

SEP 22 2014

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

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



U.S. Department of Transportation

National Highway Traffic Safety Administration

FOR AGENCY USE ONLY 100148

Date Received

21-JUL-2014

Repository ☐Reference No.
10615109

OWNER INFORMATION (Type or Print)

Name

Address

City

SELMA

State

CA

Zip Code

Daytime Telephone Number

E-mail Address

NOEMAIL@UNK.GOV

Evening Telephone Number

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

2G1FP22K222

Make

CHEVROLET

Model

CAMARO

Model Year

2002

Date Purchased

08-07-2002

Dealer's Name and Telephone Number

Sanger Chevrolet 559-875-2578

Engine:

No: Cylinders

6

Fuel Type:

gas

Original Owner

Dealer's City

SANGER

State

CA

Zip Code

93657

Transmission Type

4 SPD ELECTRONIC TRANS.

☒ Antilock Brakes☒ Cruise Control

Powertrain

3500 SERIES 200 HP

Multiple Failure:

fuel pump

Incident Date(s)

17-JUL-2014

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: ENGINE (PWS)

Failure Mileage

85000

Failure Speed

60

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)

☐ Original Equipment
☐ 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

☐ Yes☒ No

Fire

☐ Yes☒ No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

N

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 2002 CHEVROLET CAMARO. THE CONTACT STATED THAT WHILE DRIVING AT 60 MPH, THE ENGINE STALLED. THE FAILURE RECURRED SEVERAL TIMES. THE VEHICLE WAS TOWED TO THE DEALERS WHO WAS NOT ABLE TO DUPLICATE THE PROBLEM. THE VEHICLE HAD NOT BEEN REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 85,000.

Replaced fuel pump.
 Car just went out on me twice in freeway.
 Had to be towed twice. (See attached)

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

07-22-14

On 07-16-14, I took my 2002 Camaro to Sequoia Chevrolet in Sanger, CA. to be tuned-up. I had an oil change and new windshield wipers. I was going out of town to Placerville the next day. They gave me their certified service form stating service done. stapled to it was their multi-point vehicle inspection form. Everything they checked was marked OK.

On 07-17-14 I started out in the morning to go to credit union but got off on wrong street and in heading back, my car turned off on Kern Street.

I called AAA and they sent a tow truck (Samona Towing) I had told them that I thought maybe it went off because my gas was low. They put 2 gallons.

I paid \$8.00. I gassed up (full) and headed out the 41 freeway. My car then turned off on the middle lane of the 41. I steered it towards the

side of the road. It came to a stop on the center space between the 41 and the Shields off-ramp. Again I called AAA and they said they would send a tow truck. Meanwhile I called Segura Chevrolet in Sanger and told them that it was the second time the car had just turned off on me in the middle of road. They said to tow it to the shop. I then paid \$130.00 to Fresno Budget Towing for towing me to Sanger, CA. to the shop. I was there in waiting room. The manager then called me and said that he had driven the car and that nothing was showing wrong. That the car ~~did~~ not go off on him. I told him that there were no warnings or lights showing when those incidents happened but then why was it just turning off. He said it could be the fuel pump getting hot and I

Told him then fix it. He said well that it would cost me more than \$2000.00 because they had to remove all those parts because the fuel pump was underneath. He said I would be okay because it did not go off on him and no lights or warnings showed. All gauges showed everything was fine. So I started off on my trip. My car did okay until it turned off on me on north 99 in Modesto. Again I was in the center lane when I felt the car turn off, I frantically waved my hands at cars on slow lane to let me by then I could steer the car to side of freeway. Someone did let me go through and I steered off the freeway. Lucky those times that someone did not ram into me from behind. I called AAA and they said it would be 30-45 minutes for tow

truck to come. I waited about half an hour. In the meantime a highway ~~patrol~~ patrol stopped a big rig up away from me. I honked twice to get his attention. When he finished writing up the big rig, he backed up to my car. I explained the problem and told I was calling a tow truck. He then said he would back behind my car and wait until a tow truck came. He left when the tow truck came. I then was towed from Modesto to my home in Selma by Scenic Towing & Auto Care. It cost me \$777.00 which was paid.

I am lucky that none of these times that my car turned off, that I wasn't hit.

07-21-14

Tried to email Sequora Chevrolet in Sanger with the email address on form given to me when I had an oil change done on 07-16-14 but it showed it was not a valid email. Not able to submit complaint to them.

Also called and asked if I could have Mr. Dority's email and they said they could not do that. They said he was out to lunch.

-5-

07-22-14

On 07-22-14, I called the Chevrolet manufacturer at 1-800-222-1020.

Informed them of everything that occurred on 07-16-14 and 07-17-14.

They said a specialist would call me in 24-48 hours. If no call rec'd within that time frame they they gave me two phone numbers to call back. 866-790-5600 - Ext 31213 (Ashley)
866-790-5700

Service request # 71-1334475138

Called Chevrolet to see if my car on recall.

1-800-222-1020

They said no active recalls.

I asked if its ever been on recall and he said no.

Called state office of California Bureau of Auto Repair but they said I needed to make a report on the computer (online) at WWW.automorepair.CA.GOV

On 07-23-14 ^(8:00 AM) rec'd a call from Marty of Sequoia Chevrolet in Sanger. He apologized and asked what happened. I told him all things that had happened and what was said to me by his manager in service department. Marty said some tests had been made but I told him that no paper work had been given me and nothing was said to me about any tests being done. I was just told that the manager had driven the car and no alarms or lights were showing and that it did not go off on him.

Marty said to take the car in and they would look for the problem and I would get a loaner car.

