

EQ-10355967-8591



GOOD CHEVROLET, INC



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

325 SW 12th St.
PO Box 935
Renton, WA 98057

Telephone (425) 235-2040
(425) 235-2041
(425) 235-2042
Fax (425) 235-2032
www.GOODCHEV.com



0101ICVCS212029

CUSTOMER 126170 TUKWILA, WA	SERVICE ADVISOR JEFFREY HUTCHINS	TAG NUMBER 111	INVOICE DATE 05/21/10	CELL: [REDACTED]
	LABOR RATE	LICENSE NUMBER 2503	MILEAGE 12,838 RED/	CVCS212029
	09/CHEVROLET/MALIBU/4DR SDN LT		DELIVERY DATE	DELIVERY SALES
	1 G 1 Z J 5 7 7 4 9 F		SELLING DEALER NUMBER	PRODUCT OR DATE
HOME	WORK	TAX I.D.		ADDITIONAL INFO
		R.O. DATE 05/21/10		REPRINT# 1
				MO: 12838

JOB# 1 CHARGES

LABOR
J# 1 45CV201

STEERING CONCERN TECH(S):2448

CUSTOMER STATES VEH. HAS SEVERE TORQUE PULL TO LEFT ON ACCELERATION. TEST DROVE VEHICLE AND VERIFIED COMPLAINT. VEHICLE EXHIBITS AN UNBIASED TORQUE STEER ON HARD ACCELERATION. STEER WILL FOLLOW ROAD CROWN AND IS MADE WORSE BY DRIVER INPUT. TEST DROVE DUPLICATE VEHICLE (ENGINE, TRANS. TIRE SIZE) THE SAME AS CUSTOMERS. DUPLICATE VEHICLE BEHAVES IDENTICALLY TO CUSTOMERS VEHICLE. NO REPAIRS WILL BE ATTEMPTED OR WILL HAVE ANY POSITIVE EFFECTS ON TORQUE STEER. THIS IS AN INHERENT DESIGN CHARACTERISTIC OF HIGHER TORQUE FRONT WHEEL DRIVE VEHICLES. THIS IS CONSIDERED NORMAL OPERATING CHARACTERISTIC THE ALIGNMENT WAS CONFIRMED TO BE WITHIN SPECS. HOWEVER THE STEERING WHEEL NEEDED TO BE STARIGHTENED. THE TIRES HAVE BEEN ROTATED AND NO IMPROVEMENT HAS BEEN NOTICED.

WARRANTY

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

TOTALS

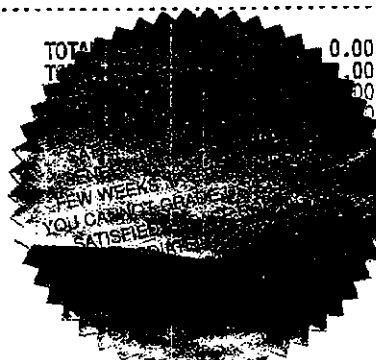
* [] CASH [] CHECK CK NO. [] *

* [] VISA [] MASTERCARD [] DISCOVER *

* [] AMER XPRESS [] OTHER [] CHARGE *

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE



YOUR SATISFACTION IS OUR GOAL
Thank you for this opportunity to serve you. It is our goal to perform all repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends; If not, please tell us immediately. All claims for adjustment must be accompanied by this invoice.

Good Chevrolet, Inc. warrants all parts and materials provided for non-warranty repairs under this order against defect in materials and workmanship under normal use for 90 days or 4,000 miles, whichever occurs first. GOOD CHEVROLET, INC. DOES NOT WARRANT ANY PARTS OR MATERIALS PROVIDED FOR WARRANTY REPAIRS. GOOD CHEVROLET, INC.'S OBLIGATION UNDER THIS WARRANTY IS LIMITED TO REPAIR OR REPLACEMENT OF DEFECTIVE PARTS AND MATERIALS AT ITS REPAIR FACILITY. GOOD CHEVROLET, INC. DISCLAIMS ALL OTHER EXPRESS OR IMPLIED WARRANTIES (INCLUDING, BUT NOT LIMITED TO ANY OBLIGATIONS. GOOD CHEVROLET, INC. WILL NOT BE LIABLE FOR ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES (SUCH AS TOWING CHARGES, RENTAL CAR EXPENSES OR LOSS OF USE, TIME, INCOME OR PROFIT). Because some states do not allow the exclusion or limitation of implied warranties and/or liability for incidental or consequential damages, some of the exclusions and limitations herein may not apply to you. Further, you may have additional warranties, rights and remedies against the manufacturers of some or all of the parts and materials provided under this order.

The information contained on the estimate, worksheet and/or repair order is incorporated herein by reference.

