NEW MOTOR VEHICLE BOARD

1507 21ST Street, Suite 330, Sacramento, California 95814
(916) 445-1888 (916) 323-1632 Legal Fax (916) 323-1631 Mediation Fax
nmvb@pacbell.net

2006 JUN 12 AM 8:16

Arnold Schwarzenegger, Governor
State of California

Sunne Wright McPeak, Secretary
Business, Transportation & Housing Agency

David W. Wilson, President • Alan J. Skobin, Vice President
Robert V. Branzuela • Ryan L. Brooks • Robert T. (Tom) Flesh • David C. Lizárraga • Haig Papazian • Andy Robles • Glenn R. Stevens

May 26, 2006

10160513

National Highway Traffic Safety Administration
400 Seventh Street, SW
Washington, DC 20590

Case # C-0383-2006

Enclosed please find a copy of the complaint we received from [redacted] concerning his 2003 Chevrolet Silverado.

We are referring the complaint to you since the facts appear to raise a matter within your jurisdiction. We are continuing our efforts on behalf of the complainant and have suggested that the complainant contact you for additional assistance.

Sincerely,

Wayne Kaweski
Mediation Services Representative

WK:ta

Enclosure

cc: Matthew Papara

E Dixon 6/13/06

State of California *Arnold Schwarzenegger*, Governor

Business, Transportation and Housing Agency *Sunne Wright McPeak*, Secretary

NEW MOTOR VEHICLE BOARD
Consumer Mediation Services Program
1507 - 21st Street, Suite 330
Sacramento, California 95814
(916) 445-1888 (916) 323-1631 Fax
E-Mail: nmvb@pacbell.net
Website: nmvb.ca.gov

MAY 23 2006

MEDIATION REQUEST FORM

COMPLAINANT NAME

FIRST [redacted] M [redacted]

ADDRESS [redacted]

CITY Rialto

CA/PROV California

ZIP CODE [redacted]

E-Mail [redacted]

[redacted]

If address is unknown, leave blank.

Please fill out all sections completely.

Selling Dealer	Servicing Dealer	Manufacturer/Distributor
NAME Mark Christopher Chevrolet	NAME Same as selling dealer	NAME
ADDRESS 2131 Convention Center Way Ontario, CA 91764	ADDRESS	ADDRESS
TELEPHONE # (909) 390-2900	TELEPHONE # Same	TELEPHONE #

VEHICLE (Make)	(Model)	(Year)
Chevrolet	2500HD Silverado	2003

DATE OF PURCHASE / LEASE	VEHICLE LICENSE NO.	CURRENT MILEAGE
6-11-03	[redacted]	92345
☑ Purchase ☐ Lease	MILEAGE AT PURCHASE / LEASE 906	VEHICLE I.D. NO. 1GCHC2311[redacted]
☑ New ☐ Used	TYPE OF WARRANTY ON VEHICLE ☐ Manufacturer's ☑ Extended Warranty ☐ No Warranty	

Have you given written notice of defects to manufacturer? ☐ Yes ☑ No

Has manufacturer (or designated agent) attempted repairs? ☑ Yes ☐ No

If yes, list repair dates: See copy of attached repair ticket

COMPLAINT

Please explain the details of your complaint and the action you are seeking on the reverse side of this form, or attach a typed 1-2 page letter.

IMPORTANT NOTICE: I understand a copy of this complaint may be sent to the dealer(s), manufacturer or distributor. Sections 20 and 3000 of the California Vehicle Code make it unlawful to use a false or fictitious name or knowingly make false statement or knowingly conceal any material fact in any document filed with the New Motor Vehicle Board.

