

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY

436

Date Received

19-SEP-2000

Od_or

rt_dt

od_rt

up_ltr

Reference No.

870964

Do you authorize NHTSA to provide a copy of 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 ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (located at front of vehicle or driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1GCEK19R8VE192348	CHEVROLET TRU	SILVERADO	1997	

Purchase Date	Dealer's Name	Engine Size (CID/CCL)	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
☐ New ☒ Used	City _____ State _____ Zip Code _____	No. Cylinders	

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other	Body Style ☐ Sport Vlt ☐ Truck ☐ Motorcycle ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other
--	---	---	--	--	--	--

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 01242000	Part Name(s) STEERING:4 WHEEL STEERING:FRONT SENSOR	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Dates of Failure(s) 16-FEB-1998 Mileage at Failure(s) Vehicle Speed at Failure(s)	Failed Part(s) Available? Yes No	NHTSA Previously Contacted? Yes No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CONSUMERSD STEERING SENSOR GOES OUT MAINLY AT HIGH SPEED. THE STEERING GETS REAL TIGHT THE FASTER YOU GO & WHEN THE VEHICLE SLOWS DOWN THE STEERING IS SO LOOSE IT'S LIKE BEING ON ICE. THE PROBLEM IS INTERMITTENT. IT'S BEEN REPAIRED 10 TIMES FOR THE SAME PROBLEM THERE IS NO REMEDY.

CONTINUE ON BACK IF NEEDED

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.



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19-SEP-2000

EFFECTS IN

Reference No.
870964

OWNER INFORMATION (Type or Print)

640280

Work Number

Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?
In the absence of an authorized representative, provide your name and address to the vehicle manufacturer.

☒ YES☐ NO

Signature of Owner

Date 9/30/2000

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) (Located at bottom of windshield on driver's side)

1GCEK19R8VE192348

Vehicle Make

CHEVROLET TRU

Vehicle Model

SILVERADO

Vehicle Year

1997

Current Odometer Reading

57,000

Purchase Date

08-06-1997

Dealer's Name

Whiting Chevrolet

Engine Size
(CID/CC/L)

300 V6

☐ Turbo
☐ Diesel
☐ Gas

☒ Fuel Injection

☐ New ☒ Used

City Livingston

State MT

Zip Code 59047

No Cylinders 8

Transmission Type

☐ Manual☒ Automatic

Anti-lock Brakes

☒ Yes☐ No

Restraint System

☒ 3-Point Belt☐ Motorbell☒ Driverside Airbag☐ 2-Point Belt☒ Passengerside Airbag

Cruise Control

☒ Yes☐ No

Drive Train

☐ Front☐ Rear☒ 4-Wheel

Vehicle Type

☐ Car☐ Van☐ Minivan☐ Other☐ Sport Utl☒ Truck☐ Motorcycle

Body Style

☐ 2-Door☐ 4-Door☐ Stationwagon☒ Pick Up Truck☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component
01242000

Part Name(s)

STEERING:4 WHEEL STEERING:FRONT SENSOR

Location

☐ Left☐ Front☐ Right☐ Rear

Failed Part(s)

☒ Original☒ Replacement

No of Failures

10

Date(s) of Failure(s)

15-FEB-1998

Mileage at Failure(s)

7681

Vehicle Speed at Failure(s)

70-80mph

Failed Part(s)

Available?

☐ Yes ☒ No

NHTSA Previously

Contacted?

☐ Yes ☒ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies) on the back of this form)

Crash

☐ Yes☒ No

Fire

☐ Yes☒ No

Number of Persons Injured

Number of Fatalities

Estimated Property Damage

Reported to Police

☐ Yes☒ No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

STEERING SENSOR GOES OUT MAINLY AT HIGH SPEED. STEERING GETS REAL TIGHT. FASTER CONSUMER GOES. WHEN VEHICLE SLOWS DOWN STEERING IS SO LOOSE, IT'S LIKE BEING ON ICE. PROBLEM IS INTERMITTENT. IT'S BEEN REPAIRED 10 TIMES FOR THE SAME PROBLEM THERE IS NO REMEDY.*AK

See attached letter to GMC Truck Division, Customer Claim Form to
BBB Auto Line Program.

CONTINUE ON BACK IF NEEDED

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.

September 25, 2000

GMC Truck Division
Customer Assistance
P.O. Box 436008
Pontiac, MI 48343-6008

Re: File # C012-80011 - Aug., 17, 2000
& File # 990521089 - Oct. 26, 1999

Dear Customer Assistance,

I am writing this letter to notify your company regarding a steering problem I have had since I purchased the following new vehicle on August 6, 1997 and the problems I have had since then with this truck and your company representatives.

1997 Chevrolet, Silverado, Extended Cab, Pickup - VIN #1GCEK19R8VE192348

The steering problem first began a month after purchase. When driving at 75 mph on a two-lane highway, here in Montana, on a slight left hand curve, the steering wheel went completely loose. It felt like I was going to lose control of the vehicle. When it happened the steering wheel jerked and then it felt like there was no steering - like driving on black ice. However, the roads were clear and dry. At that time, I didn't think much about it. When this same problem arose several other times, both at highway speeds and in town, I decided it needed to be checked out by our local dealer, City Chevrolet Company of Great Falls, Montana.

