



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

Repository ☐

22-DEC-2015

MAR 28 2016

Reference No.

10811697

OWNER INFORMATION (Type or Print)

Name

Address

City

NAPLES

State

FL

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

2G4WC582971

Make

BUICK

Model

LACROSSE

Model Year

2007

Date Purchased

3/7/2007

Dealer's Name and Telephone Number

DeVoe Buick Sales, Inc. # 232-149

Original Owner

☒

Dealer's City

NAPLES

State

FL

Zip Code

34110

Engine:

No. Cylinders

Fuel Type:

Transmission Type

☐ Antilock Brakes

☐ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

17-OCT-2014

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 010000 STEERING, 100000 POWER TRAIN

Failure Mileage

45000

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 2007 BUICK LACROSSE. WHILE DRIVING AT AN UNKNOWN SPEED, THE STEERING WHEEL SEIZED AND THE VEHICLE STALLED WITHOUT WARNING. IN ADDITION, THE KEY WAS STUCK IN THE IGNITION SWITCH. THE VEHICLE WAS TOWED TO AN INDEPENDENT MECHANIC WHERE IT WAS DIAGNOSED THAT THE RACK AND PINION NEEDED TO BE REPAIRED AND THE TRANSMISSION NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED AND SERVICED UNDER NHTSA CAMPAIGN NUMBER: 14V355000 (ELECTRICAL SYSTEM). THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 45,000. THE VIN WAS NOT PROVIDED.

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

I have seen your
everything
Car is a disaster
I could
have gotten
killed
Do not feel safe in car
Thank you!

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

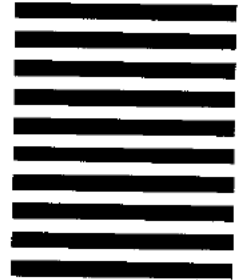
US Department of Transportation

National Highway Traffic Safety Administration

Office of Defects Investigation, ~~NVS-210~~ NEF-100

1200 New Jersey Avenue SE.

Washington, D.C. 20077-9382



Think your vehicle
has a safety defect?



If so:
Use the enclosed
form to file a report.

or visit:
www.safercar.gov

or call:
Vehicle Safety Hotline
888-327-4236



Vehicle Owner's Questionnaire (VOC)
U.S. Department of Transportation
National Highway Traffic Safety Administration

Given to me
When I complained
told me to go back
to Shively Street Auto

outer tie rods ^{worn} Boots
causes ^{total} play in steering -
Steering gear - leaking
steady drip.
4-wheel alignment - due to
power steering flush gear out.

From
Devoe
Buick

\$1500.00

and more above
fixed.

1. tie rods are okay
2. steering gear - not
leaking minimal
maintenance
3. just had car alignment,
new tires
4. boots were ~~too~~ ripped, not
ripped before I left car
much less val
5. They are not honest!

Bogus Estimate - Not Honest
from
Reveal

Lee Rods Damaged - Not true
Steering Gear leading to leak

alignment needed just had
Boats ripped new tires
are realigned
they ripped
boats

(1)

January 19, 2016

To Whom It May Concern:

I purchased my 2007
Buick LaCrosse in good faith
when GM Regrouped.

However, I have
had nothing but trouble with
the Buick, Donita Springs,
now in Naples, FL.

I maintain
my car as you can see on
the many invoices that are
enclosed. Many oil changes,
etc...

The car has gone
through 3 transmissions, radiator,
master cylinder, switch for
head lamps, rack & pinion steering
Many recalls, hoses, Buick
head lamps which were
not fixed on their end.
Now, last week, coolant
valve went, I had Shirley
Street auto/Almore and
install 2 Coolant Elbow
Valves. Then Coolant system

and add new coolant.

Today Jan 19, 2016 My engine light on dashboard is on still have it checked tomorrow Wed Jan 20 morning.

My first transmission went out at 76,000 miles I could have gotten killed, was driving and suddenly everything locked.

Lucky for me I have Geico Mechanical breakdown Insurance which I purchased through Geico when I purchased my new 2007 Buick LaCrosse from DeVoe.

Will they replace the Crummy transmission that GM put in my car.

I asked Geico why they did that, well they said, "we are not here to upgrade your car, just replace what was there." When I called DeVoe they wanted \$5,000 for a decent transmission.

3

I was also told by Guio
that the La Crose CX ²⁰⁰⁷ have
many issues and I can
contest to that statement,
The BBB suggested
I make a sincere effort to
contact DeVoe, which I
did.

This is why I am
asking your agency
to handle this situation
efficiently and quickly,
I do not want to get hurt
or have others get hurt
while driving this LaCrose
CX.

DeVoe made matters worse,
when I ^{contacted and} went to DeVoe, I first
spoke with a Mrs Weiman, representative
of owners, she apologized and sent
me to Chris Rogers at DeVoe Buick.
He kept my car for 4 days - he gave
me a loaner.

I should not have left my
car there.

after 4 days they gave me a slip
of paper which I am enclosing.

2. 4
Mr Rozas and his assistant, I believe her name is Rhonda said, my auto tire rods were worn & boats torn, steering gear leaking, steady drip. 4 wheel alignment needed & primer flesh, cost \$1,500. None of this is true, one exception, my boats were torn, I believe this happened when I left my car there for 4 days for inspection.

I do not have any drips or leaks, my mechanic said ordinary maintenance, my car just got new tires. I saw Shirley Street auto align my car, I have enclosed the note they gave me.

Please help me, I am very depressed over this situation and how dangerous this car may be to me and others who have this La Crosse CX, 2007.

De Voe and General Motors have treated me poorly, yes they washed my car once a few years ago they gave me \$100.00 towards new tires.

(5)

I am a widow living
alone and finding it
hard to maintain the
expense and issues.

I asked Al Val
to pay for a warranty
or pay for the warranty
I bought.

I don't afford a new
car, why should I
have too.

I had a foreign car
a Subaru that I spent
over ^{one hundred thousand} ~~100000~~ miles.
There have been
many recalls on this
car some addressed
others not.

I asked Al Val to
buy back my car they
said "no way"

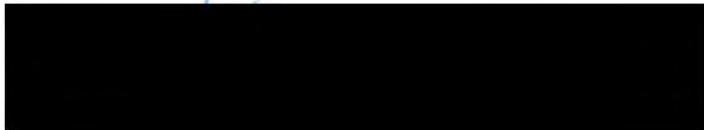
They, Deval & I m
are angry because
they did not return
my car.

I have a master
mechanic license by
State of Florida.

This is a free country
I go where I can afford.

again please help!

Sincerely,



**SHIRLEY STREET AUTO REPAIR**

5950 SHIRLEY STREET
NAPLES, FL 34109
(239) 592-5714 Fax (239) 592-6497

Invoice

Invoice #	[REDACTED]
Invoice Date	10/23/2012
Customer #	[REDACTED]
RO #	[REDACTED]

Customer

NAPLES, FL

Home

Cell

Vehicle 2007 BUICK LACROSSE CX

Plate [REDACTED]

Vin # 2G4WC582971 [REDACTED]

Mileage In 33,443 Mileage Out 33,445

Date In 10/23/2012
Time In 2:32pm
Proposed Completion
Date: 10/23/2012

Services

DESCRIPTION	HOURS	TECH	PRICE
OIL CHANGE - SERVICE INCLUDES 5 QUARTS OF OIL & OIL FILTER. LUBRICATE ALL GREASE FITTINGS. CHECK ALL FLUIDS AND ADD AS NEEDED. CHECK TIRE PRESSURE.		EM1	19.95

Parts

REF#	DESCRIPTION	QTY	PRICE	EXT PRICE	REF#	DESCRIPTION	QTY	PRICE	EXT PRICE
CAF5245	CABIN FILTER [] do [] do not request the return of replaced parts	1.00	20.02	20.02					

Parts Status: U=Used RB= ReBuilt RC=ReConditioned

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN:

I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED \$100.00.

[] I REQUEST A WRITTEN ESTIMATE.

[] I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$_____.

THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

[] I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: _____ DATE: _____

All Parts and Labor are warranted for _____ months/_____ miles unless otherwise stated.

A Storage Fee of \$_____ per day may be applied to vehicles which are not claimed within 3 working days of notification of completion.

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the vehicle for purposes of testing and inspection. An express mechanics lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Shop Supplies may include cleaners, degreasers, lubricants, waste disposal, sanding discs and misc. hardware.

Signature

Services	19.95
Parts	20.02
Sub-Total	39.97
State Tax	2.40
TOTAL	42.37
Total Amt Paid	42.37
10/23 DISCOVER	42.37

Method Of Payment: [] Cash [] Credit [] Acct [] Other Labor Charges Based On: [] Flat Rate [] Hourly Rate [] Both Apply
[] \$20.00 Charge For Estimates/Diagnostic Fee [] No Charge For Estimates/Diagnostic Fee [] The Charge For An Estimate/Diagnostic Fee Is _____ / Hour

Name & Phone Number of Another Person Who May Authorize Work

Revised Estimate By:

Date

IF YOU ARE SATISFIED WITH OUR SERVICE, PLEASE TELL OTHERS. IF NOT PLEASE TELL US!

** THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL.
*** FS-403.718 MANDATES A \$1.00 FEE FOR EACH NEW TIRE SOLD IN THE STATE OF FLORIDA.

***FS-403.7185 MANDATES A \$1.50 FEE FOR EACH NEW OR REMANUFACTURED BATTERY SOLD IN THE STATE OF FLORIDA.

2007 BUICK LACROSSE - V6-231 3.8L



SHIRLEY STREET AUTO REPAIR

5950 SHIRLEY STREET
NAPLES, FL 34109
(239) 592-5714 Fax (239) 592-6497

Invoice	
Reprint	
Invoice #	
Invoice Date	05/03/2013
Customer #	
RO #	

Customer
 NAPLES, FL

Home Cell

Vehicle 2007 BUICK LACROSSE CX
Plate #
Vin # 2G4WC582971
Mileage In 38,011 Mileage Out 38,012

Date In 05/03/2013
Time In 7:53am
Proposed Completion
Date: 05/03/2013

Services

DESCRIPTION	HOURS	TECH	PRICE
OIL CHANGE - SERVICE INCLUDES 5 QUARTS OF OIL & OIL FILTER. LUBRICATE ALL GREASE FITTINGS. CHECK ALL FLUIDS AND ADD AS NEEDED. CHECK TIRE PRESSURE. I [] do [] do not request the return of replaced parts		MM1	19.95

Parts Status: U=Used RB= ReBuilt RC=ReConditioned

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN:

I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED \$100.00.

[] I REQUEST A WRITTEN ESTIMATE.

[] I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$

THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

[] I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: DATE:

All Parts and Labor are warranted for months/ miles unless otherwise stated.

A Storage Fee of \$ per day may be applied to vehicles which are not claimed within 3 working days of notification of completion.

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the vehicle for purposes of testing and inspection. An express mechanics lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Shop Supplies may include cleaners, degreasers, lubricants, waste disposal, sanding discs and misc. hardware.

Services	19.95
Sub-Total	19.95
State Tax	1.20
TOTAL	21.15

05/03 VISA 21.15
Total Amount Paid 21.15

Signature

Method Of Payment: [] Cash [] Credit [] Acct [] Other Labor Charges Based On: [] Flat Rate [] Hourly Rate [] Both Apply
[] \$20.00 Charge For Estimates/Diagnostic Fee [] No Charge For Estimates/Diagnostic Fee [] The Charge For An Estimate/Diagnostic Fee Is / Hour

Name & Phone Number of Another Person Who May Authorize Work

Revised Estimate By: Date

IF YOU ARE SATISFIED WITH OUR SERVICE, PLEASE TELL OTHERS. IF NOT PLEASE TELL US!

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2007 BUICK LACROSSE [REDACTED] V6-231 3.8L



SHIRLEY STREET AUTO REPAIR

5950 SHIRLEY STREET
NAPLES, FL 34109
(239) 592-5714 Fax (239) 592-6497

Invoice	
Invoice #	[REDACTED]
Invoice Date	07/31/2013
Customer #	[REDACTED]
RO #	[REDACTED]

Customer [REDACTED]
NAPLES, FL [REDACTED]

Home [REDACTED] Cell [REDACTED]

Vehicle 2007 BUICK LACROSSE CX
Plate # [REDACTED]
Vin # 2G4WC582971 [REDACTED]
Mileage In 39,784 Mileage Out 39,784

Date In 07/31/2013
Time In 1:28pm
Proposed Completion
Date: 07/31/2013

Services

DESCRIPTION	HOURS	TECH	PRICE
TRANSMISSION - SERVICE INCLUDES REMOVAL AND REPLACEMENT OF PAN GASKET, FLUID & FILTER. ROAD TESTED VEHICLE.		AA3	125.00

I ☐ do ☐ do not request the return of replaced parts

Parts Status: U=Used RB= ReBuilt RC=ReConditioned

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN:

I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED \$100.00.

☐ I REQUEST A WRITTEN ESTIMATE.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$_____.

THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: _____ DATE: _____

All Parts and Labor are warrantied for _____ months/_____ miles unless otherwise stated.

A Storage Fee of \$_____ per day may be applied to vehicles which are not claimed within 3 working days of notification of completion.

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the vehicle for purposes of testing and inspection. An express mechanics lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Shop Supplies may include cleaners, degreasers, lubricants, waste disposal, sanding discs and misc. hardware.

Services	125.00
Sub-Total	125.00
State Tax	7.50
TOTAL	132.50

07/31 MASTER CARD 132.50
Total Amount Paid 132.50

Signature _____

Method Of Payment: ☐ Cash ☐ Credit ☐ Acct ☐ Other Labor Charges Based On: ☐ Flat Rate _____ ☐ Hourly Rate _____ ☐ Both Apply
☐ \$20.00 Charge For Estimates/Diagnostic Fee ☐ No Charge For Estimates/Diagnostic Fee ☐ The Charge For An Estimate/Diagnostic Fee Is _____ / Hour

Name & Phone Number of Another Person Who May Authorize Work _____

Revised Estimate By: _____ Date _____

IF YOU ARE SATISFIED WITH OUR SERVICE, PLEASE TELL OTHERS. IF NOT PLEASE TELL US!

** THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL.

*** FS-403.718 MANDATES A \$1.00 FEE FOR EACH NEW TIRE SOLD IN THE STATE OF FLORIDA.
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2007 BUICK LACROSSE

V6-231 3.8L



SHIRLEY STREET AUTO REPAIR

5950 SHIRLEY STREET

NAPLES, FL 34109

(239) 592-5714 Fax (239) 592-6497

Invoice

Reprint

Invoice #	
Invoice Date	08/20/2013
Customer #	
RO #	

Customer

NAPLES, FL

Home

Cell

Vehicle 2007 BUICK LACROSSE CX

Plate

Vin # 2G4WC582971

Mileage In 40,138 Mileage Out 40,140

Date In 08/20/2013

Time In 2:42pm

Proposed Completion

Date: 08/20/2013

Services

DESCRIPTION	HOURS	TECH	PRICE
OIL CHANGE - SERVICE INCLUDES 5 QUARTS OF OIL & OIL FILTER. LUBRICATE ALL GREASE FITTINGS. CHECK ALL FLUIDS AND ADD AS NEEDED. CHECK TIRE PRESSURE. I ☐ do ☐ do not request the return of replaced parts		MM1	19.95
Parts Status: U=Used RB= ReBuilt RC=ReConditioned			

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I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED \$100.00.

☐ I REQUEST A WRITTEN ESTIMATE.☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$_____.

THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: _____

DATE: _____

All Parts and Labor are warranted for _____ months/_____ miles unless otherwise stated.

A Storage Fee of \$_____ per day may be applied to vehicles which are not claimed within 3 working days of notification of completion.

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the vehicle for purposes of testing and inspection. An express mechanics lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Shop Supplies may include cleaners, degreasers, lubricants, waste disposal, sanding discs and misc. hardware.

