

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148 Date Received 03-JUN-2015 JUL 27 2015		Repository <input type="checkbox"/> Reference No. 10723251	
OWNER INFORMATION (Type or Print)							
Name		Address		City		State	
[REDACTED]		[REDACTED]		COLUMBUS		GA	
Zip Code		Evening Telephone Number		E-mail Address			
[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]	
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).							
VEHICLE INFORMATION							
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side				Make		Model	Model Year
2G1WW12E219 [REDACTED]				CHEVROLET		MONTE CARLO	2001
Date Purchased		Dealer's Name and Telephone Number			Engine: No: Cylinders		Fuel Type:
Original Owner <input type="checkbox"/>		Dealer's City		State	Zip Code		
Transmission Type		<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control		Powertrain		Multiple Failure:	Incident Date(s)
							24-MAR-2015
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Code: 110000 ELECTRICAL SYSTEM					Failure Mileage		Failure Speed
					86137		
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE							
Tire Make		Tire Model (Name or Number)			Tire Size (Example P215/65R15)		
DOT No. (Example: DOTM19ABC036)		<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair		Failure Location:			
Tire Component Code				Tire Failure Type:			
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE							
Make:		Date Manufactured:		Model No./Name:			
Seat Type:		Installation System:					
Child Seat Component Code:		Failed Part:					
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies).)							
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Number of Persons Injured	Number of Deaths	Reported to Police	
				0	0	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 2001 CHEVROLET MONTE CARLO. THE CONTACT STATED THAT THE VEHICLE FAILED TO START. THE FAILURE OCCURRED AFTER THE VEHICLE WAS SERVICED UNDER NHTSA CAMPAIGN NUMBER: 14V400000 (ELECTRICAL SYSTEM). THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE BODY CONTROL MODULE NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED, BUT THE FAILURE RECURRED AND THE INSTRUMENT PANEL GAUGES ILLUMINATED. THE VEHICLE WAS TAKEN BACK TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE BODY CONTROL MODULE NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED AGAIN AND THE FAILURE RECURRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 86,137.							
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.				ATTACH ADDITIONAL SHEETS IF NECESSARY			
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.							



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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216rr

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

10723251

REFERENCE #
10723251

U.S. DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
1200 NEW JERSEY AVE. S.E.
WASHINGTON, D.C. 20590-0001
REFERENCE NO. 10723251

FROM: [REDACTED]
[REDACTED]
Columbus, GA [REDACTED]
TEL# [REDACTED]
CELL# [REDACTED]

REFERENCE TO RECALL #14V400000 ELECTRICAL
SYSTEM INVOLVING THE IGN SWITCH ON A 2001
CHRYSLER MENTA CARLO
VIN# 2G1W11219 [REDACTED]

THE FOLLOWING PAPERS ARE PROVIDED -
#1 LETTER FROM GM IMPORTANT SAFETY RECALL DATED
MARCH 2015 (THREE PAGES) -

VOICE # [REDACTED] DATED 17 MAR 2015 (TWO PAGES)
" # [REDACTED] DATED 10 APR 2015
" # [REDACTED] DATED 20 APR 2015

NOTE: CAR WAS TAKEN TO THIS DEALERSHIP ON 16/4/15 FOR
PROBLEM WONT START AND INSTRUMENTS NOT WORKING
RIGHT. CAR TO BE DROPPED OFF ON MONDAY 20 APR 2015
MY CAR WAS PICKED BACK UP ON FRIDAY 24 APR.
STILL THE PROBLEM EXIST -

(2)
REFERENCE # 10722251
INVOICE #

██████████ DATED 07 MAY 2015

THE IGN SWITCH WAS WORKING FINE. BUT THEY CLAIM IT DIDN'T WORK, SINCE THE KEYS WERE DONE ON 17 MAR 2015 THERE ALWAYS BEEN A PROBLEM AND YOU HAD TO JIGGY THE KEY TO GET IT TO WORK

██████████ DATED 18 MAY 2015.