On 07-23-14 I rec'd a call after I got off phone with Marty from General Motors. I explained to her what had

happened and what was said to me by manager at Sequoia Chevrolet saying that nothing was wrong and I could go ahead. She says to give them another chance and let them look at the car. She was going to call Marty to talk him. She said he would be calling me.

On 07-24-14, the lady from General Motors manufacturing called to see if I had decided what to do. Told her that I was hesitant because of work done and that because the car was going off on me, why they did not just keep off the car to pinpoint the problem or told me to cancel trip and bring the car later. Of course, I would again have to have car towed to them. She said I could take my time and feel pressured to decide. I also told her that maybe I should just take my car to an independent mechanic shop or another Chevy dealership. I also mentioned that when I spoke to Mr. Dority, that he

did not mention anything about the towing charges I had paid.

I did call Mr. Eanni's office of Miles, Sears & Eanni, to get advice on my rights.

On 07-24-14, Connie of Mr. Eanni's office called and I told her all things that had ~~occurred~~ occurred. She said Mr. Eanni was on vacation and he would be calling the office at which point she would tell him. She will call back tomorrow to let me know what he advises. 486-5201

07-24-14

* My vehicle registration is due on 08-08-14. Smog certification is required. I called DMV and they said to pay the renewal fee and have car smogged so if it fails they can give me an extension. Explained to them that then I have to have it towed to a shop. She gave me phone number for Bureau of Auto Repair & an assistance line.
Bureau of Auto. Repair
1-800-952-5210
Assistance
1-866-272-9642
DMV 1-800-777-0133

07-25-14

Connie from Mr. ~~Stamm~~^{Eanni}
called me ^{from} Eanni's
office ~~and~~. She said he
told her to have me call
William Craig 441-7485 as
soon as possible and to say
I was referred by Mr. Eanni.
Rec'd call at 10:45 AM and
told that Tina would be
calling me back. ~~to~~

3:55 pm - have not rec'd
call back.

4:00 pm. Call rec'd and
I told her what occurred.
She said she would tell Mr.
Craig and I would rec'd call
next week. Also asked about
whether to go ahead and have
car smuggled.

07-28-14 (Monday) 9:15 AM

On 07-28-14, the attorney's office called. Per attorney Alicia Hinton, she says to take the car back to the dealer for repair. If they says too many things wrong then take for second opinion.

If after that you do not get it repaired then call

Bureau of Auto Repair.

Ask for diagnostics test that Mr. Dority said was done on car. Have it redone per attorney.

415-632-1900 (caller ID #)

* Call Ashley about appt.
date. (Texas)

7-12:00 on Sat

8:00-8:00 Mon-Fri

(2 hrs difference) (ahead)

07-28-14 (3:00pm)

Ashley from Chevrolet manufacturing called and I explained that I would be taking my car back to Sequoia per advice. She asked me to let her know when I set up appointment.

11:00 AM

07-31-14

Call to Sequoia
Chevrolet

Called and talked to
Marty for taking my
car in. Asked to be able to
take it in next week.

He says they can look
at it on Monday. I will
have it towed on Monday
morning.

Called Ashley at 11:20 at
Chevrolet manufacturing per
her request to let her know
that I had called Mr. Dority
at Sequoia Chevrolet about taking
my car in. He said I could
take it in Monday per my request.
He told me to take it in today but
am not able to. I will take
it in Monday. I will have

it towed since it will turn on but sounds like it is going to turn off.

Called AAA to see about tow on Monday to car shop.

I need to call on Friday, Aug. 03, 2014 to upgrade my towing with AAA. I will then be able to use tow service on Monday. \$34.00 to upgrade membership.

08-01-14

Called to upgrade my AAA membership \$34.00. Can use on Monday...

Called Sequoia Chevrolet to verify 8:56 AM if I would have a loaner. Talked to Jon and he said yes.

08-04-14

Had my car towed by AAA to Sequoia Chevrolet. They took car ~~of me~~ right away. Mr. Darity spoke to me and had someone look at the car right away since it would not start when it was going to looked at for mileage. When I got home there were several messages from Sequoia. I called back and I was told that they ~~put~~ car on pressure. It did not ^{checked} show any pressure. They said they would replace fuel pump and filter. It would cost about \$1400.00. Spoke to Mr. Darity to see if I could make pmts. He said I would have 90 days. So I will pay \$300.00 when I pick it up and the remainder within the following two months.

Ashley from Chevrolet manufacturing called and I explained about my car and it being at Sequoia. She said she would call them on Wed. to see about what was done on car.

08-05-14

Thought about not being able to afford repair for car. I also was leary of having Sequoia do the repair. I left a message last night informing them to not start any work on it. I called them this morning to tell them that I was towing car home. Called AAA and had car towed to my brother's house in Selma. I had a friend replace the fuel pump and filter. Me and my brother were outside while they did the repair. The fuel pump they removed was not even the right kind. Someone at Sequoia had replaced mine with a used one which did not match the same kind of fuel pump. Sequoia has been the only one that has ever done work on my car since I bought it from them brand new. I will never go to them again. My battery was also all drained. It would not even turn over. My friend had

to recharge it with his truck.

Looked through my papers for repairs Sequoia has done.

Battery was replaced on 02-23-12.

Battery cable replaced on 09-06-07.

Fuel filter replaced three times now.

Liberty Chevrolet GEO at 3175 Highland Ave
Selma, CA 93662

559-834-5335

Says that it is replaced every 30,000
miles.