Signature [redacted] Date 05/21/06

My complaint is that prior to the purchase of this Chevy truck, I had never had this many problems with transmissions other than with this truck. I do not trust any transmission that will be put into this truck for none of them last that long. The original transmission only lasted about 54000 miles. And then after that it went out again at about 66000 miles and again at 69000 miles. This last went out at about 90000 miles. I feel that this is absolutely ridiculous that these transmissions are being wasted. I feel that GM should provide me with a new truck because of these transmission problems for I do not feel that I should have to pay for a new transmission every 20000 miles or so. I still owe around $20000 and do not want to pay $8000 for a new transmission. For me to be keeping this truck is pointless for I use it for work and need it constantly and the transmission going out cripples my working capabilities. I feel that I deserve a new truck because of this problem for I have been a GM customer for around 25 years now. I do not trust riding in this truck because I believe it is liable to lose the transmission at any time on the road. I would like to receive some kind of compensation for my truck for I would not want my son and me to get in an accident because of this problem with my transmission. For actual numbers of service needed refer to the history of the truck being sent with this.

Thank You,

Matthew Papara

[redacted]

PRE-WRITE UP SHEET

1257

AUTO CENTER

DATE

TIME AM PM

LAST NAME FIRST NAME

YEAR MODEL

STREET ADDRESS LICENSE STATE

CITY STATE ZIP MILEAGE COLOR

3F219628

HOME PHONE WORK NUMBER VIN

EMAIL

SERVICES TO BE PERFORMED

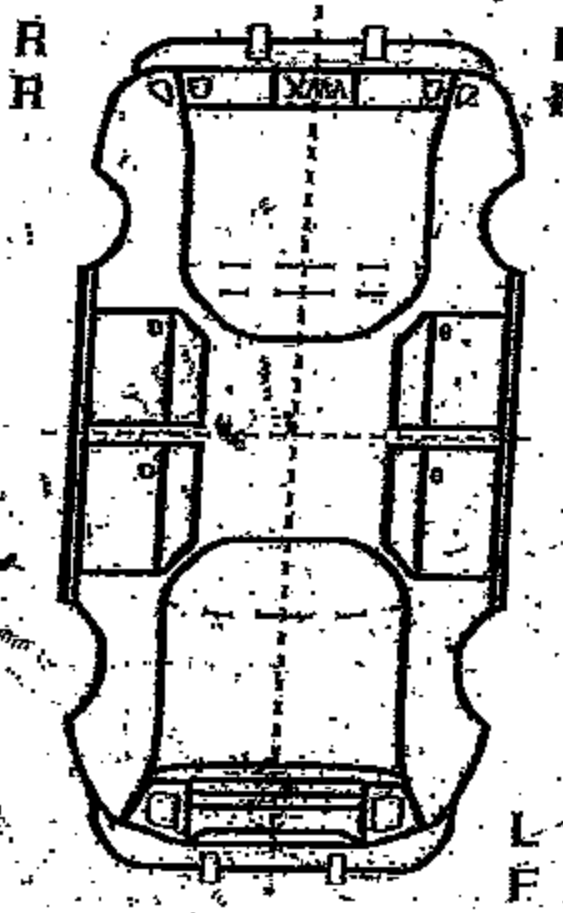
1 P/S low, check leak + advise

2 Hood insulator

3

4

5



LEGEND

#1 SCRATCH	#2 DAMAGE
#3 DING	#4 DENT
#5 SCRAPE	#6 CHIP
#7 CRACKED	#8 MARKS

[redacted]

STOMER SIGNATURE DATE

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 :	1GCHC23U[redacted]

VEHICLE INFORMATION

Merchandising Model :	CC25943 -2003 SILVERADO LS 2500HD 2WD CREW	**Warranty Start Date :**	06/11/2003
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	MARK CHRISTOPHER AUTO CENTER 2131 CONVENTION CENTER WAY SUITE A ONTARIO , CA 91764-4452 (909) 390-2900	**Selling Source :**	L3 - CHEVROLET
		Site Code :	20095
		Business Associate Code :	114568

Service Contract :	Yes	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC	04007	TAILGATE SUPPORT CABLE	N/A	Closed
RC	05037	SECOND ROW CENTER SAFETY BELT	N/A	Closed

