


INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>DOT Auto Safety Hotline</p> <p>Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>OWNER INFORMATION (Type or Print)</p>		<p>Date Received 22-FEB-2016 APR 13 2016</p>	<p>Repository <input type="checkbox"/></p>	<p>Reference No. 10837586</p>	
<p>Name [REDACTED]</p>		<p>Daytime Telephone Number [REDACTED]</p>	<p>E-mail Address</p>		
<p>Address [REDACTED]</p>		<p>Evening Telephone Number</p>			
<p>City VISTA</p>	<p>State CA</p>	<p>Zip Code [REDACTED]</p>			
<p>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).</p>					
<p>VEHICLE INFORMATION</p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2CNDL63F156 [REDACTED]</p>		<p>Make CHEVROLET</p>	<p>Model EQUINOX</p>	<p>Model Year 2005</p>	
<p>Date Purchased 7-2004</p>	<p>Dealer's Name and Telephone Number Security Chevrolet</p>		<p>Engine: No: Cylinders</p>	<p>Fuel Type: Regular</p>	
<p>Original Owner <input checked="" type="checkbox"/></p>	<p>Dealer's City Vista</p>	<p>State Ca.</p>	<p>Zip Code 92083</p>		
<p>Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control</p>	<p>Powertrain</p>	<p>Multiple Failure:</p>		<p>Incident Date(s) 01-DEC-2015</p>	
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
<p>Vehicle Component Code: ENGINE (PWS) <i>When Mileage reaches 70,000 to 80,000 on odometer this power occurs</i></p>			<p>Failure Mileage 24000 81,000</p>	<p>Failure Speed 70</p>	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>					
<p>Tire Make</p>		<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>	
<p>DOT No. (Example: DOTM19ABC036)</p>		<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>		
<p>Tire Component Code</p>			<p>Tire Failure Type:</p>		
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>					
<p>Make:</p>		<p>Date Manufactured:</p>		<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>			
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies).)</p>					
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured</p>	<p>Number of Deaths</p>	<p>Reported to Police N</p>	
<p>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).</p>					
<p>TL* THE CONTACT OWNS A 2005 CHEVROLET EQUINOX. THE CONTACT STATED THAT WHILE DRIVING AT 70 MPH, THE HEAD GASKET ON THE ENGINE FRACTURED CAUSING THE ENGINE TO OVERHEAT AND WATER FLOODED ON THE ENGINE COMPARTMENTS. THE VEHICLE WAS TAKEN TO BE REPAIRED BUT THE DETAILS WERE UNKNOWN. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 84,000. 81,000</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY</p>					
<p>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.</p>					

When the problem was first detected, was when the service light came on. I then took it to a Macornie to have him check my car to see why the engine light came on, he took a plug out and found that there was water on the plug and said that the water was leaking in to the heads and into the engine, he told me that would be a costly job. it could be in the neighborhood of \$1,000 to \$3,000 dollars if the head was cracked it would be about \$3,000 or more for a new engine if he did the heads and gaskets it would be about \$1,600. He also told me lets do baby steps first and replace the water pump.

2

thermostat so we did that
to the tune of \$4000 dollars
so now its engine or replace
the heads & gaskets. at
the time my car had 8,000
miles on it. I was told by
the mechanic that 2005
Chevy Equinox had this
problem with the engine ^{at 6-80}

We went to google for ^{thru internet} information, and found that
there had been over 29
complaints, and that the ~~manufacturer~~
Manufacturer did nothing for
any one. Some people have paid
to repair their cars and some
are still complaining. I feel
that this problem is a defect
and the Manufacturer should
stand behind this ~~problem~~
problem

VISTA, CA



SERVICE ADVISOR **KENNETH BAILEY**

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
08NOV07	08NOV07		2CNDL63F156		T59T		08NOV07	
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
07:31	10:28	05	CHEVROLET EQUINOX		0.00	01AUG04	906	451
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
18017	18017							

TECH.	TYPE	HOURS	LIST/UNIT	NEW/UNIT	TOTAL
A PERFORM LUBE OIL AND FILTER CHANGE. RESET OIL LIFE MONITOR IF APPLIES. LOF PERFORM LUBE OIL AND FILTER CHANGE. RESET OIL LIFE MONITOR IF APPLIES.					
	421 CLOF			13.50	13.50
1	88984215 FILTER	7.18		4.95	4.95
5	12345610BK	1.80		1.80	9.00
B PERFORMED LUBE OIL AND FILTER. REPLACE WIPER BLADES \$25.41 EACH					
	19 CANCEL			0.00	0.00
CANCELED					
C SOUTHERN CALIFORNIA ENGINE AIR FILTER GOODWILL OFFER					
CAUSE: PROMOTION					
Z2173 SOUTHERN CALIFORNIA ENGINE AIR FILTER GOODWILL OFFER					
	421 W94				
1	22676970 ELEMENT				
	FC: 98				
	PART#: 22676970				
	COUNT: 1				
	CLAIM TYPE:				
	AUTH CODE:				

THIS ATTACHMENT IS TO NOTIFY YOU OF THE AMENDMENTS TO THE SONG-BEVERLY WARRANTY ACT AS FOLLOWS:

IMPORTANT INFORMATION PLEASE READ

"A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer of seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement of a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws.

GENERAL MOTORS SERVICE REPLACEMENT PARTS AND ACCESSORIES WARRANTY

Parts and Accessories Installed By Dealer - 12 months or 12,000 miles, whichever occurs first from date of installation.

This warranty covers ONLY repairs or replacements made necessary due to defects in material or workmanship. IT DOES NOT COVER:

- Conditions resulting from negligence, alteration, accident or use for which the Part or Accessory was not designed or approved by General Motors.
- Loss of time, inconvenience, loss of use of the vehicle or other economic loss.
- Damage due to the lack of maintenance or use of wrong fuel, oil or lubricants.

	DESCRIPTION	TOTALS	ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
			\$	\$
1. Customer is hereby notified that the said property is not insured or protected to the amount of the actual cash value thereof, or otherwise, against loss occasioned by theft, fire or vandalism while the property remains with the dealer.	LABOR AMOUNT			
2. Customer states no articles of personal property have been left in the vehicle and dealer is not responsible for inspection thereof.	PARTS AMOUNT			
3. The dealer is not responsible for unavailability of parts or delays in parts shipment beyond dealer's control.	GAS, OIL, LUBE			
4. Due to the type of service requested, some repairs must be sublet.	SUBLET AMOUNT			
5. All charges for repairs including labor and materials furnished are due and payable simultaneously with the delivery of the within described vehicle or prior to delivery upon the expiration of three (3) days after notice that the repairs have been completed. Notice shall be deemed to have been given upon the deposit in the United States mail, postage prepaid, of written notification to that effect addressed to the customer at the address given.	MISC. CHARGES			
6. If the vehicle described herein is not called for within three (3) days after such notice is given, a storage charge of \$9.00 per day will be made for each day thereafter.	TOTAL CHARGES			
7. Said Dealer is authorized to deliver the vehicle described herein or any of its contents to any person presenting this receipt.	LESS INS. / ADJ.		X	
8. In addition to any and all other legal remedies available, I authorize Said Dealer to have a lien on the vehicle described herein for all charges for repairs, including labor and parts, storage and/or towing, and to enforce such lien. Said Dealer is hereby expressly authorized to sell said vehicle at public auction after giving a twenty (20) day written notice by certified mail to the legal owner, registered owner, and Department of Motor Vehicles of intent to do so. On the sale date, the vehicle shall be sold to the highest cash bidder and the proceeds of sale must be used first to satisfy the lien plus storage costs and costs incident to sale, and the balance shall be forwarded to the legal owner, or if none, to the registered owner, or if the address is unknown, it shall be forwarded to the Department of Motor Vehicles.	SALES TAX			
Said expenses for sale shall also include a reasonable attorney's fee, which may be necessarily incurred.	PLEASE PAY THIS AMOUNT		X	
9. If any such charges remain unpaid for thirty (30) days after such request for payment, Said Dealer may also refer such charges to its attorneys for collection and the customer will pay a reasonable attorney's fee.				

WARNING: Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. In addition, motor vehicles emit engine exhaust and fumes, and when serviced, cleaned, or maintained generate used oil, waste fluids, fumes, grease, grime, and particulates from component wear, which contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. *Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.* For further information about Proposition 65: <http://www.osha.org/prop65.html>

NOT RESPONSIBLE FOR DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENT BY SUPPLIER OR MANUFACTURER.

BAR # ABO06171 FID # 95-2563962 EPA # CAD04774427

*Purchased in store
chevrolet out of store*

[REDACTED]
VISTA, CA [REDACTED]

CHEVROLET
SECURITY
1100 East Vista Way
Vista, California 92084-4612
(760) 724-8611 Fax: (760) 724-3095

SERVICE ADVISOR **KENNETH BAILEY**

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
08NOV07	08NOV07	[REDACTED]	2CNDL63F156 [REDACTED]	[REDACTED]	T59T		08NOV07	[REDACTED]
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07:31	10:28	05	CHEVROLET EQUINOX	[REDACTED]	0.00	01AUG04	906	451
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
18017	18017	[REDACTED]						

TECH.	TYPE	HOURS	LIST/UNIT	RE/UNIT	TOTAL
1	REPLACED AIR FILTER				
MJ					

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* Conditions resulting from negligence, alteration, accident or use for which the Part or Accessory was not designed or approved by General Motors.
* Loss of time, inconvenience, loss of use of the vehicle or other economic loss.
* Damage due to the lack of maintenance or use of wrong fuel, oil or lubricants.

- ** PRE-INVOICE ****
- Customer is hereby notified that the said property is not insured or protected to the amount of the actual cash value thereof, or otherwise, against loss occasioned by theft, fire or vandalism while the property remains with the dealer.
 - Customer states no articles of personal property have been left in the vehicle and dealer is not responsible for inspection thereof.
 - The dealer is not responsible for unavailability of parts or delays in parts shipment beyond dealer's control.
 - Due to the type of service requested, some repairs must be sublet.
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 - In addition to any and all other legal remedies available, I authorize Said Dealer to have a lien on the vehicle described herein for all charges for repairs, including labor and parts, storage and/or towing, and to enforce such lien. Said Dealer is hereby expressly authorized to sell said vehicle at public auction after giving a twenty (20) day written notice by certified mail to the legal owner, registered owner, and Department of Motor Vehicles of intent to do so. On the sale date, the vehicle shall be sold to the highest cash bidder and the proceeds of sale must be used first to satisfy the lien plus storage costs and costs incident to sale, and the balance shall be forwarded to the legal owner, or if none, to the registered owner, or if the address is unknown, it shall be forwarded to the Department of Motor Vehicles.
- Said expenses for sale shall also include a reasonable attorney's fee, which may be necessarily incurred.
9. If any such charges remain unpaid for thirty (30) days after such request for payment, Said Dealer may also refer such charges to its attorneys for collection and the customer will pay a reasonable attorney's fee.

DESCRIPTION	TOTALS
LABOR AMOUNT	13.50
PARTS AMOUNT	13.95
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	27.45
LESS INS. / ADJ.	0.00
SALES TAX	1.15
PLEASE PAY THIS AMOUNT	28.60

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
\$ 30.00	\$

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

X

FOR YOUR CONVENIENCE, PARTS AND SERVICE NOW OPEN 8:00 TO 4:00 ON SATURDAYS !!!

NOV 08 2017

WARNING: Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. In addition, motor vehicles emit engine exhaust and fumes, and when serviced, cleaned, or maintained generate used oil, waste fluids, fumes, grease, grime, and particulates from component wear, which contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: <http://www.oehha.org/prop65.html>

NOT RESPONSIBLE FOR DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENT BY SUPPLIER OR MANUFACTURER.

BAR # AB006171 FID # 95-2563962 EPA # CAD04774427



WORK ORDER

Customer Service (760) 741-4044 Ext. 114
 Or take our survey at www.expresstire.com
 ALL PARTS ARE NEW UNLESS OTHERWISE DESIGNATED.
 WARRANTIES ARE STATED ON REVERSE SIDE.
 NO OTHER WARRANTIES OFFERED OR IMPLIED.

EXPRESS TIRE.....68
 2030 HACIENDA DR.
 VISTA, CA 92084
 Phone: (760) 941-7555

Sold To: [Redacted]
 VISTA, CA [Redacted]

Invoice Date	Cust No.	Order No.	Page	Invoice No.
01/17/2015	1	[Redacted]	1 / 1	
License: [Redacted]	Mileage: 72766			Time in 8:26 AM
2005 CHEVROLET EQUINOX				COPY

Front & Rear PSI:35, Torque:100

BAR# ARD155485 EPA CAL000067237 TODD SCHOBERT, MANAGER

*** Consumer Safety Warning on Reverse**

Ship To:

Purchase Ord. No.	Sales Person	Main Phone	Other Phone	Ship Via	CASH VIN: 2CNDL63F156 [Redacted] Entered: EPI		
68C	[Redacted]	[Redacted]					
Item No.	Description	Qty Ordered	Qty Shipped	F.E.T.	Price	Net Extension	
01C	OIL CHANGE UP TO 5 QUARTS	1	1		0.00	0.00	
530	5W-30 OIL QUANTITY: _____ QUARTS	5	5		5.99	29.95	
SPEC2	FILL TO FULL MARK ON DIPSTICK	1	1		0.00	0.00	
01	OIL FILTER	1	1		5.99	5.99	
2180401C	01C CUSTOMER DISCOUNT PARTS	1-	1-		16.95	16.95-	
15032	TIRE ROTATION	1.00	1.00		0.00	0.00	
PMA	COURTESY INSPECTION	1.00	1.00		0.00	0.00	
AIR	FRONT _____ REAR _____ PSI	0.00	0.00		0.00	0.00	
EXPR1	YOUR CUSTOMER EXPERIENCE? TELL US	0.00	0.00		0.00	0.00	
EXPR2	AT WWW.EXPRESSTIRE.COM/REVIEWS	0.00	0.00		0.00	0.00	

	Estimate	Total	Description	Contact (Ph)	Date	Time	Authorized By
Original	20.60	20.60		In Person	01/17/15	8:25 AM	

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

X _____
 [Redacted Signature]
 X _____
 Customer Authorization for Estimate

Sub-Total Parts:	18.99
Non-Taxable Amount:	0.00
Taxable Amount:	18.99
Tax 8.500%:	1.61
COD	
Total:	20.60

*ALL REQUESTED TIRES & WHEELS MUST BE PICKED UP THE DAY OF THE TRANSACTION OR THEY WILL BE SCRAPPED. *ALL LUG NUTS ON CUSTOM OR ALLOY WHEELS MUST BE RE-TORQUED AFTER 25 MILES AND CHECKED PERIODICALLY.

	Performed	Verified	Performed	Verified
Drain Plug:			Air Pressure:	
Oil Filter:			Lugs Torqued:	
Oil Fluid:			Test Drive:	
Oil Sticker:			Additional Repair:	



WORK ORDER

Customer Service (760) 741-4044 Ext. 114
 Or take our survey at www.expresstire.com
 ALL PARTS ARE NEW UNLESS OTHERWISE DESIGNATED.
 WARRANTIES ARE STATED ON REVERSE SIDE.
 NO OTHER WARRANTIES OFFERED OR IMPLIED.
 EXPRESS TIRE.....68
 2030 HACIENDA DR.
 VISTA, CA 92084
 Phone: (760) 941-7555

Invoice Date	Cust No.	Order No.	Page	Invoice No.
01/02/2016	1		1 / 1	
License: [REDACTED]		Mileage: 81233		Time in 9:16 AM
2005 CHEVROLET EQUINOX				COPY

Front & Rear PSI:35, Torque:100

BAR# ARD155485 EPA CAL000067237 TODD SCHOBERT, MANAGER

*** Consumer Safety Warning on Reverse**
*** Arbitration Agreement on Reverse**

Sold To:

[REDACTED]
 VISTA, CA [REDACTED]

Ship To:

Purchase Ord. No.	Sales Person	Main Phone	Other Phone	Ship Via	CASH
66T	[REDACTED]	[REDACTED]			VIN: 2CNDL63F156 [REDACTED] Entered: TYLER

Item No.	Description	Qty Ordered	Qty Shipped	F.E.T.	Price	Net Extension
01C	OIL CHANGE UP TO 5 QUARTS	1	1		0.00	0.00
530	5W-30 OIL QUANTITY: ____ QUARTS	5	5		5.99	29.95
SPEC2	FILL TO FULL MARK ON DIPSTICK	1	1		0.00	0.00
01	OIL FILTER	1	1		5.99	5.99
2180401C	01C CUSTOMER DISCOUNT PARTS	1-	1-		16.95	16.95-
15032	TIRE ROTATION	1.00	1.00		0.00	0.00
PMA	COURTESY INSPECTION	1.00	1.00		0.00	0.00
AIR	FRONT ____ REAR ____ PSI	0.00	0.00		0.00	0.00
EXPR1	YOUR CUSTOMER EXPERIENCE? TELL US	0.00	0.00		0.00	0.00
EXPR2	AT WWW.EXPRESSTIRE.COM/REVIEWS	0.00	0.00		0.00	0.00

Estimate	Total	Description	Contact (Ph)	Date	Time	Authorized By
Original	20.60	20.60	In Person	01/02/16	9:16 AM	

ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

Sub-Total Parts: 18.99
 Non-Taxable Amount: 0.00
 Taxable Amount: 18.99
 Tax 8.500%: 1.61
COD
Total: 20.60

Customer Authorization for Estimate

*****AGREEMENT TO ARBITRATE*****

SEE REVERSE SIDE OF THIS DOCUMENT FOR FULL AGREEMENT

	Performed	Verified		Performed	Verified
Drain Plug:			Air Pressure:		
Oil Filter:			Lugs Torqued:		
Oil Fluid:			Test Drive:		
Oil Sticker:			Additional Repair:		



CASH SALE

Customer Service (760) 741-4044 Ext. 114
 Or take our survey at www.expresstire.com
ALL PARTS ARE NEW UNLESS OTHERWISE DESIGNATED.
 WARRANTIES ARE STATED ON REVERSE SIDE.
 NO OTHER WARRANTIES OFFERED OR IMPLIED.
 EXPRESS TIRE.....68
 2030 HACIENDA DR.
 VISTA, CA 92084
 Phone: (760) 941-7555

Invoice Date	Cust No.	Order No.	Page	Invoice No.
12/10/2013	1		1 / 1	
License: [REDACTED]		Mileage: 65059		Time in 8:25 AM
2005 CHEVROLET EQUINOX				Time out 11:34 AM
				COPY

BAR# ARD155485 EPA CAL000067237 THOMAS MYERS, MANAGER

Sold To: [REDACTED]
 VISTA, CA [REDACTED]

Ship To:

Purchase Ord. No.	Sales Person	Main Phone	Other Phone	Ship Via	CASH Entered: JESUS
38D	[REDACTED]	[REDACTED]			

Item No.	Description	Qty Ordered	Qty Shipped	F.E.T.	Price	Net Extension
01C	OIL CHANGE UP TO 5 QUARTS	1	1		0.00	0.00
530	5W-30 OIL QUANTITY: 4.5 QUARTS	5	5		5.99	29.95
SPEC2	FILL TO FULL MARK ON DIPSTICK	1	1		0.00	0.00
01	OIL FILTER	1	1		5.99	5.99
2180401C	01C CUSTOMER DISCOUNT PARTS	1-	1-		16.95	16.95-
15032	TIRE ROTATION	1	1		0.00	0.00
PMA	COURTESY INSPECTION	1	1		0.00	0.00
AIR	FRONT 35 REAR 35 PSI	0	0		0.00	0.00
EXPR1	YOUR CUSTOMER EXPERIENCE? TELL US	0	0		0.00	0.00
EXPR2	AT WWW.EXPRESSTIRE.COM/REVIEWS	0	0		0.00	0.00
18228	105.08330 FRONT BRAKE PADS	1	1		101.99	101.99
SL	RESURFACE FRONT ROTORS REPLACE PADS	1	1		62.50	62.50
58885	58885 WARRANTY/CUSTOMER SAT LABOR	1-	1-		62.50	62.50-
58886	58886 WARRANTY/CUSTOMER SAT PARTS	1-	1-		101.99	101.99-

Estimate	Total	Description	Contact (Ph)	Date	Time	Authorized By
Original	20.60		In Person	12/10/13	8:24 AM	

Pay Method	Account	Amount	Signature
MC/VISA	*** [REDACTED]	20.60	

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

X _____

[REDACTED]

Sub-Total Parts: 18.99
 Non-Taxable Amount: 0.00
 Taxable Amount: 18.99
 Tax 8.500%: 1.61
COD
Total: 20.60

Customer Authorization for Total
 *ALL REQUESTED TIRES & WHEELS MUST BE PICKED UP THE DAY OF THE TRANSACTION OR THEY WILL BE SCRAPPED. *ALL LUG NUTS ON CUSTOM OR ALLOY WHEELS MUST BE RE-TORQUED AFTER 25 MILES AND CHECKED PERIODICALLY.

