

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

①

To whom it may concern: (Ref # [REDACTED])

I am writing this letter to file a complaint against GM (General Motors) since the purchase of my 2004 Chevy Malibu I have had to take my car to the shop regarding the power steering in this vehicle. My car is currently in the shop for the 2<sup>th</sup> time I'm regards to the power steering. My car has been in the shop for 5 months since 5/16/14 and during this time I have received 2 more recall notices for power steering, ABS and ~~transmission~~<sup>shift</sup> cable which I already had to replace

I have also been involved in 2 motor vehicle accidents in which the air bags should have deployed but did not deploy in either incident.

I drive the vehicle as little as possible because I am afraid for my safety. I don't even pick up my grand children because I am afraid to get →

NH

11-4-14

CW

into an accident and my airbags  
will not deploy.

OCT -9 2014

Thank You,

P.S. I have enclosed documentation  
from past repairs and am currently  
waiting for current repairs to be  
completed to send current  
documentation.

(2)

On 5/1/14 my power steering went out in my vehicle so i took it ~~to~~ to tires plus i paid \$53.24 for them to check out the car and also had to pay for a rental car for 2 days only to be told they couldn't detect a problem w/ power steering.

A few days later i had the same problem and took the vehicle back to tires plus and the steering wheel was locked so they pulled a code and determined it was the power steering. I had to continue driving the vehicle as i had just started a new job. so as soon as i got a day off i took the vehicle to Mike Shaw Chevrolet where i was told it was the power steering but there would be a charge for replacement. so i decided to ~~to~~ drive the car as is and take the car to Ed Bezarth where they determined the vehicle is unsafe to drive and put me in a rental car and 45 months later i am still in a rental car and they cant even tell → me when i will have my vehicle

(3)

I have been contacted GM when i was having trouble with my power steering locking ~~up~~ this last time and was pretty much told "too bad, too so sad" they said they would not pay for the work because it was not under warranty or recall even though i explained this is the 2<sup>th</sup> time i have had problems with the power steering. Approximately a week after notifying GM my power steering went out completely and i ended up having to leave my vehicle at Ed Bezarth Chevrolet and have been without my vehicle for **(5)** months. ~~My~~ ~~license~~ Ed Bezarth was kind enough to put me in a rental vehicle but i am still having to pay \$100 a month for full coverage on the rental. My license plates are expired on my vehicle and i am ~~at~~ unable to get the plates renewed because i cannot move the vehicle to get an emissions test. I have been having to go to motor vehicles and get temp tags every 20 days until i get my vehicle back.

-9

I even had the shift cable  
go out in my vehicle and had  
to replace it at my expense  
and now I am getting a recall  
notice on it.

let her know know  
what was going on w/ vehicle

9/14/14 spoke with Carla (Supervisor) @ GM  
1-800-222-1020 and advised of  
having to pay additional money for  
insurance on rental vehicle.  
Gave Service Request # [redacted]  
Carla stated she would contact Rob  
Schumaker at Ed Bozarth and have  
him call me so we can resolve issues  
w/ additional getting insurance paid  
on rental car.

ack: <sup>for the</sup> Also advised Carla of having to go to  
Motor Vehicle Dept. : Ed Bozarth to get  
letters : extensions for my license plates.

9/15/14 : Went to Motor Vehicle Dept to get  
my dual license plates renewed for  
the vehicle, but was told by the  
supervisor they cannot give me  
new & renewal stickers because the  
vehicle is considered undrivable  
and unsafe so they will not be  
liable by giving me plates. ~~At~~ At this  
point I cannot move the car to get  
an emissions test or plates so I am  
going to have to pay extra charges for →

(5)

every month i dont have plates on my vehicle.

i have spoke to several people at GM and all i keep getting is the run around regarding being re-imbursed for my out of pocket expenses.

On 9/15/14 was given yet another another person to talk to about my issues w/ GM. all i am getting is the run around.

spoke to Lexa @ GM who states she is now the person handling my case and i will probably not be re-imbursed for any out of pocket expenses. Meanwhile my car is still sitting on @ Ed Boyarth, i cant get license plates for my vehicle and ~~am~~ am getting charged fees for every month i dont have them and all GM can say is too bad. they act like its my fault they dont have parts for my vehicle.