As you can see from the first invoice (#76116) dated February 16, 1998 they replaced a Sensor - the mileage on the vehicle was only 7681. Since that time, that same part has been replaced five other times, as you can see by the enclosed copies of the invoices. I am also enclosing a copy of a notebook that I started keeping when this happened. It's not complete but it does have some circumstances that I noted when it happened. Also, when this happens it doesn't always completely just go out. It continues to drive normal and then the steering wheel jerks again - it's intermittent until it finally goes out. There were five times that we took it in for that same problem that the local dealer said they couldn't find that the sensor was bad, but I feel it definitely had gone out. There are two other drivers of this vehicle in my household who have experienced the steering wheel jerking while driving.

After continually having this problem and feeling unsafe driving this vehicle, I felt this problem was serious enough to contact your Customer Service department (1-800-222-1020) in September of 1999, since nothing was being done to fix this problem permanently. After several weeks of phone calls and having to get irate about getting something done on this, a Factory Representative finally met with me (at his convenience), along with the Service Manager, Pete, at City Chevrolet on Nov. 2, 1999. At that time, I was given a 75,000 mile warranty to cover the existing problem with them stating that it would be fixed and I wouldn't have any more problem with the sensor. That was on Nov. 29, 1999. As of today's date, the steering is still doing the same thing after all of this time.

I have since contacted the Chevrolet Customer Service Department again on August 17, 2000 to get something done on this. As of today's date, (after I've called 5 times) I have not been contacted by anyone in your company to discuss or resolve this problem. The local dealership has not cooperated in any way either. The last time I took it in for the sensor (Aug. 22, 2000) they said the sensor was fine and it didn't need to be replaced. After getting the vehicle back, I could tell that they had done something as the steering was back to normal - tight again. I'm not stupid - I could tell something changed.

I have asked your company representatives several times if there has been a factory recall for this problem and they have told me there hasn't been. I can't believe that it's just my truck that is having this problem.

Every time this sensor goes out when driving down the highway it has almost caused me an accident. Especially when I was towing a boat down a hill with curves and it almost resulted in the truck and the boat going down an embankment. Every time this sensor has gone out there has been other people in the vehicle. I certainly hope it won't take an accident and a court battle to get your company to acknowledge that something needs to be done about this problem.

This vehicle is unsafe and a hazard to myself, my family and others on the highway because this problem has not and evidently can't be fixed by your company. How many other vehicles with this steering sensor problem are on the highways endangering people?

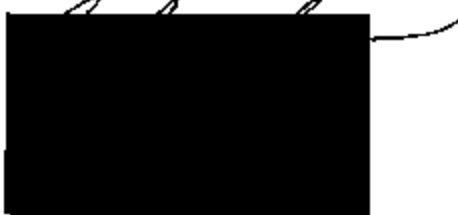
I am letting you know that I have already informed the companies listed below of this problem. They have advised me to send them a copy of this letter along with all of the copies of the repair invoices.

The National Highway Traffic Safety
Better Business Bureau Auto-Line
The State of Montana Attorney General's Office
State Farm Insurance (my insurance company)

Maybe one of them will be able to help me solve this problem with the defect in this vehicle.

Of course, it would be better if your company took the responsibility to solve this safety problem. If you would like to discuss this serious safety matter with me you can contact me at 406-727-2596.

Sincerely,

A large black rectangular redaction box covers the signature area. Above the box, there are handwritten initials that appear to be 'J. A.'.

P.S. By the way, my son was driving the truck last night (9-24-2000) across a two-lane bridge when the steering jerked and he had to pull it back as not to hit the bridge railing.

enclosures



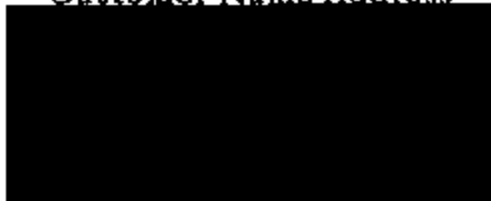
Customer Claim Form

Case Number: CHV0040512

Contact Date: 09/20/00

Start Date:

Customer Name Address



Evening Phone:

E-mail address:



Vehicle Information

Name(s) that appear on vehicle title: Robert & ^{Doris} ~~Donica~~ Bretz

Is Vehicle titled to a business: no

Percentage of time vehicle used for business purposes:

Transmission Type: Automatic

Number of vehicles owned or leased by the business: 0

Make: Chevrolet

Model: Silverado

Model Year: 1997

Current Mileage: 51000

Vehicle Identification Number: 1GCEK19R8VE192348

Servicing Dealer/City/State: City Motor Company,

Selling Dealer/City/State: Whitings Chevrolet, Livingston, MT

Insurance Carrier: State Farm Ins. Policy Number: 88-1043-A26-26N

Has vehicle been in an accident/had body damage? Yes ☐ No ☒ Date of accident:

Description of Damage:

Purchase/Lease Information (complete left side if vehicle was purchased/right side if vehicle was leased)

Purchase Date: 08/06/97 Mileage at purchase: 50

Lease Date: Mileage at lease:

Purchased As: New

Leased As:

Is the vehicle in your possession? yes

Is the vehicle in your possession?

Lienholder's Name: None

Leasing Company's Name:

Address:

Address:

City/St/Zip:

City/St/Zip:

Phone: () -

Phone:

Resolution Sought

Customer would like for manufacturer to replace the vehicle. with two vehicles of our choice for the unsafe conditions we've dealt with for three years while driving this vehicle. and ~~the~~ for the aggravation trying to get the problem resolved.

