

**SERVICE INVOICE**

**CLASSIC BUICK PONTIAC GMC**

2700 N INTERSTATE 35E  
CARROLLTON, TX 75007

(972) 242-4000 Fax: (972) 466-1360

CUSTOMER NAME AND ADDRESS

DALLAS, TX  
EML

JOB #	MILEAGE IN	MILEAGE OUT	COST #	HOME TELEPHONE	PHONE WHEN READY	DELIVERY DATE	LABOR RATE	ADVISOR	P.O. NUMBER
7029	22347		CASH			07/25/2009	95.00	FELICE	427297W

VEHICLE IDENTIFICATION	STOCK NO.	YR.	MAKE & MODEL	LICENSE NO.	CROSS REF P.O. #	K.O. DATE	PAGE
1G2ZG57B184			2008 PONTIAC G6/SE			08/31/2009	2

SALESMAN	POLICY	DEDUCTIBLE	PRINT DATE & TIME	P.O. #	
10			1016091504-2		

"This dealership utilizes the hours published in the GM Labor Time Guide, which reflects an average time requirement for the performance of specific vehicle repairs, and which may therefore be either more or less than the actual clock time in any given instance."

LINE	TRCN	TYDE	DESCRIPTION	QTY	NET AMOUNT
035896			9597624 WHEEL	152.10	125.64
023372			9597603 COVER	99.03	81.80
006760			25920615 SENSOR	67.60	47.32
000874			15263240 VALVE KIT	8.74	6.12
008269			19180744 #STRUT KIT	165.38	115.77
004599			25872802 ROTOR	91.98	64.39
015212			15793213 HUB	304.24	212.97
002365			20815093 SHIELD	40.08	33.11
001184			15247800 NOZZLE	20.77	16.58
009575			15209852 MOLDING	162.29	134.05

A:01962.49 N:02920.97 T:03757.98

3 BILL PLAIS . . . HIT THE CURB ON THURSDAY NIGHT AROUND 10 PM THEN DROVE CAR TO THE FIRESTONE DOWN THE STREET. HAD TOWED IN ON SAT THE 29TH PROTOW REFER JOB 2 ---WARRANTY---

000000	SK:03 MW	OPER/CODE:	DESC:	0.0
000000	TY:N ST:	CC:	FF:	OT: 0.0
	AU:	PE:	FC:	

006448			15836874 MOUNT	113.12	90.27
004061			22712116 BEARING	64.77	51.69
020463			25933396 COLUMN	359.00	286.48
024090			25805894 MOTOR	422.63	337.26
000718			9594683 NUT,WHL	6.08	5.03
006462			9594683 NUT,WHL	6.08	5.03
000000			Z5000 PO#211303,CLASS	6.48	6.48

A:00622.42 N:00872.78 T:00872.78

\* 4 NATHAN GIB PAINT TIME FOR HOOD, FENDER, ROCKER AND ETC. COMPLETE ---WARRANTY---

012915	*SK:09 BW	OPER/CODE: A0357	DESC: REF HOOD	9.4	385.68 *
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**TERMS STRICTLY CASH; UNLESS ARRANGEMENTS MADE**  
I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are NOT responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereon. **PARALEX IN CARROLLTON, DALLAS CO., TEXAS**  
**DISCLAIMER OF WARRANTIES** - Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty or merchantability or fitness for a particular purpose, and seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

**NOTICE PURSUANT TO §70.0001, TEXAS PROPERTY CODE**  
I AM THE PERSON OR AN AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT. I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH §9.503, TEXAS ASSURANCE AND GUARANTEE CODE. IF A WRITTEN ORDER FOR RECALL OR REPAIR OF THE VEHICLE IS STOPPED, HIGHLIGHTED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE DRAWER OR OWNER OF THE ACCOUNT ON WHICH IT IS DRAWN HAS BEEN CLOSED.  
Supplies- A token charge equivalent to 1% of the total labor charge is included for supplies used on your vehicle. Maximum charge is \$25.00. Applicable supply items are nuts, bolts, washers, tape, pink, sarsoprey, shellac, solvent, rag, carburetor cleaner, towels, solder, battery cleaner, wire, window cleaner, etc.

LABOR AMOUNT	
PARTS AMOUNT	
OTHER TAXABLE	
OTH NON TAXABLE	
MISC. CHARGES	
SALES TAX	
DEDUCTIBLE	

**Warranty Copy**

Signature of Person Responsible  
or Agent for Person Responsible

**X**

**TOTAL: \*CONTINUED\***

**SERVICE INVOICE**

**CLASSIC BUICK PONTIAC GMC**

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

CUSTOMER NAME AND ADDRESS

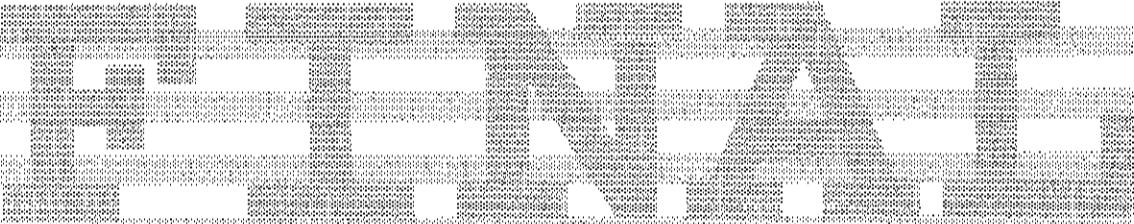
DALLAS, TX  
 EML: [REDACTED]

JOB #	MILEAGE IN	MILEAGE OUT	CASH	HOME TELEPHONE	PHONE WHEN READY	DELIVERY DATE	LABOR RATE	ADVISOR	P.O. NUMBER
7029	22347		CASH	[REDACTED]	[REDACTED]	07/25/2009	95.00	FELICE	427297W

VEHICLE IDENTIFICATION	STOCK NO.	YR.	MAKE & MODEL	LICENSE NO.	CROSS REF. P.O. #	P.O. DATE	PAGE
1G2ZG57B184 [REDACTED]			2008 PONTIAC G6/SE	.		08/31/2009	3

SALESMAN	POLICY	DEDUCTIBLE	PRINT DATE & TIME	P.O. #	
10			1016091504-2		"This dealership utilizes the hours published in the GM Labor Time Guide, which reflects an average time requirement for the performance of specific vehicle repairs, and which may therefore be either more or less than the actual clock time in any given instance."

LINE	TECH	TYPE	DESCRIPTION	QTY	NET AMOUNT
000000			TY:N ST: CC:VB FP: FC:1D OT: 0.0		
			AU: PE:		
036700			PMAT PAINT MATERIALS 367.00 367.00 1 367.00		
			A:00367.00 N:00367.00 T:00752.68		
* 5			5 DAYS RENTAL COMPLETED		
			----- WARRANTY -----		
000000	SK:09 MW		OPER/CODE: Z7905 DESC: 5DAYS RENTAL	0.0	210.00 *
000000			TY:N ST: CC: FP: FC: OT: 0.0		
			AU: PE:		
			A:00000.00 N:00000.00 T:00210.00		



TOT WRT 5593.44

**TERMS STRICTLY CASH: UNLESS ARRANGEMENTS MADE**  
 I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereon. CARROLLTON, DALLAS CO., TEXAS.  
**SIGNATURE OF WARRANTIES** - any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

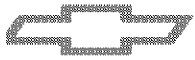
**NOTICE PURSUANT TO §70.0001, TEXAS PROPERTY CODE**  
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 Supplies - A token charge equivalent to 1% of the total labor charge is included for supplies used on your vehicle. Maximum charge is \$25.00. Applicable supply items are: oils, bolts, washers, tape, pink, aerospray, shellac, solvent, tape, carburetor cleaner, towels, solder, battery cleaner, wire, window cleaner, etc.

LABOR AMOUNT
PARTS AMOUNT
OTHER TAXABLE
OTH NON TAXABLE
MISC. CHARGES
SALES TAX
DEDUCTIBLE

**Warranty Copy**

Signature of Person Responsible or Agent for Person Responsible **X**

CASH	TOTAL:	.00
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**GMC**

**HUMMER**

## **General Motors Business Resource Center**

# **FAX**

**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 Vehicle Information			
Date	10/20/09	Service Request #	71-757779986
Customer Name	[REDACTED]		
VIN	1G2ZG57B184 [REDACTED]		
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 Information			
Dealer Name	Classic Buick, Pontiac, GMC of Carrollton, Llc		
Dealer Svc Mgr	Shannon Buie	Dlr 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		
<b>PUT EVERYTHING IN NET AMOUNT</b>			
Labor Hours and OLH:	<b>DO NOT PUT IN HOURS</b>		
Parts and Labor Costs:	<b>DO NOT PUT IN COSTS</b>		
Net Amount:	\$5231.42		
<b>DO NOT H ROUTE THIS CLAIM</b>			
Authorization Code:	DO NOT PUT IN AN AUTH CODE		
Additional Comments for Dealer:			
<b>IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO (866) 857 3113</b>			
<b>Retain Copy with Dealer Repair Order</b>			
Internal PAR Information			
<b>Complaint:</b>			
	Steering concern		
<b>Cause:</b>			
	Steering concern		
<b>Correction:</b>			
	repaired steering		
<b>Justification:</b>			
	repaired steering		
<b>PAR CRS:</b>			
	Rita Sanchez		
<b>Additional Comments:</b> n/a			



Rowlett , August 31 2009

Classic of Carrollton

Att.: Joe Pasconi.

Ref.: Pontiac G6 2008 - Plate [REDACTED]

The following is concerning the Pontiac G6 2008 VIN 1G2ZG57B184 [REDACTED] that I purchased on July 2009.

I bought the Pontiac G6 from the seller Mario Bonilla on July 25. The car seemed to have a few problems with 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 [REDACTED] 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 fine and the only problem it had was that one of the tires had a nail stuck in it. A couple of days later [REDACTED] 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 [REDACTED] took the car in once again., and get the car 3 days later after they checked the car, they returned the car and Mr. Joe Pasconi told [REDACTED] that the car was fine and just need some alignment .

After that, the problems still occurring and August 27 my niece Maria Conde had a serious incident that she explained in the next letter.

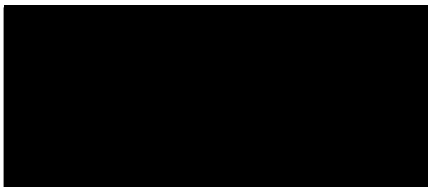
Hopefully the incident was not a hurtful one but it could have been

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 Franco



Rowlett , August 31 2009

Classic of Carrollton

Att.: Joe Pasconi.

Ref.: Incident Pontiac G6 2008 - Plate [REDACTED]

The following is concerning the Pontiac G6 2008 VIN 1G2ZG57B184 [REDACTED]  
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 [REDACTED] and a friend at work.

Right after dropping [REDACTED] friend 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 [REDACTED] 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 Carrollton 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 [REDACTED] The people that were in the car at the moment the incident occurred.

Sincerely

Maria Conde  
[REDACTED]  
[REDACTED]

Rowlett, September 10 ,2009

Dealer Classic of Carrollton  
Att.: Charles Martin  
Ref.: Pontiac G6 Mechanical Problems  
VIN 1G2ZG57B184 [REDACTED]  
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 25<sup>th</sup> 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 :

[REDACTED] or [REDACTED]

Atentamente,

Julio Franco

[REDACTED]

314 WEEKS  
ALIGNMENT

DRIV.  
— G6  
—

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

Customer's Name:	██████████	Inspection Date:	9/25/09
Vehicle Brand:	Pontiac	Model:	2008 G6
File #	71-757779986	VIN:	1G2ZG57B184 ██████████

Inspector William Hartley, EAA, (817) 992-8163

- | <u>Photo #</u> | <u>Description</u>  |
|----------------|---|
| 1.             | <u>VIN</u>  |
| 2.             | <u>Build data label</u>   |
| 3.             | <u>Tire data label</u>  |
| 4.             | <u>Service parts identification label</u>   |
| 5.             | <u>Instrument cluster showing odometer reading and tire pressure warning light on with key on</u> |
| 6.             | <u>Check Tire Pressure message showing in message center</u>                                      |
| 7.             | <u>Front tire pressures showing in message center</u>   |
| 8.             | <u>Rear tire pressures showing in message center</u>  |
| 9.             | <u>Front view</u>   |
| 10.            | <u>Left front view</u>  |
| 11.            | <u>Left side view</u>   |
| 12.            | <u>Left rear view</u>   |
| 13.            | <u>Rear view</u>  |
| 14.            | <u>Right rear view</u>  |
| 15.            | <u>Right side view</u>  |
| 16.            | <u>Right front view</u>   |
| 17.            | <u>Right front side view</u>  |
| 18.            | <u>Right front corner view</u>  |
| 19.            | <u>Left front corner view</u>   |
| 20.            | <u>Left front side view</u>   |
| 21.            | <u>Windshield from the front</u>  |
| 22.            | <u>Overview of the engine compartment from the front</u>  |
| 23.            | <u>Overview of the engine compartment from the left side</u>                                      |
| 24.            | <u>Overview of the engine compartment from the right side</u>                                     |
| 25.            | <u>Looking down at the right end of the steering rack from above</u>                              |
| 26.            | <u>Brake ABS unit and master cylinder and reservoir</u>   |
| 27.            | <u>Brake fluid reservoir from the side showing fluid level</u>                                    |
| 28.            | <u>Looking into brake fluid reservoir showing clean fluid and inside of cap</u>                   |
| 29.            | <u>Overview of the front end from below</u>   |
| 30.            | <u>Overview of the right front tire and suspension from the front</u>                             |
| 31.            | <u>Overview of the center front undercarriage from the front</u>                                  |
| 32.            | <u>Overview of the left front tire and suspension from the front</u>                              |
| 33.            | <u>Overview of the right front tire and suspension from the inside</u>                            |
| 34.            | <u>Impact marks on the right front lower control arm and scrapes on the drive axle</u>            |
| 35.            | <u>Closer view of the right front lower ball joint ball stud</u>                                  |
| 36.            | <u>Right front drive axle and outer CV joint boot</u>   |
| 37.            | <u>Right front drive axle and inner CV joint boot</u>   |
| 38.            | <u>Distorted right front tire from the inside showing impact marks</u>                            |
| 39.            | <u>Closer view of the right front tire tread</u>  |
| 40.            | <u>Overview of the outside of the right front tire and wheel showing damage and impact marks</u>  |
| 41.            | <u>Front view of the damage to the outside of the right front wheel</u>                           |
| 42.            | <u>Front of the right front fender inner shield</u>   |
| 43.            | <u>Center of the right front fender inner shield</u>  |
| 44.            | <u>Rear of the right front fender inner shield</u>  |
| 45.            | <u>Tire contact marks on the rear inside of the right front fender inner shield</u>               |
| 46.            | <u>Closer view of the body damage at the rear of the right front fender</u>                       |
| 47.            | <u>Overview of the right front suspension from below</u>  |
| 48.            | <u>Closer view of the right front lower ball joint ball socket</u>                                |
| 49.            | <u>Overview of the right rear tire and wheel from the outside</u>                                 |

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

Customer's Name:	[REDACTED]	Inspection Date:	9/25/09
Vehicle Brand:	Pontiac	Model:	2008 G6
File #	71-757779986	VIN:	1G2ZG57B184 [REDACTED]

50. Closer view of the damage to the right rear wheel outer edge and the tire, showing impact mark
51. Closer view of the damage to the right rear wheel outer edge and the tire, showing impact mark
52. Right rear tire tread
53. Left front steering tie rod
54. Steering shaft connected to the steering rack
55. Right front steering tie rod
56. Number tag on the steering rack
57. Interior and dash from the left side
58. Front seats from the left side
59. Driver's knee blocker and pedals
60. Headliner, sun visors, airbag warning labels, and inside mirror
61. Face of the steering wheel and center of the dash
62. Interior and dash from the right side
63. Front seats from the right side
64. Right front passenger's knee blocker
65. Steering wheel and column from the right side
66. Passenger presence system "off" with right front seat unoccupied
67. Passenger presence system "on" with right front seat occupied
68. Overview of the driver's seat belt
69. Driver's seat belt D-ring
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 seat belt
75. Right front seat belt D-ring
76. Right front seat belt latch plate
77. Right front seat belt latch plate
78. Right front seat belt buckle
79. Right front seat belt buckled
80. Center console with parking brake fully applied
81. Power steering motor and controller under the left side of the dash
82. Closer view of the power steering motor harness tag and connectors
83. Closer view of the power steering motor harness connectors
84. CDR connected to the vehicle
85. Tech 2 connected to the vehicle
86. Tech 2 screen 1 of 3 showing DTC summary
87. Tech 2 screen 2 of 3 showing DTC summary
88. Tech 2 screen 3 of 3 showing DTC summary
89. Tech 2 screen showing DTC B1325 in history in the SIR system
90. Tech 2 screen showing DTC B0081 in history in the SIR system
91. Tech 2 screen showing DTC B1325 in history in the radio system
92. Tech 2 screen showing DTC C0475 in history in the power steering system
93. Tech 2 screen 1 of 2 showing PSCM data with the engine off
94. Tech 2 screen 2 of 2 showing PSCM data with the engine off
95. Tech 2 screen 1 of 2 showing PSCM data with the engine running
96. Tech 2 screen 2 of 2 showing PSCM data with the engine running
97. Tech 2 screen showing PSCM data with the steering wheel turned to the right
98. Tech 2 screen showing PSCM data with the steering wheel turned to the left
99. Tech 2 screen showing PSCM module information
100. Overview of the site looking in the direction of travel



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

<u>Customer's Name:</u>	██████████	<u>Inspection Date:</u>	9/25/09
<u>Vehicle Brand:</u>	Pontiac	<u>Model:</u>	2008 G6
<u>File #</u>	71-757779986	<u>VIN:</u>	1G2ZG57B184 ██████████

- 101. Closer view of the curb at the end of the storm drain with impact marks
- 102. Closer view of the curb at the end of the storm drain with impact marks
- 103. Closer view of the curb at the end of the storm drain with impact marks
- 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. INTERSTATE CARROLLTON TX. 75007  
972-242-4000  
LORILAYMAN@CLASSICOF CARROLLTON.COM

10-16-2009

# Fax

**TO: NEW VEHICLE WARRANTY.**

**FROM: LORI**

PAGES: 4

FAX 866-857-3113

FAX: 972-466-1360

PHONE: 866-790-5600 ext 31227

PHONE: 972-242-4000

CC:

RE: CREDIT CARD PAYMENT

**COMMENTS:**

CUSTOMER franco 71-75779986

VIN 84 [REDACTED]

- Urgent
- Please review
- Please comment
- For your records

**SERVICE INVOICE**

**CLASSIC BUICK PONTIAC GMC**

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

**CUSTOMER NAME AND ADDRESS**  
 [REDACTED]  
 DALLAS, TX [REDACTED]  
 EML: [REDACTED]

JOB #	RELEASE IN	RELEASE OUT	CUST #	HOME TELEPHONE	PHONE WHEN READY	DELIVERY DATE	LABOR RATE	ADVISOR	R.O. NUMBER
7029	22347		CASH	[REDACTED]		07/25/2009	95.00	FELICE	427297W

VEHICLE IDENTIFICATION	STOCK NO.	YE.	MAKE & MODEL	LICENSE NO.	CROSS REF. P.O. #	R.O. DATE	PAGE
1G22G57B184	[REDACTED]		2008 PONTIAC G6/SE	.		08/31/2009	1

SALESMAN	POLICY	DEDUCTIBLE	PRINT DATE & TIME	P.O. #	NOTE
10			1016091504-2		*This dealership utilizes the hours published in the GM Labor Time Guide, which reflects an average time requirement for the performance of specific vehicle repairs, and which may therefore be either more or less than the actual clock time in any given instance.*

LINE	TECH	TYRE	DESCRIPTION	QTY	NET AMOUNT
1	BILL PLAIS		COURTESY BRAKE AND TIRE WEAR CONDITION CHECK	----	CUSTOMER----
000000	SK:13 MC		OPER/CODE: DESC:		0.0
2	BILL PLAIS		C/S WHILE DRIVING 35-40 MPH HEARD A CHIME AND----WARRANTY---- SERVICE POWER STEERING MESG. CAME ON THE DIC COULD NOT STEER VEHICAL AND HAD NO BRAKES.... CODE C0475/00 HARD STEERING SCAN STEERING SYSTEM WITH TECH 2 , CODE C0475/ 00 , CK. AND TESTED STEERING SYSTEM , REPLACE STEERING ASSIST MOTOR , AND REPLACE STEERING COLUMN , CLEAR CODES AND DROVE VEH. , NO LIGHTS OR CODES AT THIS TIME NOTE: WHEN STEERING WENT OUT CUSTOMER HIT CURB. CAUSING DAMAGE TO RIGHT FRONT SUSP. REPLACE RIGHT FRONT STRUT , KNUCKLE , HUB BEARING , LOWER CONTROL ARM , AXLE , LINK KIT , REPLACE ALL 4 TIRES AND WHEELS , REMOVE ALL TIRE PRESSURE SENSORS FROM OLD WHEELS TO INSTALL IN NEW WHEELS . 4 WHEEL ALIGNMENT , SET TO WITHIN FACTORY SPECS. , PRINT OUT ON FILE		
024480	SK:03 MW		OPER/CODE: E7680	DESC: STEER COLUMN	1.9 837.01
000000	TY:N ST:	CC:OJ	FP:	FC:6C	OT: 8.3
	AU:	PE:			
007704		25872804	KNUCKLE	194.61 155.30	1 155.30
012598		22730776	ARM	221.02 176.37	1 176.37
002841		22670300	LINK	61.21 61.21	1 61.21
015373		25844557	SHAFT	269.70 215.22	1 215.22
010027		15882266	FENDER	244.96 244.96	1 244.96
039600		19160612	H2255017	138.60 138.60	4 554.40

**TERMS STRICTLY CASH; UNLESS ARRANGEMENTS MADE**  
 I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. PARANIK IN CARROLLTON, DALLAS CO., TEXAS.  
**DISCLAIMER OF WARRANTIES** - Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

**NOTICE PURSUANT TO §70.0001, TEXAS PROPERTY CODE**  
 I AM THE PERSON OR AN AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT. I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION BY ACCORDANCE WITH §52.122 - SEIZURE AND SALE OF MOTOR VEHICLE. UPON A WRITTEN ORDER FOR PAYMENT FOR REPAIR OF THE VEHICLE IS STOPPED, DISMANTLED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE DRAWER OR MAKER OF THE ACCOUNT ON WHICH IT IS DRAWN HAS BEEN CLOSED.  
 Supplier's A token charge equivalent to 12% of the total labor charge is included for supplies used on your vehicle. Maximum charge is \$29.50. Applicable supply items are nuts, bolts, washers, caps, pins, aerospray, shellac, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window cleaner, etc.

LABOR AMOUNT	
PARTS AMOUNT	
OTHER TAXABLE	
OTH NON TAXABLE	
MISC. CHARGES	
SALES TAX	
DEDUCTIBLE	

**Warranty Copy**

Signature of Person Responsible or Agent for Person Responsible **X**

**TOTAL: \*CONTINUED\***

**SERVICE INVOICE**

**CLASSIC BUICK PONTIAC GMC**

2700 N INTERSTATE 35E  
CARROLLTON, TX 75007

(972) 242-4000 Fax: (972) 466-1360

CUSTOMER NAME AND ADDRESS

DALLAS, TX  
EMI

JOB #	MILEAGE IN	MILEAGE OUT	COST #	HOME TELEPHONE	PHONE WHEN READY	DELIVERY DATE	LABOR RATE	ADVISOR	P.O. NUMBER
7029	22347		CASH			07/25/2009	95.00	FELICE	427297W

VEHICLE IDENTIFICATION	STOCK NO.	YR.	MAKE & MODEL	LICENSE NO.	CROSS REF P.O. #	K.O. DATE	PAGE
1G2ZG57B184			2008 PONTIAC G6/SE	.		08/31/2009	2

SALESMAN	POLICY	DEDUCTIBLE	PRINT DATE & TIME	P.O. #	"This dealership utilizes the hours published in the GM Labor Time Guide, which reflects an average time requirement for the performance of specific vehicle repairs, and which may therefore be either more or less than the actual clock time in any given instance."
10			1016091504-2		

LINE	TRCN	TYDE	DESCRIPTION	QTY	NET AMOUNT
035896			9597624 WHEEL	152.10	125.64
023372			9597603 COVER	99.03	81.80
006760			25920615 SENSOR	67.60	47.32
000874			15263240 VALVE KIT	8.74	6.12
008269			19180744 #STRUT KIT	165.38	115.77
004599			25872802 ROTOR	91.98	64.39
015212			15793213 HUB	304.24	212.97
002365			20815093 SHIELD	40.08	33.11
001184			15247800 NOZZLE	20.77	16.58
009575			15209852 MOLDING	162.29	134.05

A:01962.49 N:02920.97 T:03757.98

3 BILL PLAIS . . . HIT THE CURB ON THURSDAY NIGHT AROUND 10 PM THEN DROVE CAR TO THE FIRESTONE DOWN THE STREET. HAD TOWED IN ON SAT THE 29TH PROTOW REFER JOB 2 ---WARRANTY---

000000	SK:03 MW	OPER/CODE:	DESC:		0.0
000000	TY:N ST:	CC:	FF:	FC:	OT: 0.0
	AU:	PE:			
006448			15836874 MOUNT	113.12	90.27
004061			22712116 BEARING	64.77	51.69
020463			25933396 COLUMN	359.00	286.48
024090			25805894 MOTOR	422.63	337.26
000718			9594683 NUT,WHL	6.08	5.03
006462			9594683 NUT,WHL	6.08	5.03
000000			Z5000 PO#211303,CLASS	6.48	6.48

A:00622.42 N:00872.78 T:00872.78

\* 4 NATHAN GIB PAINT TIME FOR HOOD, FENDER, ROCKER AND ETC. COMPLETE ---WARRANTY---

012915	*SK:09 BW	OPER/CODE: A0357	DESC: REF HOOD	9.4	385.68 *
--------	-----------	------------------	----------------	-----	----------

**TERMS STRICTLY CASH; UNLESS ARRANGEMENTS MADE**  
I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are NOT responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereon. PATRICK M CARROLLTON, DALLAS CO., TEXAS  
**DISCLAIMER OF WARRANTIES** - Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty or merchantability or fitness for a particular purpose, and seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

**NOTICE PURSUANT TO §70.0001, TEXAS PROPERTY CODE**  
I AM THE PERSON OR AN AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT. I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH §9.503, TEXAS ASSURANCE AND GUARANTEE CODE. IF A WRITTEN ORDER FOR RECALL OR REPAIR OF THE VEHICLE IS STOPPED, HIGHLIGHTED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE DRAWER OR OWNER OF THE ACCOUNT ON WHICH IT IS DRAWN HAS BEEN CLOSED.  
Supplies- A token charge equivalent to 1% of the total labor charge is included for supplies used on your vehicle. Maximum charge is \$25.00. Applicable supply items are nuts, bolts, washers, tape, pink, sarsoprey, shellac, solvent, rag, carburetor cleaner, towels, solder, battery cleaner, wire, window cleaner, etc.

LABOR AMOUNT	
PARTS AMOUNT	
OTHER TAXABLE	
OTH NON TAXABLE	
MISC. CHARGES	
SALES TAX	
DEDUCTIBLE	

**Warranty Copy**

Signature of Person Responsible  
or Agent for Person Responsible

**X**

**TOTAL: \*CONTINUED\***

**SERVICE INVOICE**

**CLASSIC BUICK PONTIAC GMC**

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

CUSTOMER NAME AND ADDRESS

DALLAS, TX  
 EML:

JOB #	MILEAGE IN	MILEAGE OUT	CASH	HOME TELEPHONE	PHONE WHEN READY	DELIVERY DATE	LABOR RATE	ADVISOR	P.O. NUMBER
7029	22347		CASH			07/25/2009	95.00	FELICE	427297W

VEHICLE IDENTIFICATION	STOCK NO.	YR.	MAKE & MODEL	LICENSE NO.	CROSS REF. P.O. #	P.O. DATE	PAGE
1G2ZG57B184			2008 PONTIAC G6/SE			08/31/2009	3

SALESMAN	POLICY	DEDUCTIBLE	PRINT DATE & TIME	P.O. #	NOTE
10			1016091504-2		"This dealership utilizes the hours published in the GM Labor Time Guide, which reflects an average time requirement for the performance of specific vehicle repairs, and which may therefore be either more or less than the actual clock time in any given instance."

LINE	TECH	TYPE	DESCRIPTION	QTY	NET AMOUNT
000000	TY:N ST:	CC:VB FP:	FC:1D	OT: 0.0	
	AU:	PE:			
036700			PMAT PAINT MATERIALS 367.00 367.00	1	367.00
			A:00367.00 N:00367.00 T:00752.68		
* 5			5 DAYS RENTAL		---
			COMPLETED		WARRANTY---
000000	SK:09 MW	OPER/CODE: Z7905	DESC: 5DAYS RENTAL	0.0	210.00 *
000000	TY:N ST:	CC: FP:	FC:	OT: 0.0	
	AU:	PE:			
			A:00000.00 N:00000.00 T:00210.00		

TOT WRT 5593.44

**TERMS STRICTLY CASH: UNLESS ARRANGEMENTS MADE**  
 I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to the amount of repairs shown. CARROLLTON, DALLAS CO., TEXAS.  
**SIGNATURE OF WARRANTIES** - any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

**NOTICE PURSUANT TO §70.0001, TEXAS PROPERTY CODE**  
 I AM THE PERSON OR AN AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT UNDERTAKING THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH §9.1004, TEXAS BUSINESS AND COMMERCE CODE. IF A WRITTEN NOTICE DEMANDING FOR REPAIR ON THE VEHICLE IS STOPPED, DISREGARDED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE DRAWER OR MAKER OF THE ACCOUNT ON WHICH IT IS DRAWN HAS BEEN CLOSED.  
 Supplies - A token charge equivalent to 1% of the total labor charge is included for supplies used on your vehicle. Maximum charge is \$25.00. Applicable supply items are: oils, bolts, washers, tape, pink, aerospray, shellac, solvent, tape, carburetor cleaner, towels, solder, battery cleaner, wire, window cleaner, etc.