Om 9/29/14 I received a call from Joe Oates  
Ed Bozarth stating that the recalled  
parts have been replaced on my vehicle  
and I need to have return the  
rental vehicle as of 9/30/14 @ 1:00. He also  
stated that while my vehicle was there they  
replaced my battery in the car because it  
was not good. I just purchased that battery  
from auto zone 1 week before dropping my car  
off at Ed Bozarth and it is still under warranty  
so why would they replace the battery? Without  
my knowledge when they found out I just  
purchased that battery and had papers to  
prove it mysteriously my original battery  
appeared back in my vehicle when I was told  
the battery had been destroyed Hmp. They go  
on to tell me the part my vehicle is in  
need of is not under recall and quoted me  
a price of \$400.00 but the part is unavailable.  
~~then~~ when I go to the dealership and also  
show a receipt for one of the recalled parts  
which I had replaced out of pocket and  
was told I would be re-imbursed for  
the part as soon as it comes in it is still  
on recall. So how are they making me  
give back the rental vehicle if they still  
don't have one of the 3 parts named in  
the recall. At this point I have been  
forced to go buy a vehicle so I can  
get to work. The people have put me through  
so much stress over 6 months and I

Still have a vehicle that is not drive  
able and i cant get parts, re-imbursed  
for my out of pocket expenses or even  
get license plates for. I brought this  
car brand new and have had nothing  
but headaches since purchase. I have  
worked hard to pay off this vehicle  
and now im stuck with a piece of  
junk that i cant get parts for.  
and all the blame is being placed  
on the consumer.

Thank You,



On 9/30/14 after being told 9/29/14 that Cheryl would no longer pay for my rental car I had no option but to get my vehicle out of the shop as I cannot afford to pay for a rental not knowing when parts will be available. I spoke to Joe Bates he gave me my vehicle and when I requested receipts for the repairs that they claim to have done on my vehicle, I was given some shady paperwork to sign and told the repair receipts would be arriving by mail to my home.

So I am stuck driving an unsafe vehicle that is in the same condition as when I dropped it at the Ed Boyarth 4 months ago.



**ED BOZARTH CHEVROLET**  
2001 South Havana Street • Aurora, Colorado • 80014

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09/13/2014

Customer [REDACTED] 2004 Chevrolet Malibu is under an open recall. The vehicle is considered unsafe to drive at this point and remain on the Ed Bozarth Lot until all recalls are performed and vehicle is deemed safe to drive. At this time the remedy is not available for one Transmission Shift Cable recall. Parts are unavailable for the power steering recall. We are unsure of how long it will be until recalls can be completed. Vehicle was checked into the Ed Bozarth Chevrolet Dealership in Aurora on May 16th 2014, and has not left the lot. If additional information is needed please contact Corey Kidwell at (303)695-2272, or Greg Forrest at (720)219-6409.



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

## IMPORTANT SAFETY RECALL



14152 1G1ZT54834F [REDACTED] 13 0007248

AURORA, CO [REDACTED]



July 2014

Dear [REDACTED]

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2004 model year Chevrolet Malibu vehicles equipped with a 4-speed automatic transmission. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

### IMPORTANT

- This notice applies to your 2004 model year Chevrolet Malibu, VIN 1G1ZT54834F [REDACTED]
- Your vehicle is involved in GM safety recall 14152.

#### Why is your vehicle being recalled?

Your vehicle has a condition in which the transmission shift cable may fracture at any time. When the fracture occurs, the driver may not be able to select a different gear, remove the key from the ignition or place the transmission in park. When the fracture occurs, the driver may not be able to select a different gear and the vehicle may move in an unintended direction, increasing the risk of a crash. If the driver cannot place the vehicle in park, and exits the vehicle without applying the park brake, the vehicle could roll away and a crash could occur without prior warning.

#### What will we do?

**PARTS ARE NOT CURRENTLY AVAILABLE.** When parts become available your Chevrolet dealer will install a shift cable assembly and mounting bracket. This service will be performed for you at **no charge**.

We are working as quickly as possible to correct this condition. When parts are available, we will send you another letter asking you to take your vehicle to your Chevrolet dealer to have your vehicle serviced. If you have already paid for repairs for this condition, a reimbursement request form will be included with the letter.



Customer Invoice

05/05/2012

TIRES PLUS  
DENVER-AURORA  
796 S ABILENE ST

AURORA, CO. 80012-3601

Service Advisor:  
19 RICHARD  
720.748.1718

2004 CHEVROLET MALIBU [GOLD]  
V6-213 3.5L

Lic #: [REDACTED] CO Vin #: 1G1ZT54834F [REDACTED]  
In: 05/04/12 4:55PM Mileage: 80,490  
Out: 05/05/12 3:31PM

