

NEF-100

CL-10816135-6140

Nov 24, 2015

General Motors Corporation Office & Headquarters, Chairman of the Board,  
300 Renaissance Center, Detroit MI 48265

Chevrolet Motor Division, Chevrolet Customer Assistance Center, PO Box 33170,  
Detroit MI 48232-5170

DEC 9 2015

Jerry's Chevrolet, Customer Service, 1940 East Joppa Rd, Baltimore MD 21234

U.S. Department of Transportation National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE  
Washington, DC 20590

Administrator, HHTSA  
400 Seventh Street, SW  
Washington DC 20590

**RE: Chevrolet Uplander VIN 1GNDV33108D [REDACTED]**

I am writing this letter to inform General Motors, Chevrolet Division, Jerry's Chevrolet and the Department of Transportation, of a safety issue with my 2008 Chevrolet Uplander VIN 1GNDV33108D [REDACTED]

I now own a Chevy Uplander, which has been religiously serviced at a Chevy dealer as needed. I am [REDACTED] years old and have bought GM cars exclusively all of my driving career, which is over 60 years. I can therefore speak with some experience and knowledge. Most of my cars were Chevrolets. Never in all that time did I ever have to replace rotors or drums because they were cracked. I've driven some of your cars for 15 or more years and some for over 175,000 miles.

At 29,428 miles on my Uplander, rotors needed to be resurfaced because of pulsating brakes. Under warranty.

At 55,208 miles I was told my front rotors were cracked and needed to be replaced to the tune if \$582.24. How can this be? Were they a manufacturer's defect?

**I think so!**

NAM  
12/9/15  
SMD

At 25,103 miles the "service stability" light came up on the dash. Wiring harness was replaced. Under warranty.

At 25,278 miles the "service stability" light came on again. Wheel sensor was replaced. Under warranty.

At 46,870 miles the "service stability" light came on again. Front sensor was replaced. Under warranty.

At 57,837 miles the "service stability" light came on again. Now I am told a speed sensor on front right wheel is defective, giving me a "service ABS and traction control" message again on my dash. This repair cost me **\$695.00**. After asking for the broken part, I was shown a broken wire from the wheel sensor to harness connector. Why couldn't the wire be spliced, at a nominal cost? Instead the whole sensor needed to be replaced. Defect? Poor design?

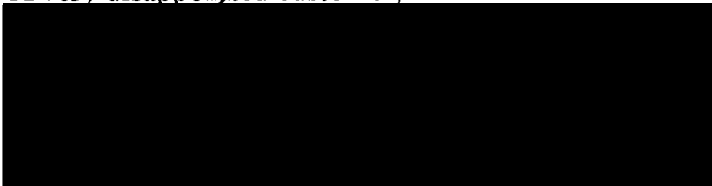
**I think so!**

As of this date these brakes have cost me over **\$12,77.24**. I attribute this cost to poor workmanship and/or defective parts, and/or poor design. These are not cosmetic issues or malfunctions but are SAFETY issues concerning brakes.

Well, I need to tell you, this is the last GM car I will buy, and I will do everything I can to discourage my family and friends from buying GM. This certainly is not what I expected after a lifetime of buying GM, mostly Chevy.

I have enclosed copies of repair receipts, and you can, I am sure look up the car's history. I also subscribe to Onstar, and have GM credit card. I used to look forward to accumulating credit to purchase a new GM car, **BUT NO MORE**.

