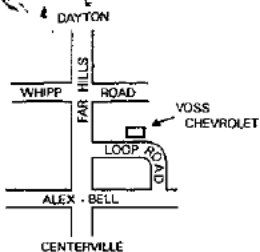


INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 INFORMATION ACT (FOIA), 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	
OWNER INFORMATION (Type or Print) Name: [REDACTED] Address: [REDACTED] City: CENTREVILLE State: OH Zip Code: [REDACTED]		Date Received: 30-SEP-2015 Daytime Telephone Number: [REDACTED] Evening Telephone Number: [REDACTED]	Repository: ☐ Reference No.: 10778706 E-mail Address: [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: 2G2WC58C481 [REDACTED]		Make: PONTIAC	Model: GRAND PRIX Model Year: 2008
Date Purchased: 1-2-08 Original Owner: ☒	Dealer's Name and Telephone Number: WALKER AUTO GROUP Dealer's City: MIAMI SBURG State: OH Zip Code: 45342		Engine: 5.3L V8, 303HP Fuel Type:
Transmission Type: AUTOMATIC 4 SPD ☒ Antilock Brakes ☒ Cruise Control	Powertrain:	Multiple Failure:	Incident Date(s): 05-SEP-2015
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 140000 AIR BAGS		Failure Mileage: 63500	Failure Speed:
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:	Number of Deaths:	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 2008 PONTIAC GRAND PRIX. THE CONTACT STATED THAT THE AIR BAG WARNING LIGHT ILLUMINATED, WHILE THE VEHICLE WAS PARKED. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS DIAGNOSED THAT THE PASSENGER SIDE AIRBAG SENSOR NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 63,500.			
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.			



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	TAG NO.	INVOICE DATE	CELL:
	MATTHEW JONES	10604 306w	10/01/15	
	LABOR RATE	LICENSE NO.	MILEAGE	COLOR
			64,200	BURGANDY/
	YEAR / MAKE / MODEL	DELIVERY DATE		
	08/PONTIAC/GRAND PRIX/4DR SDN GXP			
	VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE	
	2 G 2 W C 5 8 C 4 8 1			
		R.O. DATE	REPRINT# 1	
		10/01/15		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 64202

JOB# 1 CHARGES

LABOR

CUST REQUESTS INSTALL SOP PASSENGER PRESENCE MODULE.
INTERNAL PASSENGER PRESENCE SYSTEM FAILURE CAUSING
ILLUMINATION OF AIRBAG LIGHT
REPLACED AND PROGRAMMED PASSENGER PRESENCE SYSTEM

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
	1	19258125	REMAN MOD 14.865	895.23
		PARTIAL DEPOSIT ON # 19258125		-422.62
	-1	19258125	CORE RETURN	50.00
			TOTAL - PARTS	422.61

MISC	CODE	DESCRIPTION	CONTROL NO
	WCUST	WARRANTY CUST DEDUCTIBLE	94243
	WMNTY	WARRANTY DEDUCTIBLE	94243
			TOTAL - MISC

JOB# 1 TOTALS

LABOR	262.50
PARTS	422.61
MISC	-365.06

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 320.05

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

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	262.50
TOTAL PARTS	422.61
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	-365.06
TOTAL TAX	83.94

TOTAL INVOICE \$ 403.99

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



INVOICE 11:20am

VOSS CHEVROLET INC
100 LOOP ROAD
DAYTON, OH 45459

CREDIT CARD
MC REFUND

10/01/2015

CARD #
INVOICE
SEQ #:
Batch #:
Approval Code:
Entry Method:
Mode:
Cust Code:

REFUND AMOUNT

CUSTOMER COPY

\$365.06

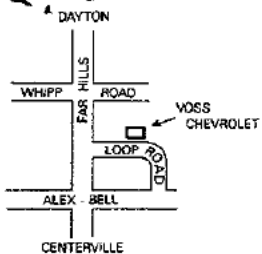
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Offline
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11:21:49

7708506 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.