	Performed	Verified		Performed	Verified
Drain Plug:			Air Pressure:		
Oil Filter:			Lugs Torqued:		
Oil Fluid:			Test Drive:		
Oil Sticker:			Additional Repair:		



CASH SALE

Customer Service (760) 741-4044 Ext. 114
Or take our survey at www.expresstire.com
ALL PARTS ARE NEW UNLESS OTHERWISE DESIGNATED.
WARRANTIES ARE STATED ON REVERSE SIDE.
NO OTHER WARRANTIES OFFERED OR IMPLIED.
 EXPRESS TIRE.....68
 2030 HACIENDA DR.
 VISTA, CA 92084
 Phone: (760) 941-7555

Invoice Date	Cust No.	Order No.	Page	Invoice No.
01/20/2015	1		1 / 1	
License: Mileage: 72810			Time in 9:20 AM	
2005 CHEVROLET EQUINOX			Time out 11:27 AM	

BAR# ARD155485 EPA CAL000067237 TODD SCHOBERT, MANAGER

*** Consumer Safety Warning on Reverse**

Sold To:
 [REDACTED]
 VISTA, CA [REDACTED]

Ship To:

Purchase Ord. No.	Sales Person	Main Phone	Other Phone	Ship Via	CASH
68C	[REDACTED]	[REDACTED]			VIN: 2CNDL63F156 [REDACTED] Entered: TODDFinalized: TODD

Item No.	Description	Qty Ordered	Qty Shipped	F.E.T.	Price	Net Extension
18228	NAP 370130 REAR WHEEL CYLINDERS	2	2		49.99	99.98
SL	REPLACE REAR WHEEL CYLINDERS	1.00	1.00		120.00	120.00
30495	BRAKE SYSTEM FLUID EXCHANGE	1.00	1.00		67.00	67.00
	*FILL TO MANUFACTURER SPECS					
BF	BRAKE FLUID 2 PINTS	1	1		12.99	12.99
	*REPLACE FLUID IN MASTER CYLINDER					
AIR	FRONT 35 REAR 35 PSI	0.00	0.00		0.00	0.00
EXPR1	YOUR CUSTOMER EXPERIENCE? TELL US	0.00	0.00		0.00	0.00
EXPR2	AT WWW.EXPRESSTIRE.COM/REVIEWS	0.00	0.00		0.00	0.00
58886	58886 WARRANTY/CUSTOMER SAT PARTS	1-	1-		112.97	112.97-
58885	58885 WARRANTY/CUSTOMER SAT LABOR	1.00-	1.00-		187.00	187.00-

Estimate	Total	Description	Contact (Ph)	Date	Time	Authorized By
Original	0.00	0.00	In Person	01/20/15	9:20 AM	

TACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

X _____
 [REDACTED]
 X _____

Non-Taxable Amount: 0.00
 Taxable Amount: 0.00
COD
Total: 0.00

Customer Authorization for Total

ALL REQUESTED TIRES & WHEELS MUST BE PICKED UP THE DAY OF THE TRANSACTION OR THEY WILL BE SCRAPPED. *ALL LUG NUTS ON CUSTOM OR ALLOY WHEELS MUST BE RE-TORQUED AFTER 25 MILES AND CHECKED PERIODICALLY

	Performed	Verified		Performed	Verified
Drain Plug:			Air Pressure:		
Oil Filter:			Lugs Torqued:		
Oil Fluid:			Test Drive:		
Oil Sticker:			Additional Repair:		



Customer Service (760) 741-4044 Ext. 114
Or take our survey at www.express-tire.com

CASH SALE

Invoice Date	Cust No.	Order No.	Page	Invoice No.
03/05/2013	1	[REDACTED]	2/2	[REDACTED]
License: [REDACTED]	Mileage: 60718			Time in 8:48 AM Time out 1:31 PM
2005 CHEVROLET EQUINOX				COPY

BAR# ARD155485 EPA CAL000067237 RICHIE LAUBY, MANAGER

EXPRESS TIRE.....68
2030 HACIENDA DR.
VISTA, CA 92084
Phone: (760) 941-7555

Sold To: [REDACTED]
VISTA, CA [REDACTED]

Ship To:

Purchase Ord. No.	Sales Person	Main Phone	Other Phone	Ship Via
07B	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

CASH
Entered: CHRIS Finalized: MERIDETH

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

[REDACTED]

[REDACTED]

Customer Authorization for Total

*ALL REQUESTED TIRES & WHEELS MUST BE PICKED UP THE DAY OF THE TRANSACTION OR THEY WILL BE SCRAPPED. *ALL LUG NUTS ON CUSTOM OR ALLOY WHEELS MUST BE RE-TORQUED AFTER 25 MILES AND CHECKED PERIODICALLY. **CHECK ENGINE* WARNING LIGHT REQUIRES DIAGNOSTICS. WE DO NOT PROVIDE ENGINE DIAGNOSTICS.

AUTO REPAIR ORDER

NAME	A & J Auto
ADDRESS	1205 N. Melrose
CITY, STATE	Waco, Tex 76708

QUAN.	PART NO.	NAME OF PART	PRICE	CUSTOMER'S INFORMATION			
				DATE	CUSTOMER'S ORDER NO.	WHEN PROMISED	PHONE
				2-10-16			
				YEAR - MAKE - MODEL		SERIAL NO.	
				2/4/16		MOTOR NO.	
				LICENSE NO.	ODOMETER	WRITTEN BY	
				<input type="checkbox"/> LUBE <input type="checkbox"/> OIL CHANGE <input type="checkbox"/> FLUSH TRANS. <input type="checkbox"/> FLUSH DIFF. <input type="checkbox"/> WASH <input type="checkbox"/> POLISH			
		Water Pump J. Jernestad					
				GAS, OIL & GREASE		ACCESSORIES	LABOR ONLY
				GALS. GAS			258.80
				QTS. OIL			60
				LBS. GREASE			12
				TOTAL GAS OIL & GREASE			
				<input type="checkbox"/> RETAIN PARTS <input type="checkbox"/> DESTROY PARTS		TOTAL ACCESSORIES	TAX
ESTIMATE AMOUNT - PARTS & LABOR ▶				AUT		TOTAL	
						300 00	

WE warrant that the repair work to be done along with the necessary material and parts shall be done by our employees or persons to whom we are authorized to give such authority. We warrant that the work will be done in a proper and workmanlike manner and that the parts used will be of the best quality available. We warrant that the work will be done in a timely manner and that the vehicle will be ready for use at the time specified. We warrant that the amount of repair charges will be as shown on this estimate.

YOU ARE OBLIGED TO APPROVE REPAIRS FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE. YOU WILL NOT BE OBLIGED TO ACCEPT THE ESTIMATE WITHOUT YOUR SIGNATURE. YOUR SIGNATURE WILL AUTHORIZE YOUR ESTIMATE SELECTION.

1. I request an estimate in writing before you begin repairs.
2. Please proceed with repairs, but call me before continuing if the price will exceed \$_____.
3. I do not want an estimate.

adams GT3870

AUTO REPAIR ORDER

COURTESY INSPECTION



Go to www.expresstire.com/ and let us know how we did!

National or Fleet Account
UNIT #

DATE
1/02/16

WORK ORDER #

Customer Service Hotline (760) 741-4044

Body Damage ? Yes / No

DASH LIGHTS ON? Check Engine / Tire pressure / Brake / Other

Customer Name		Phone #	E-MAIL	Mileage	Year-Make-Model	Engine Size							
[Redacted]		[Redacted]	[Redacted]	81,233	2005 Chevrolet Equinox	[Redacted]							
TECH INTS	PARTS DESCRIPTION	PM	OK	COMMENTS	ESTIMATED PARTS	ESTIMATED LABOR	TECH INTS	PARTS DESCRIPTION	PM	OK	COMMENTS	ESTIMATED PARTS	ESTIMATED LABOR
	Belts	* Ask	<input checked="" type="checkbox"/>		\$	\$		Brake Fluid Change	* Ask	<input checked="" type="checkbox"/>	Parts Per Million 300 Pass (Fail)	\$12.99	\$67.00
	Timing Belt	* Ask	<input checked="" type="checkbox"/>	Recommend Tensioner w / Timing Belt	\$	\$		Master Cylinder		<input checked="" type="checkbox"/>		\$	\$
	Cooling System	* Ask	<input checked="" type="checkbox"/>	Hoses Upper / Lower	\$	\$		Front Brakes		<input checked="" type="checkbox"/>	**Red / Yellow / Green	\$	\$
	Coolant				\$	\$		Drum / Rotor			Specification (Required) L R	\$	\$
	Water Pump / Radiator				\$	\$		Rear Brakes		<input checked="" type="checkbox"/>	**Red / Yellow / Green	\$	\$
	Thermostat			Recommend with Cooling System Work	\$	\$		Drum / Rotor			Specification (Required) L R	\$	\$
	Block Test			Recommend when overheating occurs	\$	\$84.00		Calipers / Wheel Cylinders				\$	\$
	Filters	* Ask	<input checked="" type="checkbox"/>	Air Cabin Fuel	\$	\$		Hardware / Clean Adjust				\$	\$60.00
	Engine Oil	* Ask	<input checked="" type="checkbox"/>	01 02 03 04 05 06	\$	\$		Front Shocks / Struts	* Ask	<input checked="" type="checkbox"/>		\$	\$
	Valve Cover Gasket				\$	\$		Rear Shocks / Struts	* Ask	<input checked="" type="checkbox"/>		\$	\$
	Transmission Oil	* Ask	<input checked="" type="checkbox"/>	Automatic / Manual / CVT	\$	\$		Bushings		<input checked="" type="checkbox"/>		\$	\$
	Check Engine light	* ON	OFF	Diagnosis ?	\$	\$120.00		Ball Joints		<input checked="" type="checkbox"/>	Specification (Required)	\$	\$
	Tune Up _____ CYL	* Ask	<input checked="" type="checkbox"/>		\$	\$		Tie Rods Ends		<input checked="" type="checkbox"/>	Pitman Arm / Idler Arm	\$	\$
	Cap / Rotor / Wires	* Ask	<input checked="" type="checkbox"/>		\$	\$		Hub Assembly		<input checked="" type="checkbox"/>	Repack / Sealed	\$	\$
	Decarbonization	* Ask	<input checked="" type="checkbox"/>	Time / Make	\$76.99	\$33.00		Axle Boots & Joints		<input checked="" type="checkbox"/>		\$	\$
	Throttle Body Maintenance	* Ask	<input checked="" type="checkbox"/>	Not applicable on all vehicle	\$14.99	\$30.00		Differential Fluid	* Ask	<input checked="" type="checkbox"/>	Front Rear	\$	\$
	Power steering	* Ask	<input checked="" type="checkbox"/>		\$	\$		Transfer Case Fluid	* Ask	<input checked="" type="checkbox"/>		\$	\$
	Air Conditioning	* Ask	<input checked="" type="checkbox"/>	High Low Ambient	\$	\$		Rack & Pinion		<input checked="" type="checkbox"/>		\$	\$
	Air Conditioning	* Ask	<input checked="" type="checkbox"/>	Special Inspection Required	\$	\$		Rack & Pinion Boots		<input checked="" type="checkbox"/>		\$	\$
	Charging Systems Analysis			Battery / Starter / Alternator / Cables / NoCo	\$	\$		Wiper Blades		<input checked="" type="checkbox"/>		\$	\$
	Alignment	* Ask	<input checked="" type="checkbox"/>		\$21.99	\$89.00		Lights / Signal		<input checked="" type="checkbox"/>		\$	\$
	Check Tire Pressure			Nitrogen Y/N Front Rear	\$	\$		Headlight Restoration		<input checked="" type="checkbox"/>		\$37.49	\$52.50
	Check Tire Balance				\$	\$		Vehicle Identification Number: _____					
	Tread Depth	* Ask	<input checked="" type="checkbox"/>	LF RF LR RR	\$	\$		PSI CHECK LF RF LR RR					
	Tire Size			Front 275/60R17 Rear	\$	\$		* Ask means: When was the last time you had this or any other service done.					
	Tire Pressure Monitoring			Rebuild Per Unit	\$9.99	\$5.00		Cooper CSS - 332.61					

Additional Authorization		Additional Authorization	
Date:	Time:	Date:	Time:
Contact Phone / In Person	Tel #:	Contact Phone / In Person	Tel #:
Name:		Name:	
Advisor:	Technician:	Advisor:	Technician:
Revised Total: \$		Revised Total: \$	
Customer Signature:		Customer Signature:	
X		X	

** Brake Key Red = 0mm to 3mm; Yellow = 4mm to 7mm; Green = 8mm to 12mm (mm = millimeter)

Ask = When was the last time service was done? / P.M. = Preventative Maintenance

COURTESY INSPECTION



Go to www.express-tire.com/ and let us know how we did!

National or Fleet Account
UNIT #

Customer Service Hotline (760) 741-4044

DATE
01-17-15

WORK ORDER #

Body Damage? Yes / No

DASH LIGHTS ON? Check Engine / Tire pressure / Brake / Other

TECH INTS	PARTS DESCRIPTION	PM	OK	COMMENTS	ESTIMATED		TECH INTS	PARTS DESCRIPTION	PM	OK	COMMENTS	ESTIMATED		
					PARTS	LABOR						PARTS	LABOR	
	Belts Labor	Ask		WORN	\$ 205	\$ -		Brake Fluid Change	Ask		Parts Per Million 300 Pass/Fail	\$12.99	\$67.00	
	Timing Belt	Ask		Recommend Tensioner w / Timing Belt	\$	\$		Master Cylinder				\$	\$	
	Cooling System	Ask		Hoses Upper / Lower	\$	\$		Front Brakes			*Red / Yellow / Green	\$	\$	
	Coolant			PM W/ HOSES	\$ 350	\$		Drum / Rotor (Required)			Specification Actual 10/11 R 10/11	\$	\$	
	Water Pump / Radiator			Timing Cover Leaking Coolant	\$ 735	\$ -		Rear Brakes			**Red / Yellow / Green	\$	\$	
	Thermostat			Recommend with Cooling System Work	\$	\$		Drum / Rotor (Required)			Specification Actual L R	\$	\$	
	Block Test			Recommend when overheating occurs	\$	\$84.00		Calipers / Wheel Cylinders			Leaking (Both)	\$	\$	
	Filters Labor & V	Ask		Air PCV Cabin Fuel	\$ 25	\$ 120		Hardware / Clean Adjust				\$	\$60.00	
	Engine Oil	Ask		01 02 03 04 05 06	\$	\$		Front Shocks / Struts	Ask		CE	\$	\$	
	Valve Cover Gasket			PM	\$	\$		Rear Shocks / Struts	Ask		CE	\$	\$750	
	Transmission Oil	Ask		Automatic / Manual	\$ 130	\$ -		Bushings				\$	\$	
	Check Engine light	ON	OFF	Diagnosis?	\$	\$120.00		Ball Joints			Specification (Required)	\$	\$	
	Tune Up 6 CYL	Ask		Rec	\$	\$		Tie Rods Ends			Pitman Arm / Idler Arm	\$	\$	
	Cap / Rotor / Wires	Ask		Rec	\$ 285	\$ -		Hub Assembly			Repack / Sealed	\$	\$	
	Decarbonization	Ask		PM	\$76.99	\$33.00		Axle Boots & Joints				\$	\$	
	Throttle Body Maintenance	Ask		Not applicable on all vehicle	\$14.99	\$30.00		Differential Fluid	Ask		Front Rear	\$	\$	
	Power steering				\$	\$		Transfer Case Fluid	Ask			\$	\$	
	Air Conditioning	Ask		High Low Ambient	\$	\$		Rack & Pinion				\$	\$	
	Air Conditioning	Ask		Special Inspection Required	\$	\$		Rack & Pinion Boots				\$	\$	
	Charging Systems Analysis	Ask		Battery / Starter / Alternator / Cables / NoCo	\$ 130	\$ 20		Wiper Blades				\$	\$	
	Alignment	Ask		PM	\$	\$89.00		Lights / Signal			Front Water Filled	\$	\$	
	Check Tire Pressure			Nitrogen Y/N Front Rear	\$	\$		Headlight Restoration				\$37.49	\$52.50	
	Check Tire Balance				\$	\$		Vehicle Identification Number:	21C1N10L6131F119161					
	Tread Depth	Ask		LF RF LR RR	\$	\$		Comments:	Rears At 3/32 & 2/32					
	Tire Size			Front 235/60R17 Rear	\$	\$			priority 2 tires 290 wheel cylinders 400 belt 205 pcv valve w/elbo 145					
	Tire Pressure Monitoring			Rebuild Per Unit	\$ 9.99	\$ 5.00			trans service 129 plug+wires 285 valve cover gaskets.					
Additional Authorization					Additional Authorization									
Date:		Time:		Date:		Time:								
Contact Phone / In Person		Tel #:		Contact Phone / In Person		Tel #:								
Name:				Name:										
Advisor:		Technician:		Advisor:		Technician:								
Revised Total: \$				Revised Total: \$										
Customer Signature:				Customer Signature:										
X				X										
I ACKNOWLEDGEMENT NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.					I ACKNOWLEDGEMENT NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.									
Express Tire is a preventative maintenance company. We recommend services based on time and mileage using Mitchell on Demand (Manufacturer Specification), visual inspection, check when the last time the service was performed, using our customer maintenance history data, Specifications and measurement, Industry standards such as M.A.P. (Motorist Assurance Program) and parts manufacturers.										Ask = When was the last time service was done? / P.M. = Preventative Maintenance				

