



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

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

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	Repository <input type="checkbox"/>
07-MAR-2013	Reference No. 10501972
APR 15 2013	

OWNER INFORMATION (Type or Print)

Name	[REDACTED]			Daytime Telephone Number	E-mail Address
Address	[REDACTED]			[REDACTED]	[REDACTED]
City	CHICAGO	State	IL	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 1G1ZG57B8F [REDACTED]	Make CHEVROLET	Model MALIBU	Model Year 2008
Date Purchased 2-18-08	Dealer's Name and Telephone Number		Engine: No: Cylinders
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: Incident Date(s) 07-FEB-2013

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING	Failure Mileage 59854	Failure Speed 50
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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: DOTMAL9ABC036)	<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 2008 CHEVROLET MALIBU. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 50 MPH, THE POWER STEERING WARNING LIGHT ILLUMINATED AND THE VEHICLE BECAME DIFFICULT TO STEER. THE VEHICLE WAS ABLE TO BE DRIVEN TO THE DEALER WHERE THE STEERING MODULE WAS REPLACED. THE CONTACT ALSO MENTIONED THAT THE VEHICLE WAS PREVIOUSLY REPAIRED TWICE UNDER A MANUFACTURER'S RECALL FOR THE STEERING COLUMN. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS CONTACTED ABOUT THE FAILURE. THE FAILURE MILEAGE WAS 59,854.

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 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 statistical summary thereof, may be used in support of the agency's action.

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

ON three separate occasions power steering lights
has come on and power steering went completely out
1. I was backing out of parking space at grocery store
and power steering went out, could not back out
of space because a car was parked beside me, I turned
car off. And power steering come back on
2. I was driving on I-57 and power steering went out
I went directly to dealer to have it checked out

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. 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**

NHTSA

U.S. GOVERNMENT PRINTING OFFICE: 2005 O-488-001
POSTAGE AND FEES PAID BY ADDRESSEE
NHTSA Form 1 (Rev. 10-2004)

Chgo Ill

Continued

3. on third time when power steering went out. I was driving on city street power steering light came on and power steering went completely out. I had trouble trying to merge to right to park the car to turn it off. merged to the right and parked car then turned it off. When I cut it off the steering column had loosened up wheel was very loose, come directly home and parked the car next morning took it back to Rogers Auto Shop waited at Rogers for the car to be looked at. I was told that the Modulus was replaced which was the recall (letter enclosed Recall - power steering) But in future if the power steering goes out again it will be because I need a new steering column when asked why it was not replaced at this time because of have the GM Extended Warranty, I was informed that the steering column could not be replaced until the code showed up. I feel that this is not good idea, to wait until the power steering goes out

a fourth time. I was also told that the struts were leaking and hoses checked and washed them down pls note.

I have enclosed repair notes pertaining to brakes which started tock in 2008 when cog was first purchased and warranty was still in effect

[Redacted]

10183 1G1ZG57BX8F [Redacted] 13 0024000

CHICAGO, IL [Redacted]

10501972
McQuarthur
Consumer Hotline
Auto Safety 800
404-9393
w/ Release
complaints
in
4-6 wk
&
return

Dear [Redacted]

As the owner of a 2008 model year Chevrolet Malibu, equipped with electric power steering, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2008 model year Chevrolet Malibu vehicles equipped with electric power steering may have a condition where there is a loss of power steering assist caused by electrical input signals within the steering column assembly. If the power steering assist is lost, a chime will be heard and the Driver Information Center will display a "Power Steering" warning message. On some vehicles, the Service Vehicle Soon light will also illuminate. The vehicle can still be steered in a safe manner but will require greater driver effort at low vehicle speeds or when stopped.

Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for the loss of power steering assist caused by electrical input signals within the steering column assembly. If this condition occurs on your 2008 Chevrolet Malibu within 10 years of the date your vehicle was originally placed in service or 100,000 miles, whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do: Repairs and adjustments qualifying under this special coverage must be performed by a GM dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Present this letter to your dealer as authorization to perform this service.

Reimbursement: The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the special coverage condition. Your request for reimbursement, including the information and documents mentioned on the enclosed form, must be received by GM by August 31, 2011.





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



10134 1G1ZG57BX8F 13 0024381

CHICAGO, IL



956-9

August 2011

Dear [REDACTED]

As the owner of a 2008 model year Chevrolet Malibu, equipped with a 2.4L engine and 4-speed automatic transmission, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2008 model year Chevrolet Malibu vehicles may have a condition where the mat within the catalytic converter may erode, causing the illumination of the Malfunction Indicator Lamp.

Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for the catalytic converter. If this condition occurs on your 2008 Chevrolet Malibu vehicle within 10 years of the date your vehicle was originally placed in service or 120,000 miles, whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do: Repairs and adjustments qualifying under this special coverage must be performed by a GM dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

Reimbursement: The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the special coverage condition. Your request for reimbursement, including the information and documents mentioned on the enclosed form, must be received by GM by September 30, 2012.

If you have any questions or need any assistance to better understand related repairs, please contact your dealer. If you have questions related to a potential reimbursement, please contact the Chevrolet Customer Assistance Center at 1.800.222.1020 (TTY 1.800.833.2438).

