

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received JAN 11 2013 15-NOV-2012	Repository <input type="checkbox"/>
	Reference No. 10484792

OWNER INFORMATION (Type or Print)

Name	[REDACTED]			Daytime Telephone Number	E-mail Address
Address	[REDACTED]			[REDACTED]	[REDACTED]
City	COCOA	State	FL	Zip Code	[REDACTED]
				Evening Telephone Number	[REDACTED]

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 3GNBABFW0BS [REDACTED]	Make CHEVROLET	Model HHR	Model Year 2011
Date Purchased	Dealer's Name and Telephone Number Bob STEELE CHEVROLET, INC	Engine: No: Cylinders 4	Fuel Type: GAS
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type Auto	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:
			Incident Date(s) 06-SEP-2011

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 025000 ELECTRONIC STABILITY CONTROL	Failure Mileage 12000	Failure Speed
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type:	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL* THE CONTACT OWNS A 2011 CHEVROLET HHR. THE CONTACT STATED THAT THE ELECTRONIC STABILITY CONTROL WOULD ENGAGE INDEPENDENTLY AS THE SERVICE ESC WARNING LIGHT ILLUMINATED. THE FAILURE ONLY OCCURRED WITH THE FRONT PASSENGER SIDE WHEEL AND WOULD FEEL SIMILAR TO THE WHEEL SEIZING. THE VEHICLE WAS DIAGNOSED BY THE DEALER BUT THEY WERE NOT ABLE TO DUPLICATE THE ERROR. THE CONTACT STATED THAT THE MANUFACTURER WAS AWARE OF THE PROBLEM, BUT THEY COULD NOT DETERMINE HOW TO REMEDY THE PROBLEM. THE MANUFACTURER STATED THAT THE SOFTWARE COULD NOT BE REMOVED FROM THE VEHICLE. THE FAILURE MILEAGE WAS 12,000 AND THE CURRENT MILEAGE WAS 20,000.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a summary thereof, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

DEC. 26, 2012 - AT TAKE OFF ESC LIGHT CAME ON, ALSO ESC ACTIVATED CAME ON AND RIGHT FRONT BRAKE PUMPED AND BANGED. I PULLED TO THE SIDE OF THE ROAD AND STOPPED, THEN EVERYTHING WENT BACK TO NORMAL. THE TIMES BEFORE I HAD TO TURN Eng. OFF, TO GET IT TO STOP.

I HAVE ASKED EVERYONE, AT WHAT SPEED COULD THIS HAPPEN? INCLUDING GMC. THEY ALL SAY THEY DON'T KNOW.

IF THIS WAS TO HAPPEN AT Hwy SPEED, I AM NOT SURE THAT I COULD HOLD THE AUTO.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE, Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



Think your vehicle has a safety defect?



If so: Use the enclosed form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



59

CUSTOMER #: 1250808

278163

BOB STEELE CHEVROLET, INC.

"SEE STEELE BEFORE YOU DEAL"

INVOICE

2800 W. HWY 520
Telephone (321) 632-6700
COCOA, FLORIDA 32926
MV# - 06007

COCOA, FL
HOME:
BUS:

CONT:
CELL:

PAGE 1

SERVICE ADVISOR: 247 RONALD H THOMPSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHI/White	11	CHEVROLET HHR	3GNBABFW0BS		14082/14085	T4111

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16SEP11 DD			WAIT 16DEC11			CASH	31OCT11

R.O. OPENED	READY	OPTIONS: STK:P13495 DLR:26463 ENG:2.2L_MFI TRN:Automatic
10:58 29SEP11	17:14 31OCT11	

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

A NOISE WHEN BRAKING-SEE GREG-HE ROAD TESTED

CAUSE: E

S18 LIGHT LINE TRIM

708 INT 0.00 (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

14085 RUST BUILDUP 0.00 VERIFIED COMPLAINT. FOUND BRAKES NOISEY AT
40 MPH. REMOVED WHEELS FOUND HEAVY RUST BUILDUP ON ROTORS.FRONT ROTORS
AT 14MM. MACHINED FRONT ROTORS TO REMOVE RUST BUILDUP, REMOVED .40
MATERIAL FROM EACH FRONT ROTOR LEAVING 13.1-13.2MM MATERIAL LEFT ON
FRONT ROTORS. CLEANED RUST FROM SURFACE OF ROTOR AND BACKS OF ROTORS TO
ENSURE NO RUST LEFT. RETEST DROVE VEHICLE. RECHECK. OK.

