



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-DOT (1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received 13-JUN-2008
Repository
Reference No. 10230968

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City CAMARILLO State CA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Evening Telephone Number [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 6/13/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 3GNFK16T02G [REDACTED]
Make CHEVROLET Model SUBURBAN Model Year 2002

Date Purchased 5-13-04 Dealer's Name and Telephone Number [REDACTED] Engine: No: Cylinders 8 Fuel Type: [REDACTED]

Original Owner Dealer's City [REDACTED] State [REDACTED] Zip Code [REDACTED]

Transmission Type Auto Antilock Brakes Cruise Control Powertrain [REDACTED]
Vehicle Component Code 062000 ENGINE AND ENGINE COOLING:COOLING SYSTEM
Multiple Failure: [REDACTED]

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 22-MAY-2008 Failure Mileage 96000 Failure Speed 40

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]
DOT No. (Example: DOTM19ABC036) Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code [REDACTED] Tire Failure Type [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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 2002 CHEVROLET SUBURBAN. WHILE DRIVING APPROXIMATELY 40 MPH, THE CHECK COOLANT WARNING LIGHT ILLUMINATED ON THE INSTRUMENT PANEL. THE ILLUMINATION CONTINUED UNTIL COOLANT WAS ADDED TO THE TANK. THE CONTACT OBSERVED A GRADUAL COOLING LOSS OVER A PERIOD OF TIME, BUT THERE WAS NO EVIDENCE OF A LEAK. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER AND THEY STATED THAT THERE WAS A CRACK IN THE CYLINDER HEAD, AND COOLANT WAS LEAKING IN THE OIL CHAMBERS. THE MECHANIC STATED THAT THE CYLINDER HEAD NEEDED TO BE REPLACED. THE VIN WAS UNKNOWN. THE FAILURE AND CURRENT MILEAGES WERE 96,000.
See ATTACHED COMPLETE EXPLANATION.

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.

Ref. # 10230968

Starting approximately February or March of 2008, my warning " check low coolant " light would come on every 2-3 weeks, I would put in about one inch of coolant into the reserve tank. I never could see where the coolant was going, no visible leak anywhere. In fact, I've never had any kind of leak-coolant, oil, transmission,brake etc. On 5/21/08, I took the truck to Camarillo Car Care Center for a pressure check. The attached paper work shows that the problem is an internal leak. Camarillo Car Care did research and found a GM Service Bulletin No: 06-06-01-019B (attached) that stated that a percentage of cylinder heads manufactured by Castech may develop a porosity crack in a very specific area. Camarillo Car Care followed the instructions in the bulletin and determined that my truck was leaking just as the bulletin stated, and that my cylinder head(Driver Side) was a Castech.

Dan Jimenez, the Camarillo Car Care ASE Certified Service Advisor showed me where the leak was when I came to the repair facility, just as the service bulletin stated. He also told me that he had checked with the Chevy dealer to determine if they had a driver side cylinder head in stock. The parts person told Dan that they always keep one in stock and sell about one a month. I got the estimate from Car Care to repair for \$3,775.08(attached) and decided to call GM myself. My bill from Car Care was \$340.42(attached) and one day car rental of \$37.54(attached). On the initial call to GM, I talked to Hardy Mendez for the initial interview. I then got a call from Michael Carr, the District Specialist. I explained the situation and my request that GM be responsible for all costs to repair, since it is apparent that this problem affects a large number of cylinder heads based on the car/trucks and model

years covered by the GM bulletin. Carr at GM said that because of the milage on the truck(96,557), it was unlikely that GM would offer any assistance. This whole conversation was recorded with my permission by GM. My points stated to GM, in no particular order based on my recollection are: Have maintained truck, i.e.-3000 mile oil changes, no leaks whatsoever, I had paid for extended warranty, that GM knows there is a problem(was told that this is not a recall bulletin, I told him it should be.) Carr said that if I wanted to pursue further, I would have to have the vehicle checked by an authorized GM mechanic. I informed him that I already spent \$377.96(\$340.42 and \$37.54), by a qualified mechanic. I asked if GM would reimburse for all expenses if in fact the leak was re-confirmed. The answer was negative. He again re-iterated the "high" milage in an attempt to discourage me. So here I am.....

