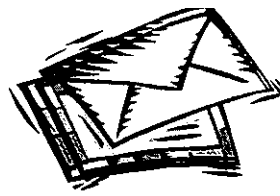


NHTSA ccmMercury Routing Slip



Printed: 7/15/2011

CL-104114355-9017

NHTSA #: ES11-004556	Rec'd Date: 7/15/2011	Referred By: NPO-011
XREF #:	Doc Type: CNG	Doc Date: 7/14/2011
Delivery: MESSENGER ENV.	Address To: DOT/I	Due Date: 8/2/2011
S10 #:	DOT/I #: 2011-2294	RMP #:
Subject: LETTER FROM SENATOR BROWN ON BEHALF OF CONSTITUENT [REDACTED] RE CONCERNS ABOUT 2008 CHEVROLET MALIBU (RESPOND TO CLEVELAND OFFICE)		
Ack Date:	Ack By:	Signed For:
Sign Office: DIR. GOVT. AFFAIRS	Signature: CHAN LIEU	
Cleared Date:	Cleared By:	Cleared For:
File Loc:	XREF File:	Closed Date:
Added By: BMILLINGS x65470	Modified By: BERNADETTE.MILLINGS	
Most Recent Comment:		

Author:

THE HONORABLE SHERROD BROWN UNITED STATES SENATOR

1301 EAST 9TH STREET
SUITE 1710
CLEVELAND, OH 44114
Tel: 216 522 7272 Fax: 216 522 2239 E-mail:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	7/15/2011	8/2/2011	
NVS-010	INFORMATION	7/15/2011		7/15/2011
NIA-110	INFORMATION	7/15/2011		7/15/2011

JUL 19 2011

ET
6744
Dw

14-Jul-11

2011 Senate Report - Governmental Affairs Correspondence
Control Sheet (I-10), W85-328

Control Number: 2011 – 2294
Date DOT Received: 7/14/2011
Date DOT Entered: 7/14/2011
Member's Date: 7/14/2011
Member Last Name: Brown
Member First Name: Sherrod
Member Organization: United States Senator
Address1 1301 East Ninth Street, Suite 1710
Address2
City: Cleveland
State: OH
Zip 44114
Constituent File Name: XXXXXXXXXX
Constituent Date
Action Office: National Highway Traffic Safety Administration
Subject: 2008 Chevrolet Malibu
Action Office Code: NHTSA
Due Date: 8 /2 /2011
Member Contact: John Patterson
Pending Yes
Member Contact Phone: (216) 522-7272
Closed Date:
Remarks:
Direct Reply/Comeback Copy Yes
Congressional Affairs Contact

201-2294



Office of Senator Sherrod Brown

FAX TRANSMISSION

TO Robert Letterey DATE 7/14/11

FAX NUMBER (202) 366-3675

NUMBER OF PAGES, INCLUDING THIS COVER SHEET 14

**FROM: John Patterson
Senator Sherrod Brown
1301 East Ninth St., Suite 1710
Cleveland, Ohio 44114**

John_Patterson@brown.senate.gov

Phone: 216-522-7272

Fax: 216-522-2239

Subject _____



SHERROD BROWN
OHIO

COMMITTEES:
AGRICULTURE, NUTRITION,
AND FORESTRY

BANKING, HOUSING,
AND URBAN AFFAIRS

HEALTH, EDUCATION,
LABOR, AND PENSIONS

VETERANS' AFFAIRS

SELECT COMMITTEE ON ETHICS

United States Senate

WASHINGTON, DC 20510

July 14, 2011

Mr. Robert Letteney
Deputy Assistant Secretary for Governmental Affairs
Department Of Transportation
1200 New Jersey Ave., S.E.
Washington, District of Columbia 20590

Dear Mr. Letteney:

Enclosed please find a Request for Assistance from [REDACTED]

Please review this matter and provide me with your comments. Your response should be directed to my Cleveland office at 1301 East 9th Street, Suite 1710, Cleveland, Ohio 44114 (Phone: 216-522-7272; Fax: 216-522-2239).

Thank you for your attention to this request.

