

UNION PONTIAC-BUICK-GMC

2301 RT 22 WEST

UNION N.J. 07083

Phone Number 908-964-8110

Fax Number 908-964-3907

Web Address UNION PONTIAC.COM

Email [TOMP@UNION PONTIAC.COM](mailto:TOMP@UNION PONTIAC.COM)

FAX TRANSMITTAL FORM

To: *Mrak VALVERDI*

From:

*Tom Palladino*

Name:

Date Sent:

CC:

*4/17/06*

Phone:

Number of Pages:

Fax:

*866-480-3630*

Message:

*HA FEEZAH SUTTON*

THOMAS M. PALLADINO  
FIXED OPERATIONS MANAGER

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





**UNION**  
A GENERAL MOTORS SUPERSTORE  
**Pontiac • GMC • Buick Inc.**

2301 Rt. 22 West  
Union, NJ 07083  
Tel. (908) 964-8110  
Fax (908) 964-3907



CUSTOMER NO	39831	ADVISOR	MANUEL GRILLO	715	TAG NO	272	INVOICE DATE	10/18/06	INVOICE NO	PNWS122351	
		LABOR RATE		LICENSE NO		MILEAGE	3,796	COLOR	BLACK/	STOCK NO	64176507
		YEAR / MAKE / MODEL	06/PONTIAC/G6/G6 6CYL SEDAN				DELIVERY DATE	02/17/06	DELIVERY MILES		15
		VEHICLE I.D. NO.	1 G 2 Z H 1 5 8 9 6 4				SELLING DEALER NO	10	PRODUCTION DATE		
		F.T.E. NO					R.O. NO		H.O. DATE	07/17/06	
		COMMENTS									MO: 3825

LABOR & PARTS  
J# 1 18PNZ

J# 1 18PNZ

### ----- DRIVABILITY

HOURS: 3.50 TECH(\$):616

310.10

DRIVABILITY      HOURS: 3:30    TECHS: 016  
TOW-IN NO START CONDITION AND DAMAGE ON SIDES WILL TALK TO  
CUST LM  
TECH CHECKED AND INSPECTED CAR; TECH PERFORMED SYSTEM TEST  
TECH ROAD TESTED CAR, FOUND INTERMIENNT NO STEERING  
THEN STOPPED ALTOGETHER  
NEC TO DIAG AND REPLACE ELECTRONIC STEERING MOTOR  
/MODULE PACK; AND PROGRAM TECH ROAD TESTED CAR  
CAR OPERATING TO FACTORY SPEC'S ALSO ADJUSTOR  
OKED 1.2 ADD'L DIAG TIME 9/7/06 1.2 VERNON SMITH  
SEE FRT OF RD FOR ADD'L INFO

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 1	1		15775370	MOTOR 6.605	188.58	188.58	301.73
JOB # 1	1		88967381	WHEEL KIT 5.803	195.79	195.79	313.26
JOB # 1	1		WEIGHTS	WHL WGTS	2.25	2.25	5.25
JOB # 1	1		274288	STEM 5.875	1.19	1.19	1.90
JOB # 1	1		Z5000	PRICE DIF	57.99	57.99	57.99
JOB # 1 COST TOTAL					445.80		
JOB # 1 TOTAL PARTS							

**JOB # 1 TOTAL LABOR & PARTS**

990.23

J# 2+03PNZ

-----  
BODY ELECTRICAL

HOURS: 0.50 TECH(S): 696

44.30

CUSTOMER STATES: BOTH REMOTES INOP  
TECH CHECKED AND INSPECTED CAR; TECH PERFORMED SYSTEM TEST  
BOTH FOBS INTERNAL OPEN  
NEC TO REPLACE AND PROGRAM BOTH FOBS

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 2	2		22733524	TRANSMITT	10.485	56.00	112.00
				JOB # 2 COST TOTAL			112.00
				JOB # 2 TOTAL PARTS			

JOB # 2 TOTAL LABOR & PARTS

223.50

SUBLET	PO#	VEND	INV#	INV DATE	DESCRIPTION
JOB # 1	67364			10/10/06	SUBLET BODYSHOP
JOB # 1	67556			10/18/06	RENTAL/SUTTON

## COMMENTS

COMMENTS-----  
CUST CALLED GM CALLED BACK WILL CALL W/#  
7/24/06 1:30 SHELLY 1-866-790-5700-21537  
EB RACK  
9733921268

DELETED OPERATION(S)

90PNZ03RENTAL	COURTESYTRANS RENTAL	21PNZ	WHEELS AND TIRES
05PNZTRIM-EXT	EXTERIOR TRIM	90PNZ	MISCELLANEOUS

R/O TAX	0.00
R/O TOTALS	8422.15

# 8198.65

PAGE 1 OF 2

CUSTOMER COPY-W

[CONTINUED ON NEXT PAGE] 09:38am



BUICK

# UNION

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CUSTOMER NO. <b>39831</b>	ADVISOR <b>MANUEL GRILO</b>	715	272	INVOICE DATE <b>10/18/06</b>	INVOICE NO. <b>PNWS122351</b>
NEWARK, NJ	LABOR RATE	TCPENSE NO.	MILEAGE <b>3,796</b>	COLOR <b>BLACK/</b>	STOCK NO. <b>64176507</b>
	YEAR / MAKE / MODEL <b>06/PONTIAC/G6/G6 6CYL SEDAN</b>			DELIVERY DATE <b>02/17/06</b>	DELIVERY MILES <b>15</b>
	VEHICLE I.D. NO. <b>1 G 2 Z H 1 5 8 9 6 4</b>			REF LING DEALER NO. <b>10</b>	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		H.O. DATE <b>07/17/06</b>	
COMMENTS					<b>MO: 3825</b>

## WARRANTY CLAIM DETAIL TOTALS

CLAIM#..... TOTAL.....  
 8422.45  
 CLAIM TOTALS 8422.45

APPROVED BY SIGNATURE

## DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.276

10/18/2006

1155

WARRANTY NEW CLAIM

RO NUMBER RO DATE

122351 07/17/2006

VIN

1G2ZH158964

DIV

6

DEALER

08007

ODOMETER

3796

SERVICE ADVISOR #

CUSTOMER NAME - FIRST:

LAST:

MIDDLE:

PHONE:WORK:

HOME:

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01	CV	4		15775370	622.14	4X	Z1242	3.5		7268.41	310.10
LN-TOT:					8198.95	TECH SSN:		AUTH CODE:		AUTH. AUTHOR.:		
MEMO PART NUMBERS:					88967381	00274288						

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	02	OJ	2		22733524	179.20	6C	R4490	.5			44.30
LN-TOT:					223.50	TECH SSN:		AUTH CODE:		AUTH. AUTHOR.:		

R.O. TOTAL: 8422.45

\*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

10/10/2006

REPAIR ORDER: 3549  
Estimate ID: 5235  
FINAL BILL

**CITY AUTO BODY II**

84 JOHNSON STREET  
NEWARK, NJ 07105

Telephone: (973) 578-2070 Fax: (973) 578-4991  
BAR # NJ Lic.#03651A

Owner: Union Pontiac  
Address:

Telephone:  
Work Phone:

Vehicle: 2006 Pontiac G6 GT 2D Cpe

Insurer:

Claim #:

---

Gross Total:	<u>\$3,141.06</u>
Total:	<u>\$3,141.06</u>
INSURANCE (Received):	<u>\$0.00</u>
Total Due:	<u>\$3,141.06</u>
Customer Responsibility:	<u>\$0.00</u>
CUSTOMER (Received):	<u>\$0.00</u>
Total Due:	<u>\$0.00</u>

IN 05:09PM 8/18/06 ELRAC, INC RENTAL AGREEMENT  
OUT 05:36PM 7/18/06 1755 MORRIS AVE 908-851-9400 D781751  
UNION NJ 07083-3516 2460 PAGE 1 OF 1  
24-HOUR DAY RENTAL TYPE D SOURCE F62217 - 023

UNIT 1 RENTER SUMMARY OF CHARGES  
UNIT # NY21D7 DAY - 24 HOUR PERIOD  
LIC# MILES  
MODEL COBA NEWARK NJ NO CHARGE  
COLOR BLACK LOCAL:  
IN 21220 (H) (W)  
OUT 19934 31 DAYS @ 30.00 930.00  
V# 1G1AK55F667

DR. LICENSE  
STATE NJ EXPIRE 7/31/09  
DOB WT  
EYES HAIR  
S.S.#  
EMPLOYER  
HERIZON

BILL TO Y CUST # F62217  
UNION PONTIAC/GMC-60  
ATTN: MANNY\*\*  
2301 ROUTE 22 WEST  
UNION NJ  
908-964-1900 07083

DAMAGE WAIVER 071806/072306 5 DAYS DW @ 16.99 84.95

SALES TAX\* 7.00 71.05

ADDITIONAL DRIVER  
NO OTHER DRIVER PERMITTED  
28 DOMSECFE 5.00 140.00

CLAIM INFO PERMISSION TO LEAVE STATE  
POL/CLAIM/PO# YES X NO

RO# 122351 STATES NJ NY ONLY TOTAL CHARGES 1226.00  
INSURED CUSTOMER SIGNATURE ON FILE

LOSS DATE PAYMENT INFORMATION  
THEFT ACCIDENT AMOUNT PD.BY TYPE DATE AUTH

TYPE CAR TAX EXEMPT 71.05

SHOP UNION PONTIA BILL TO CUST F62217 1154.95  
PHONE 908-964-1900

NAME OPENED BY #206B4 PHILIP A MALCOLM  
CLOSED BY #206B4 PHILIP A MALCOLM  
CLOSED TICKET PAYMENT INFO

IN 12:41PM 10/16/06 ELRAC, INC RENTAL AGREEMENT  
 OUT 05:44PM 8/18/06 1755 MORRIS AVE 908-851-9400 D782805  
 UNION NJ 07083-3516 2460 PAGE 1 OF 1  
 24-HOUR DAY RENTAL TYPE D SOURCE F62217 - 008

UNIT 1 RENTER SUMMARY OF CHARGES  
 UNIT # NY21D7 DAY = 24 HOUR PERIOD  
 LIC# MILES  
 MODEL COBA NEWARK NJ NO CHARGE  
 COLOR BLACK LOCAL:  
 IN 22996 (H) (W)  
 OUT 21220 59 DAYS @ 30.00 1770.00  
 V# 1G1AK55F667

DR. LICENSE S905043118  
 STATE NJ EXPIRE 7/31/09  
 DOB HT WT  
 EYES HAIR  
 S.S.#  
 EMPLOYER  
 VERIZON

BILL TO Y CUST # F62217  
 UNION PONTIAC/GMC-60  
 ATTN: TOMMY\*\*  
 2301 ROUTE 22 WEST  
 UNION NJ  
 908-964-1900 07083

DAMAGE WAIVER 081806/101606 59 DAYS DW @ 16.99 1002.41  
 SALES TAX 7.00 194.07  
 ADDITIONAL DRIVER  
 NO OTHER DRIVER PERMITTED  
 28 DOMSECPE 5.00 140.00

CLAIM INFO PERMISSION TO LEAVE STATE  
 POL/CLAIM/PO# YES X NO  
 RO# 122351 STATES NJ NY CT ONLY TOTAL CHARGES 3106.48  
 INSURED CUSTOMER SIGNATURE ON FILE  
 PAYMENT INFORMATION DEPOSITS  
 LOSS DATE AMOUNT PD.BY TYPE DATE AUTH REFUND  
 THEFT ACCIDENT  
 TYPE CAR TAX EXEMPT 194.07  
 SHOP BILL TO CUST #62217 2912.41  
 PHONE  
 NAME OPENED BY #20684 PHILIP A MALCOLM  
 CLOSED BY #20684 PHILIP A MALCOLM  
 CLOSED TICKET PAYMENT INFO



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GM

MFD BY GENERAL MOTORS CORP

DATE  
09/05

GVWR  
1922 KG  
4238 LB

GAWR FRT  
1085 KG  
2393 LB

GAWR RR  
837 KG  
1845 LB

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

1G2ZH158964

TYPE: PASS CAR

1422665465-



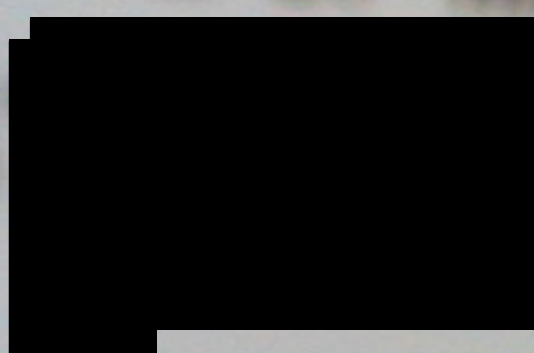
1922 KG  
4238 LB

GAWR FRT  
1085 KG  
2393 LB

GAWR RR  
837 KG  
1845 LB

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

1G2ZH158964



TYPE: PASS CAR

-1422665465-























































3796m



## DTC Information

ECU Name

Status

HVAC Control Module

No Conn

Power Steering Control Mo

No Conn

Vehicle Conn. Interface M

No Conn

Body Control Module

3

Theft Deterrent Module

3

ECM

2

5 / 11

Theft Deterrent Module

1



## DTCs Sorted By Priority

Body Control Module

U2111

Symptom 00

Lost Communications with Steering  
Control System

Last Test:

Failed/C

This Ignition:

Not Run

Since Clear:

Passed  
History



# DTCs Sorted By Priority

Body Control Module

U2111

Symptom 00

Lost Communications with Steering  
Control System

Last Test:

Failed/Current

This Ignition:

Not Run

Since Clear:

Passed  
History

1 / 1

Clear  
DTCs





3500 V6

SAE 5W-30

XGX

**CAUTION**

Avoid contact with hot engine parts. To help avoid personal injury, keep hands clear of fan. It can start at any time.

**ATTENTION**

Évitez le contact avec les pièces chaudes du moteur. Pour éviter les blessures, gardez les mains à l'écart du ventilateur. Il peut commencer à tourner à tout moment.

**NOTICE**

**AVIS**

**CAUTION**



To help avoid personal injury, keep hands clear of fan. It can start at any time.

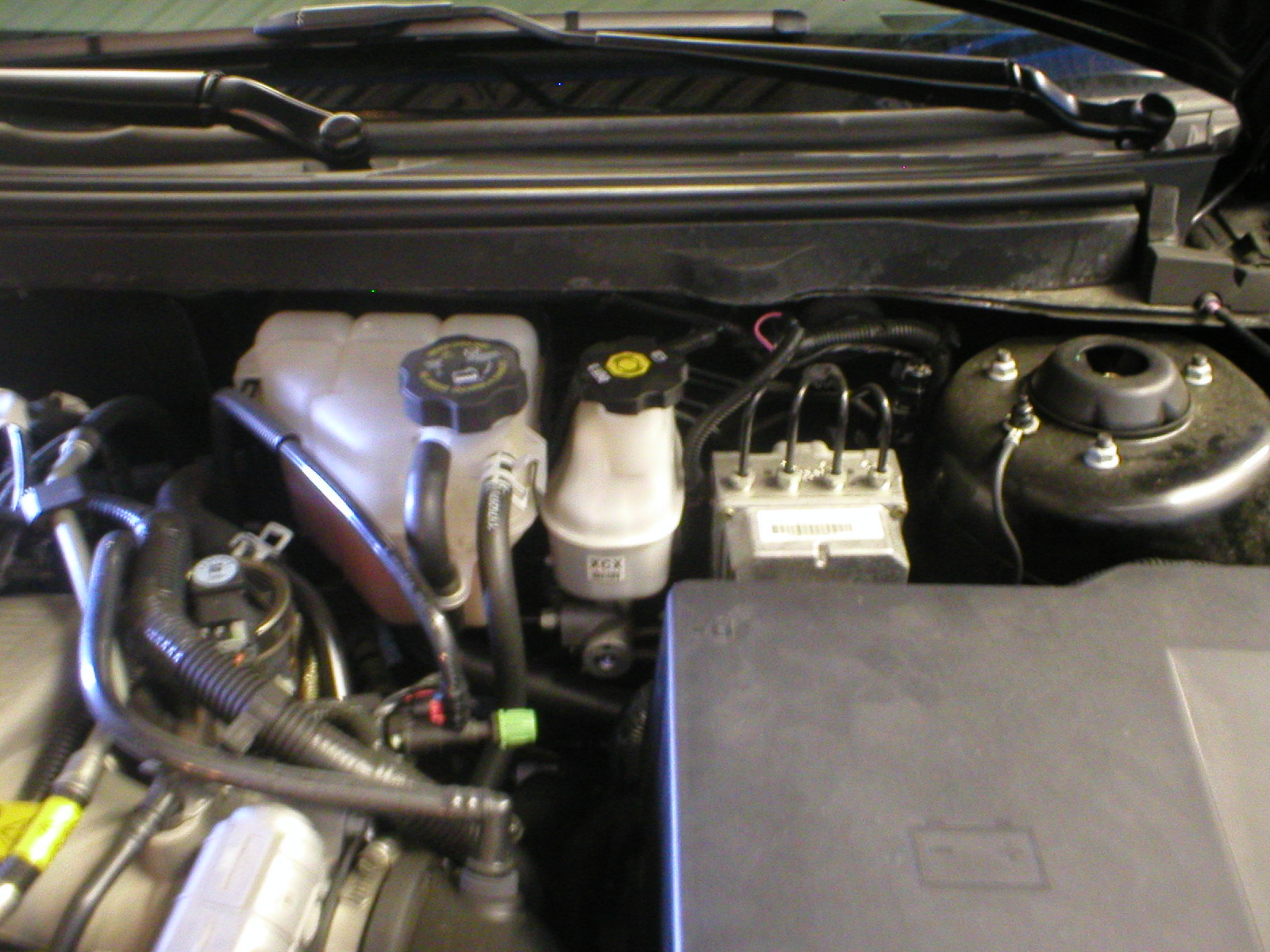
**ATTENTION**

Attention aux doigts! Risque de blessures. Le ventilateur peut se mettre à tourner sans avertissement.

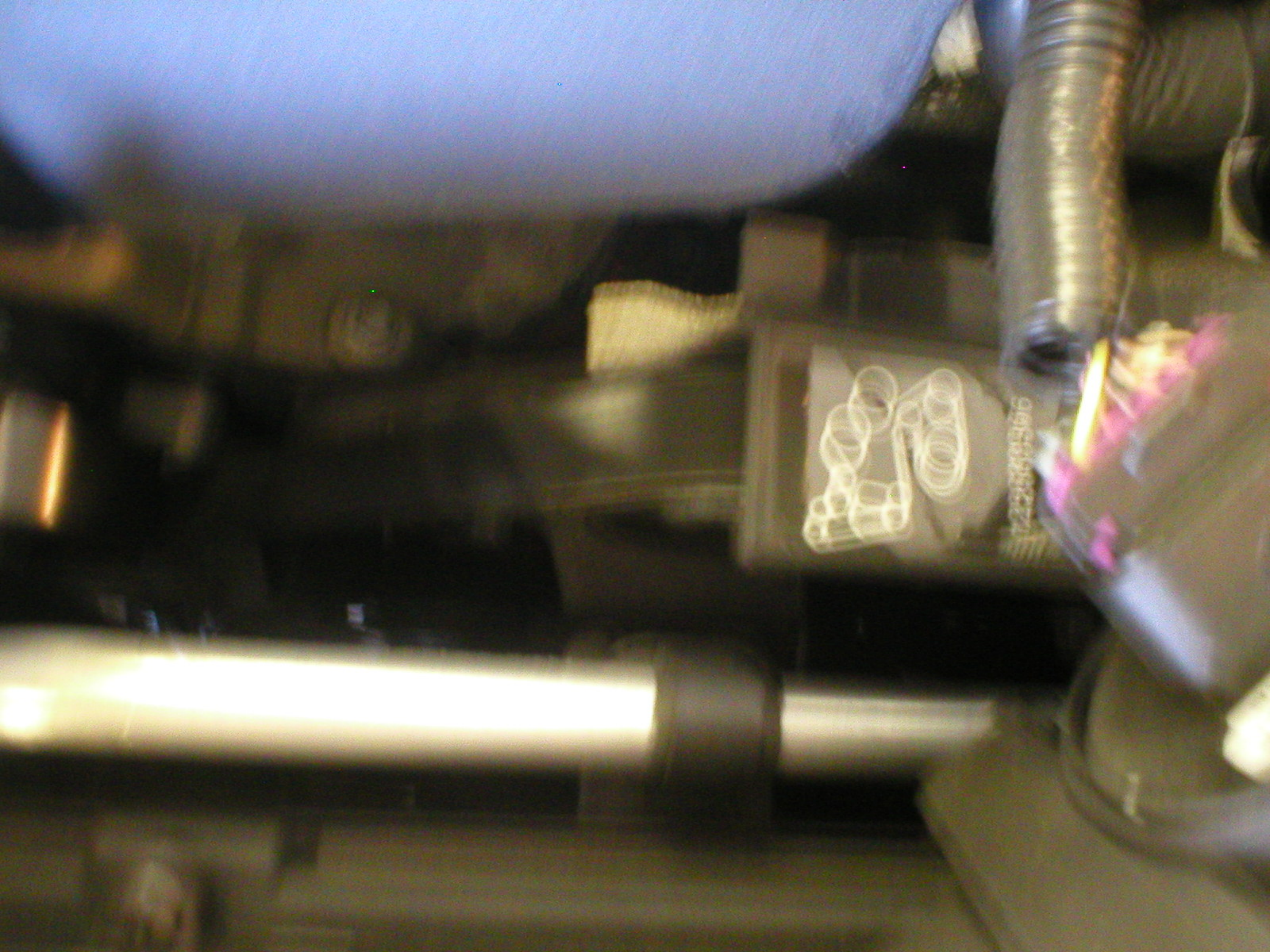
VEHICLE EMISSION CONTROL INFORMATION

CATALYST

























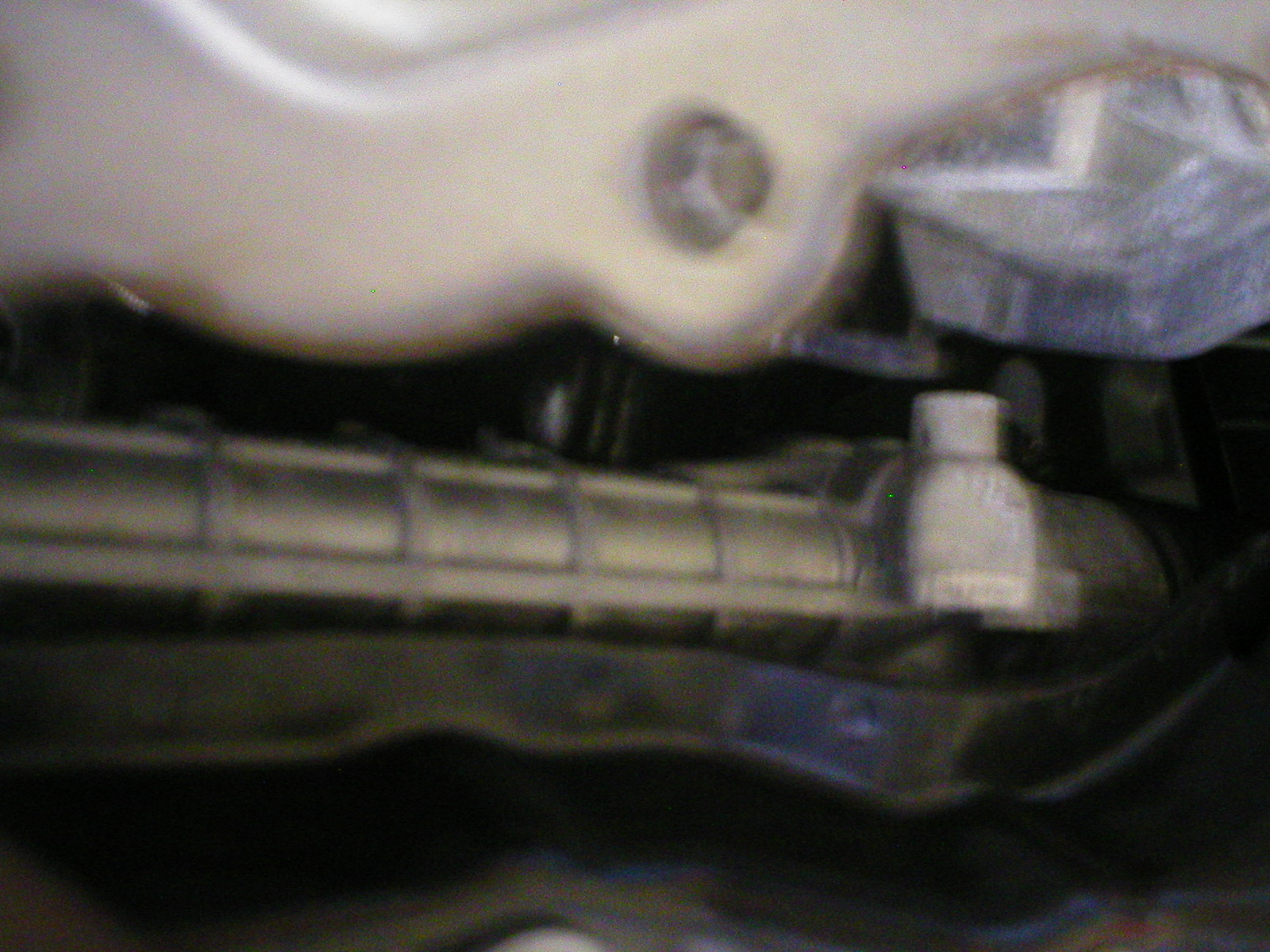




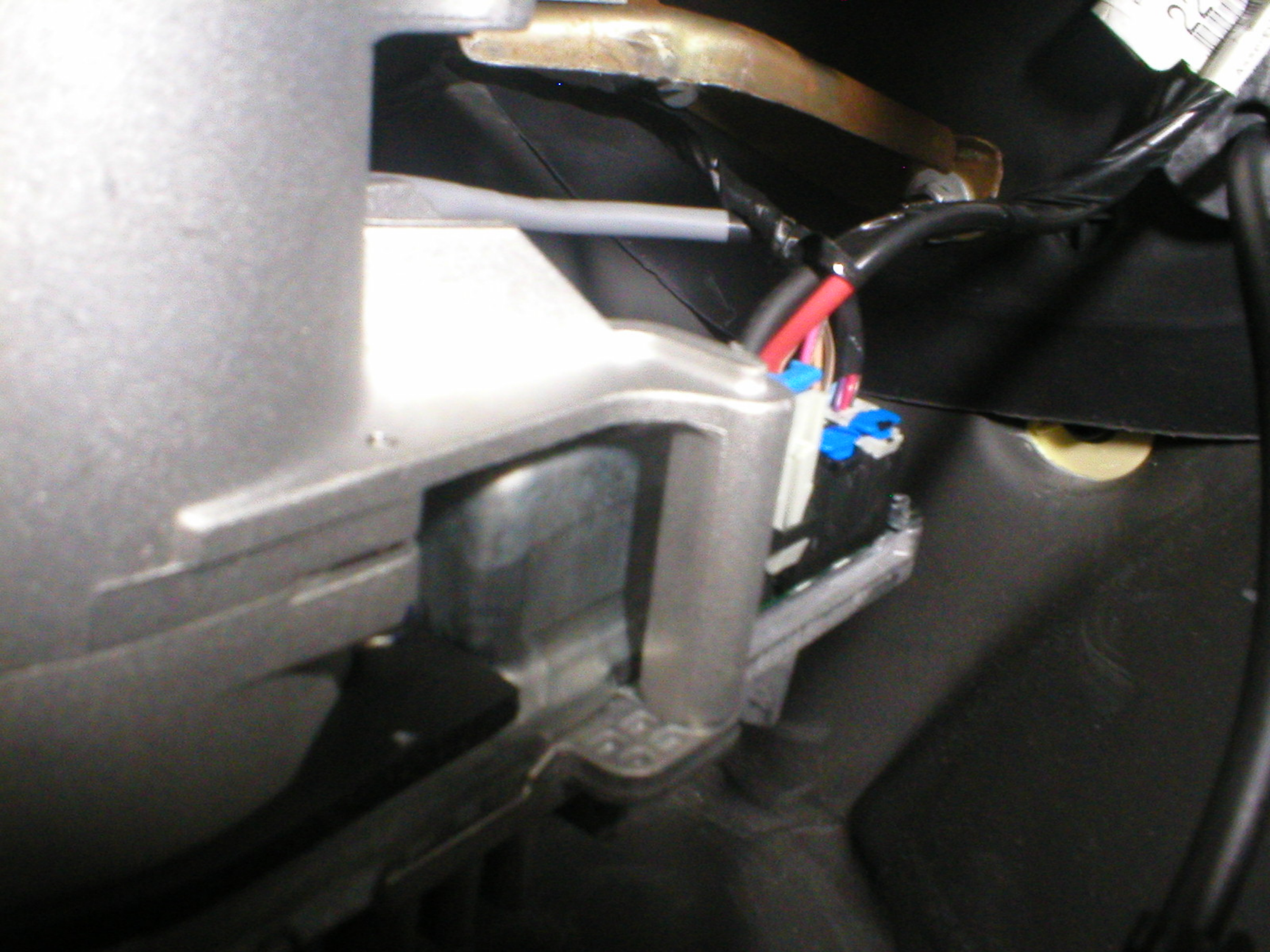




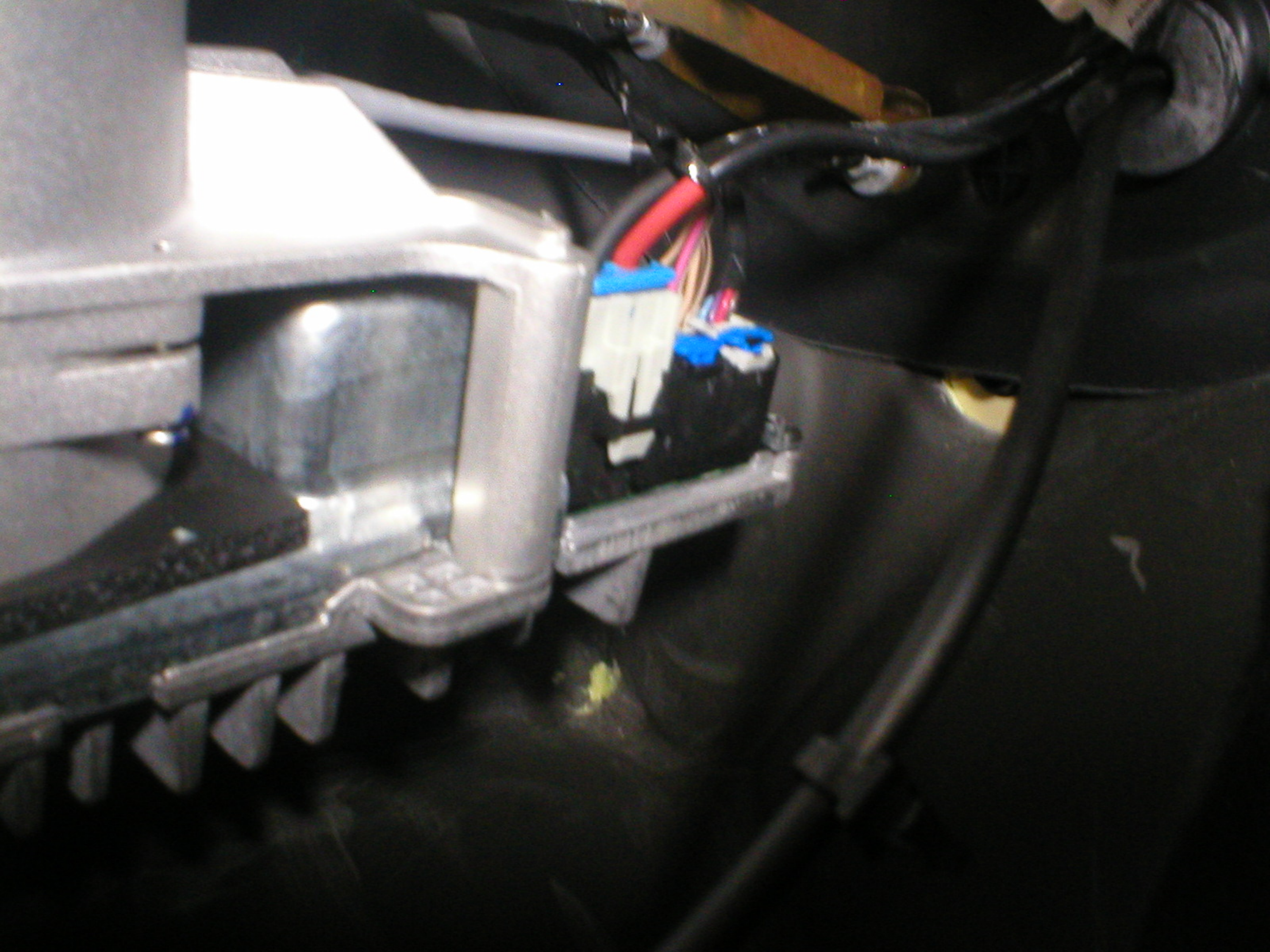






















# PAR GMWA

## Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information			
Date	11/21/06	Service Request #	1-422665465
Customer Name	[REDACTED]		
VIN	1G2ZH158964	[REDACTED]	
In-Service Date	2/17/2006	Service Contract?	No
Current Mileage	3785	Purchased New/Used?	New
Warranty Blocked?	No		
Branded Title?	No	Mileage at Purchase	0
Dealer and Claim Information			
Dealer Name	Union Pontiac-GMC-Buick, Inc.		
Dealer Svc Mgr	Tom Palladin	Dir Warranty Admin:	Tom Palladin
Dealer Phone	(908) 964-1900	Dealer Fax	(908) 964-0022
Dealer BAC	158544		
Dealer Division and Code	11-Bui-34657		
Repair Order Number	122351		
Repair Order Close Date	07/17/06		
Labor Op. Code Z1242	Dollar Amt:	8198.65	
Labor Op. Code Z1243	Dollar Amt:		
Cause Code (CC)	MJ		
Failure Code (FC)	98		
<b>PUT EVERYTHING IN NET AMOUNT</b>			
Labor Hours and OLH:	<b>DO NOT</b> PUT IN HOURS		
Parts and Labor Costs:	<b>DO NOT</b> PUT IN COSTS		
Net Amount:	8198.65		
<b>DO NOT H ROUTE THIS CLAIM</b>			
Authorization Code:	DO NOT PUT IN AN AUTH CODE		
Additional Comments for Dealer:			
<b>IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO</b>			
<b>Retain Copy with Dealer Repair Order</b>			
Internal PAR Information			
<b>Complaint:</b>			
	cust lost control of steering		
<b>Cause:</b>			
	cust states steering failed due to defect.		
<b>Correction:</b>			
	repair steering and body damage		
<b>Justification:</b>			
	inspection did reveal steering failure		
<b>PAR CRM</b>			
	Mark Valverde/PAR/ATX		

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

Division: Pontiac	Ref# 1422665465	VIN: 1G2ZH158964
Claimant's Name (LAST, First)		
Inspected By: H. Vernon Smith, Jr.		
Phone: (215) 364-6260 x		Organization: EAA
Inspection Date: 9-7-06		Mileage at Inspection: 3,796

**I INSPECTION SUMMARY**

Following the inspection, summarize the tests and observations: No steering power assist by electronic system. Unable to rotate steering wheel. Tech II test, no communication with electronic steering system. Repair estimate \$3,879.35. Will fax on request. Vetronix no event recorded attached.

**II INTERVIEW - VEHICLE HISTORY**

**Note to the inspector:** In questions 3-5 below, document only the information which relates to the incident/allegation.

1. **Name, address & phone number** of person being interviewed: , ,  
Newark DE
2. **Prior collision** damage (date, description, etc.) Unknown if damage on right side included in owner's claim  
Repaired by: \_\_\_\_\_
3. Describe **existing vehicle conditions** at the time of the incident(e.g. warning lights "On", tires worn, etc.):  
No abnormal conditions
4. **Repairs** outside of warranty (what, when, by whom?): None
5. Other **vehicle history** information (from person being interviewed or GM Warranty History)? None
6. **Last maintenance** (date, description, by whom?): Maintenance Union Pontiac

**III INTERVIEW - INCIDENT DETAILS**

If vehicle is a truck, or a car trailering cargo at the time of the incident, estimated total weight of cargo and trailer: 0 lbs,  
Load description: None  
Load location: \_\_\_\_\_



Describe the following:	Before the Incident	At the Beginning* and During the Incident
Steering (normal, other)	<u>Normal</u>	<u>Steering locked up. I loss control of vehicle</u>
Suspension (normal, other)	<u>Normal</u>	<u>Normal</u>
Engine (normal, other)	<u>Normal</u>	<u>Normal</u>
Transmission (normal, other)	<u>Normal</u>	<u>Normal</u>
Electrical (normal, other)	<u>Battery has gone dead three times since ownership 2-17-06</u>	<u>Normal</u>
Warning lights/messages	<u>None</u>	<u>None</u>
Unusual noises (from where?)	<u>Intermittent noise in front, sometimes on turn</u>	<u>None</u>
Smoke/steam (from where?)	<u>None</u>	<u>None</u>
Other	<u>None</u>	<u>None</u>

\*The beginning of the incident is the start of the sequence which resulted in the incident.

Exact incident location: Avon Ave., Newark, NJ

Type: Concrete, ASPHALT, Gravel, Crushed Rock, Dirt, or Other? \_ Describe:

Condition: Wet, DRY, Icy, or Other? \_ If other, specify: \_\_\_\_\_

Estimated vehicle speed 3 MPH Source of estimate: Driver

Incident occurred while: Accelerating, TURNING, Braking, Coasting, Driving normally: \_\_\_\_\_

What did you do after you realized something was wrong? Describe: Could not turn steering wheel, applied brakes

Any other comments or observations that have not been covered? None

## IV VEHICLE INSPECTION

The vehicle inspection documents the physical evidence via color photographs and written observations. By recording your observations in the following section, you will be following a methodical inspection format.

Take color photographs of the following:

**A. Exterior:**

Front  
Right side  
Rear  
VIN  
Left side

Comments: **Damage left and right side. Estimate of repair cost of \$3,879.36 includes both sides. See photo.**



**B. Corner assemblies, if applicable:**

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

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**C. Interior:**

Instrument panel & odometer

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**D. Underhood:**

Engine compartment  
Steering linkage  
Steering  
Power steering lines/hoses, connections/clamps

Comments: **No steering linkage damage or defect**

**E. Underbody:**

Steering linkage  
Scrapes or impact damage on the following:  
Fuel tank  
Tires/Wheels  
Etc.

Comments: **No damage**

**F. General Observations (Take photographs if applicable):**

Anything on vehicle which is after-market: **No**

Anything on vehicle which is a modification: **No**

Anything on vehicle which is unusual, out-of-place, etc.: **No**

Other relevant information: **None**

<b>V CHASSIS INSPECTION</b>
-----------------------------

**Record your observations and measurements for the sections and questions which relate to the incident and items which were inspected. Write N/A for sections and questions unrelated to the customer allegation.**

**A. STEERING, SUSPENSION, WHEELS, AXLES:**

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, and indicate whether or not a photograph was taken.



	OBSERVATIONS/TEST RESULTS
Steering system	<b><u>No electronic power assist. Could not turn steering wheel</u></b>
Steering linkage	<b><u>No defect, no damage</u></b>
Gear/rack and pinion	<b><u>No defect, no damage</u></b>
Steering column, ignition switch, intermediate shaft	<b><u>Normal operation</u></b>
Steering pump, drive, hoses, connections, flow, pressure	<b><u>None. Electronic assist inoperative</u></b>
PS fluid level and condition	<b><u>Not equipped</u></b>
Steering knuckle	<b><u>No damage</u></b>
Suspension components - LF	<b><u>Normal</u></b>
RF	<b><u>Normal</u></b>
LR	<b><u>Normal</u></b>
RR	<b><u>Normal</u></b>
Rear axle assembly	<b><u>Normal</u></b>
Deformation to the frame	<b><u>Normal</u></b>
	OBSERVATIONS/TEST RESULTS
Describe evidence of axle/suspension/ tire contact with frame, body or components	<b><u>None</u></b>
Describe contact of the under-carriage with the road surface (road, shoulder, curb, or grass)	<b><u>None</u></b>
Electronic level control system/components	<b><u>No defects</u></b>
Engine (normal, other)	<b><u>Normal</u></b>
Electrical (normal, other)	<b><u>Battery dead.</u></b>
Warning lights/messages	<b><u>None</u></b>
Wheels (damage/impact marks)	<b><u>None</u></b>
Codes/numbers for failed components. Describe	<b><u>Tech II test, no communication with electronic steering assist. See photos.</u></b>
Other	<hr/>

**B. ECM/PCM**

Stored codes? (Y/N)    If yes, list code number and description.

<u>CODE</u>	<u>COUNTS</u>	<u>DESCRIPTION</u>
-------------	---------------	--------------------



**No codes**

Other comments: \_\_\_\_\_

**C. ROAD-SENSING SUSPENSION/SPEED-SENSITIVE SUSPENSION** (Fill out this section for suspension allegations on vehicles equipped with road-sensing suspensions/speed-sensitive suspensions)

1. Enter Diagnostics per the service manual and record any current or history codes. (Enter "none" if no codes are present)

CURRENT  
CODEDESCRIPTION**No codes**HISTORY  
CODEDESCRIPTION**No codes**

Follow the procedures in the service manual to determine the cause of the stored codes which relate to the allegation. State which procedures were followed, record the results of each test, and state the root cause of the code. Do not conduct tests which require disassembly of components. Follow the procedure in the General Guidelines for parts which need to be disassembled for evaluation.

2. Inspect the system wiring, connections, and components for damage. Indicate whether the damage was the result of the incident. Comments: **No defect evident. See photos.**

3. Other comments: \_\_\_\_\_

**D. TIRE INSPECTION**1. IDENTIFICATION:

	TIRE BRAND	TIRE TYPE	TIRE SIZE	PRESSURE	AVE. TREAD DEPTH
	(Goodyear)	(Eagle GA)	(P205/70R15)	(psi)	32nds of inch
LF	<b><u>Michelin</u></b>	<b><u>Sport</u></b>	<b><u>P225/50R16</u></b>	<b><u>27</u></b>	<b><u>9</u></b>
RF	<b><u>Michelin</u></b>	<b><u>Sport</u></b>	<b><u>P225/50R16</u></b>	<b><u>8</u></b>	<b><u>9</u></b>
LR	<b><u>Michelin</u></b>	<b><u>Sport</u></b>	<b><u>P225/50R16</u></b>	<b><u>27</u></b>	<b><u>7</u></b>
RR	<b><u>Michelin</u></b>	<b><u>Sport</u></b>	<b><u>P225/50R16</u></b>	<b><u>26</u></b>	<b><u>8</u></b>



Describe any damage to tires, such as scrapes, marks due to impact, cuts, tread separation, flat spots etc.

LF **None**

RF **None**

LR **None**

RR **None**

2. TIRE PLACARD DATA:

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

	<u>SIZE</u>	<u>PRESSURE (psi)</u>	<u>PRESSURE AT MAXIMUM LOAD(psi)</u>
TIRES	<b><u>P225/50R16</u></b>	_____	_____
SPARE TIRE	_____	_____	_____

## VI SITE INSPECTION

Make a diagram of the incident scene showing where the vehicle started, the path of the vehicle, and all points of impact. Make measurements and record on the diagram. Inspect the scene for tire marks. Take color pictures and enter comments below. If significant other vehicle or property damage occurred, take pictures of the damage, if possible, and make notes as necessary.