Services	19.95
Sub-Total	19.95
State Tax	1.20
TOTAL	21.15

08/20 MASTER CARD 21.15
Total Amount Paid 21.15

Signature: _____

Method Of Payment: ☐ Cash ☐ Credit ☐ Acct ☐ Other Labor Charges Based On: ☐ Flat Rate ☐ Hourly Rate ☐ Both Apply
☐ \$20.00 Charge For Estimates/Diagnostic Fee ☐ No Charge For Estimates/Diagnostic Fee ☐ The Charge For An Estimate/Diagnostic Fee Is _____ /Hour

Name & Phone Number of Another Person Who May Authorize Work

Revised Estimate By: _____

Date

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2007 BUICK LACROSSE [REDACTED] - V6-231 3.8L



SHIRLEY STREET AUTO REPAIR

5950 SHIRLEY STREET
NAPLES, FL 34109
(239) 592-5714 Fax (239) 592-6497

Invoice	
Reprint	
Invoice #	[REDACTED]
Invoice Date	12/23/2013
Customer #	[REDACTED]
RO #	[REDACTED]

Customer

NAPLES, FL [REDACTED]

Home

Cell

Vehicle 2007 BUICK LACROSSE CX

Plate # [REDACTED]

Vin # 2G4WC582971 [REDACTED]

Mileage In 43,093 Mileage Out 43,094

Date In 12/23/2013

Time In 12:13pm

Proposed Completion

Date: 12/23/2013

Services

DESCRIPTION	HOURS	TECH	PRICE
OIL CHANGE - SERVICE INCLUDES 5 QUARTS OF OIL & OIL FILTER. LUBRICATE ALL GREASE FITTINGS. CHECK ALL FLUIDS AND ADD AS NEEDED. CHECK TIRE PRESSURE. [] do [] do not request the return of replaced parts		RW1	19.95
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THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

[] I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: _____

DATE: _____

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Services	19.95
Sub-Total	19.95
State Tax	1.20
TOTAL	21.15

12/23 DISCOVER 21.15
Total Amount Paid 21.15

Signature: _____

Method Of Payment: [] Cash [] Credit [] Acct [] Other Labor Charges Based On: [] Flat Rate [] Hourly Rate [] Both Apply
[] \$20.00 Charge For Estimates/Diagnostic Fee [] No Charge For Estimates/Diagnostic Fee [] The Charge For An Estimate/Diagnostic Fee Is _____ / Hour

Name & Phone Number of Another Person Who May Authorize Work _____

Revised Estimate By: _____

Date _____

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**SHIRLEY STREET AUTO REPAIR**

5950 SHIRLEY STREET
NAPLES, FL 34109
(239) 592-5714 Fax (239) 592-6497

Invoice

Reprint

Invoice #	
Invoice Date	07/07/2015
Customer #	
RO #	

Customer

NAPLES, FL

Home

Date In 07/07/2015

Time In 2:26pm

Proposed Completion

Date: 07/07/2015

Vehicle 2007 BUICK LACROSSE CX

Plate #

Vin # 2G4WC58297

Mileage In 55,807 Mileage Out 55,809

Services

DESCRIPTION	HOURS	TECH	PRICE
OIL CHANGE - SERVICE		MM1	19.95
INCLUDES 5 QUARTS OF OIL & OIL FILTER. LUBRICATE ALL GREASE FITTINGS. CHECK ALL FLUIDS AND ADD AS NEEDED. CHECK TIRE PRESSURE.			
I [] do [] do not request the return of replaced parts			
Parts Status: U=Used RB=ReBuilt RC=ReConditioned			

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THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

[] I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: _____ DATE: _____

All Parts and Labor are warrantied for _____ months/_____ miles unless otherwise stated.

A Storage Fee of \$_____ per day may be applied to vehicles which are not claimed within 3 working days of notification of completion.

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the vehicle for purposes of testing and inspection. An express mechanics lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Shop Supplies may include cleaners, degreasers, lubricants, waste disposal, sanding discs and misc. hardware.

Services	19.95
Sub-Total	19.95
State Tax	1.20
TOTAL	21.15

07/07 VISA 21.15
Total Amount Paid 21.15

Signature

Method Of Payment: [] Cash [] Credit [] Acct [] Other Labor Charges Based On: [] Flat Rate [] Hourly Rate [] Both Apply
 [] \$20.00 Charge For Estimates/Diagnostic Fee [] No Charge For Estimates/Diagnostic Fee [] The Charge For An Estimate/Diagnostic Fee Is _____ / Hour

Name & Phone Number of Another Person Who May Authorize Work

Revised Estimate By:

Date

IF YOU ARE SATISFIED WITH OUR SERVICE, PLEASE TELL OTHERS. IF NOT PLEASE TELL US!

** THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL.

*** FS-403.718 MANDATES A \$1.00 FEE FOR EACH NEW TIRE SOLD IN THE STATE OF FLORIDA.

***FS-403.7185 MANDATES A \$1.50 FEE FOR EACH NEW OR REMANUFACTURED BATTERY SOLD IN THE STATE OF FLORIDA.

2007 BUICK LACROSSE - V6-231 3.8L



SHIRLEY STREET AUTO REPAIR

5950 SHIRLEY STREET
NAPLES, FL 34109
(239) 592-5714 Fax (239) 592-6497

Invoice

Invoice #	
Invoice Date	03/05/2015
Customer #	
RO #	

Customer

NAPLES, FL

Home

Cell

Vehicle 2007 BUICK LACROSSE CX

Plate #

Vin # 2G4WC582971

Mileage In 53,244 Mileage Out 53,246

Date In 03/05/2015
Time In 3:02pm
Proposed Completion
Date: 03/05/2015

Services

DESCRIPTION	HOURS	TECH	PRICE
OIL CHANGE - SERVICE INCLUDES 5 QUARTS OF OIL & OIL FILTER. LUBRICATE ALL GREASE FITTINGS. CHECK ALL FLUIDS AND ADD AS NEEDED. CHECK TIRE PRESSURE.		JMC	19.95

I ☐ do ☐ do not request the return of replaced parts

Parts Status: U=Used RB=Rebuilt RC=Reconditioned

PLEASE READ CAREFULLY, CHECK ONE OF THE
STATEMENTS BELOW, AND SIGN:
I UNDERSTAND THAT, UNDER STATE LAW, I AM
ENTITLED TO A WRITTEN ESTIMATE IF MY
FINAL BILL WILL EXCEED \$100.00.

[☐] I REQUEST A WRITTEN ESTIMATE.

[☐] I DO NOT REQUEST A WRITTEN
ESTIMATE AS LONG AS THE REPAIR COSTS DO
NOT EXCEED \$

THE SHOP MAY NOT EXCEED THIS AMOUNT
WITHOUT MY WRITTEN OR ORAL APPROVAL.

[☐] I DO NOT REQUEST A WRITTEN
ESTIMATE.

SIGNED: DATE:

All Parts and Labor are
warranted for _____ months/
_____ miles unless
otherwise stated.

A Storage Fee of \$ _____ per day
may be applied to vehicles which
are not claimed within 3 working
days of notification of completion.

I hereby authorize the above repair work to
be done along with the necessary material
and hereby grant you and/or your employees
permission to operate the vehicle for
purposes of testing and inspection. An
express mechanics lien is hereby
acknowledged on above vehicle to secure the
amount of repairs thereto. Shop Supplies
may include cleaners, degreasers, lubricants,
waste disposal, sanding discs and misc.
hardware.

Services	19.95
Sub-Total	19.95
State Tax	1.20
TOTAL	21.15

03/05 MASTER CARD 21.15
Total Amount Paid 21.15

Signature

Method Of Payment: [☐] Cash [☐] Credit [☐] Acct [☐] Other Labor Charges Based On: [☐] Flat Rate [☐] Hourly Rate [☐] Both Apply
[☐] \$20.00 Charge For Estimates/Diagnostic Fee [☐] No Charge For Estimates/Diagnostic Fee [☐] The Charge For An Estimate/Diagnostic Fee Is _____ / Hour

Name & Phone Number of Another Person Who May Authorize Work

Revised Estimate By:

Date

IF YOU ARE SATISFIED WITH OUR SERVICE, PLEASE TELL OTHERS. IF NOT PLEASE TELL US!

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*** FS-403.718 MANDATES A \$1.50 FEE FOR EACH NEW OR REMANUFACTURED BATTERY SOLD IN THE STATE OF FLORIDA.

GEICO FLORIDA AUTOMOBILE INSURANCE
 geico.com IDENTIFICATION CARD
 GOVERNMENT EMPLOYEES INSURANCE COMPANY
 One GEICO Center • Macon, GA 31216-0001
 Policy Number [REDACTED] Effective Date 03-19-14
 (X) PERSONAL INJURY PROTECTION (X) BODILY INJURY LIABILITY
 (X) PROPERTY DAMAGE LIABILITY
 Named Insured: [REDACTED] Vehicle ID No. 2G4WC5
 Year Make 2007 BUICK LACROSSE
 +1 253 323 193 Phone Number 1-800-841-3000
 Company Code 49245
 Not valid more than one year from effective date

UTO REPAIR *John*
Billy *General* *Good*
Invoice
 Invoice # [REDACTED]
 Invoice Date 06/05/2014
 Customer # [REDACTED]
 RO # [REDACTED]
 Home [REDACTED] Cell [REDACTED]
 Date In 06/05/2014
 Time In 2:51pm
 Proposed Completion Date: 06/05/2014
 Vehicle 2007 BUICK LACROSSE CX
 Plate [REDACTED]
 Vin # 2G4WC58297
 Mileage In 46,831 Mileage Out 46,831

Services		HOURS	TECH	PRICE
DESCRIPTION				
OIL CHANGE - SERVICE INCLUDES 5 QUARTS OF OIL & OIL FILTER. LUBRICATE ALL GREASE FITTINGS. CHECK ALL FLUIDS AND ADD AS NEEDED. CHECK TIRE PRESSURE.			RW1	19.95
WHEEL - TIRE ROTATION ROTATE TIRES AS PER VEHICLE SPECIFICATIONS			RW1	No Charge
888 881 3179 I [] do [] do not request the return of replaced parts Parts Status: U=Used RB= ReBuilt RC=ReConditioned <i>West Coast</i> <i>Tony & Rebecca</i> <i>18 Effus</i> <i>Long</i> <i>2G4WC</i>				

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN:
 I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED \$100.00.
 [] I REQUEST A WRITTEN ESTIMATE.
 [] I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$_____.
 THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
 [] I DO NOT REQUEST A WRITTEN ESTIMATE.
 SIGNED: _____ DATE: _____

All Parts and Labor are warrantied for _____ months/_____ miles unless otherwise stated.
 A Storage Fee of \$_____ per day may be applied to vehicles which are not claimed within 3 working days of notification of completion.
 I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the vehicle for purposes of testing and inspection. An express mechanics lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Shop Supplies may include cleaners, degreasers, lubricants, waste disposal, sanding discs and misc. hardware.
 Signature _____

Services	19.95
Sub-Total	19.95
State Tax	1.20
TOTAL	21.15
06/05 CHECK [REDACTED]	21.15
Total Amount Paid	21.15

Method Of Payment: [] Cash [] Credit [] Acct [] Other Labor Charges Based On: [] Flat Rate [] Hourly Rate [] Both Apply
 [] \$20.00 Charge For Estimates/Diagnostic Fee [] No Charge For Estimates/Diagnostic Fee [] The Charge For An Estimate/Diagnostic Fee Is _____
 Name & Phone Number of Another Person Who May Authorize Work _____ Revised Estimate By: _____ Date _____

IF YOU ARE SATISFIED WITH OUR SERVICE PLEASE TELL OTHERS
 ** THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE
 *** FS-403.718 MANDATES A \$1.00 FEE FOR E
 ***FS-403.7185 MANDATES A \$1.50 FEE FOR E



SHIRLEY STREET AUTO REPAIR

5950 SHIRLEY STREET
NAPLES, FL 34109
(239) 592-5714 Fax (239) 592-6497

Invoice	
Reprint	
Invoice #	[REDACTED]
Invoice Date	06/08/2015
Customer #	[REDACTED]
RO #	[REDACTED]

Customer

NAPLES, FL [REDACTED]

Home [REDACTED]

Cell [REDACTED]

Vehicle 2007 BUICK LACROSSE CX

Plate # [REDACTED]

Vin # 2G4WC582971 [REDACTED]

Mileage In 55,307 Mileage Out 55,307

Date In 05/27/2015

Time In 4:40pm

Proposed Completion

Date: 05/27/2015

Services

DESCRIPTION	HOURS	TECH	PRICE
COOLANT - RADIATOR REPLACE REMOVE AND INSTALL RADIATOR. PRESSURE CHECK COOLANT SYSTEM. CHECK FOR COOLANT LEAKS.		RM1	292.50
WARRANTEE 1 YEAR OR 12K ON PART & LABOR		RM1	No Charge

PO # [REDACTED]

Parts

REF#	DESCRIPTION	QTY	PRICE	EXT PRICE	REF#	DESCRIPTION	QTY	PRICE	EXT PRICE
433822	NEW RADIATOR I [] do [] do not request the return of replaced parts	1.00	198.99	198.99	ANTI	COOLANT	2.00	20.00	40.00

Parts Status: U=Used RB= ReBuilt RC=ReConditioned

PLEASE READ CAREFULLY, CHECK ONE OF THE
STATEMENTS BELOW, AND SIGN:

I UNDERSTAND THAT, UNDER STATE LAW, I AM
ENTITLED TO A WRITTEN ESTIMATE IF MY
FINAL BILL WILL EXCEED \$100.00.

[] I REQUEST A WRITTEN ESTIMATE.

[] I DO NOT REQUEST A WRITTEN
ESTIMATE AS LONG AS THE REPAIR COSTS DO
NOT EXCEED \$_____.

THE SHOP MAY NOT EXCEED THIS AMOUNT
WITHOUT MY WRITTEN OR ORAL APPROVAL.

[] I DO NOT REQUEST A WRITTEN
ESTIMATE.

SIGNED: _____ DATE: _____

All Parts and Labor are
warrantied for _____ miles unless
months/_____ otherwise stated.

A Storage Fee of \$_____ per day
may be applied to vehicles which
are not claimed within 3 working
days of notification of completion.

I hereby authorize the above repair work to
be done along with the necessary material
and hereby grant you and/or your employees
permission to operate the vehicle for
purposes of testing and inspection. An
express mechanics lien is hereby
acknowledged on above vehicle to secure the
amount of repairs thereto. Shop Supplies
may include cleaners, degreasers, lubricants,
waste disposal, sanding discs and misc.
hardware.

Services	292.50
Parts	238.99
Sub-Total	531.49
State Tax	31.89
TOTAL	563.38

06/08 MASTER CARD 563.38
Total Amount Paid 563.38

Signature _____

Method Of Payment: [] Cash [] Credit [] Acct [] Other Labor Charges Based On: [] Flat Rate [] Hourly Rate [] Both Apply
[] \$20.00 Charge For Estimates/Diagnostic Fee [] No Charge For Estimates/Diagnostic Fee [] The Charge For An Estimate/Diagnostic Fee Is _____ / Hour

Name & Phone Number of Another Person Who May Authorize Work _____

Revised Estimate By: _____

Date _____

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SHIRLEY STREET AUTO REPAIR

5950 SHIRLEY STREET
NAPLES, FL 34109
(239) 592-5714 Fax (239) 592-6497

Invoice

Invoice #	
Invoice Date	10/17/2014
Customer #	
RO #	

Customer

NAPLES, FL

Home

Cell

Vehicle 2007 BUICK LACROSSE CX

Plate

Vin # 2G4WC58297

Mileage In 49,692 Mileage Out 49,693

Date In 10/15/2014

Time In 1:59pm

Proposed Completion

Date: 10/15/2014

Services

DESCRIPTION	HOURS	TECH	PRICE
REPLACE POWER STEERING RACK AND PINION		RW1	135.00
DEGREASE & WASH ENGINE		RW1	37.50
WHEEL - ALIGNMENT FRONT		RW1	69.95
INCLUDES TWO WHEEL COMPUTERIZED ALIGNMENT AND ADJUSTMENT OF WHEELS TO MANUFACTURER SPEC'S. CHECK SUSPENSION, TIRE WEAR AND AIR PRESSURE. ROAD TESTED VEHICLE.			
WARRANTEE 1 YEAR OR 12K			
PO#			

Parts

REF#	DESCRIPTION	QTY	PRICE	EXT PRICE	RE#	DESCRIPTION	QTY	PRICE	EXT PRICE
221003	RACK N PINION	1.00	285.00	285.00	PS	POWERSTEERING FLUT	1.50	10.00	15.00
I [] do [] do not request the return of replaced parts						Parts Status: U=Used RB= ReBuilt RC=ReConditioned			

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[] I REQUEST A WRITTEN ESTIMATE.

[] I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$_____.

THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

[] I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: _____ DATE: _____

All Parts and Labor are warrantied for _____ months/_____ miles unless otherwise stated.