AURORA, CO

Store # 246652

RETAIL SALE

Description	Rev Hist /Article # ID	Qty	Unit Price	Extended Price	Job Total
TPVI	19				
VEHICLE INSPECTION	7028789 01NN	1	19.99	19.99	
LBR-DISC DISCOUNT TPVI	7001671 01N	-1	19.99	-19.99	
<b>SHIFT CABLE</b>	1 19				<b>114.99</b>
MI TRANSMISSION SHIFTER CABLE	7032336 01TN	1	114.99	114.99	
<b>R&amp;R SHIFT CABLE</b>	1 19				<b>200.00</b>
MI REMOVE AND REPLACE SHIFTER CABLE	7042161 01NS	1	200.00	200.00	

ORDER NOTES  
SHIFTER CABLE

Technician(s):  
01 MANUEL GODINEZ

Payment History:  
Visa 7905 337.14 690036  
Total Tendered 337.14

Summary:	
Parts	114.99
Labor	200.00
Shop Supplies	12.00
Sub-Total	326.99
Tax (8.00%)	10.15
<b>Total</b>	<b>\$337.14</b>

All CFNA purchase(s) through June 30, 2012 of \$249 or more receive 6 month deferred interest, see www.CFNA.com for more details.

I have received the above goods and/or services. If this is a credit card purchase, I agree to pay and comply with my cardholder agreement with the issuer.

Revision History:	Rev Amt	Init
1) 05/05/2012 09:15AM	337.14	[REDACTED]

Customer Signature

All parts are new unless otherwise specified.

I acknowledge notice and oral approval of an increase in the original estimated price.

Signature or Initials

**TELL US ABOUT YOUR EXPERIENCE AND RECEIVE \$5 OFF YOUR NEXT PURCHASE OF \$25 OR MORE!**  
To complete a short survey Call 1-800-754-9817 or go to www.TiresPlus.com/survey. Enter code 246652-088205  
Write redemption code: \_\_\_\_\_ Only ONE (1) redemption allowed per invoice. Offer expires 6 months from date of invoice.  
Good at participating locations. Must have valid redemption code. May not be used to reduce existing debt. No copies accepted



Tires Plus STD LP "11" 48111833 - 7010452 REV 2/11

See reverse side for Warranty Information

Inv1 [REDACTED]



# IMPORTANT SAFETY RECALL

July 2014

*Service Managers*

*Sally*

*Greg  
Forest 720  
(303) 219-6409  
AST*

[Redacted]  
Aurora, CO [Redacted]

Dear [Redacted]

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect which relates to motor vehicle safety exists in all 2004-2012 model year (MY) Chevrolet Malibu, 2004-2007 MY Chevrolet Malibu Maxx, 2005-2010 MY Pontiac G6 and 2007-2010 MY Saturn Aura vehicles. As a result, GM is conducting a recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

## IMPORTANT

- This notice applies to your 2004 model year Chevrolet Malibu, VIN 1G1ZT54834F [Redacted]
- Your vehicle is involved in GM recall 13036.
- **Parts are not currently available to repair your vehicle.**
- When parts become available, GM will notify you to schedule an appointment with your Chevrolet dealer.

### Why is your vehicle being recalled?

On these vehicles, over time an increased resistance can develop in the Body Control Module (BCM) connection system and result in voltage fluctuations or intermittency in the Brake Apply Sensor (BAS) circuit that can cause service brake lamp malfunction. As a result, the service brake lamps may illuminate when the service brakes are not being applied, or may not illuminate when the service brakes are being applied. Additionally, cruise control may not engage. If cruise control is engaged, additional service brake pedal travel may be required to disengage it. Service brake pedal application may not be required to move the shift lever out of PARK, or additional service brake pedal travel may be required to move the shift lever out of PARK. Traction Control, Electronic Stability Control (ECS), and panic braking assist features, if equipped, may be disabled. Service ESC and/or Traction Control tell-tales lights may illuminate with this condition. These conditions may increase the risk of a crash.





# IMPORTANT SAFETY RECALL

June 2014

Aurora, CO [REDACTED]

Dear [REDACTED]

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in your 2004 model year Chevrolet Malibu Maxx vehicle equipped with electric power steering (EPS). As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

## IMPORTANT

- This notice applies to your 2004 model year Chevrolet Malibu Maxx, VIN 1G1ZT54834F [REDACTED]
- Your vehicle is involved in GM safety recall 14116.
- The recall repairs will be performed for you at no charge. Parts are not currently available, however, we will notify you again when they are available.
- If the warning message is displayed on the Driver Information Center and a chime sounds, the power steering will be lost and the vehicle will revert to a manual steering mode, which may require greater driver effort at low vehicle speeds. The power steering may return the next time the vehicle is started; however, you will still need to have your vehicle serviced when parts are available.