Some of my questions to GM were-How many vehicles have had this problem, why is this problem not the subject of recall rather than a service bulletin, should not GM/Castech be responsible for all repair costs, no matter what milage, since the bulletin specifically admits that a porosity crack may develop in a very specific area that was in fact found on my cylinder head. Your help with this issue will be greatly appreciated. Again, The GM contact is Michael Carr. His phone number is 866-790-5600 Ext. 31313. The reference number of

my file with GM is _____ Thank you.

ae/24/08



Home | Account | Contact ALLDATA | Log Out | Help

CAMARILLO CAR CARE CENTER INC

Select Vehicle | New TSBs | Technician's Reference | Component Search:

OK

Conversion Calculator

2002 Chevy Truck K 1500 Suburban 4WD V8-5.3L VIN T

Vehicle Level → Engine, Cooling and Exhaust → Cooling System → Technical Service Bulletins → All Technical Service Bulletins → Engine - Coolant Loss With No Visible Leaks

Engine - Coolant Loss With No Visible Leaks

Several Motors.com

GM *contact us*
Bulletin No.: 06-06-01-019B

800-222-1020

Notes

Date: June 12, 2007

Hardy 1-866-790-5700 Ext. 42812

INFORMATION

Wendy Ref # 71-629729601

Subject:

Michael CARA - 866-790-5000 X 31313

Information on Gradual Coolant Loss Over Time With No Evidence of Leak Found

District Specialist

Models:

- 2004-2006 Buick Rainier
- 2001-2006 Cadillac Escalade Models
- 2001-2006 Chevrolet Avalanche, Blazer, Silverado, Suburban, Tahoe, TrailBlazer Models
- 2001-2006 GMC Envoy, Jimmy, Sierra, Yukon Models
- 2001-2004 Oldsmobile Bravada
- 2005-2006 Saab 9-7X

with 4.8L or 5.3L VORTEC(R) GEN III, GEN IV V8 Engine (VINs V, T, M, B, Z - RPOs LR4, LM7, LH6, L33, L59)

Supercede:

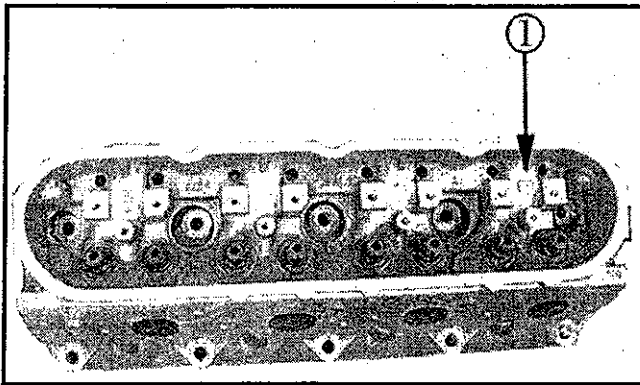
This bulletin is being revised to include engine RPO L59. Please discard Corporate Bulletin Number 06-06-01-019A (Section 06 - Engine/Propulsion System).

Some vehicles may experience a gradual coolant loss over time. A very low percentage of cylinder head(s) manufactured with an embossed Castech logo may develop a porosity crack in a very specific area.

Inspect the cylinder head assembly to determine if the casting was manufactured by Castech. This can be accomplished by inspecting for their casting logo located on top of the intake port, under the rocker arm support rail and in the spring deck cavity portion of the cylinder head.

If the cylinder head(s) are Not a Castech casting, follow normal diagnostic

procedures in SI to determine the cause of the coolant loss.

