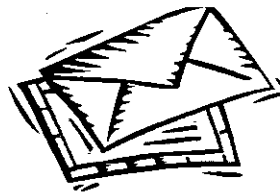


NHTSA ccmMercury Routing Slip



CL-10285393-7954

Printed: 8/27/2009

NHTSA #: ES09-005343

XREF #:

Delivery: REG

Rec'd Date: 8/27/2009

Doc Type: GEN

Address To: NOA010

Referred By: NPO-011

Doc Date: 8/21/2009

Due Date:

S10 #:

DOT/I #:

RMP #:

Subject: LETTER FROM [REDACTED] RE RECALL FOR BRAKE PROBLEMS WITH WORKHORSE CHASSIS

Ack Date:

Sign Office: ENFORCEMENT

Cleared Date:

File Loc:

Added By: BMILLINGS x65470

Ack By:

Signature: NRN

Cleared By:

XREF File:

Modified By:

BERNADETTE.MILLINGS

Signed For:

Cleared For:

Closed Date: 8/27/2009

Most Recent Comment:

Author:

[REDACTED]

[REDACTED]

CENTERVILLE, OH

Tel: Fax: E-mail:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	APPROPRIATE	8/27/2009		8/27/2009
NVS-010	INFORMATION	8/27/2009		8/27/2009

SEP 22 2009

EXECUTIVE SECRETARIAT

2009 AUG 28 P 8:47

RECEIVED - NHTSA

RECEIVED - NHTSA

2009 AUG 27 A 6:45

EXECUTIVE SECRETARIAT

10/15/09
454
10/15/09

[REDACTED]
[REDACTED]
Centerville, Ohio [REDACTED]

Phone: [REDACTED]
E-mail: [REDACTED]

August 21, 2009

Mr. Ronald Medford
National Highway Traffic Safety Adm.
400 Seventh Street SW
Washington, DC 20590

Dear Mr. Medford:

We bought a new 2002 Winnebago coach on a Workhorse chassis in 2002. Since that time Workhorse has issued recalls for brake problems. We have taken the coach to Smedley Chevrolet in Vandalia, Ohio for the recall to have them take care of the problem. The first recall was in 2004. The second recall was in 2009. In 2006 we had trouble with the brakes and again we took the coach to Smedley Chevrolet.

The brakes failed in 2006 in Georgia. On a trip west in July 2009, our brakes overheated to the point of being red hot and we were forced to return to Smedley Chevrolet for repair. They found the calipers and the anti-lock features (the complete brake system on all four wheels) to be defective.

A copy of the recall is enclosed. As you can see Workhorse states the reason for this is safety. Also stated is what must be done to correct this problem. However Workhorse has not been able to supply the replacement parts. They are telling Smedley the parts will not be available before November 2009 if then.

The enclosed paper work shows the extent of expense we have had to pay out of our pocket for brake work done on our coach in the amount of \$1,858.51. We do not think we should have had this expense since

ES 09-005343

Workhorse was unable to fix the problem. We think we should be reimbursed for the expense.

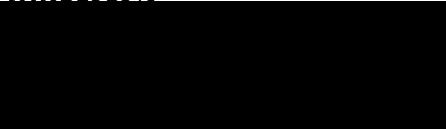
Attached you will find the paper work that proves we have done our part to correct this situation. Workhorse has not.

Five years is long enough to supply the parts needed to correct this problem. It is a real danger to us and to other people on the highways for coaches with Workhorse chassis to have this problem.

At the Winnebago Grand National Rally in Forest City, Iowa in July 2009, Workhorse admitted to the problem and said they were working on a solution.

Please help us to resolve this problem and keep our highways safe.

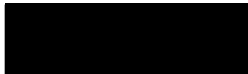
Sincerely,

A large black rectangular redaction box covering the signature area.A black rectangular redaction box covering a line of text, likely an address.

CC: Workhorse Chassis
Ohio Attorney General
Winnebago Industries
Ohio Attorney General



GVW - AGVW Holdings Company



Dear Workhorse Custom Chassis Owner

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Workhorse Custom Chassis has decided that a defect, which relates to motor vehicle safety, exists in certain 2001, 2002 and 2003 Workhorse W series chassis built with Bosch brake calipers.

Workhorse Custom Chassis is conducting a safety recall campaign to apply the Bosch repair remedy to your vehicle. This may include changing one or more brake caliper assemblies.

A copy of the dealer bulletin 50401-C is provided with this letter so that you have complete information on this safety recall campaign.

REASON FOR THIS SAFETY RECALL CAMPAIGN

The defect involves brake caliper hanging in a partial apply position. A caliper in a partial apply position can get extremely hot causing severe damage to brake parts. The brake system anti-lock feature can be lost if the heat damages the anti-lock wheel sensor. Also, there could be a loss of brake performance.

WHAT MUST BE DONE

You should take your vehicle to your local Workhorse Custom Chassis dealer as soon as possible to complete the recall work at no charge to you. You may continue to drive your vehicle normally until the recall work is completed. However, if you notice that one or more brake calipers are overheated (smoking—or smell burned) or if the anti-lock electronic brake system dash warning light comes on and stays on (indicating anti-lock electronic system failure) have your vehicle checked at any authorized Workhorse Custom Chassis dealer immediately.

WHAT YOU MUST DO

Call your local Workhorse Custom Chassis Dealer and make an appointment to have the work done. The actual repair will take approximately 2.4 hours. Reference should be made to Recall Bulletin 50401-C and you should provide your vehicle identification number (VIN) to the dealer. Your dealer may have to order parts to perform the work on your vehicle.

If you have any questions or need assistance, please call Workhorse Custom Chassis Customer Assistance toll free at 1-877-946-7731.

It is recommended that you complete this safety campaign as soon as possible. Failure to do so could legally be determined to be lack of proper maintenance of your vehicle.

If your dealer and Workhorse Custom Chassis are unable to correct this condition within a reasonable time, you may wish to contact Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590, or call 800-424-9393 (for Washington DC 202-366-0123)

We certainly appreciate your buying our product and truly regret the inconvenience that this recall may cause you.

850 Stephenson Highway
Suite 510
Troy, MI 48063-1174
Direct: 248.588.5300
Toll free Sales: 877.294.6773
Toll Free Service: 877.246.7731
Facsimile Sales: 248.588.7931
Facsimile Service: 248.588.6978

Workhorse Custom Chassis



Workhorse Custom Chassis
P.O. Box 110, 922 South State Route 32
Union City, IN 47390 USA

navistar.com

A NAVISTAR COMPANY

SAFETY RECALL 50901-C

MAY 2009

INTERIM NOTICE

Dear Workhorse Customer,

This notice is sent to you in accordance with the requirements and approval of the National Traffic and Motor Vehicle Safety Act.

The recall

Workhorse Custom Chassis (Workhorse) has decided that a defect which relates to motor vehicle safety exists in certain W20, W21 and W22 motor home chassis built from July 24, 2000 through December 19, 2007.

Description of defect

Certain RV applications equipped with axles that include Bosch ZOPS or Bosch ZOHT Pin Slide hydraulic disc brakes when combined with occasional or seasonal vehicle operation may experience calipers sticking in the applied position. This can result in abnormal heat generation at the wheel end causing brake drag. Although the driver would normally have warning of the brake drag - if undetected by the driver, the temperature increase at the wheel end can eventually lead to soft pedal conditions due to brake fluid boil, and possible extended stopping distance.

Is my motor home chassis affected?

This brake recall is only for Workhorse W20, W21 and W22 motor home chassis, built from July 24, 2000 through December 19, 2007. Affected owners will be notified based on the VIN and the vehicle build date.