Signature of Owner



Date 10-1-00

I am authorizing my ~~name~~ ~~address~~ to be used to the BBB AUTO LINE program all information relating to the financing or lease of the vehicle named on this Customer Claim Form.

Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va. 22203-1838

Customer Claim Form

Customer Name: Mr. Robert Bretz

Case Number: CHV0040512

Problems	Servicing Dealer(s)	Current? Yes or No	# of Repair Attempts	Repair Date(s)	Mileage on Date(s)	Days Out of Service
steering sensor keeps going out	City Motor Co.	yes	1	2/14/98	7681	1
Steering sensor	" " "	yes	10	6/29/98	14239	1
Steering sensor	" " "	yes	10	7/22/98	15162	1
Steering sensor	" " "	yes	10	1/25/99	22704	1
Steering sensor	" " "	yes	10	5/5/99	25816	1
Steering sensor	" " "	yes	10	8/27/99	30501	1
Steering sensor	" " "	yes	10	9/14/99	31472	1
Steering sensor	" " "	yes	10	10/20/99	32672	1
Steering sensor	" " "	yes	10	11/5/99	33893	1
Steering sensor	" " "	yes	10	8/22/00	47782	1

(Please indicate whether each problem is current)

14001 222-2542 Fax 14000 222-8045

**PURCHASER'S
NAME**

DATE August 6 1997

☒ NEW ☐ USED ☐ DEMO AS FOLLOWS:

YEAR	MAKE	MODEL OR SERIES	BODY TYPE	COLOR	TRIM
1997	CHEVROLET	CK10 75-3	X-606 P4	Med Blue	Blue
V.I.N.	STOCK NO.		TO BE DELIVERED ON OR ABOUT		
1GCEK19R8VE192348	47081				
CASH PRICE OF VEHICLE					24683.00
ATTN Kathy - Health Federal Credit Union FAX 727-0052					
TOTAL					24683.00
TAX					
DOCUMENTARY CHARGE	LICENSE	TRANSFER	TITLE	REGISTRATION	
TOTAL CASH DELIVERED PRICE					
CASH DEPOSIT SUBMITTED WITH ORDER					
ALLOWANCE FOR TRADE-IN AS APPRAISED					
LESS BALANCE OWING TO —					
DESCRIPTION OF TRADE-IN					NET EQUITY
YEAR	MAKE	MODEL	TYPE		TOTAL CREDITS
V.I.N.	LICENSE NO.		TITLE NO.		UNPAID CASH BALANCE DUE ON DELIVERY
	12074				

ALL WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER OTHER THAN DEALER ARE THEIRS, NOT DEALER'S, AND ONLY SUCH MANUFACTURER OR OTHER SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. UNLESS DEALER FURNISHES BUYER WITH A SEPARATE WRITTEN WARRANTY OR SERVICE CONTRACT MADE BY DEALER ON ITS OWN BEHALF, DEALER HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE: (A) ON ALL GOODS AND SERVICES SOLD BY DEALER, AND (B) ON ALL USED VEHICLES WHICH ARE HEREBY SOLD "AS IS—NOT EXPRESSLY WARRANTED OR GUARANTEED".

EXPRESSLY WARRANTED OR GUARANTEED".

IF THIS AGREEMENT IS FOR A USED VEHICLE, THE INFORMATION YOU SEE ON THE (FEDERAL TRADE COMMISSION) WINDOW FORM IS PART OF THIS AGREEMENT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

The front and back of this 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. I hereby certify that no credit has been extended to me for the purchase of this motor vehicle except as appears in writing on the face of this agreement. I have read the matter printed on the back hereof and agree to it as a part of this order the same as if it were printed above my signature. I certify that I am of legal age, and hereby acknowledge receipt of a copy of this order.

UNESCO

THIS ORDER IS NOT VALID UNLESS SIGNED AND ACCEPTED
BY DEALER OR HIS AUTHORIZED REPRESENTATIVE

APPROVED:

DECLASSIFIED AND DOWNGRADED TO: **SENSITIVE**

SIGNED

STREET ADDRESS

CITY &
STATE

BUS. PHO

8-28-98 - 16808

40 mph -

A/C

straight road

hit small hump

slight dip in steering

8-29 16862

35 mph

no air

steering left

9-4-98 -

25 mph

A/C on

city street



8/22/99

60 mph

pulling out

A/C on

right curve

8/12/2000

78 mph

left curve

8/24/97 - Missing 75 mph
outside Fairfield, Mt.
Left curve - steering
slipped? Road drif
293 miles

8-1-98 - Outside Lincoln
65 ~~75~~ mph
again at
70 Wolf Creek, Mt
Both left turns
pulling boat

8-16-98 16438
70 mph - Cruise
control
turned air cond. down
cross road
slight left curve in road
pulling boat
Cruise Control on



MOTOR COMPANY INC

CHEVROLET — TOYOTA — CADILLAC

3600 TENTH AVENUE SOUTH - TELEPHONE (406) 761-4500 • P.O. BOX 8727

Great Falls Montana 94406

MICHAEL GRAF

SERVICE ADVISOR:

