SERVICE INVOICE

CUSTOMER NAME AND ADDRESS

CLASSIC BUICK PONTIAC GMC

2700 N INTERSTATE 35E CARROLLTON, TX 75007 (972) 242-4000 Fax: (972) 466-1360

		(972) 24	42-4000 Fax	:: (972) 466- 1	1360
DALLAS, TX					
JOE # MILEAGE MILEAGE	CUST # HOME TELES	PHONE PHONE WHEN RI	ADT DESTVERY	LABOR ADVISOR	R.C. NUMBER
7029 22347	CASH		07/25/2009		427297W
VERICLE IDENTIFICATION	STOCK NO. YH	MAKE & MODEL		NO CROBA REF R O	DATE PAGE
1G2ZG57B1 84		PONTIAC G6/SE			1/2009 2
SALESMAN POLICY DEDUCTIB				the hours published in the	ł
			which reflects an average	time requirement for the per th may therefore be either :	rformance of specific
10	1016091504-		actual clock time in any g	iven instance."	
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035896 023372	9597624 9597603	WHEEL COVER	152.10 99.03		4 502.56 4 327.20
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000874	15263240	VALVE KIT	8.74		2 12.24
008269 004599	19180744 25872802	#STRUT KIT ROTOR	165.38 91.98	115.77 64.39	1 115.77 1 64.39
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other cause beyond your control or for any d parts or delays in parts shipments by the a grant you and/or your amployees permissio	supplier or transporter. I hereby	repair on the vehicle is stopped, di Finde, of because the brawer or make	ANGEORED ABCAUSE OF INSUFFICIENT #	ums, m	æ
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DIGCLAINER OF WARRANTIES - Any variancies those made by the manufacturer. The selic	con the product sold hereby are an hereby expressly disclaims all	items are nuts, bolts, washers, topo garburator cleaner, towels, solder, b	, ping, aerosprey, shelled. Solven attery cleaney, wire, window clean	E. XA95	
varianties, either expressed or implied, i merchantability or fitness for A particul assumes nor authorizes any other person (lar purpose, and seller deither to assume for it any limbility in	Warrant	cy Copy	DEDUCTIBLE	
connection with the sale of said products.				TOTAL: +C	ONTINUED*
Signature of Person Responsible or Agent for Person Responsible	X				

SERVICE INVO	ICE		CLASS	IC BUICK	PONTIAC O	MC
CUSTOMER NRMI	AND ADDRESS		21	700 N INTEF	STATE 35E	
				ARROLLTON, -4000 Fax	1X 75007 (: (972) 466-	1360
DALLAS, TX						
EML: JOE # MILBACE MILBACE	CUST # HOME TH	LEPHONE PHO	NE WHEN READ	DELIVERS DATE	LABOR BOVISOR	R.O. NUMPER
7029 22347	CASH			07/25/2009		427297W
VENICLE IDENTIFICATION	BROCK NO. VIL.	MAKE	6 MODEL	LICENHA	NO. CROSS REF R.C	. DATE PAGE
1G2ZG57B1 84	200	8 PONTIA	G6/SE		08/3	1/2009 3
SALESMAN POLICY DEDUCTIE	LE PRINT DATE 4	. TIME P	which which	th reflects an average	the hours published in the time requirement for the p	erformance of specific
10	101609150		1304	cle repairs, and which wal clock time in any g		
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TERMS STRICTLY (ASH: UNLESS i horddy authoride the repair work hereinait the mecasary micerial and sirve that you	er set forth to be done along w	ton I AM THE PERSON OR	AN AGENT ACTING ON BEHAL	TEXAS PROPERTY CODE	LARON AMOUNT	<u> </u>
damage to vehicle or articles left in vehic: other cause neyond your control or for any or parts or delays in perts shipments by the s-	le in case of fire, cheft, or : elays caused by unavallability upplier or transporter. I here	any UNDERSTAND TEXT TH at 5*.101, TEXAS DUCT by REFAIR ON THE VENIC	19 VENICLE 19 SUBJECT 1 MECT AND COMMERCE CODE. LE 19 STOPPED, DISMONON	O REFOSSESSION IN ACCORDAN IF A WEITTEN ORDER - FOR EXA ED RECROSE OF INSTIFUCIENT #	TATANA OTHER TATANA	
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merchantability or fickes for a perform assumes nor suthorize any other person to connection with the sale of said products.	ar purpose, and seller neither	, wai	ranty		DEDUCTIBLE	
Signature of Person Responsible or Agent for Person Responsible	х			CASH	TOTAL:	- 0⁄0



General Motors Business Resource Center



To: Jennifer Craig

Company: Fax: 1-972-446-3892 Phone:

From: Rita Sanchez

Fax: 866-857-3113 Phone: 866-790-5600 x31227 E-mail:

CC:

NOTES:

PLEASE FOLLOW THE INFORMATION ON THE FOLLOWING PAGE WHEN SUBMITTING THE CLAIM. PLEASE VERIFY THAT EVERYTHING IS CORRECT. IF NOT, DO NOT SUBMIT AND CONTACT GENERAL MOTORS AS SOON AS POSSIBLE.

IF CORRECT, SUBMIT IN NET AMOUNT, DO NOT USE ANY AUTH CODES, DO NOT SUBMIT LABOR HOURS, PART COSTS OR H ROUTE THIS CLAIM. SUBMIT THIS CLAIM ON OR AFTER 11/03/09. IF THIS CLAIM REJECTS, CONTACT US AND WE WILL PUSH IT THROUGH TO YOUR CREDIT MEMO.

PAR GMWA Pre-Authorization/Warranty Claim Tracking Form

	Customer and Vehicl	e Information	
Date	10/20/09	Service Request #	71-757779986
Customer Name			
VIN	1G2ZG57B184		
In-Service Date	12/19/2007	Service Contract?	No
Current Mileage	22347	Purchased New/Used?	New
Warranty Blocked?	No		
Branded Title?	No	Mileage at Purchase	0
	Dealer and Claim I	nformation	
Dealer Name	Classic Buick, Pontiac, G	MC of Carrollton, Llc	
Dealer Svc Mgr	Shannon Buie	Dir Warranty Admin:	Jennifer Craig
Dealer Phone	(972) 242-4000	Dealer Fax	972-446-3892
Dealer BAC	244819		
		_	
Dealer Division and Code	48-GMC-47363 427297		
Repair Order Number Repair Order Close Date			
Labor Op. Code Z1242	Dollar Amt:	\$5231.42	
Labor Op. Code Z1242	Dollar Amt:	ψυζυτ.τζ	
Cause Code (CC)	MJ		
Failure Code (FC)	98		
Labor Hours and OLH: Parts and Labor Costs: Net Amount:	<u>DO NOT</u> PUT IN HOURS <u>DO NOT</u> PUT IN COSTS		
DO NOT H ROUTE THIS CL	AIM	_	
Authorization Code:	DO NOT PUT IN AN	AUTH CODE	
Additional Comments for Dea			
IF THIS CLAIM SHOULD RE			
AND FAX A COPY OF THE		× /	3
1 	Retain Copy with Deal		
	Internal PAR Inf	ormation	
Complaint:			
Causai	Steering concern		
Cause:			
	Steering concern		
Correction:	-		
	repaired steering		
Justification:	repaired steering		
PAR CRS:	Rita Sanchez		
PAR CRS:	Rita Sanchez		

Rowlett, August 31 2009

Classic of Carrollton Att.: Joe Pasconi. Ref.: Pontiac G6 2008 - Plate

The following is concerning the Pontiac G6 2008 VIN 1G2ZG57B184 that I purchased on Juliy 2009.

I bought the Pontiac G6 ffrom the seller Mario Bonilla on July 25. The car seemed to have a few problems whit the direction some vibrations and the position of the wheel was not straight. The seller Mario agreed with me that the problems would be fixed without a cost because the car was still under warranty.

A week later my nephew **and the set of** took the car into get the car fixed, 4 hours later he picked up the car and Mr. Joe Pasconi told him, that the car was fne and the only problem it had was that one of the tires had a nail stuck in it.. A couple of days later **and the set of** called again to Mario Bonilla and told him that the problems were still occurring alignment problems, beeps and power steering light on and steering problems while driving (lost control)

A week later **construction** took the car in once again., and get the car 3 days later after they checked the car, they returned he car and Mr. Joe Pasconi told that the car was fine and just need some alignment.

After that, the problems still occurring and August 27my niece Maria Conde had a serious incident that she explained in the next letter. Hopefully the incident was not a hurtful one but it could have been

Could you please take care all this issues in order to avoid situations that could be risking the life of my love ones as of myself.

Sincerely Julio ∦ranco

Rowlett, August 31 2009

Classic of Carrollton Att.: Joe Pasconi. Ref.: Incident Pontiac G6 2008 - Plate

The following is concerning the Pontiac G6 2008 VIN 1G2ZG57B184 This letter in regards to the incident occurred on Thursday August 27 of 00. At around the time of midnight. I Maria Conde left my residence n Rowlett to go pick up my son and a friend at work.

Right after dropping **sector** riend off at his apartment complex, going down Montford dr. the wheel of the car made a strong turn to the right as a result I lost the control, making the car hit the sidewalk. At the moment of the impact, the front tire blew, and the back one also popped. The car came to a stop, right in front f a firestone location.

I drove the car 100 ft and made a parking in front of Firestone Store. We left the car there overnight, calling a friend to come pick us. My son came back to see the car Friday morning and get permission from the Firestone Store to left the car,. The car was picked up Saturday morning around 10.30 am. and wrecked to the Classic of Carrolton dealer shop.

Hopefully the incident was not a hurtful one but it could have been. Just 2 rings and 2 tires have serious damages.

These statements were made by Maria Conde and his son the people that were in the car at the moment the incident occurred.

Sincerely



Rowlett, September 10 ,2009

Dealer Classic of Carrolton

Att.: Charles Martin

Ref.: Pontiac G6 Mechanical Problems VIN 1G2ZG57B184

CC.: Federal Trade Commision Attorney General Better Business Bureau

This letter is to state our proposition in regards the Pontiac G6 2008 I purchased on July 25th 2009.

We can not seem to understand on why there is wait on a response from general motors. To solve a problem that was generated by Classic of Carrollton, by selling a car that had issues that would jeopardize the life of people. At the moment of the buying of the car, these issues were noticed and noted to the seller Mario Bonilla who stated to us that the car was still under warranty and that the car was going to be fixed with no cost. The car was taken into the dealer for "repair" twice before an incident occurred. The people in charge of the repair did not take the time or effort to deal with the problem the car was having. It was not until after the incident occurred that they decided to finally contact general motors. Apparently the level of administrative and technical capacity is not qualified to solve the buyers problems. Because of this I request the immediate solution to this matter. Due to the fact that it is affecting us because we are still making monthly and insurance payments.

For any information please contact :

or Atentamente. 514 WEEKS PLIGNMENT Julio Franco

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION FIELD DIGITAL PHOTOGRAPHIC NOTES Customer's Name: Inspection Date: 9/25/09 2008 G6 Vehicle Brand: Pontiac Model: File # 71-757779986 VIN: 1G2ZG57B184 Inspector William Hartley, EAA, (817) 992-8163 Photo # Description 1. VIN 2. Build data label 3. Tire data label 4. Service parts identification label 5. Instrument cluster showing odometer reading and tire pressure warning light on with key on Check Tire Pressure message showing in message center 6. 7. Front tire pressures showing in message center 8. Rear tire pressures showing in message center 9. Front view 10. Left front view 11. Left side view 12. Left rear view 13. Rear view Right rear view 14. 15. Right side view Right front view 16. 17. Right front side view 18. Right front corner view 19. Left front corner view 20. Left front side view Windshield from the front 21. Overview of the engine compartment from the front 22. 23. Overview of the engine compartment from the left side 24. Overview of the engine compartment from the right side 25. Looking down at the right end of the steering rack from above 26. Brake ABS unit and master cylinder and reservoir 27. Brake fluid reservoir from the side showing fluid level 28 Looking into brake fluid reservoir showing clean fluid and inside of cap 29. Overview of the front end from below 30. Overview of the right front tire and suspension from the front 31. Overview of the center front undercarriage from the front 32. Overview of the left front tire and suspension from the front 33. Overview of the right front tire and suspension from the inside 34. Impact marks on the right front lower control arm and scrapes on the drive axle Closer view of the right front lower ball joint ball stud 35. 36. Right front drive axle and outer CV joint boot Right front drive axle and inner CV joint boot 37. 38 Distorted right front tire from the inside showing impact marks 39. Closer view of the right front tire tread 40. Overview of the outside of the right front tire and wheel showing damage and impact marks 41. Front view of the damage to the outside of the right front wheel 42. Front of the right front fender inner shield 43. Center of the right front fender inner shield 44. Rear of the right front fender inner shield Tire contact marks on the rear inside of the right front fender inner shield 45. 46. Closer view of the body damage at the rear of the right front fender 47. Overview of the right front suspension from below Closer view of the right front lower ball joint ball socket 48. Overview of the right rear tire and wheel from the outside 49.

<u> </u>	PRO	DUCT ALLEGA	TION RESOLUTION						
	PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION								
	FIELD DIGITAL PHOTOGRAPHIC NOTES								
	Customer's Name:		Inspection Date:	9/25/09					
		Modal	2008 G6	3/23/03					
	Vehicle Brand: Pontiac	Model:							
	<u>File #</u> 71-75777	9986 <u>VIN:</u>	1G2ZG57B184						
50.	Closer view of the damage to								
51.	Closer view of the damage to	the right rear wheel	outer edge and the tire, sho	wing impact mark					
52. 53.	Right rear tire tread Left front steering tie rod								
53. 54.	Steering shaft connected to the	o stooring rack							
54. 55.	Right front steering tie rod	ie steering rack							
56.	Number tag on the steering ra	ack							
57.	Interior and dash from the left								
58.	Front seats from the left side								
59.	Driver's knee blocker and peo	lals							
60.	Headliner, sun visors, airbag								
61.	Face of the steering wheel an		<u>l</u>						
62.	Interior and dash from the righ								
63.	Front seats from the right side								
64.	Right front passenger's knee								
65. 66.	Steering wheel and column from Passenger presence system '		seat upoccupied						
67.	Passenger presence system '								
68.	Overview of the driver's seat l								
69.	Driver's seat belt D-ring	<u>5011</u>							
70.	Driver's seat belt latch plate								
71.	Driver's seat belt latch plate								
72.	Driver's seat belt buckle								
73.	Driver's seat belt buckled								
74.	Overview of the right front sea	at belt							
75.	Right front seat belt D-ring								
76.	Right front seat belt latch plat								
77. 78.	Right front seat belt latch plate Right front seat belt buckle	<u>e</u>							
78. 79.	Right front seat belt buckled								
80.	Center console with parking b	rake fully applied							
81.	Power steering motor and cor		side of the dash						
82.	Closer view of the power stee								
83.	Closer view of the power stee								
84.	CDR connected to the vehicle		-						
85.	Tech 2 connected to the vehic	<u>cle</u>							
86.	Tech 2 screen 1 of 3 showing								
87.	Tech 2 screen 2 of 3 showing								
88.	Tech 2 screen 3 of 3 showing								
89. 00	Tech 2 screen showing DTC								
90. 91.	Tech 2 screen showing DTC I Tech 2 screen showing DTC I								
91. 92.	Tech 2 screen showing DTC								
92. 93.	Tech 2 screen 1 of 2 showing								
93. 94.	Tech 2 screen 2 of 2 showing								
95.	Tech 2 screen 1 of 2 showing								
96.	Tech 2 screen 2 of 2 showing								
97.	Tech 2 screen showing PSCM								
98.	Tech 2 screen showing PSCM	I data with the steer	ing wheel turned to the left						
99.	Tech 2 screen showing PSCN								
100.	Overview of the site looking in	the direction of trav	<u>/el</u>						

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION						
LD DIGITAL PHO		9/25/09				
Model:		9/25/09				
779986 VIN:	1G2ZG57B184					
C	e <u>Model:</u>					

101. <u>Closer view of the curb at the end of the storm drain with impact marks</u>

102. Closer view of the curb at the end of the storm drain with impact marks

103. <u>Closer view of the curb at the end of the storm drain with impact marks</u>

104. Looking at the curb impact marks from the road

105. Overview of the site looking against the direction of travel

106. Photo of four photos of the scene that were supplied by the customer

END

CLASSIC PONTIAC BUICK GMC 2700 N. INTERSSTATE CARROLLTON TX. 75007 972-242-4000 LORILAYMAN@CLASSICOFCARROLLTON.COM

Fax

10-16-2009

FROM: LORI
PAGES: 4
FAX: 972-466-1360
PHONE: 972-242-4000
·

COMMENTS:

CUSTOMER franco 71-75779986

VIN 84

Urgent					
Please review					
Please comment					
For your records	' .			. · · · ·	

SERVICE INVOICE

CUSTOMEE NAME AND ADDRESS

CLASSIC BUICK PONTIAC GMC

2700 N INTERSTATE 35E CARROLLTON, TX 75007 (972) 242-4000 Fax: (972) 466-1360

DALLAS, TX		(972) 242-4	1000 Fax:	(972) 466-13	60
EML:					
TOP B ALLERON ALLERON	CUST # HOME TELEPHONE	PHONE WHEN READY	DELIVERY DATE	ABOR ADVISOR	R.O. NUMBER
7029 22347	CASH		07/25/2009 9		427297W
VEHICLE IDENTIFICATION	BTOCK NO. YH.	MARE & MODEL	LICENSL WO.	CROAD REP R.O. D	ATE PAGE
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81 - 11 - 182 - 194 - 197 - 197 - 197 - 197 - 197 - 197 - 197 - 197 - 197 - 197 - 197 - 197 - 197 - 197 - 197 - 1	SYSTEM , REPLACE	STEERING ASS	IST MOTÓŘ ,	58 () () () () () () () () () (
	AND REPLACE STEE	RING COLUMN ,	CLEAR CODES		
	AND DROVE VEH. , THIS TIME	NO LIGHTS OR	CODES AT		
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	HUB BEARING , LO	WER CONTROL A	RM , AXLE , 1	JINK	
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parts or delays in parts shipments by the grant you and/or your employees permiss	supplier or transporter. I hereby REFRIE ON 7 ion to operate the vehicle herein FORMA, OR	THE VERICLE IS STOPPED, DISHONORED SECAUSE THE DRAWER OF MAKER OF THE	BECAUSE OF INSUFFICIENT FONDS.	MO	
described on streets, highways, or elsewhe inspection. An exprése mechanic'é liér is : no secure the amount of repairs thereto. s:	hereny acknowledged on above vehicle Supplicis F Avanue in composition, childs (c., 1274). for supplic	A token ohange equivalent to 12% of as used on your vehicle. Manimum of muta. poits, washtra, tape, ping, a	arge iz 339.50. Applicable supp	iy monocontraction and a second second	
DISCLAIMER OF WARRANTIES - Any verrenti those made by the manufacturer. The sel verrenties, wither expressed or implied,	ler hereby expressly disclaims éll carburator	cleaner, towels, solder, battery of	easer, wire, window cleaner. at	AALRS TAX	· · · · · · · · · · · · · · · · · · ·
merchantability or fitness for a partic assumes nor Authorizes any other person connection with the sale of said products	to assume for it any liability in	Tarranty	Copy	DEDUCTIBLE	
Signature of Person Responsible or Agent for Person <u>Responsible</u>	v			TOTAL: *CO	NTINUED*
Los terson Acaponathic					

SERVICE INVOICE

CUSTOMER NAME AND ADDRESS

CLASSIC BUICK PONTIAC GMC

2700 N INTERSTATE 35E CARROLLTON, TX 75007 (972) 242-4000 Fax: (972) 466-1360

DALLAS, TX EML			(372)	<u> </u>			(972)	100 1		
	cost # 10)	48 TBLEPHC	DE PRONE MEEN	READT	DELIVERY DATE		ABOR	ADVISOR	R.O. N	UMBER
7029 22347	CASH			0	7/25/20	09 9	5.00F	ELICE	4272	297W
VERICLE IDENTIFICATION	STOCE NO.	¥#.	MAKE & MODEL		LICEN	SE NO.	CRODA SE B.C. F	* _{R.O.}	DATE	PAGE
1G2ZG57B1 84		2008 P	ONTIAC G6/S	E	•			08/31	/2009	2
SALESMAN POLICY DEDUCTIBL	PRINT D	KTE 6 TIM	2 P.O. #		ealership utili: eflecte an aver:					
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SERVICE INVOICE		CLASSI	C BUICK	PONTIAC GM	C
CUSTOMER NAME AND ADDRESS			O N INTERS		
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DALLAS, TX EML:					
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Signature of Person Responsible X			CASH	TOTAL:	. 00



rita sanchez/Austin/GM1 09/30/2009 09:19 AM To john.a.jacob@gm.com

cc bcc

Subject Lazon

This email is to notify you of a file that I have been working on in the Product Allegation Dept. The customer's name is **a series** with a 2008 Pontiac G6 with a current mileage of a approximately 22,347. This customer recently had an collision related to a power steering assist failure. We have done a full investigation of this concern and it was determined that there was a malfunction in the power steering system, since there were history codes pulled from the system related to a sensing circuit malfunction. There was no evidence that this was something the customer could've caused or prevented this from happening. I am interested in repairing this vehicle, and I would like your input on this case. Please contact me via email with your feedback with in 24 hour.

The Dealer involved is Classic Buick, Pontiac, GMC of Carrollton, Llc. Service Manager: Shannon Bowie EST Repair cost : 3377.11 per (EAA) Vin: 1G2ZG57B184

Thanks for your time and have a great day.

***Ok so you are going to have to get a repair est before you send the email I think. Unless you put in there that you currently do not have a repair est, but be sure to put in there the involved dlr and the SR customer name last eight of the vin. current mileage and anything else that may be of any help to the business case. Since I don't know the full case I don't have too many business reasons.

