

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

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

DOT Auto Safety Hotline

FOR AGENCY USE ONLY 100148



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

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

Date Received
21-JUL-2015
SEP 03 2015
Repository
Reference No.
10735419

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City KETTERING State OH Zip Code [REDACTED]
Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Evening Telephone Number Same

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
1G1PF5S99B7 [REDACTED]
Make CHEVROLET Model CRUZE Model Year 2011
Date Purchased 6-11-11 Dealer's Name and Telephone Number VOSS CHEVROLET 937-433-1744 Engine: No: Cylinders 4 Fuel Type: REG
Original Owner Dealer's City CENTERVILLE State OH Zip Code 45459
Transmission Type 6 SPEED AUTOMATIC Antilock Brakes Cruise Control Powertrain Multiple Failure: Incident Date(s) 06-JUL-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: BRAKES (PWS) Failure Mileage 4136 Failure Speed 2 MPH

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make Tire Model (Name or Number) Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036) Original Equipment Prior Repair Failure Location:
Tire Component Code Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: Date Manufactured: Model No./Name:
Seat Type: Installation System:
Child Seat Component Code: Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash Yes No Fire Yes No
Number of Persons Injured 0 Number of Deaths 0 Reported to Police N

Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL* THE CONTACT OWNS A 2011 CHEVROLET CRUZE. WHILE ATTEMPTING TO ENGAGE THE BRAKE PEDAL, THE BRAKES FAILED TO RESPOND AND EXTENDED TO THE FLOORBOARD SEVERAL TIMES. THE VEHICLE WAS TAKEN TO THE DEALER, WHO WAS NOT ABLE TO REPLICATE OR DIAGNOSE THE FAILURE. THE CONTACT HAD TO PUMP THE BRAKES TO GET THE BRAKE PEDAL TO RESPOND. THE VEHICLE WAS TOWED TO THE DEALER, WHO REPLACED THE BRAKE BOOSTER VACUUM PIPE. THE VEHICLE WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 13V360000 (SERVICE BRAKES, HYDRAULIC). THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 4,136.

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.



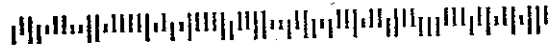
Chevrolet
 P.O. Box 909989
 Milwaukee, WI 53209-9989

IMPORTANT SAFETY RECALL

11/25 2:00 PM

12213 1G1PF5S99B7 13 0020113

KETTERING, OH



October 2013

Dear [REDACTED]

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

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2011 model year Chevrolet Cruze vehicles equipped with a 1.4L turbo engine and a 6-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

- Your 2011 model year Chevrolet Cruze, VIN **1G1PF5S99B7** [REDACTED] is involved in recall 12213.

Why is your vehicle being repaired?

This engine-transmission combination in your vehicle requires supplemental vacuum under certain operating conditions. An electric vacuum pump provides the supplemental vacuum, and if this is not available due to silicon on the brake vacuum micro switch, brake assist may be intermittently reduced or lost. Reduction of loss of brake assist will require extra pedal force and/or longer distance to bring the vehicle to a stop, increasing the risk of a crash.

What will we do?

PARTS ARE NOT CURRENTLY AVAILABLE, but when parts are available, your Chevrolet dealer will replace the brake vacuum micro switch. This service will be performed for you at **no charge**.

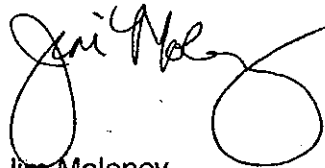
We are working as quickly as possible to correct this condition. When parts are available, we will send you another letter asking you to take your vehicle to your Chevrolet dealer to have your vehicle serviced. If you have already paid for repairs for this condition, a reimbursement request form will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



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).

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



Jim Moloney
General Director - Customer & Relationship Services

GM Recall #12213





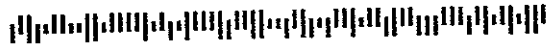
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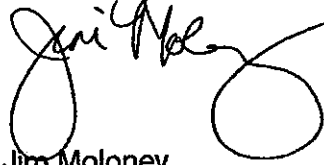
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General Director - Customer & Relationship Services

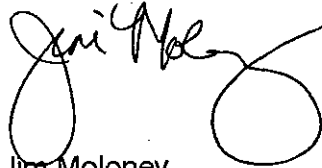
GM Recall #12213



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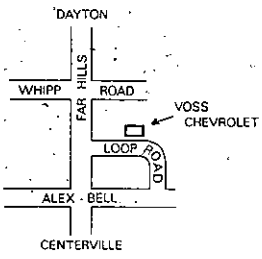
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General Director - Customer & Relationship Services

GM Recall #12213

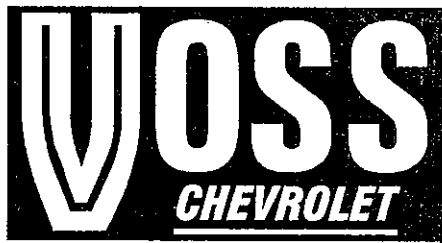




100 Loop Road DAYTON, OHIO 45459-2197
Service Parts (937) 433-1444

Service Dept. Hours

Monday thru Thursday 7:00 a.m. - 7:00 p.m.
Friday 7:00 a.m. - 6:00 p.m.
Saturday 8:00 a.m. - 3:00 p.m.



3

Certified Service

WWW.VOSSAUTO.COM

CUSTOMER NO.	ADVISOR KENNETH STAPLETON	TAG NO. 10709	INVOICE DATE 12/13/13	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 2,959	COLOR ICE BLUE ME
KETTERING, OH	YEAR / MAKE / MODEL 11/CHEVROLET/CRUZE/4DR SDN LT	DELIVERY DATE	DELIVERY MILES 105	STOCK NO.
	VEHICLE I.D. NO. 1G1PF5S99B7	SELLING DEALER NO. 100	PRODUCTION DATE	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	R.O. DATE 12/13/13	
				MO: 2961

JOB# 1 CHARGES

LABOR
#1 200VZ TRIM ELECTRICAL HOURS TECH(S) 10218 VE00 WARRANTY

CUSTOMER STATES: RECALL 12213 OPEN
PUMP SWITCH
INSTALL PUMP SWITCH
PER RECALL

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	13460776	SENSOR KI 4.930		
				TOTAL - PARTS	0.00

JOB# 1 TOTALS

JOB# 2 CHARGES

LABOR
#2 00CVZ010 DEXOS OIL HOURS TECH(S) 10218 VE00 10.00

CUST REQUEST DEXOS OIL & FILTER CHANGE.
<ACDELCO FILTER>
FACTORY FILL 2011-2012 GM VEH
COMPLETE DEXOS OIL CHANGE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	55594651	FILTER KI 1.836	7.45	7.45
	5	19293000	5W30DEXOS 8.800	4.35	21.75
				TOTAL - PARTS	29.20

JOB# 2 TOTALS

JOB# 3 CHARGES

LABOR
#3 00CVZ010 INSPECT TIRES/FLUIDS HOURS TECH(S) 9999 0.00

INSPECT TIRES, FLUIDS/MULTI POINT.
PERFORM INSPECTION
INSPECTION COMPLETED.

