



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

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-8393
DC METRO AREA (202) 366-0123

POSTED
RECEIVED

AGENCY USE ONLY

Od-or
ri-
ode
up-tr
Copied

NOV-3 1998

OFFICE
DEFECTS INVESTIG

Reference No.

555327

OWNER INFORMATION (Type or Print)

Name
Street
City

Phone Number (Have voice mail)

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA will NOT provide your name and address to the vehicle manufacturer.

Signature of Owner

Date **9/28/00**

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 1GNDM19W0B116885		Vehicle Make Chevrolet Truck	Vehicle Model Astro	Vehicle Year 1997	Current Odometer Reading 087,257
Purchase Date 11-2-98	Dealer's Name Green Chevrolet		Engine Size? (CID/CC) ? 6		<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City Peoria	State IL	Zip Code 61615		
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> Driverside Airbag <input checked="" type="checkbox"/> Passengerside Airbag <input type="checkbox"/> 3-Point Belt ?	<input type="checkbox"/> Motorbelt ? <input type="checkbox"/> 2-Point Belt ?	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drivetrain <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel
Body Style <input type="checkbox"/> Hatch Back <input checked="" type="checkbox"/> Van <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other					

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Part Name(s) Note: See copies of Warranty History, Repairs & typed Summary	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failures	Date(s) of Failure(s) Mileage at Failure(s) Vehicle Speed at Failure(s)	Manufacturer Contacted? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No

APPLICABLE ACCIDENT INFORMATION

(Use reverse side for more detailed information)

1. but never got very far - they covered for dealer.

Accident <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input type="checkbox"/> No	Number Persons Injured	Number of Fatalities	Estimated Property Damage \$ _____	Reported to Police <input type="checkbox"/> Yes <input type="checkbox"/> No
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INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

To report defective or failed tires provide the following: DOT Number, Tire Manufacturer, Tire Name, Tire Size (include all numbers and letters). Note: This information not required for normal operation tires.

D O T	Manufacturer	Tire Name	Size
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TIRE SIZE

TIRE NAME

TIRE MANUFACTURER

U.S. DOT safety standard code
The number may be on the inner side of the tire and have up to 11 letters and numbers. Usually located near rim flange on side opposite whitewall or on either side of blackwall tire.

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.

GM VEH WARRANTY HISTORY INQUIRY PAGE 1 OF 2
 (UPDATED THRU 19991031)

VEHICLE-ID-NUMBER DESCRIPTION OCM DEL-DLR DEL-DATE DEL-ODOM FBI-ELIC
 IGMW19W0V8116825 ASTRO EXT M 19960906 10 PAID

PROD-DTE: 19960812 DELMAR-DATE: WAPBLK-DTE:
 INV-DTE: 19960823 DELMAR-ODOM: WAPBLK-TYP:
 INV-DLR: SHIP-TO-DLR:

