

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 119

Date Received

08-JAN-2001

Od\_or

rt\_dt

od\_rt

up\_ltr

Reference No.

877622

Work Number

Home Number

## OWNER INFORMATION (Type or Print)

665212

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 bottom of  
windshield on driver's side)

1GNGK26J4XJ350909

Vehicle Mak

CHEVROLET TRUC

Vehicle Mode

SUBURBAN

Vehicle Year

1999

Current Odometer Reading

Purchase Date

Dealer's Name

Engine Siz

(CID/CC/L

☐ Turbo☐ Diesel☐ Gas☐ Fuel Injectio☒ New ☐ Used

City

State

Zip Code

No Cylinders

Transmission Type

☐ Manual☐ Automatic

Antilock Brakes

☒ Yes☐ No

Restraint System

☐ 3-Point Belt☐ Motorbelt☐ Driverside Airbag☐ 2-Point Bel☐ Passengerside Airbag

Cruise Control

☐ Yes☒ No

Drive Train

☐ Front☐ Rear☐ 4-Wheel

Vehicle Type

☐ Car☐ Van☐ Minivan☐ Other☐ Sport Util☐ Truck☐ Motorcycle

Body Style

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

## FAILED COMPONENT(S)/PART(S) INFORMATION

Component

02100000

03270000

03250000

Part Name(s)

SUSPENSION:INDEPENDENT FRONT

BRAKES:HYDRAULIC:SHOE:DISC BRAKE SYSTEM

BRAKES:HYDRAULIC:ANTI-SKID SYSTEM

Location

☐ Left☐ Front☐ Right☐ Rear

Failed Part(s)

☐ Original☐ Replacement

No of Failures

Date(s) of Failure(s)

Mileage at Failure(s) 22

Vehicle Speed at Failure(s)

Failed

Part(s)

☐ Yes☐ No

NHTSA

Previously

☐ 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)

EA99-011; WHILE DRIVING OR UPON BRAKING VEHICLE PULLS TO THE LEFT AND RIGHT, CAUSING POOR OR LOSS OF VEHICLE CONTROL. CONSUMER HAS CONTACTED DEALER 7 TIMES, DEALER HAS REPLACED PARTS, ROTORS/BRAKE PADS, AND HAS REBUILT FRONT END, PROBLEM STILL OCCURS. PLEASE PROVIDE ANY FURTHER DETAILS. \*AK

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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Signature of Owner

Date / /

## VEHICLE INFORMATION

|                                                                              |                                                                        |                                                                                                                                                                                                                     |                                                                        |                                                                                                     |                                                                                                                                                                                                    |
|------------------------------------------------------------------------------|------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Vehicle Ident. No. (VIN.) (Located at bottom of windshield on driver's side) |                                                                        | Vehicle Make                                                                                                                                                                                                        | Vehicle Model                                                          | Vehicle Year                                                                                        | Current Odometer Reading                                                                                                                                                                           |
| 1GN GK26J4XJ360909                                                           |                                                                        | CHEVROLET TRU                                                                                                                                                                                                       | SUBURBAN                                                               | 1999                                                                                                |                                                                                                                                                                                                    |
| Purchase Date                                                                | Dealer's Name                                                          |                                                                                                                                                                                                                     | Engine Size (CID/CC/L)                                                 | <input type="checkbox"/> Turbo                                                                      | <input type="checkbox"/> Diesel                                                                                                                                                                    |
| <input checked="" type="checkbox"/> New <input type="checkbox"/> Used        | City State Zip Code                                                    |                                                                                                                                                                                                                     | No Cylinders                                                           | <input type="checkbox"/> Gas                                                                        | <input type="checkbox"/> Fuel Injection                                                                                                                                                            |
| Transmission Type                                                            | Antilock Brakes                                                        | Restraint System                                                                                                                                                                                                    | Cruise Control                                                         | Drive Train                                                                                         | Vehicle Type                                                                                                                                                                                       |
| <input type="checkbox"/> Manual<br><input type="checkbox"/> Automatic        | <input checked="" type="checkbox"/> Yes<br><input type="checkbox"/> No | <input type="checkbox"/> 3-Point Belt<br><input type="checkbox"/> Driverside Airbag<br><input type="checkbox"/> Passengerside Airbag<br><input type="checkbox"/> Motorbelt<br><input type="checkbox"/> 2-Point Belt | <input type="checkbox"/> Yes<br><input checked="" type="checkbox"/> No | <input type="checkbox"/> Front<br><input type="checkbox"/> Rear<br><input type="checkbox"/> 4-Wheel | <input type="checkbox"/> Car<br><input type="checkbox"/> Van<br><input type="checkbox"/> Minivan<br><input type="checkbox"/> Other                                                                 |
|                                                                              |                                                                        |                                                                                                                                                                                                                     |                                                                        |                                                                                                     | Body Style                                                                                                                                                                                         |
|                                                                              |                                                                        |                                                                                                                                                                                                                     |                                                                        |                                                                                                     | <input type="checkbox"/> 2-Door<br><input type="checkbox"/> 4-Door<br><input type="checkbox"/> Stationwagon<br><input type="checkbox"/> Pick Up Truck<br><input checked="" type="checkbox"/> Other |

## FAILED COMPONENT(S)/PART(S) INFORMATION

|                                  |                                                                                                              |                                                                                                                              |                                                                           |
|----------------------------------|--------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------|
| Component                        | Part Name(s)                                                                                                 | Location                                                                                                                     | Failed Part(s)                                                            |
| 02100000<br>03270000<br>03250000 | SUSPENSION:INDEPENDENT FRONT<br>BRAKES:HYDRAULIC:SHOE:DISC BRAKE SYSTEM<br>BRAKES:HYDRAULIC:ANTI-SKID SYSTEM | <input type="checkbox"/> Left <input type="checkbox"/> Right<br><input type="checkbox"/> Front <input type="checkbox"/> Rear | <input type="checkbox"/> Original<br><input type="checkbox"/> Replacement |
| No of Failures                   | Date(s) of Failure(s)<br>Mileage at Failure(s)<br>Vehicle Speed at Failure(s)                                | Failed Part(s) Available?                                                                                                    | NHTSA Previously Contacted?                                               |
|                                  |                                                                                                              | <input type="checkbox"/> Yes <input type="checkbox"/> No                                                                     | <input type="checkbox"/> Yes <input 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 | Estimated Property Damage | Reported to Police                                                  |
| <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |                           |                      |                           | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |

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

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The following persons or agencies have received copies of all documents:

Karyn Bowan  
BBB AUTO LINE  
4200 Wilson Blvd Suite 800  
Arlington, VA 22203  
(800) 955-5100 ext: 220

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION (NHTSA)  
Information Management Staff NHTSA-10.01  
400 7<sup>th</sup> Street SW  
Washington, DC 20590

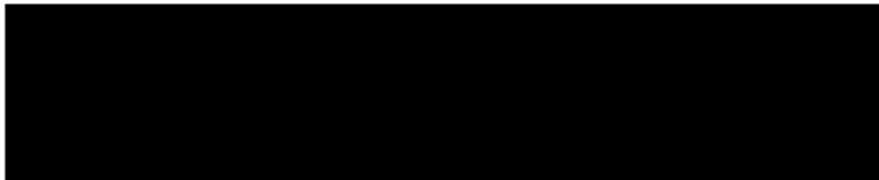
Boogie's Corner  
CBS Channel 2 News  
6121 Sunset Blvd  
Los Angeles, CA 90028  
(323) 460-3000

Mr. Richard Wagoner JR. (President Chevrolet Motor Division)  
Chevrolet Motor Division  
P.O. Box 7047  
Troy, MI 48007-7047  
(800) 833-2438

Mr. Kurt Ritten (Marketing Manager for Chevrolet Motor Division)  
Business Resource Center for Chevrolet Motor Division  
P.O. Box 7047  
Troy, MI 48007-7407  
(800) 833-2438

I was assured through Customer Assistance Supervisor Valerie Barrow, that Mr. Wagoner and Mr. Ritten would receive this information. I questioned the P.O. box and she said that my return receipt would be signed. She also stated that she was not allowed to give me any personal office phone number or address for these two gentlemen.

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February 26, 2001

BBB Auto Line  
4200 Wilson Blvd., Set. 800  
Arlington, VA 22203

ATTN: Karyn Bowman

RE: Rowlett Vs Chevrolet Motor Division #CHV0040530  
(Reconsideration of Arbitration decision)

Dear Karyn,

I am at this time asking for a reconsideration of my arbitration agreement. As per the Arbitration repair decision I scheduled a repair for my 1999 Chevrolet Suburban on November 30 2000.

Repairs to be done per repair decision: (copies enclosed)

1. Alignment
2. Brake rotors,pads, shoes & drums to be replaced.  
(to this order I added my list of complaints)(copies enclosed)
3. Steering & Suspension (must over correct while driving)
4. Engine & Exhaust (ticking noise with cold start)
5. Engine & exhaust (burning odor at engine area after drive)
6. Tuneup,Emission & Fuel System

William L. Morris Chevrolet said items (1. And 2.) were properly repaired and that items (3.,4.,5. And 6.) were working properly and were not in need of repair.