Comments: **Not relevant**

## VII 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: **Estimate faxed**



### FIELD PHOTOGRAPHIC NOTES

DIVISION:	<b>Pontiac</b>	REF#	<b>1422665465</b>
VIN:	<b>1G2ZH158964</b>		
CLAIMANT'S NAME (LAST,FIRST)			
INSPECTOR: H. VERNON SMITH, JR		EAA	
215-364-6260			
INSPECTION DATE: <b>9-7-06</b>	MILEAGE:	<b>3,796</b>	

#### PHOTO ID. NUMBER AND DESCRIPTION

55. Not relevant
- 56,57. Vehicle and case ID
- 58,59,60,61,62. Body
63. Damage right side
- 64,66,67,68,69,70. Damage left side
71. Odometer reading
- 72,73,74. No electronic steering communication with Tech II
- 75,76. Engine master cylinder full, belt tight
- 78,79,80,81,82,83,84. Steering linkage, no defects
- 85,86. Steering module wiring connection good



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

Division: Pontiac	Ref# 1422665465	VIN: 1G2ZH158964
Claimant's Name (LAST, First) [REDACTED]		
Inspected By: H. Vernon Smith, Jr.	Organization: EAA	
Phone: (215) 364-6260 x [REDACTED]	Inspection Date: 9-7-06	Mileage at Inspection: 3,796

**I INSPECTION SUMMARY**

Following the inspection, summarize the tests and observations: No steering power assist by electronic system. Unable to rotate steering wheel. Tech II test, no communication with electronic steering system. Repair estimate \$3,879.35. Will fax on request. Vetronix no event recorded attached.

**II INTERVIEW - VEHICLE HISTORY**

**Note to the inspector:** In questions 3-5 below, document only the information which relates to the incident/allegation.

1. **Name, address & phone number** of person being interviewed: [REDACTED]

Newark DE [REDACTED]

2. **Prior collision** damage (date, description, etc.) Unknown if damage on right side included in owner's claim

Repaired by: \_\_\_\_\_

3. Describe **existing vehicle conditions** at the time of the incident(e.g. warning lights "On", tires worn, etc.):

No abnormal conditions

4. **Repairs** outside of warranty (what, when, by whom?): None

5. Other **vehicle history** information (from person being interviewed or GM Warranty History)? None

6. **Last maintenance** (date, description, by whom?): Maintenance Union Pontiac

**III INTERVIEW - INCIDENT DETAILS**

If vehicle is a truck, or a car trailering cargo at the time of the incident, estimated total weight of cargo and trailer: 0 lbs,

Load description: None

Load location: \_\_\_\_\_



Describe the following:	Before the Incident	At the Beginning* and During the Incident
Steering (normal, other)	<u>Normal</u>	<u>Steering locked up. I loss control of vehicle</u>
Suspension (normal, other)	<u>Normal</u>	<u>Normal</u>
Engine (normal, other)	<u>Normal</u>	<u>Normal</u>
Transmission (normal, other)	<u>Normal</u>	<u>Normal</u>
Electrical (normal, other)	<u>Battery has gone dead three times since ownership 2-17-06</u>	<u>Normal</u>
Warning lights/messages	<u>None</u>	<u>None</u>
Unusual noises (from where?)	<u>Intermittent noise in front, sometimes on turn</u>	<u>None</u>
Smoke/steam (from where?)	<u>None</u>	<u>None</u>
Other	<u>None</u>	<u>None</u>

\*The beginning of the incident is the start of the sequence which resulted in the incident.

Exact incident location: Avon Ave., Newark, NJ

Type: Concrete, ASPHALT, Gravel, Crushed Rock, Dirt, or Other? \_ Describe:

Condition: Wet, DRY, Icy, or Other? \_ If other, specify: \_\_\_\_\_

Estimated vehicle speed 3 MPH Source of estimate: Driver

Incident occurred while: Accelerating, TURNING, Braking, Coasting, Driving normally: \_\_\_\_\_

What did you do after you realized something was wrong? Describe: Could not turn steering wheel, applied brakes

Any other comments or observations that have not been covered? None

## IV VEHICLE INSPECTION

The vehicle inspection documents the physical evidence via color photographs and written observations. By recording your observations in the following section, you will be following a methodical inspection format.

Take color photographs of the following:

**A. Exterior:**

Front  
Right side  
Rear  
VIN  
Left side

Comments: **Damage left and right side. Estimate of repair cost of \$3,879.36 includes both sides. See photo.**



**B. Corner assemblies, if applicable:**

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

Comments: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**C. Interior:**

Instrument panel & odometer

Comments: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**D. Underhood:**

Engine compartment  
 Steering linkage  
 Steering  
 Power steering lines/hoses, connections/clamps

Comments: **No steering linkage damage or defect**

**E. Underbody:**

Steering linkage  
 Scrapes or impact damage on the following:  
     Fuel tank  
     Tires/Wheels  
     Etc.

Comments: **No damage**

**F. General Observations (Take photographs if applicable):**

Anything on vehicle which is after-market: **No**

Anything on vehicle which is a modification: **No**

Anything on vehicle which is unusual, out-of-place, etc.: **No**

Other relevant information: **None**

**V CHASSIS INSPECTION**

**Record your observations and measurements for the sections and questions which relate to the incident and items which were inspected. Write N/A for sections and questions unrelated to the customer allegation.**

**A. STEERING, SUSPENSION, WHEELS, AXLES:**

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, and indicate whether or not a photograph was taken.



	OBSERVATIONS/TEST RESULTS
Steering system	<b><u>No electronic power assist. Could not turn steering wheel</u></b>
Steering linkage	<b><u>No defect, no damage</u></b>
Gear/rack and pinion	<b><u>No defect, no damage</u></b>
Steering column, ignition switch, intermediate shaft	<b><u>Normal operation</u></b>
Steering pump, drive, hoses, connections, flow, pressure	<b><u>None. Electronic assist inoperative</u></b>
PS fluid level and condition	<b><u>Not equipped</u></b>
Steering knuckle	<b><u>No damage</u></b>
Suspension components - LF	<b><u>Normal</u></b>
RF	<b><u>Normal</u></b>
LR	<b><u>Normal</u></b>
RR	<b><u>Normal</u></b>
Rear axle assembly	<b><u>Normal</u></b>
Deformation to the frame	<b><u>Normal</u></b>
	OBSERVATIONS/TEST RESULTS
Describe evidence of axle/suspension/ tire contact with frame, body or components	<b><u>None</u></b>
Describe contact of the under-carriage with the road surface (road, shoulder, curb, or grass)	<b><u>None</u></b>
Electronic level control system/components	<b><u>No defects</u></b>
Engine (normal, other)	<b><u>Normal</u></b>
Electrical (normal, other)	<b><u>Battery dead.</u></b>
Warning lights/messages	<b><u>None</u></b>
Wheels (damage/impact marks)	<b><u>None</u></b>
Codes/numbers for failed components. Describe	<b><u>Tech II test, no communication with electronic steering assist. See photos.</u></b>
Other	<hr/>

**B. ECM/PCM**

Stored codes? (Y/N)    If yes, list code number and description.

<u>CODE</u>	<u>COUNTS</u>	<u>DESCRIPTION</u>
-------------	---------------	--------------------



**No codes**

Other comments: \_\_\_\_\_

**C. ROAD-SENSING SUSPENSION/SPEED-SENSITIVE SUSPENSION** (Fill out this section for suspension allegations on vehicles equipped with road-sensing suspensions/speed-sensitive suspensions)

1. Enter Diagnostics per the service manual and record any current or history codes. (Enter "none" if no codes are present)

CURRENT  
CODEDESCRIPTION**No codes**HISTORY  
CODEDESCRIPTION**No codes**

Follow the procedures in the service manual to determine the cause of the stored codes which relate to the allegation. State which procedures were followed, record the results of each test, and state the root cause of the code. Do not conduct tests which require disassembly of components. Follow the procedure in the General Guidelines for parts which need to be disassembled for evaluation.

2. Inspect the system wiring, connections, and components for damage. Indicate whether the damage was the result of the incident. Comments: **No defect evident. See photos.**

3. Other comments: \_\_\_\_\_

**D. TIRE INSPECTION**1. IDENTIFICATION:

	TIRE BRAND	TIRE TYPE	TIRE SIZE	PRESSURE	AVE. TREAD DEPTH
	<u>(Goodyear)</u>	<u>(Eagle GA)</u>	<u>(P205/70R15)</u>	<u>(psi)</u>	<u>32nds of inch</u>
LF	<b><u>Michelin</u></b>	<b><u>Sport</u></b>	<b><u>P225/50R16</u></b>	<b><u>27</u></b>	<b><u>9</u></b>
RF	<b><u>Michelin</u></b>	<b><u>Sport</u></b>	<b><u>P225/50R16</u></b>	<b><u>8</u></b>	<b><u>9</u></b>
LR	<b><u>Michelin</u></b>	<b><u>Sport</u></b>	<b><u>P225/50R16</u></b>	<b><u>27</u></b>	<b><u>7</u></b>
RR	<b><u>Michelin</u></b>	<b><u>Sport</u></b>	<b><u>P225/50R16</u></b>	<b><u>26</u></b>	<b><u>8</u></b>



Describe any damage to tires, such as scrapes, marks due to impact, cuts, tread separation, flat spots etc.

LF **None**

RF **None**

LR **None**

RR **None**

2. TIRE PLACARD DATA:

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

	<u>SIZE</u>	<u>PRESSURE (psi)</u>	<u>PRESSURE AT MAXIMUM LOAD(psi)</u>
TIRES	<b><u>P225/50R16</u></b>	_____	_____
SPARE TIRE	_____	_____	_____

## VI SITE INSPECTION

Make a diagram of the incident scene showing where the vehicle started, the path of the vehicle, and all points of impact. Make measurements and record on the diagram. Inspect the scene for tire marks. Take color pictures and enter comments below. If significant other vehicle or property damage occurred, take pictures of the damage, if possible, and make notes as necessary.

Comments: **Not relevant**

## VII 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: **Estimate faxed**



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

## CDR File Information

Vehicle Identification Number	1G1ZT61896F [REDACTED]
Investigator	Donald J Hutelin, EAA
Case Number	71-490797160
Investigation Date	Friday, March 16 2007
Crash Date	Wednesday, March 7 2007
Filename	1G1ZT61896F [REDACTED] CDR
Saved on	Friday, March 16 2007 at 09:20:09 AM
Collected with CDR version	Crash Data Retrieval Tool 2.8077
Reported with CDR version	Crash Data Retrieval Tool 2.8077
Event(s) recovered	None

## SDM Data Limitations

### SDM Recorded Crash Events:

There are two types of SDM recorded crash events. The first is the Non-Deployment Event. A Non-Deployment Event is an event severe enough to "wake up" the sensing algorithm but not severe enough to deploy the air bag(s). It can contain Pre-Crash and Crash data. The SDM can store up to one Non-Deployment Event. This event can be overwritten by an event that has a greater SDM recorded vehicle forward velocity change. This event will be cleared by the SDM after the ignition has been cycled 250 times. The second type of SDM recorded crash event is the Deployment Event. It also can contain Pre-Crash and Crash data. The SDM can store up to two different Deployment Events, if they occur within five seconds of one another. Deployment Events cannot be overwritten or cleared from the SDM. Once the SDM has deployed the air bag, the SDM must be replaced.

The data in the Non-Deployment Event file will be locked after a Deployment Event, if the Non-Deployment Event occurred within 5 seconds before the Deployment Event unless a Deployment Level Event occurs within 5 seconds after the Deployment Event, then the Deployment Level Event will overwrite the Non-Deployment Event file.

### SDM Data Limitations:

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

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

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

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

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

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

-Driver's and Passenger's Belt Switch Circuit Status indicates the status of the seat belt switch circuit. The Passenger Belt Switch Circuit Status for 2005 vehicles is only available on the Cadillac STS. Also, the Passenger Belt Switch Circuit Status for 2006 Chevrolet Cobalt Sport Coupe (AP) model vehicles, with the option package that includes Recaro brand seats (RPO ALV), will always report a default value of "Buckled".

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

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

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

-Steering Wheel Angle data is displayed as a positive value, when the steering wheel is turned to the right, and a negative value, when the steering wheel is turned to the left.

### SDM Data Source:

All SDM recorded data is measured, calculated, and stored internally, except for the following:

-Vehicle Status Data (Pre-Crash) is transmitted to the SDM, by various vehicle control modules, via the vehicle's communication network.

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



## Hexadecimal Data

```
$01 00 03 00 00 00 00 00
$02 30 00 00 00 00 00 00
$03 02 00 00 00 00 00 00
$04 02 00 00 00 00 00 00
$05 00 00 00 00 00 00 00
$06 00 0A 00 00 0A 69 67
$07 00 20 00 00 00 00 00
$08 E9 8B 00 00 00 00 00
$09 00 77 77 00 00 00 00
$0A 00 00 00 00 00 00 00
$0B 3C 01 01 0F 00 00 00
$0C 80 00 80 00 00 00 00
$0D 00 00 C0 00 00 00 00
$0E 40 00 00 00 00 00 00
$0F BA 00 00 00 00 00 00
$10 47 31 5A 54 36 31 38
$11 39 36 46 31 33 34 36
$12 35 35 00 00 00 00 00
$13 00 00 00 00 00 00 00
$14 00 00 00 00 00 00 00
$15 00 00 00 00 00 00 00
$16 03 06 0C 16 34 00 00
$17 03 03 03 03 00 00 00
$18 03 03 00 00 00 00 00
$19 07 07 00 00 00 00 00
$1B 3F 00 00 66 00 78 00
$1C 3F 00 00 06 00 18 00
$1D 00 00 00 00 00 00 00
$1E 4F 4F 00 00 00 00 00
$1F 20 00 00 00 00 00 00
$20 40 00 00 00 00 00 00
$21 FF 01 00 00 70 00 00
$22 00 8E 00 00 00 00 00
$24 00 00 00 00 00 00 00
$25 00 00 00 00 00 00 00
$26 00 00 00 00 00 00 00
$27 FF 00 FF 00 00 00 00
$2A 00 00 00 00 00 00 00
$2B 00 00 00 00 00 00 00
$2D 00 00 00 00 00 00 00
$2E 00 FF F0 0C 24 00 00
$2F FE FE 0C 24 00 00 00
$30 9D 00 00 00 00 00 00
$31 FF FF FF FF FF 80 00
$32 F8 80 FF 80 00 00 00
$33 FF FF FF FF FF 80 00
$34 FF FF FF FF FF 80 00
$35 FF FF FF FF FF 80 00
$36 FF FF FF FF FF 80 00
$37 F8 80 F8 0F 0F CA FE
$38 FF 80 C0 80 FF C0 FC
$39 FF FF FF FF FF 80 00
$3A FF FF FF FF FF 80 00
$3B 7F 0F 1F 1F 3F 00 00
$3C FF FF FF FF FF FF C0
$3D FF FF FF FF FF FF 00
$3E FF FF FF FF 00 00 00
$3F 00 00 F0 00 00 00 00
$40 E0 FF 00 00 00 00 00
$41 F8 F8 90 00 00 00 00
$42 80 FF FF FF FF 00 00
$43 FF FF FF 00 00 00 00
```



```

$44 FF FF FF FF FF FF 00
$45 FF FF FF FF FF FF 00
$46 FF FF FF FF FF FF 00
$47 FF FF FF FF FF FF 00
$48 FF FF FF FF FF FF 00
$49 FF FF FF FF FF FF 00
$4A FF FF FF FF FF FF 00
$4B FF FF FF FF FF FF 00
$4C FF FF FF FF FF FF 00
$4D FF FF FF FF FF FF 00
$4E FF FF FF FF FF FF 00
$4F FF FF FF FF FF FF 00
$50 FF FF FF FF FF FF 00
$51 F0 00 00 F0 00 00 00
$52 81 FF FF FF 00 00 00
$53 FF FF FF 00 00 00 00
$54 82 FF FF 00 00 00 00
$55 FF FF FF FF FF FF 00
$67 A0 FF 00 00 00 00 00
$68 F8 F8 90 C0 00 00 00
$69 80 FF FF FF FF 00 00
$6A FF FF FF 00 00 00 00
$6B FF FF FF FF FF FF 00
$6C FF FF FF FF FF FF 00
$6D FF FF FF FF FF FF 00
$6E FF FF FF FF FF FF 00
$6F FF FF FF FF FF FF 00
$70 FF FF FF FF FF FF 00
$71 FF FF FF FF FF FF 00
$72 FF FF FF FF FF FF 00
$73 FF FF FF FF FF FF 00
$74 FF FF FF FF FF FF 00
$75 FF FF FF FF FF FF 00
$76 FF FF FF FF FF FF 00
$77 FF FF FF FF FF FF 00
$78 F0 00 00 F0 00 00 00
$79 81 FF FF FF 00 00 00
$7A 82 FF FF 00 00 00 00
$7B FF FF FF FF FF FF 00

```

```

$01 41 55 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
$02 01 02 03 04
$03 41 54 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
$04 01 02 03 04
$05 42 55 FF FF FF FF FF FF FF FF FF FF FF FF FF
$06 FF FF FF FF
$07 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF
$08 FF FF FF FF
$0D 41 48 37 31 31 32 52 35 32 30 37 32 32 4A 35 56
$0E 01 59 D3 B3
$0F 41 4A 37 31 31 32 52 35 32 30 37 32 32 4A 34 46
$10 01 59 D3 B3
$13 42 52 FF FF FF FF FF FF FF FF FF FF FF FF FF
$14 FF FF FF FF
$17 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF
$18 FF FF FF FF
$21 32 16 B8 0B D0 2E 91 9A
$22 69 67
$23 31 5A FA FA FA FA FA
$24 31 5A FA FA FA FA FA
$25 31 5A FA FA FA FA FA
$26 31 5A FA FA FA FA FA
$40 00 00
$41 3F 00 00 06 00 18
$42 10 E4
$43 00 00 8E 80
$44 C6 00 00 FC 80 C0

```



```
$45 07 01 07 01 05 01
$46 00 0F 0F 64 64
$47 0A 64 06 04 04 05 0A 06 04 0A 00 00 FA 00 00 FF 04 64
$48 18 08 08
$B0 58
$B1 FD FE 00
$B2 FF FF FF FF FF
$B4 41 53 36 39 36 37 32 31 30 51 4A 31 20 20 20 20
$B7 50 AA 01 0F 02
$B8 53 42 67 10 17
$C1 30 46 30 32
$CA 30 46 30 32
$CB 00 F1 0A E7
$CC 00 F1 0A E7
$D1 00 00
$DB 00 00
$DC 00 00
```



# INFORMATION Redacted PURSUANT TO THE FREEDOM OF

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

### CDR File Information

Vehicle Identification Number	1G2ZH558364 [REDACTED]
Investigator	Larry Grummer
Case Number	71-498134801
Investigation Date	Friday, April 6 2007
Crash Date	
Filename	1G2ZH558364 [REDACTED] CDR
Saved on	Friday, April 6 2007 at 11:22:36 AM
Collected with CDR version	Crash Data Retrieval Tool 2.8061
Collecting program verification number	3528E9B2
Reported with CDR version	Crash Data Retrieval Tool 2.8061
Reporting program verification number	3528E9B2
Interface used to collected data	Block number: 00 Interface version: 52 Date: 08-16-06 Checksum: C100
Event(s) recovered	None

### SDM Data Limitations

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-Driver's and Passenger's Belt Switch Circuit Status indicates the status of the seat belt switch circuit. The Passenger Belt Switch Circuit Status for 2005 vehicles is only available on the Cadillac STS. Also, the Passenger Belt Switch Circuit Status for 2006 Chevrolet Cobalt Sport Coupe (AP) model vehicles, with the option package that includes Recaro brand seats (RPO ALV), will always report a default value of "Buckled".

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

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

-Steering Wheel Angle data is displayed as a positive value, when the steering wheel is turned to the right, and a negative value, when the steering wheel is turned to the left.



**SDM Data Source:**

All SDM recorded data is measured, calculated, and stored internally, except for the following:

- Vehicle Status Data (Pre-Crash) is transmitted to the SDM, by various vehicle control modules, via the vehicle's communication network.
- The Belt Switch Circuit is wired directly to the SDM.



## Hexadecimal Data

```
$01 00 00 00 00 00 00 00
$02 30 00 00 00 00 00 00
$03 02 00 00 00 00 00 00
$04 02 00 00 00 00 00 00
$05 00 00 00 00 00 00 00
$06 00 0A 00 00 0A 53 52
$07 00 20 00 00 00 00 00
$08 00 FF 00 00 00 00 00
$09 00 6C 6C 00 00 00 00
$0A 00 00 00 00 00 00 00
$0B 3C 02 01 0F 00 00 00
$0C 80 00 80 00 00 00 00
$0D F6 1C C0 00 00 00 00
$0E 00 00 00 00 00 00 00
$0F BA 00 00 00 00 00 00
$10 47 32 5A 48 35 35 38
$11 33 36 34 31 38 30 36
$12 32 35 00 00 00 00 00
$13 00 00 00 00 00 00 00
$14 00 00 00 00 00 00 00
$15 00 00 00 00 00 00 00
$16 03 06 0C 16 34 00 00
$17 03 03 02 03 00 00 00
$18 02 02 00 00 00 00 00
$19 07 07 00 00 00 00 00
$1B 3F 00 00 67 00 7A 00
$1C 3F 00 00 06 00 1A 00
$1D 00 00 00 00 00 00 00
$1E 4F 4F 00 4F 00 01 00
$1F 33 C0 00 00 00 00 00
$20 40 00 00 00 00 00 00
$21 FF FF 00 00 50 00 00
$22 00 8F 00 00 00 00 00
$24 00 00 00 00 00 00 00
$25 00 00 00 00 00 00 00
$26 00 00 00 00 00 00 00
$27 FF 00 FF 00 00 00 00
$2A 00 00 00 00 00 00 00
$2B 00 00 00 00 00 00 00
$2D 00 00 00 00 00 00 00
$2E 00 FF F0 05 99 00 00
$2F 00 FE 05 9B 00 00 00
$30 9D 00 00 00 00 00 00
$31 FF FF FF FF FF 80 00
$32 F8 80 FF 80 00 00 00
$33 FF FF FF FF FF 80 00
$34 FF FF FF FF FF 80 00
$35 FF FF FF FF FF 80 00
$36 FF FF FF FF FF 80 00
$37 F8 80 F8 0F 0F CA FE
$38 FF 80 C0 80 FF C0 FC
$39 FF FF FF FF FF 80 00
$3A FF FF FF FF FF 80 00
$3B 7F 0F 1F 1F 3F 00 00
$3C FF FF FF FF FF FF C0
$3D FF FF FF FF FF FF 00
$3E FF FF FF FF 00 00 00
```



```

$3F 00 00 F0 00 00 00 00
$40 E0 FF 00 00 00 00 00
$41 F8 F8 90 00 00 00 00
$42 80 FF FF FF FF 00 00
$43 FF FF FF 00 00 00 00
$44 FF FF FF FF FF FF 00
$45 FF FF FF FF FF FF 00
$46 FF FF FF FF FF FF 00
$47 FF FF FF FF FF FF 00
$48 FF FF FF FF FF FF 00
$49 FF FF FF FF FF FF 00
$4A FF FF FF FF FF FF 00
$4B FF FF FF FF FF FF 00
$4C FF FF FF FF FF FF 00
$4D FF FF FF FF FF FF 00
$4E FF FF FF FF FF FF 00
$4F FF FF FF FF FF FF 00
$50 FF FF FF FF FF FF 00
$51 F0 00 00 F0 00 00 00
$52 81 FF FF FF 00 00 00
$53 FF FF FF 00 00 00 00
$54 82 FF FF 00 00 00 00
$55 FF FF FF FF FF FF 00
$67 A0 FF 00 00 00 00 00
$68 F8 F8 90 C0 00 00 00
$69 80 FF FF FF FF 00 00
$6A FF FF FF 00 00 00 00
$6B FF FF FF FF FF FF 00
$6C FF FF FF FF FF FF 00
$6D FF FF FF FF FF FF 00
$6E FF FF FF FF FF FF 00
$6F FF FF FF FF FF FF 00
$70 FF FF FF FF FF FF 00
$71 FF FF FF FF FF FF 00
$72 FF FF FF FF FF FF 00
$73 FF FF FF FF FF FF 00
$74 FF FF FF FF FF FF 00
$75 FF FF FF FF FF FF 00
$76 FF FF FF FF FF FF 00
$77 FF FF FF FF FF FF 00
$78 F0 00 00 F0 00 00 00
$79 81 FF FF FF 00 00 00
$7A 82 FF FF 00 00 00 00
$7B FF FF FF FF FF FF 00

```

```

$01 41 55 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
$02 01 02 03 04
$03 41 54 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
$04 01 02 03 04
$05 42 55 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$06 FF FF FF FF
$07 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$08 FF FF FF FF
$0D 41 48 36 34 37 33 52 35 32 32 32 31 35 44 5A 30
$0E 01 5A 39 A4
$0F 41 4A 36 34 37 33 52 35 32 32 32 31 35 45 4A 4E
$10 01 5A 39 A4
$13 42 52 39 38 32 30 44 32 35 32 36 35 32 44 42 4B
$14 16 46 3D 35
$17 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$18 FF FF FF FF
$21 32 1 B 5E 11 91 9A

```



\$22 53 52  
\$23 32 5A FA FA FA FA FA  
\$24 32 5A FA FA FA FA FA  
\$25 32 5A FA FA FA FA FA  
\$26 32 5A FA FA FA FA FA  
\$40 00 00  
\$41 3F 00 00 06 00 1A  
\$42 D0 E4  
\$43 00 00 8E 80  
\$44 C6 00 00 FC 80 C0  
\$45 07 01 07 01 05 01  
\$46 00 0F 0F 64 64  
\$47 0A 64 04 04 04 05 0A 06 04 0A 00 00 FA 00 00 FF 04 64  
\$48 18 08 08  
\$B0 58  
\$B1 FD FE 00  
\$B2 FF FF FF FF FF  
\$B4 41 53 35 33 35 32 32 31 32 33 35 37 20 20 20 20  
\$B7 50 AA 01 0F 02  
\$B8 54 41 68 06 15  
\$C1 30 46 30 32  
\$CA 30 46 30 32  
\$CB 00 F0 B6 78  
\$CC 00 F0 B6 78  
\$D1 00 00  
\$DB 00 00  
\$DC 00 00



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

Customer's Name: [REDACTED] Inspection Date: 10/06/2007  
 Vehicle Brand: Pontiac Model: G6  
 File # 71-498134801 VIN: 1G2ZH558364 [REDACTED]

Mileage at Inspection: 15,465

Inspection Location: 3906 I 35E S., Denton, TX. 76205

Inspector's phone number: 405-691-3320

Inspected By: Larry Grummer

**Section 1 INSPECTION SUMMARY**

**BRIEFLY Describe the customer's ALLEGATION below:**

[REDACTED] alleges the steering is binding up at slow speed when turning.

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

Several attempts to duplicate customers concerned of steering binding up at slow speed when turning failed. No indication of steering failure was found. Steering performance was equal to that of like kind, model, and year and make vehicle. No vehicle modifications or out-of-place items found. No damaged, worn or broken steering components found. No body damage found to right front fender or wheel.

**NOTE:** Several attempts have been made to contact owner and messages have been left to call me for an interview. No response.

**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: 03/24/2007

Interview date: 04/09/2007

**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] states that the light turned green and he proceeded to turn left but was unable to complete the turn because the steering was binding up at slow speeds while turning resulting in the steering locking up causing him to hit the curb with the right front wheel.

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

[REDACTED] male,

**If there was a collision:**

Describe extent of any injuries to the Driver: No injuries.

Confidential GM/PAR

Rev 04-19-2004

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



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

Customer's Name: [REDACTED] Inspection Date: **10/06/2007**  
 Vehicle Brand: **Pontiac** Model: **G6**  
 File #: **71-498134801** VIN: **1G2ZH558364** [REDACTED]

{  
 Describe where other occupants were seated & extent of any injuries: {  
 {  
 {

**What was the exact location of the incident?** **Main and 35E Access Rd, heading north; Denton, TX.**

**Driving conditions at the time of the incident:**

Weather conditions & Visibility: { Approximate Temp (°F): {  
 Road Surface: ☒ Concrete ☐ Asphalt ☐ Gravel ☐ Crushed rock ☐ Dirt  
 Road Condition: ☒ Dry ☐ Wet ☐ Icy ☐ Other: {  
 Shoulder ☐ Curb ☒ Concrete ☐ Asphalt ☐ Gravel ☐ Crushed rock ☐ Dirt  
 Shoulder/Curb Condition: ☒ Dry ☐ Wet ☐ Icy ☐ Other: {  
 Posted Speed Limit {

Any objects in the road? (rocks, scrap metal, pothole, speed bump, etc.) **No objects in road.**

**Length of Drive Prior to incident:**

Total Time (hrs. & mins.): { Distance (miles): {  
 Estimate of vehicle speed: { mph Source of est. {  
 Estimated vehicle speed at impact: { mph Source of est. {  
**(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.**

<b>Steering</b>	<b>Normal</b> <input type="checkbox"/>	<b>Other</b> <input checked="" type="checkbox"/>	<b>Describe</b>	<b>Steering was binding up when making turns.</b>
<b>Suspension</b>	<b>Normal</b> <input checked="" type="checkbox"/>	<b>Other</b> <input type="checkbox"/>	<b>Describe</b>	{
<b>Brakes</b>	<b>Normal</b> <input checked="" type="checkbox"/>	<b>Other</b> <input type="checkbox"/>	<b>Describe</b>	{
<b>Engine</b>	<b>Normal</b> <input checked="" type="checkbox"/>	<b>Other</b> <input type="checkbox"/>	<b>Describe</b>	{
<b>Electrical</b>	<b>Normal</b> <input checked="" type="checkbox"/>	<b>Other</b> <input type="checkbox"/>	<b>Describe</b>	{

**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). **Steering binding was present before.**

Also, determine whether there were any warning lights illuminated, messages on driver information panel, unusual noises, smoke or steam observed. **No**

Describe any evasive action: ☒ Turning ☐ Braking ☐ Accelerating ☐ Other: {

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

{

Estimated total weight of cargo: { 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: {  
 Objects Impacted: **Curb**



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

Customer's Name: [REDACTED] Inspection Date: **10/06/2007**  
 Vehicle Brand: **Pontiac** Model: **G6**  
 File #: **71-498134801** VIN: **1G2ZH558364** [REDACTED]

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

Additional comments concerning the incident: {  
 {  
 {

**Section 3 INTERVIEW - VEHICLE HISTORY**

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

{

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

{

Did the owner purchase the vehicle new? ☒ Yes ☐ No Date **08/29/2006** Used? ☐ 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:

**No vehicle modifications or alterations.**

{

{

**VEHICLE REPAIR / SERVICE HISTORY**

Prior electrical system service? ☐ No ☒ Yes If yes, describe: **E7631-Motor and Controller assembly, electronic power steering 01/31/2007.**

{

Prior collision repair? ☒ No ☐ Yes If yes, describe: {

{

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

{

Prior chassis system service, repair, or replacement? ☒ No ☐ Yes If yes, describe what was done:

{

Prior electrical system components serviced, repaired, or replaced by whom? ( name, address, phone number)

{

Any other pertinent vehicle history information (from interview, GM warranty or dealership history files)? ☐ No ☐ Yes

If yes, describe: **J6354 Power-train control module engine reprogramming with SPS on 10/06/2006.**

{

**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:**

**No body damage found.**

{



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

Customer's Name: [REDACTED] Inspection Date: **10/06/2007**  
 Vehicle Brand: **Pontiac** Model: **G6**  
 File #: **71-498134801** VIN: **1G2ZH558364** [REDACTED]

**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.

**No underbody/frame/chassis area damage found.**

{  
 {  
 {

**CORNER ASSEMBLIES**

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

Comments: **Suspension corner assemblies appear to be in good condition.**

{

**UNDERHOOD**

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

Comments:

**All under-hood engine components and accessories appear to be in good condition. No damage or defective components found.**

{

**GENERAL OBSERVATIONS**

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

Comments:

**No aftermarket equipment found.**

{  
 {  
 {

**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 )

**No damage to interior.**

{  
 {  
 {  
 {  
 {



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

<u>Customer's Name:</u>	[REDACTED]	<u>Inspection Date:</u>	<b>10/06/2007</b>
<u>Vehicle Brand:</u>	<b>Pontiac</b>	<u>Model:</u>	<b>G6</b>
<u>File #</u>	<b>71-498134801</b>	<u>VIN:</u>	<b>1G2ZH558364</b> [REDACTED]

{  
\_\_\_\_\_  
}  
\_\_\_\_\_  
}  
\_\_\_\_\_  
}

## 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: **10/06/2007**  
Vehicle Brand: **Pontiac** Model: **G6**  
File # **71-498134801** VIN: **1G2ZH558364** [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?	<b>All steering system components are in place and connected in a normal manner. Steering can be rotated lock to lock with appropriate movement and no bindings, sticking or uneven feel.</b>
Steering linkage-Is the linkage free from cracks, bends, fractures, etc. Are there any scrapes, abrasions, signs of contact with any of the linkage?	<b>Steering linkage is free from cracks, bends, and fractures. No scrapes, abrasions or signs of contact with any of the linkage.</b>
Gear/rack and pinion-Any sign of leakage, damage to boots on the rack, contact by foreign objects?	<b>No signs of leakage, damaged components or contact with foreign objects to electric gear/rack and pinion assembly.</b>
Steering column, ignition switch, intermediate shaft. Does the column unlock with the ignition key "on"? Is the steering column properly fastened to the dash?	<b>Steering column properly fastened to dash. Ignition switch unlocks steering column/intermediate shaft when turned to the "on" position.</b>
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.	<b>Electric power assist appears to be properly installed and free from damage.</b>
PS fluid level and condition-Color, contamination, odor	<b>NA</b>
Steering knuckle-All attachments secure and proper?	<b>Yes</b>
Suspension components – LF Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. Sway bars properly attached.	<b>LF suspension system properly installed and appears to be free from defects.</b>
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RF	<b>RF suspension system properly installed and appears to be free from defects.</b>
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc Rear sway bars,	<b>LR suspension system properly installed and appears to be free from defects.</b>



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

Customer's Name: [REDACTED] Inspection Date: **10/06/2007**  
Vehicle Brand: **Pontiac** Model: **G6**  
File # **71-498134801** VIN: **1G2ZH558364** [REDACTED]

trailing arms properly attached and undamaged. LR	
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RR	<b>RR suspension system properly installed and appears to be free from defects.</b>
Rear axle assembly-deformed, signs of impact, properly located, etc.	<b>No deformities found with the rear axle assembly.</b>
Deformation to the frame	<b>No deformation found to the frame.</b>
Describe and photograph evidence of axle/ suspension/ tire contact with frame, body or components	<b>No tire contact found.</b>
Describe and photograph contact of the under- carriage with the road surface (road, shoulder, curb, or grass)	<b>No witness markings found to suggest contact to under-carriage with road surface.</b>
Stability Enhancement system/components-check for codes with Tech II	<b>NA</b>
Engine (normal, other)-Obtain codes using a Tech II.	<b>Normal</b>
Electrical (normal, other)	<b>Normal</b>
Warning lights/messages displayed? Describe and obtain codes using a Tech II	<b>No warning messages displayed.</b>
Anything components missing?	<b>No components missing.</b>
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".

**Vehicle steering system operated as designed during road test. Failed to duplicate customers concern of steering binding on turns.**

{ \_\_\_\_\_

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

Inspect the system wiring, connections and components for damage. Note if the damage was the result of the incident.

**TIRE AND WHEEL INSPECTION**



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

Customer's Name: [REDACTED] Inspection Date: **10/06/2007**  
 Vehicle Brand: **Pontiac** Model: **G6**  
 File #: **71-498134801** VIN: **1G2ZH558364** [REDACTED]

1. IDENTIFICATION:

	TIRE BRAND (Goodyear)	TIRE TYPE (Eagle GA)	TIRE SIZE (P205/70R15)	PRESSURE (psi)	AVE. TREAD DEPTH 32nds of inch	DOT Numbers
LF	<u>Continental</u>	<u>Conitouring</u>	<u>P225/50R17</u>	<u>32</u>	<u>11/32</u>	<u>ACYA BLM</u>
RF	<u>Continental</u>	<u>Conitouring</u>	<u>P225/50R17</u>	<u>30</u>	<u>11/32</u>	<u>ACYA BLM</u>
LR	<u>Continental</u>	<u>Conitouring</u>	<u>P225/50R17</u>	<u>32</u>	<u>11/32</u>	<u>ACYA BLM</u>
RR	<u>Continental</u>	<u>Conitouring</u>	<u>P225/50R17</u>	<u>31</u>	<u>11/32</u>	<u>ACYA BLM</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 damage found

RF No damage found.

LR No damage found

RR No damage found.

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>P225/50R17</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...
- 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.**



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

Customer's Name: [REDACTED] Inspection Date: **10/06/2007**  
Vehicle Brand: **Pontiac** Model: **G6**  
File # **71-498134801** VIN: **1G2ZH558364** [REDACTED]

**Comments:**

{  
 {  
 {  
 {  
 {

**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)**

x **Photographs**      x **Data Downloads**      ☐ **Other Records**



**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
FIELD PHOTOGRAPHIC NOTES**

<u>Customer's Name:</u>	[REDACTED]	<u>Inspection Date:</u>	04/06/2007
<u>Vehicle Brand:</u>	Pontiac	<u>Model:</u>	G6
<u>File #</u>	71-498134801	<u>VIN:</u>	1G2ZH558364 [REDACTED]

Inspector Larry Grummer

Number of Rolls 1

Roll Number 1

<u>Neg.#</u>	<u>Description</u>
1.	<u>VIN</u>
2.	<u>Tire data label</u>
3.	<u>Odometer</u>
4.	<u>Engine compartment</u>
5.	<u>Steering rack (right view)</u>
6.	<u>Steering rack (left view)</u>
7.	<u>Right underside view of vehicle.</u>
8.	<u>Left underside view of vehicle</u>
9.	<u>Center underside view</u>
10.	<u>Front view</u>
11.	<u>Left front corner</u>
12.	<u>Left front wheel/tire</u>
13.	<u>Left rear corner</u>
14.	<u>Right rear corner</u>
15.	<u>Right front wheel/tire</u>
16.	<u>Right front corner</u>
17.	<u>Headliner</u>
18.	<u>Console</u>
19.	<u>SPI label</u>
20.	<u>Driver's seat</u>
21.	<u>Radio and accessories</u>
22.	_____
23.	_____
24.	_____
25.	_____
26.	_____
27.	_____
28.	_____
29.	_____
30.	_____
31.	_____
32.	_____
33.	_____
34.	_____
35.	_____
36.	_____
37.	_____

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



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

Customer's Name: [REDACTED] Inspection Date: 10/06/2007  
 Vehicle Brand: Pontiac Model: G6  
 File # 71-498134801 VIN: 1G2ZH558364 [REDACTED]

Mileage at Inspection: 15,465

Inspection Location: 3906 I 35E S., Denton, TX. 76205

Inspector's phone number: 405-691-3320

Inspected By: Larry Grummer

**Section 1 INSPECTION SUMMARY**

**BRIEFLY Describe the customer's ALLEGATION below:**

[REDACTED] alleges the steering is binding up at slow speed when turning.

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

Several attempts to duplicate customers concerned of steering binding up at slow speed when turning failed. No indication of steering failure was found. Steering performance was equal to that of like kind, model, and year and make vehicle. No vehicle modifications or out-of-place items found. No damaged, worn or broken steering components found. No body damage found to right front fender or wheel.

**NOTE:** Several attempts have been made to contact owner and messages have been left to call me for an interview. No response.

**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: 03/24/2007

Interview date: 04/09/2007

**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] states that the light turned green and he proceeded to turn left but was unable to complete the turn because the steering was binding up at slow speeds while turning resulting in the steering locking up causing him to hit the curb with the right front wheel.

