



State of Wisconsin
Jim Doyle, Governor

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

JUN 10 2010

Department of Agriculture, Trade and Consumer Protection
Rod Nilsestuen, Secretary

June 1, 2010

MILWAUKEE WI

RE: **File 526906** (*Refer to this number when contacting our agency*)
GENERAL MOTORS CORP
PO BOX 33170 CUSTOMER ASST CEN
DETROIT MI 48232-5170

Dear Ms. [REDACTED]

Thank you for contacting the Department of Agriculture, Trade and Consumer Protection concerning General Motors Corp.

The issues in your complaint may be within the authority of the agency listed below, so we are forwarding your complaint directly to them:

WISCONSIN DEPARTMENT OF TRANSPORTATION
DEALER REGULATION UNIT
4802 SHEBOYGAN AVE RM 201
PO BOX 7909
MADISON WI 53707-7909
Telephone: 608 266-1425

✓ NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
US DEPARTMENT OF TRANSPORTATION
WEST BUILDING
1200 NEW JERSEY AVE SE
WASHINGTON DC 20590
Telephone: 888-327-4236 or 202 366-0123
Website: www.nhtsa.dot.gov

If you have additional information or wish to follow-up on your complaint, please contact them at the telephone number or address listed above.

Sincerely,

A handwritten signature in blue ink that reads "Judy Testolin".

Judy A. Testolin
Consumer Information Specialist
BUREAU OF CONSUMER PROTECTION
FAX: 608-224-4939
E-mail: Judy.Testolin@wisconsin.gov

Agriculture generates \$59 billion for Wisconsin

2811 Agriculture Drive • PO Box 8911 • Madison, WI 53708-8911 • Wisconsin.gov

An equal opportunity employer

KB
061010
TGW

[REDACTED]
Milwaukee, Wisconsin [REDACTED]

WDATCP

MAY 17 2010

Division of Trade &
Consumer Protection
Madison, WI

Pontiac Customer Assistance Center
P.O. Box 33172
Detroit, Michigan 48232-5172

May 12, 2010

Dear Sir or Madam:

I am very unhappy about having to make the same repair on my Montana's front passenger door two times in less than one year, at a cost of \$117.69 the first time and \$109.82 the second time (May 26, 2009 and May 10, 2010, respectively). I was told the warranty on the parts and labor had expired because I had driven more than 12,000 miles, although I do not believe that the number of miles driven should really impact the ability of my door to remain intact.

Although they have been subjected to **no** abnormal use, both front doors on this vehicle have come apart in the same way, multiple times, causing me to make numerous trips to the dealer. On several occasions, service staff have "popped" the door back into place without charge. Other times, they have told me that the pins (little plastic pushpins apparently not strong enough for the purpose to which they are put) needed replacing. When the driver's door came apart, it was fixed under warranty. However, the same repair on the passenger door last May 26 cost me \$117. Now, less than a year later, I have had to have the same repair, on the same door, at a cost of \$109.

Since I have never experienced this problem on any other vehicles, I believe a design flaw, faulty parts, or slipshod repair work must be causing it. I am protesting the charge for this repair. I am also very unhappy about the amount of my valuable time that I have had to spend making trips to the dealer for such a ridiculous problem. I would like the flaw to be corrected so that it will not recur; and I would like to be reimbursed for the cost of the second repair.

I am sending copies of this letter to the dealer, Andrew Chevrolet, and to the Wisconsin Bureau of Consumer Protection. As a former GM employee, I have never purchased a non-GM car, but my experience with this Montana is severely testing my loyalty.

Yours very truly,
[REDACTED]

Cc: Andrew Chevrolet 1500 W. Silver Spring Dr. Glendale, WI 53209

Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection
P.O. Box 8911 Madison, WI 53708-8911

