



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOE
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

25-APR-2008

Reference No.
10225718

OWNER INFORMATION (Type or Print)

Name

Address

City SHOW LOW

State AZ

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☒ NO
In the absence of an authorized signature, your name or address to the vehicle manufacturer.
Signature of Owner Date 5/2/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1GTHK23245F

Make
GMC

Model
SIERRA 2500 HD

Model Year
2005

Date Purchased
04/30/2005

Dealer's Name and Telephone Number
WHITE MOUNTAIN GMC

Engine:
No: Cylinders
8

Fuel Type:
Diesel

Original Owner
☒

Dealer's City
SHOW LOW

State
AZ

Zip Code
85901

Transmission Type
Allison
Automatic

☒ Antilock Brakes
☒ Cruise Control

Powertrain

Vehicle Component Code
100000 POWER TRAIN

Multiple Failure: Fuel injectors
computer modular

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
01-NOV-2006
07/2006

Failure Mileage
35000

Failure Speed
50 mph

when pulling on 5th wheel up hill. Transmission
gets hot, thermostat hot, truck slams into
3rd gear, jerks head. top speed 50 mph.

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

N

Narrative Description of Incident(S), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure;
i.e. parts repaired or replaced (and if old part is available).

TL*THE CONTACT OWNS A 2005 GMC SIERRA 2500 HD. THE CONTACT STATED THAT WHEN HE DRIVES HIS VEHICLE UPHILL WITH A TRAILER
IN TOW, THE VEHICLE SLAMS INTO THIRD GEAR, JERKS, AND OVERHEATS. THE FAILURE OCCURS AT VARIOUS SPEEDS. THE FAILURE
MILEAGE WAS 35,000.

please see attached sheets of repairs.
This truck has been in the shop more than 15 times and still doesn't
run right.
now one dealership states that I have the wrong transfer-case
in. The other dealership says no, you have the right one in.
I think the problem lies within engine transmission, & transfer case.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent
amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer
should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response,
or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

please see additional sheets.

Transfer case problem. one dealership states I have the wrong transfer case. The other dealership states no, you have the right one. We are still investigating.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**



BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

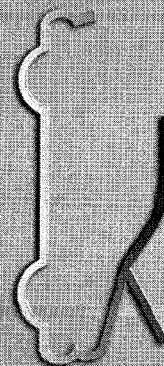
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Ave SE
Washington, DC 20077-9382**



**Think your vehicle
has a safety defect?**



**If so:
Use the enclosed
form to file a report.**

or visit:

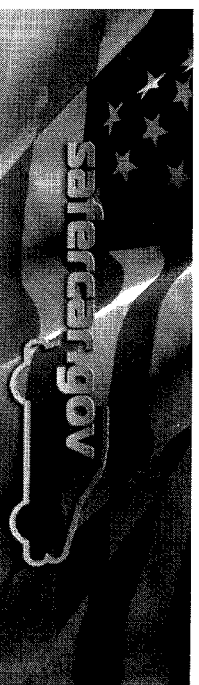
www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



05-02-08

Dear NHTSA,

I believe the 2005
GMC Duramax Diesel
truck needs to be
recalled.

I have had mine in
the shop more than 15
times. Please see attached
vehicle truck history.

I am still having
problems with mine.

This is a safety concern!

~~Best~~

Thank you,

[REDACTED]



WHITE MOUNTAIN

Nissan, Buick, Pontiac, GMC

411 E. Deuce of Clubs • Show Low, AZ 85901 • 928-537-4201 • 1-800-833-0610



BUICK



PONTIAC

"COME EXPERIENCE THE DIFFERENCE"

CELL:

CUSTOMER NO. [REDACTED]	ADVISOR PRESTON	INVOICE DATE 04/30/08	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 84,820
SHOW LOW, AZ	YEAR/MAKE/MODEL 05/GMC/SIERRA 2500/2500 HD 4WD CREW	DELIVERY DATE 04/30/05	DELIVERY MILES 64
	VEHICLE ID NO. 1GTHK23245F	SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO. PRESTON	R. DATE 04/30/08
COMMENTS			MO: 84820

JOB# 1 CHARGES

LABOR
J# 1 47PNZ AXLE/DIFFERENTIAL TECH(S): 4010 4098 0.00
INSPECT TRANSFER CASE ASSEMBLY
CONCERN FOR INCORRECT ASSEMBLY IN TRUCK
INSPECTED AND FOUND CORRECT TRANSFER CASE IN
CROSS REFERENCED SERIAL NUMBERS WITH GM AND VEHICLE
IDENTIFICATION NUMBER ALL NUMBERS MATCH. NO FUTHER
WORK NEEDED AT THIS TIME

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

TOTALS

THANK YOU FOR HAVING YOUR VEHICLE SERVICE AT WHITE MOUNTAIN
NISSAN BUICK PONTIAC GMC! CUSTOMER SATISFACTION IS OUR #1
GOAL! IF WE HAVE NOT COMPLETELY MET YOUR EXPECTATIONS PLEASE
INFORM THE CASHIER SO A MEMBER OF OUR MANAGEMENT TEAM CAN
ASSIST YOU PROMPTLY!!

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

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

AS IS: The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.

TERM: STRICTLY CASH OR
ACCEPTABLE CREDIT CARD

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court costs.

1 1/2% per month (ANNUAL PERCENTAGE RATE 18%) Interest charged on past due accounts.

LABOR CHARGES ARE BASED ON LABOR TIME GUIDES USED IN THE INDUSTRY. RATES RANGE FROM \$50 PER HOUR TO \$100 PER HOUR DEPENDING ON REPAIRS AND SERVICES PERFORMED.

X

HATCH MOTOR CO. INC./HATCH GMC TRUCK/HATCH'S SAW & CYCLE
P.O. BOX 540
SNOWFLAKE, AZ 85937
(928) 536-7234

CUSTOMER NO.	ADVISOR EDY	INVOICE DATE 04/18/08	INVOICE NO.
SHOW LOW, AZ	LABOR RATE 85.00	LICENSE NO.	STOCK NO.
	YEAR / MAKE / MODEL 05/GMC/SIERRA 2500/	MILEAGE 84,633	COLOR BLACK/
	VEHICLE I.D. NO. 1 G T H K 2 3 2 4 5 F	DELIVERY DATE	DELIVERY MILES
	F.T.E. NO.	SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE	P.O. NO.	R.O. DATE 04/03/08	REPRINT# 1
COMMENTS		MO: 84633	

LABOR & PARTS-----
 J# 1 21CHZ AUTO TRANSMISSION HOURS: TECH(S):38605 0.00
 CUSTOMER STATES THIRD GEAR KICKS IN AND SLAMS
 RELATED TO JOB THREE

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 JOB # 1 TOTAL PARTS 0.00
 JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 21CHZ01 AUTO TRANSMISSION HOURS: TECH(S):38605 0.00
 CUSTOMER STATES TRANSMISSION GAUGE WENT TO 275 TO 300 WHEN
 PULLING A TRAILER UP HILL
 RELATED TO JOB THREE, TRANS NEEDS TO BE SERVICED

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 JOB # 2 1 15794381 INDICATOR 4.133 10.00
 JOB # 2 TOTAL PARTS 10.00
 JOB # 2 TOTAL LABOR & PARTS 10.00

J# 3 12CHZ ENGINE MECHANICAL HOURS: 3.80 TECH(S):38605 WARRANTY
 CUSTOMER STATES VEHICLE HAS A LOSS OF POWER, SLUGGISH
 PERFORMED INJECTOR BALANCE TEST, CALLED TEC LINE WITH
 RESULTS, CASE#10229754 ADVISED BY TEC LINE TO REPLACE EIGHT
 INJECTORS

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 JOB # 3 8 97303657 INJECTOR 3.300 WARRANTY
 JOB # 3 -8 97303657 CORE RETURN WARRANTY
 JOB # 3 1 97328732 HOSE 3.163 WARRANTY
 JOB # 3 TOTAL PARTS 0.00
 JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 28CHZ A/C SYSTEM HOURS: 1.00 TECH(S):38605 85.00
 CUSTOMER STATES DRIVERS SIDE VENT BLOWS COLD AIR, PASSENGER
 SIDE BLOWS HOT AIR, WITH A/C ON
 FOUND LEFT BLEND DOOR FAULTY
 NEEDS NEW LEFT BLEND DOOR ACTUATOR

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 JOB # 4 TOTAL PARTS 0.00
 JOB # 4 TOTAL LABOR & PARTS 85.00

J# 5 04CHZ BRAKES HOURS: 3.00 TECH(S):38605 150.00
 CUSTOMER WOULD LIKE US TO CHECK FRONT AND BACK BRAKES SAYS
 THEY SEEM MUSHY/SOFT
 TURNED REAR ROTORS AND INSTALLED NEW REAR PADS

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 JOB # 5 1 18048101 PAD KIT 5.017 119.25
 JOB # 5 TOTAL PARTS 119.25

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**TERMS: STRICTLY CASH OR
 ACCEPTABLE CREDIT CARD**

"I hereby request that the repair work hereinafter set forth be performed on the above described motor vehicle pursuant to the terms of the New Vehicle Warranty applicable thereto and authorize the use of necessary labor and materials therefor. Such vehicle may be operated for test, inspection and delivery purposes. It is understood and agreed that you shall not be responsible for any loss or damage of any nature to said motor vehicle except for loss or damage directly attributed to your negligence. In no event shall you be responsible for articles left in said motor vehicle."