A very disappointed customer,



Baltimore Md 

Customer Number: [REDACTED]

Invoice No: [REDACTED]

# JERRY'S



\*INVOICE\*

PAGE 1

1940 EAST JOPPA ROAD  
BALTIMORE, MARYLAND 21234  
410-661-9100  
www.jerrysautogroup.com

BALTIMORE MD [REDACTED]

Home: [REDACTED] Bus: :N/A

Cell: ORIGIN COD

Email: [REDACTED] SERVICE ADVISOR: 298 KURT M ANDERSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	08	CHEVROLET UPLANDER	1GNDV33108D [REDACTED]		29428 29428	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02JAN08			WAIT 28OCT10			CASH	28OCT10
R.O. OPENED	READY	OPTIONS: ENG:3.9 Liter					
12:01 28OCT10	15:49 28OCT10						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
A PULSATION FROM BRAKES							
MISC MISCELLANEOUS							
							(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

\*\*\*\*\*

B WHEN TURNING AT LOW SPEEDS, THE STEERING WHEEL VIBRATES							
MISC UNABLE TO DUPLICATE, POSSIBLY REPAIRED W/ BRAKE RESURFACING.							
							(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

\*\*\*\*\*

C R/R TIRE DOES NOT DISPLAY A READING WHEN WARMED UP							
SOP A PART HAS BEEN SPECIAL ORDERED FOR YOUR VEHICLE. YOU WILL BE NOTIFIED BY PHONE AND/OR EMAIL WHEN YOUR PART ARRIVES. IF YOU HAVE NOT BEEN NOTIFIED WITHIN 7-10 BUSINESS DAYS, PLEASE CONTACT YOUR SERVICE ADVISOR.							
							(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

\*\*\*\*\*

D MULTI-POINT INSPECTION							
MULTIPOINT MULTI-POINT INSPECTION							
							(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00

\*\*\*\*\*

~							

Maryland House Bill 1057 THAT WHILE THE CUSTOMER'S MOTOR VEHICLE IS ON THE PREMISES OF THE AUTOMOTIVE REPAIR FACILITY, THE AUTOMOTIVE REPAIR FACILITY MAY NOT BE RESPONSIBLE FOR DAMAGE TO THE CUSTOMER'S MOTOR VEHICLE UNDER CERTAIN CIRCUMSTANCES, AND THAT THE CUSTOMER SHOULD ASK A REPRESENTATIVE OF THE AUTOMOTIVE REPAIR FACILITY ABOUT THE EXTENT OF ITS RESPONSIBILITY, INCLUDING THE EXTENT OF THE INSURANCE COVERAGE OF THE AUTOMOTIVE REPAIR FACILITY.	Manufacturer Special Policy Adjustment programs Federal law requires manufacturers to furnish the National Highway Traffic Safety Administration (N.H.T.S.A.) with bulletins describing any defects in their vehicles. You may obtain copies of these bulletins from either the manufacturer or N.H.T.S.A. In addition, certain consumer publications or organizations publish this information, which may be available for a fee or for free.	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	DESCRIPTION	TOTALS
			LABOR AMOUNT	
			PARTS AMOUNT	
			GAS, OIL, LUBE	
			SUBLET AMOUNT	
			MISC. CHARGES	
			TOTAL CHARGES	
			LESS INSURANCE	
			SALES TAX	
LIMITED EXPRESS WARRANTY Labor & parts 12 months or 12,000 miles whichever occurs first against defects. Adjustments - Alignments are warranted 90 days or 3000 miles whichever occurs first. Certain parts have a lifetime guarantee as noted on invoice. On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Jerry's Chevrolet Inc., hereby limits implied warranties to the same period.			PLEASE PAY THIS AMOUNT	
CUSTOMER SIGNATURE				

Customer Number: [REDACTED]

Invoice No: [REDACTED]

# JERRY'S



1940 EAST JOPPA ROAD  
BALTIMORE, MARYLAND 21234  
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\*INVOICE\*  
DUPLICATE 1  
PAGE 1

[REDACTED]  
BALTIMORE, MD [REDACTED]