Sincerely,



Sherrod Brown
United States Senator

SB:jp

Enclosure

cc: [REDACTED]



Request for Assistance

SENATOR SHERROD BROWN

NAME _____ HOME PHONE _____
 ADDRESS _____ CELL PHONE _____
 CITY Swanton WORK PHONE _____
 STATE OH ZIP _____ COUNTY Fulton EMAIL _____
 SS# _____ Medicare# _____ CLAIM#/CASE# _____
 (Provide these numbers only if necessary to investigate your case.)

Dear Senator Brown:

I am seeking your assistance in a personal matter involving the federal government. I hereby authorize your office to request, on my behalf, that the appropriate federal agency or agencies investigate the following:
(Use reverse side or additional paper, as needed.)

problems with 2008 chevrolet malibu

I further authorize, under the provisions of the Privacy Act of 1974, that the agency or agencies involved have my permission to disclose information from their records about my case or claim to the office of Senator Sherrod Brown.

SIGNATURE _____ DATE 7-2-11

Please return this completed form and any other relevant information to:
Senator Sherrod Brown, 1301 East 9th Street, Suite 1710, Cleveland, OH 44114
 Phone: 216-522-7272 Fax: 216-522-2239

Attn: John Patterson

[REDACTED]
Swanton, OH
[REDACTED]

Senator Sherrod Brown
713 Hart Senate Office Bldg.
Washington, D.C. 20510

Senator Sherrod Brown;

My daughter has had issues with her 2008 Chevrolet Malibu. She had the vehicle repaired seven times.

She has corresponded with the President of the Chevrolet Motor Division and the Customer Assistance Center. She also had telephone conversations with "Amos" at the Customer Assistance Center, 313-667-7153 for reimbursement of \$635.16. She received a check for \$226.31 and is entitled to another \$408.85.

I will appreciate your intervention to solve this problem.

Sincerely,

[REDACTED]

April 05, 2011

[REDACTED]
[REDACTED]
Swanton, OH
[REDACTED]

E-mail: [REDACTED]

General Motors
President Mark L. Reuss
P.O. Box 33170
Detroit, MI 48232-5170

Dear Mr. Reuss;

I am writing this letter about a very disappointing experience. I had purchased "Honda" vehicles for many years with complete satisfaction. I decided to purchase a Chevy Malibu after encouragement from various sources. The Malibu has given me many problems and has caused inconvenient situations. I will appreciate your honest effort to settle this situation with the Chevrolet Customer Assistance Center.

Sincerely,

[REDACTED]

April 05, 2011

[REDACTED]
Swanton, OH [REDACTED]
[REDACTED]

E-mail - [REDACTED]

Chevrolet Customer Assistance Center
P.O. Box 33170
Detroit, MI 48232-5170

Customer Assistance Center;

My correspondence refers to a 2008 Chevrolet Malibu. Vin. #1G1ZJ57B78F [REDACTED]
Dealership -- Ed Schmidt, 1425 Reynolds Rd., Maumee, OH 43537, now out of business;
Vehicle delivery date -- 01/19/2008; Present mileage -- 43,000/44,000. My hope in
writing this letter is for a consideration of reimbursement for the replacement parts.
These parts should not be needed with the low mileage and the three-year period of
owning this vehicle.

I previously purchased "Honda" vehicles with a very high satisfaction. I decided to
purchase an American built car because the Malibu was highly rated by the "Consumer"
Report " magazine and the Chevrolet salesperson. The result has been very disappointing.
The Chevrolet employee's obviously did not appreciate keeping their job after the
taxpayers bail out. The auto design engineers and the assembly workers lack of
appreciation and dedication did not produce a reliable vehicle. Is this the reason that
Americans are purchasing foreign cars? Yes!

Needless to say it was an inconvenience to me and the other person when I had to borrow
a car when my car was being repaired. I sincerely hope there are no more problems with
the Malibu.

The enclosed copies of the warranty defects and maintenance costs reflect a
reimbursement of \$226.31-transmission coolant line, \$360.70- front hub assembly,
\$48.15- power steering light on. Total = \$635.16.

Sincerely,

[REDACTED]



May 25, 2011

[REDACTED]
Swanton, OH [REDACTED]

Service Request: 71-946717590

Dear [REDACTED]

We sincerely regret that you experienced a concern with your 2008 Chevrolet Malibu, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. After consideration, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$226.31. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

At Chevrolet, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to contact our Executive Office at 1-313-667-7153. Please refer to your service request number listed above and we will be happy to assist you.

