



ATTORNEY GENERAL OF MISSOURI

JEFFERSON CITY

65102

CHRIS KOSTER  
ATTORNEY GENERAL

P.O.Box 899  
(573) 751-3321

July 14, 2014

CL-10618562-9058

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

[REDACTED]  
Cape Girardeau, MO [REDACTED]

RE: Complaint No. CF-2014-07063

Coad Chevrolet

JUL 28 2014

Dear [REDACTED]

Thank you for contacting The Missouri Attorney General's Consumer Complaint Unit. I reviewed your complaint carefully and determined that it does not generally fall within the scope of matters handled by the Complaint Unit.

I have forwarded your complaint to the NHTSA Headquarters, 1200 New Jersey Av, SE, West Bld, Washington, DC 20590.

Should you require assistance in the future, please contact the Consumer Protection Hotline at 1-800-392-8222 or visit our web site at [www.ago.mo.gov](http://www.ago.mo.gov).

Sincerely,

CHRIS KOSTER  
Attorney General

*Kelly Maddox*

Kelly Maddox  
Consumer Advocate  
Consumer Protection Division

NM  
8114  
SMD

# Consumer Complaint Form



RETURN TO: Attorney General's Office  
Consumer Protection Unit, PO Box 899  
Jefferson City, MO 65102

Missouri Attorney General  
Chris Koster

Phone: 800-392-8222  
Web: www.ago.mo.gov

## CONSUMER INFORMATION

NAME [REDACTED]  
ADDRESS [REDACTED]  
Cape Girardeau MO [REDACTED]  
COUNTY Cape Girardeau  
HOME PHONE [REDACTED]  
WORK PHONE [REDACTED]  
E-MAIL [REDACTED]

## COMPANY INFORMATION

NAME Coad Chevrolet  
CONTACT [REDACTED]  
ADDRESS 517 S. Kingshighway  
Cape Girardeau MO 63703  
COUNTY Cape Girardeau  
PHONE 573-290-2099  
WEBSITE [REDACTED]  
E-MAIL [REDACTED]

## TRANSACTION INFORMATION

DATE OF TRANSACTION/PURCHASE                      AMOUNT PAID \$0.00                      PAYMENT METHOD Other

HOW AND WHERE DID YOU LEARN ABOUT PRODUCT OR SERVICE?

Television, newspaper

DID YOU SIGN A CONTRACT, WARRANTY AGREEMENT OR SIMILAR PAPERS?      No

BRIEFLY EXPLAIN YOUR COMPLAINT

I purchased a 2005 Chevrolet Equinox, new, from them and the ignition has given me trouble long before the warranty ran out. The last time they looked at it, I was told that something is wrong with it, but we don't know how to fi it. The key can be removed while the engine is running and I understand that is part of the problems that are being recalled by GM. However, this model is not part of the recall and I feel it should be fixed.

WHAT ACTION HAVE YOU TAKEN TO RESOLVE THIS COMPLAINT?

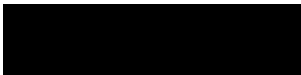
Contacted Coad and GM

HOW DO YOU WANT THIS COMPLAINT RESOLVED?

Repair -

HAVE YOU BEEN SUED OR FILED A LAWSUIT ABOUT THIS COMPLAINT?      No

NAME OF ANY AGENCY CONTACTED



CF-2014-07063

MAY 15 2014

MO. ATTORNEY GENERAL

Consumer complaint 2014 07063

I have looked through all the papers I have and these are all that I have.

Some of the occasions when I had problems with this car, all I was charged for was the towing and I turned this bill in to my insurance company for reimbursement.

The last time I took the car in, I was able to get it started with the help of a friend who was strong enough to force the key to turn in the ignition. I took it to Brennecke Chevrolet and they did not write a ticket since all they did was squirt WD-40 into the cylinder. At that time, Mrs. Horst told me that the car would continue to run after removing the key, and when I asked if this could cause problems, was told to "just be careful. We know something is wrong with it, but don't know how to fix it."

Much of the information I was given regarding the ongoing problems with the ignition on this car was merely told to me with no written record. On one occasion, I was told that the dealership had received information that there were a number of problems with this ignition and they were to lubricate the cylinder whenever the autos were in for other maintenance.

As you can tell from the dates and mileage listed on the papers I have included, you can tell that this problem started while under warranty.

When I inquired about possible recall on this problem, I was told that my car was not one of the models included in the recall, but I could call GM. Mrs. Horst gave me a toll free number. When I called that number and spoke to a representative named "June", I was told that if I wanted to take it in for repair I could, but would have to pay for it.

I am just tired of the run-around. I do not want money, but repair to my car at GM expense. I also feel that if I am having problems with this, other Equinox owners are experiencing the same thing. It seems to me that this is part of the larger problem GM is having and these should be included in the recall.