Rita Sanchez Business Resource Center Phn: 866-790-5600 ext 31227 Rita_Sanchez@gmexpert.com

PAR GMWA Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information							
Date	10/20/09		71-757779986				
Customer Name							
VIN	1G2ZG57B184						
In-Service Date	12/19/2007	Service Contract?	No				
Current Mileage	22347	Purchased New/Used?					
Warranty Blocked?	No						
Branded Title?	No	Mileage at Purchase	0				
	Dealer and Claim Ir						
Dealer Name	Classic Buick, Pontiac, GM	IC of Carrollton, Llc					
Dealer Svc Mgr	Shannon Buie	DIr Warranty Admin:	Jennifer Craig				
Dealer Phone	(972) 242-4000	Dealer Fax	972-446-3892				
Dealer BAC	244819						
Dealer Division and Code	48-GMC-47363	-					
Repair Order Number	427297						
Repair Order Close Date	08/31/09						
Labor Op. Code Z1242	Dollar Amt:	\$5231.42					
Labor Op. Code Z1243	Dollar Amt:	•					
Cause Code (CC)	MJ						
Failure Code (FC)	98						
PUT EVERYTHING IN NET AMOUNT Labor Hours and OLH: Parts and Labor Costs: Net Amount:	DO NOT PUT IN HOURS	\$5231.42					
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Authorization Code:	DO NOT PUT IN AN A	AUTH CODE					
Additional Comments for Deal							
IF THIS CLAIM SHOULD RE							
AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO (866) 857 3113							
Retain Copy with Dealer Repair Order							
Internal PAR Information							
Complaint:							
	Steering concern						
Cause:							
	Steering concern						
Correction:	· · · · · · · · · · · · · · · · · · ·						
	repaired steering						
Justification:	repaired steering						
PAR CRS:	Rita Sanchez						
Additional Comments:	n/a						

PAR GMWA Pre-Authorization/Warranty Claim Tracking Form

	Customer and Vehic	e Information	
Date	10/20/09	Service Request #	71-757779986
Customer Name			
VIN	1G2ZG57B184		
In-Service Date	12/19/2007	Service Contract?	No
Current Mileage	22347	Purchased New/Used?	New
Warranty Blocked?	No		
Branded Title?	No	Mileage at Purchase	0
	Dealer and Claim I	nformation	
Dealer Name	Classic Buick, Pontiac, G	MC of Carrollton, Llc	
Dealer Svc Mgr	Shannon Buie	Dir Warranty Admin:	Jennifer Craig
Dealer Phone	(972) 242-4000	Dealer Fax	972-446-3892
Dealer BAC	244819		
Dealer Division and Oada	40 010 47000	_	
Dealer Division and Code Repair Order Number	48-GMC-47363 427297		
Repair Order Close Date	08/31/09		
Labor Op. Code Z1242	Dollar Amt:	 \$5231.42	
Labor Op. Code Z1242	Dollar Amt:	ψ0201112	
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Failure Code (FC)	98		
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	Internal PAR Inf	ormation	
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	Steering concern		
Cause:			
• ••	Steering concern		
Correction:	-		
	repaired steering		
Justification:	repaired steering		
PAR CRS:	Rita Sanchez		
Additional Comments:	n/a		

09/04/2009 at 11:16 AM 23435

CLASSIC PONTIAC BUICK GMC OF CARROLLTON

Federal ID #:752852334 CLASSIC OF CARROLLTON 2700 NORTH I-35E CARROLLTON, TX 75007 (972)446-3880 Fax: (972)446-3894

PRELIMINARY ESTIMATE

Written By: Adjuster:

Insured: SERVICE Owner: SERVICE Address:

Day: Evening:

Inspect

Location:

Insurance

Company:

Claim # Policy # Deductible: Date of Loss: Type of Loss: Point of Impact:

Days to Repair

VIN: 1G220 Air Condit Cruise Con Keyless En Dual Mirro Clear Coat Power Wind Power Trun Stereo Auxiliary Passenger 4 Wheel D: Bucket Sea	ntrol ntry ors t Paint dows nk/Tailgate Audio Conne Air Bag isc Brakes	Lic: Rea: Tele Mes: Con: Powe AM I Sea: ectio Ant: Head Comm	Int: r Defogger escopic Wheel sage Center sole/Storage er Steering er Locks Radio rch/Seek i-Lock Brakes d/Curtain Aim munications Somatic Transm	s (4) S Bags System		Til Int Tin Tra Pow FM CD Dri Fro Clo	ted Gl ction er Bra er Min Radio Playen ver Ai nt Sic th Sea	cent Wi Lass Contro Akes crors C Lr Bag de Impa	pers
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09/04/2009 at 11:16 AM 23435

Job Number:

PRELIMINARY ESTIMATE

2008 PONT G6 4-2.4L-FI 4D SED Int:

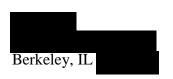
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			Subtotals	==>	367.	00	4.5	5.5
			Parts Body Labor Paint Labor Paint Supplies	5	.5 hrs	s@\$4	40.00/hr 40.00/hr 28.00/hr	220.00
			SUBTOTAL Sales Tax		\$ 521	.00 @		\$ 921.00 \$ 42.98
			GRAND TOTAL					\$ 963.98
			ADJUSTMENTS: Deductible					0.00
			CUSTOMER PAY INSURANCE PAY					\$ 0.00 \$ 963.98

Estimate based on visual inspection only, additional damage may be found after tear down increasing cost of repairs.

				IMATE SHE					
DATE RO #			VIN #	MILEAGE	CUSTO	MER NAME	PHONE	NUMBER	
8-Sep-09			ZG57B184	22347					
QUANTITY	PART		DESCRIPTIO	ON	PARTS	PARTS	LABOR TOTAL	TOTAL	
1	NUMBER	I RIGHT S	TEERING KNUCKLE	-	COST	TOTAL \$155.30	\$123.09	\$278.3	
1	22730776		OWER CONTROL AF			\$176.37	\$49.23	\$225.60	
1	22670300		TABIL LINK E2141			\$61.21	\$24.61	\$85.82	
2	25844557	and the second	AFT BOTH SIDES F1	1507		\$430.44	\$73.85	\$504.29	
4	9597624		RY WHEELS E0420			\$608.40	\$82.06	\$690.40	
2	19238661		RADIOALS E0023			\$602.44	\$82.06	\$684.50	
1		HOOD A	0357			\$75.00	\$229.76	\$304.70	
1		REPLAC	E RIGHT FENDER AC	0690		\$244.96	\$164.12	\$409.08	
						\$0.00		\$0.00	
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			PARTS TOTAL			CP/TAX 8.00	%	\$194.21	
CONT. #			LABOR TOTAL		\$0.00	RENTAL			
PHONE #			TAX 8.00%		\$0.00	TOWING			
FAX #			RENTAL	a de la companya de l Companya de la companya de la company		DEDUCTIBLE		\$0.00	
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·()	l	1			n an tha	TOTA		\$3,377.1	

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

May 9, 2011



Dear

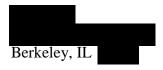
We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary, If it has not, we invite you call us at 1-800-762-2737. Please refer to the service request number listed below when you reach our representative.

Total customer satisfaction is important to us at Pontiac. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Pontiac.com or call us at 1-800-762-2737.

Sincerely,

Pontiac Customer Assistance Center Service Request Number: 71-790071845 May 9, 2011



Dear

We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary, If it has not, we invite you call us at 1-800-762-2737. Please refer to the service request number listed below when you reach our representative.

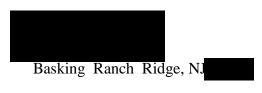
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INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

May 9, 2011



Dear

We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary, If it has not, we invite you call us at 1-800-553-6000. Please refer to the service request number listed below when you reach our representative.

Total customer satisfaction is important to us at Saturn. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Saturn.com or call us at 1-800-553-6000.

Sincerely,

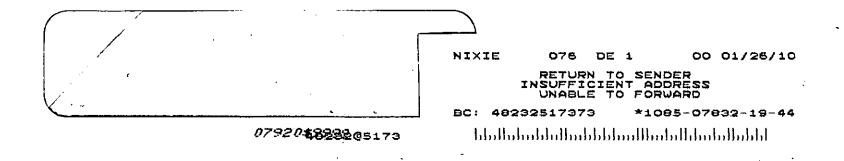
Saturn Customer Assistance Center Service Request Number: 71-790791784



Customer Assistance Center Saturn PO Box 33173 Detroit, MI 48232-5173



01-29-10P08:39 RCVD





Customer Assistance Center Saturn PO Box 33173 Detroit, MI 48232-5173 Telephone (800) 553-6000

GM General Motors Corporation

January 19, 2010

5

Basking Ranch Ridge, NJ

Customer Did Not Receieve Letter From GM

Dear

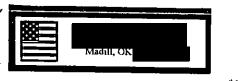
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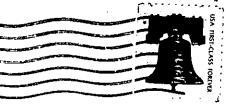
Total customer satisfaction is important to us at Saturn. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Saturn.com or call us at 1-800-553-6000.

Sincerely,

Saturn Customer Assistance Center Service Request Number: 71-790791784







INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) JI-J7-10P07:52 RCVD

ReimBURSEMENt DePARtment P.O. BOX 33170 DetRoit MI 48232-5170

CLAIM NO-71-790-959-089

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: 1-5-2010
17-Digit Vehicle Identification Number (VIN): <u>IG/Z T528X5F</u>
Mileage at Time of Repair: 277 24 Date of Repair: 6 _ 26 - 2009
Claimant Name (please print):
Street Address or PO Box Number:
City: <u>MAdikk</u> State: <u>OKLA</u> ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code): <u>5AME</u>
Amount of Reimbursement Requested: \$ 606.77
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.
Claimant's Signature

Please mail this claim form and the required documents to:

Reimbursement Department P.O. Box 33170 Detroit, MI 48232-5170

Reimbursement questions should be directed to the following number: 1-800-204-0261

0014776/GMR2V071129R07 Page 03 of 03

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BANCFIRST P O BOX 577 MADILL, UK 73448-0577 MEMBER FDIC (580) 795-3332		-		
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TR:103003632 Account:240652183 Serial:5057 Amount:\$606.77 TC:90 Sequence:52559340 CaptureSequence:0 Date:07/01/2009 DC:1

CLAIM NO - 71- 790-959-089

ENDORSE HERE • . PONOT P <u>=</u> 7 Chournlat_Ruick . . ş : ז <u>.</u>, ÷'

SERVICE INVOICE					Ć	\sum	MADI	LL		
CUSTOMER NAME AND AD	DRESS				\Box		HEVY- MADIL			
NADILL OF				1	BUI		PO Box 458 * 915 S. 1: Madill, O	st Street		
MADILL, OK EML:				_			fax (580)	(888) 276-95	80	
JOB # MILEAGE MILEAGE CUST #	BOME TEL	EPHONE	PHONE WHEN	N READY	del L	LVERY ATE	60000000000000000000000000000000000000	ADVISOR	R.O. N	UMBER
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VEHICLE IDENTIFICATION STOCK	CNO. YR.	N	AKE & MODE	L		LICENSE	NO. CROSS RE	^y R.O. D	ATB	PAGE
1G1ZT528X 5F	2005	CHEV	MALIBU	LS		N		06/26/	2009	1
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ON BEHALF OF SERVICING DEALER, I HEREBY CERT INFORMATION CONTAINED HEREON IS ACCURATE U	TIFY THAT THE	The factory with respec	warranty co	DISCL	all of	the warran	LABOR			3.51 2.63
WISE SHOWN. SERVICES DESCRIBED WERE PERF CHARGE TO OWNER. THERE WAS NO INDICATIO APPEARANCE OF THE VEHICLE OR OTHERWISE, T	ORMED AT NO	hereby expr- or implied,	essly disclai including an fitness for	ims all wa ny implie	rranties d warran	ty of mercha	ant- OTHER 1	AXABLE		
REPAIRED OR REPLACED UNDER THIS CLAIM HAD BE IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE, RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE	SEN CONNECTED OR MISUSE. FOR (1) YEAR	neither ass	umes nor autho liability in	orizes an	y other	person to as	sume OTH NOI	n taxable Charges	-67	41-
PROM THE DATE OF PAYMENT NOTIFICATION AT T DBALER FOR INSPECTION BY MANUFACTURER'S REPR	THE SERVICING	_					HAZARDO	OUS WASTE		2 04
		Pr	relim	ina	ry	Сор	Y DEDUCT		» د 	8.04
Bignature of Person Responsible X					C	ASH	TOTAL	:	674.1	8



December 2007

CLAIM NO-71-790-959-089

Madill, OK

As the owner of a 2005 model year Chevrolet Malibu, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2005 model year Chevrolet Malibu vehicles may lose their power steering assist. This is caused by electrical input signals within the steering column assembly. If the power steering assist is lost, a chime will be heard and the DIC will display a Power Steering warning message. The Service Vehicle Soon light will also illuminate. The vehicle can still be steered in a safe manner but will require greater driver effort at low vehicle speeds or when stopped.

Do not take your vehicle to your Chevrolet dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for the steering column assembly. If this condition occurs on your 2005 Chevrolet Malibu within 7 years of the date your vehicle was originally placed in service or 70,000 miles, whichever occurs first, the condition will be repaired for you at **no charge.** Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do: Repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

Reimbursement: The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the special coverage condition. Your request for reimbursement, including the information and documents mentioned on the enclosed form, must be received by GM by December 31, 2008.

If you have any questions or need any assistance, just contact your dealer or the Chevrolet Customer Assistance Center between the hours of 8:00 AM and 11:00 PM, EST, Monday through Friday. They can be reached at 1.800.630.2438 (TTY 1.800.833.2438).



100 Renaissance Center, P.O. Box 100, Detroit, MI 48265-1000

We are sorry for any inconvenience you may experience; however we have taken this action in the interest of your continued satisfaction with our products.

Scott Lawson

General Director, Customer and Relationship Services

Enclosure 07126

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0014776/GMR2V071129R07 Page 02 of 03 May 9, 2011



Dear

Thank you for contacting us recently regarding the recall or special coverage notice you received for your 2005 Chevrolet Malibu. We apologize for any inconvenience you have experienced.

At Chevrolet, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and performance. There are times when we identify a motor vehicle defect and release a recall or special coverage notice to our loyal customers for their safety and satisfaction.

We have reviewed your request for reimbursement and regret that we are unable to reimburse you the amount requested. The reason for this decision is:

• The repair that was performed is not the repair covered by the special coverage.

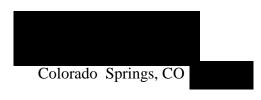
At Chevrolet, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have future questions, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center Service Request: 71-790959089

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

May 10, 2011



Dear

Enclosed is the GM Product Special Coverage Customer Reimbursement Claim Form. Please complete the form in its entirety and return it to the address listed on the bottom of the form. We will be happy to review your request for reimbursement for the listed repair once we have received this completed form.

At Chevrolet, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center Service Request: 71-793073752

GENERAL MOTORS PRODUCT SPECIAL COVERAGE CUSTOMER REIMBURSEMENT PROCEDURE

If you have paid to have this condition related to the recall or special coverage notification you received corrected before December 2007, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized General Motors dealer.

Your claim will be acted upon within 60 days of receipt.

If your claim is:

- Approved, you will receive a check from General Motors,
- Denied, you will receive a letter from General Motors with the reason(s) for the denial, or
- Incomplete, you will receive a letter from General Motors identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have questions about this reimbursement procedure, please call the toll-free telephone number provided at the bottom of the form. If you need assistance with any other concern, please contact the appropriate Customer Assistance Center at the telephone number listed below:

Division	Number	Deaf, Hearing Impaired or Speech Impaired *
Buick	1-800-521-7300	1-800-832-8425
Cadillac	1-800-458-8006	1-800-833-2622
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-462-8583
Pontiac	1-800-762-2737	1-800-833-7668
Oldsmobile	1-800-442-6537	1-800-833-6537
Hummer	1-866-486-6376	
Virgin Islands	1-800-496-9994	
GM Medium Duty	1-800-862-4389	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	

* Utilizes Telecommunication Devices for the Deaf/Text Telephones (TDD/TTY)

Product Special Coverage Customer Reimbursement Claim Form

This section to be completed by Claimant
Date Claim Submitted:
17-Digit Vehicle Identification Number (VIN):
Current Mileage of Vehicle:
Mileage at Time of Repair: Date of Repair:
Claimant Name (please print):
Street Address or PO Box Number:
City: State: Zip Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: <u>\$</u>
THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS CLAIM FORM.
Original or clear copy of all receipts, invoices and/or repair orders that show:
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this recall.
Claimant's Signature:
Please mail this claim form and the required documents to: General Motors PO Box 33170 Detroit, MI 48232-5170 All recall and Special Coverage reimbursement questions should be directed to 1-800-204-0261

Colorado Springs, CO WDIELO 02-02-10 Cog: enceral motors NON MACHINASIE P.O. BOX 33170

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Product Special Coverage Customer Reimbursement Claim Form

Date Claim Submitted: 1-26-2010
17-Digit Vehicle Identification Number (VIN): <u>1G1ZS52F05F</u>
<u>Current</u> Mileage of Vehicle:
Mileage at Time of Repair: <u>65151</u> Date of Repair: <u>10-31-09</u>
Claimant Name (please print):
Street Address or PO Box Number:
City: Colorado Springs State: CO Zip Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: <u>\$ 109.59</u>
THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS CLAIM FORM.
Original or clear copy of all receipts, invoices and/or repair orders that show:
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired.
 What problem occurred, what repair was done, when it was done and who did it. The total cost of the repair expense that is being claimed.
 Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this recall.
Claimant's Signature:

Please mail this claim form and the required documents to: General Motors

PO Box 33170

Detroit, MI 48232-5170

All recall and Special Coverage reimbursement questions should be directed to 1-800-204-0261

		PAGE LOE 1 01:45pm CUSTOMER COPY	[END OF INVOICE]	TOTAL Signature not requit Custom	\$109.5 ER COPY
				DEB11 BATCH: 000283 DATE: OCT 31, 09) S9: 051	INVOICE: 0831 Time: 13: Auth no: 96070
	09/16/04 PRODUCTION DATE	CUSTOMER SIGNATURE		MERCHANT #: Eos	088869
10/31/09	10/31/09)			TERMINAL ID:	0912783 088869
R.O. DATE		THANK YOU FOR CHOOSING US.		230 H AC	ADEMY BLUD PRI, CO 80909
DELIVERY MILES	SELLING DEALER NO.	A "COMPLETELY SATISIFIED" SCORE		-	HEVROLET SOU 7
COMMENTS SILVER		YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURE	ER	, ب ۱	
COLOR	STOCK NO.	CHANGE -	TOTAL INVOICE \$	109.59	
1 6 1 2 5 5 2	F 0 5 FR	AMOUNT TENDERED.	TOTAL MISC DISC TOTAL TAX	0.00 0.74	
VEHICLE ID NO. 05/CHE	WROLET/MALIBU	ANEX [] CHECK #	TOTAL G.O.G TOTAL MISC CHG.	0.00 9.90	
EAR / MAKE / MODEL	65,451	CASH [] CHECK [] CHARGE [] M/CARD [] VISA [] DISCOVER []	TOTAL PARTS TOTAL SUBLET	0.00	
WILLA G STUDDES	1244	10///25	TOTAL LABOR	98.95	
DVISOF	1AG NO.	TRANS COOLER LINE			
ESIDENCE PHONE	BUSINESS PROME	60000 MILES SERVICE \$445.00 AXLE SEAL SEEP			
		WAITING RECOMMENDATIONS			
COLORADO SPRING	s, CO	GONTERIO			
*		JOB # A SS SHOP SUPPLIES	TOTAL - MISC	9.90 9.90	
USTOMER NUMBER	155881	MISC CODE DESCRIPTION	· · · · · · · · · · · · · · · · · · ·		
	41262	G.M. GOODWRENCH VISUAL MAINTENAN	CE INSPECTION JOB # 2 TOTAL LABOR & PARTS	0.00	
		J#2 01CVVHI VISUAL MAINTAINSPECT	TECH(S):6493	0:00	
	IC C	EST \$635.04	JOB # 1 TOTAL LABOR & PARTS	98.95	
	ECOPY	COLOM DIAG ONLY			
www.ais	serracolorado.com	CK & ADVISE DON'T DISABLE TODAY STEERING TORQUE ANGLE SENSOR IN (NI ON TS FATLENG NEED NEW		
71	9-596-3040	PUWER STEERING WARNING CAME OF . 3	RING, TODAY WHEN DRIVING TEERING GOT STIFF		
	th Academy Blvd. Springs, CO 80909	LABOR & PARTS J# 1 16CVZ13 ★STEERING PROBLEM	TECH(S):649	98 .9 5	
	HEVROLET - SOUTH	·····			

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MULTI-POINT				
VEHICLE INSPECTION				
VERICLE II	COF 1			
Name:Year/Model:	5 Mal Date: 1.0-31			
	<u>S Mal</u> Date: <u>[0 - 3]</u> lometer: <u>6545 MI</u> : <u>MII</u> :			
Repair Order #: 44126 2 VIN (last 8 digits):	lometer: MI: MII:			
Checked and OK May Require Attent	tion Soon Requires immediate Attention			
(X)UE				
	Remaining engine oil life: Reset: N/A: Air Conditioning Performance			
	VIEWAE ROELO DEPTR			
	ly condition) 8/32 or Greater			
LF, <u>7/32</u> to 4/32	7/32 to 4/32			
3/32 or Less	3/32 or Less			
PSI@:PSI	PSI@:PSI 8/32 or Greater			
LR 7/32 to 4/32	7/32 to 4/32 BB			
LF RF 3/32 or Less	3/32 or Less			
PSI@:PSI (Check	Lamps) PSI@:PSI Depth: /32			
Rear (if applicable)	nt needed Balance needed			
	nt performed Balance performed Battery cables and connections			
CracksChips LF [] LR [] Wear Patter	rn/Damage RF RR C connections			
	CHECK BRAKESAMEASURE FRONT AND REAR UNINGS			
OK FILLED CHECK FLUID LEVELS OK FILLED REQUIRES ATTENTION	7 mm (9/32) of greater			
	LF 6 mm (8/32) to 4 mm (5/32) RF			
	3,mm (4/32) or less (1)			
	☐ 4 mm/(5/32) or greatial r₂			
	LR 4 mm (6/32) or greater (4/32)			
Coolant recovery reservoir	2 mm (8/32) or less			
Power steering	Lowest Front Lining			
Windshield washer	Brake system (also including lines, hoses and parking brake)			
ADDITIONAL CREEKS	Additional Recommended Services			
inspect for visible leaks:	1) Colat alac			
Evel system (also including gas cap seating)	2) 60 Fc Serus 415			
Engine cooling system	3) ALELSEAL Seep			
Shocks and struts – also check operation	4) fran Coohn Line Sea, 2900 1913			
Inspect visual condition:	5)			
Belts: engine, accessory, serpentine, and/or V-drive	6)			
Hoses: engine, power steering and HVAC				
Steering components and steering linkage				
CV drive axle boots or driveshafts and U-joints	Service Consultant:			
Exhaust system components	Technician: No.:			
SIMPLIFIED M	AVINTIENANCE			
	MII Required Performed			
MI 🗌 Required 🗌 Performed	MII Required Performed			

GM-FM-0280-08 C2007. Copyright; all rights reserved.

CUSTOMER COPY

AL SERRA CHEVROLET - SOUTH		CELL: 719-217-3253
230 North Academy Blvd. Colorado Springs, CO 80909 719-596-3040 www.alserracolorado.com	JABOR & PARTS J# 1 16CVZ13 *STEERING PROBLEM CUSTONER STATES POWER STEERING INTERMITTENT GOES OUT WE DIAG AS COLUMN. SHE RECIEVED LETTER FROM GM SEE ATTACHED LETTER SEE R0 441262 10/31/09 MILES 65451 # 649 TORQUE SENSOR INCORRECT IN COMPARISON TO SPEC. REC. COLUMN REPLACED STEERING COLUMN	ARRANTY
<i>y</i>	PARTSOTYFP-NUMBERDESCRIPTIONUNIT PRICE-JOB # 1125933396COLUMN 6.518WJOB # 11TOTAL PARTSJOB # 1 TOTAL PARTS	ARRANTY 0.00
INVOICE NUMBER CVCS445951 CUSTOMER NUMBER	JOB # 1 TOTAL LABOR & PARTS	0.00
COLORADO SPRINGS, CO	TOTALS CASH [] CHECK [] CHARGE [] M/CARD [] VISA [] DISCOVER [] AMEX [] TOTAL SUBLET TOTAL G.O.G CHECK # AMOUNT TENDERED CHAMPE	0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.0
RESIDENCE PHONE BUSINESS PHONE ADVISOR TAG NO. TAG NO. TAG NO. TAG NO. TAG NO. TAG NO.	CHANGE YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER IF FOR ANY REASON YOU CANNOT GIVE US A "COMPLETELY SATISIFIED" SCORE PLEASE CONTACT YOUR SERVICE ADVISOR THANK YOU FOR CHOOSING US.	0.00
VEAR / MAKE / MODEL 67,151		· .
TTE NOT G 1 Z S 5 2 F 0 5 F	CUSTOMER SIGNATURE	
COLOR STOCK NO.		
R & DATE INVOICE DATE		
09/16/04 PRODUCTION DATE		

PAGE 1 OF 1 11:10am CUSTOMER COPY [END OF INVOICE]

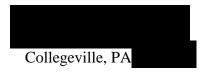
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INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

May 9, 2011



Dear

Enclosed is the GM Product Recall/Special Coverage Customer Reimbursement Claim Form. Please complete the form in its entirety and return it to the address listed on the bottom of the form. We will be happy to review your request for reimbursement for the listed repair once we have received this completed form.

