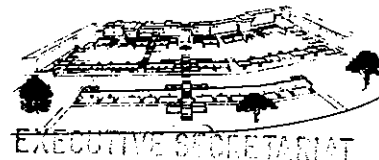




CEMETERY ENGINEERING,
PLANNING AND DEVELOPMENT

7 C-10374595-7546 NVS-200



436 WEST COLORADO BLVD., SUITE 215
GLENDALE, CALIFORNIA 91204-1568

BUS: (818) 242-4109
BUS: (800) 240-9996
FAX: (818) 242-8368
Email: rlevonian@lcb-inc.com
Website: www.lcb-inc.com

8383 CENTER DRIVE, SUITE B
LA MESA, CALIFORNIA 92042-2913

RECEIVED - INTSA

Buick Customer Assistance Center
P.O. Box 33136
Detroit, MI 48232-5136

SUBJECT: 2009 Buick Lucerne CXL Brake Rotor Issues
VIN# 1G4HD57199U [REDACTED]

Nov 29, 2010

Refer to Invoice # 663041 (copy attached)

On Oct 26, 2010, during normal maintenance service, the vehicle with mileage at 22,558 miles had the tires rotated and the depth of the brake threads were tabulated indicating "checked out OK". Visual inspection showed no indication of brake rotor warping, and "no additional recommended service" was noted.

Refer to Invoice # 664314 (copy attached)

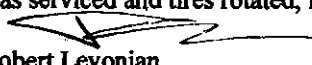
On Nov. 11, 2010, during normal driving when brakes were applied, the front of the vehicle shuddered violently. The mileage on the vehicle was 23,094. On Nov. 12, 2010, the vehicle was brought to the dealer, Marvin K. Brown. We were informed that during the 536 additional miles of driving since Oct 26, the "front brake rotors were warped and needed grinding.....and the front brake pads needed to be replaced."

We had the work done and placed a call to your Buick representative, Matt (at 1-866-790-5600 Ex 31225) to question why the brake rotors and pads failed when only 536 miles ago they were found to be "checked and OK". He stated that the problem was caused because we failed to downshift properly while driving on down grades! We do not live on a mountaintop and have lived in the same location for 22 years, during which time we have owned, among others, 3 Buicks and have never had this problem. Further we have shared this information with a number of mechanics who have indicated that the cause of the problem definitely lies with whatever procedures were applied during the tire rotation, i.e. improper calibration, etc.

Our cost of \$260.67, plus car rental costs of \$29.84 is not the issue. What we find to be distressing is not only Marvin K. Brown not acknowledging responsibility, but the treatment we received from your representative, inferring that we were at fault due to irresponsible driving.

We have always been satisfied with the performance of our Buicks over the years and also the service received from Marvin K. Brown and therefore are surprised at the treatment we received. We request not only the reimbursement of the costs incurred, but as loyal Buick owners for many years, an apology for the way we were dismissed as causing this problem by improper driving.

To have brake pads that were found to be near perfect shape, fail within 2-3 weeks after the car was serviced and tires rotated, is ludicrous to say the least.


Robert Levonian
President

Cc: Administrator, NHTSA
1200 New Jersey Ave. S. E.
Washington, D.C. 20590

General Manager
Marvin K. Brown Auto Center
1441 Camino Del Rio S.
San Diego, CA 92108

Enclosures:RHL/sl

NH
1-4-11
TBW

Nov 26, 2010

Robot

11:00 AM

MARVIN & BROUIN AUTO C
4441 CAMINO DEL RIO S
SAN DIEGO, CA 92108

10/26/2010

Merchant ID:

Terminal ID:

5046201158

15:33:41

0000000001459744

00193032

CREDIT CARD

AMEX SALE

CARD #

INVOICE

Batch #:

Approval Code:

Entry Method:

Approved:

SALE AMOUNT

0011

000230

500306

Swiped

Online

\$40.00

CUSTOMER COPY

Marvin & Brouin Auto C
4441 Camino del Rio S
San Diego, CA 92108

Robot

Nov 26, 2010

11:00 AM

CUSTOMER #: 2829009
UNIT# 29009
IN LCB & ASSOCIATES

663041

Marvin K. Brown

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INVOICE

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(619) 291-2040
www.mkb.com

PAGE 1

GLENDAL CA

HOME

CONT:N/A

BUS:

CELL

SERVICE ADVISOR: 426 ROBERT MOHRLOCK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
17U	09	BUICK LUCERNE CXL	1G4HD57199U		22558/22558	T210	
IN SERVICE DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
11OCT08 DD			WAIT 26OCT10			AE	26OCT10
R.O. OPENED		READY	OPTIONS: STK:29009 DLR:36165				

12:57 26OCT10 14:29 26OCT10

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	GOODWRENCH & GO MAINTENANCE - UP TO 6 QTS GM APPROVED SYNTHETIC BLEND OIL, CHANGE ENGINE OIL & FILTER, LUBE CHASSIS AS REQUIRED, 4 TIRE ROTATION, GOODWRENCH MULTI-POINT VEHICLE INSPECTION 6KGGWOF GOODWRENCH & GO MAINTENANCE COMPLETE						
				258 CB		8.07	8.07
				1 89017524 FILTER	8.08	7.00	7.00
				1 4*5OILSP* SPSBL5W30	21.00	21.00	21.00
MISC OIL FEE							
				CHZ		1.48	1.48
PARTS:				28.00	LABOR:	8.07	OTHER: 1.48
							TOTAL LINE A: 37.55

22558 SERVICE DUE 0.80 COMPLETED 6K SERVICE. LUBED CHASSIS, CHECKED AND TOPPED OFF ALL FLUIDS, ALL OK AT THIS TIME. ROTATED AND TORQUED TIRES TO SPECS. RELEARNED TPMS. USED SYNTH.BLEND

B GM MULTIPOINT INSPECTION AND TIRE INFLATION SERVICE
INSPECTB GM MULTIPOINT INSPECTION AND TIRE INFLATION SERVICE

258 CDEF
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

22558 SHEET COMPLETED SHEET. FRONT BRAKES AT 9MM, REAR AT 8MM. TIRE PSI RF=30 LF=30 RR=30 LR=30.

C MKB COMPLIMENTARY CAR WASH

WASH MKB COMPLIMENTARY CAR WASH
283 CDEF
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D THE FOLLOWING DAMAGE WAS NOTED AT VEHICLE WRITE UP. WINDSHIELD.....
..... (NONE), VEHICLE..... (NONE)

VEHD AS NOTED
999 CDEF
0.00 0.00

B.A.R. REG # ARD-000796 E.P.A. # CAD-981463334 ALL PARTS & LABOR GUARANTEED 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST UNLESS NOTED OTHERWISE *OUR CHARGE ARE NOT BASED ON ACTUAL TIME BUT ARE ESTABLISHED BY MULTIPLYING OUR RETAIL LABOR RATE BY INDUSTRY FLAT RATE ALLOWANCES OR OUR OWN EXPERIENCE OF THE AVERAGE REQUIRED TIME. "For Your Convenience Our Hours Are" MONDAY THROUGH FRIDAY 7:00 AM TO 6:00 PM Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles including, but not limited to fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touchup paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon your request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code 126243.5 et seq.) For further information about Proposition 65: http://www.oehha.org/prop65.html	ORIGINAL ESTIMATE	REVISED ESTIMATE	DESCRIPTION	TOTALS
	\$	\$	LABOR AMOUNT	
			PARTS AMOUNT	
			GAS, OIL, LUBE	
			SUBLET AMOUNT	
			MISC. CHARGES	
			TOTAL CHARGES	
			SALES TAX	
			PLEASE PAY THIS AMOUNT	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

CUSTOMER COPY

CUSTOMER #: 2829009
UNIT# 29009
IN LCB & ASSOCIATES

6 6 3 0 4 1

INVOICE

Marvin K. Brown

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GLENDAL, CA

PAGE 2

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 426 ROBERT MOHRLOCK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
17U	09	BUICK LUCERNE CXL	1G4HD57199U		22558/22558	T210