I ASKED TO REPAIRING IGN SWITCH. I INFORMED THE SHOP FOREMAN I WANTED THE OLD SWITCH I THOUGHT THEY WAS REPAIRING THE COMPLETE SWITCH WHERE THE KEY IS INSERTED BECAUSE WHEN THE KEY WAS DONE ON 17 MARCH 2015, THATS WHEN THIS PROBLEM STARTED.

PAM SAID THAT IT WAS THE ELECTRONIC PART OF THE SWITCH. BACK HALF CAUSING THE CONTROL MODULE TO SHORT OUT,

NOW WITH THE FRONT PART OF THE SWITCH NOT BEING CHANGE, ITS JUST A MATTER OF TIME BEFORE THAT PART OF THE SWITCH TO FAIL AND THE CAR SHUTTING OFF WHILE YOU ARE DRIVING. SO BY THIS SERVICE DOING WHAT THEY DID ABOUT THE SWITCH, WE DON'T FEEL THE CAR WILL GIVE US THE SERVICE IT DID BEFORE, IT WAS THE KEY CHILDER CAUSING THE PROBLEM IN THE FIRST PLACE -

MY WIFE DON'T LIKE DRIVING THIS CAR NOW BECAUSE OF WHATS BEEN DONE WHEN SHE DIDN'T HAVE A PROBLEM BEFORE THIS DEALERSHIP DONE WHAT THEY DID WITH THE KEYS.

IT LOOKS TO ME THEY WOULD OF PUT THE WHOLE SWITCH IN AND NOT JUST THE BACK HALF

3
REFERENCE #
10703251

NOW ITS JUST A MATTER OF TIME BEFORE WE WILL HAVE TO TAKE OUR CAR BACK AGAIN TO GET SOME WHAT SHOULD OF BEEN DONE IN THE FIRST PLACE -

INVOICE #

[REDACTED] DATED 20 MAY. 2015

AFTER THE SWITCH WAS REPLACED ON 18 MAY - 2015 NOW THE CONTROL MODULE IS SHORTED OUT AND OUR CAR HAD TO BE TAKEN BACK TO THE DEALERSHIP TO REPLACE THIS ITEM AGAIN

THIS DONT LOOK GOOD AND YOU ARENT SURE IF YOU WANT TO DRIVE THIS CAR AGAIN AND IT ALL STARTED ON 17 MAR. 2015 WHEN THE KEYS WAS DONE

NOTE:

SO FAR WE HAD TO PAY OUT \$1178.97 FOR REPAIRS FOR SOMETHING THAT SHOULD OF NOT HAPPEN AND OUR TIME SPENT BACK AND FORTH TO THE DEALERSHIP ALL BECAUSE SOME ONE MADE A DECISION ABOUT THE KEYS AND NOT THE SWITCH,

WE WERE WITHOUT A CAR 21 DAYS BECAUSE OUR WAS NOT AVAILABLE BECAUSE OF THESE REPAIRS AND THE CAR WONT START -

WE THANK ALL YOU PEOPLE AT NHTSA FOR YOUR TIME MAYBE THIS WILL MAKE A DIFFERENT IN THE FUTURE ABOUT A RECALL -

SINCERELY

[REDACTED]
CAR OWNER OF A JEEP

CHEU MONTI CARIA

[REDACTED]



Chevrolet
 P.O. Box 909969
 Milwaukee, WI 53209-9969

IMPORTANT SAFETY RECALL



14350 2G1WW12E219 [REDACTED] 13 0020075

COLUMBUS, GA [REDACTED]



March 2015

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 2001 model year Chevrolet Monte Carlo. 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.

Our records indicate that you did not previously receive a letter in the mail from GM about this important safety recall, and may have only received a post card "reminder". We apologize for the delay in providing this notice to you and are taking steps to prevent this oversight in the future.