Certified Service

WWW.VOSSAUTO.COM

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR MATTHEW JONES	TAG NO. 10604	INVOICE DATE 10/01/15	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 64,200	COLOR BURGANDY/
[REDACTED]	YEAR / MAKE / MODEL 08/PONTIAC/GRAND PRIX/4DR SDN GXP	DELIVERY DATE	DELIVERY MILES	STOCK NO.
CENTERVILLE, OH [REDACTED]	VEHICLE I.D. NO. 2 G 2 W C 5 8 C 4 8 1	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	P.O. NO.	R.O. DATE 10/01/15		
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS		

MO: 64202

JOB# 1 CHARGES

LABOR				
CUST REQUESTS INSTALL SOP PASSENGER PRESENCE MODULE. INTERNAL PASSENGER PRESENCE SYSTEM FAILURE CAUSING ILLUMINATION OF AIRBAG LIGHT REPLACED AND PROGRAMMED PASSENGER PRESENCE SYSTEM				
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
	1	19258125	REMAN MOD 14.865	895.23
		PARTIAL DEPOSIT ON # 19258125		-422.62
	-1	19258125	CORE RETURN	50.00
TOTAL - PARTS				422.61

JOB# 1 TOTALS

LABOR PARTS				262.50
				422.61
JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL				685.11
MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	SHOP SUPPLIES		15.00
TOTAL - MISC				15.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

TOTALS

MASTERCARD ☐ VISA ☐ AMEX ☐ DISC ☐

ATM/DEBIT ☐ GM CARD ☐ CHECK # CASH ☐

*** IMPORTANT ***

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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....	262.50
TOTAL PARTS....	422.61
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	15.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	85.02
TOTAL INVOICE \$	785.13

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



OF INVOICE] 11:00am

CUSTOMER COPY

SALE AMOUNT

11:06:58
0002
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Swiped
Online
\$785.13

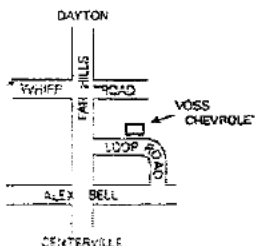
CREDIT CARD
MC SALE

VOSS CHEVROLET INC
100 LOOP ROAD
DAYTON, OH 45459

10/01/2015

CARD #
INVOICE
SEQ #
Batch #
Approval Code:
Entry Method:
Mode:

3506 Q (07/14)



100 Loop Road DAYTON, OH 45459

VOSS CHEVROLET INC
100 LOOP ROAD
DAYTON, OH 45459

94243

VOSS CHEVROLET INC
100 LOOP ROAD
DAYTON, OH 45459

10/01/2015
MID: XXXXXXXXXX

CREDIT CARD
MC SALE

CARD #
INVOICE
SEQ #:
Batch #:
Approval Code:
Entry Method:
Mode:
Cust Code:

10/02/2015

CREDIT CARD
MC REFUND

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0002
000096

11:21:49
TID: XXXX094

10/02/2015

MID: XXXXXXXXXX

10:34:10

TID: XXXX0

CREDIT CARD
MC REFUND

CARD #
INVOICE
SEQ #:
Batch #:
Approval Code:
Entry Method:
Mode:
Cust Code:

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Mar

Off

REFUND AMOUNT

\$16

I agree to pay above total amount
according to card issuer agreement.
(Merchant agreement if Credit Voucher)

MERCHANT COPY

MERCHANT COPY

MERCHANT COPY

CUSTOMER NO. [REDACTED]

CENTERVILLE, OH

RESIDENCE PHONE [REDACTED]

JOB# 1 CHARGES-----

LABOR-----

CUST RE
INTERNA
ILLUMIN
REPLACE

PARTS-----QTY---FP-

1
PARTIAL DEPO
-1

MISC-----CODE-----

WCUST
WNTY

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX CLOS JOB# 1 TOTAL

320.05

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

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.

TOTAL LABOR... 262.50
TOTAL PARTS... 422.61
TOTAL SUBLET... 0.00
TOTAL G.O.G... 0.00
TOTAL MISC CHG... 0.00
TOTAL MISC DISC... -365.06
TOTAL TAX... 83.94

TOTAL INVOICE \$ 403.99

CUSTOMER SIGNATURE

PARTS AND ACCESSORIES.

This dealership shall not be liable for any third
consequential damages or commercial losses
due to such repairs services.

Thank you for this opportunity to serve you
our aim to perform all the repairs requested
repair order to your complete satisfaction
service was satisfactory tell your friends,
please tell us immediately.