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	06/11/2003	106 miles	06/11/2006	36106 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	06/11/2003	106 miles	06/11/2009	100106 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	06/11/2003	106 miles	06/11/2011	80106 miles
60/50000 FEDERAL EMISSION	06/11/2003	106 miles	06/11/2008	50106 miles
60/50000 CALIFORNIA EMISSIONS	06/11/2003	106 miles	06/11/2008	50106 miles
84/70000 CALIFORNIA SELECT COMPONENT	06/11/2003	106 miles	06/11/2010	70106 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
08/29/2005	477123	N	K7000 - TRANSMISSION/TRANSAXLE ASSEMBLY - REPLACE	69407 miles
08/29/2005	477123	#	V1382 - 05037 - STICH SEAT LOOP CLOSED	69407 miles
07/08/2005	469642	N	K7152 - OVERDRIVE UNIT - R&R OR REPLACE	67612 miles
01/15/2005	445131	0	K7000 - TRANSMISSION/TRANSAXLE ASSEMBLY - REPLACE	54385 miles
01/15/2005	445131	#	V1242 - 04007 - INSPECT AND REPLACE TAILGATE SUPPORT CABLES INC. H	54385 miles
01/15/2005	445131	0	Z7905 - 5-DAY COURTESY TRANSPORTATION	54385 miles
07/02/2004	417950	#	C6575 - COVER, FRONT SEAT TRACK - LEFT - REPLACE	35811 miles
06/17/2004	415805	#	J6400 - VALVE, EVAPORATIVE EMISSION CANISTER PURGE CONTROL SOLENOI	34244 miles
11/03/2003	385898	#	E0435 - TIRE, B F GOODRICH - REPLACE	13480 miles
09/29/2003	725392	#	Z8015 - ROADSIDE SERVICE (FLAT TIRE)	10031 miles
04/03/2003	A19628	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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PRE-WRITE UP SHEET

AUTO CENTER

DATE 12/2

TIME AM PM

LAST NAME FIRST NAME

YEAR MODEL

STREET ADDRESS LICENSE STATE

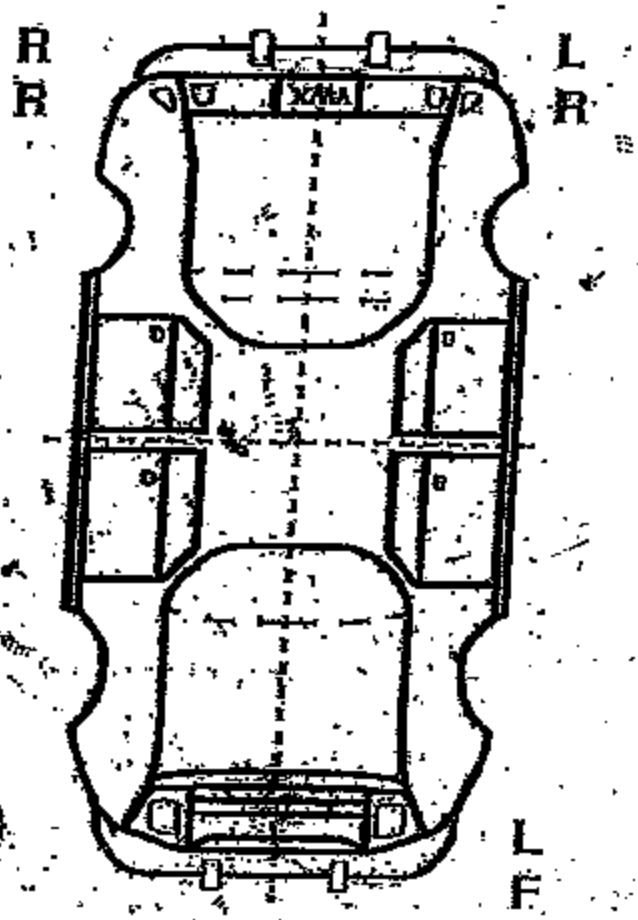
[redacted]