FOR THE NEAREST LOCATION CALL 1-8-88-EXP-TIRE

Customer Service Hotline (760) 741-4044 x114



Has your vehicle been serviced or worked on in the last 5,000 miles? Y / N

If yes what was the nature of the work? _____

Customer Name		Mileage: 60718		License Plate		Year: 5	Make-Model: Chev	Engine Size					
TECH INTS	PARTS DESCRIPTION	P.M.	OK	COMMENTS	ESTIMATED PARTS	LABOR	TECH INTS	PARTS DESCRIPTION	P.M.	OK	COMMENTS	ESTIMATED PARTS	LABOR
	Belts	Ask	Y					Brake Fluid Change	Ask		PPM Pass / Fail	\$ 22.99	\$ 57.00
	Timing Belt	Ask						Master Cylinder					
	Belt Tensioner			Rec. with Timing Belt				Front Brakes			Specs ⁹⁰⁰ Actual L		
	Hoses	Ask						Drum / Rotor			*Red/Yellow/Green R990		105
	Cooling System	Ask		Due work	Good			Rear Brakes			Specs Actual L		
	Block Test			Rec. when overheating occurs		\$ 52.50		Drum / Rotor			*Red/Yellow/Green R	69.99	105
	Water Pump							Drum / Rotor			99.99 X2		
	Thermostat/Gasket			Rec. with Cooling Sys. work				Wheel Cylinders / Calipers			4R Work 59.99 X2		90-
	Filters	Ask		Air - Fuel - Cabin - PCV	GOOD			Hardware / Clean Adj.			49.99		52.50
	Engine Oil			01 02 03 04				Repack Bearings					
	Drain Plug Replacement							Front Shocks / Struts	Ask				
	Valve Cover Gasket							Rear Shocks / Struts	Ask				
	Transmission Oil	Ask		Auto Manual				Bushings					
	Maint. Tune-Up	Ask		4CYL - 6CYL - 8CYL				Ball Joints			Specs		
	Cap / Rotor / Wires	Ask						Tie Rod Ends					
	Decarbonization	Ask						C/V Boot & Joints					
	Powersteering	Ask						Differential Fluid	Ask		Front Rear		
	A/C System R134A	Ask		High Low Ambient				Rack & Pinion					
	Lights / Signals							Wiper Blades	Ask				
	Electrical			Battery / Starter / Alternator / Cables / NoCo				Tread Depth			LF RF LR RR		
	Rotate & Balance	Ask		Free check				Tires					
	Alignment	Ask		Thrust / 4Wheel Lifetime / 3yr				TPMS Y/N					
	Nitrogen	Ask						VIN#			/ / / / / / / / / / / / / / / /		
	PSI CHECK			LF 35 RF 35 LR 35 RR 35				Comments:					
	Ask: When was the last time you had this service done.												

1st ADDITIONAL AUTHORIZATION		2nd ADDITIONAL AUTHORIZATION	
Date: 3-5-13	Time: 9:41 AM	Date:	Time:
PO#:		PO#:	
Name:		Name:	
Phone:		Phone:	
SM#: 0713	TECH#: 15E	SM#:	TECH#:
Revised Total: \$ 825.62		Revised Total: \$	
Cust Signature:		Signature:	

Brake Key
 *Red=0-3mm Yellow=4mm-7mm Green=8mm-12mm
 Ask=When was last time service was done P.M.=Preventative Maintenance / O.E.=Original Equipment
 Rec.=Recommended / Rec.✓=Recommended Checking

Express Tire Is A... Recommend Our Services Based On Time And Mileage Using Mitchell On Demand (Manufactures Specification), Visual Inspection, Determine When Was The Last Time Services Were Performed, Using Our Customer History Data, Specification / Measurements, And Industry Standard Such As (Motor Assurance Program M.A.P.) (Repair Advisor), and (Parts Suppliers).



Jiffy Lube # 432
 Heartland Automotive Svc IIEPA # CAL000282853
 1212 E VISTA WAY
 VISTA, CA 92084
 (760) 758-4400

WORK ORDER # [REDACTED]
 DATE 06/05/14 10:15 AM
 INVOICE # [REDACTED]
 TRANSACTION # [REDACTED]
 EMPLOYEES 24797 24797 24797
 57397 57397 2479

CUSTOMER

[REDACTED]
 VISTA, CA [REDACTED]

Don't know why put down Chevrolet truck

VEHICLE INFO

LICENSE [REDACTED]
 MILEAGE 68,400
 YEAR 2005
 MAKE CHEVROLET TRUCKS
 MODEL EQUINOX
 ENGINE 3.4L 6Cyl (EFI) Fuel Injected

SERVICE HISTORY

* Indicates service performed at a different store
 DATE MILEAGE SERVICES
 06/05/14 68,400 CAF FS TOP

SERVICE DESCRIPTION

SERVICE DESCRIPTION	UOM	UNIT PRICE	QTY	PRICE
Signature Service				
*INCLUDE BASE OIL FILTER	Each	0.00	1.00	34.99
* AND UP TO 5 QUARTS OF	Each	0.00	1.00	Included
* CONVENTIONAL OIL	Each	0.00	1.00	Included
OIL FILTER MD3387A	Each	5.99	1.00	Included
FORMULA SHELL 5W30	Quart	5.49	4.50	Included
OIL BEYOND FILL CAPACITY	Quart	5.49	0.50	Included
LABOR		1.55	1.00	Included
			Subtotal	34.99

The Jiffy Lube Signature Service(R) Oil Change includes 5 quarts of oil or less for all vehicles. Vehicle oil capacity is based on year, make, model and engine type. The OIL BEYOND FILL CAPACITY item above appears on the invoice to allow manual calculation of service price, and does not change service price or sales tax.

CABIN AIR FILTER C25490	Each	49.99	1.00	49.99
RESERVOIR REFILL SERVICE				
RECYCLED ANTIFREEZE	Quart	3.99	1.00	0.00
RECYCLED ANTIFREEZE	Quart	3.99	0.00	Included
*RECYCLED ANTIFREEZE	Each	0.00	1.00	3.99
*MEETS OR EXCEEDS	Each	0.00	1.00	Included
*MANUFACTURER REQUIREMEN	Each	0.00	1.00	Included
			Subtotal	3.99

CONTINUED ON NEXT PAGE
 PAGE 1 OF 3

AUTHORIZED & RECEIVED BY

Jiffy Lube Signature Service® Oil Change includes up to 5 quarts of oil and oil filter. Additional oil may require an additional charge.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

Jiffy Lube International, Inc. All Rights Reserved 2008

Cardholder acknowledges receipt of goods and/or services in the amount of the total shown hereon and agrees to perform the obligations set forth in the Cardholder's agreement with the issuer.

17836274



Jiffy Lube # 432
 Heartland Automotive Svc IIEPA # CAL000282853
 1213 E VISTA WAY
 VISTA, CA 92084
 (760) 758-4400

BAR # ARD233837

WORK ORDER # [REDACTED]
 DATE 06/05/14 10:15 AM
 INVOICE # [REDACTED]
 TRANSACTION # [REDACTED]
 EMPLOYEES 24797 24797 24797
 57397 57397 2479

CUSTOMER

[REDACTED]
 VISTA, CA [REDACTED]

VEHICLE INFO

LICENSE [REDACTED]
 MILEAGE 68,400
 YEAR 2005
 MAKE CHEVROLET TRUCKS
 MODEL EQUINOX
 ENGINE 3.4L 6Cyl (DI) Fuel Injected

SERVICE HISTORY

* Indicates service performed at a different store
 DATE MILEAGE SERVICES
 06/05/14 68,400 OIL FS TOP

SERVICE DESCRIPTION	UOM	UNIT PRICE	QTY	PRICE
I acknowledge notice and oral approval of an increase in the original estimated price.				
		Labor Subtotal		1.55
		Parts Subtotal		87.41

Signature _____

CONTINUED ON NEXT PAGE
 PAGE 2 OF 3

Cardholder acknowledges receipt of goods and/or services in the amount of the total shown hereon and agrees to perform the obligations set forth in the Cardholder's agreement with the issuer.

AUTHORIZED & RECEIVED BY
 Jiffy Lube Signature Service® Oil Change includes up to 5 quarts of oil and oil filter. Additional oil may require an additional charge.
 ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

2700250



Jiffy Lube # 432
 Heartland Automotive Svc IIEPA # CAL000222253
 11315 E VISTA WAY
 VISTA, CA 92084
 (760) 759-4400

WORK ORDER # [REDACTED]
 DATE 08/07/14 10:15
 INVOICE # [REDACTED]
 TRANSACTION # [REDACTED]
 EMPLOYEE-S 24797 24797 247
 37397 37397 04

CUSTOMER

VISTA, CA [REDACTED]

VEHICLE INFO

PLATE [REDACTED]
 MILEAGE 68,400
 YEAR 2005
 MAKE CHEVROLET TRUCKS
 MODEL EQUINOX
 ENGINE 3.5L 2005 GM 4 Cyl. Injected

SERVICE HISTORY

* Indicates service performed at different store
 DATE MILEAGE SERVICES
 05-05-14 68,400 OIL PS RW

SERVICE CHECKLIST

ALL LEVEL PRIOR TO SERVICE 150 OZ. L
 CHANGE OIL CHANGED
 CHANGE OIL FILTER CHANGED
 LUBRICATE CHASSIS SEALED
 CHECK WIPER BLADES OK
 CHECK AIR FILTER REC REP
 CHECK RADIATOR OVERFLOW ADDED
 CHECK SERPENTINE BELT OK
 CHECK TIRE PRESSURE F35 F35
 CHECK LIGHTS OK
 VACUUM FLOORS COMPLETED
 CHECK TRANSMISSION/TRANSAXLE FULL
 CHECK DIFFERENTIAL FLUID N/A
 CHECK BRAKE FLUID LEVEL FULL
 CHECK POWER STEERING FLUID FULL
 CHECK WINDSHIELD WASHWAX FLUID ADDED
 CHECK CABIN AIR FILTER OK

PAYMENT INFO

GROSS SALES 86.
 LESS: ENCAP 10.
 NET SALES 76.
 PARTS TAX 7.
 TOTAL 83.
 DEBIT CARD ***** [REDACTED] 80

SERVICE COMMENTS

QUALITY INSPECTION BY A. GALDAS
 THANK YOU FOR CHOOSING JIFFY LUBE

REMARKS

Schedule next service on September 03, 2014 or 71400 miles.
 "COURTESY IN BEST SERVICE IS OUR # 1 GOAL"

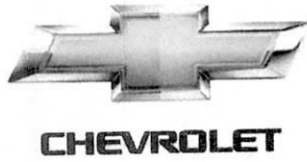
PAGE 2 OF 2

Cardholder acknowledges receipt of goods and/or services in the amount of the total shown hereon and agrees to perform the obligations set forth in the Cardholder's agreement with the issuer.

Jiffy Lube Signature Service® Oil Change includes up to 5 quarts of oil and oil filter. Additional oil may require an additional charge.

AUTHORIZED & RECEIVED BY

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.



January 28, 2016

[Redacted]
Vista, CA [Redacted]

Service Request: [Redacted]

Dear [Redacted]

Thank you again for making us aware of the situation with your 2005 Chevrolet Equinox. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

In circumstances such as these, Chevrolet believes that our customers should have the opportunity to deal with unresolved matters in a fast and fair resolution process. For that reason, we participate in the Better Business Bureau's BBB AUTO LINE program, an independent resolution process administered by the Council of Better Business Bureaus. BBB AUTO LINE provides mediation and arbitration for eligible warranty-related issues.

As a Chevrolet customer, BBB AUTO LINE is available to you at no cost. The BBB AUTO LINE program is discussed in your vehicle's "Warranty and Owner Assistance Information Booklet."

To contact the BBB AUTO LINE, or get more information about the program, call the BBB at 1-800-955-5100 (Monday through Friday during normal business hours). You may also access the BBB AUTO LINE website by visiting www.dr.bbb.org/goauto.

Whether you contact them by telephone or Internet, the BBB will provide you with full program details, current eligibility standards of the BBB AUTO LINE program and will assist you with any questions you have.

Thank you for the opportunity to review this matter.

Sincerely,

Chevrolet Customer Assistance Center

Called Westlaw Chevrolet
on 2-22-16 at 9:00
said it would
300 cost 25000
800.00
Engine auto zone 760-806-9784
\$1 2134,99 plus tax
Westlaw Chev. 760-438-1001
7,982.00
Jennifer or Mike Smith



NEW MOTOR VEHICLE BOARD

1507 21ST Street, Suite 330, Sacramento, California 95811
Telephone: (916) 445-1888 Legal Fax: (916) 323-1632 Mediation Fax (916) 323-1632
Legal E-mail: nmvp@nmvb.ca.gov Mediation E-mail: nmvpmediation@nmvb.ca.gov
Website: www.nmvp.ca.gov

Edmund G. Brown Jr., Governor
State of California

Brian P. Kelly, Secretary
California State Transportation Agency

Glenn E. Stevens, President • Victoria Rusnak, Vice-President

Ramon Alvarez C. • Anthony A. Batarse Jr. • Ryan L. Brooks • Kathryn E. Doi • Rahim Hassanally • David C. Lizarraga • Bismarck Obando

January 7, 2016

[REDACTED]
Vista, CA [REDACTED]

Case # [REDACTED]

Dear [REDACTED]

Enclosed is a copy of the email I received from General Motors LLC regarding your complaint.

The Board's legislative mandate is to "amicably" resolve disputes of this nature and mediation is voluntary on all parties. In view of General Motors LLC's position it appears the matter cannot be amicably resolved at this time since General Motors LLC states that they are not going to be participating in mediation through our office. I regret that I will be unable to be of further assistance to you and will close your case.

General Motors LLC's response directs you to arbitration through the BBB Autoline. However, you may find that arbitration has limitations as to the kinds of disputes that arbitration will hear, and your dispute may not be allowed into arbitration because of the miles on your vehicle. As an alternative, you might consider pursuing the matter in small claims court.

Respectfully,

Jackie Grassinger
Mediator

Enclosure

cc: General Motors LLC



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

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 22-FEB-2016
Repository
Reference No. 10837586

OWNER INFORMATION (Type or Print)

Name [Redacted] Daytime Telephone Number [Redacted] E-mail Address [Redacted]
Address [Redacted]
City VISTA State CA Zip Code [Redacted] Evening Telephone Number [Redacted]

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 2CNDL63F15 [Redacted]
Make CHEVROLET Model EQUINOX Model Year 2005
Date Purchased 7-2009 Dealer's Name and Telephone Number Security Chevrolet Engine: No: Cylinders Fuel Type: Regular
Original Owner Dealer's City Vista State Ca Zip Code 92083
Transmission Type Antilock Brakes Powertrain Multiple Failure: Incident Date(s) 01-DEC-2015
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: ENGINE (PWS) When Mileage reaches 70,000 to 80,000 on odometer this problem occurs.
Failure Mileage 84000 Failure Speed 70

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

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

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

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

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 [Redacted] Number of Deaths [Redacted] Reported to Police [Redacted]

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 2005 CHEVROLET EQUINOX. THE CONTACT STATED THAT WHILE DRIVING AT 70 MPH, THE HEAD GASKET ON THE ENGINE FRACTURED CAUSING THE ENGINE TO OVERHEAT AND WATER FLOODED ON THE ENGINE COMPARTMENTS. THE VEHICLE WAS TAKEN TO BE REPAIRED BUT THE DETAILS WERE UNKNOWN. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 84,000. 81,000

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.



Customer Service (760) 741-4044 Ext. 114
 Or take our survey at www.expresstire.com
 ALL PARTS ARE NEW UNLESS OTHERWISE DESIGNATED.
 WARRANTIES ARE STATED ON REVERSE SIDE.
 NO OTHER WARRANTIES OFFERED OR IMPLIED.