Are there warning indicators that precede a brake failure?

The defective brake calipers on certain motor home chassis may cause hot brakes, brake drag, overheating, melting of the anti-lock brake sensor, and in a small number of cases, boiling brake fluid, which may result in loss of brake function.

There are some related symptoms commonly reported by complainants and verified by field testing that indicate the problem could be developing. These warning signs include the following:

- a. A distinct "brake burning" smell.
- b. One or more brakes "dragging" resulting in the vehicle demanding more throttle application to overcome the drag.
- c. An ABS brake light illuminates, possibly indicating that the ABS sensor has overheated, causing damage, and corrupted the signal at that wheel end.
- d. Smoke coming from the wheel end; this would be noticed during any stop when the driver exits the vehicle.
- e. A small wheel end fire at the wheel end (neither Workhorse nor NHTSA is aware of any fires spreading beyond the brake assembly).
- f. The brake pedal feels mushy or goes to the floor - this is indicative that the brake fluid in the vehicle is possibly boiling and therefore the brake system losing its effectiveness.
- g. Motor homes that are kept in storage for long periods of time or that are driven in moist environment conditions are more likely to be susceptible to failure.

What should I do if I experience any of these indicators?

If you have any of the above symptoms, please pull over and examine the wheel ends for excessive heat. In the event that you do experience symptoms, we would suggest that you contact a Workhorse service center immediately for evaluation and possible temporary repairs. Our service center network has been notified of this problem and can take appropriate action to repair one or more dragging brake calipers until such time that the final remedy can be performed.

584MP67G023

59099

584MP67G023

59099-000

1ST NOTICE

CENTERVILLE

OH

WORKHORSE®

VOLUNTARY SAFETY RECALL

WHAT TO DO.

While driving.

If you are on the road and experience any of the indicators listed on the other side, do the following:

- Pull your motor home over in a safe location off the road and stop.
- Examine your wheel ends for excessive heat or for smoke.
- Immediately contact Workhorse Roadside Assistance — 877-946-7731.

For more information.

If you want more information about the Workhorse voluntary brake recall, you can do any of the following:

- Visit www.workhorse.com
- Contact your nearest Workhorse service center (locate at www.workhorse.com)
- Contact Workhorse Customer Relations (877-246-7731)
- Visit www.safecar.gov
- Contact National Highway Traffic Safety Administration Safety Hotline (1.888.327.4236)



As part of Workhorse's ongoing commitment to the environment, this piece is printed on recycled paper using EcoSmart™ inks.
©2009 Workhorse Custom Chassis WCC-2011 0409 LHM in USA Part No. WSL043009

WORKHORSE®

VOLUNTARY SAFETY RECALL

BE AWARE OF THE WARNING SIGNS.

Keep this card accessible in your motor home cab, along with your copy of the interim letter. They contain important information about a voluntary brake recall that affects your Workhorse vehicle.

Please be aware of the following warning indicators that could indicate a potential brake issue which would require further attention. (If you experience any of these indicators, please follow instructions on the reverse side of this card.)

- a. You notice a distinct "brake burning" smell.
- b. One or more of your brakes feels like it is "dragging," and you need to apply more throttle to overcome the drag.
- c. Your ABS brake light illuminates, possibly indicating that the ABS sensor has overheated, causing damage and corrupting the signal at that wheel end.
- d. Smoke comes from the wheel end. This would be noticed during any stop when you exit the vehicle.
- e. Your brake pedal feels soft/spongy or goes to the floor — this indicates that the brake fluid is possibly boiling and that your brake system is losing its effectiveness.

Note: Motor homes that are kept in storage for long periods of time are at a higher risk of brake performance degradation.

Workhorse Sales Corp Warranty

VIN Information

VIN: 5B4MP67G023	Model/Wheelbase: P32122 / 228"	Order #: 36906	Bill Code: 59099	Bill To: WINNEBAGO INDUSTRIES INC, 605 W CRYSTAL LAKE RD , FOREST CITY, 50436
Delayed Mileage: 769	Warranty Start Date: 2-6-2002	Vehicle Application: Motor Home Chassis	Retail Outlet: Colerain Trailer Center	Alignment Certificate Required: No
Customer Name: WINNEBAGO INDUSTRIES INC	Order Date: 7-24-2001	Build Date: 9-18-2001	Ship Date: 9-18-2001	BodyBuilder: 59098 - WINNEBAGO INDUSTRIES
GVWR: 20700	GVWRF: 7500	GVWRR: 13500	Retail Phone No:	E #: E1006605
Total Ship Wt: 6483.596324	Front Ship Wt: 3540.499416	Rear Ship Wt: 2943.096908		
Front Tire: 245/70R19.5F	Front Rim: 19.5X6.75	Front Tire Pressure: 95		
Rear Tire: 245/70R19.5F	Rear Rim: 19.5X6.75	Rear Tire Pressure: 90		
Axle: 651993429110734	Suspension: 00WAC 01324801	Engine: 10XPH T108300218	Emissions: 81CPU	Transmission: 1S6310145762
Steering: 35TND SEC0372411	Drac:	ECM:	ABS: N203AM	

Open Campaign/Customer Satisfaction Bulletin Information (Click campaign Number for details)

There are no open campaigns or customer satisfaction bulletins for this vehicle

Completed Campaign/Customer Satisfaction Bulletin Information

50401-C: Bosch Brake Calipers (Campaign)

Current Owner Information:

First Name: [REDACTED]	Last Name: [REDACTED]	Address: Centerville, OH [REDACTED] USA	Fleet Name:
Business Name:	Spouse:	Contact Number [REDACTED]	Asset Number:
Second Owner: No	Entered By:	Date Entered: Feb-26-2002	Late Purchase: No
Date Of Purchase: Feb-06-2002	Mileage At Purchase: 769		

Options:

Option Name	Option Description
004	REAR AXLE 4.78 RATIO
5J0	EQUIPMENT R-134A A/C SYS W/O PRECHARGE
84P	WHEEL COLOR GRAY
8T2	HEADLAMPS DUAL, RECTANGULAR (HARNESS PROVISIONS ON
8T8	SHIELD FUEL TANK - DELETE
B4G	MOTOR HOME HOLDBACK EXCLUSION
C7V	GVW RATING 20,700 LB
CD4	WIPER SYSTEM WINDSHIELD, PULSE
EK3	SHIPPED LOOSE PARTS (OTHER)
ENV	AC SYSTEM PROVISIONS ENGINE DRESS, COMPRESSOR &
FE9	CERTIFICATION EMISSION, FEDERAL
FP5	AXLE FRONT 8,500 LB
FTY	FRONT AXLE WIDE TRACK
FV4	SUSPENSION FRONT 7,500 LB, I-BEAM AXLE
GL7	AXLE REAR 13,500 LB
GO5	SUSPENSION REAR 13,500 LB
GTY	AXLE WIDE TRACK
JL9	PWR, FRT&RR DISC, ANTLOCK, 4SEN
K34	CRUISE CONTROL AUTOMATIC, ELECTRONIC
KC4	COOLING SYSTEM ENG OIL
KG3	ALTERNATOR 145 AMP
L18	ENGINE GAS, 8 CYL, 8.1L, V8
M74	TRANSMISSION AUTO 5 SPD, SERIES 1000 HS/MH/RDS
MYF	MODEL YEAR CHANGE FLAG
NA9	EVAPORATIVE SYSTEM EMISSION
NF2	EMISSION SYSTEM FEDERAL, TIER 1
NG5	REGISTRATION EMISSION, CERTIFICATION, FIFTY STATE
NJ9	FUEL TANK 294L, 75 GAL. SINGLE FILT C/MNT
OEM	OEM CREDIT OPTION (\$500)
R05	DUAL REAR WHEELS
R3S	TIRE BRAND FRONT - MICHELIN
R7Y	MOTOR HOME INCENTIVE
RHQ	HARNESS ASM, TAIL & STOP LAMP
S3S	TIRE BRAND REAR - MICHELIN
V14	COOLER OIL, TRANSMISSION, AUX
XTH	TIRE FRONT 245/70R19.5/F HWY
YTH	TIRE REAR 245/70R19.5/F HWY

