Thank you Beau for Helping Me out!
Celine with GM Help me Also.

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

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: 10-MAR-2016 MAY 16 2016

Repository ☐

Reference No. 10845936

OWNER INFORMATION (Type or Print)

Name [redacted]

Address [redacted]

City OKLAHOMA CITY | State OK | Zip Code [redacted]

Daytime Telephone Number [redacted]

Evening Telephone Number

E-mail Address

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	Make	Model	Model Year
2G1WX12K339[redacted]	CHEVROLET	MONTE CARLO SS	2003

Date Purchased	Dealer's Name and Telephone Number	Engine: No: Cylinders	Fuel Type:
11-13-2003	Chevrolet Dealership Out of Business	3.4 V6	Super unleaded

Original Owner	Dealer's City	State	Zip Code
☒	Yukon, OK	OK	

Transmission Type		Powertrain	Multiple Failure:	Incident Date(s)
	☒ Antilock Brakes ☐ Cruise Control			15-DEC-2014

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: ENGINE (PWS)	Failure Mileage	Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTMAL9ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:
Tire Component Code		Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

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

APPLICABLE INCIDENT INFORMATION

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

Crash	Fire	Number of Persons Iniured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			N

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

TL* THE CONTACT OWNS A 2003 CHEVROLET MONTE CARLO. THE CONTACT RECEIVED A RECALL NOTIFICATION FOR NHTSA CAMPAIGN NUMBER: 15V701000 (ENGINE, ENGINE COOLANT) AND STATED THAT THE PART NEEDED WAS UNAVAILABLE TO PERFORM THE RECALL REPAIR. THE MANUFACTURER WAS NOT NOTIFIED OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. PARTS DISTRIBUTION DISCONNECT.

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.

#[redacted]1

SMICKLAS CHEVROLET
8900 NORTHWEST EXPRESSWAY
OKLAHOMA CITY, OK 73162
(405) 943-5721

[redacted]

OKLAHOMA CITY, OK[redacted]

THIS SERVICE WILL BE PERFORMED AT **NO CHARGE** TO THE OWNER.

[redacted]

AS A VALUED CHEVROLET OWNER, WE WANT TO LET YOU KNOW THAT GM IS COMMITTED TO QUALITY PRODUCTS AND CUSTOMER SATISFACTION.

ACCORDING TO OUR RECORDS, AS OF MAY 2015, SERVICE HAS NOT BEEN COMPLETED ON THE FOLLOWING OPEN RECALL(S) FOR YOUR CHEVROLET MONTE CARLO:

14350 UNINTENDED IGNITION KEY ROTATION

2yr Later
Part Came in

SCHEDULE YOUR APPOINTMENT TODAY!

[redacted]

GM

GMRPCU518H 00057833F BAC-00000183545 [redacted]

I Just wanted my car fix
or a New Car !!!

[redacted]

[redacted]

, OK [redacted]

ne: [redacted] Bus: [redacted] Customer #: [redacted]

ll: [redacted] Email:

Pickup June Friday 9:30AM 4/1

Tarsse Heron

Kanay

INVOICE Invoice #: [redacted]

Tag #: **T2206**

SMICKLAS CHEVROLET

8900 NW EXPRESSWAY
943-5721 P.O. BOX 12991
OKLAHOMA CITY, OKLAHOMA 73162

FOR SERVICE APPOINTMENT CALL (405) 470-8833

Service Advisor: *50164 RANDALL WALLACE*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
BLACK	03	CHEVROLET MONTE CARL	2G1WX12K339[redacted]		97976	97976

L DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
NOV03			19:00 04JUN15			SDISC	05JUN15	10:01 04JUN15	17:33 05JUN15

ONS: DLR:06274 ENG:3.8 Liter 6Cl

LINE OPCODE TECH TYPE HOURS — LIST — NET — TOTAL

A ADVISE SES LIGHT ON
500 TUNE AND DRIVABILITY
1126 RAGAN,MICHAEL LIC#: 1126
CA — 181.13 — 181.13
1 24505924 (S)THERMOSTAT — 24.90 — 24.90 — 24.90
1 12346290 COOLANT — 20.60 — 20.60 — 20.60
97976 P0128 THERMOSTAT STUCK OPEN 1.50 SCAN AND DIAGNOSE THERMOSTAT STUCK OPEN REPLACE THERMOSTAT AND TOP OFF COOLANT LEVEL.#1126
****