LABOR AMOUNT	
PARTS AMOUNT	
OTHER TAXABLE	
OTH NON TAXABLE	
MISC. CHARGES	
SALES TAX	
DEDUCTIBLE	

**Warranty Copy**

Signature of Person Responsible or Agent for 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 [REDACTED] 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 [REDACTED]

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	Service Request #	71-757779986
Customer Name	[REDACTED]		
VIN	1G2ZG57B184 [REDACTED]		
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 Information			
Dealer Name	Classic Buick, Pontiac, GMC 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		
<b>PUT EVERYTHING IN NET AMOUNT</b>			
Labor Hours and OLH:	<b>DO NOT</b> PUT IN HOURS		
Parts and Labor Costs:	<b>DO NOT</b> PUT IN COSTS		
Net Amount:	\$5231.42		
<b>DO NOT H ROUTE THIS CLAIM</b>			
Authorization Code:	DO NOT PUT IN AN AUTH CODE		
Additional Comments for Dealer:			
<b>IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO (866) 857 3113</b>			
<b>Retain Copy with Dealer Repair Order</b>			
Internal PAR Information			
<b>Complaint:</b>			
	Steering concern		
<b>Cause:</b>			
	Steering concern		
<b>Correction:</b>			
	repaired steering		
<b>Justification:</b>			
	repaired steering		
<b>PAR CRS:</b>			
	Rita Sanchez		
<b>Additional Comments:</b> n/a			

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

Customer and Vehicle Information			
Date	10/20/09	Service Request #	71-757779986
Customer Name	[REDACTED]		
VIN	1G2ZG57B184	[REDACTED]	
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 Information			
Dealer Name	Classic Buick, Pontiac, GMC of Carrollton, Llc		
Dealer Svc Mgr	Shannon Buie	Dlr 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		
<b>PUT EVERYTHING IN NET AMOUNT</b>			
Labor Hours and OLH:	<b>DO NOT PUT IN HOURS</b>		
Parts and Labor Costs:	<b>DO NOT PUT IN COSTS</b>		
Net Amount:	\$5231.42		
<b>DO NOT H ROUTE THIS CLAIM</b>			
Authorization Code:	DO NOT PUT IN AN AUTH CODE		
Additional Comments for Dealer:			
<b>IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO (866) 857 3113</b>			
<b>Retain Copy with Dealer Repair Order</b>			
Internal PAR Information			
<b>Complaint:</b>	[REDACTED] Steering concern		
<b>Cause:</b>	[REDACTED] Steering concern		
<b>Correction:</b>	[REDACTED] repaired steering		
<b>Justification:</b>	repaired steering		
<b>PAR CRS:</b>	Rita Sanchez		
<b>Additional Comments:</b>	n/a		

**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:

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

Inspect  
Location:

Insurance  
Company:

Days to Repair

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

VIN: 1G2ZG57B184	Lic:	Prod Date:	Odometer:
Air Conditioning	Rear Defogger	Tilt Wheel	
Cruise Control	Telescopic Wheel	Intermittent Wipers	
Keyless Entry	Message Center	Tinted Glass	
Dual Mirrors	Console/Storage	Traction Control	
Clear Coat Paint	Power Steering	Power Brakes	
Power Windows	Power Locks	Power Mirrors	
Power Trunk/Tailgate	AM Radio	FM Radio	
Stereo	Search/Seek	CD Player	
Auxiliary Audio Connectio	Anti-Lock Brakes (4)	Driver Air Bag	
Passenger Air Bag	Head/Curtain Air Bags	Front Side Impact Air Bag	
4 Wheel Disc Brakes	Communications System	Cloth Seats	
Bucket Seats	Automatic Transmission	Overdrive	
Aluminum/Alloy Wheels			

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
1		HOOD				
2	Blnd	Hood				1.4
3		FENDER				
4	Repl	RT Fender	1	169.96	2.0	1.8
5		Add for Clear Coat				0.7
6		Add for Edging				0.5
7		Add for Clear Coat				0.1
8	Repl	RT Fender liner	1	36.22	Incl.	
9		PILLARS, ROCKER & FLOOR				
10	Repl	RT Rocker molding	1	160.82	0.7	

**PRELIMINARY ESTIMATE**

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

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
11		FRONT DOOR					
12	Blnd RT	Door shell					1.0
13	R&I RT	Belt molding				0.2	
14*	R&I RT	Body side mldg				0.3	
15*	R&I RT	Emblem				0.2	
16	R&I RT	Mirror assy non-folding				0.3	
17	R&I RT	Handle, outside				0.4	
18	R&I RT	R&I trim panel				0.4	
Subtotals ==>					367.00	4.5	5.5
		Parts					367.00
		Body Labor	4.5	hrs @	\$ 40.00/hr		180.00
		Paint Labor	5.5	hrs @	\$ 40.00/hr		220.00
		Paint Supplies	5.5	hrs @	\$ 28.00/hr		154.00
		SUBTOTAL					\$ 921.00
		Sales Tax			\$ 521.00 @	8.2500%	42.98
		GRAND TOTAL					\$ 963.98
		ADJUSTMENTS:					
		Deductible					0.00
		CUSTOMER PAY					\$ 0.00
		INSURANCE PAY					\$ 963.98

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





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

May 9, 2011

[REDACTED]  
Berkeley, IL [REDACTED]

Dear [REDACTED]

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

[REDACTED]  
Berkeley, IL [REDACTED]

Dear [REDACTED]

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

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

May 9, 2011

[REDACTED]  
Basking Ranch Ridge, NJ [REDACTED]

Dear [REDACTED]

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



SATURN

**Customer Assistance Center**

Saturn

PO Box 33173

Detroit, MI 48232-5173



02 1M

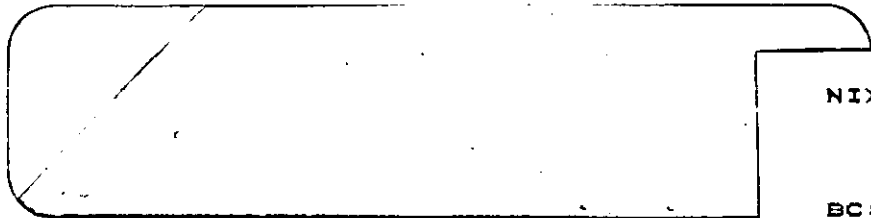
**\$ 00.44<sup>0</sup>**

0004230059

JAN 19 2010

MAILED FROM ZIP CODE 48083

01-29-10P08:39 RCVD



NIXIE

076 DE 1

00 01/26/10

RETURN TO SENDER  
INSUFFICIENT ADDRESS  
UNABLE TO FORWARD

BC: 48232517373

\*1085-07832-19-44

0792048993@5173







**SATURN.**

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

January 19, 2010

[REDACTED]  
Basking Ranch Ridge, NJ [REDACTED] Customer Did Not Receive  
Letter From GM

Dear [REDACTED]

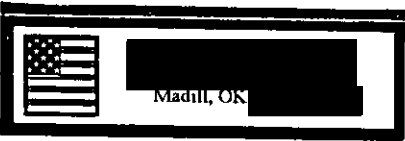
We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

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](http://Saturn.com) or call us at 1-800-553-6000.

Sincerely,

Saturn Customer Assistance Center  
Service Request Number: 71-790791784

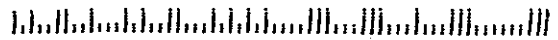


INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

J1-J7-10P07:52 RCVD

ReimBURSEment DEPARTMENT  
P.O. Box 33170  
Detroit  
MI 48232-5170

7 1402325170



**CUSTOMER REIMBURSEMENT CLAIM FORM**

This section to be completed by Claimant

Date Claim Submitted: 1-5-2010

17-Digit Vehicle Identification Number (VIN): 1G1ZT528X5F [REDACTED]

Mileage at Time of Repair: 27724 Date of Repair: 6-26-2009

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: MADILL State: OKLA. ZIP Code: [REDACTED]

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

Evening Telephone Number (include Area Code): SAME

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 [REDACTED]

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



R 12/76

39-363/1030

5057

DATE 6-30-09

MADILL, OK

PAY TO THE ORDER OF

MADILL Chevrolet INC.

\$ 606.77

Six hundred and six & 77/100

DOLLARS



Contains Security Features. Details on Back

**BANCFIRST**

P O BOX 577  
MADILL, OK 73448-0577  
MEMBER FDIC (580) 795-3332

FOR

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

MADILL Chevrolet-Rivick Inc

DC NO

**SERVICE INVOICE**



**MADILL**  
**CHEVY-BUICK**  
MADILL, OK



PO Box 458 \* Hwy 70 South  
915 S. 1st Street  
Madill, OK 73446  
(580) 795-3337 \* (888) 276-9580  
fax (580) 795-7669

CUSTOMER NAME AND ADDRESS  
[REDACTED]  
MADILL, OK  
EML:

JOB #	MILEAGE IN	MILEAGE OUT	CUST #	HOME TELEPHONE	PHONE WHEN READY	DELIVERY DATE	LABOR RATE	ADVISOR	R.O. NUMBER
*	27724		CASH	[REDACTED]		00/00/0000	71.17	RICHARD	40841

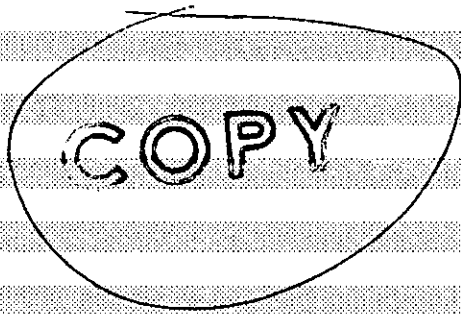
VEHICLE IDENTIFICATION	STOCK NO.	YR.	MAKE & MODEL	LICENSE NO.	GROSS REP R.O. #	R.O. DATE	PAGE
1G1ZT528X5F [REDACTED]			2005 CHEV MALIBU LS	N		06/26/2009	1

SALESMAN	POLICY	DEDUCTIBLE	PRINT DATE & TIME	P.O. #
SHOP			0630091201-0	

LINE	TECH	TYPE	DESCRIPTION	QTY	NET AMOUNT
------	------	------	-------------	-----	------------

\*\*\*\*\*PRELIMINARY INVOICE\*\*\*\*\*  
 1 POWER STEERING LIGHT CAME ON (OFF NOW) CAR ---CUSTOMER---  
 BECAME VERY HARD TO STEER  
 REPLACED POWER STEERING MOTOR/MODULE ASSMBLY  
 01 00 MC OPER/CODE: POWER STEER DESC: MOTOR/MODULE 3.0 213.51  
 25805894 MOTOR 422.63 422.63 1 422.63

*COUPON -10% OFF  
\$67.41*



*CHAIN NO - 71-790-959-089*

CSH: 674.18

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE, OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

**STATEMENT OF DISCLAIMER**  
 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 of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

LABOR AMOUNT	213.51
PARTS AMOUNT	422.63
OTHER TAXABLE	
OTH NON TAXABLE	67.41
MISC. CHARGES	
HAZARDOUS WASTE	
SALES TAX	38.04
DEDUCTIBLE	

**Preliminary Copy**

Signature of Person Responsible of Agent for Person Responsible **X**

CASH	TOTAL:	674.18
------	--------	--------

*674.18*



December 2007

CLAIM No - 71-790-959-089

Madill, OK

Dear

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.

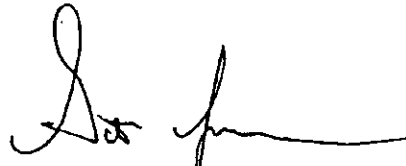
**Reimbursement:** The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the special coverage condition. Your request for reimbursement, including the information and documents mentioned on the enclosed form, must be received by GM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



May 9, 2011

[REDACTED]  
[REDACTED]  
Madill, OK [REDACTED]

Dear [REDACTED]

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](http://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

[REDACTED]  
Colorado Springs, CO [REDACTED]

Dear [REDACTED]

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: \$ \_\_\_\_\_

**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



02-02-10

General Motors

P.O. Box 33170

Detroit, MI

48232-5170

NON-MACHINABLE



**CHEVROLET**

**Product Special Coverage Customer Reimbursement Claim Form**

**This section to be completed by Claimant**

Date Claim Submitted: 1-26-2010

17-Digit Vehicle Identification Number (VIN): 1G1ZS52F05F [REDACTED]

Current Mileage of Vehicle: 69,281

Mileage at Time of Repair: 65,451 Date of Repair: 10-31-09

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Colorado Springs State: CO Zip Code: [REDACTED]

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

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

Amount of Reimbursement Requested: \$ 109.59

**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: [REDACTED]

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

**AL SERRA CHEVROLET - SOUTH**

230 North Academy Blvd.  
 Colorado Springs, CO 80909  
 719-596-3040  
 www.alserracolorado.com

**COPY**

INVOICE NUMBER <b>CVCS441262</b>	
CUSTOMER NUMBER <b>155881</b>	
RESIDENCE PHONE [REDACTED]	
BUSINESS PHONE [REDACTED]	
ADVISOR <b>JULIA G STUDDS</b>	TAG NO. <b>430</b>
LABOR RATE <b>1244</b>	MILEAGE <b>65,451</b>
YEAR / MAKE / MODEL <b>05/CHEVROLET/MALIBU</b>	
VEHICLE ID NO. <b>1G1Z552F05F</b>	
F.T.E. NO. [REDACTED]	
COLOR <b>SILVER</b>	STOCK NO. [REDACTED]
COMMENTS	SELLING DEALER NO.
DELIVERY MILES	INVOICE DATE <b>10/31/09</b>
R.O. DATE <b>10/31/09</b>	DELIVERY DATE <b>09/16/04</b>
REPRINT NUMBER	PRODUCTION DATE

LABOR & PARTS  
 J# 1 16CVZ13 \*STEERING PROBLEM TECH(S):649744 98.95  
 CUSTOMER STATES DIAG. POWER STEERING. TODAY WHEN DRIVING  
 POWER STEERING WARNING CAME UP. STEERING GOT STIFF  
 CK & ADVISE  
 DON'T DISABLE TODAY  
 STEERING TORQUE ANGLE SENSOR IN COLOM IS FAILING NEED NEW  
 COLOM  
 DIAG ONLY  
 EST \$635.04

JOB # 1 TOTAL LABOR & PARTS 98.95

J# 2 01CVVMI VISUAL MAINT INSPECT TECH(S):649744 0.00  
 G.M. GOODWRENCH VISUAL MAINTENANCE INSPECTION

JOB # 2 TOTAL LABOR & PARTS 0.00

MISC. CODE	DESCRIPTION	CONTROL NO.	
JOB # A	SS SHOP SUPPLIES		9.90
TOTAL - MISC			9.90

COMMENTS  
 WAITING

RECOMMENDATIONS  
 60000 MILES SERVICE \$445.00  
 AXLE SEAL SEEP  
 TRANS COOLER LINE

TOTALS

CASH [ ]	CHECK [ ]	CHARGE [ ]	TOTAL LABOR....	98.95
M/CARD [ ]	VISA [ ]	DISCOVER [ ]	TOTAL PARTS....	0.00
AMEX [ ]			TOTAL SUBLET....	0.00
			TOTAL G.O.G....	0.00
			TOTAL MISC CHG.	9.90
			TOTAL MISC DISC	0.00
			TOTAL TAX.....	0.74
CHECK #			<b>TOTAL INVOICE \$</b>	<b>109.59</b>
AMOUNT TENDERED- CHANGE				

YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER  
 IF FOR ANY REASON YOU CANNOT GIVE US  
 A "COMPLETELY SATISFIED" SCORE  
 PLEASE CONTACT YOUR SERVICE ADVISOR  
 THANK YOU FOR CHOOSING US.

CUSTOMER SIGNATURE

AL SERRA CHEVROLET SOU /  
 230 N ACADEMY BLVD  
 COLORADO SPRI, CO 80909

TERMINAL ID: 001278324  
 MERCHANT #: 00880001

EOS  
**DEBIT**  
 BATCH: 000283 INVOICE: 003123  
 DATE: OCT 31, 09 TIME: 13:47  
 SR: 051 AUTH NO: 960766

**TOTAL \$109.59**  
 SIGNATURE NOT REQUIRED  
**CUSTOMER COPY**

Raywells and Reynolds EPANTEL (408) 263-0000

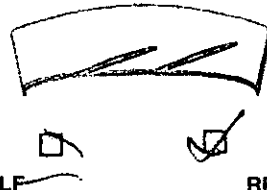
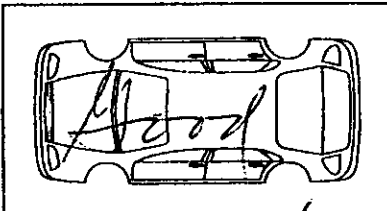
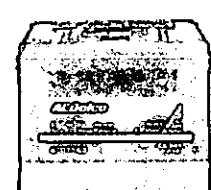
## MULTI-POINT VEHICLE INSPECTION

COPIES

Name: Switzer Year/Model: 05 Mal Date: 10-31

Repair Order #: 441262 VIN (last 8 digits): 5F [REDACTED] Odometer: 6545 MI: \_\_\_\_\_ MII: \_\_\_\_\_

Checked and OK  May Require Attention Soon  Requires Immediate Attention

INTERIOR		
<input type="checkbox"/> OnStar Subscription activated <input type="checkbox"/> OnStar DMN Enrollment	<input type="checkbox"/> Remaining engine oil life: <u>59</u> % Reset: _____ N/A: _____ <input checked="" type="checkbox"/> Air Conditioning Performance	
WIPER BLADES	CHECK TIRES AND TREAD DEPTH	CHECK BATTERY
 <p>LF <input checked="" type="checkbox"/> RF <input checked="" type="checkbox"/></p> <p><input type="checkbox"/> Rear (if applicable)</p> <p><input checked="" type="checkbox"/> Windshield condition</p> <p>Cracks _____ Chips _____</p>	<p style="text-align: center;">(Check body condition)</p>  <p style="text-align: center;">(Check lamps)</p> <p>Lowest Tread Depth: <u>6/32</u></p>	
<p><input type="checkbox"/> 8/32 or Greater</p> <p>LF <input checked="" type="checkbox"/> 7/32 to 4/32</p> <p><input type="checkbox"/> 3/32 or Less</p> <p>PSI@: _____ set to: _____ PSI</p> <p><input type="checkbox"/> 8/32 or Greater</p> <p>LR <input checked="" type="checkbox"/> 7/32 to 4/32</p> <p><input checked="" type="checkbox"/> 3/32 or Less</p> <p>PSI@: _____ set to: _____ PSI</p> <p><input type="checkbox"/> Rotation needed</p> <p><input type="checkbox"/> Rotation performed</p> <p>LF <input type="checkbox"/> LR <input type="checkbox"/></p>	<p>8/32 or Greater <input type="checkbox"/></p> <p>7/32 to 4/32 <input checked="" type="checkbox"/> RF</p> <p>3/32 or Less <input type="checkbox"/></p> <p>PSI@: _____ set to: _____ PSI</p> <p>8/32 or Greater <input type="checkbox"/></p> <p>7/32 to 4/32 <input checked="" type="checkbox"/> RR</p> <p>3/32 or Less <input type="checkbox"/></p> <p>PSI@: _____ set to: _____ PSI</p> <p><input type="checkbox"/> Alignment needed</p> <p><input type="checkbox"/> Alignment performed</p> <p>Wear Pattern/Damage</p>	<p><input type="checkbox"/> Battery condition</p> <p><input checked="" type="checkbox"/> Battery cables and connections</p>

CHECK FLUID LEVELS	CHECK BRAKES/MEASURE FRONT AND REAR LININGS																					
<table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 30%;">OK</th> <th style="width: 40%;">FILLED</th> <th style="width: 30%;">REQUIRES ATTENTION</th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/> Engine oil</td> <td><input type="checkbox"/></td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/> Brake fluid reservoir</td> <td><input type="checkbox"/></td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/> Transmission (if equipped w/dipstick)</td> <td><input checked="" type="checkbox"/></td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/> Coolant recovery reservoir</td> <td><input type="checkbox"/></td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/> Power steering</td> <td><input type="checkbox"/></td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/> Windshield washer</td> <td><input type="checkbox"/></td> </tr> </tbody> </table>	OK	FILLED	REQUIRES ATTENTION	<input checked="" type="checkbox"/>	<input type="checkbox"/> Engine oil	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> Brake fluid reservoir	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Transmission (if equipped w/dipstick)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> Coolant recovery reservoir	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> Power steering	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Windshield washer	<input type="checkbox"/>	<p>LF <input checked="" type="checkbox"/> 7 mm (9/32) or greater</p> <p>6 mm (8/32) to 4 mm (5/32)</p> <p>3 mm (4/32) or less</p> <p>LR <input checked="" type="checkbox"/> 4 mm (5/32) or greater</p> <p>3 mm (4/32)</p> <p>2 mm (3/32) or less</p> <p>Lowest Front Lining _____</p> <p>Lowest Rear Lining <u>3</u></p> <p><input type="checkbox"/> Brake system (also including lines, hoses and parking brake)</p>
OK	FILLED	REQUIRES ATTENTION																				
<input checked="" type="checkbox"/>	<input type="checkbox"/> Engine oil	<input type="checkbox"/>																				
<input checked="" type="checkbox"/>	<input type="checkbox"/> Brake fluid reservoir	<input type="checkbox"/>																				
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<input checked="" type="checkbox"/>	<input type="checkbox"/> Power steering	<input type="checkbox"/>																				
<input type="checkbox"/>	<input type="checkbox"/> Windshield washer	<input type="checkbox"/>																				

ADDITIONAL CHECKS	Additional Recommended Services
<p><b>Inspect for visible leaks:</b></p> <p><input checked="" type="checkbox"/> Fuel system (also including gas cap seating)</p> <p><input checked="" type="checkbox"/> Engine, transmission, drive axle, transfer case</p> <p><input checked="" type="checkbox"/> Engine cooling system</p> <p><input checked="" type="checkbox"/> Shocks and struts – also check operation</p> <p><b>Inspect visual condition:</b></p> <p><input checked="" type="checkbox"/> Belts: engine, accessory, serpentine, and/or V-drive</p> <p><input checked="" type="checkbox"/> Hoses: engine, power steering and HVAC</p> <p><input checked="" type="checkbox"/> Engine air filter and cabin air filters</p> <p><input checked="" type="checkbox"/> Steering components and steering linkage</p> <p><input checked="" type="checkbox"/> CV drive axle boots or driveshafts and U-joints</p> <p><input checked="" type="checkbox"/> Exhaust system components</p>	<p>1) <u>Rotate axle</u></p> <p>2) <u>60 torque</u> 445</p> <p>3) <u>axle seal seep</u></p> <p>4) <u>lean cooler line seal</u></p> <p>5) _____</p> <p>6) _____</p> <p>7) _____</p> <p>8) _____</p> <p>Service Consultant: _____</p> <p>Technician: _____ No.: _____</p>

SIMPLIFIED MAINTENANCE			
MI	<input type="checkbox"/> Required	<input type="checkbox"/> Performed	
MII	<input type="checkbox"/> Required	<input type="checkbox"/> Performed	

AL SERRA CHEVROLET - SOUTH/

230 North Academy Blvd.  
 Colorado Springs, CO 80909  
 719-596-3040  
 www.alserracolorado.com

COPY

CELL: 719-217-3253

LABOR & PARTS  
 JOB # 1 16CVZ13 \*STEERING PROBLEM TECH(S):183418 WARRANTY  
 CUSTOMER STATES POWER STEERING INTERMITTENT GOES OUT  
 WE DIAG AS COLUMN. SHE RECIEVED LETTER FROM GM  
 SEE ATTACHED LETTER  
 SEE RO 441262 10/31/09 MILES 65451  
 # 649  
 TORQUE SENSOR INCORRECT IN COMPARISON TO SPEC. REC. COLUMN  
 REPLACED STEERING COLUMN

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	25933396	COLUMN 6.518		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

TOTALS

CASH [ ]	CHECK [ ]	CHARGE [ ]	TOTAL LABOR....	0.00
M/CARD [ ]	VISA [ ]	DISCOVER [ ]	TOTAL PARTS....	0.00
AMEX [ ]			TOTAL SUBLET...	0.00
			TOTAL G.O.G....	0.00
CHECK #			TOTAL MISC CHG.	0.00
AMOUNT TENDERED-			TOTAL MISC DISC	0.00
CHANGE			TOTAL TAX.....	0.00
			<b>TOTAL INVOICE \$</b>	<b>0.00</b>

YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER  
 IF FOR ANY REASON YOU CANNOT GIVE US  
 A "COMPLETELY SATISFIED" SCORE  
 PLEASE CONTACT YOUR SERVICE ADVISOR  
 THANK YOU FOR CHOOSING US.

CUSTOMER SIGNATURE

INVOICE NUMBER		CVCS445951	
CUSTOMER NUMBER		155881	
[REDACTED]			
COLORADO SPRINGS, CO [REDACTED]			
[REDACTED]			
RESIDENCE PHONE	BUSINESS PHONE		
ADVISOR	TAG NO.		
JULIA G STUBBS	430		
LABOR NAME	LICENSE NO.	MILEAGE	
		67,151	
YEAR / MAKE / MODEL			
05/CHEVROLET/MALIBU			
VEHICLE ID NO.			
1G1Z552F05E			
F.T.E. NO.			
COLOR		STOCK NO.	
/SILVER			
COMMENTS			
DELIVERY MILES		SELLING DEALER NO.	
R.O. DATE		INVOICE DATE	
12/14/09		12/14/09	
REPRINT NUMBER		DELIVERY DATE	
		09/16/04	
		PRODUCTION DATE	

Barnhardt and Barnhardt, EPSON/INTEL/GEORGE/REYNOLDS COMPANY



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

May 9, 2011

[REDACTED]  
[REDACTED]  
Collegeville, PA [REDACTED]

Dear [REDACTED]

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](http://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: \$ \_\_\_\_\_

**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: \_\_\_\_\_

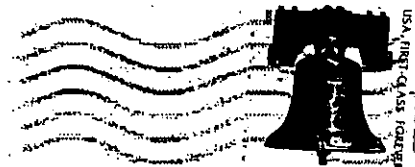
Please mail this claim form and the required documents to:

**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 PA 193

29 JAN 2010 PM 11



02-02-10P08:37 RCVD

GENERAL MOTORS

P.O. Box 33170

DETROIT, MI

48232-5170

48232+5170



COLLEGEVILLE, PA



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

### 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): 1G2ZG528354 [REDACTED]

Current Mileage of Vehicle: 75,141

Mileage at Time of Repair: 74,761 Date of Repair: 1/18/2010

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: COLLEGEVILLE State: PA Zip Code: [REDACTED]

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

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

Amount of Reimbursement Requested: \$ 643.34

**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: [REDACTED]

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



SALES ~~SERVICE~~  
PARTS • TIRES

**BUICK - OLDS - GMC**

462 HARLEYSVILLE PIKE  
FRANCONIA, PA-18924

SERVICE: (215) 721-3431  
SALES: (215) 721-3400  
TOLL FREE: 1-800-BERGEYS

01/18/2010 RB139012C

2005 PONTIAC G6 BLACK 1G2ZG528554

411489 - CASH Del. date:

74,761	1994	
74,764		01/18/10

COLLEGEVILLE, PA

\*\*\* Repair order date: 01/18/2010

Job# 1

LABOR:

Concern: CUSTOMER REQUEST; CHECK FOR LOSE OF POWER STEERING ASSIST (WARNING MESSAGE COMES UP ON RADIO)  
Correction: Checked for any diagnsotic fault codes and found C0545 - needs the steering column. Removed and replaced the steering column and the motor as per the customer request. Installed the removed parts and road tested to verify operation.  
REPLACE STEERING COLUMN

224.00

PARTS:Qty	Part number	Description	List price	Net	
1	CH25933396	COLUMN	359.00	359.00	359.00
1	CH25805894	MOTOR	422.63	422.63	422.63

Total Parts: 781.63

Total for Job# 1 1,005.63

Job# 2

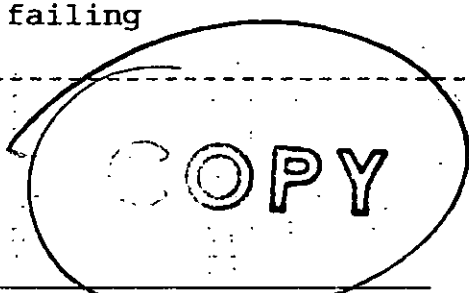
LABOR:

Concern: ADDED OPERATION: RECALL 08317 - BRAKE LAMPS NOT WORKING PROPERLY  
Correction: Applied dielectric grease to the body control module connectors to prevent brake lights from failing

TOTALS:	.....Total LABOR	224.00
	.....Total PARTS	781.63
	.....Sales Tax	60.34

Please pay this amount: 1,065.97

Customer Signature



*Thank You*  
*1-18-10*

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.

REMIT PAYMENT TO: Bergey's • P.O. Box 38 • Franconia, PA 18924

BERGEYS BUICK GMC  
436 HARLEYSVILLE PIKE  
FRANCONIA PA 18924  
215-721-3400  
3899000001345212-01

C O P Y

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 you!!

COPY

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

May 10, 2011

[REDACTED]  
Barnegat, NJ [REDACTED]

Service request: 71-798196625

Vehicle Identification Number: 1G2ZH578464 [REDACTED]

Customer Relationship Specialist: Daniel

Dear [REDACTED]

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, print 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: [REDACTED]		
Mailing address: [REDACTED]		
City: barnegat	State: NJ	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone: [REDACTED]	Cell phone:
Fax:	E-mail address: [REDACTED]	

**SECTION 2: VEHICLE INFORMATION**

Make: Pontiac/GMC	Model: G6 GT	Year: 2006	Current mileage: 91000
Name(s) that appears on the vehicle title: [REDACTED]			
<b>Selling</b> dealer/city/state: Windsor Nissan, East Windsor, NJ			
<b>Primary Servicing</b> dealer/city/state: Windsor Nissan,			
Acquired as <input type="checkbox"/> new <input checked="" type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 11/18/08		Mileage at purchase/lease:	
First repair attempt date: 09/25/09		First repair attempt mileage: 81000	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> 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.