CITY STATE ZIP MILEAGE COLOR

HOME PHONE WORK NUMBER VIN 3F219628

EMAIL

SERVICES TO BE PERFORMED



LEGEND

#1 SCRATCH	#2 DAMAGE
#3 DING	#4 DENT
#5 SCRAPE	#6 CHIP
#7 CRACKED	#8 MARKS

[redacted]

STOMER SIGNATURE DATE

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 :	1GCHC23U[redacted]

VEHICLE INFORMATION

Merchandising Model :	CC25943 -2003 SILVERADO LS 2500HD 2WD CREW	Warranty Start Date :	06/11/2003
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	MARK CHRISTOPHER AUTO CENTER 2131 CONVENTION CENTER WAY SUITE A ONTARIO , CA 91764-4452 (909) 390-2900	Selling Source :	13 - CHEVROLET
		Site Code :	20095
		Business Associate Code :	114568

Service Contract :	Yes	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC	04007	TAILGATE SUPPORT CABLE	N/A	Closed
RC	05037	SECOND ROW CENTER SAFETY BELT	N/A	Closed

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	06/11/2003	106 miles	06/11/2006	36106 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	06/11/2003	106 miles	06/11/2009	100106 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	06/11/2003	106 miles	06/11/2011	80106 miles
60/50000 FEDERAL EMISSION	06/11/2003	106 miles	06/11/2008	50106 miles
60/50000 CALIFORNIA EMISSIONS	06/11/2003	106 miles	06/11/2008	50106 miles
84/70000 CALIFORNIA SELECT COMPONENT	06/11/2003	106 miles	06/11/2010	70106 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
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08/29/2005	477123	#	V1382 - 05037 - STICH SEAT LOOP CLOSED	69407 miles
07/08/2005	469642	N	K7152 - OVERDRIVE UNIT - R&R OR REPLACE	67612 miles
01/15/2005	445131	0	K7000 - TRANSMISSION/TRANSAXLE ASSEMBLY - REPLACE	54385 miles
01/15/2005	445131	#	V1242 - 04007 - INSPECT AND REPLACE TAILGATE SUPPORT CABLES INC. H	54385 miles
01/15/2005	445131	0	Z7905 - 5-DAY COURTESY TRANSPORTATION	54385 miles
07/02/2004	417950	#	C6575 - COVER, FRONT SEAT TRACK - LEFT - REPLACE	35811 miles
06/17/2004	415805	#	J6400 - VALVE, EVAPORATIVE EMISSION CANISTER PURGE CONTROL SOLENOI	34244 miles
11/03/2003	385898	#	E0435 - TIRE, B F GOODRICH - REPLACE	13480 miles
09/29/2003	725392	#	Z8015 - ROADSIDE SERVICE (FLAT TIRE)	10031 miles
04/03/2003	A19628	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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MARK KRISTOPHER AUTO CENTER
CHEVROLET BUICK GMC HUMMER

