

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: 11407208
Date: Wednesday, April 21, 2021 8:27:51 AM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Wednesday, April 21, 2021 8:13 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Re: 11407208

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Hello VHS Staff,

Thank you for the documentation of my vehicle issues. I have reviewed and want to submit the following edits. I am unable to edit on the pdf because it is sent as a pdf.

Edtis:

Vehicle mileage at incident 66,017

current mileage 66,017

Description of the issue:

Please include the following and feel free to make edits as needed:

Vehicle immediately taken to the Suburban Ann Arbor dealer each time following the 2 driving at 35 mph failures without resolution and also when the same issue occurs in the driveway when parked (sputtering engine, not responsive throttle, electrical failures, Service ESC on display), which has happened multiple times- see documentation of notes from Suburban and dates.

Throttle body replaced twice already by Suburban for issue with recommendation currently to replace again. This would be the 4th throttle body in a vehicle of 66,017 miles.

Please see attached for relevant documents. Thank you!

Dear VHS Staff,

I am writing with an update to my submission yesterday on case 11407208

Vehicle:

2012 Chevrolet Malibu

VIN

1g1zc5e08c [REDACTED]

I was notified by my wife that the incident on 4/8/21 was the second incident of this while driving. She stated that the event on 7/17/2020 was the first incident while driving at 35 mph and the vehicle also slowed immediately with loss of power steering and electrical issues and sputtering/ Engine Power Reduced displayed on the display for each incident. Also the current mileage is 66,017 exact.

Thank you!

On Fri, Apr 9, 2021 at 12:11 PM [REDACTED] > wrote:

Dear NHTSA VSH staff,
Thank you for your support of my case. Case number :
11407208
Contact whom I spoke with: David

Vehicle:
2012 Chevrolet Malibu
VIN
1g1zc5e08cf[REDACTED]

68,000 miles on 4/8/21 vehicle was driving 35 mph and "stalled" to a sputter of engine performance that included loss of power steering and unresponsive to pressure on the accelerator pedal as well as abrupt change in speed from 35mph to 2-5 mph. "Service ESC" on display. All electrical compromised in vehicle. With turning off vehicle, it would not restart. Taken to chevrolet dealer service Suburban Chevrolet of Ann Arbor on Jackson Road for service Tuesday. This is the fourth issue of "service ESC" and non functionality of the vehicle. This is the first to occur while in motion. Of the other occurrences, all have included immediate service of the dealership (Suburban) immediately following the issue including replacement of the computer two times, replacement of the battery twice, and replacement of the negative battery terminal. All events have occurred within the past two years. All service has resulted in car functioning normally- until issue arises again.

The video attached is a large file so please confirm receipt of this message. The video displays the "sputtering" of the engine as well as the display flashings communicated to the dealer at service. This video was while the car was parked. We were unable to obtain video footage of the event while driving for safety reasons.

Thank you,

[REDACTED]

[REDACTED] Ann Arbor, MI [REDACTED]

[REDACTED]

Please call with questions or concerns.

2012 Malibu

date of service	Costs only for issue associated with this issue	Presenting Issue and servicer at s
7/3/2019	\$922.75	"sputtering" - Dave Hermann, issu
8/24/2019	\$776.16	"like going to stall out"- Dave Herri
8/30/2019	\$0.00	runs rough- Dave Hermann, issue
1/27/2021	\$408.11	kills battery, wont jump start.. will
2/11/2021	\$0.00	"check engine light while driving"
4/15/2021	\$943.95	sputtering, service ESC, non-func
Total:		\$3,050.97
	2107.02	already out of pocket already missed more than 10 day

--	--	--	--	--	--	--	--	--

:tioning, issue reported 4/8/2021, pending cost with current service recommendation, 943.95 without s

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ervice of wheel, would be additional cost with other service recommendation not related to presenting

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concern for a cost of 1250.53



SUBURBAN

make the choice

SUBURBAN ANN ARBOR, LLC

3515 JACKSON RD.

ANN ARBOR, MI 48103

PHONE (734) 663-3321

www.suburbancollection.com

FACILITY CODE F-156874



CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	CELL:
	ERTC	11542	09/02/17	
	LABOR RATE	LICENSE NO.	MILEAGE	COLOR
			48,658	
ANN ARBOR, MI	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES	
	12/CHEVROLET/MALIBU/			
	VEHICLE ID NO.	SELLING DEALER NO.	PRODUCTION DATE	
	1G1ZC5E08CF			
	F.T.E. NO.	R.O. DATE		
		09/02/17		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	REPAIRS PROPERLY COMPLETED & CHECKED BY	MILEAGE OUT
			X	MO: 48658