08-20-14

Just got back from out of town after one week to find letter from National Highway Traffic Safety Admin. It includes a Vehicle Owners Questionnaire. I called the phone number on the letter, 1-888-327-4236 and spoke to Terinica. I told her about the car going out on me twice on freeway. I explained everything I went through. She explained that the manufacturer was at fault. She said there were other calls with same incident of car going out on them in traffic. She said it might be manufacturer defect. I told her that I had fuel pump replaced and went out of town and car ran very good. I also told her that I kept the fuel pump which was replaced. I have kept all the paperwork on everything done on my cars since I bought it new off the lot. My papers show that the fuel pump ~~had~~ never been replaced before this time. The fuel filter was replaced three times.

Actually when I called about the fuel pump to get a price and to see if they had one available to Auto Zone at Marks and Ashlan in Fresno, they said

the fuel pump and filter are one unit. My paper work from Sequoia Chevrolet say that my fuel filter has been replaced three times before this. I will call Auto Zone to see if they know about frequency of replacement of fuel filters. Will also call auto shops to ask this question.

30,000 miles was what I was told was mileage when fuel pump is replaced.

I was told to photocopy everything and sent with completed questionnaire.



SEQUOIA


GMC

"You'll Never be Treated Better"


Certified Service

1028 Academy Avenue
Sanger, CA 93657
559-875-2578
Toll Free: (800) 575-2578
www.sequoiachevy.com

SERVICE INVOICE

R/O 29163	VIN 2 G 1 F P 2 2 K 2 2 2	[REDACTED]		DATE IN 07/16/14
YEAR 2002	MAKE CHEVROLET	MODEL CAMARO	COLOR BLUE	TIME IN 08:58
MILES IN 84919	MILES OUT 84919	FIRST USE 08/07/02	LISC. CA	CLOSED 10:27
SEE ALSO				WRITER 1926
H: [REDACTED] W: [REDACTED] -				JOHNATHA

(1) LUBE, OIL & FILTER CHANGE--(RESET MONITOR--IN STICKER)

Labor	T40	14.99
19210284 (FILTER)	1	7.30
3536966 (SEAL)	1	2.29
Oil 10w30 12345621	5	16.15
Total Labor		14.99
Total Parts		9.59
Total Lubricants		16.15
Total Repair (Customer)		40.73

(Tech:40) A

**(2) GOODWRENCH MULTI-POINT VEHICLE INSPECTION
FRONT BRAKE LINING AT 6M.REAR BRAKE LINING AT 5M.ALL TIRES AT 9/32 TREAD DEPTH.FILLED WINDSHIELD WASHER RESEVOIR.OTHER INSPECTION ITEMS OK AT THIS TIME**

Labor	T40	.01
Total Labor		.01
Total Repair (Customer)		.01

(Tech:40) A

(3) REPLACE WIPER BLADES

Labor	T40	.00
24 (WIPERBLADE)	2	25.00
Total Parts		25.00
Total Repair (Customer)		25.00

(Tech:40) A

**(4) CHECK & INFLATE TIRE PRESSURES AS PER DOOR PL OR REFENCE SPECS LF RF LR RR
ALL TIRES AT 30 PSI**

Labor	T40	.01
Total Labor		.01
Total Repair (Customer)		.01

(Tech:40) A

PAID 10/20/14
CK

BAR# ARD096589 EPA# CAL000080848

Next Service	Lube-Oil-Filter	W/C	INT.	CUSTOMER
DISCLAIMER OF WARRANTIES Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.		Labor 15.01 Parts 34.59 Sublet .00 Waste Dispos .00 Oil/Grease 16.15 Sub Total 65.75 Tax 4.55 Total (Cash) 70.30		
X CUSTOMER SIGNATURE		.00		
Page 1 of 1 Job 29163				
29163 Customer Copy				

Certified Service

MULTI-POINT VEHICLE INSPECTION

Name: _____ Year/Model: _____ Date: _____

Repair Order #: _____ VIN (last 8 digits): _____ Odometer: _____ Tag#: _____ License#: _____

Checked and OK

May Require Attention Soon

Requires Immediate Attention

WIPER BLADES

☐ OnStar active
☐ Enrolled in OVD
☐ Enrolled in DMN



Service History Check

☐ Air Conditioning Performance
☐ Remaining engine oil life: _____ %
Reset: _____ N/A: _____

CHECK BATTERY



☐ Battery health
☐ Battery cables and connections

CHECK TIRES AND TREAD DEPTH

☐ Rotation needed

☐ Alignment needed

☐ Balance needed

☐ Rotation performed

☐ Alignment performed

☐ Balance performed

☐ 8/32 or Greater

☐ 8/32 or Greater

☐ 8/32 or Greater

☐ 8/32 or Greater

7/32

ACTUAL
99

7/32

7/32

7/32

6/32

6/32

6/32

6/32

5/32

5/32

5/32

5/32

4/32

4/32

4/32

4/32

☐ 3/32 or Less

☐ 3/32 or Less

☐ 3/32 or Less

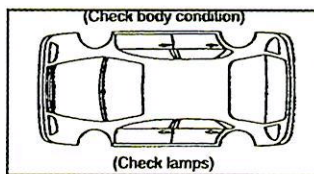
☐ 3/32 or Less

PSI@: _____ set to: 30 PSI

PSI@: _____ set to: 30 PSI

PSI@: _____ set to: 30 PSI

PSI@: _____ set to: 30 PSI



Lowest Tread Depth: _____ /32

☐ LF Wear Pattern Damage
☐ RF
☐ LR
☐ RR

CHANGE ENGINE OIL & FILTER

N/A

CHECK BRAKES/MEASURE FRONT AND REAR LININGS

CHECK FLUID LEVELS

OK FILLED REQUIRES ATTENTION

☒	☐	Engine oil	☐
☒	☐	Brake fluid reservoir	☐
☒	☐	Transmission (if equipped w/dipstick)	☐
☒	☐	Coolant recovery reservoir	☐
☒	☐	Power steering	☐
☒	☐	Windshield washer	☐

