



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

Data Received 16-OCT-2000	Od_or _____
	rt_dt _____
	od_rt _____
	up_ltr _____
Reference No. 873089	

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) _____ <small>(located at front of windshield or drivers side)</small>	Vehicle Make CHEVROLET TRU	Vehicle Model ASTRO	Vehicle Year 1997	Current Odometer Reading
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Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	<input type="checkbox"/> Turbo
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	<input type="checkbox"/> Diesel
			<input type="checkbox"/> Gas
			<input type="checkbox"/> Fuel Injection

Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbell <input type="checkbox"/> 2-Point Belt	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____	Body Style <input type="checkbox"/> Sport Ult Truck <input type="checkbox"/> Motorcycle <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05150030	Part Name(s) ENGINE:VALVES:VALVE TRAIN	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Frnt <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
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No. of Failures	Date(s) of Failure(s) _____ Mileage at Failure(s) _____ Vehicle Speed at Failure(s) _____	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No
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APPLICATION INCIDENT INFORMATION

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


Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

JETS HAVE BEEN CLEANED 4 TIMES ON THE ENGINE. DEALER WAS BLAMING IT ON CHEVRON GAS. CHEVRON HAS SENT ALETTER STATING IT WAS THE POPPET VALVE. DELAER CHANGED ALL 6 POPPET VALVES, AND THEY WORKED FOR 5 MONTHS. PROBLEM HAS COME UP AGAIN.

CONTINUED ON BACK PLEASE

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.

DOT Auto Safety Hotline		FOR AGENCY USE ONLY 436	
 U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline	
OWNER INFORMATION (Type or Print) [Redacted] 647032		DEFECTS INVESTIGATION Date Received: 16-OCT-2000 OFFICE: [Redacted] Reference No.: 873089	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of an authorization, NHTSA will not contact the manufacturer and address to the vehicle manufacturer.			
Signature of Owner: [Redacted]		Date: 10/27/00	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year
NOT AVAILABLE	CHEVROLET TRU	ASTRO	1997
Current Odometer Reading			
39155			
Purchase Date	Dealer's Name	Engine Size (CID/CC/L)	<input type="checkbox"/> Turbo Diesel Gas <input checked="" type="checkbox"/> Fuel Injection
5-29-97	INLAND CHEVROLET	4.3 L	
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City: HEMET State: CAL Zip Code: 92545	No Cylinders: 6	
Transmission Type	Antilock Brakes	Restraint System	Cruise Control
<input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	<input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input checked="" type="checkbox"/> Driver-side Airbag <input type="checkbox"/> 2 Point Belt <input checked="" type="checkbox"/> Passenger-side Airbag	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Drive Train	Vehicle Type	Body Style	
<input type="checkbox"/> Front <input checked="" type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	<input checked="" type="checkbox"/> Car <input type="checkbox"/> Sport Ut <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other	<input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input checked="" type="checkbox"/> Other	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component	Part Name(s)	Location	Failed Part(s)
05150030	ENGINE:VALVES:VALVE TRAIN	<input type="checkbox"/> Left <input type="checkbox"/> Right <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear	<input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failures	Date(s) of Failure(s)	Failed Part(s) Available?	NHTSA Previously Contacted?
4	7-19-99/9-20-99/04-05-00/10-13-00	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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	Fire	Number of Persons Injured	Number of Fatalities
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
Estimated Property Damage		Reported to Police	
		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
JETS HAVE BEEN CLEANED 4 TIMES ON THE ENGINE. DEALER WAS BLAMING IT ON CHEVRON GAS. CHEVRON HAS SENT A LETTER STATING IT WAS THE POPPET VALVE. DEALER CHANGED ALL 6 POPPET VALVES, AND THEY WORKED FOR 6 MONTHS. PROBLEM HAS COME UP AGAIN. I HAVE CHANGED PRIMARILY TO SHELL GASOLINE AND HAVE ALSO USED AN ADDITIVE, HOWEVER THE PROBLEM STILL OCCURS. (OVER)			
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.			

