



MAR 28 2012

OFFICE OF THE ATTORNEY GENERAL
STATE OF ILLINOIS

Lisa Madigan
ATTORNEY GENERAL

March 19, 2012

Baum Chevrolet
P.O. Box 657
Clinton, IL 61727

Re: [REDACTED]
File No: 2012-CONSC-00328291

Dear Sir/Madam:

The Consumer Protection Division, of the Office of the Attorney General received a consumer complaint involving your business. We have enclosed a copy of the complaint for your examination.

We would appreciate your review and response to the complaint, as well as any suggestions for a potential resolution. Please include copies of any substantiating documents which relate to this complaint with your response. If the matter has been resolved, we would appreciate knowing it.

Please provide a response within ten days. All communications must be in writing. Direct all correspondence to Consumer Protection Division, Office of Attorney General, 500 South Second Street, Springfield, IL 62706. Refer to the above mentioned file on all correspondence.

Sincerely,

ATTORNEY GENERAL
State of Illinois

Sally Boyle

Sally Boyle
Citizen's Advocate
Consumer Protection Division
(217)782-9243
[sboyle\[at\]atg.state.il.us](mailto:sboyle[at]atg.state.il.us)

enclosure
cc: National Highway Traffic and Safety Administration



LISA MADIGAN

Illinois Attorney General
Consumer Fraud Bureau
500 South Second Street
Springfield, IL 62706
217-782-1090

1-800-243-0618 (Toll free in IL)

TTY: 1-877-844-5461

www.IllinoisAttorneyGeneral.gov

Office Use Only	
CLMS:	_____
AG:	_____

YOUR INFORMATION	NAME OF SELLER OR PROVIDER OF SERVICE
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Name: <u>Mr.</u> Mrs., Ms. (circle one) _____ Address: _____ City: _____ State: _____ Zip code: _____ County: _____ <u>HEYWORTH IL</u> _____ <u>MCLEAND</u> Your Telephone Number: Daytime _____ Evening _____ Your e-mail address (optional): _____ Are you a senior citizen? <input checked="" type="radio"/> Yes <input type="radio"/> No Who referred you to this office? <u>US Dept of TRANSPORTATION</u>	Name: <u>BAUM CHEVROLET / GENERAL MOTORS</u> Address: <u>810 W. VAN BUREN PO BOX 657</u> City: _____ State: _____ Zip code: _____ <u>CLINTON IL 61727</u> Telephone: <u>(217) 935-3956</u> Website: _____ Additional seller or provider of service involved in transaction: Name: <u>LEMAN'S CITY CHEVY</u> Address: <u>1602 MORRISSEY DR</u> City: _____ State: _____ Zip code: _____ <u>BLOOMINGTON IL 61704</u> Telephone: <u>(309) 663-4311</u> Website: _____ Has this matter been submitted to another government agency, an arbitration service, or to an attorney? Yes <input type="radio"/> No <input checked="" type="radio"/> If yes, please give name, address, telephone number #. <u>NA</u> Is court action pending? Yes <input type="radio"/> No <input checked="" type="radio"/>
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INFORMATION ABOUT THE TRANSACTION	
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Date of Transaction: <u>DEC 31 2010</u>	Did you sign a contract? Yes <input type="radio"/> No <input checked="" type="radio"/> (If yes, please attach a copy) <u>DID FINANCE NA</u>	Date contract was signed: <u>NA</u>
Was the product or service advertised? <input checked="" type="radio"/> Yes <input type="radio"/> No When? <u>DEC 2010</u> (Please attach a copy of the advertisement, if available)		