Home: [REDACTED] Bus: [REDACTED] Cell: [REDACTED]  
Email: EMAIL [REDACTED] WORK

SERVICE ADVISOR: 6935 CHRISTINA HAHNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	08	CHEVROLET UPLANDER	1GNDV33108D [REDACTED]		55208 55208	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02JAN08			WAIT 26MAR15			CASH	26MAR15
R.O. OPENED	READY	OPTIONS: DLR [REDACTED] ENG:3.9_Liter					
08:50 26MAR15	14:17 26MAR15						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	4	WHEEL ALIGNMENT, INCLUDES SET TOE & ADJUST CASTER AND CAMBER IF NEEDED 209995					
		4WA 4 WHEEL ALIGNMENT, INCLUDES SET TOE & ADJUST CASTER AND CAMBER IF NEEDED 209995					
		6010 CP				79.95	79.95
PARTS:	0.00	LABOR:	79.95	OTHER:	0.00	TOTAL LINE A:	79.95
55208 PERFORM FOUR WHEEL ALIGNMENT.							

*****							
B		BRAKE INSPECTION - INSPECT FRONT AND REAR BRAKES, INCLUDES CHECK PADS, BRAKE LINES, MASTER CYLINDER, CALIPERS, WHEEL CYLINDERS, ROTORS/DRUMS					
		BRAKE FOUND INSIDE OF FRONT ROTORS CRACKED CAUSING VIBRATION AND REPLACED.					
		6010 CP				260.00	260.00
	2	19303815 (S) ROTOR			152.00	152.00	304.00
PARTS:	304.00	LABOR:	260.00	OTHER:	0.00	TOTAL LINE B:	564.00
55208 REPLACE THE FRONT BRAKE ROTORS.							

*****							
C		MULTIPOINT INSPECTION					
		MI MULTIPOINT INSPECTION					
		6010 CP				0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

\*\*\*\*\*

CONTACT: WILL WAIT... \*\*\*\*\*

\*\* COMPLETELY SATISFIED \*\*

\*\* IS OUR ONLY PASSING GRADE \*\*

\*\*\*\*\*

Maryland House Bill 1057 THAT WHILE THE CUSTOMER'S MOTOR VEHICLE IS ON THE PREMISES OF THE AUTOMOTIVE REPAIR FACILITY, THE AUTOMOTIVE REPAIR FACILITY MAY NOT BE RESPONSIBLE FOR DAMAGE TO THE CUSTOMER'S MOTOR VEHICLE UNDER CERTAIN CIRCUMSTANCES, AND THAT THE CUSTOMER SHOULD ASK A REPRESENTATIVE OF THE AUTOMOTIVE REPAIR FACILITY ABOUT THE EXTENT OF ITS RESPONSIBILITY, INCLUDING THE EXTENT OF THE INSURANCE COVERAGE OF THE AUTOMOTIVE REPAIR FACILITY.	<b>Manufacturer Special Policy</b> Adjustment programs Federal law requires manufacturers to furnish the National Highway Traffic Safety Administration (N.H.T.S.A.) with bulletins describing any defects in their vehicles. You may obtain copies of these bulletins from either the manufacturer or N.H.T.S.A. In addition, certain consumer publications or organizations publish this information, which may be available for a fee or for free.	<b>STATEMENT OF DISCLAIMER</b> The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	DESCRIPTION	TOTALS
			LABOR AMOUNT	\$ 339.95
			PARTS AMOUNT	\$ 304.00
			GAS, OIL, LUBE	\$ 0.00
			SUBLET AMOUNT	\$ 0.00
			MISC. CHARGES	\$ 0.00
			TOTAL CHARGES	\$ 643.95
			LESS INSURANCE	\$ 0.00
			SALES TAX	\$ 18.24
			PLEASE PAY THIS AMOUNT	\$ 662.19

**LIMITED EXPRESS WARRANTY**  
 Labor & parts 12 months or 12,000 miles whichever occurs first against defects. Adjustments - Alignments are warranted 90 days or 3000 miles whichever occurs first. Certain parts have a lifetime guarantee as noted on invoice. On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown.