Thank you,

[REDACTED]  
Cape Girardeau, MO [REDACTED]  
[REDACTED]



**BRENNECKE CHEVROLET CO.**  
 700 East Jackson Blvd. • 573-243-3521  
 JACKSON, MO 63755

CUSTOMER NO. <b>1533</b>	ADVISOR <b>VICTORIA GOODIN</b>	TAG NO. <b>716 6916</b>	INVOICE DATE <b>07/15/10</b>	INVOICE NO. <b>C2CS507267</b>
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>71,146</b>	COLOR <b>SANDSTONE M</b>
CAPE GIRARDEAU, MO [REDACTED]	YEAR / MAKE / MODEL <b>05/CHEVROLET TRUCK/EQUINOX/EQUINOX 2</b>	DELIVERY DATE <b>05/31/05</b>	DELIVERY MILES <b>221</b>	STOCK NO.
	VEHICLE I.D. NO. <b>2 C N D L 6 3 F 4 5 6</b>	SELLING DEALER NO.	PRODUCTION DATE	
RESIDENCE PHONE	F.T.E. NO.	P.O. NO.	R.O. DATE <b>07/14/10</b>	
	COMMENTS <b>E# LNJ 3.4L SFI</b>			

MO: 71146

**TOTALS**

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

TOTAL LABOR..... 0.00  
 TOTAL PARTS..... 30.84  
 TOTAL SUBLET... 0.00  
 TOTAL G.O.G.... 0.00  
 TOTAL MISC CHG. 0.00  
 TOTAL MISC DISC 0.00  
 TOTAL TAX..... 2.07  
**TOTAL INVOICE \$ 32.91**

WE APPRECIATE YOUR BUSINESS AND HOPE YOU HAD A PLEASANT VISIT! YOU MAY BE RECEIVING A SURVEY FROM GM REGARDING YOUR SERVICE EXPERIENCE TODAY. PLEASE TAKE A MOMENT TO REVIEW AND RETURN THIS SURVEY 100% COMPLETELY SATISFIED. IF FOR ANY REASON YOU CANNOT RETURN THIS SURVEY 100% COMPLETELY SATISFIED, CONTACT GREGORY KENNARD @ 573-243-3521. THANKS!!!

CUSTOMER SIGNATURE

[REDACTED] ID  
 7-16-10

**COAD CHEVROLET, INC.**  
 517 S. Kingshighway  
 CAPE GIRARDEAU, MO 63703  
 Phone (573) 335-5581

**COAD CHEVROLET**  
**PONTIAC-BUICK-CADILLAC, INC.**  
 2525 East Vienna  
 ANNA, IL 62906  
 Phone (618) 833-2166

**BRENNECKE CHEVROLET, INC.**  
 700 East Jackson Blvd.  
 JACKSON, MO 63755  
 Phone (573) 243-3521

**COAD TOYOTA**  
 357 Siemers Dr.  
 CAPE GIRARDEAU, MO 63703  
 Phone (573) 335-2927

You can now schedule service appointments and oil changes on-line at [www.Brenneckechevrolet.com](http://www.Brenneckechevrolet.com) 24/7 [coadfamilyofdealerships.com](http://coadfamilyofdealerships.com)

**DISCLAIMER OF WARRANTIES**  
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**12 MONTH/12,000 MILE WARRANTY ON ALL GM-TOYOTA PARTS INSTALLED IN OUR SERVICE DEPARTMENT.**

**THANK YOU**



**BRENNECKE CHEVROLET CO.**  
 700 East Jackson Blvd. • 573-243-3521  
 JACKSON, MO 63755

CUSTOMER NO. <b>1533</b>	ADVISOR <b>VICTORIA GOODIN</b>	TAG NO. <b>716 6916</b>	INVOICE DATE <b>07/15/10</b>	INVOICE NO. <b>C2CS507267</b>
	LABOR RATE	LICENSE NO.	MILEAGE <b>71,146</b>	COLOR <b>SANDSTONE M</b>
	YEAR / MAKE / MODEL <b>05/CHEVROLET TRUCK/EQUINOX/EQUINOX 2</b>	DELIVERY DATE <b>05/31/05</b>	DELIVERY MILES <b>221</b>	
CAPE GIRARDEAU, MO	VEHICLE I.D. NO. <b>2 C N D L 6 3 F 4 5 6</b>	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>07/14/10</b>	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS <b>E# LNJ 3.4L SFI</b>	MO: 71146	

**JOB# 1 CHARGES**

LABOR  
 # 1 52CVZ07 INSTRUMENT CLUSTER TECH(S):9335 0.00  
 C/S THE KEY WILL NOT COME OUT OF THE IGNITION. SEE HISTORY.  
 CK & ADVISE  
 IGNITION KEY IS WORN BADLY AND WILL NOT TRIP TUMBLERS  
 CORRECTLY.  
 REPLACED IGNITION KEY.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	PRICE
	1	19120647	KEY 2.187	30.84	30.84
TOTAL - PARTS					30.84

**JOB# 1 TOTALS** PARTS 30.84

**JOB# 1 JOURNAL PREFIX C2CS JOB# 1 TOTAL** 30.84

**JOB# 2 CHARGES**

LABOR  
 # 2 70CVZ03 RENTAL TECH(S):9335 WARRANTY  
 CUSTOMER NEEDED UNIT TOWED TO DEALERSHIP  
 NO START  
 KEY WORN NOT MAKING CONTACT WITH TUMBLERS

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	WARRANTY
	233567	36465	07/14/10	TOW	0.00
TOTAL - SUBLET					0.00

