

From: [REDACTED]
To: [EVOQ \(NHTSA\)](mailto:EVOQ@NHTSA)
Subject: Re: Follow up to ODI Complaint -11499878
Date: Tuesday, February 14, 2023 8:40:55 PM

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.

Here is copies of the receipts for the 2016 Chevy Equinox repairs. I would be glad to send you all the original receipts if you need them.

Thank you,
[REDACTED]

On Wed, Feb 8, 2023, 1:21 PM EVOQ (NHTSA) <EVOQ@dot.gov> wrote:

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to [\(202\) 366-1767](tel:(202)366-1767). Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation

TURNER CHEVROLET
1281 PAXTON ST
HARRISBURG, PA 17104

Ref #: [REDACTED]

Sale

/net

XXXXXXXXXXXX [REDACTED]

VISA

Entry Method: Chip

Total:

\$

1,735.00

-1919

EQUI

01/11/23

16:41:13

Inv #: [REDACTED]

Appr Code: 611411

D PART

69@Y

Transaction ID: [REDACTED]

Apprvd: Online

Batch#: [REDACTED]

NTM

CU

VISA CREDIT

SAY

AID: A00000000031010

BLE

TSI: 6800

186

VR: 8000008000

124

NKS

SY

Customer Copy

3IN

CF

CH

23

#3

- MPI:

VEHICLE IN

E BATTER

TURNER CHEVROLET
1251 PAXTON ST
HARRISBURG, PA 17104

Ref #: 0033

Sale

.net

XXXXXXXXXX

Entry Method: Chip

-19

1: \$ 1,735.00

EQU

23 16:41:13

Appr Code: 611411

D PA

690

ction ID:

NT

: Online

Batch#

C

SA



251 Paxton St Harrisburg, PA 17104
 (717) 234-4444 • www.TurnerChevy.net

SERVICE DEPARTMENT HOURS
 7:00 a.m. to 5:00 p.m.
 Monday - Friday
 7:00 a.m. to 12:00 p.m. Saturday

REC Order Date	12/31/22	REC Invoice #	[REDACTED]
REC Order Form	01/05/23	Pre-Invoice	
Message ID	85766	Message ID	85768
Service Advisor / Tag #			
Nathaniel Roth/3213			
Work Phone		Vehicle Identification Number	
[REDACTED]		2GNFLBK704 [REDACTED]	
Home Phone		Delivery Date	
[REDACTED]		03/16/19	
		02/09/19	
Make	Model	Color	License Number
CHEVROLET	EQUINOX	WHITE	

[REDACTED]
 HURG, PA [REDACTED]

Make	Model	Body	Color	License Number
CHEVROLET	EQUINOX		WHITE	

	AMOUNT
[REDACTED]	
WILMORRE: APPOINTMENT TELL US MORE CUSTOMER STATES CUSTOMER STATES MASSIVE OIL LEAK, CAL MECHANIC SAYS REAR MAIN SEAL Tech: JEFF WISSLER (620)	2254.50
Installed 12591866 :SL-N-SEAL (00137-BOPCKT)	1048.26
Installed 19421242 :N-FLUID (08800-BOPCKT)	207.85
AND REAR CRANKSHAFT SEAL LEAKING OIL. THIS IS FIXED BY PCV SYSTEM HAVING WATER IN IT AND CLEANING, CLOSING OFF ENGINE BREATHING SYSTEM. REPLACED REAR CRANK SEAL AND CLEANED OUT PCV SYSTEM. ALSO CHANGED OIL. TOOK FOR TEST DRIVE AND DRIVE OK.	
Total: 2318.46	

VEHICLE INSPECTION 27 POINT CHECK OVER INCLUDING FREE BATTERY TEST AND FREE ALIGNMENT CHECK Requested by VEHICLE INSPECTION 27 POINT CHECK OVER INCLUDING FREE BATTERY TEST AND FREE ALIGNMENT CHECK Tech: JEFF WISSLER (620)	
Total: .00	

Y: DEXOS FULL SYNTHETIC OIL AND FILTER CHANGE (UP TO 6 QUARTS) OPERATION	
--	--

UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair
 along with the necessary material and agree that you are not
 responsible for any damage to vehicle or articles left in the vehicle in case of fire, theft, or any
 delay or for any delays caused by unavailability of parts or delays in
 repair or transporter. I hereby grant you or your employees permission to
 use the vehicle on streets, highways, or elsewhere for the purpose of testing
 and the mechanic's lien is hereby acknowledged on above vehicle to secure
 payment.
 Any warranties on the products sold hereby are those made by
 the manufacturer and I expressly disclaim all warranties either express or implied,
 of merchantability or fitness for a particular purpose, and the seller
 or any other person is assumed to assume for any liability in connection with the
 repair contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

ADDITIONAL OR SAFETY ITEMS OR SPECIAL ORDERS.

www.turnerchevy.net



17104
erChevy.net

SERVICE DEPARTMENT HOURS
7:00 a.m. to 5:00 p.m.
Monday - Friday
7:00 a.m. to 12:00 p.m. Saturday

