$	15.00
b. Registration fees/taxes	= \$	N/A
c. License fees/taxes	= \$	359.28
d. Sales/use taxes (including tax on capitalized cost reduction)	= \$	800.47
e. Excise taxes	= \$	N/A
f. Property taxes	= \$	N/A
g. Other (describe) PLATE TRANSFER FEE	= \$	8.00
h. Other (describe) N/A	= \$	N/A
i. Other (describe) N/A	= \$	N/A

16. CHARGE FOR FINES. If the government places a fine on the vehicle and you do not pay it promptly, we may pay it. Each time we pay a fine, you will pay us the fine plus \$20.

17. SCHEDULED LEASE END DATE. This lease is scheduled to end 05/26/2008. You are scheduled to return the vehicle on this date. (month) (day) (year)

18. LEASE END DAILY EXTENSION CHARGE. \$ 25.00 per day (plus tax), beginning on the eighth day after scheduled lease end date.

19. REQUIRED VEHICLE INSURANCE INFORMATION. You affirm that liability and physical damage policies that meet our requirements (see the other side) are in force on the date of this lease as follows:

Insurance company name: USAA
 Insurance agency name: N/A
 Agency address: 9800 FREDERICKSBURG SAN ANTONIO TX 78288
 Agency phone no.: (800)548-6423
 Agent's name: N/A
 Policy no.: [REDACTED] Liability Physical damage
 Deductibles: Collision \$ 500.00 Comprehensive \$ 500.00
 Insurance company name: N/A
 Insurance agency name: N/A
 Agency address: N/A
 Agency phone no.: N/A
 Agent's name: N/A
 Policy no.: N/A Physical damage
 Deductibles: Collision \$ N/A Comprehensive \$ N/A

20. OPTIONAL LIFE AND DISABILITY INSURANCE. We do not require life or disability insurance. If you sign below, we will try to get the coverage(s) checked for the lease term. We will include the premium in your base monthly payment. A notice you receive when you sign this lease describes the coverage(s). The insurance may not cover taxes and other amounts due besides the base monthly payment.

Insurer name: N/A
 Address: N/A
 Life insurance (Lessee Co-Lessee Both) Premium \$ N/A
 Coverage limit \$ N/A
 Disability insurance (Lessee only) Premium \$ N/A
 Monthly coverage limit \$ N/A
 LESSEE'S SIGNATURES X N/A Age N/A

06/22/2006 14:22 FAX

General Motors Car and Truck Divisions CUSTOMER INCENTIVE ACKNOWLEDGEMENT AND/OR ASSIGNMENT

CUSTOMER NAME: _____
VIN: 1G2ZG528454 _____ (or see attached list*)

CUSTOMER INCENTIVE(S)

1. Customer Incentive

I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied: (a) _____ to the down payment on this vehicle, (b) _____ where permissible by law, as a price reduction (Bill of Sale indicates pre-incentive price, amount of incentive and final price with incentive applied) or (c) _____ a check be issued in my name by Dealer named below:

Incentive Program Reference	Amount	GM Incentive Code
_____	\$ 1000	NBB ✓
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____
Total Incentive Amount Received	\$ 1000	

2. Other Program Selection (Which may or may not be in lieu of customer incentive programs, for example, Division supported financing/leasing, etc.)

- a. I elect to receive _____
in lieu of _____
or
- b. I elect to receive _____

--- CUSTOMER AND DEALER ACKNOWLEDGEMENT ---

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 05/27/05. I acknowledge receipt of incentive(s) as described in item # _____ and release the GM Division from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: _____ Date: 05/27/05

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the incentive(s) described in item # _____ have been provided to the said purchaser/lessee who has taken delivery of referenced unit through this dealership and that properly completed accurate delivery data has been forwarded to General Motors.

Authorized Dealer Signature: _____ Date: 05/27/05

Dealership Name: JOSEPH PONTIAC, INC. Dealer Code: _____

* List must include VIN, Delivery Date and Program Reference

Dealer Note: This document is required as supporting documentation for the payment of any consumer incentive and must be available in the Deal File.

XX

<input checked="" type="checkbox"/> NEW	<input type="checkbox"/> DEMO	<input type="checkbox"/> USED	4DR SD	
YEAR 2005	MAKE PONTIAC	MODEL G6	TYPE 36	BODY STYLE G2852
COLOR BLACK	TRIM IT TAUP	MILES	IGN. KEY NO.	TRUNK KEY NO.
1G2ZG528454				

STOCK #	SALES PERSON	WRITE UP DATE 05/27/05	DELIVERY DATE
---------	--------------	---------------------------	---------------

FACTORY ACCESSORIES			
CODE NO.	DESCRIPTION	QUANTITY	PRICE
	<i>GMS</i>		
	<i>+ prior outstanding balance</i>		

DISCLOSURE OF DOWN PAYMENT

CASH ON DEPOSIT	N/A
MFG. REBATE	1000.00
OPT. II or I	N/A
OTHER...TRADE/CASH	731.23
TOTAL	1731.23

<p>- SPECIAL CONDITIONS - NO REFUNDS ON SPECIAL ORDERED VEHICLES. DEPOSIT WILL BE USED FOR LIQUIDATING DAMAGES ON SAID VEHICLE.</p>	<p>THIS ORDER IS NOT VALID UNLESS SIGNED AS ACCEPTED BY AN OFFICER OR MANAGER OF COMPANY</p>
<input checked="" type="checkbox"/> SIGNATURE	<input checked="" type="checkbox"/> SIGNATURE

Used Car Buyer's Guide. The Information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale.

Purchaser agrees that this Order includes all of the terms and conditions on both the face and the reverse side hereof, that this Order cancels and supersedes any previous order made as to the same kind of vehicle and that the dealer shall not be obligated to sell until approval of the terms hereof is given by a bank or finance company willing to purchase a retail installment contract between the parties here to based on such terms and warranties, if any, by a manufacturer or supplier other than dealer are theirs, not dealer's, and only such manufacturer or other supplier shall, be liable for performance under such warranties, unless dealer furnishes buyer with a separate written warranty or service contract made by dealer on its own behalf, dealer hereby disclaims all warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose (A) ON ALL GOODS AND SERVICES SOLD BY DEALER; AND (B) ON ALL USED VEHICLES WHICH ARE HEREBY SOLD "AS IS" - NOT EXPRESSLY WARRANTED OR GUARANTEED. Purchaser by his/her execution of this Order certifies that he/she is of legal age to execute binding contracts in the State and acknowledges that he/she has read its terms and conditions and has received



16555 Silver Parkway
Fenton, MI 48430
(810) 750-6900 • Fax 750-8959
"Where The Little Things Count"

PURCHASER'S NAME			
CO-PURCHASER'S NAME			
STREET ADDRESS			
CITY HOLLY MI		STATE	ZIP
RESIDENCE PHONE		BUSINESS PHONE	COUNTY OAKLAND
DATE OF BIRTH 09/25/74	EXP. YR.	STATE	

DESCRIPTION OF TRADE IN			

INSURANCE CO.	PHONE NO. (800) 548-6423
---------------	--------------------------

ADDRESS 550 FREDERICKSBURG
POLICY # 000567937C71017
EXP. DATE 12/16/05

PRICE OF VEHICLE	21335.88
------------------	----------

FILING & DOCUMENTATION FEE	160.00
----------------------------	--------

SALES TAX	N/A
-----------	-----

<input type="checkbox"/> TRANSFER # 0CRG45	<input type="checkbox"/> NEW PLATE	N/A
--	------------------------------------	-----

TITLE FEE	N/A
-----------	-----

SUBTOTAL	21410.88
----------	----------

EXTENDED SERVICE CONTRACT	COMPANY GMPP	TERM 36	MILES 50000	690.00
---------------------------	-----------------	------------	----------------	--------

RUSTPROOFING	N/A
--------------	-----

TOTAL DELIVERED PRICE	22100.88
------------------------------	-----------------

TRADE IN ALLOWANCE	N/A
--------------------	-----

LIEN PAYOFF AMOUNT	N/A
--------------------	-----

PAYOFF INFORMATION	GOOD UNTIL	BY
--------------------	------------	----

NAME	CITY	STATE
------	------	-------

NET TRADE IN ALLOWANCE	N/A
------------------------	-----

CASH ON DEPOSIT	REC. #	N/A
-----------------	--------	-----

MEMO	N/A
------	-----

CASH DUE ON DELIVERY	REC. #	1731.23
----------------------	--------	---------

TOTAL DOWN PAYMENT	1731.23
--------------------	---------

BALANCE DUE	20369.65
--------------------	-----------------

PLACE LIEN TO:	GMAC
----------------	------

PURCHASER'S SIGNATURE	DATE 05/27/05
-----------------------	------------------

CO-PURCHASER'S SIGNATURE	DATE 05/27/05
--------------------------	------------------

General Motors Car and Truck Divisions CUSTOMER INCENTIVE ACKNOWLEDGEMENT AND/OR ASSIGNMENT

CUSTOMER NAME: _____
 VIN: 1G2ZG528454 _____ (or see attached list*)

CUSTOMER INCENTIVE(S)

1. **Customer Incentive**
 I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied: (a) _____ to the down payment on this vehicle, (b) _____ where permissible by law, as a price reduction (Bill of Sale indicates pre-incentive price, amount of incentive and final price with incentive applied) or (c) _____ a check be issued in my name by Dealer named below:

Incentive Program Reference	Amount	GM Incentive Code
_____	\$ 1000	ABBC
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____
Total Incentive Amount Received	\$ 1000	

2. **Other Program Selection** (Which may or may not be in lieu of customer incentive programs, for example, Division supported financing/leasing, etc.)

a. I elect to receive _____
 in lieu of _____
 or

b. I elect to receive _____

--- CUSTOMER AND DEALER ACKNOWLEDGEMENT ---

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 05/27/05. I acknowledge receipt of incentive(s) as described in item # _____ and release the GM Division from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: _____ Date: 05/27/05

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the incentive(s) described in item # _____ have been provided to the said purchaser/lessee who has taken delivery of referenced unit through this dealership and that properly completed accurate delivery data has been forwarded to General Motors.

Authorized Dealer Signature: _____ Date: 05/27/05

Dealership Name: JOSEPH PONTIAC, INC. Dealer Code: _____

* List must include VIN, Delivery Date and Program Reference
 Dealer Note: This document is required as supporting documentation for the payment of any consumer incentive and must be available in the Deal File.

Service Information

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Document ID# 1755919
2005 Pontiac G6

Feedback

Print



Subject: Info - Normal Operating Characteristics of Electric Power Steering (EPS) System During Extended Lock-to-Lock and/or DTCs C0176 and C0476 Set (Maximum Steering Wheel Rotation) Usage #06-02-32-002A - (01/26/2006)

Models: 2004-2006 Chevrolet Malibu, Malibu Maxx (except SS models)
2005-2006 Chevrolet Cobalt, Equinox
2006 Chevrolet HHR
2005-2006 Pontiac G6 (except GTP models), Pursuit (Canada Only)
2006 Pontiac Torrent
2002-2006 Saturn VUE
2003-2006 Saturn ION

This bulletin is being updated with an additional DTC. Please discard Corporate Bulletin Number 06-02-32-002 (Section 02 - Steering).

The purpose of this bulletin is to inform technicians of normal operating characteristics of the electric power steering system (EPS) when the steering wheel is turned in either direction for an extended period of time.

When the steering wheel is turned to its maximum rotation, the power steering control module (PSCM) will command the maximum amount of current to the EPS motor. If the steering wheel is held in this position for an extended period of time, the PSCM will go into overload protection mode to avoid system thermal damage. In this mode, the PSCM will limit the amount of current commanded to the EPS motor, which reduces steering assist levels.

If the PSCM detects a high system temperature and the overload protection mode is invoked, DTC C0176 "System Thermal Error" may be set. On some models, DTC C0476 "Electric Steering Motor Circuit Range/Performance" may also be set. These DTCs indicate normal PSCM action (reduced steering assist) to prevent thermal damage to power steering system components.

Refer to Power Steering System Description and Operation in SI or the appropriate Service Manual for more information about this and other vehicle-specific information on electric power steering systems.

For customer inquiries regarding this characteristic, please refer to the Steering section under Driving Your Vehicle in the appropriate Owner Manual (reproduced below for reference).