Chevrolet Parts Dept. Hours

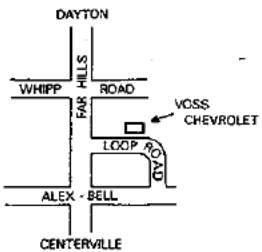
Monday thru Thursday 8:00 a.m. - 7:
Friday 8:00 a.m. - 6:
Saturday 8:00 a.m. - 3:

Voss Collision Centre Hours

Monday thru Thursday 7:00 a.m. - 7:
Friday 7:00 a.m. - 6:
Saturday 8:00 a.m. - 10:

VOSS
AUTO NETWORK

Chevrolet, Cadillac, BMW, Land Rover
Honda, Hyundai, Toyota, Scion
Voss Executive Detail Centre
Voss Collision Centre Joe Morgan Honda



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 MATTHEW JONES	TAG NO. 10604	INVOICE DATE 09/18/15	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 63,688	COLOR BURGANDY/
[REDACTED]	YEAR / MAKE / MODEL 08/PONTIAC/GRAND PRIZ/4DR SDN GXP	DELIVERY DATE	DELIVERY MILES	STOCK NO.
CENTERVILLE, OH [REDACTED]	VEHICLE I.D. NO. 2 G 2 W C 5 8 C 4 8 1	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	P.O. NO.	R.O. DATE 09/18/15		
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS		

MO: 63690

COMMENTS-----
ONSTAR RECOMMENDED: AIRBAG ISSUE, ANTENNA ISSUE

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.

TOTAL LABOR.... 127.50
TOTAL PARTS.... 422.62
TOTAL SUBLET.... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 10.20
TOTAL MISC DISC 0.00
TOTAL TAX..... 9.98

TOTAL INVOICE \$ 570.30

PAID
SEP 18 2015

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.

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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

17:45:30

09/18/2015

CREDIT CARD
MC SALE

XXXXXXXXXX

CARD #

INVOICE

SEQ #:

Batch #:

Approval Code:

Entry Method:

Mode:

SALE AMOUNT

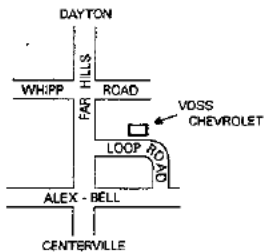
\$570.30

CUSTOMER COPY

Certified Service

CUSTOMER COPY

[END OF INVOICE] 04:23pm



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 MATTHEW JONES	TAG NO. 10604 139v	INVOICE DATE 09/18/15	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 63,688	COLOR BURGANDY/
	YEAR / MAKE / MODEL 08/PONTIAC/GRAND PRIX/4DR SDN GXP	DELIVERY DATE	DELIVERY MILES	STOCK NO.
CENTERVILLE, OH	VEHICLE I.D. NO. 2 G 2 W C 5 8 C 4 8 1	SELLING DEALER NO.	PRODUCTION DATE	
		P.O. NO.	P.O. DATE 09/18/15	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 63690

JOB# 1 CHARGES

LABOR

CUSTOMER STATES THE PASSENGER SIDE AIR BAG LIGHT IS ON WITH ANYBODY SITTING IN SEAT
CODE B0092 SET IN EBCM. INTERNAL FAILURE IN PASSENGER PRESENCE MODULE
ORDERED PASSENGER PRESENCE MODULE

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	PRICE
	0		19258125	REMAN MOD 14.865	895.23	0.00
PARTIAL DEPOSIT ON # 19258125						422.62
** QUANTITY 1 IS SPECIAL ORDERED **						
TOTAL - PARTS						422.62

JOB# 1 TOTALS

LABOR 52.50
PARTS 422.62

JOB# 2 CHARGES

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 475.12

LABOR

CUSTOMER STATES THE ONSTAR ANTENNA MAY NOT BE WORKING
CORRECT ADVISE
CONTACTED ONSTAR FOR CONCERN AND NO ANTENNA ISSUE FOUND
DURING ONSTAR DIAGNOSTIC
NO REPAIRS NEEDED AT THIS TIME

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

CUSTOMER STATES THE A/C SYSTEM IS NOT COOLING WELL
LOW CHARGE FOR AC. NO LEAKS DETECTED AT THIS TIME.
RECHARGED AC SYSTEM AND ADDED DYE. RETURN FOR FURTHER DIAG
WHEN AC NO LONGER BLOWS COLD