☐	ACTUAL 66	☐	7 mm greater	☐	ACTUAL 55	☐
☐		☐	6 mm	☐		☐
☐		☐	5 mm	☐		☐
☐		☐	4 mm	☐		☐
☐		☐	3 mm/less	☐		☐
☐		☐	2 mm/less	☐		☐
☐		☐	1 mm/less	☐		☐

Lowest Front Lining _____ Lowest Rear Lining _____

ADDITIONAL CHECKS (Inspect for visible leaks and visual condition)

☒	☐	Fuel system (also including gas cap seating)
☒	☐	Engine, transmission, drive axle, transfer case
☒	☐	Engine cooling system, leak/other
☒	☐	Shocks and struts - also check operation
☒	☐	Belts: engine, power steering and/or V-drive
☒	☐	Hoses: engine, power steering and HVAC
☒	☐	Engine air filter
☒	☐	Passenger Compartment Air Filter
☒	☐	Steering components and steering linkage
☒	☐	CV drive axle boots or driveshafts and U-joints
☒	☐	Exhaust system components
☒	☐	Body components lubrication

☐ Brake system (also including lines, hoses and parking brake)

Additional Recommended Services

1)	
2)	
3)	
Service Consultant:	
Technician:	No.:
☐	☐ Restraint system component check
☐	☐ Chassis components lubrication
☐	☐ Drive Axle (leak/other)
☐	☐ Evaporative control system



"You'll Never be Treated Better"



GM Certified Service

1028 Academy Avenue

Sanger, CA 93657

559-875-2578

Toll Free: (800) 575-2578

www.sequoiachevy.com

SERVICE INVOICE

R/O 29447		VIN 2 G 1 F P 2 2 K 2 2 2		[REDACTED]		[REDACTED]		DATE IN 08/04/14	
YEAR 2002	MAKE CHEVROLET	MODEL CAMARO	COLOR BLUE		N		[REDACTED]		TIME IN 09:07
MILES IN 85133	MILES OUT 85133	FIRST USE 08/07/02	LIC. CA		SELMA CA		[REDACTED]		CLOSED 08:50 08/05/14
SEE ALSO						H: [REDACTED] W: [REDACTED] -		WRITER 1926 JOHNATHA	

- | | | | | | | | | | | | | | |
|--|---|--------|-----|--------|-------------------------|-------|--------|--|--|--|-------------------------|-------|--------|
| <p>(1) CUST STATES VEHICLE STALLED 2 TIMES.VEHICLE WOULD ONLY CRANK.VEHICLE WAS TOWED IN & WILL CURRENTLY NOT START.SEE R/O 29193 FOR PREVIOUS TIME IN.CK AND ADVISE</p> <p>VERIFIED CUST CONCERN.CHECKED FUEL PUMP PRESSURE.FUEL PUMP HAS NO PSI.BYPASSED FUEL PUMP RELAY.STILL NO PSI.CHECKED SIGNAL AT FUEL PUMP.(OK)RECOMMEND REPLACEMENT OF FUEL PUMP & FUEL FILTER,THEN RE-EVALUATING.CUST DECLINED AT THIS TIME.CUST WAS GIVEN EST OF \$1,200 + TAX TO REPLACE FUEL PUMP & FUEL FILTER.(NOTE PRICES ARE SUBJECT TO CHANGE)CUST INFORMED.</p> <p>(Tech:22) A</p> | <table border="0"> <tr> <td>DIAG</td> <td>T22</td> <td>116.00</td> </tr> <tr> <td>Total Labor</td> <td>.....</td> <td>116.00</td> </tr> <tr> <td colspan="3"> </td> </tr> <tr> <td>Total Repair (Customer)</td> <td>.....</td> <td>116.00</td> </tr> </table> | DIAG | T22 | 116.00 | Total Labor | | 116.00 | | | | Total Repair (Customer) | | 116.00 |
| DIAG | T22 | 116.00 | | | | | | | | | | | |
| Total Labor | | 116.00 | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| Total Repair (Customer) | | 116.00 | | | | | | | | | | | |
| <p>(2) CHECK & INFLATE TIRE PRESSURES AS PER DOOR PL OR REFERENCE SPECS LF____ RF____ LR____ RR____</p> <p>ALL TIRES 30 PSI</p> <p>(Tech:22) A</p> | <table border="0"> <tr> <td>Labor</td> <td>T22</td> <td>.00</td> </tr> <tr> <td>Total Repair (Customer)</td> <td>.....</td> <td>.00</td> </tr> </table> | Labor | T22 | .00 | Total Repair (Customer) | | .00 | | | | | | |
| Labor | T22 | .00 | | | | | | | | | | | |
| Total Repair (Customer) | | .00 | | | | | | | | | | | |
| <p>(3) CUST REQUEST RENTAL.NO CHARGE OK BY MARTY (N10752)(1G1PC5SB9E7 [REDACTED])</p> <p>(Tech:21) A</p> | <table border="0"> <tr> <td>Labor</td> <td>T21</td> <td>.00</td> </tr> <tr> <td>Total Repair (Customer)</td> <td>.....</td> <td>.00</td> </tr> </table> | Labor | T21 | .00 | Total Repair (Customer) | | .00 | | | | | | |
| Labor | T21 | .00 | | | | | | | | | | | |
| Total Repair (Customer) | | .00 | | | | | | | | | | | |