CUSTOMER #: 62945

608447C



CHEVROLET

P.O. Box 516 • Vandalia, Ohio 45377-0516
850 W. National Road • (937) 898-5894
www.smedleys.com

INVOICE

DUPLICATE 1
PAGE 1

CENTERVILLE, OH

HOME: CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 9475 DOUG O'SHELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
MOTORHOME	02	YK DEFF	5B4MP67G023		43175/43175	T682
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
01JAN02 DD			18:00 12AUG09			COUPS
R.O. OPENED	READY	OPTIONS:				
13:02 15JUL09	12:27 11AUG09					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A** REPLACED THE REAR CALIPER AND THE REAR PADS AND SPEED SENSOR AND THE FRONT BRAKE PADS AND SLIDE KIT AND GASKETS AND SEALS							
15 BRAKES							
				8004 CPC 8.40		385.98	385.98
1	W8000364		CALIPER		155.75	155.75	155.75
2	W8000036		FRT SEAL		33.00	33.00	66.00
2	W8000124		FRT CAP		62.75	62.75	125.50
2	W8000275		RR SEAL		10.62	10.62	21.24
2	W8000276		RR SEAL		57.48	57.48	114.96
2	W8000352		SLIDE KIT		110.00	110.00	220.00
2	W8810906		PAD KIT		115.00	115.00	230.00
1	Z5001		FREIGHT		27.07	27.07	27.07
1	W8001709		W/SPD SENSOR		68.65	68.65	68.65
1	89021671		LUBRICANT		24.34	24.34	24.34
SUBL TURN ROTORS							
				CPC		110.00	110.00

FC:

REPLACED ALL ABOVE PARTS TO COMPLETE THE BRAKE JOB

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER

10.00

GOLDEN BUCKEYE

THANK YOU FOR HAVING YOUR
VEHICLE SERVICED AT
SMEDLEYS CHEVROLET

CASH CHECK VISA M/C AE DISCOVER

CHECK# CHARGE#

LIMITED WARRANTY

This dealership warrants all new parts from the original equipment manufacturer and labor performed in conjunction with this repair for 12 months or twelve thousand (12,000) miles, whichever comes first. If any factory part or labor fails in normal service within that period, the dealership will replace the defective parts and/or repair any defect in workmanship. Any warranty on parts or accessories which are not new original equipment manufacturer parts are made solely by the manufacturer or supplier of such parts. Except for any limited warranty given above, this dealership disclaims all warranties, 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 said parts and accessories. This dealership shall not be liable for any consequential damages or commercial losses arising out of such purchases. (A copy of this repair order must be presented.)

CUSTOMER SIGNATURE

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.

THANK YOU

DESCRIPTION	TOTALS
LABOR AMOUNT	385.98
PARTS AMOUNT	1053.51
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	110.00
MISC. CHARGES	10.00
TOTAL CHARGES	1559.49
LESS INSURANCE	50.00
SALES TAX	109.17
PLEASE PAY THIS AMOUNT	1618.66

CUSTOMER #: 62945

608447



INVOICE

CHEVROLET

P.O. Box 516 • Vandalia, Ohio 45377-0516
850 W. National Road • (937) 898-5894
www.smedleys.com

CENTERVILLE, OH

DUPLICATE 1

PAGE 1

HOME: [REDACTED] CONT:N/A

BUS: [REDACTED] CELL:

SERVICE ADVISOR: 9475 DOUG O'SHELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
MOTORHOME	02	YK DEFF	5B4MP67G023		43175/43175	T682
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
01JAN02 DD			18:00 12AUG09			CASH
R.O. OPENED	READY	OPTIONS:				
13:02 15JUL09	12:27 11AUG09					

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
A CUST STATES THE LEFT REAR BRAKE WAS DRAGGING AND GOT REAL HOT THE
RIGHT SIDE WAS HOT ALSO SEE WORKHORSE BULLETIN CALL THE CHECK
ENGINE LITE WAS ON AND THE ABS LIGHT CA
15 BRAKES

8004 WC 0.80

1 W8000364 RR CALIPER

(N/C)

(N/C)

B Moved to: 608447C Line: A

99 Moved to: 608447C Line: A

999 CPC 0.00

0.00

0.00

C** EXTRA TIME TO PUT THE VEH BACK TOGETHER AS TOLD IT WOULD BE 2 WEEKS

BEFORE PARTS ARRIVE AND PARK OUT SIDE

25 ACCESSORIES

8004 IN 1.50

(N/C)

*** THE FOLLOWING WORK NOT DONE-TRANSFERRED TO RO#608447C ***

B Moved to: 608447C Line: A

GOLDEN BUCKEYE

THANK YOU FOR HAVING YOUR
VEHICLE SERVICED AT
SMEDLEYS CHEVROLET

CASH CHECK VISA M/C AE DISCOVER

CHECK# CHARGE#

LIMITED WARRANTY

This dealership warrants all new parts from the original equipment manufacturer and labor performed in conjunction with this repair for 12 months or twelve thousand (12,000) miles, whichever comes first. If any factory part or labor fails in normal service within that period, the dealership will replace the defective parts and/or repair any defect in workmanship. Any warranty on parts or accessories which are not new original equipment manufacturer parts are made solely by the manufacturer or supplier of such parts. Except for any limited warranty given above, this dealership disclaims all warranties, 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 said parts and accessories. This dealership shall not be liable for any consequential damages or commercial losses arising out of such purchases. (A copy of this repair order must be presented.)

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.

THANK YOU

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

CUSTOMER COPY

SMEDLEY'S CHEVROLET ESTIMATE FORM

Customer Name/Stock#

REPAIR ORDER#

Description	OEM Parts	Non-OEM Parts	Labor \$	Labor Hrs.	TOTAL
REAR CALIPER	155.75 ✓		170.20	3.7	
REAR PADS	115.00 ✓				
R.R SPEED SENSOR	68.65 ✓			1.0	
GASKETS	21.24 ✓				
					530.84
FRONT FRONT PADS	115. ✓			2.7 121.50	
FRONT SLIDE KIT	220.00 ✓			2.0 92	
GASKETS	125 ✓				
SCAL'S	66.00 ✓				
					647.50
SUB-TOTAL	+	+			1178.34
SHOP SUPPLIES					10.00
DISCOUNTS (GOLDEN BUCKEYE, etc.)					
DEDUCTIBLE (IF APPLICABLE)					
AUTHORIZATION # OR LAST 4 OF SOCIAL SECURITY #					
DEDUCTIBLE (IF APPLICABLE)					
APPLICABLE TAXES					82.55
DATE:	TEAM:		GRAND TOTAL: 1270.89		

SIGNATURE (If Present) X

Revised by FLORENCE (P.C.)