Enclosures: 3



ANDREW Chevrolet
1500 W. Silver Spring Dr
Glendale, WI 53209
Tel #: 414.228.6200



Jason Burton
Assistant Service Manager
Direct Line: (414) 540-2564

www.AndrewAutomotive.com

1500 W. Silver Spring Dr.
Milwaukee, WI 53209

Phone: (414) 228-6223
Fax: (414) 228-6214

CUSTOMER NO. 36261		ADVISOR JASON W BURTON	3469	TAG NO. 291	INVOICE DATE 05/26/09	INVOICE NO. BUCS146605																				
[REDACTED] MILWAUKEE, WI		LABOR RATE	LICENSE NO.	RELEASE 31,607	COLOR BEIGE/	STOCK NO. P1018																				
		YEAR / MAKE / MODEL 05/PONTIAC/MONTANA SV6/4DR EXT WB			DELIVERY DATE 03/08/07	DELIVERY MILES																				
		VEHICLE I.D. NO. 1 G M D V 3 3 L 4 5 D			SELLING DEALER NO.	PRODUCT ON DATE																				
		F.T.E. NO.	P.O. NO.	R.O. DATE 05/26/09																						
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS																								
					MO: 31607																					
JOB# 1 CHARGES LABOR J# 1 11CVZ ENGINE MINOR HOURS: TECH(S): 3188 49.95 UNABLE TO OPEN PASSENGER FRONT DOOR - ADVISE REPLACED DOOR PANEL CLIPS, AND DOOR HANDLE BEZEL																										
PARTS <table border="1"> <thead> <tr> <th>QTY</th> <th>FP NUMBER</th> <th>DESCRIPTION</th> <th>UNIT PRICE</th> <th></th> </tr> </thead> <tbody> <tr> <td>6</td> <td>10421018</td> <td>RETAINER 15.100</td> <td>6.02</td> <td>36.12</td> </tr> <tr> <td>1</td> <td>15844058</td> <td>BEZEL 16.345</td> <td>25.38</td> <td>25.38</td> </tr> <tr> <td colspan="3">TOTAL - PARTS</td> <td></td> <td>61.50</td> </tr> </tbody> </table>							QTY	FP NUMBER	DESCRIPTION	UNIT PRICE		6	10421018	RETAINER 15.100	6.02	36.12	1	15844058	BEZEL 16.345	25.38	25.38	TOTAL - PARTS				61.50
QTY	FP NUMBER	DESCRIPTION	UNIT PRICE																							
6	10421018	RETAINER 15.100	6.02	36.12																						
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TOTAL - PARTS				61.50																						
JOB# 1 TOTALS LABOR 49.95 PARTS 61.50 JOB# 1 JOURNAL PREFIX BUCS JOB# 1 TOTAL 111.45																										
TOTALS TOTAL LABOR.... 49.95 TOTAL PARTS.... 61.50 TOTAL SUBLET... 0.00 TOTAL G.O.G.... 0.00 TOTAL MISC CHG. 0.00 TOTAL MISC DISC 0.00 TOTAL TAX..... 6.24 TOTAL INVOICE \$ 117.69																										
() CASH (CHECK#) () CHARGE (X) CREDIT CARD VISA THANK YOU FOR THIS OPPORTUNITY TO SERVE YOUR NEEDS																										
CUSTOMER SIGNATURE																										

"Notice: You are entitled to inspect or receive any components, parts or accessories replaced or removed by the shop."

**ALL PARTS NEW
UNLESS SPECIFIED**

**Customer
Service
is our
Passion**

SERVICE DEPT. HOURS

Mon-Thurs: 6:30am-9:00pm
Friday: 6:30am-6:00pm
Saturday: 8:00am-1:00pm
Direct #: 414.228.6223

PARTS DEPT. HOURS

Mon-Thurs: 7:30am-7:00pm
Friday: 7:30am-5:30pm
Saturday: 8:00am-1:00pm
Direct #: 414.228.6235

DISCLAIMER OF WARRANTIES

"The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty 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 part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages."

Motor vehicle repair trade practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911.

THANK YOU

[END OF INVOICE] 10:30am

SP64953 Q (12)

ANDREW CHEV BUICK PONTIAC
1500 W SILVER SPRING DR
GLENDALE, WI 53209
414-228-6200

Print ID: 538951010650367
ID: 0616

Sale

XXXXXXXXXXXX

Method: Swiped

id: Online

709

Batch#: 060602

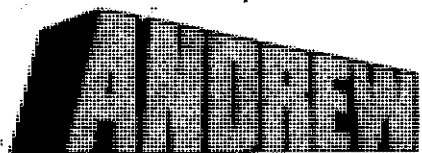
10:28:58

Post Code: 076369

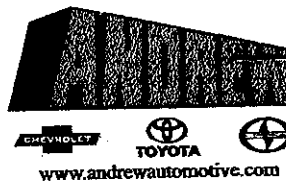
\$ 117.69

Customer Copy

THANK YOU
PLEASE COME AGAIN!!



