

NVS-200

CL-10314356-4804

Lutz, FL

2010 FEB 23 AM 9:21

2010 FEB 22 P 3:57

RECEIVED-NHTSA

Feb. 3, 2009

Ms. Angelique Thomas  
Workhorse Custom Chassis  
Customer Relations  
850 Stephenson Hwy., Suite 510  
Troy, MI 48083-1174

**Re: VIN – 5B4MP67G 43**  
**File Number: 00020383**  
**Interim Campaign Notification: 50901-C**

Dear Ms. Thomas:

Thank you for your response letter dated January 8, 2010.

As requested in your letter, I am enclosing the following items:

- Invoices identifying repairs.
- Credit Card Statements confirming proof of payment.

In referring back to my original documents sent to your office on December 17, 2009, it was noted an error had been made on the years identified as service dates. Therefore, I am enclosing a corrected copy of the Chronology of Events and names of the Dealers providing service repairs and the costs for services.

Furthermore, in my initial letter I had provided copies of both Dealer Repair Invoices, showing an itemization of all services, parts, and costs. However, in the event they have been misplaced, additional copies are enclosed.

If there should be any additional information required, please feel free to contact me at the address or phone numbers above.

Thank you for your time in reviewing these records, and we will be awaiting your response.

Sincerely,

[Redacted Signature]

cc: Workhorse Custom Chassis  
P.O. BOX 110, 922 South State Route 32  
Union City, IN 47390

✓ National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE  
Washington, DC 20590  
Attention: ADMINISTRATOR

enc.

ET  
02/25/2010  
TOW



A NAVISTAR COMPANY

January 8, 2010

[REDACTED]  
Lutz, FL [REDACTED]

**RE: VIN - 5B4MP67G 43 [REDACTED]**

**File Number: 00020383**

Dear [REDACTED]

We have received your request for reimbursement concerning your motorhome with regard to the interim campaign notification 50901-C. Unfortunately, we do not have all the necessary information to complete our review. Please provide to us the following documents along with your file number:

- Proof of payment for repairs completed – a credit card receipt, your statement, a cancelled check (front and back), etc.

Once all of the requested information is received, your request will be fully reviewed and we will provide you with our position in writing. If you have any additional questions please contact me prior to sending in your documents at 877-246-7731 ext 237.

Sincerely,

  
Angelique Thomas  
Customer Relations

850 Stephenson Highway  
Suite 510  
Troy, Michigan 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  
[www.workhorse.com](http://www.workhorse.com)

**CHRONOLOGY OF EVENTS****I. April 7, 2008 – Chevrolet of Dade City****Events**

- A. Brakes began to lock up.
- B. ABS light came on.
- C. Began to smell burning fluid odor.
- D. RV towed to Chevrolet of Dade City for inspection/analysis.

**Outcome of Inspection**

- A. Left rear caliper frozen.
- B. ABS Sensor melted.
- C. Pads scored & glazed.
- D. Rotor heat glazed both sides.
- E. Left front wheel speed sensor damaged.
- F. All caliper sliders, pins, & bushings dry, causing bind while braking.

**Repairs**

- A. Moved and resurfaced left and right rear rotors.
- B. Replaced both rear calipers and pads.
- C. Replaced seals, both axles, and spindle seals.
- D. Replaced both rear ABS sensors and left front ABS Sensor.
- E. Lubed all caliper slides and pins on front.

**II. June 12, 2009 – Rick Hendrick Chevrolet, Duluth, GA****Events**

- A. Brakes failed to engage.
- B. ABS light came on.
- C. Began to smell burning fluid odor.
- D. Inspected wheels, found brake fluid splattered over right front wheel.
- E. Right front wheel extremely hot and smoking.
- F. Allowed vehicle to cool approximately 2 hours.
- G. ABS light was not on.
- H. Proceeded to take RV to Rick Hendrick Chevrolet, approximately 1 ½ miles, for inspection/analysis.
- I. Arriving, brakes again failed and ABS light came on.