GM

CUSTOMER #: 8F [REDACTED]

435340



INVOICE

2720 S. Michigan Avenue, Chicago, IL 60676 312-225-4300
Telephone: (312) 225-4300 Fax: (312) 567-9498
Internet Address: www.rogersautogroup.net
Chicago License No. 000243

PAGE 1

CHICAGO, IL [REDACTED]

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 65 KEITH X HAMMERQUIST 16

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SILVER	08	CHEVROLET MALIBU	1G1ZG57BX8F [REDACTED]	[REDACTED]	59854/59854	T4909	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PG NO	VAR. RATE	PAYMENT	INV. DATE
18FEB08 DD			17:00 18FEB13		120.00	CASH	18FEB13
R.O. OPENED	READY	OPTIONS: ENG:2.4 Liter MFI DOHC HO ECOTEC 1)GMPP 36/36 MAJOR GUARD DEDUCTIBLE AMOUNT: 100.00 2)EFFECTIVE DATE: 02/07/2011 EXPIRATION (More...)					
07:28 18FEB13	11:04 18FEB13						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A RECALL 12106

CAUSE: RECALL

V2743 RECALL 12106 - 1ST DESIGN, NO ACTION
REQUIRED

31 W

1 19210732 CABLE KIT

FC: PART#: 19210732 COUNT: 1

CLAIM TYPE:

AUTH CODE:

(N/C)
(N/C)

NEEDS WIPER BLADES ALSO \$16.99 EACH PLUS TAX

B CUSTOMER STATES INTERMITTENTLY WHEN DRIVING POWER STEERING LIGHT COME ON AND POWER STEERING BECOMED INOP-ADVISE/DIAGOSIS POSSIBLE
SPECIAL POLICY 10183 IF NOT GMPP \$100.00DED

CAUSE: 95

T5781 RECALL #10183

31 W

1 22837369 MODULE

FC: MK

PART#: 22837369

COUNT: 1

CLAIM TYPE:

AUTH CODE:

(N/C)
(N/C)

C MULTI-POINT VEHICLE INSPECTION
NO NO AUTH ON REPAIRS

31 MISC

PER GM ONCE CAR DONE CUSTOMER STATED WAS TOLD FROM ELSEWHERE THAT SOMETHING WRONG WITH FRONT STRUTS AND ONCE INSPECTED FOUND BOTH FRONT STRUTS WERE LEAKING, PER GMPP WIPED DOWN STRUTS AND WILL RETURN FOR NEXT MAINTENANCE AND RE INSPECT AND ADVISE GMPP AND MAYBE COVERED WITH 100.00DED CUSTOMER ADVISED AND KNOWS AND SO DOES GMPP. TALKED TO GMPP

This business is required to be licensed pursuant to IL. revised statute, chapter 95 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. DL # 89

"ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER (ROGERS AUTO GROUP) HEREBY 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 SAID PRODUCTS."

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service, we will fix it free of charge. Parts and Labor.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
EPA CHARGES	
TOTAL CHARGES	
LESS COUPON	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Customer's Signature: _____

CUSTOMER COPY

Rogers Auto Group

CUSTOMER #: 8F [REDACTED]

435340



INVOICE

2720 S. Michigan Avenue, Chicago, IL 60616 · 312-225-4300

Telephone: (312) 225-4300 · Fax: (312) 567-9498

Internet Address: www.rogersautogroup.net

Chicago License No. 000243

CHICAGO, IL [REDACTED]

PAGE 2

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

SERVICE ADVISOR: 65 KEITH X HAMMERQUIST 16

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SILVER	08	CHEVROLET MALIBU	1G1ZG57BX8F [REDACTED]	[REDACTED]	59854/59854	T4909

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	VAR RATE	PAYMENT	INV DATE
18FEB08 DD			17:00 18FEB13		120.00	CASH	18FEB13

R.O. OPENED	READY	OPTIONS:
07:28 18FEB13	11:04 18FEB13	ENG:2.4 Liter MFI DOHC HO ECOTEC 1)GMPP 36/36 MAJOR GUARD DEDUCTIBLE AMOUNT: 100.00 2)EFFECTIVE DATE: 02/07/2011 EXPIRATION (More...)

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
ALLY MANAGER 1034AM 2-18-13 317-695-1368, ALSO NOTE DO TO CODE C0545 PER TECH DIAGNOSIS MAY NEED STEERING COLUMN IN FUTURE IF CODE COME BACK!!							

NEEDS COOLANT FLUSH \$129.95,
 BRAKE FLUID FLUSH \$139.95, ALL
 PLUS TAX, ALSO ONCE CALLED
 CUSTOME R SHE ADDED WAS TOLD
 FROM ANOTHER SHOP THAT BOT H
 FRONT STRUTS WERE BAD-WE
 INSPECTED AND FOUND THEM
 LEAKING, PER GM WIPED DOWN
 STRUTS AND REIN SPET NEXT
 VISIT AND MAYBE COVERED BY
 GMPP

THANK YOU FOR SERVICING YOUR VEHICLE TODAY AT
 ROGERS AUTO GROUP!