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

[REDACTED] male,

**If there was a collision:**

Describe extent of any injuries to the Driver: **No injuries.**

Confidential GM/PAR



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

Customer's Name: [REDACTED] Inspection Date: **10/06/2007**  
 Vehicle Brand: **Pontiac** Model: **G6**  
 File #: **71-498134801** VIN: **1G2ZH558364** [REDACTED]

{  
 Describe where other occupants were seated & extent of any injuries: {  
 {  
 {

**What was the exact location of the incident?** **Main and 35E Access Rd, heading north; Denton, TX.**

**Driving conditions at the time of the incident:**

Weather conditions & Visibility: { Approximate Temp (°F): {  
 Road Surface: ☒ Concrete ☐ Asphalt ☐ Gravel ☐ Crushed rock ☐ Dirt  
 Road Condition: ☒ Dry ☐ Wet ☐ Icy ☐ Other: {  
 Shoulder ☐ Curb ☒ Concrete ☐ Asphalt ☐ Gravel ☐ Crushed rock ☐ Dirt  
 Shoulder/Curb Condition: ☒ Dry ☐ Wet ☐ Icy ☐ Other: {  
 Posted Speed Limit {  
 Any objects in the road? (rocks, scrap metal, pothole, speed bump, etc.) **No objects in road.**

**Length of Drive Prior to incident:**

Total Time (hrs. & mins.): { Distance (miles): {  
 Estimate of vehicle speed: { mph Source of est. {  
 Estimated vehicle speed at impact: { mph Source of est. {  
**(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.**

<b>Steering</b>	<b>Normal</b> <input type="checkbox"/>	<b>Other</b> <input checked="" type="checkbox"/>	<b>Describe</b>	<b>Steering was binding up when making turns.</b>
<b>Suspension</b>	<b>Normal</b> <input checked="" type="checkbox"/>	<b>Other</b> <input type="checkbox"/>	<b>Describe</b>	{
<b>Brakes</b>	<b>Normal</b> <input checked="" type="checkbox"/>	<b>Other</b> <input type="checkbox"/>	<b>Describe</b>	{
<b>Engine</b>	<b>Normal</b> <input checked="" type="checkbox"/>	<b>Other</b> <input type="checkbox"/>	<b>Describe</b>	{
<b>Electrical</b>	<b>Normal</b> <input checked="" type="checkbox"/>	<b>Other</b> <input type="checkbox"/>	<b>Describe</b>	{

**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). **Steering binding was present before.**

Also, determine whether there were any warning lights illuminated, messages on driver information panel, unusual noises, smoke or steam observed. **No**

Describe any evasive action: ☒ Turning ☐ Braking ☐ Accelerating ☐ Other: {

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

{

Estimated total weight of cargo: { 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: {

Objects Impacted: **Curb**



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

Customer's Name: [REDACTED] Inspection Date: **10/06/2007**  
 Vehicle Brand: **Pontiac** Model: **G6**  
 File #: **71-498134801** VIN: **1G2ZH558364** [REDACTED]

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

Additional comments concerning the incident: {  
 {  
 {

**Section 3 INTERVIEW - VEHICLE HISTORY**

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

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

Did the owner purchase the vehicle new? ☒ Yes ☐ No Date **08/29/2006** Used? ☐ 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:

**No vehicle modifications or alterations.**

{  
 {

**VEHICLE REPAIR / SERVICE HISTORY**

Prior electrical system service? ☐ No ☒ Yes If yes, describe: **E7631-Motor and Controller assembly, electronic power steering 01/31/2007.**

Prior collision repair? ☒ No ☐ Yes If yes, describe: {  
 {

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

Prior chassis system service, repair, or replacement? ☒ No ☐ Yes If yes, describe what was done:  
 {

Prior electrical system components serviced, repaired, or replaced by whom? ( name, address, phone number)  
 {

Any other pertinent vehicle history information (from interview, GM warranty or dealership history files)? ☐ No ☐ Yes  
 If yes, describe: **J6354 Power-train control module engine reprogramming with SPS on 10/06/2006.**

{

**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:**

**No body damage found.**

{



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

Customer's Name: [REDACTED] Inspection Date: **10/06/2007**  
 Vehicle Brand: **Pontiac** Model: **G6**  
 File # **71-498134801** VIN: **1G2ZH558364** [REDACTED]

**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.

**No underbody/frame/chassis area damage found.**

{  
 {  
 {  
 {

**CORNER ASSEMBLIES**

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

Comments: **Suspension corner assemblies appear to be in good condition.**

{

**UNDERHOOD**

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

Comments:

**All under-hood engine components and accessories appear to be in good condition. No damage or defective components found.**

{

**GENERAL OBSERVATIONS**

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

Comments:

**No aftermarket equipment found.**

{  
 {  
 {  
 {

**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 )

**No damage to interior.**

{  
 {  
 {  
 {  
 {



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

<u>Customer's Name:</u>	[REDACTED]	<u>Inspection Date:</u>	<b>10/06/2007</b>
<u>Vehicle Brand:</u>	<b>Pontiac</b>	<u>Model:</u>	<b>G6</b>
<u>File #</u>	<b>71-498134801</b>	<u>VIN:</u>	<b>1G2ZH558364</b> [REDACTED]

{	_____
{	_____
{	_____
{	_____

**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: 10/06/2007  
 Vehicle Brand: Pontiac Model: G6  
 File # 71-498134801 VIN: 1G2ZH558364 [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?	<b>All steering system components are in place and connected in a normal manner. Steering can be rotated lock to lock with appropriate movement and no bindings, sticking or uneven feel.</b>
Steering linkage-Is the linkage free from cracks, bends, fractures, etc. Are there any scrapes, abrasions, signs of contact with any of the linkage?	<b>Steering linkage is free from cracks, bends, and fractures. No scrapes, abrasions or signs of contact with any of the linkage.</b>
Gear/rack and pinion-Any sign of leakage, damage to boots on the rack, contact by foreign objects?	<b>No signs of leakage, damaged components or contact with foreign objects to electric gear/rack and pinion assembly.</b>
Steering column, ignition switch, intermediate shaft. Does the column unlock with the ignition key "on"? Is the steering column properly fastened to the dash?	<b>Steering column properly fastened to dash. Ignition switch unlocks steering column/intermediate shaft when turned to the "on" position.</b>
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.	<b>Electric power assist appears to be properly installed and free from damage.</b>
PS fluid level and condition-Color, contamination, odor	<b>NA</b>
Steering knuckle-All attachments secure and proper?	<b>Yes</b>
Suspension components – LF Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. Sway bars properly attached.	<b>LF suspension system properly installed and appears to be free from defects.</b>
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RF	<b>RF suspension system properly installed and appears to be free from defects.</b>
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc Rear sway bars,	<b>LR suspension system properly installed and appears to be free from defects.</b>



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

Customer's Name: [REDACTED] Inspection Date: **10/06/2007**  
 Vehicle Brand: **Pontiac** Model: **G6**  
 File #: **71-498134801** VIN: **1G2ZH558364** [REDACTED]

trailing arms properly attached and undamaged. LR	
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RR	<b>RR suspension system properly installed and appears to be free from defects.</b>
Rear axle assembly-deformed, signs of impact, properly located, etc.	<b>No deformities found with the rear axle assembly.</b>
Deformation to the frame	<b>No deformation found to the frame.</b>
Describe and photograph evidence of axle/ suspension/ tire contact with frame, body or components	<b>No tire contact found.</b>
Describe and photograph contact of the under- carriage with the road surface (road, shoulder, curb, or grass)	<b>No witness markings found to suggest contact to under-carriage with road surface.</b>
Stability Enhancement system/components-check for codes with Tech II	<b>NA</b>
Engine (normal, other)-Obtain codes using a Tech II.	<b>Normal</b>
Electrical (normal, other)	<b>Normal</b>
Warning lights/messages displayed? Describe and obtain codes using a Tech II	<b>No warning messages displayed.</b>
Anything components missing?	<b>No components missing.</b>
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".

**Vehicle steering system operated as designed during road test. Failed to duplicate customers concern of steering binding on turns.**

{ \_\_\_\_\_  
\_\_\_\_\_

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

Inspect the system wiring, connections and components for damage. Note if the damage was the result of the incident.

**TIRE AND WHEEL INSPECTION**



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

Customer's Name: [REDACTED] Inspection Date: 10/06/2007  
 Vehicle Brand: Pontiac Model: G6  
 File # 71-498134801 VIN: 1G2ZH558364 [REDACTED]

**1. IDENTIFICATION:**

	TIRE BRAND (Goodyear)	TIRE TYPE (Eagle GA)	TIRE SIZE (P205/70R15)	PRESSURE (psi)	AVE. TREAD DEPTH 32nds of inch	DOT Numbers
LF	<u>Continental</u>	<u>Conitouring</u>	<u>P225/50R17</u>	<u>32</u>	<u>11/32</u>	<u>ACYA BLM</u>
RF	<u>Continental</u>	<u>Conitouring</u>	<u>P225/50R17</u>	<u>30</u>	<u>11/32</u>	<u>ACYA BLM</u>
LR	<u>Continental</u>	<u>Conitouring</u>	<u>P225/50R17</u>	<u>32</u>	<u>11/32</u>	<u>ACYA BLM</u>
RR	<u>Continental</u>	<u>Conitouring</u>	<u>P225/50R17</u>	<u>31</u>	<u>11/32</u>	<u>ACYA BLM</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 damage found

RF No damage found.

LR No damage found

RR No damage found.

**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>P225/50R17</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...
- 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.**



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

Customer's Name: [REDACTED] Inspection Date: 10/06/2007  
 Vehicle Brand: Pontiac Model: G6  
 File # 71-498134801 VIN: 1G2ZH558364 [REDACTED]

**Comments:**

{  
 {  
 {  
 {  
 {  
 {

**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.

{  
 {  
 {  
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 {  
 {

**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)**

x Photographs      x Data Downloads      ☐ Other Records



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

**F A X**

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To: **JOE GARCIA,GM**

Fax number: 18662700217

From: **RONR**

Fax number:

Business phone:

Home phone:

Date & Time: 3/16/2007 12:11:01 PM

Re:

---





# JAY PONTIAC - BUICK

18800 Rockside Road  
Bedford, Ohio 44146  
(440) 232-5000



 <b>Goodwrench Service Plus</b> <b>"COMPLETE CUSTOMER SATISFACTION IS OUR BUSINESS"</b>	<b>COMPUTERIZED PRICING GUIDE ESTIMATE AVAILABLE UPON REQUEST</b>	Thank you for bringing your vehicle to Jay Pontiac - Buick for service.		The seller, JAY PONTIAC - BUICK, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and JAY PONTIAC - BUICK neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the parts and/or accessories. <b>SERVICE WORK PURCHASED IS UNDER LIMITED WARRANTY OF 12 MONTHS OR 12,000 MILES BY THE MANUFACTURER. THE TERMS OF THE WARRANTY ARE AVAILABLE FOR YOUR INSPECTION.</b>
		<b>Service Hours:</b> Monday - Friday 7:30 am - 6:00 pm SATURDAY 8:00 am - 4:00 pm	<b>Parts Hours:</b> Monday - Friday 8:00 am - 5:30 pm SATURDAY 8:00 am - 4:00 pm	
CUSTOMER NO. 52566		ADVISOR LOUIS MERKER 56		CARD NO. 614
LABOR RATE		LICENSE NO.		INVOICE DATE 02/13/07
YEAR / MAKE / MODEL 06/PONTIAC/G6/4 DOOR SEDAN		MILEAGE IN 18551		INVOICE NO. PNWS278350
VEHICLE ID. NO. 1 G 2 Z G 5 5 8 7 6 4		DELIVERY DATE 02/26/06		STOCK NO. 63452
F.T.E. NO.		R.O. DATE 02/08/07		DELIVERY MILES 7
CLEVELAND, OH		SELLING DEALER NO.		PRODUCTION DATE
RESIDENCE PHONE		BUSINESS PHONE		COMMENTS
				MO: 18551
<b>LABOR &amp; PARTS</b>				
J# 1 45PNZ STEERING/SUSPENSION HOURS: 1.30 TECH(S): 572 101.67				
TECH#	DATE	START	FINISH	ACT TIME DESCRIPTION
572	02/08/07	14.80	15.60	0.80 0.00 HOLD PARTS
572	02/09/07	10.20	10.80	0.60 0.00 FINISHED
572	02/09/07	0.00	0.00	0.00 1.30 OVERRIDE IN INVOICING
TOTAL TECH TIME 1.40 1.30				
TOWED TO SHOP/NO POWER STEERING ASSIST EPS MOTOR INOP NO COMMUNICATION BUT HAS POWER RELACED ELETRIC POWER STEERING MOTOR AND RE CALIBRATED ALL SENSORS				
PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST--E/COST--U/PRICE
JOB # 1	1	15775370	MOTOR 6.605	188.58 188.58 264.01
JOB # 1 COST TOTAL 188.58				264.01
JOB # 1 TOTAL PARTS				264.01
JOB # 1 TOTAL LABOR & PARTS				365.68
<b>J# 2+60PNZ</b>				
INTERIOR TRIM HOURS: 1.30 TECH(S): 572 101.67				
TECH#	DATE	START	FINISH	ACT TIME DESCRIPTION
572	02/08/07	15.60	16.90	1.30 0.00 NON WORKING
572	02/09/07	8.10	8.60	0.50 0.00 HOLD OTHER
572	02/09/07	10.80	10.80	0.00 0.00 FINISHED
572	02/09/07	0.00	0.00	0.00 1.30 OVERRIDE IN INVOICING
TOTAL TECH TIME 1.80 1.30				
LEFT FRONT SEAT WILL NOT MOVE FORWARD/INSTALL SOP PART SEAT TRACK BINDING INSTALLED SOP SEAT TRACK				
PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST--E/COST--U/PRICE
JOB # 2	1	15826467	FRAME 11.373	316.75 316.75 443.45
JOB # 2 COST TOTAL 316.75				443.45
JOB # 2 TOTAL PARTS				443.45
JOB # 2 TOTAL LABOR & PARTS				545.12
<b>J# 3+99PNZ7901</b>				
ONE DAY WRO RENTAL HOURS: 0.00 TECH(S): 572 0.00				
TECH#	DATE	START	FINISH	ACT TIME DESCRIPTION
572	02/09/07	10.80	10.80	0.00 0.00 FINISHED
572	02/09/07	0.00	0.00	0.00 0.00 FINISHED
TOTAL TECH TIME 0.00 0.00				
ONE DAY COURTESY RENTAL				
JOB # 3 TOTAL LABOR & PARTS				0.00
<b>SUBLET</b>				
PO#	VEND	INV#	INV. DATE	DESCRIPTION
JOB # 1	133567	116650	02/08/07	TOWED TO SHOP
JOB # 3	133562		02/13/07	RENTAL
TOTAL - SUBLET				87.00
R/O TAX				0.00
R/O TOTALS				997.80
<b>WARRANTY CLAIM DETAIL TOTALS</b>				
CLAIM#	TOTAL			
	997.80			
CLAIM TOTALS	997.80			





# JAY PONTIAC - BUICK

18800 Rockside Road  
Bedford, Ohio 44146  
(440) 232-5000



**GM**  
**Goodwrench**  
**Service**  
*Plus*  
"COMPLETE CUSTOMER  
SATISFACTION IS OUR BUSINESS"

COMPUTERIZED  
PRICING  
GUIDE  
ESTIMATE  
AVAILABLE  
UPON  
REQUEST

Thank you for bringing your vehicle to Jay Pontiac - Buick for service.

**Service Hours:**  
Monday - Friday  
7:30 am - 6:00 pm  
SATURDAY  
8:00 am - 4:00 pm

**Parts Hours:**  
Monday - Friday  
8:00 am - 5:30 pm  
SATURDAY  
8:00 am - 4:00 pm

The seller, JAY PONTIAC - BUICK, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and JAY PONTIAC - BUICK neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the parts and/or accessories.  
SERVICE WORK PURCHASED IS UNDER LIMITED WARRANTY OF 12 MONTHS OR 12,000 MILES BY THE MANUFACTURER. THE TERMS OF THE WARRANTY ARE AVAILABLE FOR YOUR INSPECTION.

Hours shown does not always reflect total time to complete service.

CUSTOMER SIGNATURE

CUSTOMER NO. 52566	ADVISOR LOUIS MERKER 56	CARD NO. 614	INVOICE DATE 02/13/07	INVOICE NO. PNWS278350
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE IN 18551	COLOR STEALTH GRA
	YEAR / MAKE / MODEL 06 / PONTIAC / G6 / 4 DOOR SEDAN			STOCK NO. 63452
	VEHICLE ID. NO. 1 G 2 Z G 5 5 8 7 6 4			DELIVERY DATE 02/26/06
	F.T.E. NO.			DELIVERY MILES 7
CLEVELAND, OH	SELLING DEALER NO.		PRODUCTION DATE	
RESIDENCE	BUSINESS PHONE		R.O. DATE 02/08/07	
COMMENTS			MO: 18551	

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.252

02/13/2007

0904

WARRANTY NEW CLAIM

RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #  
278350 02/08/2007 1G2ZG558764 6 09706 18551

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		OJ	1	15775370	264.01	6C	E7631	1.3			101.67
LN-TOT: 365.68 TECH SSN: [REDACTED] AUTH CODE: [REDACTED] AUTH. AUTHOR: [REDACTED]												
COMMENTS: TOWED TO SHOP-NO POWER STEERING ASSIST EPS MOTOR												
INOP NO COMMUNICATION BUT HAS POWER RELACED EL												
ETRIC POWER STEERING MOTOR AND RE CALIBRATED ALL S												

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	02		OJ	1	15826467	443.45	6C	C6041	1.3			101.67
LN-TOT: 545.12 TECH SSN: [REDACTED] AUTH CODE: [REDACTED] AUTH. AUTHOR: [REDACTED]												
COMMENTS: LEFT FRONT SEAT WILL NOT MOVE FORWARD-INSTALL SOP PART SEAT TRACK												
BINDING INSTALLED												
SOP SEAT TRACK												

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
3	03		OJ				3A	Z7901			42.00	
LN-TOT: 42.00 TECH SSN: [REDACTED] AUTH CODE: [REDACTED] AUTH. AUTHOR: [REDACTED]												
COMMENTS: ONE DAY COURTESY RENTAL												

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
4	03		MA				98	T2020			45.00	
LN-TOT: 45.00 TECH SSN: [REDACTED] AUTH CODE: [REDACTED] AUTH. AUTHOR: [REDACTED]												
COMMENTS: ONE DAY COURTESY RENTAL												

R.O. TOTAL: 997.80



03/20/2007 at 07:48 AM  
63028

Job Number:

*Attn: Joe Larcia*

JAY COLLISION CENTER  
Federal ID #:340821622

175 BROADWAY AVE.

BEDFORD, OH 44146

(440) 439-1846x143 Fax: (440) 359-3364

**PRELIMINARY ESTIMATE**

Written By: SANDY BONOAN

Adjuster:

Insured:

Owner:

Address:

Day:

Evening:

Claim #

Policy #

Deductible:

Date of Loss:

Type of Loss:

Point of Impact:

Inspect  
Location:

Insurance  
Company:

Days to Repair

2006 PONT G6 6-3.5L-FI 4D SED GREY Int:BLACK

VIN: 1G2ZG558764 Lic: OH Prod Date: 11/2005 Odometer: 20178

Air Conditioning

Rear Defogger

Tilt Wheel

Cruise Control

Telescopic Wheel

Intermittent Wipers

Keyless Entry

Body Side Moldings

Dual Mirrors

Fog Lamps

Clear Coat Paint

Power Steering

Power Brakes

Power Windows

Power Locks

Power Mirrors

Power Trunk/Tailgate

AM Radio

FM Radio

Stereo

CD Player

Driver Air Bag

Passenger Air Bag

4 Wheel Disc Brakes

Cloth Seats

Bucket Seats

Automatic Transmission

Overdrive

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
1		FRONT BUMPER				
2	Repl	Bumper cover	1	398.08	2.2	2.8
3		Add for Clear Coat				1.1
4	Repl	RT Lower grille	1	46.01	Incl.	
5	Repl	LT Lower grille	1	46.01	Incl.	
6	Repl	Emblem	1	34.29	Incl.	
7		FENDER				
8	Repl	LT Fender	1	169.30	2.0	1.8
9		Add for Clear Coat				0.7
10		Add for Edging				0.5
11		Add for Clear Coat				0.1
12		Deduct for Overlap			-0.3	
13	Repl	LT Fender liner	1	32.77	Incl.	
14		PILLARS, ROCKER & FLOOR				



**PRELIMINARY ESTIMATE**

2006 PONT G6 6-3.5L-FI 4D SED GREY Int:BLACK

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
15	Repl	LT Rocker molding	1	99.36	0.5	
16		FRONT DOOR				
17*	Rpr	LT Door shell			<u>4.0</u>	2.0
18		Overlap Major Adj. Panel				-0.4
19		Add for Clear Coat				0.3
20	R&I	LT Belt molding			0.2	
21*	R&I	LT Body side mldg			<u>0.3</u>	
22*	R&I	LT Emblem			<u>0.2</u>	
23	R&I	LT Mirror assy			0.3	
24	R&I	LT Handle, outside			0.4	
25	R&I	LT R&I trim panel			0.4	
26		WHEELS				
27	Repl	LT/Front Wheel, alloy 16"	1	273.52	m 0.3	
28#		COVER CAR	1			0.2
29#		FLEX ADDITIVE	1	6.00		
30#		CORROSION PROTECTION	1			0.2
31#		HAZARDOUS WASTE REMOVAL	1	3.00		
Subtotals ==>				1108.34	10.5	9.3

Parts		1108.34
Body Labor	10.5 hrs @ \$ 40.00/hr	420.00
Paint Labor	9.3 hrs @ \$ 40.00/hr	372.00
Paint Supplies	9.3 hrs @ \$ 24.00/hr	223.20
SUBTOTAL		\$ 2123.54
Sales Tax	\$ 2123.54 @ 7.5000%	159.27
GRAND TOTAL		\$ 2282.81
ADJUSTMENTS:		
Deductible		0.00
CUSTOMER PAY		\$ 0.00
INSURANCE PAY		\$ 2282.81



03/20/2007 at 07:48 AM  
63028

Job Number:

**PRELIMINARY ESTIMATE**

2006 PONT G6 6-3.5L-FI 4D SED GREY Int:BLACK

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR1FQ05 Database Date 02/2007, CCC Data Date 02/2007, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (\*) or Double Asterisk (\*\*) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. Non-Original Equipment Manufacturer aftermarket parts are described as AM, Qual Repl Parts or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are described as LKQ, Qual Recy Parts, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries. Some 2006 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The Pathways estimator has a complete list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

CCC Pathways - A product of CCC Information Services Inc.

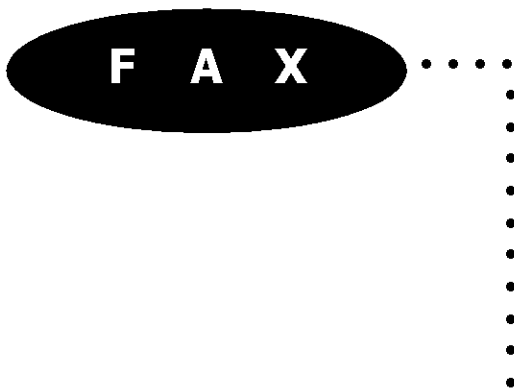


# PAR GMWA

## Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information			
Date	3/29/07	Service Request #	71-484137120
Customer Name			
VIN	1G2ZG558764		
In-Service Date	2/26/06	Service Contract?	No
Current Mileage	18551	Purchased New/Used?	New
Warranty Blocked?	No		
Branded Title?	No	Mileage at Purchase	7
Dealer and Claim Information			
Dealer Name	Jay Pontiac, Inc.		
Dealer Svc Mgr	Ron R	Dir Warranty Admin:	Carol Jacobson
Dealer Phone	440-232-5000	Dealer Fax	440-232-2625
Dealer BAC	116003		
Dealer Division and Code	16-Pont-09706		
Repair Order Number	201740		
Repair Order Close Date	3/28/07		
Labor Op. Code Z1242	Dollar Amt:	1897.90	
Labor Op. Code Z1243	Dollar Amt:		
Cause Code (CC)	MJ		
Failure Code (FC)	98		
<b>PUT EVERYTHING IN NET AMOUNT</b>			
Labor Hours and OLH:	<b>DO NOT</b> PUT IN HOURS		
Parts and Labor Costs:	<b>DO NOT</b> PUT IN COSTS		
Net Amount:	1897.90		
<b>DO NOT ROUTE THIS CLAIM</b>			
Authorization Code:	DO NOT PUT IN AN AUTH CODE		
Additional Comments for Dealer:	n/a		
<b>IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO</b>			
<b>Retain Copy with Dealer Repair Order</b>			
Internal PAR Information			
<b>Complaint:</b>			
<b>Cause:</b>			
<b>Correction:</b>			
<b>Justification:</b>			
<b>PAR CRS</b>			





---

To: **JOE GARCIA ,GM**

Fax number: 1-866-270-0217

From: **RONR**

Fax number:

Business phone:

Home phone:

Date & Time: 3/29/2007 12:50:16 PM

Re:

---





# JAY PONTIAC - BUICK

18800 Rockside Road  
Bedford, Ohio 44146  
(440) 232-5000



**GM**  
**Goodwrench**  
**Service**  
*Plus*  
"COMPLETE CUSTOMER  
SATISFACTION IS OUR BUSINESS"

COMPUTERIZED  
PRICING  
GUIDE  
ESTIMATE  
AVAILABLE  
UPON  
REQUEST

Thank you for bringing your vehicle to Jay Pontiac - Buick for service.

**Service Hours:**  
Monday - Friday  
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SATURDAY  
8:00 am - 4:00 pm

**Parts Hours:**  
Monday - Friday  
8:00 am - 5:30 pm  
SATURDAY  
8:00 am - 4:00 pm

The seller, JAY PONTIAC - BUICK, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and JAY PONTIAC - BUICK neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the parts and/or accessories.  
SERVICE WORK PURCHASED IS UNDER LIMITED WARRANTY OF 12 MONTHS OR 12,000 MILES BY THE MANUFACTURER. THE TERMS OF THE WARRANTY ARE AVAILABLE FOR YOUR INSPECTION.

Hours shown does not always reflect total time to complete service.

CUSTOMER SIGNATURE

CUSTOMER NO. 52566		ADVISOR ADAM STANTON	CARD NO. 155	INVOICE DATE 03/28/07	INVOICE NO. PNWB281748
[REDACTED]		LABOR RATE	LICENSE NO.	STOCK NO. 63452	
		MILEAGE IN 20178		COLOR STEALTH GRA	
		YEAR / MAKE / MODEL 06 / PONTIAC / G6 / 4 DOOR SEDAN		DELIVERY DATE 02/26/06	DELIVERY MILES 7
VEHICLE ID. NO. 1 G 2 Z G 5 5 8 7 6 4		SELLING DEALER NO.		PRODUCTION DATE	
F.T.E. NO.		R.O. DATE 03/20/07			
CLEVELAND, OH	BUSINESS PHONE	COMMENTS		MO: 20178	

LABOR & PARTS  
J# 1 96PNZ

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
601	03/27/07	0.00	0.00	0.00	10.90	ENTERED IN INVOICING
59	03/27/07	0.00	0.00	0.00	10.70	ENTERED IN INVOICING
TOTAL TECH TIME						21.60

792.00

DAMAGE TO FRT AND L SIDE OF VEHICLE  
CASE #71-484137120  
SPOKE TO JOE GARCIA @1-866-270-0217 X11291  
GAVE AUTH TO REPAIR DAMAGE TO VEHICLE  
PER ESTIMATE

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 1	1		19151158	FASCIA 7.831	216.76	216.76	303.46
JOB # 1	1		15243287	GRILLE 1.266	27.15	27.15	38.01
JOB # 1	1		15243286	GRILLE 1.266	27.15	27.15	38.01
JOB # 1	1		25771372	EMBLEM 7.832	20.23	20.23	28.32
JOB # 1	1		15292019	FENDER 8.130	99.89	99.89	139.85
JOB # 1	1		15255732	SHIELD 8.153	19.33	19.33	27.06
JOB # 1	1		15209853	MOLDING 8.304	58.62	58.62	82.07
JOB # 1	1		89060324	WHEEL KIT 5.803	161.37	161.37	225.92
JOB # 1 COST TOTAL					630.50		
JOB # 1 TOTAL PARTS							882.70
JOB # 1 TOTAL LABOR & PARTS							1674.70

G.O.G. & SUPPLIES

JOB # 1	1.0	PAINT AND MATERIAL	@	223.200	/UNIT	
TOTAL - GOG						223.20
R/O TAX						0.00
R/O TOTALS						1897.90

WARRANTY CLAIM DETAIL TOTALS

CLAIM#.....	TOTAL.....
281748	1897.90
CLAIM TOTALS	1897.90

APPROVED BY SIGNATURE





# JAY PONTIAC - BUICK

18800 Rockside Road  
Bedford, Ohio 44146  
(440) 232-5000



**GM**  
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8:00 am - 4:00 pm

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8:00 am - 5:30 pm  
SATURDAY  
8:00 am - 4:00 pm

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CUSTOMER SIGNATURE

CUSTOMER NO. 52566	ADVISOR ADAM STANTON 155	CARD NO. 614	INVOICE DATE 03/28/07	INVOICE NO. PNWB281748
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE IN 20178	COLOR STEALTH GRA 63452
	YEAR / MAKE / MODEL 06 / PONTIAC / G6 / 4 DOOR SEDAN			DELIVERY DATE 02/26/06
	VEHICLE ID. NO. 1 G 2 Z G 5 5 8 7 6 4 [REDACTED]			DELIVERY MILES 7
	F.T.E. NO.			SELLING DEALER NO.
CLEVELAND, OH [REDACTED]	R.O. DATE 03/20/07		PRODUCTION DATE	
RESID [REDACTED]	BUSINESS PHONE		COMMENTS	
			MO: 20178	

## DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.883  
03/28/2007  
1512

### WARRANTY NEW CLAIM

RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #  
281748 03/20/2007 1G2ZG558764 [REDACTED] 6 09706 20178 [REDACTED]

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		MA				98	Z1242			1897.90	
LN-TOT: 1897.90 TECH SSN: [REDACTED] AUTH CODE: [REDACTED] AUTH. AUTHOR: [REDACTED]												
COMMENTS: DAMAGE TO FRT AND L SIDE OF VEHICLE CASE #71-484137120 NA												

R.O. TOTAL: 1897.90

\*\*\*\*\* PRE - INVOICE \*\*\*\*\*

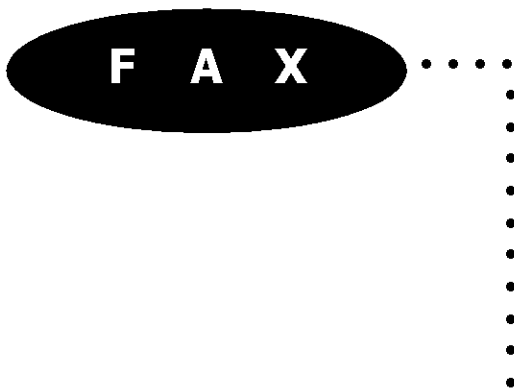


# PAR GMWA

## Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information			
Date	3/29/07	Service Request #	71-484137120
Customer Name			
VIN	1G2ZG558764		
In-Service Date	2/26/06	Service Contract?	No
Current Mileage	18551	Purchased New/Used?	New
Warranty Blocked?	No		
Branded Title?	No	Mileage at Purchase	7
Dealer and Claim Information			
Dealer Name	Jay Pontiac, Inc.		
Dealer Svc Mgr	Ron R	Dir Warranty Admin:	Carol Jacobson
Dealer Phone	440-232-5000	Dealer Fax	440-232-2625
Dealer BAC	116003		
Dealer Division and Code	16-Pont-09706		
Repair Order Number	281748		
Repair Order Close Date	3/28/07		
Labor Op. Code Z1242	Dollar Amt:	1897.90	
Labor Op. Code Z1243	Dollar Amt:		
Cause Code (CC)	MJ		
Failure Code (FC)	98		
<b>PUT EVERYTHING IN NET AMOUNT</b>			
Labor Hours and OLH:	<b>DO NOT</b> PUT IN HOURS		
Parts and Labor Costs:	<b>DO NOT</b> PUT IN COSTS		
Net Amount:	1897.90		
<b>DO NOT ROUTE THIS CLAIM</b>			
Authorization Code:	DO NOT PUT IN AN AUTH CODE		
Additional Comments for Dealer:	n/a		
<b>IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO</b>			
<b>Retain Copy with Dealer Repair Order</b>			
Internal PAR Information			
<b>Complaint:</b>			
<b>Cause:</b>			
<b>Correction:</b>			
<b>Justification:</b>			
<b>PAR CRS</b>			





---

To: **JOE GARCIA ,GM**

Fax number: 1-866-270-0217

From: **RONR**

Fax number:

Business phone:

Home phone:

Date & Time: 3/29/2007 12:50:16 PM

Re:

---





# JAY PONTIAC - BUICK

18800 Rockside Road  
Bedford, Ohio 44146  
(440) 232-5000



**GM**  
**Goodwrench**  
**Service**  
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CUSTOMER SIGNATURE

CUSTOMER NO. 52566	ADVISOR ADAM STANTON	CARD NO. 155	INVOICE DATE 03/28/07	INVOICE NO. PNWB281748
	LABOR RATE	LICENSE NO.	STOCK NO. 63452	
	YEAR / MAKE / MODEL 06 / PONTIAC / G6 / 4 DOOR SEDAN	MILEAGE IN 20178	COLOR STEALTH GRA	DELIVERY DATE 02/26/06
	VEHICLE ID. NO. 1 G 2 Z G 5 5 8 7 6 4		DELIVERY MILES 7	PRODUCTION DATE
CLEVELAND, OH	F.T.E. NO.		SELLING DEALER NO.	R.O. DATE 03/20/07
RES	BUSINESS PHONE	COMMENTS	MO: 20178	

LABOR & PARTS  
J# 1 96PNZ

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
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JOB # 1	1		89060324	WHEEL KIT 5.803	161.37	161.37	225.92
JOB # 1 COST TOTAL					630.50		
JOB # 1 TOTAL PARTS							882.70
JOB # 1 TOTAL LABOR & PARTS							1674.70

G.O.G. & SUPPLIES

JOB # 1	1.0	PAINT AND MATERIAL	@	223.200	/UNIT	
TOTAL - GOG						223.20
R/O TAX						0.00
R/O TOTALS						1897.90

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
	1897.90
CLAIM TOTALS	1897.90

APPROVED BY SIGNATURE





# JAY PONTIAC - BUICK

18800 Rockside Road  
Bedford, Ohio 44146  
(440) 232-5000



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Monday - Friday  
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[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE IN 20178	COLOR STEALTH GRA 63452
	YEAR / MAKE / MODEL 06 / PONTIAC / G6 / 4 DOOR SEDAN			DELIVERY DATE 02/26/06
	VEHICLE ID. NO. 1 G 2 Z G 5 5 8 7 6 4 [REDACTED]			DELIVERY MILES 7
	F. T. E. NO.			SELLING DEALER NO.
CLEVELAND, OH [REDACTED]	R. O. DATE 03/20/07		PRODUCTION DATE	
RESERVED PHONE	BUSINESS PHONE	COMMENTS	MO: 20178	

## DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.883  
03/28/2007  
1512

### WARRANTY NEW CLAIM

RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #  
281748 03/20/2007 1G2ZG558764 [REDACTED] 6 09706 20178 [REDACTED]

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

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		MA				98	Z1242			1897.90	
LN-TOT: 1897.90 TECH SSN: [REDACTED] AUTH CODE: [REDACTED] AUTH. AUTHOR: [REDACTED]												
COMMENTS: DAMAGE TO FRT AND L SIDE OF VEHICLE CASE #71-484137120 NA												

R.O. TOTAL: 1897.90

\*\*\*\*\* P R E - I N V O I C E \*\*\*\*\*



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

December 13, 2010

[REDACTED]  
[REDACTED]  
Port Charlotte, FL [REDACTED]

Service Request: 71-498176450

Customer Relationship Specialist: Paulo Salvador

Dear [REDACTED]:

Pontiac is pleased to provide service coverage for the Steering on your 2005 Pontiac G6, Vehicle Identification Number 1G2ZH548554 [REDACTED]. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until March 11, 2010, or 68,887 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 Steering item(s) 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.



## ADR File Checklist

### Primary Concern:

**Completion Date/Time:**                /                /

Received:

Received:

□ **BARS / Finance Sheet**

☐ **Case Assessment** (by Day 14):

No ☐No ☐

☐ **GM Position – Customer / BBB Due Date (7-10 days):**

☐ **Settlement / Goodwill Offered Date:**

☐ **All Documents Attached** (by Day 15)

**Arbitration Date:**

**Closing Activities:**

Completion Date/Time: /

**Completion Date/Time:**            /

Completion Date/Time: /

**Node/Box:**

**Svc Mgr:**

**Contact:**

**NOTES:**



Privileged and Confidential Information

Case Assessment by: Paulo M. Salvador  
 Customer Name: [REDACTED]

Siebel/CARS Request No: 71-498176450

Year of Vehicle: 2005 Make: Pontiac Model: G6 Mileage: 18,887

Vehicle ID No.: 1G2ZH548554 [REDACTED]

In Service Date: 3/11/2005

Purchased: New

If used: (date/miles)

What is customer seeking: The customer was seeking to have the vehicle repaired properly. The customer expressed that the vehicle was experiencing a clunking noise when making turns and that his passenger seat seam, the material keeps coming apart.

## VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: **Clunking in the vehicle**

Date: Mileage: Days Out: RO#: Description of Repair:

04/04/07	18887	1	112105	Customer states steering making a clunk noise. Intermediate shaft aligned and rack and pinion replacement as per TSB 06-02-32-007. Replaced Intermediate shaft, involved TAC as well Case #9568872. Replace steering shaft with new part #22687711 per TBS information released 02/20/07. Road tested after the repairs – no abnormal noise present.
12/20/06	16402	1	108917	Customer states steering noise while turning, clunk/thump while turning slow mostly when turning left. Removed steering intermediate shaft and thread lock bolt and repositioned and retorqued as per bulletin.
09/08/06	13873	1	106307	Customer stated steering makes clunk noise during parking lot maneuvers. Replaced power steering gear assemblies and reset toe.

OTHER SYMPTOM/CONCERN: **Seat seam coming apart**

Date: Mileage: Days Out: RO#: Description of Repair:

04/10/06	10353	1	102512	Customer states since seat cover was replaced centre section is loose. R&R rear seat cushion and attached hog ring.
03/21/06	10011	1	101902	Customer states seat bottom is coming apart. R&R seat cover

Total Days Out of Service: **0** (excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

Actual Days Out of Service: **0** (According to revised state laws in Florida, unable to duplicate repair attempts do not count as days out of service. Refer to page three, Reasonable Number of Repair Attempts of the **Standards of the Florida Lemon Law, Motor Vehicle Warranty Enforcement Act.**)

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)? \_\_\_\_\_

Team Manager Approval:

Date:



Privileged and Confidential Information

**AVM and/or DEALER RECOMMENDATION(s):**

**CRM RECOMMENDATION & RATIONALE (EXPLAIN):**

The customer has agreed to have the vehicle repaired. The customer was

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

Team Manager Approval:

Date:



Privileged and Confidential Information

Case Assessment by: Paulo M. Salvador  
 Customer Name: [REDACTED]

Siebel/CARS Request No: 71-498176450

Year of Vehicle: 2005 Make: Pontiac Model: G6 Mileage: 18,887

Vehicle ID No.: 1G2ZH548554 [REDACTED]

In Service Date: 3/11/2005

Purchased: New

If used: (date/miles)

What is customer seeking: The customer was seeking to have the vehicle repaired properly. The customer expressed that the vehicle was experiencing a clunking noise when making turns and that his passenger seat seam, the material keeps coming apart.

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Team Manager Approval:

Date:



Privileged and Confidential Information**AVM and/or DEALER RECOMMENDATION(s):**

SM at the dealership advised me that in Dec. the moved intermediate shaft and repositioned it and put thread lock in as per bulletin. Previously they installed a power steering and rack in pinion. There have been a lot of problems with the seats in the G6. It sounds like the concern is just happening again. Dealer has mentioned that he would like to see the customer get into a rental as well for customer satisfaction. The customer was set to come in mid next of the week to resolve his concerns. They were about to find a new updated TSB that should resolve his concern 06-02-32-007. The SM mentioned that the DVM is aware of the information and will fax over the RO and Sales documents after the repairs. The problem is that his concern is so intermitten that it seem to be an ongoing re-occurring problem and that's what makes it so difficult as it re occurs several months later. The clunk is gone and they opened a TAC case as well. TSB was 06-02-32-007. The vehicle is running okay and SM drove 7 miles and couldn't get to do it again. Did a GW on the alignment and it was a slight adjustment, and utilized the Smart Care as well. The customer was a little frustrated with the dealer but they were able to get him in a rental and everything seems to be taken care of.

**CRM RECOMMENDATION & RATIONALE (EXPLAIN):**

The customer has agreed to have the vehicle repaired. The customer was glad to have a CCL for his steering concern. The customer explained that the vehicle is running better then when it was new. Customer was completely satisfied.

Decision reached by CRM: Arbitrate case: ☐ Settle case: ☒

Team Manager Approval:

Date:



# INFORMATION Redacted PURSUANT TO THE FREEDOM OF

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

### CDR File Information

Vehicle Identification Number	1G1ZT61896F [REDACTED]
Investigator	Donald J Hutelin, EAA
Case Number	71-490797160
Investigation Date	Friday, March 16 2007
Crash Date	Wednesday, March 7 2007
Filename	1G1ZT61896F [REDACTED] CDR
Saved on	Friday, March 16 2007 at 09:20:09 AM
Collected with CDR version	Crash Data Retrieval Tool 2.8077
Reported with CDR version	Crash Data Retrieval Tool 2.8077
Event(s) recovered	None

### SDM Data Limitations

#### SDM Recorded Crash Events:

There are two types of SDM recorded crash events. The first is the Non-Deployment Event. A Non-Deployment Event is an event severe enough to "wake up" the sensing algorithm but not severe enough to deploy the air bag(s). It can contain Pre-Crash and Crash data. The SDM can store up to one Non-Deployment Event. This event can be overwritten by an event that has a greater SDM recorded vehicle forward velocity change. This event will be cleared by the SDM after the ignition has been cycled 250 times. The second type of SDM recorded crash event is the Deployment Event. It also can contain Pre-Crash and Crash data. The SDM can store up to two different Deployment Events, if they occur within five seconds of one another. Deployment Events cannot be overwritten or cleared from the SDM. Once the SDM has deployed the air bag, the SDM must be replaced.

The data in the Non-Deployment Event file will be locked after a Deployment Event, if the Non-Deployment Event occurred within 5 seconds before the Deployment Event unless a Deployment Level Event occurs within 5 seconds after the Deployment Event, then the Deployment Level Event will overwrite the Non-Deployment Event file.

#### SDM Data Limitations:

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

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

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

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

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

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

-Driver's and Passenger's Belt Switch Circuit Status indicates the status of the seat belt switch circuit. The Passenger Belt Switch Circuit Status for 2005 vehicles is only available on the Cadillac STS. Also, the Passenger Belt Switch Circuit Status for 2006 Chevrolet Cobalt Sport Coupe (AP) model vehicles, with the option package that includes Recaro brand seats (RPO ALV), will always report a default value of "Buckled".

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

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

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

-Steering Wheel Angle data is displayed as a positive value, when the steering wheel is turned to the right, and a negative value, when the steering wheel is turned to the left.

#### SDM Data Source:

All SDM recorded data is measured, calculated, and stored internally, except for the following:

-Vehicle Status Data (Pre-Crash) is transmitted to the SDM, by various vehicle control modules, via the vehicle's communication network.