EXPRESS TIRE.....68
 2030 HACIENDA DR.
 VISTA, CA 92084
 Phone: (760) 941-7555

Sold To: [Redacted]
 VISTA, CA [Redacted]

WORK ORDER

Invoice Date	Cust No.	Order No.	Page	Invoice No.
01/20/2015	1	[Redacted]	1 / 1	
License [Redacted]		Mileage: 72810		Time in 9:20 AM
2005 CHEVROLET EQUINOX				

Front & Rear PSI:35, Torque:100
 BAR# ARD155485 EPA CAL000067237 TODD SCHOBERT, MANAGER

*** Consumer Safety Warning on Reverse**

Ship To:

Purchase Ord. No.	Sales Person	Main Phone	Other Phone	Ship Via
87F	[Redacted]	[Redacted]	[Redacted]	

CASH
 VIN: 2CNDL63F156 [Redacted]
 Entered: TODD

Item No.	Description	Qty Ordered	Qty Shipped	F.E.T.	Price	Net Extension
18228	REAR WHEEL CYLINDERS	2	2		49.99	99.98
SL	REPLACE REAR WHEEL CYLINDERS	1.00	1.00		120.00	120.00
30495	BRAKE SYSTEM FLUID EXCHANGE *FILL TO MANUFACTURER SPECS	1.00	1.00		67.00	67.00
BF	BRAKE FLUID _____ PINTS *REPLACE FLUID IN MASTER CYLINDER	1	1		12.99	12.99
AIR	FRONT _____ REAR _____ PSI	0.00	0.00		0.00	0.00
EXPR1	YOUR CUSTOMER EXPERIENCE? TELL US	0.00	0.00		0.00	0.00
EXPR2	AT WWW.EXPRESSTIRE.COM/REVIEWS	0.00	0.00		0.00	0.00
58886	58886 WARRANTY/CUSTOMER SAT PARTS	1-	1-		112.97	112.97-
58885	58885 WARRANTY/CUSTOMER SAT LABOR	1.00-	1.00-		187.00	187.00-

Estimate	Total	Description	Contact (Ph)	Date	Time	Authorized By
Original	0.00	0.00	In Person	01/20/15	9:20 AM	

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE

X _____
 [Redacted Signature]
 X _____
 Customer Authorization for Estimate

Non-Taxable Amount: 0.00
 Taxable Amount: 0.00
COD
Total: 0.00

*ALL REQUESTED TIRES & WHEELS MUST BE PICKED UP THE DAY OF THE TRANSACTION OR THEY WILL BE SCRAPPED. *ALL LUG NUTS ON CUSTOM OR ALLOY WHEELS MUST BE RE-TORQUED AFTER 25 MILES AND CHECKED PERIODICALLY

Performed	Verified	Performed	Verified
Drain Plug:		Air Pressure:	
Oil Filter:		Lugs Torqued:	
Oil Fluid:		Test Drive:	
Oil Sticker:		Additional Repair:	



Customer Service (760) 741-4044 Ext. 114
Or take our survey at www.expresstire.com

CASH SALE

Invoice Date	Cust No.	Order No.	Page	Invoice No.
03/05/2013	1	[REDACTED]	1 / 2	[REDACTED]
License: [REDACTED] Mileage: 60718			Time in 8:48 AM Time out 1:31 PM	
COPY				
2005 CHEVROLET EQUINOX BAR# ARD155485 EPA CAL000067237 RICHIE LAUBY, MANAGER				

EXPRESS TIRE.....68
2030 HACIENDA DR.
VISTA, CA 92084
Phone: (760) 941-7555

Sold To: [REDACTED]
VISTA, CA [REDACTED]

Ship To:

Purchase Ord. No.	Sales Person	Main Phone	Other Phone	Ship Via	CASH Entered: CHRIS Finalized: MERIDETH	
07B	[REDACTED]	[REDACTED]				

Item No.	Description	Qty Ordered	Qty Shipped	F.E.T.	Price	Net Extension
PMA	COURTESY INSP/INCL BRKS	1	1		0.00	0.00
AIR	LF 35 RF 35 LR 35 RR 35 PSI	0	0		0.00	0.00
EXPR1	YOUR CUSTOMER EXPERIENCE? TELL US	0	0		0.00	0.00
EXPR2	AT WWW.EXPRESSTIRE.COM/REVIEWS	0	0		0.00	0.00
30495	BRAKE SYSTEM FLUID EXCHANGE *FILL TO MANUFACTURER SPECS	1	1		67.00	67.00
BF	BRAKE FLUID *REPLACE FLUID IN MASTER CYLINDER	1	1		12.99	12.99
18228	UP 3042 REAR BRAKE HARDWARE	1	1		49.99	49.99
01880	TS 10780 REAR BRAKE SHOES	1	1		89.99	89.99
18228	DWC 134.62067 REAR WHEEL CYLINDERS	2	2		49.99	99.98
SL	INSTALL REAR WHEEL CYLINDERS	1	1		105.00	105.00
SL	INSTALL REAR BRAKE SHOES MACHINE *DRUMS	1	1		105.00	105.00
18228	NB 48880083 FRONT BRAKE ROTORS	2	2		101.99	203.98
01880	TS 7794-X FRONT BRAKE PADS	1	1		109.99	109.99
SL	INSTALL FRONT PADS MACHINE NEW *FRONT ROTORS	1	1		105.00	105.00
NB16	NB16 WIPER BLADE	1	1		18.00	18.00
58886	58886 WARRANTY/FRONT BRAKE PADS *CUSTOMER STATES CONCERN THAT THERE *IS A VIBRATION IN BRAKE PEDAL AND *STEERING WHEEL ALSO STATES CONCERN *THAT THE REAR BRAKES ARE GRABBING *PLEASE CHECK AND ADVISE-----> *<----->	1-	1-		109.99	109.99-
21830	21830 CUSTOMER DISCOUNT	1-	1-		20.00	20.00-
21804	21804 CUSTOMER DISCOUNT PARTS	1-	1-		20.00	20.00-

Estimate	Total	Description	Contact (Ph)	Date	Time	Authorized By
Original	0.00		In Person	03/05/13	8:46 AM	
Revised	856.93	customer request replace front rotors warranty front pads replace rear brake shoes wheel cylinders and brake hardware	In Person	03/05/13	9:41 AM	[REDACTED]

Pay Method	Account	Amount	Signature
Cash		500.00	
MC/VISA	*** [REDACTED]	355.60	

Sub-Total Parts: 454.93
Sub-Total Labor: 362.00
Non-Taxable Amount: 362.00
Taxable Amount: 454.93
Tax 8.500%: 38.67

COD

Total: 855.60

	Performed	Verified		Performed	Verified
Drain Plug:			Air Pressure:		
Oil Filter:			Lugs Torqued:		
Oil Fluid:			Test Drive:		
Oil Sticker:			Additional Repair:		



Customer Service (760) 741-4044 Ext. 114
 Or take our survey at www.expresstire.com
ALL PARTS ARE NEW UNLESS OTHERWISE DESIGNATED.
WARRANTIES ARE STATED ON REVERSE SIDE.
NO OTHER WARRANTIES OFFERED OR IMPLIED.
 EXPRESS TIRE.....68
 2030 HACIENDA DR.
 VISTA, CA 92084
 Phone: (760) 941-7555

CASH SALE

Invoice Date	Cust No.	Order No.	Page	Invoice No.
01/02/2016	1	[REDACTED]	1 / 1	[REDACTED]
License: [REDACTED] Mileage: 81233			Time in 9:16 AM Time out 11:11 AM	
2005 CHEVROLET EQUINOX			COPY	

BAR# ARD155485 EPA CAL000067237 TODD SCHOBERT, MANAGER

*** Consumer Safety Warning on Reverse**
*** Arbitration Agreement on Reverse**

Sold To: [REDACTED]
 VISTA, CA [REDACTED]

Ship To:

Purchase Ord. No.	Sales Person	Main Phone	Other Phone	Ship Via	CASH
66T	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	VIN: 2CNDL63F156 [REDACTED] Entered: TYLER Finalized: BRENT

Item No.	Description	Qty Ordered	Qty Shipped	F.E.T.	Price	Net Extension
01C	OIL CHANGE UP TO 5 QUARTS	1	1		0.00	0.00
530	5W-30 OIL QUANTITY: 5 QUARTS	5	5		5.99	29.95
SPEC2	FILL TO FULL MARK ON DIPSTICK	1	1		0.00	0.00
01	OIL FILTER 21040	1	1		5.99	5.99
2180401C	01C CUSTOMER DISCOUNT PARTS	1-	1-		16.95	16.95-
15032	TIRE ROTATION	1.00	1.00		0.00	0.00
PMA	COURTESY INSPECTION	1.00	1.00		0.00	0.00
AIR	FRONT 35 REAR 35 PSI	0.00	0.00		0.00	0.00
EXPR1	YOUR CUSTOMER EXPERIENCE? TELL US	0.00	0.00		0.00	0.00
EXPR2	AT WWW.EXPRESSTIRE.COM/REVIEWS	0.00	0.00		0.00	0.00

Estimate	Total	Description	Contact (Ph)	Date	Time	Authorized By
Original	20.60	20.60	In Person	01/02/16	9:16 AM	

Pay Method	Account	Amount	Signature
MC/VISA	** [REDACTED]	20.60	[REDACTED]

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

X _____

[REDACTED]

X _____

Customer Authorization for Total

Sub-Total Parts: 18.99
 Non-Taxable Amount: 0.00
 Taxable Amount: 18.99
 Tax 8.500%: 1.61
COD
Total: 20.60

*****AGREEMENT TO ARBITRATE*****
 SEE REVERSE SIDE OF THIS DOCUMENT FOR FULL AGREEMENT

	Performed	Verified		Performed	Verified
Drain Plug:			Air Pressure:		
Oil Filter:			Lugs Torqued:		
Oil Fluid:			Test Drive:		
Oil Sticker:			Additional Repair:		



Customer Service (760) 741-4044 Ext. 114
 Or take our survey at www.express tire.com
 ALL PARTS ARE NEW UNLESS OTHERWISE DESIGNATED.
 WARRANTIES ARE STATED ON REVERSE SIDE.
 NO OTHER WARRANTIES OFFERED OR IMPLIED.

EXPRESS TIRE.....68
 2030 HACIENDA DR.
 VISTA, CA 92084
 Phone: (760) 941-7555

Sold To: [Redacted]
 VISTA, CA [Redacted]

CASH SALE

Invoice Date	Cus No.	Order No.	Page	Invoice No.
01/17/2015	[Redacted]	[Redacted]	1 / 2	[Redacted]
License: [Redacted]		Mileage: 72766		Time in 8:26 AM Time out 10:18 AM
2005 CHEVROLET EQUINOX BAR# ARD155485 EPA CAL000067237 TODD SCHOBERT, MANAGER				

* Consumer Safety Warning on Reverse

Ship To:

Purchase Ord. No.	Sales Person	Main Phone	Other Phone	Ship Via
68C	[Redacted]	[Redacted]	[Redacted]	

CASH
 VIN: 2CNDL63F156 [Redacted]
 Entered: EPIFinalized: TODD

Item No.	Description	Qty Ordered	Qty Shipped	F.E.T.	Price	Net Extension
01C	OIL CHANGE UP TO 5 QUARTS	1	1		0.00	0.00
530	5W-30 OIL QUANTITY: 4.5 QUARTS	5	5		5.99	29.95
SPEC2	FILL TO FULL MARK ON DIPSTICK	1	1		0.00	0.00
01	OIL FILTER 21040	1	1		5.99	5.99
2180401C	01C CUSTOMER DISCOUNT PARTS	1-	1-		16.95	16.95-
15032	TIRE ROTATION	1.00	1.00		0.00	0.00
PMA	COURTESY INSPECTION	1.00	1.00		0.00	0.00
AIR	FRONT 35 REAR 35 PSI	0.00	0.00		0.00	0.00
EXPR1	YOUR CUSTOMER EXPERIENCE? TELL US	0.00	0.00		0.00	0.00
EXPR2	AT WWW.EXPRESSTIRE.COM/REVIEWS	0.00	0.00		0.00	0.00
	*XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX					
	*RECOMMEND REPLACE SERPENTINE BELT					
	*RECOMMEND UPGRADE RADIATOR HOSES					
	*RECOMMEND REPLACE COOLANT					
	*RECOMMEND RE-SEAL TIMING COVER					
	*RECOMMEND REPLACE AIR FILTER					
	*RECOMMEND REPLACE PCV & ELBOW					
	*RECOMMEND TRANSMISSION SERVICE					
	*RECOMMEND TUNE UP WITH PLUGS,					
	*WIRES AND FUEL SYSTEM SERVICE.					
	*RECOMMEND REPLACE BATTERY					
	*RECOMMEND REPLACE 2 TIRES					
	*RECOMMEND WHEEL ALIGNMENT					
	*RECOMMEND REPLACE REAR BRAKE WHEEL					
	*CYLINDERS AND BRAKE FLUID CHANGE.					
	*RECOMMEND UPGRADE SHOCKS/STRUTS					
	*RECOMMEND REPLACE BOTH HEADLIGHT					
	*ASSEMBLIES (WATER FILLED).					
	*XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX					

Replaced Thermostat and Gaskets
Check Fine

Estimate	Total	Description	Contact (Ph)	Date	Time	Authorized By
Original	20.60	20.60	In Person	01/17/15	8:25 AM	

Pay Method	Account	Amount	Signature
MC/VISA	**** [Redacted]	20.60	[Redacted]

Sub-Total Parts: 18.99
 Non-Taxable Amount: 0.00
 Taxable Amount: 18.99
 Tax 8.500%: 1.61
COD
Total: 20.60

Performed	Verified	Performed	Verified
Drain Plug:		Air Pressure:	
Oil Filter:		Lugs Torqued:	
Oil Fluid:		Test Drive:	
Oil Sticker:		Additional Repair:	

> ~~View~~ Original Message

> From: CustomerAssistance@Chevrolet.com
> [mailto:CustomerAssistance@Chevrolet.com]
> Sent: Tuesday, January 05, 2016 6:58 AM
> To: NMVBMediation@NMVB
> Subject: [REDACTED] VIN#: 2CNDL63F156 [REDACTED]

>
> New Motor Vehicle Board
> 1507 21st Street, Suite 330
> Sacramento, California 95811

> Re: [REDACTED] VIN#: 2CNDL63F156 [REDACTED]

> Dear: New Motor Vehicle Board,

> This office is in receipt of your recent correspondence dated December
> 22,
> 2015 for and/or in behalf of [REDACTED] owner/lessee of a 2005
> Chevrolet Equinox. We appreciate learning that [REDACTED] is
> experiencing an issue and will research the situation. GM invites
> customer feedback in any form, however our mechanism for addressing
> customer concerns is by direct contact with the customer through our
> network of GM Customer Assistance Centers or through our chosen Third
> Party Dispute Resolution process (BBB Autoline Program) administered
> through the Council of Better Business Bureau. Customers may contact
> us utilizing the published address and/or phone number listed in their vehicle owner manual or
> warranty booklet.

> Chevrolet is not willing to address the concerns of our customers
> through other forums or firms such as the one you represent.

>
> Please advise [REDACTED] to contact Chevrolet via either of the
> mechanisms referred above and we will be pleased to evaluate the
> merits of any issue Sincerely,

> Chevrolet



VISTA, CA

SERVICE ADVISOR RALPH CASAS SR

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.	
23OCT09	23OCT09		2CNDL63F156				23OCT09		
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	C.L.A.	ST. PAY OR RATE	DELIVERY DATE	PREPARED BY	S/A
07:58	08:35	05	CHEVROLET EQUINOX			0.00	01AUG04	904	440
MILEAGE IN	MILEAGE OUT	LICENSE NO.							
36665	36665								

TECH.	TYPE	DESCRIPTION	LABOR	NET/UNIT	TOTAL
A		PERFORM LUBE/OIL/FILTER SERVICE - MULTIPOINT VEHICLE INSPECTION - RESET SERVICE REMINDER AND TIRE MONITOR IF APPLICABLE - VACUUM AND CLEAN WINDOWS			
LOF		PERFORM LUBE/OIL/FILTER SERVICE - MULTIPOINT VEHICLE INSPECTION - RESET SERVICE REMINDER AND TIRE MONITOR IF APPLICABLE - VACUUM AND CLEAN WINDOWS			
		430 CLOF		13.50	13.50
1		19210336 FILTER KI	4.95	4.95	4.95
4		12345610BK OIL5W30BULK			
1		12345610Q 1/2 QUART BULK OIL	2.40	2.40	9.60
			1.25	1.25	1.25
		PERFORM LUBE,OIL AND FILTER CHANGE MULTIPOINT VEHICLE INSPECTION			

THIS ATTACHMENT IS TO NOTIFY YOU OF THE AMENDMENTS TO THE SONG-BEVERLY WARRANTY ACT AS FOLLOWS:

IMPORTANT INFORMATION PLEASE READ
 "A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer of seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement of a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws.

GENERAL MOTORS SERVICE REPLACEMENT PARTS AND ACCESSORIES WARRANTY
 Parts and Accessories Installed By Dealer - 12 months or 12,000 miles, whichever occurs first from date of installation. This warranty covers ONLY repairs or replacements made necessary due to defects in material or workmanship. IT DOES NOT COVER:
 * Conditions resulting from negligence, alteration, accident or use for which the Part or Accessory was not designed or approved by General Motors.
 * Loss of time, inconvenience, loss of use of the vehicle or other economic loss.
 * Damage due to the lack of maintenance or use of wrong fuel, oil or lubricants.

- Customer is hereby notified that the said property is not insured or protected to the amount of the actual cash value thereof, or otherwise, against loss occasioned by theft, fire or vandalism while the property remains with the dealer.
 - Customer states no articles of personal property have been left in the vehicle and dealer is not responsible for inspection thereof.
 - The dealer is not responsible for unavailability of parts or delays in parts shipment beyond dealer's control.
 - Due to the type of service requested, some repairs must be sublet.
 - All charges for repairs including labor and materials furnished are due and payable simultaneously with the delivery of the within described vehicle or prior to delivery upon the expiration of three (3) days after notice that the repairs have been completed. Notice shall be deemed to have been given upon the deposit in the United States mail, postage prepaid, of written notification to that effect addressed to the customer at the address given.
 - If the vehicle described herein is not called for within three (3) days after such notice is given, a storage charge of \$9.00 per day will be made for each day thereafter.
 - Said Dealer is authorized to deliver the vehicle described herein or any of its content to any person presenting this receipt.
 - In addition to any and all other legal remedies available, I authorize Said Dealer to have a lien on the vehicle described herein for all charges for repairs, including labor and parts, storage and/or towing, and to enforce such lien. Said Dealer is hereby expressly authorized to sell said vehicle at public auction after giving a twenty (20) day written notice by certified mail to the legal owner, registered owner, and Department of Motor Vehicles of intent to do so. On the sale date, the vehicle shall be sold to the highest cash bidder and the proceeds of sale must be used first to satisfy the lien plus storage costs and costs incident to sale, and the balance shall be forwarded to the legal owner, or if none, to the registered owner, or if the address is unknown, it shall be forwarded to the Department of Motor Vehicles.
- Said expenses for sale shall also include a reasonable attorney's fee, which may be necessarily incurred.
- If any such charges remain unpaid for thirty (30) days after such request for payment, Said Dealer may also refer such charges to its attorneys for collection and the customer will pay a reasonable attorney's fee.

DESCRIPTION	TOTALS
LABOR AMOUNT	13.50
PARTS AMOUNT	15.80
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	29.30
LESS INS. / ADJ.	0.00
SALES TAX	1.46
PLEASE PAY THIS AMOUNT	30.76

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
\$ 35	\$

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

X

X

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

OCT 23 2009

BRK

WARNING-Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. In addition, motor vehicles emit engine exhaust and fumes, and when serviced, cleaned, or maintained generate used oil, waste fluids, fumes, grease, grime, and particulates from component wear, which contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code §26249.5 et seq.) For further information about Proposition 65: <http://www.oehha.org/prop65.html>

NOT RESPONSIBLE FOR DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENT BY SUPPLIER OR MANUFACTURER.



VISTA, CA

SERVICE ADVISOR **KENNETH BAILEY**

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
29MAY08	29MAY08		2CNDL63F156		T57		29MAY08	
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CST. PAY OR RATE	DELIVERY DATE	PREPARED BY	S/A
09:01	14:23	05	CHEVROLET EQUINOX		0.00	01AUG04	904	451
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
21357	21374							

A ABS AND LOW TRAC LIGHTS STAYING ON ADVISE PREV CONCERN
400 SCAN TEST AND INSPECT ABS
 410 CP 0.00 0.00
SCAN TESTED FOUND CODE C0036 INSPECTED LEFT FRONT WHEEL SPEED PERFORMANCE FOUND RETAINER ON SHIELD NOT IN PROPER POSITION REPOSITIONED ROADTESTED 16 MILES AFTER CLEARING COMPUTER LIGHT DID NOT RETURN FUNCTIONING OK AFTER REPAIR.