X_____

HATCH MOTOR CO. INC./HATCH GMC TRUCK/HATCH'S SAW & CYCLE
P.O. BOX 540
SNOWFLAKE, AZ 85937
(928) 536-7234

CUSTOMER NO. [REDACTED]		ADVISOR EDY		TAG NO. [REDACTED]		INVOICE DATE 04/18/08		INVOICE NO. [REDACTED]	
[REDACTED] SHOW LOW, AZ		LABOR RATE 85.00		LICENSE NO. [REDACTED]		MILEAGE 84,633		COLOR BLACK/	
		YEAR / MAKE / MODEL 05/GMC/SIERRA 2500/		DELIVERY DATE		DELIVERY MILES			
		VEHICLE I.D. NO. 1 G T H K 2 3 2 4 5 F [REDACTED]		SELLING DEALER NO.		PRODUCTION DATE			
		F.T.E. NO.		P.O. NO.		R.O. DATE 04/03/08		REPRINT# 1	
RESIDENTIAL PHONE [REDACTED]		BUSINESS PHONE [REDACTED]		COMMENTS		MO: 84633			
JOB # 5 TOTAL LABOR & PARTS 269.25 J# 6 27CHZ BELTS HOURS: 0.80 TECH(S):38605 68.00 CUSTOMER WOULD LIKE US TO REPLACE SERPENTINE BELT INSTALLED NEW SERPENTINE BELT						AS IS: The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages. TERMS: STRICTLY CASH OR ACCEPTABLE CREDIT CARD "I hereby request that the repair work hereinafter set forth be performed on the above described motor vehicle pursuant to the terms of the New Vehicle Warranty applicable thereto and authorize the use of necessary labor and materials therefor. Such vehicle may be operated for test, inspection and delivery purposes. It is understood and agreed that you shall not be responsible for any loss or damage of any nature to said motor vehicle except for loss or damage directly attributed to your negligence. In no event shall you be responsible for articles left in said motor vehicle."			
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE- JOB # 6 1 97300653 BELT 1.066 74.26 JOB # 6 TOTAL PARTS 74.26 JOB # 6 TOTAL LABOR & PARTS 142.26									
J# 7+21CHZ02 AUTO TRANSMISSION HOURS: 1.50 TECH(S):38605 75.00 CUSTOMER WOULD LIKE US TO PERFORM TRANS SERVICE INSTALLED NEW INTERNAL AND EXTERNAL TRANS FILTERS,NEW FLUID									
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE- JOB # 7 2 88861003 FLUID 8.800 8.67 17.34 JOB # 7 1 88861045 FLUID 8.800 21.78 21.78 JOB # 7 1 29537965 FILTER 4.197 37.40 37.40 JOB # 7 1 29539579 FLTR ASM 4.197 33.84 33.84 JOB # 7 1 88861003 FLUID 8.800 8.67 8.67 JOB # 7 TOTAL PARTS 119.03 JOB # 7 TOTAL LABOR & PARTS 194.03									
J# 8+01CHZCOOLSERV COOLANT SERVICE HOURS: 1.20 TECH(S):38605 60.00 CUSTOMER WOULD LIKE THE COOLING SYSTEM SERVICED SERVICED THE COOLING SYSTEM									
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE- JOB # 8 2 12346290 COOLANT 8.800 21.44 42.88 JOB # 8 TOTAL PARTS 42.88 JOB # 8 TOTAL LABOR & PARTS 102.88									
J# 9+18CHZ04 REPLACE FUEL FILTER HOURS: 0.60 TECH(S):38605 51.00 CUSTOMER WOULD LIKE FUEL FILTER REPLACED REPLACED FUEL FILTER									
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE- JOB # 9 1 98017645 FILTER KI 3.890 49.54 49.54 JOB # 9 TOTAL PARTS 49.54 JOB # 9 TOTAL LABOR & PARTS 100.54									
J#10+01CHZ LUBE/OIL/FILTER HOURS: 0.50 TECH(S):38605 13.00 LUBE VEHICLE CHASSIS, CHANGE OIL AND REPLACE WITH NEW OIL, L REPLACE FILTER WITH NEW FILTER, CHECK ALL FLUIDS,BELTS,HOSES REPLACED FILTER,INSTALLED NEW OIL, LUBED CHASSIS, CHECKED ALL FLUID LEVELS									
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE- JOB # 10 1 88917036 FILTER 1.836 13.18 13.18 JOB # 10 10 12345634 OIL15W40Q 8.800 3.10 31.00									

HATCH MOTOR CO. INC./HATCH GMC TRUCK/HATCH'S SAW & CYCLE
P.O. BOX 540
SNOWFLAKE, AZ 85937
(928) 536-7234

CUSTOMER NO.	ADVISOR EDY	TAG NO.	INVOICE DATE 04/18/08	INVOICE NO.
SHOW LOW, AZ	LABOR RATE 85.00	LICENSE NO.	MILEAGE 84,633	COLOR BLACK/
	YEAR / MAKE / MODEL 05/GMC/SIERRA 2500/		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G T H K 2 3 2 4 5 F		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 04/03/08	REPRINT# 1
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 84633

JOB # 10 TOTAL PARTS		44.18
JOB # 10 TOTAL LABOR & PARTS		57.18

SUBLET	PO#	VEND INV#-INV.DATE-DESCRIPTION
JOB # 3	129917	D123482 04/17/08 RENTAL VEHICLE
TOTAL - SUBLET		0.00

MISC	CODE	DESCRIPTION
JOB # A	SSG	GM SHOP SUPPLIES
JOB # 3	DGC	GM DEDUCTIBLE CUSTOMER PAY
JOB # 3	DGW	GM DEDUCTIBLE WARRANTY
JOB # 4	VIPG	GMC VIP DISCOUNT LABOR
JOB # 6	VIPPG	GMC VIP DISCOUNT PARTS
JOB # 6	VIPG	GMC VIP DISCOUNT LABOR
JOB # 9	VIPPG	GMC VIP DISCOUNT PARTS
JOB # 9	VIPG	GMC VIP DISCOUNT LABOR
TOTAL - MISC		82.22

TOTALS-----		WARRANTY
*****		0.00
* [] CASH [] CREDIT CARD [] CHECK		15.00
* [] CHARGE [] OTHER		100.00
* CASHIER INITIALS:		WARRANTY
*****		-8.50
TOTAL LABOR....		-7.43
TOTAL PARTS....		-6.80
TOTAL SUBLET....		-4.95
TOTAL G.O.G....		-5.10
TOTAL MISC CHG.		82.22
TOTAL MISC DISC		-
TOTAL TAX.....		-
TOTAL INVOICE \$		1081.77

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**TERMS: STRICTLY CASH OR
ACCEPTABLE CREDIT CARD**

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THANK YOU FOR LETTING HATCH MOTOR CO. SERVICE YOUR VEHICLE
 OUR SERVICE AND PARTS DEPARTMENTS ARE OPEN
 MONDAY THRU SATURDAY FROM 8:00AM TO 5:00PM
 FOR YOUR CONVENIENCE

CUSTOMER SIGNATURE





16 CHK 24266



BUICK



PONTIAC

WHITE MOUNTAIN

Nissan, Buick, Pontiac, GMC

411 E. Deuce of Clubs • Show Low, AZ 85901 • 928-537-4201 • 1-800-833-0610

"COME EXPERIENCE THE DIFFERENCE"

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR CHAD	LTZ NO. [REDACTED]	INVOICE DATE 12/14/07	INVOICE NO. [REDACTED]
SHOW LOW, AZ [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 75,612	COLOR 7
	YEAR / MAKE / MODEL 05/GMC/SIERRA 2500/2500 HD 4WD CREW			STOCK NO. G14402
	VEHICLE ID NO. 1 G T H K 2 3 2 4 5 [REDACTED]			DELIVERY DATE 04/30/05
	F.T.E. NO.			DELIVERY MILES 64
	P.O. NO.		SELLING DEALER NO.	PRODUCTION DATE
			11/28/07	
COMMENTS				MO: 75612

JOB# 1 CHARGES

LABOR-----
 # 1 47PNZ AXLE/DIFFERENTIAL TECH(S): 4013 468.00
 CUSTOMER STATES THAT THE VEHICLE SEEMS LIKE ITS DRAGING IN
 THE FRONT END WHEN IN 4-WHEEL DRIVE.
 AXLE SHAFT STUCK IN FRONT DIFF CANNOT REMOVE
 REPLACED FRONT DIFF AND DIAG

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----
 12741 D121266 12/14/07 RENTAL VEHICLE 798.00
 TOTAL - SUBLET 798.00

JOB# 1 TOTALS-----
 LABOR 468.00
 SUBLET 798.00

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 1266.00

ESTIMATE-----
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$1300.00 (+TAX)

COMMENTS-----
 CUSTOMER HAS A NAC WARRANTY WITH 100.00 DEDUCT
 WARRANTY AUTH # 62594104 AMOUNT TO BE PAID BY WARRANTY 531.99
 GET COUPONS FROM JIM TO COVER DEDUCT, WARRANTY IS PAYING 175.00
 FOR RENTAL SERVICE IS TO PAY THE REST.

TOTALS-----
 THANK YOU FOR HAVING YOUR VEHICLE SERVICE AT WHITE MOUNTAIN
 NISSAN BUICK PONTIAC GMC! CUSTOMER SATISFACTION IS OUR #1
 GOAL! IF WE HAVE NOT COMPLETELY MET YOUR EXPECTATIONS PLEASE
 INFORM THE CASHIER SO A MEMBER OF OUR MANAGEMENT TEAM CAN
 ASSIST YOU PROMPTLY!!

TOTAL LABOR....	468.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	798.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	1266.00

CUSTOMER SIGNATURE
 ***** DUPLICATE INVOICE *****

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TERM: STANDARD

670 - 623.00
 30585-
 Wx05

1/4%
 RATE
 ACCO

LABOR CHARGES ARE BASED ON LABOR TIME GUIDES USED IN THE INDUSTRY. RATES RANGE FROM \$50.00 PER HOUR TO \$100.00 PER HOUR, DEPENDING ON REPAIRS AND SERVICES PERFORMED.