B CHK WHEELS DONT MATCH-SEE GREG

MB2 MOUNT & BALANCE 2 TIRES

708 INT 0.80 (N/C)

2 9597622 WHEEL (N/C)

2 9596919 COVER (N/C)

2 15263240 VALVE KIT (N/C)

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

14085 WHEELS 0.80 INSTALLED 2 NEW WHEELS, 2 NEW VALVE STEMS AND 2
NEW HUB CAPS. RECHECK. OK

C** ESC ACTIVE CAME ON MESSAGE CENTER-HEARD NOISE JUST BEFORE IT CAME
ON -NOISE WAS LIKE PLAYING CARD IN SPOKE TYPE OF NOISE

MISC ADJUSTED REAR BRAKES

708 INT 0.50 (N/C)

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

14085 REAR BRAKE NOISE 0.00 SCANNED FOR CODES NO CODES STORED IN
VEHICLE. FOUND LIGHT NOISE COMING FROM REAR BRAKES. REMOVED DRUMS FOUND
OUT OF ADJUSTMENT. ADJUSTED REAR BRAKES. TEST DROVE. OK.

D** TOUCHUP PAINT INT TO SERVICE

S18 LIGHT LINE TRIM

100 INT 0.00 (N/C)

WARRANTY DISCLAIMER ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PERFORMED BY THE DEALERSHIP AS IS. THE DEALERSHIP HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND 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 PARTS OR ACCESSORIES OR ANY REPAIRS PERFORMED TO THE VEHICLE. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

* **SHOP SUPPLY COSTS:** We have added a charge equal to 3% of the total cost of labor and parts, not to exceed \$10.00, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185].

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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

ALL PARTS ARE NEW UNLESS
OTHERWISE INDICATED.

CUSTOMER #: 1250808

281831

BOB STEELE CHEVROLET, INC.

"SEE STEELE BEFORE YOU DEAL"

INVOICE

2800 W. HWY 520
Telephone (321) 632-6700
COCOA, FLORIDA 32926
MV# - 06007

COCOA, FL

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 679 THOMAS W ROGERS JR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHI/White	11	CHEVROLET HHR	3GNBABFW0BS [REDACTED]	[REDACTED]	15628/15628	T3300

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16SEP11 DD			WAIT 19DEC11			CASH	20DEC11

R.O. OPENED	READY	OPTIONS:
12:51 15DEC11	12:03 20DEC11	STK:P13495 DLR:26463 ENG:2.2L MFI TRN:Automatic

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES ESC LIGHT COMES ON INTERMITTENTLY
 CAUSE: DTC B1380 IGNITION SWITCH FAILURE
 N2320 IGNITION AND START SWITCH REPLACEMENT
 90 W40 0.40 (N/C)
 1 15886190 SWITCH (N/C)
 MISC DIAG TIME
 90 W40 0.30 (N/C)

FC: 7073
 PART#: 15886190
 COUNT: 1
 CLAIM TYPE:
 AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
 ,,,, 15628 ELECTRICAL FAILURE - IGNITION SWITCH PERFORMED DIAGNOSTIC AND
 ,,,, FOUND DTC B1380 SYMPTOM 04, DEVICE IGNITION ACCESSORY OPEN...REF DOC
 ,,,, 2001593, PERFORMED TEST ON IGNITION SWITCH AND SWITCH FAILED...ORDERED
 ,,,, IGNITION SWITCH...REPLACEMENT OF SWITCH DOCUMENT 2161572...REPLACED
 ,,,, IGNITION SWITCH 12/19/11...CLEARED AND VERIFIED NO ACTIVE DTC SET AND
 ,,,, IGNITION SYSTEM IS NOW WORKING PROPERLY.

B SERVICE WASH WITH AUTOMATIC CAR WASH
 SW SERVICE WASH WITH AUTOMATIC CAR WASH
 90 INT 0.00 (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

DESCRIPTION	TOTALS
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 INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

CUSTOMER #: 1250808

285467

BOB STEELE CHEVROLET, INC.