TIME IN	TIME DEAD	YEAR	VEHICLE MAKE	VEHICLE MODEL	VEHICLE NO.	VEHICLE REG.	VEHICLE COLOR	VEHICLE TYPE	INVOICE NO.
29JUN98	29JUN98		1GCC1K19R8VE192348	307656	T1035		29JUN98	82677	
TIME IN	TIME DEAD	YEAR	VEHICLE MAKE	VEHICLE MODEL	VEHICLE NO.	VEHICLE REG.	VEHICLE COLOR	VEHICLE TYPE	INVOICE NO.
07:42	09:45	97	CHEVROLET	PICKUP		52.00	06AUG97	2	2
TIME IN	TIME DEAD	YEAR	VEHICLE MAKE	VEHICLE MODEL	VEHICLE NO.	VEHICLE REG.	VEHICLE COLOR	VEHICLE TYPE	INVOICE NO.
14239	14241	2T-984F							

[illegible]

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS. OIL LUBE	0.00
SUBJET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	

DISCLAIMER OF WARRANTIES
Any Warranties of the products sold hereby, are the warranty of the manufacturer of those products. The seller, City Motor Co., Inc., hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and City Motor Co., Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle. This disclaimer does not affect the manufacturer's warranty on this unit.
If no complaints reported within 48 hours after delivery of car, _____ to be entirely _____.

ATTENTION CASHIER: THIS IS A PARTS WARRANTY - R
O 476116 - 7681 MILES - 2/16/98



CHEVROLET — TOYOTA — GEO — CADILLAC

200 TENTH AVENUE SOUTH — TELEPHONE (406) 761-4804 — P.O. BOX 1777

Great Falls, Montana 59404

SERVICE ADVISOR: BOYD PUTNAM

16FEB98	16FEB98		16CEK19R8VE192348	307656	T8747		16FEB98	76116
08154	16:20	97 CHEVROLET PICKUP			52.00	06AUG97	5	5
7681	7681	2T-884F						

REPLACED STEERING WHEEL POSITION

ROTATE TIRES

32 CPC 0.40

5.99

LABOR AMOUNT	5.99
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	5.99
LESS INSURANCE	0.00
SALES TAX	0.00

PLEASE PAY
THIS AMOUNT

DISCLAIMER OF WARRANTIES

Any Warranties of the products sold hereby, are the warranties of the manufacturer of those products. The seller, City Motor Co., Inc., hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and City Motor Co., Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle. This disclaimer does not affect the manufacturer's warranty on this unit.

If no complaints reported within 48 hours after delivery of car, we will consider the work performed to be entirely satisfactory.

IF YOU HAVE ANY QUESTION REPAIR
ORDER PLEASE SEE YOUR SERVICE ADVISOR BEFORE
LEAVING THANK YOU 02/16/98 TOTAL 5.99

PAID

CK. NO. CASH 10
DATE 02-16-98



CITY MOTOR COMPANY INC.

CHEVROLET — TOYOTA — CADILLAC

2000 15TH AVENUE SOUTH — TELEPHONE (406) 761-4800 — P.O. BOX 5272

Great Falls, Montana 59405

SERVICE ADVISOR: MICHAEL GRAF

2JUL98	04AUG98	1GCEK19R8VE192348	30765A	T2647	04AUG98	83934
07158	14106	97 CHEVROLET PICKUP		54.00	06AUG97	100
15162	15162	2T-BB4F				

WHEN IN REVERSE THE STEERING

DRIVING DOWN HILL

VERIFIED

CHECKED FOR EVO STEERING CODES

2775/23 ADVISED US THAT ANY TIME

STEERING WOULD CHANGE DRASTICALLY

REAR TIRES TIRE WHEN SQUEALING

H9995 CUSTOMER CONCERN NOT

29 INM 0.70

SUBTOTAL 2.80

(N/C)

TO SUPPOSEDLY CORRECT A STICKING

RUCK AND IS NOT FOR A STICKING

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

VISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY
THIS AMOUNT

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If no complaints reported within 48 hours after delivery of use, we will consider the work performed to be entirely to your satisfaction and bill will be paid accordingly.

CUSTOMER SIGNATURE



CHEVROLET — TOYOTA — CADILLAC

5809 TENTH AVENUE SOUTH — TELEPHONE (406) 761-4800 — P.O. BOX 6727

Great Falls, Montana 59404

MICHAEL GRAF

SERVICE ADVISOR:

DATE	TIME	VEHICLE	MAKE	MODEL	YEAR	PRICE	INVOICE NO.
12 JUL 98	04 AUG 98	1GCEK19R8VE19234B	CHEVROLET	PICKUP	97	30765.6	83934
DATE	TIME	VEHICLE	MAKE	MODEL	YEAR	PRICE	INVOICE NO.
07:58	16:06	97 CHEVROLET PICKUP	CHEVROLET	PICKUP	97	34.00	04 AUG 97
DATE	TIME	VEHICLE	MAKE	MODEL	YEAR	PRICE	INVOICE NO.
15:12	15:12	2T-8B4F	CHEVROLET	PICKUP	97	34.00	04 AUG 97

DESCRIPTION	QUANTITY	UNIT PRICE	TOTAL
RESSURE OFF FRONT BRAKES IN HEAT			
GRINDING NOISE FROM THE LEFT			
VERIFIED			
WHEN DRIVING DOWN HIGHWAY AND			
THE WHEEL 1/4 TURN AND NOTE			
90 INH 0.00			
75 MPH--WORKS GOOD AND NO CHA			
HAN CAR AND HAS A TENDENCY TO			
SED TO THAT, IT STEERS OK			