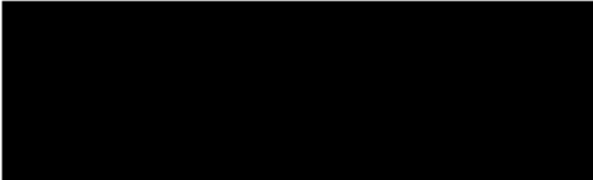
To whom:

I have a complaint against my 1997 GM Chevy Astro Van. I am caught between two giants. GM and Chevron. The problem with the Van is, every thousand or so miles, the red light comes on to immediately have it serviced, and the Van runs very rough. My car dealer in Hemet, Ca., says it's the fault of the gas which clogs up the poppet valves. Chevron says it's a defective fuel injection system. Neither one will take blame. GM however, extended my warranty for 10 years. Can you believe it? If there is nothing wrong, why would they be so generous? And anyway, extending the warranty for 10 years doesn't help me when and if I am out in the desert somewhere and this happens. It also doesn't help the next owner who buys it used and is not covered by the warranty. I talked to Eric Gosch, owner of the dealership, and asked if they would modify the system. His answer to me was no, but advised me to keep in touch with the manufacturer. What is so harmful is that I was told they are still making vehicles the same way. Look at the guaranteed repairs they can count on from the millions that have been sold. Since I cannot prove that the Van is defective because of legal costs, I don't know what further action I can take. Please advise me. Enclosed are copies of letters from Chevron, letters from the General Motors Co. concerning the warranty extension, and technical bulletins. I currently have on file with GM complaint # 000 156 053.

Sincerely,



Chevron



Thank you for your inquiry.

We want to assure you that Chevron gasoline, Techron® additive, and the MTBE in Chevron gasoline do not harm General Motors' vehicle fuel injector systems. In fact, General Motors uses a concentrated form of our Techron® additive, the fuel additive used in all Chevron gasolines, to help fix complaints with problematic vehicles. The GM product is supplied by Chevron and is similar to Chevron's Techron Concentrate bottled additive.

We are aware that GM has been having problems with their Vortec engine, designed with sequential central port fuel injection (SCPI or CSFI), since their introduction in 1996. We have been in contact with the GM technical group that has been studying these injector operating problems. The injector system in these vehicles contains small valves (poppet valves) that appear to be very sensitive to sticking. This causes rough engine operation, engine misfiring, activation of the Service Engine Soon light, etc.

GM has published a technical service bulletin for their dealers that indicates the proper way to diagnosis and fix the problem. The GM technical group indicated that Chevron gasoline and MTBE have not been identified as a source of this problem. The problem is not caused by a specific gasoline. However, as a general "solution" to the problem, some dealers will suggest that the gasoline is at fault and further suggest that their customers change fuel suppliers.

We understand from GM that this problem increases during the summer in warmer climates, and the problem appears to happen more in California than the rest of the US. GM is still researching this issue and is not blaming any particular source of gasoline, let alone Chevron gasolines with Techron®.

Since this is a fuel system problem, it may be covered by an emissions warranty that extends beyond the normal new car warranty. If your vehicle has one of these engines, and if your local dealer did not cover repair work under a GM warranty, you may wish to check with GM Consumers Affairs.

Sincerely,

A handwritten signature in cursive script that reads "Steve Medic".

Steve Medic

99066

(Sample of Notification Used)

November, 1999

Dear <Division(s)> Customer:

As the owner of a 1996, 1997 or 1998 model year <S/T, M/L, C/K, G or P> (brand model specific) truck that is registered California, equipped with a 4.3L V6, 5.0L V8 or 5.7L V8 engine, and California emissions, your satisfaction with our product is very important to us.

Condition:

This letter is intended to make you aware that some owners of 1996, 1997 or 1998 model year <S/T, M/L, C/K, G and P> (brand model specific) trucks that are registered in California, equipped with a 4.3L V6, 5.0L V8 or 5.7L V8 engine, and California emissions, may experience a "Service Engine Soon" light, misfire, rough idle or hard start due to a deposit buildup on the Sequential Central Port Fuel Injector (SCPI) poppet valve(s). The deposit buildup may cause injector poppets to stick closed. Fuels used in California have been found to interact with the SCPI system to cause the deposits.

Action:

To address the above-mentioned condition, General Motors is providing special warranty coverage to owners of applicable vehicles registered in California. If the SCPI system failure condition occurs on your 1996, 1997 or 1998 <S/T, M/L, C/K, G or P> (brand model specific) truck within 10 years of the date your vehicle was originally placed in service or 100,000 miles, whichever occurs first, the condition will be repaired for you at no charge. Other conditions that may cause similar or different driveability complaints, or cause a Malfunction Indicator Light illumination, that are not a result of SCPI system failures are not covered by this special policy. Any repairs made outside the normal warranty coverage due to other conditions would be your responsibility, if you elect to have your dealer provide the service.