Sincerely,

Chevrolet Executive Office

edSCHMIDT

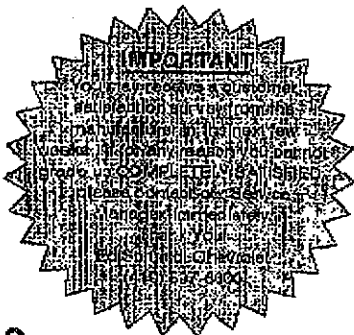
for quality for value for life

1425 Reynolds Rd.
MAUMEE, OH 43537
(419) 897-8600

SERVICE HOURS

Mon, Tue, Wed, Thu & Fri
7:30 AM to 5:30 PM

Sat
8:00 AM to 1:00 PM



3 PART FUEL INJECTION SERVICE SPECIAL

If it has been a year or 12,000 miles,
your engine could have already built up deposits.

\$109.95

Please present letter at time of service.
Price may vary depending on Make or Model.
Cannot be combined with any other specials or promotions.
Tax not included. Valid only at Ed Schmidt Chevrolet.

Customer Copy

INVOICE*

Page 1 of 1

VIN: 1G1ZJ57B78F

TAG: T472

PO#:

505137

CUSTOMER DETAIL INFORMATION						
CUST.# 54913	DELIVERY DATE 19JAN08	LICENSE	WRITTEN BY 1293 TINA M WEIS	YEAR 08	MAKE AND MODEL CHEVROLET MALIBU	
DATE 20FEB09	MILEAGE IN/OUT 12231/12231	COLOR IMPERIAL B	PROMISED DATE AND TIME 01MAR09 18:00	PAYMENT TYPE CASH	RATE 0.00	
NAME			HOME PHONE	BUSINESS PHONE	CELL PHONE	
CITY/STATE/ZIP TOLEDO, OH			EMAIL ADDRESS			
JOB			ADDITIONAL INFORMATION STK:CS-8069 DLR:28524			

JOB	OPERATION CODE	LABOR INSTRUCTIONS	
A		CUSTOMER STATES BOTH FRONT HEADLAMPS HAVE CONDENSATION IN THEM, BLOWING BULBS. INSTALL SOI CAUSE: F B7288 HEADLAMP/COMPOSITE ASSEMBLY RIGHT REPLACE 2031 WC hrs. (N/C) 1 25984637 HEADLAMP (N/C) 1 25984836 HEADLAMP (N/C) B7288 HEADLAMP/COMPOSITE ASSEMBLY LEFT REPLACE 2031 WC hrs. (N/C) 12231 EXCESSIVE WATER B7288, B7289 2.80 CUSTOMER COMPLAINT FRONT HEADLAMPS FILLING WITH WATER, SHORTING BULBS FOUND SEAL AROUND PARAMETER OF CAPSULE NOT PROPERLY SEALED AT FACTORY. FOR CUSTOMER SATISFACTION REPLACED BOTH FRONT HEADLAMP CAPSULES	
B		FREE 20 POINT GM INSPECTION SI FREE 20 POINT GM INSPECTION 2031 CC hrs. 0.00	

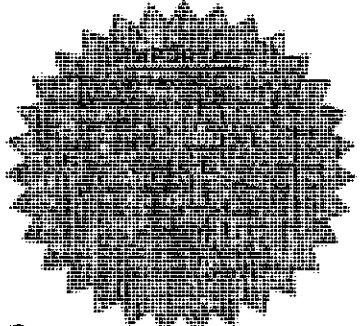
STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item. Parts and labor are guaranteed for 12 mos. or 12,000 miles, whichever comes first. Seller does not guarantee that the work performed in accordance with this estimate and of repair order will correct any problem specified on the description of the complaint.		LABOR AMOUNT	0.00
ISSUED BY: [] TITLE: GENERAL MANAGER OR AUTHORIZED PERSON (DATE)		PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
CUSTOMER SIGNATURE		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	0.00
		LESS COUPONS/DISC.	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	0.00

Ed SCHMIDT

for quality for value for life

1425 Reynolds Rd.
 MAUMEE, OH 43537
 (419) 897-8600

SERVICE HOURS
 Mon, Tue, Wed, Thu & Fri
 7:30 AM to 5:30 PM
 Sat
 8:00 AM to 1:00 PM



3 PART FUEL INJECTION SERVICE SPECIAL
 If it has been a year or 12,000 miles,
 your engine could have already built up deposits.