**JOB# 2 TOTALS** 0.00

**JOB# 2 JOURNAL PREFIX C2CS JOB# 2 TOTAL** 0.00

ESTIMATE  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
 ORIGINAL ESTIMATE OF \$33.00 (+TAX)

**COAD CHEVROLET, INC.**  
 517 S. Kingshighway  
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 Phone (573) 335-5581

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 PONTIAC-BUICK-CADILLAC, INC.**  
 2525 East Vienna  
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 Phone (618) 833-2166

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 24/7  
[coadfamilyofdealerships.com](http://coadfamilyofdealerships.com)

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**12 MONTH/12,000 MILE WARRANTY ON ALL GM-TOYOTA PARTS INSTALLED IN OUR SERVICE DEPARTMENT**

**THANK YOU**

The Reynolds and Reynolds Company ERAZPRIVE GCB160910 (06/07)



**BRENNECKE CHEVROLET CO.**  
 700 East Jackson Blvd. • 573-243-3521  
 JACKSON, MO 63755

CUSTOMER NO. <b>1533</b>	ADVISOR <b>THERESA HORST</b>	TAG NO. <b>9966 6916</b>	INVOICE DATE <b>06/17/10</b>	INVOICE NO. <b>C2CS504814</b>
	LABOR RATE	LICENSE NO.	MILEAGE <b>70,526</b>	COLOR <b>SANDSTONE M</b>
	YEAR / MAKE / MODEL <b>05/CHEVROLET TRUCK/EQUINOX/EQUINOX 2</b>		DELIVERY DATE <b>05/31/05</b>	STOCK NO. <b>J8140</b>
CAPE GIRARDEAU, MO	VEHICLE I.D. NO. <b>2 C N D L 6 3 F 4 5 6</b>		SELLING DEALER NO.	DELIVERY MILES <b>221</b>
	F.T.E. NO.	F.O. NO.	R.O. DATE <b>06/16/10</b>	PRODUCTION DATE

RESIDENCE PHONE: [REDACTED] BUSINESS PHONE: [REDACTED] COMMENTS: **E# LNJ 3.4L SFI** MO: 70526

**JOB# 1 CHARGES**

LABOR  
 # 1 04CVZ FREE JACK SALES LOF TECH(S): 9335 INTERNAL  
 CUSTOMER REQUEST FREE LIFETIME OIL CHANGE DUE BY TIME AND MILES, REGULAR SCHEDULED MAINTAINANCE DRAIN OIL, CHANGE FILTER, LUBE CHASSIS, REFILL OIL, CHECK BELTS, HOSES, FLUIDS, LIGHTS, AND TIRE PRESSURE/WEAR.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	19210284	FILTER 1.836		INTERNAL
				TOTAL - PARTS	0.00

SUBLET  
 PO# 232173 VEND INV# 06/16/10 INV. DATE DESCRIPTION TOW IN TOTAL - SUBLET WARRANTY 0.00

G.O.G. & SUPPLIES  
 4.5 OIL 10W30 FREE LOF-JACK @ /UNIT TOTAL - GOG INTERNAL 0.00

MISC  
 CODE DESCRIPTION CONTROL NO  
 FLOF ENVIRONMENTAL WASTE INTERNAL  
 FL FREE LOF/CNTL LOF INTERNAL  
 TOTAL - MISC 0.00

**COAD CHEVROLET, INC.**  
 517 S. Kingshighway  
 CAPE GIRARDEAU, MO 63703  
 Phone (573) 335-5581

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 2525 East Vierina  
 ANNA, IL 62906  
 Phone (618) 833-2166

**BRENNECKE CHEVROLET, INC.**  
 700 East Jackson Blvd.  
 JACKSON, MO 63755  
 Phone (573) 243-3521

**COAD TOYOTA**  
 357 Siemens Dr.  
 CAPE GIRARDEAU, MO 63703  
 Phone (573) 335-2927

**JOB# 1 TOTALS**

**JOB# 2 CHARGES**

JOB# 1 JOURNAL PREFIX C2CS JOB# 1 TOTAL 0.00

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LABOR  
 # 2 51CVZ05 HEADLIGHTS TECH(S): 9335 15.00  
 CUSTOMER STATES INDICATOR ON DASH FOR HEADLAMPS IS NOT WORKING. CUSTOMER HAS NOTICED THE HEADLAMPS THEMSELVES DO NOT COME ON. DRIVERS SIDE LOW BEAM HEADLIGHT BULB BURNT OUT. REMOVED AND REPLACED DRIVERS SIDE LOW BEAM HEADLIGHT BULB.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	16524431	BULB, HDLP 2.727	29.18	
				TOTAL - PARTS	29.18

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**JOB# 2 TOTALS**

LABOR PARTS 15.00 29.18

**JOB# 3 CHARGES**

JOB# 2 JOURNAL PREFIX C2CS JOB# 2 TOTAL 44.18

**12 MONTH/12,000 MILE WARRANTY ON ALL GM-TOYOTA PARTS INSTALLED IN OUR SERVICE DEPARTMENT**

LABOR  
 # 3 50CVZ03 NO CRANK TECH(S): 9335 WARRANTY

**THANK YOU**

The Reynolds and Reynolds Company EPALZHWVE 0051691 0 (08/07)