A Storage Fee of \$_____ per day may be applied to vehicles which are not claimed within 3 working days of notification of completion.

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the vehicle for purposes of testing and inspection. An express mechanics lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Shop Supplies may include cleaners, degreasers, lubricants, waste disposal, sanding discs and misc. hardware.

Services	242.45
Parts	300.00
Sub-Total	542.45
State Tax	32.55
TOTAL	575.00

10/17 MASTER CARD	325.00
10/17 VISA	250.00
Total Amount Paid	575.00

Signature

Method Of Payment: [] Cash [] Credit [] Acct [] Other Labor Charges Based On: [] Flat Rate [] Hourly Rate [] Both Apply
[] \$20.00 Charge For Estimates/Diagnostic Fee [] No Charge For Estimates/Diagnostic Fee [] The Charge For An Estimate/Diagnostic Fee Is _____ / Hour

Name & Phone Number of Another Person Who May Authorize Work

Revised Estimate By:

Date

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SHIRLEY STREET AUTO REPAIR

5950 SHIRLEY STREET
NAPLES, FL 34109
(239) 592-5714 Fax (239) 592-6497

Invoice

Reprint

Invoice #	
Invoice Date	06/17/2014
Customer #	
RO #	

Customer

NAPLES, FL

Home

Cell

Vehicle 2007 BUICK LACROSSE CX

Plate #

Vin # 2G4WC58297

Mileage In 46,893 Mileage Out 46,894

Date In 06/17/2014

Time In 6:31am

Proposed Completion

Date: 06/17/2014

Services

DESCRIPTION	HOURS	TECH	PRICE
REPLACE FRONT & REAR BRAKE PADS & ROTORS, GEICO PAID LABOR ON ROTORS CUSTOMER ONLY PAID FOR BRAKE PADS		RW1	No Charge

Parts

REF#	DESCRIPTION	QTY	PRICE	EXT PRICE	REF#	DESCRIPTION	QTY	PRICE	EXT PRICE
GNAD1075	BRAKE PADS	1.00	69.95	69.95	GNAD999	BRAKE PADS	1.00	69.95	69.95
I [] do [] do not request the return of replaced parts					Parts Status: U=Used RB= ReBuilt RC=ReConditioned				

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN:

I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED \$100.00.

[] I REQUEST A WRITTEN ESTIMATE.

[] I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$_____.

THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

[] I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: _____ DATE: _____

All Parts and Labor are warranted for _____ months/_____ miles unless otherwise stated.

A Storage Fee of \$_____ per day may be applied to vehicles which are not claimed within 3 working days of notification of completion.

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the vehicle for purposes of testing and inspection. An express mechanics lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Shop Supplies may include cleaners, degreasers, lubricants, waste disposal, sanding discs and misc. hardware.

Parts	139.90
Sub-Total	139.90
State Tax	8.39
TOTAL	148.29

06/17 CHECK _____ 148.29
Total Amount Paid 148.29

Signature _____

Method Of Payment: [] Cash [] Credit [] Acct [] Other Labor Charges Based On: [] Flat Rate [] Hourly Rate [] Both Apply
[] \$20.00 Charge For Estimates/Diagnostic Fee [] No Charge For Estimates/Diagnostic Fee [] The Charge For An Estimate/Diagnostic Fee Is _____ / Hour

Name & Phone Number of Another Person Who May Authorize Work

Revised Estimate By:

Date

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**SHIRLEY STREET AUTO REPAIR**

5950 SHIRLEY STREET
NAPLES, FL 34109
(239) 592-5714 Fax (239) 592-6497

Invoice

Invoice #	[REDACTED]
Invoice Date	06/17/2014
Customer #	[REDACTED]
RO #	[REDACTED]

Customer [REDACTED]

NAPLES, FL [REDACTED]

Home [REDACTED]

Cell [REDACTED]

Vehicle 2007 BUICK LACROSSE CX

Plate # [REDACTED]

Vin # 2G4WC582971 [REDACTED]

Mileage In 46,893 Mileage Out 46,894

Date In 06/17/2014

Time In 6:15am

Proposed Completion

Date: 06/17/2014

Services

DESCRIPTION	HOURS	TECH	PRICE
BRAKE - FRONT END SERVICE REMOVE AND INSTALL FRONT BRAKE ROTORS. INSPECT MASTER CYLINDER, BRAKE LINES, HOSES & CALIPERS. CLEAN AND GREASE ALL CALIPER AND PAD CONTACT POINTS.		RW1	112.50
BRAKE - REAR SERVICE REMOVE AND INSTALL REAR BRAKE ROTORS. CLEAN AND GREASE ALL CONTACT POINTS. ROAD TEST VECH.		RW1	112.50
WARRANTEE 1 YEAR OR 12K			
PO# [REDACTED]			
INSURANCE PAY 270.38 CUSTOMER PAY 250.00			

Parts

REF#	DESCRIPTION	QTY	PRICE	EXT PRICE	REF#	DESCRIPTION	QTY	PRICE	EXT PRICE
YH145518	BRAKE ROTOR	2.00	75.23	150.46	YH145442	BRAKE ROTOR	2.00	57.73	115.46
I [] do [] do not request the return of replaced parts					Parts Status: U=Used RB= ReBuilt RC=ReConditioned				

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN:

I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED \$100.00.

[] I REQUEST A WRITTEN ESTIMATE.

[] I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$_____.

THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

[] I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: _____ DATE: _____

All Parts and Labor are warranted for _____ months/_____ miles unless otherwise stated.

A Storage Fee of \$_____ per day may be applied to vehicles which are not claimed within 3 working days of notification of completion.

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the vehicle for purposes of testing and inspection. An express mechanics lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Shop Supplies may include cleaners, degreasers, lubricants, waste disposal, sanding discs and misc. hardware.

Services	225.00
Parts	265.92
Sub-Total	490.92
State Tax	29.46
TOTAL	520.38

06/17 MASTER CARD 270.38
06/17 CHECK [REDACTED] 250.00
Total Amount Paid 520.38

Signature [REDACTED]

Method Of Payment: [] Cash [] Credit [] Acct [] Other Labor Charges Based On: [] Flat Rate [] Hourly Rate [] Both Apply
[] \$20.00 Charge For Estimates/Diagnostic Fee [] No Charge For Estimates/Diagnostic Fee [] The Charge For An Estimate/Diagnostic Fee Is _____ / Hour

Name & Phone Number of Another Person Who May Authorize Work

Revised Estimate By:

Date

IF YOU ARE SATISFIED WITH OUR SERVICE, PLEASE TELL OTHERS. IF NOT PLEASE TELL US!

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**SHIRLEY STREET AUTO REPAIR**

5950 SHIRLEY STREET
NAPLES, FL 34109
(239) 592-5714 Fax (239) 592-6497

Invoice

Invoice #	
Invoice Date	06/17/2014
Customer #	
RO #	

Customer

NAPLES, FL

Home

Cell

Vehicle 2007 BUICK LACROSSE CX

Plate

Vin # 2G4WC582971

Mileage In 46,893 Mileage Out 46,894

Date In 06/09/2014

Time In 10:42am

Proposed Completion
Date: 06/09/2014**Services**

DESCRIPTION	HOURS	TECH	PRICE
DIAGNOSE TRANSMISSION NO FOWARD, SCAN FOR CODES NO CODES INTERNAL PROBLEM		ME1	75.00
REMOVE & REPLACE TRANSMISSION INSURANCE SUPPLIED. *****NO WARRANTEE ON PARTS OR LABOR!!!!!! RECOMENDED TO REPLACE RADIATOR OR INSTALL EXTERNAL TRANNY COOLER. INSURANE DENIED		RW1	525.00
FLUSH TRANSMISSION LINES.		RW1	52.50
PO#			
INSURANCED PAID 547.65 CUSTOMER PAY 250.00			

Parts

REF#	DESCRIPTION	QTY	PRICE	EXT PRICE	REF#	DESCRIPTION	QTY	PRICE	EXT PRICE
TF	TRANS FLUSH	2.00	14.00	28.00	ATF	TRANNNY FLUID SYNTH	12.00	6.00	72.00
[] do [] do not request the return of replaced parts					Parts Status: U=Used RB= ReBuilt RC=ReConditioned				

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN:
I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED \$100.00.

[] I REQUEST A WRITTEN ESTIMATE.

[] I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$_____.

THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

[] I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: _____ DATE: _____

All Parts and Labor are warranted for _____ months/_____ miles unless otherwise stated.

A Storage Fee of \$_____ per day may be applied to vehicles which are not claimed within 3 working days of notification of completion.

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the vehicle for purposes of testing and inspection. An express mechanics lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Shop Supplies may include cleaners, degreasers, lubricants, waste disposal, sanding discs and misc. hardware.

Signature

Services	652.50
Parts	100.00
Sub-Total	752.50
State Tax	45.15
TOTAL	797.65

06/17 MASTER CARD 547.65
06/17 CHECK 250.00
Total Amount Paid 797.65

Method Of Payment: [] Cash [] Credit [] Acct [] Other Labor Charges Based On: [] Flat Rate [] Hourly Rate [] Both Apply
[] \$20.00 Charge For Estimates/Diagnostic Fee [] No Charge For Estimates/Diagnostic Fee [] The Charge For An Estimate/Diagnostic Fee Is _____ / Hour

Name & Phone Number of Another Person Who May Authorize Work

Revised Estimate By:

Date

IF YOU ARE SATISFIED WITH OUR SERVICE, PLEASE TELL OTHERS. IF NOT PLEASE TELL US!

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**SHIRLEY STREET AUTO REPAIR**

5950 SHIRLEY STREET
NAPLES, FL 34109
(239) 592-5714 Fax (239) 592-6497

Invoice

Invoice #	[REDACTED]
Invoice Date	12/16/2015
Customer #	[REDACTED]
RO #	[REDACTED]

Customer

NAPLES, FL [REDACTED]

Home

Cell

Vehicle 2007 BUICK LACROSSE CX

Plate # [REDACTED]

Vin # 2G4WC58297 [REDACTED]

Mileage In 59,575 Mileage Out 59,575

Date In 12/16/2015
Time In 1:40pm
Proposed Completion
Date: 12/16/2015

Services

DESCRIPTION	HOURS	TECH	PRICE
OIL CHANGE - SERVICE INCLUDES 5 QUARTS OF OIL & OIL FILTER. LUBRICATE ALL GREASE FITTINGS. CHECK ALL FLUIDS AND ADD AS NEEDED. CHECK TIRE PRESSURE.		MM1	19.95
DISPOSAL FEE		MM1	3.00
WHEEL - TIRE ROTATION ROTATE TIRES AS PER VEHICLE SPECIFICATIONS		MM1	No Charge

I [] do [] do not request the return of replaced parts

Parts Status: U=Used RB= ReBuilt RC=ReConditioned

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN:

I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED \$100.00.

[] I REQUEST A WRITTEN ESTIMATE.

[] I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$_____.

THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

[] I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: _____ DATE: _____

All Parts and Labor are warrantied for _____ months/_____ miles unless otherwise stated.

A Storage Fee of \$_____ per day may be applied to vehicles which are not claimed within 3 working days of notification of completion.

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the vehicle for purposes of testing and inspection. An express mechanics lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Shop Supplies may include cleaners, degreasers, lubricants, waste disposal, sanding discs and misc. hardware.

Signature

Services	22.95
Sub-Total	22.95
State Tax	1.38
TOTAL	24.33

12/16 VISA 24.33
Total Amount Paid 24.33

Method Of Payment: [] Cash [] Credit [] Acct [] Other Labor Charges Based On: [] Flat Rate [] Hourly Rate [] Both Apply
[] \$20.00 Charge For Estimates/Diagnostic Fee [] No Charge For Estimates/Diagnostic Fee [] The Charge For An Estimate/Diagnostic Fee Is _____ / Hour

Name & Phone Number of Another Person Who May Authorize Work

Revised Estimate By:

Date

IF YOU ARE SATISFIED WITH OUR SERVICE, PLEASE TELL OTHERS. IF NOT PLEASE TELL US!

** THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL.

*** FS-403 718 MANDATES A \$1.00 FEE FOR EACH NEW TIRE SOLD IN THE STATE OF FLORIDA

***FS-403.7185 MANDATES A \$1.50 FEE FOR EACH NEW OR REMANUFACTURED BATTERY SOLD IN THE STATE OF FLORIDA.

2007 BUICK LACROSSE - V6-231 3.8L



SHIRLEY STREET AUTO REPAIR

5950 SHIRLEY STREET
NAPLES, FL 34109
(239) 592-5714 Fax (239) 592-6497

Invoice	
Reprint	
Invoice #	
Invoice Date	06/10/2015
Customer #	
RO #	

Customer [REDACTED]
NAPLES, FL [REDACTED]

Home [REDACTED] Cell [REDACTED]

Vehicle 2007 BUICK LACROSSE CX
Plate # [REDACTED]
Vin # 2G4WC58297 [REDACTED]
Mileage In 55,307 Mileage Out 55,308

Date In 06/08/2015
Time In 5:41am
Proposed Completion
Date: 06/08/2015

Services

DESCRIPTION	HOURS	TECH	PRICE
DIAGNOSE TRANSMISSION NO FOWARD, SCAN FOR CODES. NO CODES. INTERNAL FAILURE		ME1	75.00
INSTALL TRANSMISSION INSURANCE SUPPLIED 2ND TIME. *****NO WARRANTEE PARTS OR LABOR.		MM1	525.00
WHEEL - ALIGNMENT FRONT INCLUDES TWO WHEEL COMPUTERIZED ALIGNMENT AND ADJUSTMENT OF WHEELS TO MANUFACTURER SPEC'S. CHECK SUSPENSION, TIRE WEAR AND AIR PRESSURE. ROAD TESTED VEHICLE.		MM1	No Charge
CLAIM [REDACTED]			

Parts

REF#	DESCRIPTION	QTY	PRICE	EXT PRICE	REF#	DESCRIPTION	QTY	PRICE	EXT PRICE
ATF	TRANNNY FLUID SYNTH	6.00	8.50	51.00					
I [] do [] do not request the return of replaced parts									

Parts Status: U=Used RB= ReBuilt RC=ReConditioned

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I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED \$100.00.

[] I REQUEST A WRITTEN ESTIMATE.
[] I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$_____.
THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
[] I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: _____ DATE: _____

All Parts and Labor are warranted for _____ months/_____ miles unless otherwise stated.

A Storage Fee of \$_____ per day may be applied to vehicles which are not claimed within 3 working days of notification of completion.

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the vehicle for purposes of testing and inspection. An express mechanics lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Shop Supplies may include cleaners, degreasers, lubricants, waste disposal, sanding discs and misc. hardware.

Services	600.00
Parts	51.00
Sub-Total	651.00
State Tax	39.06
TOTAL	690.06

06/10 VISA 690.06
Total Amount Paid 690.06

Signature _____

Method Of Payment: [] Cash [] Credit [] Acct [] Other Labor Charges Based On: [] Flat Rate [] Hourly Rate [] Both Apply
[] \$20.00 Charge For Estimates/Diagnostic Fee [] No Charge For Estimates/Diagnostic Fee [] The Charge For An Estimate/Diagnostic Fee Is _____ / Hour

Name & Phone Number of Another Person Who May Authorize Work _____

Revised Estimate By: _____ Date _____

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2007 BUICK LACROSSE [REDACTED] - V6-231 3.8L



SHIRLEY STREET AUTO REPAIR

5950 SHIRLEY STREET
NAPLES, FL 34109
(239) 592-5714 Fax (239) 592-6497

Invoice	
Invoice #	[REDACTED]
Invoice Date	07/23/2015
Customer #	[REDACTED]
RO #	[REDACTED]

Customer

NAPLES, FL [REDACTED]

Home

Cell

Vehicle 2007 BUICK LACROSSE CX

Plate [REDACTED]

Vin # 2G4WC582971 [REDACTED]

Mileage In 56,175 Mileage Out 56,177

Date In 07/23/2015
Time In 7:30am
Proposed Completion
Date: 07/23/2015

Services

DESCRIPTION	HOURS	TECH	PRICE
WHEEL - TIRE MOUNT FOUR INCLUDES CHECK RIM SEAL AND INSTALL NEW VALVE.		MM1	60.00
WHEEL - ALIGNMENT FOUR INCLUDES FOUR WHEEL COMPUTERIZED ALIGNMENT AND ADJUSTMENT OF WHEELS TO MANUFACTURER SPEC'S. CHECK SUSPENSION, TIRE WEAR AND AIR PRESSURE. ROAD TESTED VEHICLE.		MM1	50.00

Parts

REF#	DESCRIPTION	QTY	PRICE	EXT PRICE	REF#	DESCRIPTION	QTY	PRICE	EXT PRICE
225/60/16	HANKOOK OPTIMO H7:	4.00	110.00	440.00					

I [] do [] do not request the return of replaced parts

Parts Status: U=Used RB= ReBuilt RC=ReConditioned

PLEASE READ CAREFULLY, CHECK ONE OF THE
STATEMENTS BELOW, AND SIGN:

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FINAL BILL WILL EXCEED \$100.00.