GM Vehicle Inquiry System Summary

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

Help

duramax diesel 3.73 front back

VIN :	1GCHK24266
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VEHICLE INFORMATION

Merchandising Model :	CK25903 -2006 SILVERADO 2500HD 4WD REG W/T			Warranty Start Date :		12/14/2005	
BARS Order Type :	70 - RETAIL - STOCK						
Delivering Dealer :	C AND O MOTORS, INC. PO BOX 111 SAINT ALBANS , WV 25177-0111 (304) 727-2921			Selling Source :		13 - CHEVROLET	
				Site Code :		09067	
				Business Associate Code :		112872	
Service Contract :	No	Branded Title :	Yes	Warranty Block :	Yes	PDI Status :	Paid

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC	06522	ENGINE GLOW PLUG SYSTEM CONCERN - REPROGRAM GLOW PLUG CONTROL MODULE	03/24/2006	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 LIMITED WARRANTY	12/14/2005	41 miles	12/14/2008	36041 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	12/14/2005	41 miles	12/14/2011	100041 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	12/14/2005	41 miles	12/14/2013	80041 miles
60/50000 FEDERAL EMISSION	12/14/2005	41 miles	12/14/2010	50041 miles
60/100000 GM DIESEL ENG IN LD VEH WITH \$100 DEDUCT AFTER BUMPER TO BUMPER LIMITED WARRANTY	12/14/2005	41 miles	12/14/2010	100041 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading



WHITE MOUNTAIN

Nissan, Buick, Pontiac, GMC

411 E. Deuce of Clubs • Show Low, AZ 85901 • 928-537-4201 • 1-800-833-0610



BUICK



PONTIAC

"COME EXPERIENCE THE DIFFERENCE"

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR CHAD	INVOICE DATE 12/14/07	INVOICE NO. [REDACTED]
[REDACTED] SHOW LOW, AZ	LABOR RATE	LICENSE NO.	MILEAGE 75,612
	YEAR / MAKE / MODEL 05/GMC/SIERRA 2500/2500 HD 4WD CREW	COLOR 7	
	STOCK NO. G14402	DELIVERY DATE 04/30/05	
	DELIVERY MILES 64	PRODUCTION DATE	
VEHICLE I.D. NO. 1GTHK23245F		SELLING DEALER NO.	DELIVERY MILES
F.T.E. NO.		P.O. NO.	DATE 11/28/07
RE [REDACTED]	COMMENTS		MO: 75612

JOB# 1 CHARGES

LABOR--
J# 1 47PNZ AXLE/DIFFERENTIAL TECH(S): 4013 468.00
CUSTOMER STATES THAT THE VEHICLE SEEMS LIKE ITS DRAGGING IN
THE FRONT END WHEN IN 4-WHEEL DRIVE.
AXLE SHAFT STUCK IN FRONT DIFF CANNOT REMOVE
EPLACED FRONT DIFF AND DIAG

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----
12741 D121266 12/14/07 RENTAL VEHICLE 798.00
TOTAL - SUBLET 798.00

JOB# 1 TOTALS-----
LABOR 468.00
SUBLET 798.00
JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 1266.00

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$1300.00 (+TAX)

COMMENTS-----
CUSTOMER HAS A NAC WARRANTY WITH 100.00 DEDUCT
WARRANTY AUTH # 62594104 AMMOUNT TO BE PAID BY WARRANTY 531.99
GET COUPONS FROM JIM TO COVER DEDUCT, WARRANTY IS PAYING 175.00
FOR RENTAL SERVICE IS TO PAY THE REST.

TOTALS-----
THANK YOU FOR HAVING YOUR VEHICLE SERVICE AT WHITE MOUNTAIN
NISSAN BUICK PONTIAC GMC! CUSTOMER SATISFACTION IS OUR #1
GOAL! IF WE HAVE NOT COMPLETELY MET YOUR EXPECTATIONS PLEASE
INFORM THE CASHIER SO A MEMBER OF OUR MANAGEMENT TEAM CAN
ASSIST YOU PROMPTLY!!
TOTAL LABOR.... 468.00
TOTAL PARTS.... 0.00
TOTAL SUBLET... 798.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00
TOTAL INVOICE \$ 1266.00

CUSTOMER SIGNATURE

DUPLICATE INVOICE

AS IS: The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit or income, or any other incidental damages.

TERM: STRICTLY CASH OR
ACCEPTABLE CREDIT CARD

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court costs.

11% per month (ANNUAL PERCENTAGE RATE 13%) interest charged on past due accounts.

LABOR CHARGES ARE BASED ON LABOR TIME GUIDES USED IN THE INDUSTRY. RATES RANGE FROM \$30 PER HOUR TO \$100 PER HOUR DEPENDING ON REPAIRS AND SERVICES PERFORMED.

X



WHITE MOUNTAIN

Nissan, Buick, Pontiac, GMC

411 E. Deuce of Clubs • Show Low, AZ 85901 • 928-537-4201 • 1-800-833-0610



BUICK



PONTIAC

"COME EXPERIENCE THE DIFFERENCE"

CELL:

CUSTOMER NO.	ADVISOR	INVOICE DATE
	EDGAR	04/22/08
	LABOR RATE	LICENSE NO.
		MILEAGE 84,748
	YEAR MAKE / MODEL	COLOR
	05/GMC/SIERRA 2500/2500 HD 4WD CREW	STEEL
	VEHICLE I.D. NO.	DELIVERY MILES
	1 G T H K 2 3 2 4 5 F	64
	F.T.E. NO.	SELLING DEALER NO.
		PRODUCTION DATE
	P.O. NO.	R 04/08/08
	COMMENTS	MO: 84748

JOB# 1 CHARGES

LABOR# 1 47PNZ AXLE/DIFFERENTIAL TECH(S): 4098 INTERNAL

GUEST STATES THE TRUCK DOESNT HAVE THE POWER IT SHOULD GOING
UPHILL..LOSS OF POWER SEE ATTACHED SHEETS
VERIFY GEAR RATIO FRONT AND REAR DIFF
SERVICE REAR DIFF.COUNT TEETH(41)PARTIAL DISASSEMBLE
FRONT DIFF.COUNT TEETH(41)SAME RATIO 373

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
	4	89021677	GEAR LUBR 8.800	
	1	067364	GASKET	
				TOTAL - PARTS
				INTERNAL 0.00

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION
	13589	123482	04/22/08	RENTAL
				TOTAL - SUBLET
				INTERNAL 0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	SSI	SHOP SUPPLIES	
			TOTAL - MISC
			INTERNAL 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS
K REEVES CASE SERVICE REQUEST # 71-617884818

TOTALS
THANK YOU FOR HAVING YOUR VEHICLE SERVICE AT WHITE MOUNTAIN
NISSAN BUICK PONTIAC GMC! CUSTOMER SATISFACTION IS OUR #1
GOAL! IF WE HAVE NOT COMPLETELY MET YOUR EXPECTATIONS PLEASE
INFORM THE CASHIER SO A MEMBER OF OUR MANAGEMENT TEAM CAN
ASSIST YOU PROMPTLY!!
TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00
TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

AS IS: The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.

TERM: STRICTLY CASH OR
ACCEPTABLE CREDIT CARD

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court costs.

1 1/2% per month (ANNUAL PERCENTAGE RATE-18%) interest charged on past due accounts.

LABOR CHARGES ARE BASED ON LABOR TIME GUIDES USED IN THE INDUSTRY. RATES RANGE FROM \$50 PER HOUR TO \$100 PER HOUR DEPENDING ON REPAIRS AND SERVICES PERFORMED.

X

04/24, called. GM guy told me I would
have to pay for it.

04/25/08

— District Mgr

1.1 - app - depot quote



Print - Close Window

Date: 8 Apr 2008 04:00:15 -0400
From: cac@gmc.com
Subject: RE: GMC Sierra Classic Owner Assistance
To: [REDACTED]

Service Request: [REDACTED]
Customer Relationship Specialist: Chris Roberts

GMC 537-4201

Jerry Almond
Jerry - Service
Mgt.

Dear [REDACTED]

Thank you for contacting the GMC Customer Assistance Center.

I do apologize for the delayed response. Your continued loyalty and patronage to GMC is very important to us. I recognize that this situation has caused you a great deal of frustration and inconvenience, and I hope that we can resolve this to your satisfaction in an effort to retain you as our customer.

Please consider this confirmation of our receipt of your e-mail. In addition, I have added the information you provided to service request [REDACTED], and sent a notification to Ms. Kay Reeves on your behalf. She is scheduled to call you later April 08, 2008, Tuesday, 9:00 a.m. to 11:00 a.m. Mountain Time to address the additional information provided.

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

Again, thank you for contacting GMC.

Hatch 800-354-2824
536-7234

Sincerely,

The GMC Consumer Support Team

Service Request# [REDACTED]

[SR: [REDACTED]]

THREAD ID: [REDACTED]

GMC
Chad
928 242-8472

-----Original Message-----

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 :	1GTHK23245
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VEHICLE INFORMATION

Merchandising Model :		TK25743 -2005 SIERRA 2500 HD 4WD CREW CAB		Warranty Start Date :		04/30/2005						
BARS Order Type :		70 - RETAIL - STOCK										
Delivering Dealer :		SHOW LOW PONTIAC, GMC, BUICK PO BOX 790 SHOW LOW , AZ 85902-0790 (928) 537-4201			Selling Source :		48 - GMC TRUCK					
					Site Code :		08029					
					Business Associate Code :		159743					
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

OnStar Equipped	No	OnStar Status	N/A	Refer to Help page for details or go to OnStar Online Enrollment (located on the "OnStar" tab in GM InfoNET) or (888)ONSTAR1 (888) 667-8271.		
XM Equipped	Yes	XM Radio ID	UJT880CK	XM Status	Active	Refer to Help page for details or: www.xmradio.gm.ca or Dealer Hotline 1.877.GET.XMST (1-877-438-9677).