C	CYCLE						AUTH	AUTH		
T	RODNR	NO.	RORATE	NO.	DOC-NO.	LN	LEAD	ODOMETER	ID	CODE
01	1347580	897	19960920	118436	282006	01	V0021	40093		
	INST RR SEAT CUSH FRAME PROT 97013 FAIL-PART: 88880002									
02	1347580	876	19980703	312205	210019	01	J6372	35526		
	SENSOR, EXHAUST OXYGEN - REPLACE FAIL-PART: 25312200									
03	1347360	856	19980504	211829	328009	01	L1225	31663	1863	LS
	SENDER/PUMP-LIT TRK UNIT-REPLACE FAIL-PART: 25178736									
04	1347360	852	19980427	211181	125070	01	M8180	31777		
	INSTRUMENT PNL CLUSTER ASSM-REPLACE									
05	1347360	847	19980613	209903	107068	01	B5000	31185		
	DOOR ASSEMBLY, SLIDING-ALIGN-RT									
06	1347360	847	19980613	209903	107067	02	V0135	31185		?
	REPOSITION COIL WIRE-4.3L TRK 98007									
07	09	710	19970227	700765	80000	00	E7005	0	1025	RD588
	BUYBACK UNIT									
08	1325128	650	19961126	091965	347010	01	B5700	6372	0090	PE
	TAILGATE ASM, -ALIGN									
09	1325128	648	19961125	091791	332037	01	E4187	6325		
	INSUL/SUPPORT, BOTH RR-STAR SHF-RPL FAIL-PART: 15568769									
10	1325128	648	19961125	091791	332086	02	J4359	6325		
	SENSOR, CRANKSHAFT - REPLACE FAIL-PART: 10456200									
11	1325128	648	19961125	091791	332085	03	E5000	6325		
	DEALER TRADE PRICE DIFF REIMBURSE									
12	1325128	640	19960924	088063	278009	01	B0260	2762	0090	PE
	BUMPER ASSEMBLY, REAR-ALIGN									
13	1325128	640	19960924	088063	278008	02	B4000	2762	0090	PE
	DOOR ASM, RIGHT FRONT-ALIGN									
14	1325128	640	19960924	088063	278007	03	E7910	2762		
	ONE WAY SHUTTLE SERVICE									
15	1325128	639	19960923	087974	269099	01	M0087	2728		
	CALIPER ASSEMBLY, BOTH FRONT-R&R									
16	1325128	639	19960923	087974	269098	02	E2020	2728		
	WHEEL ALIGNMENT-CHECK/ADJUST									
17	1325128	639	19960923	087974	269097	03	M2640	2728		
	P/PDAY/BUSHING, BRAKE-R&R/REPLACE									
18	1325128	639	19960923	087974	269096	04	M6112	2728		
	WIRE/CONN, FRONT CHASSIS-REPAIR									
19	1325128	637	19960905	086824	255047	01	E2187	162		
	LINK/BSHG/SRRT, R-FT STAB SHFT-R&R/R									
20	1325128	637	19960905	086824	255046	02	B5000	162		
	DOOR ASSEMBLY, SLIDING-ALIGN-RT									
21	1325128	616	19960820	086457	250038	01	E7000	5		
	PASSENGER CAR AND TRUCK NV1									

NO MORE CLAIMS FOR THIS VIN

SUMMARY OF PROBLEMS AND COMPLAINTS

October 1998 to Present - Back windshield wiper has never worked properly - I have changed the wipers several times and it still does not clean the window very clear. Hard to see at night especially.

October 1998 to Present - Gas pedal has always intermittently stuck causing vehicle to surge forward at times.

October 1998 to Present - After driving for at least 10 to 20 miles, coming to a complete stop and then proceeding forward, the van makes a banging noise and lurches with a jolt. This happens intermittently.

October 1998 to Present - Brakes squeaked upon immediately purchasing and driving off the lot. After complaining for one year, the dealer we bought it from finally replaced break pads.

October 1998 to Present - Air conditioner/heater/radio buttons get very hot to the touch. Also, the control to adjust the side mirrors get hot to the touch. Very concerned that this is a fire hazard.

October 1998 to Present - This van has always ridden rough. Front end shakes and vibrates when going above 50 MPH. This van had 40,000 miles when we bought it and it has always done this. Very concerned of the safety of this vehicle.

October 1998 to Present - Latches on the left-hand passenger side window will not lock- causing window to slam shut while moving.

October 1998 - Had to replace battery within first month of owning due to electrical power being draining out.

October 1998 to Present - Passenger side arm rest vinyl cracked

November 1998 to Present - Passenger sliding door would not close properly - had to have adjusted - fourth time since coming out of the factory and the door still rattles to this day. Question safety with my kids in the van.

November 1998 - Keyless entry failed the first week we had it.

January 1999 - Windshield wipers in the front ice up very easily.

April 1999 - All drive belts had to be replaced on the advice of the dealership.

May 1999 – Van started slipping – transmission had to be replaced.

October 1999 to Present – Left side mirror intermittently fails and then will work again.

Also, the last time we had to have the van hooked up to a computer to find out why the **check engine light** came on, our local mechanics said the wiring underneath the drivers side was an entangled mess. They could hardly get the computer hooked up. With the buttons getting hot on the van makes me wonder about all of the wiring.

I started questioning the dealership from the start about this van and I had asked from the day we bought it for the history. They at first promised me the history but then failed to come up with it and would ignore my asking. They claimed they could not get the history for me. I also attempted to contact GM and they always sent me back to the dealership. I feel pretty much that we got the run around. I did finally get the history with the help from a co-worker and their dealership, I found out that this van was a buyback. When I confronted the dealership as to what it was all about and why did they time and time again not want to give me this information the owner got very angry and pretty much told me he was done with me.