OUR #1 GOAL IS TO MAKE SURE YOU ARE
 COMPLETELY SATISFIED WITH YOUR SERVICE VISIT!
 ****IF YOU ARE NOT COMPLETELY SATISFIED****
 CONTACT OUR SERVICE DIRECTOR, BRIAN COSTER AT
 312-225-4300 OR bcoster@rogersautogroup.net



CHEVROLET



BUICK



HYUNDAI

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Customer's Signature: _____

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service, we will fix it free of charge. Parts and Labor.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
EPA CHARGES	0.00
TOTAL CHARGES	0.00
LESS COUPON	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

General Motors

customer service



* Misty 2-19-2013

Case Number

71-1156834037

5900

866-790-5600

Laura E.H. 31073

866-790-5600

2:25-13
on the
case

Monday
11:00am

Rogers Auto Group

CUSTOMER #: 8F [REDACTED]

358481



2720 S. Michigan Avenue, Chicago, IL 60616 · 312-225-4300
 Telephone: (312) 225-4300 · Fax: (312) 567-9498
 Internet Address: www.rogersautogroup.net
 Chicago License No. 000243

INVOICE

PAGE 1

CHICAGO, IL [REDACTED]
 HOME: [REDACTED] CONT: [REDACTED]
 BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 73 DERRICK-X-139 PARKS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SILVER	08	CHEVROLET MALIBU	1G1ZG57BX8F [REDACTED]	[REDACTED]	28317/28317	T010	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	VAR RATE	PAYMENT	INV DATE
18FEB08 DD			17:00 18OCT10		120.00	CASH	18OCT10
R.O. OPENED	READY	OPTIONS: ENG:2.4 Liter_MFI_DOHC_HO_ECOTEC					
09:03 18OCT10	09:44 18OCT10						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							

A CUSTOMER STATE L/S SEAT BELT INOP - WONT CONNECT - ADVISE
 CAUSE: ORDERED

POO THE PART (S) TO REPAIR YOUR VEHICLE HAVE BEEN ORDERED, YOU WILL BE NOTIFIED BY PHONE OR MAIL WHEN THEY ARRIVE

(N/C)

5IMISC
 SPECIAL ORDERED BUCKLE & STOP - WARR REPAIR

B MULTI-POINT VEHICLE INSPECTION
 MP MULTI-POINT VEHICLE INSPECTION
 5IMISC

(N/C)

C YOUR VEHICLE HAS BEEN WASHED AT NO CHARGE, THE VEHICLE WILL DRY SPOT-FREE WATCH THE GLASS AND CHROME SPARKLE AS YOUR VEHICLE DRIES

WC YOUR VEHICLE HAS BEEN WASHED AT NO CHARGE, THE VEHICLE WILL DRY SPOT-FREE WATCH THE GLASS AND CHROME SPARKLE AS YOUR VEHICLE DRIES
 5IMISC

(N/C)

THANK YOU FOR COMING TO ROGERS AUTO GROUP. AS A VALUED CUSTOMER, OUR GOAL IS TO EARN YOUR LOYALTY BY DELIVERING ABSOLUTE SATISFACTION. IF YOU EVER HAVE AN ISSUE OR CONCERN, WE WOULD GREATLY APPRECIATE YOUR BRINGING IT TO OUR ATTENTION AND GIVE US THE OPPORTUNITY TO MAKE IT RIGHT.



CHEVROLET



BUICK



HYUNDAI

This business is required to be licensed pursuant to IL. revised statute, chapter 95 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. DL # 89

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Customer's Signature: _____

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

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service, we will fix it free of charge. Parts and Labor.



AUTO REPAIR • ELECTRONIC TUNE UP
 BRAKES • GENERAL AUTO REPAIRS
 10558 S. AVENUE N • CHICAGO, IL 60617
 TEL: 773-734-2728

Part No.	Manufacturer	Description	PRICE
		Set of Front parts	
		Front Rotors	
		labor	
		warranty	
		adds LIFE TIME	
		Rotors & labor	
		1 year	
		Front Injector	
		Throttle Body & INTAKE	
		Cleaning	

License No. [REDACTED] 8-9-11
 Written By [REDACTED]
 Received [REDACTED]
 Year, Make, Model, Color: 2008 Chevy Malibu
 Motor No. [REDACTED]
 Odometer IN [REDACTED] OUT [REDACTED]
 License No. [REDACTED]
 Hourly Labor Charge: \$ 60
 Clock Flat

DESCRIPTION OF WORK PERFORMED	AMOUNT
Brakes & Injectors	
[Signature]	

REPAIR ORDER

ESTIMATED PRICE FOR AUTHORIZED REPAIRS WILL BE HONORED
 IF MOTOR VEHICLE IS DELIVERED TO THE SHOP WITHIN 10 DAYS.

Vehicle Repair Work - City of Chicago
 regulated under Chapter 4-228, Municipal Code
 I REQUEST THE RETURN OF PARTS REPLACED
 You are entitled by law to the return of all parts replaced, except those
 required to be sent back to the manufacturer or distributor because of
 warranty work or an exchange agreement.
 You are entitled to inspect the parts which cannot be returned to you.
 You are entitled to a price estimate for the repairs you have authorized. The repair price,
 if by less than the estimate, but will not exceed the estimate by more than 10% or \$15.00,
 whichever is less, without your consent. You may waive your right to a written estimate and
 require that you be notified if the price exceeds an amount you have specified.
 You may waive your right to an estimate which gives the repair shop the right to set the
 price without your permission.