This is not a recall campaign. Do not take your vehicle to your <Division> dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

Reimbursement

If you have already paid for some or all of the cost to have the SCPI fuel system repaired or replaced you should write to <Divisional specific address> to seek reimbursement. Repairs must have occurred within 10 years of the date the vehicle was originally placed in service, or 100,000 miles, whichever occurs first. Please provide your original paid receipts or invoices verifying the repair, the amount charged, proof of payment, the date of payment of those charges and proof of ownership of the vehicle at the time of the repair. This information must be provided within two (2) years of the date on which you paid for the repair.

If the work was done by someone other than a GM dealership, the amount of reimbursement will generally be limited to the amount that the repair would have cost GM to have it completed by a GM dealership.

Contacting Your Dealer:

Repairs and adjustments qualifying under this special coverage must be performed by a <Division> dealer. You may want to call the service department at the dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glovebox literature for future reference.

Should your dealer be unable to schedule a service date within a reasonable amount of time, or you have questions regarding this special policy, please contact the appropriate Customer Assistance/Relations Center at the number listed below:

Division	Number	Deaf, Hearing Impaired or Speech Impaired *
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-462-8583
Oldsmobile	1-800-442-6537	1-800-833-6537

* Utilizes Telecommunication Devices for the Deaf/Text Telephones (TDD/TTY)

We are sorry for any inconvenience you may experience; however we have taken this action in the interest of your continued satisfaction with our products.

Division(s)
General Motors Corporation



Service Bulletin

File in Section: 6E - Engine

Bulletin No: 99-06-04-006

Date: February, 1998



INFORMATION

Subject: Correct Solvent for CFSI Poppet Cleaning Procedure

Models: 1999 Cadillac Escalade
1996 - Chevrolet, GMC S/T, M/L, C/K, G, P Models
99 Oldsmobile Bravada with
1996 - 4.3L, 5.0L or 5.7L Engine (VINs X, W, M, R - RPOs
99 LF6, L35, L30, L31) and All Transmission Types

Some technicians, when servicing 1996 and newer Truck CFSI (Central Sequential Fuel Injection) fuel systems (ref. Corporate Bulletin 87-65-07A), may be using incorrect solvent when attempting to clean CFSI poppet valves.

Important: The ONLY solvent that will have any effect on the deposits occurring on poppet valve is: "PORT FUEL INJECTOR GASOLINE DETERGENT" (P/N 12345104) (IN CANADA USE P/N 12345515).

The use of Goodwrench "Fuel Injector Cleaner" (P/N 12346291), or any other "Fuel Injector Cleaner" is completely non-effective, and not appropriate for this concern.

Parts Information

Parts are currently available from GMSPO.

GM bulletins are intended for use by professional technicians, NOT a "do it yourselfer." They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM Dealer for information on whether your vehicle may benefit from the information.

Vehicle: All Technical Service Bulletins Rgh Idle After Start When Vehicle Has Sat Overnight

File In Section: 6E - Engine Fuel & Emission

Bulletin No.: 87-65-07A

Date: July, 1998

Subject:
Rough Idle after Start when Vehicle has Sat Overnight/SCPI Poppets Sticking (Clean Fuel Injector Using New Procedure)

Models:
1996-98 Chevrolet, GMC S/T, M/L, C/K, G, P Models
1996-98 Oldsmobile Bravada
with 4.3L, 5.0L, 5.7L Engine (VINs W, X, M, R - RPOs L35, LF6, L30, L31)

This bulletin is being revised to clarify procedure used for different VCM applications. Please discard Corporate Bulletin Number 87-65-07 Section 6E - Engine Fuel and Emission).

Condition

Some owners may comment on rough idle after start, when vehicle has sat overnight. These symptoms may be intermittent. The Service Engine Soon (S.E.S.) light may be illuminated and a history of misfire codes may be present. Current or history DTC's of P0171, P0172, P0174, P0175 may also be set.

Important:

Typically this condition will affect one poppet at a time. Claims with more than one injector replaced will be scrutinized to determine if proper injector diagnostics have been performed. The misfire counter is not an accurate tool to determine this condition. An injector balance test must be performed.

Cause

Deposit build up on the ball-to-seat interface may cause a poppet valve to stick closed, therefore depriving that particular cylinder of fuel. This condition usually will only affect one poppet at a time, and it is not uncommon for the poppet to free itself and resume normal operation. It is also believed that some fuels may also adversely affect poppet performance.

