

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

July 9, 2012

JUL 17 6 2012

Chevrolet
P. O. Box 909989
Milwaukee, WI 53209-9989

CL-10467323-3950

Atwood Chevrolet
2339 N. Frontage Road
P. O. Box 79
Vicksburg, MS 39180-0079

Herrin-Gear Chevrolet Co., Inc.
I-55 at High Street
P. O. Box 329
Jackson, MS 39205

Administrator, NHTSA
1200 New Jersey Avenue, S.E.
Washington, D.C. 20590

Re: Safety Defect - 2010 Chevrolet Aveo
VIN KL1TD5DEXAB [REDACTED]

This car was purchased on September 25, 2010, from Atwood Chevrolet in Vicksburg, Mississippi. Over the next several months, the car began experiencing situations where there was absolutely "no power". I would be driving down the road, highway or Interstate and all of a sudden the car would begin slowing down and when pressing the accelerator there was absolutely nothing. I would pull off the side of the road. Turn the car off and then back on and it would go.

I believe I took the car in prior to June 2011 but can't find my receipt. Attached is a receipt from Atwood dated June 29, 2011, where I complained about the "no power" situation. They performed the PO132 Bulletin 100604012. Between that time and the next receipt attached, I took it to Firestone because the check engine light was again on and I kept having "no power" issues. They turned the check engine light off but couldn't identify the problem.

February 17, 2012, I took the car to Herrin-Gear in Jackson, MS, because it is closer to my office and more convenient for me. They cut the check engine light off and replaced 02 Sensor PO140 PO138. About May 15, 2012, I received the recall letter from Chevrolet. May 15, 2012, Herrin-Gear ordered the recall kit and I returned on May 22, 2012 where they performed recall 11290A-Product Emission: Degraded connection between IG.Coil Spark Plug Boots and plugs; removed and replaced boot and plug per recall V2431. Several times since then, I've had brief moments of "where's the power"? I thought this was fixed.

I have just returned from a long needed vacation to the Smoky Mountains and had several "scares" with this "no power" problem. Going up, down or around the mountains didn't make any difference. I did notice a difference if the air conditioner was on. Most of the trip we rode in 100 degree weather with the windows down. More times than I could count, we experienced the "oh my gosh, where's the power?" Absolute air. Pull over. Cut the car off, back on and get back on the road.

THIS WAS EXTREMELY DANGEROUS for us considering the mountain range and heavy traffic. Needless to say, I won't be taking this car on another trip until the problem has been resolved.

I do not know what needs to be done to fix this problem. I believe Chevrolet is obligated to fix it or replace it. I would appreciate a prompt response from Chevrolet regarding what can be done to resolve this unsafe condition.

If a dealer is to do any further work, I would prefer Herrin-Gear in Jackson as they are more convenient for me during the work week. As you can see, I have also sent this letter to NHTSA in order to get prompt resolution. A copy of the Lemon Law is also attached for reference.

This is my only means of transportation to and from work 5 days a week. I travel very heavy traffic roads and need the assurance that my vehicle is not going to stop running when I have an 18-wheeler on my behind. This has happened and has scared the fire out of me.

PLEASE DO SOMETHING TO FIX THIS PROBLEM.

Thank you.

[REDACTED]
Edwards, MS [REDACTED]
[REDACTED]

Supplement to the 2010 Owner Manual

This information replaces the information located under "Reporting Safety Defects to the United States Government".

To contact NHTSA, you may call the Vehicle Safety Hotline toll-free at 1-888-327-4236 (TTY: 1-800-424-9153); go to <http://www.safercar.gov>, or write to:

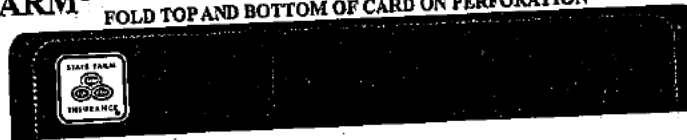
Administrator, NHTSA
1200 New Jersey Avenue, S.E.
Washington D.C., 20590

You can also obtain other information about motor vehicle safety from <http://www.safercar.gov>.