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	04/30/2005	64 miles	04/30/2008	36064 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	04/30/2005	64 miles	04/30/2011	100064 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	04/30/2005	64 miles	04/30/2013	80064 miles
60/50000 FEDERAL EMISSION	04/30/2005	64 miles	04/30/2010	50064 miles
60/100000 GM DIESEL ENG IN LD VEH WITH \$100 DEDUCT AFTER BUMPER TO BUMPER LIMITED WARRANTY	04/30/2005	64 miles	04/30/2010	100064 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
07/31/2006	075829	#	Z7907 - COURTESY TRANSPORTATION - PARTS NOT AVAILABLE	44827 miles
07/31/2006	075829	#	T2020 - TOWING	44827 miles

05/03/2006	074524	#	J6354 - POWERTRAIN CONTROL MODULE ENGINE REPROGRAMMING WITH SPS	37759 miles
05/03/2006	074524	#	N4199 - INSTRUMENT CLUSTER REPROGRAMMING WITH SPS	37759 miles
03/15/2006	073631	#	R4490 - TRANSMITTER, REMOTE DOOR/REAR COMPARTMENT LOCK - REPLACE	33362 miles
01/10/2006	072511	#	J5774 - RADIATOR, CHARGED AIR COOLER - REPLACE	27541 miles
12/28/2005	072277	#	E7700 - SHAFT, STEERING INTERMEDIATE - REPLACE	26365 miles
12/08/2004	A74085	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

From: [REDACTED]
Sent: 4/4/2008 08:45:56 PM
To: cac@GMC.com
Subject: GMC Sierra Classic Owner Assistance

What is the Nature
of your concern? : Vehicle Concern

Message : One dealership White Mountain GMC
put in their wrong differential
carrier axle for my truck. Another
dealership noticed the problem.

VIN : 1GTHK23245 [REDACTED]

Vehicle : 2005 Sierra Classic

Preferred Dealer : Hatch Notor

Is this a GM
Authorized Dealer : Yes

Name of your
contact at the
dealership : Leonard

When was your
last visit to
the dealership : 4-4-08

Current Mileage : 84000

Name : [REDACTED]

Email Address : [REDACTED]

Address : [REDACTED]

: Show Low, AZ [REDACTED]

Depending on the
nature of your
concern, to assist
you in a timelier
manner, may we
contact you
via Phone : Yes

What is the
best time of
day to reach you : 0900-1700

Phone Number : [REDACTED]
ex.

263 MPI

HATCH MOTOR CO. INC./HATCH GMC TRUCK/HATCH'S SAW & CYCLE INC.
P.O. BOX 540
SNOWFLAKE, AZ 85937
(928) 536-7234

263 MPI **129917**

263X H B 4000
1-58
4400
2.72
37.3

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/M	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/M	TOTAL
1CHZ	LUBE/OIL/FILTER	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MI/AGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/20/08	128169	81249	43490	41826	C	01CHZ	LUBE/OIL/FILTER
				41826	C	18CHZ04	REPLACE FUEL FILTER
10/05/07	122671	72700	43490	41826	C	01CHZ	LUBE/OIL/FILTER
				41826	C	18CHZ04	REPLACE FUEL FILTER

SALESPERSON NO.

S E R V I C E

STATE REG#.

VEHICLE ID NO. 1GTHK23245		YEAR/MAKE/MODEL 05/GMC/SIERRA 2500/		PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO. 129917
CUSTOMER NO.		SERVICE CONTRACT		DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE 04/03/08
COLOR BLACK/		CONTRACT NO.		EXPIRATION DATE	EXPIRATION MILES	MC NO.	
TURBO	MMAC	AIR COND.	P.S.	TRANS	MI/AGE 84,633	ADVISOR NO. 43490	ADVISOR EDY
REPAIR REQUEST		SUPPLIER PHONE		I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.			
TIME RECEIVED 11:00am	DATE/TIME PROMISE 04/03/08 06:30pm	PRIORITY		LABOR RATE 85.00			
APPOINTMENT ☐ Yes ☒ No		X					

4 C 28CHZ A/C SYSTEM CUSTOMER STATES DRIVERS SIDE VENT BLOWS COLD AIR, PASSENGER SIDE BLOWS HOT AIR, WITH AIR ON <i>130268 -</i> <i>130414 -</i> <i>130408 -</i>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td>ESTIMATE</td> <td>ORIGINAL ESTIMATE</td> <td>CUSTOMERS ACCEPTANCE</td> </tr> <tr> <td>WRITTEN ESTIMATE</td> <td>\$</td> <td>\$</td> </tr> <tr> <td>ORAL ESTIMATE</td> <td></td> <td>INITIAL HERE</td> </tr> <tr> <td>I DO NOT REQUEST AN ESTIMATE</td> <td>\$</td> <td>DATE</td> </tr> <tr> <td></td> <td></td> <td>TIME</td> </tr> <tr> <td></td> <td></td> <td>BY</td> </tr> </table>	ESTIMATE	ORIGINAL ESTIMATE	CUSTOMERS ACCEPTANCE	WRITTEN ESTIMATE	\$	\$	ORAL ESTIMATE		INITIAL HERE	I DO NOT REQUEST AN ESTIMATE	\$	DATE			TIME			BY
ESTIMATE	ORIGINAL ESTIMATE	CUSTOMERS ACCEPTANCE																	
WRITTEN ESTIMATE	\$	\$																	
ORAL ESTIMATE		INITIAL HERE																	
I DO NOT REQUEST AN ESTIMATE	\$	DATE																	
		TIME																	
		BY																	
5 C 04CHZ BRAKES CUSTOMER WOULD LIKE US TO CHECK FRONT AND BACK BRAKES SAYS THEY SEEM MUSHY/SOFT <i>needs to turn Rear Pedals and Inspect Pads</i>	In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly of partially completed work. Such charges will be directly related to the actual amount of labor or parts involved in the inspection, repair, or service. The Selling Dealer hereby expressly disclaims all warranties either expressed or implied including any implied warranty of merchantability or fitness for a particular purpose, and The Selling Dealer, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the parts listed.																		
6 C 27CHZ BELTS CUSTOMER WOULD LIKE US TO REPLACE SERPENTINE BELT <i>need new belt</i>	ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE. SHOP MATERIALS A charge equivalent to 6% of the total labor charge up to \$15.00 is included for supplies used on your vehicle. Applicable supply items are: nuts, bolts, washers, tape, pins, aerogray, shims, solvents, mags, carburetor cleaners, towels, battery cleaners, the window sealers, etc. If the vehicle described herein is not called for within three (3) days after notice is given, a storage charge of \$5.00 per day will be made for each day thereafter.																		

	Call	Part #	Group	Description	Usage	Year	Qty	Pkg	H
2005 K1,2,3 DIFFERENTIAL CARRIER/FRONT AXLE PART 1 ASSEMBLY (EXC B4U,NP3,NR3,NR4,Y91)									
▶ GT4 - AXLE,REAR,3.73 RATIO									
☐	 001	 15852368	06.008	AXLE, FRT(3.73 RATIO)(SEE GROUP 06.000 "DIFFERENTIAL CARRIER/FRONT AXLE PART 2" FOR DETAILED ILLUSTRATED VIEW)	K2, 3(LLY, LQ4, L18, GT4)	2005-2005	01		

04/09

GMC WMT.

they counted teeth. did not take the whole front differential apart.

I asked for paper work on the 11-28/07 ~~ap~~ differential

Terry said he had to get a hold of secretary.

I asked for paper receipt on 4-4-08

★

RO 84600

NAC National Auto Care

800 548-1875

575 Westar Crossing

Westerville, OH 43082

04/11/08

10:00.

11:00

- GMC customer service called,
stated that they have two different
stories from both dealerships.

4-11-08

contacted NAC

800-548-1875

claim #

part came out of Chevrolet Silverado

2500

15,000 miles on part.

75,000 Tail
mine

Vin # 51GC4K34266E

4-11-08

White Mt. GMC

Jeremy called and said they have
the right part # in vehicle.

Confirmed with GM

I asked Jeremy if the part came out
of a duramax diesel, ~~tail~~ HD

He said it came out of a 2500. chevy
or something he said.

Edgar said truck was done.

* I asked Jeremy if he looked at the
transfer case. ~~to~~ No they did not look
at it.

4/11~~4~~/08

Picked up touch GMC show low.
Got home lifted the hood, noticed
no transmission dipstick.

14/03/2008

HISTORY LISTING

3010

4:05:26

PAGE 1

CUSTOMER NAME : [REDACTED] SERIAL NO. : 16THK2324 [REDACTED]