**BRENNECKE CHEVROLET CO.**  
 700 East Jackson Blvd. • 573-243-3521  
 JACKSON, MO 63755

CUSTOMER NO. <b>1533</b>	ADVISOR <b>THERESA HORST</b>	9966	TAG NO. <b>6916</b>	INVOICE DATE <b>06/17/10</b>	INVOICE NO. <b>C2CS504814</b>
	LABOR RATE	LICENSE NO.	MILEAGE <b>70,526</b>	COLOR <b>SANDSTONE M</b>	STOCK NO. <b>J8140</b>
	YEAR/MAKE/MODEL <b>05/CHEVROLET TRUCK/EQUINOX/EQUINOX 2</b>			DELIVERY DATE <b>05/31/05</b>	DELIVERY MILES <b>221</b>
CAPE GIRARDEAU, MO	VEHICLE I.D. NO. <b>Z C N D L 6 3 F 4 5 6</b>			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		F.O. NO.	R.O. DATE <b>06/16/10</b>	
RESIDENTIAL PHONE	BUSINESS PHONE	COMMENTS <b>E# LNJ 3.4L SFI</b>		MO: 70526	

CUSTOMER STATES ENGINE WILL NOT START NO CRANK NO CLICK.  
 TRIED TO YANK ON STEERING WHEEL TO LET KEY RELEASE BUT  
 THAT DID NOT WORK. USE TO BE TO WIGGLE IGNITION AND IT  
 WOULD START THAT IS NOT WORKING ANYMORE.  
 PROBLEM INTERNAL IN IGNITION CYLINDER TUMBLERS.IGNITION  
 CYLINDER WILL NOT TURN.  
 REMOVED AND REPLACED IGNITION CYLINDER.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	19120481	CYLINDER 2.188		0.00
TOTAL - PARTS					0.00

JOB# 3 TOTALS			JOB# 3 JOURNAL PREFIX C2CS	JOB# 3 TOTAL	0.00
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MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	C2	ENVIRONMENTAL WASTE DISPOSAL		1.50
TOTAL - MISC				1.50

ESTIMATE  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
 ORIGINAL ESTIMATE OF \$50.00 (+TAX)

COMMENTS  
 EMPP COVERAGE.

TOTALS

*****		TOTAL LABOR....	15.00
* [ ] CASH [ ] CHECK CK NO. [ ] *		TOTAL PARTS....	29.18
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *		TOTAL SUBLET....	0.00
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE *		TOTAL G.O.G....	0.00
*****		TOTAL MISC CHG.	1.50
		TOTAL MISC DISC	0.00
		TOTAL TAX.....	2.06
		<b>TOTAL INVOICE \$</b>	<b>47.74</b>

WE APPRECIATE YOUR BUSINESS AND HOPE YOU HAD A PLEASANT  
 VISIT! YOU MAY BE RECEIVING A SURVEY FROM GM REGARDING YOUR  
 SERVICE EXPERIENCE TODAY. PLEASE TAKE A MOMENT TO REVIEW AND  
 RETURN THIS SURVEY 100% COMPLETELY SATISFIED. IF FOR ANY  
 REASON YOU CANNOT RETURN THIS SURVEY 100% COMPLETELY  
 SATISFIED, CONTACT GREGORY KENNARD @ 573-243-3521. THANKS!!!

CUSTOMER SIGNATURE

**COAD CHEVROLET, INC.**  
 517 S. Kingshighway  
 CAPE GIRARDEAU, MO 63703  
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 ON ALL GM-TOYOTA PARTS INSTALLED  
 IN OUR SERVICE DEPARTMENT.**

**THANK YOU**



BRENNECKE CHEVROLET  
700 EAST JACKSON BLVD  
JACKSON, MO 63755  
(573) 243-3521



CHEVROLET

www.brenneckechevrolet.com

Cape Girardeau, MO		A/R Number:	Invoice Number
Phone (H):	Phone (W):	Customer Number: 1533	<b>548693</b>
Phone (C):	Phone Oth:	PO Number:	Printed: AUG 8 12 11:18 AM
Year/Make/Model: 2005 Chevrolet Equinox		Auth Number:	Copy # 2
VIN: 2CNDL63F4 56		Service Writer: 950	Date Opened: 08/08/12
License Number:	Color:	Estimate Amount: \$	Date Notified: 08/08/12
Stock Number:	Mileage In: 97692	Terms & Conditions:	Date Delivered:
Tag Number: 6916	Mileage Out: 97692	Type of Sale: Retail	
		<b>Customer Signature</b>	

Description	Qty Ord	Qty Del	Price	Ext Total	Grand Total
-------------	---------	---------	-------	-----------	-------------

**1. Customer statement of problem**

CUSTOMER STATES KEY WILL NOT TURN IN THE IGNITION.  
SEE HISTORY OF THIS PROBLEM

*1 - Cause/Action to Take*

50CVZ06 - ignition lock cylinder binding up due to debris inside cylinder housing will need to remove cylinder and clean it and the housing. last repair was at 06-16-10 replaced the lock cylinder 70,526 miles. customer replaced the a key at 07-14-10. gmpp expired at 05-31-11 or 90221.