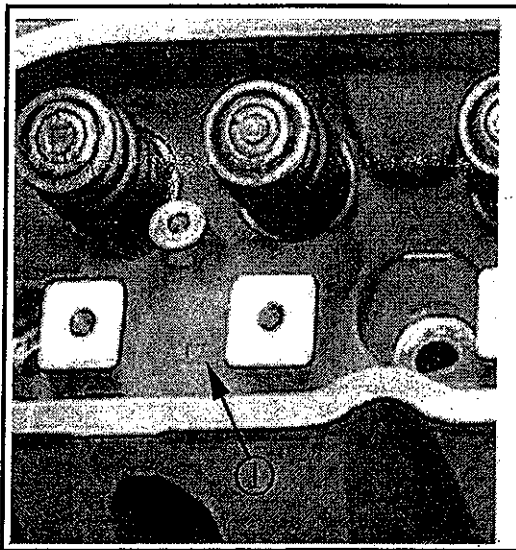


Zoom

Sized for Print

Refer to the illustrations on how to identify Castech casting and/or the very specific areas of the cylinder head(s) for a coolant leak from porosity.

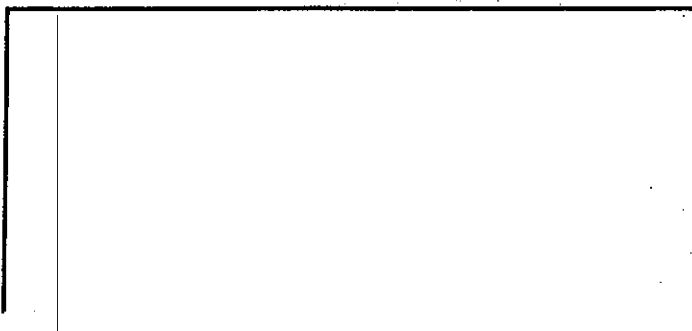
Cylinder head(s) location of the Castech manufacturing casting logo (1).

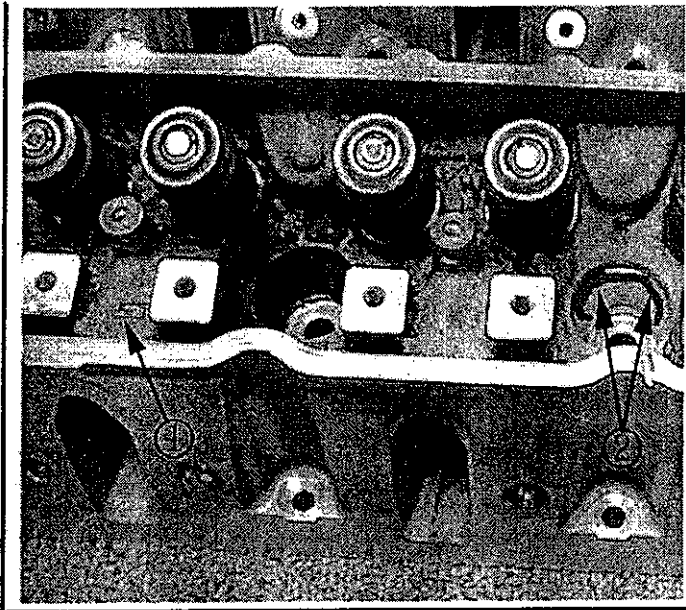


Zoom

Sized for Print

Close up view of the cylinder head(s) showing the Castech manufacturing casting logo (1).