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # A	SS	SHOP SUPPLIES		0.80	
				TOTAL - MISC	0.80

COMMENTS

Limited Warranty

This dealership warrants all new parts from the original equipment manufacturer and labor performed in conjunction with this repair for twelve (12) months or twelve thousand (12,000) miles, whichever comes first.

If any factory part or labor fails in normal service within that period, the dealership will replace the defective parts and/or repair any defect in workmanship. Any warranty on parts or accessories which are not new original equipment manufacturer parts are made solely by the manufacturer or supplier of such parts.

This disclaimer in no way affects the provisions of any manufacturer or other supplier warranties. If dealer provides a written warranty, any implied warranties are expressly limited to the term of the written warranty.

EXCEPT FOR ANY LIMITED WARRANTY GIVEN ABOVE, THIS DEALERSHIP DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PARTS AND ACCESSORIES.

This dealership shall not be liable for any incidental or consequential damages or commercial losses arising out of such repairs / services.

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.

Chevrolet Parts Dept. Hours

Monday thru Thursday 8:00 a.m. - 7:00 p.m.
Friday 8:00 a.m. - 6:00 p.m.
Saturday 8:00 a.m. - 3:00 p.m.

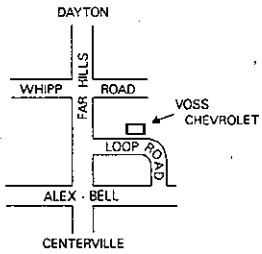
Voss Collision Centre Hours

Monday thru Thursday 7:00 a.m. - 7:00 p.m.
Friday 7:00 a.m. - 6:00 p.m.
Saturday 8:00 a.m. - Noon



Chevrolet-Cadillac-BMW-Land Rover
Honda-Hyundai-Toyota-Scion
Voss Certified Pre-Owned Vehicles
Voss Executive Detail Centre
Voss Collision Centre, Joe Morgan Honda

The Reynolds and Reynolds Company ERANTIME CCT708506 Q (05/13)



100 Loop Road DAYTON, OHIO 45459-2197
Service Parts (937) 433-1444

Service Dept. Hours

Monday thru Thursday 7:00 a.m. - 7:00 p.m.
Friday 7:00 a.m. - 6:00 p.m.
Saturday 8:00 a.m. - 3:00 p.m.



Certified Service

WWW.VOSSAUTO.COM

CUSTOMER NO. [REDACTED]	ADVISOR KENNETH STAPLETON 10709	TAG NO. W735	INVOICE DATE 12/13/13	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 2,959	COLOR ICE BLUE ME
[REDACTED]	YEAR / MAKE / MODEL 11/CHEVROLET/CRUZE/4DR SDN LT	DELIVERY DATE	DELIVERY MILES 105	STOCK NO. [REDACTED]
KETTERING, OH [REDACTED]	VEHICLE I.D. NO. 1 G 1 P F 5 S 9 9 B 7 [REDACTED]	SELLING DEALER NO. 100	PRODUCTION DATE	
[REDACTED]	P.O. NO.	R. O. DATE 12/13/13		
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS		

MO: 2961

TOTALS

MASTERCARD VISA AMEX DISC
 ATM/DEBIT GM CARD CHECK # CASH
 *** IMPORTANT ***
 YOU WILL RECEIVE A QUESTIONNAIRE FROM GM REGARDING THIS SERVICE VISIT. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED" ON QUESTION #16 OF YOUR GM SURVEY PLEASE CONTACT US AT 433-1444 WE ARE HERE TO HELP.E

TOTAL LABOR....	10.00
TOTAL PARTS....	29.20
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.80
TOTAL MISC DISC	0.00
TOTAL TAX.....	2.90
TOTAL INVOICE \$	42.90

Limited Warranty
This dealership warrants all new parts from the original equipment manufacturer and labor performed in conjunction with this repair for twelve (12) months or twelve thousand (12,000) miles, whichever comes first.
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This disclaimer in no way affects the provisions of any manufacturer or other supplier warranties. If dealer provides a written warranty, any implied warranties are expressly limited to the term of the written warranty.
EXCEPT FOR ANY LIMITED WARRANTY GIVEN ABOVE, THIS DEALERSHIP DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PARTS AND ACCESSORIES.
This dealership shall not be liable for any incidental or consequential damages or commercial losses arising out of such repairs / services.
Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.

CUSTOMER SIGNATURE

VOSS CHEVROLET INC.
100 LOOP ROAD
DAYTON, OH 45459

12/13/2013 14:47:12
Merchant ID: 0000000 [REDACTED]
Terminal ID: [REDACTED]
373207049991

F
DE

CREDIT CARD
MC SALE

CARD # XXXXXXXXXXXX [REDACTED]
INVOICE [REDACTED]
Batch #: [REDACTED]
Approval Code: [REDACTED]
Entry Method: Swiped
Mode: Online
SALE AMOUNT \$42.90

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Voss Collision Centre Hours

Monday thru Thursday 7:00 a.m. - 7:00 p.m.
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CUSTOMER COPY



The Reynolds and Reynolds Company ERAINTIME CC708506 Q (06/13)



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

IMPORTANT SAFETY RECALL



14801 1G1PF5S99B7 13 0015754

KETTERING, OH



April 2015

This notice applies to your vehicle, VIN: 1G1PF5S99B7

Dear

This notice is sent to inform you that General Motors is conducting a voluntary emission recall that includes your vehicle.