\$109.95

Please present letter at time of service.
 Price may vary depending on Make or Model.
 Cannot be combined with any other specials or promotions.
 Tax not included. Valid only at Ed Schmidt Chevrolet.

Customer Copy

INVOICE*

Page 1 of 1
513710

VIN: 1G12J57B78F

TAG: T472

PO#:

CUSTOMER DETAIL INFORMATION						
CUST.# 54913	DELIVERY DATE 19JAN08	LICENSE	WRITTEN BY 1822 ERIC JOSEPH SCOTT	YEAR 08	MAKE AND MODEL CHEVROLET MALIBU	
DATE 09OCT09	MILEAGE IN/OUT 19441/19441	COLOR IMPERIAL B	PROMISED DATE AND TIME 09OCT09 18:00	PAYMENT TYPE CASH	RATE 0.00	
NAME			HOME PHONE	BUSINESS PHONE	CELL PHONE	
ADDRESS			EMAIL ADDRESS			
CITY/STATE/ZIP TOLEDO, OH			ADDITIONAL INFORMATION STK:CB-8059 DLR:28524			

JOB	OPERATION CODE	LABOR INSTRUCTIONS
A		<p>CUSTOMER STATES THERE IS A CLUNK/RATTLE FEELING IN STEERING WHEN TURNING OR GOING OVER BUMPS AND ADVISE CAUSE: E</p> <p>E7700 SHAFT, STEERING INTERMEDIATE REPLACE</p> <p>3718 WC hrs. (N/C)</p> <p>1 26962603 SHAFT KIT (N/C)</p> <p>19441 E7700 0.50 INTERMEDIATE STEERING SHAFT WITH LACK OF LUBE ON SPLINES-REPLACED INTERMEDIATE STEERING SHAFT AND TEST DROVE VEHICLE TO VERIFY REPAIRS</p>
B		<p>FREE 20 POINT GM INSPECTION</p> <p>S160 TRIM / BODY / MISC</p> <p>3718 CC hrs. 0.00</p>

<small>ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR ABUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.</small>	<small>STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the work of this department. The dealer hereby expressly disclaims all warranties other than those expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose. No other warranties are extended by this department to owners for its liability in connection with the sale of this item/vehicle. Parts and labor are guaranteed for 12 mos. or 12,000 miles, whichever comes first. Dealer does not guarantee that the work performed in accordance with this estimate and/or repair order will correct any problem specified on the description of this complaint.</small>	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 COUPONS/DISC.	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	0.00

Swanton, OH

CHARLIE'S AUTOMOTIVE, INC.

1700 County Road A
Liberty Center, OH 43532

419 875-5127

Invoice

Date	Invoice #
4/16/2010	10-230619

Bill To
[Redacted]
Swanton, OH
[Redacted]

Ship To

Terms	Yr/Model	Mileage	Vin #	Engine
Due on receipt	08 Malibu	27,357	1G1ZJ57B78F [Redacted]	2.4 Ecotec
Item	Qty	Description	Rate	Amount
7082	1	7082 oil filter	0.00	0.00T
Misc	4	Qts. 5W30 Oil	0.00	0.00T
		Subtotal Parts		0.00
Gold LOF		CHANGE OIL, FILTER AND LUBE SPECIAL: (includes NAPA Gold oil filter and up to 5 quarts NAPA motor oil) Check air filter-OK.	26.95	26.95T
Labor		Rotate tires. Check all brakes. Brakes @ 40%. Re-train tire pressure monitor system (TPMS).	35.00	35.00T
Labor		Check power steering light on. Test computer system: P2544 Torque Reduction signal circuit-GMLAN. U0073 Control Module Comm Bus Off. C0561 System Disabled info stores-ABS current. U2105 Lost communication w/engine control system.-ABS history U2107 Lost communication w/body control system.-ABS history U2106 Lost communication w/transmission control system.-ABS history. NOTE!! We did not clear any codes. This needs to go to dealer for warranty repair.	45.00	45.00T