I then got in touch with GM and they sympathized for the way the dealership handled the sale of this van and also said something was very strange about this van and my situation but said they could do nothing unless there was a safety issue. But they failed to tell me what steps to take to have this van investigated. I have been investigating this since May of 1999 and was just about to give up when I came across the Auto Safety Hotline. I feel very much that the auto manufacturer and the dealer purposely concealed material information about the vehicle's safety and quality history from me.

I would also like to add that when we signed the papers for this van and wrote the check for a deposit was on Monday, November 2, 1998. The dealership backdated all of the paperwork for the sale of this van for 10/31/98. I cannot understand the reasoning behind not putting the correct date. In my opinion that would seem to be fraudulent to me.

I have two small children and have always been nervous about what might go wrong with this van. Finding out that it had been a buyback explains why this van seems to feel and run poorly and has really made me feel nervous about it. If there is anything that can be done, we would greatly appreciate it. I have also included the only two papers we were given at the time of the sale. The only other paper was displayed in the window stating we had a 30-day warranty. I do not have that copy. I know the dealership wishes we would just go away. They refuse to deal with us and I have found if anyone calls them questioning our situation, they claim they have gone above and beyond doing great things for us. I appreciate anything that can be done if anything at all.

Thank you.

Sincerely,



**7:30am-4:30pm
after 6:00pm**



Green Chevrolet Peoria, Inc.

8017 N. Knoxville Ave • Peoria, Illinois 61615
P.O. Box 3633 • Peoria, Illinois 61614 3833
Phone: (309) 691-1100 • Fax: (309) 392-9592

WE OWE



STK. NO. B206 NEW USED

YEAR 1997 MAKE CHEVROLET

ZIP 61559 MODEL ASTRO LT

SERIAL NO. 16NDM19WQVB116885

SALESMAN CHRIS KEELING NO. _____ DEL. DATE _____

NAME OF ITEM	PART	LABOR
No Adds		
No DELETS		
 	 	
 	 	

I accept the WE-OWE with the understanding that I & my family (30) THIRTY DAYS FROM DATE OF ISSUANCE and that I must make an ADVANCE APPOINTMENT WITH THE SERVICE DEPARTMENT before the above work can be performed.

(A APPOINTMENT CALL SERVICE DEPT.)

OWNER



Jerry Stahl

Signature and Address

DATE 10/31/98

APPROVED Bennie

FORM #118

Dr. Lic. 349-54-1090
 Soc. Sec. 09/09/58
 D.O.B.



8017 N. Knoxville Ave.
 Peoria, Illinois 61615
 (309) 691-1100

Stock No. 8266
 Date 10/31/98

File No. [Redacted] RETAIL BUYERS ORDER
 Purchase [Redacted] CUST. NO. 112849
 Address [Redacted] CHRISTOPHER L. KEE, JR.

Enter my order for Year 97 Make CHEVROLET Model TRUCK Color WHITE
 Serial No. 1GNCH19H0W0115885
 New Used Demo Cab Truck Mileage 40180

FACTORY INSTALLED OPTIONS AS LISTED ON MANUFACTURER'S LABEL	Base Price	\$	20495.00
AFFIXED TO GLOVE BOX DOOR	Equipment, Accessories, Freight or other charges if not included in above price.	\$	N/A
DEALER OPTIONS:	List Price	\$	20495.00
	Used Car Allowance	\$	3297.89
	Difference	\$	17297.11
	Dealer Options	\$	N/A
	Dealer Options	\$	N/A
	Dealer Options	\$	
	Unit Handling & Documentary Fees	\$	46.88
	Sub-Total	\$	17297.00
	Tax	\$	1091.00
	License & Title Fee	\$	25.00
	Extended Warranty	\$	N/A
	Total Selling Price	\$	21647.00
	Total Cash Difference	\$	18400.00
	Factory Rebates	\$	N/A
	GMPP Credit Card (Ext. Warranty Fmt.)	\$	N/A
	Cash on Delivery	\$	N/A
	Balanco	\$	18400.00
	Trade Yr. 1990 Make OLDSMOBILE Serial # 2G3AL54N2L233040		
	Lic. # _____ Stk # _____ Exp. _____ Mileage _____		N/A
	Pay Off	\$	
	Pay Off to:		
	Total to Finance	\$	18400.00
	Show Lien to: STATE BANK OF SPEER	\$	

TOTAL OPTIONS \$
 The information you see on the window form (Buyer's Guide) for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract sale of a used vehicle.

