

NVS-200

CL-10282148-4742

August 11, 2009

2009 AUG 25 PM 2:28
EXECUTIVE SECRETARIAT

2009 AUG 20 PM 12:21 Re: Chevy Workhorse
vin#5B4MP67G723 [REDACTED]

RECEIVED - NHTSA

Dear Workhorse Custom Chassis

After receiving your SAFETY RECALL 50901-C we have reviewed our history with our Bounder and have enclosed the invoices for work done on our rig that has been a direct cause from brake or caliper failure over the last 3 years of ownership.

We have spent several stranded hours and halted vacations because of these exact issues, that your notice describes.

We are seeking reimbursement for all repairs in the amount of \$2557.76 promptly.

Respectfully,

[REDACTED]

Portland, Or. [REDACTED]
[REDACTED]

cc: NHTSA, Washington DC.

KB
2:29
8/25/09
NU



CHEVROLET - MAZDA

1999 EAST POWELL • GRESHAM, OREGON 97080
Mailing Address: P.O. Box 750 • GRESHAM, OREGON 97030-0186
Phone: (503) 661-2222 • FAX: (503) 665-7927



CHEVROLET

MAZDA

Handwritten: Curtis

CUSTOMER NO. 51194	ADVISOR GEORGE R HONNELL	REG. NO. 85 940	INVOICE DATE 06/26/08	INVOICE NO. CTC5259440
PORTLAND, OR	LABOR RATE	LICENSE NO.	MILEAGE 21,262	COLOR TAN
	YEAR / MAKE / MODEL 02/WORKHORSE/WORKHORSE P3/WORKHORSE		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 5 B 4 M P 6 7 G 7 2 3		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 06/13/08	
COMMENTS				MO: 21272

LABOR & PARTS
J# 1 40CVZ BRAKE SYSTEM UNITS: 8.80 TECH(S): 402 968.00
CUST STATES DRIVER SIDE FRONT BRAKES CAUGHT ON FIRE
INSPECTED AND FOUND LEFT FRONT OIL SEAL LEAKING CAUSING
FLASH FIRE
R&R BOTH FRONT HUBS AND ROTORS SENT ROTORS OUT TO BE TRUED
REPLACED BOTH HUB SEALS AND BRAKE PADS
LUBED ALL CALIPER SLIDE PINS AND REPLACED RIGHT REAR SPEED
SENSOR WHICH WAS MELTED DUE TO OVER HEATING OF BRAKES
FLUSHED BRAKE SYSTEM

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	2		RESURFACE	ROTOR	75.00	75.00	150.00
JOB # 1	1		16203	WYNNS DOT 3	38.95	38.95	38.95
JOB # 1	1		W8000364	CALIPER	232.68	232.68	232.68
JOB # 1	1		W8810906	BRAKE PADS	149.75	149.75	149.75
JOB # 1	2		W8000036	SEAL	38.75	38.75	77.50
JOB # 1	1		W8001709	SENSOR	114.00	114.00	114.00
JOB # 1 TOTAL PARTS							762.88
JOB # 1 TOTAL LABOR & PARTS							1730.88

G.O.G. & SUPPLIES
JOB # 1 FREIGHT (PARTS) 39.72
TOTAL - GOG 39.72

MISC	CODE	DESCRIPTION	CONTROL NO.	PRICE
JOB # A	A1	ENVIRONMENTAL - HAZARDOUS WASTE		18.63
JOB # 1	SCC	SEN CITIZEN LAB DISCOUNT CAR		50.00
JOB # 1	SCCP	SEN CITIZEN PART DISCOUNT CAR		50.00
TOTAL - MISC				81.37

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$1800.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF \$1368.00 (+TAX) ON 06/16/08 AT 02:00pm
BY TERRI POPEJOY COMMENTS OKED OVER PHONE
APPROVED REVISED ESTIMATE (# 2) OF \$1700.00 (+TAX) ON 06/26/08 AT 12:08pm
BY TERRI POPEJOY COMMENTS
TOTALS

* NEXT RECOMMENDED SERVICE: *
* 09/12/2008 / 21648 MI 03CVZ01 LUBE OIL FILTER SR. *

ALL OF US AT MURRAY CHEVROLET - MAZDA
STRIVE TO EXCEED YOUR SERVICE EXPECTATIONS
IF FOR ANY REASON YOU DO NOT FEEL COMPLETELY
SATISFIED PLEASE CALL CURTIS RICE AT
503-661-2222

THANK YOU

TOTAL LABOR	968.00
TOTAL PARTS	762.88
TOTAL SUBLET	0.00
TOTAL G.O.G.	39.72
TOTAL MISC CHG.	18.63
TOTAL MISC DISC	-100.00
TOTAL TAX	0.00

TOTAL INVOICE \$ 1689.23

CHEVROLET
1001 West Newberg Hwy.
Woodburn, OR 97071
(503) 981-9511 (800) 876-6453