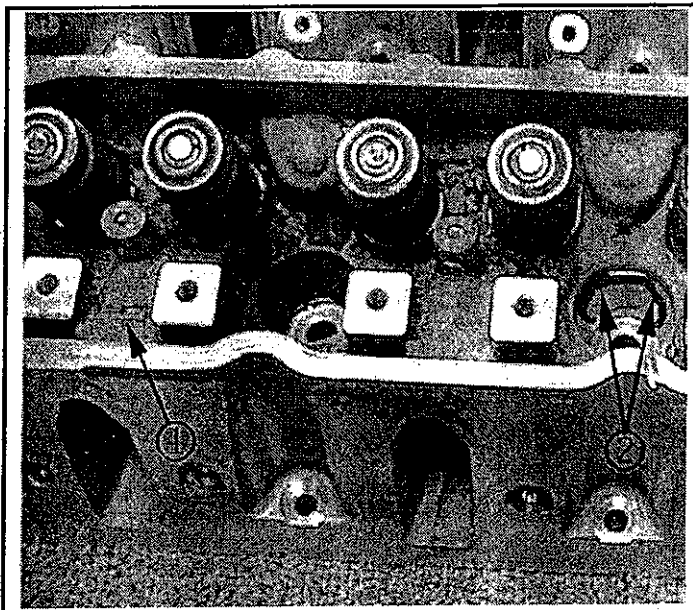


Zoom

Sized for Print

If the cylinder head(s) is a Castech casting (1), inspect the area around the five oil drain holes for witness marks indicating coolant seepage over time (2).

If No evidence of coolant loss is found on inspection of Castech casting cylinder head(s), follow normal diagnostic procedures in SI to determine the cause of the coolant loss.



Zoom

Sized for Print

The crack location can be found in any of the five cylinder head(s) oil drains. This can be seen as a clean or shiny area, on an otherwise stained surface (1). Pressurizing the cooling system at this time may reveal coolant, air, or a

combination, weeping in the described area. If inspection reveals evidence of coolant witness marks (1), replace the entire cylinder head(s) assembly.

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



WE SUPPORT
VOLUNTARY
TECHNICIAN
CERTIFICATION

Zoom

Sized for Print

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Final
Camarillo
CarCare
 Center

2739 Daily Drive • Camarillo, CA 93010

Phone (805) 482-2853

www.camarilocarcare.com

B.A.R. # AJ090316

EPA # CAD983640749

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MAJOR CREDIT CARDS ACCEPTED



5/22/2008 4:47 PM

page 1

Invoice #47427

Vehicle: 2002 Chevrolet Truck Suburban 1500 5.3L 3250ID V8
 VIN: 3GNFK16T02
 Created: 5/21/2008 7:39:07 AM
 Complete: 5/22/2008 3:54:05 PM
 Invoiced: 5/22/2008 4:47:08 PM

Day Phone: [REDACTED]
 Eve Phone: [REDACTED]
 Tag/State: [REDACTED]
 Color: Silver
 Odometer In: 96556
 Odometer Out: 96559

Labor/Notes

Code/Tech*	Reference	Description	Price
79*	DIAGNOSIS	COOLANT LEAK INSPECTION	\$51.00

THE CUSTOMER HAS NOT SEEN ANY SPOTS OF FLUID ON THE GROUND, BUT EVERY COUPLE OF WEEKS THE LOW COOLANT WARNING WILL COME ON THE DASH AND THE CUSTOMER HAS TO ADD A BIT OF COOLANT TO THE RESERVOIR. INSPECT & ADVISE.

INSPECTED VEHICLE FOR LEAKS. PRESSURE TESTED SYSTEM HOT AND COLD. NO SIGNS OF AN EXTERNAL COOLANT LEAK AT THIS TIME. ROAD TESTED VEHICLE, NO SIGNS OF OVERHEATING. CHECKED FOR SERVICE BULLETINS. FOUND A SERVICE BULLETIN ADDRESSING INTERNAL COOLANT LEAKS AT THE CYLINDER HEADS CAUSING A SLOW LOSS OF COOLANT. NEED TO REMOVE VALVE COVERS TO BRIEFLY CHECK FOR COOLANT LEAK AT CYLINDER HEAD. RECOMMEND REMOVING THE VALVE COVER AND CHECKING FOR LEAKS.

79*	GUIDE	VALVE COVER GASKET - R&R	M	\$244.80
-----	-------	--------------------------	---	----------

Includes: Camshaft covers on O.H.C. engines, Inspecting for Coolant Leaks at the Cylinder Head.