REMARKS:
 STATE BANK OF SPEER

An explanation of any and all warranties is covered in items 9 and 10 on the back of this order. No salesman's verbal promise is binding on the company. The front and back of the Order comprise the entire agreement affecting this purchase, and no other agreement or understanding of any nature concerning same has been made or entered into, or will be recognized. This order shall not constitute a hiring agreement on the part of either the Buyer or the Seller until full payment for the vehicle has been made, by check or cash, or in the form of a signed financing contract. We guarantee seller (Dealer) that title to the vehicle traded in pursuant to this agreement, if any, is (1) held solely by you and is valid, clear and free of all encumbrances other than the balance owed on such trade-in, if any, as indicated in this agreement, and (2) if the trade-in title is MARKED SALVAGE OR REBUILT THIS AGREEMENT SHALL BE VOID, UNLESS PREVIOUSLY DISCLOSED BY BUYER AND ACCEPTED BY GREEN CHEVROLET, Inc. We understand that the amount shown as the Balance Owed on Trade-In, if any, of this agreement is an estimate only. If the actual payoff is higher, we will pay Green Chevrolet, Inc., the difference immediately upon request. If the estimated payoff is lower, Green Chevrolet, Inc., will pay you the difference. We for the purpose of buying or leasing a vehicle authorize the dealer to conduct a credit verification. I have read the matter printed on the back hereof and agree to it as part of this order. I certify that I am of legal age, or older, and hereby acknowledge receipt of a copy of this order.

PURCHASER'S SIGNATURE *Christopher L. Kee, Jr.*
 ACCEPTED GREEN CHEVROLET, Inc. BY *[Signature]*

NO PUBLIC LIABILITY INSURANCE ISSUED WITH THIS ORDER



GREEN SERVICE CENTER

8017 N. KNOXVILLE AVE. - PEORIA, ILLINOIS 61615
SERVICING ALL MAKES AND MODELS - AUTHORIZED WARRANTY CENTER FOR:



SERVICE DEPARTMENT (309) 691-1150 BODY SHOP (309) 691-1175 PARTS DEPARTMENT (309) 691-1165 SALES DEPARTMENT (309) 691-1100 RENTAL DEPARTMENT (309) 691-1185 DEALERSHIP FAX (309) 693-9982

CUSTOMER NO. 192242	ADVISOR ANDREW EDRY	343	CARD NO. Y404	INVOICE DATE 12/15/98	INVOICE NO. CTCS923756
	LABOR RATE	LICENSE NO.	VEHICLE IN 43026	COLOR WHITE/	STOCK NO. 8266
	YEAR / MAKE / MODEL 97/CHEVROLET TRUCK/ASTRO/			DELIVERY DATE 10/31/98	DELIVERY MILES 40180
	FILE NO.	P.O. NO.		SELLING DEALER NO.	PRODUCTION DATE
				FILE DATE 12/15/98	
	COMMENTS				MILEAGE OUT

JOB# 1 CHARGES

LABOR
J# 1 01CVZ01 LUBE OIL AND FILTER TECH(S)16000 2.00
CUSTOMER REQUEST LUBE OIL AND FILTER SERVICE
COMPLETED LUBE OIL AND FILTER SERVICE, INCLUDED TOPPING
OFF ALL FLUID LEVELS.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	25171377	FILTER 1.836	7.00	7.00
				TOTAL - PARTS	7.00

G.O.G. & SUPPLIES
5.0 5W30 GOODWRENCH OIL(5.0) @ 1.190 UNIT 5.95
TOTAL - GOG 5.95

JOB# 1 TOTALS
LABOR 2.00
PARTS 7.00
G.O.G. 5.95

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 19.95

JOB# 2 CHARGES

LABOR
J# 2 01CVZ03 TRANAXLE SERVICE TECH(S)16000 40.00
CUSTOMER REQUESTS TRANAXLE SERVICE
CHANGED TRANAXLE FLUID AND FILTER.
THANKS FOR CHOOSING GREEN CHEVROLET FOR YOUR SERVICE NEEDS

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	PK2	TRANS FLUSH KIT	40.45	40.45
	1	10210	TRANS FLU	****	****
	12	ATF	ATF	****	****
				TOTAL - PARTS	40.45