B FRT BRAKE SPECIAL, BEST PADS
300 FRONT END, BRAKE, AND SUSPENSION DEPT
9207 KOPPENAAL,JOSHUA LIC#: 9207
CA — 140.40 — 140.40
1 19152666 (S)PAD KIT — 106.00 — 106.00 — 106.00
97976 1.5/HR TECH 9207 COMP FT BRAKE JOB
****

C TRANS PAN GASKET LEAKING, REPLACE AS PER EST
400 AUTO TRANSMISSION COMPLAINT
1126 RAGAN,MICHAEL LIC#: 1126
CA — 181.13 — 181.13
1 24206182 (S)GASKET — 62.26 — 62.26 — 62.26
8 88862155* DEXRON VI — 7.50 — 7.50 — 60.00
97976 REPLACE TRANS PAN GASKET 1.50 REMOVE TRANS PAN AND REPLACE GASKET AND TOP OF FLUID LEVEL.#1126
****

D REPAIR OIL LEAK AT OIL PAN PER EST
NWD NO WORK DONE
1 CA — 0.00 — 0.00
****

E $19.95 OIL AND FILTER CHANGE, AFTER OIL PAN REPAIR
NWD NO WORK DONE
1 CA — 0.00 — 0.00
****

F COURTESY MULTI-POINT SERVICE AND MAINTENANCE INSPECTION INCLUDING

Red — Did not — NOT — BROWN — Oil Did not — NOT — Did not

3-18 Parts $500.00 Oil Pan Gasket top + bottom 2.2.15 intake

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

This Dispute Resolution Clause applies to any controversy, claim or dispute between the Undersigned and the Servicing Dealership arising out of, any repair or enhancement to the subject vehicle, whether said issues arise prior to, during or subsequent to the repair of a vehicle. The Undersigned and Servicing Dealership agree that all matters addressed within this Clause shall be submitted to binding arbitration, with an Arbitration Service or Arbitrator of the parties' choosing, pursuant to the Federal Arbitration Act, Title 9 U.S.C. § 1, et seq. The parties agree and understand that all disputes arising under case law, statutory law, and all other laws, including but not limited to, all contract, tort and property disputes, including any claim regarding the use, misuse, and/or disclosure of any information or documentation, including, but not limited to, personal or financial information obtained by the dealership from the Undersigned or named owner of the subject vehicle, or about the Undersigned or owner of the subject vehicle, which may arise from the repair or enhancement of the subject vehicle or otherwise or at any time in the future will be subject to binding arbitration in accord with this Agreement. The parties specifically exclude from this Dispute Resolution Clause all claims or disputes subject to the Small Claims Procedures Act of the State of Oklahoma. The parties agree that the arbitrator shall have authority provided for by the law and contract, including but not limited to authority to grant an award or order for money damages, consequential damages, exemplary damages, declaratory relief, or injunctive relief. Arbitration shall be conducted in compliance with the Rules of an Arbitration Service or Arbitrator of the parties' choosing and in conformity with the Federal Rules of Civil Procedure. Any evidence submitted shall be in conformity with the Federal Rules of Evidence. The Arbitrator's award(s) will be entered as a judgment in a court having jurisdiction over the parties. Both the Undersigned and Servicing Dealership acknowledge and understand that they are waiving their right to a jury trial by entering into this agreement. It is agreed that the party filing the arbitration claim shall be responsible for the filing fee. The arbitrator's fee shall be equally divided between the parties. The prevailing party shall be entitled to attorney's fees and costs as allowed by Oklahoma and/or Federal statutes. Servicing Dealership and Undersigned agree that if Dealer must hire legal counsel to enforce or defend Dealer's legal rights under this Dispute Resolution Clause, Undersigned will pay to Dealer its attorneys fees and costs incurred by Dealer in Dealer's successful defense of Dealers' rights hereunder.

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

The Undersigned guarantees payment to the Servicing Dealership for any and all repairs, or improvements made to above described vehicle even though the vehicle may be titled in a name other

The Undersigned hereby grants to SMICKLAS CHEVROLET an express mechanics lien against the above described vehicle for the amount of any outstanding bill owed against the subject vehicle for any repairs, alterations, additions or improvements of any kind performed on the subject vehicle. This lien is by agreement of the parties, and is not dependent on possession of the vehicle by the Servicing Dealership.

