



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

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

08-JUN-2016

JUL 26 2016

Repository ☐

Reference No.

10873206

OWNER INFORMATION (Type or Print)

Name

Address

City

LAS VEGAS

State

NV

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

KL8CD6S97EC

Make

CHEVROLET

Model

SPARK

Model Year

2014

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

19-MAY-2014

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 110000 ELECTRICAL SYSTEM

Failure Mileage

2722

Failure Speed

35

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment

☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(S), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

TL* THE CONTACT OWNS A 2014 CHEVROLET SPARK. ON SEVERAL OCCASIONS, WHILE DRIVING 35-45 MPH, THE VEHICLE STALLED. THE CONTACT WAS ABLE TO RESTART THE VEHICLE ON THE FIRST ATTEMPT. THE DEALER DIAGNOSED THAT THE NEGATIVE BATTERY TERMINAL NEEDED TO BE REPLACED. THE BATTERY TERMINAL AND BATTERY WERE REPLACED, BUT THE FAILURE RECURRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 2,722.

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 to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

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

Reference #10873206

During summer months A/C blows warm, takes 20-40 minutes to slightly cool and vehicle stalls. Service representatives verbally communicated that the weather-high temperatures cause the small compressor to expand with Freon and overfill, which gets into line and shuts fuel, causing vehicle to stall/shut off and GM hasn't come up with a fix. I asked if a larger compressor can be put in the vehicle and I was told that the engine is too small for a larger compressor.

This has been ongoing every summer since the purchase of this vehicle. I fear for my safety in this vehicle. Enclosed are 21 pages with invoices of services and recalls. I reported A/C problems at about 2722 miles and at 15,142 the compressor was replaced yet that didn't fix the problem. I believe it's due to the small size of the engine and compressor as communicated by the service representatives. June 07, 2016 service invoice has recorded the incorrect mileage. The mileage going out was actual 15,825. Within an hour of pick up, while running errands the vehicle stalled. I have witness to the vehicle stalling.

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

Official Business
Penalty for Private Use \$300



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NECESSARY
IF MAILED
IN THE
UNITED STATES**

BUSINESS REPLY MAIL

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WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



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



Vehicle KL8CD6S97EC [REDACTED]

Repair Log

Date Purchased 03-07-2014
Mileage 41

Date In ----- Mileage In	Date Out ----- Mileage Out	Dealer Repair Shop	Repair Order Number	Service Requested Description Of Problems (Repair Order / Work Order)	Work Performed (Invoice)	Charge (if any)
561	—	Henderson Chevrolet	[REDACTED]	Vehicle sold with tires over inflated. warning light on. Nail in ^{rear} left tire	patch tire Adjust air in tires	warranty
1,696	—	Henderson Chevrolet	[REDACTED]	Inspection fail code: 98	none	Warranty
2,722	—	Henderson Chevrolet	[REDACTED]	Vehicle stalls Engine noise A/C blows warm	oil change	warranty bulletins
4,676	—	Henderson Chevrolet	[REDACTED]	Engine oil consumption Due to PCV Valve wear	?	Recall warranty
5,577	—	Henderson Chevrolet	[REDACTED]	Maintenance oil change	oil change	warranty
5,578	6,962	Henderson Chevrolet	[REDACTED]	order hood latch replaced hood latch	Replaced hood latch	Recall
9,138	—	Henderson Chevrolet	[REDACTED]	stalls in high Temp with A/C on and A/C blows warm	cleaned/replaced ground bolt	CSP warranty
10,067	—	Henderson Chevrolet	[REDACTED]	car needs jump to start	Replaced Battery	warranty
12,166	—	Henderson Chevrolet	[REDACTED]	pulley/Belt Damage	Reprogrammed the transmission control module	CSP Warranty
12,438	—	Henderson Chevrolet	[REDACTED]	Maintenance oil change	oil change	warranty

Record all Repairs, including routine maintenance such as Oil Changes and Tune-Ups. While the vehicle is under Warranty, you may not be given an Invoice, when the car is picked up, because there was "no charge". Demand an Invoice (it's your right) since it details what was or was not repaired. If there are any incidental charges such as Towing, Lodging, or any other out of pocket expenses, record the charge and attach a copy of the Invoice or Sales Receipt.

Vehicle KL8CD6597E [REDACTED]

Repair Log

Date Purchased 03-07-14
Mileage 41

Date In Mileage In	Date Out Mileage Out	Dealer Repair Shop	Repair Order Number	Service Requested Description Of Problems (Repair Order / Work Order)	Work Performed (Invoice)	Charge (if any)
15,142	-	Henderson Chevrolet	[REDACTED]	Stalls A/C blows warm - Mylink Loss of Key Reminder Chime	Replaced compressor - Evacuate / recharge reprogram Radio	Warranty Recall
15,667	-	Fairway Chevrolet	[REDACTED]	Stalls, A/C blows warm Take 30-40 minutes to cool	Evacuate - charge A/C	Warranty
	15,825	Fairway Chevrolet	[REDACTED]	Stalls, A/C blows warm for 20-40 minutes Takes 20-40 minutes to cool		
8,846	-	Henderson Chevrolet	[REDACTED]	Maintenance Oil change	Change oil	Warranty

Record all Repairs, including routine maintenance such as Oil Changes and Tune-Ups. While the vehicle is under Warranty, you may not be given an Invoice, when the car is picked up, because there was "no charge". Demand an Invoice (it's your right) since it details what was or was not repaired. If there are any incidental charges such as Towing, Lodging, or any other out of pocket expenses, record the charge and attach a copy of the Invoice or Sales Receipt.