LABOR & PARTS

J# 1 01CVZ27PT * 27POINT INSPECTION
Suburban 27 Point Inspection
COMPLETED

TECH(S):11836

INTERNAL

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1 TOTAL PARTS 0.00				
JOB # 1 TOTAL LABOR & PARTS 0.00				

J# 2 31CVZZ INSTALL TIRES
CS STATES INSTALL 2 NEW REAR TIRES
PER CUSTOMER REQUEST
INSTALLED TWO NEW TIRES

TECH(S):11836

30.00

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2	2	19237868	F2155517 5.880 0	120.90
JOB # 2 TOTAL PARTS 241.80				
JOB # 2 TOTAL LABOR & PARTS 271.80				

J# 3 00CVZ07 ROTATE AND BALANCE T
CUSTOMER REQUEST TIRE ROTATION AND BALANCE
MAINTENANCE
ROTATE AND BALANCE TIRES

TECH(S):11836

29.95

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3 TOTAL PARTS 0.00				
JOB # 3 TOTAL LABOR & PARTS 29.95				

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	FAMIN	ADMIN/RECORDS	2.97
JOB # A	F1	HAZARDOUS WASTE DISPOSAL	1.50
JOB # A	SS	SHOP SUPPLIES	8.99
TOTAL - MISC 13.46			

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$350.00 (+TAX)

COMMENTS
CC created 2017-09-01 08:24:00am taken by Aaron Merge11
DELETED OPERATION(S)
01CVZZTIRE TIRE REPAIR

LIMITED WARRANTY

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge during normal business hours - parts and labor.

ATTENTION

"This repair facility charges for labor utilizing the flat rate hours published either by the manufacturer in its labor time study guide or by a recognized industry time study guide which reflects an average time requirement for the performance of specific vehicle repairs. Therefore, the flat rate hours charged may be either more or less than the actual clock time in any given instance."

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

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3515 JACKSON RD.

ANN ARBOR, MI 48103

PHONE (734) 663-3321

www.suburbancollection.com

FACILITY CODE F-156874



CUSTOMER NO.	ADVISOR ERIC	TAG NO.	INVOICE DATE 09/02/17	CELL:
	LABOR RATE	LICENSE NO. 11542	COLOR	
	YEAR / MAKE / MODEL 12 / CHEVROLET / MALIBU /	MILEAGE 48,658	DELIVERY DATE	DELIVERY MILES
ANN ARBOR, MI	VEHICLE I.D. NO. 1G1ZC5E08CE		SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	R.O.	R.O. DATE 09/02/17	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	REPAIRS PROPERLY COMPLETED & CHECKED BY X	MILEAGE OUT MO: 48658

TOTALS

THANK YOU FOR CHOOSING SUBURBAN CHEVROLET CADILLAC
OUR STAFF HAS MADE EVERY EFFORT TO MAKE SURE YOUR VEHICLE
WAS REPAIRED TO YOUR "COMPLETE SATISFACTION" AS WE VALUE
YOUR BUSINESS.

IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED PLEASE
CALL ILLYANA BEVINS SERVICE MANAGER AT 734-327-1791

* ELECTRONIC AND ADMINISTRATIVE FEE IS NECESSARY TO MAINTAIN
AND SECURELY STORE YOUR VEHICLES RECORDS AND MEET REGULATORY
AND MANUFACTURER'S REQUIREMENTS

TOTAL LABOR....	59.95
TOTAL PARTS....	241.80
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	13.46
TOTAL MISC DISC	0.00
TOTAL TAX.....	15.05

TOTAL INVOICE \$ 330.26

LIMITED WARRANTY

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge during normal business hours - parts and labor.