Correction

Important:

UNDER NO CIRCUMSTANCES SHOULD THIS PROCEDURE BE MODIFIED. ALWAYS PERFORM INJECTOR DIAGNOSTICS PRIOR TO CLEANING. PROPER DIAGNOSTICS IS CRITICAL FOR EXPEDIENT CONCERN RESOLUTION.

1. Install Tech 2 and perform OBD Diagnostics in the Service Manual.
2. Perform Injector Balance Diagnostics Procedures as listed.

For 1996 and 1997 non-VCM models, use the Fuel Injector Balance Test procedure and J tools listed in the Service Manual. For 1997 VCM and 1998 and later models, use the Tech II and the procedure listed.

Important:

This alternate procedure differs from the Service Manual procedure in that it employs the use of the Tech 2 instead of the J 39021, J 39021-210, and J 39021-301/302 series tools referred to in the Service Manual. This method is preferred because it is quicker and does not require manipulation of the SCPI Injector Harness Connector.

- a. Turn OFF the ignition.
- b. Connect fuel pressure gauge J 34730-1.

- c. Turn ON the ignition.

Main Menu	Diagnostics (F0)	<Enter>
Veh. I.D. Screen	Eng. RPO	<Enter>
Veh. I.D. Screen	Truck Line	<Enter>
Veh. I.D. Screen	Transmission Type	<Enter>
Veh. I.D. Screen	G.V.W.	<Enter>
Applications	Special Function (F2)	<Enter>
Applications	Fuel System (F2)	<Enter>
Applications	Injector Balance (F1)	<Enter>

- d. Scroll to the Fuel Injector Balance Test by:

Important:

When performing this test, the Tech 2 will automatically cycle the fuel pump and the injector. It is imperative that the technician listen for these operations for his diagnosis.

- e. Continue following screen prompts to test each individual injector.

If there is NO apparent drop in fuel pressure for a given injector, and there IS audible confirmation that the injector was firing, then the diagnosis would be a "stuck closed" injector poppet valve for that particular cylinder. At the end of this test, any individually diagnosed "stuck closed" injector/poppet assemblies should be replaced under J-5550 labor operation and published labor time (no additional time for diagnosis). Continue to Step "F".

If there is NO apparent drop in fuel pressure for a given injector, and there is NO audible confirmation of injector firing, then refer to Fuel Injector Circuit Diagnosis in the Service Manual. Then return to this bulletin. Continue to Step "F".

If there IS a drop in fuel pressure for each individual injector as specified in the Service Manual under Fuel Injector Balance Test, the concern may be intermittent. Continue to Step "F".

- f. At the conclusion of the Injector Balance Test, remove the Fuel Pressure Gauge J 34730-1, and reinstall engine covers (as required).

Important:

At this point:

- ^ Any confirmed "stuck closed" injector/poppet assemblies should have been individually replaced.
- ^ Any electrical concerns have been repaired.
- ^ Concern may be of a No Trouble Found (NTF) status.

In any of these cases, it is IMPERATIVE that the following steps be taken.

Advise customer to leave vehicle with an indicated fuel level of at least 1/2 tank.

Add one (1) 20 oz. bottle of Port Fuel Injector Detergent, use P/N 12345104 only (in Canada use P/N 12345515).

Start vehicle and let run for 20 minutes.

Clear Powertrain codes from Vehicle Control Module (VCM).

Road test vehicle to confirm customer concern is corrected.

Advise customer to change fuel brands.

§ Information

ONLY P/N 12345104 (in Canada, use P/N 12345515).

are currently available from GMSPD.

Warranty Information

Labor Operation	Description	Model	Labor Time
J-5645	Injector, Fuel Diagnose (includes diagnostics and cleaning)	S/T with V8	0.9 hr
		MA. with V8	1.2 hrs
		C/K with V6	0.9 hr
		C/K with V8	1.0 hr
		G with V8	1.2 hrs
		G with V8	1.3 hrs
		P with V8	0.9 hr
		P with V8	1.0 hr

For vehicles repaired under warranty, use the table.

RE-COMPUTED (ADD-ON) INTEREST MOTOR VEHICLE CONTRACT AND SECURITY AGREEMENT

STANDARD FORM NO. 101

DATE OF CONTRACT 05/29/97	Stock No. 77031
	Source X
	Salesperson TOM FRANCO
	Date 05/29/97
AGREEMENT No. 15575	Bus. Phone 92583
	Res. Phone 654-9835

This contract the words "we," "us" and "our" refer to the creditor (seller) named below or, upon any assignment, its assignee. The words "you" and "your" refer to the buyer and buyer if any named herein. We sell you the motor vehicle described below on credit. The credit price is shown below as the "Total Sale Price." The "Cash Price" is also shown below. By signing this contract you choose to buy the "vehicle" on credit and agree to pay the Total Sale Price, according to the schedules, terms and agreements shown on the front and back of this contract. If this contract is signed by a buyer and co-buyer, each is individually and together responsible for all agreements in the contract.