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Adv: 403 MARTY CHASSE		Tag: 1239	License: [REDACTED]	KL8CD6S97 EC [REDACTED]	Page: 1	Invoice: [REDACTED]
Invoice to			Driver/Owner Information			
[REDACTED]			[REDACTED]			
For Office Use			Vehicle Information			
Odometer in: 561		Out:	Dist: CHV QS Q	Final	14 CHEVROLET SPARK 1LT 5DR HBK SILVER	
MEC: 39013				Stock#:	[REDACTED]	
Begin: 03/17/14	Done: 03/17/14	Invoiced: 03/17/14 16:34 DP		Inservice: 03/07/14	Sold: 03/07/14	
Customer Waiting						
Concern 51	W/ TIRE PRESSURE MONITOR LIGHT IS ON TIRES WERE OVERINFLATED AND PRESSURES RESET LAST SATURDAY AT OUR QUICK LUBE BUT WARNING LIGHT STILL ON CUST IS WAITING WHILE CHECKED			Operation	Tech	Amount
Cause	NAIL IN LEFT / REAR			NC	005	0.00
Correction	NO CHARGE PATCH TIRE					
Type: QS	Tech 005 TIRE CR, TEAM 5-			Subtotal		
				TOTAL CHARGE FOR CONCERN 0.00		
Summary of Charges for Invoice 008959				Payment Distribution for Invoice 008959		
TOTAL CHARGE 0.00				CASH DUE 0.00		
				TOTAL CHARGE 0.00		
				Customer Waiting		
PREFERRED TREATMENT						
Last Page						

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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE.

X

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view Vehicle Summary

This screen allows JVH users to view the Summary of Vehicle Information, Field Actions, Service Information, Applicable Warranties, Transaction History, Service Contract(s) if applicable, Warranty Block, Branded Title information and OnStar and XM Radio information (if applicable).

Vehicle Information

VIN: KL8CD6S97EC

Service Contract: No

Branded Title: No

Model: 1CV48-2014 SPARK

Warranty Block: No

PDI Status: Yes

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

[REQUEST ANOTHER VIN](#)

For this vehicle:

→ [View Vehicle Summary](#)

→ [Service Contract](#)

→ [Branded Title](#)

→ [Warranty Block](#)

→ [View Vehicle Build](#)

→ [View Vehicle](#)

→ [Component Summary](#)

→ [View Vehicle](#)

→ [Transaction History](#)

→ [Detail](#)

→ [View Vehicle Delivery Information](#)

→ [Investigate Major Assembly History](#)

Required Field Actions

Open Field Action Details are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Noncompliance Recall	2017130	17130	MYLINK LOSS OF KEY REMINDER CHIME	04/27/2016	<u>Closed</u>
Customer Satisfaction Program	2020710	20710	2014-15 CHEVY SPARK TRANS PULLEY/BELT DAMAGE	01/12/2016	<u>Closed</u>
Product Emission Recall	A140110	14110	ENGINE OIL CONSUMPTION DUE TO PCV VALVE WEAR	08/13/2014	<u>Closed</u>
Service Update Bulletins	A140076	14076	ENGINE NOISE - DTC P0324	05/08/2014	<u>Closed</u>
Product Safety Recall	A140456	14456	SECONDARY HOOD LATCH CORROSION	12/31/2014	<u>Closed</u>

Branded Title

*The VIN information contained herein and information derived therefrom is the proprietary property of The Polk Company and is to be used only for the purpose of warranty verification and shall not be used for any other purpose whatsoever.

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Vehicle has no current record of outstanding service information.

OnStar and XM Satellite Radio Information

Refer to Help page for details. For OnStar contact 888.ON.STAR1 (888.667.8271) and for XM Radio contact 877.GET.XMST (877.438.9677 Canada) and in the USA: 800-556-3600.

OnStar Equipped: Y

XM Equipped: Y

OnStar Vehicle Diagnostics: N

XM Radio ID: 30TQ43MC

OnStar Status: Inactive

XM Status: Active

DMN Enabled: N

Valid warranties are highlighted

<https://www.autopartners.net/apps/gmvis2/gmvis2/showVehicleHistorySummary.do>

7/6/2016

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Adv: 499 QUICK LUBE SERVICE ADVISOR		Tag: 4324	License: [REDACTED]	KL8CD6S97 EC [REDACTED]	Page: 1	Invoice: [REDACTED]
Invoice to			Driver/Owner Information			
[REDACTED]			[REDACTED]			
For Office Use			Vehicle Information			
Odometer in: 1696		Out:	Dist: CHV Q9 Q	Final	14 CHEVROLET SPARK 1LT 5ER HDK SILVER	
MFG: [REDACTED]		Stock#:		[REDACTED]		
Begin: 04/16/14	Done: 04/16/14	Invoiced: 04/16/14 12:29 KP	Inservice: 03/07/14		Sold: 03/07/14	
Customer Concern						
Concern 01	PERFORM INSPECTION			Operation	Tech	Amount
Cause	PERFORMED INSPECTION PER CUSTOMER REQUEST			PITSTOP	799	* 0.00
Correction	PERFORM INSPECTION AND ADVISE CUSTOMER DH/PH					
	Tech 799 TECHNICIAN, QUI					
	COND CODE : MJ					
	FAIL CODE : 98					
Type: QL	Line Flags: NOS			Subtotal		
				TOTAL CHARGE FOR CONCERN 0.00		
Summary of Charges for Invoice			Payment Distribution for Invoice			
TOTAL CHARGE 0.00			CASH DUE 0.00			
			TOTAL CHARGE 0.00			
PREFERRED TREATMENT						
Last Page						