"SEE STEELE BEFORE YOU DEAL"

INVOICE

2800 W. HWY 520
Telephone (321) 632-6700
COCOA, FLORIDA 32926
MV# - 06007

COCOA, FL
HOME:
BUS:

CONT:
CELL:

PAGE 1

SERVICE ADVISOR: 679 THOMAS W ROGERS JR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHI/White	11	CHEVROLET HHR	3GNBABFW0BS		16957/16960	T3688	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16SEP11 DD			WAIT 29FEB12			CASH	29FEB12
R.O. OPENED	READY	OPTIONS: STK:P13495 DLR:26463 ENG:2.2L_MFI TRN:Automatic					
07:58 29FEB12	09:15 29FEB12						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES THE ESC LIGHT HAS CAME ON 3 TIMES IN 1 IGNITION
CYCLE. 20MPH RIGHT AFTER TAKE OFF, STOP GOES AWAY. CAME BACK ON
WHEN MOVED AGAIN -- SEE THOMAS

CAUSE: E

S18 PERFORMED BULLETIN 110525001

19 W40 0.00

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

16960 INTERMITTENT RUN A DIAGNOSTIC FOR CUSTOMER CONCERN. NO CODES
STORED IN ANY MODULE. AS PER BULLETIN CHECK AND REPROGRAM THE E.B.C.M.
WITH LATEST CALIBRATIONS. 11 05 25 001. ROAD TESTED WHEN COMPLETED.
CLOCKED 0.3 DIAG. C.C.119AO

B SERVICE WASH WITH AUTOMATIC CAR WASH

SW SERVICE WASH WITH AUTOMATIC CAR WASH

19 INT 0.00

(N/C)

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

C CUSTOMER STATES CHECK EXHAUST BEFORE MUFFLER FOR UNUSUAL
CORROSION/RUST

S18 NO PROBLEM FOUND

19 INT 0.00

(N/C)

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

16960 NO PROBLEM FOUND

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DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE	DESCRIPTION	TOTALS
			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 INSURANCE	0.00
			SALES TAX	0.00
			PLEASE PAY THIS AMOUNT	0.00

ALL PARTS ARE NEW UNLESS
OTHERWISE INDICATED.

CUSTOMER #: 1250808

286552

BOB STEELE CHEVROLET, INC.

"SEE STEELE BEFORE YOU DEAL"

INVOICE

DUPLICATE 1
PAGE 1

2800 W. HWY 520
Telephone (321) 632-6700
COCOA, FLORIDA 32926
MV# - 06007

COCOA, FL

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 679 THOMAS W ROGERS JR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHI/White	11	CHEVROLET HHR	3GNBABFW0BS [REDACTED]	[REDACTED]	17254/17254	T3808	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16SEP11 DD			WAIT 21MAR12			CASH	21MAR12
R.O. OPENED	READY	OPTIONS: STK:P13495 DLR:26463 ENG:2.2L_MFI TRN:Automatic					
08:01 21MAR12	09:00 21MAR12						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES TRACTION CONTROL LIGHT BACK ON
 S18 UNABLE TO VERIFY CONCERN. NO CODES. INSTALLED
 VEHICLE DATA RECORDER

PARTS: 90 INT 0.00 (N/C)
 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

17254 CUSTOMER CONCERN PERFORMED DIAGNOSTIC AND FOUND NO
 CODES...EBCM IS SHOWING GOOD DATA...ROAD TESTED AND WAS UNABLE TO FIND
 ANY CUASE FOR CONCERN...NOTE - IF TRACTION LIGHT COMES ON FOR A QUICK
 SECOND THEN BACK OFF, COULD BE ROAD CONDITIONS THAT IS CAUSING ONE TIRE
 TO MOVE MORE THEN OTHERS CAUSING THE LIGHT...IF LIGHT DOES NOT STAY ON
 LONG ENOUGH, NO DTC WILLL SET...NO PROBLEM FOUND.

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

DESCRIPTION	TOTALS
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 INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

CUSTOMER #: 1250808

293432

BOB STEELE CHEVROLET, INC.

"SEE STEELE BEFORE YOU DEAL"

2800 W. HWY 520
Telephone (321) 632-6700
COCOA, FLORIDA 32926
MV# - 06007

INVOICE

COCOA, FL
HOME:
BUS:

CONT:
CELL:

PAGE 1

SERVICE ADVISOR: 139 WILLIAM CLOUSER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHI/White	11	CHEVROLET HHR	3GNBABFW0BS		20040/20040	T2130	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16SEP11 DD			WAIT 13AUG12			CASH	13AUG12
R.O. OPENED	READY	OPTIONS: STK:P13495 DLR:26463 ENG:2.2L_MFI					
		TRN:Automatic					
08:56 13AUG12	10:25 13AUG12						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
DEXOS1 LUBE OIL AND FILTER CHANGE, LUBRICATE & INSPECT SUSPENSION, TOP OFF FLUIDS AND PERFORM MULTI-POINT INSPECTION							
LOFDEX DEXOS1 LUBE OIL AND FILTER CHANGE, LUBRICATE & INSPECT SUSPENSION, TOP OFF FLUIDS AND PERFORM MULTI-POINT INSPECTION							
				811 CLOF 0.30		12.04	12.04
	1	12605566	FILTER		9.24	5.41	5.41
	5	19293002	OIL		5.52	4.50	22.50
PARTS:	27.91	LABOR:	12.04	OTHER:	0.00	TOTAL LINE A:	39.95
,,,20040 MAINTENANCE 0.30 PERFORMED LOF W/DEXOS							