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



## Hexadecimal Data

```
$01 00 03 00 00 00 00 00
$02 30 00 00 00 00 00 00
$03 02 00 00 00 00 00 00
$04 02 00 00 00 00 00 00
$05 00 00 00 00 00 00 00
$06 00 0A 00 00 0A 69 67
$07 00 20 00 00 00 00 00
$08 E9 8B 00 00 00 00 00
$09 00 77 77 00 00 00 00
$0A 00 00 00 00 00 00 00
$0B 3C 01 01 0F 00 00 00
$0C 80 00 80 00 00 00 00
$0D 00 00 C0 00 00 00 00
$0E 40 00 00 00 00 00 00
$0F BA 00 00 00 00 00 00
$10 47 31 5A 54 36 31 38
$11 39 36 46 31 33 34 36
$12 35 35 00 00 00 00 00
$13 00 00 00 00 00 00 00
$14 00 00 00 00 00 00 00
$15 00 00 00 00 00 00 00
$16 03 06 0C 16 34 00 00
$17 03 03 03 03 00 00 00
$18 03 03 00 00 00 00 00
$19 07 07 00 00 00 00 00
$1B 3F 00 00 66 00 78 00
$1C 3F 00 00 06 00 18 00
$1D 00 00 00 00 00 00 00
$1E 4F 4F 00 00 00 00 00
$1F 20 00 00 00 00 00 00
$20 40 00 00 00 00 00 00
$21 FF 01 00 00 70 00 00
$22 00 8E 00 00 00 00 00
$24 00 00 00 00 00 00 00
$25 00 00 00 00 00 00 00
$26 00 00 00 00 00 00 00
$27 FF 00 FF 00 00 00 00
$2A 00 00 00 00 00 00 00
$2B 00 00 00 00 00 00 00
$2D 00 00 00 00 00 00 00
$2E 00 FF F0 0C 24 00 00
$2F FE FE 0C 24 00 00 00
$30 9D 00 00 00 00 00 00
$31 FF FF FF FF FF 80 00
$32 F8 80 FF 80 00 00 00
$33 FF FF FF FF FF 80 00
$34 FF FF FF FF FF 80 00
$35 FF FF FF FF FF 80 00
$36 FF FF FF FF FF 80 00
$37 F8 80 F8 0F 0F CA FE
$38 FF 80 C0 80 FF C0 FC
$39 FF FF FF FF FF 80 00
$3A FF FF FF FF FF 80 00
$3B 7F 0F 1F 1F 3F 00 00
$3C FF FF FF FF FF FF C0
$3D FF FF FF FF FF FF 00
$3E FF FF FF FF 00 00 00
$3F 00 00 F0 00 00 00 00
$40 E0 FF 00 00 00 00 00
$41 F8 F8 90 00 00 00 00
$42 80 FF FF FF FF 00 00
$43 FF FF FF 00 00 00 00
```



```

$44 FF FF FF FF FF FF 00
$45 FF FF FF FF FF FF 00
$46 FF FF FF FF FF FF 00
$47 FF FF FF FF FF FF 00
$48 FF FF FF FF FF FF 00
$49 FF FF FF FF FF FF 00
$4A FF FF FF FF FF FF 00
$4B FF FF FF FF FF FF 00
$4C FF FF FF FF FF FF 00
$4D FF FF FF FF FF FF 00
$4E FF FF FF FF FF FF 00
$4F FF FF FF FF FF FF 00
$50 FF FF FF FF FF FF 00
$51 F0 00 00 F0 00 00 00
$52 81 FF FF FF 00 00 00
$53 FF FF FF 00 00 00 00
$54 82 FF FF 00 00 00 00
$55 FF FF FF FF FF FF 00
$67 A0 FF 00 00 00 00 00
$68 F8 F8 90 C0 00 00 00
$69 80 FF FF FF FF 00 00
$6A FF FF FF 00 00 00 00
$6B FF FF FF FF FF FF 00
$6C FF FF FF FF FF FF 00
$6D FF FF FF FF FF FF 00
$6E FF FF FF FF FF FF 00
$6F FF FF FF FF FF FF 00
$70 FF FF FF FF FF FF 00
$71 FF FF FF FF FF FF 00
$72 FF FF FF FF FF FF 00
$73 FF FF FF FF FF FF 00
$74 FF FF FF FF FF FF 00
$75 FF FF FF FF FF FF 00
$76 FF FF FF FF FF FF 00
$77 FF FF FF FF FF FF 00
$78 F0 00 00 F0 00 00 00
$79 81 FF FF FF 00 00 00
$7A 82 FF FF 00 00 00 00
$7B FF FF FF FF FF FF 00

```

```

$01 41 55 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
$02 01 02 03 04
$03 41 54 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
$04 01 02 03 04
$05 42 55 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$06 FF FF FF FF
$07 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$08 FF FF FF FF
$0D 41 48 37 31 31 32 52 35 32 30 37 32 32 4A 35 56
$0E 01 59 D3 B3
$0F 41 4A 37 31 31 32 52 35 32 30 37 32 32 4A 34 46
$10 01 59 D3 B3
$13 42 52 FF FF FF FF FF FF FF FF FF FF FF FF FF
$14 FF FF FF FF
$17 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF
$18 FF FF FF FF
$21 32 16 B8 0B D0 2E 91 9A
$22 69 67
$23 31 5A FA FA FA FA FA
$24 31 5A FA FA FA FA FA
$25 31 5A FA FA FA FA FA
$26 31 5A FA FA FA FA FA
$40 00 00
$41 3F 00 00 06 00 18
$42 10 E4
$43 00 00 8E 80
$44 C6 00 00 FC 80 C0

```



```
$45 07 01 07 01 05 01
$46 00 0F 0F 64 64
$47 0A 64 06 04 04 05 0A 06 04 0A 00 00 FA 00 00 FF 04 64
$48 18 08 08
$B0 58
$B1 FD FE 00
$B2 FF FF FF FF FF
$B4 41 53 36 39 36 37 32 31 30 51 4A 31 20 20 20 20
$B7 50 AA 01 0F 02
$B8 53 42 67 10 17
$C1 30 46 30 32
$CA 30 46 30 32
$CB 00 F1 0A E7
$CC 00 F1 0A E7
$D1 00 00
$DB 00 00
$DC 00 00
```



PAR 71-490797160

**Conditions for Clearing the DTC**

- A current DTC will clear on the next malfunction-free ignition cycle.
- A history DTC will clear after 100 consecutive malfunction-free ignition cycles.
- Using a scan tool

**Test Description**

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

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

**READINGS**

Step	Action	Value (s)	Yes	No
<b>Schematic Reference: Power Steering Schematics</b>				
<b>Connector End View Reference: Power Steering Connector End Views</b>				
1	Did you perform the Diagnostic System Check - Vehicle?	--	Go to Step 2	Go to Diagnostic System Check - Vehicle
signal 1 - 1 2.3 volts signal 1 - 2 2.5 volts	1. Install a scan tool. 2. Turn ON the ignition, with the engine OFF. 3. With a scan tool, observe the Torque Sensor Signal 1 and the Torque Sensor Signal 2 Data parameters in Data Display.  Does the scan tool indicate the Torque Sensor Signal 1 and Signal 2 Data parameters are within the specified range?	0.25-4.75 V	Go to Testing for Intermittent Conditions and Poor Connections	Go to Step 3
	1. Turn OFF the ignition. 2. Disconnect the torque/position sensor harness connector from the power steering control module (PSCM). 3. Connect the <u>EL-47564</u> PSCM test			



PAR 490797160

Readings

yes

3.2

yes

3.8

no

0.0v

3	harness. 4. 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. 5. Turn ON the ignition, with the engine OFF. 6. With the scan tool, observe the Torque Sensor Signal 1 data parameter.	4.9-5 V		
	Does the scan tool indicate the Torque Sensor Signal 1 data parameter is less than the specified value?		Go to Step 8	Go to Step 4
4	1. 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. 2. With the scan tool, observe the Torque Sensor Signal 2 data parameter.	4.9-5 V		
	Does the scan tool indicate the Torque Sensor Signal 2 data parameter is less than the specified value?		Go to Step 8	Go to Step 5
5	1. 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. 2. With the scan tool, observe the Steering Position Sensor Signal 1 data parameter.	0.0 V		
	Does the scan tool indicate the Steering Position Sensor Signal 1 data parameter is greater than the specified value?		Go to Step 8	Go to Step 6
6	1. Turn OFF the ignition. 2. 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> .	--		
	Did you find and correct the condition?		Go to Step 10	Go to Step 7
7	Visually inspect the torque/position sensor harness for any damaged wires. Refer to <u>Wiring Repairs and Repairing Damaged Wire Insulation</u> .	--		
	Did you find and correct the condition?		Go to Step 10	Go to Step 9
	Replace the power steering motor/module			



## CDR File Information

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Investigator	Donald J Hutelin, EAA
Case Number	71-490797160
Investigation Date	Friday, March 16 2007
Crash Date	Wednesday, March 7 2007
Filename	1G1ZT61896F [REDACTED].CDR
Saved on	Friday, March 16 2007 at 09:20:09 AM
Collected with CDR version	Crash Data Retrieval Tool 2.8077
Reported with CDR version	Crash Data Retrieval Tool 2.8077
Event(s) recovered	None

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

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$06 00 0A 00 00 0A 69 67
$07 00 20 00 00 00 00 00
$08 E9 8B 00 00 00 00 00
$09 00 77 77 00 00 00 00
$0A 00 00 00 00 00 00 00
$0B 3C 01 01 0F 00 00 00
$0C 80 00 80 00 00 00 00
$0D 00 00 C0 00 00 00 00
$0E 40 00 00 00 00 00 00
$0F BA 00 00 00 00 00 00
$10 47 31 5A 54 36 31 38
$11 39 36 46 31 33 34 36
$12 35 35 00 00 00 00 00
$13 00 00 00 00 00 00 00
$14 00 00 00 00 00 00 00
$15 00 00 00 00 00 00 00
$16 03 06 0C 16 34 00 00
$17 03 03 03 03 00 00 00
$18 03 03 00 00 00 00 00
$19 07 07 00 00 00 00 00
$1B 3F 00 00 66 00 78 00
$1C 3F 00 00 06 00 18 00
$1D 00 00 00 00 00 00 00
$1E 4F 4F 00 00 00 00 00
$1F 20 00 00 00 00 00 00
$20 40 00 00 00 00 00 00
$21 FF 01 00 00 70 00 00
$22 00 8E 00 00 00 00 00
$24 00 00 00 00 00 00 00
$25 00 00 00 00 00 00 00
$26 00 00 00 00 00 00 00
$27 FF 00 FF 00 00 00 00
$2A 00 00 00 00 00 00 00
$2B 00 00 00 00 00 00 00
$2D 00 00 00 00 00 00 00
$2E 00 FF F0 0C 24 00 00
$2F FE FE 0C 24 00 00 00
$30 9D 00 00 00 00 00 00
$31 FF FF FF FF FF 80 00
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$34 FF FF FF FF FF 80 00
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$37 F8 80 F8 0F 0F CA FE
$38 FF 80 C0 80 FF C0 FC
$39 FF FF FF FF FF 80 00
$3A FF FF FF FF FF 80 00
$3B 7F 0F 1F 1F 3F 00 00
$3C FF FF FF FF FF FF C0
$3D FF FF FF FF FF FF 00
$3E FF FF FF FF 00 00 00
$3F 00 00 F0 00 00 00 00
$40 E0 FF 00 00 00 00 00
$41 F8 F8 90 00 00 00 00
$42 80 FF FF FF FF 00 00
$43 FF FF FF 00 00 00 00
```



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$44 FF FF FF FF FF FF 00
$45 FF FF FF FF FF FF 00
$46 FF FF FF FF FF FF 00
$47 FF FF FF FF FF FF 00
$48 FF FF FF FF FF FF 00
$49 FF FF FF FF FF FF 00
$4A FF FF FF FF FF FF 00
$4B FF FF FF FF FF FF 00
$4C FF FF FF FF FF FF 00
$4D FF FF FF FF FF FF 00
$4E FF FF FF FF FF FF 00
$4F FF FF FF FF FF FF 00
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$52 81 FF FF FF 00 00 00
$53 FF FF FF 00 00 00 00
$54 82 FF FF 00 00 00 00
$55 FF FF FF FF FF FF 00
$67 A0 FF 00 00 00 00 00
$68 F8 F8 90 C0 00 00 00
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$6A FF FF FF 00 00 00 00
$6B FF FF FF FF FF FF 00
$6C FF FF FF FF FF FF 00
$6D FF FF FF FF FF FF 00
$6E FF FF FF FF FF FF 00
$6F FF FF FF FF FF FF 00
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$72 FF FF FF FF FF FF 00
$73 FF FF FF FF FF FF 00
$74 FF FF FF FF FF FF 00
$75 FF FF FF FF FF FF 00
$76 FF FF FF FF FF FF 00
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$79 81 FF FF FF 00 00 00
$7A 82 FF FF 00 00 00 00
$7B FF FF FF FF FF FF 00

```

```

$01 41 55 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
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$05 42 55 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$06 FF FF FF FF
$07 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$08 FF FF FF FF
$0D 41 48 37 31 31 32 52 35 32 30 37 32 32 4A 35 56
$0E 01 59 D3 B3
$0F 41 4A 37 31 31 32 52 35 32 30 37 32 32 4A 34 46
$10 01 59 D3 B3
$13 42 52 FF FF FF FF FF FF FF FF FF FF FF FF FF
$14 FF FF FF FF
$17 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF
$18 FF FF FF FF
$21 32 16 B8 0B D0 2E 91 9A
$22 69 67
$23 31 5A FA FA FA FA FA
$24 31 5A FA FA FA FA FA
$25 31 5A FA FA FA FA FA
$26 31 5A FA FA FA FA FA
$40 00 00
$41 3F 00 00 06 00 18
$42 10 E4
$43 00 00 8E 80
$44 C6 00 00 FC 80 C0

```



```
$45 07 01 07 01 05 01
$46 00 0F 0F 64 64
$47 0A 64 06 04 04 05 0A 06 04 0A 00 00 FA 00 00 FF 04 64
$48 18 08 08
$B0 58
$B1 FD FE 00
$B2 FF FF FF FF FF
$B4 41 53 36 39 36 37 32 31 30 51 4A 31 20 20 20 20
$B7 50 AA 01 0F 02
$B8 53 42 67 10 17
$C1 30 46 30 32
$CA 30 46 30 32
$CB 00 F1 0A E7
$CC 00 F1 0A E7
$D1 00 00
$DB 00 00
$DC 00 00
```



PAR 71-490797160

**Conditions for Clearing the DTC**

- A current DTC will clear on the next malfunction-free ignition cycle.
- A history DTC will clear after 100 consecutive malfunction-free ignition cycles.
- Using a scan tool

**Test Description**

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

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

**READINGS**

Step	Action	Value (s)	Yes	No
<b>Schematic Reference: Power Steering Schematics</b>				
<b>Connector End View Reference: Power Steering Connector End Views</b>				
1	Did you perform the Diagnostic System Check - Vehicle?	--	Go to Step 2	Go to Diagnostic System Check - Vehicle
signal 1 - 1 2.3 volts signal 1 - 2 2.5 volts	1. Install a scan tool. 2. Turn ON the ignition, with the engine OFF. 3. With a scan tool, observe the Torque Sensor Signal 1 and the Torque Sensor Signal 2 Data parameters in Data Display.  Does the scan tool indicate the Torque Sensor Signal 1 and Signal 2 Data parameters are within the specified range?	0.25-4.75 V	Go to Testing for Intermittent Conditions and Poor Connections	Go to Step 3
	1. Turn OFF the ignition. 2. Disconnect the torque/position sensor harness connector from the power steering control module (PSCM). 3. Connect the EL-47564 PSCM test			



PAR 490797160

Readings

yes

3.2

yes

3.8

no

0.0v

3	harness. 4. 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. 5. Turn ON the ignition, with the engine OFF. 6. With the scan tool, observe the Torque Sensor Signal 1 data parameter.	4.9-5 V		
	Does the scan tool indicate the Torque Sensor Signal 1 data parameter is less than the specified value?		Go to Step 8	Go to Step 4
4	1. 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. 2. With the scan tool, observe the Torque Sensor Signal 2 data parameter.	4.9-5 V		
	Does the scan tool indicate the Torque Sensor Signal 2 data parameter is less than the specified value?		Go to Step 8	Go to Step 5
5	1. 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. 2. With the scan tool, observe the Steering Position Sensor Signal 1 data parameter.	0.0 V		
	Does the scan tool indicate the Steering Position Sensor Signal 1 data parameter is greater than the specified value?		Go to Step 8	Go to Step 6
6	1. Turn OFF the ignition. 2. 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> .	--		
	Did you find and correct the condition?		Go to Step 10	Go to Step 7
7	Visually inspect the torque/position sensor harness for any damaged wires. Refer to <u>Wiring Repairs and Repairing Damaged Wire Insulation</u> .	--		
	Did you find and correct the condition?		Go to Step 10	Go to Step 9
	Replace the power steering motor/module			

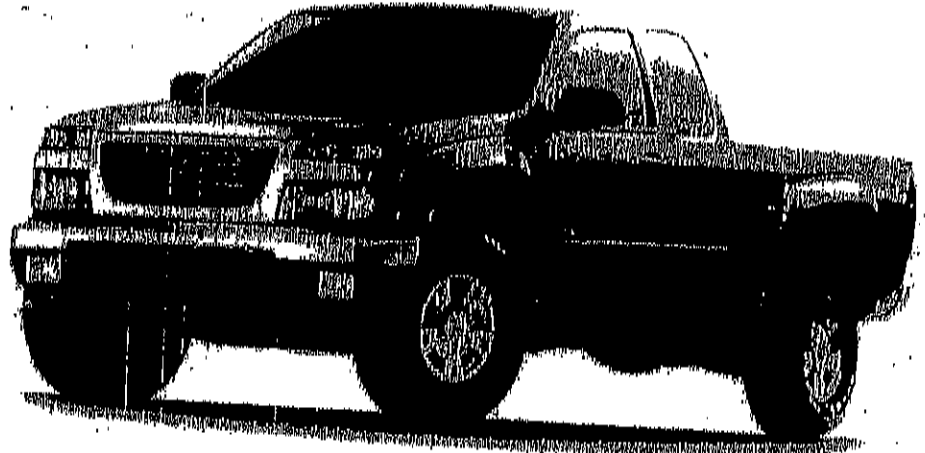


**INFORMATION Redacted PURSUANT TO THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**

**www. DON LEDFORD .com**  
**PONTIAC • GMC • BUICK • CADILLAC**  
**Cleveland's GM SuperStore**

**Dealer Codes:**

Cadillac 25-043  
Buick 38-315  
Pontiac 18-440  
GMC 50-259  
GMAC 340  
BAC CODE 116409



**FAX:**

**To:**

Kimberly Labut

**From:**

Ken Stegall

**Pages:**

4

(including cover page)

**Memo:**

Body damage, case # 71-490797160  
will have to add Rental when  
customer picks up car. Will fax then.

**4595 N Lee Hwy, Cleveland, TN 37312**  
**Phone 423-476-1191 Fax 423-339-1402**



**DON LEDFORD**  
★  
**PONTIAC • GMC • BUICK • CADILLAC, INC.**  
4595 NORTH LEE HIGHWAY  
CLEVELAND, TN 37312  
PHONE (423) 476-1191  
FAX (423) 339-1402

Kimberly Labut,

Warranty admin name . Julie Harness

Ro # 773538

Ro close date 04/05/07

Dealer division 18440

Case # 71-490797160

Ken Stegall  
Service Manager



TN 07:15AM 4/06/07  
 OUT 04:39PM 3/08/07

24-HOUR DAY

ENTERPRISE RENT-A-CAR COMPANY OF TENNESSEE  
 1501 S LEE HWY 423-476-6777  
 CLEVELAND TN 37311 2534 5633  
 RENTAL TYPE D SOURCE# H73074 - 009

RENTAL AGREEMENT  
 0078552  
 PAGE 1 OF :

UNIT 1

UNIT #

LIC#

MODEL CTS

COLOR WHITE D

IN 11521

OUT 11221

V# 1G6DMS7T370

UNIT 2

UNIT #

LIC# TEMP

MODEL 3

COLOR WHITE

IN 200

OUT 100

V# JM1BK12FX7

RENTER

CLEVELAND

TN

LOCAL

(W)

SUMMARY OF CHARGES  
 DAY - 24 HOUR PERIOD  
 MILES  
 NO CHARGE

20 DAYS @ 35.00 1015.00

DR. LICENSE

STATE TN EXPIRE 5/22/10

DOB HT WT

EYES HAIR

S.S.#

EMPLOYER

UNIT 3

UNIT #

LIC#

MODEL SONA

COLOR VARIOUS

IN 1256

OUT 1154

V# 5NPEU46FX7H

BILL TO Y CUST #

DON LEDFORD PONTIAC/BUICK/CADILLAC

ATTN: PATRICK\*\*

4595 LEE HWY.

CLEVELAND

423-476-1191

37320

DAMAGE WAIVER 030807/030907  
 PERSONAL ACC. INS. 030807/030907

1 DAYS DW @ 14.99 14.99  
 1 DAYS PAT @ 2.00 2.00

ADDITIONAL DRIVER  
 NO OTHER DRIVER PERMITTED

RENTAL TAX % 3.00 30.96  
 SALES TAX% 9.25 93.80

CLAIM INFO

POL/CLAIM/PO#

PERMISSION TO LEAVE STATE  
 YES X NO

INSURED

STATES TN AND BORDERING  
 CUSTOMER SIGNATURE ON FILE

TOTAL CHARGES 1156.84

LOSS DATE

THEFT ACCIDENT

PAYMENT INFORMATION

AMOUNT PD. BY TYPE DATE AUTH  
 1.00 VISA SALE 3/08/07 077093

DEPOSITS 1.00  
 REFUND

TYPE CAR

DEALER TAX 40.84

SHOP DON LEDFORD  
 PHONE 423-476-1191  
 NAME PATRICK

BILL TO CUST H73074 1115.00

CLOSED TICKET PAYMENT INFO

OPENED BY #813DD MESAC CELESTE  
 CLOSED BY #716CN DAELYNNE A MATULA







SO No: 773538  
 Tag#: 882

**\* Service Invoice Customer Copy \*** Auth#: Page 1

<b>Customer No :</b> PRICE20		<b>Advisor :</b> KEN		<b>Invoice Date :</b> 04/11/2007		<b>Term :</b> CASH	
[REDACTED] Cleveland TN [REDACTED]		<b>License No</b>	<b>Odometer In</b>	<b>Odometer Out</b>	<b>Stock No</b>		
			35512	35514	CP4474		
<b>Home:</b> [REDACTED]	<b>Bus:</b>	<b>Year</b>	<b>Make</b>	<b>Model</b>	<b>Model No</b>	<b>Delivery Date</b>	
<b>Cell:</b> [REDACTED]	<b>Today:</b>	2006	CHEVROLET	MALIBU		10/26/2006	
<b>Email:</b>		<b>Vehicle ID No</b>	<b>Selling Dealer</b>	<b>SO Date</b>	<b>InServ Date</b>	<b>Location</b>	
		1G1ZT61896F [REDACTED]	LED FORD	04/05/2007	09/26/2005	882	

**REQUEST/COMPLAINT  
CORRECTIONS**

			TYPE	CSR#	TU	Amount
1	MISC	CUSTOMER STATES: REPAIR DAMAGE TO LEFT SIDE OF VEHICLE. CAR LOST POWER STEERING AND SIDE SWIPE GUARD RAIL				
	MISC	SUBLET TO YOUNGS BODY SHOP (INVOICE #2770)	CSUB	153	0	\$1,679.50
	RENT	VEHICLE RENTAL	CSUB	153	0	\$1,115.00

**Technician :** 999

**Request Total** \$2,794.50

CUSTOMER TO RETURN TO INSTALL NEW HUB CAP WHEN RECEIVED BY PARTS.

LABOR	\$0.00
PARTS	\$0.00
OIL/GAS	\$0.00
MISC.	\$0.00
SUPPLIES	\$0.00
SUBLET/TOW	\$2,794.50
ENV FEE	\$0.00
<b>SUBTOTAL</b>	<b>\$2,794.50</b>
SALES TAX	\$0.00
WARR DEDUCTIBLE	\$0.00
OTHER DEDUCTIBLE	\$0.00
<b>TOTAL INVOICE</b>	<b>\$2,794.50</b>

**PARTS RETURN POLICY:** ALL AUTHORIZED RETURNS MUST BE MADE WITHIN 30 DAYS AND ACCOMPANIED BY THE ORIGINAL INVOICE. ALL PARTS MUST BE COMPLETE WITH ATTACHING PARTS, UNUSED AND IN ORIGINAL CONDITION AND ORIGINAL PACKAGING AND MAY BE SUBJECT TO A 20% RESTOCKING CHARGE.

**NO RETURN:** ON ELECTRICAL AND SPECIAL ORDER "NON RETURNABLE" PARTS

**DISCLAIMER OF WARRANTIES**

THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

DATE \_\_\_\_\_ CUSTOMER SIGNATURE \_\_\_\_\_

**THANK YOU FOR YOUR BUSINESS  
PLEASE CALL AGAIN**



# PAR GMWA

## Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information			
Date	4/6/07	Service Request #	71-490797160
Customer Name			
VIN	1G1ZT61896F		
In-Service Date	9/26/2005	Service Contract?	No
Current Mileage	35508	Purchased New/Used?	New
Warranty Blocked?	No		
Branded Title?	No	Mileage at Purchase	10
Dealer and Claim Information			
Dealer Name	Don Ledford Pontiac GMC Buick Cadillac, Inc.		
Dealer Svc Mgr	Ken Stefall	Dir Warranty Admin:	Julie Harness
Dealer Phone	423) 476-1191	Dealer Fax	423 339 1402
Dealer BAC	116409		
Dealer Division and Code	16-Pont-18440		
Repair Order Number	773538		
Repair Order Close Date	4/5/07		
Labor Op. Code Z1242	Dollar Amt:	2794.50	
Labor Op. Code Z1243	Dollar Amt:		
Cause Code (CC)	MJ		
Failure Code (FC)	98		
<b>PUT EVERYTHING IN NET AMOUNT</b>			
Labor Hours and OLH:	<b>DO NOT</b> PUT IN HOURS		
Parts and Labor Costs:	<b>DO NOT</b> PUT IN COSTS		
Net Amount:	2794.50		
<b>DO NOT ROUTE THIS CLAIM</b>			
Authorization Code:	DO NOT PUT IN AN AUTH CODE		
Additional Comments for Dealer:			
<b>IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP</b>			
<b>AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO</b>			
<b>Retain Copy with Dealer Repair Order</b>			
Internal PAR Information			
<b>Complaint:</b>			
	steering caused collision		
<b>Cause:</b>			
	The data or readings lead to the conclusion that there is an intermittent condition in the wiring or the sensor that is located in the steering wheel.		
<b>Correction:</b>			
	repair steering and related collision damage		
<b>Justification:</b>			
	not related to maintenance or the lack thereof and it is not something that the customer could cause inadvertently. (There is no recommended maintenance for this system.		
<b>PAR CRS</b>			
	kimberly labut		



**PAR GMWA**  
**Pre-Authorization/Warranty Claim Tracking Form**

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# PAR GMWA

## Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information			
Date	4/6/07	Service Request #	71-490797160
Customer Name			
VIN	1G1ZT61896F		
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Branded Title?	No	Mileage at Purchase	10
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Dealer BAC	116409		
Dealer Division and Code	13-Chev-18440		
Repair Order Number	773538		
Repair Order Close Date	4/5/07		
Labor Op. Code Z1242	Dollar Amt:	2794.50	
Labor Op. Code Z1243	Dollar Amt:		
Cause Code (CC)	MJ		
Failure Code (FC)	98		
<b>PUT EVERYTHING IN NET AMOUNT</b>			
Labor Hours and OLH:	<b>DO NOT</b> PUT IN HOURS		
Parts and Labor Costs:	<b>DO NOT</b> PUT IN COSTS		
Net Amount:	2794.50		
<b>DO NOT ROUTE THIS CLAIM</b>			
Authorization Code:	DO NOT PUT IN AN AUTH CODE		
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<b>PAR CRS</b>			
	kimberly labut		



**PAR GMWA**  
**Pre-Authorization/Warranty Claim Tracking Form**

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# PAR GMWA

## Pre-Authorization/Warranty Claim Tracking Form

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Customer Name			
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Failure Code (FC)	98		
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Labor Hours and OLH:	<b>DO NOT</b> PUT IN HOURS		
Parts and Labor Costs:	<b>DO NOT</b> PUT IN COSTS		
Net Amount:	2794.50		
<b>DO NOT ROUTE THIS CLAIM</b>			
Authorization Code:	DO NOT PUT IN AN AUTH CODE		
Additional Comments for Dealer:			
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<b>PAR CRS</b>			
	kimberly labut		



**PAR GMWA**  
**Pre-Authorization/Warranty Claim Tracking Form**

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





































01

DATE  
09/05

MCD BY GENERAL MOTORS CORP

GWR

2221 KG

4456 LB

GAWR FR

1071 KG

2352 LB

GAWR RR

950 KG

2094 LB

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

TYPE: PASS CAR

1G1ZT61896F





















































We Have A  
Toe Up On



K





ALLERGY SINUS RELIEF  
6 TABLETS

Keeping This



Toe





We Have  
Toe Up On  
Keeping This  
Car Clean!





























































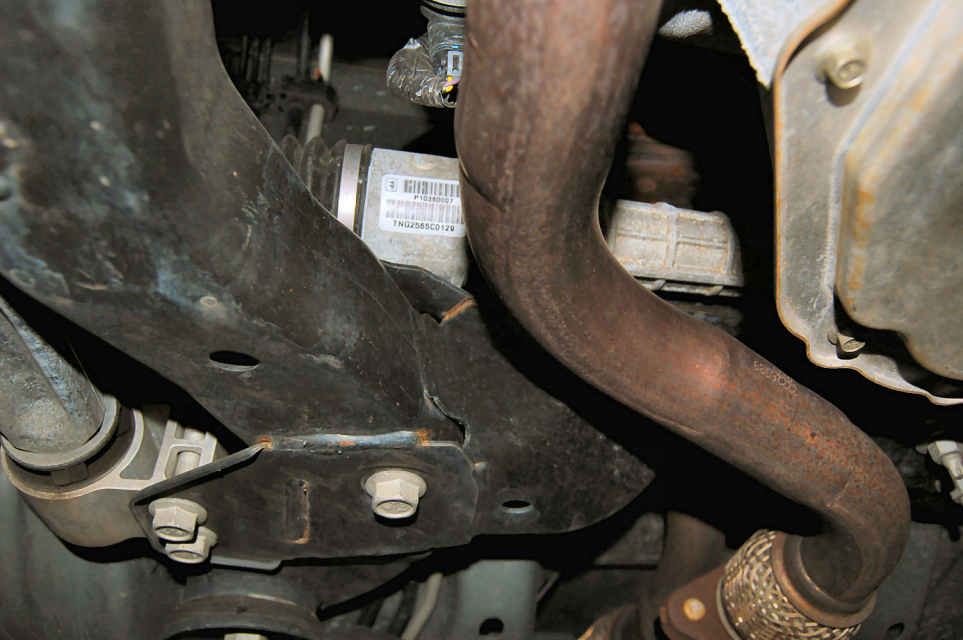




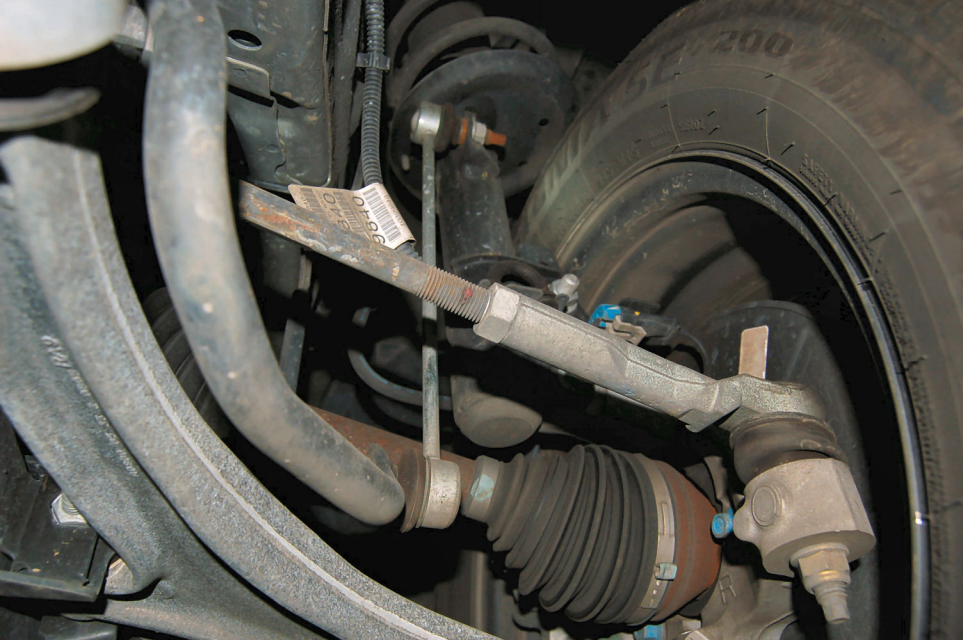




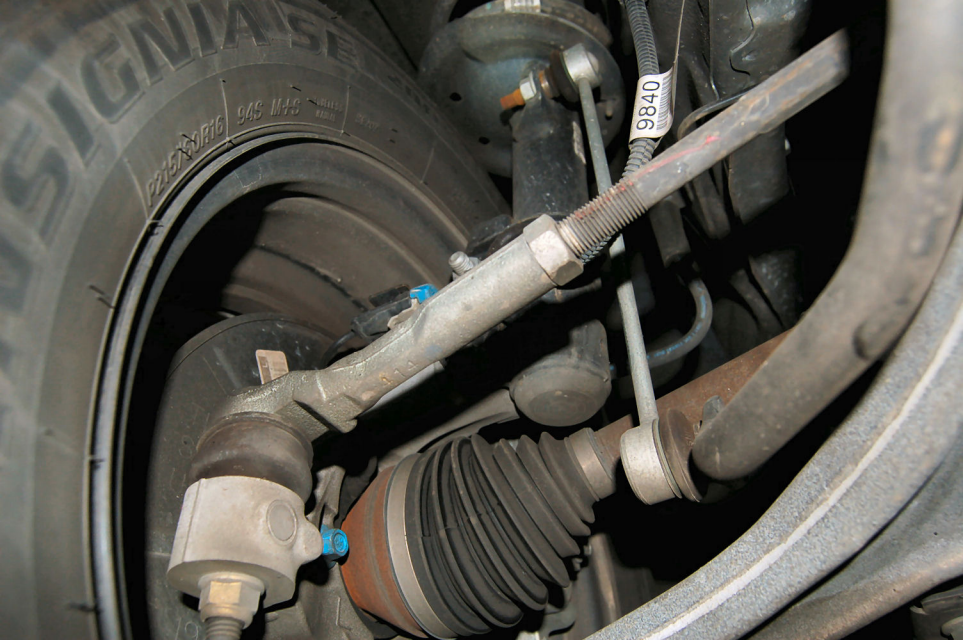












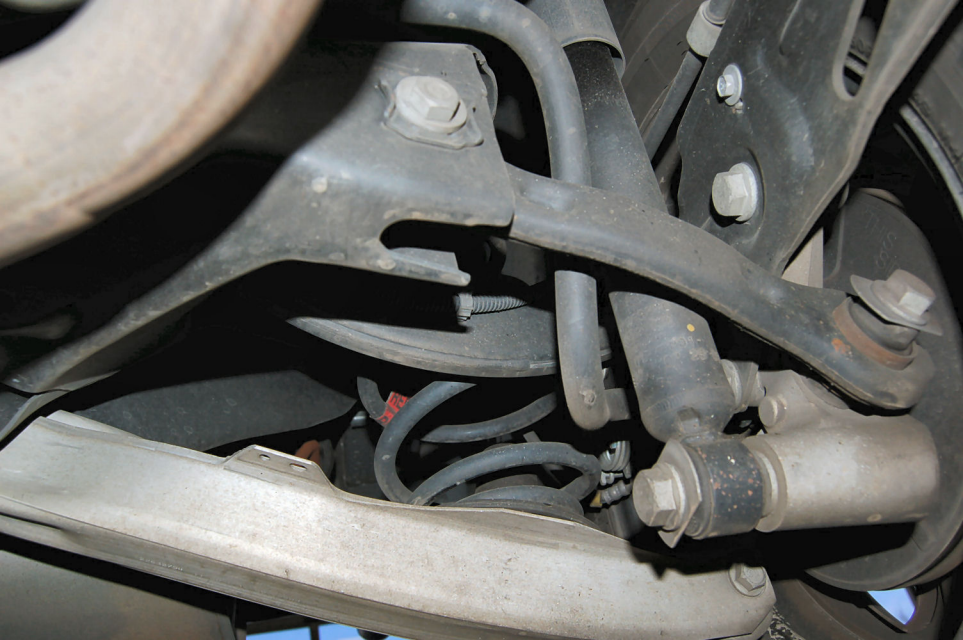
9840

SIGNIA SE  
P225/60R16 94S M46



















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

December 13, 2010

Robert Silverman, Esq.  
Kimmel & Silverman, PC  
30 E Butler Ave  
Ambler, PA 19002-4514

RE: [REDACTED] v. General Motors Corporation  
Service Request: 71-495489923  
2006 Pontiac G6  
Vehicle Identification Number: 1G2ZH558064 [REDACTED]  
Customer Relationship Specialist: Halima Shaw

Dear Mr. Silverman:

Enclosed please find two checks to settle the above-referenced case. The first is in the amount of \$3,000.00 made payable to Brian R. Metzger and Suzanne Metzger. The second is in the amount of \$1,900.00 made payable to Kimmel & Silverman, P.C.

A 60 month/75,000 mile (whichever comes first) Steering Component Letter will be sent directly to Brian Metzger after processing.

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors Corporation

LG0008  
V10192006





# KIMMEL & SILVERMAN

P.C.

1-800-LEMON LAW

[www.lemonlaw.com](http://www.lemonlaw.com)

CORPORATE HEADQUARTERS

30 E. Butler Pike  
Ambler, PA 19002  
P (215) 540-8888  
F (215) 540-8817

WESTERN PA OFFICE, 210 Grant Street, Suite 202, Pittsburgh, PA 15219, P (412) 566-1001, F (412) 566-1005

NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlton Pike, Suite Q29, Cherry Hill, NJ 08003, P (856) 429-8334, F (856) 216-7344

MARYLAND OFFICE, 10451 Mill Run Circle, Suite 400, Owings Mills, MD 21117, P (410) 356-8835, F (410) 356-8896

DELAWARE OFFICE, 501 Silverside Road, Suite 118, Wilmington, DE 19809, P (302) 791-9373, F (302) 791-9476

MASSACHUSETTS OFFICE, 45 Pond St, Suite 202, Norwell, MA 02061, P (781) 982-9112, F (781) 982-9114

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

JACQUELINE C. HERRITT<sup>+</sup>  
ROBERT A. RAPKIN<sup>†</sup>  
HY DAVID RUBENSTEIN<sup>††</sup>  
AMY D. COX<sup>††</sup>  
LOUIS DOBI, JR.<sup>††</sup>  
HILARY WHEATLEY TAYLOR<sup>†</sup>  
BARRY R. WINDERMAN<sup>†</sup>  
MELISSA K. FIALA<sup>††</sup>  
IRA P. SMADES<sup>†</sup>  
DAVID L. LIEBERMAN<sup>†††</sup>  
ANGELA K. TROCCOLI<sup>†</sup>  
FRED DAVIS<sup>†</sup>  
ANNE WARD<sup>†††</sup>  
RONALD ROWLAND<sup>††</sup>  
CHRISTOPHER R. HOLLIDAY<sup>†††</sup>

ROBERT M. SILVERMAN<sup>††</sup>  
CRAIG THOR KIMMEL<sup>††</sup>

<sup>+</sup> Member, PA Bar  
<sup>†</sup> Member, NJ Bar  
<sup>††</sup> Member, DE Bar  
<sup>††</sup> Member, NY Bar  
<sup>††</sup> Member, MA Bar  
<sup>††</sup> Member, MD Bar  
<sup>††</sup> Member, OH Bar  
<sup>††</sup> Member, DC Bar  
<sup>††</sup> Member, AZ Bar  
<sup>††</sup> Member, CO Bar  
<sup>††</sup> Member, VT Bar  
<sup>††</sup> Member, MI Bar  
<sup>††</sup> Member, RI Bar

December 13, 2010

VIA EMAIL ONLY

[gmerinfo@gmexpert.com](mailto:gmerinfo@gmexpert.com)

General Motors Corporation - NJ  
c/o MSX International/BRC Legal  
MC 336-105-000  
Warren, MI 48091

Re: [REDACTED] **v. General Motors Corporation**  
Vehicle: 2006 Pontiac G6-GT  
Date of Purchase: 3/1/2006  
Place of Purchase: Burns Pontiac  
VIN: 1G2ZH558064 [REDACTED]

Dear Sir/Madam:

Please be advised that this office represents the above individual against General Motors Corporation pursuant to the NJ Lemon Law, Uniform Commercial Code, Unfair Trade Practices Act, and Magnuson-Moss Warranty Claim. Kindly acknowledge our firm's representation and direct any and all correspondence to this office.

**DO NOT HAVE ANY FURTHER CONTACT WITH OUR CLIENT WITH THE EXCEPTION OF COMMUNICATION NECESSARY TO EFFECTUATE CURRENT REPAIRS.**

Thank you for your attention to this matter. If you have any questions, please do not hesitate to contact the undersigned.

Very truly yours,

Robert M. Silverman

RMS\ TL  
cc: Brian Metzger



**Privileged and Confidential Information****CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)**

By: Halima Shaw

State: NJ

Customer Name: [REDACTED] Service Request: 71-495489923 GM Legal File No.: {Number}

Vehicle ID No.: 1G2ZH558064 [REDACTED] In Service Date: 02/21/06 Vehicle is: New BAC Code: 115619  
Year, Make & Model: 2006 Pontiac G6 Vehicle Purchased Used on: {n/a or  
mm/dd/yy} at odometer {odometer}Lien holder: GMAC ☐ Other ☐: {Name}**VEHICLE REPAIR HISTORY**☐ Engine/Fuel/Exhaust

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
03/13/07	589465	7	17,633	Vibration heard comes and goes while driving. <b>Retorque all mounts.</b>

☐ Steering

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
09/18/06	571939	10	14,055	Knocking noise in front end and steering when slow turns. <b>Replaced power steering gear assembly. Wheel alignment.</b>
02/15/07	586631	1	17,141	Clicking noise in front end. Steering tight short turns. <b>Replaced power steering gear assembly.</b>

☐ Body/Trim

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
02/15/06	552190	1	7,230	<b>Customer in for oil change. Passenger side air bag indicator fell back into center console. Had to remove center console and reinstalled indicator back into console.</b>  <b>Both vanity mirror covers fell off. Replaced sun visor mirror.</b>
03/07/06	553998	1	7,632	Lower panel missing. <b>SOP – air dam.</b>
04/04/06	556493	4	8,589	<b>Installed front air deflector.</b>

☐ Electrical

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
02/15/06	552190	*	7,230	<b>Replaced turn lamp bulb.</b>
03/07/06	553998	*	7,632	AM always has static. <b>Operating as designed.</b>
04/04/06	556493	*	8,589	Poor AM reception. <b>Radio is causing static. Removed radio and replaced with new unit and reprogrammed.</b>
02/15/07	586631	*	17,141	Poor AM reception. <b>Replaced antenna module.</b>
03/13/07	589465	*	17,633	AM radio noise (high pitch). <b>Clean and tightened all connection.</b>



☐ Paint

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
04/04/06	556493	*	8,589	Check with body shop on paint repair. <b>Repair paint lower front bumper.</b>

### THE STATE LEMON LAW READS:

**Days out of service:** 20 or more days

**Repairs** 3 or more

**Time period** with in earlier of 18k miles or 2 years following delivery date

**Does Lemon Law state nonconformity must continue to exist?** N

**If applicable, safety-related repairs** N/A

**Safety-related time period** N/A

**Number of repair attempts in the presumption period:**

**2 steering, 4 radio**

**Total days out of service during the presumption period:**

24

**Total days out of service during customer's ownership:**

24

### PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: Steering concern.

Date & Offer/Result: 3/17/07 – 3/21/07 – Customer was satisfied with repair.

### RECOMMENDATION AND RATIONALE

1,000 nuisance and 60/75,000 CSL Steering

### REASON FOR REMOVAL

**CRM FINAL OFFER:**

**DATE:**

<b>OFFER TO CUST: \$</b> <b>ATTORNEY FEES: \$</b> <b>OR INCLUSIVE OFFER: \$</b>
---

**PLAINTIFF'S FINAL  
DEMAND:**

**DATE:**

<b>AMOUNT TO CUST: \$</b> <b>ATTORNEY FEES: \$</b> <b>OR INCLUSIVE OFFER: \$</b>
--



**North American Operations**

General Motors Corporation

Disbursements (2613)

PO Box 62530

Phoenix, AZ 85082-2530

**GM**

CHECK

No. [REDACTED]

50-837  
213

DATE

05/04/07

\*\*\*\*\*3,000 DOLLARS

AMOUNT

\*\*\*\*\*00 CENTS \*\*\*\*\*3,000.00

PAY  
TO THE  
ORDER  
OF

BERLIN NJ

North American Operations  
General Motors Corporation  
Disbursement Account

SIGNATURE

The Chase Manhattan Bank, N.A.  
Syracuse, New York

AUDIT

**North American Operations**

General Motors Corporation

Disbursements (2613)

PO Box 62530

Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT  
DATE

05/04/07

VENDOR  
DUNS NO.

BB 000000044

1

VENDOR NAME

REGISTER NO.  
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

1G2ZH558064 05/03/07 VM 1-8HYEXS  
71-495489923 1-8HYEXS

00.0000

3,000.00

.00

3,000.00

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR  
REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

**TOTAL**

3,000.00

.00

3,000.00



**North American Operations**

General Motors Corporation

Disbursements (2613)

PO Box 62530

Phoenix, AZ 85082-2530

**GM**

CHECK

**No. 900916149**50-837  
213

DATE

05/04/07

\*\*\*\*\*1,900 DOLLARS

\*\*\*\*\*00 CENTS

AMOUNT

\*\*\*\*\*1,900.00

PAY  
TO THE  
ORDER  
OF\*KIMMEL & SILVERMAN, P.C.\*  
15 LAKEWORTH DR  
BERLIN NJ 08009-1171North American Operations  
General Motors Corporation  
Disbursement Account

SIGNATURE

The Chase Manhattan Bank, N.A.  
Syracuse, New York

AUDIT

**North American Operations**

General Motors Corporation

Disbursements (2613)

PO Box 62530

Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO.

PAYMENT  
DATE

05/04/07

VENDOR  
DUNS NO.

BB 000000045

1

VENDOR NAME

KIMMEL &amp; SILVERMAN, P.C.