Reason For This Recall: General Motors and US Environmental Protection Agency emissions testing of 2011-2013 Chevrolet Cruze vehicles equipped with a 1.4L engine and an automatic transmission found vehicles that did not comply with the carbon monoxide emissions standard on the US06 emissions test. This test measures tailpipe emissions during high speed/high load conditions.

What Will Be Done: Your Chevrolet dealer will reprogram the engine control module (ECM) to revise the fuel enrichment strategy as required. This service will be performed for you at **no charge**.

What You Should Do: Please contact your Chevrolet dealer as soon as possible to arrange a service date. Instructions for making this correction have been sent to your dealer. Please ask your dealer if you wish to know how much time will be needed to schedule, process, and repair your vehicle.

If you have any questions or need any assistance, just contact your Chevrolet dealer or the Chevrolet Customer Assistance Center at 1.800.222.1020 (TTY 1.800.833.2438).

Emission Law Information: In order to ensure your full protection under the emission warranty made applicable to your Chevrolet Cruze vehicle by state and federal law, and your right to participate in future recalls, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could legally be determined to be lack of proper maintenance of your vehicle. Also, your vehicle may fail a state or local emission inspection if this recall is not accomplished.



IMPORTANT MESSAGE FOR CALIFORNIA RESIDENTS

The California Air Resources Board (CARB) requires vehicle emission recalls be completed prior to California registration renewal. Uncorrected emission recalls will result in the inability to renew your California vehicle registration.

At the time of emission recall completion, your California dealer will issue a "Proof of Correction Certificate". Keep this certificate and, if required, present it to the Department of Motor Vehicles when renewing your California registration as proof of recall completion.

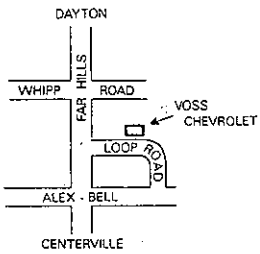
We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your continued satisfaction with our products.



Jeffrey M. Boyer
Vice President
Global Vehicle Safety

14801

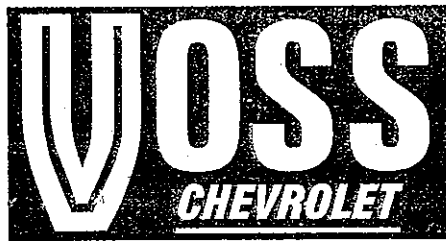




100 Loop Road DAYTON, OHIO 45459-2197
Service Parts (937) 433-1444

Service Dept. Hours

Monday thru Thursday 7:00 a.m. - 7:00 p.m.
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Saturday 8:00 a.m. - 3:00 p.m.



Certified Service

WWW.VOSSAUTO.COM

CUSTOMER NO. [REDACTED]	ADVISOR KENNETH STAPLETON	TAG NO. 10709 w750	INVOICE DATE 05/04/15	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 3,978	COLOR ICE BLUE ME
[REDACTED]	YEAR / MAKE / MODEL 11/CHEVROLET/CRUZE/4DR SDN LT	DELIVERY DATE	DELIVERY MILES 105	STOCK NO. [REDACTED]
KETTERING, OH	VEHICLE I.D. NO. 1G1PF5S99B7	SELLING DEALER NO. 100	PRODUCTION DATE	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	P.O. NO.	R.O. DATE 05/04/15	REPRINT# 1
COMMENTS			MO: 3978	

JOB# 1 CHARGES

LABOR
1000CVZ010 CERT. OF ROTAT. HOURS 12.00 TECH(S) 10/22

CUST REQUEST CERTIFIED SERVICE
MAINTENANCE
SERVICE COMPLETED, <EVERY DAY VALUE PRICE> LOF, FOUR TIRE
ROTATION AND MULTI-POINT VEHICLE INSPECTION.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	55594651	FILTER KI 1.836	10.16	
	5	19293000	5W30DEXOS 8.800	4.35	
TOTAL - PARTS					31.91

MISC	CODE	DESCRIPTION	CONTROL NO	
	GBD	GOLDEN BUCKEYE DISCOUNT		-2.20
TOTAL - MISC				-2.20

JOB# 1 TOTALS					
			LABOR		12.00
			PARTS		31.91
			MISC		-2.20
JOB# 1 JOURNAL PREFIX CVCS				JOB# 1 TOTAL	41.71

JOB# 2 CHARGES

LABOR
2000CVZ010 ENGINE MAINT. HOURS 0.00 TECH(S) 10/22

CUSTOMER STATES RECALL 14801 OPEN
ECM
RECALL
PROGRAMMED ECM

JOB# 2 TOTALS					
JOB# 2 JOURNAL PREFIX CVCS				JOB# 2 TOTAL	0.00

JOB# 3 CHARGES

LABOR
3000CVZ010 ENGINE MAINT. HOURS 0.00 TECH(S) 10/22

CUSTOMER STATES RECALL 14417 OPEN
COOLANT
RECALL
TOPPED OFF. PRESSURE TESTED, NO LEAKS.

JOB# 3 TOTALS					
JOB# 3 JOURNAL PREFIX CVCS				JOB# 3 TOTAL	0.00

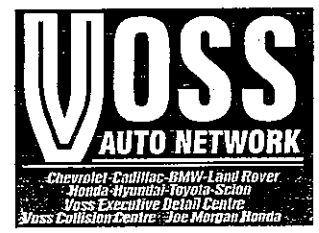
ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$39.95 (+TAX)

COMMENTS
[REDACTED]

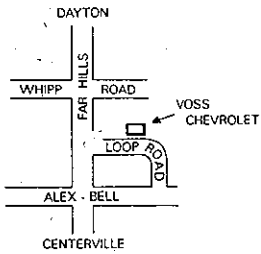
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EXCEPT FOR ANY LIMITED WARRANTY GIVEN ABOVE, THIS DEALERSHIP DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PARTS AND ACCESSORIES.
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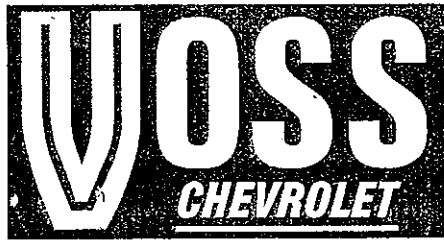
The Reynolds and Reynolds Company CC708506 Q (07/14) ERAINTIME