L.O NO. : 85430 R.O DATE : 01/30/2008 R.O TYPE : S
MILEAGE : 79250 ADVISOR NO. : 4057OB NUMBER : 1 OPERATION 02PNZ OP. DESC. MISC. SPECIALS
ALE TYPE : C TECHNICIAN NO(S). 4017
COMPLAINT : CUSTOMER STATES THAT WIPER ARM INOP
CORRECTION : MADE REPAIR TO WIPER ARM
AT NO CHARGE TO GUESTL.O NO. : 84600 R.O DATE : 11/28/2007 R.O TYPE : S
MILEAGE : 75612 ADVISOR NO. : 4004OB NUMBER : 1 OPERATION 47PNZ OP. DESC. AXLE/DIFFERENTIAL
ALE TYPE : C TECHNICIAN NO(S). 4013
COMPLAINT : CUSTOMER STATES THAT THE VEHICLE SEEMS LIKE ITS DRAGGING IN
THE FRONT END WHEN IN 4-WHEEL DRIVE.
CAUSE : AXLE SHAFT STUCK IN FRONT DIFF CANNOT REMOVE
CORRECTION : REPLACED FRONT DIFF AND DIAGCOMMENTS : CUSTOMER HAS A NAC WARRANTY WITH 100.00 DEDUCT
WARRANTY AUTH # 62534104 AMMOUNT TO BE PAID BY WARRANTY 531.99
GET COUPONS FROM JIM TO COVER DEDUCT, WARRANTY IS PAYING 175.00
FOR RENTAL SERVICE IS TO PAY THE REST.L.O NO. : 84440 R.O DATE : 11/15/2007 R.O TYPE : S
MILEAGE : 75500 ADVISOR NO. : 4057OB NUMBER : 1 OPERATION 11PNZ04 OP. DESC. FLUID LEAK-ENGINE
ALE TYPE : C TECHNICIAN NO(S). 4013
COMPLAINT : CUSTOMER STATES THAT FLUID IS LEAKING FROM ENGINE
CAUSE : FOUND ONLY RESIDUE COMMIN OUT OF WIRE LOOM
CORRECTION : SPRAYED WITH CLEANERL.O NO. : 84114 R.O DATE : 10/24/2007 R.O TYPE : S
MILEAGE : 74376 ADVISOR NO. : 4004OB NUMBER : 1 OPERATION 11PNZ04 OP. DESC. FLUID LEAK-ENGINE
ALE TYPE : C TECHNICIAN NO(S). 4013
COMPLAINT : CUSTOMER STATES THAT THERE IS A FLUID LEAK FROM ENGINE
AREA.
CAUSE : FOUND BOTH HIGH PRESSURE LINES OF THE HYDROBOOST LEAKING,
FOUND RIGHT FRONT INNER AXLE SEAL LEAKING AND THE LEFT FRONT
AXLE SEAL LEAKING.
CORRECTION : REMOVED AND REPLACED BOTH HIGH PRESSURE LINES FROM THE HYDRO
BOOST, REMOVED AND REPLACED RIGHT FRONT INNER AXLE SEAL AND11-28-07
← Axle differential
stuck.
replaced front differential

← leak axle

← leak Front axle

LEFT FRONT AXLE SEAL.

JB NUMBER : 2 OPERATION 12PNZ OP. DESC. DRIVEABILITY/FUEL
LE TYPE : C TECHNICIAN NO(S). 4013
MPLAINT : CUSTOMER STATES THAT ENGINE HAS LOST POWER
WHEN TOWING ALSO TRAW AND ENGINE TEMPS ARE GETTING HIGH
IRRECTION : SCANNED NO CODES CHECKED FUEL FILTER O.K. CHECKED FUEL
PRESSURE O.K. NOTHING FOUND AT THIS TIME.

Loss power 7/6/24/07

JB NUMBER : 3 OPERATION 46PNZ OP. DESC. WHEELS/TIRES
LE TYPE : C TECHNICIAN NO(S). 4013
MPLAINT : CUSTOMER STATES THAT RIGHT REAR PASSENGER RIM IS BENT
IRRECTION : FOUND A SET OF FOUR RIMS WILL SELL FOR 250.00

JB NUMBER : 4 OPERATION 47PNZ06 OP. DESC. DIFF FLUID SERVICE
LE TYPE : C TECHNICIAN NO(S). 4013
MPLAINT : CUSTOMER STATES SERVICE FRONT AND REAR DIFFERENTIALS
IRRECTION : SERVICED BOTH FRONT AND REAR DIFFERENTIALS.

JB NUMBER : 5 OPERATION 30PNZ09 OP. DESC. TRANSF CASE CONCERN
LE TYPE : C TECHNICIAN NO(S). 4013
MPLAINT : CUSTOMER STATES SERVICE TRANSFER CASE.
IRRECTION : SERVICED TRANSFERCASE.

Transfer case ?

JB NUMBER : 6 OPERATION 46PNZ01 OP. DESC. WHEEL/TIRE CONCERN
LE TYPE : C TECHNICIAN NO(S). 4013
MPLAINT : SEE IF WE HAVE A USED RIM, CHECK SHACKLES.
IRRECTION : CHECKED SHACKLES DIDNT SEE ANY PROBLEM.

REMARKS : CUSTOMER HAS A NAC WARRENTY WITH 100.00 DEDUCT
WARRENTY WILL PAY \$656.60 AUTH # 62108103
FAX TO 614-839-7933 ATTENTION CHECK PAY
CUSTOMER PAY AMMOUNT IS 326.47
WARRENTY IS TO PAY ONE DAY RENTAL \$35.00 SERVICE IS TO PAY THE
REMAINDER.

\$326.47

O NO. : 80714 R.O DATE : 04/30/2007 R.O TYPE : S
MILEAGE : 62229 ADVISOR NO. : 4016

JB NUMBER : 1 OPERATION 12PNZ08 OP. DESC. FLUID LEAK-ENGINE
LE TYPE : C TECHNICIAN NO(S). 4019
MPLAINT : CUSTOMER STATES FLUID LEAK COMING FROM FRONT OF ENGINE
CHECK AND ADVISE
IRRECTION : REPLACE LEAKING R/F AXLE SEAL

Leak axle

JB NUMBER : 2 OPERATION 00PNZ OP. DESC. QUICK SERVICE
LE TYPE : I TECHNICIAN NO(S). 4019

1/03/2008

HISTORY LISTING

3010

1:05:26

PAGE 3

IMPLAINT : PERFORM MULTIPPOINT INSPECTION

IRRECTION : INSPECT

MENTS : CUSTOMER HAS A PINNACLE EXTENDED WARRANTY

CUSTOMER HAS A \$100.00 DEDUCTIBLE

CONTRACT

60 MONTHS 100000 MILES

CUSTOMER PAYS \$100.00

AUTHORIZATION

AUTHORIZED AMOUNT \$325.48 LESS \$100.00 DED IS \$225.48

O NO. : 80639

R.O DATE : 04/25/2007

R.O TYPE : S

MILEAGE : 61874

ADVISOR NO. : 4016

JB NUMBER : 1 OPERATION 02PNZ01 OP. DESC. LUBE OIL FILTER

ILE TYPE : C TECHNICIAN NO(S). 4019

IMPLAINT : LUBE, OIL, FILTER

USE : SCHL MAINT.

IRRECTION : LUBE CHASSIS, CHANGED OIL AND FILTER
CHECKED ALL FLUIDS

JB NUMBER : 2 OPERATION 10PNZ04 OP. DESC. FUEL FILTER

ILE TYPE : C TECHNICIAN NO(S). 4019

IMPLAINT : CUSTOMER STATES REPLACE FUEL FILTER

IRRECTION : FUEL FILTER REPLACED

JB NUMBER : 3 OPERATION 00PNZ OP. DESC. QUICK SERVICE

ILE TYPE : I TECHNICIAN NO(S). 4019

IMPLAINT : PERFORM 24-POINT MAINTENANCE FREE INSPECTION

IRRECTION : INSPECT

JB NUMBER : 4 OPERATION 10PNZ01 OP. DESC. DRIVEABILITY CONCERN

ILE TYPE : C TECHNICIAN NO(S). 4019

IMPLAINT : CUSTOMER STATES VEHICLE MAKES A CLICKING/CLUNKING NOISE
WHEN TURNING TO RIGHT AND LEFT. CHECK AND ADVISE

IRRECTION : CANNOT DUPLICATE

JB NUMBER : 5 OPERATION 30PNZ03 OP. DESC. TRANSMISSION SERVICE

ILE TYPE : C TECHNICIAN NO(S). 4019

IMPLAINT : CUSTOMER REQUESTS US TO DRAIN AND FILL TRANS/REPLACE FILTER

IRRECTION : REPLACE TRANS FILTER & DRAIN & REFILL TRANS

O NO. : 70264

R.O DATE : 12/05/2006

R.O TYPE : S

MILEAGE : 54292

ADVISOR NO. : 4016

JB NUMBER : 1 OPERATION 02PNZ01 OP. DESC. LUBE OIL FILTER

noise steering

Transmission
replace filter

4/25/

/03/2008

HISTORY LISTING

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LE TYPE : C TECHNICIAN NO(S). 4008
MPLAINT : LUBE,OIL,FILTER
USE : SCHL MAINT.
RRECTION : LUBE CHASSIS, CHANGED OIL AND FILTER
CHECKED ALL FLUIDS

B NUMBER : 2 OPERATION 10PNZ04 OP. DESC. FUEL FILTER
LE TYPE : C TECHNICIAN NO(S). 4008
MPLAINT : CUSTOMER STATES REPLACE FUEL FILTER
RRECTION : FUEL FILTER REPLACED

B NUMBER : 3 OPERATION 21PNZ01 OP. DESC. COOLING SYS CONCERN
LE TYPE : C TECHNICIAN NO(S). 4008
MPLAINT : PERFORM WINTERIZING SPECIAL \$69.95
USE : ?
RRECTION : DONE. DRAIN & REFILL
ORIGINAL : DONE. DRAIN & REFILL
RRECTION

cooling system

B NUMBER : 4 OPERATION 00PNZ OP. DESC. QUICK SERVICE
LE TYPE : I TECHNICIAN NO(S). 4008
MPLAINT : PERFORM MULTIPPOINT INSPECTION/PLEASE CHECK BRAKES
RRECTION : DONE
ORIGINAL : DONE
RRECTION

B NUMBER : 5 OPERATION 21PNZ02 OP. DESC. COOLING SYS CONCERN
LE TYPE : C TECHNICIAN NO(S). 4008
MPLAINT : CUSTOMER STATES LOW COOLANT LIGHT IS ON. CHECK AND ADVISE
END
USE : ?
RRECTION :

12/2006

B NUMBER : 6 OPERATION 21PNZ04A OP. DESC. BELTS
LE TYPE : C TECHNICIAN NO(S). 4008
MPLAINT : CUSTOMER REQUESTS US TO REPLACE SERPENTINE BELT
RRECTION : DONE.
ORIGINAL : DONE.
RRECTION

Serpentine belt.