<b>VEHICLE IDENTIFICATION NUMBER</b> _____
<b>Lienholder/Leasing Company</b> _____ <b>Phone Number</b> _____
<b>Account Number</b> _____



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

May 10, 2011

[REDACTED]  
Woodland, CA [REDACTED]

Dear [REDACTED]

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[REDACTED]. The processing time will take approximately eight weeks.

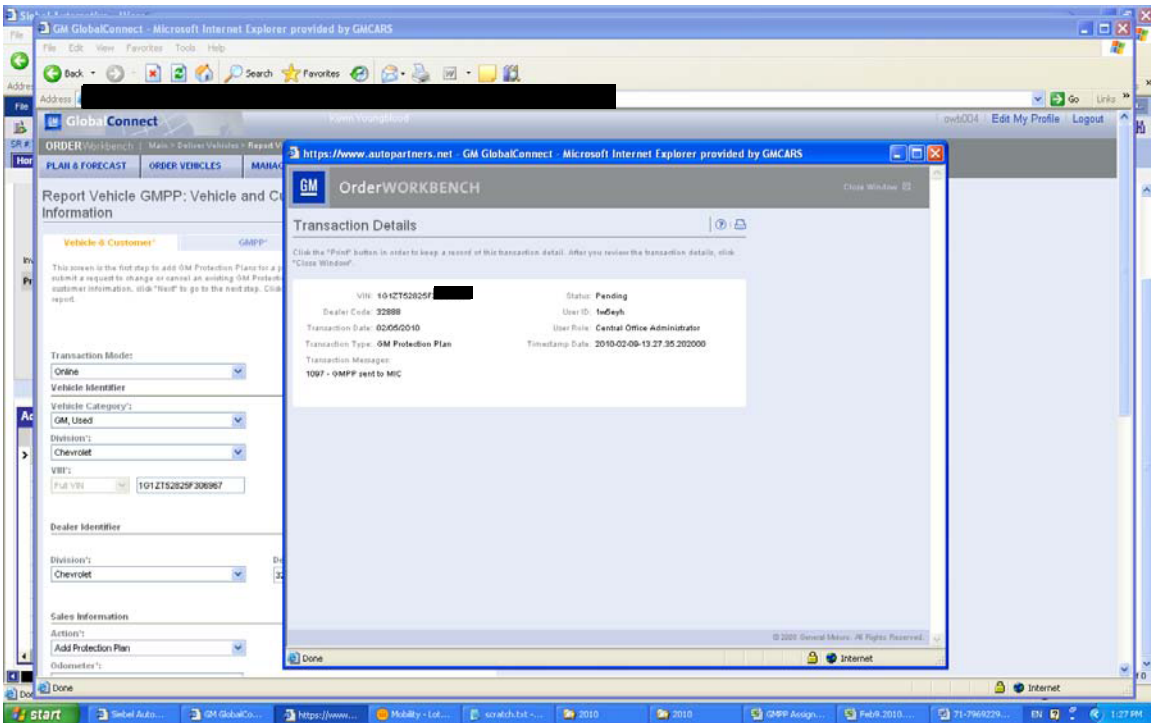
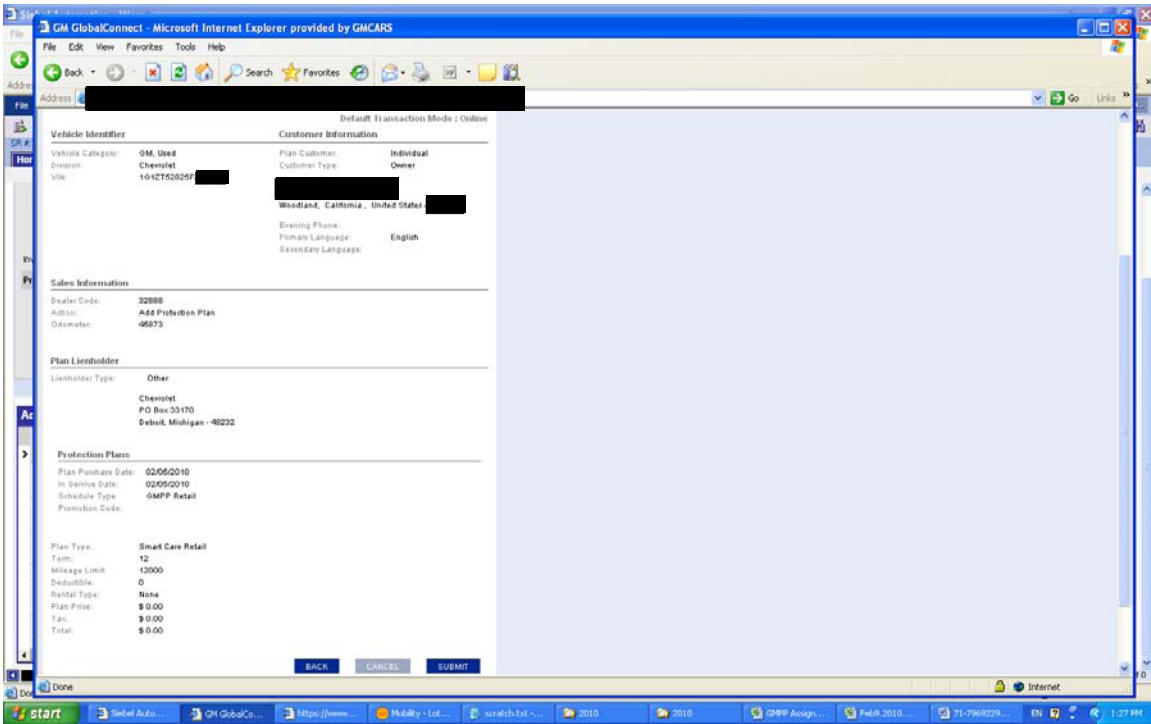
You will be notified by GMPP once the plan has been processed and you will receive complete details on your plan's coverage at that time. This letter will serve as your policy until you receive your plan confirmation. Should you require service prior to receiving your plan confirmation from GMPP, simply 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](http://www.gmownercenter.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.



Hickory, NC

HICKORY NC 285

03 FEB 2010 PM 2 L



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)**

48232+5170



## CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 2/1/10

17-Digit Vehicle Identification Number (VIN): 1G2ZG528254 [REDACTED]

Mileage at Time of Repair: 41,505 Date of Repair: 8/5/09

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Hickory State: NC ZIP Code: [REDACTED]

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

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

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.

Claimant's Signature: [REDACTED]

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



Credit Card Receipt

#1 in Tires

CLARK TIRE AND AUTO  
220 S. CENTER ST.  
HICKORY, NC. 28602  
828-322-2303

Merchant ID: 801546520  
Term ID: 0075420008015435520000

# CLARK TIRE & AUTO

QUALITY TIRES & SERVICE...SINCE 1943

CLARK TIRE & AUTO  
220 S. CENTER ST.  
P.O. BOX 2108  
HICKORY, N.C. 28603  
Phone: (828) 322-2303



Sale

DEBIT Entry Method: Swiped  
Total: \$ 825.63  
08/05/09 12:09:38  
Inv #: 000005 Appr Code: 831007  
Apprvd: Online  
Ref #: 56847796

**COPY**

Customer Copy  
THANK YOU!

10/10

SHIP TO: SAME

INVOICE# 3713E

CUST. P.O.#	MAKE-MODEL	TAG	MILEAGE	TELEPHONE	ROUTE	SLM	SHIP VIA	ORDER #	PAGE	REMA
	05 66		41505		1	03	N/A	781961 08/05/09	1	
INVOICE DATE	INVOICE NUMBER	PREVIOUS SHIPPED INVOICE NUMBER	TERMS		Opened by Operator # 9					
08/05/2009	371385		CASH SALE		08/05/09 12:06:59		13			
STOCK NUMBER	SIZE	DESCRIPTION	QUANTITY			UNIT PRICE	T	F.E.T.	EXTENSION	
			ORDERS	SHIPPED	PREV SHIP					
098940	AUTOSVC	COLUMN/EV	1	1		399.00	05	.00	399.00	
098940	AUTOSVC	COIL/CLOCKSPRING	1	1		126.00	05	.00	126.00	
098915	AUTOSVC	LABOR CHARGE	1	1		225.00		.00	225.00	
077320	OILCH62	OIL/LUBE/FILTER-COUPON SPECIAL	1	1		24.99	05	.00	24.99	
PACKAGE:									2.00	
077290	OILCH693	ENVIRONMENT/WASTE OIL DISPOSAL	1	1						
51000		SHOP SUPPLIES	1	1		.00		.00	10.00	
METHOD OF PAYMENT: VISA/M-CARD/AM EXP/DISCVR 1 CHANGE:			825.63	EXP: 9/2009	AUTHORIZATION CODE: 831007					
ABOVE MERCHANDISE RECEIVED IN GOOD CONDITION. X THANK YOU! SERVING YOU IS OUR PLEASURE! CUSTOMER SIGNATURE										
			TAX %	TAXABLE AMOUNT	TAX	F.E.T.	MISC. TAX	INVOICE TOTAL		
				551.99	38.64			825.63		

A FINANCE CHARGE OF 1 1/2% per month (18% ANNUAL) will be charged on all past due accounts.  
No Returns on Special Order Items. 20% Restocking Fee on All Other Products.

May 10, 2011

[REDACTED]  
Hickory, NC [REDACTED]

Dear [REDACTED]

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](http://www.gmownercenter.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.



# North American Operations

General Motors Corporation  
Disbursements (2613)  
PO Box 62530  
Phoenix, AZ 85082-2530



CHECK No. [REDACTED]

50-932  
213

DATE  
02/16/10

\*\*\*\*\*506 DOLLARS

\*\*\*\*63 CENTS

AMOUNT  
\*\*\*\*\*506.63

[REDACTED]  
HICKORY NC  
[REDACTED]

North American Operations  
General Motors Corporation  
Disbursement Account

*Ann D. Albee*  
SIGNATURE

PAY  
TO THE  
ORDER  
OF

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

[REDACTED]

## North American Operations

General Motors Corporation  
Disbursements (2613)  
PO Box 62530  
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT  
DATE 02/16/10

ENDOR  
UNS NO. BB 000000045  
ENDOR NAME [REDACTED]

1

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G2ZG528254 [REDACTED]	02/15/10 71-799578404	VM 1-DA4XCT 1-DA4XCT	00.0000	506.63	00	506.63
<b>TOTAL</b>				506.63	.00	506.63

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

M3



## BBB AUTO LINE

February 4, 2010

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

[REDACTED]  
ARROYO GRANDE CA [REDACTED]

Re: CAINL SAT1011978 [REDACTED] vs Saturn Corporation 1G8AL55B46Z [REDACTED]

Dear [REDACTED]:

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

**Council of Better Business Bureaus, Inc.**

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

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, print 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: [REDACTED]		
Mailing address: [REDACTED]		
City: ARROYO GRANDE	State: CA	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone: [REDACTED]	Cell phone: [REDACTED]
Fax:	E-mail address:	

**SECTION 2: VEHICLE INFORMATION**

Make: Saturn	Model: Ion3	Year: 2006	Current mileage: 40000
Name(s) that appears on the vehicle title: [REDACTED]			
<b>Selling</b> dealer/city/state: SATURN OF SANTA MARIA, SANTA MARIA, CA			
<b>Primary Servicing</b> dealer/city/state: CHRISTIANSON CHEVROLET,			
Acquired as <input type="checkbox"/> new <input checked="" type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 12/15/07		Mileage at purchase/lease:	
First repair attempt date: 01/15/10		First repair attempt mileage: 39000	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles registered in California by vehicle owner/lessee:	Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			Date of accident:
Description of damage:			

**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.

<b>VEHICLE IDENTIFICATION NUMBER</b> 1G8AL55B46Z [REDACTED]
<b>Lienholder/Leasing Company</b> _____ <b>Phone Number</b> _____

**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?
<b>Example:</b>				
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 \_\_\_\_\_  
 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.

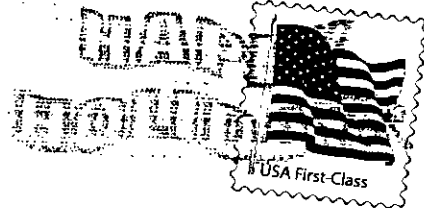
**Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:**

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

Bountiful, UT

SALT LAKE CITY UT 841

18 DEC 2007 PM 4 L



DEC 21 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)**

48232-5170



## CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: \_\_\_\_\_

17-Digit Vehicle Identification Number (VIN): 1G1ZT54875F \_\_\_\_\_

Mileage at Time of Repair: 53231 Date of Repair: \_\_\_\_\_

Claimant Name (please print): \_\_\_\_\_

Street Address or PO Box Number \_\_\_\_\_

City: Bountiful 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.

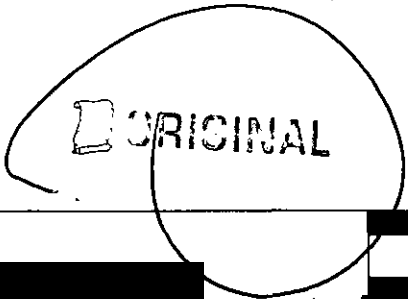
Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have any questions or need assistance, please contact the Chevrolet Customer Assistance Center at 1.800.630.2438 (TTY 1.800.833.2438).







**Murdock Chevrolet**  
 2375 S 625 W  
 Woods Cross, UT 84087  
 Telephone: (801) 298-8091  
 service@murdockchev.com



**SERVICE DEPARTMENT HOURS**  
 7:30 a.m. to 6:00 p.m.  
 Monday - Friday  
 7:30 a.m. - 5:00 p.m.-Saturday

R/O Open Date	R/O Number				
8/15/07	6035651/1				
R/O Close Date	Status				
8/17/07	Pre-Invoice				
Mileage In	Mileage Out				
53231	53231				
Service Advisor / Tag #					
BEN PETERSON/9064					
Vehicle Identification Number					
1G1ZT54875F					
Delivery Date	Inservice Date				
Year	Make	Model	Body	Color	License Number
2005	CHEVROLET	MALIBU	LS	SILVER	

Work Phone: [REDACTED]  
 Home Phone: [REDACTED]  
 BOUNTIFUL, UT [REDACTED]

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - SUS: SUSPENSION/STEERING CONCERN POWER STEERING STOPPED WORKING - MESSAGE DISPLAYED IN DIC SHORTLY AFTER MESSAGE APPEARED, POWER STEERING STOPPED WORKING - ADVISE Work performed by William Wabel (546) 249.20 Installed 15926870 :COLUMN (06518-PC) 1@359.00 359.00 Installed 22687711 :SHAFT KIT (06526-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 SOLUTION IS TO REPLACE S TEERING COLUMN. REPLACED COLUMN AND ALSO INTERMEDI ATE SHAFT Sub Total: Labor: 249.20 Parts:523.97 Total: 773.17	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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

LABOR	249.20
PARTS	523.97
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	50.26
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
<b>TOTAL DUE</b>	<b>823.43</b>

NO RETURN ON ELECTRICAL, SPECIAL ORDER, OR PARTS HAVING EVIDENCE OF BEING TESTED OR INSTALLED

X

**MURDOCK CHEVROLET**

2375 S 625 W  
WOODS CROSS UT 84007

Terminal #: 00000003  
AUG 17, 07 5:33 PM

VISA

**SALE**  
BATCH #: 010  
INVOICE#: 6035651

**REF#: 011**  
AUTH #: 017383

**AMOUNT \$823.43**

**APPROVED**

801-298-8898

**CUSTOMER COPY**

February 4, 2011

Ms. [REDACTED]  
[REDACTED]  
Bountiful, UT [REDACTED]

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

Dear [REDACTED]

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](http://www.mygmlink.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

**North American Operations**

General Motors Corporation  
 Disbursements (2613)  
 PO Box 62530  
 Phoenix, AZ 85082-2530



CHECK No. [REDACTED] 50-937  
 213

DATE  
 01/22/08

\*\*\*\*\*647 DOLLARS

\*\*\*74 CENTS

AMOUNT  
 \*\*\*\*\*647.74

PAY  
 TO THE  
 ORDER  
 OF

[REDACTED]  
 BOUNTIFUL UT [REDACTED]

North American Operations  
 General Motors Corporation  
 Disbursement Account

*Kibul C. [Signature]*  
 SIGNATURE

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

AUDIT

[REDACTED]

VENDOR DUNS NO. BB [REDACTED]  
 VENDOR NAME [REDACTED]

1

**North American Operations**  
 General Motors Corporation  
 Disbursements (2613)  
 PO Box 62530  
 Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK  
 CHECK NO. [REDACTED]  
 PAYMENT DATE 01/22/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZT54875 [REDACTED]	01/18/08 71-593677	VH 1-9TKSLM 761.1-9TKSLM	00.0000	647.74	.00	647.74
<b>TOTAL</b>				647.74	.00	647.74

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

M3

12124

# EAA Inspection Request

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

Date: 02-11-2010

**TO: EAA**

EAA/SPX Field Coordinator

Phone: 586-582-5835

Fax: 586-582-5840

Email: [eaafc@servicesolutions.spx.com](mailto:eaafc@servicesolutions.spx.com)

**From: Deongella Bruce**

PAR Customer Relations **Specialist**

Email: [Deongella\\_Bruce@gmexpert.com](mailto:Deongella_Bruce@gmexpert.com)

Phone: 866-790-5600 ext.

**or** 866-790-5700 ext.21114

Fax: 866-480-3629

Mailing Address:

**GM PAR Investigations**

**7401 E. Ben White**

**Building 3**

**Austin, TX 78741**

## Vehicle Information

VIN#: 1G2ZF58B174 [REDACTED]

Year/Make: **07 Pontiac**

Model: **G6**

Contact's Name: [REDACTED]

Contact's Number: [REDACTED]

Vehicle Location: **Sinclair Buick-GMC Truck, Inc.**

**5655 S Lindbergh Blvd**

**Saint Louis, MO 63123**

**If located at a Salvage/Auction Yard:**

Ins. Adj. Name:

Phone #:

Claim or Salvage ID #:

## Claimant Information

PAR File #: 71-802339733

Claimant Name: [REDACTED]

Claimant Home #: [REDACTED]

Claimant Work #: [REDACTED]

Claimant Cell #: [REDACTED]

Address: [REDACTED]

Saint Louis, MO [REDACTED]

## Required Actions:

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

## Please Use Form(s):

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

## Special Instructions:

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

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

**RUSH** (Name of Team Manager or Ops Mgr Approving the Rush): \_\_\_\_\_

## **EAA Internal Use Only**

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

## **EAA SA Use Only**

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



## CDR File Information

User Entered VIN	1G2ZF58B174 [REDACTED]
User	C. A. FISCHER
Case Number	71-802339733
EDR Data Imaging Date	Friday, February 12 2010
Crash Date	Monday, February 8 2010
Filename	1G2ZF58B174 [REDACTED].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 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.

```
$01 68 02 00 00 00 00 00
$02 00 00 00 00 00 00 00
$03 00 00 00 00 00 00 00
$04 00 00 00 00 00 00 00
$05 00 00 00 00 00 00 00
$06 00 4A 00 00 19 60 06
$07 00 89 00 00 00 00 00
$08 00 FF 00 00 00 00 00
$09 03 FF 50 00 00 00 00
$0A 00 00 00 00 00 00 00
$0B 3C 01 00 0F 00 00 00
$0C 80 00 80 00 00 00 00
$0D 00 00 80 00 00 00 00
$0E 00 00 00 00 00 00 00
$0F A2 00 00 00 00 00 00
$10 47 32 5A 46 35 38 42
$11 31 37 34 31 30 35 38
$12 39 30 00 00 00 00 00
$13 00 00 00 00 00 00 00
$14 00 00 00 00 00 00 00
$15 00 00 00 00 00 00 00
$16 03 06 0C 16 34 00 00
$17 03 03 02 03 00 00 00
$18 02 02 00 00 00 00 00
$19 03 03 00 00 00 00 00
$1B 3F 30 00 67 00 7A 00
$1C 3F 30 00 66 00 1A 00
$1D 00 00 00 00 00 00 00
$1E 00 00 00 00 00 00 00
$1F 20 C0 00 00 00 00 00
$20 40 00 00 00 00 00 00
$21 FF FF 00 00 50 00 00
$22 00 A1 00 00 00 00 00
$24 00 00 00 00 00 00 00
$25 00 00 00 00 00 00 00
$26 00 00 00 00 00 00 00
$27 FF 00 FF 00 00 00 00
$2A 00 00 00 00 00 00 00
$2B 00 00 00 00 00 00 00
$2D 00 00 00 00 00 00 00
$2E 80 00 06 00 00 00 00
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$37 F8 80 F8 0F 0F CA FE
$38 FF 80 C0 80 FF C0 FC
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$3C FF FF FF FF FF FF C0
$3D FF FF FF FF FF FF 00
```


\$3E FF FF FF FF 00 00 00  
\$3F 00 00 F0 00 00 00 00  
\$40 E0 FF 00 00 00 00 00  
\$41 F8 F8 90 00 00 00 00  
\$42 80 FF FF FF FF 00 00  
\$43 FF FF FF 00 00 00 00  
\$44 FF FF FF FF FF FF 00  
\$45 FF FF FF FF FF FF 00  
\$46 FF FF FF FF FF FF 00  
\$47 FF FF FF FF FF FF 00  
\$48 FF FF FF FF FF FF 00  
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\$4B FF FF FF FF FF FF 00  
\$4C FF FF FF FF FF FF 00  
\$4D FF FF FF FF FF FF 00  
\$4E FF FF FF FF FF FF 00  
\$4F FF FF FF FF FF FF 00  
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\$53 FF FF FF 00 00 00 00  
\$54 82 FF FF 00 00 00 00  
\$55 FF FF FF FF FF FF 00  
\$67 A0 FF 00 00 00 00 00  
\$68 F8 F8 90 C0 00 00 00  
\$69 80 FF FF FF FF 00 00  
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\$6B FF FF FF FF FF FF 00  
\$6C FF FF FF FF FF FF 00  
\$6D FF FF FF FF FF FF 00  
\$6E FF FF FF FF FF FF 00  
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\$76 FF FF FF FF FF FF 00  
\$77 FF FF FF FF FF FF 00  
\$78 F0 00 00 F0 00 00 00  
\$79 81 FF FF FF 00 00 00  
\$7A 82 FF FF 00 00 00 00  
\$7B FF FF FF FF FF FF 00

\$01 41 55 36 34 37 32 52 36 30 39 30 32 32 54 48 38  
\$02 41 05 94 61  
\$03 41 54 36 34 37 32 52 36 30 39 30 32 32 55 41 4E  
\$04 41 05 94 61  
\$05 42 55 FF FF FF FF FF FF FF FF FF FF FF FF FF  
\$06 FF FF FF FF  
\$07 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF  
\$08 FF FF FF FF  
\$0D 41 48 36 34 37 33 52 36 30 39 30 33 45 4B 59 34  
\$0E 01 5A 39 A4  
\$0F 41 4A 36 34 37 33 52 36 30 39 30 33 45 4B 58 5A  
\$10 01 5A 39 A4  
\$13 42 52 93 53 23 84 43 13 73 23 43 04 14 85 95 2F  
\$14 64 63 D3 54  
\$17 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF  
\$18 FF FF FF FF  
\$21 32 16 B8 0B 5E 11 91 9A  
\$22 60 06  
\$23 32 5A FA FA FA FA FA  
\$24 32 5A FA FA FA FA FA  
\$25 32 5A FA FA FA FA FA

```
$26 32 5A FA FA FA FA FA
$40 00 00
$41 3F 30 00 66 00 1A
$42 D0 E4
$43 00 00 8E 80
$44 C6 00 00 FC 80 C0
$45 07 01 07 01 05 01
$46 00 0F 0F 64 64
$47 0A 64 02 04 04 05 0A 06 04 0A 00 00 FA 00 00 FF 04 64
$48 18 08 08
$B0 58
$B1 FD FE 00
$B2 FF FF FF FF FF
$B4 41 53 36 30 30 36 32 31 30 33 4D 46 20 20 20 20
$B7 50 AA 01 0F 02
$B8 4C 54 69 09 30
$C1 30 46 30 32
$CA 30 46 30 32
$CB 00 E8 C9 C6
$CC 00 E8 C9 C6
$D1 00 00
$DB 00 00
$DC 00 00
```

## **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.

**FIELD PHOTOGRAPHIC NOTES**Customer's Name: Zoran AnusicInspection Date: 02/12/2010Model: Pontiac G-6VIN: 1G2ZF58B174 File 71-802339733

Inspector: C. A. Fischer

Number of Photos 64

<u>Photo.#</u>	<u>Description</u>
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

**FIELD PHOTOGRAPHIC NOTES**

Customer's Name: Zoran Anusic

Inspection Date: 02/12/2010

Model: Pontiac G-6

VIN: 1G2ZF58B174 

File 71-802339733

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

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

Customer's Name: [REDACTED] Inspection Date: 02/12/2010  
 Vehicle Brand: Pontiac Model: G-6  
 File #: 71-802339733 VIN: 1G2ZF58B174 [REDACTED]

Mileage at Inspection: 32,439

Inspection Location: Sinclair Buick-GMC  
St Louis, MO

Inspector's phone number: 636 978-4736

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 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.

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**Section 2 INTERVIEW - INCIDENT DETAILS**

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

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

Interview mode:  By Telephone  In Person

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

Interview date: 02/11/2010

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

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

Customer's Name: [REDACTED] Inspection Date: **02/12/2010**  
 Vehicle Brand: **Pontiac** Model: **G-6**  
 File # **71-802339733** VIN: **1G2ZF58B17** [REDACTED]

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

[REDACTED] said that he recently had an accident with his car and he thought it was caused by a problem with the power steering. He said that he was driving and the wheels started to shake and it caused the car to run into the curb on the right side of the street. He said that the collision damaged his RF wheel and tire. He said that after the accident there was a Power Steering Message on the Driver Information Center. He drove the car home and the message has disappeared.

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

[REDACTED] Driver, Male, [REDACTED] 5'7", 180#, No disabilities

If there was a collision:

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

Describe where other occupants were seated & extent of any injuries: [REDACTED] **Wife of claimant, RF seat, No injuries – No one else was in the vehicle**

**What was the exact location of the incident. Green Park and Mueller Road, St Louis, MO**

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

Weather conditions & Visibility: **Wet** Approximate Temp (°F): **35**

Road Surface:  Concrete  Asphalt  Gravel  Crushed rock  Dirt

Road Condition:  Dry  Wet  Icy  Other: { \_\_\_\_\_ }

Shoulder  Curb :  Concrete  Asphalt  Gravel  Crushed rock  Dirt

Shoulder/Curb Condition:  Dry  Wet  Icy  Other: { \_\_\_\_\_ }

Posted Speed Limit **Unknown**

Any objects in the road? (rocks, scrap metal, pothole, speed bump, etc.) **Nothing**

**Length of Drive Prior to incident:**

Total Time (hrs. & mins.): **10 Min** Distance (miles): **5**

Estimate of vehicle speed: **15** mph Source of est. **Claimant**

Estimated vehicle speed at impact: **15** mph Source of est. **Claimant**

**(Do Not report speed information from the Vetronix data here)**

If the driver/claimant description of the vehicle operation prior to and during the incident does not include the following information, please obtain it.

<b>Steering</b>	Normal <input type="checkbox"/>	Other <input checked="" type="checkbox"/>	Describe Started to shake and caused the car to veer to the right
<b>Suspension</b>	Normal <input checked="" type="checkbox"/>	Other <input type="checkbox"/>	Describe { _____ }
<b>Brakes</b>	Normal <input checked="" type="checkbox"/>	Other <input type="checkbox"/>	Describe { _____ }
<b>Engine</b>	Normal <input checked="" type="checkbox"/>	Other <input type="checkbox"/>	Describe { _____ }
<b>Electrical</b>	Normal <input checked="" type="checkbox"/>	Other <input type="checkbox"/>	Describe { _____ }

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



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

Customer's Name: [REDACTED] Inspection Date: **02/12/2010**  
Vehicle Brand: **Pontiac** Model: **G-6**  
File # **71-802339733** VIN: **1G2ZF58B174** [REDACTED]

**Service Air Bag light "on"**

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

Also, determine whether there were any warning lights illuminated, messages on driver information panel, unusual noises, smoke or steam observed. **Service Air Bag message on DIC**

Describe any evasive action:  Turning  Braking  Accelerating  Other: { \_\_\_\_\_ }

Describe cargo (in the vehicle interior, trunk and/or trailer (if any)): **Nothing**

Estimated total weight of cargo: { \_\_\_\_\_ } Estimated weight of the trailer, if any. { \_\_\_\_\_ }

If a trailer was being towed, photograph the hitch structure, both on the trailer and towing vehicle.