IMPORTANT

- This notice applies to your 2001 model year Chevrolet Monte Carlo, **VIN 2G1WW12E219 [REDACTED]**
- Your vehicle is involved in GM recall 14350.
- **Until the recall has been performed, it is very important that you remove all items from your key ring, leaving only the vehicle key. The key fob (if applicable), should also be removed from the key ring.**
- Schedule an appointment with your GM dealer as soon as possible.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

If the key ring is carrying added weight and the vehicle goes off road or experiences some other jarring event, it may unintentionally move the key away from the "run" position. If this occurs, engine power, power steering and power braking may be affected, increasing the risk of a crash. If the ignition switch is not in the run position, the air bags may not deploy if the vehicle is involved in a crash, increasing the risk of injury or fatality.

What will we do?

Your GM dealer will install two key rings and an insert in the key slot or a cover over the key head on all ignition keys. This service will be performed for you at **no charge**. Because of scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 15 minutes.



Also included with this letter is an owner manual supplement. Please review this document and retain it with your vehicle's owner manual.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible. When you arrive for your appointment, please bring both sets of keys. **In the meantime, it is very important that until the recall has been performed, you remove all items from your key ring, leaving only the vehicle key. The key fob (if applicable), should also be removed from the key ring.**

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the Chevrolet Customer Assistance Center at 1.800.222.1020 (TTY 1.800.833.2438).

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 14V400.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.



Jeffrey M. Boyer
Vice President
Global Vehicle Safety

GM Recall Number: 14350



This information is in addition to and/or replaces information located under "Keys" found in Section 2 of your owner manual.

WARNING

If the key is unintentionally rotated while the vehicle is running, the ignition could be moved out of the RUN position. This could be caused by heavy items hanging from the key ring, or by large or long items attached to the key ring that could be contacted by the driver or steering wheel. If the ignition moves out of the RUN position,

(Continued)



Litho in U.S.A.
Part No. 23259399

WARNING (Continued)

the engine will shut off, braking and steering power assist may be impacted, and airbags may not deploy. To reduce the risk of unintentional rotation of the ignition key, do not change the way the ignition key and Remote Keyless Entry (RKE) transmitter, if equipped, are connected to the provided key rings.

The ignition key and key rings, and RKE transmitter, if equipped, are designed to work together as a system to reduce the risk of unintentionally moving the key out of the RUN position. The ignition key has a small hole to allow attachment of the provided key ring. It is important that any replacement ignition keys have a small hole. See your dealer if a replacement key is required.

The combination and size of the rings that came with your keys were specifically selected for your vehicle. The rings are connected to the key like two links of a chain to reduce the risk of unintentionally moving the key out of the RUN position. Do not add any additional items to the ring attached to the ignition key. Attach additional items only to the second ring, and limit added items to a few essential keys or small, light items no larger than an RKE transmitter.



CUSTOMER #: [REDACTED]

INVOICE



Legacy Automotive of Columbus, LLC.
3615 N. MANCHESTER EXPRESSWAY · COLUMBUS, GA 31908
DIRECT LINE (706) 322-0621
SWITCHBOARD (706) 322-8888
www.legacychevy.com

COLUMBUS, GA [REDACTED]
HOME: [REDACTED] CONT [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

PAGE 1

SERVICE ADVISOR: 4880 MARY LEWIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLK	01	CHEVROLET MONTE CARL	2G1WW12E219 [REDACTED]		85825/85825	[REDACTED]	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
03SEP01 DD			WAIT 17MAR15		110.00	CASH	17MAR15
R.O. OPENED	READY	OPTIONS: DLR: [REDACTED] ENG:LA1 TRN:MX0 1)4.0 3-04 2)4.0 7-04					
10:07	17MAR15	11:31	17MAR15				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	14350	UNINTENDED	IGNITION KEY ROTATION				
CAUSE: 14350 COMPLETED							
9100883 #14350B: Product Safety - Unintended							
Ignition Key Rotation - (Sep 25, 2014) -							
Service Keys (Slot Design)							
	277	WM4					(N/C)
	6	23232599	RING				(N/C)
	6	23279477	COVER				(N/C)
	1	2852058	(S)KEY				(N/C)
SLT add: cut key							
	277	WM4					(N/C)
FC: PART#: 2852058 COUNT: 1							
CLAIM TYPE:							
AUTH CODE:							