P A I D AUG 05 2014

CK

BAR# ARD096589 EPA# CAL000080848

		W/C	INT.	CUSTOMER
Next Service	Lube-Oil-Filter			
DISCLAIMER OF WARRANTIES Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.				
X	CUSTOMER SIGNATURE			
Page 1 of 1	Job 29447		.00	
29447				
Customer Copy				
				Labor 116.00 Parts .00 Sublet .00 Waste Dispos .00 Oil/Grease .00 Sub Total 116.00 Tax .00 Total (Cash) 116.00

AUTOSOFT FORMS 1-877-427-4367

DEALER

SEQUOIA CHEVROLET
1028 ACADEMY
SANGER, CA 93657

CAR RENTAL AGREEMENT

CAR NUMBER N10752DATE 8-4- 20 14

Estimated Date of Return: _____ 20 _____

1G1PC5SB9E7 _____
 Rented Car License Tag Number Rented Car Serial Number

Customer's Drivers License Number _____

**CAR TO BE RETURNED THE DAY THAT CUSTOMER IS NOTIFIED THAT
 REPAIRS ARE COMPLETED OR ON DEMAND OF DEALER.**

CUSTOMER

NAME _____

ADDRESS _____

HOME PHONE _____ BUSINESS PHONE _____

In consideration of obtaining automobile rental service from above Dealer, I, the Customer, covenant and agree that:

I acknowledge receipt of above specified car in good and safe mechanical condition and agree to return said car in same condition as received, ordinary wear and tear excepted.

The Dealer shall have a possessory lien upon and may keep possession of the automobile which I have delivered to the Dealer for such service and/or repairs as I have authorized the Dealer to perform until such time as I have made payment for the rental charges hereby incurred, as well as the charges for such service and/or repairs.

While operating said car: (a) I will not permit more than five (5) passengers therein; (b) I will not engage in any race or speed test or contest; (c) I will not propel or tow any trailer or other vehicle; (d) I will not use the same for an illegal purpose or in violation of any City ordinance of State or Federal law and I shall be responsible for any violation thereof or of any of the terms and conditions hereof.

I will be responsible for and pay any parking violation incurred while this car is in my custody.

I will not assign, sublet or loan said car to any third person.

I agree to confine the use of this car to the state in which dealership is located.

If repairs become necessary while said car is in my possession, I will communicate with Dealer promptly and follow explicitly all instructions given.

I agree to pay to Dealer a sum equal to the cost of repair of all damages to said car incurred during the rental period thereof.

All repairs or replacements shall be made at standard retail prices.

I understand there is no bodily injury or property damage liability insurance coverage provided by Dealer under this contract and I hereby certify that I currently maintain in force bodily injury and property damage liability insurance with respect to my presently owned automobile in an amount equal to or greater than that required by law.

I certify that the insurance coverages as checked below are now in force on my presently owned automobile (Check those applicable).

☒ Comprehensive Damage Coverage with \$ _____ Deductible

☒ Liability and Property Damage:

I hereby certify that my Liability and Property Damage Insurance coverage is at least the minimum amount required by law.

The name of my insurance company(s) is as follows:

AAA - Policy # _____

NAME OF COMPANY

NAME AND ADDRESS OF AGENT

COMPUTATION OF RATE CHARGED

RATES ARE BASED ON 24 HOUR DAYS OR FRACTION THEREOF

DATE AND TIME OUT 8-4-14

DATE AND TIME RETURNED

TOTAL RENTAL DAYS

MILEAGE IN

MILEAGE OUT 3152

TOTAL MILEAGE

_____ MILES @ _____

_____ DAYS @ _____

TOTAL MILES AND DAYS CHARGES

MISC. CHARGES

TOTAL CHARGES

In case of accident, I agree to make, sign and deliver, as soon as possible, a detailed report of the same to Dealer, giving all information pertaining thereto including a description and the cause of the accident, the name(s) of the other driver(s) involved, the name(s) of the person(s) injured, the extent of injuries, and the nature of the physical damage sustained. I agree to obtain, if physically possible, the names and addresses of all witnesses to the same.

Upon learning that a defect or dangerous condition exists in said car, I agree not to drive it, nor permit said car to be driven, until after said defect or dangerous condition is remedied.

Since this rental service is designed for the accommodation of the customers of Dealer, said car must be returned as set forth in this Agreement.

I agree to assume the cost of all gasoline and oil which I may purchase during the rental period.

CAR MUST BE RETURNED BETWEEN 8 A.M. AND 5 P.M. MONDAY THRU FRIDAY

SIGNATURE

CUSTOMER'S SIGNATURE

SIGNED

AUTHORIZED DEALER REPRESENTATIVE

R.O. NO. 29447

AMT. \$ 0 ☐ MAINTENANCE ☐ BODY ☐ MAJOR REPAIR ☐ WARRANTY ☐ REG. ☐ NEW

2740 E. Jensen
Fresno, Ca 93706
CA Ph. 1-800-237-9159

Lamona Towing
Service Inc.

Since 1967

INVOICE NO.