[] I REQUEST A WRITTEN ESTIMATE.

[] I DO NOT REQUEST A WRITTEN
ESTIMATE AS LONG AS THE REPAIR COSTS DO
NOT EXCEED \$_____.

THE SHOP MAY NOT EXCEED THIS AMOUNT
WITHOUT MY WRITTEN OR ORAL APPROVAL.

[] I DO NOT REQUEST A WRITTEN
ESTIMATE.

SIGNED: _____

DATE: _____

All Parts and Labor are
warrantied for _____ miles unless
months/ _____
otherwise stated.

A Storage Fee of \$_____ per day
may be applied to vehicles which
are not claimed within 3 working
days of notification of completion.

I hereby authorize the above repair work to
be done along with the necessary material
and hereby grant you and/or your employees
permission to operate the vehicle for
purposes of testing and inspection. An
express mechanics lien is hereby
acknowledged on above vehicle to secure the
amount of repairs thereto. Shop Supplies
may include cleaners, degreasers, lubricants,
waste disposal, sanding discs and misc.
hardware.

Services	110.00
Parts	440.00
Sub-Total	550.00
State Tax	33.00
TOTAL	583.00

07/23 VISA 583.00
Total Amount Paid 583.00

Signature _____

Method Of Payment: [] Cash [] Credit [] Acct [] Other

[] \$20.00 Charge For Estimates/Diagnostic Fee [] No Charge For Estimates/Diagnostic Fee [] The Charge For An Estimate/Diagnostic Fee Is _____ / Hour

Labor Charges Based On: [] Flat Rate [] Hourly Rate [] Both Apply

Name & Phone Number of Another Person Who May Authorize Work _____

Revised Estimate By: _____

Date _____

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2007 BUICK LACROSSE [REDACTED] V6-231 3.8L



SHIRLEY STREET AUTO REPAIR

5950 SHIRLEY STREET
NAPLES, FL 34109
(239) 592-5714 Fax (239) 592-6497

Invoice

Invoice #	[REDACTED]
Invoice Date	07/24/2015
Customer #	[REDACTED]
RO #	[REDACTED]

Customer

NAPLES, FL

Home

Cell

Vehicle 2007 BUICK LACROSSE CX

Plate # [REDACTED]

Vin # 2G4WC582971 [REDACTED]

Mileage In 56,178 Mileage Out 56,179

Date In 07/24/2015

Time In 8:43am

Proposed Completion

Date: 07/24/2015

Services

DESCRIPTION	HOURS	TECH	PRICE
BRAKE - MASTER CYLINDER REMOVE & REPLACE MASTER CYLINDER, INCLUDES BLEEDING AND FLUSHING OF BRAKE SYSTEM. ROAD TESTED VEHICLE.		RM1	120.00

Parts

REF#	DESCRIPTION	QTY	PRICE	EXT PRICE	REF#	DESCRIPTION	QTY	PRICE	EXT PRICE
MCA390401	NEW BRK/MASTER [] do [] do not request the return of replaced parts	1.00	114.68	114.68	DOT3	BRAKE FLUID	1.00	0.00	No Charge

Parts Status: U=Used RB=ReBuilt RC=ReConditioned

PLEASE READ CAREFULLY, CHECK ONE OF THE
STATEMENTS BELOW, AND SIGN:

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FINAL BILL WILL EXCEED \$100.00.

[] I REQUEST A WRITTEN ESTIMATE.

[] I DO NOT REQUEST A WRITTEN
ESTIMATE AS LONG AS THE REPAIR COSTS DO
NOT EXCEED \$_____.

THE SHOP MAY NOT EXCEED THIS AMOUNT
WITHOUT MY WRITTEN OR ORAL APPROVAL.

[] I DO NOT REQUEST A WRITTEN
ESTIMATE.

SIGNED: _____ DATE: _____

All Parts and Labor are
warranted for _____
months/_____ miles unless
otherwise stated.

A Storage Fee of \$_____ per day
may be applied to vehicles which
are not claimed within 3 working
days of notification of completion.

I hereby authorize the above repair work to
be done along with the necessary material
and hereby grant you and/or your employees
permission to operate the vehicle for
purposes of testing and inspection. An
express mechanics lien is hereby
acknowledged on above vehicle to secure the
amount of repairs thereto. Shop Supplies
may include cleaners, degreasers, lubricants,
waste disposal, sanding discs and misc.
hardware.

Services	120.00
Parts	114.68
Sub-Total	234.68
State Tax	14.08
TOTAL	248.76

07/24 VISA 248.76
Total Amount Paid 248.76

Signature

Method Of Payment: [] Cash [] Credit [] Acct [] Other Labor Charges Based On: [] Flat Rate [] Hourly Rate [] Both Apply
[] \$20.00 Charge For Estimates/Diagnostic Fee [] No Charge For Estimates/Diagnostic Fee [] The Charge For An Estimate/Diagnostic Fee Is _____ / Hour

Name & Phone Number of Another Person Who May Authorize Work

Revised Estimate By:

Date

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**SHIRLEY STREET AUTO REPAIR**

5950 SHIRLEY STREET
NAPLES, FL 34109
(239) 592-5714 Fax (239) 592-6497

Preview

Customer # [REDACTED]
RO # [REDACTED]

Customer [REDACTED]

NAPLES, FL [REDACTED]

Home [REDACTED] Cell [REDACTED]

Vehicle 2007 BUICK LACROSSE CX

Plate # [REDACTED]

Vin # 2G4WC58297 [REDACTED]

Mileage In 56,287 Mileage Out 56,287

Date In 07/28/2015
Time In 2:55pm
Proposed Completion
Date: 07/28/2015

Services

DESCRIPTION	HOURS	TECH	PRICE
DIAGNOSE FOR HEADLIGHTS WORK INTERMITT, REPLACE HEADLIGHT RELAY.		MM1	112.50
WARRANTEE 1 YEAR OR 12K			
PO# [REDACTED]			

Parts

REF#	DESCRIPTION	QTY	PRICE	EXT PRICE	REF#	DESCRIPTION	QTY	PRICE	EXT PRICE
15016745	RELAY	1.00	55.22	55.22					

I [] do [] do not request the return of replaced parts

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[] I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: _____ DATE: _____

All Parts and Labor are warranted for _____ months/_____ miles unless otherwise stated.

A Storage Fee of \$_____ per day may be applied to vehicles which are not claimed within 3 working days of notification of completion.

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the vehicle for purposes of testing and inspection. An express mechanics lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Shop Supplies may include cleaners, degreasers, lubricants, waste disposal, sanding discs and misc. hardware.

Services	112.50
Parts	55.22
Sub-Total	167.72
State Tax	10.06
TOTAL	177.78
Bal Due	177.78

Signature _____

Method Of Payment: [] Cash [] Credit [] Acct [] Other Labor Charges Based On: [] Flat Rate [] Hourly Rate [] Both Apply
[] \$20.00 Charge For Estimates/Diagnostic Fee [] No Charge For Estimates/Diagnostic Fee [] The Charge For An Estimate/Diagnostic Fee Is _____ / Hour

Name & Phone Number of Another Person Who May Authorize Work _____

Revised Estimate By: _____

Date _____

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SHIRLEY STREET AUTO REPAIR

5950 SHIRLEY STREET
NAPLES, FL 34109
(239) 592-5714 Fax (239) 592-6497

Invoice

Invoice #	
Invoice Date	08/10/2015
Customer #	
RO #	

Customer

NAPLES, FL

Home

Cell

Vehicle 2007 BUICK LACROSSE CX

Plate #

Vin # 2G4WC5829

Mileage In 56,518 Mileage Out 56,520

Date In 08/10/2015
Time In 2:06pm
Proposed Completion
Date: 08/10/2015

Parts

REF#	DESCRIPTION	QTY	PRICE	EXT PRICE	REF#	DESCRIPTION	QTY	PRICE	EXT PRICE
22IN	WIPER BLADE I [] do [] do not request the return of replaced parts	1.00	13.99	13.99	22IN	WIPER BLADE Parts Status: U=Used RB= ReBuilt RC=ReConditioned	1.00	13.99	13.99

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN:

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[] I REQUEST A WRITTEN ESTIMATE.

[] I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$.

THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

[] I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: DATE:

All Parts and Labor are warranted for _____ months/_____ miles unless otherwise stated.

A Storage Fee of \$_____ per day may be applied to vehicles which are not claimed within 3 working days of notification of completion.

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the vehicle for purposes of testing and inspection. An express mechanics lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Shop Supplies may include cleaners, degreasers, lubricants, waste disposal, sanding discs and misc. hardware.

Parts	27.98
Sub-Total	27.98
State Tax	1.68
TOTAL	29.66

08/10 VISA 29.65
Total Amount Paid 29.66

Signature

Method Of Payment: [] Cash [] Credit [] Acct [] Other Labor Charges Based On: [] Flat Rate [] Hourly Rate [] Both Apply
[] \$20.00 Charge For Estimates/Diagnostic Fee [] No Charge For Estimates/Diagnostic Fee [] The Charge For An Estimate/Diagnostic Fee Is _____ / Hour

Name & Phone Number of Another Person Who May Authorize Work

Revised Estimate By:

Date

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**SHIRLEY STREET AUTO REPAIR**

5950 SHIRLEY STREET
NAPLES, FL 34109
(239) 592-5714 Fax (239) 592-6497

Invoice

Reprint

Invoice #	[REDACTED]
Invoice Date	01/14/2016
Customer #	[REDACTED]
RO #	[REDACTED]

Customer

[REDACTED]
NAPLES, FL [REDACTED]

Home

Cell

Vehicle 2007 BUICK LACROSSE CX
Plate # [REDACTED]
Vin # 2G4WC58297 [REDACTED]
Mileage In 60,159 Mileage Out 60,160

Date In 01/12/2016
Time In 12:40pm
Proposed Completion
Date: 01/12/2016

Services

DESCRIPTION	HOURS	TECH	PRICE
COOLANT - VALVE REMOVE AND INSTALL TWO COOLANT ELBOW VALVES. PRESSURE CHECK COOLANT SYSTEM. ADD NEW COOLANT.		MM1	190.00
PO: [REDACTED] WARRANTEE 1 YEAR OR 12 K.		MM1	No Charge

Parts

REF#	DESCRIPTION	QTY	PRICE	EXT PRICE	REF#	DESCRIPTION	QTY	PRICE	EXT PRICE
47065HP	ELBOW KIT	1.00	31.64	31.64	ANTI	COOLANT	2.00	20.00	40.00
I [] do [] do not request the return of replaced parts					Parts Status: U=Used RB= ReBuilt RC=ReConditioned				

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FINAL BILL WILL EXCEED \$100.00.**

[] I REQUEST A WRITTEN ESTIMATE.

[] I DO NOT REQUEST A WRITTEN
ESTIMATE AS LONG AS THE REPAIR COSTS DO
NOT EXCEED \$_____.

**THE SHOP MAY NOT EXCEED THIS AMOUNT
WITHOUT MY WRITTEN OR ORAL APPROVAL.**

[] I DO NOT REQUEST A WRITTEN
ESTIMATE.

SIGNED: _____ DATE: _____

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warrantied for _____
months/_____ miles unless
otherwise stated.

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may be applied to vehicles which
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days of notification of completion.

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be done along with the necessary material
and hereby grant you and/or your employees
permission to operate the vehicle for
purposes of testing and inspection. An
express mechanics lien is hereby
acknowledged on above vehicle to secure the
amount of repairs thereto. Shop Supplies
may include cleaners, degreasers, lubricants,
waste disposal, sanding discs and misc.
hardware.

Services	190.00
Parts	71.64
Sub-Total	261.64
State Tax	15.70
TOTAL	277.34

01/14 VISA 161.64
01/14 VISA 115.70
Total Amount Paid 277.34

Signature

Method Of Payment: [] Cash [] Credit [] Acct [] Other Labor Charges Based On: [] Flat Rate [] Hourly Rate [] Both Apply
[] \$20.00 Charge For Estimates/Diagnostic Fee [] No Charge For Estimates/Diagnostic Fee [] The Charge For An Estimate/Diagnostic Fee Is _____ / Hour

Name & Phone Number of Another Person Who May Authorize Work

Revised Estimate By:

Date

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*** FS-403 7185 MANDATES A \$1.50 FEE FOR EACH NEW OR REMANUFACTURED BATTERY SOLD IN THE STATE OF FLORIDA.



GMC

DeVoe



ISUZU

Buick GMC
Subaru Isuzu1411 Solana Rd.
Naples, FL 34103
Telephone (239) 649-1400

STATE OF FLORIDA REGISTRATION: MV-07906



INVOICE NUMBER			
CUSTOMER NUMBER			
NAPLES, FL			
BUSINESS PHONE			
ADVISOR	GENERAL ADVISOR	247	TAG NO. G568
LABOR RATE	LICENSE NO.		MILEAGE 11,057
YEAR / MAKE / MODEL 07/BUICK/LACROSSE/4DR SDN CX			
VEHICLE ID NO. 2 G 4 W C 5 8 2 9 7 1			
F.T.E. NO.		P.O. NO.	
COLOR	WHITE OPAL/		
COMMENTS		STOCK NO.	
DELIVERY MILES	SELLING DEALER NO. NAPLES		
R.O. DATE	INVOICE DATE		
03/09/09	03/09/09		
REPRINT NUMBER	DELIVERY DATE		
MO: 11057	PRODUCTION DATE 12/05/06		
PLEASE SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS.			
ALL PARTS ARE NEW OR FACTORY AUTHORIZED REMANUFACTURED UNLESS OTHERWISE STATED.			
There may be an additional charge to the customer. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. [(s.559.904(4)).]			
The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [(s.403.718)] and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state. [(s.403.7185)].			

LABOR & PARTS

1 018023K3 3,000 MILE SERVICE HOURS TECH(S): J91 14.41
 3,000 MILE SERVICE (ROUTINE OIL & FILTER CHANGE)
 ROUTINE MAINTENANCE
 Oil & Filter Change W/ Lube 3.8L 05/09

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
B # 1	1	25010792	OIL FLTR 1.836	6.04	6.04
B # 1	5	OIL	5W30 VALV	2.50	12.50
JOB # 1 TOTAL PARTS					18.54
JOB # 1 TOTAL LABOR & PARTS					32.95

2 01802778 MULTI-POINT INSPECT HOURS TECH(S): J91 INTERNAL
 MULTI-POINT VEHICLE INSPECTION
 FOUND FRONT ROTORS TO BE WARPED
 R&R FRONT 2 ROTORS DUE TO PULSATION MACHINED AND REPLACED

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

3 01802778 TIRE ROTATION HOURS TECH(S): J91 19.95
 TIRE ROTATION
 Rotate Tires All

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3 TOTAL PARTS					0.00
JOB # 3 TOTAL LABOR & PARTS					19.95

4 09802 DRIVEABILITY HOURS TECH(S): J91 INTERNAL
 CUST STS THERE IS A SURGING WHEN TAKEN OFF FROM A STOP
 TEST DROVE VEHICLE FOUND TO BE WORKING AS DESIGNED
 DIAG WITH TECH 2 FOUND NO CODES AT THIS TIME

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

5 01802778 BRAKE PULSATION HOURS TECH(S): J91 WARRANTY
 Added Operation (10FOSTER @ 03/09/2009 12:15)
 CUSTOMER STATES BRAKES PULSATE WHEN APPLIED
 CHECK AND ADVISE
 RDTORS AND OR DRUMS OUT OF ROUND
 MACHINED BOTH FRONT ROTOR DUE TO BRAKE PULSATION

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 5 TOTAL PARTS					0.00
JOB # 5 TOTAL LABOR & PARTS					0.00

DISCLAIMER OF WARRANTY
 The only warranties applying to this part(s) are those which may be offered by the manufacturer. Manufacturer's parts and related labor are guaranteed for 12 months or 12,000 miles, whichever comes first. The selling dealer hereby expressly disclaims all warranties, either expressed 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 this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.