85825 RECALL 14350 COULD NOT MODIFY 1 KEY HAD TO CUT 1KEY WITH SLOTS AND ADDED COVERS AND RINGS TOO 3KEYS*

B PERFORM BASIC CERTIFIED MULTI-POINT VEHICLE INSPECTION

TIRE7 MPVI: TIRE TREAD YELLOW - 7/32 (NOTATION FOR FUTURE REPAIRS)

277 INSC (N/C)

85825 TIRES 7/32 FLUIDS OK

HERE AT LEGACY CHEVROLET/CADILLAC/SAAB OUR GOAL IS FOR YOU TO BE "COMPLETELY SATISFIED" IF WE CAN IMPROVE YOUR EXPERIENCE, PLEASE CONTACT OUR SERVICE MANAGER, SCOTT MILLER @ 706-494-7129 THANK YOU FOR YOUR BUSINESS. COME BACK... COME BACK... TO YOUR LEGACY.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

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

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

CUSTOMER SIGNATURE

Certified Service

MULTI-POINT VEHICLE INSPECTION

Name: [REDACTED] Year/Model: 01 / Monte Carlo Date: 03/17/15

Repair Order #: _____ VIN (last 8 digits): 19 Odometer: 85825 Tag#: 5129 License#: _____

Checked and OK

May Require Attention Soon

Requires Immediate Attention

	<input type="checkbox"/> OnStar active <input type="checkbox"/> Enrolled in OVD <input type="checkbox"/> Enrolled in DMN		<input type="checkbox"/> Air Conditioning Performance Remaining engine oil life: _____ % Reset: _____ N/A: _____	
Windshield condition Cracks _____ Chips _____	<input type="checkbox"/> Rotation needed <input type="checkbox"/> Rotation performed	<input type="checkbox"/> Alignment needed <input type="checkbox"/> Alignment performed	<input type="checkbox"/> Balance needed <input type="checkbox"/> Balance performed	<input type="checkbox"/> Battery health <input type="checkbox"/> Battery cables and connections
8/32 or Greater 7/32 ACTUAL 6/32 5/32 4/32 3/32 or Less PSI@ _____ set to: _____ PSI	8/32 or Greater 7/32 6/32 5/32 4/32 3/32 or Less PSI@ _____ set to: _____ PSI	<p>(Check body condition)</p> <p>(Check lamps)</p> Lowest Tread Depth: _____ /32 <input type="checkbox"/> LF Wear Pattern <input type="checkbox"/> LR Damage	8/32 or Greater 7/32 6/32 5/32 4/32 3/32 or Less PSI@ _____ set to: _____ PSI	8/32 or Greater 7/32 ACTUAL 6/32 5/32 4/32 3/32 or Less PSI@ _____ set to: _____ PSI

OK	FILLED	REQUIRES ATTENTION
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Fuel system (also including gas cap seating)	Brake system (also including lines, hoses and parking brake)
Engine, transmission, drive axle, transfer case	Additional Recommended Services
Engine cooling system, leak/other	1)
Shocks and struts - also check operation	2)
Belts: engine, power steering and/or V-drive	3)
Hoses: engine, power steering and HVAC	Service Consultant: <u>Mary</u>
Engine air filter	Technician: _____ No.: <u>277</u>
Passenger Compartment Air Filter	
Steering components and steering linkage	Restraint system component check
CV drive axle boots or driveshafts and U-joints	Chassis components lubrication
Exhaust system components	Drive Axle (leak/other)
Body components lubrication	Evaporative control system

CUSTOMER #: [REDACTED]

INVOICE



DUPLICATE 1
PAGE 1

Legacy Automotive of Columbus, LLC.
3615 N. MANCHESTER EXPRESSWAY - COLUMBUS, GA 31908
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SWITCHBOARD (706) 322-8888
www.legacychevy.com