A Chevrolet service technician drove my car to my residence, I in turn drove him back to the dealership. He commented to me that the steering to the right was not that bad for this vehicle and that he was more concerned about how bad the pulling was to the left.

When I got home I called the dealership and told the service manager that my vehicle was still not steering correctly. He suggested that I bring my vehicle in as soon as I was able and they would look at it again. At this point I was frustrated and disgusted. I put approximately 100 miles on the vehicle and it had to be towed back to the dealership

because it would not start. The system was completely dead. The battery had to be replaced. The battery kept exploding. (this is the third battery replacement in my vehicle.) While my vehicle was in repair I addressed the steering problem. The service manager told me everything was working fine. I had the vehicle home for one week and it failed to start. Again I had it towed to the dealership. The battery was repaired for a forth time. The service manager told me that he did not know why the battery failed. They recharged it and said it was fine.

Because of the severity and the amount of unresolved problems I am having with my vehicle I decided to hire and outside Automotive Specialist. Upon inspection of my vehicle he found several problems. Most of which are safety issues and engine problems which significantly reduce the safety and value of my vehicle. (copies enclosed)

All of the issues I have been trying to address and have corrected through the Chevrolet Motor Division for over two years still exist. I am now in possession of a vehicle that cannot be purchased, sold or traded. This vehicle is unsafe to be on the road. The NHTSA has been conducting an investigation on the 1999 Chevrolet Suburban's steering resulting in ERRATIC POWER STEERING ASSIST WHILE DRIVING. This investigation was opened in May of 1999. It seems quite strange to me that no one from Chevrolet is willing to admit this.

Based on the fact that I only have 24000 miles on the vehicle it is equivalent to having it for 18 months. If you take the history of the vehicle it warrants a complete buy back from Chevrolet. I do believe this to be in their best interest and in the interest of public safety. I will contact as many agencies as I possibly can to make sure that this vehicle is not going to be sold for anything but salvage. I hope that in reviewing the several pages of new documents you will rule in my favor.

I am asking to be reimbursed entirely for all payments, down payments and any improvements done to the vehicle. (tinted windows) or a new 2001 vehicle replacement.

Thank you,

[REDACTED]



March 5, 2001

Boogie's Corner  
CBS Channel 2 News  
6121 Sunset Blvd.  
Los Angeles, CA 90028

Dear Mr. Boogie I have had several problems with my 1999 Chevrolet Suburban. I have gone to arbitration with the Better Business Bureau. They ordered repairs to be done. I took my vehicle in for the repairs only to have more problems. I am going to attempt Arbitration one more time. To this point I feel I have been given the ax. I hope in reviewing my entire file you can give me some advice.

Hopefully by the time all parties receiving these documents have read them this matter will be a memory. I truly appreciate your time and have a great day.

Thank You,





March 5, 2001  
Mr. Richard Wagoner JR.  
Chevrolet Motor Division  
P.O. Box 7047  
Troy, MI 48007-7047

Dear Mr. Wagoner,

I would like to bring to your attention my experience in dealing with the representative (who was present via telephone ) from General Motors who handled my arbitration.

Her name is Sarah Reynolds. I felt that during our conversation she was inexperienced and lacked professionalism in dealing with people not to mention geography. Our arbitration was scheduled for 10:00 a.m. The arbitration took less than an hour . She was late and had another appointment scheduled for 11:30 a.m. Sarah made the comment to me that "if you are so unhappy with your vehicle you can just turn it in at the end of the lease". How dare she spend my hard working dollars for me! My intentions were to buy the car outright at lease end. She also told me that the reason the Suburban pulls the way it does is because it is designed to handle the severe road conditions, mountains and canyons of California. Obviously, Sarah Reynolds has never visited our fine state. I chuckled to myself. I tried to discuss other problems with the vehicle. She said that she could not discuss them with me. She was trying to antagonize me and get off the subject by engaging in a verbal altercation. The arbitrator Mona Ward thanked me for not getting involved with her actions. It was also stated to me that Sarah had a boiler plate to follow and that she was trying to do her job.

In closing, I hope you are able to take the time to read over my entire file that I have taken a great deal of time to prepare. I am a single mother of three children ranging in age from 19yrs. to 19mos., not to mention handling a job and living life. I know that I am one small fish in the ocean of consumers dealing with big business. I am however, under the impression that us small fish are the mainstream of big business. I purchased my Suburban because I felt it was safe and could handle the needs of my family. All I am asking is for General Motors to be fair.

Thank you,



[REDACTED]  
(800) 561-1500 ext. (411)  
March 5, 2001

Mr. Kurt Ritten  
Chevrolet Motor Division  
P.O. Box 7047  
Troy, MI 48007-7047

Dear Mr. Ritten

I would like to bring to your attention all of the problems I have had with my 1999 Chevrolet Suburban.

Being the Marketing Manager for the Chevrolet Motor Division I am sure that my concerns would be of interest to you. As you read the several letters and documents that I have enclosed I would hope that there is a common goal.

All I wanted was to have a vehicle that would transport my children and I safely. I could not wait to take my new vehicle on endless vacations, school functions and just plain daily driving. But guess what? The rest is history. My vehicle has been and endless nightmare that has left me stranded and unsafe on the roads of America.

I have been assured by your staff that you will respond to my letter. I was told that all mail is given to the proper parties.

Thank You,  
  
[REDACTED]



## REASONS FOR DECISION California

Customer: Marion Rowlett Case No.: CHV00405030

Manufacturer: Chevrolet

1. Please list each vehicle problem alleged by the customer. Include both past and present problems.

Customer expressed concern that the vehicle was dangerous because of the front end pulled to the right/left during canyon driving. Customer reported that she had been told that the K-2000 series front end was not made properly for the weight of the vehicle.

Customer also expressed concern that the vehicle pulled to the left when braking.

Customer is also concerned about engine smell & ticking in transmission problem.

Chevrolet representative noted the repairs of the brake pads & the refacing of the front rotors, rear drums & replaced rear shoes.

Often the evidence presented was hearsay - "had been told".

2. For the following reasons, I have determined that a Repair decision is a fair resolution of this dispute.

The vehicle was stiff when driven. Slight pulling was experienced. The manufacturer needs to check alignment of the vehicle & repair as needed to check & repair brakes & brake pads & rotors as needed to prevent uneven wear & eliminate pulling.

During the test drive no transmission noises or problem were experienced at that time.

Although there was concern by this arbitor about the wear experienced with the brakes, I did not feel it rose to the level necessary for a vehicle replacement at this time.



## REPAIR DECISION

Customer: [REDACTED]

Case No.: CH 00046530

Manufacturer: CHEVROLET

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 1999 Suburban ("vehicle"), leased owned or leased by the customer.

(List all components/symptoms to be repaired)

1. drivetrain
2. brake rotors, pads, shoes & drums & replace
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.

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 11-30-00.

Arbitrator(s): (1) [Signature]Date 10-26-00

(2) \_\_\_\_\_

Date \_\_\_\_\_

(3) \_\_\_\_\_

Date \_\_\_\_\_

**Frank Grant**  
**P.O. Box 6373**  
**Oxnard, CA 93031**  
**(805) 985-7202**

**Work Experience:**

- 1/91 to Present:** FRANK'S AUTO WORKS, Oxnard, CA  
Owner / Operator. Mobile auto repair service. Sole proprietorship.  
Mechanic, diagnostician, sales, inspector of vehicles prior to  
purchase. Auto, truck, bus, motorhome, tractor, and motorcycle  
repair work. All foreign and domestic vehicles, except diesel.  
Inspection of vehicles for potential lemon law cases. Available as  
an expert witness in court and for depositions.
- 1990-91** GOODYEAR TIRE & RUBBER CO., Ojai, CA  
Service Writer, diagnostician, mechanic. Brakes, suspension,  
cooling systems.
- 1989-90** OAK VIEW AUTOMOTIVE & TRANSMISSION, Oak View,  
CA. Service Technician. Transmission work, tune ups, brakes,  
electrical, fuel systems.
- 1989** ROTARY ENGINEERING, Ventura, CA  
Diagnostician, Engine Rebuilder.
- 1986-1987** THE PIT STOP, Temple City, CA  
Contracted to do mechanical service. Timing chains, drive shafts,  
tune ups, brakes, fuel systems.
- 1984-1986** LEONARD'S TEXACO SERVICE STATION, Arcadia, CA  
Contracted to do mechanical service, diagnostician.

**Memberships:** Bureau of Automotive Repair  
Better Business Bureau  
Ventura Chamber of Commerce  
Westlake/Thousand Oaks Chamber of Commerce

**Education:** San Francisco State University  
Business Major, Psychology Minor. 1978-1979  
College of San Mateo Junior College. Electronics, business  
courses, general education. 1975-1978.

## Vehicle Inspection

TO: File

FROM: Frank Grant / Frank's Auto Works

Re: Rowlette, Myriame

DATE: February 7, 2001

Subj: 1999 Chevrolet Suburban LS, 2500 series. This is a 4-Wheel Drive Full Size Vehicle Equipped with a 7.5 Liter Tune Port Fuel Injected Vortec V8 Engine. Also Equipped with a 3-Speed Automatic Transmission with Overdrive and Factory Air Conditioning. Vehicle has an Antilock Braking System with Disc Brakes in Front and Drum in the Rear, and a Hydroboost Power Brake System. Also Equipped with Cruise Control, Full Instrumentation and Gages. Production Date: 2/98.