How was the service advertised? <input type="checkbox"/> Newspaper/magazine <input type="checkbox"/> Radio advertisement <input type="checkbox"/> Television advertisement <input type="checkbox"/> Internet advertisement <input type="checkbox"/> E-mail solicitation <input type="checkbox"/> Direct mail solicitation <input type="checkbox"/> Telephone solicitation <input type="checkbox"/> Yellow pages of the telephone book <input type="checkbox"/> Facsimile solicitation <input type="checkbox"/> Door-to-door solicitation <input type="checkbox"/> Display at merchant's place of business <input type="checkbox"/> Display at a trade show/convention, etc. <input type="checkbox"/> Other _____	Total Cost of product/service: \$ <u>16579.24</u> Amount paid to date/down payment: \$ <u>Approx 4500.00</u> Method of payment (circle one) (Please attach a copy) Cash <input type="radio"/> <input checked="" type="radio"/> Check Money Order Credit Card Debit Card Bank Draft Wire Transfer Automatic Debit Other <u>TO ALLY BANK - Monthly</u> If you paid with a credit card, have you contacted your credit card company to register a dispute? Yes <input type="radio"/> No <input checked="" type="radio"/> (Under the Federal Fair Credit Billing Act, you have 60 days from the time that you receive your statement to dispute the charge.)
--	--

Where did the transaction take place?

- At my home
- Over the telephone
- By mail
- Over the Internet
- Trade show/convention/home show
- At the firm's place of business
- By facsimile
- Other (please specify) Talk car to them
- There was no transaction

Have you complained to the company or individual?

Yes No

If yes, provide name and phone number of the individual(s):

Dawn Chevrolet - Troy Baerman

217-935-3156

Sam Loman - Chevy City - Troy

SERVICE MANAGER 309-663-4311

FOR COMPLAINTS REGARDING MOTOR VEHICLES, PLEASE COMPLETE THIS BOX:

Make: CHEV

Model: HHR

Year: 2011

New: Yes No

As-Is: Yes No

Warranty: Yes No

Name of Extended Warranty:

Purchase Date:

Current Mileage:

Mileage at Purchase:

Expiration Date:

GM

Dec 31 2010

18000 ±

0

Briefly describe the transaction and your complaint. You may use additional sheets if necessary. Please attach copies of all contracts, letters, receipts, cancelled checks (front and back), advertisements, or any other documents that relate to your complaint. PLEASE DO NOT SEND ORIGINALS.

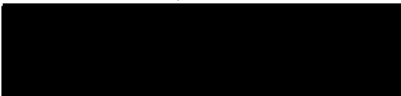
See attached.

CAN DEMONSTRATE THE VEHICLE & ITS DEFECT

What form of relief are you seeking? (E.g. exchange, repair, money back, product delivery, etc.)

READ THE FOLLOWING BEFORE SIGNING BELOW:

In filing this complaint, I understand that the Attorney General is not my private attorney, but rather enforces laws designed to protect the public from misleading or unlawful business practices. I also understand that if I have any questions concerning my legal rights or responsibilities, I should contact a private attorney. I have no objection to the contents of this complaint being forwarded to the business or the person the complaint is directed against, unless box checked below. The above complaint is true and accurate to the best of my knowledge.

Signature: 

Date: 3/4/12

Check here if you only want to notify our office of your concerns and do not want a mediation process initiated.

Please return the completed form to the address at the top of this complaint form.

Incomplete forms may be returned.

March 5, 2012

Lisa Madigan
Illinois Attorney General
Consumer Fraud Bureau
500 South Second Street
Springfield, IL 62706

RE: 2011 Chevrolet HHR Vin#3BNBAEFW7BS [REDACTED]
To Clarify the original "Vehicle Owner's Questionnaire"

On December 30, 2011 (+ or- two days) I purchased the HHR from Leman's Chevy City (dealer) In Bloomington, Illinois. After test driving the HHR I reported to the "sales person" that the vehicle pulled to the left and something was wrong with the steering. He advised the Service Department asking that they correct the problem that I found.