REMOVED BOTH VALVE COVERS OFF THE ENGINE. INSPECTED ENGINE FOR COOLANT LEAKS. WAS ABLE TO VERIFY A COOLANT LEAK ON THE DRIVER SIDE CYLINDER HEAD AT THE MIDDLE OIL RETURN PORT. CAN SEE A SMALL PUDDLE OF RED COOLANT AND A SHINY CLEAN SPOT ON THE CYLINDER HEAD IN THE AREA OF INTAKE. SERVICE BULLETIN STATES CYLINDER HEAD REPLACEMENT NECESSARY IN THIS SCENARIO. RECOMMEND FOLLOWING SERVICE BULLETIN PROCEDURE AND REPLACING THE DRIVER SIDE CYLINDER HEAD AND ALSO REPLACING THE CYLINDER HEAD GASKET FOR THE PASSENGER SIDE.

Parts

Qty	Code/Tech*	Reference	Description	Condition	Unit Price	Price
1	FPG	VS50504R	Valve Cover Gasket Set		\$37.14	\$37.14

Note: M - Labor Database, Copyright: Mitchell International, All Rights Reserved

Labor	\$295.80
Parts	\$37.14
Sublet/Misc	\$0.00
Environmental Fee	\$4.79
Charges	\$0.00
Sales Tax	Tax @ \$37.14 * 7.2500% = \$2.69

Total Due \$340.42

Tech Certification #

79



18 Month Unlimited Mileage Warranty

Camarillo CarCare Center

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Phone (805) 482-2853

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MAJOR CREDIT CARDS ACCEPTED



5/22/2008 4:47 PM

page 2

Invoice #47427

Vehicle: 2002 Chevrolet Truck Suburban (500531) 325 CID V8

Approvals

Date/Time	Amount	Authorized By	Mechanic	Employee
5/22/2008 2:00:50 PM	840.12	Rewada, John (call) 818-917-	Phone	DJ
REMOVE VALVE COVERS; INSPECT FOR LEAKS				

R & R means "Remove and Replace".

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 therein in case of fire, theft or any other cause beyond your control. 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 garagekeeper's lien is hereby acknowledged on above vehicle to secure the amount or repairs thereto. I acknowledge warranty and disclaimer printed on reverse side of this invoice.

"I acknowledge notice and oral approval of increase in the original estimated price".

Customer Signature _____

EMAIL ADDRESS _____ To receive Service Reminders and make On-Line Appointments. (Camarillo Car Care Center promises not to abuse this privilege)

18 Month Unlimited Mileage Warranty



Enterprise

Bonny

OWNER OF VEHICLE: ENTERPRISE RENT-A-CAR COMPANY OF LOS ANGELES
 BRANCH ADDRESS: 2127 PICKWICK DRIVE CAMARILLO, CA 93010-9102
 805-389-8922

MO 7:30A- 6:00P TU 7:30A- 6:00P
 WE 7:30A- 6:00P TH 7:30A- 6:00P
 FR 7:30A- 6:00P SA 9:00A-12:00P
 SU CLOSED

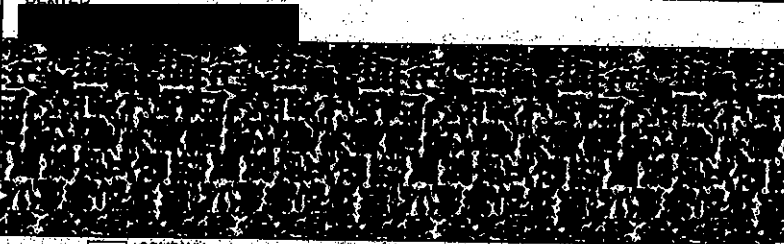
RENTAL TYPE: B SOURCE #: 030510 I.D.#: 007 RENTAL AGREEMENT NO. **D** 331332

0318 PM 5/21/08
 START CHARGES IF DIFFERENT

DAY = 24 HOUR PERIOD

ORIGINAL VEHICLE

COLOR: *Black*
 MODEL: *300*
 LICENSE NO.: *225MKT*
 ECAR#: *14116*
 MILE-AGE IN: *14116* OUT: *14614*



MILES @ .21/MI AFTER 150 MI FREE/DAY

HOURS @ 8.00/HOUR

DAYS @ *40.99/DAY*

EMPLOYEE # [REDACTED]
 CONDITION AND FUEL LEVEL AGREED TO [REDACTED]

 NO DAMAGE

BILL TO: COMPANY **N** CAMARILLO CAR CARE-32K1**
 ATTN: DAN** PHONE EXT.