JOB# 2 TOTALS
LABOR 40.00
PARTS 40.45

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 80.45

JOB# 3 CHARGES

LABOR
J# 3 01CVZ18 FUEL FILTER TECH(S)16000 19.95
CUSTOMER REQUEST REPLACE FUEL FILTER
COMPLETED REPLACEMENT OF FUEL FILTER
THANKS FOR CHOOSING GREEN CHEVROLET FOR YOUR SERVICE NEEDS

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	25121792	FILTER AS 3.890	16.95	16.95
				TOTAL - PARTS	16.95

JOB# 3 TOTALS
LABOR 19.95
PARTS 16.95

JOB# 3 JOURNAL PREFIX CTCS JOB# 3 TOTAL 36.90

JOB# 4 CHARGES

LABOR



GREEN SERVICE CENTER

8017 N. KNOXVILLE AVE. • PEORIA, ILLINOIS 61615
SERVICING ALL MAKES AND MODELS • AUTHORIZED WARRANTY CENTER FOR: **CHEVROLET**



SERVICE DEPARTMENT (309) 691-1193 BODY SHOP (309) 691-1175 PARTS DEPARTMENT (309) 691-1185 SALES DEPARTMENT (309) 691-1180 RENTAL DEPARTMENT (309) 691-1185 DEALERSHIP FAX (309) 692-0592

CUSTOMER NO. 132849	ADVISOR ANDREW EDDY	343	CARD NO. Y404	INVOICE DATE 12/15/98	INVOICE NO. CTCS323756
	LABOR RATE	LICENSE NO.	RELEASE # 43026	COLOR WHITE/	STOCK NO. R266
	YEAR/MAKE/MODEL 97/CHEVROLET TRUCK/ASTRO/			DELIVERY DATE 10/31/98	DELIVERY MILES 40180
	VEH. NO.	NO.	NO.	NO.	NO.
	P.T.E. NO.	P.O. NO.	P.O. DATE 12/15/98	SELLING DEALER NO.	PRODUCTION DATE
	COMMENTS				MILEAGE OUT

LAPOR-----
 JOB# 4 16CVZ CHASSIS ELECT/LIGHTS TECH(S):0000 0.00
 CUSTOMER REQUEST TO CHECK THE BATTERY
 CHECKS OK

JOB# 4 TOTALS-----
 JOB# 4 JOURNAL PREFIX CTCS JOB# 4 TOTAL 0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
 JOB# 4 A 125 SVS-SHOP MATERIALS 6.70
 TOTAL - MISC 6.70

ESTIMATE-----
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$150.00 (+TAX)
 TOTAL-----

VERIFICATION OF RECEIPT

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES DEFECTED
 LIFETIME WARRANTY
 NON-DEFECTED PARTS
 WARRANTY
 FOR REPAIR

TOTAL LABOR.... 66.95
 TOTAL PARTS.... 64.40
 TOTAL SUBLET... 0.00
 TOTAL T.O.B.... 5.95
 TOTAL T.O.S.... 6.70
 TOTAL T.O.P.... 0.00
 TOTAL TAX.... 5.79
 TOTAL INVOICE \$ 149.79

I VERIFY RECEIPTED WITHIN 30 DAYS
 OF ALL SERVICES PERFORMED



Goodwrench

Plus CR # 1547
DE

PAID DEC 15 1998

GREEN SERVICE CENTER

8017 N. KNOXVILLE AVE. • PEORIA, ILLINOIS 61615

SERVICING ALL MAKES AND MODELS • AUTHORIZED WARRANTY CENTER FOR: **CHEVROLET**



SERVICE DEPARTMENT
(309) 697-1150

BODY SHOP
(309) 691-1175

PARTS DEPARTMENT
(309) 697-1185

SALES DEPARTMENT
(309) 691-1100

RENTAL DEPARTMENT
(309) 691-1188

DEALERSHIP FAX
(309) 696-9992

CUSTOMER NO.
132849

ADVISOR GARY O GIDDENS	863	CARD NO. 837H	INVOICE DATE 04/06/99	INVOICE NO. CTCS331622
LABOR RATE	LICENSE NO.	MILEAGE IN 49019	COLOR WHITE	STOCK NO. 0286
YEAR / MAKE / MODEL 97 / CHEVROLET TRUCK / ASTRO /			DELIVERY DATE 09/06/96	DELIVERY MILES 10
F.T.E. NO.			SELLING ORDER NO.	PRODUCTION DATE
P.D. NO.			R.O. DATE 04/06/99	
COMMENTS				MILEAGE OUT