PRE-WRITE UP SHEET

1511

DATE

TIME AM PM

YEAR MODEL

LAST NAME FIRST NAME

LICENSE [redacted] STATE

STREET ADDRESS

MILEAGE 67612 COLOR

CITY STATE ZIP

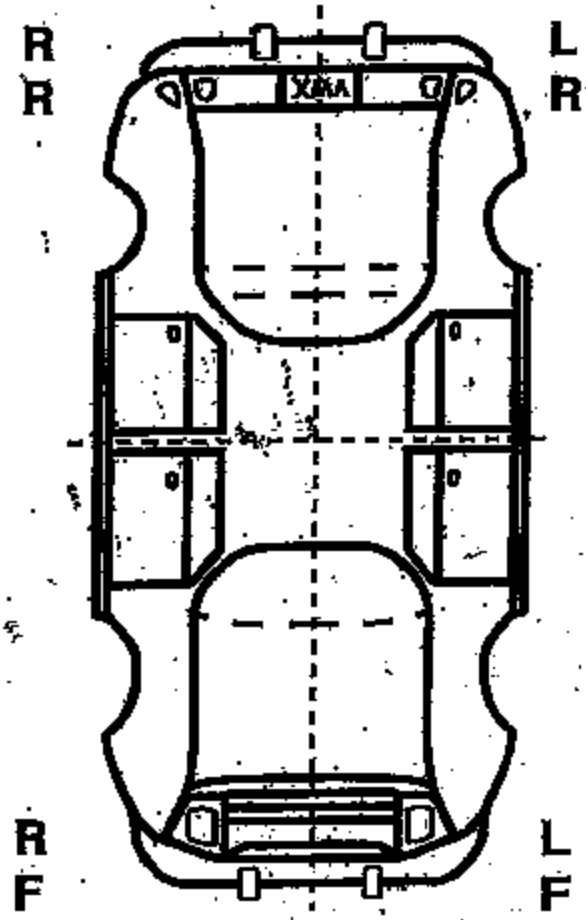
VIN 3F219628

HOME PHONE WORK NUMBER

EMAIL

SERVICES TO BE PERFORMED

1. Trans snap in Drive. Fluid is Burnt
2.
3.
4.



LEGEND

#1 SCRATCH	#2 DAMAGE
#3 DING	#4 DENT
#5 SCRAPE	#6 CHIP
#7 CRACKED	#8 MARKS

[redacted]

CUSTOMER SIGNATURE DATE

JUL 8, 2005 HISTORY - SPECIFIC VEHICLE Store 01 SERVC01 PORT 5030 3010

CUSTOMER NAME [redacted] SERIAL NO. 1GCHC23U[redacted]

R.O. NO. 445131 1 RO.DATE 01/15/2005 2 DEPT (S,B,P) S SERVICE
[4 OF 21] [1 OF 5] 3 MILEAGE 54385 4 ADVISOR NO. 319

5 OPERATION NO. 12CVZ OP. DESC. DIAG MH/CSV CONCERN
6 SALE TYPE (C/W/I) C TECH.NO(S). 1690 117
7 COMPLAINT CUSTOMER STATES FLUID IS LEAKING, TRANS FEELS LIKE IT IS
MORE-> SLIPPING, SMELLS SOMETHING BURNING AND FLUID IS VERY DARK
8 CAUSE TORQUE CONVERTER DISCOLORED & TURNING BLUE, PLATES BURNT,
MORE-> TRANSMISSION COOLER HOSES MELTED CAUSING TRANSMISSION FLUID
9 CORRECTION REMOVED TRANSMISSION TO TEAR DOWN FOR INSPECTION. REPLACED
MORE-> WITH A SERVICE REMANUFACTURED TRANSMISSION ASSEMBLY.

10 WARRANTY CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

11 CAMPAIGN NO. CAMPAIGN DESC.
12 CAMPAIGN NO. CAMPAIGN DESC.

(1=COMMENTS)(2=RECOMMENDATIONS)(3=CCC SCREEN)(E=ENTER)(JOB#)(TAB)

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 :	1GCHC23U[redacted]

VEHICLE INFORMATION

Merchandising Model :	CC25943 -2003 SILVERADO LS 2500HD 2WD CREW	**Warranty Start Date :**	06/11/2003
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	MARK CHRISTOPHER AUTO CENTER 2131 CONVENTION CENTER WAY SUITE A ONTARIO , CA 91764-4452 (909) 390-2900	**Selling Source :**	13 - CHEVROLET
		Site Code :	20095
		Business Associate Code :	114568

Service Contract :	Yes	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC	04007	TAILGATE SUPPORT CABLE	N/A	Closed