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ACCOUNTING



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Adv: 420 KYLE A REESE		Tag: 3500	License: [REDACTED]	KL8CD6S97 EC [REDACTED]	Page: 1	Invoice: [REDACTED]
Invoice to			Driver/Owner Information			
[REDACTED]			[REDACTED]			
[REDACTED]			[REDACTED]			
For Office Use			Vehicle Information			
Odometer in: 2722 Out:		Dist: CIV INI Q II W Final		14 CHEVROLET SPARK 1LT SER HDK SILVER		
MFG: 39013				Stock#: [REDACTED]		
Begin: 05/19/14	Done: 05/20/14	Invoiced: 05/21/14 07:20 KP		Inservice: 03/07/14		Sold: 03/07/14
Customer Concern						
Concern +52	C/S VECH STALLED WHILE TRYING TO MERGE LANES CHECK AND ADVISE			Operation	Tech	Amount
Cause	NO PROBLEM FOUND TEST DROVE			INH	001	0.00
Correction	NO PROBLEM FOUND					
	Tech 001 1, TEAM					
Type: INH				Subtotal		
			TOTAL CHARGE FOR CONCERN 0.00			
Summary of Charges for Invoice [REDACTED]			Payment Distribution for Invoice [REDACTED]			
TOTAL CHARGE 0.00			IN-HOUSE SVC 0.00			
			Policy# INH			
			TOTAL CHARGE 0.00			
Future Reservations						
SATURDAY, 05/24/14 at 10:00 for C/S A/C IS NOT BLOWING COLD UNDER LOAD CHECK AND ADVISE						
PREFERRED TREATMENT						
Attention: The following Invoices also exist						
WAR - WARRANTY						
Last Page						

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Adv: 420 KYLE A REESE		Tag: 3500	License: [REDACTED]	KL8CD6S97 EC [REDACTED]	Page: 1	Invoice: [REDACTED]
Invoice to			Driver/Owner Information			
[REDACTED]			[REDACTED]			
[REDACTED]			[REDACTED]			
For Office Use			Vehicle Information			
Odometer in: 2722 Out:		Dist: CHV WAR Q H W Final		14 CHEVROLET SPARK 1LT 5DR HDK SILVER		
MPC: 39013		Stock#:		[REDACTED]		
Begin: 05/19/14	Done: 05/20/14	Invoiced: 05/27/14 16:59 MS		Inservice: 03/07/14		Sold: 03/07/14
Customer Concern						
Concern 40	14076 ENGINE NOISE - DTC P0324			Operation	Tech	Amount
Cause	CAMP			910411	710	52.54
Correction	PERFORM TEST PROCEDURE VEHICLE PASSED - NO FURTHER ACTION REQ'D					
	Tech 710 MOORE, JAMES					
Type: W				Sub-total		
				LABOR MECHANICAL 52.54		
				TOTAL CHARGE FOR CONCERN 52.54		
Concern +43	CHEVROLET/GEO COURTESY TRANSPORTATION PROGRAM			Operation	Tech	Amount
Cause	RENTAL PER TOM			43	001	0.00
Correction	ONE-WAY SHUTTLE/RENTAL OR LOANER VEHICLE					
Comment	\$37.00 OR \$42.00 PER DAY FOR THREE DAYS MAX					
Parts	Part Number	PO#	Note	Description	Qty	Sell
		HS1610		ENTERPRISE/634136SZ	1	76.00
	Tech 001 I, TEAM					
	COND CODE : MJ					
	CAUSE CODE : 98					
Type: W				Sub-total		
				SUBLET 76.00		
				TOTAL CHARGE FOR CONCERN 76.00		
Concern +51	C/S A/C WILL BLOW WARM UNDER LOAD CUST VECH STALLED			Operation	Tech	Amount
Cause	NO PROBLEM FOUND AT THIS TIME			NWD	428	0.00
Correction	ROAD TESTED CAR AND FOUND THAT HVAC SYSTEM WORKING AS DESIGNED AT THIS TIME					