At Pontiac, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at Pontiac.com or call us at 1-800-762-2737.

Sincerely,

Pontiac Customer Assistance Center Service Request: 71-796242851

GENERAL MOTORS PRODUCT SPECIAL COVERAGE CUSTOMER REIMBURSEMENT PROCEDURE

If you have paid to have this condition related to the recall or special coverage notification you received corrected before January 2009, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized General Motors dealer.

Your claim will be acted upon within 60 days of receipt.

If your claim is:

- Approved, you will receive a check from General Motors,
- Denied, you will receive a letter from General Motors with the reason(s) for the denial, or
- Incomplete, you will receive a letter from General Motors identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have questions about this reimbursement procedure, please call the toll-free telephone number provided at the bottom of the form. If you need assistance with any other concern, please contact the appropriate Customer Assistance Center at the telephone number listed below:

Division	Number	Deaf, Hearing Impaired or Speech Impaired *
Buick	1-800-521-7300	1-800-832-8425
Cadillac	1-800-458-8006	1-800-833-2622
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-462-8583
Pontiac	1-800-762-2737	1-800-833-7668
Oldsmobile	1-800-442-6537	1-800-833-6537
Hummer	1-866-486-6376	
Virgin Islands	1-800-496-9994	
GM Medium Duty	1-800-862-4389	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	

* Utilizes Telecommunication Devices for the Deaf/Text Telephones (TDD/TTY)

Product Special Coverage Customer Reimbursement Claim Form

This section to be completed by Claimant
Date Claim Submitted:
17-Digit Vehicle Identification Number (VIN):
Current Mileage of Vehicle:
Mileage at Time of Repair: Date of Repair:
Claimant Name (please print):
Street Address or PO Box Number:
City: State: Zip Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: <u>\$</u>
THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS CLAIM FORM.
Original or clear copy of all receipts, invoices and/or repair orders that show:
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this recall.
Claimant's Signature:
Please mail this claim form and the required documents to: General Motors PO Box 33170

Detroit, MI 48232-5170

All recall and Special Coverage reimbursement questions should be directed to 1-800-204-0261



SOUTHEASTERN FA 193

1° 1° 1894 - 0105 MAR 855

COLLEGEVILLE, PA

02-02-10P08:37 RCVD GENERAL MOZORS P.O. BOX 33170 DETROIT, MI 48232-5170

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Customer Assistance	Center
Pontiac	
PO Box 33172	
Detroit, MI 48232-5172	

General Motors Corporation

Product Special Coverage Customer Reimbursement Claim Form

This section to be completed by Claimant
Date Claim Submitted: JANUARY 28, 2010
17-Digit Vehicle Identification Number (VIN): <u>GZZG528554</u>
Current Mileage of Vehicle: 75,141
Mileage at Time of Repair: <u>74,761</u> Date of Repair: <u>1/18/2010</u>
Claimant Name (please print):
Street Address or PO Box Number:
City: <u>COLLEGEVILLE</u> State: <u>PA</u> Zip Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: <u>\$ 643.34</u>
THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS CLAIM FORM.
Original or clear copy of all receipts, invoices and/or repair orders that show:
 Control The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this recall.
Please mail this claim form and the required documents to:

General Motors PO Box 33170

Detroit, MI 48232-5170

All recall and Special Coverage reimbursement questions should be directed to 1-800-204-0261

BUICK SALES SALES SALES SALES SALES SALES FRANCONIA, PA-18924	E SAL	RVICE: (215) LES: (215) LFREE: 1-800	
		01/18/2010	RB139012C
2005 PONTIAC G6	BLACK	1G2ZG5285	54
411489 - CASH Del. date:	74,7	61 1994	
COLLEGEVILLE, PA	74,7	64	01/18/10
<pre>*** Repair order date: 01/18/2010 LABOR: Concern: CUSTOMER REQUEST; CHECK FOR LOSE O ASSIST (WARNING MESSAGE COMES UP O Correction: Checked for any diagnsotic fault c C0545 - needs the steering column. replaced the steering column and t the customer request. Installed t and road tested to verify operatio REPLACE STEERING COLUMN</pre>	N RADIO) odes and Removed he motor he remove	found and as per	224.004
PARTS:Qty Part number Description Li 1 CH25933396 COLUMN 1 CH25805894 MOTOR	st price 359.00 422.63	359.00	359.00° 422.63 781.63
Total for Job# 1			1,005.63
LABOR: Concern: ADDED OPERATION: RECALL 08317 - BR WORKING PROPERLY Correction: Applied dielectric grease to the b module connectors to prevent brake failing	ody contr	ol	
	·	Total LABOR Total PARTS Sales Tax his amount:	781.63 60.34
Customer Signature Hank low DI-18-10)		

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty or merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

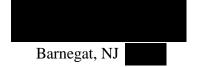
11503-Cut

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1999 BERGEYS BUICK GR. 436 HARLEYSUILLE PIKE FRANCONIA PA 18924 215-721-3400 3899000001345212-01 COPY 01/18/2010 17:24:32 Sale: Transaction # 13 Card Type: VISA Acc: Entry: Manual Total: 1065.97 Reference No.: 00000014 Auth.Code: 052801 Respon. APPROVED AUS Resp : Exact match on address and ZIP code. CUU2 Resp.: Match CUSTOMER COPY Thank your

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

May 10, 2011



Service request: 71-798196625 Vehicle Identification Number: 1G2ZH578464 Customer Relationship Specialist: Daniel

Dear

Thank you for allowing us the opportunity to review the Better Business Bureau claim involving your 2006 Pontiac G6. Unfortunately, our attempts to reach you by phone on February 12, 2010 and February 15, 2010 were unsuccessful.

Therefore, we will not be able to take any further action regarding your concern until we have an opportunity to discuss this with you. We will continue to hold your file open for 10 days.

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 your service request number above when calling.

Sincerely,

General Motors

cc: FILE

PA0005 V10202009

BBB AUTO LINE Customer Claim Form

Case number: PGM1012275 Contact Date: 02/10/10 Start Date:

Please make any necessary corrections to the information below, <u>print</u> or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner:		
Mailing address:		
_{City:} barnegat	State:	NJ Zip code:
Day phone:	Evening phone:	Cell phone:
Fax:	E-mail address:	

SECTION 2: VEHICLE INFORMATION

Make: Pontiac/GMC	Model:	G6 GT	_{Year:} 2006	Current mileage: 91000
Name(s) that appears on the	vehicle title:			
Selling dealer/city/state: W	indsor Nissan,	East Wind	sor, NJ	
Primary Servicing dealer/c	ity/state: Windso	or Nissan,		
Acquired as 🗌 new 🛛 use	ed 🗌 demo 🔲 I	leased	Is the vehicle in your p	ossession? 🛛 yes 🔲 no
Purchase/lease date: 11/18	3/08		Mileage at purchase/le	ase:
First repair attempt date: 09	/25/09		First repair attempt mi	leage: 81000
How often is the vehicle used for business purposes (perce			er of vehicles owned ed by the business:	Transmission type: 🛛 Automatic 🔲 Manual
Has the vehicle been in an ad	cident/had body c	lamage? [」yes ⊠ no	Date of accident:
Description of damage:				

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

The whole upper steering column had to be replaced resulting in a \$700 repair, however I feel this vehicle will need further steering repairs down the road due to the clunking intermediate shaft. This is a grave safety hazard; I would like some compensation from GM due to the costly repairs.

Please complete the missing information in the box below and on page 2.

VEHICLE INDENTIFICATION NUMBER	
Lienholder/Leasing Company	Phone Number
Account Number	-

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example: A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
Loss of EPS, car loses control, bad torque sensor		1		no

Total days out of service for all problems: _____

Signature of Titled Owner(s) ______ Date _____

Printed Name of Titled Owner(s) _____

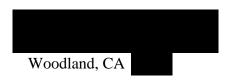
I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with <u>copies</u> of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE 4200 Wilson Blvd., Suite 800 Arlington VA, 22203-1838 Fax: 703-247-9700 Page 2

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

May 10, 2011



Dear

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP) for the Smart Care plan on your 2005 Chevrolet Malibu, Vehicle Identification Number 1G1ZT52825F

You will be notified by GMPP once the plan has been processed and you will receive complete details on your plan's coverage at that time. This letter will serve as your policy until you receive your plan confirmation. Should you require service prior to receiving your plan confirmation from GMPP, simply bring this letter to your local Chevrolet Dealership. Your complete satisfaction is very important to us at Chevrolet. We hope the issuance of this GMPP demonstrates our appreciation of you as a valued customer.

At Chevrolet, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

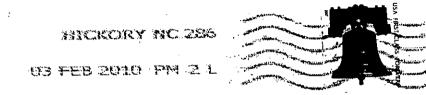
Sincerely,

Chevrolet Customer Assistance Center Service Request: 71-798215951

For more information regarding the maintenance and care of your vehicle, please visit www.gmownercenter.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

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	Chevrolet PO Box 33170					
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Schedule Type	OMPP Retail					
Premulies Code:						
Plan Type:	Smart Care Retail					
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100	sustainer information, slick "Next" to go to the next step. Click report.	VIII: 1012752825F	Status: Pending		
	septer.	Dealer Code: 32898	User ID, Indiayh		
		Transaction Date: 02/05/2010	Uper Role: Central Office Administrator		
	100 10 100	Transaction Type: OM Protection Plan	Tenestamp Date: 2010-02-09-13:27:35:202000		
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HICKORY NC

Reinbursement Department Detroit, MI 48232-5170

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

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

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CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: 2 1 10
17-Digit Vehicle Identification Number (VIN): 16226528254
Mileage at Time of Repair: 41,505 Date of Repair: 8 5 09
Claimant Name (please print):
Street Address or PO Box Number:
City: HICKO(YState: NCZIP Code
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$ 800.00
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.



Please mail this claim form and the required documents to:

Reimbursement Department P.O. Box 33170 Detroit, MI 48232-5170

Reimbursement questions should be directed to the following number: 1-800-204-0261 . . .

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Credit Card Keceipt 1.375 #1 in Tires CLARE TERL AND AUTO STO S. CENTER ST. HICKORY, NC. 28602 828-322-2303 **CLARK TIRE & AUTO** Merchant 10: 8015485520 Term ID: 0075420008015485520000 Sale QUALITY TIRES & SERVICE...SINCE 1943 CLARK TIRE & AUTO DEBIT Entry Nethod: Swiped 220 S. CENTER ST. P.O. BOX 2108 Total: \$ 825.63 HICKORY, N.C. 28603 08/05/09 12:09:38 Phone: (828) 322-2303 ECOR Inv #: 000005 Appr Code: 831007 Apprvd: Online PY FCO World Class high perform Ref H. 56847796 10/10 SHIP TO: SAME INVOICE# 3713E Custumer Corr THANK YOU+ SHIP VIA **ORDER #** REMA CUST. P.O. # TELEPHONE MAKE-MODEL TAG MILEAGE ROUTE SLM PAGE 781961 63 08/05/09 1 41505 N/A 05 66 INVOICE **PREVIOUS SHIPPED** TERMS INVOICE DATE NUMBER INVOICE NUMBER Opened-by-Operator-# Q 08/05/09 12:06:59 13 371385 CASH SALE 1 08/05/2009 QUANTITY UNIT EXTENSION т F.E.T. STOCK NUMBER DESCRIPTION SIZE ORDERS | SHIPPED PREV SHIP 399.00 65 .00 399.00 autosvc COLUMN/EV 038940 . 88 126.00 05 126.00 098940 AUTOSVC COIL/CLOCKSPRING 225.00 225.00 .00 098915 AUTOSVC LABOR CHARGE)ÎL/LUBE/FILTER-COUPON SPECIAL 24.99 105 . 00 24.99 DILCHSS 077320 2.00 PACKAGE: Environment/Waste oil Disposal 077290 DILCH693 10.00 SHOP SUPPLIES ,00 . 60 51080 METHOD OF PAYMENT: AUTHORIZATION CODE: B31007 VISA/M-CARD/AM EXP/DISCVR 1 625.63 EXP: 9/2009 CHANGE: .00 ABOVE MERCHANDISE RECEIVED IN GOOD CONDITION. THANK YOU! SERVING YOU IS THE PLEASURE!

 551.99
 38.64
 825.63

 A FINANCE CHARGE OF 11/2% per month (18% ANNUAL) will be charged on all past due accounts.

F.E.T.

TAX

MISC.

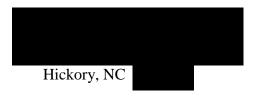
INVOICE TOTAL

TAXABLE

TAX %

No Returns on Special Order Items. 20% Restocking Fee on All Other Products.

May 10, 2011



Dear

Thank you for contacting us recently about the notice you received for your 2005 Pontiac G6. We apologize for any inconvenience you may have experienced as a result of this action.

At Pontiac, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and performance. There are times when we identify a motor vehicle defect and release a recall or special coverage notice to our loyal customers for their safety and satisfaction.

We have reviewed your request for reimbursement and are happy to inform you that you are being reimbursed for your repair based on the amount the repair would have cost if completed by an authorized General Motors dealer. Additionally, the reimbursement only includes elements of the repair which pertain to the specific recall or special coverage notice. With this in place, we have enclosed a check in the amount of \$506.63.

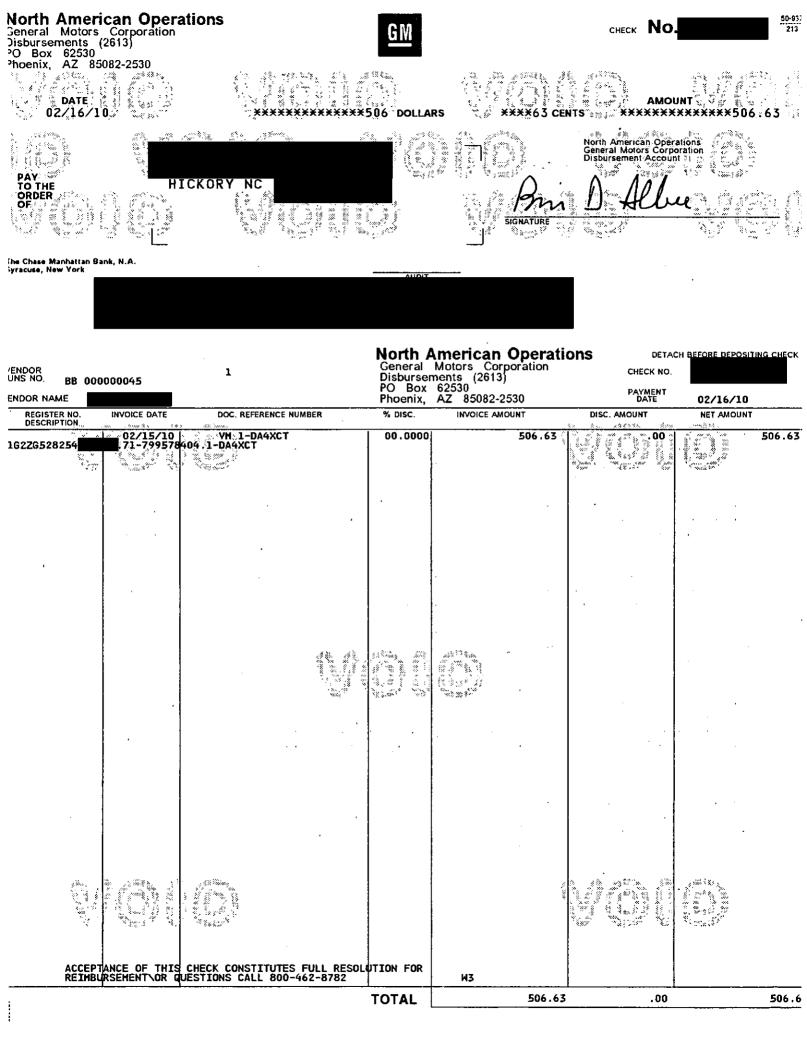
If your vehicle has not been inspected by your local GM dealership, we request you set up an appointment to ensure all necessary steps have been taken to repair your vehicle.

At Pontiac, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have future questions, please don't hesitate to email us using the Contact Us link at Pontiac.com or call us at 1-800-762-2737.

Sincerely,

Pontiac Customer Assistance Center Service Request: 71-799578404

For more information regarding the maintenance and care of your vehicle, please visit www.gmownercenter.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.



BBB AUTO LINE



February 4, 2010

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



Dear

We have received your *Customer Claim Form* and supporting documentation concerning your complaint against the manufacturer of your vehicle.

After careful review of your case, we have determined that your complaint is not within the jurisdiction of the BBB AUTO LINE program. We have made this determination for the following reasons:

The age and mileage jurisdiction requirement section of the HOW BBB AUTO LINE WORKS booklet specifies that you must file your claim within six months after the expiration of the applicable warranty period. The applicable warranty on your vehicle is for 3 years/36,000 miles, whichever comes first. Your warranty expired over six months prior to the filing of your BBB AUTO LINE claim. The booklet also specifies that the concerns must be within the factory limited warranty. According to the information you provided the alleged concerns did not occur until 1-15-2010 at 39,000 miles, this was after the factory warranty had expired.

NOTE: BBB AUTO LINE does not take into consideration Extended Warranties or Service Contracts when determining Jurisdiction.

Please refer to the booklet How BBB AUTO LINE Works for further explanation of jurisdictional requirements.

If you disagree with this finding, you may appeal it by sending us a written statement indicating why you think your claim is within the jurisdiction of the BBB AUTO LINE program. This statement must be mailed to the following address within 30 days from the date of this letter:

BBB AUTO LINE 4200 Wilson Blvd Suite 800 Arlington, VA 22203

You may fax your appeal to our office at 1.703.247.9700

When your appeal is received in our office it will be forwarded to the manufacturer representative who will be given five days to submit a written position on the appeal. If a written position is received it will be shared with you, and you will be given five days to submit written comments. A BBB AUTO LINE arbitrator will review your Customer Claim Form, your appeal letter, this Out of Jurisdiction Notice, any written position from the manufacturer, any comments, and the Arbitration Rules. The arbitrator will then make a decision as to whether your allegations are potentially within the jurisdiction of BBB AUTO LINE arbitration. If this review determines that you may proceed to arbitration, your complaint will proceed to a hearing before a different arbitrator in accordance with the BBB AUTO LINE Rules for Arbitration.

Please note the arbitrator ruling on your appeal will only decide whether your claim may be heard in arbitration. Even if this arbitrator decides that your claim is potentially within the program's jurisdiction, the arbitrator who presides over your hearing will examine all the facts in your case and may decide that the evidence presented at the hearing does not establish that the claim is within the jurisdiction of BBB AUTO LINE or that any award should be made in your case.

Thank you for bringing your complaint to our attention.

Sincerely,

Rosa Tinoco at Extension 211

BBB AUTO LINE Customer Claim Form

Case number: SAT1011978 Contact date: 02/03/10 Start date: 02/03/10

Please make any necessary corrections to the information below, <u>print</u> or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner:				
Mailing address:				
City: ARROYO GRANDE		State:	CA	Zip code:
Day phone:	Evening phone:			Cell phone
Fax:	E-mail address:			

SECTION 2: VEHICLE INFORMATION

Make: Saturn	Model: Ion3	Year:	2006	Current mileage: 40000			
Name(s) that appears on the vehicle t	itle:						
Selling dealer/city/state: SATURN OF SANTA MARIA, SANTA MARIA, CA							
Primary Servicing dealer/city/state: CHRISTIANSON CHEVROLET,							
Acquired as 🗌 new 🕅 used 🗌 de	emo 🔲 leased	Is the vehicle in	your posses	sion? 🛛 yes 🔲 no			
Purchase/lease date: 12/15/07		Mileage at purch	nase/lease:				
First repair attempt date: 01/15/10		First repair atte	mpt mileage:	: 39000			
	Numbe	r of vehicles					
How often is the vehicle used	registe	red in California		Transmission type:			
for business purposes (percentage):		icle owner/lessee	:	🖾 Automatic 📋 Manual			
Has the vehicle been in an accident/had body damage? yes no Date of accident:							
Description of damage:	, <u> </u>						

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

Customer wants to manufacturer to repair/replace the Power Steering Column at no cost to him.

Please complete the missing information in the box below and on page 2.

VEHICLE INDENTIFICATION NUMBER	1G8AL55B46Z	
Lienholder/Leasing Company		Phone Number

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Case Number: SAT1011978

		<u> </u>		
Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example: A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
Power steering went out		1		yes
	-	-		-

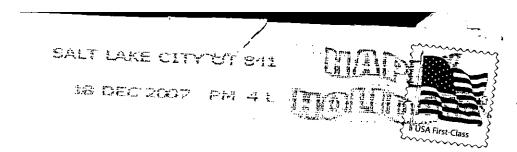
Total days out of service for all problems: _____

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

Please mail or fax this completed form with <u>copies</u> of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE 4200 Wilson Blvd., Suite 800 Arlington VA, 22203-1838 Fax: 703-247-9700





- DEC 2 1 2007

Reimbursement Department P.O. BOX 33170 Detroit, MI 48232-5170 **INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)** 4823245170

CUSTOMER REIMBURSEMENT CLAIM FORM

I

This section to be completed by Claimant
Date Claim Submitted:
17-Digit Vehicle Identification Number (VIN): <u>161</u> 2T54875F
Mileage at Time of Repair: 5323 Date of Repair:
Claimant Name (please print):
Street Address or PO Box Number
City: Bowntiful State: UT ZIP Code
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$ 823,43
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.
Claimant's Signature:

Please mail this claim form and the required documents to:

Reimbursement Department P.O. Box 33170 Detroit, MI 48232-5170

Reimbursement questions should be directed to the following number: 1-800-204-0261

CUSTOMER REIMBURSEMENT PROCEDURE

If you have paid to have this condition corrected prior to this notification, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized dealer.

Your claim will be acted upon within 60 days of receipt.

If your claim is:

- · Approved, you will receive a check,
- Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have any questions or need assistance, please contact the Chevrolet Customer Assistance Center at 1.800.630.2438 (TTY 1.800.833.2438).