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	06/11/2003	106 miles	06/11/2006	36106 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	06/11/2003	106 miles	06/11/2009	100106 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	06/11/2003	106 miles	06/11/2011	80106 miles
60/50000 FEDERAL EMISSION	06/11/2003	106 miles	06/11/2008	50106 miles
84/70000 CALIFORNIA SELECT COMPONENT	06/11/2003	106 miles	06/11/2010	70106 miles
60/50000 CALIFORNIA EMISSIONS	06/11/2003	106 miles	06/11/2008	50106 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
01/15/2005	445131	0	K7000 - TRANSMISSION/TRANSAXLE ASSEMBLY - REPLACE	54385 miles
01/15/2005	445131	#	V1242 - 04007 - INSPECT AND REPLACE TAILGATE SUPPORT CABLES INC. H	54385 miles
01/15/2005	445131	0	Z7905 - 5-DAY COURTESY TRANSPORTATION	54385 miles
07/02/2004	417950	#	C6575 - COVER, FRONT SEAT TRACK - LEFT - REPLACE	35811 miles
06/17/2004	415805	#	J6400 - VALVE, EVAPORATIVE EMISSION CANISTER PURGE CONTROL SOLENOI	34244 miles
11/03/2003	385898	#	E0435 - TIRE, B F GOODRICH - REPLACE	13480 miles
09/29/2003	725392	#	Z8015 - ROADSIDE SERVICE (FLAT TIRE)	10031 miles
04/03/2003	A19628	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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NOV 19, 2003 HISTORY - SPECIFIC VEHICLE Store 01 SERVC01 PORT 5008 3651

CUSTOMER NAME [redacted] SERIAL NO. 1GCHC23U2[redacted]

R.O. NO. 367611 1 RO.DATE 06/12/2003 2 DEPT (S,B,P) P PDI SHOP
[4 OF 5] [2 OF 2] 3 MILEAGE 15 4 ADVISOR NO. 188

5 OPERATION NO. 10CVZWHL/TIR OP. DESC. TIRES & WHEELS
6 SALE TYPE (C/W/I) I TECH.NO(S). 200
7 COMPLAINT INSTALL BFG 285/75/16 TIRES PER DUE BILL
VAC ACCESSORIES
8 CAUSE
9 CORRECTION INSTALLED 285/75/16 TIRES

10 WARRANTY CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

11 CAMPAIGN NO. CAMPAIGN DESC.
12 CAMPAIGN NO. CAMPAIGN DESC.

(1=COMMENTS)(2=RECOMMENDATIONS)(3=CCC SCREEN)(E=ENTER)(JOB#)(TAB)

MAK HAYSTOCKER
AUTO CENTER
CHEVROLET BUICK GMC HUMMER

PRE-WRITE UP SHEET

1564

DATE

TIME AM PM

YEAR MODEL

LAST NAME FIRST NAME

LICENSE STATE

STREET ADDRESS

MILEAGE 66835 COLOR

CITY STATE ZIP

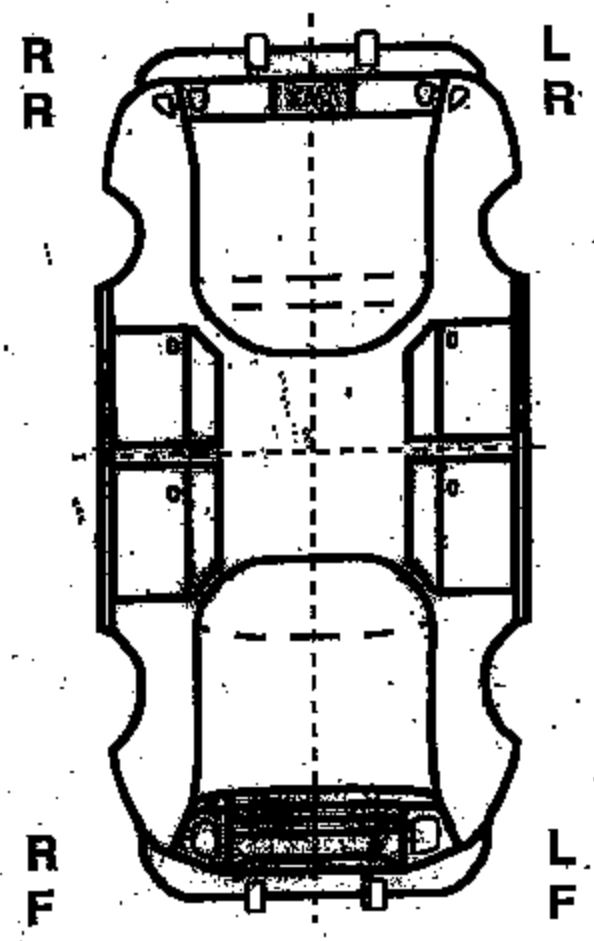
VIN 3F219628

HOME PHONE WORK NUMBER

EMAIL

SERVICES TO BE PERFORMED

1. Ft Brakes
2.
3.
4.
5.
6.



[redacted]