WANT REPLACED PARTS RETURNED TO ME
 if they are too heavy or large, and those
 for warranty work or an exchange agreement.

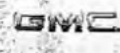
ALL REPAIR WORK AND ALL PARTS USED ARE:
 WARRANTED NOT WARRANTED
 FOR A MINIMUM OF 90 DAYS AND/OR 3,000 MILES.
 THE SELLER (ABOVE NAMED DEALERSHIP) HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER
 EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS
 FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO
 MAKE FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

I hereby authorize the above repair work to be done along with the necessary
 materials. You and your employees shall be held responsible for the vehicle for purposes of
 parking, inspection or damage. I understand that I will be held responsible for any damage
 to the vehicle while in the shop.
 I do not want an estimate and you may set the price of repairs.
 Signature: [REDACTED]
 Date: [REDACTED] Time: [REDACTED]
 If outside additional work will have to be performed, I hereby authorize you to do so.
 Customer's Signature: [REDACTED]

Total Labor	
Total Parts	
Accessories	
Outside Repairs	
Tax	
TOTAL	327.35

I request an estimate in writing before you begin repairs, Signature: [REDACTED]
 Proceed with repair but call me for approval before continuing if price [REDACTED]
 Signature: [REDACTED]
 I do not want an estimate and you may set the price of repairs.
 Signature: [REDACTED] Date: [REDACTED] Time: [REDACTED]
 Total Revised Cost \$ [REDACTED] Explanation: [REDACTED]
 Phone called: [REDACTED] Phone: [REDACTED] OK'd by: [REDACTED]

Rogers Auto Group



CHEVROLET BUICK GMC HYUNDAI
2720 S. Michigan Avenue, Chicago, IL 60616 312-225-4300

Telephone: (312) 225-4300 Fax: (312) 567-9498
Internet Address: www.rogersautogroup.net
Chicago License No. 000243

CUSTOMER # 8F [REDACTED]

391677

INVOICE

PAGE 1

SERVICE ADVISOR: 72 JOSEPH ERCUS

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

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
SILVER	08	CHEVROLET MALIBU	1G1ZG57BX8F [REDACTED]	[REDACTED]	44041/44041	T0118	
DEL DATE	PROD DATE	WARR. EXP.	PROMISED	PO NO.	VAR. RATE	PAYMENT	INV. DATE
18 FEB 08 DD			WAIT 09 NOV 11		120.00	CASH	09 NOV 11
R.O. OPENED	READY	OPTIONS: ENG:2.4 Liter_MFI_DOHC_HO_ECOTEC					
07:33:09 NOV 11	08:47:09 NOV 11						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	5	000	MILE MAINTENANCE OIL, FILTER CHANGE WITH TIRE ROTATION.				
	6	000	MILE MAINTENANCE OIL, FILTER CHANGE WITH TIRE ROTATION.				
			13 CR6			21.38	21.38
			1 12605566 FILTER		10.24	10.24	10.24
			5 12345610 OIL		1.84	1.84	9.20

B MULTI-POINT VEHICLE INSPECTION
MP MULTI-POINT VEHICLE INSPECTION
999MISC

(N/C)

VEHICLE WILL NEED FOUR TIRES
BY NEXT SERVICE VEHICLE NEEDS
TRANSMISSION FLUSH

THANK YOU FOR SERVICING YOUR VEHICLE TODAY AT
ROGERS AUTO GROUP!

OUR #1 GOAL IS TO MAKE SURE YOU ARE
COMPLETELY SATISFIED WITH YOUR SERVICE VISIT!
****IF YOU ARE NOT COMPLETELY SATISFIED****
CONTACT OUR SERVICE DIRECTOR, BRIAN COSTER AT
312-225-4300 OR bcoster@rogersautogroup.net



CHEVROLET

BUICK

This business is required to be licensed pursuant to IL revised statute, chapter 95 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 DL # 89

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Customer's Signature

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service, we will fix it free of charge. Parts and Labor.

DESCRIPTION	TOTALS
LABOR AMOUNT	21.38
PARTS AMOUNT	19.44
GAS; OIL; LUBE	0.00
SUBLET AMOUNT	0.00
EPA CHARGES	0.00
TOTAL CHARGES	40.82
LESS INSURANCE	0.00
SALES TAX	1.90
PLEASE/PAY THIS AMOUNT	42.72

Rogers Auto Group



2720 S. Michigan Avenue, Chicago, IL 60616 • 312-225-4300
 Telephone: (312) 225-4300 • Fax: (312) 567-9498
 Internet Address: www.rogersautogroup.net
 Chicago License No. 000243

CUSTOMER # 8F [REDACTED]