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
-----------------	------------	------------	----------	--------	------	---------	-----------

11OCT08 DD			WAIT 26OCT10			AE	26OCT10
------------	--	--	--------------	--	--	----	---------

R.O. OPENED	READY	OPTIONS:
-------------	-------	----------

12:57 26OCT10	14:29 26OCT10	
---------------	---------------	--

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00
--------	------	--------	------	--------	------	---------------	------

E THIS RESERVATION WAS SET BY SUSANNA. YOUR ADVISOR WILL KEEP YOU INFORMED ON THE STATUS OF YOUR VEHICLE.

SKF THANK YOU FOR USING OUR CUSTOMER CARE CENTER FOR SETTING YOUR RESERVATION. PLEASE CALL 619-725-2015 FOR FUTURE RESERVATIONS AND ONE OF OUR ADVISOR ASSISTANTS WOULD BE GLAD TO HELP YOU.

999 CDEF

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:	0.00
--------	------	--------	------	--------	------	---------------	------

EST: 39.95

26OCT10 12:57 SA: 426



HUMMER

Goodwrench Service Plus

B.A.R. REG # ARD-000796 E.P.A. # CAD-981463334 ALL PARTS & LABOR GUARANTEED 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST UNLESS NOTED OTHERWISE *OUR CHARGE ARE NOT BASED ON ACTUAL TIME BUT ARE ESTABLISHED BY MULTIPLYING OUR RETAIL LABOR RATE BY INDUSTRY FLAT RATE ALLOWANCES OR OUR OWN EXPERIENCE OF THE AVERAGE REQUIRED TIME. "For Your Convenience Our Hours Are" MONDAY THROUGH FRIDAY 7:00 AM TO 6:00 PM Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles including, but not limited to fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touchup paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon your request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25245.5 et seq.) For further information about Proposition 65: http://www.osha.org/prop65.html.	ORIGINAL ESTIMATE	REVISED ESTIMATE	DESCRIPTION	TOTALS
	\$	\$	LABOR AMOUNT	8.07
			PARTS AMOUNT	28.00
			GAS, OIL, LUBE	0.00
			SUBLET AMOUNT	0.00
			MISC. CHARGES	1.48
			TOTAL CHARGES	37.55
				0.00
			SALES TAX	2.45
			PLEASE PAY THIS AMOUNT	40.00

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

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Marvin K Brown Auto Center
1441 Camino Del Rio South
San Diego, CA 92108
619-291-2040
10122003

Goodwrench

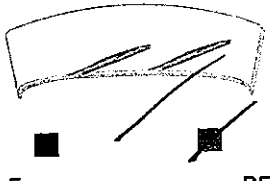
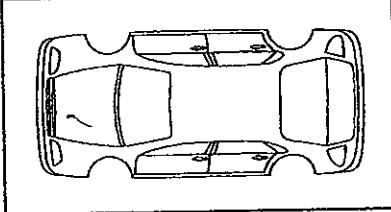
MULTI-POINT VEHICLE INSPECTION

210

Name: [REDACTED] Year/Model: _____ Date: 10-26-10

Repair Order #: 662041 VIN (last 8 digits): _____ Odometer: 22,000 Tag#: _____ License#: _____

☒ Checked and OK ☐ May Require Attention Soon ☐ Requires Immediate Attention

 ☐ OnStar active ☐ Enrolled in OVD ☐ Enrolled in DMN		☒ Service History Check ☐ Remaining engine oil life: <u>100</u> % Reset: <u>8</u> N/A: _____ ☐ Air Conditioning Performance	
WIPER BLADES  LF ☐ RF ☐ Rear (if applicable) ☐ Windshield condition ☐ Cracks _____ Chips _____		CHECK TIRES AND TREAD DEPTH (Check body condition)  (Check lamps) Lowest Tread Depth: _____ /32 ☐ Rotation needed ☒ Rotation performed LF ☐ LR ☐ Wear Pattern/Damage	
		CHECK BATTERY  Battery condition ☒ Battery cables and connections ☒	