DATE

GM Vehicle Inquiry System
Summary

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Help

VIN :	1GCHC23U[redacted]

VEHICLE INFORMATION

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Delivering Dealer :	MARK CHRISTOPHER AUTO CENTER 2131 CONVENTION CENTER WAY SUITE A ONTARIO , CA 91764-4452 (909) 390-2900	**Selling Source :**	13 - CHEVROLET
		Site Code :	20095
		Business Associate Code :	114568

Service Contract :	Yes	**Branded Title :**	No	**Warranty Block :**	No	**PDI Status :**	Paid

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC	04007	TAILGATE SUPPORT CABLE	N/A	Closed

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

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APPLICABLE WARRANTIES

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09/29/2003	725392	#	Z8015 - ROADSIDE SERVICE (FLAT TIRE)	10031 miles
04/03/2003	A19628	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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VIN :	1GCHC23U[redacted]

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		Site Code :	20095
		Business Associate Code :	114568

Service Contract :	Yes	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC	04007	TAILGATE SUPPORT CABLE	09/30/2004	Open

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

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APPLICABLE WARRANTIES

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60/50000 FEDERAL EMISSION	06/11/2003	106 miles	06/11/2008	50106 miles
84/70000 CALIFORNIA SELECT COMPONENT	06/11/2003	106 miles	06/11/2010	70106 miles
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04/03/2003	A19628	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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01/20/2005 at 09:28 AM
62414

18578340

ESTIMATE OF RECORD

2003 CHEV C2500 4X2 SILVERADO CREW HD 8-6.0L-FI 4D LONG Int:

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR1GH99 Database Data 01/2005, CCC Data Date 01/2005, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. Non-Original Equipment Manufacturer aftermarket parts are described as AM, Qual Repl Parts or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are described as LKQ, Qual Recy Parts, RCY, or USED. Reconditioned parts are described as Recon. Recored parts are described as Recore. NAGS Part Numbers and Prices are provided by National Auto Glass Specifications, Inc. Pound sign (#) items indicate manual entries. Some parts that are described as Recon. may be OE Surplus parts or other OE parts offered at a special pricing discount. For further clarification please review the Suppliers List attached to this estimate, or consult the appraiser or estimator.

CCC Pathways - A product of CCC Information Services Inc.

AUG 29, 2005 CORRECTION R/O 469642 Store 01 SERVC01 PORT 5017 3010

1.	CORRECTION: REMOVED TRANSMISSION TO STRIP TO BARE CASE. STEAM CLEANED
2.	TRANSMISSION CASE. REPLACED CASE SEAL. RECONDITIONED &
3.	CLEANED REAR GEAR UNIT ASSEMBLY, CENTER SUPPORT, DIRECT
4.	HOUSING, FORWARD HOUSING, FOURTH HOUSING, FRONT PUMP, VALVE
5.	BODY AND SERVOS. FLUSHED TRANSMISSION COOLER. REINSTALLED
6.	TRANSMISSION. FILLED TRANSMISSION FLUID TO PROPER LEVEL.
7.	ROAD TESTED VEHICLE-OPERATING PER DESIGN & INTENT. CLAIM
8.	TYPE N, RO#445131, DATED 1-15-05, MILEAGE 54385, ACCRUED
9.	13227.
10.	
11.	
12.	
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18.	
19.	
20.	