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KETTERING, OH [REDACTED]	YEAR / MAKE / MODEL 11/CHEVROLET/CRUZE/4DR SDN LT			DELIVERY DATE	DELIVERY MILES 105
	VEHICLE I.D. NO. 1 G 1 P F 5 S 9 9 B 7 [REDACTED]			SELLING DEALER NO. 100	PRODUCTION DATE
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS		05/04/15	REPRINT# 1
					MO: 3978

TOTALS
 MASTERCARD VISA AMEX DISC
 ATM/DEBIT GM CARD CHECK # CASH
 *** IMPORTANT ***

YOU WILL RECEIVE A QUESTIONNAIRE FROM GM REGARDING THIS SERVICE VISIT. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED" ON QUESTION #16 OF YOUR GM SURVEY PLEASE CONTACT US AT 433-1444 WE ARE HERE TO HELP.E

TOTAL LABOR.... 12.00
 TOTAL PARTS.... 31.91
 TOTAL SUBLET... 0.00
 TOTAL G.O.G.... 0.00
 TOTAL MISC CHG. 0.00
 TOTAL MISC DISC -2.20
 TOTAL TAX..... 3.02
TOTAL INVOICE \$ 44.73

Limited Warranty
 This dealership warrants all new parts from the original equipment manufacturer and labor performed in conjunction with this repair for twelve (12) months or twelve thousand (12,000) miles, whichever comes first.
 If any factory part or labor fails in normal service within that period, the dealership will replace the defective parts and/or repair any defect in workmanship. Any warranty on parts or accessories which are not new original equipment manufacturer parts are made solely by the manufacturer or supplier of such parts.

This disclaimer in no way affects the provisions of any manufacturer or other supplier warranties. If dealer provides a written warranty, any implied warranties are expressly limited to the term of the written warranty.

EXCEPT FOR ANY LIMITED WARRANTY GIVEN ABOVE, THIS DEALERSHIP DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PARTS AND ACCESSORIES.

This dealership shall not be liable for any incidental or consequential damages or commercial losses arising out of such repairs / services.

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.

Chevrolet Parts Dept. Hours

Monday thru Thursday 8:00 a.m. - 7:00 p.m.
 Friday 8:00 a.m. - 6:00 p.m.
 Saturday 8:00 a.m. - 3:00 p.m.

Voss Collision Centre Hours

Monday thru Thursday 7:00 a.m. - 7:00 p.m.
 Friday 7:00 a.m. - 6:00 p.m.
 Saturday 8:00 a.m. - Noon

CUSTOMER SIGNATURE

VOSS CHEVROLET INC
 100 LOOP ROAD
 DAYTON, OH 45459

05/04/2015 15:23:28
 MID: 00000000 [REDACTED] TID: 03567263

CREDIT CARD

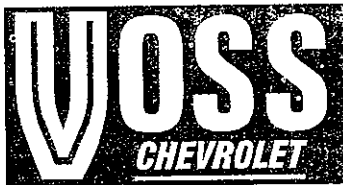
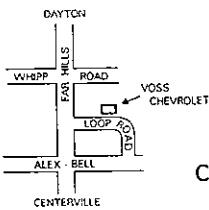
VISA SALE

CARD # XXXXXXXXXXXX [REDACTED]
 INVOICE [REDACTED]
 SEQ #: [REDACTED]
 Batch #: [REDACTED]
 Approval Code: [REDACTED]
 Entry Method: Swiped
 Mode: Online
SALE AMOUNT \$44.73

PAID
MAY 04 2015

CUSTOMER COPY





100 Loop Road DAYTON, OHIO 45459-2197
 Phone (937) 433-1444
 www.vossauto.com



Chevrolet Service and Parts Hours

Monday thru Thursday
 7:00 a.m. - 7:00 p.m.
 Friday - 7:00 a.m. - 6:00 p.m.
 Saturday 8:00 a.m. - 3:00 p.m.

Voss Collision Centres
 Monday thru Thursday
 7:00 a.m. - 7:00 p.m.
 Friday - 7:00 a.m. - 6:00 p.m.
 Saturday 8:00 a.m. - Noon

Certified Service

GENERAL MOTORS RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ045 01CVZ030	45000 MILE SERVICE 30000 FULL SERV	MO MO		01CVZ003 01CVZ012	3000 MILE SERVICE 12000 MILE SERVICE	MI MO	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/13/13		2959	10709	10218 10218 9999	W C C	20CVZ 00CVZ01D 00CVZ01I	TRIM ELECTRICAL DEXOS-LOF INSPECT/TIRES/FLUIDS
05/15/13 07/10/12		2359 1459	10065 10709	4346 10301 10301	C C W	16CVZ 00CVZ01D 07CVZ	WHEELS/TIRES DEXOS-LOF ENGINE MINOR

SALESPERSON NO. 10425 STEVEN T SCHARRER **S E R V I C E** STATE REG# NO

TERMS <input type="checkbox"/> CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHARGE	VEHICLE I.D. NO. 1G1PF5S99B7	YEAR/MAKE/MODEL 11/CHEVROLET/CRUZE/4DR SDN LT	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.	
O.K. BY	CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES 105	SELLING DEALER NO. 100	CAR NO. 05/04/1	
CALL WHEN READY <input type="checkbox"/> Yes <input type="checkbox"/> No	RESIDENCE PHONE	BUSINESS PHONE	COLOR ICE BLUE MET/MED	CONTRACT NO.	EXPIRATION DATE 06/11/16	EXPIRATION MILES 50,000 W/50	
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	TIME RECEIVED 02:01pm	DATE/TIME PROMISED 05/05/15 09:48am	TURBO CVZZ	M/MC	AIR COND.	P.S.	
I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto. If I do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service. I acknowledge the retrieval of on-board data as needed to facilitate vehicle repairs, as well as sharing of that data with the manufacturer for diagnostic and research purposes. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF			MILEAGE 3,978				ADVISOR NO. 10709
E-MAIL			ADVISOR KENNETH STAPLETON				

8% OF LABOR CHARGE UP TO A MAXIMUM OF \$15.00 FOR SHOP MATERIALS.