*1 - Correction/Action Taken*

removed ignition lock cylinder, cleaned it and the ignition lock cylinder housing. installed new lube and reinstalled cylinder to housing. 08-08-12 11:00am customer not happy with answer and will not pay for any repairs. customer will pay for the towing only. shop to cover labor this time only. BRENNECKE is not responsible for further ignition faults or issues. CUSTOMER THREATENED to use a lawyer if she was to pay this visit for repair.

9335

0.00

Sub Total Parts

Internal Work:

**Sublet**

14179 TOW TO SHOP

0.00

**2. Customer statement of problem**

BRENNECKE LIFE TIME FREE LOF...

*1 - Cause/Action to Take*

04CVZ - DUE BY TIME AND MILES, REGULAR SCHEDULED MAINTAINANCE

*1 - Correction/Action Taken*

DRAIN OIL, CHANGE FILTER, LUBE CHASSIS, REFILL OIL, CHECK BELTS, HOSES, FLUIDS, LIGHTS, AND TIRE PRESSURE/WEAR.

9335

0.00

Part Number	Failed	Description
19210284		FILTER

1 1



CHEVROLET

BRENNECKE CHEVROLET  
700 EAST JACKSON BLVD  
JACKSON, MO 63755  
(573) 243-3521

www.brenneckechevrolet.com



CHEVROLET

Page  
2

Cape Girardeau, MO Phone (H): Phone (W): Phone (C): Phone Oth:		A/R Number: Customer Number: 1533 PO Number: Auth Number: Service Writer: 950	Invoice Number <b>548693</b> Printed: AUG 8 12 11:18 AM Copy #: 2 Date Opened: 08/08/12 Date Notified: 08/08/12 Date Delivered:
Year/Make/Model: 2005 Chevrolet Equinox VIN: 2CNDL63F4 56 License Number: Color: Stock Number: Mileage In: 97692 Tag Number: 6916 Mileage Out: 97692		Estimate Amount: \$ Terms & Conditions: Type of Sale: Retail <b>Customer Signature</b>	

Description	Qty	Ord	Qty	Del	Price	Ext Total	Grand Total
5W30 OIL			5	5			
<u>Sub Total Parts</u>							<u>Internal Work</u>
<u>Miscellaneous Charges and Deductions For All Jobs</u>							

Total Labor	0.00
Total Parts	0.00
Total Sublet	0.00
Misc. Chrgs	0.00
Car Rental	0.00
Freight	0.00
Deductible	45.00
Special Tax	0.00
Haz Mat Chrg	0.00
Sales Tax	0.00
<b>AMOUNT DUE</b>	<b>45.00</b>

3885  
8-8-12

MAY 15 2014

MO. ATTORNEY GENERAL

Consumer complaint 2014 07063

I have looked through all the papers I have and these are all that I have.

Some of the occasions when I had problems with this car, all I was charged for was the towing and I turned this bill in to my insurance company for reimbursement.

The last time I took the car in, I was able to get it started with the help of a friend who was strong enough to force the key to turn in the ignition. I took it to Brennecke Chevrolet and they did not write a ticket since all they did was squirt WD-40 into the cylinder. At that time, Mrs. Horst told me that the car would continue to run after removing the key, and when I asked if this could cause problems, was told to "just be careful. We know something is wrong with it, but don't know how to fix it."

Much of the information I was given regarding the ongoing problems with the ignition on this car was merely told to me with no written record. On one occasion, I was told that the dealership had received information that there were a number of problems with this ignition and they were to lubricate the cylinder whenever the autos were in for other maintenance.

As you can tell from the dates and mileage listed on the papers I have included, you can tell that this problem started while under warranty.

When I inquired about possible recall on this problem, I was told that my car was not one of the models included in the recall, but I could call GM. Mrs. Horst gave me a toll free number. When I called that number and spoke to a representative named "June", I was told that if I wanted to take it in for repair I could, but would have to pay for it.

I am just tired of the run-around. I do not want money, but repair to my car at GM expense. I also feel that if I am having problems with this, other Equinox owners are experiencing the same thing. It seems to me that this is part of the larger problem GM is having and these should be included in the recall.

Thank you,

[REDACTED]  
Cape Girardeau, MO [REDACTED]  
[REDACTED]



**BRENNECKE CHEVROLET CO.**  
 700 East Jackson Blvd. • 573-243-3521  
 JACKSON, MO 63755

CUSTOMER NO. <b>1533</b>	ADVISOR <b>VICTORIA GOODIN</b>	TAG NO. <b>716 6916</b>	INVOICE DATE <b>07/15/10</b>	INVOICE NO. <b>C2CS507267</b>
	LABOR RATE	LICENSE NO.	MILEAGE <b>71,146</b>	COLOR <b>SANDSTONE M</b>
YEAR / MAKE / MODEL <b>05/CHEVROLET TRUCK/EQUINOX/EQUINOX 2</b>	VEHICLE I.D. NO. <b>2 CNDL63F456</b>		DELIVERY DATE <b>05/31/05</b>	DELIVERY MILES <b>221</b>
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS <b>E# LNJ 3.4L SFI</b>	SELLING DEALER NO.	PRODUCTION DATE
			R. O. DATE <b>07/14/10</b>	