O NO. : 76513 R.O DATE : 08/30/2006 R.O TYPE : S
MILEAGE : 47187 ADVISOR NO. : 4032

B NUMBER : 1 OPERATION 45PNZ OP. DESC. STEERING/SUSPENSION
LE TYPE : C TECHNICIAN NO(S). 4019
MPLAINT : CUSTOMER STATES THAT WHEN GOING DOWN BUMPY ROAD YOU CAN
FEEL A CLUNK IN THE STEERING WHEEL CHECK AND ADVISE

← steering

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IRRECTION : HAD TO ORDER SHAFTS
ORIGINAL : HAD TO ORDER SHAFTS
IRRECTION

IB NUMBER : 2 OPERATION 02PNZ01 OP. DESC. LUBE OIL FILTER
ILE TYPE : C TECHNICIAN NO(S). 4019
IMPLAINT : LUBE,OIL,FILTER
IUSE : SCHL MAINT.
IRRECTION : LUBE CHASSIS, CHANGED OIL AND FILTER
CHECKED ALL FLUIDS

IB NUMBER : 3 OPERATION 10PNZ04 OP. DESC. FUEL FILTER
ILE TYPE : C TECHNICIAN NO(S). 4019
IMPLAINT : CUSTOMER STATES REPLACE FUEL FILTER
IRRECTION : FUEL FILTER REPLACED

D NO. : 75829 R.O DATE : 07/24/2006 R.O TYPE : S
MILEAGE : 44827 ADVISOR NO. : 2670

IB NUMBER : 1 OPERATION 10PNZ06 OP. DESC. CHECK ENGINE LIGHT
ILE TYPE : W TECHNICIAN NO(S). 2688
IMPLAINT : CUSTOMER STATES ENGINE LIGHT IS ON. LOST POWER CANNOT GO OVE
R 15MPH. CHECK AND ADVISE.
IUSE : CONFIRMED CUST CONCERN FOUND LOOSE CONNECTION AT FICM
DIAG .
IRRECTION : NEC. TO REPAIR CONNECTION
N6606
ORIGINAL : NEC. TO REPAIR CONNECTION
IRRECTION

** Loss of power*

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
N6606

D NO. : 75748 R.O DATE : 07/18/2006 R.O TYPE : S
MILEAGE : 44732 ADVISOR NO. : 122

IB NUMBER : 1 OPERATION 10PNZ OP. DESC. DRIVEABILITY/FUEL
ILE TYPE : W TECHNICIAN NO(S). 2688
IMPLAINT : CUSTOMER STATES THAT TRUCK HAS NO POWER AND WILL NOT GO OVER
15MPH AND RPM WILL NOT GO OVER 2000 AND THERE IS A KNOCK IN
IN THE ENGINE WHEN IT IS RUNNING ALSO THE CHECK ENGINE LIGHT
IS ON CHECK AND ADVISE CUSTOMER HAS NAC EXTENDED WARRANTY
IUSE : DUPLICATED CUST CONCERN. CHECKED CODES FOUND P2002,P2164
DIAG FOUND POOR CONNECTION AT FICM
IRRECTION : NEC. TO REPAIR CONNECTION AT FICM MAIN HARNESS 40 PIN
CONNECTOR FOR CYL.2,3,5,8.

** 15 mph loss of power*

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WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
L1225

REMARKS : NOTE REG. DLH FOR ADD. FUEL SYS. DIAG.
100.00 FOR DIESEL PAST 36,000 DUE

O NO. : 75259 R.O DATE : 06/15/2006 R.O TYPE : S
MILEAGE : 41887 ADVISOR NO. : 2670

B NUMBER : 1 OPERATION 02PNZ01 OP. DESC. LUBE OIL FILTER
LE TYPE : C TECHNICIAN NO(S). 2684
COMPLAINT : LUBE OIL FILTER
USE : SCHL MAINT.
ACTION : LUBE CHASSIS, CHANGED OIL AND FILTER
CHECKED ALL FLUIDS

B NUMBER : 2 OPERATION 10PNZ04 OP. DESC. FUEL FILTER
LE TYPE : C TECHNICIAN NO(S). 294
COMPLAINT : CUSTOMER STATES REPLACE FUEL FILTER
ACTION : FUEL FILTER REPLACED

O NO. : 74524 R.O DATE : 05/03/2006 R.O TYPE : S
MILEAGE : 37759 ADVISOR NO. : 122

B NUMBER : 1 OPERATION 00PNZ OP. DESC. QUICK SERVICE
LE TYPE : C TECHNICIAN NO(S). 133
COMPLAINT : RECALIBRATE TIRE SIZE TO 265/75/16
USE : CUSTOMER REQUEST
ORIGINAL : CUSTOMER REQUEST
USE :
ACTION : RECALIBRATE TIRE SIZE IN EBCM TO LT265/75R16
ORIGINAL : RECALIBRATE TIRE SIZE IN EBCM TO LT265/75R16
ACTION :

B NUMBER : 2 OPERATION 10PNZ OP. DESC. DRIVEABILITY/FUEL
LE TYPE : C TECHNICIAN NO(S). 133
COMPLAINT : CUSTOMER STATES THAT TRUCK HAS LACK OF POWER WHEN GOING UP
HILLS AND WHEN TRYING TO PASS SOME ONE
USE : SCAN ALL MODULES, NO DTC'S, CHECK OVER, TEST/DRIVE VEHICLE
DIAGNOSIS FOUND FUEL FILTER SLIGHTLY RESTRICTED(SIN. VAC)
ACTION : R&R AND REPLACE FUEL FILTER, PRIME FUEL SYSTEM AND RETEST
NOW HAS (3IN.) VACUUM, O.K.

B NUMBER : 3 OPERATION 10PNZ01 OP. DESC. DRIVEABILITY CONCERN
LE TYPE : W TECHNICIAN NO(S). 133
COMPLAINT : CUSTOMER STATES THAT TRUCK SURGES WHILE AT IDLE CHECK AND
ADVISE
USE : FOUND UPDATED CALIBRATIONS FOR PCM, LABOR OP J6354 PLUS DIAG.



Loss of power

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ORIGINAL : FOUND UPDATED CALIBRATIONS FOR PCM, LABOR OP J6354 PLUS DIAG.
USE
REACTION : REPROGRAM PCM, CLEAR DTC'S AND RECHECK
ORIGINAL : REPROGRAM PCM, CLEAR DTC'S AND RECHECK
REACTION

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
J6354

JB NUMBER : 4 OPERATION 52PNZ07 OP. DESC. INSTRUMENT CLUSTER
LE TYPE : W TECHNICIAN NO(S). 133
COMPLAINT : CUSTOMER STATES THAT DIC ON INSTRUMENT CLUSTER DOES NOT
LIGHT UP CHECK AND ADVISE
USE : FOUND UPDATES FOR I.P.C. TO CORRECT, LABOR OP N4199 PLUS DIAG.
ORIGINAL : FOUND UPDATES FOR I.P.C. TO CORRECT, LABOR OP N4199 PLUS DIAG.
USE
REACTION : REPROGRAM I.P.C. AND RECHECK (O.K.)
ORIGINAL : REPROGRAM I.P.C. AND RECHECK (O.K.)
REACTION

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
N4199

REMARKS : JEREMY IS A-AUTHORIZING REPROGRAMS FOR TRUCK

JO NO. : 74290 R.O DATE : 04/25/2006 R.O TYPE : S
MILEAGE : 37054 ADVISOR NO. : 2570

JB NUMBER : 1 OPERATION 45PNZ01 OP. DESC. WHEEL/TIRE CONCERN
LE TYPE : C TECHNICIAN NO(S). 122
COMPLAINT : CUSTOMER STATES VEHICLE HAS A VIBRATION/WOBBLE AT 40
TO 50MPH CHECK AND ADVISE
REACTION : CHECKED ALL TIRES FOUND THAT L/F TIRE HAD 90LBS OF
ROAD FORCE BAD TIRE R/F HAD 64 LBS OF ROAD FORCE
BAD TIRE L/R HAD 67 LBS OF ROAD FORCE BAD TIRE
R/R HAD 50LBS OF ROAD FORCE BAD TIRE FOUND THAT
ALL TIRES ARE OUT OF ROUND AND CAUSING VIBRATION

JB NUMBER : 2 OPERATION 40PNZ01 OP. DESC. BRAKE CONCERN
LE TYPE : C TECHNICIAN NO(S). 122 294
COMPLAINT : CUSTOMER STATES EMERGENCY BRAKE SEEMS LOOSE. CHECK AND
ADVISE
REACTION : RAND R REAR BRAKES ADJUST EBRAKE SHOES
ORIGINAL : RAND R REAR BRAKES ADJUST EBRAKE SHOES
REACTION

JO NO. : 74243 R.O DATE : 04/18/2006 R.O TYPE : S
MILEAGE : 36732 ADVISOR NO. : 2670

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JB NUMBER : 1 OPERATION 46PNZ01 OP. DESC. WHEEL/TIRE CONCERN
JLE TYPE : I TECHNICIAN NO(S). 122
JMLAINT : CUSTOMER STATES AT SPEEDS OF 40 TO 45MPH VEHICLE HAS A
VIBRATION. CHECK AND ADVISE.
JUSE : FOUND THAT TIRES WERE ALL IN BALANCE BUT YOU COULD
SEE TIRE WOBBLE ON THE MACHINE AND TIRES ARE WEARING
ON THE OUTSIDE EDGE CAUSING VIBRATION
JRECTION : PUT TIRES BACK ON RETEST DROVE TRUCK STILL VIBRATES
AT LOW SPEEDS CUSTOMER HAS BAD TIRES ON TRUCK

← wheel

O NO. : 74040 R.O DATE : 04/06/2006 R.O TYPE : S
MILEAGE : 35402 ADVISOR NO. : 3410

JB NUMBER : 1 OPERATION 02PNZ01 OP. DESC. LUBE OIL FILTER
JLE TYPE : C TECHNICIAN NO(S). 122
JMLAINT : LUBE,OIL,FILTER
JUSE : SCHL MAINT.
JRECTION : LUBE CHASSIS, CHANGED OIL AND FILTER
CHECKED ALL FLUIDS