---

Mileage: 24,175

License Plate: 4BRV678

Vehicle ID#: 1GNGK26J4XJ350909

The customer has several complaints; the most serious is with the erratic front end. It either pulls to the right or left, but more often pulls to the left. When she applies the brakes, it pulls even harder. She literally has to hold on tight to the wheel, and turn it the other way in order to steer the vehicle straight down the road, as well as when she comes to a complete stop.

The second complaint is with the engine burning antifreeze.

The customer towed the Suburban to the dealer for battery and electric diagnostics. It's been in four times for dead batteries. The customer said she did not leave anything on that would drain the battery. The vehicle broke down four times within a two-year period because the battery would not turn over the engine. Some of the batteries were replaced. However, there is still a problem with the battery not starting the vehicle.

A fourth complaint is with a clicking and bubbling sound coming from under the dash.

I took a look at the vehicle's problems. The engine was cold and had not been started since the previous evening.

I first checked the fluids and found that the motor oil was down two quarts. The customer recently had the vehicle serviced and it was already low in antifreeze. The vapor recovery tank was empty and the antifreeze/water level in the radiator was down one quarter of the way from the top. I went ahead and filled the system up, both the recovery tank and the radiator, with a mixture of 50/50 antifreeze and water. I added two quarts of motor oil and a little bit of power steering fluid, as it was low.

I checked the belts and hoses and they appeared to be fine. I pressure tested the cooling system to see if there were any leaks. I tested it at 16 pounds of pressure and kept it there for 15 minutes. I did not find any leaks.

I checked the electrical system. When I first started the engine, it was charging at approximately 15.1 volts direct current. This is overcharging the battery. I let the vehicle run 15 minutes and the voltage dropped down to approximately 14.71 volts, which is still overcharging

the battery. It should be around 13.5 - 14 volts if the battery is fully charged, which it was. I did a full load test on the battery and it was fully charged prior to starting the vehicle. At the time there was an overcharging condition on the battery, which is a problem.

Once I started the engine and it warmed up in the driveway, I saw that the coolant level in the radiator dropped. I then did a test and found that the head gaskets were leaking antifreeze into the combustion chamber and burning the antifreeze. There was a minute amount of exhaust gases coming out of the filler neck of the radiator and the water level slowly dropped in the radiator. This offers a good explanation as to why the antifreeze level was down in the radiator and the recovery tank was empty.

I checked the front end and found it to be in good working order at the time. I did not find any loose or worn out parts.

I checked the vehicle out for port damage or an accident and found none. The Suburban appeared to have been assembled correctly. No nuts, bolts, screw, rivets or other hardware used in the assembly process were missing. The vehicle's body appeared to be straight at the time.

I found that the bubbling sound under the hood was from the coolant recovery tank. Since there is a head gasket problem, it is draining the fluid in the vapor recovery tank and drawing it back into the radiator when the engine cools off. This is when the bubbling sound is most noticeable. This is a result of the head gasket problem.

I looked for oil leaks and found none. It was clean and dry under the vehicle as well as on top of the engine.

**Road Test:** When I drove down a level road at 40 MPH and steered the vehicle straight, it eventually drifted to the right or to the left. If I slightly turned the wheel to the right and let it drift to the right, it then drifted farther to the right more quickly. The same thing happened with the left. But slowly drifting to the right and while holding onto the wheel and applying the brakes slowly, it accelerated its rate of drifting to the right. The same happened with the left.

There is definitely a front-end alignment problem. I feel that in order to correct the front end, this vehicle needs to go to a front-end specialist.

When the vehicle was warmed up, the temperature remained between 195 - 200 degrees Fahrenheit, which is the normal operating temperature. However, the antifreeze coolant level slowly declined in the radiator and coolant recovery tank, because of the problem with the head gaskets.

**Conclusion:** The problems associated with the vehicle: 1) the steering, particularly its drifting more radically while braking, 2) the overcharging of the battery and the electrical system, and 3) the burning of antifreeze, significantly reduce the use, value and safety of the vehicle at this time.

**FROM:**

Franks Auto Works  
Ph # (805) 985-7202

**DATE:**

2-7-01

**ATTENTION OF:**

Lawrence & Staff.

**SUBJECT:**

Vehicle Inspection

For: Myriam Rowlett

**TO:** "Noble and Associates"

"A Professional Law Corp."

Ph # (805) 658-6266

\* Hourly Rate for inspection & consulting = \$49.00 / hr = 1.9 hours

\* Total Charge = \$93.10

\* Mileage Rate = .30 per mile. Total Miles = 90 (round trip)

\* Charge = \$27.00

\* Transcription and Photographic Charge = \$20.00

\* Fluids = 2 qts. (where 20.00), 1/2 gallon antifreeze & portion of

P/ST. Fluid. Total = 7.00 / Sales Tax = .49 / Total = \$7.49

\* Total Amount Due = \$147.59

Paid CK # 5104 (2/7/01)

Thanks, Frank

**SIGNED**

Myriam Rowlett DATE 2/7/01



## Office of Defects Investigation

### Investigations Database

Call the **Auto Safety Hotline** toll free at (888) 327-4236 to report safety defects or to obtain information on cars, trucks, child seats, highway or traffic safety.

**Report Date:** January 6, 2001 07:07:01 PM

**NHTSA Action Number:** EA99011

**Make:** CHEVROLET TRUCK

**Model:** SUBURBAN

**Year:** 1999

**Component:** STEERING

**Manufacturer:** GENERAL MOTORS CORP.

**Date Investigation Opened:** Wed, May 12, 1999

**Date Investigation Closed:**

**NHTSA Recall Campaign Number:**

**Summary:** ERRATIC POWER STEERING ASSIST WHILE DRIV

This search returned 1 record.

[New Search](#)

[Return to Safety Problems and Issues](#)



[Send mail to the Web Master](#)

2-7-01 @ 10:30

14.73 Truck asked us to look @  
a minor. (To EA 215)

Sharon Reynolds bmac

David Wertzman chay

Many problems with K2500 1999 Sub

<http://www.nhtsa.dot.gov/cars/problems/defect/investmmy5.cfm>

1/6/01



## Office of Defects Investigation Recall Database

Call the Auto Safety Hotline toll free at (888) 327-4236 to report safety defects or to obtain information on cars, trucks, child seats, highway or traffic safety.

Report Date: January 6, 2001 07:03:52 PM

### **NHTSA CAMPAIGN ID Number: 00V122000**

Component: INTERIOR SYSTEMS:SHOULDER BELTS

Manufacturer: GENERAL MOTORS CORP.

Mfg. Campaign #: 00V122000

Year: 1999

Make: CHEVROLET TRUCK

Model: SUBURBAN

Potential Number of Units Affected: 279132

Manufactured From: To:

Year of Recall: '00

Type of Report: Vehicle

Summary:

Vehicle Description: Light duty pickup trucks and sport utility vehicles. These vehicles do not comply with the occupant protection requirements of FMVSS No. 208, "Occupant Crash Protection."

In the event of a vehicle crash, the right front passenger restraint systems may not meet the neck extension requirements.

GM has not yet submitted a corrective action for this campaign. GM has not yet provided an owner notification schedule for this campaign.

This search returned 1 record.

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# Service Bulletin

File In Section: 05 - Brakes

Bulletin No.: 99-06-24-00124 (06/01/99)

Date: June 1999

| Model Year        | Model       | Model Year        | Model       |
|-------------------|-------------|-------------------|-------------|
| 1992-99 Chevrolet | 1992-99 GMC | 1992-99 Chevrolet | 1992-99 GMC |
| 1992-99 Chevrolet | 1992-99 GMC | 1992-99 Chevrolet | 1992-99 GMC |
| 1992-99 Chevrolet | 1992-99 GMC | 1992-99 Chevrolet | 1992-99 GMC |

## TECHNICAL

**Subject:** Brake Lead/Pull and Front Brake Wear (Replace Rear Brake Shoes)

**Models:** 1992-99 Chevrolet and GMC C/K Cab Chassis, Crew Cab, and Pickup Models with Power Brakes (RPO JB8)  
 1992-99 Chevrolet and GMC C/K Suburban Models with 8600# GVW (RPO G6P)  
 1996-99 Chevrolet and GMC G Vans with Power Brakes (RPO JB8)

This bulletin is being revised to update information in the Models section and add the 1999 Model Year. Please discard Corporate Bulletin Number 86-50-20A (Section 5 - Brakes).

### Condition

Some owners may comment about the vehicle leading or pulling to either side while applying the brakes, and premature front brake wear, especially vehicles that have been used to tow a heavy load.

### Cause

The condition may be caused by wearing of the front brake material. Improvements to the above conditions can be gained through rear brake material modifications. On the Suburban models, the best performance from this new brake material can be achieved with replacing the proportioning valve.

### Correction

Replace the rear brake shoes with P/N 18029651. This fix does not apply to the 13 X 2 1/2 brake shoe, the Dura Stop™ P/N 18029650 brake shoe, or any other size brake. On Suburban models, a proportioning valve must be installed. ALL OTHER MODELS (C/K, G Van), NO PROPORTIONING VALVE CHANGE IS REQUIRED. Use the appropriate part number listed below. Refer to the Drum Brakes or Hydraulic Brakes subsection of the appropriate year Service Manual.