ATTENTION

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FACILITY CODE F-156874



CUSTOMER NO.	ADVISOR DUANE TRUHN	TAG NO. 11797	INVOICE DATE 12/02/17	CELL:
	LABOR RATE	LICENSE NO.	MILEAGE 50,250	COLOR
ANN ARBOR, MI 48103	YEAR / MAKE / MODEL 12/CHEVROLET/MALIBU/		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1G1ZC5E08CF		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O.	R.O. DATE 12/02/17	
BUSINESS PHONE	COMMENTS	REPAIRS PROPERLY COMPLETED & CHECKED BY X	MILEAGE OUT MO: 50250	

LABOR & PARTS

J# 1 00CVZ01DEXOS DEXOS OIL CHANGE TECH(S):11836 11.43
 PERFORM A DEXOS OIL CHANGE WITH NEW FILTER AND ADJUST TIRE
 PRESSURE RESET TIRE PRESSURE MONITOR AND OIL LIFE MONITOR
 PREVENTATIVE MAINTENANCE
 CHANGED THE ENGINE OIL AND FILTER AND ADJUSTED THE TIRE
 PRESSURE AND RESET THE OIL LIFE MONITOR AND RELEARNED THE
 TIRE MONITOR

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	19168267	FILTER 1.836 0	5.95	5.95
JOB # 1	5	88865635	OIL 8.800 0	5.75	28.75
JOB # 1	1	12580255	SEAL 1.844 0	4.25	4.25
JOB # 1 TOTAL PARTS					38.95
JOB # 1 TOTAL LABOR & PARTS					50.38

J# 2 01CVZTIRE TIRE REPAIR TECH(S):11836 15.00
 RIGHT REAR TIRE LEAKING FROM THE RIM //
 BEAD SEAL LEAKING
 DISMOUNTED RESEALED TIRE AND RIM MOUNTED AND BALANCED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2 TOTAL PARTS					0.00
JOB # 2 TOTAL LABOR & PARTS					15.00

J# 3 01CVZ27PT * 27POINT INSPECTION TECH(S):11836 INTERNAL
 27 POINT INSPECTION
 COMPLETED

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

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	FAMIN	ADMIN/RECORDS		2.97
JOB # A	F1	HAZARDOUS WASTE DISPOSAL		1.50
JOB # A	SS	SHOP SUPPLIES		3.96
TOTAL - MISC				8.43

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$80.00 (+TAX)

LIMITED WARRANTY

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge during normal business hours - parts and labor.

ATTENTION

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CUSTOMER SIGNATURE

X



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3515 JACKSON RD.

ANN ARBOR, MI 48103

PHONE (734) 663-3321

www.suburbancollection.com

FACILITY CODE F-156874



CUSTOMER NO.	ADVISOR DUANE TRUHN	TAG NO. 11797	INVOICE DATE 12/02/17	CELL:
	LABOR RATE	LICENSE NO.	MILEAGE 50,250	COLOR
	YEAR / MAKE / MODEL 12/CHEVROLET/MALIBU/	DELIVERY DATE		
	VEHICLE I.D. NO. 1G1ZC5E08CF	DELIVERY MILES		
	P.T.E. NO.	P.C. NO.	SELLING DEALER NO.	PRODUCTION DATE
			R.O. DATE 12/02/17	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	REPAIRS PROPERLY COMPLETED & CHECKED BY X	MILEAGE OUT MO: 50250

TOTALS

THANK YOU FOR CHOOSING SUBURBAN CHEVROLET CADILLAC
OUR STAFF HAS MADE EVERY EFFORT TO MAKE SURE YOUR VEHICLE
WAS REPAIRED TO YOUR "COMPLETE SATISFACTION" AS WE VALUE
YOUR BUSINESS.

IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED PLEASE
CALL ILLYANA BEVINS SERVICE MANAGER AT 734-327-1791

* ELECTRONIC AND ADMINISTRATIVE FEE IS NECESSARY TO MAINTAIN
AND SECURELY STORE YOUR VEHICLES RECORDS AND MEET REGULATORY
AND MANUFACTURER'S REQUIREMENTS

TOTAL LABOR....	26.43
TOTAL PARTS....	38.95
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	8.43
TOTAL MISC DISC	0.00
TOTAL TAX.....	2.57

TOTAL INVOICE \$ 76.38

LIMITED WARRANTY

We guarantee our service work
for 12 months or 12,000 miles,
whichever comes first. If our re-
pair or replacement fails in normal
service within that period, we'll fix
it free of charge during normal
business hours - parts and labor.

ATTENTION

"This repair facility charges for
labor utilizing the flat rate hours
published either by the manufac-
turer in its labor time study guide
or by a recognized industry time
study guide which reflects an
average time requirement for the
performance of specific vehicle
repairs. Therefore, the flat rate
hours charged may be either
more or less than the actual clock
time in any given instance."