Owner Manual Information

If you turn the steering wheel in either direction several times until it stops, or hold the steering wheel in the stopped

Service Information

position for an extended amount of time, you may notice a reduced amount of power steering assist. The normal amount of power steering assist should return shortly after a few normal steering movements.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



WE SUPPORT
VOLUNTARY
TECHNICIAN
CERTIFICATION

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[<- Back](#)[Forward ->](#)

Document ID# 1755919
2005 Pontiac G6

[Feedback](#)[Print](#)

2005 G6 - 6CYL SEDAN
 41U BLACK /V6G
 70B LIGHT TAUPE
 ORDER NO. HTGQK7/TRE STOCK NO.
 VIN 1G2 ZG52 84 54 [REDACTED]

PONTIAC/GMC DIVISION
 GENERAL MOTORS CORPORATION
 100 RENAISSANCE CENTER
 DETROIT MI 48243-1114
 VEHICLE INVOICE 2AD50062775

*****16*07412S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
2ZG69 G6 - 6CYL SEDAN	20675.00	18917.63	INVOICE 01/10/05
AP3 REMOTE VEHICLE STARTER SYSTEM	150.00	133.50	SHIPPED 01/10/05
FE9 50-STATE EMISSIONS	N/C	N/C	EXP I/T 01/13/05
F83 AXLE RATIO 3.05	N/C	N/C	INT COM 01/13/05
JL9 BRAKES, 4-WHEEL DISC ANTILOCK	400.00	356.00	PRC EFF 01/07/05
W/TRACTION CONTROL			KEYS G2852 G2852
LX9 ENGINE, 3.5L V6 SFI	0.00	0.00	WFP-S QTR OPT-1
MX0 4-SPEED AUTOMATIC TRANSMISSION	0.00	0.00	BANK: GMAC - 045
PCH PREMIUM VALUE PACKAGE INCLUDES	2375.00	2113.75	CHG-TO 07-412
* (4) WHEELS, 16" CAST ALUMINUM PAINTED			SHIP WT: 3400
* AM/FM STEREO 6 DISC CD PLAYER (REPLACES STD/OPT/PKG RADIO)			HP: 32.9
* PANORAMIC ROOF, POWER			GMS: 21335.88
PDD CONVENIENCE PACKAGE INCLUDES:	375.00	333.75	SUPPLR: 22292.62
* MANUAL DRIVERS SEAT LUMBAR			MRM: 24600.00
* SEATBACK MAP POCKETS			DAN: LGHT3
* POWER SEAT HEIGHT ADJUSTER			MEMO 1093.75
* ADJUSTABLE PEDALS			
* FLOOR MATS			
* CONVENIENCE NET			
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	
1SZ 6-CYL, PCH OPTION PKG DISCOUNT	600.00-	534.00-	

TOTAL MODEL & OPTIONS 23375.00 21337.13 ACT 231 21260.88
 DESTINATION CHARGE 625.00 625.00 H/B 261 701.25

TOTAL 24000.00 21962.13 PAY 310 21962.13
 MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 20950.75

 INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

JOSEPH PONTIAC, INC. REMIT TO GMAC NO. 045
 VIN 1G2ZG528454 [REDACTED]
 \$ 21962.13 INV 2AD50062775
 DUE 01/13/05 DEALER 07-412

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

November 15, 2010

[REDACTED]
[REDACTED]
[REDACTED]
Holly, MI [REDACTED]

Service Request: 1-415959047
Customer Relationship Manager: David Quase

Dear [REDACTED]

We would like to discuss your request for assistance regarding your 2005 Pontiac G6, but we have been unsuccessful in our attempts to contact you.

To help us review your request in a timely manner, please contact me at 866-790-5700, extension 20172 on Monday through Friday during the hours of 8:00 AM and 4:45 PM EST. Please refer to your service request number above and I will be happy to assist you. If I am not available when you call, please leave me a voicemail with your phone number and the best time you can be reached.

If you are experiencing an urgent concern and I am not available, please contact our Pontiac Customer Assistance Center at 1-800-762-2737 and any of our representatives will assist you.

Sincerely,

Pontiac Division
General Motors Corporation

Privileged and Confidential Information

CASE ASSESSMENT BY: Dave Quase

Siebel/CARS Request No: 1-415959047

Customer Name: [REDACTED]

Year of Vehicle: 2005 Make: Pontiac Model: G6 Current Mileage: 22,100

Vehicle ID No.: 1G2ZG528454 [REDACTED] In Service Date: 5/27/05 Purchased: New Lease
If used: (date/miles)

What is customer seeking: Repair or Repurchase

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Power Steering

Date:	Mileage:	Days Out:	Description of Repair:
06/14/06	22,030	1	Power steering display is coming up. Customer is losing power steering while driving on E-Way mostly. Scan test code C0545 and C0176. Program power steering control module and retested. Test drove 10 miles to see if code resets. Vehicle is operating normal at this time.

OTHER SYMPTOM/CONCERN: Body work

Date:	Mileage:	Days Out:	Description of Repair:
06/14/06	22,030	*	Passenger side rear door outside strip is coming loose. Ordered molding and paint to match.

Total Days Out of Service: 1 (excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

VEHICLE MEETS PRESUMPTION LEMON LAW? YES: NO:

What is customer eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)? Repair

AVM and/or DEALER RECOMMENDATION(s): Service manager states dealer diagnosed and found codes C0545 & C0176. Dealer reprogrammed steering control module and road tested and no codes came back. Also states there is a bulletin for this concern. Bulletin # 1755919.

Service manager states he remembers this customer talking about find information on the internet and was telling service writer to look on the internet. Service manager states he advised customer that dealer uses bulletins issued by GM for repair(s) and that the vehicle is operating as designed.

CRM RECOMMENDATION & RATIONALE (EXPLAIN): CRM attempted to contact customer and customer has never returned call. UTC letter sent 6/19/06. Vehicle is operating as designed and CRM is not making any offer.

Decision reached by CRM: Arbitrate case: Settle case:

Team Manager Approval:

Date:

Overallowance/Incentives/Negative Equity Form (non-Florida)

Customer: James Trout **Request #:** 1-415959047

BBB#: PGM0652058

This form may be used to identify possible overallowance or negative equity and to determine any customer incentives which were paid, but may not be easily identifiable on a Bill of Sale.

You must determine the TRUE purchase price of a vehicle and identify any over allowance and/or incentives prior to arbitration or voluntary repurchase.

*** PLEASE NOTE: IF BALANCE OWED / LOAN CLOSEOUT AMOUNT IS HIGHER THAN ACV, THIS IS CONSIDERED NEGATIVE EQUITY!**

Purchase Price (from dealer Bill of Sale before tax, tag, etc)	\$21,335.88
MSRP (from BARS Invoice) <i>Note: If GMS price, use in place of MSRP price</i>	\$24,000.00
Difference (If positive, look for Over Allowance) If no Trade in, have Dealer explain why customer paid more than MSRP.	\$-2,664.12

Trade Allowance (from dealer Bill of Sale)	\$0.00
Actual Cash Value Statement	\$0.00
Difference (if positive, this is the overallowance)	\$0.00

Payoff or Lien amount from Bill of Sale <i>(If dealer added negative equity into contract, do not subtract)</i>	\$0.00
Actual Cash Value Statement	\$0.00
Difference (if positive, this is the negative equity)	\$0.00

<u>If Over Allowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, verify with Team Manager before submitting information to BBB</u>	
Purchase Price (from dealer Bill of Sale before tax, tag, etc.)	\$21,335.88
Incentives not included in Purchase Price (from BARS) minus <i>(Do not include fuel fill credit or dealer incentives. GM Card Points must be included)</i>	\$1,000.00

Overallowance and/or Negative Equity minus	\$0.00
Actual price of Vehicle that should be presented to BBB for ATA	\$20,335.88

Technician Copy

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



345 SOUTH HWY. 27 P.O. BOX 1018
SOMERSET, KY 42502 · (806) 678-4141
www.karnesmotorcompany.com

VIN# 1G2ZG528454 [REDACTED] STOCK# 54152418 RO# 248339 TAG# [REDACTED]

CUSTOMER DETAIL INFORMATION

CUST. NUMBER 5176733	DELIVERY DATE 02APR05	LICENSE	WRITTEN BY 6122	YEAR 05	MAKE AND MODEL PONTIAC G6
DATE 31JUL2006	MILEAGE IN/OUT 15863	COLOR	PROMISED DATE & TIME 20:00 31JUL06	PAYMENT TYPE CASH	RATE
NAME [REDACTED]			HOME PHONE [REDACTED]	BUSINESS PHONE	CELL PHONE
ADDRESS [REDACTED]			EMAIL ADDRESS		
CITY / STATE / ZIP STANFORD KY [REDACTED]			OPTIONS: <i>called</i>		

*CO545
up at Simon
BBB
arbitration*

JOB OPERATION CODE LABOR INSTRUCTIONS

# A	45	C/S THAT PWR. STEERING GOES OUT WHILE DRIVING; DOES NOT DO IT ALL THE TIME
	<i>1.8</i>	<i>Inspected. Called Tech Assist. Replaced column per 9093811</i>
# B	RENTAL	CUSTOMER REQUESTS RENTAL

*Attention
Jim Hamm
10 Copies*

Gene

6306

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE \$

AUTHORIZED BY: [REDACTED]

REVISED ESTIMATE (1) \$	DATE	TIME	BY
-------------------------	------	------	----

REPAIR ORDER NO. 206
OPER. NOS. 1
SHIP. NO.

CUSTOMER PRICE	STRAIGHT TIME JOBS		FLAT RATE JOBS		OFF	ON	TIME
	ACTUAL TIME	FLAT RATE TIME	ACTUAL TIME	FLAT RATE TIME			
		1.8					

REPAIR ORDER NO. 206
OPER. NOS. 1
SHIP. NO.

Replace column gear

#9093811

Ken Radcliff

206

to call test assembly

1.8
15 mi

columns test

REPAIR



Document ID# 1241508
2005 Pontiac G6



D 0545 (Symptom 00)

Ch ription

The steering column shaft torque sensor is a 5-volt dual analog inverse signal device which is used to determine the direction and the amount of torque being applied to the steering column shaft when the steering column shaft is turned. The valid signal voltage range of the sensor is 0.25-4.75 volts. When applying torque to the steering column shaft during a right turn, the sensor's signal 1 voltage increases, while the signal 2 voltage decreases within the valid signal voltage range. When applying torque to the steering column shaft during a left turn, the sensor's signal 1 voltage decreases, while the signal 2 voltage increases within the valid signal voltage range.

DI ptor

This procedure supports the following DTC:

DTC Steering Wheel Torque Input Sensor

This procedure includes DTCs which include DTC symptoms. For more information on DTC symptoms, refer to [DTC Symptom Description](#).

Symptom	DTC Symptom Descriptor
00	No Additional DTC Information

Co nditions for Running the DTC

Ignition is ON, with the engine ON.
Steering column shaft torque input is present.

Co nditions for Setting the DTC

The sensor's signal 1/signal 2 voltages are less than 0.25 volt, or greater than 4.75 volts.
There is a short to ground, short to voltage, or an open in the torque sensor, or the circuits to the sensor.

Ac tions When the DTC Sets

DTC 0545 00 is stored in memory.
The instrument cluster displays the POWER STEERING warning message.
Power steering assist is provided.

Ser ation

Page 2 of 4

Co or Clearing the DTC

- DTC will clear on the next malfunction-free ignition cycle.
- DTC will clear after 100 consecutive malfunction-free ignition cycles.
- :an tool

Test tion

The elow refer to the step numbers on the diagnostic table.

- 2 he sensor is within the valid signal voltage range.
- 3 of EL-47564 power steering control module (PSCM) test harness in steps 3-5 tests if the ion is internal to the PSCM.
- 5 he low reference circuit is opened or shorted internal to the PSCM. Since the torque signal 1 and signal 2 data parameters both drop to 0.0 V when the torque/position sensor r is disconnected, the position sensor's signal 1 data parameter is used to verify low : circuit operation.
- 7 he torque/position sensor harness is damaged. Since both ends of the harness cannot be , only visual circuit inspection can be performed.