**Important:** If you encounter disc brakes that are extremely worn on the inboard side with very little wear to the outboard side, verify the clearance between the caliper and the steering knuckle bracket stops.

**MEASURE THE CLEARANCES INDIVIDUALLY AND ADD THE CLEARANCES TOGETHER FOR TOTAL CLEARANCE BEFORE REMOVING THE CALIPER.** If the caliper (total clearance) to the steering knuckle stops is under 0.20 mm (0.008 in), correct this by filing metal off at the steering knuckle stops in order to obtain a total clearance of 0.26 to 0.60 mm (0.010 to 0.024 in). DO NOT FILE METAL OFF OF THE CALIPER. Refer to the Disc Brakes subsection of the appropriate year Service Manual for additional information on this procedure.

# SmartLease

by **GMAC**



This checklist is for your information only and is provided to help identify whether you may be responsible for any excess mileage and/or excess wear charges if you return the lease vehicle to GMAC.

|                                               |               |                             |
|-----------------------------------------------|---------------|-----------------------------|
| The current mileage is                        | _____         | (A)                         |
| I was permitted total allowed mileage of      | <u>45,005</u> | (B)                         |
| The amount I am over my limit is (A minus B)  | _____         | (C) (if negative, use zero) |
| My charge per excess mile is                  | <u>\$ .15</u> | (D)                         |
| My total excess mileage charge is (C times D) | _____         |                             |

**Note:** Excess mileage and excess wear charges are ~~split~~ *seem* to applicable taxes.

Items to check for excess wear, beyond all normal wear include:

- ✓ Glass that is damaged or that you tinted
- ✓ A damaged or corroded body, trim, frame, crossmember, suspension, engine, powertrain, or other mechanical part
- ✓ Damaged paint
- ✓ A torn, damaged, or stained interior or trunk liner
- ✓ Missing equipment that was in or on the vehicle when delivered and not replaced with equipment of equal quality and design (including a missing wheel, wheel cover, jack, or wheel wrench)
- ✓ A tire (including spare) that is unsafe, is not the size and type the manufacturer recommends, is recapped or a snow tire, or has less than 1/8th inch of tread left at the shallowest point
- ✓ A damaged or worn brake that does not meet government safety standards
- ✓ Oil leaks or low oil pressure
- ✓ A malfunctioning electrical system, battery or lights
- ✓ Any other condition that makes the vehicle run in a noisy, rough, improper, unsafe, or unlawful way
- ✓ Any other damage, whether or not insurance covers it

For Medium Duty trucks, please refer to the reverse of your lease agreement.

If any items do not meet the above specifications, you should arrange to have the repairs completed at your dealer/retailer prior to returning the vehicle. You should also contact your insurance company to determine if you can open a claim.

Also, please make arrangements to have any outstanding recalls completed by your dealer/retailer.

**Note:** This checklist does not override the condition report that is completed after the vehicle is returned. Any excess mileage and/or excess wear charge is based upon the condition and mileage of the vehicle at that time.

## ENJOY YOUR GM VEHICLE... and the convenience of a GMAC SmartLease

**W**hether you're just starting out in a new GMAC SmartLease, or will be turning in a leased vehicle in the near future, we want to help you maximize the convenience of leasing by providing you with information on vehicle wear and your responsibilities.

Your SmartLease agreement indicates the vehicle is to be properly maintained and kept in good condition - allowing for normal wear. Normal wear is a fact of life, and just using a vehicle causes wear. However, excess wear should be avoided because it can lead to additional charges at the end of your lease.

To help clarify the difference between "normal" and "excess" wear, we've prepared this brochure to answer questions you might have that may help you prevent excess wear charges.

### NORMAL WEAR

**N**ormal wear consists of the minor and reasonable wear a vehicle endures in everyday, ordinary operation. Normal wear can include:

- A few small door dings
- A few small scratches that don't penetrate the paint layer
- Minor stone chips in the paint finish
- Reduced tire tread down to 1/8"

Keep in mind that an unusual or significant amount of normal wear may constitute excess wear. In other words, too many door dings and paint scratches could adversely affect the value of the vehicle, and therefore be considered excess wear. That's exactly what you want to avoid.

### EXCESS WEAR

**E**xcess wear includes occurrences beyond the normal or ordinary wear a vehicle endures, whether caused by neglect, abuse, damage or poor maintenance. Some examples are:

- Broken glass
- Dented or damaged body parts
- Damaged or malfunctioning mechanical or electrical parts
- Stained or torn interior fabric
- Missing parts or equipment
- Oil leaks or low oil pressure

Excess wear also includes things you might do that can impair a vehicle's resale value, including:

- Tinting the glass
- Applying a sprayed-on bedliner
- Using other than new original equipment sheet metal when repairing accident damage

### PREVENTING EXCESS WEAR

**K**eeping the vehicle in good condition is the key to avoiding excess wear.

There are some easy steps you can take to reduce and prevent excess wear. To begin with, you need to maintain the vehicle in accordance with the manufacturer's recommended maintenance schedule and make any needed repairs on a timely basis.

Your SmartLease maintenance responsibilities include:

- Maintaining proper vehicle fluid levels at all times
- Changing the oil and oil filter as scheduled
- Rotating tires as scheduled and maintaining tire pressure
- Inspecting and replacing worn belts and hoses

See the vehicle's Owner's Manual for details about these procedures. For added convenience, GM Protection Plan SmartCare, an affordable and effective vehicle maintenance plan that covers oil and oil filter changes and tire rotations, is available from your GM dealership/retailer.

Should the vehicle become involved in an accident or otherwise be damaged, make repairs as soon as possible. Neglected damage could be aggravated with time, requiring more work and expense if done later, rather than sooner.



This is an agreement to lease a vehicle. This is not a purchase agreement. You are not buying the vehicle. By signing this lease, you agree to everything on the front and back. "We," "us," and "our" refer to Lessor named above and any assignees. An "assignee" is a person to whom this lease is assigned (if it is assigned).

### THE VEHICLE YOU ARE LEASING

| New/Used                      | Year | Make & Model             | Body Style | Vehicle ID#       | Mileage | Primary Use                                                                                                         |
|-------------------------------|------|--------------------------|------------|-------------------|---------|---------------------------------------------------------------------------------------------------------------------|
| NEW                           | 99   | CHEVROLET TRUCK SUBURBAN | TRK 4WD    | 16NGK26J4XJ350909 | 5       | <input checked="" type="checkbox"/> Personal, Family or Household <input type="checkbox"/> Business or Agricultural |
| Dealer Installed Options: N/A |      |                          |            |                   |         |                                                                                                                     |

### FEDERAL CONSUMER LEASING ACT DISCLOSURES

| Amount Due at Lease Signing or Delivery (Itemized Below) | Monthly Payments                                                                                                                                                                  | Other Charges (not part of your monthly payment)                                                                 | Total of Payments (The amount you will have paid by the end of the lease.) |
|----------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------|
| \$ 5000.00                                               | Your first monthly payment of \$ 472.29 is due on 06/05/98, followed by 35 payments of \$ 472.29 due on the 5th of each month. The total of your monthly payments is \$ 17022.44. | Disposition fee (if you do not purchase the vehicle) \$ N/A<br>Rebate and noncash credits \$ N/A<br>Total \$ N/A | \$ 21530.15                                                                |

| Amount Due at Lease Signing or Delivery: | Itemization of Amount Due at Lease Signing or Delivery | How the Amount Due at Lease Signing or Delivery will be paid: |
|------------------------------------------|--------------------------------------------------------|---------------------------------------------------------------|
| Capitalized cost reduction \$ 3515.81    | Net trade-in allowance \$ N/A                          |                                                               |
| First monthly payment \$ 472.29          | Rebate and noncash credits \$ N/A                      |                                                               |
| Refundable security deposit \$ N/A       | Amount to be paid in cash \$ 5000.00                   |                                                               |
| Title fees \$ N/A                        |                                                        |                                                               |
| Registration fees \$ 767.00              |                                                        |                                                               |
| Sales tax \$ 254.80                      |                                                        |                                                               |
| N/A \$ N/A                               |                                                        |                                                               |
| N/A \$ N/A                               |                                                        |                                                               |
| Total \$ 5000.00                         | Total \$ 5660.00                                       |                                                               |

Your monthly payment is determined as shown below:

|                                                                                                                                                                                                                     |             |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
| Gross capitalized cost. The agreed upon value of the vehicle (\$ 35833.72) and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance). | \$ 36233.72 |
| Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost.                                                              | \$ 3515.81  |
| Adjusted capitalized cost. The amount used in calculating your base monthly payment.                                                                                                                                | \$ 32717.91 |
| Residual value. The value of the vehicle at the end of the lease used in calculating your base monthly payment.                                                                                                     | \$ 25241.71 |
| Depreciation and any amortized amounts. The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term.                                                      | \$ 7476.20  |
| Rent charge. The amount charged in addition to the depreciation and any amortized amounts.                                                                                                                          | \$ 8376.76  |
| Total of base monthly payments. The depreciation and any amortized amounts plus the rent charge.                                                                                                                    | \$ 15852.96 |
| Lease term. The number of months in your lease.                                                                                                                                                                     | 36          |
| Base monthly payment.                                                                                                                                                                                               | \$ 440.36   |
| Monthly sales/use tax (estimated).                                                                                                                                                                                  | \$ 31.93    |
| N/A \$ N/A                                                                                                                                                                                                          |             |
| Total monthly payment.                                                                                                                                                                                              | \$ 472.29   |

**Early Termination.** You may have to pay a substantial charge if you end this lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the lease is terminated. The earlier you end the lease, the greater this charge is likely to be.