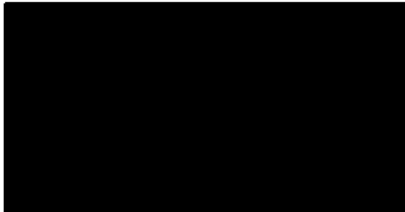
When I took delivery and took the HHR to the Service Department, they asked if I would drive it about 1000 miles to "shake it down". I did what I was asked and took it back to them and they said, they found the alignment "out" and realignment was made (repair order attached and on file with GM who paid for it via warranty). It did not correct the problem. I took it back to Leman's 7 times (some repair orders attached) and no correction resulted. I even went to the Service Department management who promised to fix the problem (after the 5th return). When I kept the appointment (6th and 7th) they did not move the car because they said they were, "too busy".

I then took the HHR to another Dealer, Baum Chevrolet in Clinton, Illinois. They found it out of specification and realigned it again. Baum Chevrolet has worked with me and the HHR over 6 months to diagnose and correct the problem. The last time (alignment and forms attached) they told me they could not help me anymore and did not say that their extensive work under the direction of General Motors Central Office personnel corrected the problem. In fact I was told it did not! The HHR is still unsafe because of the left pull and occasional right pull as the road surface changes.

On two previous occasions Baum Chevrolet had, at the direction (or approval) of the GM Central Office personnel, installed a new set of tires (at about 10000 miles to replace the original tires full knowing that the tires were not the problem and at another time "gave" me a new set of floor mats (obviously to me) to get me satisfied when they couldn't or wouldn't correct the abnormal (and unsafe) handling behavior of my HHR.

I have driven nine (9) HHR's over the last six months that have the handling and left hand pull and other difficulties that my HHR has. Further names and VIN numbers are available if you need them.

Sincerely,



Heyworth, IL



February 14, 2012

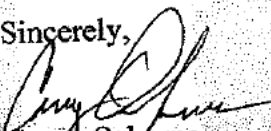
[REDACTED]
Heyworth, IL [REDACTED]

Dear [REDACTED]

Thank you for choosing Baum Chevrolet Buick for your vehicle's warranty service. Hopefully all of your service needs were met to your *complete satisfaction*. Our goal is to offer you, as well as all of our customers, the best possible service experience. In a few days General Motors will be sending you a survey asking how you feel about your experiences in our Service Department. Your business is very important to us. We always strive to be the best, so your feedback is appreciated. If for any reason you cannot answer this survey *completely satisfied*, please contact me by phone at 217-935-3156, or by e-mail at troyr@baumchevybuick.com.

Thank you again for choosing Baum Chevrolet Buick, "*Where Service Is A Tradition*".

Sincerely,


Corey Osborne

LEMAN'S CHEVY CITY



1602 Morrissey
Bloomington, Illinois 61704
Phone 309 663-4311
www.samleman.com

GM Goodwrench Service Plus
The Plus means better.



CUSTOMER NO. 75787	ADVISOR JON REED	TAB NO. 1799	INVOICE DATE 01/24/11	INVOICE NO. CTCS292014
[REDACTED] HEYWORTH, IL	LABOR RATE	LICENSE NO.	MILEAGE 1,086	COLOR MOCHA STEEL
	YEAR / MAKE / MODEL 11/CHEVROLET TRUCK/HHR/LS SEDAN	DELIVERY DATE 12/31/10	STOCK NO. CV4780	DELIVERY MILES 275
[REDACTED]	VEHICLE I.D. NO. 3GNBAEFW7BS	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 01/24/11	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 1086	

LABOR # 1 11CVZ ELECTRICAL TECH(S): 909
 CUSTOMER STAETS THE LEFT FRONT TIRE SENSOR IS NOT READING PRESSURE
 TECH FOUND CODE WHEN DIAGING CAR C0750 FOR FRONT LEFT SENSOR. TECH TRIED RELEARNING SENSORS, BUT TO NO AVAIL.
 TECH REPLACED LEFT FRONT SENSOR (E0722) CLEARED DEFAULT CODE AND RELEARNED SENSOR