Jerry's Chevrolet Inc., hereby limits implied warranties to the same period.  
 CUSTOMER SIGNATURE

Customer Number: [REDACTED]

Invoice No: [REDACTED]

# JERRY'S



1940 EAST JOPPA ROAD  
BALTIMORE, MARYLAND 21234  
410-661-9100  
www.jerrysautogroup.com

\*INVOICE\*

PAGE 1

BALTIMORE, MD [REDACTED]

Home: [REDACTED] Bus: :N/A Cell: [REDACTED]  
Email: [REDACTED] HOME

SERVICE ADVISOR: 91 WILLIAM COLE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	08	CHEVROLET UPLANDER	1GNDV33108D [REDACTED]		25103 25103	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02JAN08			18:00 27APR10			CASH	27APR10
R.O. OPENED	READY	OPTIONS: ENG:3.9_Liter					
07:12 27APR10	11:42 27APR10						

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

A CUSTOMER STATES SERVICE STABILITY DISPLAYED IN DASH AT TIMES--WAS ON

THIS MORNING

CAUSE: TEST DROVE AND FOUND CODE C0461 ALSO FOUND PIT 3743B HARNESS

RUBBING ON TRANS AND AC LINE

N6970 ENGINE WIRING HARNESS ASSEMBLY REPLACEMENT

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00	(N/C)
--------	------	--------	------	--------	------	---------------	------	-------

\*\*\*\*\*  
 \*\* COMPLETELY SATISFIED \*\*  
 \*\* IS OUR ONLY PASSING GRADE \*\*  
 \*\*  
 \*\*\*\*\*

Maryland House Bill 1057 THAT WHILE THE CUSTOMER'S MOTOR VEHICLE IS ON THE PREMISES OF THE AUTOMOTIVE REPAIR FACILITY, THE AUTOMOTIVE REPAIR FACILITY MAY NOT BE RESPONSIBLE FOR DAMAGE TO THE CUSTOMER'S MOTOR VEHICLE UNDER CERTAIN CIRCUMSTANCES, AND THAT THE CUSTOMER SHOULD ASK A REPRESENTATIVE OF THE AUTOMOTIVE REPAIR FACILITY ABOUT THE EXTENT OF ITS RESPONSIBILITY, INCLUDING THE EXTENT OF THE INSURANCE COVERAGE OF THE AUTOMOTIVE REPAIR FACILITY.	<b>Manufacturer Special Policy Adjustment programs</b> Federal law requires manufacturers to furnish the National Highway Traffic Safety Administration (N.H.T.S.A.) with bulletins describing any defects in their vehicles. You may obtain copies of these bulletins from either the manufacturer or N.H.T.S.A. In addition, certain consumer publications or organizations publish this information, which may be available for a fee or for free.	<b>STATEMENT OF DISCLAIMER</b> The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	<b>DESCRIPTION</b> LABOR AMOUNT \$ 0.00 PARTS AMOUNT \$ 0.00 GAS, OIL, LUBE \$ 0.00 SUBLET AMOUNT \$ 0.00 MISC. CHARGES \$ 0.00 TOTAL CHARGES \$ 0.00 LESS INSURANCE \$ 0.00 SALES TAX \$ 0.00	<b>TOTALS</b> PLEASE PAY THIS AMOUNT \$ 0.00
	<b>LIMITED EXPRESS WARRANTY</b> Labor & parts 12 months or 12,000 miles whichever occurs first against defects. Adjustments - Alignments are warranted 90 days or 3000 miles whichever occurs first. Certain parts have a lifetime guarantee as noted on invoice. On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Jerry's Chevrolet Inc., hereby limits implied warranties to the same period.		<b>CUSTOMER SIGNATURE</b>	

Customer Number: [REDACTED]

Invoice No: [REDACTED]

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BALTIMORE, MD [REDACTED]

Home: [REDACTED] Bus: :N/A

Cell: [REDACTED]