Did the vehicle leave the roadway?:  Yes  No Describe: { \_\_\_\_\_ }  
Objects Impacted: **Curb**

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

Additional comments concerning the incident: **Vehicle was driven from the accident site**

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

**Section 3 INTERVIEW - VEHICLE HISTORY**

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

**Claimant**

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

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

Did the owner purchase the vehicle new?  Yes  No Date **01/2007** Used?  Yes  No Date \_\_\_\_\_

**VEHICLE MODIFICATIONS / ALTERATIONS**

Are any vehicle modifications or alterations present, and has any after-market equipment been installed? (e.g., objects attached to the steering wheel or instrument panel, controls for disabled persons, shock absorbers, springs, modified body, electrical components, powertrain, wheels or tires, after-market seats, etc..) Describe:

**Nothing**

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

**VEHICLE REPAIR / SERVICE HISTORY**

Prior electrical system service?  No  Yes If yes, describe: { \_\_\_\_\_ }

Prior collision repair?  No  Yes If yes, describe: { \_\_\_\_\_ }

Repaired by whom? (name, address, phone) **No repairs**

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

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

**Sinclair Buick-GMC replaced a steering shaft due to noise – Repair made about a year ago**

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

Customer's Name: [REDACTED] Inspection Date: **02/12/2010**  
 Vehicle Brand: **Pontiac** Model: **G-6**  
 File #: **71-802339733** VIN: **1G2ZF58B174** [REDACTED]

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

**Nothing**

Any other pertinent vehicle history information (from interview, GM warranty or dealership history files)?  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**

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

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

**No 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

Power steering lines, hoses, clamps and connections

Brake fluid level and condition

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**

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

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

Customer's Name: [REDACTED]      Inspection Date:      **02/12/2010**  
Vehicle Brand:      **Pontiac**      Model:      **G-6**  
File #      **71-802339733**      VIN:      **1G2ZF58B174** [REDACTED]

**Section 5      VEHICLE INSPECTION - PASSENGER COMPARTMENT**

**INTERIOR**

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

**INTERIOR INSPECTION** (Describe any damage and photograph )

**No interior damage – Driver seat not damaged and in the full rearward position – Seat back angles on both front seats is 20 degrees – No damage to the steering wheel and steering column – No damage to the IP**

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**Section 6      STEERING, SUSPENSION, TIRE AND WHEEL SYSTEM INSPECTION**

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

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

Customer's Name: [REDACTED] Inspection Date: **02/12/2010**  
Vehicle Brand: **Pontiac** Model: **G-6**  
File # **71-802339733** VIN: **1G2ZF58B174** [REDACTED]

ITEM	OBSERVATIONS/TEST RESULTS
Steering system-Are all components in place and connected in a normal manner? Can the steering wheel be rotated lock to lock with appropriate movement of the front wheels. Is there any binding, sticking or uneven feel?	<b>No visible damage – Steering wheel turns freely from lock to lock with the engine running and with the engine off – No binds in the movement of the steering system</b>
Steering linkage-Is the linkage free from cracks, bends, fractures, etc. Are there any scrapes, abrasions, signs of contact with any of the linkage?	<b>No visible damage</b>
Gear/rack and pinion-Any sign of leakage, damage to boots on the rack, contact by foreign objects?	<b>No visible damage</b>
Steering column, ignition switch, intermediate shaft. Does the column unlock with the ignition key "on"? Is the steering column properly fastened to the dash?	<b>No damage</b>
Steering pump, drive, hoses, connections, flow, pressure. If possible, start the engine and rotate the steering wheel lock to lock. Is power assist normal? If not, it may be necessary to check pressure and flow.	<b>Electronic Power Steering System – No damage</b>
PS fluid level and condition-Color, contamination, odor	<b>None – Electronic unit</b>
Steering knuckle-All attachments secure and proper?	<b>No visible damage</b>
Suspension components – LF Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. Sway bars properly attached.	<b>No visible damage</b>
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RF	<b>No visible damage – Suspension might be pushed back – Wheelbase ½ inch shorter on the right side</b>
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc Rear sway bars,	<b>No visible damage</b>

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

Customer's Name: [REDACTED] Inspection Date: **02/12/2010**  
 Vehicle Brand: **Pontiac** Model: **G-6**  
 File #: **71-802339733** VIN: **1G2ZF58B174** [REDACTED]

trailing arms properly attached and undamaged. LR	
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RR	<b>No visible damage</b>
Rear axle assembly-deformed, signs of impact, properly located, etc.	<b>No visible damage</b>
Deformation to the frame	<b>No visible damage</b>
Describe and photograph evidence of axle/ suspension/ tire contact with frame, body or components	<b>None</b>
Describe and photograph contact of the under- carriage with the road surface (road, shoulder, curb, or grass)	<b>RF wheel and wheel cover damaged – Possible damage to the RF tire – Wheel and tire hit a curb</b>
Stability Enhancement system/components-check for codes with Tech II	<b>Vehicle not equipped</b>
Engine (normal, other)-Obtain codes using a Tech II.	<b>ECM – TCM – BCM – No Diagnostic Trouble Codes</b>
Electrical (normal, other)	<b>Normal</b>
Warning lights/messages displayed? Describe and obtain codes using a Tech II	<b>Service Air Bag message on DIC – One History Code in the SIR System – B0081 Passenger Presence System 1 Incorrect Component Installed</b>  <b>One History Diagnostic Code in the Power Steering Control Module – C0550 Electronic Control Unit (ECU) Performance Internal Electronic Failure</b>
Anything components missing?	<b>Nothing</b>
Other	<b>Pulled vehicle crash data with a laptop and Bosch CDR – There were no events stored in the system – The downloaded data is attached</b>

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**

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

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

**TIRE AND WHEEL INSPECTION**

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

Customer's Name: [REDACTED] Inspection Date: **02/12/2010**  
 Vehicle Brand: **Pontiac** Model: **G-6**  
 File # **71-802339733** VIN: **1G2ZF58B174** [REDACTED]

1. IDENTIFICATION:

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

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 dismantled – Possible damage to the RF tire due to the impact

LR No damage

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

Section 7

**SITE INSPECTION**

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

- Check the incident scene for tire marks, gouges in the pavement, debris, or any other marks. Measure location and photograph.
- Identify evidence of whether the vehicle left the road prior to, during, or after the incident. Document all locations, distances, stationary objects (guard rails, telephone poles, fences, buildings, etc), nearest posted speed limit signs in the direction of travel, etc...
- Identify evidence & photograph any object struck by the vehicle on or off the road prior to, during or after incident.
- Inspect roadway & shoulder surfaces in the area of the incident site for telltale signs of loss of control, excessive speed, severe braking, etc.

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

<u>Customer's Name:</u>	██████████	<u>Inspection Date:</u>	<b>02/12/2010</b>
<u>Vehicle Brand:</u>	<b>Pontiac</b>	<u>Model:</u>	<b>G-6</b>
<u>File #</u>	<b>71-802339733</b>	<u>VIN:</u>	<b>1G2ZF58B174</b> ██████████

Photograph the scene and property if involved.

**Comments:**

Site not inspected

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 { \_\_\_\_\_  
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**Section 8 COMMENT OVERFLOW**

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

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

**Section 9 OTHER REPORT INFORMATION**

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

**Attachments: (Check all that apply)**

X Photographs      X Data Downloads      X Other Records

**RESTRAINT SYSTEMS - SEAT BELT ADDENDUM**

**Preliminary Report of Inspection**

Customer's Last Name: [Redacted]  
Vehicle Brand: Pontiac  
File # 71-802339733

Inspection Date: 02/12/2010  
Model: G-6  
VIN: 1G2ZF58B174 [Redacted]

**SEATING Position** Driver - LF

**Is the seat belt fully retracted**  Yes  No

**IF THE ANSWER IS NO, DO NOT DISTURB BELTS AT THIS TIME.**

Secure webbing, measure length, show measurement in photo. { \_\_\_\_\_ } Inches

Does the webbing spool in and out freely?  No  Yes

Lap  Shoulder  Both **Note: Do not use excessive force**

Marks, cuts or debris on shoulder and lap belt webbing?  No  Yes

(If there are any of the above found, use photographs to document the position of the anomaly using a ruler or scale to show location relative to the buckle.)

Webbing energy management loops (if equipped) - stitches pulled free, unfolded, replacement/warning label exposed?  No  Yes

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)?  No  Yes

Does buckle latch and unlatch?  No  Yes

Buckle condition (worn, or foreign material present)?  No  Yes

Plastic covers and/or guides damaged?  No  Yes

Does the seat belt return to the stowed position?  No  Yes

Any components missing?  No  Yes

Any post-collision damage present (ex. Rescue workers)?  No  Yes

**SEATING Position** Right Front

**Is the seat belt fully retracted**  Yes  No

**IF THE ANSWER IS NO, DO NOT DISTURB BELTS AT THIS TIME.**

Secure webbing, measure length, show measurement in photo. { \_\_\_\_\_ } Inches

Does the webbing spool in and out freely?  No  Yes

Lap  Shoulder  Both **Note: Do not 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 document the position of the anomaly using a ruler or scale to show location relative to the buckle.)

Webbing energy management loops (if equipped) - stitches pulled free, unfolded, replacement/warning label exposed?  No  Yes

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)?  No  Yes

Does buckle latch and unlatch?  No  Yes

Buckle condition (worn, or foreign material present)?  No  Yes

Plastic covers and/or guides damaged?  No  Yes

Does the seat belt return to the stowed position?  No  Yes

Any components missing?  No  Yes

Any post-collision damage present (ex. Rescue workers)?  No  Yes



**RESTRAINT SYSTEMS - SEAT BELT ADDENDUM**

**Preliminary Report of Inspection**

Customer's Last Name: [REDACTED]

Inspection Date: 02/12/2010

Vehicle Brand: Pontiac

Model: G-6

File # 71-802339733

VIN: 1G2ZF58B174 [REDACTED]

**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 THIS TIME.**

Secure webbing, measure length, show measurement in photo. { \_\_\_\_\_ } Inches

Does the webbing spool in and out freely?  No  Yes

Lap  Shoulder  Both **Note: Do not 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 document the position of the anomaly using a ruler or scale to show location relative to the buckle.)

Webbing energy management loops (if equipped) - stitches pulled free, unfolded, replacement/warning label exposed?  No  Yes

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)?  No  Yes

Does buckle latch and unlatch?  No  Yes

Buckle condition (worn, or foreign material present)?  No  Yes

Plastic covers and/or guides damaged?  No  Yes

Does the seat belt return to the stowed position?  No  Yes

Any components missing?  No  Yes

Any post-collision damage present (ex. Rescue workers)?  No  Yes

**SEATING Position** \_\_\_\_\_

**Is the seat belt fully retracted**  Yes  No

**IF THE ANSWER IS NO, DO NOT DISTURB BELTS AT THIS TIME.**

Secure webbing, measure length, show measurement in photo. { \_\_\_\_\_ } Inches

Does the webbing spool in and out freely?  No  Yes

Lap  Shoulder  Both **Note: Do not 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 document the position of the anomaly using a ruler or scale to show location relative to the buckle.)

Webbing energy management loops (if equipped) - stitches pulled free, unfolded, replacement/warning label exposed?  No  Yes

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)?  No  Yes

Does buckle latch and unlatch?  No  Yes

Buckle condition (worn, or foreign material present)?  No  Yes

Plastic covers and/or guides damaged?  No  Yes

Does the seat belt return to the stowed position?  No  Yes

Any components missing?  No  Yes

Any post-collision damage present (ex. Rescue workers)?  No  Yes

**FIELD PHOTOGRAPHIC NOTES**

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

Inspection Date: 02/12/2010

File 71-802339733

Inspector: C. A. Fischer

Number of Photos 64

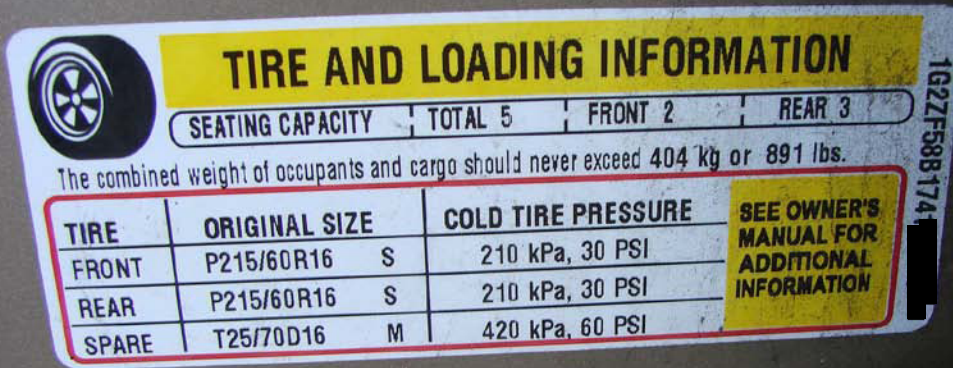
Photo.#	Description
01	VI Number 
02	Vehicle tire label

**FIELD PHOTOGRAPHIC NOTES**

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

Inspection Date: 02/12/2010

File 71-802339733



03

Odometer – 32,439 Miles

**FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]

Inspection Date: 02/12/2010

Model: Pontiac G-6

VIN: 1G2ZF58B174 [REDACTED]

File 71-802339733



04

Service Air Bag message on Driver Information Center display



**FIELD PHOTOGRAPHIC NOTES**

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

Inspection Date: 02/12/2010

File 71-802339733



05 Laptop and Bosch CDR used to pull vehicle crash data

**FIELD PHOTOGRAPHIC NOTES**

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

Inspection Date: 02/12/2010

File 71-802339733



06

No damage to the LF corner

**FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]

Inspection Date: 02/12/2010

Model: Pontiac G-6

VIN: 1G2ZF58B174 [REDACTED]

File 71-802339733



07

No front end damage



**FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]

Inspection Date: 02/12/2010

Model: Pontiac G-6

VIN: 1G2ZF58B174 [REDACTED]

File 71-802339733



08

RF corner damage confined to the wheel and wheel cover



**FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]

Inspection Date: 02/12/2010

Model: Pontiac G-6

VIN: 1G2ZF58B174 [REDACTED]

File 71-802339733



09

RF wheel, wheel cover and tire

**FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]

Inspection Date: 02/12/2010

Model: Pontiac G-6

VIN: 1G2ZF58B174 [REDACTED]

File 71-802339733



10 Damage to the RF wheel and wheel cover

**FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]

Inspection Date: 02/12/2010

Model: Pontiac G-6

VIN: 1G2ZF58B174 [REDACTED]

File 71-802339733



11

View of the right side



**FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]

Inspection Date: 02/12/2010

Model: Pontiac G-6

VIN: 1G2ZF58B174 [REDACTED]

File 71-802339733



12

No damage to the RR corner

**FIELD PHOTOGRAPHIC NOTES**

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

Inspection Date: 02/12/2010

File 71-802339733



13

No rear end damage

**FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]

Inspection Date: 02/12/2010

Model: Pontiac G-6

VIN: 1G2ZF58B174 [REDACTED]

File 71-802339733



14

No damage to the LR corner



**FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]

Inspection Date: 02/12/2010

Model: Pontiac G-6

VIN: 1G2ZF58B174 [REDACTED]

File 71-802339733



15

No damage to the left side

**FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]

Inspection Date: 02/12/2010

Model: Pontiac G-6

VIN: 1G2ZF58B174 [REDACTED]

File 71-802339733



16

Steering coupling between the steering rack and steering column not damaged



**FIELD PHOTOGRAPHIC NOTES**

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

Inspection Date: 02/12/2010

File 71-802339733



17 View of the steering rack from the top – No damage

**FIELD PHOTOGRAPHIC NOTES**

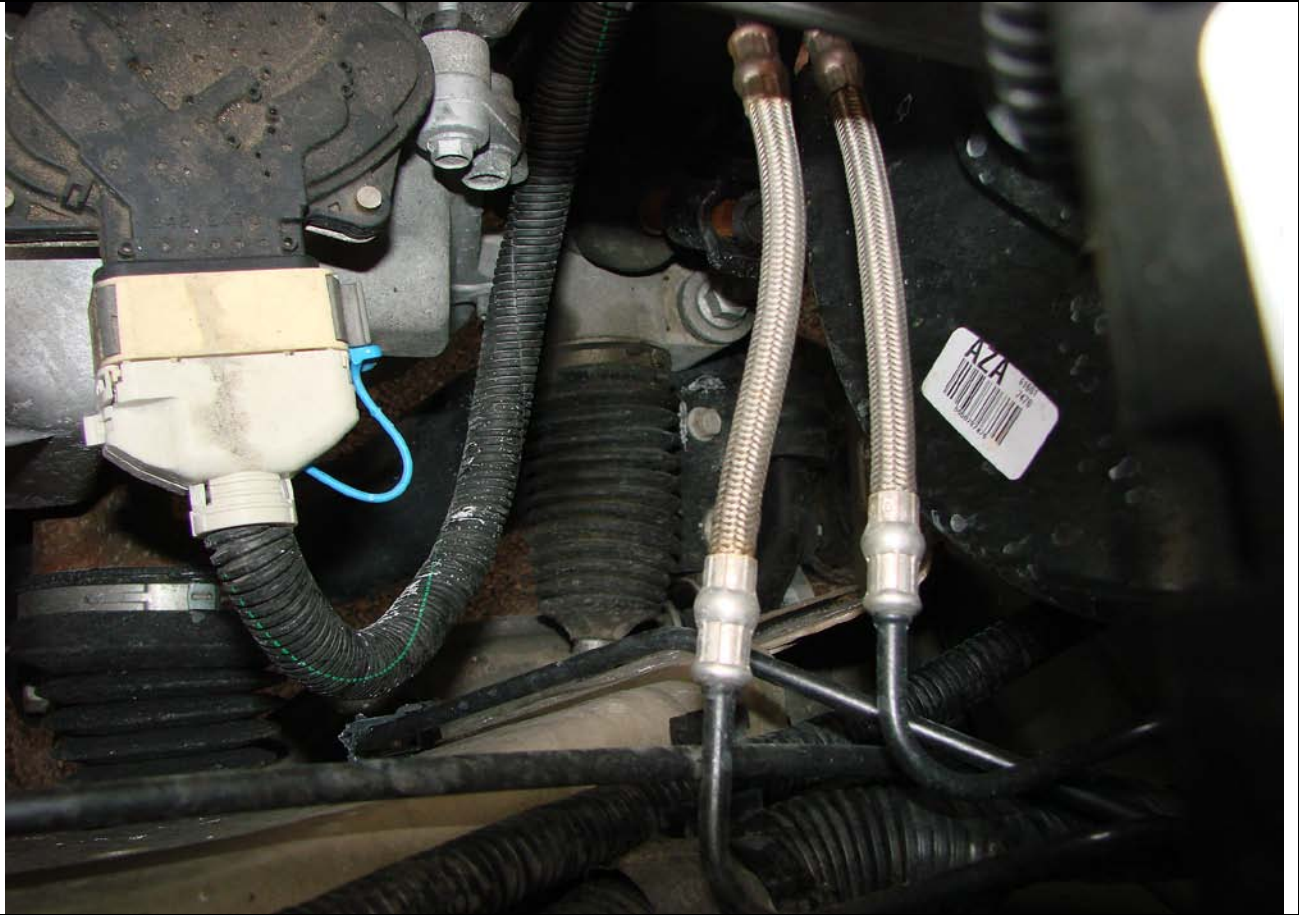
Customer's Name: [REDACTED]

Inspection Date: 02/12/2010

Model: Pontiac G-6

VIN: 1G2ZF58B174 [REDACTED]

File 71-802339733



18

No damage to the brake fluid reservoir and brake line junction block

**FIELD PHOTOGRAPHIC NOTES**

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

Inspection Date: 02/12/2010

File 71-802339733



19 No under hood damage on the left side



**FIELD PHOTOGRAPHIC NOTES**

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

Inspection Date: 02/12/2010

File 71-802339733



20

No under hood damage on the right side

**FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]

Inspection Date: 02/12/2010

Model: Pontiac G-6

VIN: 1G2ZF58B174 [REDACTED]

File 71-802339733



21

RF wheel and tire – Damaged

**FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]

Inspection Date: 02/12/2010

Model: Pontiac G-6

VIN: 1G2ZF58B174 [REDACTED]

File 71-802339733



22

Damage to the RF wheel and wheel cover



**FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]

Inspection Date: 02/12/2010

Model: Pontiac G-6

VIN: 1G2ZF58B174 [REDACTED]

File 71-802339733



23

Additional damage to the RF wheel cover

**FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]

Inspection Date: 02/12/2010

Model: Pontiac G-6

VIN: 1G2ZF58B174 [REDACTED]

File 71-802339733



24

No damage to the LF steering knuckle and related parts



**FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]

Inspection Date: 02/12/2010

Model: Pontiac G-6

VIN: 1G2ZF58B174 [REDACTED]

File 71-802339733



25

No damage to the LF axle

**FIELD PHOTOGRAPHIC NOTES**

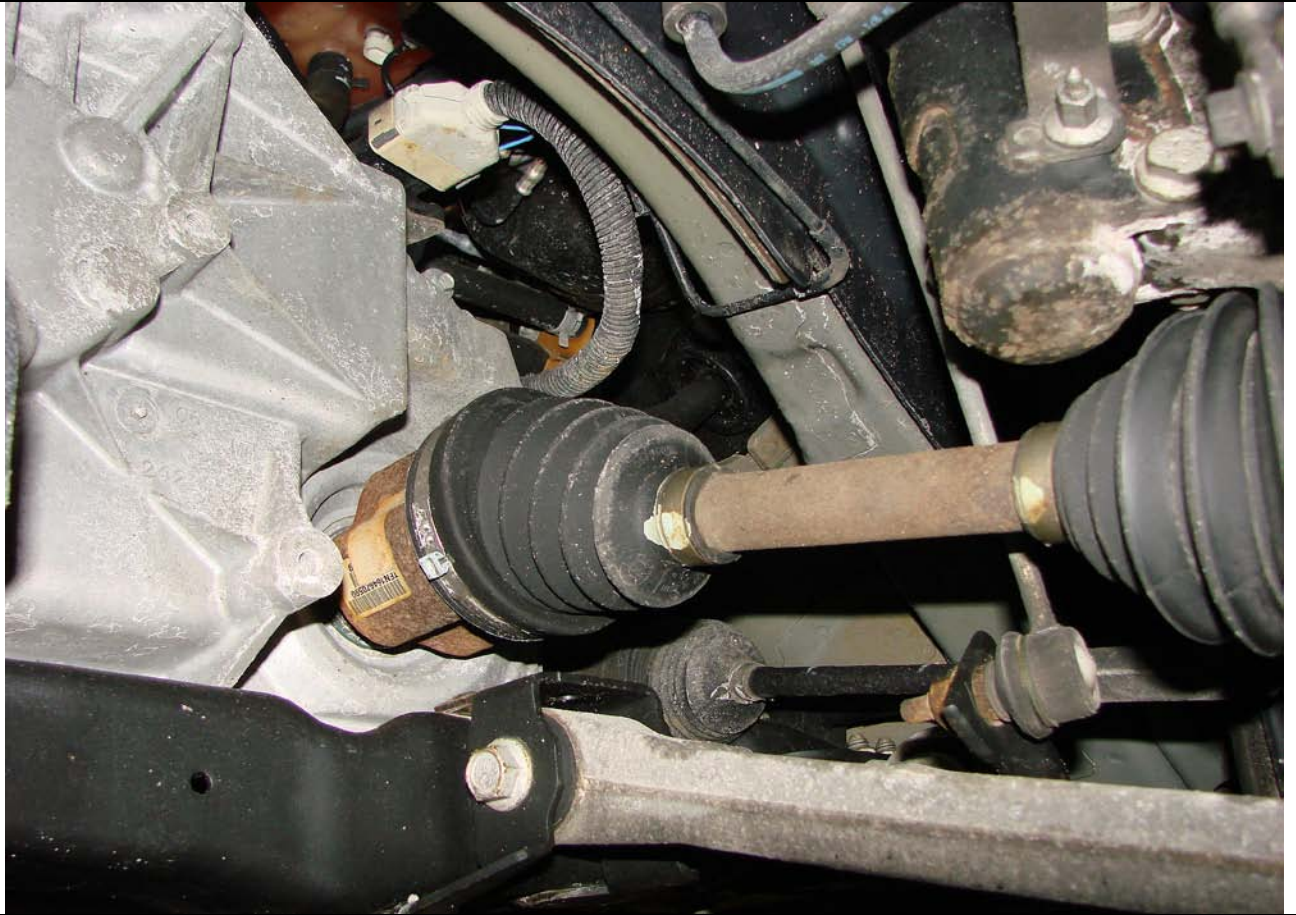
Customer's Name: [REDACTED]

Inspection Date: 02/12/2010

Model: Pontiac G-6

VIN: 1G2ZF58B174 [REDACTED]

File 71-802339733



26

No damage to the left tie rod



**FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]

Inspection Date: 02/12/2010

Model: Pontiac G-6

VIN: 1G2ZF58B174 [REDACTED]

File 71-802339733



27

No damage to the RF steering knuckle and related parts

**FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]

Inspection Date: 02/12/2010

Model: Pontiac G-6

VIN: 1G2ZF58B174 [REDACTED]

File 71-802339733



28

No damage to the RF strut



**FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]

Inspection Date: 02/12/2010

Model: Pontiac G-6

VIN: 1G2ZF58B174 [REDACTED]

File 71-802339733



29

No damage to the RF axle and tie rod

**FIELD PHOTOGRAPHIC NOTES**

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

Inspection Date: 02/12/2010

File 71-802339733



30 No damage to the LR suspension – View from the front

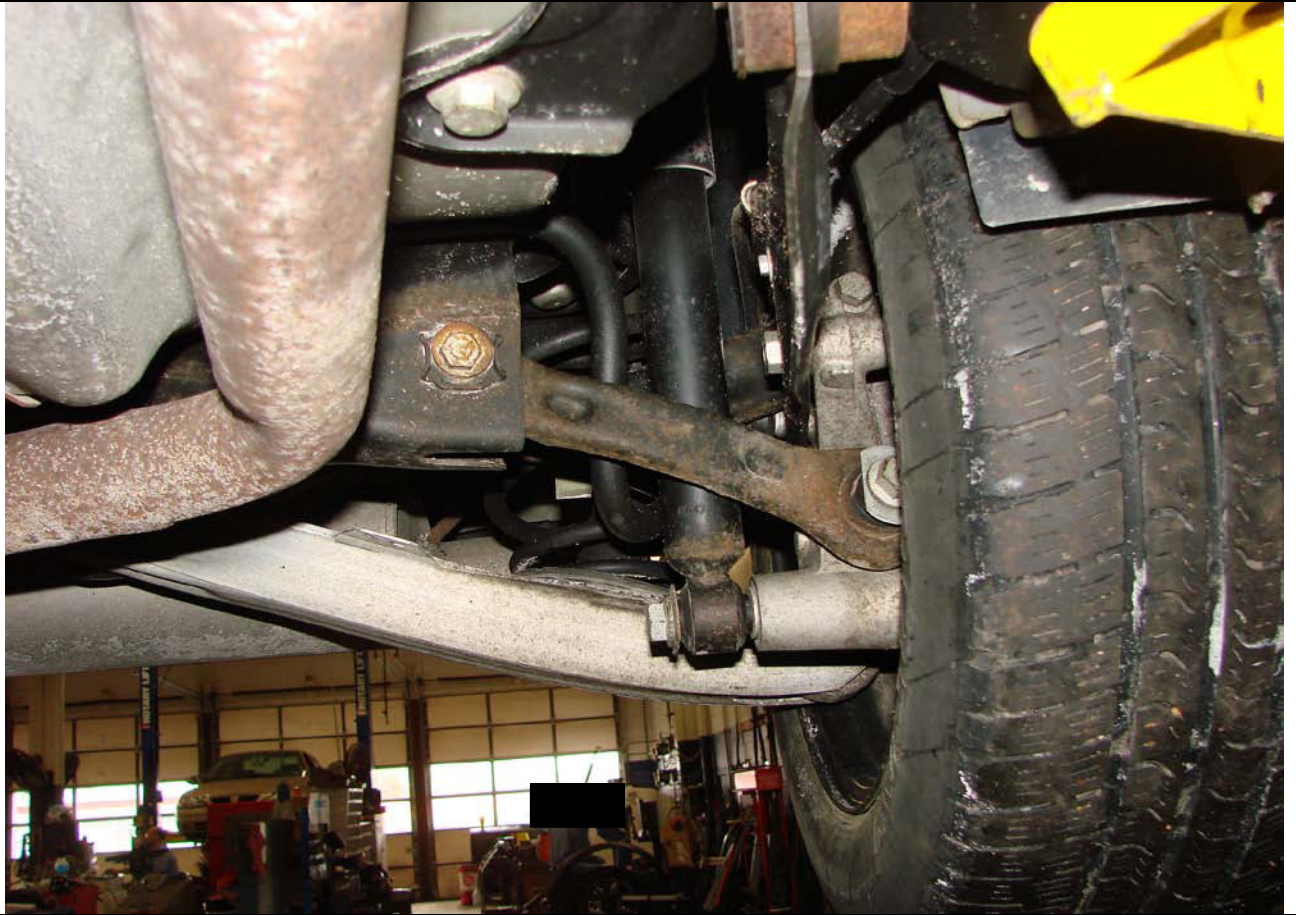


**FIELD PHOTOGRAPHIC NOTES**

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

Inspection Date: 02/12/2010

File 71-802339733



31 No damage to the RR suspension – View from the front

**FIELD PHOTOGRAPHIC NOTES**

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

Inspection Date: 02/12/2010

File 71-802339733



32

No damage to the back of the LR suspension



**FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]

Inspection Date: 02/12/2010

Model: Pontiac G-6

VIN: 1G2ZF58B174 [REDACTED]