CUSTOMER #: 62945

602262



CHEVROLET

P.O. Box 516 • Vandalia, Ohio 45377-0516
850 W. National Road • (937) 898-5894
www.smedleys.com

INVOICE

PAGE 1

CENTERVILLE, OH

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 9532 DENNY MCKENZIE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
MOTORHOME	02	YK DEFF	5B4MP67G023		42182/42182	T0770	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN02	DD		18:00 25FEB09			CASH	26FEB09

R.O. OPENED	READY	OPTIONS:
15:24 25FEB09	09:59 26FEB09	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUST	STTAE	BRKE	LIGHTS	LIGHTS ARE STAYING ON WHEN YOU RELEASE THE PEDAL.		

24 SEE JOB 2

9472 CPC 0.00

0.00 0.00

B CUST STTAE 4 WAY FLASHERS IN-OP

24 FOUND MULTIFUNCTION SWITCH WITH INTERNAL SHORT
REPLACED SWITCH

9472 CPC 2.00

169.90 169.90

1 26100985 SWITCH

466.44 466.44 466.44

C CUST STTAE CHECK BRAKES ALSO BR

15 FOUND FT BRAKES TO BE ABOUT 25% LEFT ON PADS

RR WERE ABOUT 45% LEFT ON PAD LIFE

9472 CPC 0.00

0.00 0.00

D CUST STTAE PERFORM BRAKE FLUSH

15 NO WORK PERFORMED

9472 CPC 0.00

0.00 0.00

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER

10.00

THANK YOU FOR HAVING YOUR VEHICLE SERVICED AT
SMEDLEYS CHEVROLET

CASH CHECK VISA M/C AE DISCOVER

CHECK#

CHARGE#

LIMITED WARRANTY

This dealership warrants all new parts from the original equipment manufacturer and labor performed in conjunction with this repair for 12 months or twelve thousand (12,000) miles, whichever comes first. If any factory part or labor fails in normal service within that period, the dealership will replace the defective parts and/or repair any defect in workmanship. Any warranty on parts or accessories which are not new original equipment manufacturer parts are made solely by the manufacturer or supplier of such parts. Except for any limited warranty given above, this dealership disclaims all warranties, 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 said parts and accessories. This dealership shall not be liable for any consequential damages or commercial losses arising out of such purchases. (A copy of this repair order must be presented.)

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.

THANK YOU

DESCRIPTION	TOTALS
LABOR AMOUNT	169.90
PARTS AMOUNT	466.44
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	10.00
TOTAL CHARGES	646.34
LESS INSURANCE	0.00
SALES TAX	45.24
PLEASE PAY THIS AMOUNT	691.58

CUSTOMER #: 62945

602262

SMEDLEYS CHEVROLET

P.O. Box 516 Vandana, Ohio 45377-0516

850 W. National Road • (937) 898-5894

www.smedleys.com

WORKORDER

CENTERVILLE, OH

PAGE 2

HOME: [REDACTED] CONT: N/A

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 9532 MCKENZIE, DENNY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
MOTORHOME	02	YK DEFF	5B4MP67G023		42182/	T0770	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN02 IS							
01JAN02 DD			18:00 25FEB09			CASH	
R.O. OPENED	READY	OPTIONS:					
25FEB2009 15:24							

LINE OP CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

A 24 CPC CUST STTAEs BRAKE LIGHTS LIGHTS ARE STAYING ON WHEN YOU RELEASE THE PEDAL.

B 24 CPC CUST STTAEs 4 WAY FLASHERS IN-OP

C 15 CPC CUST STTAEs CHECK BRAKES ALSO BR

D 15 CPC CUST STTAEs PERFORM BRAKE FLUSH

This dealership warrants all new parts from the original equipment manufacturer and labor performed in conjunction with this repair for 12 months or twelve thousand (12,000) miles, whichever comes first. If any factory part or labor fails in normal service within that period, the dealership will replace the defective parts and/or repair any defect in workmanship. Any warranty on parts or accessories which are not new original equipment manufacturer parts are made solely by the manufacturer or supplier of such parts. Except for any limited warranty given above, this dealership disclaims all warranties, 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 said parts and accessories. This dealership shall not be liable for any consequential damages or commercial losses arising out of such purchases. (A copy of this repair order must be presented.)

ALL PARTS INSTALLED ARE NEW UNLESS
SPECIFIED OTHERWISE.

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.

insp [REDACTED] acknowledged on above vehicle to secure the amount of

X [REDACTED]

CUSTOMER SIGNATURE

PRELIMINARY ESTIMATE

215.00 RM
FAX

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

SHOP SUPPLIES

THIS FACILITY CHARGES 10% OF LABOR CHARGES FOR SHOP MATERIALS
UP TO A MAXIMUM OF \$15.00

SMEDLEY'S CHEVROLET ESTIMATE FORM

CUSTOMER NAME/STOCK#

REPAIR ORDER#

CUSTOMER NAME/STOCK#					
Description	OEM Parts	Non-OEM Parts	Labor \$	Labor Hrs.	TOTAL
MUL. FUNCTION Switch	466.43		170	170 2.0	637 ⁰⁰
Ft ADOS	135.00		195.82	8.5	330⁰⁰
BRAKE FLIGHT	140. ⁰⁰			.0	140. ⁰⁰
SUB-TOTAL	+	+		(5.0)	
SHOP SUPPLIES					
DISCOUNTS (GOLDEN BUCKEYE, etc.)					
DEDUCTIBLE (IF APPLICABLE)					
AUTHORIZATION # OR LAST 4 OF SOCIAL SECURITY #					
DEDUCTIBLE (IF APPLICABLE)					
APPLICABLE TAXES					
DATE:	TEAM:		GRAND TOTAL:		

SIGNATURE (If Present) X



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GENERAL-MOTORS & SMEDLEYS RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
50CVZ 16CVZSLUDGE 50CVZQS	LUBE, OIL, FILTER ENVIROOLUTION SERVICE LUBE, OIL, FILTER	MI MI MI	21.95 129.95 21.95	54CVZ 16CVZSLUDGEM	30000 MILE MAINT. ENVIROOLUTION SERVICE	MI MI	399.95 139.95

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/11/04	305039	25148	9469	9510	W	15CVZ	BRAKES
03/31/03	272907	12972	9446	9325	C	16CVZ	ENGINE MECHANICAL
11/18/02	265498	9812	9446	9302	W	24CVZWIP	WIPER
				9302	C	24CVZ	ELECTRICAL

SALESPERSON NO.

S E R V I C E

STATE REG# -

SERVICE DEPARTMENT HOURS Monday thru Friday 7:00 a.m. to 6:00 p.m.	VEHICLE I.D. NO. 5B4MP67G023	YEAR/MAKE/MODEL 02/WORKHORSE/MOTORHOME	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO. 336883	
	CUSTOMER NO. 62945	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE 06/28/06	
	COLOR MOTORHOME/	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	CAR NO. 269		
	TURBO CVZZ	M/MC CVZZ	AIR COND.	P.S.	TRANS.	MILEAGE 33,071	ADVISOR NO. 9532
	CENTERVILLE, OH					ADVISOR DENNY MCKENZIE	
	RESIDENCE PHONE	BUSINESS PHONE	TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE				RENTAL NUMBER
	TIME RECEIVED 01:45pm	DATE PROMISED 06/28/06	06:00pm	PRIORITY	I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for any delays caused by the customer or any cause beyond your control or for any or transporter. I hereby grant you and/or your employees for the purpose of testing and/or amount of repairs thereto.		
APPOINTMENT ☐ Yes ☒ No	LABOR RATE 79.95		CUSTOMER SIGNATURE X				FOR LABOR CHARGE UP TO A MAXIMUM OF \$15.00 FOR SHOP MATERIALS AND IF APPLICABLE HAZARDOUS WASTE DISPOSAL

ORIGINAL CUSTOMER ESTIMATE: TOTAL

COMMENTS : DROP OFF

- 1 C* 15CVZ BRAKES
CUST STATES ABD LIGHT HAS COMING
BRAKES GOT HOT COULD SMELL THEM
9524 - OVER

- 2 C 10CVZWBA BALANCE
CUST STATES BALANCE THE FRONT TIRES
9524 - COMPLETED (SPENT 2 HRS DUE TO EQUIPMENT MALFUNCTION)

Check TRANS Fluid

9524 - FLUID LEVEL & COLOR GOOD

ESTIMATE
(UNDER OHIO LAW) YOU HAVE THE
RIGHT TO AN ESTIMATE IF THE
EXPECTED COST OF REPAIRS OR
SERVICES WILL BE MORE THAN
TWENTY-FIVE DOLLARS. INITIAL
YOUR CHOICE.