REGISTER NO.  
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

162ZH558064131527.05/03/07.71-495489923:1-8HYEXV  
VM 1-8HYEXV

00.0000

1,900.00

.00

1,900.00

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR  
REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

**TOTAL**

1,900.00

.00

1,900.00

43554







<b>BODY TYPE</b> 2DRS9		<b>COLOR</b> F711	<b>MILES</b> 7203	(YEAR AND MAKE) SERIAL NO.
				1 G 2 Z R H 5 S B O 6 4
<b>INTERIOR TRIM COLOR</b>				
Prior to Delivery of the vehicle listed above, customer shall elect one of the following and so advise dealership: * Cash Purchase    * Finance Purchase    * Lease <b>* IF A CREDIT SALE, REQUIRED INFORMATION CONTAINED ON A SEPARATE DISCLOSURE STATEMENT IS MADE AS PART OF THIS ORDER.</b> IF A LEASE, COMPLETE DISCLOSURE OF ALL LEASE TERMS AND CONDITIONS IS CONTAINED ON A SEPARATE LEASE CONTRACT. <b>TO BE DELIVERED ON OR ABOUT</b>				
<b>Price of Unit</b>	22,290.00			
<b>Additional Equipment (options)</b>				
<b>EXT. WARRANTY</b>	1,500.00			
<b>IF A LEASE, THE FOLLOWING APPLY:</b>				
<b>MONTHLY PAYMENT AMOUNT \$</b>				
<b>TERM:</b>	MONTHS			
<b>MILEAGE PER YEAR</b>				
<b>CASH DUE AT DELIVERY \$</b>				
<b>IF A PURCHASE, THE FOLLOWING ARE:</b>				
<b>TOTAL PRICE OF VEHICLE</b>	9,000.00			
<b>Less Trade-In</b>	14,790.00			
<b>SUBTOTAL</b>				
<b>WINDOW ETCH REGISTRATION (OPTIONAL)</b>	00.00			
	14,889.50			
<b>TOTAL TAXABLE AMOUNT</b>				
	893.31			
<b>State Sales Tax</b>	7.50			
<b>Registration/Tite Fee (Estimated)</b>	37.50			
<b>Documentary Fee:</b>	159.00			
<b>NET PAY-OFF ON TRADE-IN (Estimated)</b>				
<b>TOTAL</b>	16,006.87			
<b>Deposit Due (This is not a receipt.)</b>				
<b>REBATE</b>	3,335.00			
<b>BALANCE IN CASH, CERTIFIED CHECK OR OTHER ACCEPTABLE FORM OF PAYMENT TO BE PAID TO DEALER ON DELIVERY</b>	12,671.87			
<b>BALANCE DUE ON DELIVERY</b>				

**IF USED VEHICLE SALE-CHECK APPROPRIATE BOX**  
☐ The vehicle is sold "as is" and the selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of the selling dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability," based upon the selling dealer's negligence, or otherwise), is expressly excluded and customer hereby assumes any such risks. The manufacturer's warranty is not affected by this disclaimer of warranties by the selling dealer.  
OR  
☐ The only dealer warranty on this vehicle is the limited warranty which is issued with and made a part of this form.

**ALL USED VEHICLE SALES-DEALER'S OBLIGATION**  
The laws of New Jersey require Motor Vehicle Dealers to make all necessary repairs, without charge, or return the full purchase price (if a sale) to the customer in the event a used vehicle sold and intended to be registered in this State fails to meet State Inspection Standards for the issuance of a certificate of approval due to a defect that is not the result of the customer's own act. The undersigned, before entering into this contract, has been informed of dealer's obligation above and agrees to have the used vehicle inspected within 14 days from the issuance of the permanent registration for such vehicle.

---

**WAIVER OF DEALER'S OBLIGATION (USED VEHICLE SALE)**  
The undersigned, before entering into this contract to purchase, has read and understood the above Dealer's Obligation, and does hereby WAIVE AND RELEASE the DEALER'S OBLIGATION to make repairs without charge or return the full purchase price if the vehicle fails to meet State Inspection Standards for the issuance of a certificate of approval, unless the dealer is told the vehicle's rejection is an item which is "covered" by New Jersey Used Car Lemon Law/Warranty Laws (P.L. 1995; Chpt. 373).

---

**NEW JERSEY USED CAR LEMON LAW/WARRANTY LAWS**  
Year 01 \_\_\_\_\_ Model \_\_\_\_\_  
Serial No. G1E5A914  
Trade-in Value \$ 9,000.00 Mileage 37368  
Net Balance Owed \$ 9,000.00 Date of 02/20/2006  
Less Trade-In Allowance \_\_\_\_\_  
Balance Owed to: \_\_\_\_\_  
Address: \_\_\_\_\_  
Account No.: \_\_\_\_\_  
Info. From \_\_\_\_\_ Good Thru \_\_\_\_\_  
Customer certifies that the frame on the trade-in vehicle has never sustained any damage or been repaired. All airbags are of original equipment and have never been deployed. Also, that the vehicle has never been in a flood or had the emission control system tampered with or altered. Customer certifies the above mileage of trade-in vehicle.  
Date 02/20/2006  
\_\_\_\_\_  
Day \_\_\_\_\_ Customer's Signature \_\_\_\_\_

---

**AGREEMENT TO ARBITRATE ANY CLAIMS. READ THE FOLLOWING ARBITRATION PROVISION CAREFULLY, IT LIMITS YOUR RIGHTS, INCLUDING YOUR RIGHT TO MAINTAIN A COURT ACTION.**  
The parties to this agreement agree to arbitrate any claims, disputes, or controversy, including consumer complaints and any state or federal claims, that may arise out of or relating to the purchase or lease identified in this Motor Vehicle Retail Order and the financing thereof. By agreeing to arbitration, the parties understand and agree that they are waiving their right to maintain other available resolution processes, such as a court action or administrative proceeding, to settle their disputes. New Jersey Consumer Fraud Act, Used Car Lemon Law, and Truth-in-Lending claims are just three examples of the various types of claims subject to arbitration under this agreement. The parties also agree to waive any right to pursue any such claims including statutory, state or federal claims, as a class action. There are no limitations on the type of claims that must be arbitratable, except for New Car Lemon Law and Magnuson-Moss Warranty Act claims which are excluded from arbitration under this agreement. The arbitration shall be conducted in accordance with the Rules of the American Arbitration Association before a single arbitrator. The Costs Incurred in the arbitration process shall be shared as provided by the Association's Rules. The arbitration shall take place in New Jersey at the address of the dealership listed on the Retail Order Form. The decision of the arbitrator shall be binding upon the parties. Any further relief sought by either party will be subject to the decision of the arbitrator. **THIS ARBITRATION PROVISION LIMITS YOUR RIGHTS, INCLUDING YOUR RIGHT TO MAINTAIN A COURT ACTION AND HAVE A JURY TRIAL. PLEASE READ IT CAREFULLY, PRIOR TO SIGNING.**

Accepted By: 02/20/2006  
Date \_\_\_\_\_ Dealer or Authorized Representative \_\_\_\_\_  
02/20/2006  
Date \_\_\_\_\_ Customer's Signature \_\_\_\_\_

---

Customer agrees that this Order on the face and on the reverse side and any attachments to it includes all the terms and conditions, if a sale. Customer further agrees this Order cancels and supercedes any prior agreements and as of the date signed by Dealer or authorized agent, comprises the complete and exclusive statement of the terms of the agreement between Customer and Dealer. If Customer, prior to delivery, elects to lease the vehicle described above, Customer and Dealer agree to execute a lease contract which shall contain full disclosure of all lease information. **THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE.** Customer by execution of this Order acknowledges that they have read the terms and conditions and have received a true copy of the order. YOU HAVE A RIGHT TO A WRITTEN ITEMIZED PRICE FOR EACH SPECIFIC PRE-DELIVERY SERVICE WHICH IS TO BE PERFORMED. THE AUTOMOTIVE DEALER MAY NOT CHARGE FOR PRE-DELIVERY SERVICES FOR WHICH THE AUTOMOTIVE DEALER IS REWARDED BY THE MANUFACTURER. YOU HAVE A RIGHT TO A WRITTEN ITEMIZED PRICE FOR EACH SPECIFIC DOCUMENTARY SERVICE WHICH IS TO BE PERFORMED. I am 18 years of age, provide my full legal capacity to enter into this contract.

Accepted By: 02/20/2006  
Date \_\_\_\_\_ Dealer or Authorized Representative \_\_\_\_\_  
02/20/2006  
Date \_\_\_\_\_ Customer's Signature \_\_\_\_\_



FORM 990-2006-3 (2/04)

## RETAIL INSTALLMENT CONTRACT

Contract No.:

2006T JANE1000A

Date of Contract:

02/20/2006

ANNUAL  
PERCENTAGE  
RATEThe cost of your credit  
as a yearly rate:

8.45

%

FINANCE  
CHARGEThe dollar amount the  
credit will cost you:

\$ 3582.13

The amount of credit provided  
to you or on your behalf:

\$ 12671.87

The amount of cash/pays/paid:  
The amount of cash/pays/paid:  
The amount of cash/pays/paid:

\$ 16254.00

## Total Sale Price

The cost of your purchase on credit,  
including your downpayment

\$ 14445.00

\$ 28589.00

Your Payment Schedule will be:

No. of Payments Amt. of Payments When Payments Are Due

24

\$ 215.79

Monthly, Beginning

02/26/2006

\$ N/A

See below and your other contract documents for any additional information about  
nonpayment, default, any required repayment in full before the scheduled date, our  
security interests and prepayment funds and penalties.Security: You are giving a security interest in the goods or property  
being purchased.

Financing: N/A

Late Charge: If a payment is more than 10 days late, you will be  
charged \$10.00.

Prepayment: If you pay off early, you will not have to pay a penalty.

This Contract is between you and the Seller. All disclosures have been made by the Seller, who intends to assign (transfer) this  
Contract to the "Assignee" named below. If more than one person signs as Buyer below, each will be bound, separately and  
together, for the payment of all sums due and the performance of all your promises in this Contract. The terms in the above  
box are part of this Contract.

You are

the Buyer(s)

Name(s)

Address(es)

Zip Code(s)

We are

the Seller(s)

BURNS PORTIAC, GMC. TRUCK, INC.

500 ROUTE 70

HARTON, NJ 08053

Name(s)

Business Address

Zip Code

Under this Contract, you agree to buy the following property, including its accessories, all of which is called the Goods:

YEAR MAKE MODEL BODY STYLE SERIAL NUMBER VIN MODEL YEAR

2006 PONTIAC VIBE 4 DOOR 1C7JG5550661 1C7JG5550661 06

## ACCESSORIES:

TRADE-IN: Your trade-in is described as follows:

01 PONTIAC VIBE 4 DOOR 1C7JG5550661 1C7JG5550661 06

Year and make and model and body style and color and description of the vehicle to be traded in.

PAYMENT SCHEDULE: You agree to pay us the total Sale Price for the Goods. You will do this by making the cash downpayment  
and assigning the trade-in shown above, on or before the date of Contract and paying us the Amount Financed plus Finance  
Charges, in the number and amount of monthly payments as provided in this Contract. Payments must begin on the date  
indicated in the Payment Schedule and are due on the same day of each following month until we receive payment in full. You  
may pay either part or the Amount Financed in advance without penalty or premium. Payments must be made at any office of:

RPS FUNDING, INC. 275 Broad Hollow Road, Melville, NY 11747

(the "Assignee")

Property Insurance: You are required to obtain and maintain insurance on the Vehicle, endorsed to protect us as loss payee, BUT YOU MAY  
CHOOSE THE AGENT OR BROKER OF YOUR CHOICE.

TITLE HOLDER OR COLLATERAL:

PHYSICAL DAMAGE: Comprehensive \$ 500.00

INSURANCE COMPANY:

AGENT Name: CO DIR

You guarantee that the required insurance coverage is shown in the Insurance Requirements section was obtained from the agent named above.

THIS DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE. WITHOUT SUCH INSURANCE, YOU MAY NOT  
OPERATE THIS VEHICLE ON PUBLIC HIGHWAYS.

(See "INSURANCE" on the reverse side.)

## Itemization of Amount Financed

Cash Price:

\$ 22389.50

Cash Downpayment:

\$ 1745.00

Trade-In:

Value of Trade-In:

\$ 9600.00

Lien Payoff to:

\$ N/A

Unpaid Cash Price Balance:

\$ 10054.50

Amount Paid to Others on Your Behalf  
(to the extent permitted by applicable law, we  
may retain a portion of these amounts)

To Credit Insurance Company:

\$ N/A

To Public Officials:

\$ 37.50

To Sales Tax:

\$ 601.17

To:

\$ N/A

To:

\$ 00.00

To:

\$ 159.00

To: EXTENDED WARRANTY

\$ 1500.00

To: TITLE TAX

\$ 7.50

To:

\$ N/A

To:

\$ N/A

Amount Financed

\$ 12671.87



Credit Insurance is available through us for the term of this Contract at the cost(s) shown below. Single Credit Life and Single Credit Accident and Health Insurance are available to any one Buyer signing for insurance below. No credit insurance will be provided unless the appropriate statement(s) is signed by the Buyer(s) to be insured and the cost(s) shown below are included in the Amount Financed. See the Certificate of Insurance or the Notice of Proposed Insurance given to you on a separate document.

By signing, you want Single Credit Life Insurance, which costs \$ 10.00 per month.

By signing, you want Single Credit Accident & Health Insurance, which costs \$ 10.00 per month.

By signing, you both want Joint Credit Life Insurance, which costs \$ 10.00 per month. What are your ages?

Signature of Buyer to be insured for Single Credit Life Insurance

Signature of Buyer to be insured for Single Credit Accident & Health Insurance

1. \_\_\_\_\_ Years

What is your age? \_\_\_\_\_ Years

What is your age? \_\_\_\_\_ Years

2. \_\_\_\_\_ Years

Signatures of both Buyers to be insured for Joint Credit Life Insurance

**SECURITY AGREEMENT:** To secure the payment of all sums owed to us, and the performance of all your promises in this Contract, you grant us a lien and security interest in the Goods and in any parts called "accessions," which are attached to the Goods at any later time, and in all proceeds of the Goods.

**ADDITIONAL TERMS:** THIS CONTRACT CONTINUES ON THE REVERSE SIDE. YOU ARE BOUND TO ALL THE TERMS OF THIS CONTRACT WHICH APPEAR ON THE FRONT AND REVERSE SIDES.

*The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge. No service contract or maintenance contract is required to purchase or obtain financing for a motor vehicle.*

**USE:** You will use the goods primarily for personal, family or household purposes. You will maintain the Goods in good condition and will protect them against loss, damage and destruction. You will principally keep the Goods at your address shown above or at the following address:

**NOTICE TO RETAIL BUYER(S): DO NOT SIGN THIS CONTRACT IN BLANK. YOU ARE ENTITLED TO A COPY OF THIS CONTRACT AT THE TIME YOU SIGN. KEEP IT TO PROTECT YOUR LEGAL RIGHTS.**

**BUYER(S) ACKNOWLEDGE(S) RECEIPT OF A COMPLETED COPY OF THIS CONTRACT AT THE TIME OF SIGNING.**

Seller agrees to this Contract, including the terms and conditions on back, and assigns it to the Assignee named above in accordance with the first assignment printed on the reverse side, unless otherwise marked.

**BURNS PONTIAC, GMC, TRUCK, INC.**

Seller (Corporate or Firm Name)

X \_\_\_\_\_  
Signature of Buyer

(SEAL) 02/20/06

Date

X \_\_\_\_\_  
Signature of Authorized Representative of Seller

\_\_\_\_\_  
Signature of Buyer

(SEAL)

Date

**CO-SIGNER: YOU SHOULD READ THE NOTICE TO CO-SIGNER, WHICH HAS BEEN GIVEN TO YOU ON A SEPARATE DOCUMENT, BEFORE SIGNING THE CO-SIGNER'S AGREEMENT.**

**CO-SIGNER'S AGREEMENT:** You, the person (or persons) signing below as "Co-Signer," promise to pay to us, or to our order, the Amount Financed, plus Finance Charges and other charges as provided in this Contract with the Buyer. You intend to be legally bound by all the terms of this Contract, separately and together, with the Buyer. You are making this promise to induce us to make this Contract with the Buyer, even though the proceeds will be used only for the Buyer's benefit. You agree that we may seek immediate payment from you without making any prior demand for payment on the Buyer. You also acknowledge receiving a completed copy of this Contract.

Co-Signer's Signature

Address

Date

Co-Signer's Signature

Address

Date

**CO-OWNER'S SECURITY AGREEMENT:** You, the person signing below as "Co-Owner," together with the Buyer or otherwise being all of the Owners of the Goods, give us a Security Interest in the Goods identified above. You agree to be bound by the terms of the Security Agreement and all other parts of this Contract except the promise to pay contained in the Payment Schedule section. You agree to give us the security interest and induce us to make this contract with the Buyer, and to secure the payment by the Buyer of all sums due on this Contract. You will not be responsible for any balance which might be due after repossession, sale of the Goods and application of the sale proceeds to the debt.

Co-Owner's Signature

Address

Date

**NOTICE: SEE REVERSE SIDE FOR IMPORTANT INFORMATION.**

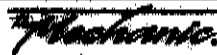

BANCONSUMER/NJS1235LC-3 (2/04)

© 2004 BANCONSUMER-SERVICE, INC.

**BUYER/CO-SIGNER COPY**

**Any Co-Signer must receive and read a copy of this detachable notice before becoming obligated to this Contract.**



				<b>ADMINISTRATOR:</b> 5055 NORTH BRIDGEWAY CHICAGO, ILL. 60630 TOLL FREE 1-800-451-1100 FOR EMERGENCY SERVICE TOLL FREE 1-800-451-1100	
<b>MECHANICAL REPAIR SERVICE CONTRACT</b>					
<b>CONTRACT NO. 8285705</b>					
<b>1. Covered Vehicle</b>					
VIN: 1G2BR558064					
Make: PONTIAC		Model: G6		Year: 2006	
Current Odometer Reading:					
Vehicle Code: 03436		Vehicle Class: R2		Check All That Apply:	
<input type="checkbox"/> Diesel		<input type="checkbox"/> 4x4/AWD		<input type="checkbox"/> Turbo/Supercharged	
<b>2. Customer</b>					
City: MARLIN State: NJ Zip Code: 08059 Telephone:					
<b>3. Service Contract Terms</b>					
This Service Contract begins on the Service Contract Purchase Date (See Key Terms) and at the Current Odometer Reading. Section 1 of the Information Schedule. This Service Contract ends when the Months indicated below from the Service Contract Purchase Date is reached or when the additional Miles indicated below are registered on the odometer, whichever occurs first.					
Term: 72		Months: 75000		Miles:	
<b>4. Color</b>					
Power Train: <input type="checkbox"/> Silver: <input type="checkbox"/> Gold: <input type="checkbox"/>					
<b>5. Standard Sequential Repairs</b>					
\$100 Per Visit <input type="checkbox"/> Disappearing Deductible					
<b>6. Service Contract Price</b>					
Price: \$ 1500.00					
<b>7. Selling Dealer</b>					
Dealer Number: BURNS PONTIAC, GMC, TRUCK, INC. ROUTE 70					
City: MARLTON, NJ 08051		State:		Zip Code: Telephone: 856-983-6060	
<b>8. Signature</b>					
I, the undersigned holder of this Service Contract, hereby authorize the following Lien Holder: 1. To receive any refund for unexpired months in the event this Service Contract is canceled; and 2. To cancel the Service Contract in the event of my obligation to such Lien Holder.					
Name: NPI		Address: NEWVILLE NY 11747			

Service Contract Purchase Date: 07/25/2006  
 Month Day Year

**Notice to Customer:**

- The purchase of this Service Contract is not required to obtain financing or to purchase or lease this vehicle.
- You are required to obtain authorization prior to beginning any repairs covered by this Service Contract. Refer to Service Contract Section VII, "Your Responsibilities" for instructions.
- You must follow the maintenance procedures listed in Service Contract Section V, "Maintenance Requirements." If your failure to follow the procedures causes a breakdown, you may be denied coverage.
- The benefits provided under Dealer Warranties required by state law are not covered by this Service Contract.
- If the manufacturer's warranty has been declared void, this Service Contract does not cover the vehicle until the end of what would have been the manufacturer's warranty.

Signed By:

Signed By:





General Motors Corporation  
Business Resource Center  
PO Box 33170  
Detroit, MI 48232-5170

March 21, 2007

VIA FAX ONLY

Robert Silverman, Esq.  
Kimmel & Silverman, PC  
30 E Butler Ave  
Ambler, PA 19002-4514

RE:

Service Request: 71-495489923  
2006 Pontiac G6  
Vehicle Identification Number: 1G2ZH558064  
Customer Relationship Specialist: Halima Shaw

Dear Mr. Silverman:

This is to advise that General Motors is in receipt of the above referenced case dated March 21, 2007. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

In order to do a thorough review and assessment of this case, General Motors would appreciate your prompt assistance in having the attached Release of Lien Information form completed and faxed to the number on the fax coversheet within the next five (5) days.

In addition, if any of the items below are marked, please send the requested information either to the fax number on the fax cover sheet, or to the address below as soon as possible.

☒ Copy of owner's current title and/or registration  
☐ Other:

☒ Finance agreement  
☒ Buyer's agreement

General Motors Corporation  
c/o MSX International, ATTN: BRC Legal  
1919 Concept Drive  
Warren, MI 48091

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors Corporation





## RELEASE OF LIEN INFORMATION

I \_\_\_\_\_,  
(Client's Name) (Client's Social Security Number)

hereby authorize \_\_\_\_\_  
(Lien holder Name)

\_\_\_\_\_  
(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # \_\_\_\_\_  
(Account Number)

with \_\_\_\_\_  
(Lien holder Name)

to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date \_\_\_\_\_.

## VEHICLE INFORMATION

The current vehicle mileage is \_\_\_\_\_ Date mileage read: \_\_\_\_\_.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

LG0006  
V6302006





MAY-01-2007 TUE 03:30 PM Popular Financial

FAX NO. 8563962795

P. 02/03

**RELEASE OF CLAIM**

We, [REDACTED] (hereinafter referred to as "Releasors"), on behalf of ourselves and our assigns, heirs and executors, in consideration of: \$4,900.00 a 60 month/15,000 mile (whichever comes first) Steering Component Letter, from the warranty start date and original in-service miles paid by General Motors Corporation, hereby release and discharge General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasors 2006 Pontiac G6 bearing Vehicle Identification Number 1G2ZH558064 [REDACTED] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claim of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasors have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasors immediately will dismiss the proceeding with prejudice.

As consideration for the payment described above to be tendered in the form of two checks: the first, in the amount of \$3,000.00, made payable to [REDACTED] the second in the amount of \$1,900.00, made payable to Kimmel & Silverman, P.C.

The subject vehicle's mileage is 19,100 on the date of the signing of this release

Releasors have carefully read and understand this release. Releasors agree and acknowledge that this Release constitutes the entire agreement between Releasors and General Motors Corporation, and Releasors are not relying on any representations, promises or inducements other than those stated in this release.

**PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.**

We agree to the terms of this Release of All Claims

DATE SIGNED: 4/27/07

[REDACTED]

Claimant's Signature

[REDACTED]

Claimant's Signature

[REDACTED]

Address

[REDACTED]

Berlin, NJ

City, State, Zip Code

Berlin, NJ

City, State, Zip Code



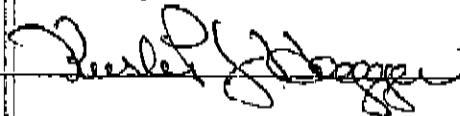
MAY-01-2007 TUE 03:30 PM Popular Financial

FAX NO. 8563962795

P. 03/03

STATE OF New Jersey  
COUNTY OF Camden

Sworn to (or affirmed) and subscribed before me this 1 day of May,  
2007, by Brian R. Metzger and Suzanne Metzger.



Signature of Notary Public



Print type or stamp Commissioned Name of Notary Public

Personally Known X OR Produced identification \_\_\_\_\_Type of identification NJ Drivers Lic

My commission expires: \_\_\_\_\_

KRISTY J. HEGGAN  
NOTARY PUBLICSTATE OF NEW JERSEY  
MY COMMISSION EXPIRES APRIL 04, 2011

CC: File

LG0029  
V6302006





# KIMMEL & SILVERMAN

P.C.

1-800-LEMON LAW

[www.lemonlaw.com](http://www.lemonlaw.com)

CORPORATE HEADQUARTERS

30 E. Butler Pike  
Ambler, PA 19002  
P (215) 540-8888  
F (215) 540-8817

WESTERN PA OFFICE, 210 Grant Street, Suite 202, Pittsburgh, PA 15219, P (412) 566-1001, F (412) 566-1005

NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlton Pike, Suite Q29, Cherry Hill, NJ 08003, P (856) 429-8334, F (856) 216-7344

MARYLAND OFFICE, 10451 Mill Run Circle, Suite 400, Owings Mills, MD 21117, P (410) 356-8833, F (410) 356-8896

DELAWARE OFFICE, 501 Silverside Road, Suite 118, Wilmington, DE 19809, P (302) 791-9373, F (302) 791-9476

MASSACHUSETTS OFFICE, 45 Pond St, Suite 202, Norwell, MA 02061, P (781) 982-9112, F (781) 982-9114

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

ROBERT M. SILVERMAN\*\*  
CRAIG THOR KIMMEL\*\*

\* Member, PA Bar  
\* Member, NJ Bar  
\* Member, DE Bar  
\* Member, NY Bar  
\* Member, MA Bar  
\* Member, MD Bar  
\* Member, OH Bar  
\* Member, DC Bar  
\* Member, AZ Bar  
\* Member, CO Bar

JACQUELINE C. HERRITT\*\*  
ROBERT A. RAPIKIN\*\*  
HY DAVID RUBENSTEIN\*\*  
AMY D. COX\*\*  
LOUIS DOBI, JR.\*\*  
HILARY WHEATLEY TAYLOR\*\*  
THOMAS F. BURNS\*\*  
BARRY R. WINDERMANN\*\*  
JACQUELINE BRADFORD PORRO\*\*  
MELISSA E. FIALA\*\*  
IRA F. SMADES\*\*  
DAVID L. LIEBERMAN\*\*  
ANGELA K. TROCCOLI\*\*  
FRED DAVIS\*\*  
ANNE WARD\*\*  
JACQUELYN S. KERNECHEL\*\*  
RONALD ROWLAND\*\*

April 18, 2007

VIA TELEFAX ONLY (866-592-1363)

Halima Shaw, Esquire  
BRC Legal Case Manager  
GM Business Resource Center

RE: [REDACTED] v. GM


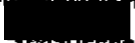




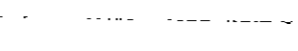

Dear Ms. Shaw:

It was a pleasure speaking with you. Please be advised that our client hereby accepts GM's most gracious offer to settle his claims against GM for \$3,000.00, plus a 5/75 component part warranty on the Steering. This will further confirm that we have separately settled my firm's bill of attorney fees and costs for the sum of \$1,900.00. Attached is a copy of the Registration and the current mileage is about 18000. I will have David Kelly of my office telephone you tomorrow to touch base on consummating the settlement. Once again, thank you for all of your help in getting this matter expeditiously resolved and I look forward to discussing more cases with you as soon as you are ready.

Very truly yours,

Robert M. Silverman



<b>Motor Vehicle Commission</b>		<b>NEW JERSEY</b>	
<b>VEHICLE REGISTRATION</b>			
			
PLATE NO:		GOOD THRU:	08/2007
VIN:	1G2ZK5580G4 		
PON	2006	4	DR
		WC:	7
		PASSENGER	07
BERLIN	NJ	DL	
FEE:	59.00	RENEWAL	PT:PA
			



MAY-01-2007 TUE 03:30 PM Popular Financial

FAX NO. 8563962795

P. 02/03

X

**RELEASE OF CLAIM**

We [REDACTED] hereinafter referred to as "Releasors"), on behalf of ourselves and our assigns, heirs and executors, in consideration of: \$4,900.00 a 60 month/15,000 mile (whichever comes first) Steering Component Letter, from the warranty start date and original in-service miles paid by General Motors Corporation, hereby release and discharge General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasors 2006 Pontiac G6 bearing Vehicle Identification Number 1G2ZH558064 [REDACTED] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claim of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasors have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasors immediately will dismiss the proceeding with prejudice.

As consideration for the payment described above to be tendered in the form of two checks: the first, in the amount of \$3,000.00, made payable to [REDACTED] the second in the amount of \$1,900.00, made payable to Kimmel & Silverman, P.C.

The subject vehicle's mileage is 19,100 on the date of the signing of this release

Releasors have carefully read and understand this release. Releasors agree and acknowledge that this Release constitutes the entire agreement between Releasors and General Motors Corporation, and Releasors are not relying on any representations, promises or inducements other than those stated in this release.

**PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.**

We agree to the terms of this Release of All Claims

DATE SIGNED: 4/27/07

[REDACTED]

Claimant's Signature

[REDACTED]

Address

Berlin, NJ [REDACTED]  
City, State, Zip Code

[REDACTED]

Claimant's Signature

[REDACTED]

Address

Berlin, NJ [REDACTED]  
City, State, Zip Code



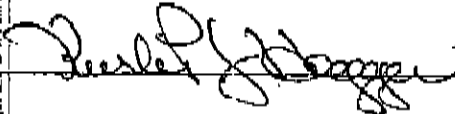
MAY-01-2007 TUE 03:30 PM Popular Financial

FAX NO. 8563962795

P. 03/03

STATE OF New Jersey  
COUNTY OF Camden

Sworn to (or affirmed) and subscribed before me this 1 day of May,  
2007, by Brian R. Metzger and Suzanne Metzger.



Signature of Notary Public



Print type or stamp Commissioned Name of Notary Public

Personally Known X OR Produced identification \_\_\_\_\_Type of identification NJ Drivers Lic

My commission expires: \_\_\_\_\_

KRISTY J. HEGGAN  
NOTARY PUBLIC  
STATE OF NEW JERSEY  
MY COMMISSION EXPIRES APRIL 04, 11

CC: File

LG0029  
V6302006







DUPLICATE 1 PAGE 1

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Phone: (856) 983-1115

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BERLIN, NJ

SERVICE ADVISOR **DAVID DODRILL**

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
15FEB07	15FEB07	131527	1G2ZH558064				26MAR07	586631
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	COST, PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
07:32	14:46	06	PONTIAC G6		VARI	20FEB06	4550	4550
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
17141	17141	06P1047						

**A CUST STATES CK CLICKING NOISE IN FRFRONTEND****CAUSE: F****E9740 GEAR ASSEMBLY, POWER STEERING****REPLACE****17WARP4 3.20****(N/C)****1 15859369 GEAR KIT****(N/C)****PC: PART#: COUNT: 1****CLAIM TYPE:****AUTH CODE:****B CUST STATES CK POOR AM RECEPTION****CAUSE: F****R0520 MODULE, ANTENNA REPLACE****17WARP4 1.20****(N/C)****1 10375770 MODULE****(N/C)****PC: PART#: COUNT: 1****CLAIM TYPE:****AUTH CODE:****C CUST STATES CK STEERING TIGHT SHORT TURNS**

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

**STATEMENT OF DISCLAIMER**

DEALER GUARANTEES THE LABOR PERFORMED IN THIS REPAIR SHOP HAS BEEN COMPETENTLY PERFORMED AND THAT ANY DEFECT WHICH OCCURS WILL BE CORRECTED WITHOUT CHARGE BY THIS REPAIR SHOP FOR A PERIOD OF 12 MONTHS OR 12,000 MILES FROM THE DATE OF THE REPAIR, WHICHEVER FIRST OCCURS.

**X**

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 (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED)

**CUSTOMER COPY**

DEALER GENERAL MANAGER OR AUTHORIZED PERSON

DATE

DUPLICATE 1 PAGE 2

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Phone: (856) 983-1115

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BERLIN, NJ

SERVICE ADVISOR **DAVID DODRILL**

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAX NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
15FEB07	15FEB07	131527	1G2ZH558064				26MAR07	586631
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	SIA
07:32	14:46	06	PONTIAC G6		VARI	20FEB06	4550	4550
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
17141	17141	06P1047						

R SEE LIN A

17 ISS 0.00

(N/C)

## DESCRIPTION

## TOTALS

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
LESS INSURANCE	0.00
SALES TAX	0.00

PLEASE PAY  
THIS AMOUNT

0.00

STATEMENT OF DISCLAIMER  
DEALER GUARANTEES THE LABOR  
PERFORMED IN THIS REPAIR SHOP HAS  
BEEN COMPETENTLY PERFORMED AND  
THAT ANY DEFECT WHICH OCCURS WILL BE  
CORRECTED WITHOUT CHARGE BY THIS  
REPAIR SHOP FOR A PERIOD OF 12 MONTHS  
OR 12,000 MILES FROM THE DATE OF THE  
REPAIR, WHICHEVER FIRST OCCURS.

X

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 (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED)

CUSTOMER COPY

DEALER GENERAL MANAGER OR AUTHORIZED PERSON

DATE



DUPLICATE 1 PAGE 1

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BERLIN, NJ

SERVICE ADVISOR **THOMAS FOGLEBOCH**

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.C. NO.	INVOICE PRINTED	INVOICE NO.
18SEP06	27SEP06	131527	1G2ZH558064				26MAR07	571939
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
07:42	12:36	06	PONTIAC G6		VARI	20FEB06	5799	5799
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
14055	14055	06P1047						

A CUST STATES KNOCKING NOISE IN FRONT END WHEN  
SLOW TURNS

CAUSE: F

E9740 GEAR ASSEMBLY, POWER STEERING  
REPLACE

17WARP4 1.20 (N/C)

1 15858369 GEAR KIT (N/C)

E2020 WHEEL ALIGNMENT CHECK AND/OR ADJUST

17WARP4 1.50 (N/C)

B CUST STATES ALSO FEELS IN STEERING WHEEL

1119 REFER TO LINE A

17 ISS 0.00 (N/C)

C 25 POINT INSPECTION (SEE TECHNICIAN  
INSPECTION SHEET)25P 25 POINT INSPECTION (SEE TECHNICIAN  
INSPECTION SHEET)

17 ISS 0.00 (N/C)

## DESCRIPTION

## TOTALS

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
LESS INSURANCE	0.00
SALES TAX	0.00

PLEASE PAY  
THIS AMOUNT

0.00

STATEMENT OF DISCLAIMER  
DEALER GUARANTEES THE LABOR  
PERFORMED IN THIS REPAIR SHOP HAS  
BEEN COMPETENTLY PERFORMED AND  
THAT ANY DEFECT WHICH OCCURS WILL BE  
CORRECTED WITHOUT CHARGE BY THIS  
REPAIR SHOP FOR A PERIOD OF 12 MONTHS  
OR 12,000 MILES FROM THE DATE OF THE  
REPAIR, WHICHEVER FIRST OCCURS.

X

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 AN  
ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 111 YEAR FROM THE DATE OF PAYMENT  
NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED)

CUSTOMER COPY DEALER GENERAL MANAGER OR AUTHORIZED PERSON

DATE

PAGE 1

BERLIN, NJ

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Route 70 · Marlton, NJ 08053

Phone: (856) 983-1115

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SERVICE ADVISOR **DAVID DODRILL**

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
04APR06	07APR06	131527	1G2ZH558064				07APR06	556493
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
07:33	14:03	06	PONTIAC G6		VARI	20FEB06	4550	4550
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
8589	8589	06P1047						

A CUST STATES CK POOR AM RECEPTION  
CAUSE: E

R0760 RECEIVER, RADIO REMOVE, REPAIR, AND  
REPLACE

75WARP4 1.30

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

(N/C)

B CUST STATES REPLACE DEFLECTOR SOP PART IN  
CAUSE: R

B0485 DEFLECTOR, FRONT AIR REPLACE

99WARP4 0.00

1 22717022 DEFLECTOR

FC: PART#: COUNT: 1

CLAIM TYPE:

AUTH CODE:

(N/C)

(N/C)

0

C CUST STATES CK WITH BODY SHOP ON PAINT  
REPAIR

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

STATEMENT OF DISCLAIMER  
DEALER GUARANTEES THE LABOR  
PERFORMED IN THIS REPAIR SHOP HAS  
BEEN COMPETENTLY PERFORMED AND  
THAT ANY DEFECT WHICH OCCURS WILL BE  
CORRECTED WITHOUT CHARGE BY THIS  
REPAIR SHOP FOR A PERIOD OF 12 MONTHS  
OR 12,000 MILES FROM THE DATE OF THE  
REPAIR, WHICHEVER FIRST OCCURS.

X



ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE  
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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 (1) YEAR FROM THE DATE OF PAYMENT  
NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) **SERVICE ADVISOR** GENERAL MANAGER OR AUTHORIZED PERSON

DATE



PAGE 2

BERLIN, NJ

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SERVICE ADVISOR **DAVID DODRILL**

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.																																																
04APR06	07APR06	131527	1G2ZH558064				07APR06	556493																																																
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DEPOSIT DATE	PREPARED BY	S/A																																																
07:33	14:03	06	PONTIAC G6		VARI	20FEB06	4550	4550																																																
MILEAGE IN	MILEAGE OUT	LICENSE NO.																																																						
8589	8589	06P1047																																																						
<table border="1"> <thead> <tr> <th>REPAIR</th> <th>TYPE</th> <th>PRICE</th> <th>DISCOUNT</th> <th>TOTAL</th> <th>COST</th> <th>SALE</th> <th>DATE</th> </tr> </thead> <tbody> <tr> <td>R REPAIR PAINT LOWER FT BUMPER</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>99 INC</td> <td>0.00</td> <td></td> <td></td> <td>(N/C)</td> <td></td> <td></td> <td></td> </tr> <tr> <td>D 25 POINT INSPECTION (SEE TECHNICIAN INSPECTION SHEET)</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>25P 25 POINT INSPECTION (SEE TECHNICIAN INSPECTION SHEET)</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>16 ISS</td> <td>0.00</td> <td></td> <td></td> <td>(N/C)</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>									REPAIR	TYPE	PRICE	DISCOUNT	TOTAL	COST	SALE	DATE	R REPAIR PAINT LOWER FT BUMPER								99 INC	0.00			(N/C)				D 25 POINT INSPECTION (SEE TECHNICIAN INSPECTION SHEET)								25P 25 POINT INSPECTION (SEE TECHNICIAN INSPECTION SHEET)								16 ISS	0.00			(N/C)			
REPAIR	TYPE	PRICE	DISCOUNT	TOTAL	COST	SALE	DATE																																																	
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16 ISS	0.00			(N/C)																																																				
			DESCRIPTION	TOTALS																																																				
46200			LABOR AMOUNT	0.00	STATEMENT OF DISCLAIMER DEALER GUARANTEES THE LABOR PERFORMED IN THIS REPAIR SHOP HAS BEEN COMPETENTLY PERFORMED AND THAT ANY DEFECT WHICH OCCURS WILL BE CORRECTED WITHOUT CHARGE BY THIS REPAIR SHOP FOR A PERIOD OF 12 MONTHS OR 12,000 MILES FROM THE DATE OF THE REPAIR, WHICHEVER FIRST OCCURS.																																																			
48002			PARTS AMOUNT	0.00																																																				
46300			GAS,OIL, LUBE	0.00																																																				
26300			SUBLET AMOUNT	0.00																																																				
23100			MISC. CHARGES	0.00																																																				
6110			TOTAL CHARGES	0.00																																																				
			LESS INSURANCE	0.00																																																				
			SALES TAX	0.00																																																				
			PLEASE PAY THIS AMOUNT	0.00	X																																																			
<p>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 (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.</p>																																																								
<p>(SIGNED) <b>SERVICE ADVISOR</b> GENERAL MANAGER OR AUTHORIZED PERSON</p>																																																								
DATE																																																								

RUFING PONTIAC INC.  
37 74  
MAYN HIN, NJ 08056



29 MINUTES OR LESS GUARANTEED, OR THE  
NEXT ONE'S FREE.

PLEASE CHECK



### 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 declines 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 purchases. 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 perform, or of its systems to perform with reasonable safety, efficiency, or comfort.

DATE:

SIGNED:

DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	DELIVERY DATE	LICENSE NUMBER	YEAR	COLOR	MAKE AND MODEL	PAGE 1 of 1	RD NUMBER
12/20/06	1G271G65064	35835	10/14/06	06P1047	06	PONTIAC	06	4550	556493
NAME								METHOD OF PAYMENT	
ADDRESS								CUSTOMER PAY \$	
CITY/STATE/ZIP								RYAN \$	
BILL IN NO								GM CPP \$	
BILL TO:								GE WARRANTY \$	
ENGINE NO.								OTHER \$	
TRANSM. NO.								TOTAL \$	
AXLE NO.								PROD. DATE	
LABOR RATE								VARI	
SHUTTLE								RENTAL	
METHOD OF PAYMENT								SELLING DEALER	
WARRANTY EXPIRES								03-091	

OP CODE	LABOR INSTRUCTIONS AND DESCRIPTION	GM CPP
	CUST STATES OF FOUR AN RECEPTION	
	CUST STATES REPLAC DEFLECTOR SUP PART IN	
	CUST STATES OR WITH BODY SHOP ON PAINT REPAIR	
	25 POINT INSPECTION (SEE TECHNICIAN INSPECTION SHEET)	
	DEDUCTIBLE	
	CLAIM #	
	DATE AUTH.	
	CLAIMS REP.	
	TOTAL AUTH.	
	RENTAL	
	DAYS	
	@	PER DAY DA
	SUBLET	DATE COMPLETED
	P.O. #	MILEAGE OUT
	TOWING	PARKING SPOT #
	MISC.	LOCATION OF WHEEL LOCK KEY

FOREMAN'S SIGNATURE



RON  
SEE ME  
DAMP.



QUICK LUBE PLUS INC.  
P.O. BOX 100  
HAMILTON, NJ 08606



29 MINUTES OR LESS GUARANTEED, OR THE  
NEXT ONE'S FREE.

PLEASE CHECK



### 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.

DATE:

SIGNED: X

JST. NO. 6277659

STOCK NO. 131527

TAG NO. 12769

COLOR 670

REPRINT PAGE 1 OF 1

DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	DELIVERY DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WRITTEN BY	PHONE
12/28/06	1G2ZK4400000000000000	05000	20060000	06P1000	06	PONTIAC G6	4550	55649
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are 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. Not responsible for damage from heading due to lack of anti-theft.							METHOD OF PAYMENT	
NAME							CUSTOMER PAY	
ADDRESS							RYAN	
CITY/STATE/ZIP							GMCPP	
BILL TO:							GE WARRANTY	
ENGINE NO.							OTHER	
TRANS. NO.							TOTAL	
AXLE NO.							PROD. DATE	
LABOR RATE							VARI	
PARTS TO BE <input type="checkbox"/> DISCARDED <input type="checkbox"/> SAVED							SHUTTLE <input type="checkbox"/>	
I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED AND GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:							RENTAL <input type="checkbox"/>	
CUSTOMER SIGNATURE							METHOD OF PAYMENT	
NAME							SELLING DEALER	
OP CODE							WARRANTY EXPIRES	

### LABOR INSTRUCTIONS AND DESCRIPTION

CUSTOMER STATES OK FOR AN REPAIRATION

15793377

15793377

CUSTOMER STATES REPLACE DEFLECTOR BODY PART IN

406, 405

CUSTOMER STATES OK WITH BODY SHOP ON PAINT REPAIR

25 POINT INSPECTION (SEE TECHNICIAN INSPECTION SHEET)

FOREMAN'S  
SIGNATURE

DEDUCTIBLE

CLAIM #

DATE AUTH.

CLAIMS REP.

TOTAL AUTH.

RENTAL

DAYS

@

PER DAY

SUBLET

DATE  
COMPLETED

P.O. #

MILEAGE  
OUT

TOWING

PARKING  
SPOT #

MISC.