Ste	Action	Value (s)	Yes	No
<i>Sch</i>	<i>Reference: Power Steering Schematics</i>			
<i>Co</i>	<i>1 View Reference: Power Steering Connector End Views</i>			
1	perform the Diagnostic System Check -	--	Go to Step 2	Go to Diagnostic System Check - Vehicle
2	<p>Install a scan tool.</p> <p>Turn ON the ignition, with the engine OFF.</p> <p>With a scan tool, observe the Torque Sensor Signal 1 and the Torque Sensor Signal 2 Data parameters in Data Display.</p> <p>Does the scan tool indicate the Torque Sensor and Signal 2 Data parameters are in the specified range?</p>	0.25-4.75 V	Go to Testing for Intermittent Conditions and Poor Connections	Go to Step 3
	<p>Turn OFF the ignition.</p> <p>Disconnect the torque/position sensor harness connector from the power steering control module (PSCM).</p> <p>Connect the <u>EL-47564</u> PSCM test</p>			

Ser ation

3	<p>ness.</p> <p>Connect a 3-amp fused jumper wire between the 5-volt reference circuit and the steering shaft torque signal 1 circuit of the PSCM test harness connector end. Turn ON the ignition, with the engine OFF.</p> <p>With the scan tool, observe the Torque Sensor Signal 1 data parameter.</p> <p>Does the scan tool indicate the Torque Sensor data parameter is less than the specified?</p>	4.9-5 V	Go to Step 8	Go to Step 4
4	<p>Connect a 3-amp fused jumper wire between the 5-volt reference circuit and the steering shaft torque signal 2 circuit of the PSCM test harness connector end.</p> <p>With the scan tool, observe the Torque Sensor Signal 2 data parameter.</p> <p>Does the scan tool indicate the Torque Sensor data parameter is less than the specified?</p>	4.9-5 V	Go to Step 8	Go to Step 5
5	<p>Connect a 3-amp fused jumper wire between the low reference circuit and the steering position sensor signal 1 circuit of the PSCM test harness connector end.</p> <p>With the scan tool, observe the Steering Position Sensor Signal 1 data parameter.</p> <p>Does the scan tool indicate the Steering Position Signal 1 data parameter is greater than specified value?</p>	0.0 V	Go to Step 8	Go to Step 6
6	<p>Turn OFF the ignition.</p> <p>Inspect for poor connections at the torque/position sensor harness connector. Refer to <u>Testing for Intermittent Conditions and Poor Connections and Connector Repairs</u>.</p> <p>Did you find and correct the condition?</p>	--	Go to Step 10	Go to Step 7
7	<p>Do you inspect the torque/position sensor for any damaged wires. Refer to <u>Wiring and Repairing Damaged Wire</u> section.</p> <p>Did you find and correct the condition?</p>	--	Go to Step 10	Go to Step 9
	<p>Replace the power steering motor/module</p>			

Serv ation

Page 4 of 4

8	7. Refer to <u>Motor Replacement - Power Assist</u> . complete the replacement?	--	Go to Step 10	--
9	the torque sensor. Refer to <u>Steering Replacement</u> . complete the replacement?	--	Go to Step 10	--
10	se the scan tool in order to clear the TC. perate the vehicle within the conditions r running the DTC. e DTC reset?	--	Go to Step 2	System OK


[Forward >](#)

Document ID# 1241508
2005 Pontiac G6

[Feedback](#)
[Print](#)

BOB ALLEN
MOTOR MALL

711 to 801 Maple Ave. • P.O. Box 1365 • Danville, Kentucky 40423
 Phone (859) 236-3217 • Lexington 252-7636
 e-mail: info@boballenmotormall.com

*Total
5
pages*

JULY 27,2006

ATTN: FELICIA WILLIAMS

REF: CASE # 1-415980440

PLEASE FIND ATTACHED TWO REPAIR ORDERS ON
 [REDACTED] (2005 PONTIAC G6 - VIN 1G2ZG528454 [REDACTED])

THANK YOU

David Baker

DAVID BAKER
 SERVICE & PARTS DIRECTOR

Pontiac
 CHRYSLER

Cadillac
 Jeep

NISSAN
 Dodge

GMC
 Dodge Trucks



PNWS154018

P.O. BOX 1338 • 725 MAPLE AVE. • DANVILLE, KY. 40423 • (859) 236-3217 LEX 252-7636

DISCLAIMER OF WARRANTIES - Any warranties on the products sold hereby are those made by the manufacturer. The Selling Dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the Selling Dealer neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this car/truck and/or service. Buyer shall not be entitled to recover from the Selling Dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit or income, or any other incidental damages.

CUSTOMER NO. 49310	ADVISOR CHRIS MATANO	TAG NO. 625 173	INVOICE DATE 04/10/06	INVOICE NO. PNWS154018
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 11,900	COLOR GREY/
STANFORD, KY	YEAR / MAKE / MODEL 05/PONTIAC/G6	VEHICLE I.D. NO. 1 G 2 Z G 5 2 8 4 5 4	DELIVERY DATE	DELIVERY MILES
	F. T. E. NO.	P. O. NO.	SELLING DEALER NO.	PRODUCTION DATE
	COMMENTS		R. O. DATE 04/04/06	

LABOR & PARTS		MO: 11903
J# 1 15PNZ	STEERING/SUSPENSION HOURS: 0.30 TECH(S):583 CUSTOMER STATES VEHICLE LOST POWER STEERING FOR A MOMENT AND THE "POWER STEERING SYSTEM" LIGHT CAME ON UNKNOWN INSPECT AND ROADTEST WITH SCAN TOOL. NO CODES STORED IN SYSTEM. UNABLE TO DUPLICATE CONCERN AT THIS TIME.	18.38
JOB # 1 TOTAL LABOR & PARTS		18.38
J# 2 99PNZ	RECALL HOURS: 0.30 TECH(S):583 RECALL 05548-HARMONIC BALANCER SAFETY RECALL PERFORMED RECALL-TORQUE BOLTS TO 118 LBS	18.38
JOB # 2 TOTAL LABOR & PARTS		18.38
R/O TAX		0.00
R/O TOTALS		36.76

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
154018	36.76
CLAIM TOTALS	36.76

David J. Baker

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.836
04/10/2006
0853
WARRANTY NEW CLAIM

RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #
154018 04/04/2006 1G2ZG528454 6 09044 11900 XXX-XX-0970

CUSTOMER NAME: FIRST: [REDACTED] MIDDLE: [REDACTED]
LAST: [REDACTED] PHONE:WORK: [REDACTED] HOME: [REDACTED]

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		WT				97	N9995	.3			18.38
LN-TOT:												18.38
											AUTH. AUTHOR.:	
LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	02		MA				96	Y0042	.3			18.38
LN-TOT:												18.38
											AUTH. AUTHOR.:	
											R.O. TOTAL: 36.76	

TECHNICIANS DETAILED EXPLANATION OF CAUSE AND CORRECTION

LOSS POWER STEERING ?
 NO COCKETS
 NO PUP JACKET

05548 HORMONIC BALANCER
 11 11

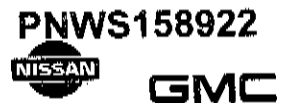
TIME STAMPS - BEGIN APPLYING FROM TOP		TIME CLOCK
1	583 TIME STAMP	ON 3 1 19
2	TIME STAMP	OFF 3 1 47
3	TIME STAMP	ON 3 1 47
4	TIME STAMP	OFF 3 2 03
5	118 # LBS TOWED TIME STAMP	ON
6	TIME STAMP	OFF
7	TIME STAMP	ON
8	TIME STAMP	OFF
9	154018 TIME STAMP	ON 4 4 06
10	TIME STAMP	ON
11	TIME STAMP	OFF
12	TIME STAMP	ON
		OFF

STRAIGHT TIME (HRS) 1.6
 FLAT RATE PRICE @
 R.O. NO. 583
 TIME 154018
 OFF 4406
 ON

FROM : BOB ALLEN PARTS

PHONE NO. :

JUL 27 2006 03:50PM P3



PNWS158922

P.O. BOX 1338 • 725 MAPLE AVE. • DANVILLE, KY. 40423 • (859) 236-3217 LEX 252-7636

DISCLAIMER OF WARRANTIES - Any warranties on the products sold hereby are those made by the manufacturer. The Selling Dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the Selling Dealer neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the Selling Dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit or income, or any other incidental damages.

CUSTOMER NO. 49310	ADVISOR CHRIS MATANO	TAG NO. 625	INVOICE DATE 07/26/06	INVOICE NO. PNWS158922
STANFORD, KY	LABOR RATE	LICENSE NO.	MILEAGE 15,485	COLOR GREY/
	YEAR / MAKE / MODEL 05/PONTIAC/G6			DELIVERY DATE
	VEHICLE I.D. NO. 1 G 2 Z G 5 2 8 4 5 4			SELLING DEALER NO.
	F. T. E. NO.			P. O. NO. 07/20/06
COMMENTS				MO: 15493

LABOR & PARTS
 J# 1 15PNZ STEERING/SUSPENSION HOURS: 0.50 TECH(S):670 30.64
 CUSTOMER STATES "POWER STEERING" READ IN RADIO DISPLAY AND VEHICLE HAD NO POWER STEERING.
 LOOSE CONNECTION INSPECT AND DUPLICATE CONCERN. FOUND LOOSE CONNECTOR ON POWER STEERING CONTROL MODULE. TIGHTEN CONNECTOR TERMINALS AND REINSTALLED CONNECTORS. CLEAR CODES AND ROADTEST-OK
 JOB # 1 TOTAL LABOR & PARTS 30.64
 R/O TAX 0.00
 R/O TOTALS 30.64

WARRANTY CLAIM DETAIL TOTALS

CLAIM#..... TOTAL....
 158922 30.64
 CLAIM TOTALS 30.64

Chris Matano
 APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.426
 07/26/2006 WARRANTY NEW CLAIM
 1315
 RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #
 158922 07/20/2006 1G2ZG528454 6 09044 15485 XXX-XX-0970

CUSTOMER NAME: FIRST: MIDDLE:
 LAST: PHONE:WORK: HOME:

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	OHRS	NET-AMT.	LAB-TOT.
I	01		0J				6N	N6628	.5			30.64
LN-TOT: 30.64 TECH SSN: AUTH CODE: AUTH. AUTHOR.:												
R.O. TOTAL:											30.64	

CONDITION	TECHNICIANS DETAILED EXPLANATION OF CAUSE AND CORRECTION	TIME STAMPS - BEGIN APPLYING FROM TOP	TIME CLOCK
#1	C- Inspected & found loose connectors on Power steering Control module.	1	20 2 53
	C- Tightened connectors terminals & reinstalled connectors. Cleared DTC'S & could not duplicate condition after repair.	2	20 3 38
		3	
		4	
		5	
		6	
		7	
		8	
		9	
		10	
		11	
		12	

← Back

Forward →

Inventory #117 2005 Pontiac G6

STRAIGHT TIME (HRS.) 0.5
 FLAT RATE PRICE
 R.O. NO. 13922
 EMP. NO. 618
 OPER. NO. [Signature]
 TIME OFF 7-1300
 ON

Feedback

Print

U2100 00
 B1325 03
 C0545 00
 B3100 73

Invoice # 248339

Tag #

Customer #: 5176733

Service Advisor: 122 RUSSELL GOFF



345 SOUTH HWY. 27 P.O. BOX 1018
SOMERSET, KY 42502 (606) 678-4141
www.karnesmotorcompany.com

STANFORD, KY
HOME B US:
EMAIL:

CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
	05	PONTIAC G6	1G2ZG528454		15863	15863			
DEL DATE	PROJ. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.D. OPENED	READY
02APR05 I			20:00 31JUL06		72.00	CASH	09AUG06	16:42 31JUL06	12:14 04AUG06

OPTIONS: STK:54152418 ENG:3.5 Liter SFI

Karnes
Regional GM Center

FREE
Vehicle Inspection on
next service visit

Expiration: 07Nov2006

Not available with any other coupons/discounts

We really appreciate your business
Remember, we wash every vehicle
that is brought in for service.

Completely Satisfied
 Very Satisfied
 Satisfied
 Somewhat Satisfied
 Not Satisfied

WE SELL TIRES,
CHECK OUR PRICING
All Major Brands: Goodyear, Michelin
General, BF Goodrich, Uniroyal
and more...

A C/S THAT PWR. STEERING GOES OUT WHILE DRIVING, DOES NOT DO IT ALL THE TIME
CAUSE: .

E7680 COLUMN ASSEMBLY, STEERING REPLACE
6306 WP hrs. (N/C)
1 88967179 S/COL REM (N/C)

B CUSTOMER REQUESTS RENTAL
CAUSE: .

Z7903 THREE DAYS RENTAL
6306 WP hrs. (N/C)
SUBL RENTAL WP (N/C)



Goodwrench Service Plus

Customer Copy

SERVICE HOURS:
Monday - Friday
7:30 AM to 6:00 PM
Saturday
9:00 AM to 3:00 PM

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 OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 11 YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.
I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

APPOINTMENTS: 606-678-4141

THANK YOU!