BUICK

GMC

SAAB



ISUZU



Cadillac

HUMMER



STATE OF FLORIDA REGISTRATION: MV-07906

INVOICE NUMBER		[REDACTED]	
CUSTOMER NUMBER		[REDACTED]	
[REDACTED]			
NAPLES, FL [REDACTED]			
[REDACTED]			
RESIDENCE PHONE		BUSINESS PHONE	
[REDACTED]		[REDACTED]	
ADVISOR	TAG NO.		
JEROME FOSTER	247 G568		
LABOR RATE	LICENSE NO.	MILEAGE	
		11,057	
YEAR / MAKE / MODEL			
07/BUICK/LACROSSE/4 DOOR SEDAN			
VEHICLE ID NO.			
2 G 4 W C 5 8 2 9 7 1 [REDACTED]			
F.T.E. NO.		P.O. NO.	
[REDACTED]		[REDACTED]	
COLOR	STOCK NO.		
WHITE OPAL/			
COMMENTS			
MO: 11057			
DELIVERY MILES	SELLING DEALER NO.		
14			
R.O. DATE	INVOICE DATE		
03/09/09	03/09/09		
REPRINT NUMBER	DELIVERY DATE		
	PRODUCTION DATE		

PLEASE SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS.

ALL PARTS ARE NEW OR FACTORY AUTHORIZED REMANUFACTURED UNLESS OTHERWISE STATED.

There may be an additional charge to the customer. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. [(s.558.904(4)).

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [(s.403.718)] and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state. [(s.403.7185)].

MISC-----CODE-----	DESCRIPTION-----	CONTROL NO-----	
JOB # A	SS ENVIRONMENTAL FEE		2.00
JOB # 1	SP CUSTOMER SPECIAL		-10.96
TOTAL - MISC			-8.96

COMMENTS-----
ERICA SHUTTLE

TOTALS-----

THANK YOU FOR CHOOSING DEVOE PONTIAC BUICK GMC SUBARU SUZUKI ISUZU OF NAPLES FOR ALL YOUR SERVICE NEEDS. OUR SERVICE TEAM IS COMMITTED TO YOUR TOTAL SATISFACTION. YOU MAY RECEIVE A SURVEY IN THE MAIL. IF YOU CAN NOT ANSWER ALL QUESTIONS COMPLETELY SATISFIED, PLEASE CALL ROBERTO ALONSO, SERVICE MANAGER, DIRECTLY @ 239-430-4063 TO DISCUSS YOUR CONCERNS WE APPRECIATE YOUR BUSINESS. CHECK OUT OUR WEBSITE AT WWW.DEVOEAUTO.COM

TOTAL LABOR....	34.36
TOTAL PARTS....	18.54
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	2.00
TOTAL MISC DISC	-10.96
TOTAL TAX.....	2.64

TOTAL INVOICE \$ 46.58

ALL ORIGINAL EQUIPMENT REPLACEMENT REPAIRS HAVE A 1 YEAR OR 12,000 MILE WARRANTY

CUSTOMER SIGNATURE



BUICK

GMC

SAAB



Cadillac

HUMMER



INFINITI

VOLVO



1411 Solana Rd.
Naples, FL 34103
Telephone (239) 649-1400

STATE OF FLORIDA REGISTRATION: MV-07906

INVOICE NUMBER		[REDACTED]	
CUSTOMER NUMBER		[REDACTED]	
[REDACTED]		[REDACTED]	
NAPLES, FL		[REDACTED]	
[REDACTED]		[REDACTED]	
RESIDENCE PHONE	BUSINESS PHONE		
ADVISOR	TAG NO.		
JEROME FOSTER	247	G568	
LABOR RATE	LICENSE NO.	MILEAGE	
		11,057	
YEAR / MAKE / MODEL			
07/BUICK/LACROSSE/4 DOOR SEDAN			
VEHICLE ID NO.			
2 G 4 W C 5 8 2 9 7 1 [REDACTED]			
F.T.E. NO.		P.O.	
COLOR	STOCK NO.		
WHITE OPAL/			
COMMENTS			
MO: 11057			
DELIVERY MILES	SELLING DEALER NO.		
14			
R.O. DATE	INVOICE DATE		
03/09/09	03/09/09		
REPRINT NUMBER	DELIVERY DATE		
	PRODUCTION DATE		

PLEASE SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS.

ALL PARTS ARE NEW OR FACTORY AUTHORIZED REMANUFACTURED UNLESS OTHERWISE STATED.

There may be an additional charge to the customer. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. [(s.559.904(4)).
The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [(s.403.718)] and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state. [(s.403.7185)].

LABOR & PARTS-----
J# 1 01BUZ3KS *3000 MILE SERVICE HOURS: TECH(S):191 14.41
3,000 MILE SERVICE (ROUTINE OIL & FILTER CHANGE)
ROUTINE MAINTENANCE
Oil & Filter Change W/ Lube 3.8L 05/09

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
JOB # 1	1	25010792	OIL FLTR 1.836	6.04	6.04
JOB # 1	5	OIL	5W30 VALV	2.50	12.50
JOB # 1 TOTAL PARTS					18.54
JOB # 1 TOTAL LABOR & PARTS					32.95

J# 2 01BUZ27C MULTI POINT INSPECTI HOURS: TECH(S):191 INTERNAL
MULTI-POINT VEHICLE INSPECTION
FOUND FRONT ROTORS TO BE WARPED
R&R FRONT 2 ROTORS DUE TO PULSATION MACHINED AND REPLACED

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

J# 3 01BUZROTATE *TIRE ROTATION HOURS: 0.40 TECH(S):191 19.95
TIRE ROTATION
Rotate Tires All

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
JOB # 3 TOTAL PARTS					0.00
JOB # 3 TOTAL LABOR & PARTS					19.95

J# 4 09BUZ DRIVEABILITY HOURS: TECH(S):191 INTERNAL
CUST STS THERE IS A SURGING WHEN TAKEN OFF FROM A STOP
TEST DROVE VEHICLE FOUND TO BE WORKING AS DESIGNED
DIAG WITH TECH 2 FOUND NO CODES AT THIS TIME

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

J# 5+02BUZPULSATE BRAKE PULSATION HOURS: TECH(S):191 WARRANTY
Added Operation (10FOSTER @ 03/09/2009 12:15)
CUSTOMER STATES BRAKES PULSATE WHEN APPLIED
CHECK AND ADVISE
ROTORS AND OR DRUMS OUT OF ROUND
MACHINED BOTH FRONT ROTOR DUE TO BRAKE PULSATION

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
JOB # 5 TOTAL PARTS					0.00
JOB # 5 TOTAL LABOR & PARTS					0.00





DeVoe

1411 Solana Rd.
Naples, FL 34103
Telephone (239) 649-1400



STATE OF FLORIDA REGISTRATION: MV-07906

INVOICE NUMBER	
CUSTOMER NUMBER	
NAPLES, FL	
RESIDENCE PHONE	BUSINESS PHONE
ADVISOR	TAG NO.
JEROME FOSTER	247 G682
LABOR RATE	LICENSE NO.
	13,171
YEAR / MAKE / MODEL	
07/BUICK/LACROSSE/4 DOOR SEDAN	
VEHICLE ID NO.	
2 G 4 W C 5 8 2 9 7 1	
F.T.E. NO.	P.
COLOR	STOCK NO.
WHITE OPAL/	
COMMENTS	MO: 13171
DELIVERY MILES	SELLING DEALER NO.
14	
R.O. DATE	INVOICE DATE
06/18/09	06/18/09
REPRINT NUMBER	DELIVERY DATE
	PRODUCTION DATE

PLEASE SEE BACK FOR ADDITIONAL CUSTOMER
INFORMATION REGARDING REPAIRS.

ALL PARTS ARE NEW OR FACTORY AUTHORIZED
REMANUFACTURED UNLESS OTHERWISE STATED.

There may be an additional charge to the customer. This charge represents costs
and profits to the motor vehicle repair facility for miscellaneous shop supplies or
waste disposal. [(s.559.904(4))].

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in
the state [(s.403.716)] and a \$1.50 fee to be collected for each new or remanufactured
battery sold in the state. [(s.403.7185)].

LABOR & PARTS
J# 1 01GCZ3KS * OIL CHANGE HOURS: TECH(S):187 13.81
3,000 MILE SERVICE (ROUTINE OIL & FILTER CHANGE)
29.95
ROUTINE MAINTENANCE
COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	25010792	OIL FLTR 1.836	6.64
JOB # 1	5	OIL	5W30 VALV	2.50
JOB # 1 TOTAL PARTS				19.14
JOB # 1 TOTAL LABOR & PARTS				32.95

J# 2 01GCZ27C *MULTI POINT INSPECT HOURS: TECH(S):187 INTERNAL
MULTI-POINT VEHICLE INSPECTION
COMPLETED

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

J# 3 12GCZ *A/C SYSTEM DIAG HOURS: TECH(S):187 WARRANTY
CUSTOMER STATES THAT THE AIR CONDITIONER IS NOT COOLING
LIKE IT SHOULD
TESTED SYSTEM, PRESSURES NORMAL, 50 f AT CENTER
WORKING AS DESIGNED. DIAG ONLY

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

J# 4 11GCZ ELECT ELECTRICAL HOURS: 0.00 TECH(S):187 WARRANTY
CUST STATES PANIC BUTTON ON KEY FOB NOT WORKING AS GOOD AS
IT SHOULD SOMETIMES IT IS INOP
FOB WEAK,
REPLACED AND REPROGRAMED KEY FOB

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 4	1	15252034	TRANSMITT 10.485	
JOB # 4 TOTAL PARTS				0.00
JOB # 4 TOTAL LABOR & PARTS				0.00

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	SS	ENVIRONMENTAL FEE	
JOB # 1	SP	CUSTOMER SPECIAL	
TOTAL - MISC			2.00
			-3.00
			-1.00

COMMENTS:
MARY





DeVoe



1411 Solana Rd.
Naples, FL 34103
Telephone (239) 649-1400

ISUZU

STATE OF FLORIDA REGISTRATION: MV-07806

TOTALS

THANK YOU FOR CHOOSING DEVOE PONTIAC BUICK GMC SUBARU SUZUKI ISUZU OF NAPLES FOR ALL YOUR SERVICE NEEDS. OUR SERVICE TEAM IS COMMITTED TO YOUR TOTAL SATISFACTION. YOU MAY RECEIVE A SURVEY IN THE MAIL. IF YOU CAN NOT ANSWER ALL QUESTIONS COMPLETELY SATISFIED, PLEASE CALL ROBERTO ALONSO, SERVICE MANAGER, DIRECTLY @ 239-430-4063 TO DISCUSS YOUR CONCERNS WE APPRECIATE YOUR BUSINESS. CHECK OUT OUR WEBSITE AT WWW.DEVOEAUTO.COM

TOTAL LABOR....	13.81
TOTAL PARTS....	19.14
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	2.00
TOTAL MISC DISC	-3.00
TOTAL TAX.....	1.92

TOTAL INVOICE \$ 33.87

ALL ORIGINAL EQUIPMENT REPLACEMENT REPAIRS HAVE A 1 YEAR OR 12,000 MILE WARRANTY

CUSTOMER SIGNATURE

INVOICE NUMBER	
CUSTOMER NUMBER	
NAPLES, FL	
RESIDENCE PHONE	BUSINESS PHONE
ADVISOR	TAG NO.
JEROME FOSTER	247 G682
LABOR RATE	LICENSE NO.
	MILEAGE
	13,171
YEAR / MAKE / MODEL	
07/BUICK/LACROSSE/4 DOOR SEDAN	
VEHICLE ID NO.	
2 G 4 W C 5 8 2 9 7	
F.T.E. NO.	
COLOR	STOCK NO.
WHITE OPAL/	
COMMENTS	
MO: 13171	
DELIVERY MILES	SELLING DEALER NO.
14	
R.O. DATE	INVOICE DATE
06/18/09	06/18/09
REPRINT NUMBER	DELIVERY DATE
	PRODUCTION DATE

PLEASE SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS.

ALL PARTS ARE NEW OR FACTORY AUTHORIZED REMANUFACTURED UNLESS OTHERWISE STATED.

There may be an additional charge to the customer. This charge represents costs and profile to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. [(s.559.004(4))].

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [(s.403.718)] and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state. [(s.403.7185)].



GMC

SAAB



HUMMER



VOLVO

**GMC****DeVoe****ISUZU****Buick GMC
Subaru Isuzu**1411 Solana Rd.
Naples, FL 34103
Telephone (239) 649-1400

STATE OF FLORIDA REGISTRATION: MV-07906

INVOICE NUMBER			
CUSTOMER NUMBER			
NAPLES, FL			
RESIDENCE PHONE	BUSINESS PHONE		
ADVISOR	363	TAG NO.	7811
LABOR RATE	LICENSE NO.	MILEAGE	19,284
YEAR / MAKE / MODEL			
07/BUICK/LACROSSE/4DR SDN CX			
VEHICLE ID NO.			
2 G 4 W C 5 8 2 9 7 1			
F.T.E. NO.	P.O. NO.		
COLOR	STOCK NO.		
WHITE OPAL/			
COMMENTS			
DELIVERY MILES	SELLING DEALER NO.		
14	NAPLES		
R.O. DATE	INVOICE DATE		
11/23/10	11/24/10		
REPRINT NUMBER	DELIVERY DATE		
REPRINT# 1			
MO: 19285	PRODUCTION DATE		
	12/05/06		

**PLEASE SEE BACK FOR ADDITIONAL CUSTOMER
INFORMATION REGARDING REPAIRS.****ALL PARTS ARE NEW OR FACTORY AUTHORIZED
REMANUFACTURED UNLESS OTHERWISE STATED.**

There may be an additional charge to the customer. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. [(s.559.904(4))]

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [(s.403.718)] and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state. [(s.403.7185)].

LABOR & PARTS

JOB # 1 01BUZ15K 3,000 MILE SERVICE HOURS: 1.00 TECH(S): 3/4

3,000 MILE SERVICE (ROUTINE OIL & FILTER CHANGE)
ROTATE AND BALANCE TIRES
REPLACE AIR FILTER SERVICE BATTERY AND TERMINALS
SERVICE FUEL INJECTION SYSTEM BRAKE INSPECTION
27 Point Inspection A11

RTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	19210336	FILTER KI 1.836	6.85	6.85
JOB # 1	5	OIL	5W30 VALV	2.56	12.80
JOB # 1	1	15221217	ELEMENT 3.410	22.95	22.95
JOB # 1	1	571214	OIL/ADT 2.000	7.10	7.10
JOB # 1	1	679710	FUEL/ADT 3.000	6.40	6.40
JOB # 1	1	591833	TERM/PROT 2000	10.50	10.50
JOB # 1	1	8923340	WASH/SOLV	1.95	1.95

JOB # 1 TOTAL PARTS 68.55

JOB # 1 TOTAL LABOR & PARTS 199.93

JOB # 2 1360Z ACCESSORIES DIAG HOURS: 0.50 TECH(S): 3/4

C/S: CUSTOMER STATES VEHICLE WONT START WILL BE TOWED IN
BATTERY FAILED LOAD TEST BAD CELL
WARRANTY CODE K1591-Q9PPN
TEST AND REPLACE BATTERY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	89022222	34H7YR 2.330		WARRANTY
JOB # 2	1	WASTEFE	DISPCHARG		WARRANTY
JOB # 2	-1	89022222	CORE RETURN		WARRANTY

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

JOB # 3 01BUZ27PTE 27 POINT INSPECT HOURS: 1.00 TECH(S): 3/4

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

JOB # 4 90BUZ1 ENTERPRISE R.A.C. HOURS: 1.00 TECH(S): 3/4

Added Operation (10BROOKS @ 11/24/2010 09:22)
CUSTOMER DESIRES USE OF RENTAL CAR DUE TO VEHICLE REQUIRING
OVER ONE DAY TO COMPLETE REPAIR(S). (ENTERPRISE RENT-A-CAR)
CUSTOMER REQUIRES TRANSPORTATION WHILE CAR IS BEING SERVICED
AGR: VIN 1G1ZC5E04AS
CUSTOMER SUPPLIED WITH "ENTERPRISE RENT-A-CAR" AS A
PONTIAC/GMC TRUCK SERVICE CUSTOMER CONVENIENCE.