Litho in U.S.A.
Part No. 2010 O/M Supl

IDENTIFICATION CARDS MUTL VOL

FARM® FOLD TOP AND BOTTOM OF CARD ON PERFORATION



INSURED [REDACTED] MUTL VOL
POLICY NUMBER [REDACTED] EFFECTIVE
YR 2010 MAKE CHEVROLET MAR 18 2012 TO SEP 18 2012
MODEL AVEO VIN KL1TDSDEXAB [REDACTED]
AGENT JANE KLINCK INSURANCE AGCY INC 3104-289
PHONE (601)857-2218 NAIC 25178

A BODILY INJURY/PROPERTY DAMAGE LIABILITY
C MEDICAL PAYMENTS
D 250 DEDUCT COMPREHENSIVE
G 250 DEDUCT COLLISION
H, U1

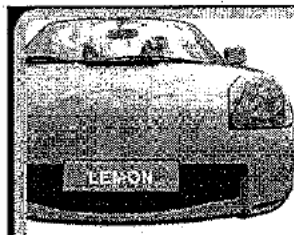
SEE REVERSE SIDE FOR ADDITIONAL COVERAGE INFORMATION

KEEP THIS CARD IN YOUR CAR.
WHICH IT WAS ISSUED LAPSES OR IS TERMINATED.
UNTIL THE EFFECTIVE DATE OF THIS CARD.

M

2-A
Sys Pends

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Mississippi Lemon Law

Mississippi State Statutes

Title 63, Chapter 17, Sections 151 - 165
Motor Vehicle Warranty Enforcement Act



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63-17-151 Short title.

Sections 63-17-151 et seq. shall be known and may be cited as the "Motor Vehicle Warranty Enforcement Act".

63-17-153 Legislative findings and declaration of purpose.

The Legislature recognizes that a motor vehicle is a major consumer purchase and that a defective motor vehicle creates a hardship for the consumer. The Legislature further recognizes that a duly franchised motor vehicle dealer is an agent of the manufacturer. It is the intent of the Legislature that a good faith motor vehicle warranty complaint by a consumer should be resolved by the manufacturer, or its agent, within a specified period of time. It is further the intent of the Legislature to provide the statutory procedures whereby a consumer may receive a replacement motor vehicle, or a full refund, for a motor vehicle which cannot be brought into conformity with the express warranty issued by the manufacturer. However, nothing in Sections 63-17-153 et seq. shall in any way limit the rights or remedies which are otherwise available to a consumer under any other law.

63-17-155 Definitions.

As used in Sections 63-17-151 et seq. the following terms shall have the following meanings:

- (a) "Collateral charges" means those additional charges to a consumer which are not directly attributable to the manufacturer's suggested retail price label for the motor vehicle. For the purposes of Sections 63-17-151 et seq. collateral charges shall include, but not be limited to, dealer preparation charges, undercoating charges, transportation charges, towing charges, replacement car rental costs and title charges.
- (b) "Comparable motor vehicle" means an identical or reasonably equivalent motor vehicle.
- (c) "Consumer" means the purchaser, other than for purposes of resale, of a motor vehicle, primarily used for personal, family, or household purposes, and any person to whom such motor vehicle is transferred for the same purposes during the duration of an express warranty applicable to such motor vehicle, and any other person entitled by the terms of such warranty to enforce the obligations of the warranty.
- (d) "Express warranty" means any written affirmation of fact or promise made in connection with the sale of a motor vehicle by a supplier to a consumer which relates to the nature of the material or workmanship and affirms or promises that such material or workmanship is defect-free or will meet a specified level of performance over a specified period of time. For the purposes of Sections 63-17-151 et seq. express warranties do not include implied warranties.
- (e) "Manufacturer" means a manufacturer or distributor as defined in Section 63-17-55.
- (f) "Motor vehicle" means a vehicle propelled by power other than muscular power which is sold in this state, is operated over the public streets and highways of this state and is used as a means of transporting persons or property, but shall not include vehicles run only upon tracks, off-road vehicles, motorcycles, mopeds, or parts and components of a motor home which were added on and/or assembled by the manufacturer of the motor home. "Motor vehicle" shall include demonstrators or lease-purchase vehicles as long as a manufacturer's warranty was issued as a condition of sale.
- (g) "Purchase price" means the price which the consumer paid to the manufacturer to purchase the motor vehicle in a cash sale or, if the motor vehicle is purchased in a retail installment transaction, the cash sale price as defined in Section 63-19-3.