**Excessive Wear and Use.** You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 15000 miles per year at the rate of \$ .15 per mile.

**Purchase Option at End of Lease Term.** You have an option to buy the vehicle at the end of the lease term for \$ 25341.71, plus official fees and taxes.

**Other Important Terms.** See your lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, lets and default charges, and insurance.

#### 1. ITEMIZATION OF GROSS CAPITALIZED COST.

|                                  |             |
|----------------------------------|-------------|
| Agreed upon value of the vehicle | \$ 35833.72 |
| GMAC administrative fee          | \$ 400.00   |
| License/registration/title fees  | \$ N/A      |
| Sales tax                        | \$ N/A      |
| Other tax (describe)             | \$ N/A      |
| Optional service contracts       | \$ N/A      |
| N/A \$ N/A                       |             |
| Total service contracts          | \$ N/A      |
| Optional life insurance          | \$ N/A      |
| Optional disability insurance    | \$ N/A      |
| N/A \$ N/A                       |             |
| N/A \$ N/A                       |             |
| Gross Capitalized Cost           | \$ 36233.72 |

#### 2. THE VEHICLE YOU ARE TRADING

| (year)               | (make) | (model) |
|----------------------|--------|---------|
|                      |        |         |
| Gross trade-in value | \$ N/A |         |
| Payoff               | \$ N/A |         |
| Net trade-in value   | \$ N/A |         |

**3. OFFICIAL FEES AND TAXES.** You will pay all government license, title, registration, leasing, and inspection fees for the vehicle. You will pay all taxes on the lease or the vehicle that the government levies on you, the vehicle, or us (except our net income taxes). We may change your monthly payment if taxes change. We may bill you separately for official fees and taxes.

|                                                          |            |
|----------------------------------------------------------|------------|
| TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE | \$ 3675.38 |
| Title fees                                               | \$ N/A     |
| Registration fees                                        | \$ N/A     |
| License fees                                             | \$ 2271.00 |
|                                                          | \$ 1404.38 |

**6. CHARGE FOR FINES.** If the government places a fine on the vehicle and you do not pay it promptly, we may pay it. Each time we pay a fine, you will pay us the fine plus \$20.

**7. OPTIONAL LIFE AND DISABILITY INSURANCE.** We do not require life or disability insurance. If you sign below, we will try to get the coverage(s) checked for the lease term. We will include the premium in your base monthly payment. A notice you receive when you sign this lease describes the coverage(s). The insurance may not cover taxes and other amounts due besides the base monthly payment.

|                                                                                                                                             |                               |
|---------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|
| Lesser Name                                                                                                                                 | N/A                           |
| Address                                                                                                                                     | N/A                           |
|                                                                                                                                             | N/A                           |
| <input type="checkbox"/> Life Insurance ( <input type="checkbox"/> Lessee <input type="checkbox"/> Co-Lessee <input type="checkbox"/> Both) | Premium \$ N/A                |
|                                                                                                                                             | Coverage Limit \$ N/A         |
| <input type="checkbox"/> Disability Insurance (Lessee Only)                                                                                 | Premium \$ N/A                |
|                                                                                                                                             | Monthly Coverage Limit \$ N/A |
| Lessee's Signature                                                                                                                          | N/A                           |
| Co-Lessee's Signature                                                                                                                       | N/A                           |
|                                                                                                                                             | Age N/A                       |
|                                                                                                                                             | Age N/A                       |

**8. WARRANTY AND EXCLUSION OF WARRANTY.** You have the benefit of any warranty checked below.

☒ Standard manufacturer's warranty

Warranty papers that are separate from this lease state any coverage limits. We are giving you a warranty that the vehicle conforms to the description in this lease. THERE ARE NO OTHER EXPRESS WARRANTIES ON THE VEHICLE.

The following applies only if this lease is not primarily for personal, family, or household purposes: **WE MAKE NO IMPLIED WARRANTY OF MERCHANTABILITY. THERE IS NO WARRANTY THAT THE VEHICLE IS FIT FOR A PARTICULAR PURPOSE.**

#### 9. OPTIONAL SERVICE OR MAINTENANCE CONTRACT.

|      |                       |
|------|-----------------------|
| Name | N/A                   |
| Term | N/A months, N/A miles |

|                             |            |
|-----------------------------|------------|
| First monthly payment       | \$ 472.29  |
| Refundable security deposit | \$ N/A     |
| Title fees                  | \$ N/A     |
| Registration fees           | \$ 757.00  |
| Sales tax                   | \$ 254.90  |
| N/A                         | \$ N/A     |
| N/A                         | \$ N/A     |
| Total                       | \$ 6000.00 |

|                             |            |
|-----------------------------|------------|
| Rebates and noncash credits | \$ N/A     |
| Amount to be paid in cash   | \$ 5000.00 |
| Total                       | \$ 5000.00 |

Your monthly payment is determined as shown below:

|                                                                                                                                                                                                                    |             |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
| Gross capitalized cost. The agreed upon value of the vehicle (\$ 35833.72) and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance) | \$ 36233.72 |
| Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost                                                              | \$ 3515.01  |
| Adjusted capitalized cost. The amount used in calculating your base monthly payment                                                                                                                                | \$ 32717.91 |
| Residual value. The value of the vehicle at the end of the lease used in calculating your base monthly payment                                                                                                     | \$ 25241.71 |
| Depreciation and any amortized amounts. The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term                                                      | \$ 7475.20  |
| Rent charge. The amount charged in addition to the depreciation and any amortized amounts                                                                                                                          | \$ 8375.76  |
| Total of base monthly payments. The depreciation and any amortized amounts plus the rent charge                                                                                                                    | \$ 15852.96 |
| Lease term. The number of months in your lease                                                                                                                                                                     | 36          |
| Base monthly payment                                                                                                                                                                                               | \$ 440.36   |
| Monthly sales tax (estimated)                                                                                                                                                                                      | \$ 31.93    |
| Total monthly payment                                                                                                                                                                                              | \$ 472.29   |

**Early Termination.** You may have to pay a substantial charge if you end this lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the lease is terminated. The earlier you end the lease, the greater this charge is likely to be.

**Excessive Wear and Use.** You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 15000 miles per year at the rate of \$.15 per mile.  
**Purchase Option at End of Lease Term.** You have an option to buy the vehicle at the end of the lease term for \$ 25341.71, plus official fees and taxes.  
**Other Important Terms.** See your lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges, and insurance.

#### 1. ITEMIZATION OF GROSS CAPITALIZED COST.

|                                  |             |
|----------------------------------|-------------|
| Agreed upon value of the vehicle | \$ 35833.72 |
| GMAC administrative fee          | \$ 400.00   |
| License/registration/title fees  | \$ N/A      |
| Sales tax                        | \$ N/A      |
| Other tax (describe)             | \$ N/A      |
| Optional service contracts       | \$ N/A      |
| Total service contracts          | \$ N/A      |
| Optional life insurance          | \$ N/A      |
| Optional disability insurance    | \$ N/A      |
| Total insurance                  | \$ N/A      |
| Gross Capitalized Cost           | \$ 36233.72 |

#### 2. THE VEHICLE YOU ARE TRADING.

|                      |        |
|----------------------|--------|
| Gross trade-in value | \$ N/A |
| Payoff               | \$ N/A |
| Net trade-in value   | \$ N/A |

**3. OFFICIAL FEES AND TAXES.** You will pay all government license, title, registration, testing, and inspection fees for the vehicle. You will pay all taxes on the lease or the vehicle that the government levies on you, the vehicle, or us (except our net income taxes). We may charge your monthly payment if taxes change. We may bill you separately for official fees and taxes.

|                                                          |            |
|----------------------------------------------------------|------------|
| TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE | \$ 3675.38 |
| Title fees                                               | \$ N/A     |
| Registration fees                                        | \$ N/A     |
| License fees                                             | \$ 2271.00 |
| Sales tax (including tax on capitalized cost reduction)  | \$ 1404.38 |
| Excise taxes                                             | \$ N/A     |
| Personal property taxes                                  | \$ N/A     |
| Other (describe)                                         | \$ N/A     |

**4. LATE CHARGE.** If you do not pay a monthly payment in full within 30 days after it is due, you will pay a late charge of \$4.

**5. EXCESS MILEAGE CHARGE.** The total allowed mileage on the odometer at lease end is:  
 Starting odometer mileage: 5 miles  
 Base mileage allowance: 45000 miles  
 Purchased extra miles: N/A miles  
 Total allowed mileage: 45005 miles

You are paying \$ N/A for extra miles. At scheduled lease end, we will credit you with N/A per mile for each unused extra mile you purchased. There will be no credit if the lease ends early, you buy the vehicle, or the vehicle is a total loss.