206911

FED. TAX ID#
77-0294881
CA# 71611

24 HOUR TOWING & TRANSPORT

DATE IN 7.17.14 DATE OUT _____

ACCOUNT BILLING AAA

NAME [REDACTED]

ADDRESS [REDACTED]

CITY Belmont CA PHONE [REDACTED]

YEAR/MAKE & MODEL 2002 Chevy CAMARO LICENSE NO. [REDACTED]

COLOR BLUE P.O. NUMBER _____ REQUESTED BY _____

LOCATION OF CALL 2115 Korn St Fresno CA

TAKEN TO _____

TOWING

☒ LIGHT ☐ MEDIUM ☐ HEAVY ☐ CAR CARRIER

☐ HOURLY _____ HOURS @ _____

☐ OVERMILEAGE _____ MILES @ _____

☐ STORAGE _____ DAYS @ _____

☐ ROAD SERVICE ☐ LOCK OUT ☐ JUMP START

☐ FLAT ☐ NO START ☒ OTHER ☐ DOLLIES

FUEL - 2 GALLONS 8.00

TIME IN _____ MILEAGE START _____ DRIVER Eli 7820

TIME OUT _____ MILEAGE ENDING _____ RELEASED BY _____

TIME _____ MILES _____ TOTAL \$ 8.00

I, THE UNDERSIGNED, DO HEREBY CERTIFY THAT I AM LEGALLY AUTHORIZED AND ENTITLED TO TAKE POSSESSION OF THE VEHICLE DESCRIBED ABOVE AND ALL PERSONAL PROPERTY THEREIN. TERMS: NET 30 SERVICE CHARGE OF 18% PER ANNUM (1% PER MONTH) CHARGED ON OVER DUE ACCOUNTS. UPON REQUEST YOU ARE ENTITLED TO RECEIVE A COPY OF THE TOWING FEES AND ACCESS NOTICE.

Signed [REDACTED]



FRESNO BUDGET TOWING INC

4066 E Church Ave

Fresno, CA 93725

Phone (559) 251-1923

CA #149186

ROAD SERVICE

TIME OF CALL A.M. P.M.	DATE IN 7/17	DATE OUT	TIME START 12:00 P.M.	TIME FINISH A.M. P.M.	REQUESTED BY owner	P.O./CASE #	OFFICER NAME
NAME [REDACTED]		PHONE #					
ADDRESS [REDACTED]							
CITY Selma					STATE CA	ZIP	
YEAR 02	MAKE/MODEL Chevrolet Camaro		COLOR Blue	ODOMETER	DRIVER		
MARKER PLATE #		STATE	VIN #	REGISTERED OWNER			
LOCATION OF VEHICLE CA-41 / Shields							
TOWED TO 1028 Academy Ave. Sanger							
INSPECTED BY INSURANCE CO.		APPRAISER NAME		DATE	DRIVER		
RELEASED BY		DATE	PHONE #				
REASON FOR TOW ☐ ACCIDENT ☒ BREAK DOWN ☐ ABANDONED ☐ UNREGISTERED ☐ NO START ☐ OUT OF GAS ☐ FLAT-TIRE ☐ FIRE LANE ☐ LOCK OUT ☐ NO TRESPASS ☐ TOW ZONE ☐ ARREST ☐ STOLEN ☐ IMPOUNDED ☐ SNOW REMOVAL ☐		TYPE OF TOW ☐ SLING/HOIST ☒ FLAT BED/RAMP ☐ WHEEL LIFT ☐		PERSONAL'S TAKEN BY DATE PHONE#			
SPECIAL EQUIPMENT USED ☒ WINCH ☐ FLARES ☐ DOLLIES ☐ SCOTCH BLOCKS ☐ RAMPS ☐ ☐ SNATCH BLOCKS ☐		TOWED PER ORDER OF ☐ STATE POLICE ☐ LOCAL POLICE ☒ OWNER OF A CAR ☐ DEALER		VEHICLE STORAGE TIME FROM TO DAYS @ \$			
		OTHER SERVICES ☐ SWEEP ☐ FIRST AID ☐ REMOVE AXLE ☐ SECURE LOOSE PARTS		INDICATE DAMAGED AREA(S) ON VEHICLE:  KEYS LEFT Y N RADIO Y N			
METHOD OF PAYMENT ☐ CASH ☒ CHECK DRIVER'S LIC. # ☐  ☐  ☐  EXP. DATE CREDIT CARD # AUTHORIZED SIGN X		LABOR TIME FINISH START TOTAL		MILEAGE FINISH START TOTAL			
		EXTRA PERSON FINISH START TOTAL		TOWING CHARGE MILEAGE LABOR EXTRA PERSON SPECIAL EQUIPMENT STORAGE SUBTOTAL TAX TOTAL 130			
		DRIVER # 33 TRUCK # 04		TOTAL 130			

We cannot be responsible for damages caused by faulty tires, bumper brackets, etc. This company assumes no responsibility for loss or damage by theft, fire or any other cause beyond our control, to any vehicle placed with them for storage or repair.

© 2011 GHC Specialty Brands, LLC.

THANK YOU!

PRODUCT 8760-3

80338



AAA Northern California, Nevada & Utah

PO Box 24502
Oakland, CA 94623-2450

07/18/2014

[REDACTED]
Selma, CA [REDACTED]

Dear [REDACTED]

Thank you for being a loyal AAA Member with us for 9 years. This is a courtesy reminder about your Emergency Road Service benefit. We know that vehicle trouble is often unavoidable and that breakdowns are always inconvenient. That's why we strive to offer our Members the best Emergency Road Service available, anytime, anywhere.

Each AAA Member is entitled to up to four (4) service calls per membership year. This applies separately to each member - up to four service calls for the Primary Member and for each Associate on the membership.

Our records indicate three (3) service calls have been used on your membership, leaving one (1) service call remaining in your membership year which expires on 08/03/2014.