DESCRIPTION	QUANTITY	UNIT PRICE	TOTAL
LABOR AMOUNT		0.00	
PARTS AMOUNT		0.00	
GAS, OIL, LUBE		0.00	
SUBLET AMOUNT		0.00	
MISC. CHARGES		0.00	
TOTAL CHARGES		0.00	
LESS INSURANCE		0.00	
SALES TAX		0.00	
PLEASE PAY THIS AMOUNT			

DISCLAIMER OF WARRANTIES
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 If no complaints reported within 48 hours after delivery of car, we will consider the work performed to be entirely to your satisfaction and bill will be paid accordingly.

IF YOU HAVE ANY QUESTIONS, PLEASE ASK YOUR SERVICE ADVISOR BEFORE LEAVING. THANK YOU



CHEVROLET — TOYOTA — CADILLAC

JENNIFER WILSON • TEL: 827-694-7400 • FAX: 827-672-

Ephraim T. Wells, Monticello 554x.

DAVID HUMPHREYS

SERVICE ADVISOR

DATE READY		STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE NUMBER	INVOICE NO.
25 JAN 99	25 JAN 99		16CEK19RBUE192348	307656	T130B		25 JAN 99	93487
DATE 08:14	TIME READY 17:12	YEAR	MAKE & MODEL	TELEPHONE NO.	CASH PAY LABOR RATE	DATE 06 AUG 97	PREPARED BY	S/A
		1997	CHEVROLET PICKUP		54.00		21	21
MILEAGE IN	MILEAGE OUT	LICENSE NO.	MISCELLANEOUS COMMENT / LOCATION					
22704	22704	2T-884F						

TECH	TYPE	HOURS	PARTS UNIT	NET/UNIT	TOTAL
AUSE	COVER CRACKED FOR CHANNEL SLIDE AND				
	REPLACED TRIM PIECE				
	C6770 COVER, FRONT SEAT BACK ARMREST -				
	REPLACE PASSENGER				(N/C)
	27 WRB 0.20				(N/C)
	REPLACE CYR BEAT				
	FC: ON/IN PARTS: COUNT:				
	AUTH CODE:				
	SERVOING ASSELS LOOSE WHEN DRIVE				
	SENSOR				
	REPLACED				
	AND TESTED WORKING				
	REPLACEMENT				
	REPLACE				
	1 28064468 SENSOR				(N/C)
	D3760 PARTS: COUNT:				(N/C)
	CLAIM TYPE:				
	AUTH CODE:				

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SURLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

IF YOU HAVE ANY QUESTIONS
ORDER PLEASE SEE YOUR SERVICE ADVISOR BEFORE
LEAVING THANK YOU



CHEVROLET — TOYOTA — CADILLAC — OLDSMOBILE

800 CENTER AVENUE SEELIN TEL: (406) 331-4000 — PO BOX 127

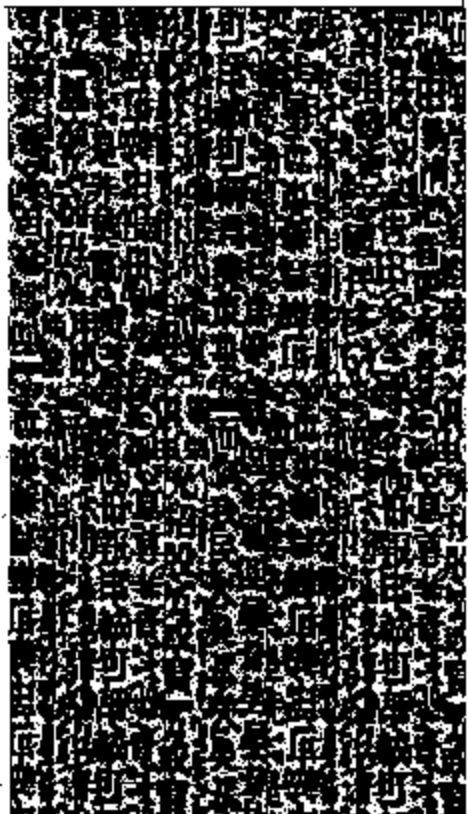
Great Falls, Montana 59405

MICHAEL DRAF

SERVICE ADVISOR:

DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	MODEL PRINTED	INVOICE NO.
5MAY99	05MAY99	1GCEK19R8VE192348	307656	T6263		05MAY99	98719
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUS. PAY LABOUR RATE	DELIVERY DATE	PREPARED BY
07:32	15:29	1997	CHEVROLET PICKUP		54.00	06AUG97	2
RELEASE IN	MILEAGE OLT	UCFUSE NO.	MISCELLANEOUS COMMENT / LOCATION				
25816	25826	2T-884F					