JOB# 1 CHARGES

LABOR
JOB# 1 07C0Z07 DRIVE BELTS TECHS 4HT00
CUSTOMER REQUESTS TO HAVE ALL DRIVE BELTS REPLACED
INSTALL NEW BELT
TECH 1061 25.00

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	12355016	BELT 1.066	37.13	37.13
				TOTAL - PARTS	37.13

JOB# 1 TOTALS

LABOR	25.00
PARTS	37.13
JOB# 1 JOURNAL PREFIX LDCS JOB# 1 TOTAL	62.13

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$65.00 (+TAX)

COMMENTS
WAITING

TOTALS

GREEN SERVICE CENTER

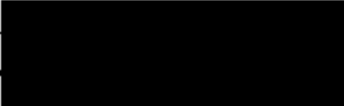
VERIFICATION OF RECEIPT

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIMITED LIFETIME GUARANTEE, WITH CONTINUED PRIVATE OWNERSHIP. NON-DESIGNATED PARTS HAVE 12 MONTH / 12 MILE LIMITED WARRANTY. HONORED ONLY WHEN RETURNED TO GREEN CHEVROLET FOR REPAIRS.

I VERIFY COMPLETELY SATISFIED WITH THE EXPLANATION GIVEN OF ALL SERVICES PERFORMED.



TOTAL LABOR	25.00
TOTAL PARTS	37.13
TOTAL SHEET	0.00
TOTAL G.T.O.	0.00
TOTAL MISC. CHG.	0.00
TOTAL MISC. DISC.	0.00
TOTAL TAX	2.79
TOTAL INVOICE	65.92



DATE

Green made said belts were bad.

CC # 1795

APR 06 1999

GREEN SERVICE CENTER

8017 N. KNOXVILLE AVE. • PEORIA, ILLINOIS 61615

SERVICING ALL MAKES AND MODELS • APPROVED WORKSHOP CENTER FOR



CUSTOMER NO. 132049	SERVICE DEPARTMENT CONV 801-1150	BODY SHOP CONV 801-1175	PAINTS DEPARTMENT CONV 801-1195	SALES DEPARTMENT CONV 801-1100	RENTAL DEPARTMENT CONV 801-1195	DEALERSHIP FAX CONV 801-9602
ADVISOR DORNEY E. HART	CARD NO.	INVOICE DATE 05/10/99	INVOICE NO. GIC6920715	UNLICENSED	STOCK NO. 8266	
YEAR/MAKE/MODEL 97/CHEVROLET TRUCK/ASTROV	SALES NO. 53896	DELIVERY DATE 09/06/96	DELIVERY MILES 10	SALES DEPT. NO.	PRODUCTION DATE	
P.T.E. NO.	P.O. NO.	R.O. DATE 05/06/99				
COMMENTS						MILEAGE OUT

JOB# 1 CHARGES

ABOR
JOB# 1 110V206 AUTO TRANS SLIPS TECH(S):BLOO 1008.00
CUST ST INTERMITTENTLY TRANS WILL SLIP. HAPPENS MOSTLY WHEN TRANS IS HOT.
TRANSMISSION VALVE BODY AND TORQUE CONVERTER FAILURE REPLACED CONVERTER, VALVE BODY, FLUSHED TRANS COOLER, RECONDITIONED.
COMPLETED TECH 431
COMPLETED TECH 224

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	24208645	T/CHV RHM 4.115	295.00	295.00
	1	24201803	GSKT,KIT 4.005	196.62	196.62
	1	24200796	FILIER KI 4.197	18.95	18.95
	1	24205497	VALVE ASM 4.265	478.28	478.28
	1	12450016	SWITCH AS 4.054	49.23	49.23
	-1	24205497	CORE RETURN	50.00	-50.00
	-1	24208645	CORE RETURN	45.00	-45.00
	11			2.19	24.09
			TOTAL - PARTS		967.17