PAID

APR 16 2010

✓ 2511

Sales Tax (7.0%) \$7.49

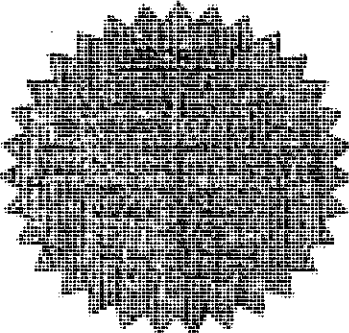
Total \$114.44

ed SCHMIDT

for quality for value for life

26875 N. Dixie Hwy.
PERRYSBURG, OH 43551
(419) 874-4331

SERVICE HOURS
Mon, Tue, Wed, Thu & Fri
7:30 AM to 6:00 PM
Sat
8:00 AM to 2:00 PM



**4 WHEEL
ALIGNMENT
\$79.95**

(Regular Price \$89.95)
Valid only at Ed Schmidt Perrysburg
Not Valid With Any Other Offer
Some Vehicles May Be Eligible

Customer Copy

INVOICE*

Page 1 of 1
205071

VIN: 1G1ZJ57B78F

TAG: TT635

PO#:

CUSTOMER DETAILS INFORMATION						
CUST.# 54913	DELIVERY DATE 19JAN08	LICENSE	WRITTEN BY 3878 THOMAS FITKIN	YEAR 08	MAKE AND MODEL CHEVROLET MALIBU	
DATE OSMAY10	MILEAGE/TIMOUT 28322/28327	COLOR IMPERIAL B	PROMISED DATE AND TIME 03MAY10 15:00	PAYMENT TYPE CASH	RATE 0.00	
NAME			HOME PHONE	BUSINESS PHONE	CELL PHONE	
[REDACTED]			EMAIL ADDRESS	[REDACTED] home		
CITY/STATE/ZIP SWANTON, OH			ADDITIONAL INFORMATION STK:C8-8069 DLR:28624			
DESCRIPTION			LABOR INSTRUCTIONS			
A	CUST. STATES PWR. STEERING LIGHT/MESSAGE DISPLAYS ON DASH. NO STEERING PROBLEM NOTICED. CAUSE: E 409 STEERING 1678 WP hrs. 1 20570912 MODULE LABOR: 0.00 PARTS: 0.00 OTHER: 0.00 TOTAL LINE A: \$ 0.00 28327 TECH 2 TEST CODES U2109 00, U2100 00, C0475 00 & C0000 77 ALL STORED IN THE PSCM. NO CODES STORED IN OTHER MODULES. FOUND A TSB FOR CODE E9434 0.90 U2109 00. REMOVE THE GROUND BEHIND A/C COMPRESSOR CLEAN THE BLOCK AND WIRES AND REINSTALL THE GROUND BOLT MAKING SURE IT IS TIGHT PER PIC5003. PERFORM DIAG FOR C0475 00 AND FOUND THE POWER STEERING CONTROL MODULE SHORTED INTERNALLY. REPLACE THE PSCM AND SET UP THE NEW MODULE. TEST DROVE 5 MILES NO CODES RESET AND NO POWER STEERING MESSAGES REPRODUCED.					
B	FREE MULTI-POINT INSPECTION CI FREE MULTI-POINT INSPECTION 1678 CP hrs. LABOR: 0.00 PARTS: 0.00 OTHER: 0.00 TOTAL LINE B: \$ 0.00 28322 REQUEST PERFORM MULTI POINT INSPECTION					
***** CASH () CHECK ()						
* * * AMERICAN EXPRESS ()						
* * * MASTERCARD/VISA () DISCOVER ()						
* Cashier *						
***** ACCTS RECEIVABLE ACCOUNT # _____						
ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAS BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 171 YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.			STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the life of this instrument. The Seller hereby expressly disclaims all warranties, either implied or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor guarantees any other person to assume for a any liability in connection with the sale of this instrument. Parts and labor are guaranteed for 12 mos. or 12,000 miles, whichever comes first. Seller does not guarantee that the work performed in accordance with this estimate and/or repair order will correct any problem specified on the description of the complaint.		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 COUPONS/DISC. 0.00 SALES TAX 0.00 PLEASE PAY THIS AMOUNT 0.00	
INVOICE DATE: [REDACTED] DEALER GENERAL MANAGER OR AUTHORIZED PERSON: [REDACTED]			CUSTOMER SIGNATURE: [REDACTED]			