R/O Open Date	12/31/22	R
R/O Close Date	01/05/23	Pre
Mileage In	85766	
Service Advisor / T	Nathaniel Roth	
Vehicle Identification	2GNFLEEK7G63	
Delivery Date	03/16/19	02
Color	WHITE	Li

Work Phone	
Model	EQUINOX
Body	

AD PARTS		
XOS FULL SYNTHETIC OIL AND FILTER (TO 6 QUARTS)		
354	:N-OIL (08800-BOPCK)	50@.56
345	:SL-N-FILTER KIT (01836-BPCKT)	1@8.90
.95		

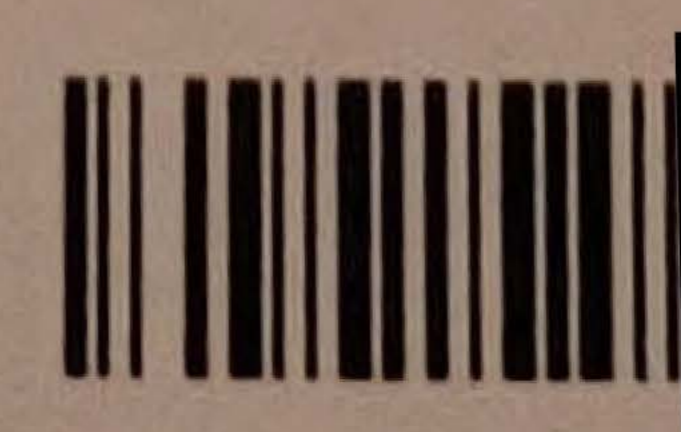
ATED 2022-12-31 08:30:00AM TAKEN BY NATE RO

MADE. "I hereby authorize the repair material and agree that you are not be vehicle in case of fire, theft, or any by unavailability of parts or delays in you or your employees permission to elsewhere for the purpose of testing owledged on above vehicle to secure

ucts sold hereby are those made by warranties either express or implied, a particular purpose, and the seller it any liability in connection with the pply where prohibited by law.

LABOR
PARTS
DEDUCTIBLE
SUBLET
SHOP SUPPLIES
HAZARDOUS MATERIALS
SALES TAX OR TAX I.D.
SPECIAL ORDER DEPOSIT
DISCOUNTS
TOTAL DUE

S OR SPECIAL ORDERS.





Lehman's Towing
 "Whenever You Stall... Give Us A Call"
 67 Cove Hill Rd
 Marysville, PA 17053
 (717) 686-7033

Road Service

DATE 12/29/22	TIME A.M. P.M.	REQUESTED BY	EST. NO.
NAME		[REDACTED]	
ADDRESS		[REDACTED]	
CITY		STATE	ZIP
ADDRESS OF VEHICLE 50 Paradise rd Duncannon			
MAKE MODEL MAKE Chevy Equinox		COLOR White	
YEAR	LIC. PLATE NO. 7CAFLEEK 786	VEHICLE ID NO. [REDACTED]	REGISTRATION NUMBER
MILEAGE	SERVICE TIME	EXTRA PERSON	
FINISH	FINISH	FINISH	
START	START	START	
TOTAL	TOTAL	TOTAL	
REASON FOR TOW		SPECIAL EQUIPMENT	
<input checked="" type="checkbox"/> ACCIDENT	<input type="checkbox"/> ABANDONED	<input type="checkbox"/> SINGLE LINE WINCHING	
<input type="checkbox"/> ARREST	<input type="checkbox"/> STOLEN CAR	<input type="checkbox"/> DUAL LINE WINCHING	
<input type="checkbox"/> UNREGISTERED	<input checked="" type="checkbox"/> BREAK DOWN	<input type="checkbox"/> SNATCH BLOCKS	
<input type="checkbox"/> TOW ZONE	<input type="checkbox"/> LOCK OUT	<input type="checkbox"/> SCOTCH BLOCKS	
<input type="checkbox"/> SNOW REMOVAL	<input type="checkbox"/> START	<input type="checkbox"/> DOLLY	
TYPE OF TOW	TOWED PER ORDER OF	VEHICLE TOWED TO	
<input type="checkbox"/> SLING/ HOIST TOW	<input type="checkbox"/> STATE POLICE	FIRST TOW Turner Chevy paxton st	
<input type="checkbox"/> FLAT BED/ RAMP	<input type="checkbox"/> LOCAL POLICE	SECOND TOW	
<input type="checkbox"/> WHEEL LIFT	<input type="checkbox"/> OWNER		
<input type="checkbox"/>	<input type="checkbox"/> DEALER		
STORAGE FROM		TOWING CHARGE	120 00
TO _____ DAYS @ \$ _____		MILEAGE CHARGE	
PAID BY		EXTRA PERSON	
CASH <input type="checkbox"/> CHECK <input type="checkbox"/>	DRIVERS LIC. NO. _____	SPECIAL EQUIPMENT	
CREDIT CARD <input type="checkbox"/> MC <input type="checkbox"/> VISA <input type="checkbox"/> AMEX <input type="checkbox"/>	EXP. DATE _____	LABOR CHARGE	
NO. _____		STORAGE	
[REDACTED] DATE 12/29/22		SUB-TOTAL	20 00
[REDACTED] DATE _____		TAX	0 00
[REDACTED] DATE _____		TOTAL	120 00

Not responsible for loss or damage to vehicle in case of fire, theft or any other cause beyond our control.