File 71-802339733



33

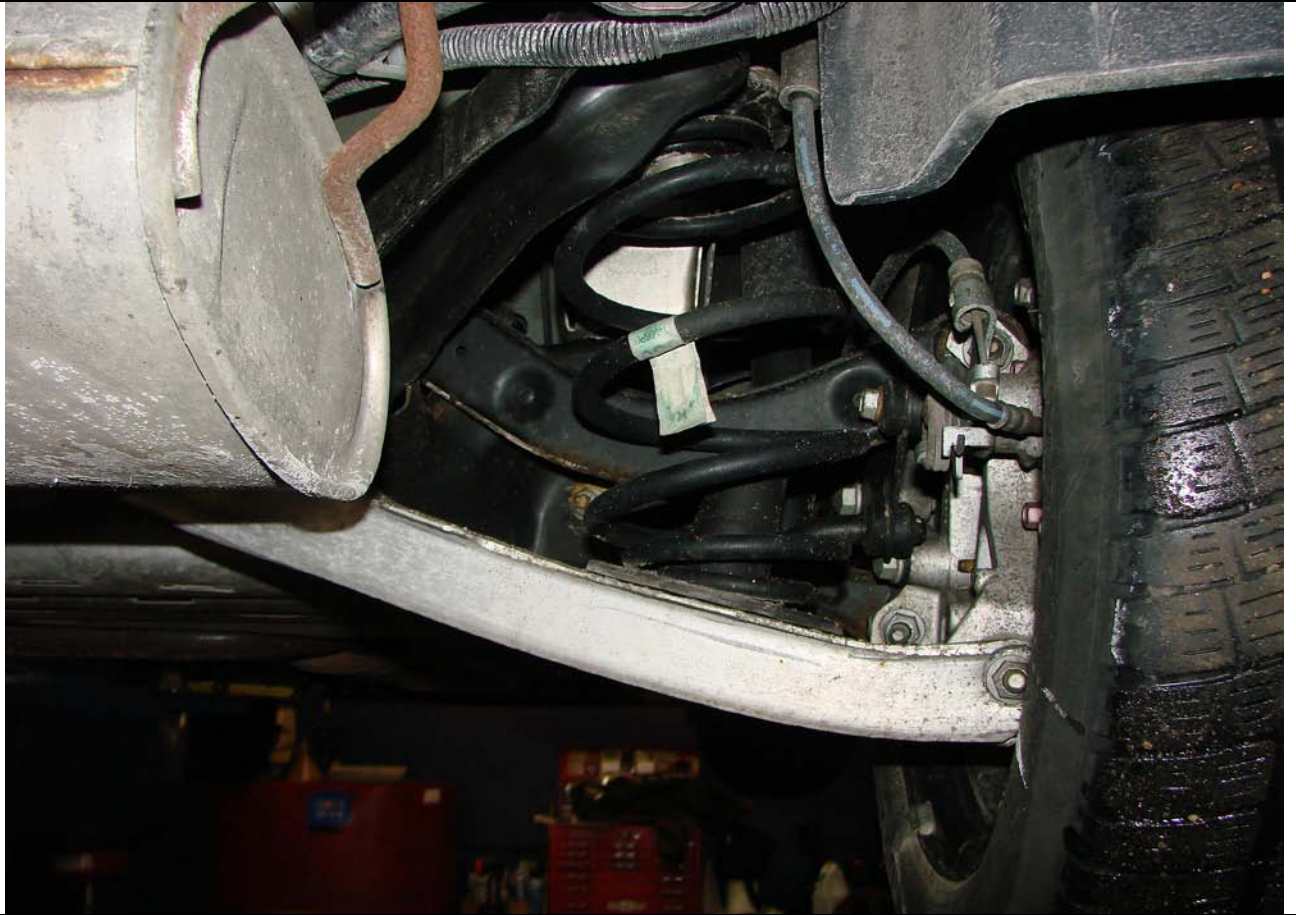
No damage to the back of the RR suspension

**FIELD PHOTOGRAPHIC NOTES**

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

Inspection Date: 02/12/2010

File 71-802339733



34 View of the steering rack from the under side – No damage

**FIELD PHOTOGRAPHIC NOTES**

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

Inspection Date: 02/12/2010

File 71-802339733



35

LF tire tread



**FIELD PHOTOGRAPHIC NOTES**

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

Inspection Date: 02/12/2010

File 71-802339733



36

RF tire tread

**FIELD PHOTOGRAPHIC NOTES**

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

Inspection Date: 02/12/2010

File 71-802339733



37

RR tire tread



**FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]

Inspection Date: 02/12/2010

Model: Pontiac G-6

VIN: 1G2ZF58B174 [REDACTED]

File 71-802339733



38

LR tire tread

**FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]

Inspection Date: 02/12/2010

Model: Pontiac G-6

VIN: 1G2ZF58B174 [REDACTED]

File 71-802339733



39

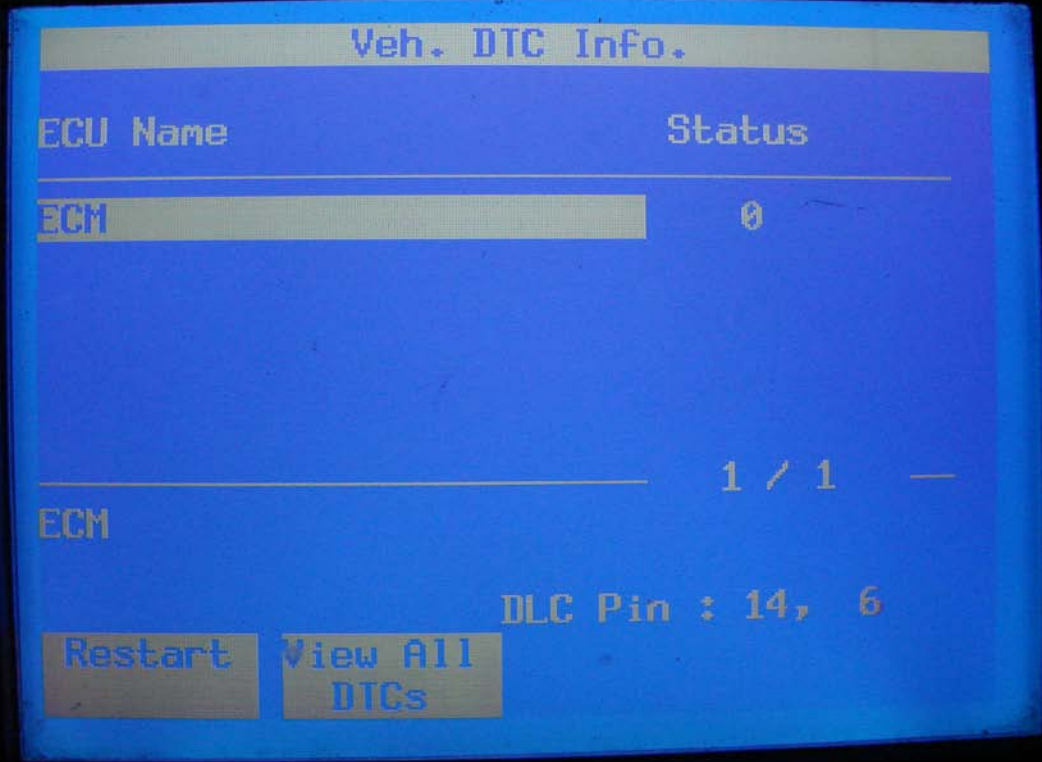
Tech 2 – ECM Screen – 0 Codes

**FIELD PHOTOGRAPHIC NOTES**

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

Inspection Date: 02/12/2010

File 71-802339733



40

Tech 2 – ECM – No Diagnostic Trouble Codes



**FIELD PHOTOGRAPHIC NOTES**

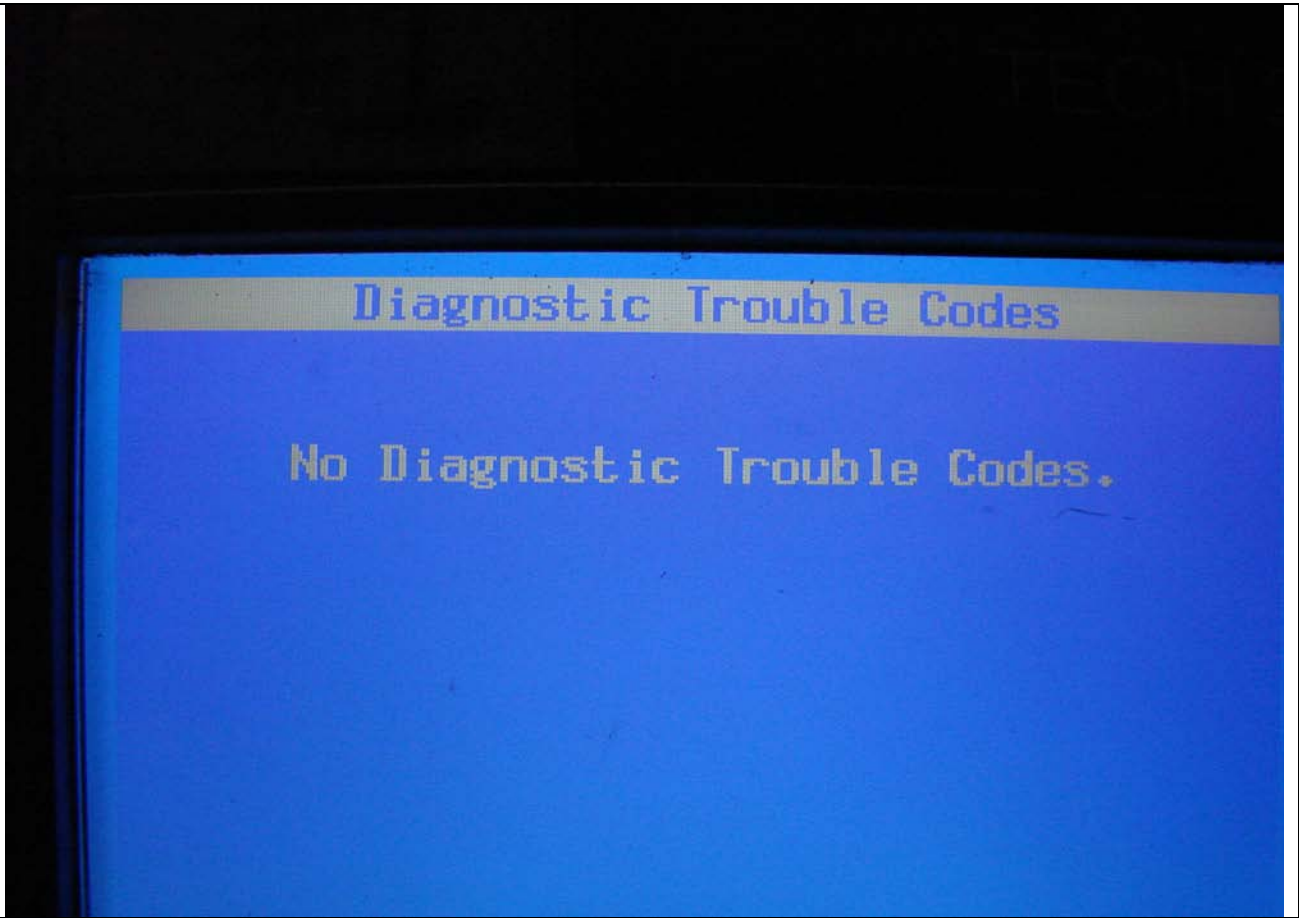
Customer's Name: [REDACTED]

Inspection Date: 02/12/2010

Model: Pontiac G-6

VIN: 1G2ZF58B174 [REDACTED]

File 71-802339733



41

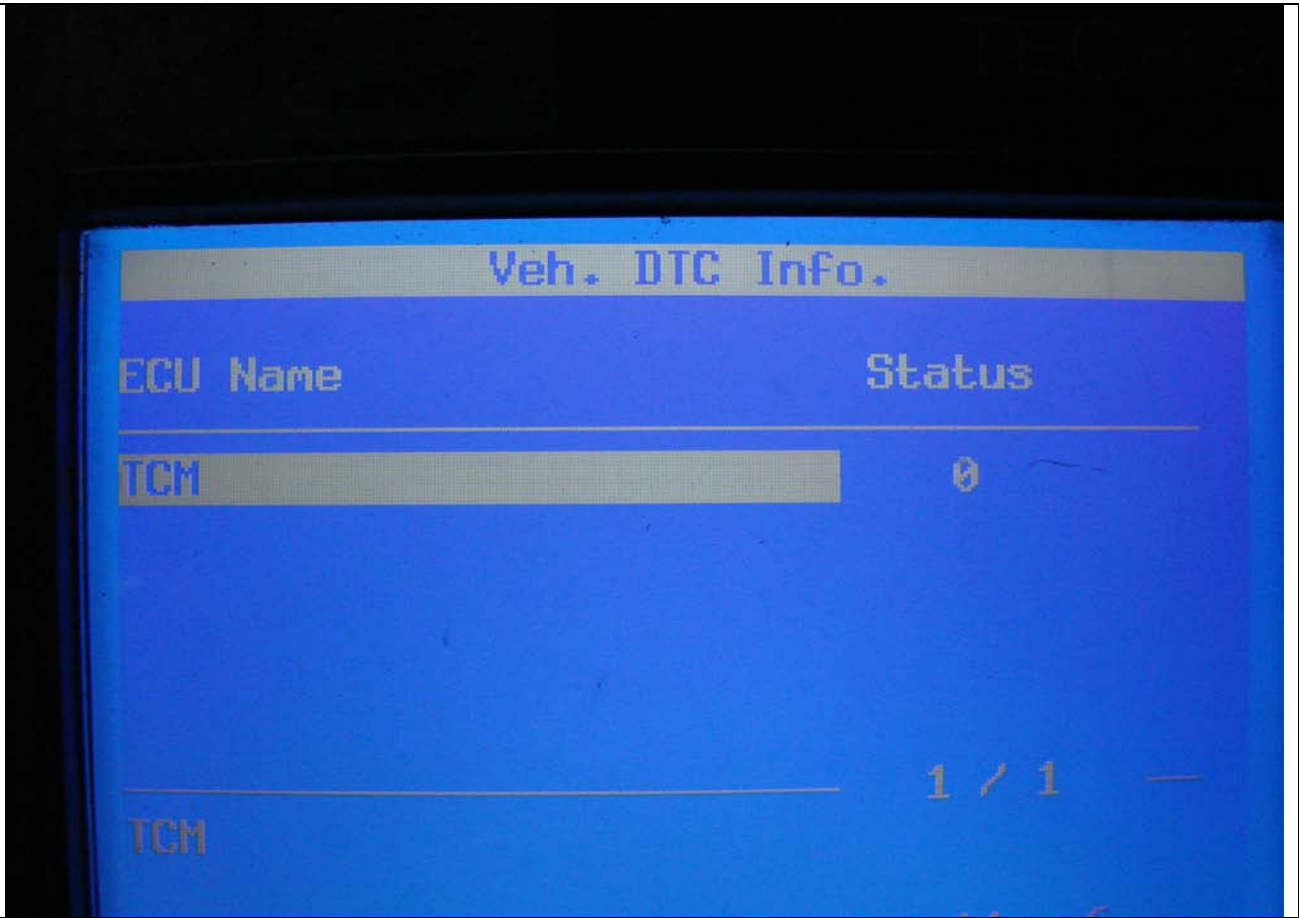
Tech 2 – TCM Screen – 0 Codes

**FIELD PHOTOGRAPHIC NOTES**

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

Inspection Date: 02/12/2010

File 71-802339733



42

Tech 2 – TCM – No Diagnostic Trouble Codes

**FIELD PHOTOGRAPHIC NOTES**

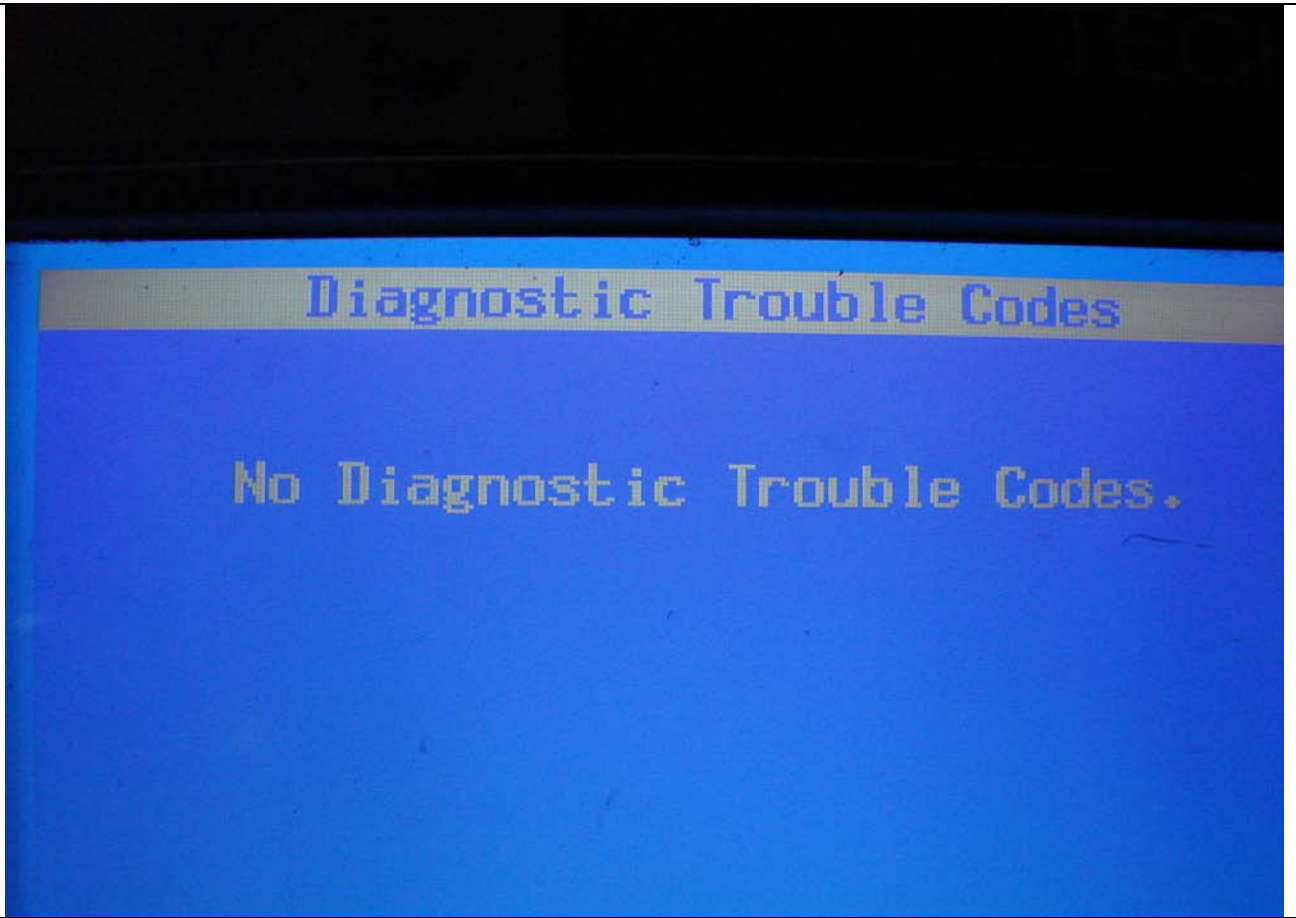
Customer's Name: [REDACTED]

Inspection Date: 02/12/2010

Model: Pontiac G-6

VIN: 1G2ZF58B174 [REDACTED]

File 71-802339733



43

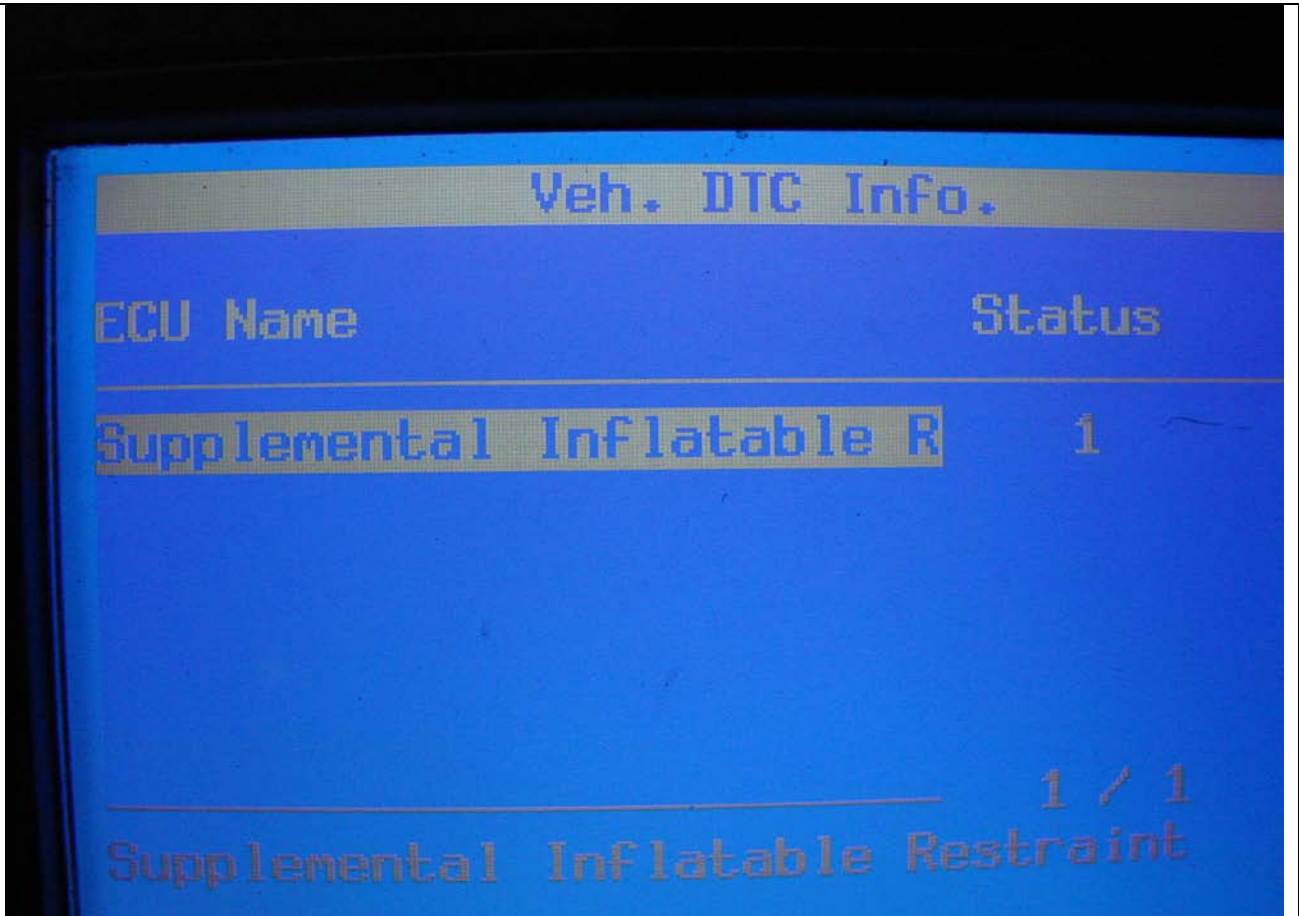
Tech 2 – SIR Screen – 1 Code

**FIELD PHOTOGRAPHIC NOTES**

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

Inspection Date: 02/12/2010

File 71-802339733



44

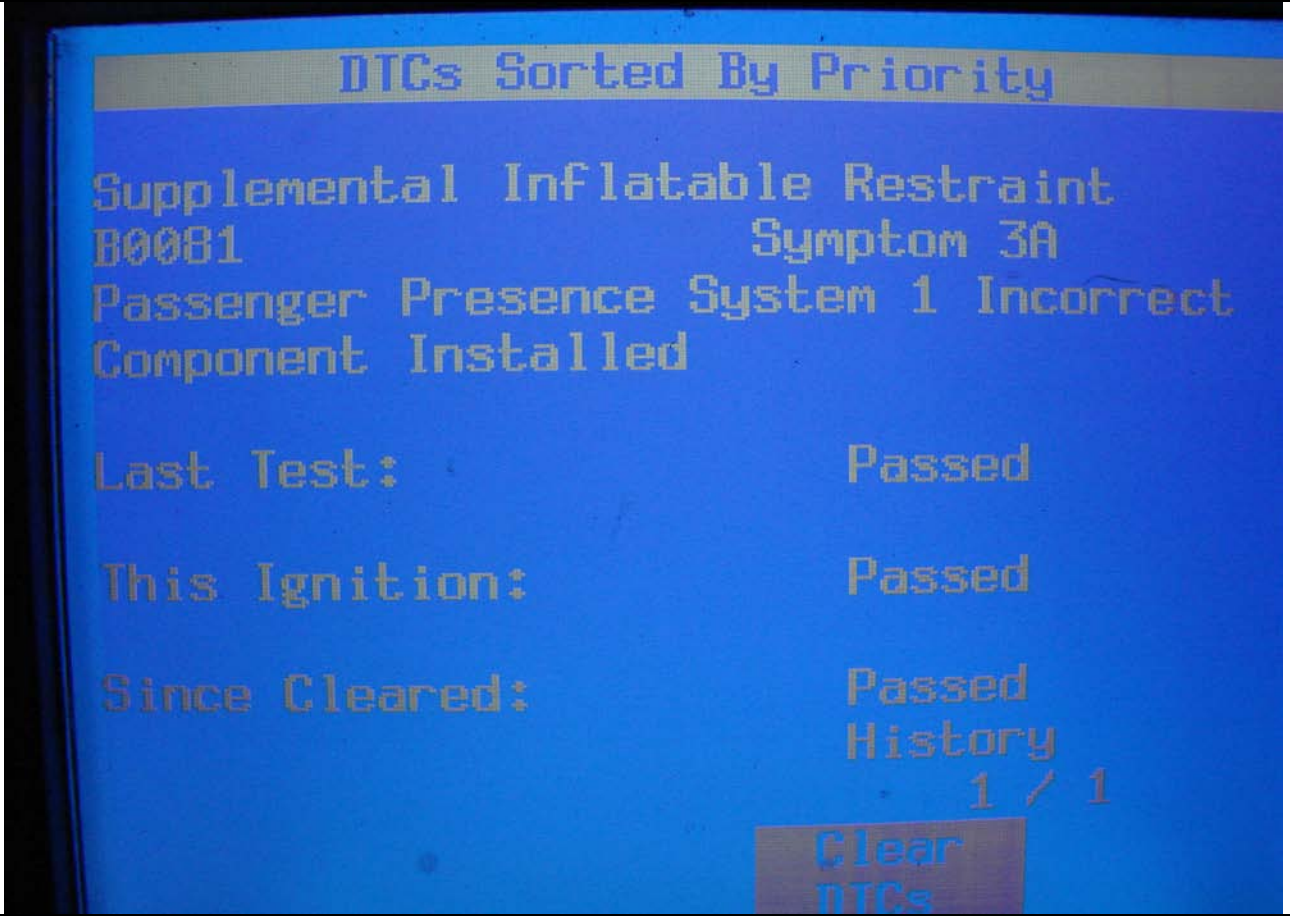
Tech 2 – SIR Code Screen – B0081 Passenger Presence System 1 Incorrect Component Installed – History

**FIELD PHOTOGRAPHIC NOTES**

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

Inspection Date: 02/12/2010

File 71-802339733



45

Tech 2 – BCM Screen – 0 Codes

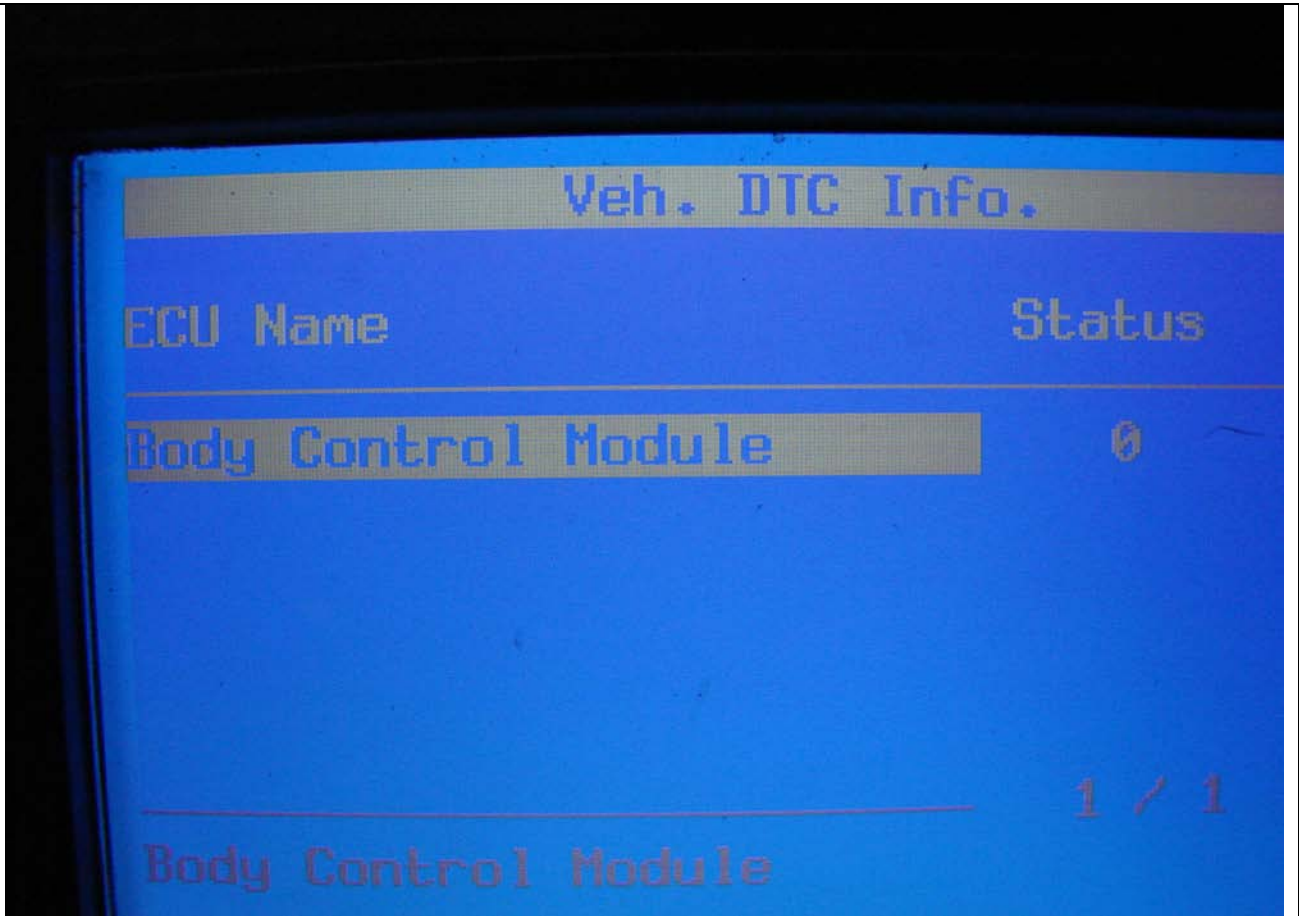


**FIELD PHOTOGRAPHIC NOTES**

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

Inspection Date: 02/12/2010

File 71-802339733



46

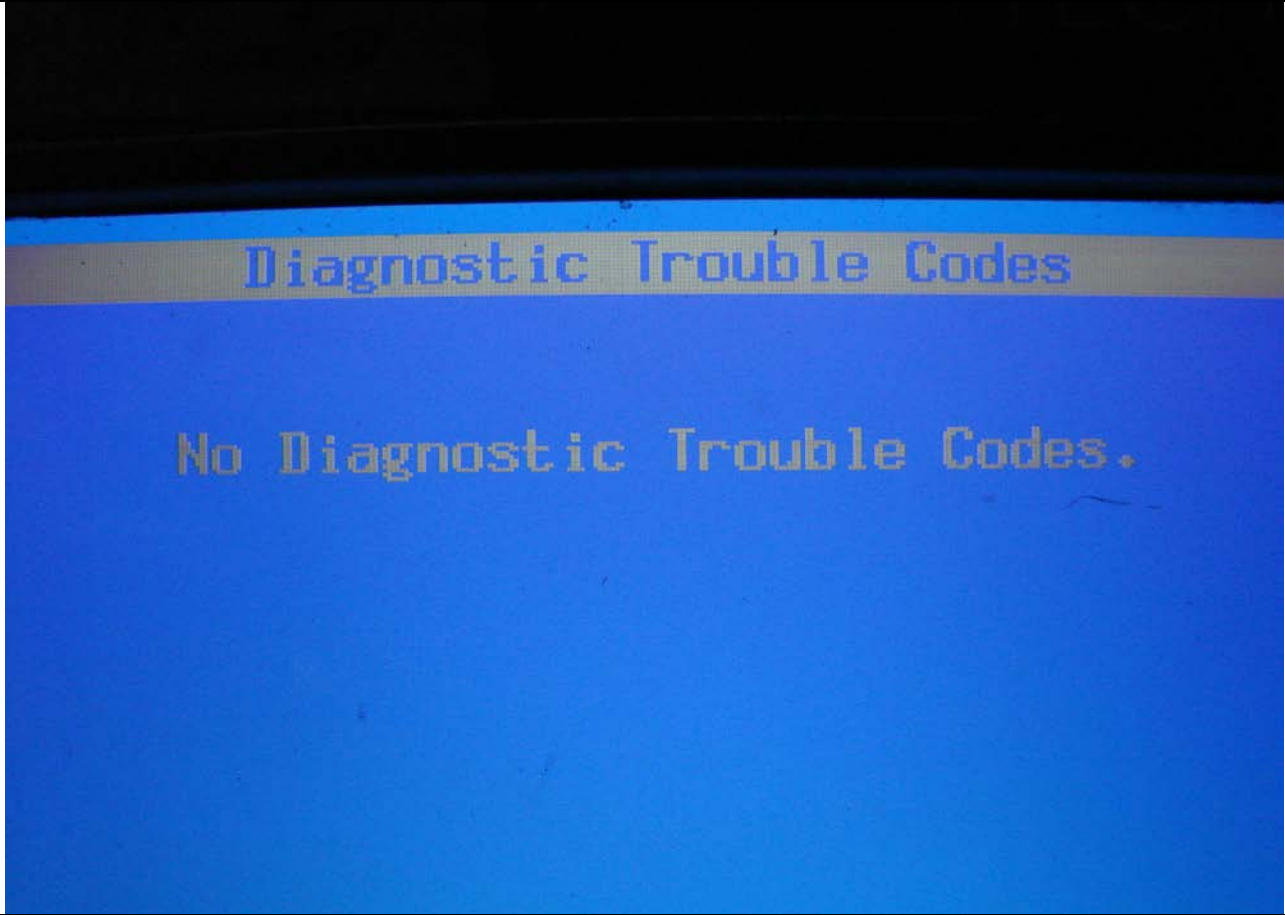
Tech 2 – BCM – No Diagnostic Trouble Codes