Jul-14-2011 01:54 PM Senator Sherrod Brown, Cle OH 2165222239 11/14

Customer Number: **316816** Invoice No: **31952**

YARK AUTOMOTIVE GROUP

Chrysler • Chrysler • Dodge • Jeep • BMW • Nissan • Subaru
Also Available all parts for GM • Ford • Lincoln • Mercury • Toyota

INVOICE

YARK CHEVROLET, LLC

9830 Waterville-Swanton Road
P.O. Box 2867

Whitehouse, OH 43671
Direct: (419) 878-8055
Fax: (419) 878-9125
Toll Free: (800) 767-2688
www.yarkauto.com



PAGE 1

SWANTON, OH
Home: [REDACTED] Bus: [REDACTED] Cell: [REDACTED]
Email: [REDACTED]

SERVICE ADVISOR: 1084 GARRIE L WAUGH

YEAR	MAKE	MODEL	VIN	PRICE	INVOICE
08	CHEVROLET	MALIBU	1G1ZJ57878F [REDACTED]	33640 / 33640	952
DATE	FROM DATE	WASH	REPAIR	PAID	INVOICE
30JUL10			17:00 20AUG10	CASH	20AUG10
REG	OPER	READY	OPTIONS: BLR-08215 ENG-2.4 Liter_MFI_DOHV_HO_ECO TEC		
08:43 20AUG10		15:23 20AUG10			

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

A CUSTOMER STATES PASS SEAT HEAT TURNS ON WHEN SOMEONE SITS IN IT. SOP HERE.

CAUSE: .
C7166 MODULE, CONTROL HEATED SEAT FRONT RIGHT
REPLACE
1000 WPP
1 25845781 F-SWITCH
replaced passenger front seat heater switch.

(N/C)
(N/C)

B CUSTOMER STATES DRIVERS FRT DOOR LOCK DOES NOT ALWAYS LOCK. SOP HERE
CAUSE: .

B4261 FRONT SIDE DOOR LOCK REPLACEMENT LEFT SIDE
1000 WPP
1 20922229 LOCK
REPLACED DRIVERS FRONT DOOR LOCK / SWITCH

(N/C)
(N/C)

DID YOU KNOW YARK AUTOMOTIVE DOES...
TIRES, BRAKES, GLASS, BODY REPAIR, DENTS,
DINGS, DETAILS, ACCESSORIES, CAR STARTERS,
SUNROOFS, LEATHER, CHROME ACCENTS, RIMS,
GRILLES, MUFFLERS, TRANSMISSIONS AND MORE!

WE ARE YOUR ONE STOP SERVICE SHOP.

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 or partially completed work. Such charge will be directly related to the actual amount of labor and parts involved in the inspection, repair or service.
DISCLAIMER OF WARRANTIES: Any warranty on the products sold hereby are those sold by the manufacturer. The seller, Yark Chevrolet, LLC, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Yark Chevrolet, LLC neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle or said products.
This dealership utilizes the hours published in the manufacturer's and/or other labor/time guides which reflect an average time requirement for the performance of specific vehicle repairs, which may, therefore, be either more or less than the actual clock time in any given instance.
*SUPPLIES - A token charge equivalent to a percent of the total charges is included for supplies used on your vehicle. Applicable supply items are: Nuts, bolts, washers, tape, paint, aerospray, shalao, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wire, windshield seals, etc.

DESCRIPTION	AMOUNT
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 DISC/DEDUCTIBLE	\$ 0.00
SALES TAX	\$ 0.00
PLEASE PAY THIS AMOUNT	\$ 0.00

CUSTOMER SIGNATURE: _____

Customer Number: **316816** Invoice No: **33583**

YARK AUTOMOTIVE GROUP

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Also Available all parts for GM • Ford • Lincoln • Mercury • Toyota

INVOICE

YARK CHEVROLET, LLC

9830 Waterville-Swanton Road
P.O. Box 2667

Whitehouse, OH 43671
Direct: (419) 878-9066
Fax: (419) 878-9125
Toll Free: (800) 767-2668
www.yarkauto.com

PAGE 1



SWANTON, OH

Home:

Bus:

Email:

Cont:

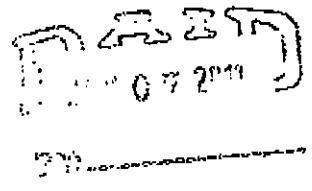
Cell:

SERVICE ADVISOR: 1121 DANIEL YARK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	BUY/DATE	TAG
	08	CHEVROLET MALISU	1G1ZJ57878F		40339 / 40339		583
DEL DATE	PROB DATE	WARR EXP	PROMISED	SPONS	PAID	PAYMENT	INV DATE
30JUL10			17:00 06JAN11			CASH	07JAN11
WORK ORDER NO	READ	OPTIONS: DLR-08215 ENG:2.4 Liter MPI UOHC HO_ECOTEC					
08:14 06JAN11	11:04 07JAN11						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A C/S THEY GOT AN OIL CHANGE AND THEY TOLD THEM THEIR COOLANT LINES WERE LEAKING.							
	21		AIR CONDITIONING			146.96	146.96
			1000 CPP				
			1 15212981 HOSE		60.04	60.04	60.04
CONFIRMED COMPLAINT - REPLACED AUTO TRANS COOLER LINES- OK AT THIS TIME							

B COURTESY INSPECTION							
INSPECT COURTESY INSPECTION							
			1000 CPP			0.00	0.00
OK AT THIS TIME							



DID YOU KNOW YARK AUTOMOTIVE DOES...
TIRES, BRAKES, GLASS, BODY REPAIR, DENTS,
DINGS, DETAILS, ACCESSORIES, CAR STARTERS,
SIMPONS, LEATHER, CHROME ACCENTS, RIMS,
GRILLS, MUFFLERS, TRANSMISSIONS AND MORE!
WE ARE YOUR ONE STOP SERVICE SHOP.

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 or partially completed work. Such charge will be directly related to the actual amount of labor and parts involved in the inspection, repair or service.
DISCLAIMER OF WARRANTIES: Any warranty on the products sold hereby are those sold by the manufacturer. The seller, Yark Chevrolet, LLC, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Yark Chevrolet, LLC neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle or said products.
This dealership utilizes the hours published in the manufacturer's and/or other labor/time guides which reflect an average time requirement for the performance of specific vehicle repairs, which may, therefore, be either more or less than the actual clock time in any given instance.
*SUPPLIES - A token charge equivalent to a percent of the total charges is included for supplies used on your vehicle. Applicable supply items are: Nuts, bolts, washers, taps, pins, acetone, shellac, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, etc.

DESCRIPTION	AMOUNT
LABOR AMOUNT	\$ 146.96
PARTS AMOUNT	\$ 60.04
GAS, OIL, LUBE	\$ 0.00
SUBLET AMOUNT	\$ 0.00
MISC. CHARGES	\$ 5.00
TOTAL CHARGES	\$ 212.00
LESS DISC/Deductible	\$ 0.00
SALES TAX	\$ 14.31
PLEASE PAY THIS AMOUNT	\$ 226.31

CUSTOMER SIGNATURE: _____

[Redacted]
Swanton, OH [Redacted]

CHARLIES' AUTOMOTIVE, INC.

1700 County Road A
Liberty Center, OH 43532

419 875-5127

Invoice

Date	Invoice #
3/22/2011	11-253432

Bill To
[Redacted]
Swanton, OH
[Redacted]

Ship To

Terms	Yr/Model	Mileage	VIn #	Engine
Due on receipt	08 Malibu	43,381	1G1ZJ57B78E [Redacted]	2.4 Ecotec
Item	Qty	Description	Rate	Amount
Misc	1	BR930317 Front hub bearing assy	239.60	239.60T
7082	1	7082 Oil filter	0.00	0.00T
Misc	5	Qts. 5W30 Oil	0.00	0.00T
		Subtotal Parts		239.60
Gold LOF		CHANGE OIL, FILTER AND LUBE SPECIAL: (includes NAPA Gold oil filter and up to 5 quarts NAPA motor oil) Check air filter-OK.	26.95	26.95T
Labor		Check whining noise on acceleration. Replace right front hub bearing assembly. Road test - OK.	97.50	97.50T

PAID MAR 22 2011 VISA e	Sales Tax (7.0%)	\$25.48
	Total	\$389.53