The excess mileage charge is \$15 per mile for each mile beyond 45005 miles. If the lease ends early, any excess mileage and wear charge will not be more than residual value minus the vehicle sale price. There is no excess mileage charge if you buy the vehicle.

THERE IS NO COOLING OFF PERIOD

California law does not provide for a "cooling off" or other cancellation period for vehicle leases. Therefore, you cannot later cancel this lease simply because you change your mind, decided the vehicle costs too much, or wish you had acquired a different vehicle. You may cancel this lease only with the agreement of the lessor or for legal cause, such as fraud.

**THIS IS THE ENTIRE AGREEMENT.** This lease contains the entire agreement between you and us relating to the lease of the vehicle. Any change to the terms of this lease must be in writing and signed by you and us.

**6. CHARGE FOR FINES.** If the government places a fine on the vehicle and you do not pay it promptly, we may pay it. Each time we pay a fine, you will pay us the fine plus \$20.

**7. OPTIONAL LIFE AND DISABILITY INSURANCE.** We do not require life or disability insurance. If you sign below, we will try to get the coverage(s) checked for the lease term. We will include the premium in your base monthly payment. A notice you receive when you sign this lease describes the coverage(s). The insurance may not cover taxes and other amounts due besides the base monthly payment.

Insurer Name: N/A  
 Address: N/A  
☐ Life Insurance (☐ Lessee ☐ Co-Lessee ☐ Both) Premium: \$ N/A  
 Coverage Limit: \$ N/A  
☐ Disability Insurance (Lessee Only) Premium: \$ N/A  
 Monthly Coverage Limit: \$ N/A  
 Lessee's Signature: N/A Age: N/A  
 Co-Lessee's Signature: N/A Age: N/A

**8. WARRANTY AND EXCLUSION OF WARRANTY.** You have the benefit of any warranty checked below.

☒ Standard manufacturer's warranty

Warranty papers that are separate from this lease state any coverage limits. We are giving you a warranty that the vehicle conforms to the description in this lease. THERE ARE NO OTHER EXPRESS WARRANTIES ON THE VEHICLE.

The following applies only if this lease is not primarily for personal, family, or household purposes: **WE MAKE NO IMPLIED WARRANTY OF MERCHANTABILITY. THERE IS NO WARRANTY THAT THE VEHICLE IS FIT FOR A PARTICULAR PURPOSE.**

#### 9. OPTIONAL SERVICE OR MAINTENANCE CONTRACT.

Name: N/A  
 Term: N/A months, N/A miles.  
 If you are buying a service or maintenance contract now, you may pay for it at lease signing. If you do not, the price will be in the capitalized cost, and you will pay rent charges on the price.

#### 10. ASSIGNMENT BY LESSOR.

☐ If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to General Motors Acceptance Corporation (GMAC).  
☐ If this box is checked, GMAC helped to arrange this lease and Lessor (Retailer) will assign it and sell the vehicle to Central Originating Lease Trust.

☐ If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to N/A.  
☐ If this box is checked, Lessor (Retailer) intends not to assign this lease.

The assignee may designate Vehicle Asset Universal Leasing Trust, or its trustee, as agent to hold title for the benefit of the assignee on the vehicle's certificate of title and/or registration.

The sale and assignment will not be considered to change materially your duties, burden, or risk under this lease.

After assignment, GMAC will service this lease. If GMAC is the assignee or if GMAC helped to arrange this lease, you must then make all payments to GMAC (for its or the assignee's account) or as otherwise directed. If we assign this lease, you will not receive notice of assignment.

Early Termination. You may have to pay a substantial charge if you end this lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the lease is terminated. The earlier you end the lease, the greater this charge is likely to be.

Excessive Wear and Use. You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 15000 miles per year at the rate of \$ .15 per mile.

Purchase Option at End of Lease Term. You have an option to buy the vehicle at the end of the lease term for \$ 25341.71, plus official fees and taxes.

Other Important Terms. See your lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges, and insurance.

### 1. ITEMIZATION OF GROSS CAPITALIZED COST.

|                                  |             |
|----------------------------------|-------------|
| Agreed upon value of the vehicle | \$ 35933.72 |
| GMAC administrative fee          | \$ 400.00   |
| Licenses/registration/title fees | \$ N/A      |
| Sales tax                        | \$ N/A      |
| Other tax (describe)             | \$ N/A      |
| Optional service contracts       | \$ N/A      |
| Total service contracts          | \$ N/A      |
| Optional life insurance          | \$ N/A      |
| Optional disability insurance    | \$ N/A      |
| Total insurance                  | \$ N/A      |
| Gross Capitalized Cost           | \$ 36233.72 |

### 2. THE VEHICLE YOU ARE TRADING.

| (year)               | (make) | (model) |
|----------------------|--------|---------|
| Gross trade-in value | \$ N/A |         |
| Payoff               | \$ N/A |         |
| Net trade-in value   | \$ N/A |         |

3. OFFICIAL FEES AND TAXES. You will pay all government license, title, registration, testing, and inspection fees for the vehicle. You will pay all taxes on the lease or the vehicle that the government levies on you, the vehicle, or us (except our net income taxes). We may change your monthly payment if taxes change. We may bill you separately for official fees and taxes.

|                                                               |            |
|---------------------------------------------------------------|------------|
| TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE      | \$ 3675.38 |
| Title fees                                                    | \$ N/A     |
| Registration fees                                             | \$ N/A     |
| License fees                                                  | \$ 2271.00 |
| Sales/use taxes (including tax on capitalized cost reduction) | \$ 1304.38 |
| Excise taxes                                                  | \$ N/A     |
| Personal property taxes                                       | \$ N/A     |
| Other (describe)                                              | \$ N/A     |

4. LATE CHARGE. If you do not pay a monthly payment in full within 30 days after it is due, you will pay a late charge of \$4.

5. EXCESS MILEAGE CHARGE. The total allowed mileage on the odometer at lease end is:

|                            |               |
|----------------------------|---------------|
| Starting odometer, mileage | 5 miles       |
| Base mileage allowance     | + 45000 miles |
| Purchased extra miles      | + N/A miles   |
| Total allowed mileage      | = 45005 miles |

You are paying \$ N/A for extra miles. At scheduled lease end, we will credit you with N/A per mile for each unused extra mile you purchased. There will be no credit if the lease ends early, you buy the vehicle, or the vehicle is a total loss.

The excess mileage charge is \$15 per mile for each mile beyond 45005 miles. If the lease ends early, any excess mileage and wear charge will not be more than residual value minus the vehicle sale price. There is no excess mileage charge if you buy the vehicle.

6. CHARGE FOR FINES. If the government places a fine on the vehicle and you do not promptly, we may pay it. Each time we pay a fine, you will pay us the fine plus \$20.

7. OPTIONAL LIFE AND DISABILITY INSURANCE. We do not require life or disability insurance. If you sign below, we will try to get the coverage(s) checked for the lease. We will include the premium in your base monthly payment. A notice you receive when you sign this lease describes the coverage(s). The insurance may not cover taxes and amounts due besides the base monthly payment.

|                                                                                                                                             |                               |
|---------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|
| Insurer Name                                                                                                                                | N/A                           |
| Address                                                                                                                                     | N/A                           |
| <input type="checkbox"/> Life Insurance ( <input type="checkbox"/> Lessee <input type="checkbox"/> Co-Lessee <input type="checkbox"/> Both) | Premium \$ N/A                |
|                                                                                                                                             | Coverage Limit \$ N/A         |
| <input type="checkbox"/> Disability Insurance (Lessee Only)                                                                                 | Premium \$ N/A                |
|                                                                                                                                             | Monthly Coverage Limit \$ N/A |
| Lessee's Signature                                                                                                                          | N/A                           |
| Co-Lessee's Signature                                                                                                                       | N/A                           |
| Age                                                                                                                                         | N/A                           |
| Age                                                                                                                                         | N/A                           |

8. WARRANTY AND EXCLUSION OF WARRANTY. You have the benefit of any warranty checked below.

☒ Standard manufacturer's warranty

Warranty papers that are separate from this lease state any coverage limits. We are giving you a warranty that the vehicle conforms to the description in this lease. THERE ARE NO OTHER EXPRESS WARRANTIES ON THE VEHICLE.

The following applies only if this lease is not primarily for personal, family, or household purposes: WE MAKE NO IMPLIED WARRANTY OF MERCHANTABILITY. THERE IS NO WARRANTY THAT THE VEHICLE IS FIT FOR A PARTICULAR PURPOSE.

### 9. OPTIONAL SERVICE OR MAINTENANCE CONTRACT.

Name N/A  
Term N/A months, N/A miles.  
If you are buying a service or maintenance contract now, you may pay for it at lease end; if you do not, the price will be in the capitalized cost, and you will pay rent charges on the contract.

### 10. ASSIGNMENT BY LESSOR.

☐ If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to General Motors Acceptance Corporation (GMAC).

☒ If this box is checked, GMAC helped to arrange this lease and Lessor (Retailer) will sell the vehicle to Central Originating Lease Trust.

☐ If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to N/A.

☐ If this box is checked, Lessor (Retailer) intends not to assign this lease.

The assignee may designate Vehicle Asset Universal Leasing Trust, or its trustee, as the holder of title for the benefit of the assignee on the vehicle's certificate of title registration.