Email: [REDACTED] WORK

SERVICE ADVISOR: 91 WILLIAM COLE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	08	CHEVROLET UPLANDER	1GNDV33108D [REDACTED]		25278 25278	[REDACTED]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02JAN08			WAIT 05MAY10			CASH	05MAY10

R.O. OPENED: 07:03 05MAY10      READY: 10:27 05MAY10      OPTIONS: ENG:3.9\_Liter

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A SERVICE STABILITY LIGHT COMES ON, WAS JUST IN  
 CAUSE: FOUND THE POWERS STEERING WHEEL SENSOR TO HAVE INTERNAL FAULT  
 NEEDED TO REPLACE SENSOR  
 E7690 SENSOR, STEERING WHEEL ROTATION REPLACE  
 224 W94 (N/C)  
 1 88965543 SENSOR (N/C)  
 FC: PART#: 88965543 COUNT: 1  
 CLAIM TYPE:  
 AUTH CODE:

PARTS: 0.00    LABOR: 0.00    OTHER: 0.00    TOTAL LINE A: 0.00

\*\*\*\*\*  
 CONTACT: WILL WAIT...      \*\*\*\*\*  
 \*\*      COMPLETELY SATISFIED      \*\*  
 \*\*      IS OUR ONLY PASSING GRADE      \*\*  
 \*\*      \*\*\*\*\*

Maryland House Bill 1057 THAT WHILE THE CUSTOMER'S MOTOR VEHICLE IS ON THE PREMISES OF THE AUTOMOTIVE REPAIR FACILITY, THE AUTOMOTIVE REPAIR FACILITY MAY NOT BE RESPONSIBLE FOR DAMAGE TO THE CUSTOMER'S MOTOR VEHICLE UNDER CERTAIN CIRCUMSTANCES, AND THAT THE CUSTOMER SHOULD ASK A REPRESENTATIVE OF THE AUTOMOTIVE REPAIR FACILITY ABOUT THE EXTENT OF ITS RESPONSIBILITY, INCLUDING THE EXTENT OF THE INSURANCE COVERAGE OF THE AUTOMOTIVE REPAIR FACILITY.	<b>Manufacturer Special Policy Adjustment programs</b> Federal law requires manufacturers to furnish the National Highway Traffic Safety Administration (N.H.T.S.A.) with bulletins describing any defects in their vehicles. You may obtain copies of these bulletins from either the manufacturer or N.H.T.S.A. In addition, certain consumer publications or organizations publish this information, which may be available for a fee or for free.	<b>STATEMENT OF DISCLAIMER</b> The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	<b>DESCRIPTION</b> LABOR AMOUNT \$ 0.00 PARTS AMOUNT \$ 0.00 GAS, OIL, LUBE \$ 0.00 SUBLET AMOUNT \$ 0.00 MISC. CHARGES \$ 0.00 TOTAL CHARGES \$ 0.00 LESS INSURANCE \$ 0.00 SALES TAX \$ 0.00	<b>TOTALS</b> PLEASE PAY THIS AMOUNT \$ 0.00
	<b>LIMITED EXPRESS WARRANTY</b> Labor & parts 12 months or 12,000 miles whichever occurs first against defects. Adjustments - Alignments are warranted 90 days or 3000 miles whichever occurs first. Certain parts have a lifetime guarantee as noted on invoice. On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Jerry's Chevrolet Inc., hereby limits implied warranties to the same period.			