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warranties with respect to the sale of this
item/items. The Seller hereby expressly dis-
claims all warranties, either express or
implied, including any implied warranty of
merchantability or fitness for a particular
purpose. Seller neither assumes nor autho-
rizes any other person to assume for it any
liability in connection with the sale of this
item/items.

CUSTOMER SIGNATURE

X

CUSTOMER SIGNATURE



Suburban Ann Arbor, LLC

3515 Jackson Rd.

Ann Arbor, MI 48103

Phone: 734.663.3321

www.suburbancollection.com

F-169976



CELL: [REDACTED]

CUSTOMER NO.	[REDACTED]	ADVISOR	DUANE TRUHN	TAG NO.	235239	INVOICE DATE	07/03/19	INVOICE NO.	[REDACTED]
ANN ARBOR, MI [REDACTED]		LABOR RATE	LICENSE NO.	MILEAGE	58,412	COLOR	/	STOCK NO.	[REDACTED]
		YEAR / MAKE / MODEL				12/CHEVROLET/MALIBU/4DR SDN LT W/1LT			
		VEHICLE I.D. NO.				1 G 1 Z C 5 E 0 8 C F [REDACTED]			
		P.T.E. NO.		P.O. NO.		R.O. DATE		07/01/19	
RESIDENCE PHONE	[REDACTED]	BUSINESS PHONE	[REDACTED]	COMMENTS	REPAIRS PROPERLY COMPLETED & CHECKED BY			X Dave Heremans	
							MILEAGE OUT		MO: 58412

LABOR & PARTS

J# 1 60CVZ EXTENDED WARRANTY TECH(S):235201 429.91
C/S THAT THE CHECK ENGINE LIGHT IS COMING ON WHILE DRIVING
AND SPITTERS ON START UP / ADVISE
FOUND CODE P2101 CIRCUIT SYSTEM TESTING REC R AND R ECU
DUE TO TEST RESULTS
R AND R K20 MODULE AND SPS PROGRAMMING WITH CRANK VARIATION
LEARN 1122823017

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1		12612397	MODULE 3.670 0	430.73
JOB # 1 TOTAL PARTS					430.73
JOB # 1 TOTAL LABOR & PARTS					860.64

J# 2 01CVZ27PT * 27POINT INSPECTION TECH(S):235201 INTERNAL
27 POINT INSPECTION
COMPLETED

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

MISC	CODE	DESCRIPTION	CONTROL NO.
JOB # 1	FAMIN	ADMIN/RECORDS	2.97
JOB # A	F1	HAZARDOUS WASTE DISPOSAL	1.50
JOB # A	SS	SHOP SUPPLIES	30.00
TOTAL - MISC			34.47

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$138.00 (+TAX)
APPROVED ADDITIONAL COST OF \$787.00 FOR TOTAL ESTIMATE OF \$925.00 (+TAX) ON 07/03/19 AT 12:50pm
BY [REDACTED] COMMENTS

COMMENTS
X04WG05T5C:CC created 2019-06-28 04:37:00pm taken by Stephanie Price

TECHNICIAN CERTIFICATION
235201 KENNETH LIVINGSTON M271201

LIMITED WARRANTY

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge during normal business hours - parts and labor.

ATTENTION

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CUSTOMER SIGNATURE

X



Suburban Ann Arbor, LLC

3515 Jackson Rd.

Ann Arbor, MI 48103

Phone: 734.663.3321

www.suburbancollection.com

F-169976



CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR DUANE TRUHN	235239	TAG NO. [REDACTED]	INVOICE DATE 07/03/19	IN [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 58,412	COLOR /	STOCK NO.
ANN ARBOR, MI	YEAR / MAKE / MODEL 12/CHEVROLET/MALIBU/4DR SDN LT W/1LT			DELIVERY DATE	DELIVERY MILES
[REDACTED]	VEHICLE I.D. NO. 1G1ZC5E08CF [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.			P.O. NO.	R.O. DATE 07/01/19
HOME PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS		REPAIRS PROPERLY COMPLETED & CHECKED BY X Dave Herremann	MILEAGE OUT MO: 58412

TOTALS

THANK YOU FOR CHOOSING SUBURBAN CHEVROLET CADILLAC
OUR STAFF HAS MADE EVERY EFFORT TO MAKE SURE YOUR VEHICLE
WAS REPAIRED TO YOUR "COMPLETE SATISFACTION" AS WE VALUE
YOUR BUSINESS.

IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED PLEASE
CALL DAVE HERREMANN, SERVICE MANAGER, AT 734-327-1791.

TOTAL LABOR...	429.91
TOTAL PARTS...	430.73
TOTAL SUBLET...	0.00
TOTAL G.O.G...	0.00
TOTAL MISC CHG.	34.47
TOTAL MISC DISC	0.00
TOTAL TAX.....	27.64

TOTAL INVOICE \$ 922.75

LIMITED WARRANTY

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge during normal business hours - parts and labor.

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CUSTOMER SIGNATURE

X

ORIGINAL ESTIMATE
HAS BEEN REVISED

CUSTOMER SIGNATURE

DUPLICATE INVOICE



Suburban Ann Arbor, LLC

3515 Jackson Rd.

Ann Arbor, MI 48103

Phone: 734.663.3321

www.suburbancollection.com

F-169976



CELL: [REDACTED]

CUSTOMER NO.	ADVISOR DUANE TRUHN	TAG NO. 235239	INVOICE DATE 08/24/19	INVOICE NO.
ANN ARBOR, MI	LABOR RATE	LICENSE NO.	MILEAGE 59,078	COLOR
	YEAR / MAKE / MODEL 12/CHEVROLET/MALIBU/4DR SDN LT W/1LT	DELIVERY DATE	DELIVERY MILES	STOCK NO.
	VEHICLE I.D. NO. 1 G 1 Z C 5 E 0 8 C F	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 08/23/19	REPRINT# 1
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	REPAIRS PROPERLY COMPLETED & CHECKED BY X Dave Hermann	MILEAGE OUT MO: 5908

LABOR & PARTS
J# 1 60CVZ EXTENDED WARRANTY TECH(S):11272 269.94
C/S THAT THE CHECK ENGINE LIGHT IS COMING ON AND VEHICLE IS
IDLING REAL HIGH AND THEN GOES DOWN LIKE IT IS GOING TO
STALL OUT, UNABLE TO ACCELERATE THROUGH IT
SCANNED WITH TECH 2 FOUND CURRENT P1516. DIAGNOSED FOUND
THROTTLE PLATE FLUCTUATING DUE TO INTERNAL THROTTLE BODY
MALFUNCTION
REPLACED THROTTLE BODY AND CONNECTOR FOR BEING WORN. RETESTE
D ALL CHECKS OK

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	12694871	BODY 3.335 0	255.88
JOB # 1	1	13584095	CONNECTOR 3.339 0	51.19
JOB # 1 TOTAL PARTS				307.07
JOB # 1 TOTAL LABOR & PARTS				577.01

J# 2 01CVZ27PT * 27POINT INSPECTION TECH(S):11272 INTERNAL
27 POINT INSPECTION
COMPLETED

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

J# 3+00CVZ27 BG FUEL/AIR INDUCT TECH(S):11272 93.91
Added Operation (11DUANET @ 08/23/2019 14:56)
CUSTOMER REQUEST FUEL & AIR INDUCTION SERVICE
MAINTENANCE
COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3	1	KF65	INTAKE SE	81.90
JOB # 3 TOTAL PARTS				81.90
JOB # 3 TOTAL LABOR & PARTS				175.81

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$800.00 (+TAX)

LIMITED WARRANTY

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge during normal business hours - parts and labor.

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CUSTOMER SIGNATURE

X



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F-169976



CUSTOMER NO.	ADVISOR DUANE TRUHN	TAG NO. 235239	INVOICE DATE 08/24/19	CELL:
	LABOR RATE	LICENSE NO.	MILEAGE 59,078	COLOR
ANN ARBOR, MI	YEAR / MAKE / MODEL 12/CHEVROLET/MALIBU/4DR SDN LT W/1L		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G 1 Z C 5 E 0 8 C F		SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	P.O. NO.	R.O. DATE 08/23/19	REPRINT# 1
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	REPAIRS PROPERLY COMPLETED & CHECKED BY X Dave Herremann	MILEAGE OUT MD: 59084

TOTALS

THANK YOU FOR CHOOSING SUBURBAN CHEVROLET CADILLAC
OUR STAFF HAS MADE EVERY EFFORT TO MAKE SURE YOUR VEHICLE
WAS REPAIRED TO YOUR "COMPLETE SATISFACTION" AS WE VALUE
YOUR BUSINESS.

IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED PLEASE
CALL DAVE HERREMANN, SERVICE MANAGER, AT 734-327-1791.