OTHER SIDE FOR ADDITIONAL TERMS AND AGREEMENTS: SOLD AS EQUIPPED, SUBJECT TO LENDER'S CREDIT APPROVAL

YEAR	MAKE	CYL.	DIESEL	GAS	OTHER	BODY STYLE	MODEL	DOOMETER READING	VEHICLE IDENTIFICATION NUMBER
97	CHEVROLET	TR	6		XX	VN	ASTRO ASTRO	81	1GNDM19W0V8114523
COLOR	TRIM	TIRES	TRIMS	KEY NO.	LIC. NO.	R.O.S. NO.			
IVORY WHIT	BLUE CLOTH		AUTO						

DISCLOSURES PURSUANT TO THE TRUTH-IN-LENDING ACT

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your down payment of \$ 2161.35
4.88%	\$ 2732.90	\$ 21559.30	\$ 24292.20	\$ 26453.35

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
1st Payment of	N/A	
2nd Payment of	N/A	
3rd Payment of	404.87	Monthly, beginning 06/28/97
4th Final Payment	404.87	DUE ON 05/28/02

SECURITY: You are giving a security interest in the goods or property being purchased.
LATE CHARGES: If any payment is more than 10 days late you may be charged 5% of the late amount.
PREPAYMENT: If you pay early, you may be entitled to a refund of part of the finance charge.
 See your contract documents for any additional information about nonpayment, default, any required prepayment in full before the scheduled date and prepayment refunds.

NOTICES: The names and addresses of all persons to whom the notices required or permitted by law to be sent are set forth at the top of this form.
 If you are buying a used vehicle with this contract, as indicated in the description of the vehicle above, federal regulation may require a special buyers guide to be placed on the window.
INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRADICTORY PROVISIONS IN THE CONTRACT OF SALE.

STATEMENT OF INSURANCE

NOTE: No person is required as a condition of financing the purchase of a motor vehicle to purchase, or negotiate, any insurance through a particular insurance company, agent or broker.

Buyer has requested Seller to include in the balance due under this agreement the following amount of insurance to expire WITH BEFORE AFTER the due date of the installment. Buyer requests seller to procure insurance upon the described property against fire, theft, and collision for the term of this agreement. Any insurance will not be in effect until accepted by the insurance carrier.

UNINSURED MOTORIST	Mos. \$	N/A
COMB. COMP., FIRE & THEFT	Mos. \$	N/A
DEDUCTIBLE COLLISION	Mos. \$	N/A
PROPERTY DAMAGE	Mos. \$	N/A
PROPERTY DAMAGE	Mos. \$	N/A
PROPERTY DAMAGE	Mos. \$	N/A
PROPERTY DAMAGE	Mos. \$	N/A

ITEMIZATION OF AMOUNT FINANCED

A. Cash Price Motor Vehicle and Accessories	\$ 21535.00
1. Cash Price Vehicle	\$ 21535.00
2. Cash Price Accessories	\$ N/A
B. Document Preparation Charge	\$ 45.00
C. Smog Fee Paid to Seller	\$ N/A
D. Sales Tax (on A+B+C)	\$ 1672.35
E. Luxury Tax	\$ N/A
F. Service Contract (optional)	\$ N/A
G. Other	\$ N/A
To whom paid	
TOTAL CASH PRICE (A to G)	\$ 23252.35

AMOUNTS PAID TO PUBLIC OFFICIALS

A. License	ESTIMATED \$ 468.00
B. Registration	\$ INC
C. Smog Impact Fee	\$ N/A
TOTAL OFFICIAL FEES (A+B+C)	\$ 468.00

AMOUNT PAID TO INSURANCE COMPANIES:

(Total premiums per Statement of Insurance a + b)	\$ N/A
SMOG CERTIFICATION FEE PAID TO STATE	\$ N/A
TOTAL (1 TO 4)	\$ 23720.35

TOTAL VEHICLE INSURANCE

foregoing declarations are hereby acknowledged

05/29/97

CREDIT INSURANCE AUTHORIZATION AND APPLICATION

You voluntarily request the credit insurance checked below, if any, and understand that such insurance is not required. You acknowledge disclosure of the cost of such insurance and authorize it to be included in the balance payable under the security agreement. Any amount of noncancel credit insurance premiums shall be applied to sums due under this contract. Only the persons whose names are signed below are insured.