REFERENCE NUMBER: **PO: NEED**

ADDITIONAL AUTHORIZED DRIVER(S) - EXCEPT AS REQUIRED BY LAW, NONE PERMITTED WITHOUT OWNER'S WRITTEN APPROVAL. I REQUEST OWNER'S PERMISSION TO ALLOW **NO OTHER DRIVER PERMITTED**

WHO IS UNDER MY CONTROL AND DIRECTION TO DRIVE VEHICLE FOR ME AND ON MY BEHALF, I AM RESPONSIBLE FOR THEIR ACTS WHILE THEY ARE DRIVING, AND FOR FULFILLING TERMS AND CONDITIONS OF THIS RENTAL AGREEMENT. AUTHORIZED DRIVER WILL AFFECT MY LIABILITY.

CONDITION SAME ON RETURN Yes No
 OUT E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F
 IN E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F
 No Gasoline Refunds

PERMISSION TO FOLLOW STATE OF RENTAL AND OPERATION IN ANY OTHER STATE OR COUNTRY WILL AFFECT YOUR LIABILITY AND RIGHTS UNDER THIS AGREEMENT.

DAMAGE WAIVER NOTICE:
 RENTER ACKNOWLEDGES RECEIPT OF ORAL DISCLOSURE THAT DAMAGE WAIVER MAY BE DUPLICATIVE OF COVERAGE MAINTAINED UNDER HIS OR HER OWN POLICY OF MOTOR VEHICLE INSURANCE. THE PURCHASE OF DAMAGE WAIVER IS OPTIONAL AND MAY BE DECLINED.

RENTER DECLINES OPTIONAL DAMAGE WAIVER (DW) AND ASSUMES DAMAGE RESPONSIBILITY. SEE PAGE 2. RENTER: X
 RENTER ACCEPTS OPTIONAL DAMAGE WAIVER (DW) AT FEE SHOWN IN COLUMN TO RIGHT. SEE DW NOTICE TO LEFT AND PAGE 3, PARAGRAPH 16. DW IS NOT INSURANCE. RENTER: X
 Accepts DW

DW *18.99/DAY*

RENTER DECLINES OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI). RENTER: X
 RENTER ACCEPTS OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI) AT FEE SHOWN IN COLUMN TO RIGHT. SEE PAGE 3, PARAGRAPH 18. RENTER: X
 Accepts PAI

PAI 3.00/DAY

RENTER DECLINES OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP). SEE PAGE 3, PARAGRAPH 7. RENTER: X
 RENTER ACCEPTS OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) AT FEE SHOWN IN COLUMN TO RIGHT. SEE PAGE 3, PARAGRAPH 17. RENTER: X
 Accepts SLP

SLP 11.99/DAY

ACKNOWLEDGMENT OF THE ENTIRE AGREEMENT, WHICH CONSISTS OF PAGES 1 THROUGH 4.
 I HAVE READ AND AGREE TO THE TERMS AND CONDITIONS ON PAGES 1 THROUGH 4 OF THIS AGREEMENT AND BY MY SIGNATURE BELOW I AM THE "RENTER" UNDER THIS AGREEMENT. BY SIGNING BELOW I AM AUTHORIZING OWNER TO PROCEEDS CHARGES ON MY CREDIT CARDS AND/OR DEBIT CARDS) OR CHARGE DE POSITS, FROM LEGAL AUTHORIZATIONS/POSITS, AND CHARGES INCURRED, AS WELL AS PAYMENTS REFUSED BY A THIRD PARTY TO WHOM BILLING WAS DIRECTED. I CERTIFY THAT THE DRIVERS LICENSE(S) PRESENTED IS CURRENTLY VALID AND IS NOT SUSPENDED, EXPIRED, REVOKED, CANCELLED OR SURRENDERED.