COLUMBUS, GA
HOME: [REDACTED] MONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 3370 LARRY MCGREGOR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLK	01	CHEVROLET MONTE CARL	2G1WW12E219 [REDACTED]		85938/85938	[REDACTED]	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
03SEP01 DE			12:00 10APR15		110.00	CASH	10APR15
R.O. OPENED	READY	OPTIONS: DLR: [REDACTED] ENG: LA1 TRN: MX0 1)4.0 3-04 2)4.0 7-04					
07:31 10APR15	16:56 10APR15						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER STATES VEHICLE WON'T START AT TIMES, WON'T TURN OVER, ADVISE							
C3 REPLACE BODY CONTROL MODULE AND AMBIENT SENSOR							
			160	CM		275.00	275.00
		1	10350647	(S)MODULE	275.00	275.00	275.00
		1	12450120	(S)SENSOR	20.00	20.00	20.00

85938 CHECKED OFR NO START AND CHECKED RADIO THEFT LOCK.
INTERMITTANT BCM LOCK UP CAUSING NO START AND THEFT SYSTEM FAULT.
INTERNAL BCM FAULT. ALSO HAS AMBIENT LIGHT SENSOR IN DASH OPEN CAUSING
SERVICE VEH SOON MESSAGE IN DASH. REPLACED AND PROGRAMMED BODY CONTROL
MODULE, PROGRAMMED THEFT DETERANT SYSTEM AND REPLACED AMBIENT LIGHT
SENSOR IN DASH.

B CUSTOMER STATES RADIO IS LOCKED, ADVISE
C3 LINE A RELATED (N/C)
85938 SEE LINE A

CUSTOMER PAY SHOP/DISPOSAL FOR REPAIR ORDER. 19.95
HERE AT LEGACY CHEVROLET/CADILLAC/SAAB OUR
GOAL IS FOR YOU TO BE "COMPLETELY SATISFIED"
IF WE CAN IMPROVE YOUR EXPERIENCE, PLEASE
CONTACT OUR SERVICE MANAGER,
SCOTT MILLER @ 706-494-7129
THANK YOU FOR YOUR BUSINESS.
COME BACK. COME BACK. TO YOUR LEGACY.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	DESCRIPTION	TOTALS
		LABOR AMOUNT	275.00
		PARTS AMOUNT	295.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	19.95
		TOTAL CHARGES	589.95
		LESS INSURANCE	0.00
		SALES TAX	25.20
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	615.15

CUSTOMER #:

INVOICE



Legacy Automotive of Columbus, LLC.
3615 N. MANCHESTER EXPRESSWAY COLUMBUS, GA 31908
DIRECT LINE (706) 322-0621
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PAGE 1

COLUMBUS, GA

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 3370 LARRY MCGREGOR

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG, DEL DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Includes vehicle details for a Chevrolet Monte Carlo.

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES AT TIMES WHEN TURNING IGNITION SWITCH, GAUGES DON'T MOVE, WON'T START, KEEP TRYING AND IT WILL FINALLY START, ADVISE NWD COULDN'T DUPLICATE, DID IT WHEN CUSTOMER CAME TO PICK IT UP, WILL BRING IT 160 INSC (N/C)

85982 NWD

B** CUSTOMER STATES GAUGES DON'T MOVE AT TIMES, SEVERAL WARNING LAMPS COME ON, MAY OR MAY START, ADVISE NWD NO WORK DONE 160 INSC (N/C)

85982 NWD

HERE AT LEGACY CHEVROLET/CADILLAC/SAAB OUR GOAL IS FOR YOU TO BE "COMPLETELY SATISFIED" IF WE CAN IMPROVE YOUR EXPERIENCE, PLEASE CONTACT OUR SERVICE MANAGER, SCOTT MILLER @ 706-494-7129 THANK YOU FOR YOUR BUSINESS. COME BACK.....COME BACK.... TO YOUR LEGACY.

Table with columns: STATEMENT OF DISCLAIMER, DESCRIPTION, TOTALS. Includes a disclaimer on behalf of the servicing dealer and a summary of charges.

CUSTOMER COPY

CUSTOMER #:

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Legacy Automotive of Columbus, LLC.