ORIGINAL CUSTOMER ESTIMATE: TOTAL 39.95 X _____ C * 00CVZ010 CERT/LOF/ROTATE CUST REQUEST CERTIFIED SERVICE	ESTIMATE (UNDER OHIO LAW) YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE.	ORIGINAL ESTIMATE	CUSTOMER'S ACCEPTANCE
	WRITTEN ESTIMATE	\$ _____	INITIAL HERE
	ORAL ESTIMATE	\$ _____	DATE _____ TIME _____
W * 00CVZ QUICK SERVICE CUSTOMER STATES RECALL 14801 OPEN ECM	I DO NOT REQUEST AN ESTIMATE \$ _____ BY _____ NOTES _____ Replaced parts will be tendered unless specified otherwise. Discard Parts replaced under warranty or to be rebuilt or sold by us will not be tendered. All other parts will be made available to you. All parts new unless specified otherwise. Limited Warranty This dealership warrants all new parts from the original equipment manufacturer and labor performed in conjunction with this repair for twelve (12) months. If any factory part or labor fails in normal service within that period, the dealership will replace the defective parts and/or repair any defect in workmanship. Any warranty on parts or accessories which are not new original equipment manufacturer parts are made solely by the manufacturer or supplier of such parts. This disclaimer in no way affects the provisions of any manufacturer or other supplier warranties. If dealer provides a written warranty, any implied warranties are expressly limited to the term of the written warranty.		
W * 07CVZ ENGINE MINOR CUSTOMER STATES RECALL 14417 OPEN COOLANT	EXCEPT FOR ANY LIMITED WARRANTY GIVEN ABOVE, THIS DEALERSHIP DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PARTS AND ACCESSORIES. This dealership shall not be liable for any incidental or consequential damages or commercial losses arising out of such repairs/services.		

The Reynolds and Reynolds Company ERANTW02E CC618216 Q (03/14)



9

September 2014

[REDACTED]
Kettering, OH [REDACTED]

Dear [REDACTED]

We have learned that your 2011 model year Chevrolet Cruze may have a condition in which a low engine coolant level may be observed in the coolant reservoir even though there are no external leaks present. You may have noticed that the coolant level was full when the vehicle was new but the coolant level decreased over time. If air was trapped in the cooling system during the coolant fill process at the plant, the coolant level may have decreased over time as the trapped air was purged from the cooling system.

Your satisfaction with your Cruze is very important to us, so we are announcing a program to address this concern if it has occurred.

What We Will Do: Your Chevrolet dealer will inspect the cooling system level and fill it to the appropriate level if it is low. This service will be performed for you at **no charge until August 12, 2016**. After that, any applicable warranty will apply.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your Chevrolet dealer as soon as possible to schedule an appointment for this repair.

If you have any 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).

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Chevrolet Cruze provides you with many miles of enjoyable driving.

Alicia Boler-Davis
Sr. Vice President—Global Quality & Customer
Experience

14417





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

October 2014

10



14371 1G1PE5S99B7

Kettering, OH



Dear

As the owner of a 2011 model year Chevrolet Cruze, your satisfaction with our product is very important to us.

This letter is intended to make you aware that your 2011 model year Chevrolet Cruze vehicle equipped with a 1.4L engine may have an engine coolant leak from the water pump. The pump may leak from the weep reservoir or from the water pump shaft seal, leading to a drip of coolant onto the engine or onto the ground. Over time, the loss of coolant will reduce cooling performance and eventually could lead to engine overheating. If this condition is not corrected, the "Service Engine" indicator light may come on, an "Engine Hot, AC Off" message may appear, a chime may sound, and the engine power may be reduced.

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

What We Have Done: General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2011 Chevrolet Cruze within 10 years of the date your vehicle was originally placed in service or 150,000 miles, whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

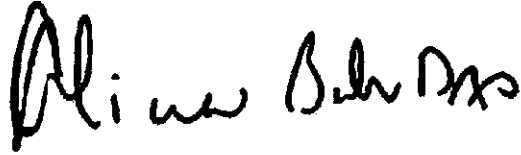
What You Should Do: If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a Chevrolet dealer. You may want to contact your Chevrolet dealer to find out how long they will need to have your vehicle so that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

Reimbursement: If you have paid for repairs for the condition described in this letter, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by October 31, 2015, unless state law specifies a longer reimbursement period.

EPSC

If you have any 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).

We are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.

A handwritten signature in black ink, reading "Alicia Boler-Davis". The signature is written in a cursive, flowing style.

Alicia Boler-Davis
Sr. Vice President—Global Quality & Customer Experience

Enclosure
14371



11

November 2014

[REDACTED]
Kettering, OH [REDACTED]

Dear [REDACTED]

As the owner of a 2011 model year Chevrolet Cruze, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2011 model year Chevrolet Cruze vehicles may have increased friction in the steering system. This could cause the steering wheel to stick in the straight-ahead position after driving long distances on a straight highway. The steering wheel can be turned but it may require increased effort.

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

What We Have Done: General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2011 Chevrolet Cruze within 10 years of the date your vehicle was originally placed in service or 150,000 miles, whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

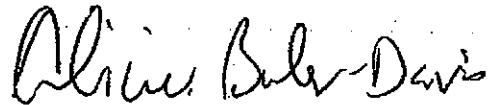
What You Should Do: If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a Chevrolet dealer. You may want to contact your Chevrolet dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. Keep this letter with your other important glove box literature for future reference.

Reimbursement: If you have paid for repairs for the condition described in this letter, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by November 30, 2015, unless state law specifies a longer reimbursement period.



If you have any 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).

We are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.

A handwritten signature in black ink that reads "Alicia Boler-Davis". The signature is written in a cursive, flowing style.

Alicia Boler-Davis
Sr. Vice President—Global Quality & Customer Experience

Enclosure
14232



12

January 2015

[REDACTED]
Kettering, OH [REDACTED]

Dear [REDACTED]

As the owner of a 2011 model year Chevrolet Cruze, your satisfaction with our product is very important to us.

X This letter is intended to make you aware that some 2011 model year Chevrolet Cruze vehicles may have a condition where the negative battery cable terminal clamp may have insufficient crimp at the battery negative terminal. Over time, the internal resistance increases and vehicle electrical systems do not receive adequate power.

With this condition, the following effects are possible: the Radio/HVAC Display may turn off and on; the Antilock Brake System, Service Traction System, Service Stabilitrac and Steering vehicle messages may come on and off; the turn signal sound may not be heard; "Battery Saver Active" and "Service Steering" may display in the Driver Information Center (DIC); and the interior and exterior lighting may flicker. Power steering assist may also be lost, and greater effort may be needed to turn the steering wheel at low speeds or while the vehicle is stopped.