JB NUMBER : 2 OPERATION 10PNZ04 OP. DESC. FUEL FILTER
JLE TYPE : C TECHNICIAN NO(S). 122 254
JMLAINT : CUSTOMER STATES REPLACE FUEL FILTER
JRECTION : FUEL FILTER REPLACED

JB NUMBER : 3 OPERATION 46PNZ03 OP. DESC. BALANCE WHEELS/TIRES
JLE TYPE : C TECHNICIAN NO(S). 122
JMLAINT : ROAD FORCE AND BALANCE.
JRECTION : PERFORMED ROADFORCE AND BALLANCE.
JIGINAL : PERFORMED ROADFORCE AND BALLANCE.
JRECTION

O NO. : 73631 R.O DATE : 03/15/2006 R.O TYPE : S
MILEAGE : 33362 ADVISOR NO. : 2670

JB NUMBER : 1 OPERATION 52PNZ10 OP. DESC. SECURITY SYSTEM
JLE TYPE : W TECHNICIAN NO(S). 2642
JMLAINT : KEY FOB #1 DOES NOT WORK/INTERMITTENT. KEY FOBs CHECKED
OUT GOOD. CHECK AND ADVISE.
JUSE : NO 1 FOB BAD
JIGINAL : NO 1 FOB BAD
JUSE
JRECTION : R4490 REPLACE & PROGRAM FOB
JIGINAL : R4490 REPLACE & PROGRAM FOB
JRECTION

←

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105:26

HISTORY LISTING

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RRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
R4490

O NO. : 73105 R.O DATE : 02/13/2006 R.O TYPE : S
MILEAGE : 30257 ADVISOR NO. : 2670

B NUMBER : 1 OPERATION 02PNZ01 OP. DESC. LUBE OIL FILTER
LE TYPE : C TECHNICIAN NO(S). 122
MPLAINT : LUBE,OIL,FILTER
USE : SCHL MAINT.
TRUCK NEEDS NEW AIR FILTER
RRECTION : LUBE CHASSIS, CHANGED OIL AND FILTER
CHECKED ALL FLUIDS

B NUMBER : 2 OPERATION 10PNZ04 OP. DESC. FUEL FILTER
LE TYPE : C TECHNICIAN NO(S). 122
MPLAINT : CUSTOMER STATES REPLACE FUEL FILTER
RRECTION : FUEL FILTER REPLACED

B NUMBER : 3 OPERATION 40PNZ01 OP. DESC. BRAKE CONCERN
LE TYPE : C TECHNICIAN NO(S). 122
MPLAINT : CUSTOMER STATES BRAKES ARE SQUEAKING. CHECK AND ADVISE.
RRECTION : CHECKED BRAKES THEY ARE ALL FINE AT THIS TIME
SQUEEK IS NORMAL DUE TO BRAKE DUST

O NO. : 72511 R.O DATE : 01/10/2006 R.O TYPE : S
MILEAGE : 27541 ADVISOR NO. : 2670

B NUMBER : 1 OPERATION 11PNZ04 OP. DESC. FLUID LEAK-ENGINE
LE TYPE : W TECHNICIAN NO(S). 276
MPLAINT : CUSTOMER STATES VEHICLE HAS A FLUID LEAK COMING FROM ENGINE.
INSTALL SOP PARTS.
USE : FOUND THE CHARGE AIR COOLER LEAKING RESIDUAL OIL FROM THE
LOWER RIGHT CORNER
RRECTION : REPLACE CHARG AIR COOLER J5774
IBINAL : REPLACE CHARG AIR COOLER J5774
RRECTION

RRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
J5774

O NO. : 72290 R.O DATE : 12/29/2005 R.O TYPE : S
MILEAGE : 26396 ADVISOR NO. : 3410

B NUMBER : 1 OPERATION 11PNZ04 OP. DESC. FLUID LEAK-ENGINE
LE TYPE : W TECHNICIAN NO(S). 276

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105125

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COMPLAINT : CUSTOMER STATES THAT THERE IS A FLUID LEAK COMING FROM THE
ENGINE AREA UNDERNEATH THE RIGHT SIDE FRONT.
USE : FOUND THE CHARGE AIR COOLER WITH A LEAK LETTING RESIDUAL
OIL TO SEEP FROM THE HOLE
RECTION : ORDERD PARTS
ORIGINAL : ORDERD PARTS
RECTION

RO NO. : R.O DATE : 12/28/2005 R.O TYPE : S
MILEAGE : 26365 ADVISOR NO. : 2410

IB NUMBER : 1 OPERATION 45PNZ OP. DESC. STEERING/SUSPENSION
ILE TYPE : W TECHNICIAN NO(S). 294
COMPLAINT : CUSTOMER STATES WE HAVE SOP PARTS IN NEED TO INSTALL SOP
PARTS FOR THE FRONT END
RECTION : REPLACED INTERMEDIATE SHAFT
E7700

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
E7700

RO NO. : R.O DATE : 12/21/2005 R.O TYPE : S
MILEAGE : 25500 ADVISOR NO. : 2670

IB NUMBER : 1 OPERATION 02PNZ01 OP. DESC. LUBE OIL FILTER
ILE TYPE : C TECHNICIAN NO(S). 122
COMPLAINT : LUBE,OIL,FILTER
USE : SCHL MAINT.
RECTION : LUBE CHASSIS, CHANGED OIL AND FILTER
CHECKED ALL FLUIDS

IB NUMBER : 2 OPERATION 45PNZ01 OP. DESC. STEERING CONCERN
ILE TYPE : W TECHNICIAN NO(S). 294
COMPLAINT : CUSTOMER STATES WHEN TURNING VEHICLE IS MAKING A CLUNKING
NOISE ALSO ON BUMPY ROADS. CHECK AND ADVISE.
RECTION : PARTS ARE ON ORDER
ORIGINAL : PARTS ARE ON ORDER
RECTION

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

RO NO. : 71358 R.O DATE : 11/07/2005 R.O TYPE : S
MILEAGE : 20334 ADVISOR NO. : 3410

IB NUMBER : 1 OPERATION 02PNZ01 OP. DESC. LUBE OIL FILTER

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LE TYPE : C TECHNICIAN NO(S). 122
MPLAINT : LUBE,OIL,FILTER
USE : SCHL MAINT.
RRECTION : LUBE CHASSIS, CHANGED OIL AND FILTER
CHECKED ALL FLUIDS

B NUMBER : 2 OPERATION 46PNZ05 OP. DESC. ROTATE AND BALANCE
LE TYPE : C TECHNICIAN NO(S). 122
MPLAINT : CUSTOMER REQUESTS TIRES ROTATED AND BALANCED
CUSTOMER HAS A COUPON FOR \$39.95 WITH FREE BRAKE INSPECTION.
RRECTION : ROTATED AND BALANCED TIRES CHECKED BRAKES FOUND THAT
BRAKES ARE GOOD ALL THE WAY AROUND

B NUMBER : 3 OPERATION 10PNZ04 OP. DESC. FUEL FILTER
LE TYPE : C TECHNICIAN NO(S). 122
MPLAINT : CUSTOMER STATES REPLACE FUEL FILTER
RRECTION : FUEL FILTER REPLACED

D NO. : 70473 R.O DATE : 09/21/2005 R.O TYPE : S
MILEAGE : 17018 ADVISOR NO. : 122

B NUMBER : 1 OPERATION 02PNZ01 OP. DESC. LUBE OIL FILTER
LE TYPE : C TECHNICIAN NO(S). 2662
MPLAINT : LUBE,OIL,FILTER
USE : SCHL MAINT.
RRECTION : LUBE CHASSIS, CHANGED OIL AND FILTER
CHECKED ALL FLUIDS

B NUMBER : 2 OPERATION 46PNZ04 OP. DESC. ROTATE TIRES
LE TYPE : C TECHNICIAN NO(S). 2662
MPLAINT : CUSTOMER REQUESTS TIRE ROTATION
CHECK BRAKES
RRECTION : ROTATED TIRES 70 PSI BRAKES ARE GOOD 85%R 90%F.
120 TORQUE ON ALL 4 TIRES.

D NO. : 69368 R.O DATE : 07/29/2005 R.O TYPE : S
MILEAGE : 12235 ADVISOR NO. : 622

B NUMBER : 1 OPERATION 02PNZ01 OP. DESC. LUBE OIL FILTER
LE TYPE : I TECHNICIAN NO(S). 122
MPLAINT : LUBE,OIL,FILTER
CHANGE AIR FILTER
USE : SCHL MAINT.
REPLACED AIR FILTER
RRECTION : LUBE CHASSIS, CHANGED OIL AND FILTER
CHECKED ALL FLUIDS

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O NO. : 68895 R.O DATE : 07/07/2005 R.O TYPE : S
MILEAGE : 9206 ADVISOR NO. : 3410

B NUMBER : 1 OPERATION 02PNZ01 OP. DESC. LUBE OIL FILTER
LE TYPE : I TECHNICIAN NO(S). 122
MPLAINT : LUBE,OIL,FILTER
FREE PER KURT
USE : SCHL MAINT.
RRECTION : LUBE CHASSIS, CHANGED OIL AND FILTER
CHECKED ALL FLUIDS

B NUMBER : 2 OPERATION 46PNZ05 OP. DESC. ROTATE AND BALANCE
LE TYPE : C TECHNICIAN NO(S). 122
MPLAINT : CUSTOMER REQUESTS TIRES ROTATED AND BALANCED
CUSTOMER HAS COUPON FOR \$24.00
RRECTION : ROTATED AND BALANCED ALL 4 TIRES SET PSI TO 65 ALL TIRES

O NO. : 68405 R.O DATE : 06/14/2005 R.O TYPE : S
MILEAGE : 4273 ADVISOR NO. : 3410

B NUMBER : 1 OPERATION 02PNZ01 OP. DESC. LUBE OIL FILTER
LE TYPE : I TECHNICIAN NO(S). 122
MPLAINT : LUBE,OIL,FILTER
FIRST FREE OIL CHANGE
USE : SCHL MAINT.
RRECTION : LUBE CHASSIS, CHANGED OIL AND FILTER
CHECKED ALL FLUIDS

O NO. : 65044 R.O DATE : 12/28/2004 R.O TYPE : S
MILEAGE : 2 ADVISOR NO. : 622

B NUMBER : 1 OPERATION 75PNZ OP. DESC. PDI
LE TYPE : W TECHNICIAN NO(S). 294
MPLAINT : PREDELIVERY INSPECTION
USE : 27000 1.2
IGINAL : 27000 1.2
USE
RRECTION : PERFORM PREDELIVERY INSPECTION

ARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
27000

STOCK NO.