FUEL @ 5.75/GALLON

RENTER: [REDACTED]

RENTER: X [REDACTED] DATE: 5/21/08
 OWNER REP: X [REDACTED] EMP# 99375

TAX 7.25 %

REPLACEMENT COLOR: [REDACTED] LICENSE NO.: [REDACTED]
 MODEL: [REDACTED] ECAR#: [REDACTED]

I WILL RETURN CAR BY: [REDACTED] DEPOSIT(S): [REDACTED]

MILE-AGE IN: [REDACTED] OUT: [REDACTED]
 EMPLOYEE # [REDACTED]

DATE	TIME	AMOUNT	PAID BY
5/22/08		250.00	XXXXXXXXXXXX1004 AEAUTH

3.55

CONDITION AND FUEL LEVEL AGREED TO [REDACTED]

 NO DAMAGE
 CONDITION SAME ON RETURN Yes No
 OUT E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F
 IN E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F
 No Gasoline Refunds

ADDITIONAL INFORMATION
scratch on inside of door

TOTAL CHARGES *52.54*

DEPOSITS *37.54*
 REFUNDS

AMOUNT DUE *15*

CLOSED BY [REDACTED]

RECEIPT OF CASH REFUND	DATE	AMOUNT	RECEIVED BY

Camarillo CarCare Center

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MAJOR CREDIT CARDS ACCEPTED



5/22/2008 2:13 PM

page 1

Repair Order #47427 Sub-Estimate #2

Camarillo, CA
 vehicle: 2002 Chevrolet Truck Suburban 1500 5.3L 325 CID V8
 VIN: 3GNFK16T0

Day Phone: [REDACTED]
 Eve Phone: [REDACTED]
 Tag/State: [REDACTED]
 Color: Silver
 Last Mileage: 81922
 Odometer In: 96556
 Odometer Out: 96557

Created : 5/21/2008 7:39:07 AM

Labor/Notes

Code/Tech*	Reference	Description	Price
79*	GUIDE	CYLINDER HEAD GASKET - R&R M	\$1,264.40
Includes: Remove carbon, check surfaces for warpage, adjust valves and ignition timing where necessary.			
79*	COOLING	Cooling System Cleaning & Conditioning	\$102.00
Includes: Test PH and Glycol level in vehicles cooling system. Add cooling system flush chemical. Flush cooling system utilising flush machine. Install cooling system conditioner and sealer. Refill with 50/50 mix of anti freeze. pressure test system for leaks.			
79*	LOF	PREMIUM OIL CHANGE SERVICE	\$10.00

SERVICE INCLUDES:

- Drain and Refill Crankcase
- Install new Oil Filter
- Lubricate Chassis when applicable
- Check Brake Fluid Level
- Check Automatic Transmission Fluid Level
- Check Power Steering Fluid Level
- Check and Fill Windshield Washer Fluid
- Inspect Tires and Correct Pressure
- Inspect Drive Belts
- Inspect Cooling System Hoses
- Inspect Exhaust System

RESET OIL CHANGE REMINDER.

Note: M - Labor Database, Copyright Mitchell International, All Rights Reserved

Parts

Qty	Code/Tech*	Reference	Description	Condition	Unit Price	Price
1	FPG	HS28191PT	Cylinder Head Gasket Set		\$590.73	\$590.73
2	FPG	ES72173	Cylinder Head Bolt Set		\$49.18	\$98.36
1	THM	400186	THERMOSTAT		\$54.98	\$54.98
1	-	MISC	CYLINDER HEAD	New	\$1,024.68	\$1,024.68
1	ZRX	ZXC05	ZEREX COOLING SYSTEM FLUSH KIT		\$29.98	\$29.98
2	HAV	2840A	DEX-COOL ANTI FREEZE	New	\$35.98	\$71.96
1	FIL	1522	NAPA PREMIUM GOLD OIL FILTER		\$10.68	\$10.68