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

November 16, 2010

[REDACTED]
Stanford, KY [REDACTED]

Service Request: 1-415980440
Customer Relationship Specialist: Felicia Williams

Dear [REDACTED]

Pontiac is pleased to provide service coverage for the steering on your 2005 Pontiac G6, Vehicle Identification Number 1G2ZG528454 [REDACTED]. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until April 2, 2012, or 100,000 miles, whichever occurs first. Pontiac will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following items are covered:

Steering – Gear housing and all internal parts; rack and pinion; power steering pump; steering shaft couplings; seals and gaskets.

Pontiac will not be responsible for conditions arising from tampering, abuse, physical damage, or improper maintenance. This coverage is not transferable to any other vehicle or subsequent owner of your vehicle. Please keep this letter with your G6. Should your vehicle require repairs within the coverage period, present this letter to the Service Manager of an authorized Pontiac Dealership.

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
Component Service Coverage

Submit the claim with all the appropriate authorization codes and H route it to your Area Service Manager. Be sure to retain a copy of this letter in the customer's file and return the original to the customer.

Privileged and Confidential Information

CASE ASSESSMENT BY: Felicia Williams

Siebel/CARS Request No: 1-415980440

Customer Name: [REDACTED]

Year of Vehicle: 2005 Make: Pontiac Model: G6 Current Mileage: 15,558

Vehicle ID No.: 1G2ZG528454 [REDACTED] In Service Date: 04/02/2005 Purchased: New/Used
If used: (date/miles)

What is customer seeking: repurchase

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: power steering failure

Date:	Mileage:	Days Out:	Description of Repair:
4/4/06	11,900	7	unable to duplicate concern
7/20/06	15,485	7	found loose connector on powers steering control module; Tirtghtened connectors terminals and reinstalled connectors And cleared codes
7/31/06	15,863	1	replaced steering column assembly per document 1241508

Total Days Out of Service: 15 xcluding days for customer pay reasons such as; Maintenance and Collision Repairs)

VEHICLE MEETS PRESUMPTION LEMON LAW? YES: NO:

What is customer eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)? goodwill

AVM and/or DEALER RECOMMENDATION(s): AVM Frank Hamby states we will work under terms of nwv to repair vehicle. We will not volutarily repurchase cust vehicle at this time.

CRM RECOMMENDATION & RATIONALE (EXPLAIN): [REDACTED] took vehicle back to selling dealer, Karnes Motor Company. The dealer replaced the steering column assembly and this has resolved customers concern with power steering per the Svc Mgr. I tried to reach customer today to verify that cust is not having any further concerns with vehicle, customer was unavailable. GM will not volutarily repurchase or replace customers vehicle at this time. CRM to offer 7/100 steering component letter. Business Reasons for offering Steering Component letter: 1) Cust has had repeated concerns w/ power steering 2) Give the customer the written assurance that GM will cover the component in the event of a future concern 3) The customer has concerns regarding expenses that may be incurred for repeated repairs once the vehicle is outside of warranty

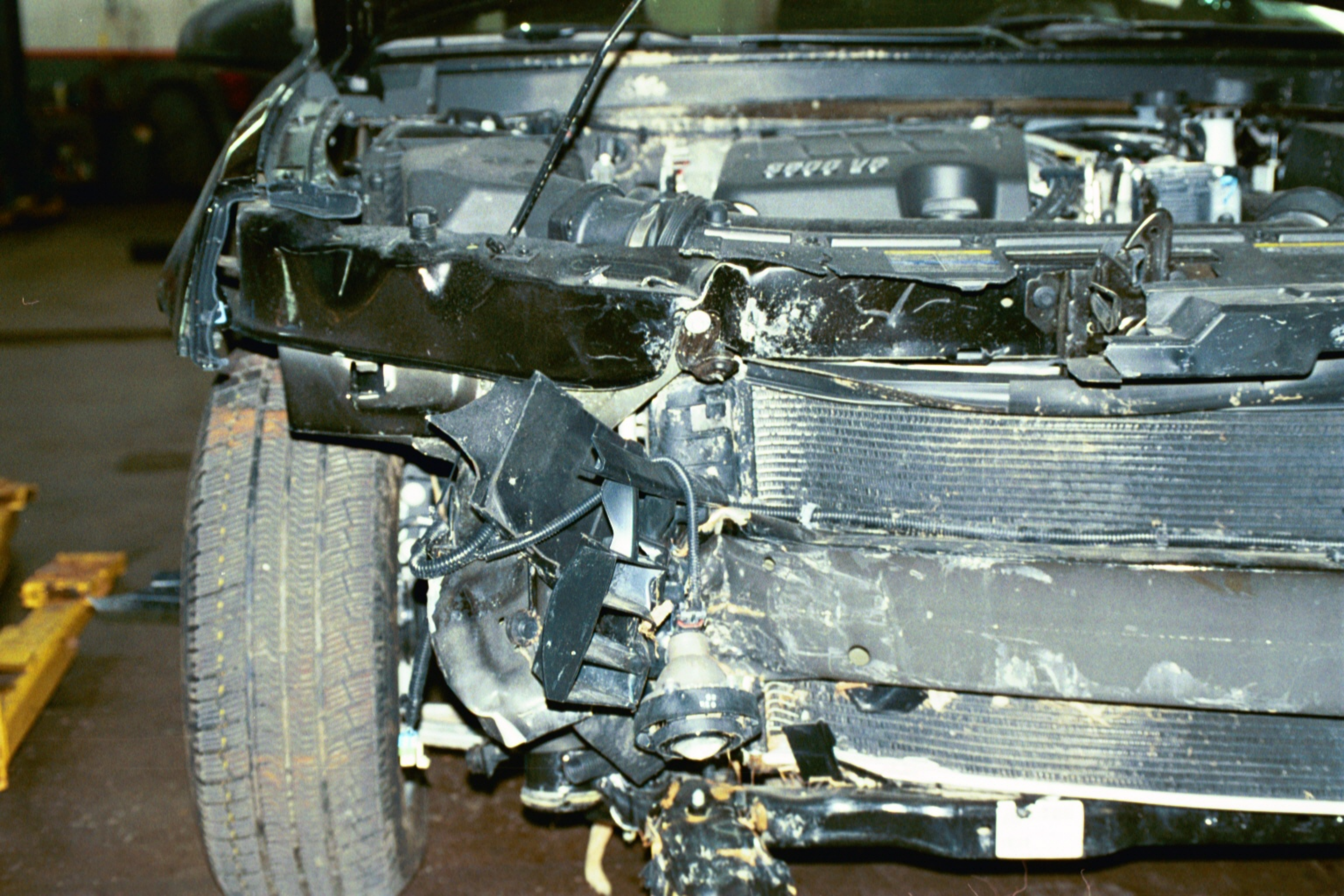
Team Manager Approval: _____ Date: _____

Privileged and Confidential Information

Decision reached by CRM: Arbitrate case: Settle case:

Team Manager Approval:

Date:











DOT

G

GM

TECH 2

PSCM Data ▲

Battery Voltage Signal	11.92 Volts
Vehicle Speed	0 mph
Torque Sensor Signal 1	4.4 Volts
Torque Sensor Signal 2	0.5 Volts
Steering Shaft Torque	6.96 ft-lbs
Steering Position Senso	2.6 Volts
Steering Position Senso	4.9 Volts
Steering Position	526 °
Cabin System Tempe	62 °F

Battery Voltage Signal ▼

Select
Items

DTC

Quick
Snapshot

More



TECH 2

PSCM Data

Ignition Voltage Signal	11.92 Volts
Vehicle Speed	0 mph
Torque Sensor Signal 1	0.8 Volts
Torque Sensor Signal 2	4.1 Volts
Low Shaft Torque	-8.51 ft-lbs
Timing Position Senso	1.9 Volts
Timing Position Senso	4.3 Volts
Timing Wheel Position	-526 °
Regulated System Tempe	62 °F

Select
Items

DTC

Quick
Snapshot

More



TECH 2

PSCM Data ▲

Battery Voltage Signal	11.92 Volts
Vehicle Speed	0 mph
Torque Sensor Signal 1	1.5 Volts
Torque Sensor Signal 2	3.4 Volts
Steering Shaft Torque	-5.41 ft-lbs
Steering Position Senso	2.7 Volts
Steering Position Senso	0.3 Volts
Steering Wheel Position	0 °
Calculated System Tempe	62 °F

Battery Voltage Signal ▼

Select
Items

DTC

Quick
Snapshot

More



TECH 2

DTC Information

ECU Name	Status
----------	--------

Power Steering Control Mo	0
---------------------------	---

Power Steering Control Module	1
-------------------------------	---

DLC Pin : 14, 6

Restart

View All
DTCs

DTCs Sorted By Priority

Supplemental Inflatable Restraint
00052 Symptom 00
Deployment Commanded

Last Test:	Passed
This Ignition:	Passed
Since Cleared:	MIL Requested
	Passed
	History
	5 / 5

Clear
DTCs

Displayed By Priority

Supplemental Inflatable Restraint
00015 Symptom 04
LF Pretensioner Deployment Loop Open
Circuit

Last Test:	Failed/Current
This Ignition:	Not Run/Fail
Since Cleared:	MIL Requested
	Not Run/Fail
	History
	4 / 5

Clear
DTCs

DTCs Sorted By Priority

Supplemental Inflatable Restraint
00022 Symptom 04
RF Pretensioner Deployment Loop Open
Circuit

Last Test:	Failed/Current
This Ignition:	Not Run/Fail
Since Cleared:	MIL Requested
	Not Run/Fail
	History
	3 / 5

Clear
DTCs

DTCs Sorted By Priority ▲

Supplemental Inflatable Restraint
00012 Symptom 04
Driver Frontal Deployment Loop Stage 1
Open Circuit

Last Test: Failed/Current

This Ignition: Not Run/Fail
MIL Requested

Since Cleared: Not Run/Fail
History

2 / 5 ▼

Clear
DTCs

DTCs Sorted By Priority

Supplemental Inflatable Restraint
B0013 Symptom 04
Driver Frontal Deployment Loop Stage 2
Open Circuit

Last Test:
This Ignition:
Since Cleared:

Failed/Current
Not Run/Fail
MIL Requested
Not Run/Fail
History

1 / 5

Clear
DTCs



DTC Information

ECU Name	Status
Vehicle Comm. Interface M	No Comm.
Supplemental Inflatable R	5
Body Control Module	0
Instrument Panel Cluster	0
PCM	0
Power Steering Control Mo	0
Vehicle Comm. Interface Module	4 / 11

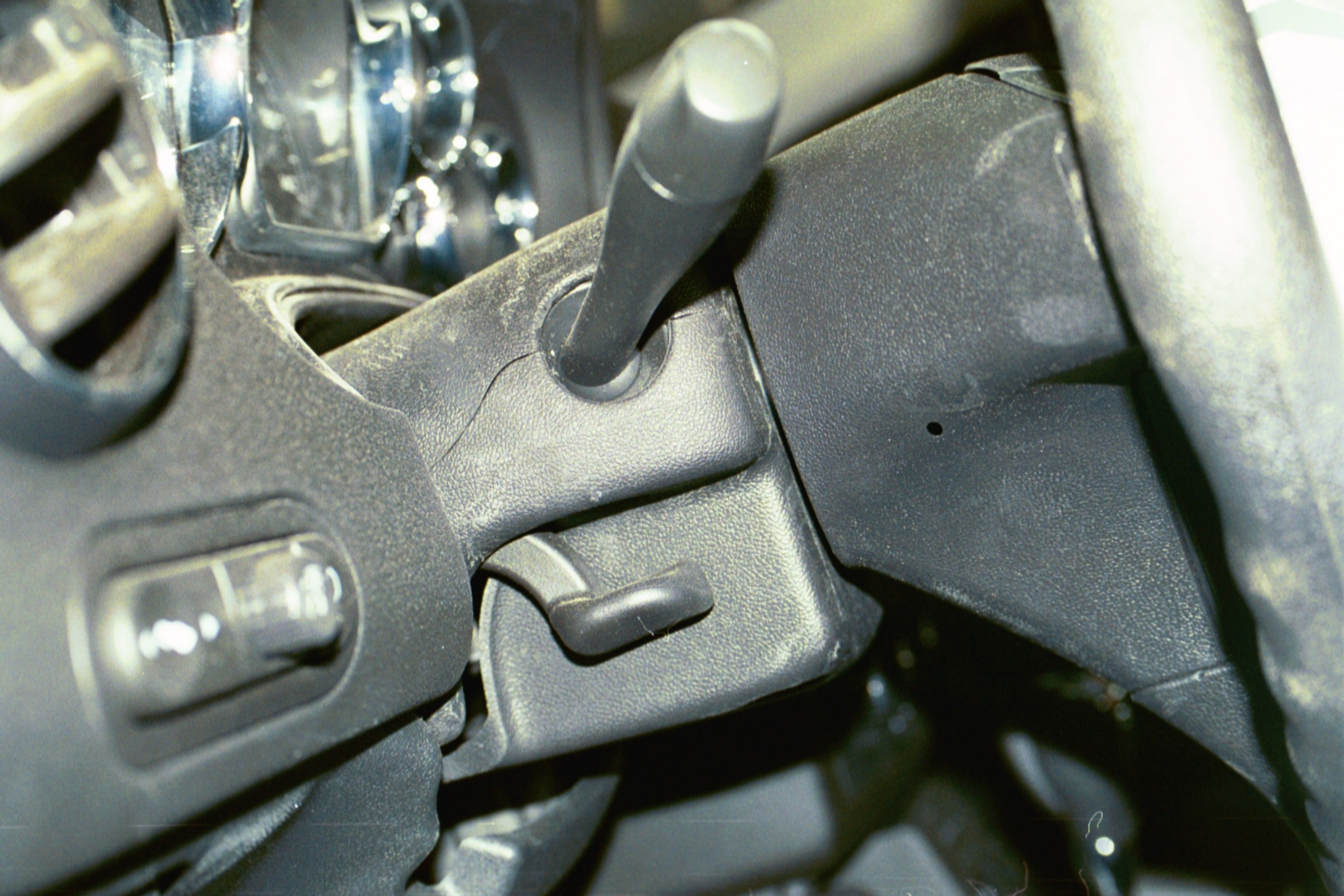
DLC Pin : 1

Restart

View All DTCs























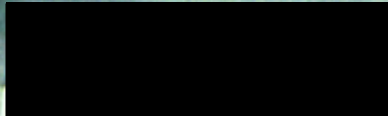
[Redacted license plate area]