Customer Number: [REDACTED]

Invoice No: [REDACTED]

# JERRY'S



\*INVOICE\*

PAGE 1

1940 EAST JOPPA ROAD  
BALTIMORE, MARYLAND 21234  
410-661-9100  
www.jerrysautogroup.com

BALTIMORE, MD [REDACTED]

Home: [REDACTED] Bus: :N/A

Cell:

Email: 02JAN08

SERVICE ADVISOR: 6108 SUSAN D HARTLOVE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	08	CHEVROLET UPLANDER	1GNDV33108D [REDACTED]		46870 46870	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02JAN08			WAIT 19NOV13			CASH	19NOV13
R.O. OPENED		READY		OPTIONS: ENG:3.9 Liter			
10:40 19NOV13		13:49 19NOV13					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A C/S: ONE OF THE TPM SENSORS IS NOT WORKING LEFTFRONT SENSOR

CAUSE: R B

DIAG TECH REPLACE PASSENGER SIDE FRONT SENSOR

6711WGMPP

(N/C)

1 13586335 SENSOR

(N/C)

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00
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,,,,,46870 replaced right front sensor. left front was communicating.

\*\*\*\*\*

B ALL 6CYL VEHICLES 50,000 SERVICE: 50000 MILE SERVICE-INCLUDES LUBE OIL AND FILTER CHANGE, ROTATE TIRES, RESET TPMS, INSPECT BRAKES, TEST BATTERY, INSPECT BALL JOINTS, DRIVE SHAFT BOOTS, STEERING LINKAGE, INSPECT AIR FILTER, TOP OFF ALL FLUIDS. : REPLACE ENGINE OIL AND FILTER; SET TIRE PRESSURES AND RESET TIRE MONITORING SYSTEM; VISUALLY INSPECT BRAKE LININGS/DRUMS AND BRAKE PADS/DISCS; PERFORM BATTERY INSPECTION AND COLD CRANKING AMPERAGE TEST; INSPECT BALL JOINTS AND DUST COVERS; INSPECT DRIVE SHAFT BOOTS; INSPECT STEERING LINKAGE AND BOOTS; TOP OFF ALL FLUIDS ; ROTATE TIRES; INSPECT ENGINE AIR FILTER

50K ALL 6CYL VEHICLES-JERRYS CHEVROLE-50,000 MILE SERVICE

6711 CP

16.57 16.57

1 19210285 FILTER

8.56 4.48 4.48

5 B12345610 OIL-5W30B

4.40 3.15 15.75

PARTS:	20.23	LABOR:	16.57	OTHER:	0.00	TOTAL LINE B:	36.80
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\*\*\*\*\*

C MULTIPOINT INSPECTION

MI MULTIPOINT INSPECTION

6711 CP

0.00 0.00

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00
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CUSTOMER PAY SHOP SUPPLIES/HAZARDOUS WASTE REMOVAL FOR REPAIR ORDER 1.66

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

Maryland House Bill 1057  
 THAT WHILE THE CUSTOMER'S MOTOR VEHICLE IS ON THE PREMISES OF THE AUTOMOTIVE REPAIR FACILITY, THE AUTOMOTIVE REPAIR FACILITY MAY NOT BE RESPONSIBLE FOR DAMAGE TO THE CUSTOMER'S MOTOR VEHICLE UNDER CERTAIN CIRCUMSTANCES, AND THAT THE CUSTOMER SHOULD ASK A REPRESENTATIVE OF THE AUTOMOTIVE REPAIR FACILITY ABOUT THE EXTENT OF ITS RESPONSIBILITY, INCLUDING THE EXTENT OF THE INSURANCE COVERAGE OF THE AUTOMOTIVE REPAIR FACILITY.

Manufacturer Special Policy  
 Adjustment programs  
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LIMITED EXPRESS WARRANTY  
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Jerry's Chevrolet Inc., hereby limits implied warranties to the same period.