THIS ATTACHMENT IS TO NOTIFY YOU OF THE AMENDMENTS TO THE SONG-BEVERLY WARRANTY ACT AS FOLLOWS:

IMPORTANT INFORMATION PLEASE READ
 *A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer of seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement of a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws.

GENERAL MOTORS SERVICE REPLACEMENT PARTS AND ACCESSORIES WARRANTY
 Parts and Accessories Installed By Dealer - 12 months or 12,000 miles, whichever occurs first from date of installation. This warranty covers ONLY repairs or replacements made necessary due to defects in material or workmanship. IT DOES NOT COVER:
 * Conditions resulting from negligence, alteration, accident or use for which the Part or Accessory was not designed or approved by General Motors.
 * Loss of time, inconvenience, loss of use of the vehicle or other economic loss.
 * Damage due to the lack of maintenance or use of wrong fuel, oil or lubricants.

1. Customer is hereby notified that the said property is not insured or protected to the amount of the actual cash value thereof, or otherwise, against loss occasioned by theft, fire or vandalism while the property remains with the dealer.

2. Customer states no articles of personal property have been left in the vehicle and dealer is not responsible for inspection thereof.

3. The dealer is not responsible for unavailability of parts or delays in parts shipment beyond dealer's control.

4. Due to the type of service requested, some repairs must be sublet.

5. All charges for repairs including labor and materials furnished are due and payable simultaneously with the delivery of the within described vehicle or prior to delivery upon the expiration of three (3) days after notice that the repairs have been completed. Notice shall be deemed to have been given upon the deposit in the United States mail, postage prepaid, of written notification to that effect addressed to the customer at the address given.

6. If the vehicle described herein is not called for within three (3) days after such notice is given, a storage charge of \$9.00 per day will be made for each day thereafter.

7. Said Dealer is authorized to deliver the vehicle described herein or any of its content to any person presenting this receipt.

8. In addition to any and all other legal remedies available, I authorize Said Dealer to have a lien on the vehicle described herein for all charges for repairs, including labor and parts, storage and/or towing, and to enforce such lien. Said Dealer is hereby expressly authorized to sell said vehicle at public auction after giving a twenty (20) day written notice by certified mail to the legal owner, registered owner, and Department of Motor Vehicles of intent to do so. On the sale date, the vehicle shall be sold to the highest cash bidder and the proceeds of sale must be used first to satisfy the lien plus storage costs and costs incident to sale, and the balance shall be forwarded to the legal owner, or if none, to the registered owner, or if the address is unknown, it shall be forwarded to the Department of Motor Vehicles.

Said expenses for sale shall also include a reasonable attorney's fee, which may be necessarily incurred.

9. If any such charges remain unpaid for thirty (30) days after such request for payment, Said Dealer may also refer such charges to its attorneys for collection and the customer will pay a reasonable attorney's fee.

NOT RESPONSIBLE FOR DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENT BY SUPPLIER OR MANUFACTURER.

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

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
\$ 0	\$

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

X

FOR YOUR CONVENIENCE, PARTS AND SERVICE NOW OPEN 8:00 TO 4:00 ON SATURDAYS !!! ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

WARNING: Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. In addition, motor vehicles emit engine exhaust and fumes, and when serviced, cleaned, or maintained generate used oil, waste fluids, fumes, grease, grime, and particulates from component wear, which contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: <http://www.oehha.org/prop65.html>

BAR # ABO06171 FID # 95-2563962 EPA # CAD04774427



1100 East Vista Way
Vista, California 92084-4612
(760) 724-8611 Fax: (760) 724-3095

VISTA, CA

RALPH CASAS SR

SERVICE ADVISOR

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
09JAN09	09JAN09		2CNDL63F156		T4.		09JAN09	
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOUR RATE	DELIVERY DATE	PREPARED BY	S/A
08:04	10:02	05	CHEVROLET EQUINOX		0.00	01AUG04	906	440
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
25970	25970							

TECH.	TYPE	HOURS	LIBRARY	NET/UNIT	TOTAL
A PERFORM LUBE/OIL/FILTER SERVICE - MULTIPOINT VEHICLE INSPECTION - RESET SERVICE REMINDER IF APPLICABLE - LOF PERFORM LUBE/OIL/FILTER SERVICE - MULTIPOINT VEHICLE INSPECTION - RESET SERVICE REMINDER IF APPLICABLE -					
	422 CLOF			13.50	13.50
1	25010792 FILTER	7.90		4.95	4.95
4	12345610BK OIL5W30BULK	2.40		2.40	9.60
1	12345610Q 1/2 QUART BULK OIL	1.25		1.25	1.25
PERFORM LUBE,OIL AND FILTER CHANGE.					

THIS ATTACHMENT IS TO NOTIFY YOU OF THE AMENDMENTS TO THE SONG-BEVERLY WARRANTY ACT AS FOLLOWS:

IMPORTANT INFORMATION PLEASE READ
"A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer of seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement of a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws.

GENERAL MOTORS SERVICE REPLACEMENT PARTS AND ACCESSORIES WARRANTY
Parts and Accessories Installed By Dealer - 12 months or 12,000 miles, whichever occurs first from date of installation. This warranty covers ONLY repairs or replacements made necessary due to defects in material or workmanship. IT DOES NOT COVER:

- * Conditions resulting from negligence, alteration, accident or use for which the Part or Accessory was not designed or approved by General Motors.
- * Loss of time, inconvenience, loss of use of the vehicle or other economic loss.
- * Damage due to the lack of maintenance or use of wrong fuel, oil or lubricants.

**** PRE-INVOICE ****

- Customer is hereby notified that the said property is not insured or protected to the amount of the actual cash value thereof, or otherwise, against loss occasioned by theft, fire or vandalism while the property remains with the dealer.
- Customer states no articles of personal property have been left in the vehicle and dealer is not responsible for inspection thereof.
- The dealer is not responsible for unavailability of parts or delays in parts shipment beyond dealer's control.
- Due to the type of service requested, some repairs must be sublet.
- All charges for repairs including labor and materials furnished are due and payable simultaneously with the delivery of the within described vehicle or prior to delivery upon the expiration of three (3) days after notice that the repairs have been completed. Notice shall be deemed to have been given upon the deposit in the United States mail, postage prepaid, of written notification to that effect addressed to the customer at the address given.
- If the vehicle described herein is not called for within three (3) days after such notice is given, a storage charge of \$9.00 per day will be made for each day thereafter.
- Said Dealer is authorized to deliver the vehicle described herein or any of its content to any person presenting this receipt.
- In addition to any and all other legal remedies available, I authorize Said Dealer to have a lien on the vehicle described herein for all charges for repairs, including labor and parts, storage and/or towing, and to enforce such lien. Said Dealer is hereby expressly authorized to sell said vehicle at public auction after giving a twenty (20) day written notice by certified mail to the legal owner, registered owner, and Department of Motor Vehicles of intent to do so. On the sale date, the vehicle shall be sold to the highest cash bidder and the proceeds of sale must be used first to satisfy the lien plus storage costs and costs incident to sale, and the balance shall be forwarded to the legal owner, or if none, to the registered owner, or if the address is unknown, it shall be forwarded to the Department of Motor Vehicles.

Said expenses for sale shall also include a reasonable attorney's fee, which may be necessarily incurred.

9. If any such charges remain unpaid for thirty (30) days after such request for payment, Said Dealer may also refer such charges to its attorneys for collection and the customer will pay a reasonable attorney's fee.

NOT RESPONSIBLE FOR DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENT BY SUPPLIER OR MANUFACTURER.

DESCRIPTION	TOTALS
LABOR AMOUNT	13.50
PARTS AMOUNT	15.80
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	29.30
LESS INS. / ADJ.	0.00
SALES TAX	1.30
PLEASE PAY THIS AMOUNT	30.60

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
\$ 35.00	\$

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

FOR YOUR CONVENIENCE, PARTS AND SERVICE NOW OPEN 8:00 TO 4:00 ON SATURDAYS !!!
ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

By: [Signature]

WARNING: Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects. Chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. In addition, motor vehicles emit engine exhaust and fumes, and when serviced, cleaned, or maintained generate used oil, waste fluids, fumes, grease, grime, and particulates from component wear, which contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: <http://www.oehha.org/prop65.html>

BAR # AB006171 FID # 95-2563962 EPA # CAD047774427



1100 East Vista Way
 Vista, California 92084-4612
 (760) 724-8611 Fax: (760) 724-3095

VISTA, CA

SERVICE ADVISOR **KENNETH BAILEY**

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
22MAY08	23MAY08		2CNDL63F156		T44		23MAY08	
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOUR RATE	DELIVERY DATE	PREPARED BY	S/A
12:04	14:55	05	CHEVROLET EQUINOX		0.00	01AUG04	904	451
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
21284	21284							

A INTERMITTENTLY WHEN STOPPING FEELS VIBRATION THROUGH BRAKE PEDAL
 400 SCAN AND ROADTEST
 410 CP
 SCANNED SYSTEM FOR CODES NONE FOUND ROADTESTED AND UNABLE TO DUPLICATE AT THIS TIME.

THIS ATTACHMENT IS TO NOTIFY YOU OF THE AMENDMENTS TO THE SONG-BEVERLY WARRANTY ACT AS FOLLOWS:

IMPORTANT INFORMATION PLEASE READ
 "A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer of seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement of a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws.

GENERAL MOTORS SERVICE REPLACEMENT PARTS AND ACCESSORIES WARRANTY

Parts and Accessories Installed By Dealer - 12 months or 12,000 miles, whichever occurs first from date of installation. This warranty covers ONLY repairs or replacements made necessary due to defects in material or workmanship. IT DOES NOT COVER:
 * Conditions resulting from negligence, alteration, accident or use for which the Part or Accessory was not designed or approved by General Motors.
 * Loss of time, inconvenience, loss of use of the vehicle or other economic loss.
 * Damage due to the lack of maintenance or use of wrong fuel, oil or lubricants.

- Customer is hereby notified that the said property is not insured or protected to the amount of the actual cash value thereof, or otherwise, against loss occasioned by theft, fire or vandalism while the property remains with the dealer.
- Customer states no articles of personal property have been left in the vehicle and dealer is not responsible for inspection thereof.
- The dealer is not responsible for unavailability of parts or delays in parts shipment beyond dealer's control.
- Due to the type of service requested, some repairs must be sublet.
- All charges for repairs including labor and materials furnished are due and payable simultaneously with the delivery of the within described vehicle or prior to delivery upon expiration of three (3) days after notice that the repairs have been completed. Notice shall be deemed to have been given upon the deposit in the United States mail, postage prepaid, of written notification to that effect addressed to the customer at the address given.
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- Said Dealer is authorized to deliver the vehicle described herein or any of its content to any person presenting this receipt.
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- Said expenses for sale shall also include a reasonable attorney's fee, which may be necessarily incurred.
- If any such charges remain unpaid for thirty (30) days after such request for payment, Said Dealer may also refer such charges to its attorneys for collection and the customer will pay a reasonable attorney's fee.

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

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
\$	\$
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.	
X	
X	

FOR YOUR CONVENIENCE, PARTS AND SERVICE NOW OPEN 8:00 TO 4:00 ON SATURDAYS !!! ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

NOT RESPONSIBLE FOR DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENT BY SUPPLIER OR MANUFACTURER.

WARNING: Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. In addition, motor vehicles emit engine exhaust and fumes, including, but not limited to, carbon monoxide, nitrogen oxides, and particulates from component wear, which cause cancer and birth defects or other reproductive harm. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: <http://www.oehha.org/prop65.htm>

BAR # AB006171 FID # 95-2563962 EPA # CAD047774427
CUSTOMER COPY



VISTA, CA

SERVICE ADVISOR KENNETH BAILEY

Table with columns: REPAIR ORDER WRITTEN, DATE READY, STOCK NO., VEHICLE IDENTIFICATION, CUST. NO., TAG NO., P.O. NO., INVOICE PRINTED, INVOICE NO., TIME IN, TIME READY, YEAR, MAKE & MODEL, TELEPHONE NO., CURT. PAY LAB./H. RATE, DELIVERY DATE, PREPARED BY, S/A. Includes dates 09AUG06 and 08:23, and vehicle info 05 CHEVROLET EQUINOX.

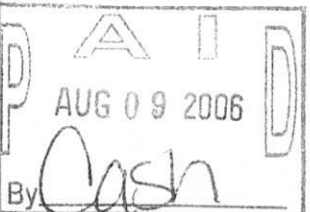
A PERFORM LUBE OIL AND FILTER CHANGE. RESET OIL LIFE MONITOR IF APPLIES. LOF PERFORM LUBE OIL AND FILTER CHANGE. RESET OIL LIFE MONITOR IF APPLIES. 422 CLOF 13.50 13.50 1 25010792 FILTER 7.90 4.95 5 12345610BK 1.80 1.80 9.00 PERFORMED LUBE, OIL AND FILTER CHANGE. B SHUTTLE SERVICE PROVIDED. RIDE SHUTTLE SERVICE PROVIDED. 99 CP 0.00 0.00 PROVIDED SHUTTLE D IGN KEY STICKS FORWARD OR WONT PULL OUT AT TIMES STATES PREV CONCERN 200 TRIM MISC 420 CP 0.00 0.00 ORDERED IGNITION CYLINDER E BOTH DOOR HANDLES INSIDE SCRATCHED UP 200 TRIM MISC 99 CP 0.00 0.00 SCRATCHED HANDLES NOT A FACTORY DEFECT UNABLE ASSIST.

THIS ATTACHMENT IS TO NOTIFY YOU OF THE AMENDMENTS TO THE SONG-BEVERLY WARRANTY ACT AS FOLLOWS: IMPORTANT INFORMATION PLEASE READ 'A buyer of this product in California has the right to have the product serviced or repaired during the warranty period... GENERAL MOTORS SERVICE REPLACEMENT PARTS AND ACCESSORIES WARRANTY Parts and Accessories Installed By Dealer: 12 months or 12,000 miles, whichever occurs first from date of installation.

Table with columns: DESCRIPTION, TOTALS. Includes rows for LABOR AMOUNT (13.50), PARTS AMOUNT (13.99), GAS, OIL, LUBE (0.00), SUBLET AMOUNT (0.00), MISC. CHARGES (0.00), TOTAL CHARGES (27.49), LESS INS. / ADJ. (0.00), SALES TAX (1.08), PLEASE PAY THIS AMOUNT (28.57). Includes text: TIRE ROTATION DECLINED.

Table with columns: ORIGINAL ESTIMATE, AUTHORIZED ADDITIONS. Includes handwritten amount \$50.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. X



NOT RESPONSIBLE FOR DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENT BY SUPPLIER OR MANUFACTURER. WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm... BAR # AB006171 FID # 95-2563962 EPA # CAD047774427



1100 East Vista Way
 Vista, California 92084-4612
 (760) 724-8611 Fax: (760) 724-3095

VISTA, CA

SERVICE ADVISOR **KENNETH BAILEY**

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
02MAY08	06MAY08		2CNDL63F156		153		06MAY08	
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
08:36	10:54	05	CHEVROLET EQUINOX		0.00	01AUG04	906	451
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
21042	21049							

A CUSTOMER STATES ABS AND TC LIGHTS COMING ON AT TIMES
 CAUSE: CODES C0036,C0040 LEFT FRONT HUB AND RIGHT WHEEL SPEED SENSOR FAULTY
 E2321 BEARING AND HUB ASSEMBLY, FRONT WHEEL LEFT REPLACE
 410 WPP
 1 10359823 HUB
 FC: 3L
 PART#: 10359823
 COUNT: 1
 CLAIM TYPE: 0
 AUTH CODE:
 WA
 H2410 SENSOR, WHEEL SPEED FRONT RIGHT REPLACE
 410 WPP
 1 22676175 SENSOR KI
 FC: 3L
 PART#: 22676175
 COUNT: 1
 CLAIM TYPE: 0
 AUTH CODE:
 WA

(N/C)
 (N/C)
 (N/C)
 (N/C)

THIS ATTACHMENT IS TO NOTIFY YOU OF THE AMENDMENTS TO THE SONG-BEVERLY WARRANTY ACT AS FOLLOWS:

IMPORTANT INFORMATION PLEASE READ
 "A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer of seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement of a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws.

GENERAL MOTORS SERVICE REPLACEMENT PARTS AND ACCESSORIES WARRANTY
 Parts and Accessories Installed By Dealer - 12 months or 12,000 miles, whichever occurs first from date of installation.
 This warranty covers ONLY repairs or replacements made necessary due to defects in material or workmanship. IT DOES NOT COVER:
 * Conditions resulting from negligence, alteration, accident or use for which the Part or Accessory was not designed or approved by General Motors.
 * Loss of time, inconvenience, loss of use of the vehicle or other economic loss.
 * Damage due to the lack of maintenance or use of wrong fuel, oil or lubricants.

	DESCRIPTION	TOTALS	ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
1. Customer is hereby notified that the said property is not insured or protected to the amount of the actual cash value thereof, or otherwise, against loss occasioned by theft, fire or vandalism while the property remains with the dealer.	LABOR AMOUNT			
2. Customer states no articles of personal property have been left in the vehicle and dealer is not responsible for inspection thereof.	PARTS AMOUNT			
3. The dealer is not responsible for unavailability of parts or delays in parts shipment beyond dealer's control.	GAS,OIL, LUBE			
4. Due to the type of service requested, some repairs must be sublet.	SUBLET AMOUNT		\$	\$
5. All charges for repairs including labor and materials furnished are due and payable simultaneously with the delivery of the within described vehicle or prior to delivery upon the expiration of three (3) days after notice that the repairs have been completed. Notice shall be deemed to have been given upon the deposit in the United States mail, postage prepaid, of written notification to that effect addressed to the customer at the address given.	MISC. CHARGES			
6. If the vehicle described herein is not called for within three (3) days after such notice is given, a storage charge of \$9.00 per day will be made for each day thereafter.	TOTAL CHARGES			
7. Said Dealer is authorized to deliver the vehicle described herein or any of its content to any person presenting this receipt.	LESS INS. / ADJ.		X	
8. In addition to any and all other legal remedies available, I authorize Said Dealer to have a lien on the vehicle described herein for all charges for repairs, including labor and parts, storage and/or towing, and to enforce such lien. Said Dealer is hereby expressly authorized to sell said vehicle at public auction after giving a twenty (20) day written notice by certified mail to the legal owner, registered owner, and Department of Motor Vehicles of intent to do so. On the sale date, the vehicle shall be sold to the highest cash bidder and the proceeds of sale must be used first to satisfy the lien plus storage costs and costs incident to sale, and the balance shall be forwarded to the legal owner, or if none, to the registered owner, or if the address is unknown, it shall be forwarded to the Department of Motor Vehicles. Said expenses for sale shall also include a reasonable attorney's fee, which may be necessarily incurred.	SALES TAX			
9. If any such charges remain unpaid for thirty (30) days after such request for payment, Said Dealer may also refer such charges to its attorneys for collection and the customer will pay a reasonable attorney's fee.	PLEASE PAY THIS AMOUNT		X	
<p>WARNING: Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes and wheel balancing weights. In addition, motor vehicles emit engine exhaust and fumes, and when serviced, cleaned, or maintained generate used oil, waste fluids, fumes, grease, grime, and particulates from component wear, which contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. (Post'd in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq. For further information about Proposition 65: http://www.oehha.org/prop65.html)</p>				

NOT RESPONSIBLE FOR DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENT BY SUPPLIER OR MANUFACTURER.