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Adv: 420 KYLE A REESE		Tag: 3500	License: [REDACTED]	KL8CD6S97 EC [REDACTED]	Page: 1	Invoice: [REDACTED]	
Invoice to NAD#: [REDACTED]				Driver/Owner Information			
INTERNAL-65 ADVERTISING				[REDACTED]			
For Office Use				Vehicle Information			
Odometer in: 2722 Out:		Dist: CIV QS Q H W Final		14 CHEVROLET SPARK 1.7 5DR HDK SILVER			
MFG: 39013				Stock#: 000U1086			
Begin: 05/19/14	Done: 05/20/14	Invoiced: 05/21/14 07:20 KP		Inservice: 03/07/14		Sold: 03/07/14	
Customer Concern							
Concern 01	LOF AND PERFORM INSPECTION PER MAINT PLAN				Operation 01	Tech 799	Amount *
Cause	LOF WITH DEXOS						15.33
Correction	LOF AND PERFORM INSPECTION RL/JW						
Parts	Part Number	FO#	Note	Description	Qty	Sell	
	000 019293000		GOG	OIL	4	4.00	16.00
	000 096985730			FILTER	1	6.00	6.00
	Tech 799 TECHNICIAN, QUI				Subtotal		
Type: QS	Line Flags: HAZ NOS				PARTS 6.00		
				GAS-OIL-GREASE 16.00			
				HAZ WASTE CHARGE 2.50			
				LABOR MECHANICAL 15.33			
				TOTAL CHARGE FOR CONCERN 39.83			
Summary of Charges for Invoice				Payment Distribution for Invoice			
PARTS 6.00				TOTAL CHARGE 41.61			
GAS-OIL-GREASE 16.00							
HAZ WASTE CHARGE 2.50				CHARGE ACCT NAD 002014 41.61			
LABOR MECHANICAL 15.33				INTERNAL-65 ADVERTIS			
SUB-TOTAL 39.83							
TAX 1.78							
TOTAL CHARGE 41.61							
Future Reservations							
SATURDAY, 05/24/14 at 10:00 for C/S A/C IS NOT BLOWING COLD UNDER LOAD CHECK AND ADVISE							

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Adv: 415 STEVEN R McMULLEN		Tag: 1372	License: [REDACTED]	KL8CD6S97 EC [REDACTED]	Page: 1	Invoice: [REDACTED]
Invoice to			Driver/Owner Information			
[REDACTED]			[REDACTED]			
[REDACTED]			[REDACTED]			
For Office Use			Vehicle Information			
Odometer in: 4676 Out:		Dist: CIV WAR W	Final	14 CHEVROLET SPARK 1LT 5DR HBK SILVER		
MFG: 39013		Stock#:		[REDACTED]		
Begin: 09/27/14	Done: 09/27/14	Invoiced: 09/29/14 18:38 DZ		Inservice: 03/07/14	Sold: 03/07/14	
Customer Concern						
Concern 40	14110 ENGINE OIL CONSUMPTION DUE TO PCV VALVE WEAR			Operation	Tech	Amount
Cause	CAMP			9100785	710	31.52
Correction	COMPLETE					
Parts	Part Number	EO#	Note	Description	Qty	Sell
	000 025193675			VALVE	1	13.26
	Parts: Count 1.06	Allowance:	3.39			
	Tech 710 MOORE, JAMES					
	EP- 025193675					
Type: W				Subtotal		
				PARTS		13.26
				LABOR MECHANICAL		31.52
				TOTAL CHARGE FOR CONCERN		44.78
Summary of Charges for Invoice				Payment Distribution for Invoice		
PARTS 13.26				TOTAL CHARGE 44.78		
LABOR MECHANICAL 31.52				FAC WARRANTY 44.78		
TOTAL CHARGE 44.78						
PREFERRED TREATMENT						

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Adv: 415 STEVEN R MCMULLEN		Tag: 1544	License: [REDACTED]	KL8CD6S97 BC [REDACTED]	Page: 1	Invoice: [REDACTED]
Invoice to			Driver/Owner Information			
[REDACTED]			[REDACTED]			
[REDACTED]			[REDACTED]			
For Office Use			Vehicle Information			
Odometer in: 5578 Out:		Dist: CIV WAR W	Final	14 CHEVROLET SPARK LT 5DR HDK SILVER		
MFG: 39013				Stock#: [REDACTED]		
Begin: 01/15/15	Done: 01/15/15	Invoiced: 01/15/15 14:17 DZ		Inservice: 03/07/14	Sold: 03/07/14	
Customer Concern						
Concern 40	14456 SECONDARY HOOD LATCH CORROSION			Operation	Tech	Amount
Cause	14456 SECONDARY HOOD LATCH CORROSION			SO	001	0.00
Correction	Parts have been special ordered					
	Tech 001 I, TEAM					
Type: W				Subtotal		
				TOTAL CHARGE FOR CONCERN 0.00		
Summary of Charges for Invoice [REDACTED]				Payment Distribution for Invoice [REDACTED]		
TOTAL CHARGE 0.00				FAC WARRANTY 0.00		
				TOTAL CHARGE 0.00		
Future Reservations						
MONDAY, 01/19/15 at 09:15 for C/S RECALL-14456						
PREFERRED TREATMENT						