CUSTOMER SIGNATURE

Customer Number: [REDACTED] Invoice No: [REDACTED]

# JERRY'S



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\*INVOICE\*

PAGE 1

BALTIMORE, MD [REDACTED]  
Home: [REDACTED] Bus: [REDACTED] Cell: [REDACTED]  
Email: EMAIL [REDACTED] WORK

SERVICE ADVISOR: 6743 COLLEEN TALMADGE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	08	CHEVROLET UPLANDER	1GNDV33108D [REDACTED]		57837 57837	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02JAN08			WAIT 12NOV15			CASH	12NOV15
R/O. OPENED	READY	OPTIONS: DLR [REDACTED] ENG:3.9_Liter					
11:03 12NOV15	14:22 12NOV15						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	SERVICE ABS MESSAGE						
	CE ENGINE WARNING LIGHT IS STAYING ON						
	6940	CP				382.50	382.50
	1	25999685	W-(S)HUB		265.37	265.37	265.37
	1	25999907	(S)SHIELD		27.81	27.81	27.81
PARTS:	293.18	LABOR:	382.50	OTHER:	0.00	TOTAL LINE A:	675.68
	57837 DIAG AND REPLACE RIGHT FRONT HUB BEARING AND BACKING PLATE						

B	MULTIPOINT INSPECTION						
	MI MULTIPOINT INSPECTION						
	6940	CP				0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

C	COMPLIMENTARY CAR WASH, "WEATHER AND TEMPERATURE PERMITTING"						
	CW COMPLIMENTARY CAR WASH, "WEATHER AND TEMPERATURE PERMITTING"						
	6940	CP				0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

CONTACT: WILL WAIT... TEMP \*\*\*\*\*  
 CONTACT: [REDACTED] \*\* COMPLETELY SATISFIED \*\*  
 PAID NOV 12 2015 \*\* IS OUR ONLY PASSING GRADE \*\*  
 \*\* \*\*  
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Maryland House Bill 1057  
 THAT WHILE THE CUSTOMER'S MOTOR VEHICLE IS ON THE PREMISES OF THE AUTOMOTIVE REPAIR FACILITY, THE AUTOMOTIVE REPAIR FACILITY MAY NOT BE RESPONSIBLE FOR DAMAGE TO THE CUSTOMER'S MOTOR VEHICLE UNDER CERTAIN CIRCUMSTANCES, AND THAT THE CUSTOMER SHOULD ASK A REPRESENTATIVE OF THE AUTOMOTIVE REPAIR FACILITY ABOUT THE EXTENT OF ITS RESPONSIBILITY, INCLUDING THE EXTENT OF THE INSURANCE COVERAGE OF THE AUTOMOTIVE REPAIR FACILITY.

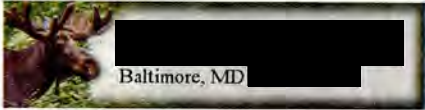
**Manufacturer Special Policy**  
 Adjustment programs  
 Federal law requires manufacturers to furnish the National Highway Traffic Safety Administration (N.H.T.S.A.) with bulletins describing any defects in their vehicles. You may obtain copies of these bulletins from either the manufacturer or N.H.T.S.A. In addition, certain consumer publications or organizations publish this information, which may be available for a fee or for free.

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

DESCRIPTION	TOTALS
LABOR AMOUNT	\$ 382.50
PARTS AMOUNT	\$ 293.18
GAS, OIL, LUBE	\$ 0.00
SUBLET AMOUNT	\$ 0.00
MISC. CHARGES	\$ 0.00
TOTAL CHARGES	\$ 675.68
LESS INSURANCE	\$ 0.00
SALES TAX	\$ 17.59
PLEASE PAY THIS AMOUNT	\$ 693.27

**LIMITED EXPRESS WARRANTY**  
 Labor & parts 12 months or 12,000 miles whichever occurs first against defects. Adjustments - Alignments are warranted 90 days or 3000 miles whichever occurs first. Certain parts have a lifetime guarantee as noted on invoice. On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown.  
 Jerry's Chevrolet Inc., hereby limits implied warranties to the same period.  
 CUSTOMER SIGNATURE

Customer Copy



U.S. DEPARTMENT OF TRANSPORTATION  
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION  
1200 NEW JERSEY AVE SE  
WASHINGTON DC 20590

60-40-304