LOCATION OF  
WHEEL LOCK KEY

BURNS PONTIAC GMC

PAGE 08

PARTS

A CAUSE *Cust states ~~the~~ Poor AM*  
 CORRECTION *static Diag and Order*  
*Radio -*

B CAUSE  
 CORRECTION

C CAUSE  
 CORRECTION

1202-2900									
CUSTOMER NAME									
0	5	5	6	4	9	3	3	3	3
PLAT	RATE	NO	NO	NO	NO	NO	NO	NO	NO

D CAUSE  
 CORRECTION

E CAUSE  
 CORRECTION

402 9.5

402 15.9



A CAUSE Cust states Poor Am Reception  
 CORRECTION Found Radio is causing static.  
 Removed Old Radio and Replaced  
 with New Unit and Setup. Now **OK**  
 R0760 @ 1.3

5 APR 10.5

FLAT	1.3	5	5	6	4	9	3
RATE	1.3	5	5	6	4	9	3
RO NO	75	75	75	75	75	75	75
EMP NO	75	75	75	75	75	75	75
CUSTOMER NAME	75	75	75	75	75	75	75

5 APR 10.5

CAUSE

CORRECTION

OFF

CAUSE

CORRECTION

ON

OFF

ON

OFF

PAGE 1

BERLIN, NJ

**BURNS  
PONTIAC-GMC***Home of the NICE GUYS!*

Route 70 · Marlton, NJ 08053

Phone: (856) 983-1115

burnspontiacgmc.com

SERVICE ADVISOR **GARY T SECHUK**

REPAIR ORDER DATE	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
07MAR06	07MAR06	131527	1G2ZH558064				07MAR06	553998
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	STA
13:49	18:25	06	PONTIAC G6		VARI	20FEB06	3275	3275
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
7632	7632	06P1047						

A CUST STATES LOWER PANEL MISSING

SO OBTAINING PART FROM GENERAL MOTORS,  
WILL NOTIFY WHEN WE RECEIVE IT

16 ISS 0.00

(N/C)

B CUST STATES AM ALWAYS HAS STATIC

51 VEH. IS OPERATING TO MANUFACTURES  
DESIGN INTENT

16 ISS 0.00

(N/C)

46300

6110

## DESCRIPTION

## TOTALS

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

LESS INSURANCE

0.00

SALES TAX

0.00

PLEASE PAY  
THIS AMOUNT

0.00

## STATEMENT OF DISCLAIMER

DEALER GUARANTEES THE LABOR  
PERFORMED IN THIS REPAIR SHOP HAS  
BEEN COMPETENTLY PERFORMED AND  
THAT ANY DEFECT WHICH OCCURS WILL BE  
CORRECTED WITHOUT CHARGE BY THIS  
REPAIR SHOP FOR A PERIOD OF 12 MONTHS  
OR 12,000 MILES FROM THE DATE OF THE  
REPAIR, WHICHEVER FIRST OCCURS.

X

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 (1) YEAR FROM THE DATE OF PAYMENT  
NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED)

GARY T SECHUK

GENERAL MANAGER OR AUTHORIZED PERSON

DATE



BURNS PONTIAC INC.  
RT 70  
MARLTON, NJ 08053



20 MINUTES OR LESS GUARANTEED, OR THE  
NEXT ONE'S FREE.

PLEASE CHECK



### EXCLUSION OF WARRANTIES

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DATE:

SIGNED: X

ST. NO. 6277659	STOCK NO. 131527	TAG NO. 12321	COLOR 67U	PAGE 1 OF 1
DATE 07MAR2006	VEHICLE IDENTIFICATION NUMBER 1G2ZH538064	MILEAGE 7632	DELIVERY DATE 20FEB06	LICENSE NUMBER 06R1047
NAME [REDACTED]		YEAR 06		MAKE AND MODEL PONTIAC BA
ADDRESS [REDACTED]		METHOD OF PAYMENT		WRITTEN BY 8275
CITY/STATE/ZIP [REDACTED]		CUSTOMER PAY \$		NO NUMBER 35399
BILL TO: [REDACTED]		RYAN \$		TIME PROMISED 21:00 07MAR06
ENGINE NO. 1.8 Liter ME1		GMCPP \$		HOME PHONE [REDACTED]
TRANSM. NO.		GE WARRANTY \$		BUSINESS PHONE [REDACTED]
AXLE NO.		OTHER \$		PROD. DATE
LABOR RATE		TOTAL \$		VAR
SHUTTLE <input type="checkbox"/>		RENTAL <input type="checkbox"/>		METHOD OF PAYMENT CASH
SELLING DEALER		WARRANTY EXPIRES 03-09		

VE	OP CODE	LABOR INSTRUCTIONS AND DESCRIPTION	GMCPP
A		CUST STATES LOWER PANEL MISSING	
B		CUST STATES AM ALWAYS HAS STATIC	
FOREMAN'S SIGNATURE		DEDUCTIBLE	
		CLAIM #	
		DATE AUTH.	
		CLAIMS REP.	
		TOTAL AUTH.	
		RENTAL	
		DAYS	
		@ PER DA	
		SUBLET	
		DATE COMPLETED 3/7/06	
		P.O. #	
		MILEAGE OUT 7632	
		TOWING	
		PARKING SPOT # Flag	
		MISC.	
		LOCATION OF WHEEL LOCK KEY	

553998 16:45 07MAR06  
A 22717022

A CAUSE  
RK  
DEFLECTOR 1

A. M band operating normally: NO fault found 7 MAR 16.3

553998 18:10 07MAR06  
A 12346693 PAINT

RK  
1

- ordered Air Dam

CORRECTION

C CAUSE

CORRECTION

D CAUSE

CORRECTION

E CAUSE

CORRECTION











BURNS PONTIAC INC.  
87.70  
MARKETON, NJ 08053



29 MINUTES OR LESS GUARANTEED, OR THE  
NEXT ONE'S FREE.

PLEASE CHECK

**EXCLUSION OF WARRANTIES**  
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DATE:

SIGNED: X

STOCK NO. 31527		TAG NO.		COLOR 37J		PAGE 1 OF 1													
VEHICLE IDENTIFICATION NUMBER		MILEAGE		DELIVERY DATE		LICENSE NUMBER		YEAR		MAKE AND MODEL		WRITTEN BY		NO. NUMBER					
FF-82004 022H508064		7230		03P1047		03 PONTIAC B6						3275		352190					
NAME		ADDRESS		CITY/STATE/ZIP		BILL TO:		ENGINE NO.		TRANSM. NO.		AXLE NO.		PROD. DATE		LABOR RATE			
METHOD OF PAYMENT		CUSTOMER PAY		RYAN		GMCP		GE WARRANTY		OTHER		TOTAL \$		TIME PROMISED		HOME PHONE		BUSINESS PHONE	
PARTS TO BE <input type="checkbox"/> DISCARDED <input type="checkbox"/> SAVED		USED		IMATE (\$)															
I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ONE REVISED ESTIMATES:		CUSTOMER SIGNATURE																	
NE		OP CODE		LABOR INSTRUCTIONS AND DESCRIPTION		SHUTTLE		RENTAL		METHOD OF PAYMENT		SELLING DEALER		WARRANTY EXPIRES					
30				CHANGE ENGINE OIL CHANGE ENGINE OIL FILTER LUBE CHASSIS REPLACE OIL DRAIN PLUG WASHER TOP OFF ALL FLUIDS CHECK BELTS AND HOSES ROTATE TIRES INSPECT TIRES AND PRESSURES INSPECT DISC BRAKES CLEAN, INSPECT AND ADJUST REAR BRAKES CHECK ALL LIGHTS		<input type="checkbox"/>		<input type="checkbox"/>		CASH		03-091							
254				25 POINT INSPECTION						DEDUCTIBLE									
										CLAIM #									
										DATE AUTH.									
										CLAIMS REP.									
										TOTAL AUTH.									
										RENTAL									
										DAYS									
										@									
										SUBLET		DATE COMPLETED		2/15/06					
										P.O. #		MILEAGE OUT		7230					
										TOWING		PARKING SPOT #		Fog					
										MISC.		LOCATION OF WHEEL LOCK KEY		NN					

FOREMAN'S  
SIGNATURE



03/26/2007 16:13

6097979473

BURNS PONTIAC GMC

PAGE 17



# PARTS

190	12:24	15FEB06	RK	
3536966		SEAL	1	71
25010792		OIL FLTR	1	340
WASHER		FLUID	1	100

ON  
15 FEB 12.4

CAUSE Rt side Brake light out. click  
CORRECTION Suck it for Part (OR) Bulb Bind  
R/R Bulb complete (OR)

15 FEB 13.8

190	13:01	15FEB06	EB	
15803238		F-MIRROR	2	1665
190	13:41	15FEB06	RK	
12450108		BULB	1	159

(124) Pass side A.T Bag indicator  
Fell Back into center console  
Had to Remove center console +  
ReInstall Indicator Back into  
console - (OR)

CAUSE

CORRECTION Both vanity mirrors covers  
Fell off R/R Both vanity  
mirrors complete

CAUSE

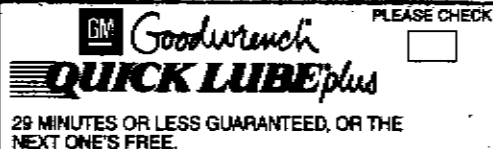
CORRECTION

FLAT RATE	RD NO.	5	5	2	1	9	0
2.1	EMP NO.	50	CUSTOMER NAME INC				





BURNS PONTIAC INC.  
RT 70  
MARLTON, NJ 08053



PLEASE CHECK



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DATE:

SIGNED: X

ST. NO.	STOCK NO. 131527	TAG NO. 1P1047	COLOR SILVER	PAGE 1 OF 1				
DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	DELIVERY DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WRITTEN BY	RD NUMBER
1 AUG 2005	1G2ZH558064	11			06	PONTIAC G6		536946

I hereby authorize the repair work herein and parts to be done along with the necessary material and agree that you are 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 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 merchant's lien is hereby acknowledged on above to secure the amount of repairs. I am responsible for damage from freezing due to lack of anti-freeze.

X I hereby waive my right to receive a written estimate of the price to complete the requested repairs.

X

PARTS TO BE ☐ DISCARDED ☐ SAVED

USED MAKE (S) \$

HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES.

CUSTOMER SIGNATURE

NAME	METHOD OF PAYMENT	TIME PROMISED
ADDRESS	CUSTOMER PAY \$	21:00 31 AUG 05
CITY/STATE/ZIP	RYAN \$	
BILL TO:	GMCPP \$	HOME PHONE
	GE WARRANTY \$	
	OTHER \$	BUSINESS PHONE
	TOTAL \$	

ENGINE NO.	TRANSM. NO.	AXLE NO.	PROD. DATE	LABOR RATE
1.8 Liter MFI				VARI

SHUTTLE <input type="checkbox"/>	RENTAL <input type="checkbox"/>	METHOD OF PAYMENT	CASH
		SELLING DEALER	03-091
		WARRANTY EXPIRES	

LABOR INSTRUCTIONS AND DESCRIPTION		GMCPP	
A	1000C CHECK IN NEW CAR/TRUCK	DEDUCTIBLE	
		CLAIM #	
		DATE AUTH.	
		CLAIMS REP.	
		TOTAL AUTH.	
		RENTAL	
		DAYS	
		@	PER DI
		SUBLET	DATE COMPLETED 9/1/05
		P.O. #	MILEAGE OUT 11
		TOWING	PARKING SPOT #
		MISC.	LOCATION OF WHEEL LOCK KEY

50

Tins Done

FOREMAN'S SIGNATURE

# PARTS

A

CAUSE

POI Copying

CORRECTION

B

CAUSE

CORRECTION

C

CAUSE

CORRECTION

D

CAUSE

CORRECTION

FLAT RATE	RO NO.	5	3	6	9	4	6
1.0	EMP NO.	POI					
CUSTOMER NAME							

FLAT RATE	RO NO.	5	3	6	9	4	6
EMP NO.	CUSTOMER NAME						



PAGE 1

BERLIN, NJ

**BURNS  
PONTIAC-GMC***Home of the NICE GUYS!*

Route 70 · Marlton, NJ 08053

Phone: (856) 983-1115

burnspontiacgmc.com

SERVICE ADVISOR **RONALD CAPALDI**

REPAIR ORDER DATE	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
03JUL06	03JUL06	131527	1G2ZH558064				03JUL06	564574
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	LABOR RATE	DELIVERY DATE	PREPARED BY	VIA
07:40	08:38	06	PONTIAC G6		VARI	20FEB06	170	170
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
10933	10933	06P1047						

A MILE SERVICE-CHANGE OIL-CHANGE OIL  
 FILTER-LUBRICATE CHASSIS (if applicable),  
 PLUS-LUBRICATE DOOR HINGES-CHECK ALL  
 LIGHTS AND ACCESSORIES-CHECK AND TOP OFF  
 ALL FLUID LEVELS-INSPECT BELTS AND  
 HOSES-CHECK TIRE PRESSURE-INSPECT TIRE  
 WEAR-CHECK

90 MILE SERVICE-CHANGE OIL-CHANGE OIL  
 FILTER-LUBRICATE CHASSIS (if  
 applicable), PLUS-LUBRICATE DOOR  
 HINGES-CHECK ALL LIGHTS AND  
 ACCESSORIES-CHECK AND TOP OFF ALL  
 FLUID LEVELS-INSPECT BELTS AND  
 HOSES-CHECK TIRE PRESSURE-INSPECT  
 TIRE WEAR-CHECK

32 INC 0.40

1 25010792 OIL FLTR

1 3536966 SEAL

1 WASHER FLUID

LUBE 4.5 OIL

INC

B 25 POINT INSPECTION (SEE TECHNICIAN  
INSPECTION SHEET)

25P 25 POINT INSPECTION (SEE TECHNICIAN

(N/C)

(N/C)

(N/C)

(N/C)

(N/C)

0

0

0

STATEMENT OF DISCLAIMER  
 DEALER GUARANTEES THE LABOR  
 PERFORMED IN THIS REPAIR SHOP HAS  
 BEEN COMPETENTLY PERFORMED AND  
 THAT ANY DEFECT WHICH OCCURS WILL BE  
 CORRECTED WITHOUT CHARGE BY THIS  
 REPAIR SHOP FOR A PERIOD OF 12 MONTHS  
 OR 12,000 MILES FROM THE DATE OF THE  
 REPAIR, WHICHEVER FIRST OCCURS.

X

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 (1) YEAR FROM THE DATE OF PAYMENT  
 NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED)

SERVICE ADVISOR

GENERAL MANAGER OR AUTHORIZED PERSON

DATE

PAGE 2

BERLIN, NJ

SERVICE ADVISOR RONALD CAPALDI

**BURNS  
PONTIAC-GMC***Home of the NICE GUYS!*

Route 70 - Marlton, NJ 08053

Phone: (856) 983-1115

burnspontiacgmc.com

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
03JUL06	03JUL06	131527	1G2ZH558064				03JUL06	564574
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
07:40	08:38	06	PONTIAC G6		VARI	20FEB06	170	170
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
10933	10933	06P1047						

## INSPECTION SHEET)

32 ISS 0.00

(N/C)

	DESCRIPTION	TOTALS	
46300	LABOR AMOUNT	0.00	STATEMENT OF DISCLAIMER DEALER GUARANTEES THE LABOR PERFORMED IN THIS REPAIR SHOP HAS BEEN COMPETENTLY PERFORMED AND THAT ANY DEFECT WHICH OCCURS WILL BE CORRECTED WITHOUT CHARGE BY THIS REPAIR SHOP FOR A PERIOD OF 12 MONTHS OR 12,000 MILES FROM THE DATE OF THE REPAIR, WHICHEVER FIRST OCCURS.
48100	PARTS AMOUNT	0.00	
49100	GAS,OIL, LUBE	0.00	
23100	SUBLET AMOUNT	0.00	
6110	MISC. CHARGES	0.00	
	TOTAL CHARGES	0.00	
	LESS INSURANCE	0.00	
	SALES TAX	0.00	
	PLEASE PAY THIS AMOUNT	0.00	X
FILLED CAR WITH FUEL AS PER JOE T			
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 (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.			
(SIGNED)		GENERAL MANAGER OR AUTHORIZED PERSON	
DATE		DATE	



BURNS PONTIAC INC.  
RT 70  
MARLTON, NJ 08053

**QUICK LUBE**plus

29 MINUTES OR LESS GUARANTEED, OR THE  
NEXT ONE'S FREE.

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 and that dealer will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

DATE:

SIGNED: X

AST. NO. 6277659

STOCK NO. 31527

TAG NO. 2704

COLOR 7U

PAGE 1 OF 1

DATE JUL 2006	VEHICLE IDENTIFICATION NUMBER 1B2ZH55S064	MILEAGE 10933	DELIVERY DATE 20FEB06	LICENSE NUMBER 06P1047	YEAR 06	MAKE AND MODEL PONTIAC G6	WRITTEN BY 170	NO NAME 564574
NAME [REDACTED]							METHOD OF PAYMENT TIME PROMISED 21:00 03JUL06	
CITY/STATE/ZIP BERLIN NJ							HOME PHONE [REDACTED]	
BILL TO: [REDACTED]							BUSINESS PHONE [REDACTED]	
ENGINE NO. .8 Liter MFI							LABOR RATE VARI	
TRANSM. NO. [REDACTED]							PROD. DATE	
AXLE NO. [REDACTED]							METHOD OF PAYMENT CASH	
PARTS TO BE <input type="checkbox"/> DISCARDED <input type="checkbox"/> SAVED							SELLING DEALER 03-091	
WARRANTY EXPIRES							GMCP	
I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE							WARRANTY EXPIRES	
[REDACTED]							WARRANTY EXPIRES	

LINE	OP CODE	LABOR INSTRUCTIONS AND DESCRIPTION	DEDUCTIBLE
20		MILE SERVICE-CHANGE OIL-CHANGE OIL FILTER-LUBRICATE CHASSIS (if applicable), PLUS-LUBRICATE DOOR HINGES-CHECK ALL LIGHTS AND ACCESSORIES-CHECK AND TOP OFF ALL FLUID LEVELS-INSPECT BELTS AND HOSES-CHECK TIRE PRESSURE-INSPECT TIRE WEAR-CHECK	CLAIM #
		Asper Joe	DATE AUTH.
		NC	CLAIMS REP.
25P		25 POINT INSPECTION (SEE TECHNICIAN INSPECTION SHEET)	TOTAL AUTH.
		Asper Joe	RENTAL
		Cus F. H.	DAYS
		Asper Joe	@
			PER DA
			SUBLET
			DATE COMPLETED 7/2
			P.O. #
			MILEAGE OUT 10933
			TOWING
			PARKING SPOT # FLAP
			MISC.
			LOCATION OF WHEEL LOCK KEY 12

FOREMAN'S  
SIGNATURE

03/26/2007 16:13

609 4473

BURNS PONTIAC GMC

PAGE 24

32

LOF

564574 08:14 03JUL  
A 25010792  
A 3536966

	CORRECTION	OFF
		ON
		OFF
B	CAUSE	ON
	CORRECTION	OFF
		ON
		OFF
C	CAUSE	ON
	CORRECTION	OFF
		ON
		OFF
D	CAUSE	ON
	CORRECTION	OFF
		ON
		OFF
E	CAUSE	ON
	CORRECTION	OFF
		NO
		OFF

FLAT RATE	RO NO.	564574	CUSTOMER NAME	25010792



PAGE 1

BERLIN, NJ

**BURNS  
PONTIAC-GMC***Home of the NICE GUYS!*

Route 70 · Marlton, NJ 08053

Phone: (856) 983-1115

burnspontiacgmc.com

SERVICE ADVISOR **DAVID DODRILL**

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.D. NO.	INVOICE PRINTED	INVOICE NO.
07NOV06	07NOV06	131527	1G2ZH558064				07NOV06	576577
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	LABOR RATE	DELIVERY DATE	PREPARED BY	SEA
09:17	11:03	06	PONTIAC G6		VARI	20FEB06	4550	4550
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
15107	15108	06P1047						

<b>A MILE SERVICE-CHANGE OIL-CHANGE OIL</b> FILTER-LUBRICATE CHASSIS (if applicable), PLUS -LUBRICATE DOOR HINGES-CHECK ALL LIGHTS AND ACCESSORIES-CHECK AND TOP OFF ALL FLUID LEVELS-INSPECT BELTS AND HOSES-CHECK TIRE WEAR -RESET TIRE PRESSURE-CHECK <b>150 MILE SERVICE-CHANGE OIL-CHANGE OIL</b> FILTER-LUBRICATE CHASSIS (if applicable), PLUS -LUBRICATE DOOR HINGES-CHECK ALL LIGHTS AND ACCESSORIES-CHECK AND TOP OFF ALL FLUID LEVELS-INSPECT BELTS AND HOSES-CHECK TIRE WEAR -RESET TIRE PRESSURE-CHECK 17 INC 0.80 1 25010792 FILTER 1 3536966 SEAL 1 WASHER FLUID 1 10366901 ELEMENT <b>B 25 POINT INSPECTION (SEE TECHNICIAN          INSPECTION SHEET)</b> <b>CAUSE: E</b> <b>R0760 RADIO. REMOVE AND REPLACE</b>	TOTAL (N/C) (N/C) (N/C) (N/C) (N/C)	COST 0 0 0 0	SALE 0
---	--	--------------------------	-----------

DESCRIPTION	TOTALS	STATEMENT OF DISCLAIMER DEALER GUARANTEES THE LABOR PERFORMED IN THIS REPAIR SHOP HAS BEEN COMPETENTLY PERFORMED AND THAT ANY DEFECT WHICH OCCURS WILL BE CORRECTED WITHOUT CHARGE BY THIS REPAIR SHOP FOR A PERIOD OF 12 MONTHS OR 12,000 MILES FROM THE DATE OF THE REPAIR, WHICHEVER FIRST OCCURS.  <b>X</b>
LABOR AMOUNT		
PARTS AMOUNT		
GAS,OIL, LUBE		
SUBLET AMOUNT		
MISC. CHARGES		
TOTAL CHARGES		
LESS INSURANCE		
SALES TAX		
PLEASE PAY THIS AMOUNT		
ON BEHALF OF SERVING 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 (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.		
(SIGNED)	<b>SERVICE COPY</b>	DATE





920  
BURNS, PONTIAC-GMC-HYUNDAI  
500 WEST ROUTE 70  
MARLTON, NJ 08053

**GM Goodwrench**  
**QUICK LUBE** plus  
29 MINUTES OR LESS GUARANTEED, OR THE  
NEXT ONE'S FREE.

PLEASE CHECK



### 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 free from defects in quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

DATE:

SIGNED:

ST. NO. 6277659 STOCK NO. 31527 TAG NO. 1340 COLOR 711 MAKE AND MODEL PONTIAC 1986

DATE NOV/2006 VEHICLE IDENTIFICATION NUMBER 1G2ZH353064 MILEAGE 13107 DELIVERY DATE 20FEB06 LICENSE NUMBER 08P1047 YEAR 06

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are 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 shipment by the supplier or transporter. I 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 payment of the cost of repairs. Not responsible for damage from leaving due to lack of anti-theft.

X I hereby authorize you to receive a written estimate of the price to complete the requested work.

X I hereby acknowledge that I was notified & gave oral approval of the revised estimates.

NAME [REDACTED]  
ADDRESS [REDACTED]  
CITY/STATE/ZIP [REDACTED]  
BILL TO: [REDACTED]

METHOD OF PAYMENT  
CUSTOMER PAY  
RYAN  
GMCP  
GE WARRANTY  
OTHER

WRITTEN BY [REDACTED] NO NUMBER 4550 76577  
TIME PROMISED 21:00 07NOV06  
HOME PHONE [REDACTED]  
BUSINESS PHONE [REDACTED]

PARTS TO BE ☐ DISCARDED ☐ SAVED

EST. DATE (M) \$ 95.87

ENGINE NO. 13 LIBOR M11 TRANSM. NO. AXLE NO. PROD. DATE LABOR RATE 1000

CUSTOMER SIGNATURE

Wank SHUTTLE ☐ RENTAL ☐ METHOD OF PAYMENT CASH  
SELLING DEALER 03-071  
WARRANTY EXPIRES

OP CODE

LABOR INSTRUCTIONS AND DESCRIPTION

150  
15K  
25P  
25P

MILE SERVICE-CHANGE OIL-CHANGE OIL FILTER-LUBRICATE CHASSIS (if applicable), PLUS -LUBRICATE DOOR HINGES-CHECK ALL LIGHTS AND ACCESSORIES-CHECK AND TOP OFF ALL FLUID LEVELS-INSPECT BELTS AND HOSES-CHECK TIRE WEAR -RESET TIRE PRESSURE-CHECK  
25 POINT INSPECTION (SEE TECHNICIAN INSPECTION SHEET)  
✓ 1AD10 - (Am) Lots of noise/static -  
UNLESS SPECIFIED  
OTHERWISE  
SUBLET DATE COMPLETED  
P.O. # MILEAGE OUT  
TOWING PARKING SPOT # FlagBk  
MISC. LOCATION OF WHEEL LOCK KEY

FOREMAN'S SIGNATURE



# PARTS

A	CAUSE 15 K	ON
	CORRECTION <i>e8</i>	OFF
		ON
		OFF
B	CAUSE <i>lot of static from AM Radio - check all antenna connections</i>	ON
	CORRECTION <i>Remove Radio, found antenna wire loose in back of Radio</i>	OFF
	<i>R0760 1.0</i>	
		ON
		OFF
C	CAUSE	ON
	CORRECTION	OFF
		ON
		OFF
D	CAUSE	ON
	CORRECTION	OFF
		ON
		OFF

576577 09:36 07NDV06 JP  
A 10366901 ELEMENT

576577 09:23 07NDV06 JP  
A 25010792 FILTER  
A 3534966 SEAL  
A WASHER FLUID

576577 09:23 07NDV06 JP

17 8.1

EMP. NO. 17

OPER. NO. 8.1

FLAT RATE

STRAIGHT TIME (HOURS)

TIME

NO

OFF



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

December 13, 2010

[REDACTED]  
[REDACTED]  
Saginaw, MI [REDACTED]

Service Request: 71-497561796  
Customer Relationship Specialist: Jessica Stewart

Dear [REDACTED]

Thank you for your support of Pontiac. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Major Guard plan for your 2006 Pontiac G6, Vehicle Identification Number 1G2ZF55B464 [REDACTED] is for the following:

- 60 months or 75,000 miles, whichever occurs first, beginning on 04/09/07 and ending on 04/09/12 and begins with 20723 and ends with 95723 odometer miles
- Standard rental
- A \$0.00 deductible

You will be notified by GMPP once the plan has been processed. This letter will serve as your policy until the plan confirmation is received. Please contact your local GM Dealer if you have coverage questions. Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued Pontiac customer.

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.

Thank you for allowing us the opportunity to assist you.

Sincerely,

Pontiac Customer Assistance Center

For more information regarding the maintenance and care of your vehicle, please visit [www.mygmink.com](http://www.mygmink.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

Privileged and Confidential Information

CASE ASSESSMENT BY: Jessica Stewart

Siebel/CARS Request No: 71-497561796

Customer Name: [REDACTED]

Year of Vehicle: 2006 Make: Pontiac

Model: G6

Mileage: 19400

Vehicle ID No.: 1G2ZF55B464 [REDACTED]

In Service Date: 04/14/06

Purchased: New

What is customer seeking: replacement

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Brakes

Date: Mileage: Days Out: Description of Repair:

06/09/06 3561 1 544497 – c/s that the vehicle shakes when braking at 70 mph, hard application in city, pulsates 35 to 45 mph – there was a pulsation from the front brake when stopping, r and r both front brake rotors and replaced.

01/31/07 19129 1 556060 – c/s that the front brakes are noisy, squeaky and also pulsates at 45 mph, quick braking to turn – replaced the front pads and resurfaced rotors as per bulletin 05-05-23-010C

c/s that the rear brakes squeak, and grind when backing up – worse in am

– resurface rotors

03/16/07 19129 4? 558292 – c/s that she is hearing a brake squeal when stopping from lower speeds, usually under 25 mph – road tested, burnished pads in, noise gone, rotors and pads getting glazed up.

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Power windows

Date: Mileage: Days Out: Description of Repair:

08/25/06 6561 1 547382 - c/s that the right and left rear power window makes a ticking noise on the way up – ordered both regulators.

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Starter

Date: Mileage: Days Out: Description of Repair:

01/24/06 76 3 months? 537360 – install remote starter – replaced the theft deterrent control module and keys per TAC at gm, reprogrammed the theft deterrent control module

11/30/05 12440 5 553212 – c/s that the engine will not start – nothing – diagnosed and replaced the starter – vehicle was towed in, car would not start, - note – cust called late in the day and was stranded.

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Power steering

Date: Mileage: Days Out: Description of Repair:

03/20/07 19308 4? 558434 – c/s that there is a message to serving the power steering comes and goes – replaced steering column steering wheel position sensor part of column, cleared code, road tested ok.

OTHER SYMPTOM/CONCERN:

Date: Mileage: Days Out: Description of Repair:

Total Days Out of Service: \_\_\_\_\_ (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)?** \_\_\_\_\_

Team Manager Approval:

Date:



Privileged and Confidential Information

**AVM and/or DEALER RECOMMENDATION(s):**

Dvm - he will be visiting the dealership to see if we are able to do anything for this customer. he did notify steve that he was going to be doing this.

**CRM RECOMMENDATION & RATIONALE (EXPLAIN):**

Decision reached by CRM:    Arbitrate case: ☐    Settle case: ☒

Team Manager Approval:

Date:

**Overallowance/Incentives/Negative Equity Form (non-Florida)****Customer:** [REDACTED]**Request #:** 71-497561796**BBB#:** PGM0737788

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)	\$18760.68
MSRP (from BARS Invoice)	\$20940.00
Difference (If positive, look for Over Allowance) <b>If no Trade in, have Dealer explain why customer paid more than MSRP.</b>	\$-2179.32

Trade Allowance (from dealer Bill of Sale)	\$0
Actual Cash Value Statement	\$0
Difference (if positive, this is the overallowance)	\$0

Payoff or Lien amount from Bill of Sale (If dealer added negative equity into contract, do not subtract)	\$0
Actual Cash Value Statement	\$0
Difference (if positive, this is the negative equity )	\$0

<b><u>If Over Allowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, verify with Team Lead before submitting information to BBB</u></b>	
Purchase Price (from dealer Bill of Sale before tax, tag, etc.)	\$18760.68
Incentives not included in Purchase Price (from BARS) minus (Do not include fuel fill credit or dealer incentives. GM Card Points must be included)	\$523.00



Overallowance and/or Negative Equity minus	\$0
Actual price of Vehicle that should be presented to BBB for ATA	\$18237.68

# GMPP Request for Processing

SR# 71-497561796

New/Used: New Division: Pontiac Vehicle Style: Car

Complete VIN 1G2ZF55B464 [REDACTED] Vehicle Year: 2006

Division – Dealer Code: Pontiac 16-32888

General Motors has agreed to: 1. Approve and pay for a new plan

1. Approve and pay for a new plan – no GMPP Coverage Currently
2. Authorize a new plan or upgrade; customer will pay total cost
3. Approve and pay for an upgrade; apply original coverage refund to Division making request.

**Special Instructions: Check if applicable**

☐ Transfer all claims to new policy ☐ Endorse selling dealer code to Division code

(Selling dealer to keep profit. Division is debited the dealer's profit)

Delivery Date: 04/14/06

Odometer reading: 20723

Plan Purchase Date: 04/09/07 Customer Ownership: Owner

Business Name:

Customer Name - Title: Mrs. (First - M.I. - Last): [REDACTED]

Address Line 1: [REDACTED]

Address Line 2:

City: Sagina State: MI Zip: [REDACTED]

Plan Type: Major Guard

# of Months: 60 Months

Mileage: 75,000

Plan Type:

# of Months:

Mileage:

Deductible: 0

MSRP: 2550.00

Plan Lien Holder (Select Division):

Division Address: P.O. Box

Detroit, MI 48232-

CRS (Decision Maker): Jessica Stewart

Team Lead / Liaison: Kim Sinclair

Team CARS Site:

Date:

☐ DVM Requested





**GMC**

**HUMMER**

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

Friday, March 23, 2007

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

Steven Devos Fax # 9897916550  
MCDONALD PONTIAC-GMC-CADILLAC-OLDSMOBILE, INC.  
5155 STATE ST  
SAGINAW, MI 48603-3712

Re:

Siebel Request: 71-497561796  
2006, Pontiac, G6  
VIN # 1G2ZF55B464

Dear Mr. Devos

This is a letter of notification regarding a {Better Business Bureau case/State 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 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,

Jessica Stewart  
BRC Customer Relationship Manager  
Ph# 800-231-1841, prompt 9, prompt 5, extension 21644  
FAX# 866-476-8244



**GMC**

**HUMMER**

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

Tuesday, March 27, 2007

Steven Devos Fax # 9897916550  
MCDONALD PONTIAC-GMC-CADILLAC-OLDSMOBILE, INC.  
5155 STATE ST  
SAGINAW, MI 48603-3712

Re:

Siebel Request: 71-497561796  
2006, Pontiac, G6  
VIN # 1G2ZF55B464

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BRC Customer Relationship Manager  
Ph# 800-231-1841, prompt 9, prompt 5, extension 21644  
FAX# 866-476-8244



**GMC****HUMMER**

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

Tuesday, March 27, 2007

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MCDONALD PONTIAC-GMC-CADILLAC-OLDSMOBILE, INC.  
5155 STATE ST  
SAGINAW, MI 48603-3712

Re:

Siebel Request: 71-497561796  
2006, Pontiac, G6  
VIN # 1G2ZF55B464

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Sincerely,

Jessica Stewart  
BRC Customer Relationship Manager  
Ph# 800-231-1841, prompt 9, prompt 5, extension 21644  
FAX# 866-476-8244

General Motors Corp. - CARS - Legal, c/o MSX International, MC 336-105-000  
1426 Pacific Drive, Auburn Hills, MI 48326

03/27/2007  
07:32:10

HISTORY LISTING

3030  
PAGE 1

CUSTOMER NAME : [REDACTED] SERIAL NO. : 1G2ZF55B464 [REDACTED]

R.O NO. : [REDACTED] R.O DATE : 03/20/2007 R.O TYPE : S  
MILEAGE : 19308 ADVISOR NO. : 445

JOB NUMBER : 1 OPERATION 14PNZ OP. DESC. \*STEERING DIAGNOSIS  
SALE TYPE : W TECHNICIAN NO(S). 214  
COMPLAINT : THERE IS A MESSAGE TO SERVICE THE POWER STEERING  
COMES AND GOES  
CAUSE : CODE C0460,PERFORMED DIAGNOSES,DIAGNOSED  
FAULT IN STEERING WHEEL POSITION SENSOR  
CORRECTION : REPLACED STEERING COLUMN,STEERING WHEEL POSITION SENOSR PART  
OF COLUMN,CLEARED CODE,ROAD TEST,OK  
WITH ADJUSABLE PEDALS

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
[REDACTED] E7680

JOB NUMBER : 2 OPERATION 20PNZSR OP. DESC. SHUTTLE RIDE  
SALE TYPE : W TECHNICIAN NO(S). 222

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
[REDACTED] 27911

COMMENTS : JOB 2 WAS A ADD JOB

R.O NO. : [REDACTED] R.O DATE : 03/16/2007 R.O TYPE : S  
MILEAGE : 19129 ADVISOR NO. : 445

JOB NUMBER : 1 OPERATION 03PNZ01 OP. DESC. BRAKES  
SALE TYPE : W TECHNICIAN NO(S). 214  
COMPLAINT : THE CUSTOMER IS HEARING BRAKE SQUEEL WHEN STOPPING  
FROM LOWER SPEEDS. USUALLY UNDER 25 MPH  
CORRECTION : ROAD TEST,BURNISHED PADS IN,NOISE GONE,ROTORS AND PADS  
GETTING GLAZED UP

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
[REDACTED] H9709

JOB NUMBER : 2 OPERATION 03PNZ03 OP. DESC. BRAKES  
SALE TYPE : I TECHNICIAN NO(S). 214  
COMPLAINT : AFTER THE CAR SITS OVERNIGHT OR FOR A FEW HOURS THE REAR  
BRAKES WILL GRIND THE FIRST FEW TIMES THERE USED  
CORRECTION : NORMAL WHEN DAMP OUT,REAR PADS AND ROTORS WILL GET LIGHT  
RUST FILM FROM SITTING,WILL GO AWAY AFTER FEW STOPS

COMMENTS : WAIT  
JOB 1 OK TO WARRANTY PER SD 03-16-07

R.O NO. : [REDACTED] R.O DATE : 01/31/2007 R.O TYPE : S  
MILEAGE : 15985 ADVISOR NO. : 6319

JOB NUMBER : 1 OPERATION 03PNZ01 OP. DESC. BRAKES  
SALE TYPE : W TECHNICIAN NO(S). 214  
COMPLAINT : FRONT BRAKES NOISEY,SQUEAK-ALSO,PULSATE AT 45 MPH,QUICK BRAK  
ING TO TURN  
CAUSE : ROAD TEST,FRONT BRAKES SQUEAKING  
CORRECTION : REPLACED FRONT PADS AND RESURFACED ROTORS PER BULLITIN  
# 05-05-23-010C,OLF 1.000,ORF 1.002,RLF .982  
RRF .992,LATERAL RUN OUT LF .001,RF .001

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
[REDACTED] H0042

JOB NUMBER : 2 OPERATION 03PNZ03 OP. DESC. BRAKES  
SALE TYPE : W TECHNICIAN NO(S). 214  
COMPLAINT : REAR BRAKES SQUEAK,GRIND WHEN BACKING UP-WORSE IN AM



03/27/2007  
07:32:10

HISTORY LISTING

3030  
PAGE 2

CAUSE : ROAD TEST, REAR BRAKES GRIND AND SQUEAK, DIAGNOSED  
ROTORS GROOVED AND GLAZED  
CORRECTION : RESURFACED REAR ROTORS, CLEANED PADS, OLR .540  
ORR .550, RLR .527, RRR .538, LATERAL RUN OUT  
LR .000, RR .001, ROAD TEST, OK

WARRANTY : CLAIM NO. [REDACTED] OPERATION NO. H0132 CLAIM NO. OPERATION NO.

COMMENTS : WAIT  
JOB 2 OK AUTH B PER SD 01-31-07

R.O NO. : 553212 R.O DATE : 11/30/2006 R.O TYPE : S  
MILEAGE : 12440 ADVISOR NO. : 6319

JOB NUMBER : 1 OPERATION 06PNZ01 OP. DESC. \*IGNITION SYSTEM  
SALE TYPE : W TECHNICIAN NO(S). 428  
COMPLAINT : ENGINE WILL NOT START-NOTHING  
CAUSE : INTERMITTENT OPEN IN STARTER.  
CORRECTION : DIAGNOSED AND REPLACED STARTER.

WARRANTY : CLAIM NO. [REDACTED] OPERATION NO. Z5001 CLAIM NO. 553212 OPERATION NO. T2020  
J4640

JOB NUMBER : 2 OPERATION 20PNZN OP. DESC. NATIONAL LOANER CAR  
SALE TYPE : W TECHNICIAN NO(S). 222  
COMPLAINT : 1G2ZG558164 [REDACTED]

WARRANTY : CLAIM NO. [REDACTED] OPERATION NO. Z7905 CLAIM NO. OPERATION NO.

COMMENTS : TOW IN-KREAGER BILL  
LOANER CAR SHEET  
OK OVERAGE IN TOW IN CAR WOULD NOT START CUST HAD TOWED HERE FROM  
MIDLAND SD 11/30/06  
NOTE CUST CALLED LATE IN THE DAY AND WAS STRANDED

R.O NO. : 548298 R.O DATE : 08/25/2006 R.O TYPE : S  
MILEAGE : 7090 ADVISOR NO. : 445

JOB NUMBER : 1 OPERATION 02PNZ01 OP. DESC. TRIM  
SALE TYPE : W TECHNICIAN NO(S). 419  
COMPLAINT : THE LEFT REAR WINDOW MAKES A CLINKING NOISE. PART HERE  
CAUSE : REGULATOR NOISEY INTERNALY  
CORRECTION : DIAG AND REPLACED LEFT REAR WINDOW REGULATOR

WARRANTY : CLAIM NO. [REDACTED] OPERATION NO. C0383 CLAIM NO. OPERATION NO.

JOB NUMBER : 2 OPERATION 02PNZ02 OP. DESC. TRIM  
SALE TYPE : W TECHNICIAN NO(S). 419  
COMPLAINT : THE RIGHT REAR WINDOW MAKES A CLICKING NOISE ON THE WAY DOWN  
PART HERE  
CAUSE : REGULATOR NOISEY INTERNALY  
CORRECTION : DIAG AND REPLACED RIGHT REAR POWER WINDOW REGULATOR

WARRANTY : CLAIM NO. [REDACTED] OPERATION NO. C0382 CLAIM NO. OPERATION NO.