**Outcome of Inspection**

- A. Front Right calipers dragging and there are N Multiple ABS Codes.

**Repairs**

- A. Replaced both front calipers, inner oil seals, wheel speed sensors, and right front outer cover.
- B. Cleaned all parts and added gear oil.
- C. Cleared code data and road tested.

**DEALERS PROVIDING SERVICE REPAIRS & COSTS**April 7, 2008

|                        |           |
|------------------------|-----------|
| Chevrolet of Dade City | \$2257.63 |
| 10741 U.S. Highway 301 |           |
| Dade City, FL 33525    |           |
| (352) 567-1222         |           |

June 12, 2009

|                          |           |
|--------------------------|-----------|
| Rick Hendrick Chevrolet  | \$1838.45 |
| 3277 Satellite Boulevard |           |
| Duluth, GA 30096         |           |
| (678) 957-5400           |           |

|                                 |                                                                                     |
|---------------------------------|-------------------------------------------------------------------------------------|
| <b>Transaction Date:</b>        | 04/07/2008 Mon                                                                      |
| <b>Transaction Description:</b> | BUDDY FOSTER CHEVROLD<br>3525671222<br>Description<br>AUTO REPAIR                   |
| <b>Cardmember Name:</b>         |                                                                                     |
| <b>Amount \$:</b>               | 2,257.63                                                                            |
| <b>Doing Business As:</b>       | BUDDY FOSTER CHEVROL                                                                |
| <b>Merchant Address:</b>        | 10741 US HIGHWAY 301<br>DADE CITY<br>FL<br>DADE CITY<br>33525-1885<br>UNITED STATES |
| <b>Reference Number:</b>        | 320081000311745687                                                                  |
| <b>Category:</b>                | Transportation - Vehicle Leasing & Purchase                                         |

Transaction Date: 06/13/2009 Sat  
Transaction Description: GWINNETT PLACE CHEVRDULUTH  
AUTO DEALER NEW/USED  
Cardmember Name: [REDACTED]  
Amount \$: 1,838.45  
Doing Business As: GWINNETT PLACE CHEVROLET  
Merchant Address: 3277 SATELLITE BLVD  
DULUTH  
GA  
DULUTH  
30096-9094  
UNITED STATES  
Reference Number: 320091640210080695  
Category: Transportation - Vehicle Leasing & Purchase

[REDACTED]  
Lutz, FL  
[REDACTED]

Dec. 16, 2009

Workhorse Custom Chassis  
Warranty Claims/Safety Recall  
850 Stephenson Hwy., #510  
Troy, MI 48084

*INITIAL PACKAGE*

Re: Safety Recall: 50901-C  
NHTSA CAMPAIGN ID Number: 09V110000

Dear Warranty Claims/Safety Recall Division:

The purpose of this letter is to notify Workhorse Custom Chassis of the inconveniences and expenses I have incurred, as a result of the above referenced Safety Recall. Please note that our first Safety Recall Notice from Workhorse Custom Chassis, was received Dec. 14, 2009.

I am the owner of a:

- 2004 Pace Arrow, 35-G, RV Motor Home with a W-22 Workhorse Chassis.
- VIN #: 5 B 4 M P 6 7 G 7 4 3 [REDACTED]

Attached you will find the following:

- Chronology of Events.
- Locations where repairs were performed.
- Total expenses incurred as a result of the defective parts.

I would appreciate a response advising what, if any, additional information is required. If no additional information is necessary, please advise when I can expect reimbursement.