☐ CHANGE ENGINE OIL & FILTER ☐ N/A		CHECK BRAKES/MEASURE FRONT AND REAR LININGS	
CHECK FLUID LEVELS OK FILLED REQUIRES ATTENTION ☒ Engine oil ☐ ☒ Brake fluid reservoir ☐ ☒ Transmission (if equipped w/dipstick) ☐ ☒ Coolant recovery reservoir ☐ ☒ Power steering ☐ ☒ Windshield washer ☐		7 mm (9/32) or greater 6 mm (8/32) to 4 mm (5/32) 3 mm (4/32) or less 4 mm (5/32) or greater 3 mm (4/32) 2 mm (3/32) or less Lowest Front Lining <u>9</u> Lowest Rear Lining <u>8</u> ☒ Brake system (also including lines, hoses and parking brake)	

ADDITIONAL CHECKS Inspect for visible leaks: ☒ Fuel system (also including gas cap seating) ☒ Engine, transmission, drive axle, transfer case ☒ Engine cooling system ☒ Shocks and struts - also check operation Inspect visual condition: ☒ Belts: engine, accessory, serpentine, and/or V-drive ☒ Hoses: engine, power steering and HVAC ☒ Engine air filter and cabin air filters ☒ Steering components and steering linkage ☒ CV drive axle boots or driveshafts and U-joints ☒ Exhaust system components ☒ Body components lubrication ☒ Restraint system component check ☒ Chassis components lubrication ☒ Evaporative control system		Additional Recommended Services 1) _____ 2) _____ 3) _____ 4) _____ 5) _____ 6) _____ 7) _____ 8) _____ Service Consultant: _____ Technician: <u>258</u> No.: _____	
---	--	--	--

CUSTOMER #: 2829009
UNIT# 29009
IN LCB & ASSOCIATES

6 6 4 3 1 4

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GLENDAL, CA

PAGE 1

HOME: [REDACTED] CONT: N/A

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 426 ROBERT MOHRLOCK

BUS: [REDACTED]		CELL: [REDACTED]		SERVICE: [REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]	
COLOR	YEAR	MAKE/MODEL		VIN		LICENSE		MILEAGE IN/OUT		TAG	
17U	09	BUICK LUCERNE CXL		1G4HD57199U [REDACTED]				23094/23110		T220	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.		RATE	PAYMENT	INV. DATE		
11OCT08 DD			13:00 12NOV10					BA	12NOV10		
R.O. OPENED		READY		OPTIONS: STK:29009 DLR:36165							

08:31 12NOV10 15:08 12NOV10

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A CUSTOMER REPORTS , DOWN GRADES, FRONT END SHIMMIES WHEN BRAKES
APPLIED

24NF REPLACED FRONT BRAKES AND SERVICED ROTORS

384 CDEF

1 19207501 PAD KIT

1 2421C BRK CLNR

PARTS: 149.63 LABOR: 97.95 OTHER: 0.00 TOTAL LINE A: 247.58

23110 FRONT BRAKE ROTORS ARE WARPED .003", SPECS .002". HLINE 2.00 FRONT
BRAKE PADS 8MM. ROTORS MEASURED .003" RUNOUT, MAXIMUM SPECS IS .002". THE
ROTOR THICKNESS MEASURED: LEFT 29.9MM, RIGHT 29.8MM. MINIMUM SPECS 28.6MM.
RESURFACED BOTH FRONT ROTORS. AFTER RESURFACING, THE ROTORS
MEASURED: LEFT 29.6MM, RIGHT 29.4MM. INSTALLED ROTORS, CALIPER MOUNTING
BRACKETS, NEW BRAKE PADS AND CALIPERS. ROADTESTED VEHICLE 6 MILES TO
CONFIRM PULSATION. ROADTESTED VEHICLE 6 MILES AFTER REPAIRS TO BURNISH
BRAKE PADS IN. MILEAGE OUT 23098, MILEAGE IN 23110.