The sale and assignment will not be considered to change materially your duties, but risk under this lease.

After assignment, GMAC will service this lease, if GMAC is the assignee or if GMAC has arranged this lease. You must then make all payments to GMAC (for its or the assignee's use) or as otherwise directed. If we assign this lease, you will not receive notice of assignment.

### THERE IS NO COOLING OFF PERIOD

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

THIS IS THE ENTIRE AGREEMENT. This lease contains the entire agreement between you and us relating to the lease of the vehicle. Any change to the terms of this lease must be in writing and signed by you and us. No oral changes are binding. We may delay or refrain from enforcing any of our rights under this lease without losing them. Lessee (and Co-Lessee) is hereby notified that this lease contains a provision that may limit the amount of damages that can be recovered in a lawsuit.

(1) Do not sign this lease before you read it or if it contains any blank spaces to be filled in; (2) You are entitled to a completely filled in copy of this lease; (3) Warning - Unleaded gasoline is included in this lease for public liability or property damage insurance, payment for that coverage is not provided by this lease.

### YOU SIGNED AND RECEIVED A COMPLETELY FILLED

LESSOR: PARADISE CHEVROLET BUICK GEO BY: [Signature] TITLE: [Signature]  
LESSEE: [Signature] CO-LESSEE: [Signature]

Lessor assigns all right, title, and interest in this lease to the party identified in this lease as the intended assignee, under the terms of the lease plan dealer agreement as in effect from time with the assignee (the "Dealer Agreement"). Lessor also assigns all right, title, and interest in the leased vehicle to the party identified in this lease as the intended assignee, or its designee, under the terms of the Dealer Agreement.

LESSOR: PARADISE CHEVROLET BUICK GEO BY: [Signature] TITLE: [Signature]

SEE OTHER SIDE FOR OTHER IMPORTANT AGREEMENTS INCLUDING A PROHIBITION OF TRANSFER OF YOUR INTEREST.


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## Blue Book Retail Report

California • February 26, 2001

### 1999 GMC Suburban 2500 Sport Utility



**Engine:** V8 454/7.4 Liter  
**Trans:** Automatic  
**Drive:** 4 Wheel Drive  
**Mileage:** 24,000

#### Equipment

|                  |                |                |
|------------------|----------------|----------------|
| SLE              | Cruise Control | Power Seat     |
| Air Conditioning | AM/FM Stereo   | Third Seat     |
| Rear Air         | Cassette       | Roof Rack      |
| Power Steering   | Compact Disc   | Privacy Glass  |
| Power Windows    | Premium Sound  | Running Boards |
| Power Door Locks | Dual Air Bags  | Towing Pkg     |
| Tilt Wheel       | ABS (4-Wheel)  | Alloy Wheels   |

#### Retail Value

**\$35,020**

Suggested retail represents the price a dealership might ask for this make and model vehicle. This represents a fully reconditioned vehicle in excellent condition with a clean title history. This retail price is not a trade-in or private-party value, but rather assumes that a dealer has absorbed the cost of making the vehicle ready for sale, reconditioning, advertising, sales commissions, arranging for financing and insurance and standing behind the vehicle for any mechanical or safety problems. Many late model vehicles at this price have passed an inspection program or carry a warranty. Actual dealer selling price may vary from this price.

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**CHEVY 2001 SUBURBAN**  
**POWERS PAST THE COMPETITION.**



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**Blue Book Trade-In Report**

California • February 26, 2001

**1999 GMC Suburban 2500 Sport Utility**

**Engine:** V8 454/7.4 Liter  
**Trans:** Automatic  
**Drive:** 4 Wheel Drive  
**Mileage:** 24,000

**Equipment**

SLE  
Air Conditioning  
Rear Air  
Power Steering  
Power Windows  
Power Door Locks  
Tilt Wheel

Cruise Control  
AM/FM Stereo  
Cassette  
Compact Disc  
Premium Sound  
Dual Air Bags  
ABS (4-Wheel)

Power Seat  
Third Seat  
Roof Rack  
Privacy Glass  
Running Boards  
Towing Pkg  
Alloy Wheels

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**Consumer Rated Condition:****Excellent**

"Excellent" condition means that the vehicle looks great, is in excellent mechanical condition and needs no reconditioning. It should pass a smog inspection. The engine compartment should be clean, with no fluid leaks. The paint is glossy and the body and interior are free of any wear or visible defects. There is no rust. The tires are the proper size and match and are new or nearly new. A clean title history is assumed. This is an exceptional vehicle.

**Trade-In Value****\$28,380**

Trade-in value represents what you might expect to receive from a dealer for this consumer owned vehicle. Keep in mind that the dealer must then absorb the cost of making the vehicle ready for sale, advertising, sales commissions,

## 2001 SUMMARY HISTORY DISPLAY

Store 01 SERVC01 PORT 5013

OWNER NAME

R/O'S

TOTAL SERV. DAYS 8

SERIAL NO. 1GNGK26J4XJ350

MAKE CT CHEVROLET TRUCK

| NO.   | RO.        | DATE  | MILES. | ADV/TECH | J# | T | OPERATION CODE. | DESCRIPTION   |
|-------|------------|-------|--------|----------|----|---|-----------------|---------------|
| 15270 | 01/23/2001 | 23981 | A      | 1        |    |   |                 |               |
|       |            |       | T      | 495      | 1  | W | 03CVZ           | ELECTRICAL    |
| 14958 | 01/12/2001 | 23909 | A      | 1        |    |   |                 |               |
|       |            |       | T      | 495      | 1  | W | 03CVZ           | ELECTRICAL    |
|       |            |       | T      | 502      | 2  | W | 08CVZ           | STEERING & SC |
| 1245  | 11/30/2000 | 23166 | A      | 1        |    |   |                 |               |
|       |            |       | T      | 502      | 1  | W | 07CVZ07010      | REP FRT BRK   |
|       |            |       | T      | 502      | 2  | W | 07CVZ07020      | REPLACE REAR  |
|       |            |       | T      | 502      | 3  | W | 08CVZ*24E       | ALIGN FRONT   |
|       |            |       | T      | 502      | 4  | W | 08CVZ           | STEERING & SC |
|       |            |       | T      | 525      | 5  | W | 09CVZ           | ENGINE & EXHA |
|       |            |       | T      | 525      | 6  | W | 09CVZ00REPAIR   | ENGINE&EXHAUS |
|       |            |       | T      | 486      | 7  | W | 05CVZ           | TUNEUP, EMIS  |
| 1516  | 10/16/1998 | 6867  | A      | 585      |    |   |                 |               |
|       |            |       | T      | 205      | 1  | C | 90CVSERVWASH    | WASH EXTREIOR |

(F-FORWARD) (P-PAGE) (LINE#) (S-SUMMARY PRINT)

Chr. Ass. Assist Center

GEO

Pres.

Direct. News

Motor World

BBB

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192604, 70-41,587 - 413764.

1997 年 4 月

1. SERGEY AND SGT. ONE - CHARGING SNAKE

[illegible]

DEAD BATTERY, TEL. LATTER. 3 SYSTEM.  
SYSTEM, KEPT VEHICLE AND WENT TO WORK.  
MURKIN, ALL SYSTEMS 3 SYSTEM  
VOLTAGE BATTERY, DRIVEN VEHICLE - ALL WORKS

2. 2. 2. 2. 2.

✓ 1 01:22:30

SHIP AND FREIGHT CO.  
FOR A VEHICLE CO.  
SECTION

**URL** <http://www.fishbase.org>



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|         |                   |            |          |          |
|---------|-------------------|------------|----------|----------|
| NAME    | ARNOLD MARASSE JR | 1          | 2683     | 01/12/01 |
| DOB     | 490578            | 72919      | BLACK    |          |
| VEHICLE | CHEVROLET TRUCK   | SUSPENSION |          |          |
| PLATE   | 15N8A26J4A230709  |            |          |          |
| DATE    |                   |            | 01/12/01 |          |

WENT CRANK, CLICKING NOISE  
AND POSITIVE NO. CLEAR AND

LEG. REPTIC...  
BATTERED...  
...2...  
...8...

... TOTAL

... & SUSPENSION...  
... WHILE DRIVING...  
... AT...  
... FRONT...

... NUMBER...  
... 1...

E J WILSON  
E J WILSON

... AND...  
... OF A PERIOD OF...  
... COMPLETION

... IS...





3. Driveability/ Tune

Customer States—"Fuel pump runs for approx. 1 min after vehicle is shut off, also vehicle gas a bubbling sound coming from engine after vehicle is shut off"

Results—Fuel pump working as designed when key is off

Actions Performed—none

4. Driveability/ Tune

Customer States—"Vehicle has loss of power up hills"

Results—Power was normal for vehicle and motor

Actions Performed—Road test, checked fuel filter and pressure

5-30-00

1. 15-A & Electrical VEHICLE TOWED TO RYDELL CHEVROLET

2.