WARRANTY
DISCLAIMER OF WARRANTIES
 The sellers, Leman's Chevy City, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Leman's Chevy City, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle or product.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	20923680	SENSOR 5.890			0.00
TOTALS				TOTAL - PARTS		0.00

TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE
 I hereby authorize all such repair work, including installation of necessary parts, materials and equipment as may be reasonably necessary to alleviate the complaint set forth herein. I hereby agree that I shall pay your customary price for such labor, parts, materials and equipment. All sums due you shall be paid immediately upon completion of the necessary repairs; any unpaid balance shall bear interest at the rate of 1 1/2% per month (which is an annual percentage rate of 18%) computed from the date of such repairs. In the event I fail to pay any such amount due you, I agree that your costs of collection, including court costs and reasonable attorney's fees, shall be recoverable from me. I hereby 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 purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs.

THANK YOU FOR DOING BUSINESS WITH LEMAN'S CHEVY CITY.
 * WILL APPEAR FOR GM LIFETIME WARRANTY PARTS.
 AUTOBODY REPAIRS ARE COVERED BY A LIMITED LIFETIME WARRANTY. PLEASE SEE YOUR CONSULTANT FOR DETAILS. APPLIES TO ORIGINAL OWNER.
 PAYMENT TYPE:
 CASH CHECK #
 VISA MASTERCARD
 DISCOVER
 CHARGE

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 _____

THIS BUSINESS IS REQUIRED TO BE LICENSED BY THE SECRETARY OF STATE, PURSUANT TO ILLINOIS REVISED STATUTES, CHAPTER 06 1/2 SEC. 5-301. ANY COMPLAINTS AS TO THE QUALITY OF SERVICE OBTAINED HERE MAY BE BROUGHT TO THE ATTENTION OF THE ATTORNEY GENERAL.

CUSTOMER COPY

LEMAN'S CHEVY CITY

FORM 878A-LZP-A14 (12-98) TO ORDER: www.gm.com 1-800-241-0993 (TX 1-800-851-0705) Reynolds and Reynolds

LEMAN'S CHEVY CITY



1602 Morrissey
Bloomington, Illinois 61704
Phone 309 663-4311
www.samleman.com

GM Goodwrench Service Plus
The Plus means better.



CUSTOMER NO. 75787	ADVISOR JON REED	TAG NO. 792	3304	INVOICE DATE 01/21/11	INVOICE NO. CTCS291911
	LABOR RATE	LICENSE NO.	MILEAGE 1,047	COLOR MOCHA STEEL	STOCK NO. CV4780
	YEAR / MAKE / MODEL 11/CHEVROLET TRUCK/HHR/LS SEDAN			DELIVERY DATE 12/31/10	DELIVERY MILES 275
HEYWORTH, IL	VEHICLE I.D. NO. 3GNBAEFW7BS			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.		R. O. DATE 01/21/11	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO: 1047	

LABOR

1 28CVZ4A1GN WHEEL ALIGNMENT TECH(S):559
CUSTOMER STATES THAT VEHICLE PULLS TO THE LEFT; MOSTLY WHEN ON FREEWAY
E2020
COMPUTER ALIGN ALL FOUR WHEELS AND CHECKED SUSPENSION SYSTEM
TECH FOUND EXCESSIVE TOE-IN. ADJUSTED BOTH FRONT CAMBER & TOE

2 12CVZ DRIVEABILITY TECH(S):559
CUSTOMER STATES THAT VEHICLE VIBRATES AT 60-65 MPH; POSSIBLY COMING FROM RIGHT FRONT WHEEL-
TECH BALANCED ALL WHEELS
FOUND BOTH LEFT SIDE TIRES OFF BY 1 OZ.
BALANCED ALL 4 TIRES AND RECHECKED OK
E0203