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

The only warranties applying to this part(s) are those which may be offered by the manufacturer. Manufacturer's parts and related labor are guaranteed for 12 months or 100,000 miles, whichever comes first. The selling dealer hereby expressly disclaims all warranties, either expressed 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 this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

**BUICK****GMC****SAAB****ISUZU****Cadillac****HUMMER**



GMC

DeVoe

**Buick GMC
Subaru Isuzu**

1411 Solana Rd.
Naples, FL 34103
Telephone (239) 649-1400



ISUZU

STATE OF FLORIDA REGISTRATION: 1W07206

INVOICE NUMBER			
CUSTOMER NUMBER			
NAPLES, FL			
RESIDENCE PHONE		BUSINESS PHONE	
ADVISOR EDWARD BROOKS		363	TAG NO. 7811
LABOR RATE	LICENSE NO.	MILEAGE 19,284	
YEAR / MAKE / MODEL 07/BUICK/LACROSSE/4DR SDN CX			
VEHICLE ID NO. 2 G 4 W C 5 8 2 9 7 1			
F.T.E. NO.		P.O. NO.	
COLOR WHITE OPAL/	STOCK NO.		
COMMENTS			
DELIVERY MILES 14	SELLING DEALER NO. NAPLES		
R.O. DATE 11/23/10	INVOICE DATE 11/24/10		
REPRINT NUMBER REPRINT# 1	DELIVERY DATE		
MO: 19285	PRODUCTION DATE 12/05/06		

PLEASE SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS.

ALL PARTS ARE NEW OR FACTORY AUTHORIZED REMANUFACTURED UNLESS OTHERWISE STATED.

There may be an additional charge to the customer. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. [(a.559.904(4))].

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718] and a \$1.60 fee to be collected for each new or remanufactured battery sold in the state. [s.403.7185].

LABOR & PARTS

5401BUZ MISC OPERATION HOURS TECH 59 374 WARRANTY
Added Operation (01DRAPER @ 11/24/2010 11:14)
\$100 GM COUPON - SERVICE REQUEST #
Z7092
INSERT CAC REQUEST #
BUICK CUSTOMER SATISFACTION LETTER

QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
			JOB # 5 TOTAL PARTS	0.00
			JOB # 5 TOTAL LABOR & PARTS	0.00

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	WARRANTY
JOB # 2	12887	D744700	11/24/10	RENTAL	0.00
TOTAL - SUBLET					0.00

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	SS	SERVICE DISPOSAL FEE	2.00
JOB # 1	10LABOR	10% LABOR DISCOUNT	-15.00
JOB # 1	10PARTS	10% PARTS DISCOUNT	-10.00
JOB # 5	BA	GM CAR CARE CARD/COUPON	-100.00
TOTAL - MISC			-123.00

COMMENTS
CREATED 2010-11-23 01:20:00PM TAKEN BY MARY COX

TOTALS
THANK YOU FOR CHOOSING DEVOE BUICK GMC SUBARU OF NAPLES FOR ALL YOUR SERVICE NEEDS. OUR SERVICE TEAM IS COMMITTED TO YOUR COMPLETE SATISFACTION YOU MAY RECEIVE A SURVEY IN THE MAIL. IF YOU CAN NOT ANSWER ALL QUESTIONS COMPLETELY SATISFIED PLEASE CALL RHONDA BOEHMER SERVICE MANAGER, DIRECTLY @ 239-430-4063 TO DISCUSS YOUR CONCERNS WE APPRECIATE YOUR BUSINESS. CHECK OUT OUR WEBSITE AT WWW.DEVOEAUTO.COM

TOTAL LABOR....	131.38
TOTAL PARTS....	68.55
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	2.00
TOTAL MISC DISC	-125.00
TOTAL TAX.....	12.12

TOTAL INVOICE \$ 89.05

SERVICE: ALL ORIGINAL EQUIPMENT REPLACEMENT REPAIRS HAVE A 1 YEAR OR 12,000 MILE WARRANTY.
BODY SHOP: ALL REPLACEMENT PARTS ARE GUARANTEED AS SPECIFIED BY INDIVIDUAL MANUFACTURERS WARRANTY. COLLISION LABOR AND PAINT ARE GUARANTEED FOR AS LONG AS YOU OWN THIS VEHICLE.

CUSTOMER SIGNATURE
***** DUPLICATE INVOICE *****

DISCLAIMER OF WARRANTY

The only warranties applying to this part(s) are those which may be offered by the manufacturer. Manufacturer's parts and related labor are guaranteed for 12 months or 12,000 miles, whichever comes first. The selling dealer hereby expressly disclaims all warranties, either expressed 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 this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.



BUICK

GMC

SAAB



ISUZU



Cadillac

HUMMER



DeVoe



ISUZU

Buick GMC
Suzuki Subaru Isuzu
1411 Solana Rd.
Naples, FL 34103
Telephone (239) 649-1400

STATE OF FLORIDA REGISTRATION: MV-07906

INVOICE NUMBER		[REDACTED]	
CUSTOMER NUMBER		[REDACTED]	
NAPLES, FL		[REDACTED]	
RESIDENCE PHONE		BUSINESS PHONE	
[REDACTED]		[REDACTED]	
ADVISOR	363	TAG NO.	7811
LABOR RATE	LICENSE NO.	MILEAGE	19,284
YEAR / MAKE / MODEL			
07/BUICK/LACROSSE/4 DOOR SEDAN			
VEHICLE ID NO.			
2 G 4 W C 5 8 2 9 7 1 [REDACTED]			
F.T.E. NO.		P.O. NO.	
[REDACTED]		[REDACTED]	
COLOR	STOCK NO.		
WHITE OPAL/	[REDACTED]		
COMMENTS			
DELIVERY MILES		SELLING DEALER NO.	
14		[REDACTED]	
R.O. DATE		INVOICE DATE	
11/23/10		11/24/10	
REPRINT NUMBER		DELIVERY DATE	
[REDACTED]		[REDACTED]	
MO: 19285		PRODUCTION DATE	
[REDACTED]		[REDACTED]	

PLEASE SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS.
ALL PARTS ARE NEW OR FACTORY AUTHORIZED REMANUFACTURED UNLESS OTHERWISE STATED.
There may be an additional charge to the customer. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. [(s.559.904(4)).
The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [(s.403.718)] and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state. [(s.403.7185)].

LABOR & PARTS
J# 1 01BUZ15K *15000 MILE SERVICE HOURS: TECH(S):374 131.38
3,000 MILE SERVICE (ROUTINE OIL & FILTER CHANGE)
ROTATE AND BALANCE TIRES
REPLACE AIR FILTER SERVICE BATTERY AND TERMINALS
SERVICE FUEL INJECTION SYSTEM BRAKE INSPECTION
27 Point Inspection All

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	19210336	FILTER KI 1.836	6.85
JOB # 1	5	OIL	5W30 VALV	2.56
JOB # 1	1	15221217	ELEMENT 3.410	22.95
JOB # 1	1	571214	OIL/ADT 2.000	7.10
JOB # 1	1	679710	FUEL/ADT 3.000	6.40
JOB # 1	1	591833	TERM/PROT 2000	10.50
JOB # 1	1	8923340	WASH/SOLV	1.95
JOB # 1 TOTAL PARTS				68.55

JOB # 1 TOTAL LABOR & PARTS 199.93

J# 2 13BUZ ACCESSORIES DIAG HOURS: TECH(S):374 WARRANTY
C/S: CUSTOMER STATES VEHICLE WONT START WILL BE TOWED IN
BATTERY FAILED LOAD TEST BAD CELL
WARRANTY CODE K1591-Q9PPN
TEST AND REPLACE BATTERY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2	1	89022222	34H7YR 2.330	WARRANTY
JOB # 2	1	WASTEFE	DISPCHARG	WARRANTY
JOB # 2 TOTAL PARTS				0.00
JOB # 2 TOTAL LABOR & PARTS				0.00

J# 3 01BUZ27PTE *27 POINT INSPECT HOURS: TECH(S):374 INTERNAL
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 3 TOTAL PARTS 0.00
JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4-90BUZ1 ENTERPRISE R-A-C HOURS: TECH(S):374 WARRANTY
Added Operation (10BROOKS @ 11/24/2010 09:22)
CUSTOMER DESIRES USE OF RENTAL CAR DUE TO VEHICLE REQUIRING
OVER ONE DAY TO COMPLETE REPAIR(S). (ENTERPRISE RENT-A-CAR)
CUSTOMER REQUIRES TRANSPORTATION WHILE CAR IS BEING SERVICED
AGR#D744700 VIN 1G1ZC5E04AS1B6170
CUSTOMER SUPPLIED WITH "ENTERPRISE RENT-A-CAR" AS A
PONTIAC/GMC TRUCK SERVICE CUSTOMER CONVENIENCE.

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

DISCLAIMER OF WARRANTY
The only warranties applying to this part(s) are those which may be offered by the manufacturer. Manufacturer's parts and related labor are guaranteed for 12 months or 12,000 miles, whichever comes first. The selling dealer hereby expressly disclaims all warranties, either expressed 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 this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.





DeVoe

**ISUZU****GMC****Buick GMC
Subaru Isuzu**

1411 Solana Rd.

Naples, FL 34103

Telephone (239) 649-1400

STATE OF FLORIDA REGISTRATION: MV-07906



INVOICE NUMBER		[REDACTED]	
CUSTOMER NUMBER		[REDACTED]	
NAPLES, FL		[REDACTED]	
BUSINESS PHONE		[REDACTED]	
ADVISOR	363	TAG NO.	7811
LABOR RATE	LICENSE NO.	MILEAGE	19,284
YEAR / MAKE / MODEL			
07/BUICK/LACROSSE/4DR SDN CX			
VEHICLE ID NO.			
2 G 4 W C 5 8 2 9 7 1			
P.T.E. NO.		P.O. NO.	
COLOR		STOCK NO.	
WHITE OPAL/			
COMMENTS			
DELIVERY MILES		SELLING DEALER NO.	
14		NAPLES	
R.O. DATE		INVOICE DATE	
11/23/10		11/24/10	
REPRINT NUMBER		DELIVERY DATE	
REPRINT# 1			
MO: 19285		PRODUCTION DATE	
12/05/06			

**PLEASE SEE BACK FOR ADDITIONAL CUSTOMER
INFORMATION REGARDING REPAIRS.****ALL PARTS ARE NEW OR FACTORY AUTHORIZED
REMANUFACTURED UNLESS OTHERWISE STATED.**

There may be an additional charge to the customer. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. [(s.559.904(4))]

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718] and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state. [s.403.7185].

LABOR & PARTS

1 0180215K 15000 MILE SERVICE HOURS: TECH(S): 374 131.38

3,000 MILE SERVICE (ROUTINE OIL & FILTER CHANGE)
ROTATE AND BALANCE TIRES
REPLACE AIR FILTER SERVICE BATTERY AND TERMINALS
SERVICE FUEL INJECTION SYSTEM BRAKE INSPECTION
27 Point Inspection All

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	19210336	FILTER KI 1.B36	6.85
JOB # 1	5	OIL	5W30 VALV	2.56
JOB # 1	1	15221217	ELEMENT 3.410	22.95
JOB # 1	1	571214	OIL/ADT 2.000	7.10
JOB # 1	1	679710	FUEL/ADT 3.000	6.40
JOB # 1	1	591B33	TERM/PROT 2000	10.50
JOB # 1	1	8923340	WASH/SOLV	1.95

JOB # 1 TOTAL PARTS 68.55

JOB # 1 TOTAL LABOR & PARTS 199.93

2 1380Z ACCESSORIES DIAG. HOURS: 0.50 TECH(S): 374 WARRANTY

C/S: CUSTOMER STATES VEHICLE WONT START WILL BE TOWED IN
BATTERY FAILED LOAD TEST BAD CELL
WARRANTY CODE K1591-Q9PPN
TEST AND REPLACE BATTERY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2	1	89022222	34H7YR 2.330	
JOB # 2	1	WASTEFE	DISPCHRG	
JOB # 2	-1	89022222	CORE RETURN	

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

3 018027PTE 27 POINT INSPECT HOURS: TECH(S): 374 INTERNAL

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3				0.00
JOB # 3				0.00

4 008021 ENTERPRISE R-A-C HOURS: TECH(S): 374 WARRANTY

Added Operation (10BROOKS @ 11/24/2010 09:22)

CUSTOMER DESIRES USE OF RENTAL CAR DUE TO VEHICLE REQUIRING
OVER ONE DAY TO COMPLETE REPAIR(S). (ENTERPRISE RENT-A-CAR)
CUSTOMER REQUIRES TRANSPORTATION WHILE CAR IS BEING SERVICED
AGREED VIN 1G1ZC5E04AS
CUSTOMER SUPPLIED WITH "ENTERPRISE RENT-A-CAR" AS A
PONTIAC/GMC TRUCK SERVICE CUSTOMER CONVENIENCE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 4				0.00
JOB # 4				0.00

DISCLAIMER OF WARRANTY
The only warranties applying to this part(s) are those which may be offered by the manufacturer. Manufacturer's parts and related labor are guaranteed for 12 months or 100,000 miles, whichever comes first. The selling dealer hereby expressly disclaims all warranties, either expressed 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 this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.**BUICK****GMC****SAAB****ISUZU****Cadillac****HUMMER**



DeVoe
Buick GMC
Suzuki Subaru Isuzu
1411 Solana Rd.
Naples, FL 34103
Telephone (239) 649-1400



STATE OF FLORIDA REGISTRATION: MV-07906

SUBLET---PO#---VEND INV#-INV.DATE-DESCRIPTION-----
JOB # 2 [REDACTED] D744700 11/24/10 RENTAL
TOTAL - SUBLET
WARRANTY 0.00
MISC---CODE---DESCRIPTION-----CONTROL NO-----
JOB # A SS ENVIRONMENTAL FEE
JOB # 1 10LABOR 10% LABOR DISCOUNT
JOB # 1 10PARTS 10% PARTS DISCOUNT
TOTAL - MISC
2.00
-15.00
-10.00
-23.00

COMMENTS-----
CREATED 2010-11-23 01:20:00PM TAKEN BY MARY COX

TOTALS-----

THANK YOU FOR CHOOSING DEVOE PONTIAC BUICK GMC SUBARU SUZUKI ISUZU OF NAPLES FOR ALL YOUR SERVICE NEEDS. OUR SERVICE TEAM IS COMMITTED TO YOUR COMPLETE SATISFACTION YOU MAY RECEIVE A SURVEY IN THE MAIL. IF YOU CAN NOT ANSWER ALL QUESTIONS COMPLETELY SATISFIED PLEASE CALL CHARLES GOLDSMITH SERVICE MANAGER, DIRECTLY @ 239-430-4063 TO DISCUSS YOUR CONCERNS WE APPRECIATE YOUR BUSINESS. CHECK OUT OUR WEBSITE AT WWW.DEVOEAUTO.COM

TOTAL LABOR.... 131.38
TOTAL PARTS.... 68.55
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 2.00
TOTAL MISC DISC -25.00
TOTAL TAX..... 12.12

TOTAL INVOICE \$ 189.05

ALL ORIGINAL EQUIPMENT REPLACEMENT REPAIRS HAVE A 1 YEAR OR 12,000 MILE WARRANTY

CUSTOMER SIGNATURE

INVOICE NUMBER	
CUSTOMER NUMBER	
[REDACTED]	
NAPLES, FL	
RESIDENT PHONE	BUSINESS PHONE
ADVISOR EDWARD BROOKS 363	TAG NO. 7811
LABOR RATE	LICENSE NO.
YEAR / MAKE / MODEL 07/BUICK/LACROSSE/4 DOOR SEDAN	MILEAGE 19,284
VEHICLE ID NO. 2 G 4 W C 5 8 2 9 7 1	
R.T.E. NO.	P.O. NO.
COLOR WHITE OPAL/	STOCK NO.
COMMENTS	
DELIVERY MILES 14	SELLING DEALER NO.
R.O. DATE 11/23/10	INVOICE DATE 11/24/10
REPRINT NUMBER	DELIVERY DATE
MO: 19285	PRODUCTION DATE

PLEASE SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS.

ALL PARTS ARE NEW OR FACTORY AUTHORIZED REMANUFACTURED UNLESS OTHERWISE STATED.

There may be an additional charge to the customer. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. [(s.559.904(4)).

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [(s.403.718)] and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state. [(s.403.7185)].