[REDACTED]

[REDACTED]

cc: Workhorse Custom Chassis  
P.O. BOX 110, 922 South State Route 32  
Union City, IN 47390

National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE  
Washington, DC 20590  
Attention: ADMINISTRATOR

Enc: Safety Recall 50901-C / Updated Interim Notice / December 2009  
Chevrolet Dealer Service Invoices

## CHRONOLOGY OF EVENTS

### I. April 7, 2008 – Chevrolet of Dade City

#### Events

- A. Brakes began to lock up.
- B. ABS light came on.
- C. Began to smell burning fluid odor.
- D. RV towed to Chevrolet of Dade City for inspection/analysis.

#### Outcome of Inspection

- A. Left rear caliper frozen.
- B. ABS Sensor melted.
- C. Pads scored & glazed.
- D. Rotor heat glazed both sides.
- E. Left front wheel speed sensor damaged.
- F. All caliper sliders, pins, & bushings dry, causing bind while braking.

#### Repairs

- A. Moved and resurfaced left and right rear rotors.
- B. Replaced both rear calipers and pads.
- C. Replaced seals, both axles, and spindle seals.
- D. Replaced both rear ABS sensors and left front ABS Sensor.
- E. Lubed all caliper slides and pins on front.

### II. June 12, 2008 – Rick Hendrick Chevrolet, Duluth, GA

#### Events

- A. Brakes failed to engage.
- B. ABS light came on.
- C. Began to smell burning fluid odor.
- D. Inspected wheels, found brake fluid splattered over right front wheel.
- E. Right front wheel extremely hot and smoking.
- F. Allowed vehicle to cool approximately 2 hours.
- G. ABS light was not on.
- H. Proceeded to take RV to Rick Hendrick Chevrolet, approximately 1 ½ miles, for inspection/analysis.
- I. Arriving, brakes again failed and ABS light came on.

#### Outcome of Inspection

- A. Front Right calipers dragging and there are N Multiple ABS Codes.

#### Repairs

- A. Replaced both front calipers, inner oil seals, wheel speed sensors, and right front outer cover.
- B. Cleaned all parts and added gear oil.
- C. Cleared code data and road tested.

**DEALERS PROVIDING SERVICE REPAIRS & COSTS**April 7, 2009

|                        |           |
|------------------------|-----------|
| Chevrolet of Dade City | \$2257.63 |
| 10741 U.S. Highway 301 |           |
| Dade City, FL 33525    |           |
| (352) 567-1222         |           |

June 12, 2009

|                          |           |
|--------------------------|-----------|
| Rick Hendrick Chevrolet  | \$1838.45 |
| 3277 Satellite Boulevard |           |
| Duluth, GA 30096         |           |
| (678) 957-5400           |           |

584MP67G743 [REDACTED]

59193

584MP67G743 [REDACTED]

59193-000

1ST NOTICE

LUTZ

FL [REDACTED]



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

DECEMBER 2009

### UPDATED 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.

**This notification is an update to the initial safety recall interim notice mailed in May 2009.**

#### 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.

**Update:** The final remedy has been determined through extensive testing and development. Workhorse is now starting the production phase, which includes tooling for the final remedy. You will be notified again when remedy parts are available.

#### 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 caused by 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 environmental 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 will take appropriate action to repair one or more dragging



Rick Hendrick Chevrolet  
3277 Satellite Boulevard  
Duluth, GA 30096  
Phone (678) 957-5400  
www.gpchevy.com