63-17-167 Repair of nonconforming vehicle.

For the purposes of Sections 63-17-151 et seq., if a new motor vehicle does not conform to all applicable express warranties, and the consumer reports the nonconformity to the manufacturer or its agent during the term of such express warranties or during the period of one (1) year following the date of original delivery of the motor vehicle to the consumer, whichever period expires earlier, the manufacturer or its agent shall make such repairs as are necessary to conform the vehicle to such express warranties, notwithstanding the fact that such repairs are made after the expiration of such term or such one-year period.

63-17-159, Replacement of vehicle or refund of purchase price.

Where nonconformity cannot be corrected; affirmative defenses; presumption of reasonable attempts to conform vehicle to warranties; extension of warranties; notice requirements relating to repair of nonconformity; civil actions.

- (1) If the manufacturer or its agent cannot conform the motor vehicle to any applicable express warranty by repairing or correcting any default or condition which impairs the use, market value, or safety of the motor vehicle to the consumer after a reasonable number of attempts, the manufacturer shall give the consumer the option of having the manufacturer either replace the motor vehicle with a comparable motor vehicle acceptable to the consumer, or take title of the vehicle from the consumer and refund to the consumer the full purchase price, including all reasonably incurred collateral charges, less a reasonable allowance for the consumer's use of the vehicle. The subtraction of a reasonable allowance for use shall apply when either a replacement or refund of the motor vehicle occurs. A reasonable allowance for use shall be that sum of money arrived at by multiplying the number of miles the motor vehicle has been driven by the consumer by Twenty Cents (20 per mile. Refunds shall be made to the consumer and lien holder of record, if any, as their interests may appear.
- (2) It shall be an affirmative defense to any claim under Sections 63-17-151 et seq. that:

- (a) An alleged nonconformity does not impair the use, market value or safety of the motor vehicle;
 - (b) A nonconformity is the result of abuse, neglect or unauthorized modifications or alterations of a motor vehicle by a consumer;
 - (c) A claim by a consumer was not filed in good faith; or
 - (d) Any other affirmative defense allowed by law.
- (3) It shall be presumed that a reasonable number of attempts have been undertaken to conform a motor vehicle to the applicable express warranties if within the terms, conditions or limitations of the express warranty, or during the period of one (1) year following the date of original delivery of the motor vehicle to a consumer, whichever expires earlier, either:
- (a) Substantially the same nonconformity has been subject to repair three (3) or more times by the manufacturer or its agent and such nonconformity continues to exist; or
 - (b) The vehicle is out of service by reason of repair of the nonconformity by the manufacturer or its agent for a cumulative total of fifteen (15) or more working days, exclusive of downtime for routine maintenance as prescribed by the owner's manual, since the delivery of the vehicle to the consumer. The fifteen-day period may be extended by any period of time during which repair services are not available to the consumer because of conditions beyond the control of the manufacturer or its agent.
- (4) The terms, conditions or limitations of the express warranty, or the period of one (1) year following the date of original delivery of the motor vehicle to a consumer, whichever expires earlier, may be extended if the motor vehicle warranty problem has been reported but has not been repaired by the manufacturer or its agent by the expiration of the applicable time period.
- (5) The manufacturer shall provide a list of the manufacturer's zone or regional service office addresses in the owner's manual provided with the motor vehicle. It shall be the responsibility of the consumer or his representative, prior to availing himself of the provisions of this section, to give written notification to the manufacturer of the need for the repair of the nonconformity, in order to allow the manufacturer an opportunity to cure the alleged defect. The manufacturer shall immediately notify the consumer of a reasonably accessible repair facility to conform the vehicle to the express warranty. After delivery of the vehicle to the designated repair facility by the consumer, the manufacturer shall have ten (10) working days to conform the motor vehicle to the express warranty. Upon notification from the consumer that the vehicle has not been conformed to the express warranty, the manufacturer shall inform the consumer if an informal dispute settlement procedure has been established by the manufacturer in accordance with Section 63-17-163, and provide the consumer with a copy of the provisions of Sections 63-17-151 et seq. However, if prior notice by the manufacturer of an informal dispute settlement procedure has been given, no further notice is required. If the manufacturer fails to notify the consumer of the availability of this informal dispute settlement procedure, the requirements of Section 63-17-163 shall not apply.
- (6) Any action brought under Sections 63-17-151 et seq. shall be commenced within one (1) year following expiration of the terms, conditions or limitations of the express warranty, or within eighteen (18) months following the date of original delivery of the motor vehicle to a consumer, whichever is earlier, or, if a consumer resorts to an informal dispute settlement procedure as provided in Sections 63-17-151 et seq., within ninety (90) days following the final action of the panel.
- (7) If a consumer finally prevails in any action brought under Sections 63-17-151 et seq., the court may allow him to recover as part of the judgment a sum equal to the aggregate amount of costs and expenses, including attorney's fees based on actual time expended, determined by the court to have been reasonably incurred by the plaintiff for or in connection with the commencement and prosecution of such action.

63-17-161 Liability of consumer for bad faith claims.

Any claim by a consumer which is found by the court to have been filed in bad faith, or solely for the purpose of harassment, or in complete absence of a justifiable issue of either law or fact raised by the consumer, shall result in the consumer being liable for all court costs incurred by the manufacturer or its agent as a direct result of the bad faith claim.

63-17-163 Necessity for resort to informal dispute settlement procedure.

If a manufacturer has established an informal dispute settlement procedure which complies in all respects with the provisions of 16 C.F.R., Part 703, the provisions of Section 63-17-159 concerning refunds or replacements shall not apply to any consumer who has not first resorted to such procedure.

63-17-165 Remedies for violations.

Any violation of Sections 63-17-151 et seq. shall be subject to the rights and remedies as provided for by Chapter 24, Title 75, Mississippi Code of 1972.

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Lemon Law Statutes

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CHEVROLET

2339 N Frontage Road · P.O. Box 79
Vicksburg, MS 3981-0079

(601) 638-1252 phone (601) 638-0122 fax

CUSTOMER NO. 44808	ADVISOR JOHNNY BOTSFORD	99	TAG NO. 704	INVOICE DATE 06/29/11	INVOICE NO. CVCS86594
	LABOR RATE	LICENSE NO.	MILEAGE 15,232	COLOR DAY SUN ORG	STOCK NO. 5441
EDWARDS, MS	YEAR MAKE MODEL 10/CHEVROLET/AVEO/4DR SDN BASE		DELIVERY DATE 09/25/10	DELIVERY MILES 8	
	VEHICLE I.D. NO. K L I T D 5 D E X A B		SELLING DEALER NO.	PRODUCTION DATE 07/15/10	
	F.T.E. NO.	P.O. NO.	R.O. DATE 06/29/11		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

MO: 15232

JOB# 1 CHARGES

LABOR
1 10CVZ06 CHECK ENGINE LIGHT TECH(S): 87 WARRANTY
CUSTOMER STATES CHECK ENGINE LIGHT ON
NO POWER
PROGRAM UPDATE FOR P0132 BULLETIN 100604012
PROGRAMED PCM