ANDREW Chevro
1500 W. Silver Spring Dr
Glendale, WI 53209
Tel #: 414.228.6200



Chauncey Lovett
Assistant Service Manager
Direct Line: (414) 540-2565

www.AndrewAutomotive.com

1500 W. Silver Spring Dr.
Milwaukee, WI 53209

Phone: (414) 228-6223
Fax: (414) 228-6214

CUSTOMER NO. 36261	ADVISOR CHAUNCEY J LOVETT	TAG NO. 3184 W458	INVOICE DATE 05/10/10	INVOICE NO. BUCS172794
	LABOR RATE	LICENSE NO.	MILEAGE 46,173	COLOR BEIGE/
	YEAR / MAKE / MODEL 05/PONTIAC/MONTANA SV6/4DR EXT WB		DELIVERY DATE 03/08/07	STOCK NO. P1018
MILWAUKEE, WI	VEHICLE I.D. NO. 1 G M D V 3 3 L 4 5 D		SELLING DEALER NO.	DELIVERY MILES
	F.T.E. NO.	P.O. NO.	R.O. DATE 05/10/10	PRODUCTION DATE
BUSINESS PHONE	COMMENTS			

MO: 46174

JOB# 1 CHARGES

LABOR
J# 1 60CVZ INTERIOR TRIM HOURS: 1.00 TECH(S): 3166 90.00

OWNER STATES THE PASSENGER FRONT DOOR TRIM CAME LOOSE NEED P
RICE TO REPAIR
INSPECTED AND DIAGNOSE FOUND A BUNCH OF LOOSE CLIPES
REPLACED FAILED CLIPS

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	13		RETAINERS	RETAINER PUSH	0.80	10.40
					TOTAL - PARTS	10.40

JOB# 1 TOTALS

LABOR	90.00
PARTS	10.40
JOB# 1 JOURNAL PREFIX BUCS	
JOB# 1 TOTAL	100.40

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	SHOP SUPPLIES		3.60
				TOTAL - MISC
				3.60

COMMENTS
WAITER

TOTALS

TOTAL LABOR....	90.00
TOTAL PARTS....	10.40
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	3.60
TOTAL MISC DISC	0.00
TOTAL TAX.....	5.82

TOTAL INVOICE \$ 109.82



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UNLESS SPECIFIED**

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Service
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Passion**

SERVICE DEPT. HOURS

Mon-Thurs: 6:30am-9:00pm
Friday: 6:30am-6:00pm
Saturday: 8:00am-1:00pm
Direct #: 414.228.6223

PARTS DEPT. HOURS

Mon-Thurs: 7:30am-7:00pm
Friday: 7:30am-5:30pm
Saturday: 8:00am-1:00pm
Direct #: 414.228.6235

DISCLAIMER OF WARRANTIES

"The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty 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 part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages."

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THANK YOU

Sale

ANDREW CHEV BUICK PONTIAC
1500 W SILVER SPRING DRIVE
GLENDALE, WI 53209
414-228-6200

Merchant ID: 530961010050367
Card ID: 0010

SA
XXXXXXXXXXXX

Card Method: Suiped

Card: Online

Card: 1/10/10

Card: 000000013

Total:

Batch#: 000005
11-27-10

Card Code: 01531A

\$ 109.82

Customer Copy

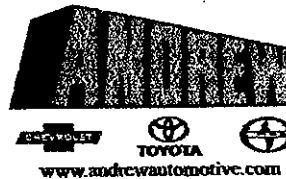
THANK YOU
PLEASE COME AGAIN!!