MON. - FRI. 7:00 - 6:00  
SAT. 8:00 - 5:00



|                                                        |                                               |                                    |                        |                                    |                                |
|--------------------------------------------------------|-----------------------------------------------|------------------------------------|------------------------|------------------------------------|--------------------------------|
| CUSTOMER NO.<br><b>81648</b>                           | SERVICE REPRESENTATIVE<br><b>WENDY FARRAR</b> | ASM #<br><b>71998</b>              | HAT NO.<br><b>5959</b> | DATE OF INVOICE<br><b>06/12/09</b> | INVOICE #<br><b>CTCS484969</b> |
| LABOR RATE                                             | PLATE NO.                                     | CURRENT MILEAGE<br><b>25,828</b>   | COLOR OF VEHICLE       | STK. NO.                           |                                |
| YEAR / MAKE / MODEL OF VEHICLE<br><b>04/WORKHORSE/</b> | SERIAL NO.<br><b>5 B 4 M P 6 7 G 7 4 3</b>    | DATE DELIVERED                     | MILES AT DELIVERY      |                                    |                                |
| FED TAX EXEMPT NO.                                     | PURCHASE ORDER NO.                            | WORK ORDER DATE<br><b>06/01/09</b> | MILEAGE OUT            |                                    |                                |
| CHASSIS/ENGINE NUMBER/NOTES                            |                                               |                                    |                        |                                    |                                |

LABOR & PARTS  
JOB # 1 35CVZ BRAKE WORK TECH(S): 15 900.00

BRAKE FLUID LEAKING ON RT FT TIRE ABS LIGHT ON--PLEASE ADVISE  
THE FRONT CALIPERS ARE DRAGGING AND THERE ARE N MULTIPLE ABS CODES.  
REPLACE BOTH FRONT CALIPERS, INNER OIL SEALS, WHEEL SPEED SENSORS, R.F. OUTER COVER, CLEAN ALL PARTS AND ADD GEAR OIL. CLEAR CODE DATA AND ROAD TEST. O-K. CAN NOT GAURANTTEE THAT ANY OTHER ABS CODES WILL SET.

| PARTS                       | QTY | FP | NUMBER      | DESCRIPTION | UNIT PRICE |
|-----------------------------|-----|----|-------------|-------------|------------|
| JOB # 1                     | 1   |    | WCCW8000036 | SEAL        | 55.44      |
| JOB # 1                     | 1   |    | WCCW8001709 | SENSOR      | 114.06     |
| JOB # 1                     | 1   |    | CR1608      | ZYTEL HUB   | 52.78      |
| JOB # 1                     | 1   |    | E14688008   | CALIPER     | 174.20     |
| JOB # 1                     | 1   |    | WCCW8001709 | SENSOR      | 114.06     |
| JOB # 1                     | 1   |    | WCCW8000036 | SEAL        | 55.44      |
| JOB # 1                     | 1   |    | E14688008   | CALIPER     | 174.20     |
| JOB # 1 TOTAL PARTS         |     |    |             |             | 740.18     |
| JOB # 1 TOTAL LABOR & PARTS |     |    |             |             | 1640.18    |

G.O.G. & SUPPLIES  
JOB # 1 FREIGHT (PARTS) TOTAL - GOG 117.94

MISC. CODE DESCRIPTION CONTROL NO.  
JOB # A SS MISCELLANEOUS CHARGE TOTAL - MISC 33.88

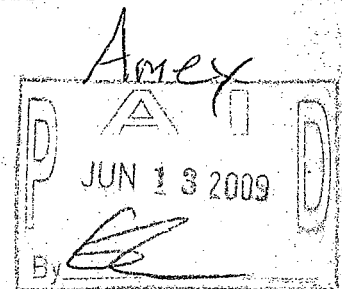
TOTALS  
\*\*\*\*\* TOTAL LABOR... 900.00  
\*\*\*\*\* TOTAL PARTS... 740.18  
\*\*\*\*\* TOTAL SUBLET... 0.00  
\*\*\*\*\* TOTAL G.O.G... 117.94  
\*\*\*\*\* TOTAL MISC CHG... 33.88  
\*\*\*\*\* TOTAL MISC DISC... 0.00  
\*\*\*\*\* TOTAL TAX..... 46.45

\*\*\*PARTS DESIGNATED WITH AN ASTERISK (\*) INDICATE LIMITED\*\*\*  
\*LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS  
TOTAL INVOICE \$ 1838.45

The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty merchantability or fitness for a particular purpose, and neither assumes or authorizes any other person to assume for it any liability in connection with the sale.