TOTAL LABOR....	363.85
TOTAL PARTS....	388.97
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	23.34

TOTAL INVOICE \$ 776.16

LIMITED WARRANTY

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge during normal business hours - parts and labor.

ATTENTION

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CUSTOMER SIGNATURE

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DUPLICATE INVOICE



Suburban Ann Arbor, LLC

3515 Jackson Rd.

Ann Arbor, MI 48103

Phone: 734.663.3321

www.suburbancollection.com

F-169976



CUSTOMER NO.	ADVISOR DUANE TRUHN	TAG NO. 235239	INVOICE DATE 08/30/19	CELL: [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 59,125 /	COLOR
ANN ARBOR, MI	YEAR / MAKE / MODEL 12/CHEVROLET/MALIBU/4DR SDN LT W/1LT	VEHICLE I.D. NO. 1 G 1 Z C 5 E 0 8 C F	DELIVERY DATE	STOCK NO.
[REDACTED]	F.T.E. NO.	R.O. NO.	SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	[REDACTED]	[REDACTED]	R.O. DATE 08/30/19	[REDACTED]
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	REPAIRS PROPERLY COMPLETED & CHECKED BY X Dave Herremann	MILEAGE OUT MO: 59,126

LABOR & PARTS

J# 1 03CVZ *DRIVEABILITY DIAG TECH(S):11272 INTERNAL
C/S THAT THE VEHICLE WOULD NOT START THE OTHER DAY, IT JUST
CLICKED, THEN IT STARTED, IT USE TO BE HARD TO START & RUN
ROUGH / CK & ADVISE
TESTED BATTERY BATTERY FAILED TEST
INSTALLED CUSTOMER SUPPLIED BATTERY

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 01CVZ27PT * 27POINT INSPECTION TECH(S):11272 INTERNAL
27 POINT INSPECTION
COMPLETED

JOB # 2 TOTAL LABOR & PARTS 0.00

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

TOTALS
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YOUR BUSINESS.
IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED PLEASE
CALL DAVE HERREMANN, SERVICE MANAGER, AT 734-327-1791.

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

TOTAL INVOICE \$ 0.00

LIMITED WARRANTY

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Ann Arbor, MI 48103

Phone: 734.663.3321

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CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR DUANE TRUHN	TAG NO. 235239	INVOICE DATE 07/24/20	STOCK NO. [REDACTED]
ANN ARBOR, MI [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 62,781	COLOR /
	YEAR / MAKE / MODEL 12/CHEVROLET/MALIBU/4DR SDN LT W/1LT			DELIVERY DATE
	VEHICLE I.D. NO. 1 G 1 Z C 5 E 0 8 C F			SELLING DEALER NO.
	F.T.E. NO.			P.O. NO.
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS	REPAIRS PROPERLY COMPLETED & CHECKED BY X Dave Herremann	MILEAGE OUT MO: 62794

LABOR & PARTS

J# 1 11CVZ *ELECTRICAL DIAG TECH(S):235205 WARRANTY
C/S THAT THE IDLE IS SURGING AT IDLE WHEN PARKED AND
IN GEAR, VEHICLE WILL NOT ACCELERATE TO REACH CONSISTENT
RPM'S // SEE HISTORY
TEST DROVE UNABLE TO DUPLICATE COMPLAINT CHECKED CODE FOUND
P2135 SET INSPECTED WIRING AND CONNECTION NO PROBLEMS FOUND
THROTTLE HAS INTERMITTANT INTERNAL SHORT
REPLACED THROTTLE BODY AND RELEARNED IDLE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	12694871	BODY 3.335 0		0.00

JOB # 1 TOTAL PARTS

JOB # 1 TOTAL LABOR & PARTS

J# 2 01CVZ27PT * 27POINT INSPECTION TECH(S):235205 INTERNAL
27 POINT INSPECTION
COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2					0.00

JOB # 2 TOTAL LABOR & PARTS

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$138.00 (+TAX)

TECHNICIAN CERTIFICATION
235205 CRAIG MANN M235559

TOTALS

THANK YOU FOR CHOOSING SUBURBAN CHEVROLET CADILLAC
OUR STAFF HAS MADE EVERY EFFORT TO MAKE SURE YOUR VEHICLE
WAS REPAIRED TO YOUR "COMPLETE SATISFACTION" AS WE VALUE
YOUR BUSINESS.