[END OF INVOICE] 11:09am



www.AndrewAutomotive.com

ANDREW Chevrol
1500 W. Silver Spring Dri
Glendale, WI 53209
Tel #: 414.228.6200



Jason Burton
Assistant Service Manager
Direct Line: (414) 540-2564

1500 W. Silver Spring Dr.
Milwaukee, WI 53209

Phone: (414) 228-6223
Fax: (414) 228-6214

CUSTOMER NO. 36261	ADVISOR JASON W BURTON	TAG NO. 3469 342	INVOICE DATE 07/24/09	INVOICE NO. BUCS151490
	LABOR RATE	LICENSE NO.	LEASE 34,117	COLOR BEIGE/
	YEAR / MAKE / MODEL 05 / PONTIAC / MONTANA SV6 / 4DR EXT WB	DELIVERY DATE 03/08/07	STOCK NO. P1018	
	VEHICLE I.D. NO. 1 G M D V 3 3 L 4 5 D	DELIVERY MILES	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 07/24/09	
BUSINESS PHONE	COMMENTS MO: 34117			

JOB# 1 CHARGES

LABOR
J# 1 11CVZ ENGINE MINOR HOURS: 0.20 TECH(S): 3235 WARRANTY
DRIVERS INSIDE DOOR HANDLE IS LOOSE - INSTALL SOP
REPLACED INSIDE DOOR HANDLE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	15844059	BEZEL 16.345		0.00
TOTAL - PARTS					0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX BUCS JOB# 1 TOTAL 0.00

TOTALS

ANDREW CHEVROLET is your	TOTAL LABOR....	0.00
\$4500.00 VOUCHER "CASH for CLUNKERS"	TOTAL PARTS....	0.00
HEADQUARTERS	TOTAL SUBLET....	0.00
CALL SALES MANAGERS DENNIS KENDALL OR STUART S.	TOTAL G.O.G....	0.00
for details @ 1-866-796-1000 today	TOTAL MISC CHG....	0.00
	TOTAL MISC DISC....	0.00
	TOTAL TAX.....	0.00
TOTAL INVOICE \$		0.00

CUSTOMER SIGNATURE

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Mon-Thurs: 6:30am-9:00pm
Friday: 6:30am-6:00pm
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THANK YOU

[REDACTED]
Milwaukee, Wisconsin

WDATECP

MAY 17 2010

Division of Trade &
Consumer Protection
Madison, WI

Pontiac Customer Assistance Center
P.O. Box 33172
Detroit, Michigan 48232-5172

May 12, 2010

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Although they have been subjected to *no* abnormal use, both front doors on this vehicle have come apart in the same way, multiple times, causing me to make numerous trips to the dealer. On several occasions, service staff have "popped" the door back into place without charge. Other times, they have told me that the pins (little plastic pushpins apparently not strong enough for the purpose to which they are put) needed replacing. When the driver's door came apart, it was fixed under warranty. However, the same repair on the passenger door last May 26 cost me \$117. Now, less than a year later, I have had to have the same repair, on the same door, at a cost of \$109.

Since I have never experienced this problem on any other vehicles, I believe a design flaw, faulty parts, or slipshod repair work must be causing it. I am protesting the charge for this repair. I am also very unhappy about the amount of my valuable time that I have had to spend making trips to the dealer for such a ridiculous problem. I would like the flaw to be corrected so that it will not recur; and I would like to be reimbursed for the cost of the second repair.

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[REDACTED]

Cc: Andrew Chevrolet 1500 W. Silver Spring Dr. Glendale, WI 53209

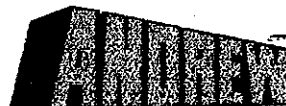
Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection
P.O. Box 8911 Madison, WI 53708-8911

Enclosures: 3



www.AndrewAutomotive.com

ANDREW Chevrolet
1500 W. Silver Spring Dr
Glendale, WI 53209
Tel #: 414.228.6200



www.andrewautomotive.com

Jason Burton
Assistant Service Manager
Direct Line: (414) 540-2564

1500 W. Silver Spring Dr.
Milwaukee, WI 53209

Phone: (414) 228-6223
Fax: (414) 228-6214

CUSTOMER NO. 36261	ADVISOR JASON W BURTON	TAG NO. 3469	INVOICE DATE 05/26/09	INVOICE NO. BUCS146605
MILWAUKEE, WI	LABOR RATE	LICENSE NO.	RELEASE 31,607	COLOR BEIGE/
	YEAR/MAKE/MODEL 05/PONTIAC/MONTANA SV6/4DR EXT WB			STOCK NO. P1018
	VEHICLE ID. NO. 1 G M D V 3 3 L 4 5 D			DELIVERY DATE 03/08/07
	F.T.E. NO.			DELIVERY MILES
BUSINESS PHONE		P.O. NO.	SELLING DEALER NO.	PRODUCTION DATE
COMMENTS		R.O. DATE 05/26/09		
MO: 31607				