07126

2375 S 62 Woods Cr Telephone	Crewous k Chevrolet 25 W oss, UT 84087 1: (801) 298-8091 nurdockchev.com		\mathbf{N}	RVICE DEPARTMENT HOURS 7:30 a.m. to 6:00 p.m. Monday - Friday 10 a.m 5:00 p.mSaturday	R/O Open Date 8/15/07 R/O Close Date 8/17/07 Mileage In 53231 Service Adv BEN PETERSC	~ · · · · · · · · · · · · · · · · · · ·
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BOUNT	IFUL, UT		4	Home Phone	Delivery Date	III-Service Date
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Year	Make	Model	ļ <u> </u>	Body	Color	License Number
2005	CHEVROLET	MALIBU	LS		SILVER	
			1			

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
#1 - SUS: SUSPENSION/STEERING CONCERN		
POWER STEERING STOPPED WORKING -		
IN DIC SHORTLY AFTER MESSAGE APPE		
STEERING STOPPED WORKING - ADVISE		
Work performed by William Wabel	(546)	249.20
Installed 15926870 :COLUMN (06518		359.00
Installed 22687711 :SHAFT KIT (06	526-PC) 1@164.97	164.97
TECH 546 2.8		
CUSTOMER COMMENT ON LOSS OF POWER	STEERING, CHECKE	
D DTCS FOUN STORED CODES RELATED	TO SIMILAR PROBLE	
M WITH OTHER VEHICLES OLY SOLUTIO	N IS TO REPLACE S	
TEERING COLUMN. REPLACED COLUMN A	ND ALSO INTERMEDI	
ATE SHAFT		
Sub Total: Labor: 249.20 Parts:5	23.97 Total: 773.17	
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TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair	LABOR	249.20
work hereinafter to be done along with the necessary material and agree that you are not respons-	PARTS	523.97
ible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavallability of parts or delays in parts	DEDUCTIBLE	.00
shipments by the supplier or transporter. I hereby grant you or your employees permission to	SUBLET	.00
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	SHOP SUPPLIES	. 00
the amount of repairs thereto."	HAZARDOUS MATERIALS	. 00
DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by	SALES TAX OR TAX I.D.	50.26
the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, includ- ing any implied warranty of merchantability or fitness for a particutar purpose, and the seller neither	SPECIAL ORDER DEPOSIT	.00
assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.	DISCOUNTS	. 00
	TOTAL DUE	823.43
		1 020114
	·	
NO RETURN ON ELECTRICAL, SPECIAL ORDER, OR PARTS HAVING EVIDENCE OF BEING TESTED OR INSTALLE		
X		
(C) 2003 ARKONA, Inc Deelership Application Group (800)945-1028		

MURDOCK: CHEUROLET 2375 \$ 625 W WOODS CROSS UT 84087

Terminal #: AUG 17, 07

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00000803 5:33 PM

VISA SALE Batch #: 018 Invoice#: 6035651

AMOUNT

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REF#:011 AUTH #: 017383

\$823.43

APPROVED

801-298-6090

CUSTOMER COPY

February 4, 2011



Service Request: 71-593677761 Customer Relationship Specialist: Alex Page

Dear

Thank you for contacting us recently regarding the special coverage notice you received for your 2005 Chevrolet Malibu. We apologize for any inconvenience you have experienced as a result of this special coverage.

At Chevrolet, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and appearance. Unfortunately, there are times when we identify a motor vehicle defect and release a special coverage notice to our loyal customers for their safety and satisfaction.

We have reviewed your request for reimbursement on the power steering that you had repaired. Although we regret that we are unable to reimburse you the full amount you requested, we will reimburse you for the amount that pertains to the special coverage. We have enclosed a check in the amount of \$647.74.

At Chevrolet, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have future questions, feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

Chevrolet Customer Assistance Center

For more information regarding the maintenance and care of your vehicle, please visit www.mygmlink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

North Ameri General Motors Disbursements (PO Box 62530 Phoenix, AZ 85	Can Oper Corporation 2613) 082-2530	ations	<u>G M</u>		CHECK NO.	50-637 213
DATE 01/22/0	8	******	XX647 DOLLA	RS	AMOU Ints XXXXXX	NT ********647.74
PAY TO THE ORDER OF	B	OUNTIFUL UT		SIGNATURE	North American Opera General Motors Corpo Disbursement Accoun	
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Syracusa, New York		,	AUDIT			
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			Phoenix,	AZ 65082-2530	DATE	01/22/08
REGISTER NO. DESCRIPTION		DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT 647.74	DISC. AMOUNT	NET AMOUNT 647.74
ACCEPT		CHECK CONSTITUTES FULL RE UESTIONS CALL 800-462-8782	SOLUTION FOR			·
	NOCHEN I VUK I	DESITORS CALL OUD-402-6/82	TOTAL	H3 647.74	<u>ا ا</u> ٥٥. ه	647.74
			IVIAL			

Date: <u>02-11-2010</u>		
TO: EAA	Vehicle Information	
EAA/SPX Field Coordinator	VIN#: <u>1G2ZF58B174</u>	
Phone: 586-582-5835	Year/Make: 07 Pontiac	
Fax: 586-582-5840	Model: G6	
Email: eaafc@servicesolutions.spx.com	Contact's Name:	
	Contact's Number:	
Erom Doongollo Briloo	Vehicle Location: Sinclair Buick-GMC Truck,	
From: Deongella Bruce	Inc.	
PAR Customer Relations Specialist	5655 S Lindbergh Blvd	
Email: Deongella_Bruce@gmexpert.com	Saint Louis, MO 63123	
Phone: 866-790-5600 ext.	If located at a Salvage/Auction Yard:	
or 866-790-5700 ext.21114	Ins. Adj. Name:	
Fax: 866-480-3629	Phone #:	
Mailing Address:	Claim or Salvage ID #:	
GM PAR Investigations		
7401 E. Ben White	Claimant Information	
Building 3	PAR File #: <u>71-80</u> 2339733	
Austin, TX 78741	Claimant Name:	
Ausun, 1A /8/41	Claimant Home #: (
	Claimant Work #:	
	Claimant Cell #: (
	Address:	
	Saint Louis, MO	
Required Actions: Advise PAR CRS via	voicemail/email of inspection date.	
Repair Estimate Requ	-	
Review All PAR File information		
Contact PAR CRS Af		
Please Use Form(s):	-	
Accelerator/Throttle Control Restrain	t-SIR/Seatbelts Seats	
Brake/ABS/TCS/VSES Side Imp	act Dower Sliding Door	
Steering/Suspension/Tires/Wheels Inadvert	ent Deployment OnStar	
Engine Exhaust/Odor Transmi	ssion/Transaxle OTHER:	
Engine Stalling Thermal	Events	
Special Instructions:		
	Requested Obtain Fire/Police Report	
Other (define)		
Investigations can only be rushed i		
<u>RUSH</u> (Name of Team Manager or Ops Mgr Approv	ing the Rush):	
EAA Intern	al Use Only	
To: SA: Date E-Ma	-	
From: <i>EAA Field Coordinator</i> Due Date:		
EAA SA Use Only		
Case Acceptance/Investigation: YES NO		
Please acknowledge acceptance of this case promptly by phone, fax or email.		
Date Report Uploaded to EAA FTP SITE:		





CDR File Information

User Entered VIN	1G2ZF58B174
User	C. A. FISCHER
Case Number	71-802339733
EDR Data Imaging Date	Friday, February 12 2010
Crash Date	Monday, February 8 2010
Filename	1G2ZF58B174 _ACM.CDR
Saved on	Friday, February 12 2010 at 09:29:31 AM
Collected with CDR version	Crash Data Retrieval Tool 3.3
Reported with CDR version	Crash Data Retrieval Tool 3.3
EDR Device Type	airbag control module
Event(s) recovered	None

IMPORTANT NOTICE: Robert Bosch LLC recommends that the latest production release of Crash Data Retrieval software be utilized when viewing, printing or exporting any retrieved data from within the CDR program. This ensures that the retrieved data has been translated using the most recent information including but not limited to that which was provided by the manufacturers of the vehicles supported in this product.

Data Limitations

Recorded Crash Events:

There are two types of recorded crash events. The first is the Non-Deployment Event. A Non-Deployment Event records data but does not deploy the air bag(s). The minimum SDM Recorded Vehicle Velocity Change, that is needed to record a Non-Deployment Event, is five MPH. A Non-Deployment Event may 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 velocity change. This event will be cleared by the SDM, after approximately 250 ignition cycles. This event can be overwritten by a second Deployment Event, referred to as Deployment Event #2, if the Non-Deployment Event is not locked. The data in the Non-Deployment Event file will be locked, if the Non-Deployment Event occurred within five seconds of a Deployment Event. A locked Non Deployment Event cannot be overwritten or cleared by the SDM.

The second type of SDM recorded crash event is the Deployment Event. It also may contain Pre-Crash and Crash data. The SDM can store up to two different Deployment Events. If a second Deployment Event occurs any time after the Deployment Event, the Deployment Event #2 will overwrite any non-locked Non-Deployment Event. Deployment Events cannot be overwritten or cleared by the SDM. Once the SDM has deployed an air bag, the SDM must be replaced.

Data:

-SDM Recorded Vehicle Velocity Change reflects the change in velocity that the sensing system experienced during the recorded portion of the event. SDM Recorded Vehicle 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. For Deployment 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 can record up to the first 300 milliseconds of data after algorithm enable. Velocity Change data is displayed in SAE sign convention.

-The CDR tool displays time from Algorithm Enable (AE) to time of deployment command in a deployment event and AE to time of

maximum SDM recorded vehicle velocity change in a non-deployment event. Time from AE begins when the first air bag system enable threshold is met and ends when deployment command criteria is met or at maximum SDM recorded vehicle velocity

enable threshold is thet and ends when deployment command chema is thet of at maximum SDW recorded vehicle velocity

change. Air bag systems such as frontal, side, or rollover, may be a source of an enable. The time represented in a CDR report

can be that of the enable of one air bag system to the deployment time of another air bag system. -Maximum Recorded Vehicle Velocity Change is the maximum square root value of the sum of the squares for the vehicle's

combined "X" and "Y" axis change in velocity. -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 by various factors, including but not limited to the following:

-significant changes in the tire's rolling radius

-final drive axle ratio changes

-wheel lockup and wheel slip

-Brake Switch Circuit Status indicates the open/closed state of the brake switch circuit.

-Pre-Crash data is recorded asynchronously.

-Pre-Crash Electronic Data Validity Check Status indicates "Data Invalid" if:

-the SDM receives a message with an "invalid" flag from the module sending the pre-crash data

- -no data is received from the module sending the pre-crash data
- -no module is present to send the pre-crash data





-Driver's and Passenger's Belt Switch Circuit Status indicates the status of the seat belt switch circuit, except: The Passenger Belt Switch Circuit Status for 2005 vehicles is available only on the Cadillac STS. 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), always reports a default value of "Buckled," because there is no passenger belt switch with the Recaro seat option.

-The Time Between Non-Deployment to Deployment Events is displayed in seconds. If the time between the two events is greater than five 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, except for Cadillac STS model vehicles with StabiliTrak 3.0 systems (RPO JL7). For Cadillac STS model vehicles with StabiliTrak 3.0 systems (RPO JL7), when the steering wheel is turned to the right, a negative value will be displayed and when the steering wheel is turned to the left, a positive value will be displayed. The Steering Wheel Angle data is reported in 16 degree increments.

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

Data that the vehicle manufacturer has specified for data retrieval is shown in the hexadecimal data section of the CDR report. The hexadecimal data section of the CDR report may contain data that is not translated by the CDR program. The control module contains additional data that is not retrievable by the CDR system.

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Disclaimer of Liability

The users of the CDR product and reviewers of the CDR reports and exported data shall ensure that data and information supplied is applicable to the vehicle, vehicle's system(s) and the vehicle ECU. Robert Bosch LLC and all its directors, officers, employees and members shall not be liable for damages arising out of or related to incorrect, incomplete or misinterpreted software and/or data. Robert Bosch LLC expressly excludes all liability for incidental, consequential, special or punitive damages arising from or related to the CDR data, CDR software or use thereof.

Customer's Name: Zoran Anusic

Model: Pontiac G-6

VIN: 1G2ZF58B174

Inspection Date: 02/12/2010

File 71-802339733

Inspector: C. A. Fischer

Number of Photos 64

Photo.#	Description
01	VI Number
02	Vehicle tire label
03	Odometer – 32,439 Miles
04	Service Air Bag message on Driver Information Center display
05	Laptop and Bosch CDR used to pull vehicle crash data
06	No damage to the LF corner
07	No front end damage
08	RF corner damage confined to the wheel and wheel cover
09	RF wheel, wheel cover and tire
10	Damage to the RF wheel and wheel cover
11	View of the right side
12	No damage to the RR corner
13	No rear end damage
14	No damage to the LR corner
15	No damage to the left side
16	Steering coupling between the steering rack and steering column not damaged
17	View of the steering rack from the top – No damage
18	No damage to the brake fluid reservoir and brake line junction block
19	No under hood damage on the left side
20	No under hood damage on the right side
21	RF wheel and tire – Damaged
22	Damage to the RF wheel and wheel cover
23	Additional damage to the RF wheel cover
24	No damage to the LF steering knuckle and related parts
25	No damage to the LF axle
26	No damage to the left tie rod
27	No damage to the RF steering knuckle and related parts
28	No damage to the RF strut
29	No damage to the RF axle and tie rod
30	No damage to the LR suspension – View from the front
31	No damage to the RR suspension – View from the front
32	No damage to the back of the LR suspension
33	No damage to the back of the RR suspension
34	View of the steering rack from the under side – No damage
35	LF tire tread
36	RF tire tread
37	RR tire tread
38	LR tire tread
39	Tech 2 – ECM Screen – 0 Codes
40	Tech 2 – ECM – No Diagnostic Trouble Codes
41	Tech 2 – TCM Screen – 0 Codes
42	Tech 2 – TCM – No Diagnostic Trouble Codes
43	Tech 2 – SIR Screen – 1 Code
44	Tech 2 – SIR Code Screen – B0081 Passenger Presence System 1 Incorrect Component Installed – History
45	Tech 2 – BCM Screen – 0 Codes
46	Tech 2 – BCM – No Diagnostic Trouble Codes
47	Tech 2 – PS Control Module – 1 Code
71-8023397	

Customer's Name: Zoran Anusic

Inspection Date: 02/12/2010

Model: Pontiac G-6

VIN: 1G2ZF58B174

48	Tech 2 – PSCM Code Screen – C0550 Electronic Control Unit (ECU) Performance Internal Electronic
	Failure – History
49	Tech 2 – PSCM Data – Screen 1 of 2
50	Tech 2 – PSCM Data – Screen 2 of 2
51	Tech 2 – PSCM Information Data
52	Tech 2 Screen of all Modules – Screen 1 of 2 – 2 Diagnostic codes
53	Tech 2 Screen of all Modules – Screen 2 of 2
54	Driver seat belt buckled
55	No damage to the driver seat belt latch plate
56	No damage to the driver seat belt guide loop
57	RF passenger seat belt buckled
58	No damage to the RF passenger seat belt latch plate
59	No damage to the RF passenger seat belt guide loop
60	No damage to the left side of the steering column
61	No damage to the steering wheel
62	No damage to the right side of the steering column
63	No damage to the driver seat
64	Radio and HVAC not damaged

		1019
	PRODUCT ALLEGATION RESOLUTION RELIMINARY INSPECTION G, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS	
Customer's Name:Vehicle Brand:File #71-80233	Inspection Date: 02/12/2010 Model: G-6 9733 VIN: 1G2ZF58B174	
Mileage at Inspection: 32,439 Inspector's phone number: 636 978-4736	Inspection Location: Sinclair Buick-GMC St Louis, MO Inspected By: C. A. Fischer	
Section 1	INSPECTION SUMMARY	

BRIEFLY Describe the customer's ALLEGATION below:

The claimant feels that there was a failure in the power steering system that caused him to run into a curb and damage his RF wheel, tire and wheel cover.

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

The vehicle was inspected at Sinclair Buick-GMC on 02/12/2001. The vehicle has no visible sheet metal and under carriage damage. The only visible damage to the vehicle was to the RF wheel and tire assembly. The RF wheel was dented and scraped in the outer bead area and the wheel cover was split and scraped. Due to the impact to the tire there might be internal damage to the tire.

The steering was smooth from lock to lock when the steering wheel was turned with the engine off and on. The steering operation was also smooth with weight on and off of the front wheels. There was no visible damage to any of the steering and suspension components. The wheel base is $\frac{1}{2}$ inch shorter on the right side.

The vehicle is equipped with electronic power steering. The vehicle was checked for diagnostic codes with a Tech 2. There was one History diagnostic trouble code in the power steering system. The description of the code is in the body of this report. There were no diagnostic trouble codes in the ECM, TCM and BCM. There was one diagnostic trouble code in the air bag system. The description of that code is in the body of this report. The vehicle crash data was pulled with a laptop and Bosch CDR. There were no stored events in the system. The downloaded data is attached.

The vehicle is equipped with the proper size tires per the vehicle tire label. All of the tires were under inflated.

The driver and RF passenger seat belts were inspected. Both belts buckled, held, released and spooled in and out smoothly. The buckles, latch plates, guide loops and webbing were not damaged. The retractor lock up mechanism was checked by jerking on the belts. When the belts were jerked the belts locked up.

Attached to this report are 64 digital photos, a photo log, seat belt addendum and the downloaded vehicle crash data.

Section 2

INTERVIEW - INCIDENT DETAILS

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

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

Interview mode: X By Telephone In Person Interview date: 02/11/2010

Incident Date and Time: 02/08/2010 06:00 PM

Was a police/fire department report obtained? Yes X No Not reported

1 of 0

								2 of 9
		PROD		EGATIO	ON RESOLUTION	١		
			NARY INSP					
		STEERING, SUS				EL SYS	STEMS	
			,		,			
Customer	'a Nama				Increation Date:		02/12/2010	
				a	Inspection Date:	<u>.</u>	02/12/2010	
Vehic	<u>le Brand:</u>	Pontiac	Model:	G-	6			
	File #	71-802339733	VIN:	1G	2ZF58B17			
of other vehicle may be placed in s sa power steerin curb on the rig the accident t the message l {	es involved; section 9) id that he ro g. He said ght side of here was a has disappo ccupant's phy Driver, Ma collision:	escription of incident describe all objects ecently had an acci- that he was driving the street. He said Power Steering Me eared. ysical description (in le, 5'7", 180#, N ries to the Driver:_Ne	contacted a ident with g and the v that the c essage on clude nam lo disabilit	and the his ca wheels collision the Dr	e sequence in whi r and he thought started to shake n damaged his R iver Information	ch they t it was e and it RF whee Center	were contacted. (Ad caused by a probl caused the car to el and tire. He said . He drove the car	dditional cmts em with the run into the I that after
{								
		pants were seated &	s extent of	any inj	uries:	Wife	of claimant, RF se	∋at, No
injuries – No o	one else wa	is in the vehicle						
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Driving condition: Road Surface: Road Condition: Shoulder Curb Curb Curb Condition: Shoulder/Curb Condition: Posted Speed Li Any objects in Length of Drive	tions at the Weather c weather c b rb X: X Condition: the road? (ro ve Prior to i Total Time Estimate c	Dry XWet Concrete Asphal Dry XWet vn ocks, scrap metal, pothole <i>ncident:</i> (hrs. & mins.):_10 N of vehicle speed:_15	nt: : Wet Appr t Grave Icy t Grave Icy e, speed bum fin mph Sou	roximat el el p, etc.)_ N Distanc	e Temp (°F): 35 Crushed rock I I Other: <u>{</u> Crushed rock I I Other: <u>{</u> lothing ce (miles):_ 5 est. Claimant	Dirt		
		speed at impact: 15 eed information fro						
	or report sp	eeu mormation fro	m the vet		uata nerej			
If the driver/cl following info		cription of the vehi ease obtain it.	cle operat	tion pri	or to and during	g the inc	cident does not inc	lude the
Steering right	Normal] Other	X Des	scribe	Started to shake	e and c	aused the car to ve	eer to the
Suspension	Normal X	Other		scribe	t.			
Brakes	Normal X			scribo	۱ ۲			
Engine	Normal X			scribo	۱ ۲			
-	Normal X		ים חי					
Electrical	Normal X	Other	L De	scribe	۱			
Wore any war	ning lights	illuminated or drive	or informa	tion co	ntor mossagos	dienlaw		f "Vos" aot

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

						3 of 9
	PRODU	CT ALLEG	SATION RES	SOLUTION		
	PRELIMINA			· · · · · · · · · · · · · · · · · · ·		
S	TEERING, SUSPE	ENSION, A	XLE, TIRE	AND WHEEL S	SYSTEMS	
Customer's Name:			Incho	ction Date:	02/12/2010	
	ontiac	Model:	G-6	clion Date.	02/12/2010	
	1-802339733	VIN:		8B174		
<u>1 ne "</u> 72	1-002337733	<u><u> </u></u>	102213			
Service Air Bag light "on"						
Has the vehicle behavior noted details and describe the event		ent ever bee	en noted prid	or to this incide	nt? 🗌 Yes X No If "Yes"	, get the
	(3).					
Also, determine whether there smoke or steam observed. Se				sages on drive	r information panel, unusua	l noises,
Describe any evasive action:	Turning	X Braking		celerating	Other: {	
Describe cargo (in the vehicle Estimated total weight of cargo:_{	interior, trunk and/	or trailer (if Estimated	f any):_ Noth d weight of the	i ng trailer, if any. {		
If a trailer was being towed, ph	otograph the hitch	structure,	both on the	trailer and towi	ng vehicle.	
Did the vehicle leave the road Objects Impacted: _Cu		lo Describe	e: {			
How was the vehicle transport	ed from the incider	nt site to the	e present lo	cation? 🗌 Tow	Truck 🗌 Flat Bed XOth	ner
Additional comments concerning	ng the incident: Ve	hicle was	driven fron	n the accident	site	
,	-					
{						
Section 3	INTERV	IEW - VEH	IICLE HISTO	NBV		
Section 5						
Source of information (name, a	address, phone nu	mber, & rel	lationship), i	f other than cla	imant:	
Claimant	•••	•				
Comments: (Addit	ional cmts may be plac	ced in section	9)			
{						
Did the owner purchase the ve	hicle new? X Yes	No C	Date 01/2007	Used? 🗌 Yes	X No Date	
VEHICLE MODIFICATIONS /	ALTERATIONS					
Are any vehicle modifications of		ent, and ha	is any after-r	narket equipme	ent been installed?	
(e.g., objects attached to the s	teering wheel or in	strument p	anel, contro	Is for disabled	persons, shock absorbers, s	springs,
modified body, electrical comp	onents, powertrair	n, wheels o	r tires, after-	market seats, e	etc) <u>Describe:</u>	
Nothing						
{						
VEHICLE REPAIR / SERVICE	HISTORY					
Prior electrical system service'		f yes, desci	ribe: {_			
Prior collision repair? X No [Yes If yes, desc	cribe:	{_			
Repaired by whom? (name, add	dress, phone) No	o repairs				
Prior chassis system service, r Sinclair Buick-GMC replaced						

	PRELIMI	NARY INSPE	GATION RESOLUTION ECTION AXLE, TIRE AND WHEEL	SYSTEMS
<u>Customer's Name:</u> <u>Vehicle Brand:</u> <u>File #</u>	Pontiac 71-802339733	<u>Model:</u> <u>VIN:</u>	Inspection Date: G-6 1G2ZF58B174	02/12/2010
Prior electrical system con Nothing	nponents serviced, re	epaired, or re	eplaced by whom? (name	e, address, phone number)

Any other pertinent vehicle history information (from interview, GM warranty or dealership history files)? X No Yes If yes, describe: {

{

Section 4

VEHICLE INSPECTION – VISUAL/PHOTO

THE VEHICLE VISUAL INSPECTION DOCUMENTS THE PHYSICAL EVIDENCE USING PHOTOS AND WRITTEN OBSERVATIONS. RECORD YOUR OBSERVATIONS IN THE APPROPRIATE SECTION.