**FIELD PHOTOGRAPHIC NOTES**

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

Inspection Date: 02/12/2010

File 71-802339733



47

Tech 2 – PS Control Module – 1 Code

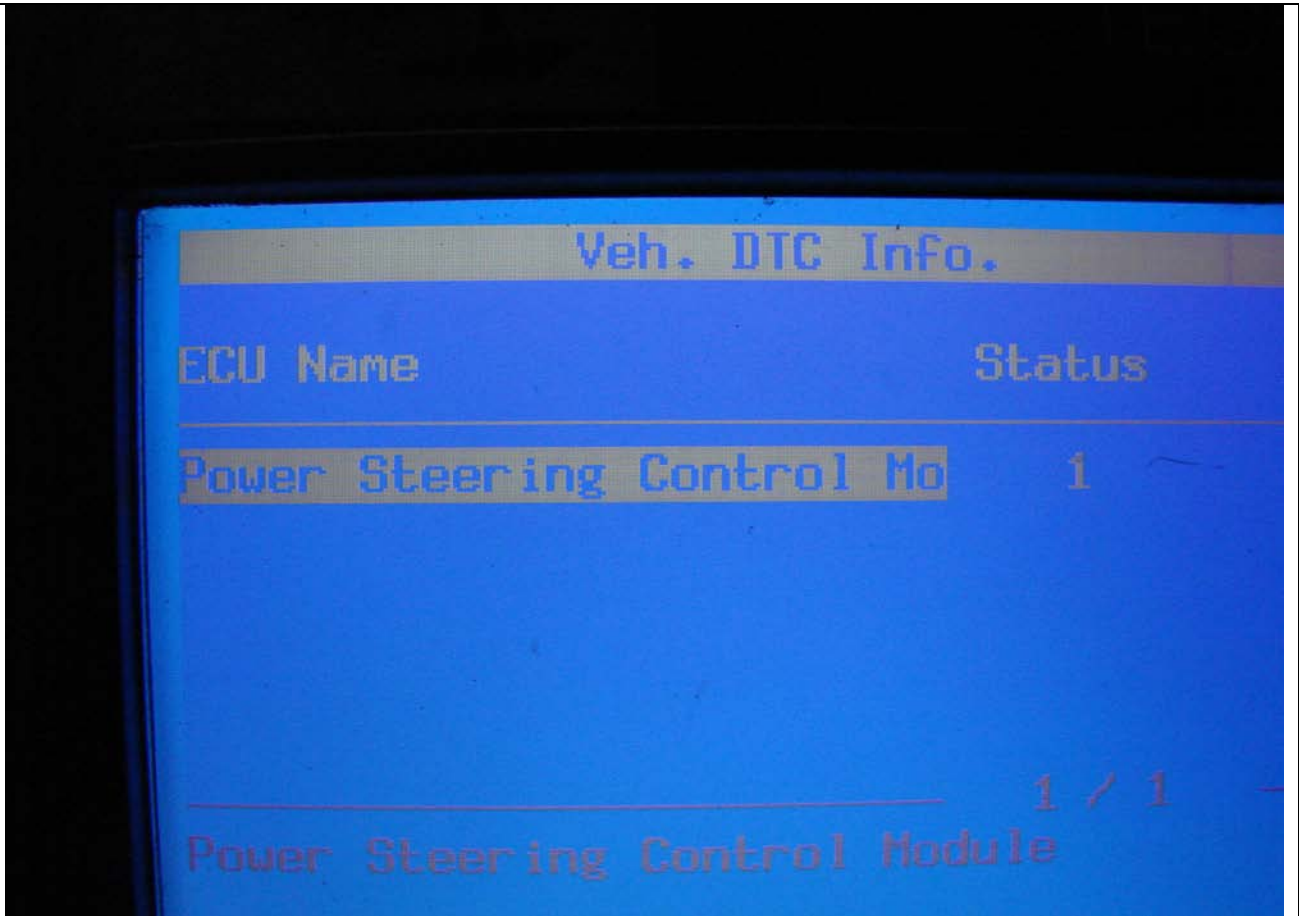


**FIELD PHOTOGRAPHIC NOTES**

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

Inspection Date: 02/12/2010

File 71-802339733



48

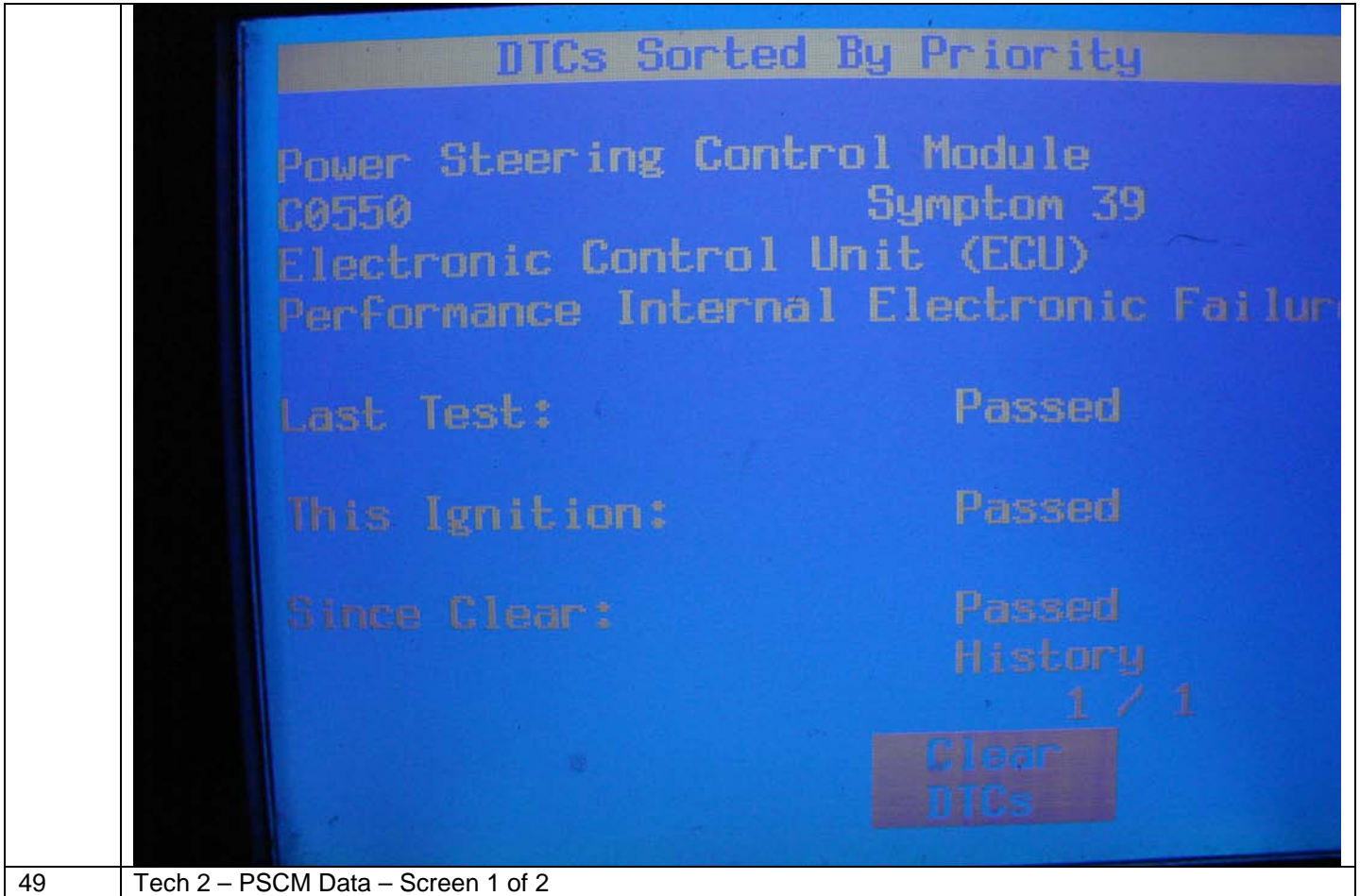
Tech 2 – PSCM Code Screen – C0550 Electronic Control Unit (ECU) Performance Internal Electronic Failure – History

**FIELD PHOTOGRAPHIC NOTES**

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

Inspection Date: 02/12/2010

File 71-802339733

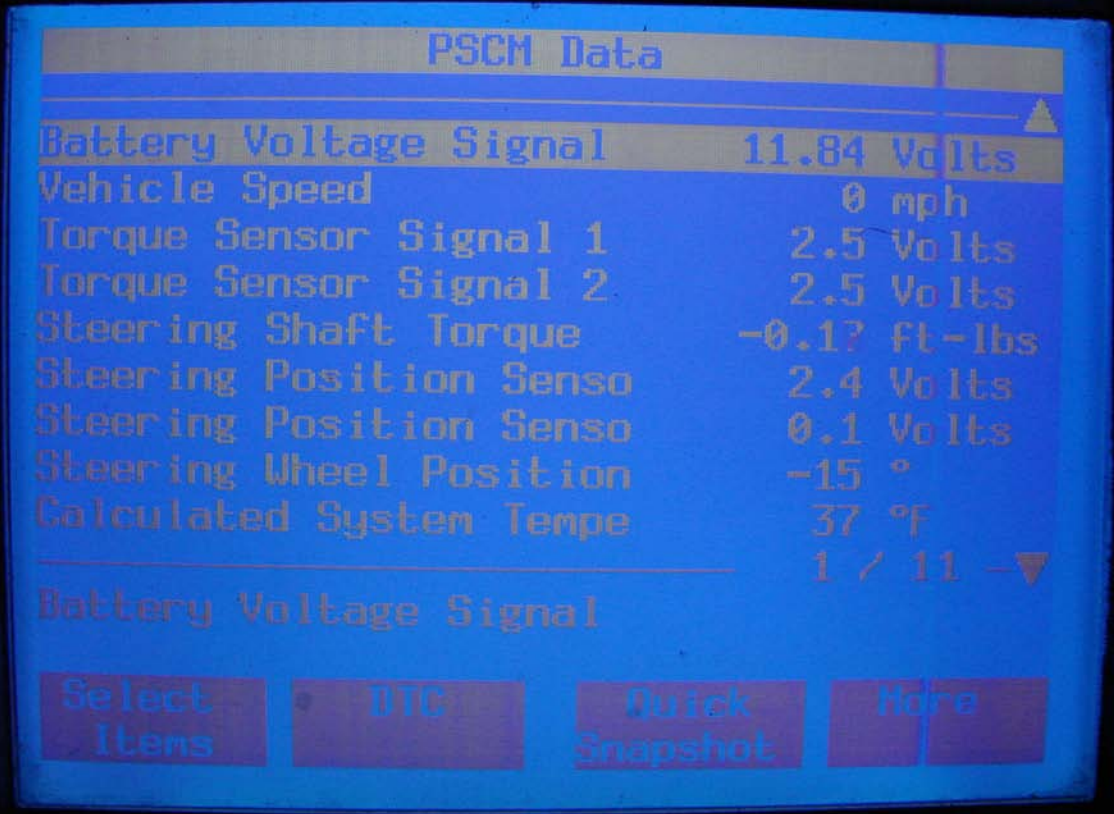


**FIELD PHOTOGRAPHIC NOTES**

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

Inspection Date: 02/12/2010

File 71-802339733

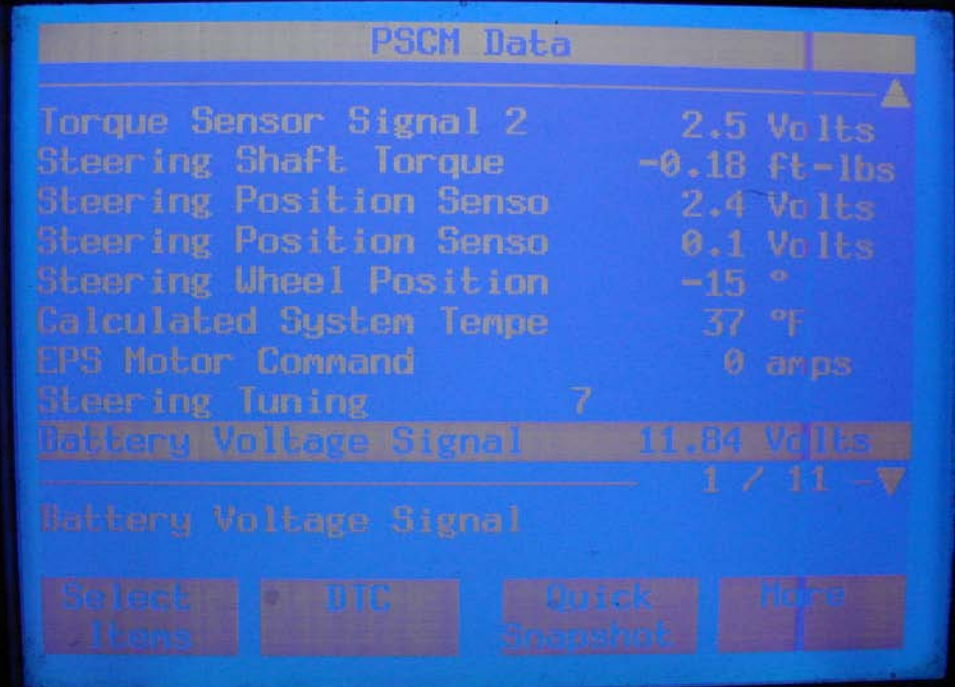


**FIELD PHOTOGRAPHIC NOTES**

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

Inspection Date: 02/12/2010

File 71-802339733



51

Tech 2 – PSCM Information Data

**FIELD PHOTOGRAPHIC NOTES**

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

Inspection Date: 02/12/2010

File 71-802339733



52

Tech 2 Screen of all Modules – Screen 1 of 2 – 2 Diagnostic codes

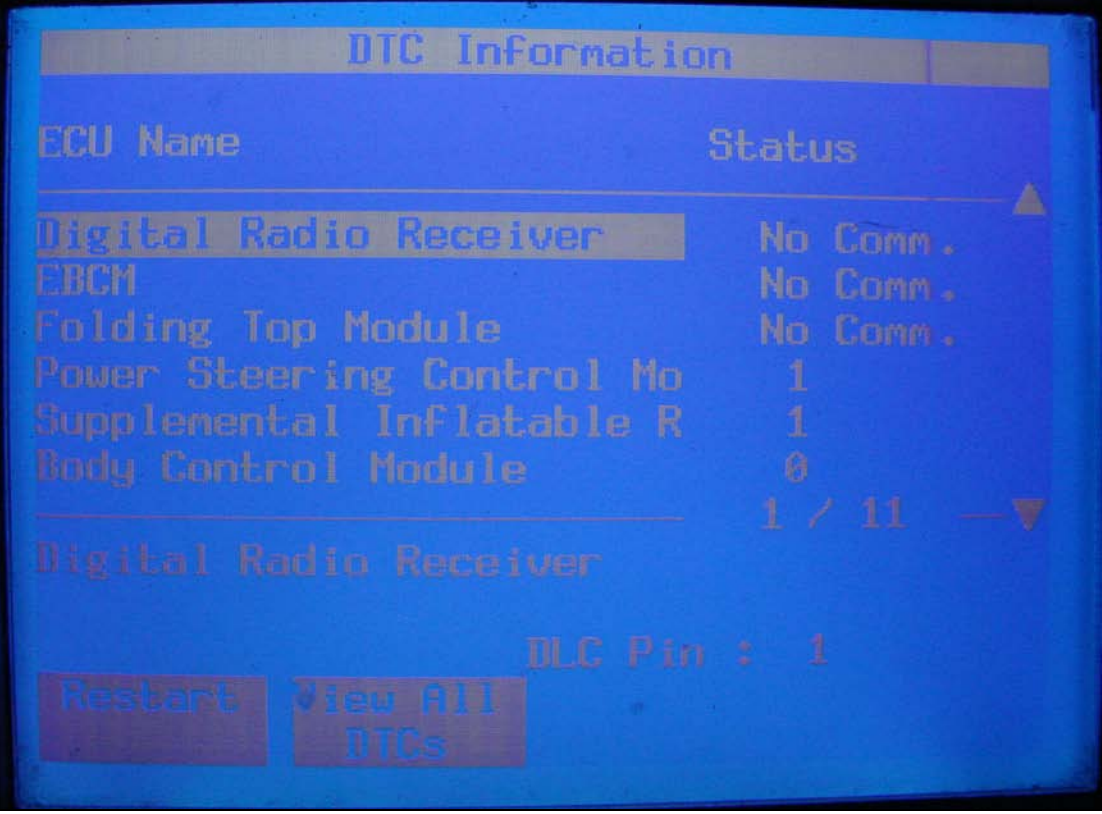


**FIELD PHOTOGRAPHIC NOTES**

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

Inspection Date: 02/12/2010

File 71-802339733



53

Tech 2 Screen of all Modules – Screen 2 of 2

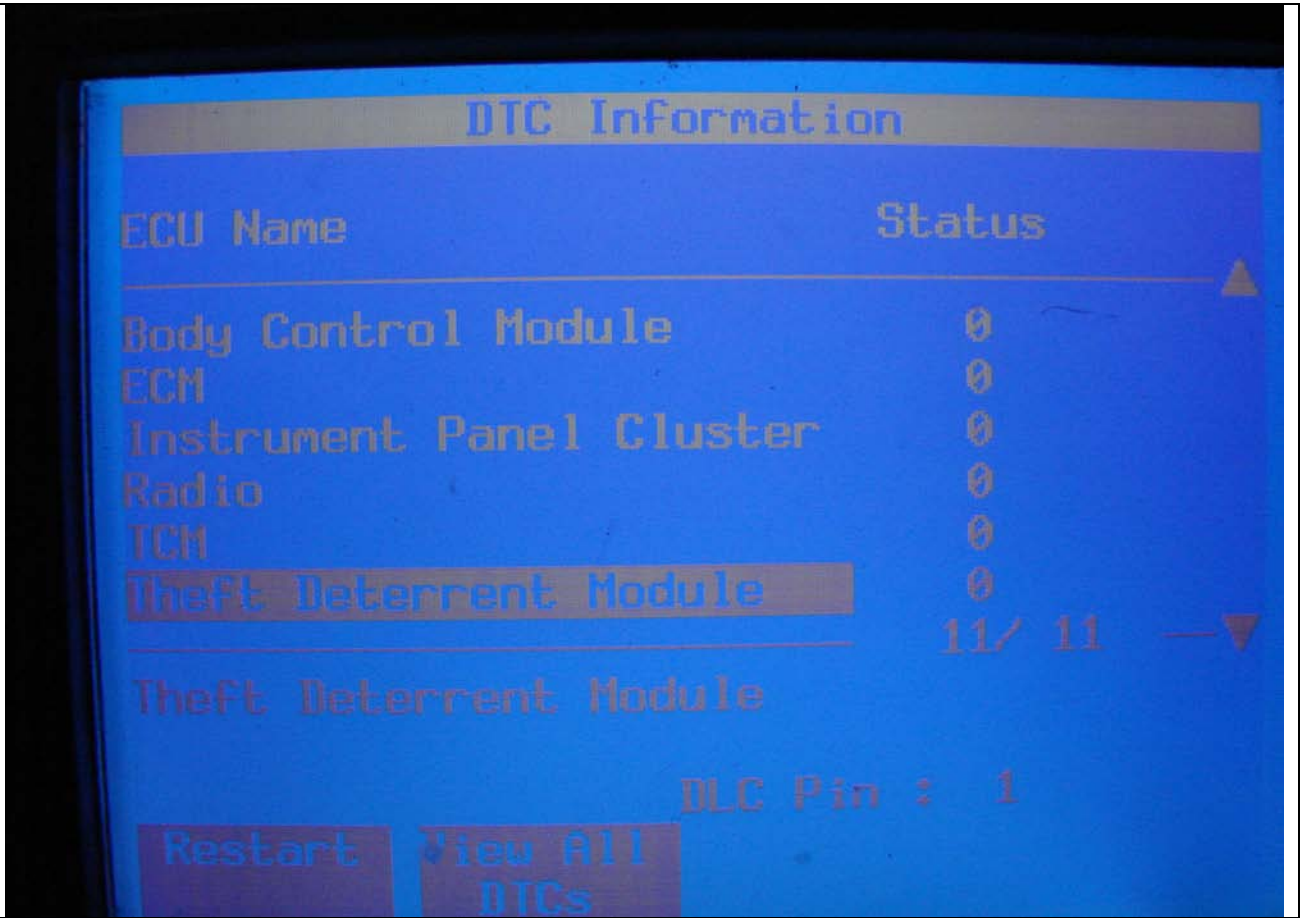


**FIELD PHOTOGRAPHIC NOTES**

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

Inspection Date: 02/12/2010

File 71-802339733



54

Driver seat belt buckled

**FIELD PHOTOGRAPHIC NOTES**

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

Inspection Date: 02/12/2010

File 71-802339733



55

No damage to the driver seat belt latch plate

**FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]

Inspection Date: 02/12/2010

Model: Pontiac G-6

VIN: 1G2ZF58B174 [REDACTED]

File 71-802339733



56

No damage to the driver seat belt guide loop



**FIELD PHOTOGRAPHIC NOTES**

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

Inspection Date: 02/12/2010

File 71-802339733



57

RF passenger seat belt buckled

**FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]

Inspection Date: 02/12/2010

Model: Pontiac G-6

VIN: 1G2ZF58B174 [REDACTED]

File 71-802339733



58

No damage to the RF passenger seat belt latch plate

**FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]

Inspection Date: 02/12/2010

Model: Pontiac G-6

VIN: 1G2ZF58B174 [REDACTED]

File 71-802339733



59

No damage to the RF passenger seat belt guide loop



**FIELD PHOTOGRAPHIC NOTES**

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

Inspection Date: 02/12/2010

File 71-802339733



60 No damage to the left side of the steering column

**FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]

Inspection Date: 02/12/2010

Model: Pontiac G-6

VIN: 1G2ZF58B174 [REDACTED]

File 71-802339733



61

No damage to the steering wheel

**FIELD PHOTOGRAPHIC NOTES**

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

Inspection Date: 02/12/2010

File 71-802339733



62 No damage to the right side of the steering column



**FIELD PHOTOGRAPHIC NOTES**

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

Inspection Date: 02/12/2010

File 71-802339733



63

No damage to the driver seat

**FIELD PHOTOGRAPHIC NOTES**

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

Inspection Date: 02/12/2010

File 71-802339733



64

Radio and HVAC not damaged

**FIELD PHOTOGRAPHIC NOTES**

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

Inspection Date: 02/12/2010

File 71-802339733







Deongella  
Bruce/Austin/GM1  
02/16/2010 05:35 PM

To Dkoch@davesinclair.com  
cc  
bcc  
Subject Authorization

To Don Koch:

Service Request: 71-802339733  
Customer Name: [REDACTED]  
Involved Dealership: Sinclair Buick-GMC Truck, Inc. 118330 Saint Louis  
Dealership Contact: Don Koch SVC MNG  
VIN: 1G2ZF58B174 [REDACTED]  
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 your 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

**SINCLAIR BUICK GMC, INC.**

**5655 S. Lindbergh Blvd.**

**St. Louis, MO 63123**

**Phone # 314-842-4200**

**FAX# 314-729-2329**

**Service Dept.**

**Fax # 314-729-2360**

**FAX COVER SHEET**

To: Beon From: Ken B  
Fax: 1-866-480-3629 Pages: 5  
Phone: \_\_\_\_\_ Date: 2/16/10  
Re: \_\_\_\_\_ CC: \_\_\_\_\_

Urgent     For Review     Please Comment     Please Reply     Please Recycle

● Comments

CUSTOMER #: 825289

62494

Dave Sinclair Buick Pontiac GMC

5655 S. Lindbergh Blvd.

St. Louis, MO 63123

(314) 842-4200

www.davesinclair.com

WORKORDER

PAGE 2

ST LOUIS, MO

HOME: [REDACTED] CONT: N/A

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 105 BATES, KEVIN M

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	07	PONTIAC G6	1G2ZF58B174 [REDACTED]		32438/	T880	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
30DEC06 DD			17:00 10FEB10			CASH	
R.O. OPENED	READY	OPTIONS: ENG:2.4 Liter MFI					
10FEB2010 07:19							

LINE OP CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

# A 03 CP OWNER STATES WHILE DRIVING VEHICLE IT LOST POWER ASSIST IN STEERING, HIT CURB AND DAMAGED WHEEL. CUSTOMER LOOKING FOR ASSISTANCE WITH REPAIRS DUE TO LOSS OF POWER STEERING-CHECK AND ADVISE DON

# B 10 CP OWNER STATES SERVICE AIRBAG LIGHT IS ON AT TIMES

# C 99P CP MULTIPOINT

JAN 10

Fal Est to 1-866-480-3629  
Beon

Mon Feb 8th  
5:00-6:00pm

1-800-521-7300

<p>Prelim. Diag Est. \$ _____</p> <p>Estimates incl Tax and S.S. _____</p> <p>\$Estim. By Date App by</p> <p>1) Called 2-10-10 10:00am (calling customer) [Signature]</p> <p>2) _____</p> <p>3) _____</p> <p>4) _____</p>	<p>Any warranties on the product sold are those by the manufacturer. The seller, Dave Sinclair Buick-Pontiac-GMC hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and stated dealer neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of sold products. I authorize the repair work hereafter set forth to be done along with the necessary materials and agree that the seller is not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond their control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant the seller and/or their employees or sublet vendors working on my vehicle permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection and repair. An express mechanics's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Storage will be charged forty-eight hours after repairs are completed.</p> <p>Customer Signature x <u>Night Drop</u></p>
---	---

## GM Vehicle Inquiry System Summary

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Vehicle Component](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

[Help](#)

VIN :	1G2ZF58B174 [REDACTED]
-------	------------------------

### VEHICLE INFORMATION

Merchandising Model :	2ZF69 -2007 G6 - 4CYL SEDAN	Warranty Start Date :	12/30/2006				
BARS Order Type :	70 - RETAIL - STOCK						
Delivering Dealer :	BOMMARITO PONTIAC SOUTH, INC. 6127 SO LINDBERGH SAINT LOUIS , MO 63123-7020 (314) 487-9800	Selling Source :	16 - PONTIAC				
		Site Code :	19644				
		Business Associate Code :	176929				
Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI Status :	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 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	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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

**Service Dept.**  
**Fax # 314-729-2360**

**FAX COVER SHEET**

To: Dean From: Kamb  
Fax: 1-866-480-3629 Pages: 3  
Phone: \_\_\_\_\_ Date: 2-19-10  
Re: \_\_\_\_\_ CC: \_\_\_\_\_

Urgent     For Review     Please Comment     Please Reply     Please Recycle

● Comments

CUSTOMER #: 825289

62494



\*INVOICE\*

5655 SO. LINDBERGH BLVD., AT TESSON FERRY RD. (HWY. 21)
ST. LOUIS, MO 63123
PHONE (314) 842-4200
www.davesinclair.com

DUPLICATE 2
PAGE 1

ST LOUIS, MO

HOME:
BUS: CONT: N/A
CELL

SERVICE ADVISOR: 105 KEVIN M BATES

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG, DEL. DATE, PROD. DATE, WARR. EXP, PROMISED, PO NO, RATE, PAYMENT, INV. DATE. Includes vehicle details for a 2007 Pontiac G6 and service dates.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Contains repair details for power steering assist motor replacement, including parts list and labor costs.