JOB# 1 CHARGES

LABOR
1 11CVZ ENGINE MINOR HOURS: TECH(S):3188 49.95
UNABLE TO OPEN PASSENGER FRONT DOOR - ADVISE
REPLACED DOOR PANEL CLIPS, AND DOOR HANDLE
BEZEL

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	6	10421018	RETAINER 15.100	6.02	36.12
	1	15844058	BEZEL 16.345	25.38	25.38
TOTAL - PARTS					61.50

JOB# 1 TOTALS

LABOR	49.95
PARTS	61.50
JOB# 1 JOURNAL PREFIX BUCS JOB# 1 TOTAL	111.45

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UNLESS SPECIFIED**

**Customer
Service
is our
Passion**

TOTALS

//////////

() CASH (CHECK#) () CHARGE

☒ CREDIT CARD **VISA**

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOUR NEEDS

//////////

TOTAL LABOR....	49.95
TOTAL PARTS....	61.50
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG....	0.00
TOTAL MISC DISC....	0.00
TOTAL TAX.....	6.24
TOTAL INVOICE \$	117.69

SERVICE DEPT. HOURS

Mon-Thurs: 6:30am-9:00pm
Friday: 6:30am-6:00pm
Saturday: 8:00am-1:00pm
Direct #: 414.228.6223

PARTS DEPT. HOURS

Mon-Thurs: 7:30am-7:00pm
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Saturday: 8:00am-1:00pm
Direct #: 414.228.6235

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THANK YOU

[END OF INVOICE] 10:30am

SP544953 Q (12)

ANDREW CHEV BUICK PONTIAC
1500 W SILVER SPRING DRIVE
GLENDALE, WI 53209
414-228-6200

Print ID: 530951010106367
ID: 08019

Sale

00000000000000000000

Method: Suited

id: Online

/AS

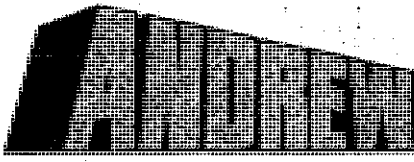
Batch#: 080602
10-28-58

Part Code: 07035A

\$ 117.69

Customer Copy

THANK YOU
PLEASE COME AGAIN!!



ANDREW Chevro
1500 W. Silver Spring Dr
Glendale, WI 53209
Tel #: 414.228.6200



Chauncey Lovett
Assistant Service Manager
Direct Line: (414) 540-2565

www.AndrewAutomotive.com

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	YEAR / MAKE / MODEL 05/PONTIAC/MONTANA SV6/4DR EXT WB		DELIVERY DATE 03/08/07	STOCK NO. P1018
MILWAUKEE, WI	VEHICLE ID. NO. 1 G M D V 3 3 L 4 5 D		SELLING DEALER NO.	DELIVERY MILES
	F.T.E. NO.	P.O. NO.	R.O. DATE 05/10/10	PRODUCTION DATE
	BUSINESS PHONE	COMMENTS	MO: 46174	

JOB# 1 CHARGES

LABOR
J# 1 60CVZ INTERIOR TRIM HOURS: 1.00 TECH(S) 3166 90.00
OWNER STATES THE PASSENGER FRONT DOOR TRIM CAME LOOSE NEED P
RICE TO REPAIR
INSPECTED AND DIAGNOSE FOUND A BUNCH OF LOOSE CLIPES
REPLACED FAILED CLIPS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	13	RETAINERS	RETAINER PUSH	0.80	10.40
				TOTAL - PARTS	10.40
JOB# 1 TOTALS				LABOR	90.00
				PARTS	10.40
				JOB# 1 JOURNAL PREFIX BUCS	JOB# 1 TOTAL
					100.40
MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # A	SS	SHOP SUPPLIES		3.60	
				TOTAL - MISC	3.60
COMMENTS WAITER					
TOTALS					

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THANK YOU

TOTAL LABOR..... 90.00
TOTAL PARTS..... 10.40
TOTAL SUBLET.... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 3.60
TOTAL MISC DISC 0.00
TOTAL TAX..... 5.82
TOTAL INVOICE \$ 109.82

PAID
AD 510110
VISA

RECEIVE A \$25.00 GIFT
CERTIFICATE FROM ANDREW CHEVROLET!
(after 5 customer pay visits of \$25.00 or more)
VALID ONLY FOR VEHICLE LISTED ABOVE.
Ask cashier for your keychain punch card today!