373269

INVOICE

PAGE 1

CHICAGO, IL [REDACTED]
 HOME [REDACTED] CONT: [REDACTED]
 BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 72 JOSEPH ERCUS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SILVER	08	CHEVROLET MALIBU	1G1ZG57BX8F [REDACTED]	[REDACTED]	36395/36395	T067	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	VAR. RATE	PAYMENT	INV. DATE
18FEB08 DD			WAIT 14APR11		120.00	CASH	14APR11
R.O. OPENED	READY	OPTIONS: ENG:2.4 Liter MFI DOHC HO_ECOTEC					
07:19 14APR11	10:43 14APR11						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	REPLACED REAR BRAKE PADS AND RESURFACE ROTORS				234.95		234.95
	H121 REPLACED REAR BRAKE PADS AND RESURFACED ROTORS						
	18 CR6					169.95	169.95
1	19201450 PAD KIT				85.90	60.13	60.13

 CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER 5.90

THANK YOU FOR SERVICING YOUR VEHICLE TODAY AT ROGERS AUTO GROUP!

OUR #1 GOAL IS TO MAKE SURE YOU ARE COMPLETELY SATISFIED WITH YOUR SERVICE VISIT!
 ****IF YOU ARE NOT COMPLETELY SATISFIED****
 CONTACT OUR SERVICE DIRECTOR, BRIAN COSTER AT 312-225-4300 OR bcoster@rogersautogroup.net

Certified Service
BRAKE REBATE
 To request a \$25 mail-in brake rebate (Debit Card):

Step 1 Fill out the online rebate form at mycertifiedservicerebates.com and print confirmation form (faster payment)
 OR
 Complete the rebate form provided by your dealer

Step 2 Mail a copy of your repair order AND a printed online confirmation page or the completed rebate form

You will need the following numbers:
 Repair order #

373269
 Part(s) #
 19201450
 Rebate must be postmarked by 4/30/11



This business is required to be licensed pursuant to IL. revised statute, chapter 95 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. DL # 89

"ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER (ROGERS AUTO GROUP) HEREBY 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 SAID PRODUCTS."

DESCRIPTION	TOTALS
LABOR AMOUNT	169.95
PARTS AMOUNT	60.13
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
EPA CHARGES	5.90
TOTAL CHARGES	235.98
LESS INSURANCE	0.00
SALES TAX	5.86
PLEASE PAY THIS AMOUNT	241.84

Signature: _____



12680 S. KEDZIE AVE.
ALSIP, IL 60803
PHONE (708) 597-4800



If anyone can... O' Connor can!
We use Valvoline Oil
Goodwrench available upon request
www.oconnorchevy.com



HOURS OF OPERATION
MONDAY - FRIDAY 7:30 A.M. - 5:30 P.M.

CUSTOMER NO. 101978	ADVISOR MELVIN PEARSON	TAG NO. 1595	INVOICE DATE 11/14/08	INVOICE NO. CVCS64321
CHICAGO, IL	LABOR RATE	LICENSE NO.	COLOR SILVSTONE M	STOCK NO. C28219
	YEAR/MAKE/MODEL 08/CHEVROLET/MALIBU/4DR SDN LS	MILEAGE 7,281	DELIVERY DATE 02/18/08	DELIVERY MILES 3
	VEHICLE I.D. NO. 1 G 1 Z G 5 7 B X 8 F		SELLING DEALER NO. 100	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	B.O. DATE 11/14/08	
COMMENTS				

JOB# 1 CHARGES

LABOR # 1 40CVZ01 BRAKE CONCERN TECH(S):1374 0.00
CHECK BRAKES MAKING NOISE
FOUND NORMAL BRAKE NOISE COMING FROM BRAKES NOISE STOPS
AFTER UNIT IS DRIVIN FOR AWHILE CUSTOMER TO SEE OWNERS
MANUAL

JOB# 1 TOTALS 0.00

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

TOTALS

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] 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

(CHECK APPROPRIATE BOX)

CLAIMS REVIEW AUTHORIZATION TO SUBMIT CLAIM PARTS SCRAP OUT

\$ PARTS \$ LABOR \$ TOTAL

Authorized Signature and Date

MILEAGE OUT DATE OUT

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 CONNECTED IN ANY WAY WITH ANY NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF THE MANUFACTURER.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

THANK YOU FOR YOUR BUSINESS!!
OUR GOAL IS THAT YOU ARE COMPLETELY SATISFIED
IF ANY QUESTIONS PLEASE SEE YOUR

WE RECOMMEND THE FOLLOWING REPAIR.

-
-

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF THE ORIGINAL ESTIMATED PRICE.

SIGNATURE _____
DATE _____

ORIGINAL ESTIMATE \$

AUTHORIZED ADD'L REPAIRS \$

TOTAL \$

"I hereby authorize the repair work hereinafter 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 the supplier of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employee permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testin and/or inspection. An express mechanic's lien is hereby acknowledged on below vehicle to secure the amount of repairs thereto."

X
SEE BACK FOR IMPORTANT INFORMATION

[END OF INVOICE] 08:11am

CUSTOMER COPY



12680 S. KEDZIE AVE.
ALSIP, IL 60803
PHONE (708) 597-4800



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We use Valvoline Oil
Goodwrench available upon request
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HOURS OF OPERATION
MONDAY - FRIDAY 7:30 A.M. - 5:30 P.M.