A. Trade-In (Description)

Yr. **96** Make **DODGE**
 Model **CARAVAN** \$ **14500.00**
 V.I.N. **1R4GH44R5RX208366**
 Odometer **45810**

CREDIT LIFE N/A Mos. Premium \$ _____
 JOINT LIFE N/A Mos. Premium \$ _____
 CREDIT DISABILITY N/A Mos. Premium \$ _____
TOTAL CREDIT INSURANCE PREMIUMS \$ _____

- You want Credit Life Insurance You do not want Credit Life Insurance
 You want Credit Disability Insurance (Primary Buyer Only)
 You do not want Credit Disability Insurance
 You want Joint Credit Life Insurance

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance.

DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS. (refer to "Total Disabilities Not Covered")

DATE 05/25/07
 DATE _____

<u>N/A</u>	B. Less Pay Off	\$	<u>12738.05</u>
<u>N/A</u>	C. TRADE-IN (A less B)	\$	<u>1761.05</u>
<u>N/A</u>	D. Deferred downpayment due before second installment payment	\$	<u>N/A</u>
<u>N/A</u>	E. MFR'S Rebate	\$	<u>N/A</u>
	F. Remaining cash downpayment	\$	<u>400.00</u>
	TOTAL DOWNPAYMENT (8C+D+E+F)	\$	<u>2161.00</u>
7.	AMOUNT FINANCED (5 less 6)	\$	<u>21559.27</u>

* We may retain, or receive, a portion of this amount.

PREPAYMENT REFUND: Any refund for prepayment in full will be calculated as follows:
 according to the Actuarial Method (if no box is checked the method for calculating the prepayment refund will be deemed to be the Sum of the Periodic Time Balances)
 according to the Sum of the Periodic Time Balances
 according to the Rule of 78's

VEHICLE USE: Personal, Family or Household Commercial or Agricultural
OFFICIAL FEES (Not Financed): The Buyer will pay the estimated fee(s) of \$ _____ to the appropriate public authority in order to transfer registration after payment in full.

BROKER FEE DISCLOSURE

If this Contract reflects the retail sale of a new motor vehicle the sale is not subject to a fee received by an autobroker unless the following box is checked:

- Name of Autobroker receiving fee, if applicable:

NOTICE OF REVISION RIGHTS

If buyer signs here, the provisions of paragraph "K" on the reverse side shall be applicable to _____

Buyer's Signature _____
 Co-Buyer's Signature _____

If you have a complaint concerning this sale, you should try to resolve it with the seller. Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or the Department of Motor Vehicles, Division of Investigations and Occupational Licensing, P.O. Box 93288, Sacramento, California 94222-3288, or any combination thereof. After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair or deceptive practice for the seller to make a unilateral change.

Buyer's Signature _____

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED BY LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

WARNING:
 YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.
 FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.
 THE BUYER SHALL SIGN TO INDICATE THAT HE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS

S/S _____

THERE IS NO COOLING OFF PERIOD

California law does not provide for a "cooling off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud.

Buyer acknowledges that (1) before signing this agreement Buyer read both sides of this agreement and received a legible, completely filled-in copy of this agreement; and (2) Buyer has received a copy of every other document that

Buyer's Signature _____
 Seller INLAND CHEVROLET GEO OLDSMOBILE

LAW FORM NO. 652 CALIF. (REV. 10/00) U.S. PATENT NO. 6,062,367 & OTHER PATENTS PENDING
 INLAND FINANCIAL AUTOMOTIVE PRODUCTS CALL (800) 422-3196 © 1996 THE PEPPERLAW AND REYNOLDS COMPANY
 The Paper makes no warranty, express or implied, in the contract or goods or products in this form. Consult your own legal counsel.

DUPLICATE

B114523

May-11-00 10:24

From-BBB OF THE SOUTHLAND

0000250240

T-824 P 01/04 F-310

BBB

REPAIR DECISION

Customer



Case No.: CHV0091624

Manufacturer: CHEVROLET MOTOR DIV.