In addition to the charges for parts, labor, tax, etc., SMICKLAS CHEVROLET also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, nuts, bolts, screws, hand cleaner, small amounts of lubricant, etc. This

How did we do?

REVIEW US ONLINE BY SCANNING THIS CODE

Google Reviews

yelp Real People. Real Reviews.

cars.com

DealerRater

S CHEVROLET and any other owner or servicer of nt may use any contact information you give us, but not limited to email addresses, cell phone and landline numbers, to contact you, including limited to, using automated dialing equipment, messages and prerecorded messages for nal purposes related to this account, including In addition, by signing below, you agree that S CHEVROLET and any other owner or servicer of unt may deliver or cause to be delivered nents and/or telemarketing calls and text messages automatic telephone dialing system or a d or artificial voice message to the phone number tached to your account. You also understand that not required to provide this authorization as a of obtaining credit or any other product or service.

ER X
RE

authorize the repair work herein set forth to be g with the necessary materials and agree that the is not responsible for loss or damage to the hicle or articles left in the vehicle in case of fire, ny other cause beyond the Dealership's control or lays caused by unavailability of parts or delays in ments by the supplier or transporter. I hereby Dealership and/or its employees permission to e vehicle herein described on streets, highways or for the purpose of testing and/or inspection. The is not responsible for damages from freezing due antifreeze.

My Engine Light was on for 6or7 yrs Till Now!

[redacted]

INVOICE

Invoice #: [redacted]

Tag #: T2206

SMICKLAS CHEVROLET

8900 NW EXPRESSWAY
943-5721 P.O. BOX 12991
OKLAHOMA CITY, OKLAHOMA 73162

FOR SERVICE APPOINTMENT CALL (405) 470-8833

[redacted]

OKC, OK [redacted]

Home: [redacted] Bus: [redacted] Customer # [redacted]

Cell: Email:

Service Advisor: *50164 RANDALL WALLACE*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
BLACK	03	CHEVROLET MONTE CARL	2G1WX12K339[redacted]		97976	97976

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
13NOV03			19:00 04JUN15			SDISC	05JUN15	10:01 04JUN15	17:33 05JUN15

OPTIONS: DLR:05274 ENG:3.8 Liter SFI

```
LINE OPCODE TECH TYPE HOURS                                   LIST      NET     TOTAL
        BRAKES AND TIRES.
     25P COURTESY MULTI-POINT SERVICE AND MAINTENANCE
         INSPECTION INCLUDING BRAKES AND TIRES.
           9207 KOPPENAAL,JOSHUA LIC#: 9207
                CA                                                   0.00      0.00
 97976 COMP
              ***************************************************
MISCELLANEOUS SUPPLIES FOR REPAIR ORDER                                        29.99
  CREATED 2015-05-30 12:44:00PM    NEED TIRES ????????
  TAKEN BY RANDY WA LLACE          WE SELL TIRES CHEAP NOT CHEAP TIRES
                                   PRICE SHOP US !!!!!!!!!!!!!!!!!!!!!!
```

PAID
SMICKLAS CHEVROLET
DOCUMENT #
CK ☐ CC ☐ CASH ☐
INITIALS [redacted]

The 2day when I called it was and They didn't fix my problem I had agreed on $3000.00 for $1,200. for new Brakes and oil Leak

How did we do?

REVIEW US ONLINE BY SCANNING THIS CODE

Google Reviews

yelp Real People. Real Reviews.

cars.com

DealerRater

SMICKLAS CHEVROLET and any other owner or servicer of this account may use any contact information you give us, including but not limited to email addresses, cell phone numbers, and landline numbers, to contact you, including but not limited to, using automated dialing equipment, automated messages and prerecorded messages for informational purposes related to this account, including servicing. In addition, by signing below, you agree that SMICKLAS CHEVROLET and any other owner or servicer of this account may deliver or cause to be delivered advertisements and/or telemarketing calls and text messages using an automatic telephone dialing system or a prerecorded or artificial voice message to the phone number that is attached to your account. You also understand that you are not required to provide this authorization as a condition of obtaining credit or any other product or service.