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

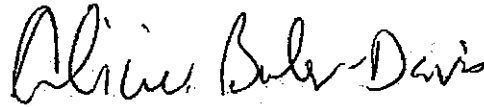
What We Have Done: General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2011 Chevrolet Cruze within 10 years of the date your vehicle was originally placed in service or 120,000 miles, whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

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

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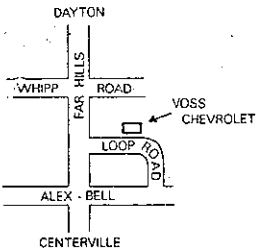
If you have any questions or concerns that your dealer is unable to resolve, please contact the Chevrolet Customer Assistance Center at 1.800.222.1020 (TTY 1.800.833.2438).

We are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.



Alicia Boler-Davis
Sr. Vice President—Global Quality & Customer Experience

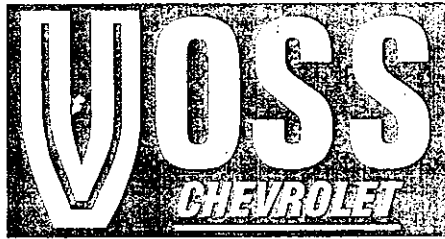
Enclosure
14311



100 Loop Road DAYTON, OHIO 45459-2197
Service Parts (937) 433-1444

Service Dept. Hours

Monday thru Thursday 7:00 a.m. - 7:00 p.m.
Friday 7:00 a.m. - 6:00 p.m.
Saturday 8:00 a.m. - 3:00 p.m.



13

Certified Service

WWW.VOSSAUTO.COM

CUSTOMER NO. [REDACTED]	ADVISOR KENNETH STAPLETON	TAG NO. 10709 W604	INVOICE DATE 07/06/15	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 4,112	COLOR ICE BLUE ME
[REDACTED]	YEAR / MAKE / MODEL 11/CHEVROLET/CRUZE/4DR SDN LT W/1LT	DELIVERY DATE	DELIVERY MILES 105	STOCK NO. [REDACTED]
KETTERING, OH	VEHICLE I.D. NO. 1 G 1 P F 5 S 9 9 B 7	SELLING DEALER NO. 100	PRODUCTION DATE	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS	R. O. DATE 07/06/15	
				MO: 4117

JOB# 1 CHARGES

LABOR
1 12CVZ BRAKES HOURS TECH(S) 10722 WARRANTY

CUSTOMER STATES BRAKE PEDAL GOES TO THE FLOOR AND HAD TO PUMP PEDAL TO GET VEHICLE TO STOP.

JOB# 1 TOTALS

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

TOTALS

MASTERCARD [] VISA [] AMEX [] DISC []
ATM/DEBIT [] GM CARD [] CHECK # CASH []

*** IMPORTANT ***

YOU WILL RECEIVE A QUESTIONNAIRE FROM GM REGARDING THIS SERVICE VISIT. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED" ON QUESTION #16 OF YOUR GM SURVEY PLEASE CONTACT US AT 433-1444 WE ARE HERE TO HELP.E

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

TOTAL INVOICE \$ 0.00

Limited Warranty

This dealership warrants all new parts from the original equipment manufacturer and labor performed in conjunction with this repair for twelve (12) months or twelve thousand (12,000) miles, whichever comes first.

If any factory part or labor fails in normal service within that period, the dealership will replace the defective parts and/or repair any defect in workmanship. Any warranty on parts or accessories which are not new original equipment manufacturer parts are made solely by the manufacturer or supplier of such parts.

This disclaimer in no way affects the provisions of any manufacturer or other supplier warranties. If dealer provides a written warranty, any implied warranties are expressly limited to the term of the written warranty.

EXCEPT FOR ANY LIMITED WARRANTY GIVEN ABOVE, THIS DEALERSHIP DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PARTS AND ACCESSORIES.

This dealership shall not be liable for any incidental or consequential damages or commercial losses arising out of such repairs / services.

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.

CUSTOMER SIGNATURE

[REDACTED]

*STEVE
866 790 5700
X 41599
MONDAY
3:30 PM*

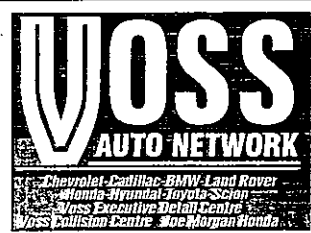
CASE #

Chevrolet Parts Dept. Hours

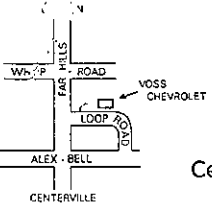
Monday thru Thursday 8:00 a.m. - 7:00 p.m.
Friday 8:00 a.m. - 6:00 p.m.
Saturday 8:00 a.m. - 3:00 p.m.

Voss Collision Centre Hours

Monday thru Thursday 7:00 a.m. - 7:00 p.m.
Friday 7:00 a.m. - 6:00 p.m.
Saturday 8:00 a.m. - Noon



The Reynolds and Reynolds Company ERMINTIVE CC708506 Q (07/14)



100 Loop Road DAYTON, OHIO 45459-2197
 Phone (937) 433-1444
 www.vossauto.com



Chevrolet Service and Parts Hours
 Monday thru Thursday
 7:00 a.m. - 7:00 p.m.
 Friday - 7:00 a.m. - 6:00 p.m.
 Saturday 8:00 a.m. - 3:00 p.m.