1G2ZG558064



PONTIAC

**Don
Davis**

2277 Niagara Falls Blvd.
Amherst, NY 14228
(716) 691-7800
www.dondavis.com

Auto World

HONDA
GMC TRUCK

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

FACSIMILE TRANSMITTAL SHEET

TO: <u>Mary Greer</u>	FROM: <u>Mike MAY</u>
COMPANY: <u>Gen Product Alterations</u>	DATE: <u>6-5</u>
FAX NUMBER:	PAGES TO FOLLOW:
PHONE NUMBER:	SENDER'S FAX NUMBER:

URGENT FOR REVIEW PLEASE COMMENT PLEASE REPLY PLEASE RECYCLE

MESSAGE:

Ordered new cash order to
show dollar amount.
This is # still for RO# 118420

DON DAVIS AUTO WORLD PNCS119097

2277 Niagara Falls Blvd.
Amherst, NY 14228
(716) 691-7800

REPAIR SHOP REG. NO. R5150612

PNCS119097

CUSTOMER ID: 39658 [REDACTED] NY 14228	ADVISOR MICHAEL MAY	TAG No. 183	INVOICE DATE 06/05/06	INVOICE No. PNCS119097
	LABOR RATE	LICENCE No.	COLOR /	STOCK No.
Business Phone	YEAR / MAKE / MODEL 06 / PONTIAC / G6 / 4 DOOR SEDAN	MILEAGE 301	DELIVERY DATE	DELIVERY MILES
	VEHICLE ID No. JG 2 2 G 5 5 8 0 6 4		SELLING DEALER NO.	PRODUCTION DATE
	P. I. E. No.	P.O. No.	R.O. DATE 06/05/06	
	COMMENTARY			MO: 301

LABOR & PARTS
30-3-145PNZ01 STEERING CONCERN TECH(S):745 78.98
INSPECTION COMPLETED FOR GM PRODUCT ALLEGATION

JOB # 1 TOTAL LABOR & PARTS 78.98

TECHNICIAN CERTIFICATION
745 KRISTOPHLR KREGER YP14

TOTALS

CUSTOMER LABOR RATE IS VARIABLE \$20.00-\$81.00 PER FLAT RATE
HOURLY RATE REFLECTS TECHNICAL EXPERTISE NEEDED TO PERFORM
EACH INDIVIDUAL REPAIR
YOUR SATISFACTION IS VERY IMPORTANT TO ALL THE EMPLOYEES
AT DON DAVIS AUTOWORLD PLEASE IF YOU HAVE ANY UNANSWERED
QUESTIONS ASK AN EMPLOYEE BEFORE YOU LEAVE. THANK YOU FOR
YOUR BUSINESS.

TOTAL LABOR....	78.98
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	6.98

TOTAL INVOICE \$ ~~85.98~~ **78.98**

CUSTOMER SIGNATURE

PAR GMWA Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information			
Date	5-30-06	Service Request #	1-409788938
Customer Name	[REDACTED]		
VIN	1G2ZG558064 [REDACTED]		
In-Service Date	5/1/2006	Service Contract?	No
Current Mileage	260	Purchased New/Used?	New
Warranty Blocked?	No		
Branded Title?	No	Mileage at Purchase	136
Dealer and Claim Information			
Dealer Name	Don Davis Auto World		
Dealer Svc Mgr	Mike May	Dir Warranty Admin:	Carol Widger
Dealer Phone	(716) 691-7800	Dealer Fax	(716) 564-3243
Dealer BAC	115805		
Dealer Division and Code	48-GMC-06532		
Repair Order Number	119097		
Repair Order Close Date	6/5/06		
Labor Op. Code Z1242	Dollar Amt: _____		
Labor Op. Code Z1243	Dollar Amt: 78.98		
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:	Ca78.98		
DO NOT H ROUTE THIS CLAIM			
Authorization Code:	DO NOT PUT IN AN AUTH CODE		
Additional Comments for Dealer:			
IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO			
Retain Copy with Dealer Repair Order			
Internal PAR Information			
Complaint:			
	EAA Inspection hosted by dealership, labor for technician who assisted		
Cause:			
	Collision		
Correction:			
	Tech assisted with inspection		
Justification:			
	To assist with inspection		
PAR CRM			
	Mary Greer		

PONTIAC

**Don
Davis**

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Auto World

HONDA
GMC TRUCK

FACSIMILE TRANSMITTAL SHEET

TO:	FROM:
MARY Green	Mike May
COMPANY:	DATE:
Sex Racist Allegations	5/30/06
FAX NUMBER:	PAGES TO FOLLOW:
	1
PHONE NUMBER:	SENDER'S FAX NUMBER:
	(716) 691-4893

URGENT FOR REVIEW PLEASE COMMENT PLEASE REPLY PLEASE RECYCLE

MESSAGE:

Here is the Screen Shot you
Requested

Thanks.
Mike May

MAY 30, 2006 R/O REVIEW

Store 01 SERVC01 PORT 5011 3030

X. R/O NO. 118420 TYPE SERVICE		11. ADVISOR 183
1. CUSTOMER [REDACTED]		12. DATE IN 05/22/2006
[REDACTED] N TONAWANDIX NY		13. TIME IN 12:59pm
PHONE (D) [REDACTED]	PHONE (H) [REDACTED]	14. DATE PR 05/22/2006
2. SERIAL# 10220558064 [REDACTED] PROD DT		15. TIME PR 05:30pm
LIC# [REDACTED]	SIX# [REDACTED]	16. TAG NO.
DESC. EN 06 06		17. MI I/O 301/301
3. JOBS (TR) 1		18. PO NO.
STATUS F		19. COMMENTS
4. LABOR 0.00	78.98	20. RECOMMEN
5. PARTS 0.00	0.00	21. JRNL PFX PICKUP
6. SHALPT 0.00	0.00	22.
7. G.O.G. 0.00	0.00	
8. MISC 0.00	0.00	
9. TAX 0.00	0.00	
10. EST \$ []	TOTALS [C] 0.00 [W]	78.98 [I] 0.00

(S-SAVE) (CH-CONS REACH) (W-CLAIMS) (DV-DOCUMENT VIEW) (LINE#) (TAB)

PAR GMWA
Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information			
Date	5-30-06	Service Request #	1-409788938
Customer Name	[REDACTED]		
VIN	1G2ZG558064 [REDACTED]		
In-Service Date	5/1/2006	Service Contract?	No
Current Mileage	260	Purchased New/Used?	New
Warranty Blocked?	No		
Branded Title?	No	Mileage at Purchase	136
Dealer and Claim Information			
Dealer Name	Don Davis Auto World		
Dealer Svc Mgr	Mike May	Dir Warranty Admin:	Carol Widger
Dealer Phone	(716) 691-7800	Dealer Fax	(716) 564-3243
Dealer BAC	115805		
Dealer Division and Code	48-GMC-06532		
Repair Order Number	119097		
Repair Order Close Date	6/5/06		
Labor Op. Code Z1242	Dollar Amt: _____		
Labor Op. Code Z1243	Dollar Amt: 78.98		
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:	Ca78.98		
DO NOT H ROUTE THIS CLAIM			
Authorization Code:	DO NOT PUT IN AN AUTH CODE		
Additional Comments for Dealer:			
IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO			
Retain Copy with Dealer Repair Order			
Internal PAR Information			
Complaint:			
	EAA Inspection hosted by dealership, labor for technician who assisted		
Cause:			
	Collision		
Correction:			
	Tech assisted with inspection		
Justification:			
	To assist with inspection		
PAR CRM			
	Mary Greer		

de



FACSIMILE TRANSMITTAL SHEET

TO: <i>Mary G.</i>	FROM: <i>Jennifer Aquino</i>
FAX NUMBER: <i>866 393 8081</i>	DATE: <i>5/23/06</i>
COMPANY: <i>General Motors</i>	TOTAL NO. OF PAGES INCLUDING COVER: <i>2</i>
PHONE NUMBER:	SENDER'S REFERENCE NUMBER:
RE:	YOUR REFERENCE NUMBER:

- URGENT
 FOR REVIEW
 PLEASE COMMENT
 PLEASE REPLY
 PLEASE RECYCLE

NOTES/COMMENTS:

Police Report Attached

The information contained in this transmission is confidential. It may also be legally privileged. If you are not the addressee you may not copy, forward, disclose or use any part of it. If you have received this message in error, please notify the sender immediately by return facsimile.

Local Codes
616716
1326

New York State Department of Motor Vehicles
POLICE ACCIDENT REPORT
MV-104A (7/01)
DMV COPY

#817

AMENDED REPORT

Ditch Tree

1	Accident Date Month: 05, Day: 06, Year: 2006	Day of Week: SAT	Military Time: 0245	No. of Vehicles: 1	No. Injured: -	No. Killed: -	Not Investigated at Scene <input type="checkbox"/>	Left Scene <input type="checkbox"/>	Police Photos <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	20
							Accident Reconstructed <input type="checkbox"/>			

2	VEHICLE 1				VEHICLE 2				BICYCLIST <input type="checkbox"/> PEDESTRIAN <input type="checkbox"/> OTHER PEDESTRIAN <input type="checkbox"/>		21
VEHICLE 1 - Driver License ID Number		State of Lic. NY		VEHICLE 2 - Driver License ID Number		State of Lic.					
Driver Name - exactly as printed on license		Address (Include Number & Street)		Driver Name - exactly as printed on license		Address (Include Number & Street)					
City or Town: N. Tonawanda		State: NY		City or Town		State					

3	Date of Birth	Sex: F	Unlicensed <input type="checkbox"/>	No. of Occupants: 1	Public Property Damaged <input type="checkbox"/>	Date of Birth	Sex	Unlicensed <input type="checkbox"/>	No. of Occupants	Public Property Damaged <input type="checkbox"/>	22
Name - exactly as printed on registration		Sex: M	Date of Birth		Name - exactly as printed on registration		Sex	Date of Birth			23
Address (Include Number & Street)		Apt. No.	Haz. Mat. Code	Released <input type="checkbox"/>	Address (Include Number & Street)		Apt. No.	Haz. Mat. Code	Released <input type="checkbox"/>		24
City or Town: N. Tonawanda		State: NY		City or Town		State					

4	Plate Number	State of Reg. NY	Vehicle Year & Make: 2006 PONT	Vehicle Type: 4DR	Ins. Code: 240	Plate Number	State of Reg.	Vehicle Year & Make	Vehicle Type	Ins. Code	25	
Ticket/Arrest Number(s)		Violation Section(s)		Ticket/Arrest Number(s)		Violation Section(s)						