CUSTOMER SIGNATURE X

I hereby authorize the repair work herein set forth to be done along with the necessary materials and agree that the Dealership is not responsible for loss or damage to the subject vehicle or articles left in the vehicle in case of fire, theft or any other cause beyond the Dealership's control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant the Dealership and/or its employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. The Dealership is not responsible for damages from freezing due to lack of antifreeze.

DATE

This Dispute Resolution Clause applies to any controversy, claim or dispute between the Undersigned and the Servicing Dealership arising out of, any repair or enhancement to the subject vehicle, whether said issues arise prior to, during or subsequent to the repair of a vehicle. The Undersigned and Servicing Dealership agree that all matters addressed within this Clause shall be submitted to binding arbitration, with an Arbitration Service or Arbitrator of the parties' choosing, pursuant to the Federal Arbitration Act, Title 9 U.S.C. § 1, et seq. The parties agree and understand that all disputes arising under base law, statutory law, and all other laws, including but not limited to, all contract, tort and property disputes, including any claim regarding the use, release, and/or disclosure of any information or documentation, including, but not limited to, personal or financial information obtained by the dealership from the Undersigned or named owner of the subject vehicle, or about the Undersigned or owner of the subject vehicle, which may arise from the repair or enhancement of the subject vehicle or otherwise or at any time in the future will be subject to binding arbitration in accord with this Agreement. The parties specifically exclude from this Dispute Resolution Clause all claims or disputes subject to the Small Claims Procedures Act of the State of Oklahoma. The parties agree that the arbitrator shall have authority provided for by the law and contract, including but not limited to authority to grant an award or order for money damages, consequential damages, exemplary damages, declaratory relief, or injunctive relief. Arbitration shall be conducted in compliance with the Rules of an Arbitration Service or Arbitrator of the parties' choosing and in conformity with the Federal Rules of Civil Procedure. Any evidence submitted shall be in conformity with the Federal Rules of Evidence. The Arbitrator's award(s) will be entered as a judgement in a court having jurisdiction over the parties. Both the Undersigned and Servicing Dealership acknowledge and understand that they are waiving their right to a jury trial by entering into this agreement. It is agreed that the party filing the arbitration claim shall be responsible for the filing fee. The arbitrator's fee shall be equally divided between the parties. The prevailing party shall be entitled to attorney's fees and costs as allowed by Oklahoma and/or Federal statutes. Servicing Dealership and Undersigned agree that if Dealer must hire legal counsel to enforce or defend Dealer's legal rights under this Dispute Resolution Clause, Undersigned will pay to Dealer its attorneys fees and costs incurred by Dealer in Dealer's successful defense of Dealers' rights hereunder.

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

The Undersigned guarantees payment to the Servicing Dealership for any and all repairs, or improvements made to above described vehicle even though the vehicle may be titled in a name other than the Undersigned.

The Undersigned hereby grants to SMICKLAS CHEVROLET an express mechanics lien against the above described vehicle for the amount of any outstanding bill owed against the subject vehicle for any repairs, alterations, additions or improvements of any kind performed on the subject vehicle. This lien is by agreement of the parties, and is not dependent on possession of the vehicle by the Servicing Dealership.

In addition to the charges for parts, labor, tax, etc., SMICKLAS CHEVROLET also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, nuts, bolts, screws, hand cleaner, small amounts of lubricant, etc. This charge is calculated as a percentage of the total labor charge.

DESCRIPTION	TOTALS
LABOR AMOUNT	502.66
PARTS AMOUNT	273.76
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	29.99
TOTAL CHARGES	806.41
ADJUSTMENTS	77.00
SALES TAX	25.44
PLEASE PAY THIS AMOUNT	754.85

MasterTech Automotive

www.mastertechautomotiveokc.com
4012 N BARR
OKLAHOMA CITY, OK 73122
Phone: 405-787-8324

my Reg mech. mon

Invoice No. [redacted]

Order Date 08/11/15 12:44 pm
Paid: 08/11/15 03:45 pm

Aug.

[redacted]

OKC OK [redacted]
Home Phone: [redacted]
Work Phone:

03 CHEVROLET MONTE CARLO BLA
Mileage in:99425 out:99425
Lic: [redacted] V6Cyl 3.8 Eng
Vin: 2G1WX12K339[redacted]
Eq: AT AC PS FI
Last in 1/7/2015

My car would get hot and almost peg on Red.!