Features & Benefits: NAPA Gold Oil Filters Hold 45% More Dirt + Last 30% Longer Than Other Leading Competitive Brands

18 Month Unlimited Mileage Warranty



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Phone (805) 482-2853

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SERVING CAMARILLO SINCE 1973



MAJOR CREDIT CARDS ACCEPTED



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page 2

Repair Order #47427 Sub-Estimate #2

Vehicle: All Other Truck Suburban 1500 5.3L 3500CID V8

Qty	Order each	Reference	Description	Condition	Unit Price	Price
5	VAB	Oil 530	VALVOLINE ABL CLIMATE SW30 OIL	New	\$37.90	\$189.50
8	AC	41985	SPARK PLUG		\$18.23	\$145.84
1	BEL	700989	BMX IGNITION WIRE SET		\$171.35	\$171.35
1	CRB	29399	PCV VALVE		\$8.30	\$8.30
Labor						\$1,376.40
Parts						\$2,225.81
Sublet/Misc.						\$0.00
Environmental Fee						\$11.50
Charges						\$0.00
Sales Tax						\$161.37
Tax @ \$2,225.81 * 7.2500%						\$161.37
Repair Total						\$3,775.08

Tech 79 Certification #

Date - Time
5/21/2008 2:00:50 PM

Amount
\$340.42

Authorized By

REMOVE VALVE COVERS INSPECT FOR LEAKS

Approvals

Means
Phone

Employee
DJ

18 Month Unlimited Mileage Warranty



Camarillo CarCare Center

2739 Daily Drive • Camarillo, CA 93010

Phone (805) 482-2853

www.camarillocarcare.com

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MAJOR CREDIT CARDS ACCEPTED



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Repair Order #47427 Sub-Estimate #2

Vehicle: 2002 Chevrolet Truck Suburban 1500 5.3L 325 CID V8

R & R means Remove and Replace

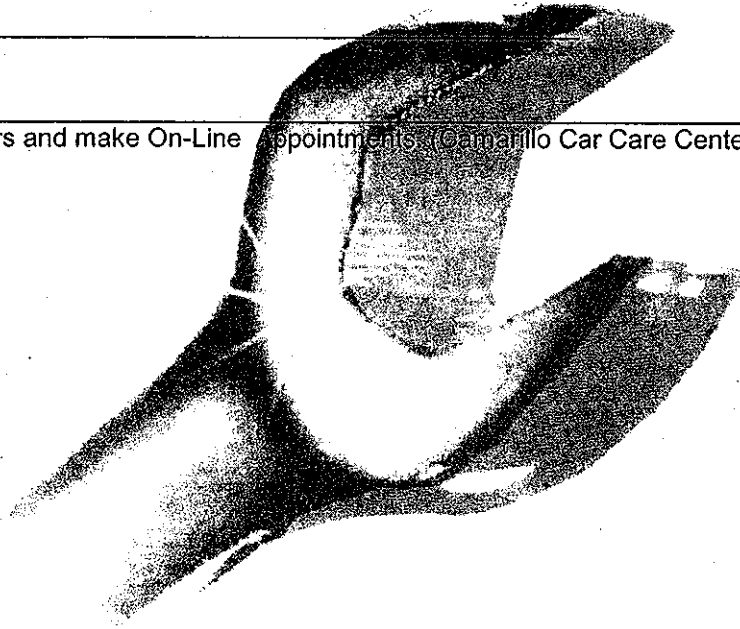
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express garagekeeper's lien is hereby acknowledged on above vehicle to secure the amount or repairs thereto. All Vehicles left over 3 days after repairs are completed will incur a \$20.00 per day storage fee.

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

Customer Signature _____

EMAIL ADDRESS _____

To receive Service Reminders and make On-Line appointments (Camarillo Car Care Center promises not to abuse this privilege)



18 Month Unlimited Mileage Warranty



Dan Jimenez

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ASE Certified Service Advisor

Camarillo Car Care Center

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