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO THE COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY TELL YOUR FRIENDS, IF NOT, PLEASE TELL US IMMEDIATELY.

GUARANTEE  
12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST ON GM PARTS AND LABOR. ALL OTHER PARTS 90 DAYS OR 3,000 MILES WHICHEVER OCCURS FIRST. DAMAGE OR ABUSE AFFECTING THESE REPAIRS VOIDS THIS WARRANTY. (A COPY OF THIS REPAIR ORDER INVOICE MUST BE PRESENTED.)



CUSTOMER SIGNATURE



# WALK AROUND SHEET

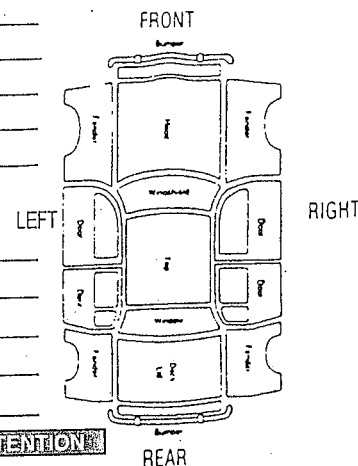


NAME \_\_\_\_\_  
RESERVATION YES ☐ / NO ☐ TIME \_\_\_\_\_  
ADDRESS \_\_\_\_\_ CITY \_\_\_\_\_ ZIP \_\_\_\_\_  
HOME PHONE \_\_\_\_\_ BUSINESS PHONE \_\_\_\_\_  
VIN# \_\_\_\_\_ YEAR \_\_\_\_\_ MAKE \_\_\_\_\_  
MILES 25828 HAT# 5959 EXTENDED WARRANTY \_\_\_\_\_  
EMISSIONS DUE YES ☐ / NO ☐ E-MAIL ADDRESS \_\_\_\_\_

Technician# \_\_\_\_\_

## REPAIR ITEM LIST

- 1) \_\_\_\_\_
- 2) \_\_\_\_\_
- 3) \_\_\_\_\_
- 4) \_\_\_\_\_
- 5) \_\_\_\_\_



☒ CHECKED TODAY ☐ WILL REQUIRE FUTURE ATTENTION ☐ REQUIRES IMMEDIATE ATTENTION

All Items Below

Are Visual Inspections

COMMENTS

|                                                     |              |  |  |  |
|-----------------------------------------------------|--------------|--|--|--|
| Shocks                                              |              |  |  |  |
| Exhaust                                             | 5B4 MP67G743 |  |  |  |
| Hoses                                               |              |  |  |  |
| Brake Fluid / Condition                             |              |  |  |  |
| Steering and Front Suspension<br>Looseness or Leaks |              |  |  |  |
| Cooling System Leaks/Condition                      |              |  |  |  |
| Suggest Air Filter                                  |              |  |  |  |
| Suggest Fuel Filter                                 |              |  |  |  |
| Wheels                                              |              |  |  |  |
| Wiper Inserts                                       |              |  |  |  |
| Battery and Cables                                  |              |  |  |  |
| Engine Oil Leak / Condition                         |              |  |  |  |
| Transmission Leak / Condition                       |              |  |  |  |
| Differential Leak                                   |              |  |  |  |
| Belts/Tension                                       |              |  |  |  |
| Exterior Lights                                     |              |  |  |  |

Tire & Brake Inspection Left Front

Right Front

Left Rear

Right Rear

☐ ☐ ☐ Brake Lining \_\_\_\_mm  
☐ ☐ ☐ Tire Tread \_\_\_\_ 32nds  
☐ ☐ ☐ Tire Pressure \_\_\_\_psi

☐ ☐ ☐ Brake Lining \_\_\_\_mm  
☐ ☐ ☐ Tire Tread \_\_\_\_ 32nds  
☐ ☐ ☐ Tire Pressure \_\_\_\_psi