CUSTOMER NO. 101978	ADVISOR TOM BARTON	1124	TAG NO. W508	INVOICE DATE 07/09/08	INVOICE NO. CVCS61648
	LABOR RATE	LICENSE NO.	MILEAGE 4,432	COLOR SILVSTONE M	STOCK NO. C28219
CHICAGO, IL	YEAR/MAKE/MODEL 08/CHEVROLET/MALIBU/4DR SDN LS			DELIVERY DATE 02/18/08	DELIVERY MILES 3
	VEHICLE I.D. NO. 1G1ZG57BX8F			SELLING DEALER NO. 100	PRODUCTION DATE
	F.I.E. NO.	P.O. NO.		PO DATE 07/09/08	
COMMENTS					

JOB# 1 CHARGES

LABOR J# 1 40CVZ07 BRAKE NOISE TECH(S):1262 0.00
CUSTOMER STATES NOISE WHEN BRAKING
CLEAN AND SAND PADS. CLEAN OUT CHANNELS OF DIRT, SCUFF RTRS

JOB# 1 TOTALS 0.00

JOB# 1 JOURNAL-PREFIX CVCS JOB# 1 TOTAL 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)

TOTALS

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] 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

THANK YOU FOR YOUR BUSINESS!!
OUR GOAL IS THAT YOU ARE COMPLETELY SATISFIED.
IF YOU HAVE ANY QUESTIONS PLEASE SEE YOUR
SERVICE ADVISOR BEFORE LEAVING



CUSTOMER SIGNATURE

If anyone can... O'Connor can!

(CHECK (✓) APPROPRIATE BOX)

<input type="checkbox"/> CLAIMS REVIEW	<input type="checkbox"/> AUTHORIZATION TO SUBMIT CLAIM	<input type="checkbox"/> PARTS SCRAP OUT
--	--	--

\$ PARTS \$ LABOR \$ TOTAL

Authorized Signature and Date

MILEAGE OUT DATE OUT

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 CONNECTED IN ANY WAY WITH ANY NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF THE MANUFACTURER.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

WE RECOMMEND THE FOLLOWING REPAIR.

-
-

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF THE ORIGINAL ESTIMATED PRICE.

SIGNATURE _____
DATE _____

ORIGINAL ESTIMATE \$ _____
AUTHORIZED ADD'L REPAIRS \$ _____
TOTAL \$ _____

"I hereby authorize the repair work hereinafter 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 below vehicle to secure the amount of repairs thereto."

X
SEE BACK FOR IMPORTANT INFORMATION

The Reynolds and Reynolds Company EPAN751HE CC881401 O (03/08)



12680 S. KEDZIE AVE.
ALSIP, IL 60803
PHONE (708) 597-4800



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HOURS OF OPERATION
MONDAY - FRIDAY 7:30 A.M. - 5:30 P.M.

CUSTOMER NO. 101978	ADVISOR DAVID JENSEN	1581	TAG NO. W508	INVOICE DATE 09/16/08	INVOICE NO. CVCS63123
CHICAGO, IL	LABOR RATE	LICENSE NO.	MILEAGE 5,827	COLOR SILVSTONE M	STOCK NO. C28219
	YEAR / MAKE / MODEL 08 / CHEVROLET / MALIBU / 4DR SDN LS	DELIVERY DATE 02/18/08		DELIVERY MILES 3	
	VEHICLE I.D. NO. 1 G 1 Z G 5 7 B X 8 F	SELLING DEALER NO. 100		PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	P.O. DATE 09/16/08		
COMMENTS					

JOB# 1 CHARGES

LABOR
J# 1 00CVZ01 VALVOLINE OIL CHANGE TECH(S):1262 10.00
CUSTOMER REQUEST VALVOLINE OIL CHANGE & LUBE
REQUIRED MAINTENANCE
PERFORMED OIL CHANGE LUBED CHASSIS CHECKED ALL FLUIDS AND
TOPPED OFF

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	12605566	FILTER 1.836	5.50	5.50
	5	OIL	OIL	2.25	11.25
				TOTAL - PARTS	16.75

MISC

CODE	DESCRIPTION	CONTROL NO.	
PROM	GM PROMOTION-(W)	63123	WARRANTY
PROMO	GM PROMOTION-(C)	63123	-15.00
			TOTAL - MISC

JOB# 1 TOTALS

LABOR	10.00
PARTS	16.75
MISC	-15.00

(CHECK (✓) APPROPRIATE BOX)

<input type="checkbox"/> CLAIMS REVIEW	<input type="checkbox"/> AUTHORIZATION TO SUBMIT CLAIM	<input type="checkbox"/> PARTS SCRIP OUT
--	--	--

\$ PARTS \$ LABOR \$ TOTAL

Authorized Signature and Date

MILEAGE OUT DATE OUT

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 CONNECTED IN ANY WAY WITH ANY NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF THE MANUFACTURER.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

JOB# 2 CHARGES

LABOR
J# 2 00CVZ02 ROTATE TIRES PER SCHEDULE TECH(S):1262 19.99
RECOMMENDED SERVICES
ROTATE TIRES COMPLETED

JOB# 2 TOTALS

LABOR	19.99
-------	-------

JOB# 3 CHARGES

LABOR
J# 3 51CVZ BODY ELECTRICAL TECH(S):1262 WARRANTY
DASH REARS AUTO LIGHTS OFF
NORMAL OPERATION

JOB# 3 TOTALS

LABOR	19.99
-------	-------

WE RECOMMEND THE FOLLOWING REPAIR.