*to George
Service Dept.*



877-MILES-15



CUSTOMER NO. 41514	ADVISOR RICK VANDE GRIEND	TAG NO. 7121	INVOICE DATE 07/03/08	INVOICE NO. CVCS116988
PORTLAND, OR	LABOR RATE	LICENSE NO.	STOCK NO.	
	YEAR / MAKE / MODEL 02/WORKHORSE/MOTORHOME	MILEAGE 21,319	DELIVERY DATE 7/3	DELIVERY MILES
	VEHICLE I.D. NO. 5 B 4 M P 6 7 G 7 2 3	SELLING DEALER NO.	PRODUCTION DATE	
	R.T.E. NO.	P.O. NO.	R.O. DATE 07/03/08	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		
		MO: 21319		

LABOR & PARTS
J# 1 05CVZ---DIAG *DIAG BRAKE SYSTEM TECH(S): 7406 7519 618.00
RIGHT FRONT BRAKE SMELLS HOT, JUST HAD SERVICE AT
MURRAY CHEVROLET
AS PER CONVERSATION WITH CUSTOMER THIS IS A BEST GUESS FOR
REPAIR, THERE MAY POSSIBLY BE OTHER FAILED COMPONENTS
REPLACE RIGHT FRONT ROTOR, CALIPER, INNER SEAL, OUTER GASKET
TOP OFF 80W90 LUBE, BLEED BRAKES, DRILL OUT HOLE AT BELL
CRANK AND INSTALL ZIRK FITTING AND GREASE, TOP OFF BRAKE
FLUID, NO GUARANTEE, CUSTOMER HAS BEEN NOTIFIED. REPAIRS
HAVE BEEN DONE AFTER HOURS AS A COURTESY TO CUSTOMER

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1		W8000364	CALIPERS	168.96	168.96	168.96
JOB # 1	1		W8002188	ROTOR	116.94	116.94	116.94
JOB # 1	1		W8000036	SEAL	15.94	15.94	15.94
JOB # 1	1		12377967	FLUID 8.800	10.99	10.99	10.99
JOB # 1	1		NPN-GASKET	HUB COVER	4.99	4.99	4.99
JOB # 1	1		NPN-ZERK	FITTING	6.99	6.99	6.99
JOB # 1 TOTAL PARTS							324.81
JOB # 1 TOTAL LABOR & PARTS							942.81

Any warranties on the parts and/or accessories sold hereby are those made by the manufacturer. The seller, 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 these parts and/or accessories.

If you are happy let your neighbor know. If you are unhappy please call our service manager.

COURTESY SHUTTLE AVAILABLE
Pick-up and Delivery

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
JOB # A	01	SHOP MATERIALS & HAZARDOUS FEES		20.00
JOB # 1	03	SENIOR DISCOUNT - LABOR		-61.80
JOB # 1	04	SENIOR DISCOUNT - PARTS		-32.48
TOTAL - MISC				-74.28

SHOP SUPPLIES: A token charge is included to cover cost of non-listed supplies such as bolts, washers, tape, solvent, cleaners, bags, sealers, sprays etc.

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$950.00 (+TAX)

COMMENTS
APPLIED SENIOR DISCOUNT ON PARTS AND LABOR

STORE HOURS

Monday - Friday
7:00 a.m. to 6:00 p.m.

Saturday
9:00 a.m. to 3:00 p.m.

Closed Sunday

Thank You!

CHEVROLET
West Newberg Hwy.
Woodburn, OR 97071
503-81-9511 (800) 876-6453



877-MILES-IT

CUSTOMER NO. 41514	ADVISOR RICK VANDE GRIEND	TAG NO. 7121	INVOICE DATE 07/03/08	INVOICE NO. CVCS116988
[REDACTED] PORTLAND, OR [REDACTED]	LABOR RATE	LICENSE NO.	COLOR /P3	STOCK NO.
	YEAR / MAKE / MODEL 02 / WORKHORSE / MOTORHOME		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 5 B 4 M P 6 7 G 7 2 3		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.	R.O. DATE 07/03/08
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS		

MO: 21319

TOTALS

[CASH] [CHECK] [CREDIT CARD] [CHARGE]

All of us at Miles Family of Dealerships
Thank You!
for doing business with us

Being declared the "easiest place to do business with" is an honor, one we must earn with every visit from our customers. If, for any reason, you did not enjoy your visit please let us know what we could have done to care for your needs.

Parts designated with an asterisk (*) indicate limited life time service guarantee applies for customer pay repairs.

TOTAL LABOR.... 618.00
TOTAL PARTS.... 324.81
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 20.00
TOTAL MISC DISC -94.28
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 868.53

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If you are happy let your neighbor know. If you are unhappy please call our service manager.

CUSTOMER SIGNATURE

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Thank You!