DISCLAIMER OF WARRANTY

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GMC

SAAB

ISUZU



HUMMER

INFINITI

VOLVO

**DeVoe****ISUZU****GMC****Buick GMC
Subaru Isuzu**1411 Solana Rd.
Naples, FL 34103
Telephone (239) 649-1400

STATE OF FLORIDA REGISTRATION: MV-07906



INVOICE NUMBER	
CUSTOMER NUMBER	
NAPLES, FL	
RES.	BUSINESS PHONE
ADVISOR EDWARD BROOKS	TAG NO. 1426
LABOR RATE	MILEAGE 23,191
YEAR / MAKE / MODEL 07/BUICK/LACROSSE/4DR SDN CX	
VEHICLE ID NO. 2 G 4 W C 5 8 2 9 7 1	
F.T.E. NO.	P.O. NO.
COLOR WHITE OPAL/	STOCK NO.
COMMENTS	
DELIVERY MILES 14	SELLING DEALER NO. NAPLES
R.O. DATE 05/23/11	INVOICE DATE 05/23/11
REPRINT NUMBER	DELIVERY DATE
MO: 23192	PRODUCTION DATE 12/05/06

PLEASE SEE BACK FOR ADDITIONAL CUSTOMER
INFORMATION REGARDING REPAIRS.ALL PARTS ARE NEW OR FACTORY AUTHORIZED
REMANUFACTURED UNLESS OTHERWISE STATED.There may be an additional charge to the customer. This charge represents costs
and profits to the motor vehicle repair facility for miscellaneous shop supplies or
waste disposal. [(s.559.904(4)).The State of Florida requires a \$1.00 fee to be collected for each new tire sold in
the state [(s.403.718)] and a \$1.50 fee to be collected for each new or remanufactured
battery sold in the state. [(s.403.7185)].

TOTALS-----

THANK YOU FOR CHOOSING DEVOE BUICK GMC SUBARU
OF NAPLES FOR ALL YOUR SERVICE NEEDS. OUR SERVICE TEAM
IS COMMITTED TO YOUR COMPLETE SATISFACTION YOU MAY RECEIVE A
SURVEY IN THE MAIL. IF YOU CAN NOT ANSWER ALL QUESTIONS
COMPLETELY SATISFIED PLEASE CALL RHONDA BOEHMER SERVICE
MANAGER, DIRECTLY @ 239-430-4063 TO DISCUSS YOUR CONCERNS
WE APPRECIATE YOUR BUSINESS. CHECK OUT OUR WEBSITE AT
WWW.DEVOEAUTO.COM

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

SERVICE: ALL ORIGINAL EQUIPMENT REPLACEMENT REPAIRS HAVE A
1 YEAR OR 12,000 MILE WARRANTY.BODY SHOP: ALL REPLACEMENT PARTS ARE GUARANTEED AS
SPECIFIED BY INDIVIDUAL MANUFACTURERS WARRANTY. COLLISION
LABOR AND PAINT ARE GUARANTEED FOR AS LONG AS YOU OWN THIS
VEHICLE.

CUSTOMER SIGNATURE

DUPLICATE INVOICE

**BUICK****GMC****SAAB**
ISUZU**Cadillac****HUMMER**

DISCLAIMER OF WARRANTY

The only warranties applying to this part(s) are those which may be offered by the
manufacturer. Manufacturer's parts and related labor are guaranteed for 12 months or 12,000
miles, whichever comes first. The selling dealer hereby expressly disclaims all warranties,
either expressed 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 this part(s) and/or service. Buyer shall not be entitled to
recover from the selling dealer any consequential damages, damages to property, damages for
loss of use, loss of time, loss of profits or income, or any other incidental damages.

Supplement to the Owner Manual

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.



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GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



WE SUPPORT
VOLUNTARY
TECHNICIAN
CERTIFICATION

PARTS INVOICE

CUST. NO.	TAX EXEMPT NUMBER	CUST. P.O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INV#
				CRED CD	PAUL ROESLER	01/08/09	PNR

B **T** CASH
I **O** 28470
L **O** BONITA SPRINGS, FL 34134
L

S
H
I
P

SHIP QTY.	S.O. QTY.	PART NUMBER / DESCRIPTION	UIN	LIST	NET	AMOUNT
1	0	89024245 KEY 2.187	4E	31.38	31.38	31.38
SUB TOTAL						31.38
TAX						1.89
FREIGHT						0.00
PAY THIS AMOUNT						33.27

ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS INVOICE
 DISCLAIMER OF WARRANTIES: THE SELLER, DEVOE VOLVO, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND DEVOE VOLVO NEITHER ASSUMED NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE OR SAID PRODUCTS. YOUR FINANCE CHARGE IS COMPUTED FROM THE TIME OF INVOICE AT 1 1/2% PER MONTH WHICH IS AN ANNUAL PERCENTAGE RATE OF 18%.

Due to the manufacturers parts return policy, altered or damaged cartons, opened mouldings or paper packages will not be returnable. Your cooperation will be appreciated.

ALL ELECTRICAL PARTS AND SPECIAL ORDER SALES ARE FINAL

NO REFUNDS AFTER 10 DAYS AND WITHOUT THIS INVOICE.

20% HANDLING CHARGE ON ALL RETURNS.

NO REFUNDS ON ELECTRICAL PARTS; SPECIAL ORDER PARTS; OR PARTS VALUED UNDER \$7.00.

BONIT-048

CUSTOMER COPY
 CUSTOMER COPY



BUICK



28450 Tamiami Trail South
 Bonita Springs, Florida 34134
 (239) 948-7771

GMC

HUMMER

15:45:02 PAGE 1 OF 1
 NET581



DeVoe



Buick GMC
Subaru Isuzu
1411 Solana Rd.
Naples, FL 34103
Telephone (239) 649-1400

STATE OF FLORIDA MV-07906



INVOICE NUMBER	
CUSTOMER NUMBER	
NAPLES, FL	
RESIDENCE PHONE	BUSINESS PHONE
ADVISOR EDWARD BROOKS	TAG NO. 1434
LABOR RATE	LICENSE NO. 23,209
YEAR / MAKE / MODEL 07/BUICK/LACROSSE/4DR SDN CX	
VEHICLE ID NO. 2 G 4 W C 5 8 2 9 7 1	
F.T.E. NO.	P.O. NO.
COLOR WHITE OPAL/	STOCK NO.
COMMENTS	
DELIVERY MILES 14	SELLING DEALER NO. NAPLES
R.O. DATE 05/24/11	INVOICE DATE 05/26/11
REPRINT NUMBER	DELIVERY DATE
MO: 23209	PRODUCTION DATE 12/05/06
PLEASE SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS.	
ALL PARTS ARE NEW OR FACTORY AUTHORIZED REMANUFACTURED UNLESS OTHERWISE STATED.	
There may be an additional charge to the customer. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. [(a.559.904(4))].	
The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [(a.403.718)] and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state. [(a.403.718)].	

LABOR & PARTS								
# 1 0602		SUSPENSION		HOURS		0.60 TECH(\$\$) 392		58.62
TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION		
392	05/24/11	0.00	0.60	0.00	0.60	ENTERED IN INVOICING		
392	05/24/11	14.40	14.40	0.00	0.00	FINISHED		
TOTAL TECH TIME				0.00	0.60			
CUSTOMER STATES RATTLE NOISE UNDER CAR WHILE DRIVING								
CLUNKING POPPING NOISE								
REPLACE STEERING INTER. SHAFT								
PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE		
JOB # 1	1	25828562	SHAFT 6.524	65.55	65.55	131.10	131.10	
JOB # 1 COST TOTAL				65.55				
JOB # 1 TOTAL PARTS							131.10	
JOB # 1 TOTAL LABOR & PARTS							189.62	

						R/O TAX	0.00	
						R/O TOTALS	189.62	

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
94231-1	189.62
CLAIM TOTALS	189.62

APPROVED BY SIGNATURE

DISCLAIMER OF WARRANTY

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BUICK

GMC

SAAB

ISUZU



Cadillac

HUMMER



ISUZU

**Buick GMC
Subaru Isuzu**

1411 Solana Rd.
Naples, FL 34103
Telephone (239) 649-1400

STATE OF FLORIDA REGISTRATION: MV-07806

**Your COMPLETE satisfaction
is our #1 goal!**

INVOICE NUMBER		[REDACTED]	
CUSTOMER NUMBER		[REDACTED]	
[REDACTED]		[REDACTED]	
[REDACTED]		[REDACTED]	
NAPLES, FL [REDACTED]		[REDACTED]	
RESIDENCE PHONE		BUSINESS PHONE	
[REDACTED]		[REDACTED]	
ADVISOR	382	TAG NO.	8432
GREG PRUDENTE			
LABOR RATE	LICENSE NO.	MILEAGE	25,107
	[REDACTED]		
YEAR / MAKE / MODEL			
07/BUICK/LACROSSE/4DR SDN CX			
VEHICLE ID NO.			
2 G 4 W C 5 8 2 9 7 1 [REDACTED]			
F.T.E. NO.		P.O. NO.	
[REDACTED]		[REDACTED]	
COLOR	STOCK NO.		
WHITE OPAL/	[REDACTED]		
COMMENTS			
[REDACTED]			
DELIVERY MILES	SELLING DEALER NO.		
14	NAPLES		
R.O. DATE	INVOICE DATE		
08/13/11	08/13/11		
REPRINT NUMBER	DELIVERY DATE		
MO: 25108	PRODUCTION DATE		
	12/05/06		

**PLEASE SEE BACK FOR ADDITIONAL CUSTOMER
INFORMATION REGARDING REPAIRS.**

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REMANUFACTURED UNLESS OTHERWISE STATED.**

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The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [(s.403.718)] and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state. [(s.403.7185)].

LABOR & PARTS

7000 MILE SERVICE HOURS TECHNICAL 380

CUSTOMER STATES LUBE OIL FILTER CHANGE
FREE -CUSTOMER SATISFACTION
ROUTINE MAINTENANCE
CHANGE ENGINE OIL & FILTER(UP TO 5 QUARTS), TOP ALL FLUIDS
LUBRICATE SUSPENSION, STEERING LINKAGE, TRANSAXLE SHIFT
LINKAGE, PARKING BRAKE CABLE GUIDES, UNDERBODY CONTACT POINTS
& LINKAGE, INSPECT DRIVE BELTS, HOSES, LIGHTS, HORN,
FILTERS, TIRES AND FLUID LEVELS, ADJUST TIRE PRESSURE.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	5	19293000	OIL 8.800	
JOB # 1	1	19210336	FILTER KI 1.836	

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

COMMENTS
WAITER
STOMER HAS FREE LOF COUPON

TOTALS

THANK YOU FOR CHOOSING DEVOE BUICK GMC SUBARU
OF NAPLES FOR ALL YOUR SERVICE NEEDS. OUR SERVICE TEAM
IS COMMITTED TO YOUR COMPLETE SATISFACTION YOU MAY RECEIVE A
SURVEY IN THE MAIL. IF YOU CAN NOT ANSWER ALL QUESTIONS
COMPLETELY SATISFIED PLEASE CALL RHONDA BOEHMER SERVICE
MANAGER, DIRECTLY @ 239-430-4063 TO DISCUSS YOUR CONCERNS
WE APPRECIATE YOUR BUSINESS. CHECK OUT OUR WEBSITE AT
WWW.DEVOEAUTO.COM

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

SERVICE: ALL ORIGINAL EQUIPMENT REPLACEMENT REPAIRS HAVE A
1 YEAR OR 12,000 MILE WARRANTY.
BODY SHOP: ALL REPLACEMENT PARTS ARE GUARANTEED AS
SPECIFIED BY INDIVIDUAL MANUFACTURERS WARRANTY. COLLISION
LABOR AND PAINT ARE GUARANTEED FOR AS LONG AS YOU OWN THIS
VEHICLE.

CUSTOMER SIGNATURE

DUPLICATE INVOICE

DISCLAIMER OF WARRANTY

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BUICK

GMC

SAAB

ISUZU



Cadillac

HUMMER



DeVoe



Buick GMC
Subaru Isuzu
1411 Solana Rd.
Naples, FL 34103
Telephone (239) 649-1400

STATE OF FLORIDA REGISTRATION: MV-07906

**Your COMPLETE satisfaction
is our #1 goal!**

INVOICE NUMBER		[REDACTED]	
CUSTOMER NUMBER		[REDACTED]	
NAPLES, FL		[REDACTED]	
RESIDENCE PHONE		BUSINESS PHONE	
[REDACTED]		[REDACTED]	
ADVISOR	GREG PRUDENTE	382	TAG NO. 9768
LABOR RATE	LICENSE NO.	MILEAGE 26,800	
YEAR/MAKE/MODEL 07/BUICK/LACROSSE/4DR SDN CX			
VEHICLE ID NO. 2 G 4 W C 5 8 2 9 7 1 [REDACTED]			
F.T.E. NO.		P.C. NO.	
COLOR	WHITE OPAL/		
STOCK NO.			
COMMENTS			
DELIVERY MILES	14	SELLING DEALER NO.	NAPLES
R.O. DATE	12/22/11	INVOICE DATE	12/22/11
REPRINT NUMBER		DELIVERY DATE	
MO: 26801		PRODUCTION DATE	12/05/06

**PLEASE SEE BACK FOR ADDITIONAL CUSTOMER
INFORMATION REGARDING REPAIRS.**

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The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [(s.403.718)] and a \$1.60 fee to be collected for each new or remanufactured battery sold in the state. [(s.403.7185)].

LABOR & PARTS			
#	DESCRIPTION	QUANTITY	UNIT PRICE
1	TIRE REPAIR	1	20.00
CUSTOMER STATES LFT /REAR TIRE HAS NAIL IN IT CONFIRMED FOUND A PIECE OF WOOD IN TIRE-PATCHED-ALL GOOD AT THIS TIME			
PARTS	QTY	FP-NUMBER	DESCRIPTION
JOB # 1	1	A381	TIRE PATC REPAIR
			UNIT PRICE 3.75
JOB # 1 TOTAL PARTS			3.75
JOB # 1 TOTAL LABOR & PARTS			23.75

COMMENTS
WAITER

TOTALS

THANK YOU FOR CHOOSING DEVOE BUICK GMC SUBARU
OF NAPLES FOR ALL YOUR SERVICE NEEDS. OUR SERVICE TEAM
IS COMMITTED TO YOUR COMPLETE SATISFACTION YOU MAY RECEIVE A
SURVEY IN THE MAIL. IF YOU CAN NOT ANSWER ALL QUESTIONS
COMPLETELY SATISFIED PLEASE CALL RHONDA BOEHMER SERVICE
MANAGER, DIRECTLY @ 239-430-4063 TO DISCUSS YOUR CONCERNS
WE APPRECIATE YOUR BUSINESS. CHECK OUT OUR WEBSITE AT
WWW.DEVOEAUTO.COM

TOTAL LABOR.... 20.00
TOTAL PARTS.... 3.75
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 1.43

TOTAL INVOICE \$ 25.18

SERVICE: ALL ORIGINAL EQUIPMENT REPLACEMENT REPAIRS HAVE A
1 YEAR OR 12,000 MILE WARRANTY.
BODY SHOP: ALL REPLACEMENT PARTS ARE GUARANTEED AS
SPECIFIED BY INDIVIDUAL MANUFACTURERS WARRANTY. COLLISION
LABOR AND PAINT ARE GUARANTEED FOR AS LONG AS YOU OWN THIS
VEHICLE.

CUSTOMER SIGNATURE

DUPLICATE INVOICE

DISCLAIMER OF WARRANTY

The only warranties applying to this part(s) are those which may be offered by the manufacturer. Manufacturer's parts and related labor are guaranteed for 12 months or 12,000 miles, whichever comes first. The selling dealer hereby expressly disclaims all warranties, either expressed 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 this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.