-
-

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF THE ORIGINAL ESTIMATED PRICE.

SIGNATURE _____

DATE _____

ORIGINAL ESTIMATE \$

AUTHORIZED ADD'L REPAIRS \$

TOTAL \$

JOB# 4 CHARGES

LABOR
J# 4 40CVZ BRAKES TECH(S):1262 WARRANTY
CHECK VEH FR A BRAKE SQUECK
PULL REAR BRAKE PADS CLEAN & SAND PADS

JOB# 4 TOTALS

LABOR	0.00
-------	------

"I hereby authorize the repair work hereinafter 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 below vehicle to secure the amount of repairs thereto."

X _____

*SEE BACK FOR IMPORTANT INFORMATION

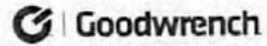
The Reynolds and Reynolds Company EPA/MS/14E C099101 Q (08/08)



12680 S. KEDZIE AVE.
ALSIP, IL 60803
PHONE (708) 597-4800



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Goodwrench available upon request
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HOURS OF OPERATION
MONDAY - FRIDAY 7:30 A.M. - 5:30 P.M.

CUSTOMER NO. 101978	ADVISOR JOSE NUNEZ	1583	TAG NO. W508	INVOICE DATE 12/04/08	INVOICE NO. CVCS64571
CHICAGO, IL	LABOR RATE	LICENSE NO.	MILEAGE 7,820	COLOR SILVSTONE M	STOCK NO. C28219
	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LS			DELIVERY DATE 02/18/08	DELIVERY MILES 3
	VEHICLE I.D. NO. I G I Z G 5 7 B X 8 F			SELLING DEALER NO. 100	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		REC.DATE 12/04/08	

COMMENTS

JOB# 1 CHARGES

LABOR					
J# 1 40CVZ01	BRAKE CONCERN	TECH(S):1136		WARRANTY	
CUSTOMER STATES BRAKES MAKING NOISE. SEE PREVIOUS RO#64321. ROAD TEST FOUND FRT BRAKE SQUEAKING. CLEANED BOTH FRONT ROTORS + PADS FROM RUST.					

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR					
J# 2 60CVZ01	INT TRIM CONCERN	TECH(S):1136		0.00	
CUSTOMER STATES WATER LEAKING ON INSIDE OF VEHICLE. CHECK FOR LEAK. FOUND DRIVER'S DOOR WINDOW MOLDING LEAKING ORDERED NEW MOLDING.					

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	0		25811538	MOLDING 10.707	158.76	0.00
PART ON SPECIAL ORDER						
** QUANTITY 1 IS SPECIAL ORDERED **						
TOTAL - PARTS						0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

TOTALS

*****				TOTAL LABOR....	0.00
* [] CASH [] CHECK CK NO. []				TOTAL PARTS....	0.00
* [] VISA [] MASTERCARD [] DISCOVER				TOTAL SUBLET...	0.00
* [] AMER XPRESS [] OTHER [] CHARGE				TOTAL G.O.G....	0.00
*****				TOTAL MISC CHG.	0.00
				TOTAL MISC DISC	0.00
				TOTAL TAX.....	0.00
				TOTAL INVOICE \$	0.00

THANK YOU FOR YOUR BUSINESS!!
OUR GOAL IS THAT YOU ARE COMPLETELY SATISFIED
IF YOU HAVE ANY QUESTIONS PLEASE SEE YOUR
SERVICE ADVISOR BEFORE LEAVING

CUSTOMER SIGNATURE

WE RECOMMEND THE FOLLOWING REPAIR.

1.

2.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF THE ORIGINAL ESTIMATED PRICE.

SIGNATURE _____

DATE _____

ORIGINAL ESTIMATE \$ _____

AUTHORIZED ADD'L REPAIRS \$ _____

TOTAL \$ _____

*I hereby authorize the repair work hereinafter 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 below vehicle to secure the amount of repairs thereto.

X _____

*SEE BACK FOR IMPORTANT INFORMATION

Line 10/10/08 and Key/Notes Company ENH115114E CC2651401 Q (03/03)



RIZZA CHEVY

Our Customer is Our Future

8200 SOUTH HARLEM AVENUE
BRIDGEVIEW, ILLINOIS 60455
(708) 594-9090
www.rizzachevy.com



Goodwrench

CUSTOMER NO 126591	ADVISOR ROBERT MENDOZA	TAG NO. 672	INVOICE DATE 02/19/10	INVOICE NO CVCS296525
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 330	COLOR
CHICAGO, IL	YEAR / MAKE / MODEL 08/CHEVROLET/	VEHICLE I.D. NO. 1G1ZG57BX8F	DELIVERY DATE	DELIVERY MILES
[REDACTED]	COMMENTS	R.O. DATE 02/19/10	SELLING DEALER NO.	PRODUCTION DATE

JOB# 4 TOTALS-----

JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----

JOB # A SS SHOP SUPPLIES 9.75

TOTAL - MISC 9.75

COMMENTS-----

WAITING.