### Why is your vehicle being recalled?

Previously, you had the steering column replaced under Customer Satisfaction Program 04050. General Motors is recalling the torque sensor assembly inside the steering column that was installed in your vehicle.

Your vehicle equipped with EPS may experience a sudden loss of power steering assist that could occur at any time while driving. If the power steering assist is lost, a message is displayed on the Driver Information Center and a chime sounds to inform the driver. Steering control can be maintained, as the vehicle will revert to a manual steering mode, but would require greater driver effort at low vehicle speeds, which could result in an increased risk of a crash.

Customer Invoice

05/01/2014

TIRES PLUS  
DENVER-AURORA  
796 S ABILENE ST

AURORA, CO. 80012-3601

Service Advisor:  
02 SCOTT  
720.748.1718

2004 CHEVROLET MALIBU LS [GOLD]  
3.5L V6 FI GAS VIN 8 OHV

Lic #: [REDACTED] CO Vin #: 1G1ZT54834F [REDACTED]

In: 05/01/14 7:23AM Mileage: 99,183

Out: 05/01/14 5:41PM

AURORA, CO

Store # 246652

RETAIL SALE

Description	Rev Hist /Article #	ID	Qty	Unit Price	Extended Price	Job Total
MISCELLANEOUS INSPECTION		02				50.00
CHECK STEERING WHEEL LOCK UP AND REALLY HARD TO TURN	7003186	04NS	1	50.00	50.00	
COURTESY CHECK		02				
COURTESY CHECK	7046930	04NS	1	N/C	N/C	

ORDER NOTES

REQUIRES LOWER BJ LF  
RT INNER TIE ROD EXCESSIVE PLAY  
SERP BELT EXCESS CRAKING  
LF LINK PINS HAVE PLAY  
BATTERY FAILED LOAD TEST SUGGESTED

Technician(s):

04 CLINTON SMITH

Payment History:

Visa	[REDACTED]	53.24	454675
Total Tendered		53.24	

Summary:

Parts	0.00
Labor	50.00
Shop Supplies	3.00
Sub-Total	53.00
Tax (8.00%)	0.24
<b>Total</b>	<b>\$53.24</b>

I have received the above goods and/or services. If this is a credit card purchase, I agree to pay and comply with my cardholder agreement with the issuer.

Customer Signature

All parts are new unless otherwise specified.

TELL US ABOUT YOUR EXPERIENCE TODAY AND ENTER DRAWING FOR \$500 IN SERVICE!

Call 1-800-754-9817 or go to [www.TiresPlusSurvey.com](http://www.TiresPlusSurvey.com); Enter code 246652-101947

Offer expires 10 days from date of invoice. Good at all participating locations.



Tires Plus STD LP "11" 7009338 - REV 12/12

See reverse side for Warranty Information

Inv1 [REDACTED]

Original Customer Requests	Status	Cost	Declined	Approved	
1. CUST STATES THE STEERING LOCKS UP AT TIMES AND TOO K IT TO A SHOP AND WAS TOLD IT NEEDS A COLUMN				X	
2. MULTI POINT INSPECTION				X	
<b>Subtotal</b>		\$0.00			
Inspection & Additional Recommendations	Insp	Status	Cost	Declined	Approved
Replace intake manifold gasket(s) (Found engine oil leak)	x		\$128.67		
Replace both valve cover gaskets (Found engine oil leak)	x		\$50.80		
<b>Subtotal</b>			\$179.47		
replace power steering assist motor/module (found code c0475 for power steering assist circuit, found power steering module internally faulted)			\$840.90		
diag (found code c0475 for power steering assist circuit, found power steering module internally faulted)			\$0.00		
replace driver side cooling fan connector (found driver side cooling fan disconnected and terminal corroded)			\$97.92		
replace o ring and hose (found coolant bleed pipe leaking heavily, replace o ring and hose)			\$101.22		
replace drive belt (drive belt cracking)			\$121.50		
<b>Subtotal</b>			\$1,161.54		
Totals, Taxes and Fees			Cost	Declined	Approved
Estimate Subtotal			\$1,341.01	\$0.00	\$0.00
Shop Supplies & environmental fees			\$52.76		
Tax			\$61.88		
<b>Estimate Total</b>			<b>\$1,455.65</b>		
For "See AI-" items <input type="checkbox"/> see the "Additional Information" section <input type="checkbox"/>					