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COLUMBUS, GA

PAGE 1

HOME:

CONT:

BUS: CELL:

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Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG, DEL DATE, PROD. DATE, WARR. EXP., PROMISED, PONO., RATE, PAYMENT, INV. DATE. Includes vehicle details for a Chevrolet Monte Carlo.

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES VEHICLE WON'T START AT TIMES, GAUGES DON'T

MOVE, ADVISE

NWD COULDN'T DUPLICATE, FINNALLY DID, NNEDS

IGNITION SWITCH REPLACEMENT, DECLINED

160 INSC

(N/C)

B CUSTOMER STATES THERE IS FUEL ODOR, ADVISE

NWD HAS LEAKY FUEL PRESSURE REGULATOR, DECLINED

160 INSC

(N/C)

HERE AT LEGACY CHEVROLET/CADILLAC/SAAB OUR GOAL IS FOR YOU TO BE "COMPLETELY SATISFIED" IF WE CAN IMPROVE YOUR EXPERIENCE, PLEASE CONTACT OUR SERVICE MANAGER, SCOTT MILLER @ 706-494-7129 THANK YOU FOR YOUR BUSINESS. COME BACK.....COME BACK.... TO YOUR LEGACY.

Table with columns: STATEMENT OF DISCLAIMER, DESCRIPTION, TOTALS. Includes a disclaimer on behalf of the servicing dealer and a summary of charges (Labor, Parts, Gas, Oil, Lube, Sublet, Misc. Charges, Total Charges, Less Insurance, Sales Tax, Please Pay This Amount).

CUSTOMER #: [REDACTED]

INVOICE



Legacy Automotive of Columbus, LLC.
3615 N. MANCHESTER EXPRESSWAY - COLUMBUS, GA 31908
DIRECT LINE (706) 322-0621
SWITCHBOARD (706) 322-8888
www.legacychevy.com

COLUMBUS, GA

PAGE 1

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

SERVICE ADVISOR: 3370 LARRY MCGREGOR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLK	01	CHEVROLET MONTE CARL	2G1WW12E219 [REDACTED]		86137/86137	[REDACTED]	
DEL DATE	PROD. DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03SEP01 DD			17:00 18MAY15		110.00	CASH	19MAY15
R.O. OPENED	READY	OPTIONS: DLR [REDACTED] ENG: LA1 TRN: MX0 1) 4.0 3-04 2) 4.0 7-04					
15:28 18MAY15	08:20 19MAY15						

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

A CUSTOMER STATES VEHICLE WON'T START AT TIMES, GAUGES DON'T MOVE AT TIMES, ALL WARNING LIGHTS COME ON AT TIMES, ADVISE

C3 REPLACE IGNITION SWITCH
 160 CM 165.00 165.00
 1 22670487 (S) SWITCH 210.00 210.00 210.00
 86137 CHECKED FOR NO START. LOSING VOLTAGE OUTPUT ON IGNITION 1
 CIRCUIT FROM IGNITION SWITCH. INTERNAL CONTACTS ARCING. REPLACED
 IGNITION SWITCH AND CHECKED STARTING OK.

B CUSTOMER STATES WHEN DRIVING AT TIMES, GAUGES GO HAYWIRE, STOP WORKING, ADVISE

C3 LINE A RELATED 160 INSC (N/C)
 86137 SEE LINE A

CUSTOMER PAY SHOP/DISPOSAL FOR REPAIR ORDER, 31.50

HERE AT LEGACY CHEVROLET/CADILLAC/SAAB OUR
 GOAL IS FOR YOU TO BE "COMPLETELY SATISFIED"
 IF WE CAN IMPROVE YOUR EXPERIENCE, PLEASE
 CONTACT OUR SERVICE MANAGER,
 SCOTT MILLER @ 706-494-7129
 THANK YOU FOR YOUR BUSINESS.
 COME BACK.....COME BACK..... TO YOUR LEGACY.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	165.00
PARTS AMOUNT	210.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	31.50
TOTAL CHARGES	406.50
LESS INSURANCE	0.00
SALES TAX	19.32
LEASE PAY THIS AMOUNT	425.82