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Adv: 415 STEVEN R McMULLEN		Tag: 1683	License: [REDACTED]	KL8CD6S97 EC [REDACTED]	Page: 1	Invoice: [REDACTED]
Invoice to			Driver/Owner Information			
[REDACTED]			[REDACTED]			
[REDACTED]			[REDACTED]			
For Office Use			Vehicle Information			
Odometer in: 6962 Out:		Dist: CIV WAR W	Final	14 CHEVROLET SPARK LT 5DR HBK SILVER		
MFC: 39013				Stock#: [REDACTED]		
Begin: 01/27/15	Done: 01/27/15	Invoiced: 01/28/15 09:14 CP		Inservice: 03/07/14		Sold: 03/07/14
Customer Waiting						
Concern 40	14456 SECONDARY HOOD LATCH CORROSION			Operation	Tech	Amount
Cause	GM RECALL			9100962	706	21.54
Correction	REPLACED HOOD LATCH AS PER CAMPAIGN					
Parts	Part Number	PO#	Note	Description	Qty	Sell
	SPO 094534170			STRIKER	1	13.90
	Parts: Count 1.00	Allowance:	3.97			
	Tech 706 ROBISON, JUSTIN					
	EP- 094534170					
Type: W				Subtotal		
				PARTS		13.90
				LABOR MECHANICAL		21.54
				TOTAL CHARGE FOR CONCERN		35.44
Concern 52	C/S CHECK WINDSHIELD WIPERS			Operation	Tech	Amount
Cause	NO WORK DONE			NC	706	0.00
Correction	CUSTOMER DECLINED REPAIRS					
	Tech 706 ROBISON, JUSTIN					
Type: W				Subtotal		
				TOTAL CHARGE FOR CONCERN		0.00
Summary of Charges for Invoice				Payment Distribution for Invoice		
PARTS 13.90				TOTAL CHARGE 35.44		
LABOR MECHANICAL 21.54				FAC WARRANTY 35.44		
TOTAL CHARGE 35.44				***Customer Waiting***		

UNLESS OTHERWISE NOTED, ALL PARTS ITEMIZED ON THIS INVOICE ARE NEW GENERAL MOTORS PARTS.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE.

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Reference # 10873206

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Adv: 409 WILLIAM G AYLING		Tag 9884	License [REDACTED]	KL8CD6S97 EC [REDACTED]	Page 1	Invoice [REDACTED]
Invoice to:			Driver/Owner Information			
[REDACTED]			[REDACTED]			
For Office Use			Vehicle Information			
Odometer in: 9138		Out:	Dist: CHV WAR W	Final	14 CHEVROLET SPARK 1LT 5DR HDK SILVER	
MFG: 39013		Stock#:		[REDACTED]		
Begin: 07/06/15	Done: 07/06/15	Invoiced: 07/07/15 17:13 DZ	Inservice: 03/07/14		Sold: 03/07/14	
Customer Waiting						
Concern 51	C/S VEHICLE STALLS OUT WHEN TEMPERATURE GETS HOT WITH A/C ON			Operation	Tech	Amount
Cause	POOR GROUND AT G107			5480118	728	43.08
Correction	REPLACE GROUND BOLT AND CLEANED GROUND PER #PI1442					
Parts	Part Number	EO#	Note	Description	Qty	Sell
	000 011561025			BOLT	1	0.59 0.59
	Parts: Count	1.00	Allowance:	0.17		
	Tech 728 GREEP, PETER					
	EP- 011561025					
Type: W				Subtotal		
				PARTS 0.59		
				LABOR MECHANICAL 43.08		
				TOTAL CHARGE FOR CONCERN 43.67		
Summary of Charges for Invoice				Payment Distribution for Invoice		
PARTS 0.59				TOTAL CHARGE 43.67		
LABOR MECHANICAL 43.08				FAC WARRANTY 43.67		
TOTAL CHARGE 43.67				***Customer Waiting***		
PREFERRED TREATMENT						

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Adv: 415 STEVEN R MCMULLEN		Tag 1201	License	KL8CD6S97 EC	Page 1	Invoice
Invoice to				Driver/Owner Information		
[REDACTED]				[REDACTED]		
For Office Use				Vehicle Information		
Odometer in: 10067 Out:		Dist: CHV WAR W Prelim		14 CHEVROLET SPARK 1LT 5DR HBK SILVER		
MFG: 39013				Stock#: [REDACTED]		
Begin: 10/20/15 Done: 10/20/15		Invoiced: 10/20/15 17:28 MW		Inservice: 03/07/14		Sold: 03/07/14
Customer Concern						
Concern 51	C/STATES THEY ARE TOWING IN DUE TO WHEN YOU GO TO START THE CAR IT NEEDS TO BE JUMPED			Operation	Tech	Amount
Cause	TESTED CHARGING SYSTEM BATTERY FAILED FOR LOW CCAS			4041510	439	32.31
Correction	REPLACED BATTERY					
Parts	WARRANTY CODE C546V-02BDQ-2VGG1			Qty	Sell	
	Part Number	PO#	Note Description	1	162.11	162.11
	000 088864528		LN1PS			
	Parts: Count 1.00	Allowance:	46.32			
	Tech 439 AYALA-COTA, JOR					
	Part Auth: MCMULLST 10/20/15 17:14					
Type: W	I bought vehicle in tow only gave jump! @			Subtotal		
				PARTS		162.11
				LABOR MECHANICAL		32.31
				TOTAL CHARGE FOR CONCERN		194.42
Summary of Charges for Invoice W74643				Payment Distribution for Invoice W74643		
PARTS		162.11	TOTAL CHARGE		194.42	
LABOR MECHANICAL		32.31	FAC WARRANTY		194.42	
TOTAL CHARGE		194.42				
PREFERRED TREATMENT						