# MIKE SHAW

CHEVROLET • BUICK • SAAB • PONTIAC • GMC • SUBARU

Mike Shaw Chevrolet Buick Saab

1080 S. Colorado Blvd.

Denver, Colorado 80246

Phone 303-757-6161

SERVICE HOURS 7 AM - 7 PM Mon - Fri

CUSTOMER NO.	ADVISOR <b>SHARON HOPPEL</b>	TAG NO. <b>3364 5172</b>	INVOICE DATE <b>09/06/05</b>	INVOICE NO.
	LABOR RATE	LICENSE NO.	COLOR <b>LT DRIFTWOD</b>	STOCK NO.
<b>AURORA, CO</b>	YEAR / MAKE / MODEL <b>04/CHEVROLET/MALIBU/4DR SDN LS</b>	MILEAGE <b>17,147</b>	DELIVERY DATE <b>05/22/04</b>	DELIVERY MILES <b>425</b>
	VEHICLE I.D. NO. <b>1 G 1 Z T 5 4 8 3 4 F</b>		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>09/06/05</b>	

REPAIR	BUSINESS PHONE	COMMENTS
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JOB # 5 TOTAL PARTS 0.00  
 JOB # 5 TOTAL LABOR & PARTS 0.00

J# 6 07CVZ001A TRANSMISSION REPAIR TECH(S): 4273 WARRANTY  
 CUST STATES WHEN VEHICLE PUT INTO PARK-LUNGES FORWARD  
 CUST STATES IS ON FLAT GROUND  
 SOFTWARE UPDATES.  
 ROAD TEST, CHECKED ATF, ALC SCAN FOR THE PRESENCE OF CODES.  
 REPROGRAMMED VCM WITH UPDATED SOFTWARE.  
 SOME MOVEMENT IS NORMAL WHEN GOING FROM REVERSE TO DRIVE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
						JOB # 6 TOTAL PARTS 0.00
						JOB # 6 TOTAL LABOR & PARTS 0.00

J# 7 02CVZ012 MISC REPAIR TECH(S): 4457 WARRANTY  
 CUST STATES 04050 CAMPAIGN-CHECK HISTORY, CUST STATES  
 STEERING CONCERN REPAIRED  
 CAMPAIGN FOR POSSIBLE STEERING DEFECT.  
 INSPECTED AND NO FURTHER ACTION NEEDED.  
 V1184 .2

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
						JOB # 7 TOTAL PARTS 0.00
						JOB # 7 TOTAL LABOR & PARTS 0.00

COMMENTS  
 04050 CUST STATES HAS BEEN DONE

TECHNICIAN CERTIFICATION		
4457	KURT M WITTEBORG	23 YEARS
4273	JOHN A JONES	25 YEARS

TOTALS

***** PLEASE TAKE NOTE *****	TOTAL LABOR....	0.00
YOUR COMPLETE SATISFACTION IS OUR GOAL. YOU MAY RECEIVE A	TOTAL PARTS....	0.00
SURVEY AS A RESULT OF THE WORK PERFORMED ON YOUR VEHICLE.	TOTAL SUBLET....	0.00
IF YOU ARE UNABLE TO RESPOND "COMPLETELY SATISFIED" FOR	TOTAL G.O.G....	0.00
ANY REASON, PLEASE CONTACT ANY MEMBER OF OUR MANAGEMENT TEAM	TOTAL MISC CHG....	0.00
THANK YOU.	TOTAL MISC DISC....	0.00
	TOTAL TAX.....	0.00
	<b>TOTAL INVOICE \$</b>	<b>0.00</b>

CUSTOMER SIGNATURE

**PARTS-LABOR WARRANTY**  
 Any defect in the parts and/or labor which is discovered within 12 months or 12,000 miles from the date of repair, whichever occurs first, will be corrected by the dealer at its repair facility. In order for this warranty to be effective, dealer must be afforded the opportunity to correct any such defect itself, and all remedies for breach of this warranty shall be exclusively limited in remedying any labor defect discovered within the above period. Dealer shall be liable for no other damages or losses. Mike Shaw Automotive hereby disclaims all other warranties, either express or implied, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, and dealer, neither assumes nor authorizes any other person to assume for it any liability in connection with any repairs.

REPAIR ORDER NOTICE - Colorado law provides for imposition of a lien in favor of any person who repairs or bestows labor on personal property such as motor vehicles. If the repair or service work authorized in this Service Order is not paid for, or is paid with a check, draft, or order which is subsequently dishonored for any reason, or is charged to an account which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the motor vehicle and/or commence an action in court to foreclose the lien which may result in the vehicle being sold pursuant to court order.

Customer labor charges are based on labor time guides.