The manufacturer shall, within 30 days from the manufacturer's receipt of the customer's acceptance of this Decision, repair the following components/symptoms in the 1997 CHEV. ASTER (AW) ("vehicle"), leased owned or leased by the customer.
year make & model

(List all components/symptoms to be repaired)

1. REPLACE ALL 6 INJECTOR POPPETS & CLEAN FUEL INTAKE SYSTEM
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.

MAY 10 2000

The manufacturer will contact the customer to make all arrangements for the completion of these repairs, which shall take place at a dealership chosen by the MUTUALLY AGREED UPON

Arbitrator(s):



Date 05-10-00

(2)

Date

(3)

Date

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

(1) X

CUSTOMER NO.	ADVISOR	PLAT NO.	INVOICE DATE	INVOICE NO.
	BOB KNIGHT	7804	07/19/99	CTUS92810
	LICENSE NO. 12	VEHICLE REGISTRATION	DEBIT	STOCK NO.
	0000715	25855		
YEAR MAKE / MODEL	VEHICLE NO.	DELIVERY DATE		DELIVERY MILES
97 CHEVROLET TRUCK/ASTRO VAN 2 DOOR	1GNDN119M09114523	05/29/97		
VEHICLE REGISTRATION	SALES TAX	SALES TAX		PRODUCTION DATE
				53
			07/19/99	
				MO: 25852

JOB & PARTS				
1-30CVZ	E-OIL SYSTEM	HOURS: 2.50	TECH: 51427	156.60
CUSTOMER REPORTS SERVICE ENGINE SOON LIGHT ON, ENGINE RUNNING VERY ROUGH.				
P0305 MISFIRE FROM #5 INJECTOR				
FLUSH PER BULLETIN 97-65-07A NO CHANGE IN RUNNING; REPLACE #5 INJECTOR, CLEAR COSES.				
PTS	NUMBER	DESCRIPTION	U-COST	E-COST
1	12345104	DETERGENT 8-800	10.08	10.08
1		SEAL KIT		
1	17091432	CPI-FUEL 3.300	41.33	41.33
JOB # 1 TOTAL PARTS				95.76
JOB # 1 TOTAL LABOR & PARTS				242.30

CHARGES				
R/D TOTALS				3.00
				242.30

WARRANTY CLAIM DETAIL TOTALS				
AIM TOTAL				242.30
AIM TOTAL				242.30

APPROVED BY SIGNATURE

AUDIT SLIP

DATE: 07/21/99 WARRANTY NEW CLAIM

RD NUMBER: 1120

RD DATE: 07/19/1999

VIN: 1GNDN119M09114523

DIV: 3

DEALER: 09403

ODMETER: 28889

SERVICE ADVISOR #: 560-7-6410

CUSTOMER NAME: PATERSON

PHONE: WORK: HOME:

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	OHRS	NET-AMT.	LAB-TOT.
LN-TOT:	153.02				TECH SSN: 548-99-8692							81.43
LN-TOT:	2	01			12345104	14.11	60	J5645	1.2			75.17
LN-TOT:	153.02				TECH SSN: 548-99-8692							75.17

R.O. TOTAL: 242.30

***** XOX *****

DUPLICATE INVOICE *****

INLAND CHEVROLET OLDSMOBILE
 2505 WEST FLORIDA AVE. - HEMET, CALIF. 92345
 (909) 658-4401
 CAD# 028284130

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

(1) X

STOCKER NO. 124	ADVISOR MARK WALSH	VEHICLE NO. 35	INVOICE NO. 5793	INVOICE DATE 04/05/00	INVOICE NO. 0122-00211
	LICENSE NO. GVSX745	INCOME TAX NO. 32429	COLOR INDY WHITE	STOCK NO.	
	YEAR / MAKE / MODEL 97 / CHEVROLET TRUCK / ASTRO VAN / 7 DOOR	DELIVERY DATE 05/29/97	DELIVERY MILES	DELIVERY ORDER NO.	PRODUCTION DATE 81
	VEHICLE ID NO. 1GNDM1L340UR1125235	REG. DATE 04/05/00			

9825

LABOR & PARTS
1-45042 FUEL SYSTEM (TECHN) 1.41
 THE CUSTOMER REPORTS THAT THE SES LIGHT IS COMING ON AND THE VAN IS RUNNING POORLY. ROUGH IDLE. FULL FUEL. FOUND THAT THE FUEL INJECTOR #3 IS CLOGGED. PERFORM FLOW TEST AND CLEAN AS NEEDED. RESET THE SES LIGHT SYSTEM.