3 15CVZ AUTO TRANS TECH(S):559
CUSTOMER STATES THAT THERE IS A GEAR NOISE COMING FROM EITHER THE AXLE OR THE TRANSMISSION
TECH TEST DROVE AND WAS UNABLE TO VERIFY CUSTOMERS CONCERN
NO PROBLEM FOUND

4 25CVZ15KMPI 15K WORLD CLASS MPI TECH(S):559
NEW VEHICLE WORLD CLASS INSPECTION
TECHNICIAN TO PERFORM WORLD CLASS INSPECTION LOOKING FOR DEFECTIVE COMPONENTS, LEAKS AND WEAR ITEMS.
TECHNICIAN PERFORMED WORLD CLASS INSPECTION
SEE MPI "KNOW YOUR VEHICLE" REPORT FOR COMPLETE FINDINGS

DISCLAIMER OF WARRANTIES
The sellers, Leman's Chevy City, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Leman's Chevy City, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle or product.

TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE
I hereby authorize all such repair work, including installation of necessary parts, materials and equipment as may be reasonably necessary to alleviate the complaint set forth herein. I hereby agree that I shall pay your customary price for such labor, parts, materials and equipment. All sums due you shall be paid immediately upon completion of the necessary repairs; any unpaid balance shall bear interest at the rate of 1 1/2% per month (which is an annual percentage rate of 18%) computed from the date of such repairs. In the event I fail to pay any such amount due you, I agree that your costs of collection, including court costs and reasonable attorney's fees, shall be recoverable from me. I hereby 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 purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs.

TOTALS-----

THANK YOU FOR DOING BUSINESS WITH LEMAN'S CHEVY CITY.

* WILL APPEAR FOR GM LIFETIME WARRANTY PARTS.

AUTOBODY REPAIRS ARE COVERED BY A LIMITED LIFETIME WARRANTY. PLEASE SEE YOUR CONSULTANT FOR DETAILS. APPLIES TO ORIGINAL OWNER.

PAYMENT TYPE: CASH CHECK #
VISA MASTERCARD
DISCOVER
CHARGE

TOTAL - LABOR 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

IMPORTANT
YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM GENERAL MOTORS IN THE NEXT FEW WEEKS. IF FOR ANY REASON YOU CANNOT GRADE US COMPLETELY SATISFIED, PLEASE CONTACT TROY BOWMAN, SERVICE MANAGER IMMEDIATELY. THANK YOU

LEMAN'S CHEVY CITY
(309) 663-4311

360124

INVOICE



810 West VanBuren
Clinton, IL 61727
Phone: (217) 935-31
Fax: (217) 935-043
www.baumchevybuick

HEYWORTH, J.L.

HOME:

CONT:

BUS:

CELL:

PAGE 1

SERVICE ADVISOR: 738 COREY OSBORNE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TA
GREY	11	CHEVROLET HHR	3GNBAEFW7BS		17317/17317	T64
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
01JAN11 DD			20:00 26JAN12			INV. DATE
R/O OPENED	READY	OPTIONS: ENG:2.2_Liter_MFI			CASH	26JAN12

07:46 23JAN12 13:43 26JAN12
LINE OPCODE TECH TYPE HOURS

A CUST STATES VEHICLE DRIFTS LEFT-PUTTING ON BODYSHOP ALIGNMENT MACHINE LIST NET TOTAL
THEN ON OURS, SEE TROY

CAUSE: CHECKED ALIGNMENT
DIAG REP

928 WGM 0.00

ALL ALIGNMENT SETTINGS IN SPEC STILL WHERE SETTINGS WERE SET UPON (N/C)
LAST VISIT WITH 250LB DRIVER IN THE DRIVERS SEAT CALLED TAC TO SET UP
CASE CONSULTANT STATED NO ISSUE ALIGNMENT GOOD AND IN SPEC CONDITION
NORMAL FOR THIS VEHICLE ACCORDING TO RECORDED CASES WITH MAN TRANS

B** LUBE OIL AND FILTER CHANGE
LOF LUBE OIL AND FILTER CHANGE

858 CPC 0.00

SUBL QUICK LUBE

CPC

Does this mean all Man Trans are unsafe? BCP!