WRITTEN
ESTIMATE

ORAL
ESTIMATE

I DO NOT REQUEST
AN ESTIMATE

In the event that you, the customer,
authorize commencement but do not au-
thorize completion of a repair or service,
a charge will be imposed for disassembly,
reassembly of partially completed work.
Such charge will be directly related to the
actual amount of labor or parts involved
in the inspection, repair or service.

United Warranty
The Manufacturer warrants new parts from the
date of purchase for a period of 12 months or
twelve thousand (12,000) miles, whichever
comes first. If any factory part or labor fails
in normal service within that period, the dealership
will replace the defective part and/or repair any
defect in workmanship. Any warranty on parts or
accessories which are not new original equipment
manufacturer parts are made solely by the man-
ufacturer or supplier of such parts. Except for any
limited warranty given above, this dealership dis-
claims all warranties, express or implied, including
any implied warranties of merchantability or fit-
ness for a particular purpose, and neither
assumes nor authorizes any other person to
assume for it any liability in connection with the
sale of said parts and accessories. This deal-
ership shall not be liable for any incidental or con-
sequential damages or commercial losses arising
out of such purchase. (A copy of this repair order
must be presented.)

ALL PARTS INSTALLED ARE
NEW UNLESS SPECIFIED
OTHERWISE.

CUSTOMER'S
ACCEPTANCE

INITIAL HERE
DATE
TIME
BY

AUTHORIZED
ADDITIONS

REPLACED PARTS
WILL BE RETURNED
UNLESS SPECIFIED
OTHERWISE DISCARD.

PARTS REPLACED UNDER WAR-
RANTY OR TO BE REBUILT OR
SOLD BY US WILL NOT BE
RETURNED. ALL OTHER PARTS
WILL BE MADE AVAILABLE TO YOU.

RO #

OF

CASH

WARRANTY

MAJ. G.D. CPP

MRP

DEDUCT

MAJ. ASSEMBLY
AND PPP \$100.00

CHARGE CARD

\$ DEDUCT

#

AUTH:

DAYS

RENTAL

336883

SHOP COPY



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CVFS336883



CVFS336883

CUSTOMER NO. 62945	ADVISOR DENNY MCKENZIE	TAG NO. 9532	INVOICE DATE 06/30/06	INVOICE NO. CVFS336883
	LABOR RATE 79.95	LICENSE NO.	COLOR MOTORHOME/	STOCK NO.
	YEAR / MAKE / MODEL 02 / WORKHORSE / MOTORHOME	MILEAGE 33,071	DELIVERY DATE	DELIVERY MILES
CENTERVILLE, OH	VEHICLE ID NO. 5 B 4 M P 6 7 G 0 2 3	P.O. NO.	SELLING DEALER NO.	PRODUCTION DATE
	COMMENTS		R.O. DATE 06/28/06	

JOB# 1 CHARGES-----

LABOR-----
J# 1 15CVZ BRAKES HOURS: 3.00 TECH(S):9524 239.85
CUST STATES ABD LIGHT HAS COMING
BRAKES GOT HOT COULD SMELL THEM
PERFORMED DIAG CHECKED FRONT BRAKE CALIPERS PADS AND WHEEL
SPEED SENSOR ABS CODE C0032 REMOVED RIGHT WHEEL SPEED SENSOR
FOLLOWED FLOW CHART. RESET AIR GAP AND ROAD TEST CLEARED
CODES ABS LIGHT DID NOT COME BACK ON

JOB# 1 TOTALS-----
LABOR 239.85
JOB# 1 JOURNAL PREFIX CVFS JOB# 1 TOTAL 239.85

JOB# 2 CHARGES-----

LABOR-----
J# 2 10CVZWBA BALANCE HOURS: 1.00 TECH(S):9524 40.00
CUST STATES BALANCE THE FRONT TIRES
BALANCED BOTH FRONT TIRES

JOB# 2 TOTALS-----
LABOR 40.00
JOB# 2 JOURNAL PREFIX CVFS JOB# 2 TOTAL 40.00

JOB# 3 CHARGES-----

LABOR-----
J# 3+22CVZ AUTO TRANS HOURS: TECH(S):9524 0.00
CUST STATES CHECK TRANS FLUID
FLUID LEVAL GOOD ANF FLUID CLEAN

JOB# 3 TOTALS-----
JOB# 3 JOURNAL PREFIX CVFS JOB# 3 TOTAL 0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
JOB # A 90 ENVIRONMENT OR SHOP SUPPLIES TOTAL - MISC 10.00
10.00

COMMENTS-----
DROP OFF
9524 MARK
9532 DENNY
THANK YOU

LIMITED WARRANTY

This dealership warrants all new parts from the original equipment manufacturer and labor performed in conjunction with this repair for 12 months or twelve thousand (12,000) miles, whichever comes first. If any factory part or labor fails in normal service within that period, the dealership will replace the defective parts and/or repair any defect in workmanship. Any warranty on parts or accessories which are not new original equipment manufacturer parts are made solely by the manufacturer or supplier of such parts. Except for any limited warranty given above, this dealership disclaims all warranties, 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 said parts and accessories. This dealership shall not be liable for any incidental or consequential damages or commercial losses arising out of such purchase. (A copy of this repair order must be presented.)

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.

Thank You

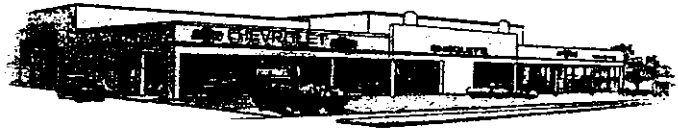


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CVFS336883



CVFS336883

CUSTOMER NO. 62945	ADVISOR DENNY MCKENZIE	TAG NO. 9532	INVOICE DATE 06/30/06	INVOICE NO. CVFS336883
CENTERVILLE, OH	LABOR RATE 79.95	LICENSE NO.	COLOR MOTORHOME/	STOCK NO.
	YEAR / MAKE / MODEL 02 / WORKHORSE / MOTORHOME	MILEAGE 33,071	DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 5 B 4 M P 6 7 G 0 2 3	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 06/28/06	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

TOTALS

METHODS OF PAYMENT:

☐ CASH ☐ CHECK # ☒ CHARGE #
☒ MASTERCARD ☐ VISA ☐ DISCOVER
☐ AMERICAN EXPRESS

WE NOW OFFER TIRES AT VERY COMPETITIVE PRICES ASK YOUR
SERV

CUSTOMER SIGNATURE

TOTAL LABOR.... 279.85
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 10.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 20.29

TOTAL INVOICE \$ **310.14**

LIMITED WARRANTY

This dealership warrants all new parts from the original equipment manufacturer and labor performed in conjunction with this repair for 12 months or twelve thousand (12,000) miles, whichever comes first. If any factory part or labor fails in normal service within that period, the dealership will replace the defective parts and/or repair any defect in workmanship. Any warranty on parts or accessories which are not new original equipment manufacturer parts are made solely by the manufacturer or supplier of such parts. Except for any limited warranty given above, this dealership disclaims all warranties, 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 said parts and accessories. This dealership shall not be liable for any incidental or consequential damages or commercial losses arising out of such purchase. (A copy of this repair order must be presented.)