Voss Collision Centres
 Monday thru Thursday
 7:00 a.m. - 7:00 p.m.
 Friday - 7:00 a.m. - 6:00 p.m.
 Saturday 8:00 a.m. - Noon

GENERAL MOTORS RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ048	48000 MILE SERVICE	MO		01CVZ045	45000 MILE SERVICE	MO	
01CVZ003	3000 MILE SERVICE	MI		01CVZ030	30000 FULL SERV	MO	
01CVZ012	12000 MILE SERVICE	MO					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/04/15		3978	10709	10722	C	00cvz010	CERT/LOF/ROTATE
				10722	W	00CVZ	QUICK SERVICE
				10722	W	07CVZ	ENGINE MINOR
12/13/13		2959	10709	10218	W	20CVZ	TRIM ELECTRICAL
				10218	C	00CVZ01D	DEXOS-LOF
				9999	C	00CVZ01I	INSPECT/TIRES/FLUIDS

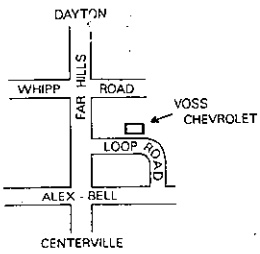
SALESPERSON NO. 10425 STEVEN T SCHARRER **S E R V I C E** STATE REG# NO

TERMS	VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
<input type="checkbox"/> CASH	1G1PE5S99B7	11/CHEVROLET/CRUZE/4DR SDN LT W/1LT				
<input type="checkbox"/> CREDIT CARD			CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES
<input type="checkbox"/> CHARGE	KETTERING, OH					105
O.K. BY			COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES
			ICE BLUE MET/MED		06/11/16	50,000 W604
CALL WHEN READY	RESIDENCE PHONE	BUSINESS PHONE	TURBO	M/MC	AIR COND.	P.S.
<input type="checkbox"/> Yes						
<input type="checkbox"/> No	TIME RECEIVED	DATE/TIME PROMISED	PRIORITY	TRANS	MILEAGE	ADVISOR NO.
	01:51pm	07/07/15 12:06pm	3		4,112	10709
APPOINTMENT	CELL	E-MAIL	I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto. If I do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service. I acknowledge the retrieval of on-board data as needed to facilitate vehicle repairs, as well as sharing of that data with the manufacturer for diagnostic and research purposes. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF			
<input checked="" type="checkbox"/> Yes			CUSTOMER'S SIGNATURE			
<input type="checkbox"/> No			KENNETH STAPLETON			

8% OF LABOR CHARGE UP TO A MAXIMUM OF \$15.00 FOR SHOP MATERIALS.

ORIGINAL CUSTOMER ESTIMATE: TOTAL	ESTIMATE (UNDER OHIO LAW) YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE.	ORIGINAL ESTIMATE	CUSTOMER'S ACCEPTANCE
X _____	WRITTEN ESTIMATE	\$ _____	INITIAL HERE
W 12CVZ BRAKES	ORAL ESTIMATE	\$ _____	DATE _____
CUSTOMER STATES BRAKE PEDAL GOES TO THE FLOOR AND HAD TO PUMP PEDAL TO GET VEHICLE TO STOP.	I DO NOT REQUEST AN ESTIMATE	\$ _____	TIME _____
	NOTES		BY _____
	Replaced parts will be tendered unless specified otherwise.		
	Discard		
	Parts replaced under warranty or to be rebuilt or sold by us will not be tendered. All other parts will be made available to you. All parts new unless specified otherwise.		
	Limited Warranty		
	This dealership warrants all new parts from the original equipment manufacturer and labor performed in conjunction with this repair for twelve (12) months. If any factory part or labor fails in normal service within that period, the dealership will replace the defective parts and/or repair any defect in workmanship. Any warranty on parts or accessories which are not new original equipment manufacturer parts are made solely by the manufacturer or supplier of such parts. This disclaimer in no way affects the provisions of any manufacturer or other supplier warranties. If dealer provides a written warranty, any implied warranties are expressly limited to the term of the written warranty.		
	EXCEPT FOR ANY LIMITED WARRANTY GIVEN ABOVE, THIS DEALERSHIP DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PARTS AND ACCESSORIES.		
	This dealership shall not be liable for any incidental or consequential damages or commercial losses arising out of such repairs/services.		

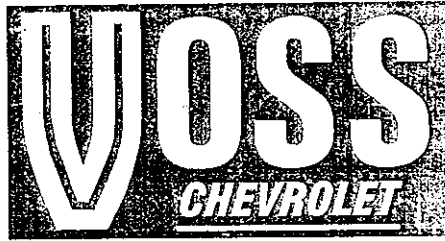
The Reynolds and Reynolds Company ERANTW02E CC616216 Q (03/14)



100 Loop Road DAYTON, OHIO 45459-2197
Service Parts (937) 433-1444

Service Dept. Hours

Monday thru Thursday 7:00 a.m. - 7:00 p.m.
Friday 7:00 a.m. - 6:00 p.m.
Saturday 8:00 a.m. - 3:00 p.m.



Certified Service

WWW.VOSSAUTO.COM

CUSTOMER NO.	ADVISOR BRIAN WYATT	TAG NO. 11170 372W	INVOICE DATE 07/17/15	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 4,136	COLOR ICE BLUE ME
KETTERING, OH	YEAR / MAKE / MODEL 11/CHEVROLET/CRUZE/4DR SDN LT W/1LT		DELIVERY DATE	DELIVERY MILES 105
	VEHICLE I.D. NO. 1G1PF5S99B7		SELLING DEALER NO. 100	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	R.O. DATE 07/16/15	

JOB# 1 CHARGES

LABOR
1 12CVZ BRAKES HOURS TECH(S) 10/22 1114 WARRANTY

customer states has to pump up brakes in the morning pedal goes to the floor check and advise VERIFIED. FOLLOWED TSB PI0797A. REPLACED BRAKE BOOSTER VACUUM PIPE

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	13457666	PIPE 4.930		
	1	999999	PICKUP PA RRANTY		
TOTAL - PARTS					0.00

JOB# 1 TOTALS **JOB# 1 JOURNAL PREFIX CVCS** **JOB# 1 TOTAL** **0.00**

JOB# 2 CHARGES

LABOR
2 200CVZ VOSS COURTESY VEH HOURS TECH(S) 9999 INTERNAL

Added Operation (SIEFKERIM @ 07/17/2015 10:39)
CUST REQUEST VOSS COURTESY VEHICLE <DRAC>
CUST IN VOSS DRAC UNIT

MISC	CODE	DESCRIPTION	CONTROL NO	INTERNAL
	LOAN	LOANER		
TOTAL - MISC				0.00

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

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF **\$105.99 (+TAX)**

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Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.

Chevrolet Parts Dept. Hours

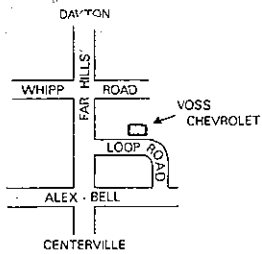
Monday thru Thursday 8:00 a.m. - 7:00 p.m.
Friday 8:00 a.m. - 6:00 p.m.
Saturday 8:00 a.m. - 3:00 p.m.