WARRANTY

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
18 # 1	1	12345104	DETERGENT 8.800	
				0.00
				0.00

WARRANTY
WARRANTY
0.00

275252E EMISSIONS LABEL
 PERFORM RECALL 96045---EMISSIONS LABEL
 WILL HAVE TO ORDER A NEW LABEL

WARRANTY

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

0.00
0.00

TOTALS				
THANK YOU FOR YOUR BUSINESS		6405.00	TOTAL LABOR....	0.00
VISA	M/C	DIS	AMX	TOTAL PARTS
INLAND CHEVROLET OLDSMOBILE B.A.R.M AD160080			TOTAL SUBLET...	0.00
SPECIAL ORDER PARTS ARE NON RETURNABLE			TOTAL MISC CHG.	0.00
PARTS LISTED ARE THE ONLY ONES UNLESS OTHERWISE SPECIFIED			TOTAL TAX.....	0.00
U.G. REFERS TO GAS OIL AND TAX FOR FREIGHT CHARGES			TOTAL INVOICE \$	0.00

RECEIVED BY: [REDACTED]

ACKNOWLEDGE NOTICE AND TERM APPROVAL OF AN INCREASE IN ORIGINAL ESTIMATED PRICE.

CUSTOMER SIGNATURE

INLAND CHEVROLET OLDSMOBILE
 2605 WEST FLORIDA AVE. - HENET, CALIF. 92548
 (909) 658-4401
 CAD# 028294130



IN HEMET Inland

Chevrolet Oldsmobile



BAR # AD16008

350 CARRIAGE CIRCLE • (909) 858-4401
HEMET, CALIFORNIA 92545-8618

EPA # CA9000075846

CUSTOMER NO. 33121	ADVISOR CHUCK GWARTNEY	TAG NO. 13 5963	INVOICE DATE 10/13/00	INVOICE NO. CTC5115003
	LABOR RATE	LICENSE NO. 3VSX745	MILEAGE 38,851	STOCK NO.
	YEAR / MAKE / MODEL 97/CHEVROLET TRUCK/ASTRO VAN/2 DOOR	COLOR IVORY WHITE		DELIVERY MILES 81
	VEHICLE ID. NO. 1 G N D M 1 9 W O V B 1 1 4 5 2 3	DELIVERY DATE 05/29/97		PRODUCTION DATE
	F.T.E. NO.	P.D. NO.	SELLING DEALER NO. IC	REPRINT# 1
	R.D. DATE 10/13/00			MO: 38851
COMMENTS				

LABOR & PARTS
J# 1 39CVZDIAG ... DIAGNOSE ECM SYSTEM ... TECH(S): 27 ... WARRANTY
 CUSTOMER STATES THE SERVICE ENGINE SOON LIGHT COMES ON AND STAYS ON ...
 PO300... INJECTOR
 SCAN SYSTEM FOR CODES, CODE P0 300 STORED, BALANCE TEST
 INJECTORS, PERFORM INJECTOR FLUSH, CLEAR CODES, ROAD TEST

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	12345104	DETERGENT 8.800		0.00
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00

J# 2 73CVZSHUTTLE ... SHUTTLE REQUIRED ... WARRANTY
 CHEVROLET, 1994, SHUTTLE REQUIRED.
 LABOR OP. # 27910 \$5.00
 CAR IN FOR WARRANTY SERVICE. CUST. NEEDS RIDE HOME & BACK
 SHUTTLE SERVICE

JOB # 2 TOTAL PARTS					0.00
JOB # 2 TOTAL LABOR & PARTS					0.00

THANK YOU FOR YOUR BUSINESS.			TOTAL LABOR	0.00
PAID	INT	DATE	TOTAL PARTS	0.00
C/C	VISA	M/C	TOTAL SUBLET	0.00
CASH	CHECK	CHARGE ACCT #	TOTAL G.O.G.	0.00
INLAND CHEVROLET OLDSMOBILE B.A.R. # AD160080			TOTAL MISC CHG.	0.00
ALL SPECIAL ORDER PARTS ARE NON RETURNABLE			TOTAL MISC DISC	0.00
ALL PARTS LISTED ARE NEW UNLESS OTHERWISE SPECIFIED			TOTAL TAX	0.00
G.O.G. REFERS TO GAS OIL AND GREASE OR FRIEGHT CHARGES			TOTAL INVOICE \$	0.00

RECEIVED BY:

I ACKNOWLEDGE NOTICE AND VERBAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

CUSTOMER SIGNATURE

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 And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items."

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