ANDREW CHEV BUICK PONTIAC
1500 W SILVER SPRING DRIVE
GLENDALE, WI 53209
414-228-6200

Merchant ID: 530951010050367
m ID: 0010

Sale

SA XXXXXXXXXX6663

try Method: Suiped

Print: Online

10/10

Batch: 000009

11:27:10

Appr Code: 01531A

109.82

Customer Copy

THANK YOU!

PLEASE COME AGAIN!!

[END OF INVOICE] 11:09am



www.AndrewAutomotive.com

ANDREW Chevrolet
1500 W. Silver Spring Dr
Glendale, WI 53209
Tel #: 414.228.6200



Jason Burton
Assistant Service Manager
Direct Line: (414) 540-2564

1500 W. Silver Spring Dr.
Milwaukee, WI 53209

Phone: (414) 228-6223
Fax: (414) 228-6214

CUSTOMER NO.	36261	ADVISOR	JASON W BURTON	TAG NO.	3469	INVOICE DATE	07/24/09	INVOICE NO.	BUCS151490
		LABOR RATE		LICENSE NO.		COPIES	34,117	BEIGE/	STOCK NO.
		YEAR/MAKE/MODEL	05/PONTIAC/MONTANA SV6/4DR EXT WB			DELIVERY DATE	03/08/07	DELIVERY MILES	P1018
		VEHICLE I.D. NO.	1 G M D V 3 3 L 4 5 D			SELLER'S REF. NO.		PRODUCTION DATE	
		F.T.E. NO.		P.O. NO.		R.O. DATE	07/24/09		
		BUSINESS PHONE				COMMENTS	MO: 34117		

JOB# 1 CHARGES

LABOR
J# 1 11CVZ ENGINE MINOR HOURS: 0.20 TECH(S): 3235 WARRANTY
DRIVERS INSIDE DOOR HANDLE IS LOOSE - INSTALL SOP
REPLACED INSIDE DOOR HANDLE

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1		15844059	BEZEL 16.345		0.00
					TOTAL - PARTS	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX BUCS JOB# 1 TOTAL 0.00

TOTALS	
ANDREW CHEVROLET is your	TOTAL LABOR.... 0.00
\$4500.00 VOUCHER "CASH for CLUNKERS"	TOTAL PARTS.... 0.00
HEADQUARTERS	TOTAL SUBLET.... 0.00
CALL SALES MANAGERS DENNIS KENDALL OR STUART S.	TOTAL G.O.G.... 0.00
for details @ 1-866-796-1000 today	TOTAL MISC CHG. 0.00
	TOTAL MISC DISC 0.00
	TOTAL TAX..... 0.00
	TOTAL INVOICE \$ 0.00

"Notice: You are entitled to inspect or receive any components, parts or accessories replaced or removed by the shop."

**ALL PARTS NEW
UNLESS SPECIFIED**

**Customer
Service
is our
Passion**

SERVICE DEPT. HOURS

Mon-Thurs: 6:30am-9:00pm
Friday: 6:30am-6:00pm
Saturday: 8:00am-1:00pm
Direct #: 414.228.6223

PARTS DEPT. HOURS

Mon-Thurs: 7:30am-7:00pm
Friday: 7:30am-5:30pm
Saturday: 8:00am-1:00pm
Direct #: 414.228.6235

DISCLAIMER OF WARRANTIES

"The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty 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 part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages."

"Your vehicle repair and trade practices are regulated by chapter ATCP 132, WIS. ADM. CODE, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911."

THANK YOU



Department of Agriculture,
Trade & Consumer Protection

2811 Agriculture Drive
PO Box 8911
Madison WI 53708-8911

PRESORTED
FIRST CLASS



neopost

049J82051360

\$00.55

06/02/2010

Mailed From 53718
US POSTAGE

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
US DEPARTMENT OF TRANSPORTATION
WEST BUILDING
1200 NEW JERSEY AVE SE
WASHINGTON DC 20590

** DS 16 MAILED AT MIL 532 **

FMDPNMF 20590