☐ ☐ ☐ Brake Lining \_\_\_\_mm  
☐ ☐ ☐ Tire Tread \_\_\_\_ 32nds  
☐ ☐ ☐ Tire Pressure \_\_\_\_psi

☐ ☐ ☐ Brake Lining \_\_\_\_mm  
☐ ☐ ☐ Tire Tread \_\_\_\_ 32nds  
☐ ☐ ☐ Tire Pressure \_\_\_\_psi

INITIAL ESTIMATE \_\_\_\_\_ AUTHORIZATION \_\_\_\_\_ DATE \_\_\_\_\_

## PLEASE REMOVE ALL PERSONAL ITEMS FROM VEHICLES

Customer Data: Complying with the Safeguards Rule

As a financial institution that may have access to personal information from our customers such as their names, addresses and phone numbers; bank & credit card account numbers; income & credit histories; and Social Security numbers. The Gramm-Leach-Bliley (GLB) Act requires financial institutions to ensure the security & confidentiality of this type of information.

As part of its implementation of the GLB Act, the Federal Trade Commission (FTC) has issued the Safeguards Rule. This Rule requires financial institutions under FTC jurisdiction to secure customer records and information. We at Gwinnett Place Chevrolet are complying with this law. As such, we have developed a formal written information security plan to protect and safeguard any non-public information we may collect or see as part of servicing your vehicle and completing the business transactions.

We are asking our customers to REMOVE ALL PERSONAL ITEMS that may contain sensitive non-public data, i.e: wallets, social security number containing documents, drivers license number containing documents, credit card or other installment debt information, etc., before turning the vehicle over to our service writers.

Your privacy & identity protection is important to you and to us. We thank you for your cooperation in safeguarding this information.

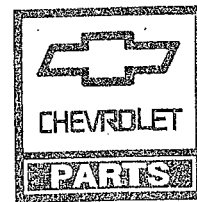
### DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The Seller, Gwinnett Place Chevrolet, hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Gwinnett Place Chevrolet neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

### TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

"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 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 vehicle to secure the amount of repairs thereto."

Customer's Signature \_\_\_\_\_ Date \_\_\_\_\_



10741 U.S. Hwy 301 • Dade City, Fl. 33525  
352-567-1222  
www.chevyofdade.city.com

State of Florida MV #03896

|                              |                                                  |                            |                                 |                                 |
|------------------------------|--------------------------------------------------|----------------------------|---------------------------------|---------------------------------|
| CUSTOMER NO.<br><b>18591</b> | ADVISOR<br><b>JAMES MARTIN</b>                   | TAG NO.<br><b>410 899T</b> | INVOICE DATE<br><b>04/07/08</b> | INVOICE NO.<br><b>CVCS74148</b> |
|                              | LABOR RATE                                       | LICENSE NO.                | COLOR<br><b>/</b>               | STOCK NO.                       |
|                              | YEAR / MAKE / MODEL<br><b>04/WORKHORSE/</b>      | MILEAGE<br><b>22,395</b>   | DELIVERY DATE                   | DELIVERY MILES                  |
|                              | VEHICLE I.D. NO.<br><b>5 B 4 M P 6 7 G 7 4 3</b> |                            | SELLING DEALER NO.              | PRODUCTION DATE                 |
|                              | F.T.E. NO.                                       | P.O. NO.                   | R.O. DATE<br><b>03/31/08</b>    |                                 |
| RESIDENCE PHONE              | BUSINESS PHONE                                   | COMMENTS                   | MO: 22397                       |                                 |