Thank You

FORM 1001 2022



Lehman's Towing
 "Whenever You Start... Give Us A Call!"
 67 Cove Hill Rd
 Marysville, PA 17053
 (717) 686-7033

Road Service

DATE: 12/20/22		TIME: A.M. / P.M.	REGISTRATION NO.
[REDACTED]		[REDACTED]	
STATE: PA		ZIP: 17053	
TYPE OF VEHICLE: 2016 Dodge Ram S&W		COLOR: WHITE	
DRIVER: CHRY EQUINOX		VEHICLE ID NO: 2GNFL6EK7G6 [REDACTED]	
LEASE	SERVICE TIME		EXTRA PERSON
FINISH	FINISH		FINISH
START	START		START
TOTAL	TOTAL		TOTAL
REASON FOR TOW		SPECIAL EQUIPMENT	
<input type="checkbox"/> ACCIDENT	<input type="checkbox"/> ABANDONED	<input type="checkbox"/> FLAT TIRE	<input type="checkbox"/> SINGLE LINE WINCHING
<input type="checkbox"/> BREKST	<input type="checkbox"/> STOLEN CAR	<input type="checkbox"/> OUT OF GAS	<input type="checkbox"/> DUAL LINE WINCHING
<input type="checkbox"/> REGISTERED	<input checked="" type="checkbox"/> BREAK DOWN	<input type="checkbox"/> IMPOUNDED	<input type="checkbox"/> SNATCH BLOCKS
<input type="checkbox"/> IN ZONE	<input type="checkbox"/> LOCK OUT	<input type="checkbox"/>	<input type="checkbox"/> SCOTCH BLOCKS
<input type="checkbox"/> REMOVAL	<input type="checkbox"/> START	<input type="checkbox"/>	<input type="checkbox"/> DOLLY
TYPE OF TOW	TOWED PER ORDER OF	VEHICLE TOWED TO	
<input type="checkbox"/> HOIST TOW	<input type="checkbox"/> STATE POLICE	FIRST TOW: 50 Paradise Rd Duncannon	
<input type="checkbox"/> BED RAMP	<input type="checkbox"/> LOCAL POLICE	SECOND TOW:	
<input type="checkbox"/> W/ LIFT	<input type="checkbox"/> OWNER		
	<input type="checkbox"/> DEALER		

FROM: [REDACTED]	TOWING CHARGE	130 10
TO: [REDACTED] DAYS @ \$	MILEAGE CHARGE	
<input type="checkbox"/> CHECK DRIVERS LIC. NO. [REDACTED]	EXTRA PERSON	
<input type="checkbox"/> MC <input type="checkbox"/> VISA <input type="checkbox"/> AMEX EXP. DATE [REDACTED]	SPECIAL EQUIPMENT	
	LABOR CHARGE	
	STORAGE	
	SUB-TOTAL	130 10
	TAX	0 0
	TOTAL	130 10

We are not responsible for damage to vehicles or property if the driver is not wearing seat belts beyond our control.

Thank You

PROUDLY PRINTED IN THE USA

PENRAC, LLC, 6515 CARLISLE PIKE, MECHANICSBURG, PA 170502376 (717) 795-8500

RENTAL AGREEMENT REF#

RENTER

ADDITIONAL DRIVER

DATE & TIME OUT
12/27/2022 12:15 PM
DATE & TIME IN
01/02/2023 10:57 AM

BILLING CYCLE
24-HOUR

CAR CLASS CHARGED
ICAR

VEH #1 2022 TOYO CORO LE
VIN# 5YFEPMAE8NP
LIC#
MILES 407
DRIVEN
CAR CLASS: ICAR

SUMMARY OF CHARGES

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	12/27 - 01/02	6	DAY	\$72.98	\$437.88
ADDITIONAL DRIVER FEE	12/27 - 01/02	6	DAY	\$15.00	\$90.00
Subtotal:					\$527.88

Taxes & Surcharges

PA TAX	12/27 - 01/02			6%	\$31.67
PTA FEE	12/27 - 01/02	6	DAY	\$2.00	\$12.00
VEHICLE RENTAL TAX	12/27 - 01/02			2%	\$10.56
Total Charges:					\$582.11

Bill-To / Deposits

DEPOSITS					(\$582.11)
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Total Estimated Amount Due

\$0.00

PAYMENT INFORMATION

AMOUNT PAID TYPE
\$582.11 Visa

CREDIT CARD NUMBER
XXXXXXXXXX

1/2/2023