COMMENTS : WAIT

R.O NO. : [REDACTED] R.O DATE : 08/08/2006 R.O TYPE : S  
MILEAGE : 6561 ADVISOR NO. : 445

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07:32:10

HISTORY LISTING

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PAGE 3

JOB NUMBER : 1 OPERATION 02PNZ01 OP. DESC. TRIM  
SALE TYPE : C TECHNICIAN NO(S). 419  
COMPLAINT : THE RIGHT REAR POWER WINDOW MAKES A TICKING NOISE WHEN  
IT'S GOING DOWN  
CAUSE : ORDERED REGULATOR

JOB NUMBER : 2 OPERATION 22PNZLOF OP. DESC. \*LUBE OIL FILTER  
SALE TYPE : C TECHNICIAN NO(S). 10  
CORRECTION : Express Oil & Filter Change W/ Lube 2.4L 2006

JOB NUMBER : 3 OPERATION 22PNZRT OP. DESC. \*ROTATE TIRES  
SALE TYPE : C TECHNICIAN NO(S). 10  
CORRECTION : Rotate Tires All

JOB NUMBER : 4 OPERATION 02PNZ02 OP. DESC. TRIM  
SALE TYPE : C TECHNICIAN NO(S). 419  
COMPLAINT : THE LEFT REAR POWER WINDOW MAKES A TICKING SOUND ON THE  
WAY UP  
CAUSE : ORDERED REGULATOR

COMMENTS : WAIT

R.O NO. : R.O DATE : 06/09/2006 R.O TYPE : S  
MILEAGE : 3561 ADVISOR NO. : 6319

JOB NUMBER : 1 OPERATION 03PNZ01 OP. DESC. BRAKES  
SALE TYPE : W TECHNICIAN NO(S). 444  
COMPLAINT : VEHICLE SHAKES WHEN BRAKING AT 70 MPH, HARD APPLICATION- IN  
CITY, PULSATES, 35 TO 45 MPH  
CAUSE : EXCESSIVE FRONT BRAKE ROTOR THICKNESS VARIATION CAUSED BY  
CORROSION LRF .004" RF .005"  
OLF 1.023" ORF 1.025"  
H0127 .9 REFACE BOTH .8  
CORRECTION : THERE WAS PULSATION FROM THE FRONT BRAKE WHEN STOPPING. R&R  
BOTH FRONT BRAKE ROTORS & REFACED.  
RLF 1.008" RRF 1.011" LF LRO .001" RF LRO .002"

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
H0127

JOB NUMBER : 2 OPERATION 22PNZLOF OP. DESC. \*LUBE OIL FILTER  
SALE TYPE : I TECHNICIAN NO(S). 126  
CORRECTION : Express Oil & Filter Change W/ Lube 2.4L 2006

COMMENTS : WAIT-OWNER HAS FREE GIFT CERT.PER NCS, LOF  
GONE MAIL

R.O NO. : R.O DATE : 01/24/2006 R.O TYPE : S  
MILEAGE : 76 ADVISOR NO. : 6319

JOB NUMBER : 1 OPERATION 17PNZRS OP. DESC. REMOTE START  
SALE TYPE : I TECHNICIAN NO(S). 126  
COMPLAINT : INSTALL REMOTE STARTER-251.70  
CAUSE : INSTALL REMOTE STARTER WOULDN'T WORK ON UNIT  
CAUSE NO START CONDISHION REMOVED REMOTE STARTER  
HAD PROBLEMS WITH THEFT DETERRENT MODULE.  
CORRECTION : REPLACE THEFT DETERRENT CONTROL MODULE AND KEYS PER  
TACH AT GM REPROGRAMED THEFT DETERRENT CONTROL MODULE.  
12605331 TO 12607442

COMMENTS : CHARGE PARTS TO 67D NO LABOR

R.O NO. : 530778 R.O DATE : 09/30/2005 R.O TYPE : P



03/27/2007  
07:32:10

HISTORY LISTING

3030  
PAGE 4

MILEAGE : 5

ADVISOR NO. : 416

JOB NUMBER : 1 OPERATION 18PNZ OP. DESC. NEW CAR PREP  
SALE TYPE : W TECHNICIAN NO(S). 13489  
CORRECTION : NEW CAR PREP

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
          [REDACTED] Z6999

# McDONALD

PONTIAC *Cadillac* GMC  
5155 State Street Saginaw, MI 48603

## INVOICE

Service (989) 791-6537  
Service Fax (989) 791-6550  
Body Shop (989) 790-5093  
Body Shop Fax (989) 790-0082

STATE REGISTRATION #F-119564

BODY SHOP REGISTRATION #F-148390

WE HONOR ALL MAJOR CREDIT CARDS

CUSTOMER NO. <b>1</b>	ADVISOR <b>JIM SCHMIDT</b>	TAC NO. <b>6319</b>	INVOICE DATE <b>04/18/06</b>	INVOICE NO. <b>PNC537360</b>
<b>SAGINAW, MI</b>	LABOR RATE	LICENSE NO.	COLOR <b>CRIMSON RED</b>	STOCK NO. <b>P8596</b>
	YEAR / MAKE / MODEL <b>06/PONTIAC/G6/4DR SDN</b>	MILEAGE <b>76</b>	DELIVERY DATE <b>04/14/06</b>	DELIVERY MILES <b>185</b>
	VEHICLE I.D. NO. <b>1 G 2 Z F 5 5 B 4 6 4</b>	SELLING DEALER NO.	PRODUCTION DATE	
	P.T.E. NO. <b>E</b>	P.O. NO.	R.O. DATE <b>01/24/06</b>	
COMMENTS				

LABOR: J# 1 17PNZRS REMOTE START HOURS: TECH(S):126 INTERNAL  
INSTALL REMOTE STARTER-251.70  
INSTALL REMOTE STARTER WOULDN'T WORK ON UNIT  
CAUSE NO START CONDISHION REMOVED REMOTE STARTER  
HAD PROBLEMS WITH THEFT DETERRENT MODULE.  
REPLACE THEFT DETERRENT CONTROL MODULE AND KEYS PER  
TACH AT GM REPROGRAMED THEFT DETERRENT CONTROL MODULE.  
12605331 TO 12607442  
TOTAL - LABOR 0.00

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1		15282677	KEY 2.187	
JOB # 1	1		22671216	MODULE 2.195	
JOB # 1	2		15282677	KEY 2.187	
TOTAL - PARTS					0.00

COMMENTS: CHARGE PARTS TO 67D NO LABOR

TOTALS: REPAIRS PROPERLY COMPLETED AND CHECKED BY  
AUTHORIZED SIGNATURE  
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

PLEASE RETAIN ORIGINAL RECEIPT  
FOR ANY SERVICE WORK GUARANTEES.

PARTS DESIGNATED WITH AN ASTERISK (\*) INDICATE LIMITED  
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS

CUSTOMER SIGNATURE  
\*\*\*\*\*

DUPLICATE INVOICE

\*\*\*\*\*

INSURANCE CO.	
APPROVED BY	
CLAIM NO.	
ATTENTION CASHIER	
DEDUCTIBLE	BETTERMENT
OTHER	AMOUNT
SIGNATURE	
TERMS are cash on delivery. ESTIMATES ARE FOR LABOR ONLY. MATERIAL IS EXTRA. Storage will be charged 48 hours after repairs are completed. Not responsible for loss or damage to cars or articles left in cars in case of fire, theft, freezing, accident, or any other cause beyond our control. An express garage keeper's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.	
POWER OF ATTORNEY - KNOW ALL MEN THESE PRESENTS. That the undersigned does hereby constitute and appoint McDonald Pontiac-GMC-Cadillac-Oldsmobile my (our) true and lawful attorney to sign name, place and seal of the undersigned on any Insurance Checks or Drafts issued by Insurance Company covering any repairs to my (our) automobile authorized by myself (ourselves) in whatever manner is necessary to place check or draft in a cashable position.	
I (we) hereby ratify and confirm whatever action said attorney shall or may take by virtue hereof in the premises. THE ABOVE WORK HEREBY AUTHORIZED AND CONDITIONS AGREED TO AS OUTLINED ABOVE.	
Signed _____	
All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act.	
X	
THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGE, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.	
We guarantee our service work for 12 months or 12,000 miles, except aftermarket parts, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge - parts and labor.	
Copyright © 1998 The Reynolds and Reynolds Company EPRINTVTC 15613752 Q (00/04)	



# McDONALD

PONTIAC *Cadillac* GMC  
5155 State Street Saginaw, MI 48603

## INVOICE

Service (989) 791-6537  
Service Fax (989) 791-6550  
Body Shop (989) 790-5093  
Body Shop Fax (989) 790-0082

STATE REGISTRATION #F-119564 BODY SHOP REGISTRATION #F-148390

WE HONOR ALL MAJOR CREDIT CARDS

CELL: [REDACTED]

CUSTOMER NO. <b>25662</b>	ADVISOR <b>JIM SCHMIDT</b>	TAC NO. <b>6319</b>	INVOICE DATE <b>06/09/06</b>	INVOICE NO. <b>PNCSS44497</b>
[REDACTED]	LABOR RATE	LICENSE NO. <b>8GJQ23</b>	MILEAGE <b>3,561</b>	COLOR <b>CRIMSON RED</b>
SAGINAW, MI	YEAR / MAKE / MODEL <b>06/PONTIAC/G6/4DR SDN</b>	DELIVERY DATE <b>04/14/06</b>		STOCK NO. <b>P8596</b>
	VEHICLE I.D. NO. <b>1 G 2 Z F 5 5 B 4 6 4</b>	SELLING DEALER NO.		DELIVERY MILES <b>185</b>
	R.T.E. NO.	R.O. NO.	R.O. DATE <b>06/09/06</b>	PRODUCTION DATE
COMMENTS				

LABOR J# 1 03PNZ01 BRAKES HOURS: 1.70 TECH(S):444

VEHICLE SHAKES WHEN BRAKING AT 70 MPH, HARD APPLICATION- IN CITY, PULSATES .35 TO .45 MPH  
EXCESSIVE FRONT BRAKE ROTOR THICKNESS VARIATION CAUSED BY CORROSION LF .004" RF .005"  
OLF 1.023" ORF 1.025"  
H0127 .9 REFACE BOTH .8  
THERE WAS PULSATION FROM THE FRONT BRAKE WHEN STOPPING. R&R BOTH FRONT BRAKE ROTORS & REFACED.  
RLF 1.008" RRF 1.011" LF LRO .001" RF LRO .002"

WARRANTY

J# 2 22PNZLOF \*LUBE OIL FILTER HOURS: 0.40 TECH(S):126  
Express Oil & Filter Change W/ Lube 2.4L 2006

TOTAL - LABOR

0.00

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----  
JOB # 2 1 12579143 FILTER 1.836

TOTAL - PARTS

INTERNAL 0.00

G.O.G. & SUPPLIES-----  
JOB # 2 5.0 1 QT OIL @ /UNIT  
JOB # 2 1.0 RECYCLING FEE-SERVICE @ /UNIT

TOTAL - GOG

INTERNAL 0.00

COMMENTS-----  
WAIT-OWNER HAS FREE GIFT CERT.PER NCS.LOF  
GONE MAIL

TECHNICIAN CERTIFICATION-----  
444 SCOTT B MARTIN M144179

INSURANCE CO.
APPROVED BY
CLAIM NO.

ATTENTION CASHIER
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DEDUCTIBLE	BETTERMENT
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OTHER	AMOUNT
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SIGNATURES
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TERMS are cash on delivery. ESTIMATES ARE FOR LABOR ONLY. MATERIAL IS EXTRA. Storage will be charged 48 hours after repairs are completed. Not responsible for loss or damage to cars or articles left in cars in case of fire, theft, freezing, accident, or any other cause beyond our control. An express garage keeper's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

POWER OF ATTORNEY - KNOW ALL MEN THESE PRESENTS, That the undersigned does hereby constitute and appoint McDonald Pontiac-GMC-Cadillac (hereinafter my (our) true and lawful attorney to sign name, place and stead of the undersigned on any Insurance Checks or Drafts issued by Insurance Company covering any repairs to my (our) automobile authorized by myself (ourselves) in whatever manner is necessary to place check or draft in a cashable position.

I (we) hereby ratify and confirm whatever action said attorney shall or may take by virtue hereof in the premises. THE ABOVE WORK HEREBY AUTHORIZED AND CONDITIONS AGREED TO AS OUTLINED ABOVE.

Signed \_\_\_\_\_  
All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act

X \_\_\_\_\_

THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGE, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.

We guarantee our service work for 12 months or 12,000 miles, except aftermarket parts, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge - parts and labor.

# McDONALD

PONTIAC *Cadillac* GMC  
5155 State Street Saginaw, MI 48603

## INVOICE

Service (989) 791-6537  
Service Fax (989) 791-6550  
Body Shop (989) 790-5093  
Body Shop Fax (989) 790-0082

STATE REGISTRATION #F-119564 BODY SHOP REGISTRATION #F-148390

WE HONOR ALL MAJOR CREDIT CARDS

CELL: [REDACTED]

CUSTOMER NO.	25662	ADVISOR	JIM SCHMIDT	6319	TAG NO.	9408	INVOICE DATE	06/09/06	INVOICE NO.	PNC5544497	
		LABOR RATE		LICENSE NO.		MILEAGE	3,561	COLOR	CRIMSON RED	STOCK NO.	P8596
		YEAR / MAKE / MODEL	06/PONTIAC/G6/4DR SDN				DELIVERY DATE	04/14/06	DELIVERY MILES	185	
		VEHICLE I.D. NO.	1 G 2 Z F 5 5 B 4 6 4				SELLING DEALER NO.		PRODUCTION DATE		
		F.T.E. NO.		H.O. NO.			R.O. DATE	06/09/06			
		COMMENTS									

TOTALS		INSURANCE CO.	
REPAIRS PROPERLY COMPLETED AND CHECKED BY			
----- AUTHORIZED SIGNATURE			
	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	
	<b>TOTAL INVOICE \$</b>	<b>0.00</b>	

PLEASE RETAIN ORIGINAL RECEIPT  
FOR ANY SERVICE WORK GUARANTEES.

PARTS DESIGNATED WITH AN ASTERISK (\*) INDICATE LIMITED  
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS

CUSTOMER SIGNATURE  
\*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

ATTENTION CASHIER	
DEDUCTIBLE	LETTERMENT
\$	
OTHER	AMOUNT
\$	
SIGNATURES	

TERMS are cash on delivery. ESTIMATES ARE FOR  
LABOR ONLY. MATERIAL IS EXTRA. Storage will be  
charged 48 hours after repairs are completed. Not  
responsible for loss or damage to cars or articles left in cars  
in case of fire, theft, freezing, accident, or any other cause  
beyond our control. An express garage keeper's lien is hereby  
acknowledged on above car or truck to secure the amount of  
repairs thereto.

POWER OF ATTORNEY - (KNOW ALL MENTIONED PRESENTS,  
That the undersigned does hereby constitute and appoint McDonald  
Pontiac-GMC-Cadillac-Oldsmobile my (our) true and lawful  
attorney to sign name, place and stead of the undersigned on any  
Insurance Checks or Drafts issued by Insurance Company covering  
any repairs to my (our) automobile authorized by myself (ourselves)  
in whatever manner is necessary to place check or draft in a cashable  
position.

I (we) hereby ratify and confirm whatever action said attorney  
shall or may take by virtue hereof in the premises. THE ABOVE  
WORK HEREBY AUTHORIZED AND CONDITIONS AGREED  
TO AS OUTLINED ABOVE.

Signed \_\_\_\_\_

All repairs and parts listed were furnished in compliance with the  
Michigan Motor Vehicle Service and Repair Act

X \_\_\_\_\_

THE ONLY WARRANTIES APPLYING TO THIS PART(S)  
ARE THOSE WHICH MAY BE OFFERED BY THE  
MANUFACTURER. THE SELLING DEALER HEREBY  
EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER  
EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED  
WARRANTIES OF MERCHANTABILITY OR FITNESS  
FOR A PARTICULAR PURPOSE, AND NEITHER  
ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO  
ASSUME FOR IT ANY LIABILITY IN CONNECTION  
WITH THE SALE OF THIS PART(S) AND/OR SERVICE.  
BUYER SHALL NOT BE ENTITLED TO RECOVER FROM  
THE SELLING DEALER ANY CONSEQUENTIAL  
DAMAGE, DAMAGES TO PROPERTY, DAMAGES FOR  
LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR  
INCOME OR ANY OTHER INCIDENTAL DAMAGES.

We guarantee our service work for 12 months or 12,000 miles,  
except aftermarket parts, whichever comes first. If our repair or  
replacement fails in normal service within that period, we'll fix it  
free of charge - parts and labor



**5155 State Street Saginaw, MI 48603**

**Body Shop Fax (989) 790-0082**

**BODY SHOP REGISTRATION #F-148390**

WE HONOR ALL MAJOR CREDIT CARDS

CELL:

CUSTOMER NO.	25662	ADVISOR	TOM BOSIO	445	TAC NO.	1233	INVOICE DATE	08/08/06	INVOICE NO.	PNC5547382	
		LABOR RATE		LICENSE NO.		MILEAGE	6,561	COLOR	CRIMSON RED	STOCK NO.	P8596
		YEAR / MAKE / MODEL	06/PONTIAC/G6/4DR SDN				DELIVERY DATE	04/14/06	DELIVERY MILES	185	
		VEHICLE I.D. NO.	1 G 2 Z F 5 5 B 4 6 4				SELLING DEALER NO.		PRODUCTION DATE		
		R.T.E. NO.		P.O. NO.		R.O. DATE	08/08/06				
		COMMENTS									
LABOR-----											
J# 1 02PNZ01	TRIM	HOURS:	TECH(S):419	0.00	INSURANCE CO						
THE RIGHT REAR POWER WINDOW MAKES A TICKING NOISE WHEN IT'S GOING DOWN											
ORDERED REGULATOR											
J# 2 22PNZLOF	*LUBE OIL FILTER	HOURS:	0.40 TECH(S):10	10.06	APPROVED BY						
Express Oil & Filter Change W/ Lube 2.4L 2006											
J# 3 22PNZRT	*ROTATE TIRES	HOURS:	0.40 TECH(S):10	11.95	CLAIM NO						
Rotate Tires All											
J# 4+02PNZ02	TRIM	HOURS:	TECH(S):419	0.00	ATTENTION CASHIER						
THE LEFT REAR POWER WINDOW MAKES A TICKING SOUND ON THE WAY UP					DEDUCTIBLE						
ORDERED REGULATOR					BETTERMENT						
					OTHER						
					AMOUNT						
TOTAL - LABOR				22.01	SIGNATURES						
PARTS-----											
JOB # 1	0	15263125	REGULATOR 10.791	134.33	0.00	TERMS are cash on delivery. ESTIMATES ARE FOR LABOR ONLY. MATERIAL IS EXTRA. Storage will be charged 48 hours after repairs are completed. Not responsible for loss or damage to cars or articles left in cars in case of fire, theft, freezing, accident, or any other cause beyond our control. An express garage keeper's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto					
PART ON SPECIAL ORDER						POWER OF ATTORNEY - KNOW ALL, MEN THESE PRESENTS					
JOB # 2	1	12579143	FILTER 1.836	6.00	6.00	That the undersigned does hereby constitute and appoint McDonald Pontiac-GMC-Cadillac-Oldsmobile my (our) true and lawful attorney to sign name, place and seal of the undersigned on any Insurance Checks or Drafts issued by Insurance Company covering any repairs to my (our) automobile authorized by myself (ourselves) in whatever manner is necessary to place check in draft in a cashable position.					
JOB # 4	0	15263126	REGULATOR 10.791	134.33	0.00	I (we) hereby ratify and confirm whatever action said attorney shall or may take by virtue hereof in the premises. THE ABOVE WORK HEREBY AUTHORIZED AND CONDITIONS AGREED TO AS OUTLINED ABOVE					
PART ON SPECIAL ORDER						Signed					
** QUANTITY 1 IS SPECIAL ORDERED **						All repairs and parts found were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act.					
TOTAL - PARTS				6.00		X					
G.O.G. & SUPPLIES-----											
JOB # 2	5.0	1 QT OIL	@ 1.830 /UNIT	9.15	9.15	THE ONLY WARRANTIES APPLYING TO THIS PARTS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGE, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME OR ANY OTHER INCIDENTAL DAMAGES					
TOTAL - GOG						We guarantee our service work for 12 months or 12,000 mile except aftermarket parts, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix free of charge - parts and labor					
ESTIMATE-----											
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$42.00 (+TAX)											
COMMENTS-----											
WAIT											
TECHNICIAN CERTIFICATION-----											
419		JOSEPH C TODD			M192865						

# McDONALD

PONTIAC *Cadillac* GMC  
5155 State Street Saginaw, MI 48603

## INVOICE

Service (989) 791-6537  
Service Fax (989) 791-6550  
Body Shop (989) 790-5093  
Body Shop Fax (989) 790-0082

STATE REGISTRATION #F-119564 BODY SHOP REGISTRATION #F-148390

WE HONOR ALL MAJOR CREDIT CARDS

CELL: [REDACTED]

CUSTOMER NO. <b>25662</b>	ADVISOR <b>TOM BOSIO</b>	TAG NO. <b>445 1233</b>	INVOICE DATE <b>08/08/06</b>	INVOICE NO. <b>PNC5547382</b>
[REDACTED]	LABOR RATE [REDACTED]	MILEAGE <b>6,561</b>	COLOR <b>CRIMSON RED</b>	STOCK NO. <b>P8596</b>
SAGINAW, MI [REDACTED]	YEAR / MAKE / MODEL <b>06/PONTIAC/G6/4DR SDN</b>		DELIVERY DATE <b>04/14/06</b>	DELIVERY MILES <b>185</b>
	VEHICLE I.D. NO. <b>1 G 2 Z F 5 5 B 4 6 4</b>		SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	P.O. NO.	R.O. DATE <b>08/08/06</b>	
COMMENTS				

TOTALS		INSURANCE	
REPAIRS PROPERLY COMPLETED AND CHECKED BY	TOTAL LABOR....	22.01	
----- AUTHORIZED SIGNATURE	TOTAL PARTS....	6.00	
	TOTAL SUBLET....	0.00	
	TOTAL G.O.G....	9.15	
	TOTAL MISC CHG.	0.00	
	TOTAL MISC DISC	0.00	
	TOTAL TAX.....	0.90	
	<b>TOTAL INVOICE \$</b>	<b>38.06</b>	

PLEASE RETAIN ORIGINAL RECEIPT  
FOR ANY SERVICE WORK GUARANTEES.

PARTS DESIGNATED WITH AN ASTERISK (\*) INDICATE LIMITED  
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS

CUSTOMER SIGNATURE  
\*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

ATTENTION CASHIER	
DEDUCTIBLE	RETURMENT
\$	
OTHER	AMOUNT
\$	
SIGNATURES	

TERMS are cash on delivery. ESTIMATES ARE FOR  
LABOR ONLY. MATERIAL IS EXTRA. Storage will be  
charged 48 hours after repairs are completed. Not  
responsible for loss or damage to cars or articles left in cars  
in case of fire, theft, freezing, accident, or any other cause  
beyond our control. An express garage keeper's lien is hereby  
acknowledged on above car or truck to secure the amount of  
repairs thereto.

POWER OF ATTORNEY - KNOW ALL MENTHISE PRESENTS  
That the undersigned does hereby constitute and appoint McDonald  
Pontiac-GMC-Cadillac-Oldsmobile my (my) true and lawful  
attorney to sign name, place and stead of the undersigned on any  
Insurance Checks or Drafts issued by Insurance Company covering  
any repairs to my (my) automobile authorized by myself (ourselves)  
in whatever manner is necessary to place check or draft in a cashable  
position.

I (we) hereby ratify and confirm whatever action said attorney  
shall or may take by virtue hereof in the premises. THE ABOVE  
WORK HEREBY AUTHORIZED AND CONDITIONS AGREED  
TO AS OUTLINED ABOVE.

Signed \_\_\_\_\_

All repairs and parts listed were furnished in compliance with the  
Michigan Motor Vehicle Service and Repair Act

X \_\_\_\_\_

THE ONLY WARRANTIES APPLYING TO THIS PART(S)  
ARE THOSE WHICH MAY BE OFFERED BY THE  
MANUFACTURER. THE SELLING DEALER HEREBY  
EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER  
EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED  
WARRANTIES OF MERCHANTABILITY OR FITNESS  
FOR A PARTICULAR PURPOSE, AND NEITHER  
ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO  
ASSUME FOR IT ANY LIABILITY IN CONNECTION  
WITH THE SALE OF THIS PART(S) AND/OR SERVICE.  
BUYER SHALL NOT BE ENTITLED TO RECOVER FROM  
THE SELLING DEALER ANY CONSEQUENTIAL  
DAMAGE, DAMAGES TO PROPERTY, DAMAGES FOR  
LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR  
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free of charge - parts and labor.

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ERAINTV6 8Fb13753 Q (06/04)



# McDONALD

PONTIAC *Cadillac* GMC  
5155 State Street Saginaw, MI 48603

## INVOICE

Service (989) 791-6537  
Service Fax (989) 791-6550  
Body Shop (989) 790-5093  
Body Shop Fax (989) 790-0082

STATE REGISTRATION #F-119564 BODY SHOP REGISTRATION #F-148390

WE HONOR ALL MAJOR CREDIT CARDS

CELL: [REDACTED]

CUSTOMER NO.	25662	ADVISOR	TOM BOSIO	445	TAG NO.	[REDACTED]	INVOICE DATE	08/25/06	INVOICE NO.	PNC5548298	
[REDACTED]	[REDACTED]	LABOR RATE	[REDACTED]	LICENSE NO.	[REDACTED]	MILEAGE	7,090	COLOR	CRIMSON RED	STOCK NO.	P8596
SAGINAW, MI	[REDACTED]	YEAR/MAKE/MODEL	06/PONTIAC/G6/4DR SDN				DELIVERY DATE	04/14/06	DELIVERY MILES	185	
		VEHICLE I.D. NO.	1 G 2 Z F 5 5 B 4 6 4				SELLING DEALER NO.		PRODUCTION DATE		
		F.T.E. NO.		P.O. NO.			R.O. DATE	08/25/06			
		COMMENTS									

LABOR  
J# 1 02PNZ01 TRIM HOURS: 1.00 TECH(S):419 WARRANTY  
THE LEFT REAR WINDOW MAKES A CLINKING NOISE. PART HERE  
REGULATOR NOISEY INTERNALLY  
DIAG AND REPLACED LEFT REAR WINDOW REGULATOR  
J# 2 02PNZ02 TRIM HOURS: 1.00 TECH(S):419 WARRANTY  
THE RIGHT REAR WINDOW MAKES A CLICKING NOISE ON THE WAY DOWN  
PART HERE  
REGULATOR NOISEY INTERNALLY  
DIAG AND REPLACED RIGHT REAR POWER WINDOW REGULATOR  
TOTAL - LABOR 0.00  
PARTS  
J# 1 15263126 REGULATOR 10.791 WARRANTY  
J# 2 15263125 REGULATOR 10.791 WARRANTY  
TOTAL - PARTS 0.00

COMMENTS  
WAIT

TECHNICIAN CERTIFICATION  
419 JOSEPH C TODD M192865

TOTALS  
REPAIRS PROPERLY COMPLETED AND CHECKED BY  
AUTHORIZED SIGNATURE  
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

PLEASE RETAIN ORIGINAL RECEIPT  
FOR ANY SERVICE WORK GUARANTEES.

PARTS DESIGNATED WITH AN ASTERISK (\*) INDICATE LIMITED  
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS

CUSTOMER SIGNATURE  
\*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

INSURANCE CO.	
APPROVED BY	
CLAIM NO.	
ATTENTION CASHIER	
DEDUCTIBLE	BYTERMENT
OTHER	AMOUNT
SIGNATURES	

TERMS are cash on delivery. ESTIMATES ARE FOR  
LABOR ONLY, MATERIAL IS EXTRA. Storage will be  
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acknowledged on above car or truck to secure the amount of  
repairs thereto.

POWER OF ATTORNEY - I KNOW ALL MEN/THESE PRESENTS.  
That the undersigned does hereby constitute and appoint McDonald  
Pontiac-GMC-Cadillac-Motorobile my (our) true and lawful  
attorney to sign name, place and stand of the undersigned on any  
Insurance Checks or Drafts issued by Insurance Company covering  
any repairs to my (our) automobile authorized by myself (ourselves)  
in whatever manner is necessary to place check or draft in a suitable  
position.

I (we) hereby ratify and confirm whatever action said attorney  
shall or may take by virtue hereof in the premises. THE ABOVE  
WORK HEREBY AUTHORIZED AND CONDITIONS AGREED  
TO AS OUTLINED ABOVE.

Signed  
All repairs and parts listed were furnished in compliance with the  
Michigan Motor Vehicle Service and Repair Act

X

THE ONLY WARRANTIES APPLYING TO THIS PART(S)  
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MANUFACTURER. THE SELLING DEALER HEREBY  
EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER  
EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED  
WARRANTIES OF MERCHANTABILITY OR FITNESS  
FOR A PARTICULAR PURPOSE. AND NEITHER  
ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO  
ASSUME FOR IT ANY LIABILITY IN CONNECTION  
WITH THE SALE OF THIS PART(S) AND/OR SERVICE.  
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THE SELLING DEALER ANY CONSEQUENTIAL  
DAMAGE, DAMAGES TO PROPERTY, DAMAGES FOR  
LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR  
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except aftermarket parts, whichever comes first. If our repair or  
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free of charge - parts and labor.

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PONTIAC - 3P613753 Q (06/04)

# McDONALD

PONTIAC *Cadillac* GMC  
5155 State Street Saginaw, MI 48603

## INVOICE

Service (989) 791-6537  
Service Fax (989) 791-6550  
Body Shop (989) 790-5093  
Body Shop Fax (989) 790-0082

STATE REGISTRATION #F-119564

BODY SHOP REGISTRATION #F-148390

WE HONOR ALL MAJOR CREDIT CARDS

CELL: [REDACTED]

CUSTOMER NO.	25662	ADVISOR	JIM SCHMIDT	6319	TAG NO.	[REDACTED]	INVOICE DATE	12/04/06	INVOICE NO.	PNC5553212	
[REDACTED]	[REDACTED]	LABOR RATE	[REDACTED]	LICENSE NO.	[REDACTED]	MILEAGE	12,440	COLOR	CRIMSON RED	STOCK NO.	P8596
SAGINAW, MI	[REDACTED]	YEAR / MAKE / MODEL	06 / PONTIAC / G6 / 4DR SDN				DELIVERY DATE	04/14/06	DELIVERY MILES	185	
		VEHICLE I.D. NO.	1 G 2 Z F 5 5 B 4 6 4				SELLING DEALER NO.	[REDACTED]	PRODUCTION DATE	[REDACTED]	
		F.T.E. NO.	[REDACTED]	R.O. NO.	[REDACTED]	R.O. DATE	11/30/06				
		COMMENTS									

LABOR		WARRANTY	
J# 1 06PNZ01	*IGNITION SYSTEM HOURS: 0.70 TECH(S):428		
ENGINE WILL NOT START-NOTHING INTERMITTENT OPEN IN STARTER. DIAGNOSED AND REPLACED STARTER.			
J# 2 20PNZN	NATIONAL LOANER CAR HOURS: TECH(S):222	WARRANTY	
1G2ZG558164 [REDACTED]			
TOTAL - LABOR		0.00	
PARTS		WARRANTY	
JOB # 1	1 89017756 *STRTR REM 2.041	WARRANTY	
JOB # 1	-1 89017756 CORE RETURN	WARRANTY	
TOTAL - PARTS		0.00	
SUBLET		WARRANTY	
JOB # 1	82165 66250 11/30/06 TOW IN	WARRANTY	
JOB # 1	82321 66250 12/08/06 ADJUST TOW BILL	WARRANTY	
JOB # 2	82220 410679872 12/04/06 FIVE DAYS	WARRANTY	
TOTAL - SUBLET		0.00	
G.O.G. & SUPPLIES		WARRANTY	
JOB # 1	FREIGHT CHARGE	WARRANTY	
TOTAL - GOG		0.00	

COMMENTS-----  
TOW IN-KREAGER BILL  
LOANER CAR SHEET  
OK OVERAGE IN TOW IN CAR WOULD NOT START CUST HAD TOWED HERE FROM  
MIDLAND SD 11/30/06  
NOTE CUST CALLED LATE IN THE DAY AND WAS STRANDED

TECHNICIAN CERTIFICATION-----  
428 JOHN J MONCMAN M161754

INSURANCE CO.	
APPROVED BY	
CLAIM NO.	
ATTENTION CASHIER	
DEDUCTIBLE	RETIREMENT
\$	
OTHER AMOUNT	
\$	
SIGNATURES	
TERMS are cash on delivery. ESTIMATES ARE FOR LABOR ONLY. MATERIAL IS EXTRA. Storage will be charged 48 hours after repairs are completed. Not responsible for loss or damage to cars or articles left in cars in case of fire, theft, freezing, accident, or any other cause beyond our control. An express garage keeper's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.	
POWER OF ATTORNEY. KNOW ALL MENTHESSE PRESENTS. That the undersigned does hereby constitute and appoint McDonald Pontiac-GMC-Cadillac Oldsmobile my (our) true and lawful attorney to sign, make, place and stand of the undersigned on any Insurance Checks or Drafts issued by Insurance Company covering any repairs to my (our) automobile authorized by myself (ourselves) in whatever manner is necessary to place check or draft in a cashable position.	
I (we) hereby ratify and confirm whatever action said attorney shall or may take by virtue hereof in the premises. THE ABOVE WORK HEREBY AUTHORIZED AND CONDITIONS AGREED TO AS OUTLINED ABOVE.	
Signed _____	
All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act	
X _____	

THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGE, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.

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EPA119VE 8F613750 G (08/04)



# McDONALD

PONTIAC *Cadillac* GMC  
5155 State Street Saginaw, MI 48603

## INVOICE

Service (989) 791-6537  
Service Fax (989) 791-6550  
Body Shop (989) 790-5093  
Body Shop Fax (989) 790-0082

STATE REGISTRATION #F-119564

BODY SHOP REGISTRATION #F-148390

WE HONOR ALL MAJOR CREDIT CARDS

CELL: [REDACTED]

CUSTOMER NO.	25662	ADVISOR	JIM SCHMIDT	6319	TAG NO.	[REDACTED]	INVOICE DATE	12/04/06	INVOICE NO.	PNC553212	
[REDACTED]	[REDACTED]	LABOR RATE	[REDACTED]	LICENSE NO.	[REDACTED]	MILEAGE	12,440	COLOR	CRIMSON RED	STOCK NO.	P8596
SAGINAW, MI	[REDACTED]	YEAR / MAKE / MODEL	06/PONTIAC/G6/4DR SDN				DELIVERY DATE	04/14/06	DELIVERY MILES	185	
		VEHICLE I.D. NO.	1 G 2 Z F 5 5 B 4 6 4				SELLING DEALER NO.		PRODUCTION DATE		
		F.T.E. NO.					P.O. NO.		R.O. DATE	11/30/06	
RESIDENCE PHONE	[REDACTED]	BUSINESS PHONE	[REDACTED]				COMMENTS				

### TOTALS

REPAIRS PROPERLY COMPLETED AND CHECKED BY

----- AUTHORIZED SIGNATURE

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**

PLEASE RETAIN ORIGINAL RECEIPT  
FOR ANY SERVICE WORK GUARANTEES.

PARTS DESIGNATED WITH AN ASTERISK (\*) INDICATE LIMITED  
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS

CUSTOMER SIGNATURE

\*\*\*\*\*

DUPLICATE INVOICE

\*\*\*\*\*

INSURANCE CO.	
APPROVED BY	
CLAIM NO.	

ATTENTION CASHIER	
DEDUCTIBLE	OUTTERMENT
\$	
OTHER	AMOUNT
\$	
SIGNATURES	

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acknowledged on above car or truck to secure the amount of  
repairs thereto.

POWER OF ATTORNEY - KNOW ALL MEN THESE PRESENTS,  
That the undersigned does hereby constitute and appoint McDonald  
Pontiac-GMC-Cadillac-Oldsmobile my (our) true and lawful  
attorney to sign name, place and seal of the undersigned on any  
Insurance Checks or Drafts issued by Insurance Company covering  
my (our) (to my (our) automobile authorized by myself (ourselves))  
in whatever manner is necessary to place check or draft in a cashable  
position.

I (we) hereby certify and confirm whatever action said attorney  
shall or may take by virtue hereof in the premises. THE ABOVE  
WORK HEREBY AUTHORIZED AND CONDITIONS AGREED  
TO AS OUTLINED ABOVE

Signed \_\_\_\_\_

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Michigan Motor Vehicle Service and Repair Act

X \_\_\_\_\_

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MANUFACTURER. THE SELLING DEALER HEREBY  
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EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED  
WARRANTIES OF MERCHANTABILITY OR FITNESS  
FOR A PARTICULAR PURPOSE. AND NEITHER  
ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO  
ASSUME FOR IT ANY LIABILITY IN CONNECTION  
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free of charge - parts and labor.

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BRAINTREE SF610750 Q (08/04)

# McDONALD

PONTIAC *Cadillac* GMC  
5155 State Street Saginaw, MI 48603

## INVOICE

Service (989) 791-6537  
Service Fax (989) 791-6550  
Body Shop (989) 790-5093  
Body Shop Fax (989) 790-0082

STATE REGISTRATION #F-119564 BODY SHOP REGISTRATION #F-148390

WE HONOR ALL MAJOR CREDIT CARDS

CELL [REDACTED]

CUSTOMER NO. <b>25662</b>	ADVISOR <b>JIM SCHMIDT</b>	TAG NO. <b>6319</b>	INVOICE DATE <b>01/31/07</b>	INVOICE NO. <b>PNC5556060</b>
[REDACTED]	LABOR RATE [REDACTED]	STOCK NO. <b>P8596</b>	COLOR <b>CRIMSON RED</b>	STOCK NO. <b>P8596</b>
[REDACTED]	YEAR / MAKE / MODEL <b>06 / PONTIAC / G6 / 4DR SDN</b>	DELIVERY DATE <b>04/14/06</b>	DELIVERY MILES <b>185</b>	DELIVERY MILES <b>185</b>
SAGINAW, MI	VEHICLE I.D. NO. <b>1 G 2 Z F 5 5 B 4 6 4</b>	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	H.O. DATE <b>01/31/07</b>		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

LABOR  
J# 1 03PNZ01 BRAKES HOURS: 2.20 TECH(\$):214  
FRONT BRAKES NOISEY, SQUEAK-ALSO, PULSATE AT 45 MPH, QUICK BRAK  
ING TO TURN  
ROAD TEST, FRONT BRAKES SQUEAKING  
REPLACED FRONT PADS AND RESURFACED ROTORS PER BULLITIN  
# 05-05-23-010C, OLF 1.000, ORF 1.002, RLF .982  
RRF .992, LATERAL RUN OUT LF .001, RF .001

WARRANTY

J# 2 03PNZ03 BRAKES HOURS: 2.20 TECH(\$):214  
REAR BRAKES SQUEAK, GRIND WHEN BACKING UP- WORSE IN AM  
ROAD TEST, REAR BRAKES GRIND AND SQUEAK, DIAGNOSED  
ROTORS GROOVED AND GLAZED  
RESURFACED REAR ROTORS, CLEANED PADS, OLR .540  
ORR .550, RLR .527, RRR .538, LATERAL RUN OUT  
LR .000, RR .001, ROAD TEST, OK

WARRANTY

TOTAL - LABOR

0.00

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1		22731037	PAD KIT 5.017	
TOTAL - PARTS					0.00

WARRANTY  
0.00

COMMENTS  
WAIT  
JOB 2 OK AUTH B PER SD 01-31-07

TECHNICIAN CERTIFICATION  
214 DANIEL J SCHLICHER M144175

TOTALS

REPAIRS PROPERLY COMPLETED AND CHECKED BY

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

PLEASE RETAIN ORIGINAL RECEIPT  
FOR ANY SERVICE WORK GUARANTEES.

PARTS DESIGNATED WITH AN ASTERISK (\*) INDICATE LIMITED  
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS

CUSTOMER SIGNATURE

\*\*\*\*\*

DUPLICATE INVOICE

\*\*\*\*\*

INSURANCE CO.
APPROVED BY
CLAIM NO.

### ATTENTION CASHIER

DEDUCTIBLE	TERMINAL
\$	\$
OTHER	AMOUNT
\$	\$
SIGNATURES	

TERMS are cash on delivery. ESTIMATES ARE FOR  
LABOR ONLY, MATERIAL IS EXTRA. Storage will be  
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POWER OF ATTORNEY - KNOW ALL MEN THESE PRESENTS  
That the undersigned does hereby constitute and appoint McDonald  
Pontiac-GMC-Cadillac Automobile my (our) true and lawful  
attorney to sign name, place and stand of the undersigned on any  
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in whatever manner is necessary to place check in draft in a cashable  
position.

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WORK HEREBY AUTHORIZED AND CONDITIONS AGREED  
TO AS OUTLINED ABOVE

Signed \_\_\_\_\_  
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Michigan Motor Vehicle Service and Repair Act

X

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MANUFACTURER. THE SELLING DEALER HEREBY  
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EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED  
WARRANTIES OF MERCHANTABILITY OR FITNESS  
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ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO  
ASSUME FOR IT ANY LIABILITY IN CONNECTION  
WITH THE SALE OF THIS PARTS) AND/OR SERVICE.  
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THE SELLING DEALER ANY CONSEQUENTIAL  
DAMAGE, DAMAGES TO PROPERTY, DAMAGES FOR  
LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR  
INCOME OR ANY OTHER INCIDENTAL DAMAGES

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except aftermarket parts, whichever comes first. If our repair or  
replacement fails in normal service within that period, we'll fix it  
free of charge - parts and labor.

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EPAINTINV 8F613753 0 (08/04)



# McDONALD

PONTIAC *Cadillac* GMC  
5155 State Street Saginaw, MI 48603

## INVOICE

PNWS558292  
Service (989) 791-6537  
Service Fax (989) 791-6550  
Body Shop (989) 790-5093  
Body Shop Fax (989) 790-0082

STATE REGISTRATION #F-119564 BODY SHOP REGISTRATION #F-148390

WE HONOR ALL MAJOR CREDIT CARDS

01011PNWS558292

CELL: [REDACTED]

CUSTOMER NO. <b>25662</b>	ADVISOR <b>TOM BOSIO</b>	TAG NO. <b>445</b>	INVOICE DATE <b>03/19/07</b>	INVOICE NO. <b>PNWS558292</b>
[REDACTED]	LABOR RATE [REDACTED]	19,129	COLOR <b>CRIMSON RED</b>	STOCK NO. <b>P8596</b>
SAGINAW, MI	YEAR / MAKE / MODEL <b>06 / PONTIAC / G6 / 4DR SDN</b>		DELIVERY DATE <b>04/14/06</b>	DELIVERY MILES <b>185</b>
	VEHICLE I.D. NO. <b>1 G 2 Z F 5 5 B 4 6 4</b>		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>03/16/07</b>	
COMMENTS				

LABOR  
J# 1 03PNZ01  
TECH# DATE START FINISH ACT TIME DESCRIPTION  
214 03/16/07 9.00 9.50 0.20 0.00 FINISHED  
214 03/16/07 0.00 0.00 0.00 0.30 OVERRIDE IN INVOICING  
TOTAL TECH TIME 0.20 0.30

INSURANCE CO.
APPROVED BY
CLAIM NO.

THE CUSTOMER IS HEARING BRAKE SQUEEL WHEN STOPPING FROM LOWER SPEEDS. USUALLY UNDER 25 MPH ROAD TEST, BURNISHED PADS IN, NOISE GONE, ROTORS AND PADS GETTING GLAZED UP

TOTAL - LABOR 23.25

COMMENTS  
WAIT  
JOB 1 OK TO WARRANTY PER SD 03-16-07

TECHNICIAN CERTIFICATION  
214 DANIEL J SCHLICHER M144175

R/O TAX 0.00  
R/O TOTALS 23.25

WARRANTY CLAIM DETAIL TOTALS

CLAIM# TOTAL  
[REDACTED] 23.25  
CLAIM TOTALS 23.25

ATTENTION CASHIER	
DEDUCTIBLE	REFERENCE
OTHER	AMOUNT
SIGNATURES	
TERMS are cash on delivery. ESTIMATES ARE FOR LABOR ONLY. MATERIAL IS EXTRA. Storage will be charged 48 hours after repairs are completed. Not responsible for loss or damage to cars or articles left in cars in case of fire, theft, freezing, accident, or any other cause beyond our control. An express garage keeper's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.	
POWER OF ATTORNEY KNOW ALL MEN THESE PRESENTS, That the undersigned does hereby constitute and appoint McDonald Pontiac-GMC-Cadillac-Oldsmobile my (our) true and lawful attorney to sign name, place and seal of the undersigned on any Insurance Checks or Drafts issued by Insurance Company covering any repairs to my (our) automobile authorized by myself (ourselves) in whatever manner is necessary to place check or draft in a suitable position.	
I (we) hereby ratify and confirm whatever action said attorney shall in may take by virtue hereof in the premises. THE ABOVE WORK HEREBY AUTHORIZED AND CONDITIONS AGREED TO AS OUTLINED ABOVE.	
Signed _____	

All repairs and parts bought were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.075  
03/19/2007  
0837

WARRANTY NEW CLAIM

RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #  
[REDACTED] 03/16/2007 1G2ZF55B464 6 07525 19129 [REDACTED]

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 NV [REDACTED] NARNA H9709 .3 23.25

LN-TOT: 23.25 TECH SSN: [REDACTED] AUTH CODE: [REDACTED] AUTH. AUTHOR.: [REDACTED]  
COMMENTS: THE CUSTOMER IS HEARING BRAKE SQUEEL WHEN STOPPING FROM LOWENEA ROAD TEST,

BURNISHED PADS IN, NOISE GONE, ROTORS AND PADS GETTI

R.O. TOTAL: 23.25

X

THE ONLY WARRANTIES APPLYING TO THIS PARTS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PARTS) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.

We guarantee our service work for 12 months or 12,000 miles, except aftermarket parts, whichever comes first. If our repair or replacement fails to normal service within this period, we'll fix it free of charge - parts and labor.