Mbr#	Name	Call#	Date	Location	Problem
65098402	[REDACTED]	308	07/17/2014	CA-41 N/E SHIELDS A	Tow
65098402	[REDACTED]	891	07/17/2014	CA-99 N/BECKWITH RO	Tow
65098402	[REDACTED]	32305	07/17/2014	2115 KERN STREET/VAN	Fuel

Rest assured, we'll ensure reliable service is available to you. After your fourth service call, we will connect you to our local AAA Service Provider, who will arrange service at standard commercial rates.

Avoid inconvenient breakdowns and save on car care:

- AAA Approved Auto Repair - Keep your car in good condition at one of more than 500 Approved Auto Repair facilities that meet AAA strict quality standards.
- Big O Tires Discount - AAA Members can save on new tires and get a free tire rotation on most vehicles at participating stores.
- AAA Mobile Battery Replacement Service - Our drivers carry new batteries for most vehicles...you can buy the battery directly from our driver who will install it on the spot!

Visit AAA.com today to learn more about these and other benefits designed to help you get where you are going safely and reliably.

We value your membership and look forward to serving you for many years to come. If you have any questions, please call our Customer Service Team at (800)272-2877.

Your fellow AAA member,

Buck Lucas
Vice President
Automotive Services

* GM recall - Ignition key
camaro 2002

switch recall

owner Sequoia Chevrolet.

Mr. Dority

manager of service department
Garry Park

Called Federal Trade Commission
on 07-21-14 (filed claim) ^{complaint}
1-877-382-4357

* reference # 54923610

FTC.GOV

Called National Highway Traffic
Safety Administration on
07-21-14 (NHTSA)

complaint # 10615109

1-888-327-4236

SAFERCAR.GOV

Reference # 670077
8-20-14



REEVES ENTERPRISES, INC.
24 HOUR TOW SERVICE
SCENIC TOWING & AUTO CARE
229 BANGS AVENUE • MODESTO, CA 95356
(209) 529-5698



MIKE'S TOW SERVICE
(209) 524-9622

Overnight AAA

NAME		DATE	
[REDACTED]		7.17.14	
ADDRESS		ZIP	
HOME PHONE		P.O. #	
LIC. #		YEAR	
[REDACTED]		02	
MAKE / MODEL / COLOR		Chevy Corrado 3/0	
ODOM #		VIN	
85133		291FP22K222	
CALL TIME		LOCATION	
1800		N. 99 / Beckwith	
CALL #		MOD	
891			
TIME ON SCENE		TOWED TO:	
1820		[REDACTED]	
MILEAGE FINISH		Selma CA	
392695			
MILEAGE START			
392579			
MILEAGE TOTAL			
116-5=111			
☐ MEDIUM DUTY		TOWING	
☐ FLAT TIRE		DOLLY	
☐ WHEEL LIFT		LABOR	
☒ FLAT BED / RAMP		ADD'L TOWING	
☐ WRECK		STORAGE	
☐ START		MILEAGE	
☐ RECOVERY		777.00	
☐ LOCK OUT		ADVANCE PAY OUT	
Auth # [REDACTED]		LIEN	
		155.00	
		TOTAL	
		777.00	
		CHECK NO.	
		CASH	
		CHARGE	
		X	
		X	

Upon request, you are entitled to receive a copy of the Towing Fees and Access Notice

CA 140532

202309

MPC 17201 (10/05)

AutoZone 53174031 N MARKS AV
FRESNO, CA
(559) 229-6515

#491248 I-E3369M 375.99 P

I-E3369M

Airtex Fuel Pump, EA

SUBTOTAL 375.99

TOTAL TAX @ 8.225% 30.93

TOTAL 406.92

XXXXXXXXXX DEBIT 406.92

APPROVAL #

REG #01 CSR #28 RECEIPT #211297

STR. TRANS #118652

STORE #5317

DATE 08/05/2014 15:05

OF ITEMS SOLD 1



* 5317118652

PERSONAL WARRANTY INFORMATION

2002 Chevrolet Camaro
Item: 491248 I-E3369M FUEL PUMP MODU
LIMITED LIFETIME WARRANTY PERIOD**Limited Warranty**

If a part fails during the warranty period shown on this receipt, bring the part to any AutoZone store and you will receive a replacement or refund.

Warranty excludes damage caused by misuse, abuse, other faulty parts, improper installation or off-road, commercial or marine use. Warranties on replacement parts cover the unused portion of the original warranty or 90 days, whichever is longer. Warranties expire when you sell your vehicle.

THIS LIMITED WARRANTY REPRESENTS THE TOTAL LIABILITY OF AUTOZONE, FOR ANY PART OR PRODUCT. AUTOZONE MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

AUTOZONE SHALL NOT BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES.

Some states do not allow limitations on how long an implied warranty lasts, or exclusion or limitation on incidental or consequential damages, so the above limitations may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Take a survey for a chance to win \$10000

at www.autozonecares.com

or by calling 1-800-598-8943.

No purchase necessary. Ends 08/31/14.

Subject to full official rules at www.autozonecares.com**Ref No:****5317-118652-140805-3**

Llena esta encuesta visitando www.autozonecares.com o llamando al 1-800-598-8943 para tener oportunidad de ganar \$10,000.