BAR # AB006171 FID # 95-2563962 EPA # CAD047774427

VISTA, CA



SERVICE ADVISOR **KENNETH BAILEY**

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
26JUN09	26JUN09		2CNDL63F156		T40		26JUN09	
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
08:08	10:44	05	CHEVROLET EQUINOX		0.00	01AUG04	903	451
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
30619	30619							

TECH.	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
A PERFORM LUBE/OIL/FILTER SERVICE - MULTIPOINT VEHICLE INSPECTION - RESET SERVICE REMINDER AND TIRE MONITOR IF APPLICABLE - VACUUM AND CLEAN WINDOWS					
LOF PERFORM LUBE/OIL/FILTER SERVICE - MULTIPOINT VEHICLE INSPECTION - RESET SERVICE REMINDER AND TIRE MONITOR IF APPLICABLE - VACUUM AND CLEAN WINDOWS					
	420 CLOF			13.50	13.50
1	19210284 FILTER	7.90	4.95		4.95
4	12345610BK OIL5W30BULK	2.40	2.40		9.60
1	12345610Q 1/2 QUART BULK OIL	1.25	1.25		1.25
PERFORMED LUBE OIL AND FILTER					

THIS ATTACHMENT IS TO NOTIFY YOU OF THE AMENDMENTS TO THE SONG-BEVERLY WARRANTY ACT AS FOLLOWS:

IMPORTANT INFORMATION PLEASE READ
 "A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer of seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement of a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws.

GENERAL MOTORS SERVICE REPLACEMENT PARTS AND ACCESSORIES WARRANTY
 Parts and Accessories Installed By Dealer - 12 months or 12,000 miles, whichever occurs first from date of installation. This warranty covers ONLY repairs or replacements made necessary due to defects in material or workmanship. IT DOES NOT COVER:
 * Conditions resulting from negligence, alteration, accident or use for which the Part or Accessory was not designed or approved by General Motors.
 * Loss of time, inconvenience, loss of use of the vehicle or other economic loss.
 * Damage due to the lack of maintenance or use of wrong fuel, oil or lubricants.

**** PRE-INVOICE ****

- Customer is hereby notified that the said property is not insured or protected to the amount of the actual cash value thereof, or otherwise, against loss occasioned by theft, fire or vandalism while the property remains with the dealer.
- Customer states no articles of personal property have been left in the vehicle and dealer is not responsible for inspection thereof.
- The dealer is not responsible for unavailability of parts or delays in parts shipment beyond dealer's control.
- Due to the type of service requested, some repairs must be sublet.
- All charges for repairs including labor and materials furnished are due and payable simultaneously with the delivery of the within described vehicle or prior to delivery upon the expiration of three (3) days after notice that the repairs have been completed. Notice shall be deemed to have been given upon the deposit in the United States mail, postage prepaid, of written notification to that effect addressed to the customer at the address given.
- If the vehicle described herein is not called for within three (3) days after such notice is given, a storage charge of \$9.00 per day will be made for each day thereafter.
- Said Dealer is authorized to deliver the vehicle described herein or any of its content to any person presenting this receipt.
- In addition to any and all other legal remedies available, I authorize Said Dealer to have a lien on the vehicle described herein for all charges for repairs, including labor and parts, storage and/or towing, and to enforce such lien. Said Dealer is hereby expressly authorized to sell said vehicle at public auction after giving a twenty (20) day written notice by certified mail to the legal owner, registered owner, and Department of Motor Vehicles of intent to do so. On the sale date, the vehicle shall be sold to the highest cash bidder and the proceeds of sale must be used first to satisfy the lien plus storage costs and costs incident to sale, and the balance shall be forwarded to the legal owner, or if none, to the registered owner, or if the address is unknown, it shall be forwarded to the Department of Motor Vehicles.
- Said expenses for sale shall also include a reasonable attorney's fee, which may be necessarily incurred.
- If any such charges remain unpaid for thirty (30) days after such request for payment, Said Dealer may also refer such charges to its attorneys for collection and the customer will pay a reasonable attorney's fee.

NOT RESPONSIBLE FOR DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENT BY SUPPLIER OR MANUFACTURER.

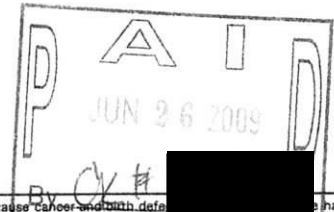
DESCRIPTION	TOTALS
LABOR AMOUNT	13.50
PARTS AMOUNT	15.80
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	29.30
LESS INS. / ADJ.	0.00
SALES TAX	1.46
PLEASE PAY THIS AMOUNT	30.76

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
\$ 30.76	\$

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

X

**DUE FOR INJECTOR SERVICE
 REAR BRAKE SERVICE
 RECOMMEND NEW TIRES SOON
 INSTALLED \$178.00 EACH**



WARNING: Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. In addition, motor vehicles emit engine exhaust and fumes, and when serviced, cleaned, or maintained generate used oil, waste fluids, fumes, grease, grime, and particulates from component wear, which contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: <http://www.oehha.org/prop65.html>

BAR # AB006171 FID # 95-2563962 EPA # CAD047774427

CUSTOMER COPY

CHEVROLET

SECURITY

1100 East Vista Way
 Vista, California 92084-4612
 (760) 724-8611 Fax: (760) 724-3095

PARTS RETURN POLICY
MUST HAVE ORIGINAL INVOICE, CONTAINER CANNOT BE DAMAGED OR WRITTEN ON.
12 MONTHS - 12,000 MILES WARRANTY.
INSPECT PARTS BEFORE ACCEPTING.

WARNING: Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. In addition, motor vehicles emit engine exhaust and fumes, and when serviced, cleaned, or maintained generate used oil, waste fluids, fumes, grease, grime, and particulates from component wear, which contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: <http://www.oehha.org/prop65.html>

DATE ENTERED 09 JUL 08	YOUR ORDER NO.	DATE SHIPPED 15 JUL 08	INVOICE DATE 15 JUL 08	INVOICE NUMBER [REDACTED]
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ACCOUNT NO. [REDACTED]

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PAGE 1 OF 1

SHIP VIA	CASH	B/L NO.	CASH-B/S TRUCK	VISTA CA.										
QUANTITY	PART NO.	DESCRIPTION	LIST	NET	AMOUNT									
1	5491208	MOLDING	282.50	282.50	282.50									
1	15873302	FILM	31.14	31.14	31.14									
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">PARTS</td> <td style="text-align: right;">313.64</td> </tr> <tr> <td>SUBLET</td> <td></td> </tr> <tr> <td>FREIGHT</td> <td style="text-align: right;">0.00</td> </tr> <tr> <td>SALES TAX</td> <td style="text-align: right;">0.00</td> </tr> <tr> <td>TOTAL</td> <td style="text-align: right;">\$313.64</td> </tr> </table>					PARTS	313.64	SUBLET		FREIGHT	0.00	SALES TAX	0.00	TOTAL	\$313.64
PARTS	313.64													
SUBLET														
FREIGHT	0.00													
SALES TAX	0.00													
TOTAL	\$313.64													
CUSTOMER'S SIGNATURE														
X														

CUSTOMER COPY



VISTA, CA



SERVICE ADVISOR **KENNETH BAILEY**

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
17JAN06	17JAN06		2CNDL63F156		T39		17JAN06	
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
09:07	09:48	05	CHEVROLET EQUINOX		0.00	01AUG04	906	451
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
6739	6739							

TECH.	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
A PERFORM LUBE OIL AND FILTER CHANGE. RESET OIL LIFE MONITOR IF APPLIES.					
LOF PERFORM LUBE OIL AND FILTER CHANGE. RESET OIL LIFE MONITOR IF APPLIES.					
	421 CLOF			13.50	13.50
	1 25010792 OIL FLTR		7.90	4.95	4.95
	5 12345610BK		1.80	1.80	9.00
PERFORMED LUBE OIL AND FILTER CHANGE.					
B** ROTATE ALL 4 TIRES, USE THE MODIFIED X PATTERN UNLESS SPECIFIED OTHERWISE.					
	11 ROTATE ALL 4 TIRES, USE THE MODIFIED X PATTERN UNLESS SPECIFIED OTHERWISE.			13.50	13.50
ROTATED ALL FOUR TIRES.					

THIS ATTACHMENT IS TO NOTIFY YOU OF THE AMENDMENTS TO THE SONG-BEVERLY WARRANTY ACT AS FOLLOWS:

IMPORTANT INFORMATION PLEASE READ

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Parts and Accessories Installed By Dealer - 12 months or 12,000 miles, whichever occurs first from date of installation. This warranty covers ONLY repairs or replacements made necessary due to defects in material or workmanship. IT DOES NOT COVER:

- * Conditions resulting from negligence, alteration, accident or use for which the Part or Accessory was not designed or approved by General Motors.
- * Loss of time, inconvenience, loss of use of the vehicle or other economic loss.
- * Damage due to the lack of maintenance or use of wrong fuel, oil or lubricants.

**** PRE-INVOICE ****

1. Customer is hereby notified that the said property is not insured or protected to the amount of the actual cash value thereof, or otherwise, against loss occasioned by theft, fire or vandalism while the property remains with the dealer.

2. Customer states no articles of personal property have been left in the vehicle and dealer is not responsible for inspection thereof.

3. The dealer is not responsible for unavailability of parts or delays in parts shipment beyond dealer's control.

4. Due to the type of service requested, some repairs must be sublet.

5. All charges for repairs including labor and materials furnished are due and payable simultaneously with the delivery of the within described vehicle or prior to delivery upon the expiration of three (3) days after notice that the repairs have been completed. Notice shall be deemed to have been given upon the deposit in the United States mail, postage prepaid, of written notification to that effect addressed to the customer at the address given.

6. If the vehicle described herein is not called for within three (3) days after such notice is given, a storage charge of \$9.00 per day will be made for each day thereafter.

7. Said Dealer is authorized to deliver the vehicle described herein or any of its content to any person presenting this receipt.

8. In addition to any and all other legal remedies available, I authorize Said Dealer to have a lien on the vehicle described herein for all charges for repairs, including labor and parts, storage and/or towing, and to enforce such lien. Said Dealer is hereby expressly authorized to sell said vehicle at public auction after giving a twenty (20) day written notice by certified mail to the legal owner, registered owner, and Department of Motor Vehicles of intent to do so. On the sale date, the vehicle shall be sold to the highest cash bidder and the proceeds of sale must be used first to satisfy the lien plus storage costs and costs incident to sale, and the balance shall be forwarded to the legal owner, or if none, to the registered owner, or if the address is unknown, it shall be forwarded to the Department of Motor Vehicles.

Said expenses for sale shall also include a reasonable attorney's fee, which may be necessarily incurred.

9. If any such charges remain unpaid for thirty (30) days after such request for payment, Said Dealer may also refer such charges to its attorneys for collection and the customer will pay a reasonable attorney's fee.

DESCRIPTION	TOTALS
LABOR AMOUNT	27.00
PARTS AMOUNT	13.95
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	40.95
LESS INS. / ADJ.	0.00
SALES TAX	1.08
PLEASE PAY THIS AMOUNT	42.03

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
\$ 46.00	\$

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

FOR YOUR CONVENIENCE, PARTS AND SERVICE NOW OPEN 8:00 TO 4:00 ON SATURDAYS !!!

PAID JAN 17 2006

WARNING: Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. In addition, motor vehicles emit engine exhaust and fumes, and when serviced, cleaned, or maintained generate used oil, waste fluids, fumes, grease, grime, and particulates from component wear, which contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: <http://www.oehha.org/prop65.html>

NOT RESPONSIBLE FOR DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENT BY SUPPLIER OR MANUFACTURER.

BAR # AB006171 FID # 95-2563962 EPA # CAD047774427

CUSTOMER COPY

WESELOH CHEVROLET

5335 PASEO DEL NORTE
CARLSBAD, CALIFORNIA 92008-4339
PH (760) 438-1001

SERVICE RECEPTION HOURS:
MONDAY - FRIDAY 8:30 A.M. TO 6:00 P.M.
SATURDAY 8:00 A.M. TO 4:00 P.M.

SERVICE HOURS:
MONDAY - FRIDAY 8:30 A.M. TO 6:00 P.M.
SATURDAY 8:00 A.M. TO 4:00 P.M.

SERVICE CASHIER HOURS:
MONDAY - FRIDAY 7:30 A.M. TO 6:00 P.M.
SATURDAY 8:00 A.M. TO 4:00 P.M.

**BODY SHOP: MONDAY - FRIDAY 8:00 A.M. TO 5:30 P.M.
NO VEHICLE RELEASED AFTER 6:00 P.M. OR ON WEEKENDS**

B.A.R. # ARD00003243 E.P.A. # CAD 981982135
232 LAPP, DAVID

CUSTOMER # [REDACTED]

WORKORDER

VISTA, CA [REDACTED]

PAGE 1

HOME: [REDACTED] CONT: N/A

BUS: [REDACTED] CELL: [REDACTED]

SERVICE CONSULTANTS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GRAY	05	CHEVROLET EQUINOX	2CNDL63F156 [REDACTED]	[REDACTED]	46435/	T1547	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31JUL04 DD			** WAITER **		0.00	CASH	
R.O. OPENED	READY	OPTIONS: ENG:3.4_Liter_SFI					
28DEC2010 08:22							

VEHICLE SERVICE HISTORY

CLSD DTE

RO#	S/A	MILEAGE	OP CODE	TECH.	TYPE	DESCRIPTION
252398	232	44689	24AUG10	G20	23	CPC DIFFERENTIAL
				N03	54	CPT IGNITION SYSTEM (WIRING & SWITCH)
245725	232	41488	15APR10	Z00	22	CPC Lube, Oil & Filter with Synthetic Blend Oil
				9998		CLUB LUBE-OIL-GREASE CHARGES
				Z06	22	CPC Multi-point inspection

LINE OP CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

A Z00 CPC Lube, Oil & Filter with Synthetic Blend Oil
EST: MISC 38.00 TOTAL 38.00

B Z06 CPC Multi-point inspection

C J76 CPC CHECK ENGINE LIGHT
EST: MISC 98.00 TOTAL 98.00

D Z06 CPC Multi-point inspection

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: <http://www.oehha.org/prop65.html>.

BY LAW, YOU MAY CHOOSE ANOTHER FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TESTS INDICATE ARE NECESSARY.

ALL PARTS REMOVED WILL BE DISCARDED UNLESS REQUESTED BY THE CUSTOMER.

SAVE

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any cause beyond your control or for delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection at my risk. An express lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

X

DATE

CUSTOMER'S AUTHORIZATION

"HAZARDOUS WASTE DISPOSAL" WHICH INCLUDES SUCH ITEMS AS ENGINE OIL, AUTOMATIC TRANSMISSION FLUID, ANTI-FREEZE, DIFFERENTIAL FLUID, BATTERIES, FILTERS, ETC. WILL BE CHARGED AS A SEPARATE CHARGE IF REMOVED IN THE SERVICING OF YOUR VEHICLE.

HAZARDOUS WASTE DISPOSAL	TEAR DOWN ESTIMATE	ORIGINAL ESTIMATE
\$	\$	\$
ADDL. COST	REV. ESTIMATE	TIME
PERSON CONTACTED	IN PERSON	H
	BY PHONE	B
		BY
ADDL. COST	REV. ESTIMATE	TIME
PERSON CONTACTED	IN PERSON	H
	BY PHONE	B
		BY

TEARDOWN ESTIMATE: I UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED WITHIN DAYS OF THE DATE SHOWN ABOVE IF I CHOOSE NOT AUTHORIZE THE SERVICES RECOMMENDED.

CUSTOMER COPY

CUSTOMER #: [REDACTED]

INVOICE

WESELOH CHEVROLET

5335 PASEO DEL NORTE
CARLSBAD, CALIFORNIA 92008-4339
(760) 438-1001
www.weselo.com

VISTA, CA [REDACTED]

PAGE 1

HOME: [REDACTED] CONT: N/A
BUS: [REDACTED] CELL: [REDACTED]

SERVICE CONSULTANTS: 232 DAVID LAPP

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GRAY	05	CHEVROLET EQUINOX	2CNDL63F156 [REDACTED]	[REDACTED]	46435/46437	T1547	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31JUL04 DD			15:00 28DEC10		0.00	CASH	28DEC10

R.O. OPENED [REDACTED] READY [REDACTED] OPTIONS: ENG:3.4_Liter_SFI

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A Lube, Oil & Filter with Synthetic Blend Oil							
	Z00	Lube, Oil & Filter with Synthetic Blend Oil				16.00	16.00
		22 CPC	0.30				
	1	19210284 FILTER			6.50	6.50	6.50
LUBE USED 4 1/2QTS OIL CLUB						10.26	10.26
PARTS:	6.50	LABOR:	16.00	OTHER:	10.26	TOTAL LINE A:	32.76

46435 0.30 4.5 QTS SEMI SYNTHETIC OIL 5W/30 PF47 OIL FILTER

B Multi-point inspection							
Z06 Multi-point inspection							
	22	CPC	0.00			0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

46435 0.00 MULTI POINT INSPECTION DONE CHECKED ALL FLUIDS AND TOP THEM OFF. REC 50K SERVICE. AIR FILTER. B/G FUEL INDUCTION SERVICE. TRANNY SERVICE. REC WIPERS

C CHECK ENGINE LIGHT							
J76 CHECK ENGINE LIGHT							
	6	CPC	2.00			201.89	201.89
	1	24507563 THERMOSTA			22.10	22.10	22.10
	1	12346290 COOLANT			20.19	20.19	20.19
	1	12608814 SENSOR			31.46	31.46	31.46
PARTS:	73.75	LABOR:	201.89	OTHER:	0.00	TOTAL LINE C:	275.64

46435 THERMOSTAT & COOLANT SENSOR FAIL. 2,0. CODE P0128, TEST, REPLACE THERMOSTAT & COOLANTSENSOR, CLEAR CODE, ROAD TEST AFTER REPAIR : OK.