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.

Thank You

7/1/06
SC



http://www.smedleys.com



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GENERAL MOTORS & SMEDLEYS RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
50CVZ 16CVZSLUDGE	LUBE, OIL, FILTER ENVIROLUATION SERVICE	MI MI	21.95 139.95	16CVZSLUDGE 50CVZQS	ENVIROLUATION SERVICE LUBE, OIL, FILTER	MI MI	129.95 21.95

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/31/03 11/18/02	272907 265498	12972 9812	9446 9446	9325 9302 9302	C W C	16CVZ 24CVZWIP 24CVZ	ENGINE MECHANICAL WIPER ELECTRICAL

SALESPERSON NO.

SERVICE

STATE REG# -

SERVICE DEPARTMENT HOURS Monday thru Friday 7:00 a.m. to 6:00 p.m.	VEHICLE I.D. NO. 5B4MP67G023	YEAR/MAKE/MODEL 02/WORKHORSE/MOTORHOME	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO. 305039		
	CUSTOMER NO. 62945		SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.		
	COLOR MOTORHOME/		CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	CAR NO. 968		
	TURBO	W/MC	AIR COND.	P. S.	TRANS	MILEAGE 25,148	ADVISOR NO. 9469	ADVISOR EARNIE HOLT
	RESIDENCE PHONE	BUSINESS PHONE	TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE					
TIME RECEIVED 07:24am	DATE/TIME PROMISED 10/11/04 06:00pm	PRIORITY	I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any 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 vehicle to secure the amount of repairs thereto.					
APPOINTMENT ☐ Yes ☒ No	LABOR RATE 69.95	X						

ORIGINAL CUSTOMER ESTIMATE: TOTAL

9570

W. 15CVZ **BRAKES**
CUSTOMER STATES THE REAR BRAKES ARE HANGING UP ALSO SEE
RECALL FOR BRAKES 50401-C

T5002
4.1

Recall completed

ESTIMATE
(UNDER OHIO LAW) YOU HAVE THE
RIGHT TO AN ESTIMATE IF THE
EXPECTED COST OF REPAIRS OR
SERVICES WILL BE MORE THAN
TWENTY-FIVE DOLLARS. INITIAL
YOUR CHOICE.

WRITTEN
ESTIMATE

ORAL
ESTIMATE

I DO NOT REQUEST
AN ESTIMATE

In the event that you, the customer,
authorize commencement but do not au-
thorize completion of a repair or service,
a charge will be imposed for disassembly,
reassembly of partially completed work.
Such charge will be directly related to the
actual amount of labor or parts involved in
the inspection, repair or service.

Limited Warranty

This dealership warrants all new parts from the
original equipment manufacturer and labor per-
formed in conjunction with this repair for 12
months or twelve thousand (12,000) miles, which-
ever comes first. If any factory part or labor fails
in normal service within that period, the dealership
will replace the defective parts and/or repair any
defect in workmanship. Any warranty on parts or
accessories which are not new original equipment
manufacturer parts are made solely by the man-
ufacturer or supplier of such parts. Except for any
limited warranty given above, the dealership dis-
claims all warranties, express or implied, including
any implied warranties of merchantability or fit-
ness for a particular purpose, and neither
assumes nor authorizes any other person to
assume for it any liability in connection with the
sale of said parts and accessories. This dealer-
ship shall not be liable for any incidental or con-
sequential damages or commercial losses arising
out of such purchase. (A copy of this repair order
must be presented.)

ALL PARTS INSTALLED ARE
NEW UNLESS SPECIFIED
OTHERWISE.

3% OF LABOR CHARGE UP TO A MAXIMUM OF \$15.00 FOR SHOP
MATERIALS AND IF APPLICABLE HAZARDOUS WASTE DISPOSAL.

ORIGINAL
ESTIMATE
\$
CUSTOMER'S
ACCEPTANCE
INITIAL HERE

AUTHORIZED
ADDITIONS
\$
DATE
TIME
BY

REPLACED PARTS
WILL BE RETURNED
UNLESS SPECIFIED
OTHERWISE DISCARD.

PARTS REPLACED UNDER WAR-
RANTY OR TO BE REBUILT OR
SOLD BY US WILL NOT BE
RETURNED. ALL OTHER PARTS
WILL BE MADE AVAILABLE TO YOU.

RO #
OF

☐ CASH
☐ WARRANTY
☐ MAJ. G.D. CPP
DEDUCT MRP

☐ MAJ. ASSEMBLY
AND PPP \$100.00
☐ CHARGE CARD
\$ DEDUCT

AUTH:
DAYS RENTAL



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CVFS305039

SERVICE
DEPARTMENT
HOURS

Monday thru Friday
7:00 a.m. to 6:00 p.m.
Phone (937) 898-5894

CVFS305039

FEDERAL TAX I.D. 31-0716801

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CUSTOMER NO. 62945	ADVISOR EARNIE HOLT	9469	TAG NO. 968	INVOICE DATE 10/15/04	INVOICE NO. CVFS305039
CENTERVILLE, OH	LABOR RATE 69.95	LICENSE NO.	MILEAGE 25,148	COLOR MOTORHOME/	STOCK NO.
	YEAR / MAKE / MODEL 02/WORKHORSE/MOTORHOME			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 5 B 4 M P 6 7 G 0 2 3			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE 10/11/04
COMMENTS					

JOB# 1 CHARGES

LABOR-----
J# 1 15CVZ BRAKES HOURS: 4.10 TECH(S): 9510 WARRANTY
CUSTOMER STATES THE REAR BRAKES ARE HANGING UP ALSO SEE
RECALL FOR BRAKES 50401-C
VERIFIED RECALL
R&R ALL CALIPERS, CLEANED, LUBED SLIDE PINS, REPLACED BOOTS,
REPLACED CALIPER PISTONS OUTER SEAL PER RECALL C50401-C

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
	4		W8001528	PIS BOOT 4.665	
	4		W8001533	GUIDE PIN 4.665	
	2		12345382	COMPOUND- 8.800	
					TOTAL - PARTS

WARRANTY
WARRANTY
WARRANTY
0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVFS JOB# 1 TOTAL 0.00

COMMENTS

EARNIE
RICK
THANK YOU!!

TOTALS

METHODS OF PAYMENT:

☐ CASH ☐ CHECK #

☐ CHARGE #

☐ MASTERCARD ☐ VISA ☐ DISCOVER
☐ AMERICAN EXPRESS

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

LIMITED WARRANTY

This dealership warrants all new parts from the original equipment manufacturer and labor performed in conjunction with this repair for 12 months or twelve thousand (12,000) miles, whichever comes first. If any factory part or labor fails in normal service within that period, the dealership will replace the defective parts and/or repair any defect in workmanship. Any warranty on parts or accessories which are not new original equipment manufacturer parts are made solely by the manufacturer or supplier of such parts. Except for any limited warranty given above, this dealership disclaims all warranties, 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 said parts and accessories. This dealership shall not be liable for any incidental or consequential damages or commercial losses arising out of such purchase. (A copy of this repair order must be presented.)