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

DESCRIBE ANY DAMAGE TO THE VEHICLE BODY:

No visible vehicle sheet metal damage

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

No under body damage – Damage confined to the RF wheel, wheel cover and possibly to the RF tire – The RF suspension might have been pushed back – Wheel base is 112.0 inches on the right side and 112.5 inches on the left side

CORNER ASSEMBLIES

 Struts/shocks
 Ball joints
 Tire/wheel assemblies

 Springs
 Steering knuckles

 Control arms
 Axle assemblies

 Comments: Visible damage confined to the RF wheel and tire assembly

UNDERHOOD

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

Comments:

No under hood damage – No visible damage to the steering system – Vehicle is equipped with electronic Power Steering

GENERAL OBSERVATIONS

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

Comments:

Nothing

ι____ r

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1 of 9

	PRELIMIN	IARY INSPE	GATION RESOLUTION ECTION AXLE, TIRE AND WHEEL	5 of 9			
<u>Customer's Name:</u> <u>Vehicle Brand:</u> <u>File #</u>	Pontiac 71-802339733	<u>Model:</u> <u>VIN:</u>	Inspection Date: G-6 1G2ZF58B174	02/12/2010			
Section 5	VEHICLE INSP	PECTION - P	ASSENGER COMPARTM	IENT			
<u>INTERIOR</u> Instrument panel Controls Overall view of seat position Photo of options label-glove box/trunk Personal items/cargo		Odometer Steering wheel and column Driver and passenger seat back angle (inclinometer measureme Sunvisors and headliner					
INTERIOR INSPECTION (No interior damage – Driv seats is 20 degrees – No {	ver seat not damag	ed and in th	he full rearward position -	- Seat back angles on both front o damage to the IP			
{ {							

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.

STE	ERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS
Customer's Name:Vehicle Brand:File #71-8	Inspection Date: 02/12/2010 tiac Model: G-6 202339733 VIN: 1G2ZF58B174
ITEM	OBSERVATIONS/TEST RESULTS
Steering system-Are all	No visible damage – Steering wheel turns freely from lock to lock with the
components in place and	engine running and with the engine off – No binds in the movement of the
connected in a normal manner?	steering system
Can the steering wheel be	
rotated lock to lock with	
appropriate movement of the	
front wheels. Is there any	
binding, sticking or uneven feel?	
Steering linkage-Is the linkage	No visible damage
free from cracks, bends,	
fractures, etc. Are there any	
scrapes, abrasions, signs of	
contact with any of the linkage?	New Setting to Demonstrate
Gear/rack and pinion-Any sign	No visible damage
of leakage, damage to boots on	
the rack, contact by foreign	
objects?	No domoro
Steering column, ignition switch, intermediate shaft. Does the	No damage
column unlock with the ignition	
key "on"? Is the steering column	
properly fastened to the dash?	
Steering pump, drive, hoses,	Electronic Power Steering System – No damage
connections, flow, pressure. If	Lieutonic i ower steering system – No damage
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.	
PS fluid level and condition-	None – Electronic unit
Color, contamination, odor	
Steering knuckle-All	No visible damage
attachments secure and	
proper?	
Suspension components – LF	No visible damage
Strut attachments, springs	
intact; control arms properly	
attached, deformed, broken,	
scraped, etc. Sway bars	
properly attached.	
Strut attachments, springs	No visible damage – Suspension might be pushed back – Wheelbase $\frac{1}{2}$ inch
intact; control arms properly	shorter on the right side
attached, deformed, broken,	
scraped, etc. RF	
Strut attachments, springs	No visible damage
intact; control arms properly	
attached, deformed, broken,	
scraped, etc Rear sway bars,	

PRODUCT ALLEGATION RESOLUTION

PRELIMINARY INSPECTION

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

Customer's Name: Vehicle Brand: File #

Pontiac 71-802339733

Nothing

Model: **G-6** VIN: 1G2ZF58B174

Inspection Date:

02/12/2010

trailing arms properly attached and undamaged.	
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RR	No visible damage
Rear axle assembly-deformed, signs of impact, properly located, etc.	No visible damage
Deformation to the frame	No visible damage
Describe and photograph evidence of axle/ suspension/ tire contact with frame, body or components	None
Describe and photograph contact of the under- carriage with the road surface (road, shoulder, curb, or grass)	RF wheel and wheel cover damaged – Possible damage to the RF tire – Wheel and tire hit a curb
Stability Enhancement system/components-check for codes with Tech II	Vehicle not equipped
Engine (normal, other)-Obtain codes using a Tech II.	ECM – TCM – BCM – No Diagnostic Trouble Codes
Electrical (normal, other)	Normal
Warning lights/messages displayed? Describe and obtain codes using a Tech II	Service Air Bag message on DIC – One History Code in the SIR System – B0081 Passenger Presence System 1 Incorrect Component Installed
	One History Diagnostic Code in the Power Steering Control Module – C0550

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 was test driven on the dealership lot -The steering was normal - The steering was smooth and there was no shudder in its operation

Electronic Control Unit (ECU) Performance Internal Electronic Failure

events stored in the system - The downloaded data is attached

Pulled vehicle crash data with a laptop and Bosch CDR – There were no

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

Anything components missing?

Other

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS								
<u>Customer's Name:</u> <u>Vehicle Brand:</u> <u>File #</u>	Pontiac 71-802339733	<u>Model:</u> <u>VIN:</u>	Inspection Date: G-6 1G2ZF58B174	02/12/2010				

1. IDENTIFICATION:

					AVE. TREAD	DOT
	TIRE BRAND	TIRE TYPE	TIRE SIZE	PRESSURE	DEPTH	Numbers
	<u>(Goodyear)</u>	(Eagle GA)	(<u>P205/70R15)</u>	<u>(psi)</u>	<u>32nds of inch</u>	
LF	<u>Uniroyal</u>	Tiger Paw	P215/60R16	<u>26.0</u>	<u>4/32</u>	<u>APX8 BE5U 2206</u>
RF	<u>Uniroyal</u>	Tiger Paw	P215/60R16	<u>26.0</u>	<u>4/32</u>	<u>APX8 BE5U 2206</u>
LR	<u>Uniroyal</u>	Tiger Paw	P215/60R16	<u>26.5</u>	<u>5/32</u>	<u>APX8 BE5U 2206</u>
RR	<u>Uniroyal</u>	Tiger Paw	P215/60R16	<u>25.0</u>	<u>5/32</u>	<u>APX8 BE5U 2206</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 <u>No damage</u>

RF Scrape marks on the RF wheel cover and the cover is split – RF wheel bent and scraped in the outer bead area – The RF tire was not dismounted – Possible damage to the RF tire due to the impact

LR <u>No damage</u>

RR No damage

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	P215/60R16	<u>30</u>				
SPARE TIRE	T25/70D16	<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.

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS				
<u>Customer's Name:</u> <u>Vehicle Brand:</u> <u>File #</u>	Pontiac 71-802339733	<u>Model:</u> <u>VIN:</u>	Inspection Date: G-6 1G2ZF58B174	02/12/2010

Photograph the scene and property if involved.

Comments:

Site not inspected

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 X Other Records

<u>RESTRAINT SYSTEMS - SEAT BELT ADDENDUM</u>					
Preliminary Re	oort of Inspection				
Customer's Last Name:	Inspection Date:	02/12/2010			
Vehicle Brand: Pontiac	Model: G-6	02/12/2010			
File # 71-802339733	<u>VIN:</u> 1G2ZF58F	174			
110 1 11-002337133	<u></u> 10221501				
SEATING Position _Driver - LF					
<i>Is the seat belt fully retracted</i> X Yes No					
IF THE ANSWER IS NO, DO NOT DISTURB BELTS AT TH		_			
Secure webbing, measure length, show measurement in pho		Inches			
Secure webbing, measure length, show measurement in pro					
Does the webbing spool in and out freely?		X Yes			
	e excessive force	A ICS			
Marks, cuts or debris on shoulder and lap belt webbing?	X No	Yes			
(If there are any of the above found, use photographs to do					
show location relative to the buckle.)		anomaly using a fuller of scale to			
Webbing energy management loops (if equipped) - stitches	oulled free, X No	Yes			
	Julieu liee, A No				
unfolded, replacement/warning label exposed?	V NI-				
Tack stitch separated from plastic sleeve?	X No	∐ Yes			
Seat belt webbing cut? (If yes, photograph and record length of pieces)	{ X _ NL				
Guide loop assembly - striations, bent, or deformed?	X No	Yes			
Guide loop adjuster move up and down (if equipped)?					
Does buckle latch and unlatch?					
Buckle condition (worn, or foreign material present)?	X No	Yes			
Plastic covers and/or guides damaged?	X No	Yes			
Does the seat belt return to the stowed position?		_			
Any components missing?	X No	∐ Yes			
Any post-collision damage present (ex. Rescue workers)?	X No	Yes			
SEATING Position Right Front					
Is the seat belt fully retracted X Yes No					
IF THE ANSWER IS NO, DO NOT DISTURB BELTS AT TH		-			
Secure webbing, measure length, show measurement in pho		Inches			
Does the webbing spool in and out freely?		X Yes			
	e excessive force (Use less than 5				
Marks, cuts or debris on shoulder and lap belt webbing?	X No				
(If there are any of the above found, use photographs to do	cument the position of the a	anomaly using a ruler or scale to			
show location relative to the buckle.)	The second states and				
Webbing energy management loops (if equipped) - stitches	bulled free, X No	Yes			
unfolded, replacement/warning label exposed?	T 7 N 7				
Tack stitch separated from plastic sleeve?	X No	∐ Yes			
Seat belt webbing cut? (If yes, photograph and record length of pieces)	{	Inches			
Guide loop assembly - striations, bent, or deformed?	X No	Yes			
Guide loop adjuster move up and down (if equipped)?		X Yes			
Does buckle latch and unlatch?					
Buckle condition (worn, or foreign material present)?	X No	Yes			
Plastic covers and/or guides damaged?	X No	∐ Yes			
Does the seat belt return to the stowed position?		\mathbf{X} Yes			
Any components missing?	X No	Yes			
Any post-collision damage present (ex. Rescue workers)?	X No	Yes			

RESTRAINT SYSTEMS - SEAT BELT ADDENDUM					
Preliminary Re	eport of Inspection				
Customer's Last Name:	Inspection Date: 02/12/2010				
Vehicle Brand: Pontiac	Model: G-6				
<u>File #</u> 71-802339733	<u>VIN:</u> 1G2ZF58B174				
SEATING Position No one else in the vehicle					
Is the seat belt fully retracted Yes No					
IF THE ANSWER IS NO, DO NOT DISTURB BELTS AT T					
Secure webbing, measure length, show measurement in ph	hoto. {Inches				
Deep the webbing encel is and out freely?					
Does the webbing spool in and out freely?	use excessive force (Use less than 5 pounds of pressure)				
Marks, cuts or debris on shoulder and lap belt webbing?	\square No \square Yes				
	ocument the position of the anomaly using a ruler or scale to				
show location relative to the buckle.)	seament the position of the anomaly using a fuller of seale to				
Webbing energy management loops (if equipped) - stitches	s pulled free, I No Yes				
unfolded, replacement/warning label exposed?					
Tack stitch separated from plastic sleeve?	🗌 No 🗌 Yes				
Seat belt webbing cut? (If yes, photograph and record length of pieces)) { Inches				
Guide loop assembly - striations, bent, or deformed?	No Yes				
Guide loop adjuster move up and down (if equipped)?					
Does buckle latch and unlatch?	\square No \square Yes				
Buckle condition (worn, or foreign material present)?	\square No \square Yes				
Plastic covers and/or guides damaged?					
Does the seat belt return to the stowed position? Any components missing?	□ No □ Yes □ No □ Yes				
Any post-collision damage present (ex. Rescue workers)?	\square No \square Yes				
Any post combined anage present (ex. Resources):					
SEATING Position					
Is the seat belt fully retracted Uses INO IF THE ANSWER IS NO, DO NOT DISTURB BELTS AT T					
Secure webbing, measure length, show measurement in ph					
Secure webbing, measure length, show measurement in pr					
Does the webbing spool in and out freely?	No Yes				
	use excessive force (Use less than 5 pounds of pressure)				
Marks, cuts or debris on shoulder and lap belt webbing?	No Yes				
(If there are any of the above found, use photographs to do	ocument the position of the anomaly using a ruler or scale to				
show location relative to the buckle.)					
Webbing energy management loops (if equipped) - stitches	s pulled free, INO Yes				
unfolded, replacement/warning label exposed?					
Tack stitch separated from plastic sleeve?	∐ No ∐ Yes				
Seat belt webbing cut? (If yes, photograph and record length of pieces)					
Guide loop assembly - striations, bent, or deformed?	□ No □ Yes □ No □ Yes				
Guide loop adjuster move up and down (if equipped)? Does buckle latch and unlatch?	$\square \text{ No } \square \text{ Yes}$				
Buckle condition (worn, or foreign material present)?	\square No \square Yes				
Plastic covers and/or guides damaged?	\square No \square Yes				
Does the seat belt return to the stowed position?	\square No \square Yes				
Any components missing?	\square No \square Yes				
Any post-collision damage present (ex. Rescue workers)?	\square No \square Yes				

71-802339733.06.DOC

FIELD PHOTOGRAPHIC NOTES

Inspection Date: 02/12/2010

File 71-802339733

Inspector: C. A. Fischer

Customer's Name:

Model: Pontiac G-6 VIN: 1G2ZF58B174

Number	of	Photos	64

Photo.#	Description
Photo.# 01	VI Number
02	Vehicle tire label

Customer's Name: Model: Pontiac G-6

VIN: 1G2ZF58B174

Inspection Date: 02/12/2010



Customer's Name: Model: Pontiac G-6 VIN: 1G2ZF58B174 Inspection Date: 02/12/2010



Customer's Name: Model: Pontiac G-6 VIN: 1G2ZF58B174 Inspection Date: 02/12/2010



Customer's Name: Model: Pontiac G-6 VIN: 1G2ZF58B174

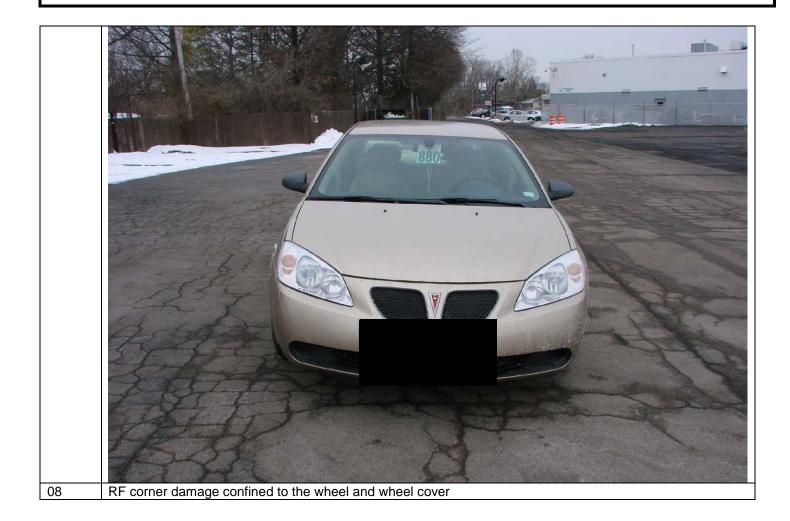
Inspection Date: 02/12/2010



Customer's Name: Model: Pontiac G-6 VIN: 1G2ZF58B174 Inspection Date: 02/12/2010



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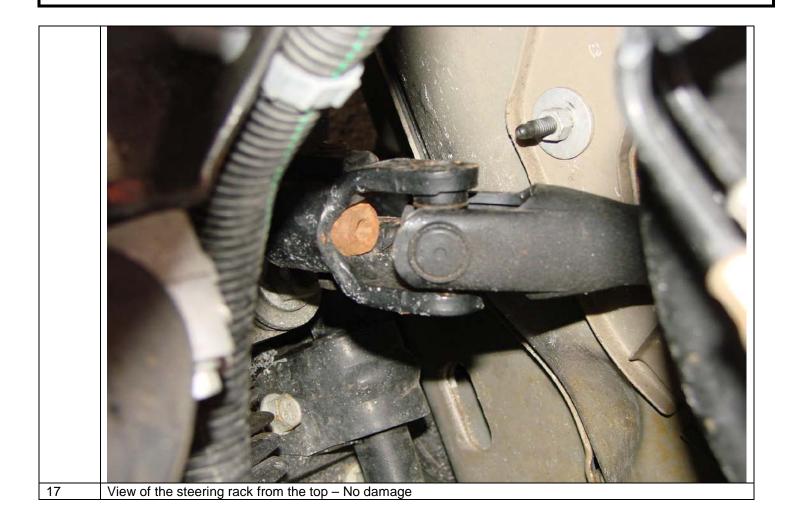


Customer's Name: Model: Pontiac G-6 VIN: 1G2ZF58B174 Inspection Date: 02/12/2010

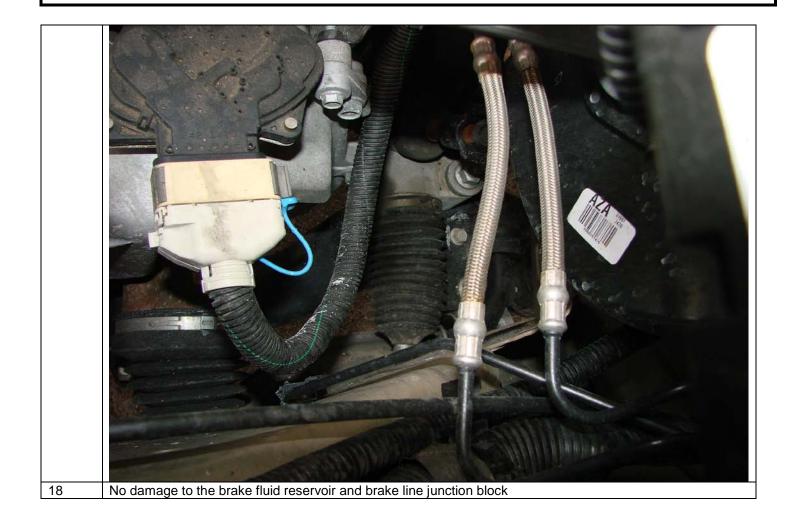


Customer's Name: Model: Pontiac G-6 VIN: 1G2ZF58B174

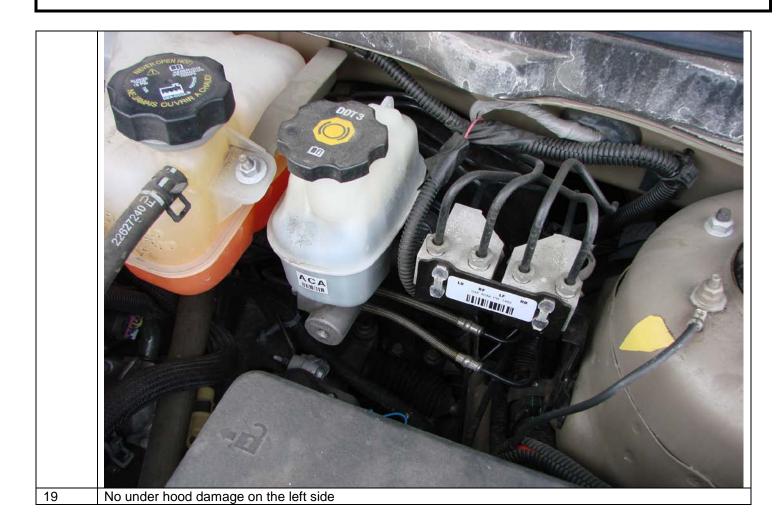
Inspection Date: 02/12/2010



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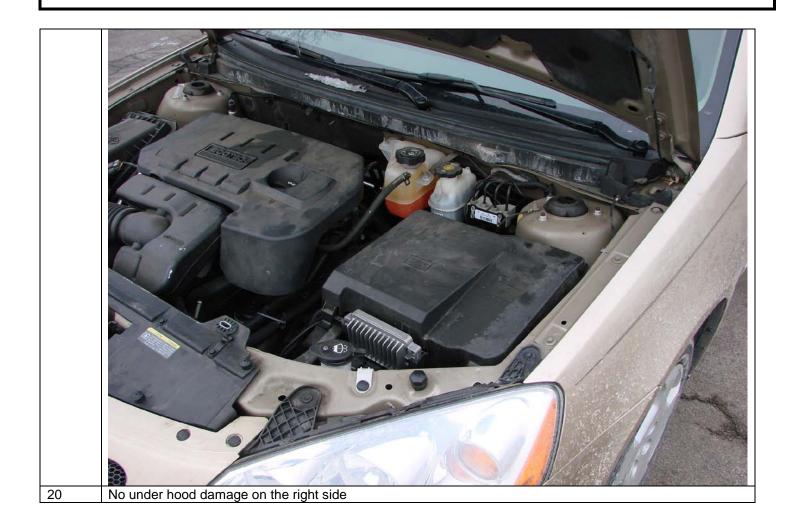


Customer's Name: Model: Pontiac G-6 VIN: 1G2ZF58B174 Inspection Date: 02/12/2010

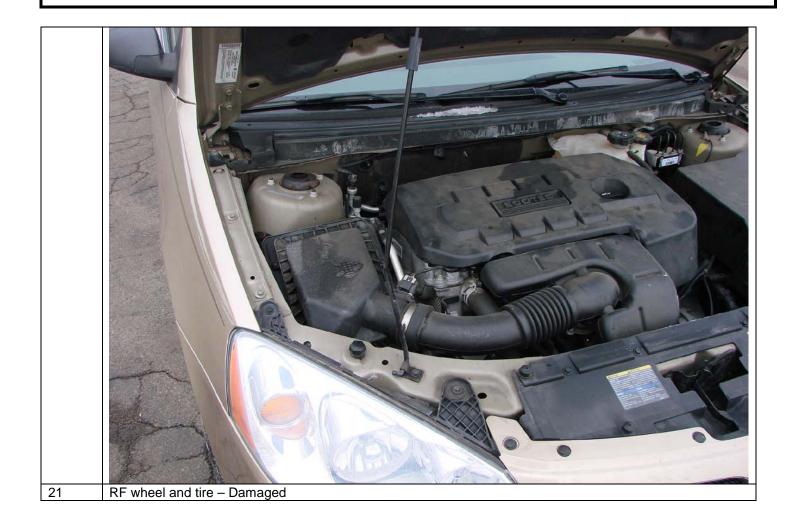


Customer's Name: Model: Pontiac G-6 VIN: 1G2ZF58B174

Inspection Date: 02/12/2010



Customer's Name: Model: Pontiac G-6 VIN: 1G2ZF58B174 Inspection Date: 02/12/2010



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Inspection Date: 02/12/2010



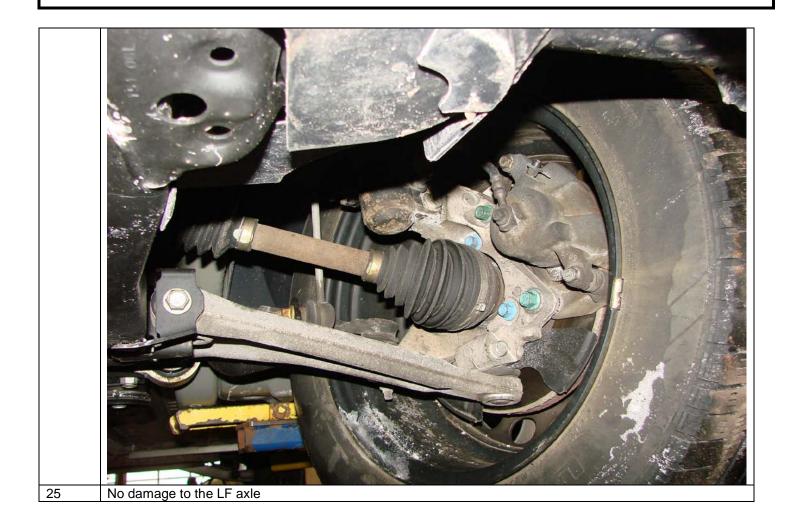
Customer's Name: Model: Pontiac G-6 VIN: 1G2ZF58B174