MO: 71146

TOTALS:

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

TOTAL LABOR.... 0.00  
 TOTAL PARTS.... 30.84  
 TOTAL SUBLET... 0.00  
 TOTAL G.O.G.... 0.00  
 TOTAL MISC CHG. 0.00  
 TOTAL MISC DISC 0.00  
 TOTAL TAX..... 2.07

**TOTAL INVOICE \$ 32.91**

WE APPRECIATE YOUR BUSINESS AND HOPE YOU HAD A PLEASANT VISIT! YOU MAY BE RECEIVING A SURVEY FROM GM REGARDING YOUR SERVICE EXPERIENCE TODAY. PLEASE TAKE A MOMENT TO REVIEW AND RETURN THIS SURVEY 100% COMPLETELY SATISFIED. IF FOR ANY REASON YOU CANNOT RETURN THIS SURVEY 100% COMPLETELY SATISFIED, CONTACT GREGORY KENNARD @ 573-243-3521. THANKS!!!

CUSTOMER SIGNATURE

3728  
 7-16-10

**COAD CHEVROLET, INC.**

517 S. Kingshighway  
 CAPE GIRARDEAU, MO 63703  
 Phone (573) 335-5581

**COAD CHEVROLET  
 PONTIAC-BUICK-CADILLAC, INC.**

2525 East Vienna  
 ANNA, IL 62906  
 Phone (618) 833-2166

**BRENNECKE CHEVROLET, INC.**

700 East Jackson Blvd.  
 JACKSON, MO 63755  
 Phone (573) 243-3521

**COAD TOYOTA**

357 Siemers Dr.  
 CAPE GIRARDEAU, MO 63703  
 Phone (573) 335-2927

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**12 MONTH/12,000 MILE WARRANTY ON ALL GM-TOYOTA PARTS INSTALLED IN OUR SERVICE DEPARTMENT**

**THANK YOU**



**BRENNECKE CHEVROLET CO.**  
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CUSTOMER NO. <b>1533</b>	ADVISOR <b>VICTORIA GOODIN</b>	TAG NO. <b>716 6916</b>	INVOICE DATE <b>07/15/10</b>	INVOICE NO. <b>C2CS507267</b>
	LABOR RATE	LICENSE NO.	MILEAGE <b>71,146</b>	COLOR <b>SANDSTONE M</b>
	YEAR / MAKE / MODEL <b>05/CHEVROLET TRUCK/EQUINOX/EQUINOX 2</b>	DELIVERY DATE <b>05/31/05</b>	DELIVERY MILES <b>221</b>	
CAPE GIRARDEAU, MO	VEHICLE I.D. NO. <b>2 C N D L 6 3 F 4 5 6</b>	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>07/14/10</b>	
	COMMENTS <b>E# LNJ 3.4L SFI</b>			MO: 71146

**JOB# 1 CHARGES**

LABOR  
 # 1 52CVZ07 INSTRUMENT CLUSTER TECH(S):9335 0.00  
 C/S THE KEY WILL NOT COME OUT OF THE IGNITION. SEE HISTORY.  
 CK & ADVISE  
 IGNITION KEY IS WORN BADLY AND WILL NOT TRIP TUMBLERS  
 CORRECTLY.  
 REPLACED IGNITION KEY.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	19120647	KEY 2.187	30.84	30.84
				TOTAL - PARTS	30.84

**JOB# 1 TOTALS** PARTS 30.84

**JOB# 2 CHARGES**

LABOR  
 # 2 70CVZ03 RENTAL TECH(S):9335 WARRANTY  
 CUSTOMER NEEDED UNIT TOWED TO DEALERSHIP  
 NO START  
 KEY WORN NOT MAKING CONTACT WITH TUMBLERS

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	WARRANTY	
	233567	36465	07/14/10	TOW	0.00	
					TOTAL - SUBLET	0.00

**JOB# 2 TOTALS** JOB# 2 JOURNAL PREFIX C2CS JOB# 2 TOTAL 0.00

ESTIMATE  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
 ORIGINAL ESTIMATE OF \$33.00 (+TAX)

**COAD CHEVROLET, INC.**  
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**12 MONTH/12,000 MILE WARRANTY ON ALL GM-TOYOTA PARTS INSTALLED IN OUR SERVICE DEPARTMENT**

**THANK YOU**

The Reynolds and Reynolds Company, EPAL/PRI/VE 00519991 0 (08/07)



**BRENNECKE CHEVROLET CO.**  
 700 East Jackson Blvd. • 573-243-3521  
 JACKSON, MO 63755

CUSTOMER NO. <b>1533</b>	ADVISOR <b>THERESA HORST</b>	TAG NO. <b>9966</b>	6916	INVOICE DATE <b>06/17/10</b>	INVOICE NO. <b>C2CS504814</b>
	LABOR RATE	LICENSE NO.	MILEAGE <b>70,526</b>	COLOR <b>SANDSTONE M</b>	STOCK NO. <b>J8140</b>
	YEAR / MAKE / MODEL <b>05/CHEVROLET TRUCK/EQUINOX/EQUINOX 2</b>			DELIVERY DATE <b>05/31/05</b>	DELIVERY MILES <b>221</b>
CAPE GIRARDEAU, MO	VEHICLE I.D. NO. <b>2 C N D L 6 3 F 4 5 6</b>			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE <b>06/16/10</b>	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS <b>E# LNJ 3.4L SFI</b>			MO: 70526