6	Check if involved vehicle is: <input type="checkbox"/> more than 95 inches wide; <input type="checkbox"/> more than 34 feet long; <input type="checkbox"/> operated with an overweight permit; <input type="checkbox"/> operated with an overdimension permit.	Check if involved vehicle is: <input type="checkbox"/> more than 95 inches wide; <input type="checkbox"/> more than 34 feet long; <input type="checkbox"/> operated with an overweight permit; <input type="checkbox"/> operated with an overdimension permit.	Circle the diagram below that describes the accident, or draw your own diagram in space #9. Number the vehicles.	25
VEHICLE 1 DAMAGE CODES		VEHICLE 2 DAMAGE CODES		
Box 1 - Point of Impact	1 3 2	Box 1 - Point of Impact	1 2	
Box 2 - Most Damage	3 4 5	Box 2 - Most Damage	3 4 5	
Enter up to three more Damage Codes	2 4 5	Enter up to three more Damage Codes	3 4 5	
Vehicle Towed: By Belkars To	Vehicle Towed: To	ACCIDENT DIAGRAM		

7	VEHICLE DAMAGE CODING: 1-13. SEE DIAGRAM ON RIGHT. 14. UNDERCARRIAGE 17. DEMOLISHED 15. TRAILER 18. NO DAMAGE 16. OVERTURNED 19. OTHER	Diagram of vehicle damage coding (1-13)	Cost of repairs to any one vehicle will be more than \$1000. <input type="checkbox"/> Unknown/Unable to Determine <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	26
---	--	---	--	----

Reference Marker	Coordinates (if available)	Place Where Accident Occurred:	27
	Latitude/Northing:	County: ERIE <input type="checkbox"/> City <input type="checkbox"/> Village <input checked="" type="checkbox"/> Town of: Amherst	
	Longitude/Easting:	Road on which accident occurred: 1603 1-990 (Route Number or Street Name)	
		at 1) Intersecting street (Route Number or Street Name)	
		or 2) 1/2 Mile <input type="checkbox"/> N <input type="checkbox"/> S <input type="checkbox"/> E <input type="checkbox"/> W of Sweet Home (Milepost, Nearest Intersecting Route Number or Street Name)	

Accident Description/Officer's Notes
V, TRAVELING NORTHBOUND ON 1-990 IN LANE 2. D1 STATES SHE WAS MOVING INTO LANE 3 TO EXIT AT SWEET HOME WHEN THE FRONT END LOCKED UP AND PULLED V1 TO THE RIGHT OFF THE ROAD THROUGH A DITCH STRIKE A TREE. THERE IS ONE SCID MARK STRAIGHT ON THE LEFT SIDE OF LANE 2 ACROSS LANES 3 & 4 OFF THE SHOULDER.

8	9	10	11	12	13	14	15	16	17	18	BY	TO	18	Date of Death Only
A	1	1	A	1	23	F	B	11	6	-	-	-	-	
B														
C														
D														
E														
F														

Officer's Rank and Signature: PO C. J. [Signature]	Badge/ID No.: 096	NCIC No.: 01451	Provinc/Post Troop/Zone: 5	Station/Beat/Sector: 5	Reviewing Officer:	Date/Time Reviewed:
--	-------------------	-----------------	----------------------------	------------------------	--------------------	---------------------

DMV FORM 104-A (REV. 10-03)

USE COVER SHEET

PONTIAC

**DON
DAVIS**

2277 Niagara Falls Blvd.
Amherst, NY 14228
(716) 691-7800
www.dondavis.com
Auto World

HONDA
GM TRUCK

FACSIMILE TRANSMITTAL SHEET

TO: PAR MARY GREW FROM: MILLO MARY
 COMPANY: GM PAR. DATE: 5/25
 FAX NUMBER: PAGES TO FOLLOW: 2
 PHONE NUMBER: SENDER'S FAX NUMBER:

URGENT FOR REVIEW PLEASE COMMENT PLEASE REPLY PLEASE RECYCLE

MESSAGE:

1-409788938

PAR-# 1-409788938

PAR-Case # 1027 SAUER

1-800-231-1841 EXT. 1135

FAX 866-393-8081

Processing of GM Dealership Repair Orders required
for PAR Cases

Whenever a repair order (RO) is written by a GM Dealership to cover any charge(s) required in order to complete a PAR case the following new procedure should be followed.

List labor operation Z1243 on the RO. The RO should state "Inspection completed as requested by General Motors for Product Allegation". After the PAR case investigation is completed, instruct the Dealership to fax the RO to the attention of the GM PAR Team case manager (CRM) at ~~(800) 231-1841~~. The name of the CRM is listed on the PAR case cover sheet. The PAR team will pre-authorize the claim for payment. The CRM will advise the Dealership when to submit the claim to GM for payment. If the Dealership submits the claim prior to PAR authorization the claim will reject.

This procedure has value for the Dealership, as the claim will be processed with their regular warranty claims. That should ensure fast payment without incurring costs such as credit card fees. The value to you is that you no longer need to pay the RO and submit it on an AER for reimbursement. It will also more accurately reflect the actual EAA investigation cost.

DON DAVIS AUTO WORLD PNCS118420

2277 Niagara Falls Blvd.
Amherst, NY 14228
(716) 691-7800

REPAIR SHOP REG.NO. R5150612

PNCS118420

ESTIMATE No. 39658	ADVISOR MICHAEL MAY	TAG No. 183	INVOICE DATE 05/24/06	INVOICE No. PNCS118420
[REDACTED]	LABOR RATE	LICENSE No.	COLOR /	STOCK No.
R TONAWANDA, NY	YEAR/MAKE/MODEL 06/PONTIAC/G6/4 DOOR SEDAN	MILEAGE 301	DELIVERY DATE	DELIVERY MILES
[REDACTED]	VEHICLE ID. No. 1G22G558064		SELLING DEALER NO.	PRODUCTION DATE
[REDACTED] BUSINESS PHONE	F.T.R. No.	P.O. No.	R.O. DATE 05/22/06	
[REDACTED]	COMMENTS			MO: 301

LABOR & PARTS	STEERING CONCERN	TECH(S): 745	WARRANTY
INSPECTION COMPLETED FOR GM PRODUCT ALLEGATION			
JOB # 1 TOTAL LABOR & PARTS			0.00
TECHNICIAN CERTIFICATION		YPI4	
745	KRISTOPHER KREGER	L.I. ACS	
TOTALS			
COSTUMER LABOR RATE IS VARIABLE \$20.00-\$81.00 PER FLAT RATE HOUR. RATE REFLECTS TECHNICAL EXPERTISE NEEDED TO PERFORM EACH INDIVIDUAL REPAIR.		TOTAL LABOR....	0.00
YOUR SATISFACTION IS VERY IMPORTANT TO ALL THE EMPLOYEES AT DON DAVIS AUTOMOBILE. PLEASE IF YOU HAVE ANY UNANSWERED QUESTIONS ASK AN EMPLOYEE BEFORE YOU LEAVE. THANK YOU FOR YOUR BUSINESS.		TOTAL PARTS....	0.00
		TOTAL SUBLET....	0.00
		TOTAL G.O.G....	0.00
		TOTAL MISC CHG.	0.00
		TOTAL MISC DISC	0.00
		TOTAL TAX.....	0.00
TOTAL INVOICE \$			0.00

CUSTOMER SIGNATURE

PONTIAC

**Don
Davis**

2277 Niagara Falls Blvd.
Amherst, NY 14228
(716) 691-7800
www.dondavis.com

Auto World

HONDA
GM TRUCK

FACSIMILE TRANSMITTAL SHEET

TO: Mary Greer FROM: Mike May
 COMPANY: Gm Product Alterations DATE: 6-5
 FAX NUMBER: _____ PAGES TO FOLLOW: _____
 PHONE NUMBER: _____ SENDER'S FAX NUMBER: _____

URGENT FOR REVIEW PLEASE COMMENT PLEASE REPLY PLEASE RECYCLE

MESSAGE:

Created new check order to
show dollar amount.
This is still for PO# 118420

DON DAVIS AUTO WORLD PNCS119097

2277 Niagara Falls Blvd.
Amherst, NY 14228
(716) 691-7800

REPAIR SHOP REG. NO. R5150612

PNCS119097

CUSTOMER ID: 39658	ADVISOR MICHAEL MAY	TAG No. 183	INVOICE DATE 06/05/06	INVOICE No. PNCS119097
	LABOR RATE	LICENSE No.	MILEAGE 301	COLOR /
ADDRESS 17 DONAWANDA, NY	YEAR / MAKE / MODEL 06/PONTIAC/G6/4 DOOR SEDAN		DELIVERY DATE	DELIVERY MILES
	VEHICLE ID No. 1G22G558064		SELLING DEALER NO.	PRODUCTION DATE
Business Phone	COMMENTARY	P.O. No.	R.O. DATE 06/05/06	

MO: 301

LABOR & PARTS
 39658/2006/STREET CONCERN TECH(S):745 78.98
 INSPECTION COMPLETED FOR GM PRODUCT ALLEGATION
 JOB # 1 TOTAL LABOR & PARTS 78.98

TECHNICIAN CERTIFICATION
 745 KRISTOPHER KREGER YP14

TOTALS

CUSTOMER LABOR RATE IS VARIABLE \$20.00-\$81.00 PER FLAT RATE	TOTAL LABOR...	78.98
LABOR RATE REFLECTS TECHNICAL EXPERTISE NEEDED TO PERFORM EACH INDIVIDUAL REPAIR	TOTAL PARTS...	0.00
YOUR SATISFACTION IS VERY IMPORTANT TO ALL THE EMPLOYEES AT DON DAVIS AUTOWORLD. PLEASE IF YOU HAVE ANY UNANSWERED QUESTIONS ASK AN EMPLOYEE BEFORE YOU LEAVE. THANK YOU FOR YOUR BUSINESS.	TOTAL SUBLET...	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00

TOTAL INVOICE \$ ~~85.98~~
78.98

CUSTOMER SIGNATURE

EAA Inspection Request - Austin

Date: 5/19/06

TO: **EAA**

EAA/SPX Field Coordinator

Phone: 313-768-2147

Fax: 313-768-2266

Email: eaafc@servicesolutions.spx.com

From: **Mary Greer**

PAR Customer Relations Mgr

Email: mary_greer@gmexpert.com

Phone: 800-231-1841 ext.11135

Fax: 866-393-8081

Mailing Address:

GM PAR Investigations

7401 E. Ben White

Austin, TX 78741

Vehicle Information

VIN#: 1G2ZG558064 [REDACTED]

Year/Make: 2006 Pontiac

Model: G6

Contact's Name: [REDACTED]

Contact's Number: [REDACTED]

Vehicle Location: Don Davis Auto

[REDACTED]
Amherst, NY [REDACTED]

If located at a Salvage/Auction Yard:

Ins. Adj. Name:

Phone #:

Claim or Salvage ID #:

Claimant Information

PAR File #: 1-409788938

Claimant Name: [REDACTED]

Claimant Home #: [REDACTED]

Claimant Work #: [REDACTED]

Claimant Cell #: [REDACTED]

Address: [REDACTED]

North Tonawanda, NY [REDACTED]

Required Actions:

- Advise PAR CRM via voicemail/email of inspection date.
- Repair Estimate Required
- Review All PAR File information
- Contact PAR CRM After Inspection

Please Use Form(s):

<input type="checkbox"/> Accelerator/Throttle Control	<input type="checkbox"/> Restraint-SIR/Seatbelts	<input type="checkbox"/> Seats
<input type="checkbox"/> Brake/ABS/TCS/VSES	<input type="checkbox"/> Side Impact	<input type="checkbox"/> Power Sliding Door
<input checked="" type="checkbox"/> Steering/Suspension/Tires/Wheels	<input type="checkbox"/> Inadvertent Deployment	<input type="checkbox"/> OnStar
<input type="checkbox"/> Engine Exhaust/Odor	<input type="checkbox"/> Transmission/Transaxle	<input type="checkbox"/> OTHER: _____
<input type="checkbox"/> Engine Stalling	<input type="checkbox"/> Thermal Events	

Special Instructions:

Interview Owner? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Vetronix Requested	<input checked="" type="checkbox"/> Obtain Fire/Police Report
<input type="checkbox"/> Other (define)		

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

RUSH (Name of Team Manager or Ops Mgr Approving the Rush): **Andrew Dettling**

EAA Internal Use Only

To: SA:	Date E-Mailed to SA: _____
From: <i>EAA Field Coordinator</i>	Due Date: _____

EAA SA Use Only

Case Acceptance/Investigation: <input type="checkbox"/> YES <input type="checkbox"/> NO
Please acknowledge acceptance of this case promptly by phone, fax or email.
Date Report Faxed/Emailed to CRM: _____

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

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

Customer's Name: [REDACTED] Inspection Date: { 5-24-06 }
 Vehicle Brand: { Pontiac } Model: { G6 }
 File # { 1-409788938 } VIN: { 1G2ZG558064 } [REDACTED]

Mileage at Inspection: { 301 }

Inspection Location: { Don Davis Auto, 2277 Niagara Falls Blvd
Amherst, NY 14228 }

Inspector's phone number: { 716-694-5430 }

Inspected By: { Richard Mialki EAA }

Section 1 INSPECTION SUMMARY

BRIEFLY Describe the customer's ALLEGATION below:

[REDACTED] states the vehicle wanted to go left while she was trying to move to the right lane and suddenly the vehicle went sharp right and went off the road and hit a tree.