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.

Thank You



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Vandalia, Ohio

http://www.smedleys.com • (937) 898-5894

PO Box 516
Vandalia, Ohio 45377



GENERAL MOTORS & SMEDLEYS RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
51CVZ 16CVZSLUDGE RH	6000 MILE MAINT. ENVIROLUTION SERVICE	MO MI	49.95 139.95	16CVZSLUDGE	ENVIROLUTION SERVICE	MI	129.95

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
11/18/02	265498	9812	9446	9302 9302	W C	24CVZWIP 24CVZ	WIPER ELECTRICAL

SALESPERSON NO.

S E R V I C E

STATE REG#-

SERVICE DEPARTMENT HOURS Monday thru Friday 7:00 a.m. to 6:00 p.m.	VEHICLE I.D. NO. 5B4MP67G023	YEAR/MAKE/MODEL 02/WORKHORSE/MOTORHOME	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO. 272907	
	CUSTOMER NO. 62945		SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	
	COLOR MOTORHOME/		CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	CAR NO. 820	
	TURBO	W/MC	AIR COND.	P. S.	TRANS	MILEAGE 12,972	ADVISOR NO. 9374
	RESIDENCE PHONE		BUSINESS PHONE		ADVISOR MARIE MARTIN		
	TIME RECEIVED 07:55am		DATE/TIME PROMISED 03/31/03		PRIORITY 06:00pm		
APPOINTMENT ☐ Yes ☒ No	LABOR RATE 69.95		TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE				

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X

W 16CVZ ENGINE MECHANICAL
CUST STATES VEH RUNS RICH AND USES ALOT OF GAS POOR GAS
MILEAGE LOTS OF CARBON

The Problem found @ This Time

NK

ESTIMATE
(UNDER OHIO LAW) YOU HAVE THE
RIGHT TO AN ESTIMATE IF THE
EXPECTED COST OF REPAIRS OR
SERVICES WILL BE MORE THAN
TWENTY-FIVE DOLLARS. INITIAL
YOUR CHOICE.

WRITTEN
ESTIMATE

ORAL
ESTIMATE

I DO NOT REQUEST
AN ESTIMATE

In the event that you, the customer,
authorize commencement but do not au-
thorize completion of a repair or service,
a charge will be imposed for disassembly,
reassembly of partially completed work.
Such charge will be directly related to the
actual amount of labor or parts involved
in the inspection, repair or service.

Limited Warranty

This dealership warrants all new parts from the
original equipment manufacturer and labor per-
formed in conjunction with this repair for 12
months or twelve thousand (12,000) miles, whic-
ever comes first. If any factory part or labor fails
in normal service within that period, the dealership
will replace the defective parts and/or repair any
defect in workmanship. Any warranty on parts or
accessories which are not new original equipment
manufacturer parts are made solely by the man-
ufacturer or supplier of such parts. Except for any
limited warranty given above, this dealership dis-
claims all warranties, express or implied, including
any implied warranties of merchantability or fit-
ness for a particular purpose, and neither
assumes nor authorizes any other person to
assume for it any liability in connection with the
sale of said parts and accessories. This dealer-
ship shall not be liable for any incidental or con-
sequential damages or commercial losses arising
out of such purchase. (A copy of this repair order
must be presented.)

ALL PARTS INSTALLED ARE
NEW UNLESS SPECIFIED
OTHERWISE.

AMOUNT OF \$15.00 FOR SHOP
WASTE DISPOSAL

ORIGINAL ESTIMATE

CUSTOMER'S
ACCEPTANCE

\$

INITIAL HERE

AUTHORIZED
ADDITIONS

DATE

TIME

BY

\$

REPLACED PARTS
WILL BE RETURNED
UNLESS SPECIFIED
OTHERWISE DISCARD.

PARTS REPLACED UNDER WAR-
RANTY OR TO BE REBUILT OR
SOLD BY US WILL NOT BE
RETURNED. ALL OTHER PARTS
WILL BE MADE AVAILABLE TO YOU.

RO #

OF

☐ CASH

☐ WARRANTY

☐ MAJ. CPP

☐ G.D. MRP

DEDUCT

☐ MAJ. ASSEMBLY
AND PPP \$100.00

☐ CHARGE CARD

\$ DEDUCT

#

AUTH:

DAYS

RENTAL

CUSTOMER NO. 62945	ADVISOR BECKY MALKO	9446	TAG NO. 820	INVOICE DATE 03/31/03	INVOICE NO. CVCS272907
CENTERVILLE, OH	LABOR RATE 69.95	LICENSE NO.	MILEAGE 12,972	COLOR MOTORHOME/	STOCK NO.
	YEAR / MAKE / MODEL 02/WORKHORSE/MOTORHOME			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 5 B 4 M P 6 7 G 0 2 3			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.			P. O. NO.	R. O. DATE 03/31/03
COMMENTS					

JOB# 1 CHARGES-----

LABOR-----
1-16CVZ ENGINE MECHANICAL HOURS 5.00 TECH(S) 9325 0.00

CUST STATES VEH RUNS RICH AND USES ALOT OF GAS POOR GAS
MILEAGE LOTS OF CARBON
CHECKED OUT NO HISTORY CODES. ALL READINGS ARE WITHIN
PARAMETERS FOR THIS VEH NO PROBLEM FOUND AT THIS TIME

JOB# 1 TOTALS-----
JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

COMMENTS-----
9325-RON 9446-BECKY
THANK YOU

TOTALS-----

METHODS OF PAYMENT:	TOTAL LABOR....	0.00
[]-CASH []-CHECK # []-CHARGE #	TOTAL PARTS....	0.00
[]-MASTERCARD []-VISA []-DISCOVER	TOTAL SUBLET....	0.00
[]-AMERICAN EXPRESS	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

GENUINE CHEVROLET

LIMITED WARRANTY

This dealership warrants all new parts from the original equipment manufacturer and labor performed in conjunction with this repair for 12 months or twelve thousand (12,000) miles, whichever comes first. If any factory part or labor fails in normal service within that period, the dealership will replace the defective parts and/or repair any defect in workmanship. Any warranty on parts or accessories which are not new original equipment manufacturer parts are made solely by the manufacturer or supplier of such parts. Except for any limited warranty given above, this dealership disclaims all warranties, 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 said parts and accessories. This dealership shall not be liable for any incidental or consequential damages or commercial losses arising out of such purchase. (A copy of this repair order must be presented.)

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.

Thank You



http://www.smedleys.com



850 W. National Road • Vandalia, Ohio 45377-0516 • (937) 898-5894

GENERAL MOTORS & SMEDLEYS RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO.