A CHARGE HAS BEEN ADDED WHERE APPROPRIATE FOR THE DISPOSAL OF HAZARDOUS WASTES SUCH AS ENGINE OIL, ANTIFREEZE, SOLVENTS, ATF, ETC.

THIS VEHICLE HAS BEEN QUALITY CONTROLLED BY

ALL REPAIRS HAVE BEEN ADDRESSED OR COMPLETED

WASHED AND VACUUMED

THANK YOU

10355967

AUBURN CHEVROLET

1600 Auburn Way North
Auburn, WA 98002
(253) 833-2000
www.auburnchevrolet.com



SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m. Monday - Friday
PARTS DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m. Monday - Friday
9:00 a.m. - 3:00 p.m. Saturday
BODY SHOP HOURS
8:00 a.m. to 5:30 p.m. Monday - Friday

R/O Open Date	R/O Number
9/16/10	6011639/1
R/O Close Date	Status
9/16/10	Pre-Invoice
Mileage In	Mileage Out
15607	15607
Service Advisor / Tag #	
JOHN YUZAMAS/269	

TUKWILA, WA		Work Phone	Vehicle Identification Number
		Home Phone	1G1ZJ57749F
		Body	Delivery Date
		Color	In-Service Date
		License Number	
Year	Make	Model	
2009	CHEVROLET	MALIBU	4DR SDN LT W/2LT

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 03CVZ: FRONT SUSP/STEERING CUSTOMER STATES VEHICLE LUNGES TO THE LEFT ON ACCL OR RIGHT TURNS Work performed by JOHN REDINGTON (JOH) TEST DROVW WITH CUSTOMER AND ROADTESTED MY SELF. V EHICLE WORKING AS DESIGNED	Internal

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter 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 the 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 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 above vehicle to secure the amount of repairs thereto. DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.	LABOR	.00
	PARTS	.00
	DEDUCTIBLE	.00
	SUBLET	.00
	SHOP SUPPLIES	.00
	HAZARDOUS MATERIALS	.00
	SALES TAX OR TAX I.D.	.00
	SPECIAL ORDER DEPOSIT	.00
	DISCOUNTS	.00
	TOTAL DUE	.00
NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.		

X



14400 1st AVE SOUTH
BURIEN, WASHINGTON 98168
206-243-5800
206-246-3600 FAX
www.burienchevrolet.com

CUSTOMER NO. 58363	REPAIRER MEAGHAN 912	TAG NO 7125	INVOICE DATE 09/17/10	INVOICE NO CVCS262023
TUKWILA, WA	LABOR RATE	MILEAGE 15,667	CO. OR MAROON/	STOCK NO.
	YEAR/MAKE/MODEL 09/CHEVROLET/MALIBU/4DR		DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO. 1G12J57749F		SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.		P.O. NO.	R.O. DATE 09/17/10
BUSINESS PHONE	COMMENTS MO: 15670			

LABOR & PARTS

J# 1 27CVZ FRONT SUSPENSION TECH(S):650
CUST STATES VEHICLE IS PULLING TO THE RIGHT, HAPPENS WHEN ACCELERATING AND GOING AROUND A CORNER AND WHEN GETTING ONTO A FREEWAY ON RAMP
ROAD TESTED AND FOUND NORMAL AMOUNT OF TORQUE STEERING FOR THIS VEHICLE. THIS CONDITION CAN BE AGGRAVATED BY UNEVEN OR WET ROADS. FOUND OPERATION NORMAL FOR THIS VEHICLE WITH SIZE OF ENGINE

J# 2 DICVZINSPECTION VEHICLE INSPECTION TECH(S):650

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)
RECOMMENDATIONS-----
FINISHING NAILS IN LEFT FRONT AND RIGHT FRONT TIRES

TOTALS-----

THANK YOU FOR YOUR BUSINESS
OUR NUMBER ONE GOAL IS TO EXCEED YOUR EXPECTATIONS.
IF YOU HAVE ANY QUESTIONS ABOUT YOUR SERVICE VISIT PLEASE
CALL OUR SERVICE MANAGER SCOTT TOTTEN.

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME
GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS

JOB # 1 TOTAL LABOR & PARTS	0.00
JOB # 2 TOTAL LABOR & PARTS	0.00
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

TERMS: STRICTLY CASH UNLESS ARRANGEMENT MADE PRIOR

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 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 above vehicle to secure the amount of repairs thereto, plus the cost of collection including attorney's fees in the event collection proceedings are required.

Not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond our control.