Job01 CHECK OVERHEAT

Labor: $176.00

COOLING FAN ASM-N	1.0 @	192.60 =$	192.60

DIAGNOSE AND REPLACE COOLING FAN ASSEMBLY

Job Subtotal: $368.60

Unless stated above, all paid repairs are covered (to the original customer) by a 12 mo/12000 mile warranty from the date/miles of the original repair, whichever occurs first. Many parts are covered by the respective manufacturer or supplier with a lifetime limited warranty, please ask for details.
WARRANTY IS LIMITED TO ITEM(S) OR COMPONENTS REPAIRED AND/OR REPLACED.
Any and all expenses incurred in recovering payment or funds due for the above repairs and/or storage fees will be the responsibility of the below signed person.
IT IS THE RESPONSIBILITY OF THE VEHICLES OWNER TO MAINTAIN PROPER FLUID LEVELS. THIS INCLUDES BUT IS NOT LIMITED TO; ENGINE OIL AND COOLANT, TRANSMISSION FLUID, POWER STEERING FLUID, AND BRAKE FLUID. DAMAGE RESULTING FROM FAILURE TO MAINTAIN PROPER FLUID LEVELS IS NOT COVERED UNDER WARRANTY.

_____X_____
AIR CONDITIONING SYSYEMS TYPICALLY CONTAIN MANY DIFFERENT SEALS, GASKETS, HOSES, AND OTHER COMPONENTS. WHILE WE MAKE EVERY EFFORT TO IDENTIFY AND REPAIR ANY LEAKS IN THE SYSTEM, THE REMAINING COMPONENTS ARE NOT WARRANTED AGAINST FUTURE LEAKS. ADDITIONAL REPAIRS WILL BE AT THE VEHICLE OWNERS EXPENSE.

Payments to MasterTech Automotive

Status: Paid Work Order

Payments: $384.97
1 08/11/15 384.97 Check

Cost Summary

Labor	176.00
Parts	192.60
Tax	16.37
Total	$384.97
Payments	384.97
Bal Due	0.00

Thank you for choosing MasterTech Automotive

#2

IMPORTANT SAFETY RECALL

December 2015

15V701

[redacted]

Oklahoma City, OK [redacted]

This notice applies to your vehicle, **VIN: 2G1WX12K339**[redacted]

Dear [redacted]

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

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2003 model year Chevrolet Monte Carlo vehicles equipped with a 3.8L V6 engine. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM safety recall 15757.
- Parts to repair your vehicle are not currently available.
- Previously, your vehicle was repaired under a safety recall for this condition. The remedy procedure performed on your vehicle may not be sufficient to prevent subsequent engine compartment fires relating to this condition. Your vehicle will require further repairs to remedy the condition.
- **Until you have had your vehicle repaired it is recommended that the vehicle be parked outside and not in a garage or other structure.**

Why is your vehicle being recalled?

Drops of engine oil may be deposited on the exhaust manifold through hard braking. This condition could cause an engine compartment fire.

What will we do?

Parts to repair your vehicle are not currently available, but when parts are available, your Chevrolet dealer will replace your engine's front valve cover and front-valve-cover gasket with new parts of an improved design. Your engine's plastic "beauty" cover and plastic oil-fill-tube extension will be removed, if they haven't been already. This service will be performed for you at **no charge**.

When parts are available, we will send you another letter asking you to take your vehicle to your Chevrolet dealer to have your vehicle serviced. You can also check the status of this recall at www.my.gm.com/recalls. If you have already paid for repairs for this condition, a reimbursement request form will be included with the next letter.

GM

IMPORTANT SAFETY RECALL

[redacted]

15-V701 ID Notice

February 2016

10845936 ## Complaint fill

Oklahoma City, OK [redacted]

This notice applies to your vehicle, **VIN: 2G1WX12K339**[redacted]

Dear [redacted]

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

Previously, you were notified that your 2003 model year Chevrolet Monte Carlo was involved in GM recall 15757. This letter is to inform you that parts are now available to repair your vehicle.