BUICK

GMC

SAAB

ISUZU



Cadillac

HUMMER



DeVoe



**Buick GMC
Subaru Isuzu**

1411 Solana Rd.
Naples, FL 34103

Telephone (239) 649-1400

STATE OF FLORIDA REGISTRATION: MV-07906

**Your COMPLETE satisfaction
is our #1 goal!**

INVOICE NUMBER		[REDACTED]	
CUSTOMER NUMBER		[REDACTED]	
[REDACTED]		[REDACTED]	
NAPLES, FL		[REDACTED]	
[REDACTED]		[REDACTED]	
HOME PHONE		BUSINESS PHONE	
[REDACTED]		[REDACTED]	
ADVISE	SUSAN MCLEAN	456	TAG NO. 2602
LABOR RATE	LICENSE NO.	MILEAGE 49,954	
YEAR / MAKE / MODEL 07/BUICK/LACROSSE/4 DOOR SEDAN			
VEHICLE ID NO. 2 G 4 W C 5 8 2 9 7 1 [REDACTED]			
F.T.E. NO.		P.O. NO.	
COLOR WHITE OPAL/		STOCK NO.	
COMMENTS			
DELIVERY MILES 14		SELLING DEALER NO.	
R.O. DATE 10/27/14		INVOICE DATE 10/27/14	
REPRINT NUMBER		DELIVERY DATE	
MO: 49954		PRODUCTION DATE	

**PLEASE SEE BACK FOR ADDITIONAL CUSTOMER
INFORMATION REGARDING REPAIRS.**

**ALL PARTS ARE NEW OR FACTORY AUTHORIZED
REMANUFACTURED UNLESS OTHERWISE STATED.**

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LABOR & PARTS

PERFORM IGNITION RECALL 14299 UNINTENDED IGNITION KEY
ROTATION
OPEN RECALL
PERFORMED RECALL 14299 TO 1 OF THE CUSTOMERS KEYS. CUSTOMER
BROUGHT 1 ORIGINAL AND 1 AFT. MKT., HAD LOST OTHER ORIGINAL
OVER TIME. IF SHE LOCATES OTHER ORIGINAL WILL COME IN TO
HAVE CAMPAIGN PERFORMED.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	4	23279477	COVER 2.187 Y	
JOB # 1	4	23232599	RING 2.187 N	

JOB # 1 TOTAL PARTS

WARRANTY
WARRANTY
0.00

JOB # 1 TOTAL LABOR & PARTS

0.00

TOTALS

THANK YOU FOR CHOOSING DEVOE BUICK GMC SUBARU
OF NAPLES FOR ALL YOUR SERVICE NEEDS. OUR SERVICE TEAM
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MANAGER, DIRECTLY @ 239-430-4063 TO DISCUSS YOUR CONCERNS
WE APPRECIATE YOUR BUSINESS. CHECK OUT OUR WEBSITE AT
WWW.DEVOEAUTO.COM

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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LABOR AND PAINT ARE GUARANTEED FOR AS LONG AS YOU OWN THIS
VEHICLE.

CUSTOMER SIGNATURE

Thank-You!
Susan

DISCLAIMER OF WARRANTY

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BUICK



Given to me
when I complained
told me to go back
to Shurly Street Auto

outer tie rods ^{worn} Boots ^{torn}
causes play in steering -
Steering gear - leaking
steady drip.
4-wheel alignment - due to steering gear out.
power steering flush

\$1500⁰⁰

and more above
needed.

1. tie rods are cheap
2. steering gear - not
leaking mineral
oil
3. just had car alignment,
new tires
4. boots were ~~to~~ ripped, not
ripped before I left car
much oil val
- 5/ They are not honest!

PARTS INVOICE

CUST. NO. TAX EXEMPT NUMBER CUST. P.O. NO. SHIP VIA PAY CREDIT CD SOLD BY INVOICE DATE INVOICE NO.

B I T
L O CASH
L 28470
BONITA SPRINGS, FL 34134

S
H
I
P
T
O
P

PNR

SHIP QTY.	P.O. QTY.	PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT
1	0	89024245 KEY	4E	31.58	31.58	31.58
SUB TOTAL						31.38
TAX						1.89
FREIGHT						0.00
PAY THIS AMOUNT						33.27

Due to the manufacturers parts return policy, altered or damaged cartons, opened mouldings or paper packages will not be returnable. Your cooperation will be appreciated.

ALL ELECTRICAL PARTS AND SPECIAL ORDER SALES ARE FINAL.

NO REFUNDS AFTER 10 DAYS AND WITHOUT THIS INVOICE.

20% HANDLING CHARGE ON ALL RETURNS.

NO REFUNDS ON ELECTRICAL PARTS; SPECIAL ORDER PARTS; OR PARTS VALUED UNDER \$7.00.

ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS INVOICE
DISCLAIMER OF WARRANTIES: THE SELLER, DEVOLVO, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND DEVOLVO NEITHER ASSUMED NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE OR SAID PRODUCTS. YOUR FINANCE CHARGE IS COMPUTED FROM THE TIME OF INVOICE AT 1 1/2% PER MONTH WHICH IS AN ANNUAL PERCENTAGE RATE OF 18%.

CUSTOMER COPY
CUSTOMER COPY



BUICK



28450 Tamiami Trail South
Bonita Springs, Florida 34134
(239) 948-7771

GMC

HUMMER

15:45:02 PAGE 1 OF 1
NET581



28380 Tamiami Trail South
Bonita Springs, Florida 34134
(239)948-7772

STATE OF FLORIDA REGISTRATION : MV-34533

CUSTOMER NO.	ADVISOR STAR SHANDY	TAG NO. 0170 G473	INVOICE DATE 01/29/08	INVOICE NO.
NAPLES, FL	LABOR RATE	LICENSE NO.	3,780	COLOR WHITE OPAL/
	YEAR / MAKE / MODEL 07/BUICK/LACROSSE/4DR	DELIVERY DATE 02/28/07	DELIVERY MILES 14	
	VEHICLE I.D. NO. 2 G 4 W C 5 8 2 9 7 1	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 01/29/08	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MILEAGE OUT MO: 3780	

LABOR & PARTS
J# 1 01PNZ3KS *3000 MILE SERVICE TECH(S):0143 14.02
3,000 MILE SERVICE (ROUTINE OIL & FILTER CHANGE)
ROUTINE MAINTENANCE
Oil & Filter Change W/ Lube 3.8L 05/08

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	25010792	OIL FLTR 1.836	5.98	5.98
JOB # 1	5	OIL	5W30 VALV	1.99	9.95
JOB # 1 TOTAL PARTS				15.93	
JOB # 1 TOTAL LABOR & PARTS				29.95	

J# 2 01PNZ27PTE *27 POINT INSPECT TECH(S):0143 INTERNAL
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 2 TOTAL PARTS 0.00
JOB # 2 TOTAL LABOR & PARTS 0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----	
JOB # A SS SHOP SUPPLIES/WASTE DISPOSAL	2.00
TOTAL - MISC	2.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$36.00 (+TAX)

COMMENTS
WAITER

TOTALS-----

THANK YOU FOR CHOOSING DEVOE PONTIAC BUICK GMC HUMMER
FOR YOUR SERVICE NEEDS. YOU MAY RECEIVE A SURVEY IN
THE MAIL. IF YOU CANNOT ANSWER ALL THE QUESTIONS COMPLETELY
SATISFIED, PLEASE CALL ROBERTO ALONSO, SERVICE MANAGER,
DIRECTLY AT 444-4345 TO DISCUSS YOUR CONCERNS.

HERE AT DEVOE, WE APPRECIATE YOUR BUSINESS AND BE SURE TO
CHECK OUT OUR WEBSITE AT WWW.DEVOEBONITA.COM.

THIS IS THE MINIMUM FEE WE CHARGE TO PERFORM THESE SERVICES.

PARTS DESIGNATED WITH AN ASTERICK (*) INDICATES LIFETIME
GUARANTEE. (APPLIES TO CUSTOMER PAID REPAIRS)

WE ARE OPEN MONDAY THRU FRIDAY 7:30AM UNTIL 5:30PM

CUSTOMER SIGNATURE

TOTAL LABOR....	14.02
TOTAL PARTS....	15.93
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	2.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	1.92

TOTAL INVOICE \$ 33.87

**PLEASE SEE BACK FOR
ADDITIONAL CUSTOMER
INFORMATION REGARDING
REPAIRS.**

**ALL PARTS ARE NEW OR
FACTORY AUTHORIZED
REMANUFACTURED UNLESS
OTHERWISE STATED.**

There may be an additional charge to
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costs and profits to the motor vehicle
repair facility for miscellaneous shop
supplies or waste disposal. [(s.559.904(4)).

The State of Florida requires a \$1.00
fee to be collected for each new tire
sold in the state [s.403.718] and a \$1.50
fee to be collected for each new or
remanufactured battery sold in the
state. [s.403.7185].



STATE OF FLORIDA REGISTRATION : MV-34533

CUSTOMER NO. [REDACTED]	ADVISOR JEROME FOSTER	0109	TAG NO. W398	INVOICE DATE 06/05/07	[REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 2,096	COLOR WHITE OPAL/	[REDACTED]
NAPLES, FL	YEAR / MAKE / MODEL 07 / BUICK / LACROSSE / 4DR	DELIVERY DATE 02/28/07		DELIVERY MILES 14	
	VEHICLE I.D. NO. 2 G 4 W C 5 8 2 9 7 1	SELLING DEALER NO.		PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	REG. DATE 06/05/07		
[REDACTED]	BUSINESS PHONE	COMMENTS		MILEAGE 2096	

TOTALS

THANK YOU FOR CHOOSING DEVOE PONTIAC BUICK GMC HUMMER FOR YOUR SERVICE NEEDS. YOU MAY RECEIVE A SURVEY IN THE MAIL. IF YOU CANNOT ANSWER ALL THE QUESTIONS COMPLETELY SATISFIED, PLEASE CALL ROBERTO ALONSO, SERVICE MANAGER, DIRECTLY AT 948-6372 TO DISCUSS YOUR CONCERNS.

HERE AT DEVOE, WE APPRECIATE YOUR BUSINESS AND BE SURE TO CHECK OUT OUR WEBSITE AT WWW.DEVOEAUTO.COM.

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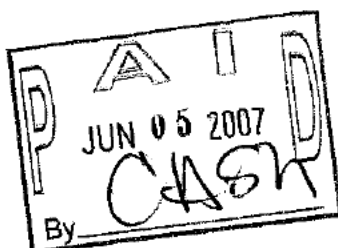
PARTS DESIGNATED WITH AN ASTERICK (*) INDICATES LIFETIME GUARANTEE. (APPLIES TO CUSTOMER PAID REPAIRS)

WE ARE OPEN MONDAY THRU FRIDAY 7:30AM UNTIL 5:30PM

TOTAL LABOR....	0.00
TOTAL PARTS....	10.62
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.64

TOTAL INVOICE \$ 11.26

CUSTOMER SIGNATURE _____



PLEASE SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS.

ALL PARTS ARE NEW OR FACTORY AUTHORIZED REMANUFACTURED UNLESS OTHERWISE STATED.

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STATE OF FLORIDA REGISTRATION : MV-34533

CUSTOMER NO. [REDACTED]	ADVISOR GEROME FOSTER	0109	TAG NO. W398	INVOICE DATE 06/05/07	IN [REDACTED]
NAPLES, FL [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 2,096	COLOR WHITE OPAL/	[REDACTED]
	YEAR / MAKE / MODEL 07/BUICK/LACROSSE/4DR			DELIVERY DATE 02/28/07	DELIVERY MILES 14
	VEHICLE I.D. NO. 2 G 4 W C 5 8 2 9 7 1			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE 06/05/07
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE		COMMENTS		MILEAGE ON [REDACTED]

LABOR & PARTS
 JOB # 1 98PNZ CAMPAIGN TECH(S): 828 WARRANTY
 RECALL 07003
 PERFORMED RECALL WITH 4 ABSORBERS AND HARNESS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	25848978	ABSORBER 10.355		WARRANTY
JOB # 1	1	25848979	ABSORBER 10.355		WARRANTY
JOB # 1	2	25862778	HARNESS 14.865		WARRANTY
JOB # 1	1	25850945	ABSORBER 16.166		WARRANTY
JOB # 1	1	25850946	ABSORBER 16.166		WARRANTY
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	

JOB # 2 09PNZ DRIVEABILITY TECH(S): 828 INTERNAL
 CUST STS VEH LUNGES FORWARD WHEN TAKING OFF FROM A STOP
 TEST DROVE VEH UNABLE TO VERFITRIY

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

JOB # 3 01PNZ MISC OPERATION TECH(S): 828 INTERNAL
 CUST WOULD LIKE A TUBE OF TOUCH UP PAINT
 TOUCH UP PAINT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	1	1052906	PAINTTUBE 8.800	10.62	10.62
JOB # 3 TOTAL PARTS				10.62	
JOB # 3 TOTAL LABOR & PARTS				10.62	

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$12.00 (+TAX)
 COMMENTS
 CALL

PLEASE SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS.

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SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS

STATE OF FLORIDA REGISTRATION : MV-34533

CUSTOMER NO. [REDACTED]	NAME PEROME FOSTER	TAG NO. 0109	W305	INVOICE DATE 04/16/08	INVOICE NO. [REDACTED]
NAPLES, FL [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 5,734	COLOR WHITE OPAL	ST [REDACTED]
	YEAR/MAKE/MODEL 07/BUICK/LACROSSE/4DR			DELIVERY DATE 02/28/07	DELIVERY MILES 14
	VEHICLE I.D. NO. Z G 4 W C 5 8 2 9 7 1			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	REG. DATE 04/16/08		
	BUSINESS PHONE	COMMENTS	MILEAGE 5734		

LABOR & PARTS

1 12PNZ

A/C BLOWS WARM
 CUST STS A/C DOES NOT FEEL COLD ENOUGH
 CHECKED PRESSURES AND CHECKED FOR LEAKS OK

TECH(S) 801

WARRANTY

JOB # 1 TOTAL LABOR & PARTS

0.00

COMMENTS-
 WAIT

TOTALS-

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 DIRECTLY AT 444-4345 TO DISCUSS YOUR CONCERNS.

HERE AT DEVOE, WE APPRECIATE YOUR BUSINESS AND BE SURE TO
 CHECK OUT OUR WEBSITE AT WWW.DEVOEBONITA.COM.

THIS IS THE MINIMUM FEE WE CHARGE TO PERFORM THESE SERVICES.

PARTS DESIGNATED WITH AN ASTERICK (*) INDICATES LIFETIME
 GUARANTEE. (APPLIES TO CUSTOMER PAID REPAIRS)

WE ARE OPEN MONDAY THRU FRIDAY 7:30AM UNTIL 5:30PM

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

CUSTOMER SIGNATURE

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 remanufactured battery sold in the
 state. [s.403.7185].

STATE OF FLORIDA REGISTRATION : MV-34533

CUSTOMER NO. [REDACTED]	JEROME FOSTER		0109	TAG NO. W570	05/16/08	INVOICE [REDACTED]
NAPLES, FL [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE	6,838	WHITE OPAL/	ST [REDACTED]
	07/BUICK/LACROSSE/4DR				04/28/07	DELIVERY MILES 14
	VEHICLE ID NO. ZG4WC582971 [REDACTED]				SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.		05/16/08	
BUSINESS PHONE		COMMENTS				MILEAGE [REDACTED] 6838

LABOR & PARTS
 # 1 12PNZ

*A/C SYSTEM DIAG
 CUSTOMER STATES THAT THE AIR CONDITIONER IS NOT COOLING
 WAS IN ON 4/12 FOR SAME-DYE ADDED AND ADJUST
 CHECKED FOR LEAKS PASSED DYE TEST CHECKED PRESSURES OK

JOB # 1 TOTAL LABOR & PARTS 0.00

2 11PNZ

*ELEC SYS DIAG
 CUST STS INTERMITTANTLY WHEN PRESSING A/C BUTTON AND RECIR
 BUTTON THEY WILL NOT LIGHT UP
 RECIR BUTTON DOES NOT COME ON WITH FACE AND FACE AND FLOOR
 POSITIONS IT MUST BE TURNED ON

JOB # 2 TOTAL LABOR & PARTS 0.00

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

COMMENTS
 CALL [REDACTED]

TOTALS

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WE ARE OPEN MONDAY THRU FRIDAY 7:30AM UNTIL 5:30PM

CUSTOMER SIGNATURE

DUPLICATE INVOICE

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

**PLEASE SEE BACK FOR
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 fee to be collected for each new or
 remanufactured battery sold in the
 state. [s.403.7185].

SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS

PRIORITY® ★ MAIL ★



DATE OF DELIVERY SPECIFIED*



USPS TRACKING™ INCLUDED*



INSURANCE INCLUDED*



PICKUP AVAILABLE

* Domestic only

WHEN USED INTERNATIONALLY,
A CUSTOMS DECLARATION
LABEL MAY BE REQUIRED.

EXPECTED DELIVERY DAY: 03/10/2016

USPS TRACKING NUMBER



95

OD: 12.5 x 9.5

FROM:

Naples, FL

TO:

U.S. Dept. of Transportation
National Highway Traffic
Safety Administration
Office of
Defects Investigation NEF100
1200 New Jersey Ave SE.
Washington, D.C. 20590-9382

W48-22b

205
20590

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