0.00 0.00

37.84 37.84

UNLESS OTHERWISE STATED ALL PARTS AND LABOR
CARRY A 12 MONTH, 12,000 MILE WARRANTY

CHEVROLET

PAID BUICK

JAN 27 2012

BY: ER dt

I hereby authorize all such repair work, including installation of necessary parts, materials and equipment as may be reasonably necessary to alleviate the complaint set forth herein. I hereby agree that I shall pay your customary price for such labor, parts, materials and equipment. All sums due you shall be paid immediately upon completion of the necessary repairs; any unpaid balance shall bear interest at the rate of 1 1/2 % per month (Which is an annual percentage rate of 18%) computed from the date of such repairs. In the event I fail to pay any such amount due you I agree that your costs of collection, including court cost and reasonable attorneys' fees, shall be recoverable from me. I hereby 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 purpose of testing and or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs.

CUSTOMER SIGNATURE

DISCLAIMER OF WARRANTIES

The Seller, herein 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 this vehicle or product.

TERMS: ALL REPAIRS ARE STRICTLY CASH UNLESS SPECIFIED OTHERWISE PRIOR TO WORK BEING DONE.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	37.84
MISC. CHARGES	0.00
TOTAL CHARGES	37.84
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	37.84

CUSTOMER COPY

appreciate
BAUM
CHEVY CITY
(309) 663-4311

CSA1-4



810 West VanBuren
Clinton, IL 61727
Phone: (217) 935-31
Fax: (217) 935-043
www.baumchevybuick

HEYWORTH, J.L.
HOME: [REDACTED]
BUS: [REDACTED]

CONT: [REDACTED]
CELL: [REDACTED]

SERVICE ADVISOR: 738 COREY OSBORNE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TA
GREY	11	CHEVROLET HHR	3GNBAEFW7BS		17317/17317	T64
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT
01JAN11 DD			20:00 26JAN12			CASH
R.O. OPENED	READY	OPTIONS: ENG:2.2_Liter_MFI				26JAN12

07:46 23JAN12	13:43 26JAN12	LINE OPCODE	TECH TYPE	HOURS
---------------	---------------	-------------	-----------	-------

A CUST STATES VEHICLE DRIFTS LEFT-PUTTING ON BODYSHOP ALIGNMENT MACHINE LIST NET TOTAL
 THEN ON OURS, SEE TROY
 CAUSE: CHECKED ALIGNMENT
 DIAG REP

928 WGM 0.00 (N/C)
 ALL ALIGNMENT SETTINGS IN SPEC STILL WHERE SETTINGS WERE SET UPON
 LAST VISIT WITH 250LB DRIVER IN THE DRIVERS SEAT CALLED TAC TO SET UP
 CASE CONSULTANT STATED NO ISSUE ALIGNMENT GOOD AND IN SPEC CONDITION
 NORMAL FOR THIS VEHICLE ACCORDING TO RECORDED CASES WITH MAN TRANS

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LOF LUBE OIL AND FILTER CHANGE	858 CPC	0.00
SUBL QUICK LUBE	CPC	0.00
		37.84
		37.84

Does this mean all Man Trans are unsafe? BCP!

UNLESS OTHERWISE STATED ALL PARTS AND LABOR CARRY A 12 MONTH, 12,000 MILE WARRANTY.

CHEVROLET PAID BUICK
 JAN 27 2012
 BY: [REDACTED]

I hereby authorize all such repair work, including installation of necessary parts, materials and equipment as may be reasonably necessary to alleviate the complaint set forth herein. I hereby agree that I shall pay your customary price for such labor, parts, materials and equipment. All sums due you shall be paid immediately upon completion of the necessary repairs; any unpaid balance shall bear interest at the rate of 1 1/2 % per month (Which is an annual percentage rate of 18%) computed from the date of such repairs. In the event I fail to pay any such amount due you I agree that your costs of collection, including court cost and reasonable attorneys' fees, shall be recoverable from me. I hereby 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 purpose of testing and or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs.