Inspection Date: 02/12/2010

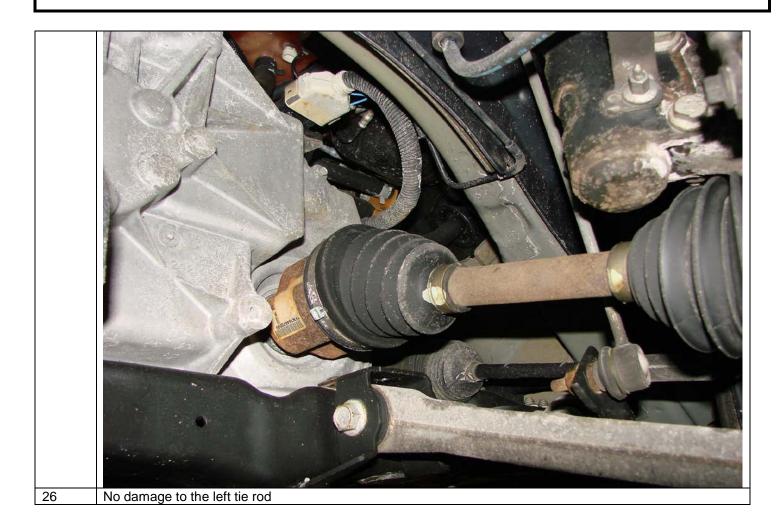


Customer's Name: Model: Pontiac G-6 VIN: 1G2ZF58B174

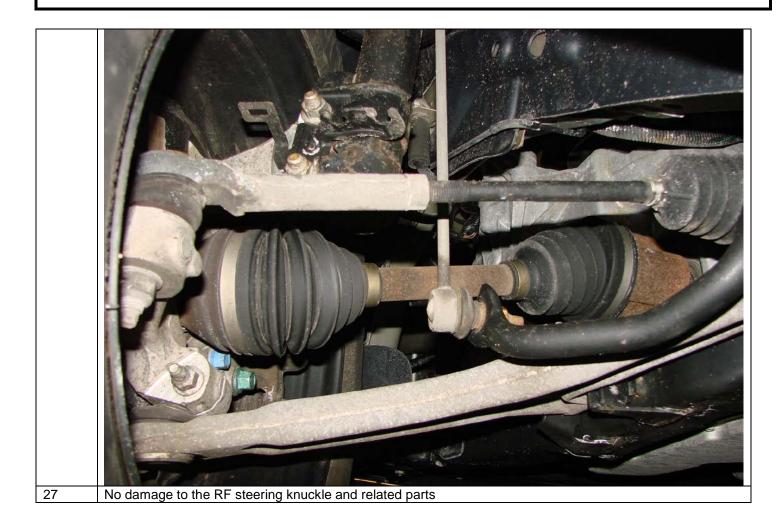
Inspection Date: 02/12/2010



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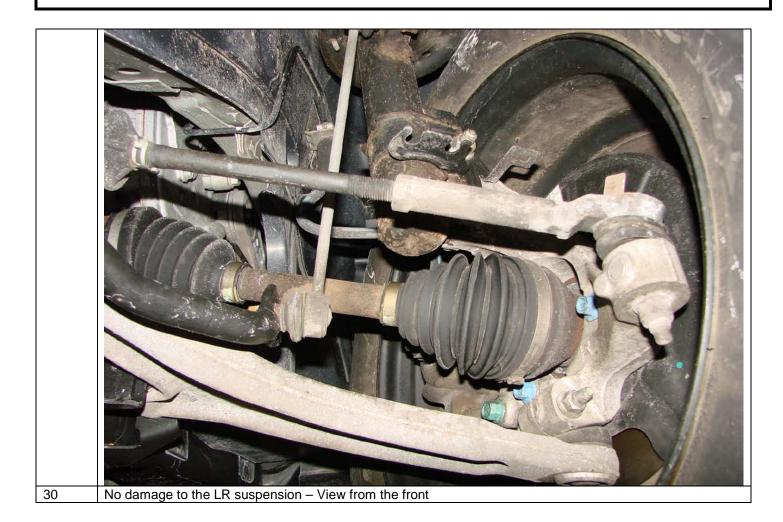
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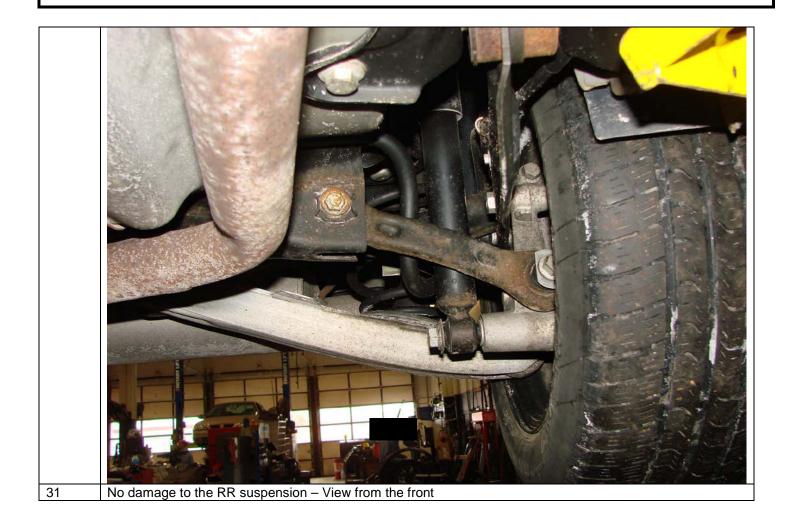
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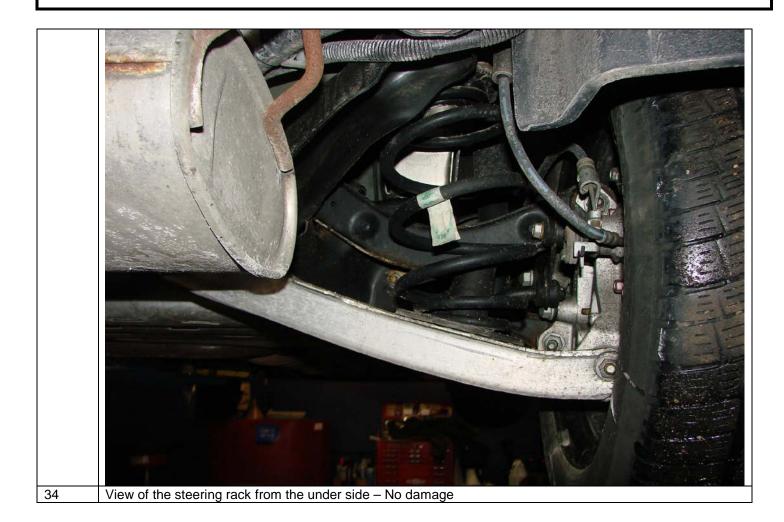


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Customer's Name: Model: Pontiac G-6 VIN: 1G2ZF58B174 Inspection Date: 02/12/2010

Veh.	DTC Info.
ECU Name	Status
ECN	
ECM	1 × 1 -
40 Tech 2 – ECM – No Diagnostic Trouble Codes	DLC Pin : 14, 6

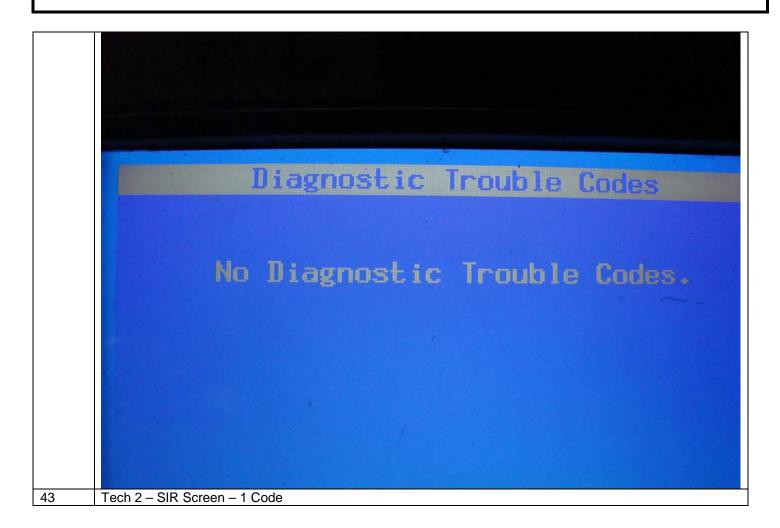
Customer's Name: Model: Pontiac G-6 VIN: 1G2ZF58B174 Inspection Date: 02/12/2010



Customer's Name: Model: Pontiac G-6 VIN: 1G2ZF58B174 Inspection Date: 02/12/2010

	Veh. DT	C Info.
U Name		Status
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Customer's Name: Model: Pontiac G-6 VIN: 1G2ZF58B174 Inspection Date: 02/12/2010



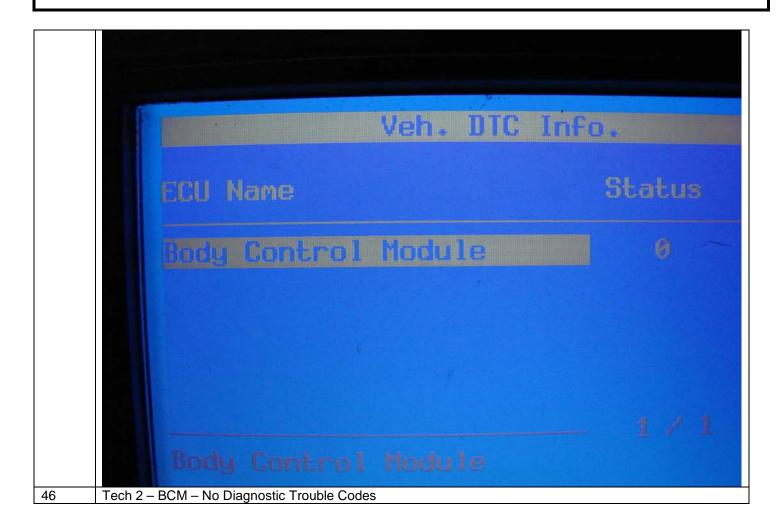
Customer's Name: Model: Pontiac G-6 VIN: 1G2ZF58B174 Inspection Date: 02/12/2010

	Veh. DTC Info.
	ECU Name Status
	Supplemental Inflatable R 1
44	1/1 Supplemental Inflatable Restraint Tech 2 – SIR Code Screen – B0081 Passenger Presence System 1 Incorrect Component Installed – History

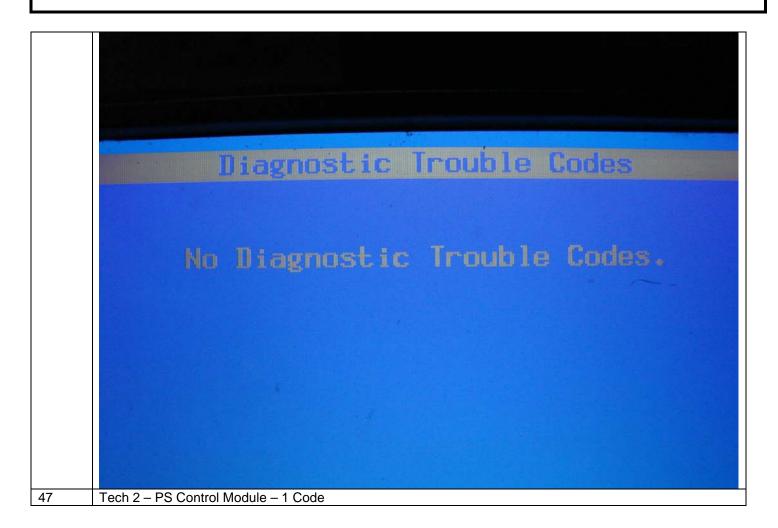
Customer's Name: Model: Pontiac G-6 VIN: 1G2ZF58B174 Inspection Date: 02/12/2010

Supplemental Infla B0081 Passenger Presence Component Installe	Symptom 3A System 1 Incorrect
Last Test:	Passed
This Ignition:	Passed
Since Cleared:	Passed History 1 / 1

Customer's Name: Model: Pontiac G-6 VIN: 1G2ZF58B174 Inspection Date: 02/12/2010



Customer's Name: Model: Pontiac G-6 VIN: 1G2ZF58B174 Inspection Date: 02/12/2010



Customer's Name: Model: Pontiac G-6 VIN: 1G2ZF58B174 Inspection Date: 02/12/2010

	Veh. DTC Info.
	ECU Name Status
	Power Steering Control No 1
	Power Steering Control Module
48	Tech 2 – PSCM Code Screen – C0550 Electronic Control Unit (ECU) Performance Internal Electronic Failure – History

Customer's Name: Model: Pontiac G-6 VIN: 1G2ZF58B174 Inspection Date: 02/12/2010

	DTCs Sorted By Priority	
	Power Steering Con C0550 Electronic Control Performance Interne	Symptom 39
	Last Test:	Passed
	This Ignition:	Passed
	Since Clear:	Passed History
		1 / 1 Glear DTCs
49 Tech 2	2 – PSCM Data – Screen 1 of 2	

Customer's Name: Model: Pontiac G-6 VIN: 1G2ZF58B174 Inspection Date: 02/12/2010

PSCM Data	
Ballery Voltage Signal Vehicle Speed Torque Sensor Signal 1 Torque Sensor Signal 2. Steering Shaft Torque Steering Position Senso Steering Position Senso Steering Uncel Position Calculated System Tempe	11.84 Volts 0 mph 2.5 Volts 2.5 Volts -0.1? ft-lbs 2.4 Volts 0.1 Volts -15 ° 37 °F
Battery Voltage Signal Select DIC DIC Snaps	

Customer's Name: Model: Pontiac G-6 VIN: 1G2ZF58B174 Inspection Date: 02/12/2010

	PSCM Data
	Torque Sensor Signal 2 Steering Shaft Torque Steering Position Senso Steering Position Senso Steering Uneel Position Calculated System Tempe Steering Tuning2.5 Volts -0.18 Ft-1bs 2.4 Volts -15 ° 37 °F 0 ampsCalculated System Tempe Steering Tuning37 °F 0 ampsSteering Tuning Toller Mollated Siteman7
51	Tech 2 – PSCM Information Data

Customer's Name: Model: Pontiac G-6 VIN: 1G2ZF58B174 Inspection Date: 02/12/2010

PSCM I	lata
art Number Part Number	9542420 26100354

Customer's Name: Model: Pontiac G-6 VIN: 1G2ZF58B174 Inspection Date: 02/12/2010

	ECU Name Status
	Inglical Radio ReceiverNo Comm.CBCMNo Comm.Folding Top ModuleNo Comm.Power Steering Control Mo1Supplemental Inflatable R1Body Control Module0
	Digital Radio Receiver 1 / 11 —▼
53 Te	ch 2 Screen of all Modules – Screen 2 of 2

Customer's Name: Model: Pontiac G-6 VIN: 1G2ZF58B174 Inspection Date: 02/12/2010

	DTC Informatio	m
	ECU Nane	Status
	Body Control Module CCM Instrument Panel Cluster Radio ICM IncG: Determent Module	
54 Driver	Theft Deterrent Hodule DLC Pite Restart Tien Allo seat belt buckled	

Customer's Name: Model: Pontiac G-6 VIN: 1G2ZF58B174

Inspection Date: 02/12/2010



Customer's Name: Model: Pontiac G-6 VIN: 1G2ZF58B174

Inspection Date: 02/12/2010



Customer's Name: Model: Pontiac G-6 VIN: 1G2ZF58B174

Inspection Date: 02/12/2010



Customer's Name: Model: Pontiac G-6 VIN: 1G2ZF58B174

Inspection Date: 02/12/2010



Customer's Name: Model: Pontiac G-6 VIN: 1G2ZF58B174

Inspection Date: 02/12/2010



Customer's Name: Model: Pontiac G-6 VIN: 1G2ZF58B174

Inspection Date: 02/12/2010



Customer's Name: Model: Pontiac G-6 VIN: 1G2ZF58B174

Inspection Date: 02/12/2010



Customer's Name: Model: Pontiac G-6 VIN: 1G2ZF58B174 Inspection Date: 02/12/2010



Customer's Name: Model: Pontiac G-6 VIN: 1G2ZF58B174 Inspection Date: 02/12/2010



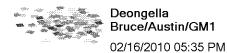
Customer's Name: Model: Pontiac G-6 VIN: 1G2ZF58B174

Inspection Date: 02/12/2010



Customer's Name: Model: Pontiac G-6 VIN: 1G2ZF58B174 Inspection Date: 02/12/2010





To Dkoch@davesinclair.com

сс

bcc

Subject Authorization

To Don Koch:

Service Request: 71-802339733 Customer Name: Involved Dealership:Sinclair Buick-GMC Truck, Inc. 118330 Saint Louis Dealership Contact: Don Koch SVC MNG VIN: 1G2ZF58B174 Automobile: 2007 Pontiac G6 Deongella Bruce deongella bruce@gmexpert.com 1-866-790-5700 ext 21114

Parts - 538.08 Labor - 232.99 Sublet (Rental) @ 37 a day - 5 days - 185.00 Total - 956.07

I wanted to give you my authorization to start the repairs on this vehicle. If at any point during this repair the repairs go over 2,000, please contact me as soon as possible so that I can start the process for further approval at that time. Thank you for you help in this matter

If you have further questions, please contact the Customer Relationship Specialist at the telephone number and extension above or contact The 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.

Sincerely,

Deongella Bruce

General Motors

<u>SINCLAIR BUICK GMC, INC.</u> 5655 S. Lindbergh Blvd. St. Louis, MO 63123 Phone # 314-842-4200 FAX# 314-729-2329

<u>Service Dept.</u> Fax # 314-729-2360

FAX COVER SHEET

Phone: Re: D Urgent • Comments	☐ For Review	Date: CC:	······································	ease Recycle
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CUSTOMER #:825289	62494	Dave Sinclair Buick Pontiac GMC
	WORKORDER	5655 S. Lindbergh Blvd. St. Louis, MO 63123 (314) 842-4200
ST LOUIS, MO	PAGE 2	www.davesinclair.com
HOME: CONT:N/A BUS: CELL		R: 105 BATES, KEVIN M
07 PONTIAC G6	1G2ZF58B1174	
DEL DATE PROD DATE WARE EXP	PROMISED PONC.	RATE PAYMENT INV. DATE
30DEC06 DD 1.7 R.O. OPENED BEADY	<u>:00 10FEB10</u> OPTIONS: ENG:2.4 Liter	CASH
	OPTIONS: ENG:2.4_Liter_	MB 1
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ASSI	R STATES WHILE DRIVING ST IN STEERING, HIT CURB	AND DAMAGED WHEEL, CUSTOMER
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Mon Feb Ch	6	1.800-57-7300
Мыл Feb Qi Sit	Ю-600pm	
Prelim. Diag Est. \$	Any warrantics on the product sold are those by th	ie manufacturer. The seller, Dave Sinciair Buick-Pontiac-GMC hereby
Estimates incl Tax and S.S.	for a particular purpose, and stated dealer neither as in connection with the sale of sald preducts. Law	implied, including any implied warranty of merchantability or fitness assumes nor authorizes any other person to assume for it any liability with the transit warranty bareferst for the bardeness formation.
<u>SEstim.</u> By Date Apv by	case of fire, that, or any other cause beyond their In parts shipments by the supplier or transporter.	responsible for loss or demage to vehicle or articles left in vehicle in control or for any delays obused by unavailability of parts or delays hornby result the earlier and is their enclosure.
1 Called 2-10-10 10:20m (colling customer	purpose of testing and/or inspection and ronair. An	who y grant described on stricts, highways or elsewhere for the ehicle horein described on stricts, highways or elsewhere for the express mechanics's lien is hereby acknowledged on above vehicle the charged forty-eight hours after repairs are completed.
2) // Existance ~ {	NI D	

Customer Signature	×	Night Drap
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Copyright 2000 ADr. Inc.	SPRVICE	WHEYORDER	62	YEWOR

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TECHNICIAN COPY

GM Vehicle Inquiry System Summary

<u>Home</u> - <u>Summary</u> - <u>Claim History</u> - <u>Vehicle Build</u> - <u>Vehicle Component</u> - <u>Delivery Information</u> - <u>Dealer Information</u> - <u>Service</u> <u>Contract</u> - <u>Warranty Block</u> - <u>Branded Title</u>

<u>Help</u>

VIN :	1G2ZF58B174
	VEHICLE INFORMATION

				· • • • • • • • • • • • • • • • • • • •	~! \				
Merchandising Model :	22	2ZF69 -2007 G6 - 4CYL SEDAN			7 G6 - 4CYL SEDAN Warranty Start Date :			12/30/2006	
BARS Order Type :	70	0 - RETAIL - STOCK							
Delivering Dealer : BOMMARITO PONTIAC SOUTH, INC.			i, inc.	Selling So	urce :		16 - F	ONTIAC	
	S,	6127 SO LINDBERGH SAINT LOUIS, MO 63123-7020		D	Site Code :		19644		
	(3	314) 487-9800			Business A	Associat	e Code :	1769:	29
Service Contract :	No	Branded Title :	No	Warran	ty Block :	No	PDI Sta	tus :	Paid

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information.