REFERENCE # 10873206

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Repair Order History

RO#	VRC	Li...	Customer Concern	RND	Tech	Date	Odometer	Adv
W88573	01		LOF,ROTATE & 27 PT INSPECT-		799	03/03/16...	12438	432
W87386	40		20710 2014-15 CHEVY SPARK TRANS PULLEY/BELT DAMAGE		732	02/19/16...	12166	416
W06109	01		NO CUSTOMER COMPLAINT - OTHER ISSUES			10/27/15...	9500	
W74643	51		C/STATES THEY ARE TOWING IN DUE TO WHEN YOU GO ...		439	10/21/15...	10067	415
W62851	51		C/S VEHICLE STALLS OUT WHEN TEMPERATURE GETS H...		728	07/07/15...	9138	409
W59770	01		LOF,ROTATE & 27 PT INSPECT- WITH DEXOS OIL		799	06/09/15...	8846	499
W45088	40		14456 SECONDARY HOOD LATCH CORROSION		706	01/28/15...	6962	415
	52		C/S CHECK WINDSHIELD WIPERS		706	01/28/15...	6962	415

RO# [REDACTED] Odometer **12166** Warranty Invoice **Y** Previous RO# Next RO#
 Parts Policy Total **55.20** Open Date **02/17/16** Invoice Date **02/19/16**
 Client
 Note **PREFERRED TREATMENT**

Labor Line

Operation **9101974**

Tech1 **732** Hours **0.5** Tech2 Hours

Concern **20710 2014-15 CHEVY SPARK TRANS PULLEY/BELT DAMAGE**

Cause **THE TCM NEEDED UPDATED PROGRAM**

Correction **REPROGRAMMED THE TRANSMISION CONTROL MODULE**

Comment

Documents

☐ Repair Order ☐ Preliminary Invoice ☒ Final Invoice ☐ Images ☐ Vehicle Report Card ☐ Receipt

View (F3)

Veh Search (F5)

Close

Reference # 10873206
 Vehicle - KL8CD6S97EC [REDACTED]

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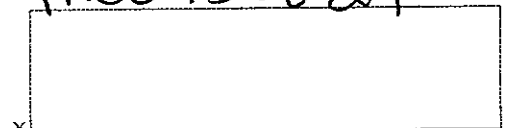
Adv: 403 THERESA J ASHBRIDGE		Tag 3830	License [REDACTED]	KL8CD6S97 EC [REDACTED]	Page 1	Invoice [REDACTED]
Invoice to [REDACTED]				Driver/Owner Information [REDACTED]		
For Office Use [REDACTED]				Vehicle Information [REDACTED]		
Mileage In: 15142 Out: 15143		Dist: CHV WAR W Prelim		14 CHEVROLET SPARK 1LT 5DR HBK SILVER		
MFG: 39013		Stock#: [REDACTED]				
Begin: 06/06/16		Done: 06/07/16		Invoiced: 06/07/16 15:31 MW		Sold: 03/07/14
Customer Waiting						
Concern 40	17130 MYLINK LOSS OF KEY REMINDER CHIME			Operation	Tech	Amount
Cause	CAMP.17130			9102184	741	66.24
Correction	RADIO REPROGRAMMING USING USB S139918760BA S13223235629					
	Tech 741 PARKAS, LEON					
				Subtotal		
				LABOR MECHANICAL		66.24
				TOTAL CHARGE FOR CONCERN		66.24
Concern +43	CHEVROLET/GEO COURTESY TRANSPORTATION PROGRAM			Operation	Tech	Amount
Cause	WORK COMPLETE			43	001	0.00
Correction	ONE-WAY SHUTTLE/RENTAL OR LOANER VEHICLE					
Comment	\$38.00 PER DAY FOR THREE DAYS MAX					
Parts	Part Number	PO#	Note Description	Qty	Sell	
		HT0891	ENTERPRISE/697397	1	35.00	35.00
	Tech 001 I, TEAM					
	COND CODE : MJ					
	CAUSE CODE : 98					
				Subtotal		
				SUELET		35.00
				TOTAL CHARGE FOR CONCERN		35.00
Concern 51	C/S THAT THE VEHICLE STALLS ON HOT DAYS WHEN AC IS ON...			Operation	Tech	Amount
Cause	SEE PREVIOUS REPAIR ORDER POOR GROUND AT G107 - ADVISE			NOCHARGE	728	0.00
Correction	NO PROBLEM FOUND					
	ROAD TESTED VEHICLE IN 100 DEG F TEMP, NO STALLING OCCURRED.					
	SCAN TEST OBD, NO DTCS. NO ECM CALIBRATION UPDATES. NO					
	PROBLEM FOUND. NO CHARGE FOR ROAD TEST AND INSPECTION.					