S E R V I C E

STATE REG# -

SERVICE DEPARTMENT HOURS Monday thru Friday 7:00 a.m. to 6:00 p.m.	VEHICLE I.D. NO. 5B4MP67G023	YEAR/MAKE/MODEL 02/WORKHORSE/MOTORHOME	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO. 265498	
	CUSTOMER NO. 62945	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE 1/18/02	
	COLOR MOTORHOME/	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	CAR NO. 832		
	TURBO CVZZ	MMAC	AIR COND.	P. S.	TRANS	MILEAGE 9,812	ADVISOR NO. 9446
	ADVISOR BECKY MALKO						
RESIDENCE PHONE 433-7405	BUSINESS PHONE 620-8073	TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE					RENTAL NUMBER
TIME RECEIVED 08:51am	DATE/TIME PROMISED 11/18/02 06:00pm	PRIORITY	I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for any damage, theft or any cause beyond your control or for any supplier or transporter. I hereby grant you and/or your employees or elsewhere for the purpose of testing and/or secure the amount of repairs thereto.				
APPOINTMENT ☐ Yes ☒ No	LABOR RATE 69.95						

ORIGINAL CUSTOMER ESTIMATE: TOTAL		ESTIMATE (UNDER OHIO LAW) YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE.		ORIGINAL ESTIMATE	CUSTOMER'S ACCEPTANCE
X <u>03</u> <u>66</u>		WRITTEN ESTIMATE		\$	INITIAL HERE
W-24CVZWIP WIPER		ORAL ESTIMATE		\$	DATE
CUST STATES THAT THE WINDSHIELD WIPERS ARE INOP CHECK AND ADVISE		I DO NOT REQUEST AN ESTIMATE			TIME
N2530 66 switch shorted shorted		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, reassembly of partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.			BY
A.3 Replaced HAZARD TURN SIGNAL SWITCH		Limited Warranty		REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE DISCARD.	
W-24CVZ ELECTRICAL		This dealership warrants all new parts from the original equipment manufacturer and labor performed in conjunction with this repair for 12 months or twelve thousand (12,000) miles, whichever comes first. If any factory part or labor fails in normal service within that period, the dealership will replace the defective parts and/or repair any defect in workmanship. Any warranty on parts or accessories which are not new original equipment manufacturer parts are made solely by the manufacturer or supplier of such parts. Except for any limited warranty given above, this dealership disclaims all warranties, express or implied, including any implied warranties of merchantability or fit.		PARTS REPLACED UNDER WARRANTY OR TO BE REBUILT OR SOLD BY US WILL NOT BE RETURNED. ALL OTHER PARTS WILL BE MADE AVAILABLE TO YOU.	
CUST STATES THAT THE FOUR WAY FLASHER ARE INOP CHECK AND ADVISE		RO #		OF	
RELATED TO JOB 1		CASH		MAJ. G.D. CPP MRP	
WARRANTY PART		DEDUCT		TIME OFF	
RETURNED BY <u>Rob</u>		STRAIGHT TIME (HRS.)		11-18	
APPROVED BY <u>DMF</u>		FLAT RATE PRICE		1.2	
DATE <u>11/18/02</u>		B.O. NO. <u>265498</u>			
Z6000 LOCAL		ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.		DEDUCT	
Z5001 CSO				#	
OVERNIGHT				AUTH: <u>11-18</u>	
				DAYS RENTAL	



CVCS265498

SERVICE
DEPARTMENT
HOURSMonday thru Friday
7:00 a.m. to 6:00 p.m.
Phone (937) 898-5894

CVCS265498

FEDERAL TAX I.D. 31-0716801

850 W. National Road • Vandalia, Ohio 45377-0516 • (937) 898-5894



CUSTOMER NO. 62945	ADVISOR BECKY MALKO	9446	TAG NO. 832	INVOICE DATE 11/18/02	INVOICE NO. CVCS265498
CENTERVILLE, OH	LABOR RATE 69.95	LICENSE NO.	MILEAGE 9,812	COLOR MOTORHOME/	STOCK NO.
	YEAR / MAKE / MODEL 02/WORKHORSE/MOTORHOME			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 5 B 4 M P 6 7 G 0 2 3			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.			P. O. NO.	R. O. DATE 11/18/02
COMMENTS					

JOB# 1 CHARGES

LABOR
J# 1 24CVZWIP WIPER HOURS: 1.20 TECH(S): 9302 WARRANTY
CUST STATES THAT THE WINDSHIELD WIPERS ARE INOP CHECK AND
ADVISE
SWITCH SHORTED
CHECKED OUT AND TRACED WIRING AND REPLACED
HAZARD - TURN SIGNAL SWITCH RECK OK

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	26097021	SWITCH 2.895		
TOTAL - PARTS					0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2 24CVZ ELECTRICAL HOURS: TECH(S): 9302 0.00
CUST STATES THAT THE FOUR WAY FLASHERS ARE INOP
CHECK AND ADVISE
SEE JOB#1

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

COMMENTS

9302-ROB 9446-BECKY
THANK YOU

TOTALS

METHODS OF PAYMENT:

[] - CASH [] - CHECK # [] - CHARGE #
[] - MASTERCARD [] - VISA [] - DISCOVER
[] - AMERICAN EXPRESS

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

LIMITED WARRANTY

This dealership warrants all new parts from the original equipment manufacturer and labor performed in conjunction with this repair for 12 months or twelve thousand (12,000) miles, whichever comes first. If any factory part or labor fails in normal service within that period, the dealership will replace the defective parts and/or repair any defect in workmanship. Any warranty on parts or accessories which are not new original equipment manufacturer parts are made solely by the manufacturer or supplier of such parts. Except for any limited warranty given above, this dealership disclaims all warranties, 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 said parts and accessories. This dealership shall not be liable for any incidental or consequential damages or commercial losses arising out of such purchase. (A copy of this repair order must be presented.)

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.

Thank You



CVWS265498

SERVICE
DEPARTMENT
HOURSMonday thru Friday
7:00 a.m. to 6:00 p.m.
Phone (937) 898-5111

CVWS265498

FEDERAL TAX I.D. 31-0716801

850 W. National Road • Vandalia, Ohio 45377-0516 • (937) 898-5894



CUSTOMER NO. 62945	ADVISOR BECKY MALKO	TAG NO. 9446 832	INVOICE DATE 11/25/02	INVOICE NO. CVWS265498
CENTERVILLE, OH	LABOR RATE 59.55	LICENSE NO.	COLOR MOTORHOME/	STOCK NO.
	YEAR / MAKE / MODEL 02/WORKHORSE/MOTORHOME	MILEAGE 9,812	DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 5 B 4 M P 6 7 G 0 2 3	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 11/18/02	
BUSINESS PHONE	COMMENTS			

JOB# 1 CHARGES

LABOR
J# 1:24CVZWIP WIPER HOURS 1.20 TECH(S) 9302 71.46
CUST STATES THAT THE WINDSHIELD WIPERS ARE INOP CHECK AND
ADVISE
SWITCH SHORTED
CHECKED OUT AND TRACED WIRING AND REPLACED
HAZARD - TURN SIGNAL SWITCH RECK OK

CLAIM #-----WARRANTY OP. CODES-----FLAT HRS.--OTHER HRS.--FC--AUTH. CODE--CLAIM TYPE
265498 OJ N2530 1.20 6G
PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----U/COST--E/COST--U/PRICE
1 26097021 SWITCH 2.895 127.96 127.96 179.14
COST TOTAL 127.96
TOTAL - PARTS 179.14

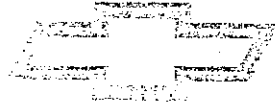
JOB# 1 TOTALS

LABOR 71.46
PARTS 179.14

JOB# 1 JOURNAL PREFIX CVWS JOB# 1 TOTAL

250.60

COMMENTS

9302-ROB 9446-BECKY
THANK YOUR/O TAX 0.00
R/O TOTALS 250.60

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	LABOR	PARTS	SUB.LAB.	SUB.PART	GOG.	MISC.	TAX	TOTAL
265498	71.46	179.14	0.00	0.00	0.00	0.00	0.00	250.60
CLAIM TOTALS	71.46	179.14	0.00	0.00	0.00	0.00	0.00	250.60

APPROVED BY SIGNATURE

LIMITED WARRANTY

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