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 TERMS: ALL REPAIRS ARE STRICTLY CASH UNLESS SPECIFIED OTHERWISE PRIOR TO WORK BEING DONE.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	37.84
MISC. CHARGES	0.00
TOTAL CHARGES	37.84
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	37.84

appreciate
 CHEVY CITY
 (309) 663-4311

CUSTOMER COPY

CSAT

LEMAN'S CHEVY CITY



GM Goodwrench Service Plus
The Plus means better.



1602 Morrissy
Bloomington, Illinois 61704
Phone 309 663-4311
www.samleman.com

CUSTOMER NO. 75787	ADVISOR JON REED	TAG NO. 792	3304	INVOICE DATE 01/21/11	INVOICE NO. CTCS291911
	LABOR RATE	LICENSE NO.	MILEAGE 1,047	COLOR MOCHA STEEL	STOCK NO. CV4780
	YEAR / MAKE / MODEL 11/CHEVROLET TRUCK/HHR/LS SEDAN			DELIVERY DATE 12/31/10	DELIVERY MILES 275
RESIDENCE PHONE	BUSINESS PHONE	VEHICLE I.D. NO. 3GNBAEFW7BS		SELLING DEALER NO.	PRODUCTION DATE
		F. T. E. NO.	P. O. NO.	R. O. DATE 01/21/11	
COMMENTS					MO: 1047

LABOR

1 28CVZ4ALIGN WHEEL ALIGNMENT TECH(S):559
CUSTOMER STATES THAT VEHICLE PULLS TO THE LEFT; MOSTLY WHEN ON FREEWAY
E2020
COMPUTER ALIGN ALL FOUR WHEELS AND CHECKED SUSPENSION SYSTEM
TECH FOUND EXCESSIVE TOE-IN. ADJUSTED BOTH FRONT CAMBER & TOE

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E0203

3 15CVZ AUTO TRANS TECH(S):559
CUSTOMER STATES THAT THERE IS A GEAR NOISE COMING FROM EITHER THE AXLE OR THE TRANSMISSION
TECH TEST DROVE AND WAS UNABLE TO VERIFY CUSTOMERS CONCERN
NO PROBLEM FOUND

4 25CVZ15KMPI 15K WORLD CLASS MPI TECH(S):559
NEW VEHICLE WORLD CLASS INSPECTION
TECHNICIAN TO PERFORM WORLD CLASS INSPECTION LOOKING FOR DEFECTIVE COMPONENTS, LEAKS AND WEAR ITEMS.
TECHNICIAN PERFORMED WORLD CLASS INSPECTION
SEE MPI "KNOW YOUR VEHICLE" REPORT FOR COMPLETE FINDINGS

DISCLAIMER OF WARRANTIES
The seller, Leman's Chevy City, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Leman's Chevy City, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle or product.

TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE
I hereby authorize all such repair work, including installation of necessary parts, materials and equipment as may be reasonably necessary to alleviate the complaint set forth herein. I hereby agree that I shall pay your customary price for such labor, parts, materials and equipment. All sums due you shall be paid immediately upon completion of the necessary repairs; any unpaid balance shall bear interest at the rate of 1 1/2% per month (which is an annual percentage rate of 18%) computed from the date of such repairs. In the event I fail to pay any such amount due you, I agree that your costs of collection, including court costs and reasonable attorney's fees, shall be recoverable from me. I hereby 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 purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs.

TOTAL - LABOR 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

TOTALS

THANK YOU FOR DOING BUSINESS WITH LEMAN'S CHEVY CITY.