B CUSTOMER STATES ESC LIGHT CAME ON WHILE DRIVE AND A BANGING NOISE WAS COMING FROM THE RIGHT FRONT

CAUSE:

S18 CUST STATES THAT SERVICE ESC INDICATOR IS ON

	811	W40	0.00				(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00
,,,20040 UPDATED PROGRAMMING FOR EBCM AND RECALIBRATE SAS SCAN AND							
,,, FOUND NO CODES-PER BULL#11-05-25-001.REPROGRAM EBCM.APPROVE#28FA4.AND							
,,, RECLIBRATED SAS SENSOR.RECHECK-OK							

C COMPLIMENTARY MULTI POINT INSPECTION

MPI COMPLIMENTARY MULTI POINT INSPECTION

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

D DEXOS PROMOTION

CAUSE:

Z2283 DEXOS PROMOTION

	811	W40	0.00				(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00

CUSTOMER PAY MISC SUPPLIES FOR REPAIR ORDER

27.72
Panic
8/13/12

DESCRIPTION	TOTALS
LABOR AMOUNT	12.04
PARTS AMOUNT	27.91
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.36
TOTAL CHARGES	40.31
LESS INSURANCE	0.00
SALES TAX	2.41
PLEASE PAY THIS AMOUNT	42.72

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

CUSTOMER #: 1250808

296357

BOB STEELE CHEVROLET, INC.

"SEE STEELE BEFORE YOU DEAL"

INVOICE

2800 W. HWY 520
Telephone (321) 632-6700
COCOA, FLORIDA 32926
MV# - 06007

COCOA, FL

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 197 JAMES K MAURER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHI/White	11	CHEVROLET HHR	3GNBABFW0BS [REDACTED]	[REDACTED]	21033/21033	T5251	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16SEP11 DD			WAIT 16OCT12			CASH	16OCT12
R.O. OPENED		READY		OPTIONS: STK:P13495 DLR:26463 ENG:2.2L_MFI TRN:Automatic			
11:11 12OCT12	13:50 16OCT12						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	A CUSTOMER STATES THERE IS A LOUD BANGING NOISE COMING FROM THE RIGHT FRONT THEN THE ESC LIGHT COMES ONE						

CAUSE:

0 NO CHARGE

753 W40 0.00

(N/C)

1 15821965 SENSOR

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

21033 ELECTRONIC FAILURE REMOVED AND REPLACED STEERING POSITION
SENSOR AND PERFORMED STEERING ANGLE LEARN PROCEDURE

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

DESCRIPTION	TOTALS
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 INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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CUSTOMER #: 1250808

297638

BOB STEELE CHEVROLET, INC.

"SEE STEELE BEFORE YOU DEAL"

INVOICE

2800 W. HWY 520
Telephone (321) 632-6700
COCOA, FLORIDA 32926
MV# - 06007

COCOA, FL

PAGE 1

HOME: [REDACTED]
BUS: [REDACTED]

CONT: [REDACTED]
CELL: [REDACTED]

SERVICE ADVISOR: 197 JAMES K MAURER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHI/White	11	CHEVROLET HHR	3GNBABFW0BS[REDACTED]	[REDACTED]	21494/21494	T100	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16SEP11 DD			WAIT 08NOV12			CASH	12NOV12
R.O. OPENED	READY	OPTIONS: STK:P13495 DLR:26463 ENG:2.2L_MFI TRN:Automatic					
13:59 08NOV12	14:39 12NOV12						
LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	

A CUSTOMER STATES DIC READS SERVICE ESC
0 NO CHARGE

19 INT 1.00 (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

,,,21494 STORED FAILURE CODE C0280 1.00 DIAGNOSTIC COMPLETED.

,,,REPROGRAM THE E.B.C.M. FOR UNKNOWN CALIBRATION. SETUP THE STEERING

,,,WHEEL POSITION SENSOR. ROAD TESTED WHEN COMPLETED

B SEE GREG

S18 LIGHT LINE TRIM

19 INT 0.00 (N/C)

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

C SERVICE WASH WITH AUTOMATIC CAR WASH

SW SERVICE WASH WITH AUTOMATIC CAR WASH

19 INT 0.00 (N/C)

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

INT SERVICE

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PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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