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	12/30/2006	11 miles	12/30/2009	36011 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	12/30/2006	11 miles	12/30/2012	100011 miles
60/100000 POWERTRAIN COVERAGE LIMITED WARRANTY	12/30/2006	11 miles	12/30/2011	100011 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	12/30/2006	11 miles	12/30/2014	80011 miles
36/36000 FEDERAL EMISSION	12/30/2006	11 miles	12/30/2009	36011 miles

CLAIM HISTORY

R.O Date	R.O Date R.O Number Type		Labor Operation	Odometer Reading
01/13/2009	037835	#	E7700 - SHAFT, STEERING INTERMEDIATE - REPLACE	19213 miles
01/13/2009	037835	#	C8870 - INFLATABLE RESTRAINT PASSENGER SEAT SUPPRESSION MODULE REP	19213 miles

09/03/2008	030039	#	J7808 - PERFORM INJECTOR BALANCE TEST AND REPLACE INJECTORS (INC E	15891	miles
07/06/2007	209323	#	L1020 - FUEL TANK FILLER CAP REPLACEMENT	4701	miles
06/22/2006	192548	I	Z6999 - PDI RELATED FLUID ADDS	2	miles
06/16/2006	A05890	1	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0	miles

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PARTS

Right Outer The rod	\$ 47 4k
Right Front Wheel	\$ 10232
Right Front Hub CAP	\$ <u>S192</u>
Buer Steering Motor	\$ <u>337</u> 26
	\$
	\$
	\$
	\$
	\$
	\$
	\$
	\$\$_ <u>\$</u> \$
TOTAL	<u>\$538</u>
CONTRACT NAME:	
CONTRACT #:	
RO#:	

AUTHORIZATION #: _____

AUTHORIZATION \$: _____

CLAIM ADJUSTER: _____

<u>LABOR</u>

@ .	\$ 23279
TOTAL PARTS:	\$ <u>53808</u>
TAX ON PARTS:	\$
SUBLET:	_ \$
RENTAL:	\$
SUB-TOTAL:	\$
<deductible></deductible>	\$
TOTAL:	\$

LAbor Times Steering Motor-0.9 Tic rol- 0.4 Replace Wheel-0,5 At \$150 Front End Alignment 1.0 At 8925 HubCAP_ O.D

SINCLAIR BUICK GMC, INC. 5655 S. Lindbergh Blvd. St. Louis, MO 63123 Phone # 314-842-4200 FAX# 314-729-2329

<u>Service Dept.</u> Fax # 314-729-2360

FAX COVER SHEET

Fax: <u> -Xld</u> Phone:	-480-362	Date:	2-19-10	· · · · · · · · · · · · · · · · · · ·
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HOME :		CONT · N/A						clair.com	
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	DESCRIPTION	TOTALS
Service and Parts Hours	LABOR AMOUNT	232.99
Monday thru Friday 7:00 am to 5:30 pm	PARTS AMOUNT	507.83
	GAS, OIL, LUBE	0.00
Saturday 7:30 am to 4:00 pm	SUBLET AMOUNT	0.00
7.50 am to 4:00 pm	MISC. CHARGES	13.98
	TOTAL CHARGES	754.80
Body Shop Hours	LESS	0.00
Monday thru Friday 8:00 am to 5:00 pm	SALES TAX	33.00
5.00 am to 5:00 pm	PLEASE PAY THIS AMOUNT	
		787.80

<u>SINCLAIR BUICK GMC, INC.</u> 5655 S. Lindbergh Blvd. St. Louis, MO 63123 Phone # 314-842-4200 FAX# 314-729-2329

<u>Service Dept.</u> Fax # 314-729-2360

FAX	<u>COVERS</u>	

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Thank You For Your Business!!!

Sent By: HP LaserJet 3100;		3147292345;	Feb-24-10 1	1:15AM;	Page 3/3
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CUSTOMER #: 825289		62494		Dave	· Vame
		* INVOICE*		Buick-Pontia	
		DUPLICATE		ST. LOUIS, MO	SSON FERRY RD. (HWY. 21) 63123
ST LOUIS MO HOME: CONT		PAGE 2		PHONE (314) 84 www.davesincl	air.com
BUS: CELL COLON MARE	/M(9)6)=C	SERVICE ADVIS	OR: 105 KEV	VIN M BATES	
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PAR GMWA Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information						
Date	2-24-10		71-802339733			
Customer Name						
VIN	1G2ZF58B174					
In-Service Date	7/16/2006	Service Contract?	No			
Current Mileage	19213	Purchased New/Used?	New			
Warranty Blocked?	No					
Branded Title?	No	Mileage at Purchase	11			
	Dealer and Claim Ir					
Dealer Name	Sinclair Buick-GMC Truck,	Inc.				
Dealer Svc Mgr	Don Koch	DIr Warranty Admin:	Wendy Lamberty			
Dealer Phone	(314) 842-4200	Dealer Fax	314-792-2360			
Dealer BAC	118330	_				
Declar Division and Code	16 Dept 10647					
Dealer Division and Code Repair Order Number	16-Pont-19647 62494	_				
Repair Order Close Date	2-18-10	_				
Labor Op. Code Z1242	Dollar Amt:	925.57				
Labor Op. Code Z1243	Dollar Amt:	020.07				
Cause Code (CC)	MJ					
Failure Code (FC)	98					
PUT EVERYTHING IN NET AMOUNT Labor Hours and OLH: Parts and Labor Costs: Net Amount:	DO NOT PUT IN HOURS	925.57				
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Additional Comments for Deal		AUTH CODE				
IF THIS CLAIM SHOULD RE.		PLEASE CONTACT ME A	SAP			
AND FAX A COPY OF THE R						
F	Retain Copy with Deale	r Repair Order				
	Internal PAR Info					
Complaint:	-					
	Steering Locked up					
Cause:						
	Steering gear concern					
Correction:						
	Repaired Veh					
Justification:	Repaired Veh					
PAR CRS:	Deongella Bruce					
Additional Comments:	Global Warranty					

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Page 1

<u>INCLAIR BUICK GMC, IN</u> 655 S. Lindbergh Blvd. t. Louis, MO 63123 hone # 314-842-4200 AX# 314-729-2329	<u>IC.</u>	•		
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CUSTOMER #: 825289 C2494 *INVOICE* 550 SD LINDERGEN NUD, AT TEAC. DUPLICATE 3					· · ·		നര	`	
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CUSTOMER COPY

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Sent By: HP LaserJet 3100;	3147292345;	Feb-24-10 11:15AM;	Page 3/3
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	DUPLICATE		T TESSON FERRY RD. (HWY. 21) ; MO 63123
HOME: CONT:N/2	PAGE 2	PHONE (31	4) 842-4200 sinclair.com
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BBB AUTO LINE



February 15, 2010

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

KISSIMME FL	
Re:FLCC2 CHV1012385 1G1ZT58N17F	vs Chevrolet Motor Division

We would like to thank you for your interest in the BBB AUTO LINE program. Unfortunately, after a thorough review of the claim you submitted, it has been determined that your claim is ineligible for arbitration because your vehicle exceeds the mileage requirements set out in the manufacturer's *Program Summary*.

While we notified the manufacturer of your complaint, we cannot require the manufacturer to submit to arbitration unless the claim falls within the program limits explained in the *Program Summary*.

While I am sorry we were not able to help you with your automotive complaint, I want to thank you for your interest in the BBB AUTO LINE program. Please contact us at 1.800.955.5100 if you have any questions or if you believe we have made an error. For further information about the Florida lemon law, please contact the Florida Division of Consumer Services at 1.800.321.5366.

Sincerely,

Eric Oglesby at Extension 240

CC: Alicia Schneider

BBB AUTO LINE Customer Claim Form

Case number: CHV1012385 Contact Date: 02/12/10 Start Date: 02/12/10

Please make any necessary corrections to the information below, <u>print</u> or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner:		
Mailing address:		
City: kISSIMME	State: FL	Zip code
Day phone:	Evening phone:	Cell phone:
Fax:	E-mail address:	

SECTION 2: VEHICLE INFORMATION

Make: Chevrolet	Model:	Malibu	_{Year:} 2007	Current mileage: 68888	
Name(s) that appears on the vehicle t	itle:				
Selling dealer/city/state: STARLING CHEVROLET, KISSIMMEE, FL					
Primary Servicing dealer/city/state: STARLING CHEVROLET,					
	_	eased		oossession? 🛛 yes 🔲 no	
Purchase/lease date: 06/19/08			Mileage at purchase/le	ase:	
First repair attempt date: 02/11/10			First repair attempt m	ileage: 68888	
How often is the vehicle used for business purposes (percentage):	0 9		er of vehicles owned and by the business:	Transmission type: X Automatic Annual	
Has the vehicle been in an accident/ha	ad body d	amage? [」yes 区 no	Date of accident:	
Description of damage:					

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

GM/CHEVY MALIBU HAS BEEN HAVING THIS ISSUE WITH THE MALIBU S SINCE 2002 THRU 2009 MALIBU S AS WELL AS OTHER MODELS ..AND DESPITE THE REPEATED ISSUE HAS NOT ISSUED A RECALL ON THE POWER STEERING IN THESE VEHICLES.GM/CORPORATE NEEDS TO REPAIR THESE VEHICLES AS AT NOT COST TO THE CONSUMER.RECALL THEM!

Please complete the missing information in the box below and on page 2.

VEHICLE INDENTIFICATION NUMBER 1G1ZT58N17F	
Lienholder/Leasing Company	_ Phone Number
Account Number	-

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example: A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
POWER STEERING FAILURE		1		yes

Total days out of service for all problems: _____

Signature of Titled Owner(s) ______ Date _____

Printed Name of Titled Owner(s) _____

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

Please mail or fax this completed form with <u>copies</u> of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE 4200 Wilson Blvd., Suite 800 Arlington VA, 22203-1838 Fax: 703-247-9700 Page 2



BBB AUTO LINE PROGRAM SUMMARY

General Motors

General Motors has agreed to arbitrate certain claims covered by the applicable state lemon law. General Motors has also agreed to arbitrate certain warranty claims not covered by the lemon law. This *Program Summary* describes the claims that may be resolved through BBB AUTO LINE.

LEMON LAW CLAIMS

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

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

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

Please note:

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

Customer Responsibilities

At the time of the repurchase or replacement transaction, the customer's vehicle must be currently registered per that state's lemon law. The customer will be responsible for turning over the vehicle as it existed at the time of sale, taking into account normal wear and tear, without any after-market equipment or accessories that were installed after the time of sale and without any abnormal wear or damage evident on the vehicle that is not caused by the nonconformity. The customer will also be responsible for providing clear title to the vehicle and signing all documents necessary to effect transfer of the title, including a power of attorney for title transfer.

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

Certain warranty claims that do not meet all standards of the applicable lemon law may be eligible for arbitration if they meet certain conditions.

Time Period for Filing Claims

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

Eligible Claims

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

Eligible Vehicles

Claims may be filed for cars; light duty trucks and vans up to 10,000 pounds G.V.W.R.

The customer's vehicle must be:

- Owned or leased in the name of an individual;
- Purchased or leased, registered, and normally operated in the United States, Puerto Rico or U.S. Virgin Islands; and
- Covered by a United States warranty.

Remedies for Warranty Claims

The arbitrator may award the following remedies:

- **Repairs** to defects in material or workmanship. The arbitrator may not order a change in the vehicle's options or its design. The arbitrator may not order repairs to aftermarket parts or accessories that are not covered by the General Motors New Vehicle Limited Warranty. Further, it is the customer's responsibility to remove any after-market equipment or accessories that interfere with General Motors' ability to perform the repair.
- **Reimbursement** for documented expenses the customer incurred to repair defects in material or workmanship. It is the customer's responsibility to provide copies of receipts for these repairs.

Customer Responsibilities

If repairs are awarded, it is the customer's responsibility to remove any after-market equipment or accessories that interfere with General Motors' ability to perform the repair.

CLAIMS THAT WILL NOT BE ARBITRATED

- Claims not covered by the General Motors New Vehicle Limited Warranty.
- Claims involving vehicles with a non-U.S. warranty, or salvaged, "total loss" or similarly branded titled vehicles.
- Claims alleging that an airbag failed to deploy or deployed when it should not have.
- Claims covered by insurance or by warranties of other manufacturers.
- Repair or reimbursement claims that are not covered by the General Motors New Vehicle Limited Warranty but are covered by a service contract.
- Claims involving after-market equipment or accessories that interfere with General Motors' ability to make repairs to the vehicle under warranty.
- Claims involving a vehicle defect if the customer alleges either as part of the BBB AUTO LINE claim or at any other time that the vehicle defect has caused (1) bodily injury or (2) an accident or fire that resulted in damage to any vehicle or damage to property.
- Claims seeking compensation for loss of wages, personal injury, or mental anguish.
- Claims seeking damages for fraud or other violations of law, punitive damages, penalties or multiple damages.
- Claims identical to any claim that was resolved by a previous mediation or arbitration, court action, settlement, or agreement between the customer and General Motors.

OTHER IMPORTANT INFORMATION

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

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

STANDARDS OF THE FLORIDA LEMON LAW Motor Vehicle Warranty Enforcement Act

The following is a brief explanation of most relevant provisions of the Florida lemon law. The complete text of the lemon law can be found at Florida Stat. Ann. Section 681.10 *et seq*.

To obtain a "Consumer Guide to the Florida Lemon Law," or speak with someone about the Lemon Law, consumers in Florida may call the Florida Department of Agriculture & Consumer Services's Lemon Law Hotline at 1-800-321-5366, or 1-850-488-2221 for consumers outside Florida.

VEHICLES COVERED

The Florida lemon law covers cars and trucks that are sold in Florida to transport persons or property. This includes demonstrators, recreational vehicles (other than the living facilities), and also leased vehicles if the lessee is responsible for repairs. The Florida lemon law does not cover vehicles run only on tracks, off-road vehicles, trucks over 10,000 pounds G.V.W., motorcycles, mopeds, or the living facilities of recreational vehicles.

CONSUMERS COVERED

The lemon law covers any of the following:

- 1. The purchaser, other than for purposes of resale, or the lessee, of a vehicle primarily used for personal, family or household purposes;
- 2. Any person to whom such vehicle is transferred for the same purposes during the duration of the Lemon Law Rights Period; or
- 3. Any other person entitled by the terms of the warranty to enforce the obligations of the warranty.

Subsequent owners are covered if the vehicle is transferred from one consumer to another during the Lemon Law Rights Period (24 months from original delivery).

VEHICLE CONVERTERS

The lemon law applies to vehicle converters.

PROBLEMS COVERED THE FLORIDA LEMON LAW

The lemon law covers vehicle nonconformities. A nonconformity is defined as a defect or condition that substantially impairs the use, value or safety of a vehicle.

This does not include a defect or condition that results from an accident, abuse, neglect, modification, or alteration of the vehicle by persons other than the manufacturer or its authorized service agent.

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LEMON LAW RIGHTS PERIOD

The Lemon Law Rights Period established by the lemon law is the period ending 24 months after the date of original delivery of the vehicle to a consumer.

MANUFACTURER'S DUTY TO REPAIR

If a motor vehicle does not conform to the warranty and the consumer first reports the problem to the manufacturer or its authorized service agent during the Lemon Law Rights Period, the manufacturer or its authorized service agent shall repair the motor vehicle, even if the repairs are made after the Lemon Law Rights Period.

FINAL REPAIR ATTEMPT

The lemon law gives the manufacturer the right to a final repair attempt after there are 3 repair attempts for the same nonconformity or after the vehicle has been out of service for 15 days or more for the repair of one or more nonconformities.

After three repair attempts:

After three attempts have been made to repair the same nonconformity, the consumer must give written notice to the manufacturer, by registered or express mail, of the need to repair the nonconformity.

After the manufacturer receives the consumer's notice by registered or express mail, the manufacturer must respond within 10 days and give the consumer the opportunity to have the vehicle repaired at a reasonably accessible repair facility within a reasonable time after the consumer's receipt of the response.

After the vehicle is delivered to that facility, the manufacturer must correct the nonconformity within 10 days.*

*For recreational vehicles purchased or leased on or after October 1, 1997, the manufacturer has 45 days (not 10) to correct the nonconformity.

The requirement for the manufacturer to be given a final repair attempt does not apply if the manufacturer does not properly respond to the consumer within 10 days of receipt of the consumer's notice, or if it does not perform the repairs within the prescribed time periods.

After 15 days out of service:

If the motor vehicle is out of service by reason of repair of one or more nonconformities by the manufacturer or its authorized service agent for a cumulative total of 15 or more days, exclusive of down time for routine maintenance prescribed by the owner's manual, the consumer must give written notice to the manufacturer by registered or express mail.

After receiving the registered or express mail notice from the consumer, the manufacturer or its agent has an opportunity to inspect or repair the vehicle.

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MANUFACTURER'S DUTY TO REPURCHASE OR REPLACE A VEHICLE

If the manufacturer or its authorized service agent cannot conform a vehicle to its warranty by repairing or correcting any nonconformity after a reasonable number of attempts, the manufacturer must either repurchase or replace the vehicle. The consumer has a right to choose repurchase rather than replacement.

REASONABLE NUMBER OF REPAIR ATTEMPTS

It is presumed that a reasonable number of repair attempts have been made if, during the Lemon Law Rights Period, either:

- 1. The same nonconformity has been subject to repair at least three times by the manufacturer or its authorized service agent, plus a final attempt by the manufacturer after receiving the registered or express mail notice from the consumer, and the nonconformity continues to exist; or
- 2. The vehicle has been out of service by reason of repair of one or more nonconformities by the manufacturer or its authorized service agent for a cumulative total of 30* or more days, exclusive of down time for routine maintenance prescribed by the owner's manual. The manufacturer must have had the opportunity for a final repair attempt as described above. The 30 and 60 day periods may be extended if repair services are not available because of war, invasion, strike, fire, flood, or natural disaster.

*For recreational vehicles purchased or leased on or after October 1, 1997, the days out of service is 60 (not 30).

Regulations define "repair attempt" as the replacement of a component, or some adjustment made, to correct a substantial defect or condition covered by the manufacturer's warranty. An examination of a reported defect or condition, without a subsequent adjustment or component replacement, may be considered a repair attempt if it is later shown that repair work was justified. Examination or repair performed by anyone other than the manufacturer or its authorized service agent is not considered a repair attempt.

Regulations define "out-of-service day" as any day, including weekends and holidays, when the vehicle is left at an authorized service agent or manufacturer's designated repair facility for an examination or repair of one or more substantial defects or conditions covered by the manufacturer's warranty. The days for each visit start on the day the vehicle is brought in to the repair facility and end on the day the work is completed. If the vehicle is left at the repair facility for routine maintenance, repair of minor defects, or repairs to defects first reported after the lemon law rights period expired, the days will not be considered as out-of-service days.

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DISPUTE RESOLUTION

The lemon law provisions requiring repurchase or replacement of a nonconforming motor vehicle do not apply to a consumer who has not first used a dispute settlement procedure if:

- 1. The procedure has been certified by the Division of Consumer Services as complying with 16 C.F.R. Part 703 and the lemon law and regulations; and
- 2. At the time of the vehicle's acquisition, the manufacturer informed the consumer in writing how and where to file a claim with the procedure.

TIME PERIOD FOR FILING CLAIMS

If a manufacturer participates in a certified dispute settlement procedure, the consumer must file a claim with the certified procedure no later than 60 days after the expiration of the Lemon Law Rights Period.

A consumer may file a claim with the Florida New Motor Vehicle Arbitration Board if:

- 1. The certified procedure does not render a decision within 40 days of filing;
- 2. The consumer is not satisfied with the certified procedure's decision or the manufacturer's compliance with the decision; or
- 3. The manufacturer does not participate in a certified procedure.

The claim must be filed with the Florida New Motor Vehicle Arbitration Board no later than 60 days after the expiration of the Lemon Law Rights Period or 30 days after the final action of a certified procedure, whichever date occurs later.

REMEDIES UNDER THE FLORIDA LEMON LAW

REPURCHASE OF OWNED VEHICLE

Basic Repurchase Amount

The Florida lemon law provides that the manufacturer must refund the following amounts when repurchasing a vehicle under the lemon law:

- 1. *Purchase price of the vehicle*. This is the cash price for the vehicle, inclusive of any allowance for a trade-in vehicle;
- 2. *Collateral charges*. These are reasonably-incurred additional charges to a consumer wholly incurred as a result of the acquisition of the vehicle. They include, but are not limited to:
 - a. sales taxes and title charges;
 - b. manufacturer-installed or agent-installed items or service charges;
 - c. earned finance charges; and
- 3. *Reasonably incurred incidental charges*. These are reasonable costs to the consumer that are directly caused by the nonconformity of the vehicle.

"Purchase price" excludes debt from a previous transaction. "Allowance for trade-in vehicle" means the net trade-in allowance as reflected in the purchase contract if acceptable to the consumer and the manufacturer. If that amount is not acceptable to both parties, then the trade-in allowance is an amount equal to the retail price of the trade-in vehicle as reflected in the NADA Official Used Car Guide (Southeastern Edition) or NADA Recreation Vehicle Appraisal Guide, whichever is applicable, in effect at the time of the trade-in. The manufacturer is responsible for providing the applicable NADA book.

The refund will be paid to the consumer and lienholder of record, if any, as their interests may appear.

Deductions From Amount Paid to Purchaser

The Florida lemon law provides that the following deduction must be made as a reasonable offset for the vehicle's use:

use deduction	number of miles attributable to a consumer = up to the date of the arbitration hearing	х	vehicle purchase
acadetion		Λ	price
	120,000*		

*For recreational vehicles purchased on or after October 1, 1997, the denominator is 60,000 (not 120,000).

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REPURCHASE OF LEASED VEHICLE

Basic Repurchase Amount

The Florida lemon law provides that the manufacturer must refund the following amounts when repurchasing a leased vehicle under the lemon law:

To the lessee:

- 1. *Lessee Cost*. This is the total deposit and rental payments previously paid to the lessor for the leased vehicle, excluding debt from a previous transaction;
- 2. *Collateral charges*. These are reasonably-incurred additional charges to a consumer wholly incurred as a result of the acquisition of the vehicle. They include, but are not limited to, sales taxes and title charges, manufacturer-installed or agent-installed items or service charges, and earned finance charges; and
- 3. *Reasonably incurred incidental charges*. These are reasonable costs to the consumer that are directly caused by the nonconformity of the vehicle.

To the lessor:

The Lease Price MINUS the Lessee Cost.

Lease Price means the capitalized cost and each of the following items to the extent not included in the capitalized cost:

- 1. The lessor's earned rent charges through the date of repurchase;
- 2. Collateral charges, if applicable;
- 3. Any fee paid to another to obtain the lease;
- 4. Any insurance or other costs expended by the lessor for the benefit of the lessee; and
- 5. An amount equal to state and local sales taxes, not otherwise included as collateral charges, paid by the lessor when the vehicle was initially purchased.

Deductions From Amount Paid to Lessee

The Florida lemon law provides that the following deduction must be made as a reasonable offset for the vehicle's use:

use	number of miles attributable to a consumer		vehicle
deduction	 up to the date of the arbitration hearing 	Х	purchase
			price
	120,000*		

*For recreational vehicles leased on or after October 1, 1997, the denominator is 60,000 (not 120,000).

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REPLACEMENT

When replacing a vehicle under the Florida lemon law, the manufacturer must provide a new vehicle that is identical or *reasonably equivalent* to the vehicle to be replaced, as that vehicle existed at the time of purchase.

"Reasonably equivalent" means that the manufacturer's suggested retail price ("M.S.R.P.") of the replacement vehicle does not exceed 105% of the M.S.R.P. of the vehicle to be replaced. In the case of a recreational vehicle, the retail price of the replacement vehicle will not exceed 105% of the purchase price of the recreational vehicle to be replaced.

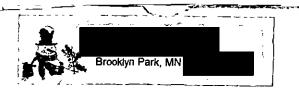
The Florida lemon law also provides that the manufacturer must refund to the consumer the following amounts when replacing a vehicle under the lemon law:

- 1. *Collateral charges*. These are reasonably incurred additional charges to a consumer wholly incurred as a result of the acquisition of the vehicle. They include, but are not limited to:
 - a. sales taxes and title charges;
 - b. manufacturer-installed or agent-installed items or service charges;
 - c. earned finance charges; and
- 2. *Reasonably incurred incidental charges*. These are reasonable costs to the consumer that are directly caused by the nonconformity of the vehicle.