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# MIKE SHAW

CHEVROLET • BUICK • SAAB • PONTIAC • GMC • SUBARU

Mike Shaw Chevrolet Buick Saab

1080 S. Colorado Blvd.

Denver, Colorado 80246

Phone 303-757-6161

SERVICE HOURS 7 AM - 7 PM Mon - Fri

CUSTOMER NO.	ADVISOR <b>SHARON HOPPEL</b>	TAG NO. <b>3364 5172</b>	INVOICE DATE <b>09/06/05</b>	INVOICE NO.
AURORA, CO	LABOR RATE	LICENSE NO.	MILEAGE <b>17,147</b>	COLOR <b>LT DRIFTWOD</b>
	YEAR / MAKE / MODEL <b>04/CHEVROLET/MALIBU/4DR SDN LS</b>			DELIVERY DATE <b>05/22/04</b>
	VEHICLE I.D. NO. <b>1 G 1 Z T 5 4 8 3 4 F</b>			DELIVERY MILES <b>425</b>
	F.T.E. NO.			SELLING DEALER NO.
P.O. NO.		R.O. DATE <b>09/06/05</b>		PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

**LABOR & PARTS**

J# 1 99CVZ000A CAMPAIGNS TECH(S): 4457 WARRANTY  
 PREFORM 04027 CAMPAIGN  
 CAMPAIGN FOR POSSIBLE SEAT BELT DEFECT.  
 INSTALLED ACHORAGE CLIPS TO SEAT BELTS.  
 V1152 .2

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	2	10388869	RETAINER 14.875			
				JOB # 1 TOTAL PARTS	0.00	
				JOB # 1 TOTAL LABOR & PARTS	0.00	

J# 2 99CVZ000B CAMPAIGNS TECH(S): 4457 WARRANTY  
 PREFORM 04030 CAMPAIGN  
 CAMPAIGN FOR POSSIBLE ABS DSEFACT.  
 REPROGRAMMED MODULE.  
 V1156.3

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
				JOB # 2 TOTAL PARTS	0.00	
				JOB # 2 TOTAL LABOR & PARTS	0.00	

J# 3 06CVZ001A GENERAL MAINTENANCE TECH(S): 4457 WARRANTY  
 CUST STATES CHECK SUNROOF OPERATION-PART IN FRONT  
 OF SHIFTER ON CONSOLE FELL OUT ? CUST SUSPECTS FROM  
 SUNROOF  
 PLASTIC WIRE PROTECTOR FOR REAR VIEW MIRROR CAME OFF.  
 CLIPED INTO PLACE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
				JOB # 3 TOTAL PARTS	0.00	
				JOB # 3 TOTAL LABOR & PARTS	0.00	

J# 4 06CVZ001 GENERAL MAINTENANCE TECH(S): 4457 WARRANTY  
 CUST STATES SOMETHING IN L/F DOOR SCRATCHES WINDOW/TINT  
 POSSIBLE WINDOW TINT DEFECT.  
 REMOVED L/F DOOR PANEL TO INSPECT TRACKS, ALL WORKING  
 PROPERLY. AFTERMARKET WINDOW TINT.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
				JOB # 4 TOTAL PARTS	0.00	
				JOB # 4 TOTAL LABOR & PARTS	0.00	

J# 5 06CVZ003 GENERAL MAINTENANCE TECH(S): 4457 WARRANTY  
 CUST STATES SOMETHING IN R/F DOOR SCRATCHES WINDOW/TINT  
 POSSIBLE WINDOW TINT DEFECT.  
 REMOVED THE R/F DOOR PANEL TO INSPECT, ALL WORKING  
 PROPERLY. AFTERMARKET WINDOW TINT.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
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**PARTS-LABOR WARRANTY**

Any defect in the parts and/or labor which is discovered within 12 months or 12,000 miles from the date of repair, whichever occurs first, will be corrected by the dealer at its repair facility. In order for this warranty to be effective, dealer must be afforded the opportunity to correct any such defect itself, and all remedies for breach of this warranty shall be exclusively limited in remedying any labor defect discovered within the above period. Dealer shall be liable for no other damages or losses. Mike Shaw Automotive hereby disclaims all other warranties, either express or implied, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, and dealer, neither assumes nor authorizes any other person to assume for it any liability in connection with any repairs.

REPAIR ORDER NOTICE - Colorado law provides for imposition of a lien in favor of any person who repairs or bestows labor on personal property such as motor vehicles. If the repair or service work authorized in this Service Order is not paid for, or is paid with a check, draft, or order which is subsequently dishonored for any reason, or is charged to an account which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the motor vehicle and/or commence an action in court to foreclose the lien which may result in the vehicle being sold pursuant to court order.

Customer labor charges are based on labor time guides.