TECH. TYPE	HOURS	DIST/UNIT	NET/UNIT	TOTAL
PULLS TO THE RIGHT WHEN DRIVING				
22.000 ALIGNMENT - REMOVE KNOCK-OUTS				
32 CPC 2.00			49.95	49.95
BRAKES FEEL SOFT - SPOUNGY - SEE HISTORY				
CND CUSTOMER CONCERN NOT DUPLICATED/				
VERIFIED				
32 INN 0.30				(N/C)
HE TECH TEST DRIVE - BRAKES WORKING GOOD AT				
A IS TIME - PEDAL FEELS GOOD - O.K. AT THIS				
STEERING NOT TIGHT - MOVE THE WHEEL WITHOUT				
WHEEL WORKING WITHIN DESIGN INTENT				
32 INN 0.30				(N/C)
HE TECH TEST DRIVE - STEERING WORKING WITHIN				
WHEEL WORKING WITHIN DESIGN INTENT				



DESCRIPTION	TOTALS
LABOUR AMOUNT	49.95
PARTS AMOUNT	0.00
GAS, OIL, TUBE	0.00
SUBS. AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	49.95
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	49.95

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If no complaints reported within 48 hours after delivery of vehicle. All customer work performed to be on duty to satisfaction. All will be paid accordingly.

IF YOU HAVE ANY QUESTIONS OR
ORDER PLEASE SEE YOUR SERVICE ADVISOR BEFORE
LEAVING. THANK YOU

CK NO. 10276 4995 #1 05/05/99 TOTAL 49.95
DATE 5/5/99



CHEVROLET — TOYOTA — CADILLAC — OLDSMOBILE

3900 TENTH AVENUE, SUITE 100 - DENVER, CO 80202 - TEL: 333-8777

Great Value Maintenance

BRYAN BURDETTE

SERVICE ADVISOR:

DATE	TIME	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
ASEP99	24SEP99		1GDEK19R8VE192348	307656	T5303			24SEP99 106758
TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST PAY LABEL DATE	DELIVERY DATE	PREPARED BY	S/A	
08:06	13:09	1997 CHEVROLET PICKUP		34.00	06AUG97	7	7	
MILEAGE IN	MILEAGE OUT	LICENSE NO.	ENT/LOCATION					
31472	31472	2T-B84F						

TECH	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
STEERING WHEEL SHAKES AT 45 MPH - SEE HISTORY					
B2 BALANCE 2 TIRES					
		32	GRP	00.70	17.48
EST DROVE, FOUND FRONT TIRES OUT OF BALANCE, 16M5 FRONT WAS 2.5-02 OFF, LEFT FRONT WAS 1.7-02 OFF, BALANCED FRONT TIRES.					
STEERING WHEEL GRABS/PULLS WHEN DRIVING - SEE HISTORY					
AUSE: FAULTY SENSOR					
E7890 SENSOR, STEERING WHEEL ROTATION (EVO) - REPLACE					
		32	WRL	1.00	(N/C)
E7890 SENSOR, STEERING WHEEL ROTATION (EVO) - REPLACE					
		32	WRL	1.00	(N/C)
FC: 0077W PARTIAL COUNT:					
CLAIM TYPE: B					
AUTH CODE:					

DESCRIPTION	TOTALS
LABOR AMOUNT	17.48
PARTS AMOUNT	0.00
GAS OIL FLUID	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	17.48
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	17.48

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If no complaint is reported within 48 hours after delivery of car, we will consider the work performed to be satisfactory and bill will be paid accordingly.

ATTN RACHEL LINE B IS A CLAIM # ROR RD 105280.
DT 8/31/99. MILES 30501



3647 #1 09/24/99 TOTAL

17.48

CK. NO. 116467 17.48
DATE 9-24-99 AB



CHEVROLET — TOYOTA — CADILLAC — OLDSMOBILE

3900 TENTH AVENUE SOUTH — TELEPHONE (406) 761-4900 — P.O. BOX 5727

Great Falls Montana 59404

SERVICE ADVISOR

DAVID HUMPHREYS

20OCT99 29OCT99 16CEK19R8VE192348 307656 T9817 29OCT99 10815

07:40 16:18 1997 CHEVROLET PICKUP

54.00 06AUG97 21 21

32692 32692 2T-884F

OIL LEAKING BY STARTER AREA

DYE TO DETERMINE LEAK

100% BUSTAPPS CONSIDER NOT

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TAILGATE HARD TO OPEN FROM RH

HANDLE TAIL GATE HANDLE SENT

BOSCH HANDLE, TAILGATE OUT

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LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUDLET AMOUNT

MSC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY
THIS AMOUNT

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CUSTOMER SIGNATURE



CHEVROLET - TOYOTA - CADILLAC - OLDSMOBILE

3900 TENTH AVENUE SOUTH - TELEPHONE (406) 781-4900 - P.O. BOX 8727

Great Falls, Montana 59404

SERVICE ADVISOR: BRYAN BURLETTE

7AUG99	27AUG99		1GCEK19R8VE192348	307656	77723		27AUG99	105280
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07144	16127	1997 CHEVROLET PICKUP		54.00	06AUG97	7	7
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30501	30501	JT-884F	
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PULLS TO THE RIGHT HARD WHEN U

PETE F.

E7670 SENSOR, STEERING WHEEL

32 WRC 1.30

(N76)

OLH OTHER LABOR HOURS

DT DIAGNOSTIC TIME

FE: 00770 PARTS: COUNT:

AUTH CODE:

OTHER HOURS TO MEASURE RESISTANCE

HESITATES STARTING - STARTER??