Voss Collision Centre Hours

Monday thru Thursday 7:00 a.m. - 7:00 p.m.
Friday 7:00 a.m. - 6:00 p.m.
Saturday 8:00 a.m. - Noon



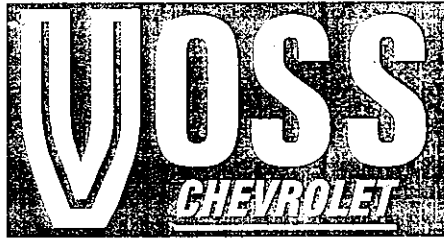
The Reynolds and Reynolds Company, EPAINTIVE CC708506 Q (07/14)




100 Loop Road DAYTON, OHIO 45459-2197
Service Parts (937) 433-1444

Service Dept. Hours

Monday thru Thursday 7:00 a.m. - 7:00 p.m.
Friday 7:00 a.m. - 6:00 p.m.
Saturday 8:00 a.m. - 3:00 p.m.



16


Certified Service

WWW.VOSSAUTO.COM

CUSTOMER NO. [REDACTED]	ADVISOR BRIAN WYATT	11170	TAG NO. 372w	INVOICE DATE 07/17/15	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 4,136	COLOR ICE BLUE ME	STOCK NO. [REDACTED]
KETTERING, OH [REDACTED]	YEAR / MAKE / MODEL 11/CHEVROLET/CRUZE/4DR SDN LT W/1LT			DELIVERY DATE	DELIVERY MILES 105
[REDACTED]	VEHICLE I.D. NO. 1 G 1 P F 5 S 9 9 B 7 [REDACTED]			SELLING DEALER NO. 100	PRODUCTION DATE
[REDACTED]	[REDACTED]	[REDACTED]	P.O. NO.	R.O. DATE 07/16/15	[REDACTED]
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS			

MO: [REDACTED]

TOTALS

MASTERCARD VISA AMEX DISC

ATM/DEBIT GM CARD CHECK # CASH

*** IMPORTANT ***

YOU WILL RECEIVE A QUESTIONNAIRE FROM GM REGARDING THIS SERVICE VISIT. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED" ON QUESTION #16 OF YOUR GM SURVEY PLEASE CONTACT US AT 433-1444 WE ARE HERE TO HELP.E

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

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CUSTOMER SIGNATURE _____

Chevrolet Parts Dept. Hours

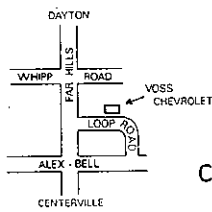
Monday thru Thursday 8:00 a.m. - 7:00 p.m.
Friday 8:00 a.m. - 6:00 p.m.
Saturday 8:00 a.m. - 3:00 p.m.

Voss Collision Centre Hours

Monday thru Thursday 7:00 a.m. - 7:00 p.m.
Friday 7:00 a.m. - 6:00 p.m.
Saturday 8:00 a.m. - Noon



The Reynolds and Reynolds Company ERMINTINE CC708506 Q (07/14)



100 Loop Road DAYTON, OHIO 45459-2197
 Phone (937) 433-1444
 www.vossauto.com



Chevrolet Service and Parts Hours

Monday thru Thursday
 7:00 a.m. - 7:00 p.m.
 Friday - 7:00 a.m. - 6:00 p.m.
 Saturday 8:00 a.m. - 3:00 p.m.

Voss Collision Centres

Monday thru Thursday
 7:00 a.m. - 7:00 p.m.
 Friday - 7:00 a.m. - 6:00 p.m.
 Saturday 8:00 a.m. - Noon

Certified Service

GENERAL MOTORS RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ048 01CVZ003 01CVZ012	48000 MILE SERVICE 3000 MILE SERVICE 12000 MILE SERVICE	MO MI MO		01CVZ045 01CVZ030	45000 MILE SERVICE 30000 FULL SERV	MO MO	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/06/15 05/04/15		4112 3978	10709 10709	10722 10722 10722	W C W	12CVZ 00CVZ010 00CVZ	BRAKES CERT/LOF/ROTATE QUICK SERVICE
12/13/13		2959	10709	10722 10218 10218	W W C	07CVZ 20CVZ 00CVZ01D	ENGINE MINOR TRIM ELECTRICAL DEXOS-LOF

SALESPERSON NO. 10425 STEVEN T SCHARRER **S E R V I C E** STATE REG# NO

TERMS: CASH CREDIT CARD CHARGE

VEHICLE I.D. NO. **1G1PF5S99B7** YEAR/MAKE/MODEL **11/CHEVROLET/CRUZE/4DR SDN LT W/1LT**

CUSTOMER NO. [REDACTED] SERVICE CONTRACT NO. [REDACTED]

DELIVERY DATE: [REDACTED] DELIVERY MILES: [REDACTED]

CONTRACT NO. [REDACTED] EXPIRATION DATE: **06/11/16** EXPIRATION MILES: **50,000**

ADVISOR: **BRIAN WYATT**

MILEAGE: **4,136**

APPOINTMENT: **11:16am** (07/16/15) **02:30pm**

E-MAIL: [REDACTED]

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto. If I do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service. I acknowledge the retrieval of on-board data as needed to facilitate vehicle repairs, as well as sharing of that data with the manufacturer for diagnostic and research purposes.

CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF

CUSTOMER'S SIGNATURE: [REDACTED]

8% OF LABOR CHARGE UP TO A MAXIMUM OF \$15.00 FOR SHOP MATERIALS.

ORIGINAL CUSTOMER ESTIMATE: TOTAL 105.99

C * (2CVZ) BRAKES

customer states has to pump up brakes in the morning pedal goes to the floor check and advise

ESTIMATE (UNDER OHIO LAW) YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE.	ORIGINAL ESTIMATE	CUSTOMER'S ACCEPTANCE
WRITTEN ESTIMATE	\$	INITIAL HERE
ORAL ESTIMATE		DATE
I DO NOT REQUEST AN ESTIMATE	\$	TIME
		BY

NOTES

Replaced parts will be tendered unless specified otherwise.
 Discard
 Parts replaced under warranty or to be rebuilt or sold by us will not be tendered.
 All other parts will be made available to you.
 All parts new unless specified otherwise.

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The Reynolds and Reynolds Company ERAINTWOZE CC618216 Q (03/14)