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
2 00CVZLOF LUBE, OIL & FLT CHG TECH(S): 1294 8.50
CUSTOMER REQUESTS LUBRICATION, OIL AND FILTER CHANGE
COMPLETED LUBRICATION, OIL AND FILTER CHANGE

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
	1	93185674	FILTER	7.00
	5	12345621	OIL10W30B	2.50
TOTAL PARTS				19.50

JOB# 2 TOTALS

LABOR 8.50
PARTS 19.50

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 28.00

JOB# 3 CHARGES

LABOR
3 00CVZROTATE ROTATE 4 TIRES TECH(S): 1294 14.95
CUSTOMER REQUESTS ROTATE 4 TIRES
COMPLETED ROTATE OF 4 TIRES

JOB# 3 TOTALS

LABOR 14.95

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 14.95

JOB# 4 CHARGES

LABOR
4 45CVZ01 STEERING CONCERN TECH(S): 1294
PULLS TO RIGHT
NO PROBLEM FOUND

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES

LABOR
5 00CVZ QUICK SERVICE TECH(S): 87
FREE MULTIPOINT INSPECTION

TERMS STRICTLY CASH OR APPROV CREDIT CARD. ESTIMATES ARE FOR PARTS AND LABOR ONLY, MATERIALS ARE EXTRA.

I hereby authorize the repair work herein 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 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 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.

The owner of the above described vehicle agrees to pay any reasonable attorney's fees and court costs incurred in the collection of this account, or the perfection of any lien.

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

NOT RESPONSIBLE FOR ANY CB RADIOS, CB ANTENNAS, TAPE DECKS, TAPES OR ANY PERSONAL ITEMS LEFT IN THIS VEHICLE. A \$5.00 PER DAY CHARGE MAY BE ASSESSED AFTER THE CUSTOMER HAS BEEN NOTIFIED FOR VEHICLE PICKUP.

Thank You!

"One of the South's Leading Chevrolet Dealers"

HERRIN-GEAR

CHEVROLET CO., Inc.

I-55 AT HIGH STREET

P.O. BOX 329

JACKSON, MISSISSIPPI 39205



PHONE 601-354-3882

MISS. WATS 800-898-8082

CUSTOMER NO. 341898	ADVISOR CHARLES GOZA	5617	TAG NO. 3452	INVOICE DATE 02/17/12	INVOICE NO. CVCS443280
EDWARDS, MS	LABOR RATE	LICENSE NO.	MILEAGE 27,099	COLOR /	STOCK NO.
	YEAR / MAKE / MODEL 10/CHEVROLET/AVEO/4DR SDN LT W/ILT			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. K L I T D S D E X A B			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.	R.O. DATE 02/17/12	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

MO: 27099

LABOR & PARTS
1.0ACVZ DRIVEABILITY TECH(S):5626 WARRANTY

CHECK ENGINE LIGHT ON
O2 SENSOR
REPLACED O2 SENSOR P0140 P0138

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	96951720	SENSOR 3.682			
JOB # 1	1	Z5000	X.XXX			
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00

2.06GVZ ENGINE TECH(S):5626 9.20

OIL LIGHT ON
CHANGED OIL AND FILTER

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 2	1	93185674	FILTER 1.836	10.00	10.00	10.00
JOB # 2	5	12345621	OIL10W30B 8.800	2.95	2.95	14.75
				JOB # 2 TOTAL PARTS		24.75
				JOB # 2 TOTAL LABOR & PARTS		33.95