D Multi-point inspection							
Z06 Multi-point inspection							
	22	CPC	0.00			0.00	0.00

B.A.R. # ARD0003243 E.P.A. # CAD 981982135
ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.
 SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT.
 CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF.
NOTICE TO CONSUMER:
PLEASE READ IMPORTANT INFORMATION ON BACK.
 ALL PARTS AND ACCESSORIES AND LABOR ARE WARRANTED FOR 12,000 MILES OR 12 MONTHS. THIS WARRANTY IS IN LIEU OF ANY OTHER EXPRESS OR IMPLIED WARRANTY.
POWER OF ATTORNEY
 The undersigned, hereinafter called "Insured" for the consideration of repairs made to "Insured's" automobile, made to insured's entire satisfaction by Weseloh Chevrolet Hummer Co. does hereby grant to Weseloh Chevrolet Hummer Co. insured's power of attorney to sign or endorse any checks, and/or drafts made payable to insured and any releases thereto, as settlement for insured's claim for damages to the above described vehicle.
 SIGNED BY

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	DESCRIPTION	TOTALS
\$	\$	LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INS./ADJ.	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, greases, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code 25249.5 et seq.) For further information about Proposition 65: <http://www.oehha.org/prop65.html>

CUSTOMER COPY

CUSTOMER #:

WESELOH CHEVROLET

5335 PASEO DEL NORTE
CARLSBAD, CALIFORNIA 92008-4339
(760) 438-1001
www.weselo.com

INVOICE

PAGE 2

VISTA, CA
HOME:
BUS:

CONT:N/A
CELL:

SERVICE CONSULTANTS: 232 DAVID LAPP

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GRAY	05	CHEVROLET EQUINOX	2CNDL63F156		46435/46437	T1547	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31JUL04 DD			15:00 28DEC10		0.00	CASH	28DEC10
R.O. OPENED	READY	OPTIONS: ENG:3.4_Liter_SFI					
08:22 28DEC10	14:19 28DEC10						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL			
PARTS:				0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00

E FUEL INDUCTION SERVICE WITH B/G CLEANER &FUEL TREATMENT**
Z24BG FUEL INDUCTION SERVICE WITH B/G CLEANER
&FUEL TREATMENT
 6 CPC 1.00 98.89 98.89
 1 2901 BG INDUCT CLEAN 47.95 47.95 47.95
PARTS: 47.95 LABOR: 98.89 OTHER: 0.00 TOTAL LINE E: 146.84

46437 MAINTENANCE, 1,0. PERFORM FUEL INDUCTION SERVICE.

F INFO / CUSTOMER REQUEST BLOW OUT AIR FILTER /**
Z0 MAINTENANCE SERVICES
 6 CPC 0.00 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

46435 DONE.

 EST: 98.00 28DEC10 08:22 SA: 232
 EST: 136.00 28DEC10 08:22 SA: 232
 CONTACT: .
 EST: 478.00 28DEC10 10:17 SA: 232
 CONTACT: [REDACTED]
 APPROVED IN PERSON T-STAT AND SENSOR AND INDUCTION SERVICE \$470.00

B.A.R. #	E.P.A. #	ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	DESCRIPTION	TOTALS
ARD00003243	CAD 981982135	\$	\$	LABOR AMOUNT	
ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE. SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF. NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK. ALL PARTS AND ACCESSORIES AND LABOR ARE WARRANTED FOR 12,000 MILES OR 12 MONTHS. THIS WARRANTY IS IN LIEU OF ANY OTHER EXPRESS OR IMPLIED WARRANTY. POWER OF ATTORNEY The undersigned, hereinafter called "Insured" for the consideration of repairs made to "Insured's" automobile, made to insured's entire satisfaction by Weseloh Chevrolet Hummer Co. does hereby grant to Weseloh Chevrolet Hummer Co. insured's power of attorney to sign or endorse any checks, and/or drafts made payable to insured and any releases thereto, as settlement for insured's claim for damages to the above described vehicle. SIGNED BY X		I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. X WE TRUST YOU WERE SERVED IN A COURTEOUS AND PROFESSIONAL MANNER. IF YOU HAVE ANY QUESTIONS, PLEASE NOTIFY YOUR SERVICE ADVISOR IMMEDIATELY. CUSTOMER SIGNATURE X		PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC. CHARGES TOTAL CHARGES LESS INS./ADJ. SALES TAX PLEASE PAY THIS AMOUNT	

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: <http://www.oehha.org/prop65.html>

CUSTOMER COPY

Goodwrench

MULTI-POINT VEHICLE INSPECTION

Name: [Redacted] Year/Model: 05 EQUINOX Date: 12-28-10

Repair Order #: [Redacted] VIN (last 8 digits): 56[Redacted] Odometer: 46435 Tag#: 1547 License#: _____

Checked and OK May Require Attention Soon Requires Immediate Attention

	<input checked="" type="checkbox"/> OnStar active	<input checked="" type="checkbox"/> Service History Check
	<input checked="" type="checkbox"/> Enrolled in OVD	Remaining engine oil life: _____ % Reset: _____ N/A: _____
	<input checked="" type="checkbox"/> Enrolled in DMN	<input checked="" type="checkbox"/> Air Conditioning Performance

WIPER BLADES	CHECK TIRES AND TREAD DEPTH	CHECK BATTERY
<p>LF <input checked="" type="checkbox"/> RF <input checked="" type="checkbox"/></p> <p><input type="checkbox"/> Rear (if applicable)</p> <p><input type="checkbox"/> Windshield condition</p> <p>Cracks _____ Chips _____</p>	<p>(Check body condition)</p> <p>(Check lamps)</p> <p>Lowest Tread Depth: _____ /32</p> <p><input type="checkbox"/> Rotation needed <input type="checkbox"/> Alignment needed</p> <p><input type="checkbox"/> Rotation performed <input type="checkbox"/> Alignment performed</p> <p>Wear Pattern/Damage</p>	<p>Battery condition</p> <p>Battery cables and connections</p>
<p>8/32 or Greater <input checked="" type="checkbox"/></p> <p>7/32 to 4/32 <input checked="" type="checkbox"/></p> <p>3/32 or Less <input checked="" type="checkbox"/></p> <p>PSI@: <u>20</u> set to: <u>32</u> PSI</p> <p>8/32 or Greater <input checked="" type="checkbox"/></p> <p>7/32 to 4/32 <input checked="" type="checkbox"/></p> <p>3/32 or Less <input checked="" type="checkbox"/></p> <p>PSI@: <u>23</u> set to: <u>32</u> PSI</p> <p>LF <input type="checkbox"/> LR <input type="checkbox"/></p>	<p>8/32 or Greater <input checked="" type="checkbox"/></p> <p>7/32 to 4/32 <input checked="" type="checkbox"/></p> <p>3/32 or Less <input checked="" type="checkbox"/></p> <p>PSI@: <u>20</u> set to: <u>37</u> PSI</p> <p>8/32 or Greater <input checked="" type="checkbox"/></p> <p>7/32 to 4/32 <input checked="" type="checkbox"/></p> <p>3/32 or Less <input checked="" type="checkbox"/></p> <p>PSI@: <u>25</u> set to: <u>32</u> PSI</p> <p>RF <input type="checkbox"/> RR <input type="checkbox"/></p>	<p>8/32 or Greater <input checked="" type="checkbox"/></p> <p>7/32 to 4/32 <input checked="" type="checkbox"/></p> <p>3/32 or Less <input checked="" type="checkbox"/></p> <p>PSI@: <u>20</u> set to: <u>37</u> PSI</p> <p>8/32 or Greater <input checked="" type="checkbox"/></p> <p>7/32 to 4/32 <input checked="" type="checkbox"/></p> <p>3/32 or Less <input checked="" type="checkbox"/></p> <p>PSI@: <u>25</u> set to: <u>32</u> PSI</p> <p>RF <input type="checkbox"/> RR <input type="checkbox"/></p>

CHANGE ENGINE OIL & FILTER	CHECK BRAKES/MEASURE FRONT AND REAR LININGS																								
<p><input checked="" type="checkbox"/> CHANGE ENGINE OIL & FILTER <input type="checkbox"/> N/A</p> <p><input checked="" type="checkbox"/> CHECK FLUID LEVELS</p> <table border="1"> <thead> <tr> <th>OK</th> <th>FILLED</th> <th>REQUIRES ATTENTION</th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/></td> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </tbody> </table>	OK	FILLED	REQUIRES ATTENTION	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<p>7 mm (9/32) or greater <input checked="" type="checkbox"/></p> <p>6 mm (8/32) to 4 mm (5/32) <input checked="" type="checkbox"/></p> <p>3 mm (4/32) or less <input checked="" type="checkbox"/></p> <p>4 mm (5/32) or greater <input checked="" type="checkbox"/></p> <p>3 mm (4/32) <input checked="" type="checkbox"/></p> <p>2 mm (3/32) or less <input checked="" type="checkbox"/></p> <p>Lowest Front Lining _____ Lowest Rear Lining _____</p> <p><input checked="" type="checkbox"/> Brake system (also including lines, hoses and parking brake)</p>
OK	FILLED	REQUIRES ATTENTION																							
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>																							
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																							
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<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																							
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																							

ADDITIONAL CHECKS	Additional Recommended Services
<p>Inspect for visible leaks:</p> <p><input checked="" type="checkbox"/> Fuel system (also including gas cap seating)</p> <p><input checked="" type="checkbox"/> Engine, transmission, drive axle, transfer case</p> <p><input checked="" type="checkbox"/> Engine cooling system</p> <p><input checked="" type="checkbox"/> Shocks and struts – also check operation</p> <p>Inspect visual condition:</p> <p><input checked="" type="checkbox"/> Belts: engine, accessory, serpentine, and/or V-drive</p> <p><input checked="" type="checkbox"/> Hoses: engine, power steering and HVAC</p> <p><input checked="" type="checkbox"/> Engine air filter and cabin air filters</p> <p><input checked="" type="checkbox"/> Steering components and steering linkage</p> <p><input checked="" type="checkbox"/> CV drive axle boots or driveshafts and U-joints</p> <p><input checked="" type="checkbox"/> Exhaust system components</p> <p><input checked="" type="checkbox"/> Body components lubrication</p> <p><input checked="" type="checkbox"/> Restraint system component check</p> <p><input checked="" type="checkbox"/> Chassis components lubrication</p> <p><input checked="" type="checkbox"/> Evaporative control system</p>	<p>1) <u>50K service</u></p> <p>2) <u>Air Filter</u></p> <p>3) <u>Big Fuel Induction</u></p> <p>4) <u>Transmission</u></p> <p>5) <u>Wipers</u></p> <p>6) _____</p> <p>7) _____</p> <p>8) _____</p> <p>Service Consultant: _____</p> <p>Technician: <u>JOSE</u> No: <u>27</u></p>



KENNETH BAILEY

SERVICE ADVISOR

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	F.O. NO.	INVOICE PRINTED	INVOICE NO.
08JUL08	08JUL08		2CNDL63F156		T59A		08JUL08	
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
10:28	13:59	05	CHEVROLET EQUINOX		0.00	01AUG04	906	451
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
21868	21871							

A ABS AND LOW TRAC LIGHTS COMING ON AT TIMES PARTS IN 410
CAUSE: CODE C0036 FAILED EBCM, HARNESS BAD CONNECTION
H2505 ELECTRONIC BRAKE AND TRACTION CONTROL MODULE REPLACEMENT
 410 WPP
 1 15274843 MODULE KI
 FC: 6C
 PART#: 15274843
 COUNT: 1
 CLAIM TYPE: 0
 AUTH CODE: WA

H2531 HARNESS, WHEEL SPEED SENSOR JUMPER WIRING (ABS) FRONT LEFT REPLACE
 410 WPP
 1 22715444 HARNESS
 FC: 6C
 PART#: 22715444
 COUNT: 1
 CLAIM TYPE:
 AUTH CODE:
 WA

(N/C)
(N/C)

(N/C)
(N/C)

THIS ATTACHMENT IS TO NOTIFY YOU OF THE AMENDMENTS TO THE SONG-BEVERLY WARRANTY ACT AS FOLLOWS:

IMPORTANT INFORMATION PLEASE READ

"A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer of seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement of a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws.

GENERAL MOTORS SERVICE REPLACEMENT PARTS AND ACCESSORIES WARRANTY

Parts and Accessories Installed By Dealer - 12 months or 12,000 miles, whichever occurs first from date of installation. This warranty covers ONLY repairs or replacements made necessary due to defects in material or workmanship. IT DOES NOT COVER:
 * Conditions resulting from negligence, alteration, accident or use for which the Part or Accessory was not designed or approved by General Motors.
 * Loss of time, inconvenience, loss of use of the vehicle or other economic loss.
 * Damage due to the lack of maintenance or use of wrong fuel, oil or lubricants.

DESCRIPTION	TOTALS	ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
LABOR AMOUNT			
PARTS AMOUNT			
GAS,OIL, LUBE		\$	\$
SUBLET AMOUNT			
MISC. CHARGES			
TOTAL CHARGES			
LESS INS. / ADJ.			
SALES TAX			
PLEASE PAY THIS AMOUNT			

- Customer is hereby notified that the said property is not insured or protected to the amount of the actual cash value thereof, or otherwise, against loss occasioned by theft, fire or vandalism while the property remains with the dealer.
- Customer states no articles of personal property have been left in the vehicle and dealer is not responsible for inspection thereof.
- The dealer is not responsible for unavailability of parts or delays in parts shipment beyond dealer's control.
- Due to the type of service requested, some repairs must be sublet.
- All charges for repairs including labor and materials furnished are due and payable simultaneously with the delivery of the within described vehicle or prior to delivery upon the expiration of three (3) days after notice that the repairs have been completed. Notice shall be deemed to have been given upon the deposit in the United States mail, postage prepaid, of written notification to that effect addressed to the customer at the address given.
- If the vehicle described herein is not called for within three (3) days after such notice is given, a storage charge of \$9.00 per day will be made for each day thereafter.
- Said Dealer is authorized to deliver the vehicle described herein or any of its content to any person presenting this receipt.
- In addition to any and all other legal remedies available, I authorize Said Dealer to have a lien on the vehicle described herein for all charges for repairs, including labor and parts, storage and/or towing, and to enforce such lien. Said Dealer is hereby expressly authorized to sell said vehicle at public auction after giving a twenty (20) day written notice by certified mail to the legal owner, registered owner, and Department of Motor Vehicles of intent to do so. On the sale date, the vehicle shall be sold to the highest cash bidder and the proceeds of sale must be used first to satisfy the lien plus storage costs and costs incident to sale, and the balance shall be forwarded to the legal owner, or if none, to the registered owner, or if the address is unknown, it shall be forwarded to the Department of Motor Vehicles.
Said expenses for sale shall also include a reasonable attorney's fee, which may be necessarily incurred.
- If any such charges remain unpaid for thirty (30) days after such request for payment. Said Dealer may also refer such charges to its attorneys for collection and the customer will pay a reasonable attorney's fee.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

WARNING: Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. In addition, motor vehicles emit engine exhaust and fumes, and when serviced, cleaned, or maintained generate used oil, waste fluids, fumes, grease, grime, and particulates from component wear, which contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: <http://www.oehha.org/prop65.html>

NOT RESPONSIBLE FOR DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENT BY SUPPLIER OR MANUFACTURER.

BAR # ABO06171 FID # 95-2563962 EPA # CAD047774427

CUSTOMER COPY



VISTA, CA [REDACTED]



1100 East Vista Way
Vista, California 92084-4612
(760) 724-8611 Fax: (760) 724-3095

SERVICE ADVISOR **KENNETH BAILEY**

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
08JUL08	08JUL08	[REDACTED]	2CNDL63F156 [REDACTED]	[REDACTED]	T59A		08JUL08	[REDACTED]
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
10:28	13:59	05	CHEVROLET EQUINOX	[REDACTED]	0.00	01AUG04	906	451
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
21868	21871	[REDACTED]						

DUPLICATED CONCERN ON ROAD TEST INTERMITTENT ANTILOCK CODE C0036 STORED IN HISTORY FOUND HARNESS NOT MAKING GOOD CONTACT AT TIMES ,EBCM FAILURE REPLACED BOTH AS NECC RETESTED AND TESTED OK. RECOMMENDED PER TECH ASSISTANCE MATT STEPHAN CASE#10371251

THIS ATTACHMENT IS TO NOTIFY YOU OF THE AMENDMENTS TO THE SONG-BEVERLY WARRANTY ACT AS FOLLOWS:

IMPORTANT INFORMATION PLEASE READ

"A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer of seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement of a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws.

GENERAL MOTORS SERVICE REPLACEMENT PARTS AND ACCESSORIES WARRANTY

Parts and Accessories Installed By Dealer - 12 months or 12,000 miles, whichever occurs first from date of installation.

This warranty covers ONLY repairs or replacements made necessary due to defects in material or workmanship. IT DOES NOT COVER:

- Conditions resulting from negligence, alteration, accident or use for which the Part or Accessory was not designed or approved by General Motors.
- Loss of time, inconvenience, loss of use of the vehicle or other economic loss.
- Damage due to the lack of maintenance or use of wrong fuel, oil or lubricants.