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2003 model year Chevrolet Monte Carlo vehicles equipped with a 3.8L V6 engine. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM recall 15757.
- Schedule an appointment with your Chevrolet dealer.
- This service will be performed for you at **no charge**.

march 18. Oil pan Gasket to + Bottom intake

Why is your vehicle being recalled? Drops of engine oil may be deposited on the exhaust manifold through hard braking. This condition could cause an engine compartment fire.

fix 3-18-16

What will we do? Your Chevrolet dealer will replace your engine's front valve cover and front-valve-cover gasket with new parts of an improved design. Your engine's plastic "beauty" cover and plastic oil-fill-tube extension will be removed, if they haven't been already. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 35 to 55 minutes, depending on your vehicle's engine configuration.

2,215.500 parts

Talk to Celine March 21 mang, Smickla

What should you do? You should contact your Chevrolet dealer to arrange a service appointment as soon as possible.

KARISSA-Heron March 14-16

1-800-462-8782 #

GM

Celine

she will Email on my service

Case [redacted]

[redacted]

[redacted]

OKC, OK [redacted]

Home: [redacted] **Bus:** [redacted] Customer # [redacted]

Cell: [redacted] **Email:**

INVOICE

Invoice #: [redacted]

Tag #: **T4747**

SMICKLAS CHEVROLET
8900 NW EXPRESSWAY
943-5721 P.O. BOX 12991
OKLAHOMA CITY, OKLAHOMA 73162

FOR SERVICE APPOINTMENT CALL (405) 470-8833

Service Advisor: ***50164 RANDALL WALLACE***

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
BLACK	03	CHEVROLET MONTE CARL	2G1WX12K339[redacted]		102080	102080

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
13NOV03			19:00 16MAR16			CASH	18MAR16	17:00 16MAR16	12:14 18MAR16

OPTIONS: DLR:[redacted] ENG:3.8_Liter_SFi

How did we do?

REVIEW US ONLINE BY SCANNING THIS CODE

Google Reviews

yelp Real People. Real Reviews.

cars.com

DealerRater

SMICKLAS CHEVROLET and any other owner or servicer of this account may use any contact information you give us, including but not limited to email addresses, cell phone numbers, and landline numbers, to contact you, including but not limited to, using automated dialing equipment, automated messages and prerecorded messages for informational purposes related to this account, including servicing. In addition, by signing below, you agree that SMICKLAS CHEVROLET and any other owner or servicer of this account may deliver or cause to be delivered advertisements and/or telemarketing calls and text messages using an automatic telephone dialing system or a prerecorded or artificial voice message to the phone number that is attached to your account. You also understand that you are not required to provide this authorization as a condition of obtaining credit or any other product or service.

CUSTOMER SIGNATURE X

I hereby authorize the repair work herein set forth to be done along with the necessary materials and agree that the Dealership is not responsible for loss or damage to the subject vehicle or articles left in the vehicle in case of fire, theft or any other cause beyond the Dealership's control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant the Dealership and/or its employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. The dealership is not responsible for damages from freezing due to lack of antifreeze.