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

CUSTOMER #:



INVOICE

DUPLICATE 2
PAGE 1

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DIRECT LINE (706) 322-0621
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COLUMBUS, GA
HOME
BUS:

CONT.
CELL:

SERVICE ADVISOR: 3370 LARRY MCGREGOR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLK	01	CHEVROLET MONTE CARL	2G1WW12E219		86148/86158		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
03SEP01 DD			12:00 20MAY15		110.00	CASH	20MAY15
R.O. OPENED	READY	OPTIONS:		DLR:			ENG:LA1 TRN:MX0 1)4.0 3-04
16:09 19MAY15	15:43 20MAY15	2)4.0 7-04					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER STATES SECURITY WARNING DISPLAYED, TRAC OFF LIGHT ON, ABS BRAKE WARNING LAMPS, COMING ON WHEN DRIVING, ADVISE							
CAUSE: INTERNAL FAILURE							
5410030 BODY CONTROL MODULE REPLACEMENT							
				160	WM4		(N/C)
				1	10350647 (S)MODULE		(N/C)
				1	CC WARR RETURN		(N/C)
SLD DIAGNOSIS							
				160	WM4		(N/C)
FC: PART#: 10350647 COUNT: 1							
CLAIM TYPE:							
AUTH CODE:							

86148 BCM LOGIC LOCKED, INTERNAL BCM FAULT. REPLACED BODY CONTROL MODULE AND PROGRAMMED, CHECKED OPERATION OK

POS 768774 10MAY15 AT 85938 MILES

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

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

CUSTOMER SIGNATURE

AutoZone 0141

4692 BUENA VIST
COLUMBUS, GA
(706) 568-9030

#164359	78S-DLG	123.99 P
78S-DLG		
Duralast Gold Battery, EA		
#164359	CORE CHARGE	18.00 P
VOID ITEM	1 @ 1/123.99	
#164359	78S-DLG	123.99-P
78S-DLG		
Duralast Gold Battery, EA		
#164359	CORE CHARGE	18.00-P
PRICE OVERRIDE	1 @ 1/110.43	
#164359	78S-DLG	110.43 N
78S-DLG		
Duralast Gold Battery, EA		
#164359	CORE CHARGE	18.00 N
SUBTOTAL		170.43
TOTAL TAX @ 7.000%		11.99
TOTAL		182.42
CASH		140.00
CHANGE		42.42

REG #03 CSR #56 RECEIPT #342823
STR. TRANS #60823*
STORE #0141
DATE 04/08/2015 ←
OF ITEMS SOLD 1



0141608230040615

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qualifying purchases of \$20 or more*
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or online at AutoZone.com/azrewards
*See terms and conditions at
AutoZone.com/azrewards for details.

PERSONAL WARRANTY INFORMATION



2001 Chevrolet Monte Carlo
Item: 1643: 78S-DLG DURALAST GOLD 8A
5 YEAR/50,000 MILE WARRANTY PERIOD
36 MONTHS FREE REPLACEMENT PERIOD

Battery Limited Warranty ←

This warranty lasts from the day you
buy the battery to the end of the
warranty period on this receipt. This
warranty expires when you sell or
transfer your vehicle. If the battery is
found defective during the free replacement

BATTERY

NOTE: ON 04082015
BECAUSE THE KEY WOULDN'T WORK AND THE SWITCH CAME
ON WHICH INDICATED A BAD BATTERY AND I REPLACE THE
BATTERY AND STILL THE PROBLEM WAS THE SAME UNTIL
I JIGGLE THE KEY IN THE SWITCH AND FINALLY THE INSTRUMENTS
STARTED TO WORK AND THE ENGINE STARTED.

Columbus Ga



U.S. Department of Transportation
National Highway
Traffic Safety
Administration OFFICE OF DEFAULTS INVESTIGATION
1200 New Jersey Ave. S.E. NVS-210
Washington D.C. [Redacted]
20077-9382

APPROVED JUL 8 4 2015

W48-226