REPLACED RIGHT FRONT OUTER TIE ROD, WHEEL, HUBCAP, AND POWER STEERING ASSIST MOTOR. CLEARED CODE AND PERFORMED ALIGNMENT. ROADTESTED TO VERIFY REPAIRS. REPAIRS PERFORMED AT NO CHARGE TO CUSTOMER PER GM CUSTOMER ASSISTANCE.

Table with columns: PARTS, LABOR, OTHER, TOTAL. Contains repair details for an electrical issue (airbag light), showing zero cost for parts and labor.

CHECKED CONNECTORS, ALL OK. REZONED SYSTEM, CLEARED CODE AND RETESTED WITH NO FAILURES RESET.

Table with columns: PARTS, LABOR, OTHER, TOTAL. Contains repair details for a multipoint suspension issue, showing zero cost for parts and labor.

Service and Parts Hours
Monday thru Friday
7:00 am to 5:30 pm
Saturday
7:30 am to 4:00 pm
Body Shop Hours
Monday thru Friday
8:00 am to 5:00 pm

Table with columns: DESCRIPTION, TOTALS. Summary table for labor, parts, gas, oil, lube, sublet, misc. charges, total charges, less, sales tax, and a request to pay the amount.

Thank You For Your Business!!!

CUSTOMER #: 825289

62494



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ST. LOUIS, MO 63123  
PHONE (314) 842-4200  
www.davesinclair.com

DUPLICATE 2  
PAGE 2

ST LOUIS MO

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 105 KEVIN M BATES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	07	PONTIAC G6	1G2ZF58B174 [REDACTED]		32438/32441	T880

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30DEC06 DD			17:00 10FEB10			CASH	19FEB10

R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: ENG:2.4\_Liter\_MFI

07:19 10FEB10 12:47 19FEB10

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
CUSTOMER	PAY	SHOP	CHARGE	FOR REPAIR ORDER			13.98

YOU MAY BE RECEIVING A SURVEY FROM GM, IF YOU CANNOT GIVE COMPLETELY SATISFIED, PLEASE CALL DON KOCH OUR SERVICE MANAGER AT 314-842-4200

**Service and Parts Hours**

Monday thru Friday  
7:00 am to 5:30 pm

Saturday  
7:30 am to 4:00 pm

**Body Shop Hours**

Monday thru Friday  
8:00 am to 5:00 pm

DESCRIPTION	TOTALS
LABOR AMOUNT	232.99
PARTS AMOUNT	507.83
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	13.98
TOTAL CHARGES	754.80
LESS	0.00
SALES TAX	33.00
<b>PLEASE PAY THIS AMOUNT</b>	<b>787.80</b>

*Thank You For Your Business!!!*

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

**Service Dept.**  
**Fax # 314-729-2360**

**FAX COVER SHEET**

To: <i>Dean</i>	From:
Fax: <i>1-866-480-3629</i>	Pages: <i>3</i>
Phone:	Date:
Re:	CC:

- Urgent   
 For Review   
 Please Comment   
 Please Reply   
 Please Recycle

● Comments

CUSTOMER #: 825289

62494



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ST. LOUIS, MO 63123  
PHONE (314) 842-4200  
www.davesinclair.com

DUPLICATE 3  
PAGE 1

SERVICE ADVISOR: 105 KEVIN M BATES

ST LOUIS, MO

HOME: [REDACTED] CONT: N/A  
BUS: [REDACTED] CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	07	PONTIAC G6	1G2ZF58B174		32438/32441	T880

DEL. DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30DEC06	DD		17:00	10FEB10		CASH	23FEB10

R.O. OPENED	READY	OPTIONS: ENG:2.4_Liter_MFI
07:19	10FEB10	15:55 23FEB10

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A. OWNER STATES WHILE DRIVING VEHICLE IT LOST POWER ASSIST IN STEERING, HIT CURB AND DAMAGED WHEEL. CUSTOMER LOOKING FOR ASSISTANCE WITH REPAIRS DUE TO LOSS OF POWER STEERING-CHECK AND ADVISE DON  
 CAUSE: INSPECT VEHICLE FOR DAMAGE, FOUND RIGHT OUTER TIE ROD DAMAGED, RIGHT FRONT WHEEL AND HUBCAP ALSO DAMAGED. FOUND CODE C0550 STORED IN HISTORY.

EB434	POWER STEERING ASSIST MOTOR REPLACEMENT				232.99	232.99	
	518 CP						
1	25805894 MOTOR				422.63	337.26	337.26
1	15944090 ROD KIT				59.64	47.58	47.58
1	9595769 WHEEL				99.34	82.06	82.06
1	9596526 COVER				47.24	39.01	39.01
1	274288 STEM				2.02	1.67	1.67
PARTS:	507.58	LABOR:	232.99	OTHER:	0.00	TOTAL LINE A:	740.57

REPLACED RIGHT FRONT OUTER TIE ROD, WHEEL, HUBCAP, AND POWER STEERING ASSIST MOTOR. CLEARED CODE AND PERFORMED ALIGNMENT. ROADTESTED TO VERIFY REPAIRS. REPAIRS PERFORMED AT NO CHARGE TO CUSTOMER PER GM CUSTOMER ASSISTANCE.

\*\*\*\*\*

B. OWNER STATES SERVICE AIRBAG LIGHT IS ON AT TIMES  
 CAUSE: SCAN FOR CODES, FOUND B0081 IN HISTORY.

10	ELECTRICAL					0.00	0.00
	518 CP						
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

CHECKED CONNECTORS, ALL OK. REZONED SYSTEM, CLEARED CODE AND RETESTED WITH NO FAILURES RESET.

\*\*\*\*\*

C. MULTIPPOINT

99P	MULTIPPOINT					0.00	0.00
	518 CP						
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

<b>Service and Parts Hours</b> Monday thru Friday 7:00 am to 5:30 pm  Saturday 7:30 am to 4:00 pm  <b>Body Shop Hours</b> Monday thru Friday 8:00 am to 5:00 pm	DESCRIPTION	TOTALS
	LABOR AMOUNT	
	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	MISC. CHARGES	
	TOTAL CHARGES	
	LEGS	
	SALES TAX	
	PLEASE PAY THIS AMOUNT	

Thank You For Your Business!!!

CUSTOMER #: 825289

62494



\*INVOICE\*

5655 SO. LINDBERGH BLVD., AT TESSON FERRY RD. (HWY. 21)

ST. LOUIS, MO 63123

PHONE (314) 842 4200

www.davesinclair.com

DUPLICATE 3

PAGE 2

ST LOUIS MO

HOME:

BUS:

CONT: N/A

CELL:

SERVICE ADVISOR: 105 KEVIN M BATES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	07	PONTIAC G6	1G2ZF58B174		32438/32441	T880	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
30DEC06 DD			17:00 10FEB10			CASH	23FEB10
R.O. OPENED	READY	OPTIONS: ENG:2.4_Liter_MFI					
07:19 10FEB10	15:55 23FEB10						

LINE	OPCODE	TECH	TYPE	HOURS

LIST NET TOTAL

YOU MAY BE RECEIVING A SURVEY FROM GM, IF YOU CANNOT GIVE COMPLETELY SATISFIED, PLEASE CALL DON KOCH OUR SERVICE MANAGER AT 314-842-4200

<b>Service and Parts Hours</b> Monday thru Friday 7:00 am to 5:30 pm  Saturday 7:30 am to 4:00 pm  <b>Body Shop Hours</b> Monday thru Friday 8:00 am to 5:00 pm	DESCRIPTION	TOTALS
	LABOR AMOUNT	232.99
	PARTS AMOUNT	507.58
	GAS, OIL, LUBE	0.00
	SUBLET AMOUNT	0.00
	MISC. CHARGES	0.00
	TOTAL CHARGES	740.57
	LESS	0.00
	SALES TAX	0.00
	<b>PLEASE PAY THIS AMOUNT</b>	<b>740.57</b>

Thank You For Your Business!!!



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

Customer and Vehicle Information			
Date	2-24-10	Service Request #	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 Information			
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		
Dealer Division and Code	16-Pont-19647		
Repair Order Number	62494		
Repair Order Close Date	2-18-10		
Labor Op. Code Z1242	Dollar Amt:	925.57	
Labor Op. Code Z1243	Dollar Amt:		
Cause Code (CC)	MJ		
Failure Code (FC)	98		
<b>PUT EVERYTHING IN NET AMOUNT</b>			
Labor Hours and OLH:	<b>DO NOT</b> PUT IN HOURS		
Parts and Labor Costs:	<b>DO NOT</b> PUT IN COSTS		
Net Amount:	925.57		
<b>DO NOT H ROUTE THIS CLAIM</b>			
Authorization Code:	DO NOT PUT IN AN AUTH CODE		
Additional Comments for Dealer:	N/A		
<b>IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO (866) 480 3629</b>			
<b>Retain Copy with Dealer Repair Order</b>			
Internal PAR Information			
<b>Complaint:</b>			
	Steering Locked up		
<b>Cause:</b>			
	Steering gear concern		
<b>Correction:</b>			
	Repaired Veh		
<b>Justification:</b>			
	Repaired Veh		
<b>PAR CRS:</b>			
	Deongella Bruce		
<b>Additional Comments:</b>			
	Global Warranty		

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

**Service Dept.**  
**Fax # 314-729-2360**

**FAX COVER SHEET**

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Fax: <u>1-866-480-3629</u>	Pages: <u>3</u>
Phone:	Date:
Re:	CC:

- Urgent    
  For Review    
  Please Comment    
  Please Reply    
  Please Recycle

● Comments

CUSTOMER #: 825289

62494



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ST. LOUIS, MO 63123  
PHONE (314) 842-4200  
www.davesinclair.com

DUPLICATE 3  
PAGE 1

SERVICE ADVISOR: 105 KEVIN M BATES

ST LOUIS, MO

HOME: [REDACTED] CONT: N/A

BUS: [REDACTED] CELL: [REDACTED]

COLOR	YEAR	MAKE	VIN	LICENSE	MILEAGE IN / OUT	TAG
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	07	PONTIAC G6	1G2ZF58B174		32438/32441	T880
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DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
-----------	------------	------------	----------	--------	------	---------	-----------

30DEC06 DD			17:00 10FEB10			CASH	23FEB10
------------	--	--	---------------	--	--	------	---------

R.O. OPENED	READY	OPTIONS:	ENG:2.4_Liter_MFI
07:19 10FEB10	15:55 23FEB10		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A OWNER STATES WHILE DRIVING VEHICLE IT LOST POWER ASSIST IN STEERING, HIT CURB AND DAMAGED WHEEL. CUSTOMER LOOKING FOR ASSISTANCE WITH REPAIRS DUE TO LOSS OF POWER STEERING CHECK AND ADVISE DON  
 CAUSE: INSPECT VEHICLE FOR DAMAGE, FOUND RIGHT OUTER TIE ROD DAMAGED, RIGHT FRONT WHEEL AND HUBCAP ALSO DAMAGED. FOUND CODE C0550 STORED IN HISTORY

E8434 POWER STEERING ASSIST MOTOR REPLACEMENT						232.99	232.99
518 CP							
1 25805894 MOTOR					422.63	337.26	337.26
1 15944090 ROD KIT					59.64	47.58	47.58
1 9595769 WHEEL					99.34	82.06	82.06
1 9596526 COVER					47.24	39.01	39.01
1 274288 STEM					2.02	1.67	1.67
PARTS: 507.58	LABOR: 232.99	OTHER: 0.00	TOTAL LINE A:				740.57

REPLACED RIGHT FRONT OUTER TIE ROD, WHEEL, HUBCAP, AND POWER STEERING ASSIST MOTOR. CLEARED CODE AND PERFORMED ALIGNMENT. ROADTESTED TO VERIFY REPAIRS. REPAIRS PERFORMED AT NO CHARGE TO CUSTOMER PER GM CUSTOMER ASSISTANCE.

B OWNER STATES SERVICE AIRBAG LIGHT IS ON AT TIMES  
 CAUSE: SCAN FOR CODES, FOUND B0081 IN HISTORY.

10 ELECTRICAL						0.00	0.00
PARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE B:				0.00

CHECKED CONNECTORS, ALL OK. REZONED SYSTEM, CLEARED CODE AND RETESTED WITH NO FAILURES RESET.

C MULTIPPOINT  
 99P MULTIPPOINT

						0.00	0.00
PARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE C:				0.00

**Service and Parts Hours**  
 Monday thru Friday  
 7:00 am to 5:30 pm  
 Saturday  
 7:30 am to 4:00 pm  
  
**Body Shop Hours**  
 Monday thru Friday  
 8:00 am to 5:00 pm

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

Thank You For Your Business!!!

CUSTOMER COPY





## BBB AUTO LINE

February 15, 2010

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

[REDACTED]

KISSIMME FL [REDACTED]

Re: FLCC2 CHV1012385 [REDACTED] vs Chevrolet Motor Division  
1G1ZT58N17F [REDACTED]

Dear [REDACTED]

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, print 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: [REDACTED]		
Mailing address: [REDACTED]		
City: kISSIMME	State: FL	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone: [REDACTED]	Cell phone: [REDACTED]
Fax: [REDACTED]	E-mail address: [REDACTED]	

**SECTION 2: VEHICLE INFORMATION**

Make: Chevrolet	Model: Malibu	Year: 2007	Current mileage: 68888
Name(s) that appears on the vehicle title: [REDACTED]			
<b>Selling</b> dealer/city/state: STARLING CHEVROLET, KISSIMMEE, FL			
<b>Primary Servicing</b> dealer/city/state: STARLING CHEVROLET,			
Acquired as <input type="checkbox"/> new <input checked="" type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 06/19/08		Mileage at purchase/lease:	
First repair attempt date: 02/11/10		First repair attempt mileage: 68888	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> 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.

<b>VEHICLE IDENTIFICATION NUMBER</b> 1G1ZT58N17F [REDACTED]
<b>Lienholder/Leasing Company</b> _____ <b>Phone Number</b> _____
<b>Account Number</b> _____



**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?
<b>Example:</b>				
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 copies 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**



# 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.

This information is not intended as legal advice. Please direct specific questions to your legal counsel.  
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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.

This information is not intended as legal advice. Please direct specific questions to your legal counsel.

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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.

## **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:

$$\text{use deduction} = \frac{\text{number of miles attributable to a consumer up to the date of the arbitration hearing}}{120,000*} \times \text{vehicle purchase price}$$

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

## 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:

$$\begin{array}{rcl} \text{use} & & \text{vehicle} \\ \text{deduction} = & \text{number of miles attributable to a consumer} & \text{purchase} \\ & \text{up to the date of the arbitration hearing} & \text{price} \\ & \text{-----} & \\ & 120,000* & \end{array}$$

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

This information is not intended as legal advice. Please direct specific questions to your legal counsel.  
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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.

**North American Operations**

General Motors Corporation  
 Disbursements (2613)  
 PO Box 62530  
 Phoenix, AZ 85082-2530



CHECK **No. 900951528**

50-837  
213

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

DATE  
01/22/08

\*\*\*\*\*100 DOLLARS

\*\*\*\*00 CENTS

AMOUNT  
\*\*\*\*\*100.00

PAY  
TO THE  
ORDER  
OF

[REDACTED]  
 BROOKLYN PARK MN [REDACTED]

North American Operations  
 General Motors Corporation  
 Disbursement Account

*Kihel C. [Signature]*  
 SIGNATURE

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

AUDIT

[REDACTED]

**North American Operations**

General Motors Corporation  
 Disbursements (2613)  
 PO Box 62530  
 Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO BB 000000144 1  
 VENDOR NAME [REDACTED]

CHECK NO. [REDACTED]  
 PAYMENT DATE 01/22/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZT54825F [REDACTED]	01/18/08 71-593747218.1-9TH110	VM 1-9TH110	00.0000	100.00	.00	100.00
<b>TOTAL</b>				100.00	.00	100.00

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

M3





Brooklyn Park, MN

ST PAUL MN 551

17 DEC 2007 PM 5 T



DEC 20 2007

R Eim Busement Dept.  
PO Box 33170  
Detroit, MI  
48232-5170

48232+5170



## CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: ~~10-27-07~~ 10-27-07

17-Digit Vehicle Identification Number (VIN): 1G2ZT54825F [REDACTED]

Mileage at Time of Repair: 63,307 Date of Repair: 10-29-07

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Brooklyn Park State: MN ZIP Code: [REDACTED]

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

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

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.

Claimant's Signature: [REDACTED]

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).



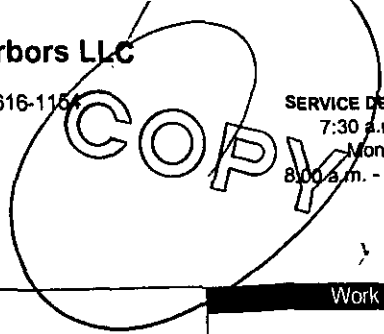


**Sonju Two Harbors LLC**

1100 7th Avenue  
 Two Harbors, MN 55616-1154  
 Phone: 218-834-2181  
 Fax: 218-834-5546  
 www.sonju.com

**SERVICE DEPARTMENT HOURS**

7:30 a.m. to 5:30 p.m.  
 Monday - Friday  
 8:00 a.m. - 4:00 p.m. - Saturday



R/O Open Date	R/O Number
10/27/07	6038424/1
R/O Close Date	Status
10/29/07	Pre-Invoice
Mileage In	Mileage Out
63307	63307
Service Advisor / Tag #	
Luke Claflin	
Vehicle Identification Number	
1G1ZT54825F	
Delivery Date	In-Service Date
Color	License Number

[Redacted]  
 BROOKLYN PARK, MN

Year	Make	Model	Body
2005	CHEVROLET	MAL	LS

JMA Exp: 25000 or 1/01/11 Ded: 100

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>#1 - Customer Reports: POWER STEERING IS LOCKING UP OFF AND ON. POWER STEERING LIGHT DID COME ON            Work performed by Mike Sweeney (776)            Installed 15926870 :COLUMN (06518-PC)            TESTED ELECTRONIC STEERING SYSTEM. FOUND CODE C054            5 FOR STEERING TORQUE SENSOR INPUT FAILURE. REPLACED ELECTRONIC STEERING COULUMN AND SENSORS. PERFORMED CALIBRATION PROCEDURE. RECHECK OK.</p> <p style="text-align: right;">Qty: 1</p>	<p>Serv Cont            Serv Cont</p>

OCT 29 2007

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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

**NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.**

X

LABOR	.00
PARTS	.00
DEDUCTIBLE	-100.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
<b>TOTAL DUE</b>	<b>100.00</b>

SALES DRAFT

SOMTU TWO HARBORS LLC  
1100 SEVENTH AVE  
TWO HARBORS, MN 55616  
TERMINAL 8557449

187216189996

10/29/07 03:12PM

VS

AUTH. TRANS. ID 507392727491304

INVOICE 6038424 002

AUTH. CODE 723182

SALE AMOUNT

\$100.00

TOP COPY-MERCHANT BOTTOM COPY-CUSTOMER

February 4, 2011

[REDACTED]  
[REDACTED]  
Brooklyn Park, MN [REDACTED]

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

Dear [REDACTED]

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](http://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

[REDACTED]

Alabaster, AL [REDACTED]

Service Request: 71-593769967

Customer Relationship Specialist: Jason David

Dear [REDACTED]

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](http://www.mygmlink.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

**North American Operations**

General Motors Corporation  
Disbursements (2613)  
PO Box 62530  
Phoenix, AZ 85082-2530



CHECK No. [REDACTED]

50-937  
213

DATE  
02/06/08

\*\*\*\*\*507 DOLLARS

\*\*\*78 CENTS

AMOUNT  
\*\*\*\*\*507.78

[REDACTED]  
ALABASTER AL [REDACTED]

North American Operations  
General Motors Corporation  
Disbursement Account

*Ribal Chum*  
SIGNATURE

PAY  
TO THE  
ORDER  
OF

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

AUDIT



**North American Operations**

General Motors Corporation  
Disbursements (2613)  
PO Box 62530  
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

VENDOR  
DUNS NO. BB 000000216

1

CHECK NO. [REDACTED]

VENDOR NAME [REDACTED]

PAYMENT  
DATE 02/06/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
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1G1ZT54875F [REDACTED]	02/05/08 71-593769967.1-9V0K57	VM 1-9V0K57	00.0000	507.78	.00	507.78
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ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

M3

TOTAL

507.78

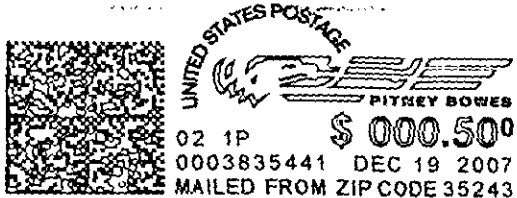
.00

507.78

47330X

[REDACTED]  
Alabaster AL [REDACTED]

DEC 27 2007



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

48232+5170



## CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: Dec. 20, 2006

17-Digit Vehicle Identification Number (VIN): 1G12T54875F [REDACTED]

Mileage at Time of Repair: 51869 Date of Repair: 12-20-06

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Alabaster State: Alabama ZIP Code: [REDACTED]

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

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

Amount of Reimbursement Requested: \$ 663.79

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 [REDACTED]

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

Attn: Customer Service.

At the time of Purchase

Our address was

Bessemer Al We moved

on May 26, 2007. Our new address

is Alabaster Al

If you have any questions, please contact me

loan at -  
Summerville - primary borrower on car

loan at

Thanks so much.

[Redacted signature block]



ATTN: BRANDY MITCHELL



7581983

76432

\*INVOICE\*

2829 Bessemer Super Hwy. Bessemer, AL 35020 Phone: (205) 424-4121 1-800-868-4121

BESSEMER, AL

PAGE 1

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 6036 DEAN RIGSBY JR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHITE	05	CHEVROLET MALIBU	1G1ZT54875E		51869/51869	

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
18OCT05 IS			17:30 20DEC06			CASH	20DEC06

R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: STK:25654 DLR:08404 ENG:1.5\_Liter\_SFI

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUST. STATES NOISE IN STEERING WHEN TURNING & HARDER TO TURN  
 MIS REPLACED STEER GEAR.  
 2 CPC 140.00 140.00  
 1 15858368 GEAR 272.35 272.35 272.35  
 DSP EXTENDED WARRANTY 1-800-283-0785 CUST. TO PAY 150.00 DEDUCTIBLE  
 AUTH# 123818-392289 TOTAL DUE FROM DSP \$407.95

B CUST. STATES OCCASSIONAL STARTER HESITATION  
 MIS UNABLE TO DUPLICATE PROBLEM AT THIS TIME  
 6054 CPC 0.00 0.00

C CUST. STATES REMOTE IN-OP  
 MIS FOUND CONTACTS INSIDE REMOTE BROKEN. REPLACED  
 REMOTES AND PROGRAMMED  
 6054 CPC 20.00 20.00  
 1 22733524 TRANSMITT 98.25 98.25 98.25

D GOODWRENCH MULTI-POINT VEHICLE INSPECTION  
 MI GOODWRENCH MULTI-POINT VEHICLE INSPECTION (N/C)  
 6054 I

E\*\* CUST. STATES STEERING GETTING HARD TO TURN  
 MIS REPLACED STEER COLUMN  
 2 CPC 192.50 192.50  
 1 15926870 COLUMN 359.00 289.25 289.25

TOTAL - 1011.74  
 DSP APPROV. 407.95  
 CUST OWES 663.79

THANK YOU !!! WE APPRECIATE YOUR BUSINESS.  
 SERVICE DEPT HOURS ARE 7:00AM TO 5:30PM  
 MONDAY THRU FRIDAY

DEC 20 2006  
 BY [REDACTED] 663.79

DISCLAIMER OF WARRANTIES

All warranties on these parts are the manufacturer's. The seller, PREMIERE CHEVROLET, hereby expressly disclaims all warranties either expressed or implied, including and implied warranty of merchantability or fitness for a particular purpose and PREMIERE CHEVROLET neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these parts. This disclaimer by the seller, PREMIERE CHEVROLET in no way affects the terms of the manufacturer's warranty. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, manual computation, Chevrolet Motor Division and Premier Chevrolet, Inc. Repair work done on this order will be based in part upon a flat rate, manual computation, Chevrolet Motor Division and Premier Chevrolet, Inc. warranty all repair performed for one year or 12,000 miles against defects of workmanship. THERE WILL BE A \$19.95 CHECK OUT FEE FOR ALL DIAGNOSTICS NOT WARRANTY RELATED. IF PRESCRIBES REPAIRS ARE DONE BY US. THE CHECK OUT FEE IS INCLUDED. THERE IS AN ENVIRONMENTAL HAZARD DISPOSAL CHARGE OF UP TO \$10.00 FOR REPAIRS GENERATING HAZARDOUS WASTE.

ARBITRATION AGREEMENT

Customer and Dealer agree to arbitrate any dispute arising between them concerning any such service and repairs, and all other matters covered by the provisions of this U.S.G. arbitration by filing with the better Customer and Dealer agrees that the

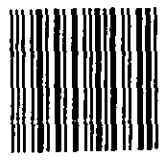
DESCRIPTION	TOTALS
LABOR AMOUNT	352.50
PARTS AMOUNT	659.85
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	1012.35
LESS INSURANCE	0.00
SALES TAX	59.39
PLEASE PAY THIS AMOUNT	1071.74

CUSTOMER COPY



From:

[Redacted]  
KUNA ID [Redacted]

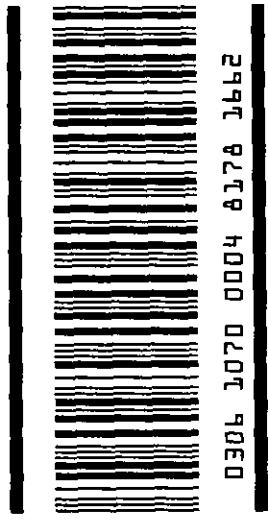


U.S. POSTAGE  
PAID  
MOUNTAIN HOME A.I.  
83648  
DEC 19, 07  
AMOUNT

\$5.25  
00076324-07

0000 48232

United States Postal Service®  
**DELIVERY CONFIRMATION™**



0306 3070 0004 8378 3662

To: Reimbursement Department  
P.O BOX 33170  
Detroit, MI  
48232-5170

DEC 21 2007

Ready Post  
Document  
www.usps.com

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

### CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 16 December 2007

17-Digit Vehicle Identification Number (VIN): 1G1ZT54815F [REDACTED]

Mileage at Time of Repair: 57875 Date of Repair: 8 August 07

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Kuna State: Idaho ZIP Code: [REDACTED]

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

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

Amount of Reimbursement Requested: \$ ~~2000.00~~ 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.

Claimant's Signature: [REDACTED]

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 [REDACTED]) 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,

[REDACTED]

646552

507102

CHEVROLET OF BOISE  
9501 W FAIRVIEW AVE  
BOISE, ID. 83704-8104

INVOICE

CHEVRO

95  
E

TERMINAL I.D.: 00173400095039135100

MERCHANT #: 950391351

DISCOVER

SALE  
BATCH: 003535 INU: 50710  
DATE: AUG 17, 07 TIME: 10:2  
AUTH: 01739  
CUST CODE: 1111

TOTAL \$831.54

I AGREE TO PAY ABOVE TOTAL AMOUNT  
ACCORDING TO CARD ISSUER AGREEMENT  
(MERCHANT AGREEMENT IF CREDIT VOUCHER)

CUSTOMER COPY

KUNA, ID  
HOME:  
CELL:

BUS:

PAGE 1

SERVICE ADVISOR: 86007 EI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	
WHITE	05	CHEVROLET MALIBU	1G1ZT54815F		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE
04DEC04 IS			17:30 16AUG07		0.00
R.O. OPENED	READY	OPTIONS: DLR:36017 ENG:3.5 Liter			

14:31 13AUG07 17:58 16AUG07

LINE OPCODE TECH TYPE HOURS LIST

A CUSTOMER STATES POWER STEERING DOES NOT WORK AT TIMES AND ACT NOT CONNECTED AT OTHER TIMES, HAS HAD PREVIOUS REPAIR F CONCERN. CUSTOMER STATES MAKING SAME NOISE AS LAST TIME.

MISC STEERING

19802 CCR	504.23	504.23
1 15926870 COLUMN	359.00	287.19
1 15858368 GEAR	287.19	287.19
1 26098237 LUBE KIT	17.47	17.47

57875 5.00 C/S POWER STEERING INTERMITTENTLY INOP AND THE STEERING MAKES NOISE. ROAD TESTED VEHICLE AND FOUND THE POWER STEERING WAS WORKING BUT THERE WAS A LOUD CLUNK NOISE THAT COULD BE FELT IN THE FLOOR WHEN TURNING. SCANNED VEHICLE FOR CODES AND FOUND C0545. TESTED THE TORQUE SIGNAL CIRCUIT AND FOUND THE TORQUE SENSOR WAS FAULTY. THE NOISE WAS COMING FROM THE STEERING GEAR AND THE INTERMEDIATE STEERING SHAFT. REPLACED THE STEERING COLUMN TO REPAIR THE C0545. REPLACED THE STEERING GEAR AND LUBED THE INTERMEDIATE STEERING SHAFT TO REPAIR THE NOISE. ROAD TESTED VEHICLE AND NOW THE NOISE IS NO LONGER HEARD AND THE POWER STEERING DID NOT FALL AND NO CODES SET.