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

IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED PLEASE
CALL DAVE HERREMANN, SERVICE MANAGER, AT 734-327-1791.

TOTAL INVOICE \$ 0.00

LIMITED WARRANTY

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X

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Ann Arbor, MI 48103

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F-169976



CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR DUANE TRUHN	TAG NO. 235239	INVOICE DATE 01/27/21	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	65,000	COLOR
ANN ARBOR, MI [REDACTED]	YEAR / MAKE / MODEL 12/CHEVROLET/MALIBU/4DR SDN LT W/1LT	DELIVERY DATE	DELIVERY MILES	
[REDACTED]	VEHICLE ID. NO. 1G1ZC5E08CF [REDACTED]	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 01/25/21	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS	REPAIRS PROPERLY COMPLETED & CHECKED BY X <i>Dave Hoffmann</i>	MILEAGE OUT MO: 85375

LABOR & PARTS

J# 1 11CVZ *ELECTRICAL DIAG. TECH(S):235216 266.56
C/S THAT THE VEHICLE THEFT SYSTEM GOES OFF RANDOMLY AND KILLS BATTERY, WONT JUMP START, THEN IT WILL START BUT HEADLIGHTS WILL NOT GO OFF
CHECKED OUT-FOUND NEGATIVE BATTERY CABLE IS DEFORMED AND WONT STAY TIGHT. TESTED BATTERY WITH GR-8. FAILED, SAYS REPLACE BATTERY.
REPLACED NEGATIVE BATTERY CABLE. OK. COMPLETED.
CUSTOMER WARRANTIED BATTERY. BATTERY TERMINALS ARE REVERSED FOR THIS CAR. CANT PUT COVER ON.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	25850292	CABLE 2.341 0	92.17
PO# [REDACTED]				
JOB # 1 TOTAL PARTS				92.17
JOB # 1 TOTAL LABOR & PARTS				358.73

J# 2 01CVZ27PT * 27POINT INSPECTION TECH(S):235216 INTERNAL
27 POINT INSPECTION
COMPLETED 27 POINT INSPECTION

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

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	F1	HAZARDOUS WASTE DISPOSAL	
JOB # A	SS	SHOP SUPPLIES	
TOTAL - MISC			41.45

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$465.00 (+TAX)

TECHNICIAN CERTIFICATION
235216 WILLIAM NEAL M179937

LIMITED WARRANTY

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CUSTOMER SIGNATURE

X



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Ann Arbor, MI 48103

Phone: 734.663.3321

www.suburbancollection.com

F-169976



CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR DUANE TRUHN	235239	TAG NO. [REDACTED]	INVOICE DATE 01/27/21	[REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 65,000	COLOR	STOCK NO.
ANN ARBOR, MI	YEAR / MAKE / MODEL 12/CHEVROLET/MALIBU/4DR SDN LT W/1LT			DELIVERY DATE	DELIVERY MILES
[REDACTED]	VEHICLE I.D. NO. 1 G 1 Z C 5 E 0 8 C F			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.			P.O. NO.	R.I.Q. DATE 01/25/21
[REDACTED]	BUSINESS PHONE	COMMENTS	REPAIRS PROPERLY COMPLETED & CHECKED BY X Dave Herremann		MILEAGE OUT MO: 65375

TOTALS

THANK YOU FOR CHOOSING SUBURBAN CHEVROLET CADILLAC
OUR STAFF HAS MADE EVERY EFFORT TO MAKE SURE YOUR VEHICLE
WAS REPAIRED TO YOUR "COMPLETE SATISFACTION" AS WE VALUE
YOUR BUSINESS.

IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED PLEASE
CALL DAVE HERREMANN, SERVICE MANAGER, AT 734-327-1791.

TOTAL LABOR....	266.56
TOTAL PARTS....	92.17
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	41.45
TOTAL MISC DISC	0.00
TOTAL TAX.....	7.93

TOTAL INVOICE \$ 408.11

LIMITED WARRANTY

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CUSTOMER SIGNATURE

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Ann Arbor, MI 48103

Phone: 734.663.3321

www.suburbancollection.com

F-169976



CELL: [REDACTED]