MISC	CODE	DESCRIPTION	CONTROL NO	TOTAL - MISC
JOB # A	61D	SHOP SUPPLIES		3.40
				3.40

TOTALS

OUR GOAL IS 100% TOTAL CUSTOMER SATISFACTION. YOU MAY RECEIVE A SATISFACTION SURVEY FROM CHEVROLET MOTOR DIVISION IF FOR ANY REASON YOU CAN NOT ANSWER COMPLETELY SATISFIED. PLEASE CALL THE CHEVROLET SERVICE MANAGER AT 601-354-3882	TOTAL LABOR	9.20
*****	TOTAL PARTS	24.75
* [] CASH [X] CHECK# 3459 [] CHG ACCT#	TOTAL SUBLET	0.00
* [] VISA [] MASTERCARD [] DISCOVER [] AMEX	TOTAL G.O.G.	0.00
*****	TOTAL MISC CHG.	3.40
	TOTAL MISC DISC	0.00
	TOTAL TAX	2.61
	TOTAL INVOICE \$	39.96

ARBITRATION: Customer(s) and HERRIN-GEAR CHEVROLET CO., Inc. acknowledge and agree that any controversy or claim arising out of or relating to the warranty, service and/or repair work performed by HERRIN-GEAR CHEVROLET CO., Inc. on Customer's vehicle shall be resolved by binding arbitration in accordance with the provisions set forth on the reverse side of this document. By signing below this paragraph, you are confirming that you have read and understood this paragraph and the provisions set forth on the reverse side of this document.

DISCLAIMER OF WARRANTIES:

"All expressed warranties, if any, by a manufacturer or supplier are theirs, not the seller. HERRIN-GEAR CHEVROLET CO., Inc. unless otherwise provided in writing and furnished to the buyer by the seller, HERRIN-GEAR CHEVROLET CO., Inc. Mississippi's implied warranty law may give the buyer additional rights." I understand and accept the warranty covering Service Parts, which is 90 days or 4,000 miles, whichever occurs first, and that this is a limited warranty.

NOT RESPONSIBLE FOR ANY CB RADIOS, CB ANTENNAS, TAPE DECKS, CD PLAYERS, TAPES, CELLULAR PHONES, ANTENNAS, DVD PLAYERS, CD'S, DVD'S, OR ANY OTHER PERSONAL ITEMS LEFT IN THE VEHICLE.

AUTHORIZATION TO REPAIR

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree 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 the purposes of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I authorize you to retain possession of this vehicle if the repairs listed hereon are not paid for. In the event I rent or lease a vehicle from HERRIN-GEAR CHEVROLET CO., Inc. while my vehicle is being repaired, I hereby grant to HERRIN-GEAR CHEVROLET CO., Inc. A security interest in my vehicle in the amount of the rental or lease bill incurred by me.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED

X _____
CUSTOMER'S SIGNATURE



PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.

CUSTOMER SIGNATURE

The Reynolds and Reynolds Company EMMINGVILLE, OH 43022



"One of the South's Leading Chevrolet Dealers"
HERRIN-GEAR

CHEVROLET CO., Inc.



I-55 AT HIGH STREET
 P.O. BOX 329

JACKSON, MISSISSIPPI 39205

PHONE 601-354-3882

MISS. WATS 800-898-8082

CUSTOMER NO. 341898	ADVISOR JAMES M SAMPSON	TAG NO. 5462	3689	INVOICE DATE 05/15/12	INVOICE NO. CVCS447278
	LABOR RATE	LICENSE NO.	MILEAGE 32,444	COLOR /	STOCK NO.
	YEAR / MAKE / MODEL 10/CHEVROLET/AVEO/4DR SDN LT W/1LT			DELIVERY DATE	DELIVERY MILES
EDWARDS, MS	VEHICLE I.D. NO. K L 1 T D 5 D E X A B			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 05/15/12	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

MO: 32444

LABOR & PARTS
 J# 1 05CVZ GENERAL LINE TECH(S): 5626 INTERNAL
 C/S RECALL EMISSION / CK ENG LIGHT COMES ON
 RECALL
 PART ORDERED 05/15/12 19205426
 CUSTOMER TO RETURN FOR REPAIR