TOTALS-----

OUR GOAL IS TO ENSURE THAT YOU ARE

COMPLETELY SATISFIED!

PLEASE LET US KNOW IF THERE ARE ANY

CONCERNS REGARDING YOUR VEHICLE.

THANK YOU.

ALL GENUINE CHEVROLET PARTS INSTALLED BY THIS DEALER ARE GUARANTEED FOR 12 MONTHS AND/OR 12,000 MILES. ALL OTHER PARTS 90 DAYS AND/OR 4,000 MILES.

Schedule Your Next Service Appointment On-Line

www.RizzaChevy.com

and click on the Service Center Link

IMPORTANT

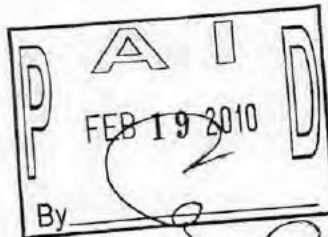
You may receive a customer satisfaction survey from General Motors in the next few weeks. If for any reason you cannot grade us "Completely Satisfied," please contact us immediately.

Thank You
RIZZA CHEVY SERVICE DEPT.
(708) 594-9090

SERVICE HOURS

MONDAY - THURSDAY
7:30 A.M. - 9:00 P.M.
FRIDAY 7:30 A.M. - 8:00 P.M.
SATURDAY 8:00 A.M. - 4:00 P.M.
PARTS OPEN SATURDAY
8:00 A.M. - 4:00 P.M.

We service & maintain all GM vehicles.



Thank You For Your Business!

TELEPHONE SURVEY

YES NO



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BRIDGEVIEW, ILLINOIS 60455
(708) 594-9090
www.rizzachevy.com



Goodwrench

CUSTOMER NO. 126591	ADVISOR ROBERT MENDOZA	TAG NO. 672 330	INVOICE DATE 02/19/10	INVOICE NO. CVCS296525
CHICAGO, IL	LABOR RATE	LICENSE NO.	COLOR	STOCK NO.
			20,285 /	
	YEAR / MAKE / MODEL 08/CHEVROLET/	VEHICLE I.D. NO. 1G1ZG57BX8F	DELIVERY DATE	DELIVERY MILES
	F.T.E. NO.	P.O. NO.	SELLING DEALER NO.	PRODUCTION DATE
			02/19/10	
BUSINESS PHONE	COMMENTS			

JOB# 1 CHARGES-----

LABOR				
J# 1 00CVZ12	FRT PADS/MACHINE ROT	TECH(S):248		130.00
	WORN OR NOISEY WEAR			
	MACHINE ROTORS AND REPLACE PADS			

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	19157892	PAD KIT 5.017	69.99	69.99
			TOTAL - PARTS		69.99

JOB# 1 TOTALS-----				
			LABOR	130.00
			PARTS	69.99

JOB# 2 CHARGES-----

LABOR				
J# 2 00CVZMPV1	MULTI-POINT INSPCT	TECH(S):248		0.00
	PERFORM GM MULTI POINT INSPECTION			
	INSPECTION			
	PERFORMED GM MULTI POINT INSPECTION			

JOB# 2 TOTALS-----				
			LABOR	0.00

JOB# 3 CHARGES-----

LABOR				
J# 3 47CVZ	WASH VEHICLE	TECH(S):248		0.00
	RIZZA WASHED YOUR VEHICLE AT NO CHARGE RIZZA CHEVROLET WANTS TO THANK YOU FOR YOUR BUSINESS.			
	CARWASH COMPLETED IF YOU ARE NOT COMPLETELY SATISFIED WITH OUR CARWASH OR OUR SERVICE, PLEASE LET US KNOW			

JOB# 3 TOTALS-----				
			LABOR	0.00

JOB# 4 CHARGES-----

LABOR				
J# 4+13CVZ	INTERIOR TRIM	TECH(S):248		0.00
	Added Operation (RMENDOZA @ 02/19/2010 10:58)			
	CUST STATES THAT THE LUMBAR SUPPORT HANDLE DOES NOT STAY ON PROPERLY.			
	TECH ORDERED PARTS			

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	0	15933078	KNOB 11.378	31.57	0.00
			PART ON SPECIAL ORDER		
			** QUANTITY 1 IS SPECIAL ORDERED **		

			TELEPHONE SURVEY	
			PARTS	0.00
			YES	NO

Thank You For Your Business!

OUR GOAL IS TO ENSURE THAT YOU ARE **COMPLETELY SATISFIED!**

PLEASE LET US KNOW IF THERE ARE ANY CONCERNS REGARDING YOUR VEHICLE.

THANK YOU.

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Schedule Your Next Service Appointment On-Line

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and click on the Service Center Link

IMPORTANT

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Thank You
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SERVICE HOURS

MONDAY - THURSDAY
7:30 A.M. - 9:00 P.M.

FRIDAY 7:30 A.M. - 8:00 P.M.

SATURDAY 8:00 A.M. - 4:00 P.M.

PARTS OPEN SATURDAY
8:00 A.M. - 4:00 P.M.

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