JOB# 1 CHARGES

LABOR J# 1 40CVZ2 TECH(S):644 1035.00

UNIT TOWED IN BRAKES LOCKED UP NOTE LF GOT EXTREMELY HOT  
INSPECTED REAR BRAKES FOUND LR CALIPER FROZEN AND ABS SENSOR MELTED, PADS SCORED AND GLAZED AND ROTOR  
HEAT GLAZED ON BOTH SIDES. FOUND LF WHEEL SPEED SENSOR DAMAGED ALSO AND ALL CLIPER SLIDERS, PINS, AND BUSHINGS DRY CAUSING BIND WHILE BRAKING.  
REMOVED AND RESURFACED BOTH REAR ROTORS. REPLACED BOTH REAR CALIPERS AND PADS. REPLACED SEALS BOTH AXLE AND SPINDLE SEALS. REPLACED BOTH REAR ABS SENSORS AND LF ABS SENSOR. LUBED ALL CALIPER SLIDES AND PINS ON FRONT AND FLUSH SYSTEM FOUND LF JACK HOLDING TANK LEAKING - REMOVED AND RESEALED AS NEEDED.

| PARTS         | QTY | FP | NUMBER   | DESCRIPTION    | UNIT | PRICE  |
|---------------|-----|----|----------|----------------|------|--------|
|               | 2   |    | 70229    | ROTOR:MAC      |      | 33.00  |
|               | 2   |    | W8000364 | CALIPER        |      | 186.14 |
|               | 1   |    | W8810906 | PADS, BRA      |      | 119.80 |
|               | 2   |    | W8001709 | SENSOR         |      | 82.18  |
|               | 2   |    | W8000276 | SEAL,RR W      |      | 21.10  |
|               | 2   |    | W8000275 | SEAL ASM.      |      | 11.04  |
|               | 1   |    | W8001709 | SENSOR         |      | 82.18  |
|               | 1   |    | W8000124 | CAP F AXL      |      | 25.44  |
|               | 3   |    | 70259    | GEAR OIL       |      | 6.78   |
|               | 1   |    | 88909760 | FUSE KIT 8.965 |      | 2.65   |
|               | 2   |    | PF9      | BRAKE FLU      |      | 21.30  |
| TOTAL - PARTS |     |    |          |                |      | 959.93 |

JOB# 1 TOTALS LABOR 1035.00  
PARTS 959.93

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 1994.93

JOB# 2 CHARGES

LABOR J# 2+51CVZ TECH(S):644 90.00  
BODY ELECT CONCERN  
CUSTOMER STATES THAT THE WINDSHIELD WIPERS HAVE NO LOE  
NOR INTERMITTANT FUNCTIONS.  
VERIFIED CONCERN FOUND MULTIFUNCTION SWITCH SHORTED  
REPAIRS DECLINED

JOB# 2 TOTALS LABOR 90.00

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 90.00

MISC CODE DESCRIPTION CONTROL NO  
JOB # A 100 SHOP SUPPLIES/ENVIRONMENTAL FEE 25.00  
TOTAL - MISC 25.00

**Miscellaneous Shop Supplies and Hazardous Waste Disposal Charges**  
There may be a charge that represents costs and profits to the motor repair facility for items such as miscellaneous shop supplies and/or waste disposal expenses.

**State Tire & Battery Fee**  
The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185].

**Service & Parts Guarantee**  
We guarantee our service work for 12 mos. or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge.

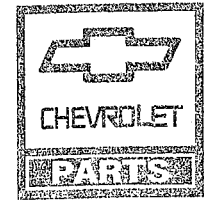
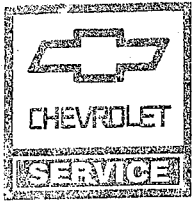
**ALL PARTS ARE NEW OR REMANUFACTURED UNLESS OTHERWISE INDICATED**