B MKB COMPLIMENTARY CAR WASH

WASH MKB COMPLIMENTARY CAR WASH

283 CDEF

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C PERFORM TIRE PRESSURE INFLATION SERVICE

AIR TIRE PRESSURE INFLATION SERVICE COMPLETE,

TIRE PRESSURES NOTED BELOW

384 CDEF

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

23110 SERVICE HLINE 0.00 FACTORY TIRE PRESSURE: 30 PSI, SPARE 60
PSI. AIRED TIRE PRESSURES TO: LF 30 PSI RF 30 PSI, LR 30 PSI, RR 30
PSI, SPARE 60 PSI.

D THE FOLLOWING DAMAGE WAS NOTED AT VEHICLE WRITE UP. WINDSHIELD.....

B.A.R. REG # ARD-000798 E.P.A. # CAD-981463334 ALL PARTS & LABOR GUARANTEED 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST UNLESS NOTED OTHERWISE *OUR CHARGE ARE NOT BASED ON ACTUAL TIME BUT ARE ESTABLISHED BY MULTIPLYING OUR RETAIL LABOR RATE BY INDUSTRY FLAT RATE ALLOWANCES OR OUR OWN EXPERIENCE OF THE AVERAGE REQUIRED TIME. "For Your Convenience Our Hours Are" MONDAY THROUGH FRIDAY 7:00 AM TO 6:00 PM Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts. Vehicle fluids, and paints and materials used to maintain vehicles including, but not limited to fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to these chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, exhaust, paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon your request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area. 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. Obtained in accordance with Proposition 65 of Cal. Health & Safety Code 25249.5 et seq. For further information about Proposition 65, visit: www.cdph.ca/propp65.html.	ORIGINAL ESTIMATE	REVISED ESTIMATE	DESCRIPTION	TOTALS	
				LABOR AMOUNT	
				PARTS AMOUNT	
				GAS, OIL, LUBE	
				SUBLET AMOUNT	
			MISC. CHARGES		
			TOTAL CHARGES		
			SALES TAX		
			PLEASE PAY THIS AMOUNT		

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

CUSTOMER COPY

CUSTOMER #: 2829009
UNIT# 29009
IN LCB & ASSOCIATES

6 6 4 3 1 4

Marvin K Brown

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GLENDAL, CA

PAGE 2

HOME: [REDACTED] CONT: N/A

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 426 ROBERT MOHRLOCK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
17U	09	BUICK LUCERNE CXL	1G4HD57199U		23094/23110	T220	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
11OCT08 DD			13:00 12NOV10			BA	12NOV10
R.O. OPENED		READY	OPTIONS: STK:29009 DLR:36165				
08:31 12NOV10		15:08 12NOV10					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
..... (NONE), VEHICLE..... (NONE)							
VEHD THE FOLLOWING DAMAGE WAS NOTED AT VEHICLE							
WRITE UP. WINDSHIELD..... (NONE							
), VEHICLE..... (NONE)							
999 CDEF						0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00

E** ON TEST DRIVE, NOTICED CREEK NOISE WHEN BRAKE APPLIED. AROUND
PEDAL, INSIDE CAR

CAUSE: F

INFO LUBBED BOOT

384 W40

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: (N/C) 0.00

23110 BRAKE BOOSTER AND BRAKE INTERLOCK SYSTEM NOISE. HLINE 0.00 THE
BRAKE BOOSTER NOISE IS A WHOOSING NOISE WHEN PEDAL IS DEPRESSED DURING
NORMAL BRAKE OPERATION THIS NOISE IS NORMAL. THE SHIFT INTERLOCK SYSTEM
MAKES A CLICKING NOISE WHEN BRAKE PEDAL IS DEPRESSED TO SHIFT FROM PARK
TO REVERSE OR DRIVE. THIS NOISE IS NORMAL.