B PERFORM COMPLIMENTARY MULTIPOINT INSPECTION

VI PERFORM COMPLIMENTARY MULTIPOINT INSPECTION

19802 ICM

(N/C)

57875

C MILEAGE OUT UPON TEST DRIVE / ALL OPEN RECALLS ADDRESSED... SEE

COMMENT SECTION FOR NEEDED SERVICES OR REPAIRS

MILES MILEAGE OUT UPON TEST DRIVE / ALL OPEN

RECALLS ADDRESSED...SEE COMMENT SECTION

FOR NEEDED SERVICES OR REPAIRS

19802 ICM

(N/C)

57875

D\*\* PERFORM FRONT END ALIGNMENT ( MOST MODELS) //

MISC FRONT END ALIGNMENT

\*I acknowledge notice and oral approval of an increase in the original estimated price.

Signature or initials

STATEMENT OF DISCLAIMER AND ARBITRATION AGREEMENT

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 of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. Any dispute between customer and the dealership arising from or related to this vehicle or this transaction will be settled by mandatory and binding arbitration pursuant to the Federal Arbitration Act 9 U.S.C § 1 et. seq. The arbitration shall be conducted by a single arbitrator. The arbitrator may grant whatever relief the parties may be entitled to at law or in equity.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT. NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZARDOUS WASTE FEE	
TOTAL CHARGES	
LESS INS/DED/DIS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER SIGNATURE

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER COPY

646552

507102



CHEVROLET OF BOISE #76

INVOICE

9599 W. Fairview Avenue  
BOISE, IDAHO 83704  
(208) 323-5100

PAGE 2

KUNA, ID  
HOME  
CELL

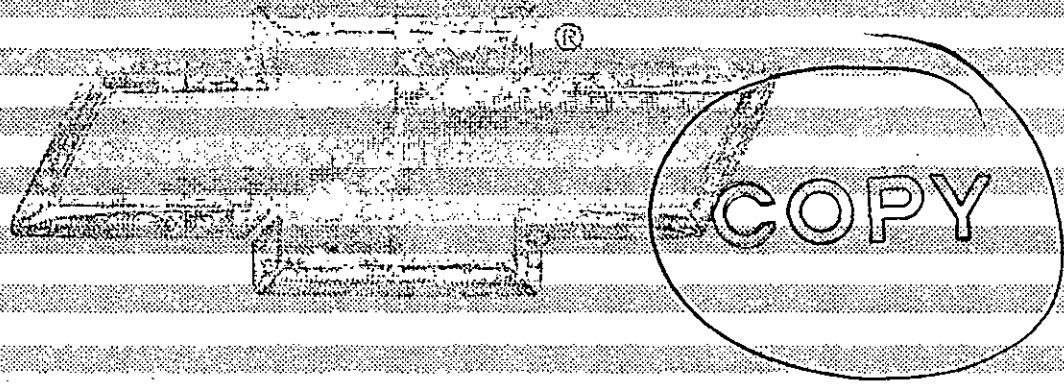
BUS:

SERVICE ADVISOR: 86007 EDWARD SLADE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHITE	05	CHEVROLET MALIBU	1G1ZT54815F		57874/57875	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
04DEC04 IS			17:30 16AUG07		0.00	CSD
R.O. OPENED	READY	OPTIONS: DLR:36017 ENG:3.5_Liter_SFI				
14:31 13AUG07	17:58 16AUG07					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
57874	1.20	PERFORMED A 4	WHEEL ALIGNMENT.			49.95	49.95

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



PAID #14

DE 2/17/02

\*I acknowledge notice and oral approval of an increase in the original estimated price.  
Signature or initials"

STATEMENT OF DISCLAIMER AND ARBITRATION AGREEMENT

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 of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. Any dispute between customer and the dealership arising from or related to this vehicle or this transaction will be settled by mandatory and binding arbitration pursuant to the Federal Arbitration Act 9 U.S.C § 1 et. seq. The arbitration shall be conducted by a single arbitrator. The arbitrator may grant whatever relief the parties may be entitled to at law or in equity.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 111 YEAR FROM THE DATE OF PAYMENT. NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

DESCRIPTION	TOTALS
LABOR AMOUNT	554.18
PARTS AMOUNT	591.85
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZARDOUS WASTE FEE	0.00
TOTAL CHARGES	1146.03
LESS INS/DED/DIS	350.00
SALES TAX	35.51
PLEASE PAY THIS AMOUNT	831.54

CUSTOMER SIGNATURE

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

646552

491550

CHEVROLET OF BOISE  
9501 W FAIRVIEW AVE  
BOISE, ID. 83704-8104

INVOICE

CHEVR

9

TERMINAL I.D.: 001734000950391351007

MERCHANT #: 9503913510

ACCOUNTS

SALE BATCH: 002512 INU: 491550

DATE: JAN 06 07 TIME: 08:17

CUST CODE: 1111 AUTH: 006365

TOTAL \$45.78

WARREN G DAVIS

I AGREE TO PAY ABOVE TOTAL AMOUNT  
ACCORDING TO CARD ISSUER AGREEMENT  
(MERCHANT AGREEMENT IF CREDIT VOUCHER)

CUSTOMER COPY

KUNA, ID  
HOME: [REDACTED] BUS:  
CELL: [REDACTED]

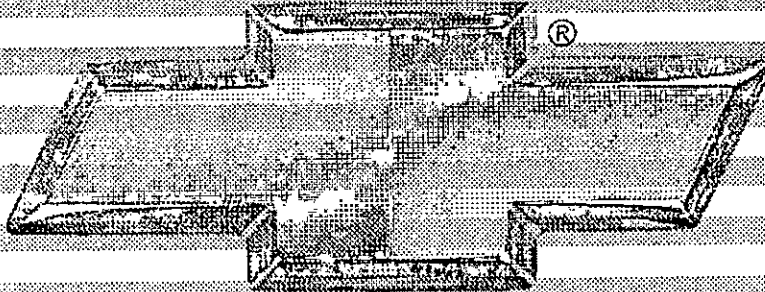
PAGE 2

SERVICE ADVISOR: 703 WIL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE
WHITE	05	CHEVROLET MALIBU	1G1ZT54815F [REDACTED]	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO
04DEC04 IS			17:30 04JAN07	
R.O. OPENED	READY	OPTIONS: DLR:36017 ENG:3.5 Liter		

09:22 04JAN07	16:43 05JAN07	LIST
LINE OPCODE	TECH TYPE	HOURS

CHEVROLET OF BOISE APPRECIATE  
PATRONAGE. OUR #1 GOAL IS TO  
OUR CUSTOMER, COMPLETELY SATISFIED



COPY

PAID #14

DC 1/6/07 [REDACTED]

STATEMENT OF DISCLAIMER

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 of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT. NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

DESCRIPTION	TOTALS
LABOR AMOUNT	45.78
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	45.78
LESS INS/DED/DIS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	45.78

CUSTOMER SIGNATURE

BRANDED DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER COPY



646552

491550



CHEVROLET OF BOISE #76

9599 W. Fairview Avenue  
BOISE, IDAHO 83704  
(208) 323-5100

INVOICE

PAGE 1

SERVICE ADVISOR: 703 WILLARD SCOTT BRADSH

CUNA,  
HOME:  
CELL:

BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHITE	05	CHEVROLET MALIBU	1G1ZT54815F		47309/47320		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04DEC04 IS			17:30 04JAN07		0.00	CASH	05JAN07
R.O. OPENED	READY	OPTIONS: DLR:36017 ENG:3.5_Liter_SFI					

09:22 04JAN07	16:43 05JAN07	LIST	NET	TOTAL
---------------	---------------	------	-----	-------

A CUSTOMER STATES HAD BEEN DRIVING ABOUT 20 MINUTES AND MADE A LEFT TURN INTO A PARKING SPOT AND HAD LOSS OF POWER STEERING. HAPPENED AGAIN MULTIPLE TIME YESTERDAY. NO PROBLEM TODAY SO FAR. ALWAYS SEEMED TO BE LEFT TURN. PLEASE ADVISE.

MISC MISC LISTED REPAIRS  
19802 CCRC 45.78 45.78

47320 0.50 C/S VEHICLE LOOSES POWER STEERING INTERMITTENTLY SCANNED VEHICLE FOR CODES AND FOUND C0545. INSPECTED THE STEERING TORQUE SENSOR AND FOUND IT IS OPERATING AT THIS TIME. ROAD TESTED VEHICLE FOR 20 MINUTES AND COULD NOT GET THE POWER STEERING TO FAIL. POSSIBLE CAUSE IS THE TORQUE SENSOR OR THE ASSIST MOTOR, BUT CAN NOT POSITIVELY IDENTIFY THE FAILING PART DUE TO NOT HAVING THE FAILURE HAPPEN. CUSTOMER TO RETURN WHEN FAILURE IS HAPPENING.

B MILEAGE OUT UPON TEST DRIVE / ALL OPEN RECALLS ADDRESSED. SEE COMMENT SECTION FOR NEEDED SERVICES OR REPAIRS.  
MILES MILEAGE OUT UPON TEST DRIVE / ALL OPEN RECALLS ADDRESSED. SEE COMMENT SECTION FOR NEEDED SERVICES OR REPAIRS.

19802 ICM (N/C)

C 27 POINT VEH INSPECTION-INCLUDES VEHICLE CONDITION CHECKLIST, EXHAUST SYSTEM, SHOCKS AND WIPER SYSTEM

2 27 POINT VEH INSPECTION-INCLUDES VEHICLE CONDITION CHECKLIST, EXHAUST SYSTEM, SHOCKS AND WIPER SYSTEM

19802 ICM (N/C)

47320



EST: 92.00 04JAN07 09:22 SA: 703

STATEMENT OF DISCLAIMER 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 of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	ON BEHALF OF SERVICE DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICE DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	DESCRIPTION	TOTALS
	CUSTOMER SIGNATURE	DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	LABOR AMOUNT
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INS/DED/DIS	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

646552

494204

CHEVROLET OF BOISE  
9501 W FAIRVIEW AVE  
BOISE, ID. 83704-8104

INVOICE

CI TERMINAL I.D.: 0017340000950391351002  
MERCHANT #: 9503913510  
DISCOVER  
SALE  
BATCH: 002663  
DATE: FEB 09, 07  
CUST CODE: 1111  
INVOICE: 494204  
AUTH: TIME: 15:35  
009850

5

PAGE 1

SERVICE ADVISOR: 71

KUNA, ID  
HOME: [REDACTED] BUS:  
CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN
WHITE	05	CHEVROLET MALIBU	1G1ZT54815F [REDACTED]
DEL DATE	PROD DATE	WARR EXP	PROMISED
04DEC04 IS			17:30 09FEB07
R/O: OPENED	READY	OPTIONS:	DLR:36017 ENG:3.5

TOTAL \$139.39

I AGREE TO PAY ABOVE TOTAL AMOUNT  
ACCORDING TO CARD ISSUER AGREEMENT  
(MERCHANT AGREEMENT IF CREDIT VOUCHER)

CUSTOMER COPY

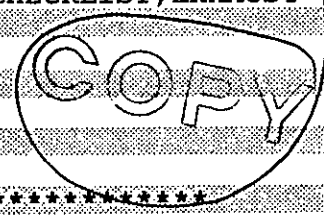
09:11 09FEB07 11:32 09FEB07  
LINE OPCODE TECH TYPE HOURS  
A OL CUSTOMER STATES INTERMITTANT POWER STEERING LOSS. T1  
L1 POWER STEERING MOTOR

19802 CCRC  
1 15775370 MOTOR (PREPAID PART \$339.44 FROM RO 493916) 0.00  
49121 1.50 C/S INTERMITTENTLY LOSES POWER STEERING. SCANNED VEHICLE AND FOUND C0545. INSPECTED THE POWER STEERING DATA AND FOUND THE TORQUE SIGNAL WAS CORRECT IN BOTH DIRECTIONS AND THERE WAS STILL NO POWER STEERING. REPLACED THE POWER STEERING MOTOR AND RECALIBRATED THE MODULE. THE PWOER STEERING IS NOW OPERATING.

B MILEAGE OUT UPON TEST DRIVE / ALL OPEN-RECALLS ADDRESSED.....SEE COMMENT SECTION FOR NEEDED SERVICES OR REPAIRS  
MILES MILEAGE OUT UPON-TEST-DRIVE / ALL OPEN RECALLS ADDRESSED.....SEE COMMENT SECTION FOR NEEDED SERVICES OR REPAIRS

19802 ICM (N/C)  
49122

C 27 POINT VEH INSPECTION-INCLUDES VEHICLE CONDITION CHECKLIST, EXHAUST SYSTEM, SHOCKS AND WIPER SYSTEM  
2 27 POINT VEH INSPECTION-INCLUDES VEHICLE CONDITION CHECKLIST, EXHAUST SYSTEM, SHOCKS AND WIPER SYSTEM  
19802 ICM (N/C)  
49122



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

PAID #13

DS 2/9/07 [REDACTED]

STATEMENT OF DISCLAIMER  
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 of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

DESCRIPTION	TOTALS
LABOR AMOUNT	139.39
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	139.39
LESS INS/DED/DIS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	139.39

646552

493916



CHEVROLET OF BOISE #76

9599 W. Fairview Avenue  
BOISE, IDAHO 83704  
(208) 323-5100

INVOICE

PAGE 1

UNA ID  
OME  
ELL

BUS:

SERVICE ADVISOR: 703 WILLARD SCOTT BRADSH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHITE	05	CHEVROLET MALIBU	1G1ZT54815F		48963/48964		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
4DEC04 IS			17:30 05FEB07		0.00	CASH	07FEB07
R.O. OPENED		READY	OPTIONS: DLR:36017 ENG:3.5 Liter_SFI				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

01 CUSTOMER STATES INTERMITTANT, COMPLETE LOSS OF POWER STEERING KEY CYCLE AND IT COMES BACK.

L1 PREPAID PARTS ON ORDER  
19802 CCRC 0.00 0.00

1 15775370 MOTOR (PREPAID SPECIAL ORDER PART) 339.44 339.44 339.44  
48963 C/S POWER STEERING INTERMITTENTLY STOPS WORKING. SCANNED VEHICLE FOR CODES AND FOUND C0545. CHECKED THE OPERATION OF THE TORQUE SENSOR AND FOUND THE DATA TO BE GOOD. FOUND THE MOTOR WAS NOT OPERATING CORRECTLY AND NOT ASSISTING THE STEERING. ORDERED POWER STEERING MOTOR/MODULE.

MILEAGE OUT UPON TEST DRIVE / ALL OPEN-RECALLS ADDRESSED.....SEE COMMENT SECTION FOR NEEDED SERVICES OR REPAIRS

MILES MILEAGE OUT UPON TEST DRIVE / ALL OPEN RECALLS ADDRESSED.....SEE COMMENT SECTION FOR NEEDED SERVICES OR REPAIRS  
19802 ICM (N/C)

27 POINT VEH INSPECTION-INCLUDES VEHICLE CONDITION CHECKLIST, EXHAUST SYSTEM, SHOCKS AND WIPER SYSTEM

2 27 POINT VEH INSPECTION-INCLUDES VEHICLE CONDITION CHECKLIST, EXHAUST SYSTEM, SHOCKS AND WIPER SYSTEM  
19802 ICM (N/C)

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

PAID #13

DS 2/7/07

COPY

CHEVROLET OF BOISE  
9501 W. FAIRVIEW AVE  
BOISE, ID. 83704-8104  
TERMINAL I.D.: 001734800850391351002  
MERCHANT #: 9503913510  
DISCORDER  
SALE  
BRANCH: 007633  
DATE: FEB 07, 07  
CUST CODE: 1111  
TOTAL \$359.81

I AGREE TO PAY ABOVE TOTAL AMOUNT ACCORDING TO CARD ISSUER AGREEMENT (MERCHANT AGREEMENT IF CREDIT VOUCHER)

CUSTOMER COPY

	DESCRIPTION	TOTALS
IS	LABOR AMOUNT	0.00
IS	PARTS AMOUNT	339.44
IS	GAS, OIL, LUBE	0.00
IS	SUBLET AMOUNT	0.00
IS	MISC. CHARGES	0.00
IS	TOTAL CHARGES	339.44
IS	LESS INS/DED/DIS	0.00
IS	SALES TAX	20.37
	PLEASE PAY THIS AMOUNT	359.81

CUSTOMER COPY

**North American Operations**

General Motors Corporation  
 Disbursements (2613)  
 PO Box 62530  
 Phoenix, AZ 85082-2530



CHECK No. [REDACTED]

50-927  
213

DATE  
01/22/08

\*\*\*\*\*827 DOLLARS

\*\*\*\*37 CENTS

AMOUNT  
\*\*\*\*\*827.37

PAY  
TO THE  
ORDER  
OF

[REDACTED]  
KUNA ID [REDACTED]

North American Operations  
 General Motors Corporation  
 Disbursement Account

*Ribal C. [Signature]*  
SIGNATURE

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

AUDIT

[REDACTED]

**North American Operations**

General Motors Corporation  
 Disbursements (2613)  
 PO Box 62530  
 Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

VENDOR  
DUNS NO. BB 000000173

1

CHECK NO. [REDACTED]

VENDOR NAME [REDACTED]

PAYMENT  
DATE 01/22/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZT54815F [REDACTED]	01/18/08 71-593795	VM 1-9TM3FI 191.1-9TM3FI	00.0000	827.37	.00	827.37
<b>ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782</b>				H3		
<b>TOTAL</b>				827.37	.00	827.37

February 4, 2011

[REDACTED]  
Kuna, ID [REDACTED]

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

Dear [REDACTED]

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](http://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): 1G1ZT54855F [REDACTED]

Mileage at Time of Repair: 56636 Date of Repair: July 27, 2007

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Auburn State: Nc ZIP Code: [REDACTED]

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

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

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: [REDACTED]

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

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



**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).







Auburn, NE

LINCOLN NE 685

20 DEC 2007 PM 2 L

HAPPY HOLIDAYS



LOUIS COMFORT TIFFANY

Chevrolet  
Reimbursement Dept.  
P.O. Box 33170  
Detroit, mi

48232-5170

DEC 26 2007

4823235170



1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32

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



1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32

07126 1G1ZT54855E [REDACTED] 13 0010218

AUBURN, NE [REDACTED]

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

AUBURN

NE

CUSTOMER COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
07/27/07	05	CHEVROLET	MALIBU	1G1ZT54855F	2134	53634	56636	
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
01/01/05	08/08/07	76	00:00			01	08/09/07	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
52181								GRAY 1

REPAIR LINE 001

CHECK POWER STEERING

FOUND POWERSTEERING WOULD STOP WORKING WHEN DRIVING, CODE C0545 STEERING WHEEL TORQUE SIGNAL INPUT SENSOR FAULT, TRACED PROBLEM TO FAULTY STEERING WHEEL TORQUE SENSOR NOT SERVICE SEPERATE FROM STEERING COLUMN. REPLACED STEERING COLUMN ASSEMBLY AND RECALIBRATED STEERING COLUMN TO VEHICLE

Bill Code - C

SC	STEERING COLUMN	87 M A 2.00	130.00
		Total Labor	130.00
GM	15926870 -COLUMN	1	359.00
		Total Parts	359.00
		Total Line	489.00

Payment Type - 01-CASH 528.31

CHEVROLET

PONTIAC

MEYER EARP CHEV  
 CADILLAC PONTIAC  
 1100 E STREET  
 AUBURN, NE 68305  
 (402) 274-3160

AUG 10, 2007 10:59AM

TERM :  
 MERCH: 000007067169

REF #: 001

ACT #: [REDACTED]  
 CARD : VISA

SALE: \$ 528.31

RETR REF#: 722215505491  
 APPROVAL CODE: 81855A

I AGREE TO PAY ABOVE  
 TOTAL AMOUNT ACCORDING  
 TO CARD ISSUER AGREEMENT

SIGNATURE

CUSTOMER COPY

ORIGINAL

COMPLETED

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

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 OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS.

LABOR AMOUNT	130.00
PARTS AMOUNT	359.00
MISC. SALES	
MATERIALS	15.00
TOTAL CHARGE	504.00
DEDUCTIBLE	
SALES TAX	24.31
OTHER PAY	
CUSTOMER PAY	528.31

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

>

**North American Operations**

General Motors Corporation  
 Disbursements (2613)  
 PO Box 62530  
 Phoenix, AZ 85082-2530



CHECK No. [REDACTED]

50-037  
213

DATE  
01/22/08

\*\*\*\*\*528 DOLLARS

\*\*\*\*31 CENTS

AMOUNT  
\*\*\*\*\*528.31

AUBURN NE

North American Operations  
 General Motors Corporation  
 Disbursement Account

*Ribal C. Drum*  
 SIGNATURE

PAY  
TO THE  
ORDER  
OF

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

AUDIT

VENDOR  
DUNS NO. BB 00000225

1

**North American Operations**

General Motors Corporation  
 Disbursements (2613)  
 PO Box 62530  
 Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT  
DATE 01/22/08

VENDOR NAME [REDACTED]

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZT54855F [REDACTED]	01/21/08 71-593905	VH 1-9TTOSA 198.1-9TTOSA	00.0000	528.31	.00	528.31
<b>TOTAL</b>				528.31	.00	528.31

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

43

2014

February 4, 2011

[REDACTED]

Auburn, NE [REDACTED]

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

Dear [REDACTED]

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](http://www.mygmLink.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

**North American Operations**

General Motors Corporation  
 Disbursements (2613)  
 PO Box 62530  
 Phoenix, AZ 85082-2530



CHECK No. [REDACTED]

50-937  
213

DATE  
01/22/08

\*\*\*\*\*115 DOLLARS

\*\*\*32 CENTS

AMOUNT  
\*\*\*\*\*115.32

PAY  
TO THE  
ORDER  
OF

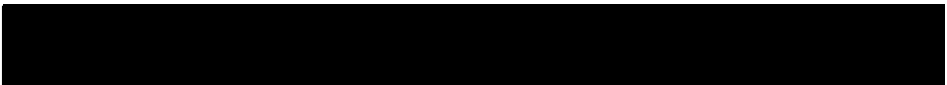
[REDACTED]  
SPANAWAY WA [REDACTED]

North American Operations  
 General Motors Corporation  
 Disbursement Account

*Richard C. [Signature]*  
SIGNATURE

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

AUDIT



VENDOR DUNS NO. BB 000000253

1

**North American Operations**

General Motors Corporation  
 Disbursements (2613)  
 PO Box 62530  
 Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT DATE

01/22/08

VENDOR NAME [REDACTED]

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1622H528X54 [REDACTED]	01/21/08 71-593914958.1	VM 1-9TTRXC 958.1-9TTRXC	00.0000	115.32	.00	115.32
<b>TOTAL</b>				115.32	.00	115.32

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

M3



Spanaway, WA.



DEC 26 2007

TACOMA - OLYMPIA  
WA 985-985  
17 DEC 2007 PM 3:1



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

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): 1G2ZH528X54 [REDACTED]

Mileage at Time of Repair: \_\_\_\_\_ Date of Repair: 8/21/07

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Spanaway State: WA ZIP Code: [REDACTED]

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

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

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: [REDACTED]

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 Pontiac Customer Assistance Center at 1.800.620.7668 (TTY 1.800.833.7668).





GM

December 2007

[REDACTED]  
Spanaway, WA [REDACTED]

Dear [REDACTED]

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.

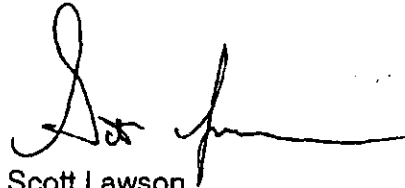
**Reimbursement:** The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the special coverage condition. Your request for reimbursement, including the information and documents mentioned on the enclosed form, must be received by GM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



P.O. Box 33172 · Detroit, MI 48232-5172

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



COLOR: Blue

ADVISOR: Red

TIME IN: 0800

DATE: 8/21/07

SHEET 1 OF 1

209743

YOU ARE ENTITLED TO AN ESTIMATE

LIMITED WARRANTY: We will repair or replace any NEW parts or redo any labor which 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, inconvenience, normal wear, abuse, used parts, or other matters not specified, and there shall be no liability for consequential commercial damages. We hereby disclaim any implied warranty of merchantability and fitness for a particular purpose and neither assume nor authorize any other person to assume for it any liability in connection with this sale. No warranty whether expressed or implied extends beyond this term Hiatt Pontiac GMC, INC.

I DO NOT WANT AN ESTIMATE BUT CALL ME IF PRICE WILL EXCEED

I hereby authorize the above repair work/service to be done along with the necessary materials. I hereby authorize Hiatt Pontiac GMC, INC. (HPGMC) and its employees to operate my vehicle for the purpose of testing, inspection or delivery, all at my own risk. I acknowledge an express mechanic's lien on the vehicle to secure the amount of repairs/service thereto. I acknowledge and agree that I have no right to remove the vehicle from HPGMC's possession until I have paid for the repair/service thereto and promise that I will not attempt to remove the vehicle without prior payment. I agree not to hold HPGMC liable or responsible for any loss or damage 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 control. I understand and agree that HPGMC is not responsible for the unavailability of parts or delays in parts shipments beyond its control. I understand and agree that HPGMC is not responsible for the unavailability of parts or delays in parts shipments beyond its control. I agree that the prevailing pay rates and its costs and reasonable attorney's fees incurred in resolving this dispute shall be borne by the customer.

\$ CUST INIT

I agree that arbitration BUYER EXTENDED SERVICE CONTRACT TYPE Y DED \$

1G2ZH528X54  
YEAR 05 MAKE MILEAGE 50950  
NAME ADDRESS CITY Spawny STATE WA ZIP CODE BUS PHONE

DELIVERY DATE 7/21/05  
DATE/TIME PROMISED 7:30 DISPATCH NO 6842  
Where 100% Customer Satisfaction is our goal!

ORIGINAL ESTIMATE \$ 125.25 CUSTOMER INVOICE \$ MM REVISED ESTIMATE \$ APPROVED BY DATE TIME EMP ID

SPECIAL NOTES: Dropoff before 5:30pm on 8/20/07

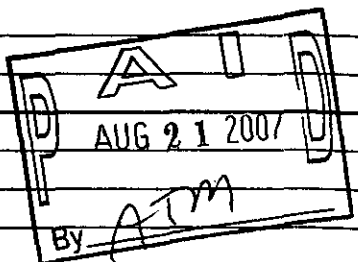
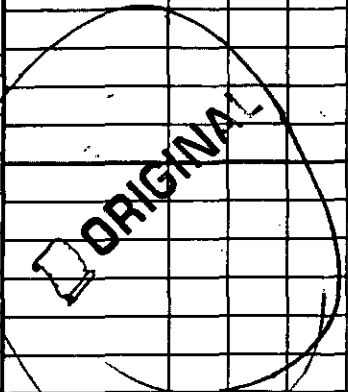
51K Delivered REFERENCE/INVOICE NO.

RENTAL CHARGES

SUBLET CHARGES

Table with columns: P.O. NO, SUBLET REPAIRS, AMOUNT. Includes rows for GAS-OIL-GREASE, QTS. OIL, LBS. GREASE, AUTO. TRANS. FLUID, and GAS, OIL & GREASE TOTAL.

REPAIR ORDER - LABOR INSTRUCTIONS table with columns: OPERATION, FRU, TC, MECH NO., CONCERN, CAUSE / CORRECTION. Includes handwritten notes: 'Power steering light had been coming on', 'Found Bulb on 19-TRIC Power Steering - if it gets Hot from over-ruling steering, causing light to come on - NORMAL condition - Re-Adjusted steering - Road tested Power steering operation to factory spec'.



HIATT PONTIAC GMC TRUCK CENTER  
9415 PACIFIC AVENUE  
TACOMA, WA 98444  
(253) 537-2222  
PONTIAC GMC TRUCKS  
Thank You

Table with columns: DESCRIPTION, SALE. Includes rows for LABOR-MECH (106.00), PARTS-MECH, SUBLET, OIL, GREASE (6104), SUB TOTAL (106.00), SALES TAX (9.32), TOTAL SALE (115.32), CREDIT CARD SALE, CASH SALE.

9415 PACIFIC AVE. TACOMA, WASHINGTON 98444  
HIATT PONTIAC GMC TRUCK CENTER  
FORM 2035

ORIGINAL

AME: [REDACTED]  
UST PAY: [REDACTED]  
115.32  
RO  
209743

MIATT PONTIAC GMC  
9415 PACIFIC AVE  
TACOMA, WA 98444  
250-537-2222

DATE: 08/21/07 TIME: 15:37:04  
HEAT: 930060666002 STAB: 0001 TERM: 0304  
A-I-M C-A-P-D P-U-R-C-H-A-S-E

REF: 8308  
BATCH: 122  
CD TYPE: ATM  
TR TYPE: PR  
ENTER INVOICE #: 039703

TOTAL: \$115.32

ACCT: [REDACTED]  
AP: 830212  
TRAC: 003000  
RETRIEVAL: 703302000000  
NETWORK: 470 SETTLE: 08/20

NO SIGNATURE REQUIRED  
TOP COPY-REPAIR BOTTOM COPY-CUSTOMER

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2005 Pontiac G6[Feedback](#)[Print](#)

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**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)**  
**2005-2006 Pontiac Pursuit (Canada Only)**  
**2006-2007 Pontiac Torrent**  
**2007 Pontiac G5**  
**2002-2007 Saturn VUE**  
**2003-2007 Saturn ION**

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

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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.



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Document ID# 1879716  
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February 4, 2011

[REDACTED]  
Spanaway, WA [REDACTED]

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

Dear [REDACTED]

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](http://www.mygmlink.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.