\*U/Used R/Rebuilt RC/Reconditioned  
NC/No Chg/Warranty RD Reduced/Warranty

**Service & Parts**  
**Dept. Hours**  
Mon - Fri  
7:30 AM to 5:30 PM  
Sat  
8:00 AM to 1:00 PM



*Thank You  
for servicing  
your vehicle at  
Chevrolet of  
Dade City*



10741 U.S. Hwy 301 • Dade City, FL 33525  
352-567-1222  
www.chevyofdadecity.com

State of Florida MV #03896

|                                                  |                                |                          |                                 |                                 |
|--------------------------------------------------|--------------------------------|--------------------------|---------------------------------|---------------------------------|
| CUSTOMER NO.<br><b>18591</b>                     | ADVISOR<br><b>JAMES MARTIN</b> | TAG NO.<br><b>410</b>    | INVOICE DATE<br><b>04/07/08</b> | INVOICE NO.<br><b>CVCS74148</b> |
| LABOR RATE                                       | LICENSE NO.                    | MILEAGE<br><b>22,395</b> | COLOR<br><b>/</b>               | STOCK NO.                       |
| YEAR / MAKE / MODEL<br><b>04/WORKHORSE/</b>      |                                |                          | DELIVERY DATE                   | DELIVERY MILES                  |
| VEHICLE I.D. NO.<br><b>5 B 4 M P 6 7 G 7 4 3</b> |                                |                          | SELLING DEALER NO.              | PRODUCTION DATE                 |
| F.T.E. NO.                                       |                                |                          | R.O. DATE<br><b>03/31/08</b>    |                                 |
| RESIDENCE PHONE                                  | BUSINESS PHONE                 | COMMENTS                 |                                 |                                 |

MO: 22397

COMMENTS  
TOW IN

TOTALS

\*\*\*\*\*  
\*  
\* [ ] CASH [ ] CHECK CK NO. [ ] \*  
\* [ ] VISA [ ] MASTERCARD \*  
\*  
\*\*\*\*\*

TOTAL LABOR.... 1125.00  
TOTAL PARTS.... 959.93  
TOTAL SUBLET.... 0.00  
TOTAL G.O.G.... 0.00  
TOTAL MISC CHG. 25.00  
TOTAL MISC DISC 0.00  
TOTAL TAX..... 147.70

**TOTAL INVOICE \$ 2257.63**

THANK YOU FOR YOUR BUSINESS!!  
IT HAS BEEN A PLEASURE TO SERVE YOU!!

\*\*\*\*\* SERVICE DEPARTMENT IS NOW OPEN \*\*\*\*\*  
\*\*\*\*\* SATURDAY FROM 8:00 TO 5:00 PM \*\*\*\*\*  
\*\*\*\*\* PLEASE CALL FOR APPOINTMENT \*\*\*\*\*

CUSTOMER SIGNATURE

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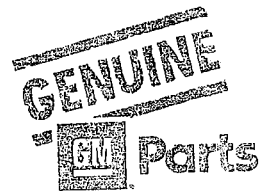
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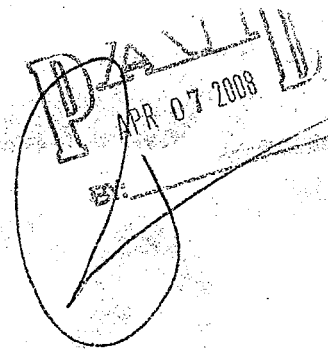
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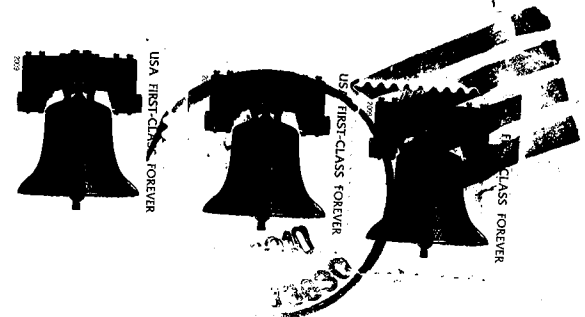
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*Thank You  
for servicing  
your vehicle at  
Chevrolet of  
Dade City*



[REDACTED]  
[REDACTED]  
Lutz, FL [REDACTED]



National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE  
Washington, DC 20590

Attention: ADMINISTRATOR