	DESCRIPTION	TOTALS	ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
1. Customer is hereby notified that the said property is not insured or protected to the amount of the actual cash value thereof, or otherwise, against loss occasioned by theft, fire or vandalism while the property remains with the dealer.	LABOR AMOUNT	0.00	S	
2. Customer states no articles of personal property have been left in the vehicle and dealer is not responsible for inspection thereof.	PARTS AMOUNT	0.00		
3. The dealer is not responsible for unavailability of parts or delays in parts shipment beyond dealer's control.	GAS,OIL, LUBE	0.00	\$	\$
4. Due to the type of service requested, some repairs must be sublet.	SUBLET AMOUNT	0.00		
5. All charges for repairs including labor and materials furnished are due and payable simultaneously with the delivery of the within described vehicle or prior to delivery upon the expiration of three (3) days after notice that the repairs have been completed. Notice shall be deemed to have been given upon the deposit in the United States mail, postage prepaid, of written notification to that effect addressed to the customer at the address given.	MISC. CHARGES	0.00	I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.	
6. If the vehicle described herein is not called for within three (3) days after such notice is given, a storage charge of \$9.00 per day will be made for each day thereafter.	TOTAL CHARGES	0.00		
7. Said Dealer is authorized to deliver the vehicle described herein or any of its content to any person presenting this receipt.	LESS INS. / ADJ.	0.00	X [REDACTED]	
8. In addition to any and all other legal remedies available, I authorize Said Dealer to have a lien on the vehicle described herein for all charges for repairs, including labor and parts, storage and/or towing, and to enforce such lien. Said Dealer is hereby expressly authorized to sell said vehicle at public auction after giving a twenty (20) day written notice by certified mail to the legal owner, registered owner, and Department of Motor Vehicles of intent to do so. On the sale date, the vehicle shall be sold to the highest cash bidder and the proceeds of sale must be used first to satisfy the lien plus storage costs and costs incident to sale, and the balance shall be forwarded to the legal owner, or if none, to the registered owner, or if the address is unknown, it shall be forwarded to the Department of Motor Vehicles.	SALES TAX	0.00		
Said expenses for sale shall also include a reasonable attorney's fee, which may be necessarily incurred.	PLEASE PAY THIS AMOUNT	0.00		

FOR YOUR CONVENIENCE, PARTS AND SERVICE NOW OPEN 8:00 TO 4:00 ON SATURDAYS !!! ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

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NOT RESPONSIBLE FOR DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENT BY SUPPLIER OR MANUFACTURER.

BAR # AB006171 FID # 95-2563962 EPA # CAD04774427

CUSTOMER COPY

CUSTOMER #:

WESELOH CHEVROLET

5335 PASEO DEL NORTE
CARLSBAD, CALIFORNIA 92008-4339
(760) 438-1001
www.weselo.com

INVOICE

PAGE 3

VISTA, CA

HOME:

BUS:

CONT: N/A

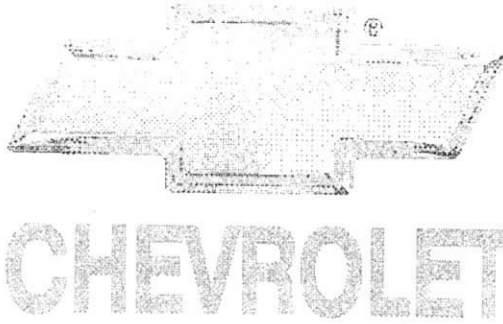
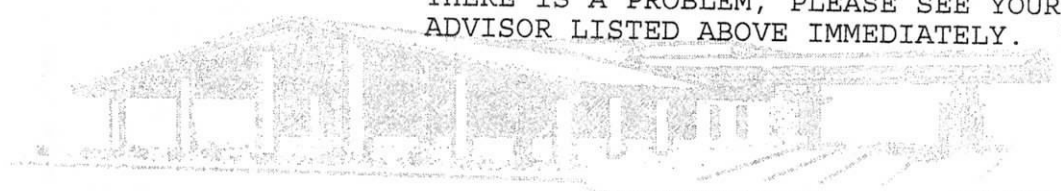
CELL:

SERVICE CONSULTANTS: 232 DAVID LAPP

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GRAY	05	CHEVROLET EQUINOX	2CNDL63F156		46435/46437	T1547
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
31JUL04 DD			15:00 28DEC10		0.00	CASH
R.O. OPENED	READY	OPTIONS: ENG:3.4_Liter_SFI				
08:22 28DEC10	14:19 28DEC10					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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WE ARE COMMITTED TO "FIXING IT RIGHT THE FIRST TIME" AND TO YOUR COMPLETE SATISFACTION WITH YOUR OVERALL SERVICE EXPERIENCE AT THIS DEALERSHIP. WE WOULD APPRECIATE YOUR FILLING OUT AND RETURNING ALL SURVEYS YOU RECEIVE. IF THERE IS A PROBLEM, PLEASE SEE YOUR SERVICE ADVISOR LISTED ABOVE IMMEDIATELY. THANK YOU.



Robert

B.A.R. # ARD00003243 E.P.A. # CAD 981982135

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE. SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF.

NOTICE TO CONSUMER:

PLEASE READ IMPORTANT INFORMATION ON BACK.

ALL PARTS AND ACCESSORIES AND LABOR ARE WARRANTED FOR 12,000 MILES OR 12 MONTHS. THIS WARRANTY IS IN LIEU OF ANY OTHER EXPRESS OR IMPLIED WARRANTY.

POWER OF ATTORNEY

The undersigned, hereinafter called "Insured" for the consideration of repairs made to "Insured's" automobile, made to insured's entire satisfaction by Weseloh Chevrolet Hummer Co. does hereby grant to Weseloh Chevrolet Hummer Co. insured's power of attorney to sign or endorse any checks, and/or drafts made payable to insured and any releases thereto, as settlement for insured's claim for damages to the above described vehicle.

SIGNED BY

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	DESCRIPTION	TOTALS
\$	\$	LABOR AMOUNT	316.78
<input checked="" type="checkbox"/>		PARTS AMOUNT	128.20
<input checked="" type="checkbox"/>		GAS, OIL, LUBE	10.26
<input checked="" type="checkbox"/>		SUBLET AMOUNT	0.00
<input checked="" type="checkbox"/>		MISC. CHARGES	0.00
<input checked="" type="checkbox"/>		TOTAL CHARGES	455.24
<input checked="" type="checkbox"/>		LESS INS./ADJ.	0.00
<input checked="" type="checkbox"/>		SALES TAX	12.12
<input checked="" type="checkbox"/>		PLEASE PAY THIS AMOUNT	467.36

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from cleaning your vehicle. 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: <http://www.oehha.org/pro65.html>

CUSTOMER COPY

WESELOH CHEVROLET HUMMER

5335 PASEO DEL NORTE
CARLSBAD, CALIFORNIA 92008-4339
PH (760) 438-1001

SERVICE RECEPTION HOURS:
MONDAY - FRIDAY 6:30 A.M. TO 6:00 P.M.
SATURDAY 8:00 A.M. TO 4:00 P.M.

SERVICE HOURS:
MONDAY - FRIDAY 6:30 A.M. TO 6:00 P.M.
SATURDAY 8:00 A.M. TO 4:00 P.M.

SERVICE CASHIER HOURS:
MONDAY - FRIDAY 7:30 A.M. TO 6:00 P.M.
SATURDAY 8:00 A.M. TO 4:00 P.M.

BODY SHOP: MONDAY - FRIDAY 8:00 A.M. TO 5:30 P.M.
NO VEHICLE RELEASED AFTER 6:00 P.M. OR ON WEEKENDS
B.A.R. # AA003243 E.P.A. # CAD 981982135

CUSTOMER #: [REDACTED]

WORKORDER

PAGE 1

VISTA, CA [REDACTED]

HOME: [REDACTED] CONT: N/A

BUS: [REDACTED] CELL: [REDACTED]

SERVICE CONSULTANTS: 232 LAPP, DAVID

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GRAY	05	CHEVROLET EQUINOX	2CNDL63F156 [REDACTED]	[REDACTED]	44684/	T1661
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
31JUL04 DD			14:00 24AUG10		0.00	CASH
R.O. OPENED	READY	OPTIONS: ENG:3.4_Liter_SFI				
24AUG2010 07:47						

VEHICLE SERVICE HISTORY

CLSD DTE

RO#	S/A	MILEAGE	OP CODE	TECH.	TYPE	DESCRIPTION
[REDACTED]	232	41488	15APR10			
			Z00	22	CPC	Lube, Oil & Filter with Synthetic Blend Oil
			9998		CLUB	LUBE-OIL-GREASE CHARGES
			Z06	22	CPC	Multi-point inspection

LINE OP CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS
A G20 CPC CUSTOMER REPORTS THE TRACTION CONTROL LIGHT IS COMING ON
EST: MISC 45.00 TOTAL 45.00

B N03 CPT CUSTOMER REPORTS THE KEY STICKS IN THE IGNITION AT TIMES ALSO ATIMES THE KEY WILL COME OUT OF THE IGNITION WHEN THE CAR IS RUNNING
EST: MISC 45.00 TOTAL 45.00

Preliminary Estimate : \$45.00
Current Estimate \$90.00 24AUG 07:47 SA 232

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: <http://www.oehha.org/prop65.html>

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.
I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any cause beyond your control or for delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection at my risk. A separate charge will be made for any repairs thereto.

BY LAW, YOU MAY CHOOSE ANOTHER FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TESTS INDICATE ARE NECESSARY.

ALL PARTS REMOVED WILL BE DISCARDED UNLESS REQUESTED BY THE CUSTOMER.

SAVE

*HAZARDOUS MATERIALS		TEARDOWN ESTIMATE:	
SUCH ITEMS AS ENGINE OIL, AUTOMATIC TRANSMISSION FLUID, ANTI-FREEZE, DIFFERENTIAL FLUID, BATTERIES, FILTERS, ETC. WILL BE CHARGED AS A SEPARATE CHARGE IF REMOVED IN THE SERVICING OF YOUR VEHICLE.		I UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED WITHIN DAYS OF THE DATE SHOWN ABOVE IF I CHOOSE NOT AUTHORIZE THE SERVICES RECOMMENDED.	
ADDL. COST	REV. ESTIMATE	TIME	DATE
\$	\$		
PERSON CONTACTED	<input type="checkbox"/> IN PERSON	<input type="checkbox"/> H	BY
	<input type="checkbox"/> BY PHONE	<input type="checkbox"/> B	
ADDL. COST	REV. ESTIMATE	TIME	DATE
\$	\$		
PERSON CONTACTED	<input type="checkbox"/> IN PERSON	<input type="checkbox"/> H	BY
	<input type="checkbox"/> BY PHONE	<input type="checkbox"/> B	

CUSTOMER COPY

WESELOH CHEVROLET

5335 PASEO DEL NORTE
CARLSBAD, CALIFORNIA 92008-4339
PH (760) 438-1001

SERVICE RECEPTION HOURS:
MONDAY - FRIDAY 8:30 A.M. TO 6:00 P.M.
SATURDAY 8:00 A.M. TO 4:00 P.M.

SERVICE HOURS:
MONDAY - FRIDAY 6:30 A.M. TO 6:00 P.M.
SATURDAY 8:00 A.M. TO 4:00 P.M.

SERVICE CASHIER HOURS:
MONDAY - FRIDAY 7:30 A.M. TO 6:00 P.M.
SATURDAY 8:00 A.M. TO 4:00 P.M.

BODY SHOP: MONDAY - FRIDAY 8:00 A.M. TO 5:30 P.M.
NO VEHICLE RELEASED AFTER 6:00 P.M. OR ON WEEKENDS
B.A.R. # ARD00003243 E.P.A. # CAD 981982135
232 LAPP, DAVID

CUSTOMER # [REDACTED]

[REDACTED]

WORKORDER

PAGE 2

VISTA, CA [REDACTED]

HOME: [REDACTED] CONT: N/A

BUS: [REDACTED] CELL: [REDACTED]

SERVICE CONSULTANTS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GRAY	05	CHEVROLET EQUINOX	2CNDL63F156 [REDACTED]	[REDACTED]	46435/	T1547	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31JUL04 DD			** WAITER **		0.00	CASH	
R.O. OPENED	READY	OPTIONS: ENG:3.4_Liter_SFI					
28DEC2010 08:22							

LINE OP CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

Preliminary Estimate : \$98.00

Current Estimate : \$136.00

28DEC 08:22 SA 232



CHEVROLET

SALES • SERVICE • LEASING • PARTS • BODY REPAIR

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: <http://www.oehha.org/prop65.html>.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.
I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any cause beyond your control or for delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection at my risk. An e [REDACTED] repairs thereto.

<input checked="" type="checkbox"/> HAZARDOUS WASTE DISPOSAL * WHICH INCLUDES SUCH ITEMS AS ENGINE OIL, AUTOMATIC TRANSMISSION FLUID, ANTI-FREEZE, DIFFERENTIAL FLUID, BATTERIES, FILTERS, ETC. WILL BE CHARGED AS A SEPARATE CHARGE IF REMOVED IN THE SERVICING OF YOUR VEHICLE.	ADDL. COST \$ REV. ESTIMATE \$ PERSON CONTACTED [REDACTED]	TEAR DOWN ESTIMATE \$ TIME DATE	ORIGINAL ESTIMATE \$ DATE
	BY LAW, YOU MAY CHOOSE ANOTHER FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TESTS INDICATE ARE NECESSARY.	TEARDOWN ESTIMATE: I UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED WITHIN _____ DAYS OF THE DATE SHOWN ABOVE IF I CHOOSE NOT AUTHORIZE THE SERVICES RECOMMENDED.	<input type="checkbox"/> IN PERSON <input type="checkbox"/> BY PHONE

ALL PARTS REMOVED WILL BE DISCARDED UNLESS REQUESTED BY THE CUSTOMER.

SAVE

CUSTOMER COPY

CUSTOMER #: [REDACTED]

*Mike 8:30 AM
60.00
38 oil choc
\$100 24*

INVOICE

WESELOH CHEVROLET HUMMER

5335 PASEO DEL NORTE
CARLSBAD, CALIFORNIA 92008-4339
(760) 438-1001
www.weselo.com

VISTA, CA [REDACTED]
HOME: [REDACTED] CONT: N/A
BUS: [REDACTED] CELL: [REDACTED]

PAGE 1

760-438-1001
SERVICE CONSULTANTS: 232 DAVID LAPP

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GRAY	05	CHEVROLET EQUINOX	2CNDL63F156 [REDACTED]	[REDACTED]	44684/44689	T1661	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31JUL04 DD			14:00 24AUG10		0.00	CASH	24AUG10
R.O. OPENED	READY	OPTIONS:					
		ENG:3.4_Liter_SFI					
07:47 24AUG10	16:06 24AUG10						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A					A CUSTOMER REPORTS THE TRACTION CONTROL LIGHT IS COMING ON		
					G20 DIFFERENTIAL		
					23 CPC 0.50		

44689 NO CODES IN STORED/STEERING WHEEL OFF CENTER 0.50 ROAD TEST TO CHECK FOR TRACTION LITE COMING ON AND CHECK FOR CODES, NO CODES ARE STORED, UNABLE TO FIND LITE TO COME ON AT THIS TIME, CUSTOMER TO FIND OUT IF LITE IS COMING ON WHEN DRIVING OR TURNING. FOUND THAT STEERING WHEEL IS OFF CENTER/CHECK ALIGNMENT. NO FURTHER REPAIRS DONE AT THIS TIME. RECOM. ROTATE TIRES.

B CUSTOMER REPORTS THE KEY STICKS IN THE IGNITION AT TIMES ALSO AT TIMES THE KEY WILL COME OUT OF THE IGNITION WHEN THE CAR IS RUNNING

N03 IGNITION SYSTEM (WIRING & SWITCH)	54 CPT 0.00		
1 19120647 KEY		0.00	0.00
1 KEYCUT CUT FROM VIN		25.84	25.84 25.84
44684 N/C CUT 1 NEW KEY.		15.00	15.00 15.00

EST: 45.00 24AUG10 07:47 SA: 232
 EST: 90.00 24AUG10 07:47 SA: 232
 CONTACT: .



WE ARE COMMITTED TO "FIXING IT" RIGHT THE FIRST TIME" AND TO YOUR COMPLETE SATISFACTION WITH YOUR OVERALL SERVICE EXPERIENCE AT THIS DEALERSHIP. WE WOULD APPRECIATE YOUR FILLING OUT AND RETURNING ALL SURVEYS YOU RECEIVE. IF THERE IS A PROBLEM, PLEASE SEE YOUR SERVICE ADVISOR LISTED ABOVE IMMEDIATELY. THANK YOU.

B.A.R. # AA003243 E.P.A. # CAD 981982135

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.
 SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT.
 CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF.

NOTICE TO CONSUMER:
 PLEASE READ IMPORTANT INFORMATION ON BACK.
 ALL PARTS AND ACCESSORIES AND LABOR ARE WARRANTED FOR 12,000 MILES OR 12 MONTHS. THIS WARRANTY IS IN LIEU OF ANY OTHER EXPRESS OR IMPLIED WARRANTY.

POWER OF ATTORNEY
 The undersigned, hereinafter called "Insured" for the consideration of repairs made to "Insured's" automobile, made to insured's entire satisfaction by Weseloh Chevrolet Hummer Co. does hereby grant to Weseloh Chevrolet Hummer Co. insured's power of attorney to sign or endorse any checks, and/or drafts made payable to insured and any releases thereto, as settlement for insured's claim for damages to the above described vehicle.

SIGNED BY _____

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	DESCRIPTION	TOTALS
\$	\$	LABOR AMOUNT	44.89
		PARTS AMOUNT	40.84
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	85.73
		LESS INS./ADJ.	0.00
		SALES TAX	3.57
		PLEASE PAY THIS AMOUNT	89.30

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

WE TRUST YOU WERE SERVED IN A COURTEOUS AND PROFESSIONAL MANNER. IF YOU HAVE ANY QUESTIONS, PLEASE NOTIFY YOUR SERVICE ADVISOR IMMEDIATELY.

CUSTOMER SIGNATURE _____

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CUSTOMER COPY

RO No: [REDACTED] Opened: 17JAN06 Closed: 17JAN06 Mileage: 6739
Line Code: B Booker: 453 Comeback: N
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
451 421 CP 11 ROTATE ALL 4 TIRES, USE THE MODIFIED X P
PATTERN UNLESS SPECIFIED OTHERWISE.
PTSS\$ 0.00 LBR\$ 13.50 MSC\$ 0.00

--- 3 of 5 - Dealer: SECU-S -----

RO No: [REDACTED] Opened: 23APR05 Closed: 23APR05 Mileage: 3614
Line Code: A Booker: 411 Comeback: N
Complaint: LOF PERFORM LUBE OIL AND FILTER CHANGE. RESET OIL LIFE MONITOR IF
Cause:
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
453 420 CLOF LOF PERFORM LUBE OIL AND FILTER CHANGE. RESE
ET OIL LIFE MONITOR IF APPLIES.
PTSS\$ 12.95 LBR\$ 13.50 MSC\$ 0.00

--- 4 of 5 - Dealer: SECU-S -----

RO No: [REDACTED] Opened: 29DEC04 Closed: 29DEC04 Mileage: 1898
Line Code: A Booker: 451 Comeback: N
Complaint: 200 PARTS IN IGNITION CYLINDER BINDING
Cause: LOCK CYLINDER BINDING IN IGNITION SWITCH CYLINDER
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....

Press B, S#, Return for next page, EST#, ?, or E to Exit:



Vista, Ca.



CPU U.S. POSTAGE
 PB 1P 000 \$ 2.520
 1128094 MAILED MAR 29 2016
 FCMF 92084



US Department of Transportation
 National Highway Traffic Safety Adm.
 Office of Defects Investigation NEF-100
 1200 New Jersey Ave. SE
 Washington DC, ~~2077-9382~~
 20590