**JOB# 1 CHARGES**

**LABOR**  
 # 1 04CVZ FREE JACK SALES LOF TECH(S):9335 INTERNAL  
 CUSTOMER REQUEST FREE LIFETIME OIL CHANGE  
 DUE BY TIME AND MILES, REGULAR SCHEDULED MAINTAINANCE  
 DRAIN OIL, CHANGE FILTER, LUBE CHASSIS, REFILL OIL, CHECK  
 BELTS, HOSES, FLUIDS, LIGHTS, AND TIRE PRESSURE/WEAR.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	19210284	FILTER 1.836		INTERNAL 0.00
				TOTAL - PARTS	0.00

**SUBLET**  
 232173 232173 VEND INV# 06/16/10 INV. DATE TOW IN WARRANTY 0.00  
 TOTAL - SUBLET 0.00

**G.O.G. & SUPPLIES**  
 4.5 OIL 10W30 FREE LOF-JACK @ /UNIT INTERNAL 0.00  
 TOTAL - GOG 0.00

**MISC**  
 FLOF ENVIRONMENTAL WASTE CONTROL NO. INTERNAL  
 FL FREE LOF/CNTL LOF INTERNAL 0.00  
 TOTAL - MISC 0.00

**JOB# 1 TOTALS** -----  
 JOB# 1 JOURNAL PREFIX C2CS JOB# 1 TOTAL 0.00

**JOB# 2 CHARGES**

**LABOR**  
 # 2 51CVZ05 HEADLIGHTS TECH(S):9335 15.00  
 CUSTOMER STATES INDICATOR ON DASH FOR HEADLAMPS IS NOT  
 WORKING. CUSTOMER HAS NOTICED THE HEADLAMPS THEMSELVES  
 DO NOT COME ON.  
 DRIVERS SIDE LOW BEAM HEADLIGHT BULB BURNT OUT.  
 REMOVED AND REPLACED DRIVERS SIDE LOW BEAM HEADLIGHT  
 BULB.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	16524431	BULB, HDLP 2.727	29.18	29.18
				TOTAL - PARTS	29.18

**JOB# 2 TOTALS** -----  
 LABOR 15.00  
 PARTS 29.18  
 JOB# 2 JOURNAL PREFIX C2CS JOB# 2 TOTAL 44.18

**JOB# 3 CHARGES**

**LABOR**  
 # 3 50CVZ03 NO CRANK TECH(S):9335 WARRANTY

**COAD CHEVROLET, INC.**  
 517 S. Kingshighway  
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 Phone (573) 335-5581

**COAD CHEVROLET  
 PONTIAC-BUICK-CADILLAC, INC.**  
 2525 East Vienna  
 ANNA, IL 62906  
 Phone (618) 833-2166

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**12 MONTH/12,000 MILE WARRANTY ON ALL GM-TOYOTA PARTS INSTALLED IN OUR SERVICE DEPARTMENT**

**THANK YOU**

The Reynolds and Reynolds Company GENERAL SERVICE 00515991 0 (0607)



**BRENNECKE CHEVROLET CO.**  
 700 East Jackson Blvd. • 573-243-3521  
 JACKSON, MO 63755

CUSTOMER NO. <b>1533</b>	ADVISOR <b>THERESA HORST</b>	9966	TAG NO. <b>6916</b>	INVOICE DATE <b>06/17/10</b>	INVOICE NO. <b>C2CS504814</b>
	LABOR RATE	LICENSE NO.	MILEAGE <b>70,526</b>	COLOR <b>SANDSTONE M</b>	STOCK NO. <b>J8140</b>
	YEAR/MAKE/MODEL <b>05/CHEVROLET TRUCK/EQUINOX/EQUINOX 2</b>			DELIVERY DATE <b>05/31/05</b>	DELIVERY MILES <b>221</b>
CAPE GIRARDEAU, MO	VEHICLE I.D. NO. <b>2 C N D L 6 3 F 4 5 6</b>			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE <b>06/16/10</b>	
	COMMENTS <b>E# LNJ 3.4L SFI</b>				MO: 70526

CUSTOMER STATES ENGINE WILL NOT START NO CRANK NO CLICK. TRIED TO YANK ON STEERING WHEEL TO LET KEY RELEASE BUT THAT DID NOT WORK. USE TO BE TO WIGGLE IGNITION AND IT WOULD START THAT IS NOT WORKING ANYMORE. PROBLEM INTERNAL IN IGNITION CYLINDER TUMBLERS. IGNITION CYLINDER WILL NOT TURN. REMOVED AND REPLACED IGNITION CYLINDER.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	19120481	CYLINDER 2.188		0.00
TOTAL - PARTS					0.00
JOB# 3 TOTALS					
JOB# 3 JOURNAL PREFIX C2CS				JOB# 3 TOTAL	0.00
MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # A	C2	ENVIRONMENTAL WASTE DISPOSAL			1.50
TOTAL - MISC					1.50

ESTIMATE  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$50.00 (+TAX)  
 COMMENTS  
 GMPP COVERAGE.