Copyright © 1990 The Reynolds and Reynolds Company  
CHARTINVE 8F619783 Q (06/04)

# McDONALD

PONTIAC *Cadillac* GMC  
5155 State Street Saginaw, MI 48603

## INVOICE

Service (989) 791-6537  
Service Fax (989) 791-6550  
Body Shop (989) 790-5093  
Body Shop Fax (989) 790-0082

STATE REGISTRATION #F-119564 BODY SHOP REGISTRATION #F-148390

WE HONOR ALL MAJOR CREDIT CARDS

CELL: [REDACTED]

CUSTOMER NO. <b>25662</b>	ADVISOR <b>TOM BOSIO</b>	TAG NO. <b>445</b>	INVOICE DATE <b>03/23/07</b>	INVOICE NO. <b>PNC5558434</b>
SAGINAW, MI [REDACTED]	LABOR RATE [REDACTED]	MILEAGE <b>19,308</b>	COLOR <b>CRIMSON RED</b>	STOCK NO. <b>P8596</b>
	YEAR / MAKE / MODEL <b>06/PONTIAC/G6/4DR SDN</b>		DELIVERY DATE <b>04/14/06</b>	DELIVERY MILES <b>185</b>
	VEHICLE I.D. NO. <b>1 G 2 Z F 5 5 B 4 6 4</b>		SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	P.O. NO.	R.O. DATE <b>03/20/07</b>	
COMMENTS				

<b>LABOR</b> J# 1 14PNZ *STEERING DIAGNOSIS HOURS: 2.00 TECH(S):214 THERE IS A MESSAGE TO SERVICE THE POWER STEERING COMES AND GOES CODE C0460, PERFORMED DIAGNOSES, DIAGNOSED FAULT IN STEERING WHEEL POSITION SENSOR REPLACED STEERING COLUMN, STEERING WHEEL POSITION SENSOR PART OF COLUMN, CLEARED CODE, ROAD TEST, OK WITH ADJUSTABLE PEDALS		WARRANTY	INSURANCE CO.
J# 2+20PNZSR SHUTTLE RIDE HOURS: TECH(S):222		WARRANTY	APPROVED BY
TOTAL - LABOR 0.00		WARRANTY	CLAIM NO.
<b>PARTS</b> JOB # 1 QTY 1 FP NUMBER 15926870 DESCRIPTION COLUMN 6.518 UNIT PRICE TOTAL - PARTS 0.00		WARRANTY	<b>ATTENTION CASHIER</b> DEDUCTIBLE BETTERMENT \$ \$ OTHER AMOUNT \$ \$ SIGNATURES
<b>MISC</b> JOB # 2 CODE 61 PONTIAC RIDE HOME CONTROL NO. JOB # 2 CODE 61 PONTIAC RIDE HOME TOTAL - MISC 0.00		WARRANTY	TERMS are cash on delivery. ESTIMATES ARE FOR LABOR ONLY, MATERIAL IS EXTRA. Storage will be charged 48 hours after repairs are completed. Not responsible for loss or damage to cars or articles left in cars in case of fire, theft, freezing, accident, or any other cause beyond our control. An express garage keeper's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.
<b>COMMENTS</b> JOB 2 WAS A ADD JOB		WARRANTY	POWER OF ATTORNEY - KNOW ALL MEN THESE PRESENTS That the undersigned does hereby constitute and appoint McDonald Pontiac-GMC-Cadillac-Oldsmobile my (our) true and lawful attorney to sign name, place and seal of the undersigned on any Insurance Checks or Drafts issued by Insurance Company covering any repairs to my (our) automobile authorized by myself (ourselves) in whatever manner is necessary to place check or draft in a cashable position.
<b>TECHNICIAN CERTIFICATION</b> 214 DANIEL J SCHLICHER M144175		WARRANTY	I (we) hereby ratify and confirm whatever action said attorney shall or may take by virtue hereof in the premises. THE ABOVE WORK HEREBY AUTHORIZED AND CONDITIONS AGREED TO AS OUTLINED ABOVE Signed _____ All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act.
<b>TOTALS</b> REPAIRS PROPERLY COMPLETED AND CHECKED BY AUTHORIZED SIGNATURE		WARRANTY	X THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGE, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.
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 <b>TOTAL INVOICE \$ 0.00</b>		WARRANTY	We guarantee our service work for 12 months or 12,000 miles. except aftermarket parts, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge - parts and labor.

PLEASE RETAIN ORIGINAL RECEIPT  
FOR ANY SERVICE WORK GUARANTEES.

PARTS DESIGNATED WITH AN ASTERISK (\*) INDICATE LIMITED  
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS

CUSTOMER SIGNATURE  
\*\*\*\*\*

DUPLICATE INVOICE

\*\*\*\*\*



## ODOMETER DISCLOSURE STATEMENT

Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

I, MCDONALD PONT GMC CAD OLDS INC (transfer's name, Print)

state that the odometer now reads 185 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

☐ (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.

☐ (2) I hereby certify that the odometer reading is NOT the actual mileage.

WARNING - ODOMETER DISCREPANCY.

MAKE	MODEL	BODY TYPE
PONTIAC	G6	4DR SDN
VEHICLE IDENTIFICATION NUMBER		YEAR
1G2ZF55B464		2006

TRANSFEROR'S SIGNATURE

MCDONALD PONT GMC CAD OLDS INC

PRINTED NAME

5155 STATE ST.

TRANSFEROR'S ADDRESS (STREET)

SAGINAW MI 48603

CITY

STATE

ZIP CODE

04/14/2006

DATE OF STATEMENT

TRANSFEREE'S SIGNATURE

PRINTED NAME

TRANSFEREE'S NAME

TRANSFEREE'S ADDRESS (STREET)

SAGINAW MI

CITY

STATE

ZIP CODE

Purchase Date 04/14/2006 DEAL # 60125 CUST#25662  
Invoice/Stock No. P8596  
Delivery Date 041406 Invoice/Stock No. P8596  
Dealer MCDONALD PONTIAC CAD ULDS INC.  
Address 5155 STATE ST.  
City SAGINAW  
County SAGINAW State MICHIGAN Zip Code 48606  
Dealer License                      Sales Tax License                      Phone Number                     

Vehicle Sold New ☐ Used ☒ Demo ☐ Trade-In Yes ☐ No ☒  
Trade-In Year            Make            Vehicle No.           

**TEMPORARY VEHICLE REGISTRATION  
USED TO TRANSFER PLATES  
Expires 15 days after delivery date**  
Plate transferred from: Year            Make             
Vehicle No.            Plate No. PLH862 Temp. Expiration Date           

**VEHICLE USE AND HISTORY DISCLOSURE:**  
☐ POLICE VEHICLE ☐ VEHICLE HAS BEEN FLOOD-DAMAGED  
☐ GOVERNMENT VEHICLE ☐ SALVAGE TITLE HAS PREVIOUSLY BEEN ISSUED  
☐ TAXI ☐

**ODOMETER MILEAGE**  
The following section must be completed when odometer disclosure is required. The odometer mileage reading must match the mileage reading disclosed to the purchaser on the title and/or mileage statement.  
☒ actual mileage ☐ not actual mileage ☐ exceeds mechanical limits of odometer  
Factory Installed Accessories ☐ Factory List Affixed To Vehicle

Dealer Installed Accessories When Optional to Purchaser

REMARKS:

**CONTRACTUAL DISCLOSURE STATEMENT FOR USED VEHICLES ONLY**  
"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."  
"I CERTIFY I SOLD THIS VEHICLE TO THE PURCHASER NAMED IN THIS FORM. I WARRANT THE TITLE TO THE VEHICLE AND CERTIFY THAT THE VEHICLE IS SUBJECT ONLY TO THE SECURITY INTERESTS NAMED ABOVE."  
Dealer's Signature                      AGENT Title                     

**PURCHASER WARNING: DO NOT SIGN BLANK FORM**  
I am purchasing or leasing this vehicle and am applying for a Michigan certificate of title and registration or, if the lessee, applying for a registration. I certify my driver license is not suspended, revoked, or denied as a repeat offender and I am eligible to purchase or register this vehicle. I further certify that if a tax exemption is shown above it is valid.  
Date 04/14/06 Purchaser's Signature                      Date             
Date            Seller's Signature                      Date             
PURCHASERS NOTE: IF TITLE IS NOT RECEIVED WITHIN 30 DAYS, CONTACT THE BUREAU OF AUTOMOTIVE REGISTRATION AT 1-800-292-4204  
Page 18 MCDONALD PONTIAC GMC 98979716550 03/27/2007 12:00

Expires On Month 05 Day 29 Year 06 Months 1  
NEW PLATE ☐ RENEWAL ☐ TRANSFER ☒  
Year 2006 Make PONTIAC Body Style 4DR SDN Code 1 County 73  
Vehicle No. 1G2ZF55B464 Fee Category/Weight 18 License Fee N/A  
Driver License No./IDs of All Owners or Lessees  
1)                      3)                      Title 15.00  
2)                      County of Residence SAGINAW Title Late Fee N/A  
Complete Names and Addresses of All Owners or Lessors  
                     Tax 1130.14  
                     Reg. Transfer Fee 18.00  
SAGINAW MI Total - Transfer to #4 1153.14  
Complete Names and Addresses of All Lessees  
                     Full Rights to Survivor Yes ☐ No ☐  
Insurance Company PROGRESSIVE Policy No. or Binder No.                     

First Secured Interest WELLS FARGO FINANCIAL ACCEPTANCE Filing Date 04/14/2006  
Address P.O. BOX 250  
City-State Zip ESSINGTON PA 19029-0250

Second Secured Interest                      Filing Date             
Address                       
City-State Zip                     

1. PURCHASE PRICE OF VEHICLE (including Freight & Accessories)	18760.64
2. OTHER TAXABLE CHARGES (Documentary Fee, Service Fee, Temp. Reg. Fee, Etc.)	75.00
3. TOTAL TAXABLE PRICE	18835.64
4. (Above total) SALES TAX - LICENSE - TITLE	1153.14
5. NON-TAXABLE CHARGES (Labor, Service Contract, Etc.)	N/A
6. TOTAL DELIVERED PRICE	19988.82
7. CASH ON DEPOSIT	523.00
8. CASH DUE ON DELIVERY	N/A
9. TRADE-IN	\$ N/A
10. LESS LIEN	\$ N/A
11. TOTAL DOWN PAYMENT	523.00
12. UNPAID BALANCE TO BE FINANCED	19465.82
13. INSURANCE CHARGE	N/A
14. TOTAL AMOUNT OF FINANCE CONTRACT	19465.82

**\*TYPE OF INSURANCE**  
WARNING: This insurance is not PL/PD No Fault Insurance required by Michigan Law.  
☐ CREDIT LIFE ☐ HEALTH & ACCIDENT  
☐ GAP INSURANCE ☐  
Temporary Registration No.                      Temporary Fee Charged Yes ☐ No ☐  
Salesperson LEON WASHINGTON



# McDONALD

## PONTIAC Cadillac GMC

5155 State St.  
Saginaw, MI 48603

(888) 790-5155  
mcdonaldauto.com

VEHICLE STOCK # P8596	DEAL # 60125
GM AUTHORIZATION #	Date 04/14/2006
NAME [REDACTED]	
ADDRESS [REDACTED]	
DRIVER'S LICENSE #	DOB
CITY Saginaw	STATE MI
ZIP	[REDACTED]
DAYTIME PHONE	EVENING PHONE
CELL PHONE	[REDACTED]
EMAIL	SOURCE Fresh Up

<input checked="" type="checkbox"/> NEW <input type="checkbox"/> USED	<input type="checkbox"/> PEP <input type="checkbox"/> DEMO <input type="checkbox"/> AS IS	YEAR 2006	MAKE Pontiac	MODEL G6	COLOR CRIMSON RED/EBO	ODOMETER 10	APPROX. DELIVERY DATE
VIN # 1G2ZF55B464 [REDACTED]						WT. FEE CAT	SALESPERSON Leon Washington

Sunroof
6 CD CHANGER
AL, PEDALS

20040.	MSRP	\$21,192.00
GMS	VEHICLE PRICE	18,760.68
ACCESSORIES		
DOC		75.00
TAX		1130.14
PLATE		8.00
TITLE		15.00
TOTAL DELIVERED PRICE		
CREDITS	REBATE(S)	523
	GM CARD / AUTH #	
	DEPOSIT	
	TOTAL CREDITS	
ALLOWANCE FOR TRADE-IN		
TRADE BALANCE OWED (NAME, ACCT#)		
TRADE EQUITY		
BALANCE DUE		19465.82

TOTAL PURCHASE PRICE	18760.68
ACCESSORIES	
DOC	75.00
SALES TAX	1130.14
LICENSE	8.00
TITLE	15.00
SERVICE CONTRACT	
CASH DELIVERED PRICE	
REBATE	523.00
REBATE	
REBATE	
REBATE	
G.M.	
CASH DEPOSIT	
ACV	
TRADE-IN	
LESS LIEN	
TOTAL DOWN PAYMENT	523.00
CASH DUE ON DELIVERY	
AMOUNT TO FINANCE	19465.82

PLATE EXPIRES	
<input type="checkbox"/> NEW <input type="checkbox"/> RENEWAL <input type="checkbox"/> TRANSFER	MONTH
PLATE #	
TRADE INFORMATION	
YEAR	COLOR
MAKE	MODEL
VIN #	N/A
ENGINE	ODOMETER
APPRAISER	

ERA #	
DATE	REC. #
REC. BY	AMOUNT
DATE	REC. #
REC. BY	AMOUNT
FINAL BREAK	

PURCHASER'S SIGNATURE [REDACTED]	
INSURANCE AGENT / CARRIER Shelby Inc	
Progressive	
PHONE #	981-755-4978
POLICY #	52323159-4
ACCEPTED BY	

2006 G6 - 4CYL SEDAN  
27U CRIMSON RED  
19B EBONY

/L4G

PONTIAC/GMC DIVISION  
GENERAL MOTORS CORPORATION  
100 RENAISSANCE CENTER  
DETROIT MI 48243-1114  
VEHICLE INVOICE 2AD52712740

ORDER NO. JJRQ59/TRE STOCK NO.  
VIN 1G2 ZF55 B4 64

\*\*\*\*\*16\*075259

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
22F69 G6 - 4CYL SEDAN	18865.00	17450.13	INVOICE 09/28/05
AP8 KEYLESS ENTRY, REMOTE	N/C	N/C	SHIPPED 09/28/05
FE9 50-STATE EMISSIONS	N/C	N/C	EXP I/T 09/30/05
FX2 AXLE RATIO 3.91	N/C	N/C	INT COM 09/30/05
K34 CRUISE CONTROL, ELECTRONIC	N/C	N/C	PRC EFF 09/28/05
LE5 ENGINE, 2.4L HO 4-CYL DOHC MFI	N/C	N/C	KEYS XXXXX XXXXX
MX0 AUTOMATIC TRANSMISSION	0.00	0.00	WFP-F QTR OPT-1
PCH PREMIUM VALUE PACKAGE INCLUDES	1475.00	1224.25	BANK: GMAC - 045
* (4) 16" PAINTED ALLOY WHEELS			CHG-TO 07-525
*AM/FM STEREO 6 DISC CD PLAYER			
(REPLACES STD/OPT/PKG RADIO)			
* SUNROOF, POWER TILT & SLIDE			
			SHIP WT: 3264
			HP: 19.3
			GMS: 18760.68
PDD CONVENIENCE PACKAGE INCLUDES:	250.00	207.50	SUPPLR: 19601.54
* POWER ADJ BRAKES & ACCEL.			MRM: 21440.00
PEDALS			MEMO 940.75
* FLOOR MATS, CARPET			
* CARGO NET			
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	
T43 SPOILER	225.00	186.75	
1S2 PREMIUM PACKAGE DISCOUNT	500.00-	415.00-	

TOTAL MODEL & OPTIONS	20915.00	18670.13	ACT 231	18685.68
DESTINATION CHARGE	625.00	625.00	H/B 261	609.45
DEALER CO-OP ADVERTISING		50.79	ADV 261	50.79

TOTAL	20940.00	19345.92	PAY 310	19345.92
MEMO: TOTAL LESS HOLDBACK AND				
APPROX WHOLESALE FINANCE CREDIT		18453.49		

\*\*\*\*\*  
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.

20.04000

P8596  
Posted  
Sep. 30.00



<b>RETAIL INSTALLMENT CONTRACT AND SECURITY AGREEMENT</b>	<b>Seller</b> MCDONALD PONT GMC CAD OLDS INC. 1155 OAK ST. SAGINAW MI 48603	<b>Buyer</b> [Redacted] SAGINAW MI [Redacted]
No. 04/14/2006 Date	"We," "us," and "our" mean the Seller above, its successors and assigns.	"You" and "your" mean each Buyer above, and guarantor, jointly and individually.

**SALE:** You agree to purchase from us, on a time basis, subject to the terms and conditions of this contract and security agreement (Contract), the Motor Vehicle (Vehicle) and services described below. The Vehicle is sold in its present condition, together with the usual accessories and attachments.

Description of Motor Vehicle Purchased	Year 2006 Make PONTIAC Model G6	VIN 1G2ZF55B464	Lic. No./Year [Redacted] <input type="checkbox"/> New <input type="checkbox"/> Used	Other:
--	---------------------------------------	-----------------	--	--------

Description of Trade-In

**SECURITY:** To secure your payment and performance under the terms of this Contract, you give us a security interest in the Vehicle, all accessions, attachments, accessories, and equipment placed in or on the Vehicle, together called Property, and proceeds of the Property. Our interest will not extend to consumer goods unless you acquire rights to them within 10 days after we enter into this Contract, or they are installed in or affixed to the Vehicle. You also assign to us and give us a security interest in the following collateral security: proceeds and premium refunds of any insurance and service contracts purchased with this Contract.

**PROMISE TO PAY AND PAYMENT TERMS:** You promise to pay us the principal amount of \$ 19465.82, plus finance charges accruing on the unpaid balance at the rate of 11.85% per year from today's date until paid in full. Finance charges accrue on a day basis. You agree to pay this Contract according to the payment schedule and late charge provisions shown in the TRUTH IN LENDING DISCLOSURES. You also agree to pay any additional amounts according to the terms and conditions of this Contract.

☐ **MINIMUM FINANCE CHARGE:** You agree to pay a minimum finance charge of \$ N/A. If you pay this Contract in full before we have earned that much in finance charges.

**DOWN PAYMENT:** You also agree to pay, or apply to the Cash Price, on or before today's date, any cash, rebate and net trade-in value described in the ITEMIZATION OF AMOUNT FINANCED. ☐ You agree to make deferred payments as part of the cash down payment as reflected in your Payment Schedule.

#### TRUTH IN LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	AMOUNT FINANCED The amount of credit provided to you or on your behalf.	TOTAL OF PAYMENTS The amount you will have paid when you have made all scheduled payments.	TOTAL SALE PRICE The total cost of your purchase on credit, including your down payment of
11.85 %	\$ 7825.06	\$ 19465.82	\$ 27290.88	\$ 27013.88

**Payment Schedule:** Your payment schedule will be

Number of Payments	Amount of Payments	When Payments Are Due
72	379.04	MONTHLY BEGINNING 05/14/2006

**Security:** You are giving a security interest in the Motor Vehicle purchased.

☒ **Late Charge:** If a payment is more than 10 days late, you will be charged THE GREATER OF 5% OF THE PAYMENT OR \$15

**Prepayment:** If you pay off this Contract early, you ☐ may ☐ will not have to pay a Minimum Finance Charge.

**Contract Provisions:** You can see the terms of this Contract for any additional information about nonpayment, default, any required repayment before the scheduled date, and prepayment refunds and penalties.

**CREDIT INSURANCE:** Credit life, credit disability (accident and health), and any other insurance coverage quoted below, are not required to obtain credit and we will not provide them unless you sign and agree to pay the additional premium. If you want such insurance, we will obtain it for you (if you qualify for coverage). We are quoting below ONLY the coverages you have chosen to purchase.

**Credit Life:** Insured

☐ Single ☐ Joint Prem. \$ N/A Term N/A

**Credit Disability:** Insured

☐ Single ☐ Joint Prem. \$ N/A Term N/A

Your signature below means you want (only) the insurance coverage(s) quoted above. If none are quoted, you have declined any coverages we offered.

Buyer d/o/b Buyer d/o/b

**PROPERTY INSURANCE:** You must insure the Property securing this Contract. You may purchase or provide the insurance through any insurance company reasonably acceptable to us. The collision coverage deductible may not exceed \$ N/A. If you get insurance from or through us you will pay \$ N/A for \_\_\_\_\_ of coverage.

This premium is calculated as follows:

☐ \$ N/A Deductible, Collision Coverage \$ N/A  
☐ \$ N/A Deductible, Comprehensive Cov. \$ N/A  
☐ Fire/Theft and Combined Additional Coverage \$ N/A  
☐ \_\_\_\_\_ \$ N/A

☐ **SERVICE CONTRACT:** You agree to purchase an optional Service Contract to cover \_\_\_\_\_

\_\_\_\_\_ This Service Contract will be in effect for \_\_\_\_\_

#### ITEMIZATION OF AMOUNT FINANCED

Vehicle Price (incl. sales tax of \$ 1130.14) \$ 19890.82  
Service Contract, Paid to: N/A \$ N/A  
Amount to Finance line e. (if e. is negative) \$ N/A  
Cash Price \$ 19890.82

Manufacturer's Rebate \$ 523.00

Cash Down Payment \$ N/A

Deferred Down Payment \$ N/A

a. Total Cash/Rebate Down \$ 523.00

b. Trade-In Allowance \$ N/A

c. Less: Amount owing \$ N/A

Paid to: N/A

d. Net Trade-In (b. minus c.) \$ N/A

e. Net Cash/Trade-In (a. plus d.) \$ 523.00

Down Payment (e.; disclose as \$0 if negative) \$ 523.00

Unpaid Balance of Cash Price \$ 19367.82

Paid to Public Officials - Filing Fees \$ 23.00

Insurance Premiums \$ N/A

To: N/A \$ N/A

To: MCDONALD PONT GMC CAD OLDS I \$ 25.00

To: N/A \$ N/A

To: N/A \$ N/A

Total Other Charges/Amounts Pd. to Others \$ 25.00

Less: Prepaid Finance Charges \$ N/A

Amount Financed \$ 19465.82

\*We may retain or receive a portion of this amount.

**Warning: The insurance afforded hereunder does not cover liability for injury to persons or damage to property of others unless so indicated hereon.**

**Notice to buyer. Do not sign this contract in blank. You are entitled to 1 true copy of the contract you sign without charge. Keep it to protect your legal rights**

72 379.04 MONTHLY BEGINNING 05-14-2006

**Security:** You are giving a security interest in the Motor Vehicle purchased.

☒ **Late Charge:** If a payment is more than 10 days late, you will be charged THE GREATER OF 5% OF THE PAYMENT OR \$15

**Prepayment:** If you pay off this Contract early, you ☐ may ☐ will not have to pay a Minimum Finance Charge.

**Contract Provisions:** You can see the terms of this Contract for any additional information about nonpayment, default, any required repayment before the scheduled date, and prepayment refunds and penalties.

**CREDIT INSURANCE:** Credit life, credit disability (accident and health), and any other insurance coverage quoted below, are not required to obtain credit and we will not provide them unless you sign and agree to pay the additional premium. If you want such insurance, we will obtain it for you (if you qualify for coverage). We are quoting below ONLY the coverages you have chosen to purchase.

**Credit Life:** Insured ☐ Single ☐ Joint Prem. \$ N/A Term N/A

**Credit Disability:** Insured ☐ Single ☐ Joint Prem. \$ N/A Term N/A

Your signature below means you want (only) the insurance coverage(s) quoted above. If none are quoted, you have declined any coverages we offered.

Buyer d/o/b Buyer d/o/b

**PROPERTY INSURANCE:** You must insure the Property securing this Contract. You may purchase or provide the insurance through any insurance company reasonably acceptable to us. The collision coverage deductible may not exceed \$ N/A. If you get insurance from or through us you will pay \$ N/A for of coverage.

This premium is calculated as follows:

☐ \$ N/A Deductible, Collision Coverage \$ N/A

☐ \$ N/A Deductible, Comprehensive Cov. \$ N/A

☐ Fire-Theft and Combined Additional Coverage \$ N/A

☐ \$ N/A

☐ **SERVICE CONTRACT:** You agree to purchase an optional Service Contract to cover

effect for This Service Contract will be in

ITEMIZATION OF AMOUNT FINANCED	
Vehicle Price (incl. sales tax of \$ 130.14 )	\$ 19990.82
Service Contract, Paid to: N/A	\$ N/A
Amount to Finance line e. (if e. is negative)	\$ N/A
Cash Price	\$ 19890.82
Manufacturer's Rebate	\$ 523.00
Cash Down Payment	\$ N/A
Deferred Down Payment	\$ N/A
a. Total Cash/Rebate Down	\$ 523.00
b. Trade-In Allowance	\$ N/A
c. Less: Amount owing	\$ N/A
Paid to: N/A	
d. Net Trade-In (b. minus c.)	\$ N/A
e. Net Cash/Trade-In (a. plus d.)	\$ 523.00
Down Payment (e.; disclose as \$0 if negative)	\$ 523.00
Unpaid Balance of Cash Price	\$ 19367.82
Paid to Public Officials - Filing Fees	\$ 23.00
Insurance Premiums	\$ N/A
To: N/A	\$ N/A
To: McDONALD BONT GMC CAD OLDS I	\$ 75.00
To: N/A	\$ N/A
To: N/A	\$ N/A
Total Other Charges/Amounts Pd. to Others	\$ 98.00
Less: Prepaid Finance Charges	\$ N/A
Amount Financed	\$ 19465.82

\*We may retain or receive a portion of this amount.

**Warning: The insurance afforded hereunder does not cover liability for injury to persons or damage to property of others unless so indicated hereon.**

**Notice to buyer. Do not sign this contract in blank. You are entitled to 1 true copy of the contract you sign without charge. Keep it to protect your legal rights.**

**BY SIGNING BELOW BUYER AGREES TO THE TERMS ON PAGES 1 AND 2 OF THIS CONTRACT.**

Buyer: Signature ARSHANA M BURGMAN Date 04/14/2006

Signature Date

**BUYER ACKNOWLEDGES DELIVERY OF A COPY OF THIS RETAIL INSTALLMENT CONTRACT AND SECURITY AGREEMENT.**

X

Seller: By (page 1 of 2)

**ASSIGNMENT:** This Contract and Security Agreement is assigned to WELLS FARGO FINANCIAL ACCEPTANCE the Assignee, phone (866) 408-5477. This assignment is made ☐ under the terms of a separate agreement. ☒ under the terms of the ASSIGNMENT BY SELLER on page 2. ☐ This assignment is made with recourse. Seller: By Date 04/14/2006

MICHIGAN RETAIL INSTALLMENT CONTRACT AND SECURITY AGREEMENT  
Expects® © 1995, 1998 Bankura Systems, Inc., St. Cloud, MN Form RS-SI-MV-MI 1/20/2005

MOTOR VEHICLE - NOT FOR MANUFACTURED HOMES



# Universal Underwriters Life Insurance Company



(A Stock Company)  
7045 College Boulevard  
Overland Park, Kansas 66211-1523

AGENT NO.	CERT. <div style="font-size: 1.5em; font-weight: bold; text-align: center;">10762452</div>
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Age(s) **66**  
**JOHN W KINASZ**  
 Primary Borrower (called You)

Co-Borrower (also called You)

**349 VICTOR DR**  
Street

**SAGINAW** **MI 48609**  
City State

## LIFE INSURANCE

Single Life ( **XX** ) Joint Life (    )

Decreasing Term Initial Coverage	<b>14165.07</b>	Premium	<b>322.96</b>
Level Term Initial Coverage	<b>N/A</b>	Premium	<b>N/A</b>

## DISABILITY INSURANCE (Primary Borrower Only)

TERM OF INSURANCE	WAITING PERIOD	Monthly Benefit	Premium
Effective Date <b>APR 13th 2006</b>	14 day retroactive	1 <b>N/A</b>	<b>N/A</b>
1st Payment Due Date <b>MAY 13th 2006</b>	14 day elimination	2 <b>N/A</b>	<b>N/A</b>
Scheduled Expiration Date <b>JAN 13th 2011</b>	30 day retroactive	3 <b>N/A</b>	<b>N/A</b>
	30 day elimination	4 <b>N/A</b>	<b>N/A</b>
Number of Payments <b>57</b>	14 day special whole monthly benefit	6 <b>N/A</b>	<b>N/A</b>

**patricia kinasz**  
Second Beneficiary

**GMAC**  
Creditor

NOTE: If this term of insurance is less than the term of your loan, or the benefit payable is less than the amount of your outstanding debt, this insurance may not completely pay off your loan.

### APPLICATION FOR CREDIT LIFE AND DISABILITY INSURANCE

You are applying for the credit insurance marked above. Your signature below means that you agree:

1. You are, on the effective date, less than 71 years of age if applying for life insurance or less than 66 if applying for disability insurance on the effective date, and that benefits will terminate upon the loan anniversary after you have reached age 71 if applying for life insurance or age 66 if applying for disability insurance.
2. Within the last 5 years before the effective date have you received medical advice or treatment or been advised to receive medical advice or treatment for Cancer or any condition of the Heart, Arteries, Brain, Liver, Kidneys or Lungs, or for Stroke, Mental Disorder, Immune System Disorder, Nervous System Disorder, Alcoholism, Drug Dependency, Uncontrolled Hypertension, Insulin Dependent Diabetes, or Disorders of the Back, Spine or Neck?  
 Primary Borrower ☐ Yes ☒ No Co-Borrower (if any) ☐ Yes ☐ No
3. Within the last 5 years before the effective date have you had a medical diagnosis or received treatment for Acquired Immune Deficiency Syndrome (AIDS)?  
 Primary Borrower ☐ Yes ☒ No Co-Borrower (if any) ☐ Yes ☐ No
4. Only the primary borrower is eligible for disability insurance, and is eligible for disability insurance only if working for wages and profit 30 hours a week or more on the effective date.

The information provided in this application is true and correct to the best of your knowledge and belief. False statements made in this application which would have changed our decision to insure you may affect any claim for benefits.

**[Signature]**  
Primary Borrower

**[Signature]**  
Co-Borrower (if applicable)

I acknowledge receipt of the amount of refund shown below as a refund in full of the unearned portion of the premiums actually

Signature \_\_\_\_\_  
Primary Borrower

Signature \_\_\_\_\_  
Co-Borrower (if applicable)

Date \_\_\_\_\_

REFUND  
 DECREASING TERM LIFE \$ \_\_\_\_\_  
 LEVEL TERM LIFE \$ \_\_\_\_\_  
 DISABILITY \$ \_\_\_\_\_

WITNESS

Date of Cancellation \_\_\_\_\_

READ CAREFULLY • PRE-EXISTING CONDITIONS ARE EXCLUDED FOR SIX MONTHS.

General Motors - Vehicle Purchase Program  
Customer-Dealer Agreement and Pricing Sheet

Leon

Eligible Participant: MCKINLEY WILLIAMS Relationship to Eligible Participant: CHILD

Purchaser's First Name: [REDACTED] Purchaser's Last Name: [REDACTED]

Purchaser's Date Of Birth: 05/29/1973

Vehicle Identification Number (VIN): 1G2ZF55B46A [REDACTED]

Authorization Number: 400578061 [REDACTED]

Incentive Code: GMS

Approval Number: 515283678

Approval Date: 04/15/2006  
00:00:00

Dealer Name: MCDONALD PONTIAC-GMC-CADILLAC-OLDSMOBILE, INC.

Division: PONTIAC

Dealer Code: 07525

Program Name: GM EMPLOYEE PURCHASE

Company Name: GM POWERTRAIN GROUP

Secondary Company Name:

- (1) Amount listed on invoice below caption Employee Price (GMS/GMU) or Supplier \$ 18,760.68  
Price, as applicable to the program referenced above. Copy of invoice must be shown to customer for verification.
- (2) I have confirmed that the Employee or Supplier price shown on line (1) above is correct. [REDACTED]  
Customer Initials [REDACTED]
- (3) I have reviewed the Incentive Acknowledgment and/or Assignment form and confirm that all applicable incentives have been reflected in final purchase price. [REDACTED]  
Customer Initials [REDACTED]
- (4) I have reviewed the vehicle price worksheet (Buyer's Order) and understand all additions and deductions that affect the final purchase price [REDACTED]  
Customer Initials [REDACTED]

Customer Agreement and Verification of Delivery

1. By signing this form, the Purchaser acknowledges the following:
- A. Receipt of the vehicle designated above and a copy of this form
  - B. The Purchaser has read the GM Vehicle Purchase Program Rules and Guidelines for the appropriate program.
  - C. The Purchaser agrees that he/she will not violate any Program provision
  - D. Penalties for violation of Program provisions may include one or more of the following:
    - i. Termination of Program privileges
    - ii. Requirement that the Purchaser or employee reimburse General Motors for the amount of any dealer allowance paid
    - iii. Disciplinary action up to and including termination of employment (for GM Employees) <sup>(1)</sup>
  - E. In consideration of the discount I receive on the purchase/lease of the vehicle, I will not be able to bring lawsuit for any dispute involving repairs made to that vehicle under GM's Limited Warranty or regarding the extent to which such warranty coverage is provided on that vehicle. Instead, I AGREE to address such disputes through the GM Dispute Resolution Process, which includes mandatory arbitration that is binding on both GM and me. I acknowledge that this Authorization evidences a transaction involving interstate commerce. The Federal Arbitration Act ("FAA") (9 U.S.C. ? 2 et. seq.) shall govern the interpretation, enforcement, and proceedings of the arbitration. For matters the FAA does not cover, the laws of the State in which I reside shall govern.

Customer Signature: [REDACTED]

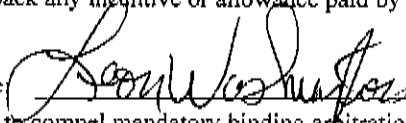
Date: 4-15-06

Dealer Agreement



1. By signing this form, the dealer agrees to the following:
  - A. Assume General Motors's obligation for delivery of the vehicle
  - B. Collect from the purchaser the amount specified in the Purchase Contract
  - C. Comply with the Rules and Guidelines of The Program
  - D. Review the Factory Invoice with the customer
  - E. Complete this form and provide a copy of it to the purchaser under any GM Discount Program and provide a completed agreement supplement for all SmartLease / SmartBuy transactions.
  - F. Maintain the original copy of this form in the deal jacket
2. General Motors agrees to pay the Dealer the incentive or allowance in effect under the applicable Program. If a Participant does not accept delivery of the vehicle within five working days of notification by the Dealer that the vehicle is available for delivery to the Purchaser, unless otherwise agreed to between the Dealer and the Participant, the Dealer is relieved of all obligations to the Purchaser. The vehicle then becomes the responsibility of the Dealer, and no incentive or allowance will be paid by GM.
3. By signing below, the Dealer acknowledges having read The Program Rules and Guidelines and agrees to the following:
  - A. Comply with the terms and conditions contained in The Program Rules and Guidelines
  - B. Violation of any Program provision by the Dealer or anyone acting on behalf of the Dealer may result in the Dealer being:
    - i. Declared ineligible to participate further in the Program
    - ii. Charged back any incentive or allowance paid by General Motors on transactions in which violations occur

Authorized Dealer Signature



Date:

4-15-06

- <sup>(1)</sup> GM will ask the court to compel mandatory binding arbitration of any lawsuit filed by the eligible purchaser relating to the repairs made to the vehicle. GM, however, will not discipline or terminate the employment of the eligible purchaser because he or she has filed such a lawsuit.



# GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT



**GMC HUMMER**



(excludes Saturn)

CUSTOMER NAME: [REDACTED]

VIN: 1G121Z1F151518141614 [REDACTED]

## 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 of 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
DXP	\$ 523.00	MSRP Adjust
	\$	
	\$	
	\$	
	\$	
Total Incentive Amount Received		\$

## 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 Rebate  
in lieu of Rate and/or
- b. I elect to receive \_\_\_\_\_

## - CUSTOMER AND DEALER ACKNOWLEDGMENT FOR INCENTIVES AND ONSTAR SERVICE -

- a. Vehicle Incentive Acknowledgment. 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 on 4/14/06. I acknowledge receipt of incentive(s) as described in Item \_\_\_ and release GM Division from any future claim or obligation for incentive(s) on this unit.

Is vehicle equipped with OnStar? Yes ☐ No ☒

- b. OnStar Terms and Conditions Acknowledgment. I acknowledge that I have received the Terms and Conditions under which the OnStar service in my vehicle is provided (copies are available in the vehicle glovebox, from the dealer, at [www.onstar.com](http://www.onstar.com), or by contacting OnStar as described below).

**I understand that in order to cancel the OnStar service in my vehicle, I must press the blue OnStar button in my vehicle or call 1.888.4OnStar (1.888.466.7827) or TTY 1.877.248.2080 and request that my Services be cancelled.**

Purchaser/Lessee Signature: \_\_\_\_\_ Date: \_\_\_/\_\_\_/\_\_\_

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct, and the incentive(s) described in Item \_\_\_ and the OnStar Terms and Conditions have been provided to the said purchaser/lessee who has taken delivery of the referenced unit through this dealership, and that properly completed accurate delivery data has been forwarded to General Motors or Saab Cars USA.

Authorized Dealer Signature: \_\_\_\_\_  
Dealership Name: \_\_\_\_\_

Shana Clayton  
McDonald Pontiac

Date: 4/14/06  
Dealer Code: 07525

**Dealer Note: This is a required document and it must be completed, signed, and retained in EVERY DEAL FILE for new retail customers even if there are no incentives or rate support available. A copy of the completed form should be provided to the customer.**

GM3795 9/05





MFD BY GENERAL MOTORS CORP

DATE  
10/05

GVWR  
2029 KG  
4474 LB

GAWR FRT  
1103 KG  
2433 LB

GAWR RR  
926 KG  
2041 LB

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

1G2ZH558364

TYPE: PASS CAR





## TIRE AND LOADING INFORMATION

SEATING CAPACITY

TOTAL 5

FRONT 2

REAR 3

The combined weight of occupants and cargo should never exceed 404 kg or 891 lbs.

TIRE

ORIGINAL SIZE

COLD TIRE PRESSURE

SEE OWNER'S  
MANUAL FOR  
ADDITIONAL  
INFORMATION

FRONT

P225/50R17

210 kPa, 30 PSI

REAR

P225/50R17

210 kPa, 30 PSI

SPARE

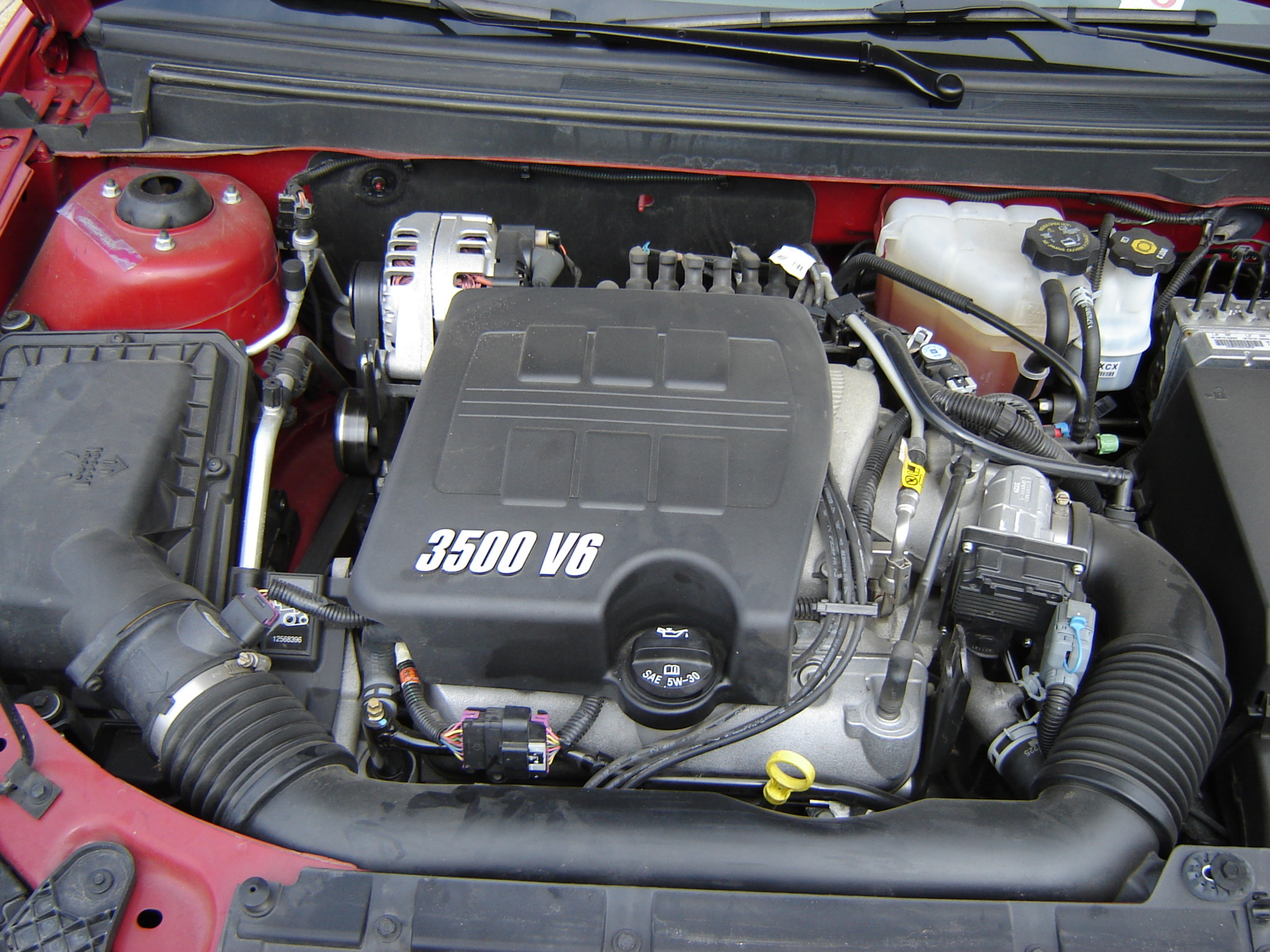
T125/70D16

420 kPa, 60 PSI









3500 V6

SAE 5W-30













































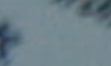




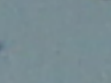


**AVERTISSEMENT ▲ WARNING**

**EVEN WITH ADVANCED AIR BAGS**

- Children can be killed or seriously injured by the air bag.
- The back seat is the safest place for children.
- Never put a rear-facing child seat in the front.
- Always use seat belts and child restraints.
- See owner's manual  for more information about air bags.

**MÊME AVEC DES SACS GONFLABLES INTELLIGENTS**

- Les enfants peuvent être tués ou gravement blessés par le sac gonflable.
- Le siège arrière est l'endroit le plus sûr pour les enfants.
- Ne jamais placer à l'avant un dispositif de protection pour enfant faisant face à l'arrière.
- Toujours utiliser les ceintures de sécurité et les ensembles de retenue pour enfant.
- Voir le Guide du propriétaire  pour plus d'information à propos des sacs gonflables.









**SERVICE PARTS IDENTIFICATION**

**DO NOT REMOVE**

**1G2ZH558364** [REDACTED]

AG1	AK5	AP3	A51	C3Y	C60	DL5	D49	FE2	FE9	FR9
IB2	JA7	JL9	KA1	KG7	LX9	MN5	MX0	NT7	NW9	N34
ORN	PED	PFE	QWN	R6P	R7A	R7B	R9C	R9N	SLM	UC6
UK3	U77	U85	VK3	VY7	V73	1SZ	191	192	27U	6AX
7AX	8AB	9AB								

BC/CC

U 946L

192