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	INTERNAL
JOB # 1	0	19205426	PLUGKIT			INTERNAL
PART ON SPECIAL ORDER						
** QUANTITY 1 IS SPECIAL ORDERED **						
JOB # 1 TOTAL PARTS					0.00	
JOB # 1 TOTAL LABOR & PARTS					0.00	

TOTALS

OUR GOAL IS "100% TOTAL CUSTOMER SATISFACTION." YOU MAY RECEIVE A SATISFACTION SURVEY FROM CHEVROLET MOTOR DIVISION. IF FOR ANY REASON YOU CAN NOT ANSWER "COMPLETELY SATISFIED" PLEASE CALL THE CHEVROLET SERVICE MANAGER AT 601-354-3882	TOTAL LABOR....	0.00
*****	TOTAL PARTS....	0.00
* [] CASH [] CHECK# [] CHG ACCT# *	TOTAL SUBLET....	0.00
* [] VISA [] MASTERCARD [] DISCOVER [] AMEX *	TOTAL G.O.G....	0.00
*****	TOTAL MISC CHG....	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00



PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.

CUSTOMER SIGNATURE

ARBITRATION: Customer(s) and HERRIN-GEAR CHEVROLET CO., Inc. acknowledge and agree that any controversy or claim arising out of or relating to the warranty, service and/or repair work performed by HERRIN-GEAR CHEVROLET CO., Inc. on Customer's vehicle shall be resolved by binding arbitration in accordance with the provisions set forth on the reverse side of this document. By signing below this paragraph, you are confirming that you have read and understood this paragraph and the provisions set forth on the reverse side of this document.

DISCLAIMER OF WARRANTIES:

"All expressed warranties, if any, by a manufacturer or supplier are theirs, not the seller. HERRIN-GEAR CHEVROLET CO., Inc. unless otherwise provided in writing and furnished to the buyer by the seller, HERRIN-GEAR CHEVROLET CO., Inc. Mississippi's implied warranty law may give the buyer additional rights." I understand and accept the warranty covering Service Parts, which is 90 days or 4,000 miles, whichever occurs first, and that this is a limited warranty.

NOT RESPONSIBLE FOR ANY CB RADIOS, CB ANTENNAS, TAPE DECKS, CD PLAYERS, TAPES, CELLULAR PHONES, ANTENNAS, DVD PLAYERS, CD'S, DVD'S, OR ANY OTHER PERSONAL ITEMS LEFT IN THE VEHICLE.

AUTHORIZATION TO REPAIR

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree 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 the purposes of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I authorize you to retain possession of this vehicle if the repairs listed hereon are not paid for. In the event I rent or lease a vehicle from HERRIN-GEAR CHEVROLET CO., Inc. while my vehicle is being repaired, I hereby grant to HERRIN-GEAR CHEVROLET CO., Inc. A security interest in my vehicle in the amount of the rental or lease bill incurred by me.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED

X _____
 CUSTOMER'S SIGNATURE

"One of the South's Leading Chevrolet Dealers"

HERRIN-GEAR

CHEVROLET CO., Inc.

1-55 AT HIGH STREET

P.O. BOX 329

JACKSON, MISSISSIPPI 39205



PHONE 601-354-3882

MISS. WATS 800-898-8082

CUSTOMER NO. 341898	ADVISOR JAMES M SAMPSON	5462	TAG NO. 065	INVOICE DATE 05/22/12	INVOICE NO. CVCS447574
[REDACTED] EDWARDS, MS	LABOR RATE	LICENSE NO.	MILEAGE 32,867	COLOR /	STOCK NO.
	YEAR / MAKE / MODEL 10/CHEVROLET/AVEO/4DR SDN LT W/1LT			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. K L 1 T D 5 D E X A B			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 05/22/12		
RESERVED NAME	BUSINESS PHONE	COMMENTS			