GOODWRENCH SERVICE CENTER TOTAL - GOG INTERNAL 0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
		35% WARRANTY - 1 YEAR/100,000 MILE	333715	-1000.00
		35% WARRANTY - 1 YEAR/100,000 MILE	333715	23.86
		35% ON FACTORY WARRANTY	333715	INTERNAL
		35% ON FACTORY WARRANTY	333715	INTERNAL
		TOTAL - MISC		-1023.86

JOB# 1 TOTALS
LABOR 1008.00
PARTS 967.17
MISC -1023.86
JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 951.31

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$1050.00 (+TAX)

COMMENTS
50/50 SPLIT DUST - INTERNAL PER BERNIE

TECHNICIAN CERTIFICATION
BL00 224 WILEY D HUGGINS TO

GREEN SERVICE CENTER

8017 N. KNOXVILLE AVE. • PEORIA, ILLINOIS 61615

SERVICING ALL MAKES AND MODELS • AUTHORIZED WARRANTY CENTER FOR: 



SERVICE DEPARTMENT
(309) 691-1150

BODY SHOP
(309) 691-1175

PARTS DEPARTMENT
(309) 691-1195

SALES DEPARTMENT
(309) 691-1100

RENTAL DEPARTMENT
(309) 691-1195

DEALERSHIP FAX
(309) 692-0542

CUSTOMER NO. 132849	ADVISOR RODNEY E. HART 576	CARD NO. 8505	INVOICE DATE 05/10/99	INVOICE NO. CTCS333715
	LABOR RATE	LICENSE NO.	COLOR WHITE	STOCK NO. 826A
	YEAR/MAKE/MODEL 97/CHEVROLET TRUCK/ASTRO	MIILEAGE IN 50896	DELIVERY DATE 09/06/96	DELIVERY MILES 10
	VEHICLE NO.		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 05/06/99	
	COMMENTS			MIILEAGE OUT

TOTALS

Mileage 50896

VERIFICATION OF RECEIPT

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIMITED LIFETIME WARRANTY, WITH CONTINUED PRIVATE OWNERSHIP. NON-DESIGNATED PARTS HAVE 12 MONTH / 12,000 MILE LIMITED WARRANTY. HONORED ONLY WHEN RETURNED TO GREEN CHEVROLET FOR REPAIRS.

I VERIFY COMPLETELY SATISFIED WITH THE EXPLANATION GIVEN OF ALL SERVICES PERFORMED.

TOTAL LABOR....	1008.00
TOTAL PARTS....	967.17
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	-1023.86
TOTAL TAX.....	72.54
TOTAL INVOICE \$	1023.85

[Redacted Customer Signature]

CUSTOMER SIGNATURE

CK # 1864

GREEN SERVICE CENTER



Goodwrench Service Plus

MAY 10 1999

GREEN SERVICE CENTER

807 N. KNOXVILLE AVE. • PEORIA, ILLINOIS 61615

SERVICING ALL MAKE AND MODEL - AUTHORIZED WARRANTY CENTER FOR: **CHEVROLET**



SERVICE DEPARTMENT (309) 691-1152 BODY SHOP (309) 691-1175 PARTS DEPARTMENT (309) 691-1185 SALES DEPARTMENT (309) 691-1100 REPAIR DEPARTMENT (309) 691-1185 DEALERSHIP FAX (309) 691-0982

CUSTOMER NO. 132649	NAME RUINEY E. HART	576	CARD NO. B058	INVOICE DATE 09/24/99	INVOICE NO. C103344257
	LABOR RATE	LICENSE NO.	VEHICLE # 35994	COLOR WHITE/	STOCK NO. B266
	97/CHEVROLET TRUCK/ASTRO/			DELIVERY DATE 09/08/98	DELIVERY MILES 10
	VEHICLE NO. 1	1	1	688	SELLING DEALER NO.
	F.T.E. NO.	P.O. NO.	RO. DATE 09/24/99	PRODUCTION DATE	
	COMMENTS				MILEAGE OUT

TOTALS-----

VERIFICATION OF RECEIPT		TOTAL LABOR....	110.50
PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIMITED LIFETIME GUARANTEE, WITH CONTINUED PRIVATE OWNERSHIP. NON-DESIGNATED PARTS HAVE 12 MONTH / 12,000 MILE LIMITED WARRANTY. HONORED ONLY WHEN RETURNED TO GREEN CHEVROLET FOR REPAIRS.		TOTAL PARTS....	110.20
I VERIFY COMPLETELY SATISFIED WITH THE EXPLANATION GIVEN IF ALL SERVICES PERFORMED.		TOTAL SUBLET...	0.00
		TOTAL G.O.B....	0.00
		TOTAL MISC CHG.	11.05
		TOTAL MISC DISC	0.00
		TOTAL TAX.....	9.10
		TOTAL INVOICE \$	240.85