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# MIKE SHAW

CHEVROLET • BUICK • SAAB • PONTIAC • GMC • SUBARU

**Mike Shaw Chevrolet Saab**  
 1080 S. Colorado Blvd.  
 Denver, Colorado 80246  
 Phone 303-757-6161

**SERVICE HOURS**  
 Mon. - Fri. 7 AM - 6 PM  
 Sat. 8 AM - 5 PM

CUSTOMER NO. [REDACTED]	ADVISOR <b>JAY JULIANO</b>	TAG NO. <b>3137 7667</b>	INVOICE DATE <b>09/23/09</b>	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	COLOR <b>LT DRIFTWOD</b>	STOCK NO.
[REDACTED]	YEAR / MAKE / MODEL <b>04/CHEVROLET/MALIBU/4DR SDN LT</b>	MILEAGE <b>60,747</b>	DELIVERY DATE <b>05/22/04</b>	DELIVERY MILES <b>425</b>
<b>AURORA, CO</b>	VEHICLE I.D. NO. <b>1 G 1 Z T 5 4 8 3 4 F</b>		SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE <b>09/23/09</b>	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS		

LABOR & PARTS		MISC. REPAIR		TECH(S): 4457	WARRANTY
POWER STEERING ASSIT LIGHT INTERNAL COLUMN DEFECT. REPLACED THE STEERING COLUMN ASSEMBLY. E7680 1.6					
PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 1	1	25933396	COLUMN 6.518		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

COMMENTS  
 GOODWILL PER J BARLOW

TECHNICIAN CERTIFICATION  
 4457 KURT M WITTEBORG 23 YEARS

TOTALS

\*\*\*\*\* PLEASE TAKE NOTE \*\*\*\*\*

YOUR COMPLETE SATISFACTION IS OUR GOAL. YOU MAY RECEIVE A SURVEY AS A RESULT OF THE WORK PERFORMED ON YOUR VEHICLE. IF YOU ARE UNABLE TO RESPOND "COMPLETELY SATISFIED" FOR ANY REASON, PLEASE CONTACT ANY MEMBER OF OUR MANAGEMENT TEAM THANK YOU.

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
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

CUSTOMER SIGNATURE

**PARTS-LABOR WARRANTY**  
 Any defect in the parts and/or labor which is discovered within 12 months or 12,000 miles from the date of repair, whichever occurs first, will be corrected by the dealer at its repair facility. In order for this warranty to be effective, dealer must be afforded the opportunity to correct any such defect itself, and all remedies for breach of this warranty shall be exclusively limited in remedying any labor defect discovered within the above period. Dealer shall be liable for no other damages or losses. Mike Shaw Automotive hereby disclaims all other warranties, either express or implied, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, and dealer, neither assumes nor authorizes any other person to assume for it any liability in connection with any repairs.

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**Section 25-17-202, Colorado Revised Statutes, requires retailers to collect a \$1.50 waste tire recycling development fee on the sale of each new motor vehicle tire.**

# MIKE SHAW

CHEVROLET • BUICK • SAAB • PONTIAC • GMC • SUBARU

Mike Shaw Chevrolet Buick Saab  
1080 S. Colorado Blvd.  
Denver, Colorado 80246  
Phone 303-757-6161

SERVICE HOURS 7 AM - 7 PM Mon - Fri

CUSTOMER NO. [REDACTED]	ADVISOR <b>RICHARD D WESTRA</b>	TAG NO. <b>4499</b>	INVOICE DATE <b>03/06/06</b>	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	COLOR <b>IT DRIETWOD</b>	STOCK NO. [REDACTED]
AURORA, CO [REDACTED]	YEAR / MAKE / MODEL <b>04/CHEVROLET/MALIBU/4DR SDN LS</b>	MILEAGE <b>23,409</b>	DELIVERY DATE <b>05/22/04</b>	DELIVERY MILES <b>425</b>
	VEHICLE I.D. NO. <b>1 G 1 Z T 5 4 8 3 4 F</b>		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>03/06/06</b>	
RESIDENTIAL PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS		

LABOR & PARTS		MISC. REPAIR		TECH(S): 4457		WARRANTY	
J# 1	022VZ012	R/FRT AREA HEARS POPING NOISE WORSE WHEN TURNING - WHEN DRIVING HEARS GRINDING NOISE FROM SAME AREA BINDING IN R/F SWAY BAR LINK JOINT CAUSING NOISE. REPLACED THE R/F SWAY BAR LINK.					
PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY	
JOB # 1	1	22670300	LINK 7.240			JOB # 1 TOTAL PARTS 0.00	
						JOB # 1 TOTAL LABOR & PARTS 0.00	