* WILL APPEAR FOR GM LIFETIME WARRANTY PARTS.

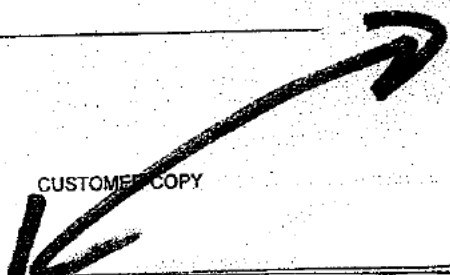
AUTOBODY REPAIRS ARE COVERED BY A LIMITED LIFETIME WARRANTY. PLEASE SEE YOUR CONSULTANT FOR DETAILS. APPLIES TO ORIGINAL OWNER.

PAYMENT TYPE: CASH CHECK #
VISA MASTERCARD
DISCOVER
CHARGE

IMPORTANT
YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM GENERAL MOTORS IN THE NEXT FEW WEEKS. IF, FOR ANY REASON YOU CANNOT GRADE US COMPLETELY SATISFIED, PLEASE CONTACT TROY BOWMAN, SERVICE MANAGER IMMEDIATELY. THANK YOU

LEMAN'S CHEVY CITY
(309) 663-4311

THIS BUSINESS IS REQUIRED TO BE LICENSED BY THE SECRETARY OF STATE, PURSUANT TO ILLINOIS REVISED STATUTES, CHAPTER 96 1/2 SEC. 5-301. ANY COMPLAINTS AS TO THE QUALITY OF SERVICE OBTAINED HERE MAY BE BROUGHT TO THE ATTENTION OF THE ATTORNEY GENERAL.



LEMAN'S CHEVY CITY



1602 Morrissey
 Bloomington, Illinois 61704
 Phone 309 663-4311
 www.samleman.com

GM Goodwrench Service Plus
 The Plus means better.



CUSTOMER NO. 75787	ADVISOR JON REED	792	TAG NO. 1799	INVOICE DATE 01/24/11	INVOICE NO. CTCS29201
[REDACTED] HEYWORTH, IL [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 1,086	COLOR MOCHA STEEL	STOCK NO. CV4780
	YEAR / MAKE / MODEL 11/CHEVROLET TRUCK/HHR/LS SEDAN			DELIVERY DATE 12/31/10	DELIVERY MILES 2
	VEHICLE I.D. NO. 3 G N B A E F W 7 B S			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.		P. O. NO.		R. O. DATE 01/24/11

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 11
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LABOR
 JOB # 1 11CVZ ELECTRICAL TECH(S): 909
 CUSTOMER STATES THE LEFT FRONT TIRE SENSOR IS NOT READING PRESSURE
 TECH FOUND CODE WHEN DIAGING CAR C0750 FOR FRONT LEFT SENSOR: TECH TRIED RELEARNING SNEORS. BUT TO NO AVAIL.
 TECH REPLACED LEFT FRONT SENSOR (E0722) CLEARED DEFAULT CODE AND RELEARNED SENSOR

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	20923680	SENSOR 5.890			
TOTAL - PARTS						0.00

TOTALS
 THANK YOU FOR DOING BUSINESS WITH LEMAN'S CHEVY CITY.
 * WILL APPEAR FOR GM LIFETIME WARRANTY PARTS.
 AUTOBODY REPAIRS ARE COVERED BY A LIMITED LIFETIME WARRANTY. PLEASE SEE YOUR CONSULTANT FOR DETAILS. APPLIES TO ORIGINAL OWNER.
 PAYMENT TYPE:
 CASH CHECK #
 VISA MASTERCARD
 DISCOVER
 CHARGE

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

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CUSTOMER SIGNATURE

CUSTOMER COPY

(309) 663-4311

LISA MADIGAN

ATTORNEY GENERAL
STATE OF ILLINOIS
500 South Second Street
Springfield, IL 62706



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FIRST CLASS



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