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

{The inspection was done on 5-24-06 at the Don Davis Pontiac in Amherst, NY. The vehicle had right front damage to the hood, fender, grille, and right side frame. The driver's air bag was deployed and the windshield was shattered with an outside impact on the upper left side. The Tech 2 showed 5 DTCs in the SIR and zero DTCs in the steering. All of the steering pieces were connected and the steering turned 1 1/2 turns to the left and 1 1/2 turns to the right without catches. The Tech 2 shows the voltage on the various degree turns. The technician drove the vehicle into the shop and commented that the steering was OK. All of the tires are the same size and manufacturer with 10/32 tread and air pressure varied from 28 to 30 lbs. Vetronix CDR was downloaded and shows a high speed of 73 mph at 4 seconds before AE and no brake application

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: By Telephone In Person Incident Date and Time: { 5-6-06 @ 2:45 AM }
 Interview date: { 5-22-06 }

Was a police/fire department report obtained? Yes 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)

[REDACTED] stated she was northbound on I-990 in Amherst, NY, going between 60 and 65 mph when the vehicle went left, she tried to turn right with nothing happening and suddenly the vehicle went right, and off the road and hit a tree.

Driver/other occupant's physical description (include name, gender, height, weight, & disabilities):

[REDACTED] Female, 5' 3" tall, 110 lbs., No disabilities

If there was a collision:

Describe extent of any injuries to the Driver: { Right arm had an abrasion and soreness in the back }

Describe where other occupants were seated & extent of any injuries: { No other occupants. }

What was the exact location of the incident. { I-990 North just past exit # 1 }

Driving conditions at the time of the incident:

Weather conditions & Visibility: { Dry } Approximate Temp (°F): { Chilly }

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

Customer's Name: _____ Inspection Date: { 5-24-06 _____
 Vehicle Brand: { Pontiac _____ Model: { G6 _____
 File # { 1-409788938 _____ VIN: { 1G2ZG558064 _____

Road Surface: Concrete Asphalt Gravel Crushed rock Dirt
 Road Condition: Dry Wet Icy Other: { _____
 Shoulder X Curb : Concrete Asphalt Gravel Crushed rock Dirt
 Shoulder/Curb Condition: Dry Wet Icy Other: { _____
 Posted Speed Limit { 65 mph _____
 Any objects in the road? (rocks, scrap metal, pothole, speed bump, etc.) { No _____

Length of Drive Prior to incident:

Total Time (hrs. & mins.): { 15 mins. _____ Distance (miles): { Maybe 10 _____
 Estimate of vehicle speed: { 65 mph Source of est. { Driver _____
 Estimated vehicle speed at impact: { ? mph Source of est. { Driver _____
(Do Not report speed information from the Vetronix 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.

Steering	Normal <input checked="" type="checkbox"/>	Other <input type="checkbox"/>	Describe { _____
Suspension	Normal <input checked="" type="checkbox"/>	Other <input type="checkbox"/>	Describe { _____
Brakes	Normal <input checked="" type="checkbox"/>	Other <input type="checkbox"/>	Describe { _____
Engine	Normal <input type="checkbox"/>	Other <input checked="" type="checkbox"/>	Describe { <u>Vehicle did not start the first time</u> _____
Electrical	Normal <input checked="" type="checkbox"/>	Other <input type="checkbox"/>	Describe { _____

Were any warning lights illuminated or driver information center messages displayed? Yes No If "Yes", get the details and describe the event(s).

Has the vehicle behavior noted during this incident ever been noted prior to this incident? Yes No If "Yes", get the details and describe the event(s).

Also, determine whether there were any warning lights illuminated, messages on driver information panel, unusual noises, smoke or steam observed. { **Nothing unusual** _____

Describe any evasive action: Turning Braking Accelerating Other: { _____

Describe cargo (in the vehicle interior, trunk and/or trailer (if any):

{ **Nothing** _____
 Estimated total weight of cargo: { None _____ 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?: Yes No Describe: { **Went off the road about 15 feet** _____
 Objects Impacted: { A tree _____

How was the vehicle transported from the incident site to the present location? Tow Truck Flat Bed Other

Additional comments concerning the incident: { **None** _____
 { _____
 { _____

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

Customer's Name: [REDACTED] Inspection Date: { 5-24-06 }
Vehicle Brand: { Pontiac } Model: { G6 }
File # { 1-409788938 } VIN: { 1G2ZG558064 } [REDACTED]

Source of information (name, address, phone number, & relationship), if other than claimant:

[REDACTED] Driver, same address as claimant

Comments: (Additional cmts may be placed in section 9)

{ None }

Did the owner purchase the vehicle new? X Yes No Date 06ed? Yes No Date _____

VEHICLE MODIFICATIONS / ALTERATIONS

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..) Describe:

{ None }
{ }
{ }

VEHICLE REPAIR / SERVICE HISTORY

Prior electrical system service? X No Yes If yes, describe: { _____ }

{ }
Prior collision repair? X No Yes If yes, describe: { _____ }

{ }
Repaired by whom? (name, address, phone) { _____ }

{ }
Prior chassis system service, repair, or replacement? X 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: { _____ }

{ }
{ }

Section 4 VEHICLE INSPECTION – VISUAL/PHOTO

THE VEHICLE VISUAL INSPECTION DOCUMENTS 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 REAR ARE REQUIRED, AND DOCUMENT FURTHER EXTERIOR DAMAGE WITH MANY PHOTOS.

DESCRIBE ANY DAMAGE TO THE VEHICLE BODY:

{The right front is pushed back, damaging the right front frame, right front fender, hood, _____ grille, the windshield is shattered and the driver's air bag is deployed. _____}

UNDERBODY / FRAME / CHASSIS AREA: Describe any damage 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.

{The right front frame is bent under the engine _____}
{ }
{ }
{ }

CORNER ASSEMBLIES

- Struts/shocks
- Springs
- Control arms
- Ball joints
- Steering knuckles
- Axle assemblies
- Tire/wheel assemblies

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

Customer's Name: _____ Inspection Date: { 5-24-06 _____
 Vehicle Brand: { Pontiac _____ Model: { G6 _____
 File # { 1-409788938 _____ VIN: { 1G2ZG558064 _____

Comments: { **Left front tire has scuff wear on the outside and the right front tire has scuff wear on the _____
 {inside.** _____

UNDERHOOD

Engine compartment	Power steering lines, hoses, clamps and connections
Brake fluid level and condition	Power steering fluid level and condition

Comments:
 { **Right side of the radiator is pushed back. Brake fluid is full and clear.** _____
 { _____

GENERAL OBSERVATIONS

Photograph and comment on any aftermarket equipment found, vehicle modifications or items that are unusual or out of place.

Comments:
 { **None** _____
 { _____
 { _____
 { _____

Section 5 VEHICLE INSPECTION - PASSENGER COMPARTMENT

INTERIOR

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

INTERIOR INSPECTION (Describe any damage and photograph)

{ **The driver's air bag is deployed. Tech 2 shows 5 DTCs in the SIR, B0013 Driver Frontal _____
 {Deployment Loop Stage 2 Open Circuit. B0012 Driver Frontal Deployment Loop Stage 1 Open Circuit_
 {B0022 Right Front Pretensioner Deployment Loop Open Circuit. B0015 Left front Pretensioner_
 {Loop Open Circuit. B0052 Deployment Commanded _____
 { _____
 { _____
 { _____
 { _____
 { _____**

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.

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

Customer's Name: [REDACTED] Inspection Date: { 5-24-06 }
 Vehicle Brand: { Pontiac } Model: { G6 }
 File # { 1-409788938 } VIN: { 1G2ZG558064 [REDACTED] }

ITEM	OBSERVATIONS/TEST RESULTS
Steering system-Are all components in place and connected in a normal manner? Can the steering wheel be rotated lock to lock with appropriate movement of the front wheels. Is there any binding, sticking or uneven feel?	{All components are connected and in place. The steering wheel can turn from lock to lock. No ___binding or sticking
Steering linkage-Is the linkage free from cracks, bends, fractures, etc. Are there any scrapes, abrasions, signs of contact with any of the linkage?	{No visible cracks or bends. _____ _____
Gear/rack and pinion-Any sign of leakage, damage to boots on the rack, contact by foreign objects?	{No visible signs of leakage. _____ _____
Steering column, ignition switch, intermediate shaft. Does the column unlock with the ignition key "on"? Is the steering column properly fastened to the dash?	{Steering column is fastened and steering does unlock. _____
Steering pump, drive, hoses, connections, flow, pressure. If possible, start the engine and rotate the steering wheel lock to lock. Is power assist normal? If not, it may be necessary to check pressure and flow.	{Power assist is normal. _____ _____
PS fluid level and condition-Color, contamination, odor	{Steering by wire. _____ _____
Steering knuckle-All attachments secure and proper?	{All attached and secure. _____ _____
Suspension components – LF Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. Sway bars properly attached.	{All components are intact. _____ _____
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RF	{All are attached. _____ _____
Strut attachments, springs intact; control arms properly attached, deformed, broken,	{All attached. _____ _____

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

Customer's Name: [REDACTED] Inspection Date: { 5-24-06 }
 Vehicle Brand: { Pontiac } Model: { G6 }
 File # { 1-409788938 } VIN: { 1G2ZG558064 [REDACTED] }

scraped, etc Rear sway bars, trailing arms properly attached and undamaged. LR	
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RR	{ All attached
Rear axle assembly-deformed, signs of impact, properly located, etc.	{ There is mud around the rear but no visible damage.
Deformation to the frame	{ Right front frame is bent.
Describe and photograph evidence of axle/ suspension/ tire contact with frame, body or components	{ None visible.
Describe and photograph contact of the under- carriage with the road surface (road, shoulder, curb, or grass)	{ The front and rear have mud
Stability Enhancement system/components-check for codes with Tech II	{ NA
Engine (normal, other)-Obtain codes using a Tech II.	{ SIR had the only DTCs.
Electrical (normal, other)	{ Normal
Warning lights/messages displayed? Describe and obtain codes using a Tech II	{ Air Bag light is on.
Anything components missing?	{ No
Other	{

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". { **Not highway drivable.** _____ }
 { _____ }

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

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

Customer's Name: _____ Inspection Date: { 5-24-06 _____
 Vehicle Brand: { Pontiac _____ Model: { G6 _____
 File # { 1-409788938 _____ VIN: { 1G2ZG558064 _____

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.

TIRE AND WHEEL INSPECTION

1. IDENTIFICATION:

	TIRE BRAND	TIRE TYPE	TIRE SIZE	PRESSURE	AVE. TREAD DEPTH	DOT Numbers
	(Goodyear)	(Eagle GA)	(P205/70R15)	(psi)	32nds of inch	
LF	<u>Uniroyal</u>	<u>Tiger Paw</u>	<u>P215/60R16</u>	<u>28</u>	<u>10</u>	<u>1106</u>
RF	<u>Uniroyal</u>	<u>Tiger Paw</u>	<u>P215/60R16</u>	<u>29</u>	<u>10</u>	<u>1106</u>
LR	<u>Uniroyal</u>	<u>Tiger Paw</u>	<u>P215/60R16</u>	<u>29</u>	<u>10</u>	<u>1106</u>
RR	<u>Uniroyal</u>	<u>Tiger Paw</u>	<u>P215/60R16</u>	<u>30</u>	<u>10</u>	<u>1106</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 No Marks _____

RF No Marks _____

LR No Marks _____

RR No Marks _____

2. TIRE PLACARD DATA:

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

	SIZE	PRESSURE (psi)	PRESSURE AT MAXIMUM LOAD(psi)
TIRES	<u>P215/60R16</u>	<u>30</u>	_____
SPARE TIRE	<u>T125/70D16</u>	<u>60</u>	_____

Section 7

SITE INSPECTION

SITE INSPECTION - PERFORM THE FOLLOWING IF ADDITIONAL INFORMATION MAY BE FOUND:

- Check the incident scene for tire marks, gouges in the pavement, debris, or any other marks. Measure location and photograph.
- Identify evidence of whether the vehicle left the road prior to, during, or after the incident. Document all locations, distances, stationary objects (guard rails, telephone poles, fences, buildings, etc), nearest posted speed limit signs in the direction of travel, etc...