Reference # 10873206

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Adv: 493 THERESA J ASHERIDGE		Tag 3830	License 5	KL8CD6S97 EC	Page 2	Invoice
Invoice to:				Driver/Owner:		
Invoiced: 06/07/16 15:31:54 MW				14 CHEVROLET SPARK 1LT 5DR HBK SILVER		
Type: W	Tech 728 GREEP, PETER				Subtotal	
				TOTAL CHARGE FOR CONCERN		0.00
Concern +52	C/S AC TAKES 20-30 MINUTES TO COOL AIR... ADVISE				Operation	Tech
Cause	COMPRESSOR FAILURE				4417120	741
Correction	DIAG AND REPLACED COMPRESSOR. EVACUATED AND CHARGED SYSTEM				Amount	
Tech Notes	VERIFIED COMPLAINT ON TEST DRIVE LUKE WARM AIR FROM CENTER VENT 72 DEGREES. CHECKED AC PRESSURES LOW SIDE NOT DRAWING DOWN BELOW 65 PSI. RECOVERED SYSTEM FOUND .2 LBS LOW SHOULD STILL BE OK. CHARGED SYSTEM TO .94 LBS NO CHANGE. RECOVERED SYSTEM AND REPLACED FAILED COMPRESSOR. EVACUATED AND CHARGED. VERIFIED OPERATION. 43 DEGREES AT CENTER VENT. 0.3 DEGS				209.76	
Comment	OK FOR DIAG TIME PAT OGRADY				Qty	Sell
Parts	Part Number	PO#	Note	Description	4	0.19 1.16
	000 012354156			REFRIGERANT	1	7.20 7.20
	000 098864127			DYE	1	285.60 285.60
	000 095371557			COMPRESSOR KIT		
	Parts: Count	6.00	Allowance:	83.98	Subtotal	
	Manager Approval 1: 06/07/16 11:26 OGRADYPA				PARTS 293.96	
	Tech 741 FARKAS, LEON				LABOR MECHANICAL 209.76	
	FP- 095371557				TOTAL CHARGE FOR CONCERN 503.72	
Type: W						
Summary of Charges for Invoice				Payment Distribution for Invoice		
PARTS	293.96	TOTAL CHARGE		604.96		
SUBLET	35.00	FAC WARRANTY		604.96		
LABOR MECHANICAL	276.00					
TOTAL CHARGE	604.96	***Customer Waiting***				

Reference # 10873206

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Adv: 412 ERIK J HERRERA		Tag 3223	License [REDACTED]	KL8CD6S97 EC [REDACTED]	Page 1	Invoice [REDACTED]
Invoice to			Driver/Owner Information			
[REDACTED]			[REDACTED]			
For Office Use			Vehicle Information			
Odometer In: 15667 Out:		Dist: CHV WAR W	Prelim	14 CHEVROLET SPARK 1LT 5DR H8K SILVER		
MFG: CHV						
Begin: 06/27/16	Done: 06/28/16	Invoiced: 06/29/16 17:31 DG	Inservice: 03/07/14			
Customer Concern						
Concern 43	CHEVROLET/GEO COURTESY TRANSPORTATION PROGRAM			Operation	Tech	Amount
Cause	LOANER			43	902	C 0.00
Correction	ONE-WAY SHUTTLE/RENTAL OR LOANER VEHICLE					
	Tech 902 RENTAL, SUBLET					
	COND CODE : MJ					
	FAIL CODE : 98					
Type: W				Subtotal		
				TOTAL CHARGE FOR CONCERN 0.00		
Concern 51	C/S THAT VEHICLE INTERMITTENTLY HAS STALLED WHILE AC HAS BEEN IN USE			Operation	Tech	Amount
Cause	UNABLE TO DUPLICATE, POSSIBLY RELATED TO LINE 52			NC	704	0.00
Correction	No Charge					
	Tech 704 LOPEZ, OSVALDO					
	FAIL CODE : OJ					
Type: W				Subtotal		
				TOTAL CHARGE FOR CONCERN 0.00		
Concern 52	C/S THAT AC DOES NOT COOL - CHECK AND ADVISE			Operation	Tech	Amount
Cause	PERFORMED A/C SYSTEM ANALYSIS TEST..			4417169	704	55.00
Correction	EVAC&RE-CHARGED A/C SYSTEM WITH R134 TO VERIFY PROPER AMOUNT OF FREON IN SYSTEM.FOUND VEHICLE TO BE OVERCHARGED WITH FREON...RE-CHARGED A/C SYSTEM TO PROPER AMOUNT OF FREON AND RE-TESTED OPERATION OF A/C SYSTEM(OK)					
	Tech 704 LOPEZ, OSVALDO					
	FAIL CODE : OJ					
				Subtotal		

Reference # 10873206

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Adv: 412 ERIK J HERRERA		Tag 3223	License NONE	KL8CD6S97 EC	Page 3 (Last)	Invoice
Invoice to:			Driver/Owner:			
Invoiced: 06/26/16 17:31:10 DG			14 CHEVROLET SPARK 1LT 5DR HBK SILVER			
Skill 16	Tech# 704	Start Time: 06/28/16 13:55	Stop Time: 06/28/16 14:57			
Skill 18	Tech# 902	Start Time: 06/28/16 15:19	Stop Time: 06/28/16 15:19			
Line	Tech	Action	Date/Time	Action	Date/Time	Elapsed Units Type
43	902	Begin	06/28/16 15:19	End	06/28/16 15:19	:00 .0
51	704	Begin	06/28/16 14:56	End	06/28/16 14:57	:01 .0
52	704	Begin	06/28/16 13:55	End	06/28/16 14:56	1:01 1.0