BURIEN CHEVROLET warrants all parts and materials provided for no-warranty repairs under this order against defects in materials and workmanship under normal use for 90 days or 4,000 miles, whichever occurs first. BURIEN CHEVROLET DOES NOT WARRANT ANY PARTS OR MATERIALS PROVIDED FOR WARRANTY REPAIRS. BURIEN CHEVROLET OBLIGATION UNDER THIS WARRANTY IS LIMITED TO REPAIR OR REPLACEMENT OF DEFECTIVE PARTS AND MATERIALS AT ITS REPAIR FACILITY. BURIEN CHEVROLET DISCLAIMS ALL OTHER EXPRESS OR IMPLIED WARRANTIES (INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE) AND WARRANTY OBLIGATIONS. BURIEN CHEVROLET WILL NOT BE LIABLE FOR ANY SPECIAL INCIDENTAL OR CONSEQUENTIAL DAMAGES (SUCH AS TOWING CHARGES, RENTAL CAR EXPENSES OR LOSS OR USE, TIME, INCOME OR PROFIT). Because some states do not allow the exclusion or limitation of implied warranties and/or liability for incidental or consequential damages, some of the exclusions and limitations herein may not apply to you. Further, you may have additional warranties, rights and remedies against the manufacturers of some or all of the parts and materials provided under this order.

CUSTOMER SIGNATURE *****
DUPLICATE INVOICE *****

Thank You!



35700 Enchanted Parkway South
Federal Way, Washington 98303
(253) 838-7600 Tacoma Area (253) 952-8200
1-877-JETCHEV (538-2438)
SERVICE DEPARTMENT HOURS
MONDAY - FRIDAY
7:30 AM - 6:00 PM

CUSTOMER NO. 49911		ADVISOR DEAN GAIDIES		590	TAG NO 442	INVOICE DATE 09/16/10	INVOICE NO. CVCS137734	
[REDACTED] TUKWILA, WA		LABOR RATE	LICENSE NO.	MILEAGE 15,619	COLOR RED JEWEL T	STOCK NO. 35145		
		YEAR / MAKE / MODEL 09/CHEVROLET/MALIBU/4DR SDN LT				DELIVERY DATE 06/09/09	DELIVERY MILES	
		VEHICLE ID NO. 1G1ZJ57749F				SELLING DEALER NO.	PRODUCTION DATE	
		P.O. NO.				R.O. DATE 09/16/10		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS						
JOB# 1 CHARGES LABOR J# 1 45CVZ01 STEERING/SUSPENSION CONCERN. HOURS: 7.56 TECH(S): 756 WARRANTY CUSTOMER STATES WHEN TURNING LEFT CAR LUNGES TO THE LEFT ROAD TEST UNABLE TO VERIFY. NO SURGING OR LUNGING ON ACEL WHEN TURNING RIGHT OR LEFT. ON HARD ACCELERATION FELT NORMAL TORQUE STEER FROM FRONT WHEEL DRIVE. INSPECT ALL FRONT END COMPONENTS ALL OK.								
JOB# 1 TOTALS				JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00				
JOB# 2 CHARGES LABOR J# 2 45CVZ01 STEERING CONCERN. HOURS: 7.56 TECH(S): 756 WARRANTY CUSTOMER STATES ON ACCELERATION STEERING WHEEL PULLS RIGHT AND LEFT NORMAL TORQUE STEERING FRONT WHEEL DRIVE SEE STORY JOB #1								
JOB# 2 TOTALS				JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00				
TECHNICIAN CERTIFICATION 756 RON 0812								
TOTALS 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 _____								

Thank you for allowing JET CHEVROLET to take care of you and your vehicle's needs. If for any reason you do not feel "Completely Satisfied" with your repair or the service you received, PLEASE contact your Service Advisor and give us an opportunity to handle your concern. Your complete satisfaction is our #1 Goal!!!

Thank You

SERVICE HOURS
Monday - Friday
7:30am - 6:00pm

"This dealership utilizes the hours published in the Factory Labor Time Guide, Chilton Manual, and/or Motors Cross Book, which reflects an average time requirement for the performance of specific vehicle repairs, and which may, therefore, be either more or less than the actual clock time in any given instance."

*ENVIRONMENTAL SURCHARGE: A TOKEN CHARGE EQUIVALENT TO 5% OF THE LABOR CHARGES IS INCLUDED FOR THE DISPOSAL AND/OR RECYCLING OF HAZARDOUS MATERIALS GENERATED BY THE REPAIR OF YOUR VEHICLE.
*SHOP SUPPLIES: A TOKEN CHARGE EQUIVALENT TO 5% OF THE LABOR CHARGES IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS, BUT NOT LIMITED TO: NUTS BOLTS, MISC. FASTENERS, CHEMICALS, CARBURETOR CLEANER, LUBRICANTS, PAGES, SOLDER, BATTERY CLEANER, WINDOW SEALER, CHASSIS AND/OR BEARING GREASE, BELT DRESSING.

Thank you for coming to Jet Chevrolet for your service needs. We are dedicated to providing you with the finest service available for your vehicle's needs. Your next routine service visit is due by:

12/15/2010
or
18619 miles

VISIT OUR PRO SHOP

See us for



Collectibles & Apparel



(253) 838-7600
www.jetchevrolet.com



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