DATE _____
Diana Stahl
 CUSTOMER SIGNATURE

1917
[Signature]

GREEN SERVICE CENTER





1434

70-1590771

DATE 11-2-98

\$18,400. 00

TO THE ORDER OF Green Chevrolet
Fifteen Thousand Four Hundred and 00/100

DOLLARS

TERRY J. STAHL OR
DEANA M. STAHL

State Bank of Spess
We bank with the highest honor
SPRESS, ILLINOIS 61679

FOR DEPOSIT ONLY
ACCOUNT NO. 2211130849/B246
⑆0711VL59661⑆ ⑆0057⑆ 57⑆



00⑆

check for of
our share
vehicle

Note - we had all work done
on their advise of bad or faulty
parts.



DATE 12-15-98

70-1590711

1547

PAY TO THE ORDER OF

Green Chevrolet
One Hundred Forty Nine and 79/100 --

\$ 149.79

State Bank of Speed
We bank with the highest level of
SPEED, ILLINOIS STATE

TERRY J. STAHL OR
DEANNA M. STAHL

FOR DEPOSIT ONLY
#071115966# #0057M 57#

1547 #0000015779#

see Green Chevrolet History page



DATE 12-28-98

70-1590711

1580

PAY TO THE ORDER OF

DeK Automotive Bank
Six And 18/100 PAID

\$ 6.18

State Bank of Speed
We bank with the highest level of
SPEED, ILLINOIS STATE

TERRY J. STAHL OR
DEANNA M. STAHL

FOR DEPOSIT ONLY
#071115966# #0057M 57#

1580 #0000015779#

cashier's
w/pegs

STATE BANK OF SPEER
 SPEER, ILLINOIS 61478

PAY TO THE ORDER OF *Green Chevrolet*

Twenty One and 69/100

DATE *3-29-99*

\$ *21.69*

DOLLARS **AND** **CENTS**

TERRY J. STAHL DR
 DEANA M. STAHL

FOR [REDACTED]

⑆071115966⑆ ⑆0057⑈57⑈

1763

*Oil change
 + service we requested*

STATE BANK OF SPEER
 SPEER, ILLINOIS 61478

PAY TO THE ORDER OF *Green Chevrolet*

Fifteen and 89/100

DATE *2-17-99*

\$ *14.89*

DOLLARS **AND** **CENTS**

TERRY J. STAHL DR
 DEANA M. STAHL

FOR [REDACTED]

⑆071115966⑆ ⑆0057⑈57⑈

1675

*Green
 History #1
 page*



1793
 70-1890711
 DATE 4-6-99
 \$64.92

ORDER OF

Green Service Center

Sixty Four and 92/100

State Bank of Speer
 Speer, Illinois 61472

TERRY J. STAHL OR
 DEANA M. STAHL

FOR
 #071115966# #0057#57#

DATE 4-6-99
 #00000647#

Green Service history
 poor



1920
 70-1890711
 DATE 10-June

ORDER OF

D&L Auto

One hundred and 33/100 THREE — 100 — \$183.72

State Bank of Speer
 Speer, Illinois 61472

TERRY J. STAHL OR
 DEANA M. STAHL

FOR
 #071115966# #0057#57#

DATE 1970
 #0000018379#

Major transmission
 they refused to
 fix

1855

FOR [REDACTED]

NO 71159661 #0057 57 1855 #0000002159

Pay to the Order of **Green Chevrolet** \$ **2169**

Twenty One and 69/100

State Bank of Spencer
One hour with the following bank
SPENCER, ILLINOIS 61477

PRINCEVILLE, IL 61858

Date **8-26-99** 70-1596711

1855

- oil change

1809

FOR [REDACTED]

NO 71159661 #0057 57 1809 #00000009882

Order of **DELA AUTO** \$ **79.82**

SEVENTY-NINE AND 82/100

State Bank of Spencer **PAID**
One hour with the following bank
SPENCER, ILLINOIS 61477

70-1596711

Date **July 30, 99** 70-1596711

1809

- Heater part