614402

MOTOR VEHICLE RETAIL INSTALLMENT
SALES CONTRACT AND
PURCHASE MONEY SECURITY AGREEMENT

Buyer(s)/Debtor(s):

Address:

SHOW LOW AZ

Seller/Creditor:

SHOW LOW PONTIAC/GMC/BUICK/NISSAN
411 E. DEUCE OF CLUBS
SHOW LOW AZ 85901

This is an agreement for the installment purchase by you of the Vehicle described below. As used in this Contract, the words "you" and "your" mean the Buyer or Buyers who sign below. The words "we", "us", "our" and "Seller" refer to the Seller whose name and address appear above or to anyone to whom this Contract is assigned (referred to as the "Assignee"). If the Assignee notifies you that it has purchased this Contract, you agree to make all of your payments to the Assignee. This sale is subject to approval of your credit by us and acceptance of this Contract by an Assignee. BY SIGNING BELOW, YOU ALSO AGREE TO ALL OF THE TERMS ON BOTH SIDES OF THIS CONTRACT. PLEASE READ THE BACK CAREFULLY.

This Vehicle which you are purchasing is a:

NEW OR USED	YEAR MODEL	MAKE TRADE NAME	NO. CYL.	BODY TYPE	MODEL # OR SERIES	VEHICLE I.D. #
NEW	2005 STERRA	GMC		2500 HD 4WD CREW	TK25743	1GTHK23245F

EQUIPMENT:

- ☐ AM/FM Stereo
☐ 4 Sp. Trans.
☐ T-Top/Sun
☐ Pwr. Strg.
☐ Air Cond.
☐ Pwr. Wind.
☐ Pwr. Doors
☐ Tape
☐ 5 Sp. Trans.
☐ CD Player
☐ Auto. Trans.
☐ Cruise
☐ Pwr. Seats
☐ Cust. Whls.

Misc. Equipment:

You intend to use the Vehicle primarily for ☐ personal, family, or household purposes ("personal use") ☐ commercial, business, agricultural, or other non-personal uses ("commercial use").

ANNUAL PERCENTAGE RATE		THE COST OF YOUR CREDIT AS A YEARLY RATE.		Your payment schedule will be:		
5.24 %				Number of Payments	Amount of Payments	When Payments Are Due:
				N/A	N/A	N/A
				60	737.09	Monthly, Beginning 06/14/2005
FINANCE CHARGE		THE DOLLAR AMOUNT THE CREDIT WILL COST YOU.		Insurance: CREDIT LIFE INSURANCE AND CREDIT DISABILITY INSURANCE ARE NOT REQUIRED TO OBTAIN CREDIT, AND WILL NOT BE PROVIDED UNLESS YOU SIGN AND AGREE TO PAY THE ADDITIONAL COST.		
\$ 5922.95 e				Type	Term	Premium Signature
				Credit Life Insurance	N/A mos. \$	N/A I want credit life insurance only
				Disability Insurance	N/A mos. \$	N/A I want disability insurance only
				Credit Life and Disability	N/A mos. \$	N/A I want credit life and disability insurance
				Joint Credit Life Insurance	N/A mos. \$	N/A We want joint credit life insurance
				Joint Credit Life and Single Disability Insurance	N/A mos. \$	N/A We want joint credit life and single disability insurance
				Security: You are giving a security interest in the Vehicle being purchased.		
				Late Charge: If the Vehicle is purchased for personal use, and a payment is not paid in full within 10 days after it is due, you will pay a late charge of the lesser of \$10.00 or 5% of the unpaid balance of the installment.		
				Prepayment: If you pay off early, you will not have to pay a penalty.		
				See the other portions of this Contract for additional information about non-payment, default, any required repayment in full before the scheduled date, and prepayment refunds and penalties.		
Amount Financed		The amount of credit provided to you or on your behalf				
\$ 41902.45						
Total of Payments		The amount you will have paid after you have made all payments as scheduled.				
\$ 47825.40 e						
Total Sale Price		The total cost of your purchase on credit including your down payment of \$ 3575.00				
\$ 51400.40 e						

e means an estimate

ITEMIZATION OF AMOUNT FINANCED

- Cash Price (incl. accessories) \$ 39832.00 + Sales Tax \$ 2740.35
Net Trade-In Deficiency (item 5 if negative) \$ N/A to N/A = Total Cash Price \$ 42572.39 (1)
- Other charges imposed by Seller include:
 ** (a) Vehicle Service Contract (Term) \$ 299.85
 (b) Dealer Documentary Fee \$ N/A
 (c) Other (describe) N/A \$ N/A
 (d) Other (describe) N/A \$ N/A
 Total \$ 2264.85 (2)
- Payments made on your behalf to Public Officials for Official Fees:
 (a) Registration Fees \$ 8.00 + (b) Title Fees \$ 10.00 + (c) Lieu Tax \$ 613.71 +
 (d) Lien Filing Fees \$ N/A + (e) Postage Fees \$ N/A + (f) Weight Fees \$ N/A +
 (g) Other (describe) TIRE FEE/DOF FEE \$ 6.50
 Total \$ 638.21 (3)
- Cash Sale Price (sum of items 1, 2 and 3) \$ 45475.45 (4)
- Trade-in 2002 TOYOTA TACD \$ 6000.00 - \$ 3925.00 = \$ 2075.00 (5)
Yr. Make & Model Gross Allowance Payoff Net Trade-In (Deficiency)
- Total Down Payment includes:
 (a) Net Trade-In (item 5) (if negative, insert \$0) \$ 2075.00
 (b) Cash Down Payment (Includes manufacturer's rebate of \$ 1500.00 assigned to Seller) \$ 1500.00
 Total Down Payment (a + b) \$ 3575.00 (6)
- Unpaid balance of Cash Sale Price (item 4 less item 6) \$ 41900.45 (7)
- Payments made to others on your behalf:
 ** (a) Amounts paid to Insurance Companies for Insurance Premiums:
 (1) Credit Insurance Premiums \$ N/A + (2) Property Insurance Premiums \$ N/A



NAC

Vehicle Service Contract

APPLICATION

- 34459/G144:
55 436232
1. Please type or print.
 2. Complete all blanks.
 3. Verify that information is correct.
 4. Applicant MUST sign.

APPLICANT INFORMATION

First	(Area Code) Home Phone #	(Area Code) Business Phone #
Address	City	State/Province
	SHOW LOW	AZ

VEHICLE INFORMATION

Year	Make	Model	VIN (Must be 17 digits)
2005	GMC	SIERRA	1GTHK23245E
Stock/Reference #	Vehicle Sales Price	Current Odometer Reading	Manufacturer's Warranty in effect?
614402	39832.00	64	Yes ☒ No ☐

SERVICE CONTRACT INFORMATION

Sale Date/Effective Date	Contract Price	Class	Options:
04/30/2005	1965.00	4	
Coverage	Cust. Init's	Deductible	Cust. Init's
Pinnacle	☒	\$200	☐
Deluxe	☐	\$100	☒
PowerWrap	☐	\$50	☐
Other	☐		
Certified Upgrade	Manufacturer Certification (If Applicable) Dealer Must Attach Copy of Certification, Inspection Form, & Repair Order	Manufacturer Certification Term (If Applicable)	
60	TERM MONTHS	100000	TERM MILES
TERMS			

APPLICANT'S ACKNOWLEDGMENT

I hereby apply for the issuance of a service contract covering the vehicle identified above. I understand that a confirmation letter and convenience card will be forthcoming, upon acceptance of the application, by the Administrator. I understand that the service contract application may be rejected by the Administrator for any reason. I further understand that the vehicle is for personal use (NOT COMMERCIAL USE unless the Deluxe Commercial Coverage option is selected) and that any vehicle which is modified or altered from the original manufacturer's specification prior to sale, at time of sale, or at any time during the term of this contract is not eligible for coverage. I understand that coverages under this contract will overlap the Manufacturer's Warranty coverages on new vehicles and may overlap on some used vehicles. Purchase of a service contract is not required to lease, purchase, or obtain financing for a motor vehicle.

My signature means that I have reviewed and understand the time and mileage limitations, coverages, maintenance required and the claim procedures. I have also reviewed the options that are available and my initials indicate that I wish to purchase these options at this time. Omission of initials indicates that no options will be purchased. I understand that the contract will be between the Obligor (National Auto Care Corporation) and Applicant. IF I DO NOT RECEIVE A NOTICE OF ELIGIBILITY OR INELIGIBILITY WITHIN 60 DAYS I WILL CONTACT THE ADMINISTRATOR (1-800-510-1955).

Applicant's Signature

04/30/2005

Date

Seller:	SHOW LOW PONTIAC/GMC/BUICK/NISSAN	Authorized Signature and Title
Lienholder:	BANK OF THE WEST	
Lienholder address:	P.O. BOX 8160	City: State/Province Zip/Postal Code

Administrative Offices
National Auto Care Corporation
575 Westar Crossing
Westerville, OH 43082