NO120 CABLES, BATTERY - REP

34 WRC 0.40

(N76)

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY
THIS AMOUNT

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CUSTOMER SIGNATURE



CHEVROLET — TOYOTA — CADILLAC — OLDSMOBILE

3900 TENTH AVENUE SOUTH • TELEPHONE (406) 761-4800 • P.O. BOX 6727

Great Falls, Montana 59403

DAVID HUMPHREYS

SERVICE ADVISOR:

20OCT99 29OCT99 1GCEK19R8VE192348 307656 T9B17 29OCT99 10B151

07:40 16:18 1997 CHEVROLET PICKUP 54.00 06AUG97 21 21

32692 32692 2T-884F

E7690 SENSOR, STEERING WHEEL

32 WRL 1.00

(R76)

FOR 03760 PARTS: COUNT:

ADDITION CODE:

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00

PLEASE PAY THIS AMOUNT

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If no complaints reported within 48 hours after delivery of car, we will consider the work performed to be entirely to your satisfaction and bill will be paid accordingly.

CUSTOMER SIGNATURE

IF YOU HAVE ANY QUESTIONS ABOUT YOUR REPAIR ORDER PLEASE SEE YOUR SERVICE ADVISOR BEFORE LEAVING
THANK YOU

3903 TENTH AVENUE SOUTH - TELEPHONE (405) 761-4900 - P.O. BOX 8727

Great Falls, Montana 59704

SERVICE ADVISOR:

5NOV99	29NOV99	1GCEK19R8VE192348	307656	T4137		29NOV99	109479	
07136	11114	1997 CHEVROLET PICKUP			54.00	06AUG97	5	5
33893	33893	2T-884F						

62-1471-6570

(N/E)

OF REAR END FUS3

52 1184 0400

4484

LABOR AMOUNT	0 + 00	DISCLAIMER OF WARRANTIES Any purchaser of the products sold hereby, see the warranty of the manufacturer of those products. The seller, City Motor Co., Inc., hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and City Motor Co., Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle. This disclaimer does not affect the manufacturer's warranty on this unit. If no complaints reported within 48 hours after delivery of car, we will consider the work performed to be entirely to your satisfaction and bill will be paid accordingly.
PARTS AMOUNT	0 + 00	
GAS, OIL, LUBE	0 + 00	
SUBLET AMOUNT	0 + 00	
MISC. CHARGES	0 + 00	
TOTAL CHARGES	0 + 00	
LESS INSURANCE	0 + 00	CUSTOMER SIGNATURE 
SALES TAX	0 + 00	
PLEASE PAY THIS AMOUNT		

IF YOU HAVE ANY QUESTIONS ABOUT YOUR REPAIR
ORDER PLEASE SEE YOUR SERVICE ADVISOR BEFORE
LEAVING. THANK YOU



CHEVROLET — TOYOTA — CADILLAC — OLDSMOBILE

3800 TENTH AVENUE SOUTH - TELEPHONE (408) 784-4000 - B.O. BOX 8322

Cherry Hills Mortgage 抵押

TERRY DESMOND

SERVICE ADVISOR:

PREPARED BY 22AUG00	DATE READY 22AUG00	INVOICE NO. 1600K19R8VU192348	COST NO. 307656	TAG NO. T9662	P.O. NO.	INVOICE CENTER 22AUG00	INVOICE NO. 124484
TIME IN 09113	TIME OUT 14120	VEHICLE TYPE 97 CHEVROLET PICKUP	FLIGHT NO. 727-2526	COST PER LABOR HOUR 37.50	DELIVERY DATE 06AUG97	PREPARED BY 5	S/A 5
MESSAGE ID 47782	MILEAGE OUT 47782	MISCELLANEOUS COMMENT / LOCATION 2T-804F					

[illegible]