(E=ENTER)

AUG 29, 2005 HISTORY - SPECIFIC VEHICLE Store 01 SERVC01 PORT 5017 3010

CUSTOMER NAME [redacted] SERIAL NO. 1GCHC23U[redacted]

R.O. NO. 469642 1 RO.DATE 07/08/2005 2 DEPT (S,B,P) S SERVICE
[2 OF 23] [1 OF 1] 3 MILEAGE 67612 4 ADVISOR NO. 319

5 OPERATION NO. 12CVZ OP. DESC. DIAG MH/CSV CONCERN
6 SALE TYPE (C/W/I) W TECH.NO(S). 117
7 COMPLAINT CUSTOMER STATES HE CAME TO A STOP, TRUCK WOULD NOT MOVE,
MORE-> HE SHIFTED FROM DRIVE DOWN TO 3RD AND TRUCK WILL MOVE,
8 CAUSE OVERDRIVE CARRIER BURNT, PLATES WLEDED, PLUG MISSING.

9 CORRECTION REMOVED TRANSMISSION TO STRIP TO BARE CASE. STEAM CLEANED
MORE-> TRANSMISSION CASE. REPLACED CASE SEAL. RECONDITIONED &

10 WARRANTY CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
469642 K7152

11 CAMPAIGN NO. CAMPAIGN DESC.
12 CAMPAIGN NO. CAMPAIGN DESC.

(1=COMMENTS)(2=RECOMMENDATIONS)(3=CCC SCREEN)(E=ENTER)(JOB#)(TAB)

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 :	1GCHC23U2[redacted]

VEHICLE INFORMATION

Merchandising Model :	CC25943 -2003 SILVERADO LS 2500HD 2WD CREW	**Warranty Start Date :**	06/11/2003
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	MARK CHRISTOPHER AUTO CENTER 2131 CONVENTION CENTER WAY SUITE A ONTARIO , CA 91764-4452 (909) 390-2900	**Selling Source :**	13 - CHEVROLET
		Site Code :	20095
		Business Associate Code :	114568

Service Contract :	Yes	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC	04007	TAILGATE SUPPORT CABLE	N/A	Closed
RC	05037	SECOND ROW CENTER SAFETY BELT	07/15/2005	Open

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	06/11/2003	106 miles	06/11/2006	36106 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	06/11/2003	106 miles	06/11/2009	100106 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	06/11/2003	106 miles	06/11/2011	80106 miles
60/50000 FEDERAL EMISSION	06/11/2003	106 miles	06/11/2008	50106 miles
84/70000 CALIFORNIA SELECT COMPONENT	06/11/2003	106 miles	06/11/2010	70106 miles
60/50000 CALIFORNIA EMISSIONS	06/11/2003	106 miles	06/11/2008	50106 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
07/08/2005	469642	N	K7152 - OVERDRIVE UNIT - R&R OR REPLACE	67612 miles
01/15/2005	445131	0	K7000 - TRANSMISSION/TRANSAXLE ASSEMBLY - REPLACE	54385 miles
01/15/2005	445131	#	V1242 - 04007 - INSPECT AND REPLACE TAILGATE SUPPORT CABLES INC. H	54385 miles
01/15/2005	445131	0	Z7905 - 5-DAY COURTESY TRANSPORTATION	54385 miles
07/02/2004	417950	#	C6575 - COVER, FRONT SEAT TRACK - LEFT - REPLACE	35811 miles
06/17/2004	415805	#	J6400 - VALVE, EVAPORATIVE EMISSION CANISTER PURGE CONTROL SOLENOI	34244 miles
11/03/2003	385898	#	E0435 - TIRE, B F GOODRICH - REPLACE	13480 miles
09/29/2003	725392	#	Z8015 - ROADSIDE SERVICE (FLAT TIRE)	10031 miles
04/03/2003	A19628	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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THE ATTACHMENTS TO THIS DOCUMENT HAVE BEEN REMOVED TO PROTECT UNWARRANTED INVASION OF PERSONAL PRIVACY PURSUANT TO EXEMPTION 6 OF THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6).