JOB# 3 TOTALS

LABOR 75.00

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 75.00

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
JOB # A	SS	SHOP SUPPLIES		10.20
TOTAL - MISC				10.20

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$105.00 (+TAX)

Certified Service

Limited Warranty
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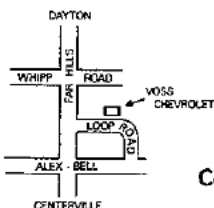
Chevrolet Parts Dept. Hours

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





Certified Service



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
01CVZ093	93000 MILE SERVICE	MO					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/31/15		63205	10604	10396	C	19CVZ	BODY ELECTRICAL
09/06/13		49725	10065	10396	C	07CVZ	ENGINE MINOR
01/23/12		38652	10736	10396	C	00CVZ011	INSPECT/TIRES/FLUIDS
01/20/12		38638	5057	10243	C	12CVZ07	FRONT BRAKE JOB
				10702	W	00CVZ010	CERT/LOF/ROTATE

SALESPERSON NO.

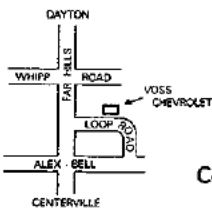
S E R V I C E

STATE REG# NO

TERMS ☐ CASH ☐ CREDIT CARD ☐ CHARGE O.K. BY _____	VEHICLE I.D. NO. 2G2WC58C481	YEAR/MAKE/MODEL 08/PONTIAC/GRAND PRIX/4DR SDN GXP	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
	CUSTOMER NO. _____	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE
	COLOR BURGANDY/	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	CAR NO.	09/18/15
	TURBO N	M/MC CVZZ	AIR COND. Y	P.S. Y	TRANS A	MILEAGE 63,688
	RESIDENCE PHONE	BUSINESS PHONE	ADVISOR NO. 10604	ADVISOR MATTHEW JONES		
CALL WHEN READY ☐ Yes ☐ No	TIME RECEIVED 01:14pm	DATE/TIME PROMISED 09/19/15 09:12am	PRIORITY 3	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. 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.		
APPOINTMENT ☒ Yes ☐ No	CELL CELL: _____	CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF				
CUSTOMER'S SIGNATURE _____						

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

ORIGINAL CUSTOMER ESTIMATE: TOTAL 105.00	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
COMMENTS: ONSTAR RECOMMENDED: AIRBAG ISSUE, ANTENNA ISSUE	ORAL ESTIMATE		DATE _____
1 C 66CVZ03 AIR BAG LIGHT ON	I DO NOT REQUEST AN ESTIMATE	\$ _____	TIME _____
CUSTOMER STATES THE PASSENGER SIDE AIR BAG LIGHT IS ON WITH ANYBODY SITTING IN SEAT	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.		
2 C 24CVZ EXTERIOR TRIM	Limited Warranty		
CUSTOMER STATES THE ONSTAR ANTENNA MAY NOT BE WORKING CORRECT ADVISE	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.		



Certified Service



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 Centers

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
01CV2093	93000 MILE SERVICE	MO					

SERVICE HISTORY

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01/20/12		38638	5057	10243	C	12CVZ07	FRONT BRAKE JOB
				10702	W	00CVZ010	CERT/LOF/ROTATE

SALESPERSON NO.

S E R V I C E

STATE REG# NO

TERMS	VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	REG. NO.
☐ CASH	2G2WC58C48	08/PONTIAC/GRAND PRIX/4DR SDN GXP				
☐ CREDIT CARD		CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.
☐ CHARGE		COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	CAR NO.
O.K. BY		TURBO	M/MC	AIR COND.	P.S.	TRANS
		N	CVZZ	Y	Y	A
CALL WHEN READY	RESIDENCE PHONE	BUSINESS PHONE	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.			
☐ Yes	TIME RECEIVED	DATE/TIME PROMISED	PRIORITY	CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF		
☐ No	01:14pm	09/19/15	09:12am	3		
APPOINTMENT	CELL	CUSTOMER'S SIGNATURE				
☒ Yes						
☐ No	CELL:					

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

3	C	21CVZ	AIR CONDITIONING	CUSTOMER STATES THE A/C SYSTEM IS NOT COOLING WELL	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
					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.		