The consumer must pay a reasonable offset for the vehicle's use in accordance with the formula set out above.

This information is not intended as legal advice. Please direct specific questions to your legal counsel. © 2006, Council of Better Business Bureaus, Inc.

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CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: 10-27-07.
17-Digit Vehicle Identification Number (VIN): 1G1ZT548Z5F
Mileage at Time of Repair: 10-29-07
Claimant Name (please print):
Street Address or PO Box Number:
City: Brooklyn PARK State: Mn ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$ _ # 100.00.
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Please mail this claim form and the required documents to:

Reimbursement Department P.O. Box 33170 Detroit, MI 48232-5170

Reimbursement questions should be directed to the following number: 1-800-204-0261

CUSTOMER REIMBURSEMENT PROCEDURE

If you have paid to have this condition corrected prior to this notification, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized dealer.

Your claim will be acted upon within 60 days of receipt.

If your claim is:

- Approved, you will receive a check,
- Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have any questions or need assistance, please contact the Chevrolet Customer Assistance Center at 1.800.630.2438 (TTY 1.800.833.2438).

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	Body	Color	License Number
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JMA Exp: 25000 or 1/01/11 Ded: 100			
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shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspectition. An express mechanic's lien is hereby acknowledged on above vehicle to secure			.0
the amount of repairs thereto."	SHOP SUPPLIES		.0
DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, include	SALES TAX OR TAX I.D.		.0
ing any implied warranty of merchantability or fitness for a particular purpose, and the seller neither	SPECIAL ORDER DEPOSIT		.0
said products. Any limitation contained herein does not apply where prohibited by law.	DISCOUNTS		100.0
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February 4, 2011



Service Request: 71-593747218 Customer Relationship Specialist: Patricia Scott

Dear

Thank you for contacting us recently regarding the special coverage notice you received for your 2005 Chevrolet Malibu. We apologize for any inconvenience you have experienced as a result of this special coverage.

At Chevrolet, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and appearance. Unfortunately, there are times when we identify a motor vehicle defect and release a special coverage notice to our loyal customers for their safety and satisfaction.

We have reviewed your request for reimbursement on the power steering assembly column that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$100.00.

At Chevrolet, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have future questions, feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

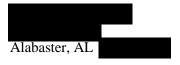
Sincerely,

Chevrolet Customer Assistance Center

For more information regarding the maintenance and care of your vehicle, please visit www.mygmlink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

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

February 4, 2011



Service Request: 71-593769967 Customer Relationship Specialist: Jason David

Dear

Thank you for contacting us recently regarding the special coverage notice you received for your 2005 Chevrolet Malibu. We apologize for any inconvenience you have experienced as a result of this special coverage.

At Chevrolet, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and appearance. Unfortunately, there are times when we identify a motor vehicle defect and release a special coverage notice to our loyal customers for their safety and satisfaction.

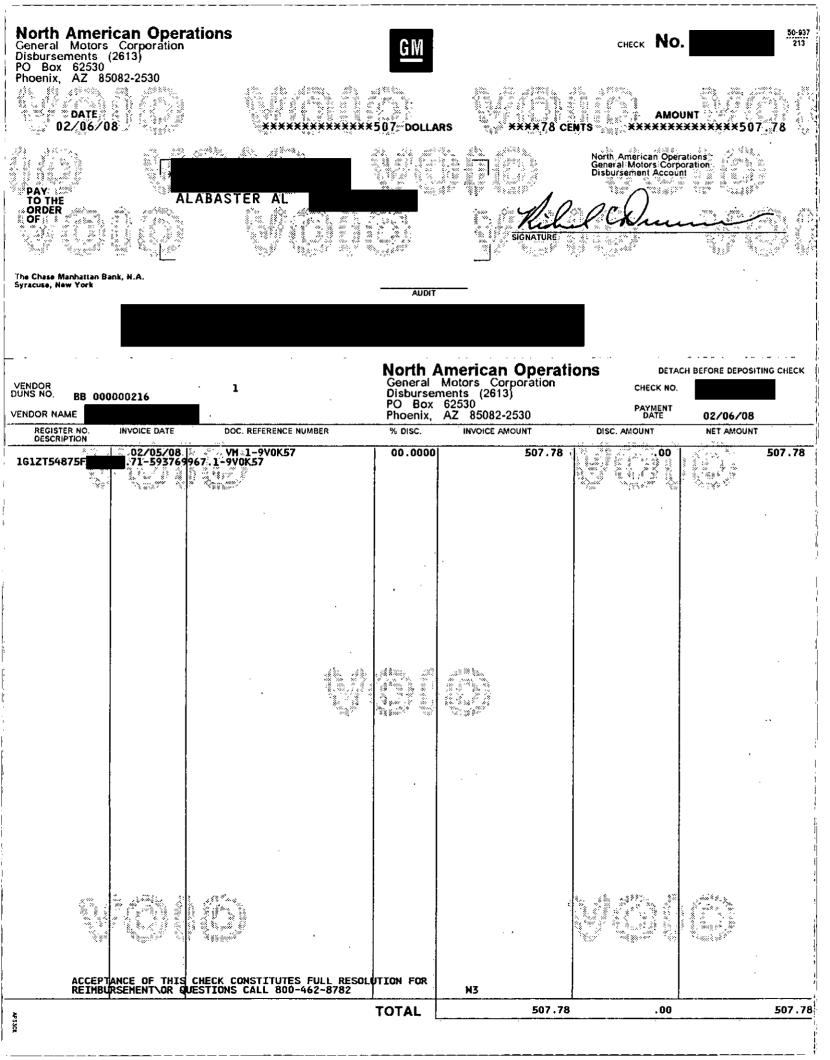
We have reviewed your request for reimbursement on the steering column assembly that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$507.78.

At Chevrolet, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have future questions, feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

Chevrolet Customer Assistance Center

For more information regarding the maintenance and care of your vehicle, please visit www.mygmlink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.



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CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant	
Date Claim Submitted: Dec. 20, 2006	
17-Digit Vehicle Identification Number (VIN): 1G12 T54875 F	
Mileage at Time of Repair: 51869 Date of Repair: 12-20-06	
Claimant Name (please print):	
Street Address or PO Box Number:	
City: <u>Alabaster</u> State: <u>Alabama</u> ZIP Code:	
Daytime Telephone Number (include Area Code):	
Evening Telephone Number (include Area Code):	
Amount of Reimbursement Requested: \$ (2 6 3. 79	
The following documentation must accompany this claim form.	
Original or clear copy of all receipts, invoices, and/or repair orders that show:	
The name and address of the person who paid for the repair.	
The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it.	
The total cost of the repair expense that is being claimed.	
 Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt) 	
My signature to this document attests that all attached documents are genuine and I	
request reimbursement for the expense I incurred for the repair covered by this letter.	
Claimant's Signature	

Please mail this claim form and the required documents to:

Reimbursement Department P.O. Box 33170 Detroit, MI 48232-5170

Reimbursement questions should be directed to the following number: 1-800-204-0261

12-19-2007

AHN: Customer Survice. At the time of Durchase Our address was We moved Bessemer Al On May 26, 2007. Our New address Alabaster AL If you have any questions, please contact iS coborrower on me or wade loan at-Summerville - primary borrower on car loan at Thanks So much.

Chevrolet P.O. Box 909989 Milwaukee, WI 53209-9989



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ere		PLEASE PAY THIS AMOUNT	1071.74

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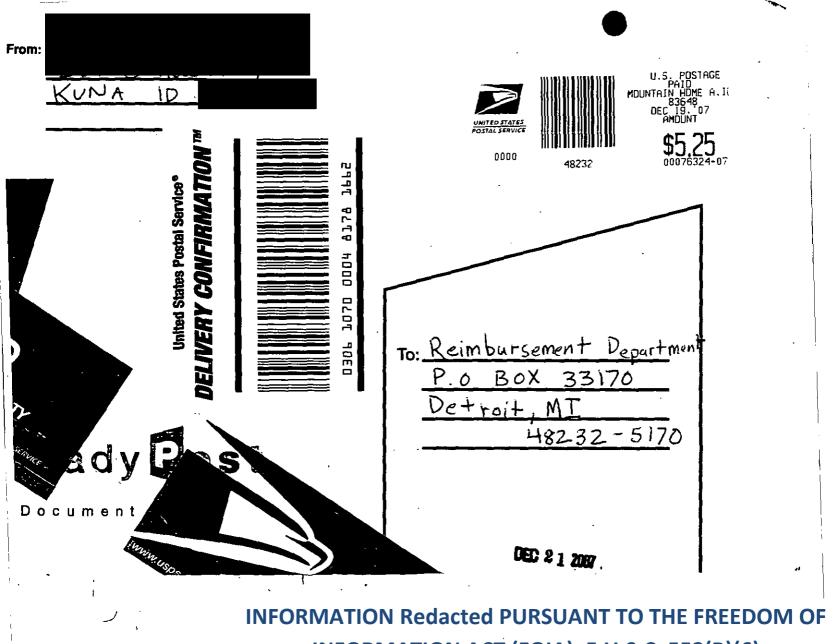
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CUSTOMER COPY



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

CUSTOMER REIMBURSEMENT CLAIM FORM

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This section to be completed by Claimant
Date Claim Submitted: 16 December 2007
17-Digit Vehicle Identification Number (VIN): IGIZT54815F
Mileage at Time of Repair: 57875 Date of Repair: 8 August 07
Claimant Name (please print):
Street Address or PO Box Number:
City: Kung State: IDaho ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$ 1376.52
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Please mail this claim form and the required documents to:

Reimbursement Department P.O. Box 33170 Detroit, MI 48232-5170

Reimbursement questions should be directed to the following number: 1-800-204-0261

CUSTOMER REIMBURSEMENT PROCEDURE

If you have paid to have this condition corrected prior to this notification, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized dealer.

Your claim will be acted upon within 60 days of receipt.

If your claim is:

- Approved, you will receive a check,
- Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have any questions or need assistance, please contact the Chevrolet Customer Assistance Center at 1.800.630.2438 (TTY 1.800.833.2438).

My 2005 Chevy Malibu (VIN 1G1ZT54815F was in for repair three times for the problem outlined in the notice that I have received.

6 January 07- repair tech said problem could not be duplicated (45.78)
5 February 07 temporary repairs (139.39 parts 359.81 for labor and shop materials)
8 August 2007 repaired again. (831.54 for parts, labor and shop materials)
Total amount requested 1376.22

I have enclosed copy of invoices and credit card receipts.

Thank you,

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KUNA, ID HOME:		BUS :		PAGE 1	E	SALE BATCH: 00353	
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					PLEASE PAY		

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KUNA, ID HOME		BUS:		PAGE 2				
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CUSTOMER SIGNATURE

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PLEASE PAY THIS AMOUNT

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CUSTOMER SIGNATURE

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PLEASE PAY THIS AMOUNT

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 hereby expressly disclaims all warranties either expression 	SS THE APPEARANCE OF THE VEHICLE (GAS, OIL, L		······································
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Seller neither assumes nor authorizes any other pers to assume for it any liability in connection with the se	ON AVAILABLE FOR (1) YEAR FROM THE DAY OF PAYMENT NOTIFICATION AT THE BIG RERVICING DEALER FOR INSPECTION I			
of this item/items.	MANUFACTURER'S REPRESENTATIVE.	SALES TAX		
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CUSTOMER COPY

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CUSTOMER COPY



CHEVROLET OF BOISE #76

9599 W. Fairview Avenue BOISE, IDAHO 83704

(N/C)

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INVOICE

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CONDITION CHECKLIST, EXHAUST SYSTEM, SHOCKS AND WIPER SYSTEM

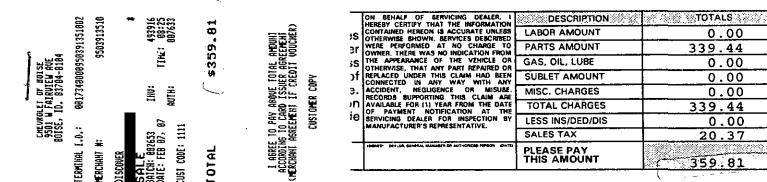
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CHEVROLET OF BOISE APPRECIATES YOUR PATRONAGE. OUR #1 GOAL IS TO HAVE YOU,

Pai 🗘 #18 OUR CUSTOMER, COMPLETELY SATISFIED. 2.3

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February 4, 2011



Service Request: 71-593795191 Customer Relationship Specialist: Peter Evans

Dear

Thank you for contacting us recently regarding the special coverage notice you received for your 2005 Chevrolet Malibu. We apologize for any inconvenience you have experienced as a result of this special coverage.

At Chevrolet, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and appearance. Unfortunately, there are times when we identify a motor vehicle defect and release a special coverage notice to our loyal customers for their safety and satisfaction.

We have reviewed your request for reimbursement on the power steering column that you had repaired. Although we regret that we are unable to reimburse you the full amount you requested, we are happy to inform you that we will reimburse you for the amount that pertains to the special coverage. We have enclosed a check in the amount of \$827.37.

At Chevrolet, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have future questions, feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

Chevrolet Customer Assistance Center

For more information regarding the maintenance and care of your vehicle, please visit www.mygmlink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: Dec 20, 2007
17-Digit Vehicle Identification Number (VIN): <u>JGIZT54855F</u>
Mileage at Time of Repair: 56636 Date of Repair: July 27, 2007
Claimant Name (please print):
Street Address or PO Box Number:
City: <u>Auburn</u> State: <u>Ne</u> ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$ 528.31
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.
Claimant's Signature:
Please mail this claim form and the required documents to:

I

Reimbursement Department P.O. Box 33170 Detroit, MI 48232-5170

Reimbursement questions should be directed to the following number: 1-800-204-0261

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

Page 03 of 03

07126

CUSTOMER REIMBURSEMENT PROCEDURE

If you have paid to have this condition corrected prior to this notification, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized dealer.

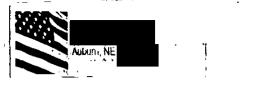
Your claim will be acted upon within 60 days of receipt.

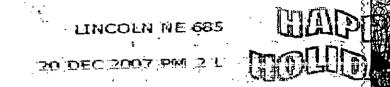
If your claim is:

- · Approved, you will receive a check,
- · Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have any questions or need assistance, please contact the Chevrolet Customer Assistance Center at 1.800.630.2438 (TTY 1.800.833.2438).

07126





Chevrolet Reimbursement Dect. P.O. Box 33170 Detroit, ni 48232-5170 DEC 2 6 2001

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Chevrolet P.O. Box 909989 Milwaukee, WI 53209-9989



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MEYER-EARP AUTO CENTER, L.L.C. 1100 E STREET AUBURN, NE 68305 (402) 274-3160 FAX: (402) 274-3210 www.meyerearp.com

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		TOTAL	528.31	.00	528.31

February 4, 2011



Service Request: 71-593905198 Customer Relationship Specialist: Anne Parks

Dear

Thank you for contacting us recently regarding the special coverage notice you received for your 2005 Chevrolet Malibu. We apologize for any inconvenience you have experienced as a result of this special coverage.

At Chevrolet, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and appearance. Unfortunately, there are times when we identify a motor vehicle defect and release a special coverage notice to our loyal customers for their safety and satisfaction.

We have reviewed your request for reimbursement on the steering column that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$528.31.

At Chevrolet, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have future questions, feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

Chevrolet Customer Assistance Center

For more information regarding the maintenance and care of your vehicle, please visit www.mygmlink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

North Amer General Motors Disbursements PO Box 62530 Phoenix, AZ 85	ican Opera Corporation (2613) 5082-2530	ations	<u>GM</u>		снеск NO	<u>50-937</u> 213
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Reimbursement Department P.O. Box 3317Ø Detroit, MI 48232-5170 I. Buddan In a labor Herede Bala barren Hannel Handen and December 11 48232+5170

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: December 17, 2007
17-Digit Vehicle Identification Number (VIN): <u>IGAZH528X54</u>
Mileage at Time of Repair: Date of Repair: <u>8/21/07</u>
Claimant Name (please print):
Street Address or PO Box Number:
City: <u>Spanalway</u> State: WA ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$ 115.32
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.
Claimant's Signature:
Please mail this claim form and the required documents to:
Reimbursement Department P.O. Box 33170 Detroit, MI 48232-5170

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Reimbursement questions should be directed to the following number: 1-800-204-0261

:

CUSTOMER REIMBURSEMENT PROCEDURE

If you have paid to have this condition corrected prior to this notification, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized dealer.

Your claim will be acted upon within 60 days of receipt.

If your claim is:

- · Approved, you will receive a check,
- · Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have any questions or need assistance, please contact the Pontiac Customer Assistance Center at 1.800.620.7668 (TTY 1.800.833.7668).

December 2007



Spanaway, WA

Dear

As the owner of a 2005 model year Pontiac G6, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2005 model year Pontiac G6 vehicles may lose their power steering assist. This is caused by electrical input signals within the steering column assembly. If the power steering assist is lost, a chime will be heard and the DIC will display a Power Steering warning message. The Service Vehicle Soon light will also illuminate. The vehicle can still be steered in a safe manner but will require greater driver effort at low vehicle speeds or when stopped.

Do not take your vehicle to your Pontiac dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for the steering column assembly. If this condition occurs on your 2005 Pontiac G6 within 7 years of the date your vehicle was originally placed in service or 70,000 miles, whichever occurs first, the condition will be repaired for you at **no charge.** Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do: Repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

Reimbursement: The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the special coverage condition. Your request for reimbursement, including the information and documents mentioned on the enclosed form, must be received by GM by December 31, 2008.

If you have any questions or need any assistance, just contact your dealer or the Pontiac Customer Assistance Center between the hours of 8:00 AM and 11:00 PM, EST, Monday through Friday. They can be reached at 1.800.620.7668 (TTY 1.800.833.7668).



We are sorry for any inconvenience you may experience; however we have taken this action in the interest of your continued satisfaction with our products.

Scott Lawson ^J General Director, Customer and Relationship Services

Enclosure 07126

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0010554/GMR2V071128R15 Page 02 of 03

209743 DATE: S/DI/07SHEET COLOR ADVISOR 1000% DELIVERY DAT Satisfaction, LIMITED WARRANTY: We will repair or replace any NEW parts or redo any labor which YOU ARE fail in normal service due to defects in parts or labor, if returned to our shop within 12 months or 12,000 miles, whichever first occurs. Does not cover for loss of time, or use, ENTITLED TO MILEAGE YEAR MAKE inconvenience, normal wear, abuse, used parts, or other matters not specified, and there AN ESTIMATE shall be no liability for consequential commercial damages. We hereby disclaim any 01 98444 is our goal! implied warranty of merchantability and fitness for a particular purpose and neither TIMPPROMISI DISPATCH NO NAM LOO NOT WANT AN assume nor authorize any other person to assume for it any liability in connection with ESTIMATE BUT CALL this sale. No warranty whether expressed or implied extends beyond this term ME IF PRICE WILL ustern Hiatt Pontiac GMC, INC. ADDRES 9415 PACIFIC AVE. TACOMA, WASHINGTON EXCEED I hereby authorize the above repair work/service to be done along with the necessary materials. hereby authorize Hiatt Pontiac GMC, INC. (HPGMC) and its employees to operate my vehicle for BUS PHONE the purpose of testing, inspection or delivery, all at my own risk. I acknowledge an express CITY STATE . mechanics lien on the vehicle to secure the amount of repairs/service thereto; I acknowledge and CUST 54 agree that I have no right to remove the vehicle from HPGMC's possession up I have paid for the repair/service thereto and promise that I will not attempt to remove the vehicle without prior ORIGINAL APPROVED BY DATE TIME EMP ID ESTMATE JUSTOMER REVISED ESTIMAT payment. I agree not to hold HPGMC liable or responsible for any loss or damige to the vehicle, its equipment or contents in case of fire, theft, accident or any other cause outside of HPGMC's \$ \$ control. I understand and agree that HPGMC is not responsible for the unavailability of parts or delays in parts shipments beyond its' ses from the MECH NO. **REPAIR ORDER - LABOR INSTRUCTIONS** repairs/service, I agree that the prevailing pa it's costs and **OPERATION** FRU тс reasonable attorney's fees incurred in resolving t CONCERN ē 510 l agree tha arbitration \mathcal{M} BUYER 1/27 Δ In 106 00 Y N EXTENDED SERVICE CONTRACT CAUSE/ COR 5 DED \$ TYPE SPECIAL NOTES: TURVIL CENTER 10 HIATT PONTIAC GMC TRUCK Helut CAUSE / CORRECTION **REFERENCE/INVOICE NO** r CONCERN 200 RENTAL CHARGES CAUSE / CORRECTION R SUBLET CHARGES DESCRIPTION SALE P.O. NO SUBLET REPAIRS AMOUNT LABOR-MECH DAM HIATT PONTIAC GMC TRUCK CENTER PARTS-MECH. 9415 PACIFIC AVENUE SUBLET **TACOMA, WA 98444** GMC OIL, GREASE (253) 537-2222 TRUCKS 6104 SUBLET REPAIRS TOTAL PONTIAC GAS-OIL-GREASE SUB TOTAL 06 QTS. OIL @ Thank You Ŷ SALES TAX LBS. GREASE @ TOTAL SALE 2035 AUTO, TRANS, FLUID @ R.O. NO CREDIT CARD SALE 209743 MHOT GAS, OIL & GREASE TOTAL CASH SALE

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Service Information

<- Back	Forward ->Document ID# 1879716 2005 Pontiac G6FeedbackPrint
Subject:	Info - Normal Operating Characteristics of Electric Power Steering (EPS) System During Extended Lock-to-Lock Turns (Maximum Steering Wheel Rotation) and/or DTCs C0176 and C0476 Set #06-02-32-002B - (12/20/2006)
Models:	2004-2007 Chevrolet Malibu, Malibu Maxx (excluding 2006-2007 SS and 2007 Maxx models)
	2005-2007 Chevrolet Cobalt, Equinox
-	2006-2007 Chevrolet HHR
	2005-2007 Pontiac G6 (excluding 2006-2007 Convertible, GTP and 2007 GT models)
l	2005-2006 Pontiac Pursuit (Canada Only)
	2006-2007 Pontiac Torrent
	2007 Pontiac G5
	2002-2007 Saturn VUE
	2003-2007 Saturn ION

This bulletin is being updated with additional models and model years. Please discard Corporate Bulletin Number 06-02-32-002A (Section 02 - Steering).

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

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

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

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

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

Owner Manual Information

If you turn the steering wheel in either direction several times until it stops, or hold the steering wheel in the stopped position for an extended amount of time, you may notice a reduced amount of power steering assist. The normal amount of power steering assist should return shortly after a few normal steering movements.

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



WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION

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<- Back Forward ->

Document ID# 1879716 2005 Pontiac G6

Feedback Print

8/21/2007

February 4, 2011



Service Request: 71-593914958 Customer Relationship Specialist: Roxy King

Dear

Thank you for contacting us recently regarding the special coverage notice you received for your 2005 Pontiac G6. We apologize for any inconvenience you have experienced as a result of this special coverage.

At Pontiac, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and appearance. Unfortunately, there are times when we identify a motor vehicle defect and release a special coverage notice to our loyal customers for their safety and satisfaction.

We have reviewed your request for reimbursement on the steering column that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$115.32.

At Pontiac, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have 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

For more information regarding the maintenance and care of your vehicle, please visit www.mygmlink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.