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

Customer's Name: [REDACTED] Inspection Date: { 5-24-06 }
Vehicle Brand: { Pontiac } Model: { G6 }
File # { 1-409788938 } VIN: { 1G2ZG558064 } [REDACTED]

- Identify evidence & photograph any object struck by the vehicle on or off the road prior to, during or after incident.
- Inspect roadway & shoulder surfaces in the area of the incident site for telltale signs of loss of control, excessive speed, severe braking, etc.

Photograph the scene and property if involved.

Comments:

{The area is on an interstate. I viewed the area but was not able to pull over. _____
{ _____
{ _____
{ _____
{ _____

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.

{ _____
{ _____
{ _____
{ _____
{ _____

Section 9 OTHER REPORT INFORMATION

- 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)

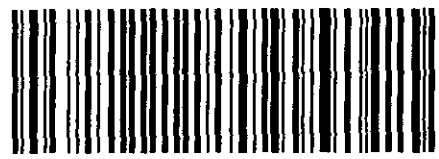
- Photographs**
- Data Downloads**
- Other Records**

PAR GMWA
Pre-Authorization/Warranty Claim Tracking Form



Customer and Vehicle Information			
Date	5-30-06	Service Request #	1-409788938
Customer Name	[REDACTED]		
VIN	1G2ZG558064 [REDACTED]		
In-Service Date	5/1/2006	Service Contract?	No
Current Mileage	260	Purchased New/Used?	New
Warranty Blocked?	No		
Branded Title?	No	Mileage at Purchase	136
Dealer and Claim Information			
Dealer Name	Don Davis Auto World		
Dealer Svc Mgr	Mike May	Dir Warranty Admin:	Carol Widger
Dealer Phone	(716) 691-7800	Dealer Fax	(716) 564-3243
Dealer BAC	115805		
Dealer Division and Code	48-GMC-06532		
Repair Order Number	119097		
Repair Order Close Date	6/5/06		
Labor Op. Code Z1242	Dollar Amt: _____		
Labor Op. Code Z1243	Dollar Amt: 78.98		
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:	Ca78.98		
DO NOT H ROUTE THIS CLAIM			
Authorization Code:	DO NOT PUT IN AN AUTH CODE		
Additional Comments for Dealer:			
IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO			
Retain Copy with Dealer Repair Order			
Internal PAR Information			
Complaint:			
	EAA Inspection hosted by dealership, labor for technician who assisted		
Cause:			
	Collision		
Correction:			
	Tech assisted with inspection		
Justification:			
	To assist with inspection		
PAR CRM			
	Mary Greer		

[Redacted]
Mercerville, NJ

CERTIFIED MAIL™



7006 0100 0007 2655 8238

U.S. POSTAGE
PAID
TRENTON, NJ
08619
SEP 12 2006
AMOUNT
\$4.64
00063846-07

0000= 48232



SEP 18 2006 Pontiac/GM Division
P.O. Box 33172
Detroit, MI 48232-5172

RETURN RECEIPT
REQUESTED

RETURN F-
REQUESTED

482325172 8051



[REDACTED]
Mercerville, N

September 10, 2006

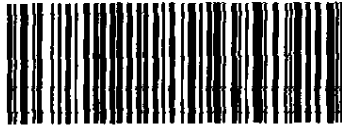
Pontiac/GM Division
P.O. Box 33172
Detroit, MI 48232-5172

To Whom It May Concern,

I believe that my passenger vehicle is a "lemon" under the New Jersey Lemon Law (N.J.S.29 to 55:12-49). I am hereby making a written demand for relief under the Lemon Law. I leased a 2005 Pontiac G6, 1g2zh548x541 [REDACTED] on November 30, 2004 from Perrine's Pontiac GMC in New Jersey. Since I bought the vehicle, I have had to return it to the dealership a total of eight (8) times. My vehicle has been out of service for repairs for seventy one (71) days. The current mileage on my vehicle is 17,500. My vehicle has been in Perrine's Pontiac GMC on the following dates for repair of the following defects: May 18-June 29, 2005 because no power steering, December 27-29, 2005 because power steering problems and panoramic roof "whistled", February 14-28, 2006 because panoramic roof made noise, April 20-25, 2006 because panoramic roof rattles, May 26 - June 2, 2006 because no powersteering, panoramic roof made noise, front end of car vibrates when applying brakes air conditioner not cold, August 17-22, 2006 because panoramic roof made noise. My vehicle is currently experiencing the following defects: panoramic roof still makes noise when driving over 40mph, and I am still concerned that the power steering may fail again. Because these defects substantially impair the use, value or safety of my vehicle, I am hereby allowing you one more opportunity to repair my vehicle. If these repairs are not completed within 10 calendar days of receipt of this letter, I am entitled to a refund calculated in accordance with the Lemon Law. I look forward to hearing from you soon. You can reach me during the day at [REDACTED]

Sincerely,
[REDACTED]

CERTIFIED MAIL™



7006 0100 0007 2655 8238



U.S. POSTAGE
PAID
TRENTON, NJ
08619
SEP 12 06
AMOUNT

\$4.64
00063846-07

-000-

48232

Mercerville, NJ



SEP 18 2006 Pontiac/GM Division
P.O. Box 33172
Detroit, MI 48232-5172

RETURN RECEIPT
REQUESTED

RETURN F-
REQUESTED

4823255172 8051



[REDACTED]
Mercerville, NJ

September 10, 2006

Pontiac/GM Division
P.O. Box 33172
Detroit, MI 48232-5172

To Whom It May Concern,

I believe that my passenger vehicle is a "lemon" under the New Jersey Lemon Law (N.J.S.29 to 55:12-49). I am hereby making a written demand for relief under the Lemon Law. I leased a 2005 Pontiac G6, 1g2zh548x54 [REDACTED] on November 30, 2004 from Perrine's Pontiac GMC in New Jersey. Since I bought the vehicle, I have had to return it to the dealership a total of eight (8) times. My vehicle has been out of service for repairs for seventy one (71) days. The current mileage on my vehicle is 17,500. My vehicle has been in Perrine's Pontiac GMC on the following dates for repair of the following defects: May 18-June 29, 2005 because no power steering, December 27-29, 2005 because power steering problems and panoramic roof "whistled", February 14-28, 2006 because panoramic roof made noise, April 20-25, 2006 because panoramic roof rattles, May 26 - June 2, 2006 because no powersteering, panoramic roof made noise, front end of car vibrates when applying brakes air conditioner not cold, August 17-22, 2006 because panoramic roof made noise. My vehicle is currently experiencing the following defects: panoramic roof still makes noise when driving over 40mph, and I am still concerned that the power steering may fail again. Because these defects substantially impair the use, value or safety of my vehicle, I am hereby allowing you one more opportunity to repair my vehicle. If these repairs are not completed within 10 calendar days of receipt of this letter, I am entitled to a refund calculated in accordance with the Lemon Law. I look forward to hearing from you soon. You can reach me during the day at [REDACTED]

Sincerely,
[REDACTED]

Class - Siebel Docs

RequestNum
1-413203303

MSXDocNum
0626201262

Last
[REDACTED]

First
[REDACTED]

Timestamp
2006-09-18-15.36.12.000000

Division
CH

CorrType
C

CatCode
03

MSXSource
M

AttachNum

VIN

November 15, 2010

[REDACTED]
Mercerville, NJ [REDACTED]

Service Request: 1-413203303
Customer Relationship Specialist: Emma Salinas

Dear [REDACTED]

We would like to discuss your request for assistance regarding your 2005 Pontiac G6, but we have been unsuccessful in our attempts to contact you.

If you have outstanding issues, please feel free to contact us at 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. You will have the option to speak with me directly if I am available. If you have already contacted the Customer Assistance Center, please disregard this letter.

Pontiac and your dealer's mutual goal is your total satisfaction with Pontiac products and services. We look forward to talking with you soon.

Sincerely,

Pontiac Customer Assistance Center

November 15, 2010

[REDACTED]
Mercerville, NJ [REDACTED]

Service Request: 1-413203303
Customer Relationship Specialist: Michelle Willius

Dear [REDACTED]

We would like to discuss your request for assistance regarding your 2005 Pontiac G6, but we have been unsuccessful in our attempts to contact you.

To help us review your request in a timely manner, please contact me at 1-866-790-5600 extension 10662 on Monday through Friday during the hours of 9:30 a.m. to 6:00 p.m., Eastern Time. Please refer to your service request number above and I will be happy to assist you. If I am not available when you call, please leave me a voicemail with your phone number and the best time you can be reached.

If you have any future questions, please 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

Issued by:
Pontiac

Certificate No. 1G2ZH528054 [REDACTED]

Issue Date: November 15, 2010

Issued exclusively for: [REDACTED]

Welch, MN [REDACTED]

Valid through: June 2, 2007

Amount: Two Thousand Dollars and Zero Cents
******\$2,000.00******

November 15, 2010

[REDACTED]
Welch, MN [REDACTED]

Service Request: 1-414065427
Customer Relationship Manager: Jennifer Vera

Dear [REDACTED]

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

Confirming our conversation regarding your Pontiac, vehicle identification number, 1G2ZH528054 [REDACTED] enclosed is the Owner Loyalty Certificate for the amount of \$2,000.00. This certificate is valid through June 2, 2007, towards the purchase, SmartLease or SmartBuy of a new, unused Pontiac. This certificate may be used in addition to any other retail purchase incentive programs available at the time of purchasing a new vehicle.

We are proud you made Pontiac your choice when you purchased your 2005 Pontiac G6 and trust you will give us the opportunity to retain you as a valued Pontiac customer. Should you have any questions regarding General Motors' products and current incentives, please call Pontiac Marketing Support at 1-800-276-6842. You may also begin your shopping by logging on to www.gmbuypower.com to view our products.

We hope you will take advantage of this special incentive offer, and assuming you do, simply present the certificate to your dealer after you have negotiated your best deal, sign the certificate and your dealer will complete the necessary information and process it for you.

Sincerely,

Pontiac Division
General Motors Corporation

November 15, 2010

[REDACTED]
[REDACTED]
El Paso, TX [REDACTED]

Service Request: 1-415864844
Customer Relationship Specialist: Sherry Barth

Dear [REDACTED]:

We are sorry you continue to be dissatisfied with the decision we made concerning your 2005 Chevrolet Malibu. 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, General Motors believes that our customers should have the opportunity to deal with unresolved matters in a fast, fair and free dispute resolution process. For that reason, we participate in the Better Business Bureau's BBB AUTO LINE program, an independent dispute resolution process administered by the Council of Better Business Bureaus. BBB AUTO LINE provides mediation and arbitration for eligible warranty-related disputes.

As a GM customer, BBB AUTO LINE is available to you at no cost. In certain circumstances, you may be required to use this program prior to participation in other resolution methods. The BBB AUTO LINE program is discussed in your vehicle's "Warranty and Owner Assistance Information Booklet."

To file your case with BBB AUTO LINE, or get more information about the program, 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,

Chevrolet Customer Assistance Center

November 15, 2010

[REDACTED]
El Paso, TX [REDACTED]

Service Request: 1-415864844
Customer Relationship Specialist: Sherry Barth

Dear [REDACTED]:

We would like to discuss your request for assistance regarding your 2005 Chevrolet Malibu, but we have been unsuccessful in our attempts to contact you.

To help us review your request in a timely manner, please contact me at 1-866-790-5700 extension 20731 on Wednesday through Friday during the hours of 10:15 a.m. and 9:00 p.m. Eastern Time and Saturday 9:00 a.m. and 5:45 p.m. Eastern Time. Please refer to your service request number above and I will be happy to assist you. If I am not available when you call, please leave me a voicemail with your phone number and the best time you can be reached.

If you have any future questions, please feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 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,

Chevrolet Customer Assistance Center

November 15, 2010

[REDACTED]
El Paso, TX [REDACTED]

Service Request: 1-415864844
Customer Relationship Specialist: Sherry Barth

Dear [REDACTED]:

We would like to discuss your request for assistance regarding your 2005 Chevrolet Malibu, but we have been unsuccessful in our attempts to contact you.

To help us review your request in a timely manner, please contact me at 1-866-790-5700 extension 20731 on Wednesday through Friday during the hours of 10:15 a.m. and 9:00 p.m. and Saturday between 9:00 a.m. and 5:45 p.m., Eastern Time. Please refer to your service request number above and I will be happy to assist you. If I am not available when you call, please leave me a voicemail with your phone number and the best time you can be reached.

If you have any future questions, please feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 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,

Chevrolet Customer Assistance Center