MO: 32867

LABOR & PARTS
1 05CVZ GENERAL LINE TECH(S):3311 WARRANTY
RECALL-EMISSION
RECALL 11290A-PRODUCT EMISSION
DEGRADED CONNECTION BETWEEN IG.COIL SPARK PLUG BOOTS & PLUGS
REMOVED AND REPLACED BOOT AND PLUG PER RECALL
V2531
JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS-----

OUR GOAL IS "100% TOTAL CUSTOMER SATISFACTION." YOU MAY RECEIVE A SATISFACTION SURVEY FROM CHEVROLET MOTOR DIVISION. IF FOR ANY REASON YOU CAN NOT ANSWER "COMPLETELY SATISFIED" PLEASE CALL THE CHEVROLET SERVICE MANAGER AT 601-354-3882

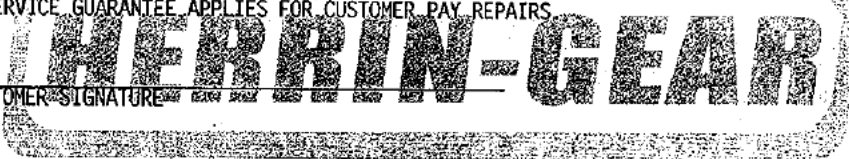
* [] CASH [] CHECK# [] CHG ACCT# *
* [] VISA [] MASTERCARD [] DISCOVER [] AMEX*

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

ARBITRATION: Customer(s) and HERRIN-GEAR CHEVROLET CO., Inc. acknowledge and agree that any controversy or claim arising out of or relating to the warranty, service and/or repair work performed by HERRIN-GEAR CHEVROLET CO., Inc. on Customer's vehicle shall be resolved by binding arbitration in accordance with the provisions set forth on the reverse side of this document. By signing below this paragraph, you are confirming that you have read and understood this paragraph and the provisions set forth on the reverse side of this document.

DISCLAIMER OF WARRANTIES:
"All expressed warranties, if any, by a manufacturer or supplier are theirs, not the seller, HERRIN-GEAR CHEVROLET CO., Inc. unless otherwise provided in writing and furnished to the buyer by the seller, HERRIN-GEAR CHEVROLET CO., Inc. Mississippi's implied warranty law may give the buyer additional rights." I understand and accept the warranty covering Service Parts, which is 90 days or 4,000 miles, whichever occurs first, and that this is a limited warranty.

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS



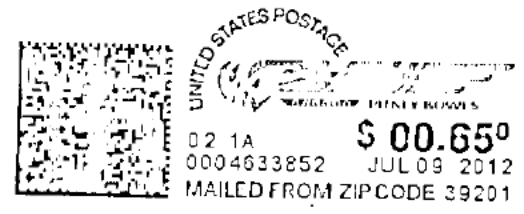
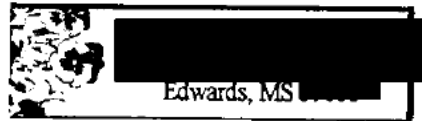
NOT RESPONSIBLE FOR ANY CB RADIOS, CB ANTENNAS, TAPE DECKS, CD PLAYERS, TAPES, CELLULAR PHONES, ANTENNAS, DVD PLAYERS, CD'S, DVD'S, OR ANY OTHER PERSONAL ITEMS LEFT IN THE VEHICLE.

AUTHORIZATION TO REPAIR
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree 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 the purposes of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I authorize you to retain possession of this vehicle if the repairs listed hereon are not paid for. In the event I rent or lease a vehicle from HERRIN-GEAR CHEVROLET CO., Inc. while my vehicle is being repaired, I hereby grant to HERRIN-GEAR CHEVROLET CO., Inc. A security interest in my vehicle in the amount of the rental or lease bill incurred by me.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED

X _____
CUSTOMER'S SIGNATURE

The Reynolds and Reynolds Company EPA/INTIVE C06F2276 Q (07/07)



Administrator, NHTSA
1200 New Jersey Avenue, S.E.
Washington, D.C. 20590