EST: 108.00 12NOV10 08:31 SA: 426

B.A.R. REG # AND-000796 E.P.A. # CAD-981463334 ALL PARTS & LABOR GUARANTEED 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST UNLESS NOTED OTHERWISE *OUR CHARGE ARE NOT BASED ON ACTUAL TIME BUT ARE ESTABLISHED BY MULTIPLYING OUR RETAIL LABOR RATE BY INDUSTRY FLAT RATE ALLOWANCES OR OUR OWN EXPERIENCE OF THE AVERAGE REQUIRED TIME. "For Your Convenience Our Hours Are" MONDAY THROUGH FRIDAY 7:00 AM TO 6:00 PM Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles including, but not limited to, fuel, oil, engine oil, brake oil, and wheel bearing greases. When you service, clean or maintain your car, you will be exposed to these chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, brake pads, certain replacement parts, and particulates from component wear. When you service your car, do not return used components to you upon your request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Printed in accordance with Proposition 65 in Cal. Health & Safety Code 25249.5 et seq.) For further information about Proposition 65, visit: www.oehha.org/propp65.html	ORIGINAL ESTIMATE	REVISED ESTIMATE	DESCRIPTION	TOTALS
	\$	\$	LABOR AMOUNT	97.95
I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED AND GAVE ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. [REDACTED] CUSTOMER SIGNATURE			PARTS AMOUNT	149.63
			GAS, OIL, LUBE	0.00
			SUBLET AMOUNT	0.00
			MISC. CHARGES	0.00
			TOTAL CHARGES	247.58
				0.00
			SALES TAX	13.09
			PLEASE PAY THIS AMOUNT	260.67

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

CUSTOMER COPY

MARVIN K BROWN AUTO CT
1441 CAMINO DEL RIO S
SAN DIEGO, CA 92108

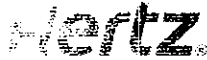
11/11/2010	15:26:39
Merchant ID:	000000001459744
Terminal ID:	02193088
5046201158	

CREDIT CARD
AMEX SALE

CARD #	XXXXXXXXXX
INVOICE	0029
Batch #:	000243
Approval Code:	540094
Entry Method:	Swiped
Approved:	Online

SALE AMOUNT	\$260.67
-------------	----------

CUSTOMER COPY



#01RN RR 656794773

CC

SUZANNE LEVONIAN

VEHICLE 01298/1724707

PLS YC SATRAD Y 11NRFR LIC: CA [REDACTED]

FUEL 4/8 OUT 4/8 IN

CLUB 00004 - AUTO CLUB OF SOUTH CALIFOR

RES #9260541559/LEUA /B

BOOKED BY 1303/CASDE15

CONFIRMED BY 1303/CASDE15

DATE 11/12/10 09:00 @ HLE - SAN DIEGO, CA

DATE 11/12/10 16:15 @ HLE - SAN DIEGO, CA

VEHICLE LEUA RATE CLASS: B

DATE OUT LEUA

MILEAGE IN 3920

TR-X MILES

MILEAGE OUT 3879

MILES ALLOWED

MILES DRIVEN 41

MILES CHARGED

1 @ \$ 30.49/ DAY \$ 30.49

SUBTOTAL 1 \$ 30.49

DISCOUNT - R 10% \$ 3.05

SUBTOTAL 2 TS 27.44

DECLINED

DECLINED

DECLINED

8.750% ON TAXABLE TTL OF \$ 27.44 \$ 2.40

2.750% ON TAXABLE TTL OF \$ 00 \$.00

ON AMX XXXXXXXXXXXX \$ 29.84

TOTAL AMT XXXXXX [REDACTED]

HOW WAS YOUR EXPERIENCE?
WE'D LIKE YOUR FEEDBACK.1) Call 1-800-278-1595, or
Visit WWW.HERTZSURVEY.COM

2) Enter Access Code: 07154

3) Take Brief 4 Question Survey

AMOUNT OF CHARGES - NOT VALID FOR RENTAL



& ASSOCIATES, INC.

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