TOTALS		TOTAL LABOR....	15.00
		TOTAL PARTS....	29.18
		TOTAL SUBLET....	0.00
		TOTAL G.O.G....	0.00
		TOTAL MISC CHG....	1.50
		TOTAL MISC DISC....	0.00
		TOTAL TAX.....	2.06
		<b>TOTAL INVOICE \$</b>	<b>47.74</b>

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**THANK YOU**

The Reynolds and Reynolds Company, ERMALZFNIVE, 6020169110, 000077



BRENNECKE CHEVROLET  
 700 EAST JACKSON BLVD  
 JACKSON, MO 63755  
 (573) 243-3521

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CHEVROLET

Cape Girardeau, MO		A/R Number:	Invoice Number
Phone (H):	Phone (W):	Customer Number: 1533	<b>548693</b>
Phone (C):	Phone (Oth):	PO Number:	Printed: AUG 8 12 11:18 AM
Year/Make/Model: 2005 Chevrolet Equinox		Auth Number:	Copy # 2
VIN: 2CNDL63F4 56		Service Writer: 950	Date Opened: 08/08/12
License Number:	Color:	Estimate Amount: \$	Date Notified: 08/08/12
Stock Number:	Mileage In: 97692	Terms & Conditions:	Date Delivered:
Tag Number: 6916	Mileage Out: 97692	Type of Sale: Retail	
		<b>Customer Signature</b>	

Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total
-------------	--------	---------	-------	-----------	-------------

**1. Customer statement of problem**

CUSTOMER STATES KEY WILL NOT TURN IN THE IGNITION.  
 SEE HISTORY OF THIS PROBLEM

*1 - Cause/Action to Take*

50CVZ06 - ignition lock cylinder binding up due to debris inside cylinder housing. will need to remove cylinder and clean it and the housing. last repair was at 06-16-10 replaced the lock cylinder 70,526 miles. customer replaced the a key at 07-14-10. gmpp expired at 05-31-11 or 90221.

*1 - Correction/Action Taken*

removed ignition lock cylinder, cleaned it and the ignition lock cylinder housing. installed new lube and reinstalled cylinder to housing. 08-08-12 11:00am customer not happy with answer and will not pay for any repairs. customer will pay for the towing only. shop to cover labor this time only. BRENNECKE is not responsible for further ignition faults or issues. CUSTOMER THREATENED to use a lawyer if she was to pay this visit for repair.

9335

0.00

Sub Total Parts

Internal Work:

**Sublet**

14179 TOW TO SHOP

0.00

**2. Customer statement of problem**

BRENNECKE LIFE TIME FREE LOF...

*1 - Cause/Action to Take*

04CVZ - DUE BY TIME AND MILES, REGULAR SCHEDULED MAINTAINANCE

*1 - Correction/Action Taken*

DRAIN OIL, CHANGE FILTER, LUBE CHASSIS, REFILL OIL, CHECK BELTS, HOSES, FLUIDS, LIGHTS, AND TIRE PRESSURE/WEAR.

9335

0.00

Part Number	Failed	Description
19210284		FILTER

1 1



CHEVROLET

BRENNECKE CHEVROLET  
700 EAST JACKSON BLVD  
JACKSON, MO 63755  
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CHEVROLET

Page  
2

Cape Girardeau, MO [REDACTED] Phone (H): [REDACTED] Phone (W): [REDACTED] Phone (C): [REDACTED] Phone Oth: [REDACTED]		A/R Number: Customer Number: 1533 PO Number: Auth Number: Service Writer: 950	Invoice Number <b>548693</b> Printed: AUG 8 12 11:18 AM Copy # 2 Date Opened: 08/08/12 Date Notified: 08/08/12 Date Delivered:
Year/Make/Model: 2005 Chevrolet Equinox VIN: 2CNDL63F4 56 [REDACTED] License Number: [REDACTED] Color:		Estimate Amount: \$ Terms & Conditions: Type of Sale: Retail	
Stock Number: Tag Number: 6916		Mileage In: 97692 Mileage Out: 97692 <b>Customer Signature</b>	

Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total
5W30 OIL		5			
<u>Sub Total Parts</u>					<u>Internal Work</u>
<u>Miscellaneous Charges and Deductions For All Jobs</u>					

	Total Labor	0.00
	Total Parts	0.00
	Total Sublet	0.00
	Misc. Chrgs	0.00
	Car Rental	0.00
	Freight	0.00
	Deductible	45.00
	Special Tax	0.00
	Haz Mat Chrg	0.00
	Sales Tax	0.00
	<b>AMOUNT DUE</b>	<b>45.00</b>

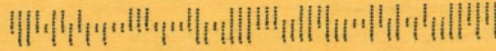
3885  
8-8-12

**CHRIS KOSTER**

ATTORNEY GENERAL OF MISSOURI

PO BOX 899

JEFFERSON CITY MO 65102



MO 282-0024 (2-09)



**NATL HIGHWAY TRAFFIC SAFETY ADMIN  
1200 NEW JERSEY AV  
SE, WEST BLD  
WASHINGTON, DC 20590**

*Defects*  
*AM*