X DATE

```
LINE OPCODE TECH TYPE HOURS                                   LIST      NET      TOTAL
A RECALL 15757  see arron for parts
CAUSE: RECALL
     9100840 RECALL 15757
             1126 RAGAN,MICHAEL LIC#: 1126
                  W4C
        1 12590366 (S)COVER                                                     (N/C)
        1 25532619 (S)GASKET                                                    (N/C)
   FC: PART#: 12590366 COUNT: 1                                                 (N/C)
   CLAIM TYPE:
   AUTH CODE:

 102080 PERFORM RECALL 15757 REPLACE FRONT VALVE COVER AND GASKET
 9100840 0.50 PERFORM RECALL REPLACE FRONT VALVE COVER .#1126
             ***************************************************
B COURTESY MULTI-POINT SERVICE AND MAINTENANCE INSPECTION INCLUDING
        BRAKES AND TIRES.
     25P COURTESY MULTI-POINT SERVICE AND MAINTENANCE
          INSPECTION INCLUDING BRAKES AND TIRES.
            1126 RAGAN,MICHAEL LIC#: 1126
                 CA                                                   0.00      0.00
             ***************************************************
C ADVISE OIL LEAK IF OTHER THAN VALVE COVER
     00 DECLINED SERVICE
            1126 RAGAN,MICHAEL LIC#: 1126
                 CA                                                   0.00      0.00
 102080 INSPECT FOR ANY OTHER OIL LEAKS 0.00 INTAKE AND UPPER PLENUM
 AND OIL PAN
             ***************************************************
  CREATED 2016-03-16 09:36:00AM    NEED TIRES ????????
  TAKEN BY SHELLEY BARKER          WE SELL TIRES CHEAP NOT CHEAP TIRES
                                   PRICE SHOP US !!!!!!!!!!!!!!!!!!!!!
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This was crazy!

Then They Said o'Well Keep 2 parts for problem!

When I Took my car in to get it fix I was Told They did not Have the parts. Then They say a case Randy # Told me I Have 2 more oil problems and it will Be $2,215 To fix! I still have to oil Leaks

This Dispute Resolution Clause applies to any controversy, claim or dispute between the Undersigned and the Servicing Dealership arising out of, any repair or enhancement to the subject vehicle, whether said issues arise prior to, during or subsequent to the repair of a vehicle. The Undersigned and Servicing Dealership agree that all matters addressed within this Clause shall be submitted to binding arbitration, with an Arbitration Service or Arbitrator of the parties' choosing , pursuant to the Federal Arbitration Act, Title 9 U.S.C. § 1, et seq. The parties agree and understand that all disputes arising under case law, statutory law, and all other laws, including but not limited to, all contract, tort and property disputes, including any claim regarding the use, misuse, and/or disclosure of any information or documentation, including, but not limited to, personal or financial information obtained by the dealership from the Undersigned or named owner of the subject vehicle, or about the Undersigned or owner of the subject vehicle, which may arise from the repair or enhancement of the subject vehicle or otherwise or at any time in the future will be subject to binding arbitration in accord with this Agreement. The parties specifically exclude from this Dispute Resolution Clause all claims or disputes subject to the Small Claims Procedures Act of the State of Oklahoma. The parties agree that the arbitrator shall have authority provided for by the law and contract, including but not limited to authority to grant an award or order for money damages, consequential damages, exemplary damages, declaratory relief, or injunctive relief. Arbitration shall be conducted in compliance with the Rules of an Arbitration Service or Arbitrator of the parties' choosing and in conformity with the Federal Rules of Civil Procedure. Any evidence submitted shall be in conformity with the Federal Rules of Evidence. The Arbitrator's award(s) will be entered as a judgement in a court having jurisdiction over the parties. Both the Undersigned and Servicing Dealership acknowledge and understand that they are waiving their right to a jury trial by entering into this agreement. It is agreed that the party filing the arbitration claim shall be responsible for the filing fee. The arbitrator's fee shall be equally divided between the parties. The prevailing party shall be entitled to attorney's fees and costs as allowed by Oklahoma and/or Federal statutes. Servicing Dealership and Undersigned agree that if Dealer must hire legal counsel to enforce or defend Dealer's legal rights under this Dispute Resolution Clause, Undersigned will pay to Dealer its attorneys fees and costs incurred by Dealer in Dealer's successful defense of Dealers' rights hereunder.

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

The Undersigned guarantees payment to the Servicing Dealership for any and all repairs, or improvements made to above described vehicle even though the vehicle may be titled in a name other than the Undersigned.

The Undersigned hereby grants to SMICKLAS CHEVROLET an express mechanics lien against the above described vehicle for the amount of any outstanding bill owed against the subject vehicle for any repairs, alterations, additions or improvements of any kind performed on the subject vehicle. This lien is by agreement of the parties, and is not dependent on possession of the vehicle by the Servicing Dealership.

In addition to the charges for parts, labor, tax, etc., SMICKLAS CHEVROLET also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, nuts, bolts, screws, hand cleaner, small amounts of lubricant, etc. This charge is calculated as a percentage of the total labor charge.

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
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	**0.00**

CUSTOMER COPY

THANK YOU!

FROM:

[redacted]
Oklahoma City, OK [redacted]

U.S. POSTAGE
PAID
BETHANY, OK
73008
MAY 02 16
AMOUNT
$2.64
R2304E107158-16

UNITED STATES POSTAL SERVICE
1000 20077

TO:
US Department of Transportation
National Highway Traffic Safety administration
Office of Defects investigation
Address- 1200 New Jersey Avenue SE NEF-10D
Washington. DC.
20077-9382

10458226

USPS TRACKING NUMBER
9500 1141 7037 6123 2267 41

Cushion Mai
8 1/2" x 12"

ReadyPost.