CUSTOMER NO.	ADVISOR DUANE TRUHN	TAG NO. 235239	INVOICE DATE 02/11/21	INVOICE NO.
RESIDENCE PHONE	LABOR RATE	LICENSE NO.	COLOR 65,401 /	STOCK NO.
BUSINESS PHONE	YEAR / MAKE / MODEL 12/CHEVROLET/MALIBU/4DR SDN LT W/1LT	MILEAGE	DELIVERY DATE	DELIVERY MILES
COMMENTS	VEHICLE I.D. NO. 1 G 1 Z C 5 E 0 8 C F	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	O. DATE 02/10/21	
		REPAIRS PROPERLY COMPLETED & CHECKED BY X Dave Herremann	MILEAGE OUT MO: 65401	

LABOR & PARTS	
J# 1 D3CVZ	*DRIVEABILITY DIAG TECH(S):235201 INTERNAL
C/S THAT THE CHECK ENGINE LIGHT IS COMING ON WHILE DRIVING CK & ADVISE SCANNED SYSTEM FOUND CODE P0411 AIR INJECTION SYSTEM INCORRECT FLOW. ONCE THE VEHICLE WARMED UP THE PROBLEM WAS NO LONGER PRESENT. SEEMED LIKE THERE MAY HAVE BEEN FROZEN WATER OR CONDENSATION IN THE SYSTEM DUE TO EXTREME COLD. CLEARED CODE AND RECHECKED OK	
JOB # 1 TOTAL LABOR & PARTS 0.00	
J# 2 01CVZ27PT	* 27POINT INSPECTION TECH(S):235201 INTERNAL
27 POINT INSPECTION COMPLETED 27 POINT INSPECTION	
JOB # 2 TOTAL LABOR & PARTS 0.00	
ESTIMATE-----	
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$139.00 (+TAX)	
TECHNICIAN CERTIFICATION-----	
235201	KENNETH LIVINGSTON M271201
TOTALS-----	
THANK YOU FOR CHOOSING SUBURBAN CHEVROLET CADILLAC OUR STAFF HAS MADE EVERY EFFORT TO MAKE SURE YOUR VEHICLE WAS REPAIRED TO YOUR "COMPLETE SATISFACTION" AS WE VALUE YOUR BUSINESS.	
TOTAL LABOR.... 0.00 TOTAL PARTS.... 0.00 TOTAL SUBLET... 0.00 TOTAL G.O.G.... 0.00 TOTAL MISC CHG. 0.00 TOTAL MISC DISC 0.00 TOTAL TAX..... 0.00	
IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED PLEASE CALL DAVE HERREMANN, SERVICE MANAGER, AT 734-327-1791.	
TOTAL INVOICE \$ 0.00	

LIMITED WARRANTY

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CUSTOMER SIGNATURE

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CUSTOMER SIGNATURE

DUPLICATE INVOICE



Suburban Chevrolet of Ann Arbor

Facility #F100426

Repair Order Number

Advisor: DUANE

Tag #:

Tele #:

Customer Name:

Mileage: 66,017

VIN: CF

Related Repairs	Est Labor Time	Est Labor Price	Labor	Qty	Price	Parts Total	Avail?	Shop Supplies	Tax	Total
THROTTLE BODY	1.0	139.98	\$139.98			\$298.26		\$21.00	\$17.90	\$477.13
SECONDARY AIR INJECTION SOLENOID VALVE	1.0	139.98	\$139.98			\$288.53		\$21.00	\$17.31	\$466.82
RIGHT FRONT AXLE SEAL	1.5	227.99	\$227.99			\$41.88		\$34.20	\$2.51	\$306.58
Related Repairs Total	3.5		\$507.95			\$628.67		\$50.00	\$37.72	\$1,250.53

Immediate Repairs	Est Labor Time	Est Labor Price	Labor	Qty	Price	Parts Total	Avail?	Shop Supplies	Tax	Total
Immediate Repairs Total										
Related and Immediate Total	3.5		\$507.95			\$628.67		\$50.00	\$37.72	\$1,250.53

Maintenance Needs	Est Labor Time	Est Labor Price	Labor	Qty	Price	Parts Total	Avail?	Shop Supplies	Tax	Total
Maintenance Needs Total										

ALL PARTS ARE NEW UNLESS
OTHERWISE NOTED.

	Est Labor Time	Est Labor Price	Labor	Qty	Price	Parts Total	Avail?	Shop Supplies	Tax	Total
TOTAL RIM INVESTMENT	3.5		\$507.95			\$628.67		\$50.00	\$37.72	\$1,250.53

Original Amount \$ Additional Repairs \$

Total Investment \$

Or Pay:

Date/Time:

Approved By:

Method: Phone / Text / In Person

For 12 Months