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	

■ 01:50~2:00 11:40~12:00 2:00~2:10 2:10~2:20 2:20~2:30 2:30~2:40 2:40~2:50 2:50~3:00 3:00~3:10 3:10~3:20 3:20~3:30 3:30~3:40 3:40~3:50 3:50~4:00 4:00~4:10 4:10~4:20 4:20~4:30 4:30~4:40 4:40~4:50 4:50~5:00 5:00~5:10 5:10~5:20 5:20~5:30 5:30~5:40 5:40~5:50 5:50~6:00 6:00~6:10 6:10~6:20 6:20~6:30 6:30~6:40 6:40~6:50 6:50~7:00 7:00~7:10 7:10~7:20 7:20~7:30 7:30~7:40 7:40~7:50 7:50~8:00 8:00~8:10 8:10~8:20 8:20~8:30 8:30~8:40 8:40~8:50 8:50~9:00 9:00~9:10 9:10~9:20 9:20~9:30 9:30~9:40 9:40~9:50 9:50~10:00 10:00~10:10 10:10~10:20 10:20~10:30 10:30~10:40 10:40~10:50 10:50~11:00 11:00~11:10 11:10~11:20 11:20~11:30 11:30~11:40 11:40~11:50 11:50~12:00 12:00~12:10 12:10~12:20 12:20~12:30 12:30~12:40 12:40~12:50 12:50~13:00 13:00~13:10 13:10~13:20 13:20~13:30 13:30~13:40 13:40~13:50 13:50~14:00 14:00~14:10 14:10~14:20 14:20~14:30 14:30~14:40 14:40~14:50 14:50~15:00 15:00~15:10 15:10~15:20 15:20~15:30 15:30~15:40 15:40~15:50 15:50~16:00 16:00~16:10 16:10~16:20 16:20~16:30 16:30~16:40 16:40~16:50 16:50~17:00 17:00~17:10 17:10~17:20 17:20~17:30 17:30~17:40 17:40~17:50 17:50~18:00 18:00~18:10 18:10~18:20 18:20~18:30 18:30~18:40 18:40~18:50 18:50~19:00 19:00~19:10 19:10~19:20 19:20~19:30 19:30~19:40 19:40~19:50 19:50~20:00 20:00~20:10 20:10~20:20 20:20~20:30 20:30~20:40 20:40~20:50 20:50~21:00 21:00~21:10 21:10~21:20 21:20~21:30 21:30~21:40 21:40~21:50 21:50~22:00 22:00~22:10 22:10~22:20 22:20~22:30 22:30~22:40 22:40~22:50 22:50~23:00 23:00~23:10 23:10~23:20 23:20~23:30 23:30~23:40 23:40~23:50 23:50~24:00 24:00~24:10 24:10~24:20 24:20~24:30 24:30~24:40 24:40~24:50 24:50~25:00 25:00~25:10 25:10~25:20 25:20~25:30 25:30~25:40 25:40~25:50 25:50~26:00 26:00~26:10 26:10~26:20 26:20~26:30 26:30~26:40 26:40~26:50 26:50~27:00 27:00~27:10 27:10~27:20 27:20~27:30 27:30~27:40 27:40~27:50 27:50~28:00 28:00~28:10 28:10~28:20 28:20~28:30 28:30~28:40 28:40~28:50 28:50~29:00 29:00~29:10 29:10~29:20 29:20~29:30 29:30~29:40 29:40~29:50 29:50~30:00 30:00~30:10 30:10~30:20 30:20~30:30 30:30~30:40 30:40~30:50 30:50~31:00 31:00~31:10 31:10~31:20 31:20~31:30 31:30~31:40 31:40~31:50 31:50~32:00 32:00~32:10 32:10~32:20 32:20~32:30 32:30~32:40 32:40~32:50 32:50~33:00 33:00~33:10 33:10~33:20 33:20~33:30 33:30~33:40 33:40~33:50 33:50~34:00 34:00~34:10 34:10~34:20 34:20~34:30 34:30~34:40 34:40~34:50 34:50~35:00 35:00~35:10 35:10~35:20 35:20~35:30 35:30~35:40 35:40~35:50 35:50~36:00 36:00~36:10 36:10~36:20 36:20~36:30 36:30~36:40 36:40~36:50 36:50~37:00 37:00~37:10 37:10~37:20 37:20~37:30 37:30~37:40 37:40~37:50 37:50~38:00 38:00~38:10 38:10~38:20 38:20~38:30 38:30~38:40 38:40~38:50 38:50~39:00 39:00~39:10 39:10~39:20 39:20~39:30 39:30~39:40 39:40~39:50 39:50~40:00 40:00~40:10 40:10~40:20 40:20~40:30 40:30~40:40 40:40~40:50 40:50~41:00 41:00~41:10 41:10~41:20 41:20~41:30 41:30~41:40 41:40~41:50 41:50~42:00 42:00~42:10 42:10~42:20 42:20~42:30 42:30~42:40 42:40~42:50 42:50~43:00 43:00~43:10 43:10~43:20 43:20~43:30 43:30~43:40 43:40~43:50 43:50~44:00 44:00~44:10 44:10~44:20 44:20~44:30 44:30~44:40 44:40~44:50 44:50~45:00 45:00~45:10 45:10~45:20 45:20~45:30 45:30~45:40 45:40~45:50 45:50~46:00 46:00~46:10 46:10~46:20 46:20~46:30 46:30~46:40 46:40~46:50 46:50~47:00 47:00~47:10 47:10~47:20 47:20~47:30 47:30~47:40 47:40~47:50 47:50~48:00 48:00~48:10 48:10~48:20 48:20~48:30 48:30~48:40 48:40~48:50 48:50~49:00 49:00~49:10 49:10~49:20 49:20~49:30 49:30~49:40 49:40~49:50 49:50~50:00 50:00~50:10 50:10~50:20 50:20~50:30 50:30~50:40 50:40~50:50 50:50~51:00 51:00~51:10 51:10~51:20 51:20~51:30 51:30~51:40 51:40~51:50 51:50~52:00 52:00~52:10 52:10~52:20 52:20~52:30 52:30~52:40 52:40~52:50 52:50~53:00 53:00~53:10 53:10~53:20 53:20~53:30 53:30~53:40 53:40~53:50 53:50~54:00 54:00~54:10 54:10~54:20 54:20~54:30 54:30~54:40 54:40~54:50 54:50~55:00 55:00~55:10 55:10~55:20 55:20~55:30 55:30~55:40 55:40~55:50 55:50~56:00 56:00~56:10 56:10~56:20 56:20~56:30 56:30~56:40 56:40~56:50 56:50~57:00 57:00~57:10 57:10~57:20 57:20~57:30 57:30~57:40 57:40~57:50 57:50~58:00 58:00~58:10 58:10~58:20 58:20~58:30 58:30~58:40 58:40~58:50 58:50~59:00 59:00~59:10 59:10~59:20 59:20~59:30 59:30~59:40 59:40~59:50

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LEAVING. THANK YOU