TECHNICIAN CERTIFICATION  
4457 KURT M WITTEBORG 23 YEARS

TOTALS		***** PLEASE TAKE NOTE *****		TOTAL LABOR	0.00
YOUR COMPLETE SATISFACTION IS OUR GOAL. YOU MAY RECEIVE A SURVEY AS A RESULT OF THE WORK PERFORMED ON YOUR VEHICLE. IF YOU ARE UNABLE TO RESPOND "COMPLETELY SATISFIED" FOR ANY REASON, PLEASE CONTACT ANY MEMBER OF OUR MANAGEMENT TEAM THANK YOU.		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
		<b>TOTAL INVOICE \$</b>	<b>0.00</b>		

CUSTOMER SIGNATURE

**PARTS-LABOR WARRANTY**

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E-Dore

# MIKE SHAW

CHEVROLET • BUICK • SAAB • PONTIAC • GMC • SUBARU

*Power Steering*

Mike Shaw Chevrolet Buick Saab

1080 S. Colorado Blvd.

Denver, Colorado 80246

Phone 303-757-6161

SERVICE HOURS 7 AM - 7 PM Mon - Fri

CUSTOMER NO.	ADVISOR <b>KIMBERLY TALLON</b>	TAG NO. <b>3359 685</b>	INVOICE DATE <b>02/01/05</b>	INVOICE NO.
AURORA, CO	LABOR RATE	LICENSE NO.	COLOR <b>LT DRIFTWOOD</b>	STOCK NO.
	YEAR / MAKE / MODEL <b>04/CHEVROLET/MALIBU/4DR SDN LS</b>	MILEAGE <b>8,768</b>	DELIVERY DATE <b>05/22/04</b>	DELIVERY MILES <b>425</b>
	VEHICLE I.D. NO. <b>1G1ZT54834F</b>	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>01/31/05</b>	
COMMENTS				

REPAIR ORDER NO.	BUSINESS PHONE	COMMENTS
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**LABOR & PARTS**  
**# 1 06CVZ**      **GENERAL**      **TECH(S): 3286**      **WARRANTY**  
 REAR WINDOW SEAL FALLING OFF SOP INSTOCK  
 FOUND THE PASSENGER REAR WINDOW RUN CHANNEL WEATHER STRIP  
 WARRPED.  
 REMOVED RT REAR DOOR PANEL AND MAIN GLASS. REPLACED THE  
 RT REAR RUNCHANNEL AND QUARTER GLASS ASSEMBLY.  
 REINSTALLED MAIN GLASS AND DOOR PANEL.

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	15145376	WDO R/S/D 10.791			0.00
JOB # 1 TOTAL PARTS						0.00
JOB # 1 TOTAL LABOR & PARTS						0.00

**# 2 03CVZ**      **\*SUSPENSTON\***      **TECH(S): 4673**      **WARRANTY**  
 C/S THAT THE POWER STEERING LIGHT CAME ON AND THE  
 VEHICLE WAS HARD TO TURN  
 C0545 STORED. SYMPTOM 00.  
 ALDI SCAN FOR CODES. REPLACED THE STEERING COLUMN ASSEMBLY  
 AS PER BULLETIN 04-02-35-009. WITH ADJUSTABLE PEDALS.

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 2	1	10373948	COL KIT 6.518			0.00
JOB # 2	1	10373948	CORE RETURN			0.00
JOB # 2 TOTAL PARTS						0.00
JOB # 2 TOTAL LABOR & PARTS						0.00

COMMENTS  
 SOP PARTS

TECHNICIAN CERTIFICATION  
 4673      TODD M READ      7 YEARS

TOTALS

***** PLEASE TAKE NOTE *****	TOTAL LABOR . . . . .	0.00
YOUR COMPLETE SATISFACTION IS OUR GOAL. YOU MAY RECEIVE A	TOTAL PARTS . . . . .	0.00
SURVEY AS A RESULT OF THE WORK PERFORMED ON YOUR VEHICLE.	TOTAL SUBLET . . . . .	0.00
IF YOU ARE UNABLE TO RESPOND "COMPLETELY SATISFIED" FOR	TOTAL G.O.G. . . . .	0.00
ANY REASON. PLEASE CONTACT ANY MEMBER OF OUR MANAGEMENT TEAM	TOTAL MISC CHG. . . . .	0.00
THANK YOU.	TOTAL MISC DISC . . . . .	0.00
	TOTAL TAX . . . . .	0.00
	<b>TOTAL INVOICE \$</b>	<b>0.00</b>

CUSTOMER SIGNATURE

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Aurora, Co



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National Highway Traffic Safety  
Administration  
Office of defect investigations  
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SE Bldg  
Washington, DC 20590