No es necesario efectuar una compra. Termina el 08/31/14. Sujeto a las reglas oficiales en el sitio www.autozonecares.com

Ref No:**5317-118652-140805-3**

2002 CAMARO 2-DOOR COUPE

3.8 LITER SFI V6 ENGINE

AUTOMATIC TRANS. W/OVERDRIVE

EXTERIOR NAVY BLUE METALLIC

INTERIOR MEDIUM GRAY CLOTH BUCKET

CHEVROLET  WE'LL BE THERE™

Division of General Motors Corporation



MANUFACTURER'S SUGGESTED RETAIL PRICE

STANDARD EQUIPMENT

Items Featured Below are included at NO EXTRA CHARGE in the Standard Vehicle Price Shown at Right

POWERTRAIN / MECH:

- 3800 SERIES 200 HP V6 ENGINE
- 16" SILVER CAST ALUMINUM WHLS
- P235/55R16 BSW TOURING TIRES
- DECARBON MONOTUBE SHOCKS
- PWR 4-WHEEL DISC BRAKES W/ABS
- POWER RACK & PINION STEERING
- STAINLESS STEEL EXHAUST
- GM OIL LIFE MONITOR SYSTEM

SAFETY / SECURITY:

- DRIVER & FRONT PASS. AIRBAGS
- 4-WHEEL ANTI-LOCK BRAKE SYS.
- 3-POINT SAFETY BELT SYSTEM- FRONT AND REAR SEAT POSITIONS
- PASS-KEY II THEFT-DETERRENT SYSTEM WITH STARTER INTERRUPT
- DAYTIME RUNNING LAMPS

EXTERIOR:

- BASE COAT/CLEAR COAT PAINT
- BODY CLD ROOF & SPORT MIRRORS
- LH REMOTE, RH MANUAL

- COMPOSITE PANELS-DOORS, TOP, FRONT FENDERS, BUMPERS, HATCH
- 5 MPH FRONT & REAR BUMPERS

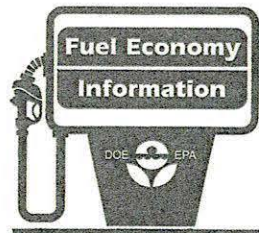
INTERIOR:

- AIR CONDITIONING
- AM/FM STEREO WITH CD PLAYER AND 4 SPEAKER SYSTEM
- COMFORTILT STEERING WHEEL
- 4-WAY MANUAL SEAT ADJ. (DR)
- FOLDING REAR SEAT
- FULL ANALOG GAGE CLUSTER
- LOW OIL-LEVEL INDICATOR
- FULL CENTER CONSOLE
- INTERMITTENT WIPER SYSTEM
- LH & RH COVERED VISOR MIRRORS
- REAR CARGO CLOSEOUT PANEL
- FRONT AND REAR FLOOR MATS
- SOLAR RAY TINTED GLASS

Compare this vehicle to others in the **FREE FUEL ECONOMY GUIDE** available at the dealer.

CITY MPG

19



HIGHWAY MPG

30

Actual mileage will vary with options, driving conditions, driving habits and vehicle condition. Results reported to EPA indicate that the majority of vehicles with these estimates will achieve between

16 and 22 mpg in the city and between 25 and 35 mpg on the highway.

2002 CAMARO
3.8 LITER V6 ENGINE
FUEL INJECTION, AUTOMATIC
4 SPD ELECTRONIC TRANS
CATALYST, FEEDBACK FUEL SYSTEM

ESTIMATED ANNUAL FUEL COST: \$979

For comparison shopping, all vehicles classified as SUBCOMPACT have been issued mileage ratings ranging from 11 to 42 mpg city and 16 to 49 mpg highway.

FKA

STANDARD VEHICLE PRICE

\$18,415.00

Options Installed by Manufacturer

CAMARO COUPE PREFERRED EQUIP GROUP INCLUDES:

1,170.00

- ELEC SPEED CONTROL W/RESUME
- REMOTE HATCH RELEASE
- FOG LAMPS
- POWER DOOR LOCK SYSTEM
- POWER WINDOWS
- MIRROR TWIN REMOTE ELECTRIC
- REMOTE KEYLESS ENTRY
- THEFT DETERRENT ALARM SYSTEM

SPORT APPEARANCE PACKAGE

1,345.00

(FRONT FASCIA EXTENSION ROCKER MOLDINGS, SPOILER EXTENSION, REAR FASCIA MOLDING)

REMOVABLE ROOF PANELS W/LOCKS

995.00

AUTOMATIC TRANS. W/OVERDRIVE

815.00

MONSOON PREMIUM SOUND SYSTEM WITH 8 SPEAKERS AND AUXILIARY AMPLIFIER

350.00

(BASE SYSTEM Z28 & L LEVEL ON BASE COUPE)

SIX-WAY POWER DRIVER SEAT

270.00

ELECTRIC REAR WINDOW DEFROSTER

170.00

BODY SIDE MOLDINGS

60.00

3.42 RATIO REAR AXLE

NO CHARGE

50-STATE LOW EMISSION VEHICLE

NO CHARGE

NAVY BLUE BODY SIDE MOLDING

NO CHARGE

TOTAL OPTIONS

5,175.00

TOTAL VEHICLE & OPTIONS

\$23,590.00

DESTINATION CHARGE

600.00

TOTAL VEHICLE PRICE*

\$24,190.00

DEALER TO WHOM DELIVERED SEQUOIA CHEVROLET COMPANY
1028 ACADEMY
SANGER CA 93657

FINAL ASSEMBLY STE THERESE, PQ

VIN 2G1FP22K222

ORDER NO FDTHHS
MODEL NO 1FP87
SALES CODE E
DEALER NO 06-530

This label has been applied pursuant to Federal law—Do not remove prior to delivery to the ultimate purchaser. *Includes Manufacturer's Recommended Pre-Delivery Service. Does not include dealer installed options and accessories, local taxes or license fees.
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PH
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