Reference # 10873206

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Adv: 412 ERIK J HERRERA		Tag 3223	License [REDACTED]	KL8CD6S97 EC [REDACTED]	Page 2	Invoice [REDACTED]
Invoice to: [REDACTED]			Driver/Owner: [REDACTED]			
Invoiced: 06/26/16 17:31:10 DG			14 CHEVROLET SPARK 1LT 5DR HBK SILVER			
Type: W				LABOR MECHANICAL	55.20	
			TOTAL CHARGE FOR CONCERN			55.20
Summary of Charges for Invoice			Payment Distribution for Invoice			
LABOR MECHANICAL 55.20			TOTAL CHARGE 55.20			
TOTAL CHARGE 55.20			FAC WARRANTY 55.20			
If you have any questions - please see ERIK J HERRERA IN ORDER TO PROVIDE BETTER SERVICE, FAIRWAY NOW OFFERS SERVICE RESERVATIONS CALL 641-1462						

Reference # 10873206

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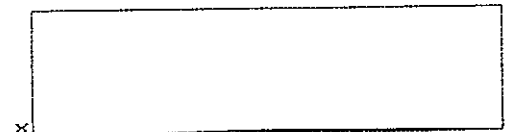


Adv: 412 ERIK J HERRERA	Tag 3318	License 5	KL8CD6S97 EC	Page 1	Invoice
Invoice to			Driver/Owner Information		
[Redacted] 5001 CFB [Redacted] [Redacted] [Redacted]			[Redacted] [Redacted] [Redacted] H [Redacted]		
For Office Use 15,825			Vehicle Information		
Odometer in: 15825 Out: 15832		Dist: CHV WAR W Prelim		14 CHEVROLET SPARK 1LT 5DR HBK SILVER	
MFG: CHV		Picked up			
Begin: 07/05/16	Done: 07/06/16	Invoiced: 07/07/16 13:21 DG		Inservice: 03/07/14	Sold: 03/07/14
Customer Concern					
Concern 43	CHEVROLET/GEO COURTESY TRANSPORTATION PROGRAM WARRANTY			Operation 43	Tech 902 C Amount 0.00
Cause	ONE-WAY SHUTTLE/RENTAL OR LOANER VEHICLE				
Correction	Part Number PO# Note Description			Qty	Sell
Parts	FT5031 WARRANTY			1	76.00
	Tech 902 RENTAL, SUBLET				
	COND CODE : MJ				
	FAIL CODE : 98				
Type: W				Subtotal	
				SUBLET	76.00
				TOTAL CHARGE FOR CONCERN	76.00
Concern 51	C/S THAT VEHICLE IDLES ROUGH - C/S VEHICLE HAS STALLED - ENGINE APPEARS TO SURGE IN IDLE. CHECK AND ADVISE DIAGNOSIS/TESTING/SCAN FOR DTC'S-NO DTC' STORED. CHECK FOR UPDATED CALIBRATIONS-NONE FOUND. TEST DRIVE TO DUPLICATE CONCERN-COULD NOT DUPLICATE CUSTOMER CONCERN. OPERATING AS DESIGNED. Tech 781 PALMER, JAMES F			Operation 4029929	Tech 781 Amount 33.12
Cause					
Correction					
	FAIL CODE : OJ				
Type: W				Subtotal	
				LABOR MECHANICAL	33.12
				TOTAL CHARGE FOR CONCERN	33.12
Concern 52	C/S THAT AC DOES NOT COOL SUFFICIENTLY - CONCERN OCCURS WHILE VEHICLE HAS BEEN DRIVEN FOR AWHILE TESTED OPERATION OF COMPRESSOR, LOW SIDE GAUGE AT 30 PSI AND HIGH SIDE AT 180 PSI (NORMAL)			Operation 4439959	Tech 704 Amount 33.12
Cause					

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Adv: 412 ERIK J HERRERA		Tag 3318	License [REDACTED]	KL8CD6S97 EC [REDACTED]	Page 2	Invoice [REDACTED]
Invoice to: [REDACTED]			Driver/Owner: [REDACTED]			
Invoiced: 07/07/16 13:21:53 DG			14 CHEVROLET SPARK 1LT 5DR HEK SILVER			
Correction	INSIDE AIR TEMP APPROX 42 DEGREES AT 80 DEGREE TEMP OUTSIDE OF VEHICLE. WHEN OUTSIDE AIR TEMP IS 105 DEGREES, INSIDE OF VEHICLE WILL BLOW APPROX 60 DEGREES. THIS IS A NORMAL OPERATION. A/C SYSTEM OPERATING AS DESIGN. COMPARED TO OTHER 2014 SPARK AND BOTH OPERATING IN SAME MANNER Tech 704 LOPEZ, OSVALDO FAIL CODE : 0J			Subtotal LABOR MECHANICAL 66.24 TOTAL CHARGE FOR CONCERN 142.24		
Type: W						
Summary of Charges for Invoice			Payment Distribution for Invoice			
SUBLET 76.00 LABOR MECHANICAL 66.24 TOTAL CHARGE 142.24			TOTAL CHARGE 142.24 FAC WARRANTY 142.24			
If you have any questions - please see ERIK J HERRERA IN ORDER TO PROVIDE BETTER SERVICE, FAIRWAY NOW OFFERS SERVICE RESERVATIONS CALL 641-1462						

Reference #10873206

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