Customer States—"Engine wont crank"

Results—One cable was eaten by acid

Actions Performed—Check system, replace cable from battery to fuse box

3. Brakes

Customer States—"Truck swerves to either lane while braking on freeway"

Results—Inadequate rear braking operation and hydraulic metering by combination valve, also front pad material warring uneven

Actions Performed—Replaced rear shoes and proportioning valve per gm bulletin. Also replaced front pads

8-10-00

1. Alignment

Customer States—"Vehicle pulls left"

Results—Could not duplicate action

Actions Performed—Road test was ok

2. Heavy Line

Customer States—"There is a ticking sound in the engine"

Results—Could not duplicate action

Actions Performed—Tested for tick with both hot and cold engine

3. Heavy Line

Customer States—"There is a burning smell in engine"

Results—No problems found

Actions Performed—Raised vehicle for inspection and found nothing to create a burning smell, exhaust was clean and found no fluid leaks

Memo—Service Tech Gerald Huth said, "The suburban is designed to pull right to avoid crossing centerline, thus thus creating a possible head on collision"

Caliper gaps, replaced rear shoes and machined drums

3. Brakes

Customer States—"Scraping in front brakes while braking"

Results—(Refer to #'s 1 and 2)

4. Driveability

Customer States—"Idles high when starting vehicle"

Results—Idle air control valve is sticking

Actions Performed—Replaced idle air control valve

5. Heavy Line

Customer States—" Burning smell coming from engine"

Results—

Actions Performed—Nothing done according to invoice

9-15-99

1. 15-A & Electrical

Customer States—"Will not start/ towed in/ unable to jump"

Results—Positive battery terminal leaking causing corrosion

Actions Performed—Replaced leaking battery, cleaned corrosion

2. 15-A & Electrical

Customer States—"Drivers side mirror will not turn side to side correctly/binds"

Results—Faulty mirror switch

Actions Performed —Checked operation of both mirrors & wiring checks ok, replaced switch

3. Brakes

Customer States—"When braking at high speeds car pulls right or left"

Results—Pads pulling

Actions Performed—Replaced front pads, sanded rotors lightly, road tested ok

4. Brakes

Customer States—"When reversing it feels like driving over cobblestones"

Results—Tires lightly cupped

Actions Performed—Rotate tires

1-26-00

1. Brakes

Customer States—"Vehicle still pulls left, was in for same condition on previous R.O.

Results—Vehicle working as designed

Actions Performed—Road test was ok, (CANNOT CORRECT ANY BETTER THAN THIS)

2. Driveability/ Tune

Customer States—"Check engine light is on, idles high, making ticking sound, also gauges are going crazy"

Results—Check gauge light coming on due to low oil, ticking due to low oil, found update cal for vcm

Actions Performed—Top off oil, Reprogram VCM with new cal

7-14-98

1. **Steering and Suspension**  
Customer Statement—"Front end feels bouncy"  
Results—Vehicle operating as designed.  
Recommended—Customer to drive with technician
2. **Brakes**  
Customer Statement—"Vehicle pulls left while braking"  
Results—Vehicle operating as designed  
Recommended—Customer to drive with technician

10-16-98

1. **Brakes**  
Customer States—"Vehicle pulls left while braking, squeals while braking, and scrapping noise in left front while driving"  
Results—Glazed rotors and pads, glazed shoes and drums  
Actions Performed—Reface front rotors, replaced brake pads, reface rear drums, replaced rear shoes
2. **Tune-up/ Emis/ Fuel Sys**  
Customer States—"Engine idle fares on start up"  
Results—Transmission operating as designed  
Actions Performed—Road tested with technician, checked data lists and failed records
3. **Trans/ Diff/ Driveline**  
Customer States—"Transmission feel like it slips through gears"  
Results—Vehicle operating per intent and design  
Actions Performed—None
4. **Engine and Exhaust**  
Customer States—"Burning odor from engine area"  
Results—Smelling front brake pads  
Actions Performed—replaced pads (see #1)
5. **Trans/ Diff/ Driveline**  
Customer states—"Ratcheting in rear around corners"  
Results—(refer to service invoice)

3-15-99

1. **Brakes**  
Customer States—"Vehicle pulls hard to right while driving"  
Results—Vehicle previously aligned at W.L.Morris at 6867 miles  
front end alignment out of specs  
Actions Performed—removed knock-outs and reset front end settings
2. **Brakes**  
Customer States—"Vehicle pulls to the left when braking"  
Results—Front and rear brakes glazed, front calipers clearances are too Tight  
Actions Performed—Replaced front pads and machined rotors, re-set

# GM Vehicle Inquiry System

## Summary

Home - Summary - Claim History - Vehicle Build - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title

Help

|      |                   |
|------|-------------------|
| VIN: | 1ONGK26J4XJ350909 |
|------|-------------------|

### VEHICLE INFORMATION

|                      |                                                                                                          |                |    |                          |                 |             |      |
|----------------------|----------------------------------------------------------------------------------------------------------|----------------|----|--------------------------|-----------------|-------------|------|
| Merchandising Model: | CK20906 - 1999 SUBURBAN 4WD                                                                              |                |    | Warranty Start Date:     | 06/05/1998      |             |      |
| Delivering Dealer :  | PARADISE CHEVROLET CADILLAC<br>OLDSMOBILE<br>P. O. BOX 9036<br>TEMECULA, CA 92589-9036<br>(909) 699-2695 |                |    | Selling Source:          | 13<br>CHEVROLET |             |      |
|                      |                                                                                                          |                |    | Site Code:               | 20322           |             |      |
|                      |                                                                                                          |                |    | Business Associate Code: | 11469           |             |      |
| Service Contract:    | No                                                                                                       | Branded Title: | No | Warranty Block:          | No              | PDI Status: | Paid |

### CAMPAIGN ELIGIBILITY

|                                                         |
|---------------------------------------------------------|
| Vehicle Has No Current Record Of Outstanding Campaigns. |
|---------------------------------------------------------|

### APPLICABLE WARRANTIES

| Description                            | Effective Date | Effective Odometer | End Date | End Odometer |
|----------------------------------------|----------------|--------------------|----------|--------------|
| 36/36 BUMPER TO BUMPER - NO DEDUCTIBLE | 06/05/1998     | 5 miles            | 6/5/2001 | 36005 miles  |
| 72/100 SHEET METAL RUST-THROUGH        | 06/05/1998     | 5 miles            | 6/5/2004 | 100005 miles |
| 36/36 CORROSION                        | 06/05/1998     | 5 miles            | 6/5/2001 | 36005 miles  |
| 96/80 PCM/CC EMISSIONS                 | 06/05/1998     | 5 miles            | 6/5/2006 | 80005 miles  |
| 36/36 FEDERAL EMISSIONS                | 06/05/1998     | 5 miles            | 6/5/2001 | 36005 miles  |
| 60/50 HVY DUTY EMISSION                | 06/05/1998     | 5 miles            | 6/5/2003 | 50005 miles  |

### CLAIM HISTORY

| R.O. Date  | R.O. Number | Type | Labor Operation             | Odometer Reading |
|------------|-------------|------|-----------------------------|------------------|
| 01/26/2000 | 291520      | #    | J6355 - EE PROM-REPROG      | 16000 miles      |
| 09/13/1999 | 259413      | #    | N0110 - BATTERY REPLACE ONE | 13535 miles      |
| 09/13/1999 | 259413      | #    | R3318 - EL CONT MOT SW RPL  | 13535 miles      |
| 09/13/1999 | 259413      | #    | H0042 - DISC PADS R&R/RPL   | 13535 miles      |
| 09/13/1999 | 367257      | #    | T2020 - WARRANTY TOWING     | 13535 miles      |
| 03/15/1999 | 217730      | #    | H0257 - DRUM SHOES R&R/RPL  | 10897 miles      |

|            |        |   |                                               |             |
|------------|--------|---|-----------------------------------------------|-------------|
| 03/15/1999 | 217730 | # | E2020 - WHEEL ALIGNMENT - CHECK AND/OR ADJUST | 10897 miles |
| 03/15/1999 | 217730 | # | H0042 - DISC PADS R&R/RPL                     | 10897 miles |
| 03/15/1999 | 217730 | # | J5542 - AIR CONTR MOTOR RPL                   | 10897 miles |
| 03/15/1999 | 217730 | # | Z7902 - COURTESY TRANSPORTATION DAY 2         | 10897 miles |
| 10/15/1998 | W53456 | # | H0042 - DISC PADS R&R/RPL                     | 6867 miles  |
| 10/15/1998 | W53456 | # | H0257 - DRUM SHOES R&R/RPL                    | 6867 miles  |
| 06/04/1998 | 106589 | # | H0087 - BF CALIPER R&R                        | 17 miles    |
| 05/11/1998 | A50909 | # | Z7000 - NEW VEHICLE INSPECTION ALLOWANCE      | 0 miles     |

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This is a partial list

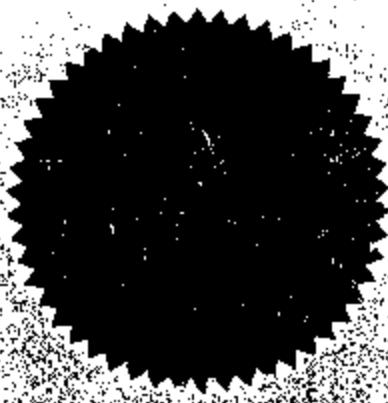
Vehicle had 17 miles not 5 miles  
begin of lease

|                       |                                                       |                    |                          |                          |
|-----------------------|-------------------------------------------------------|--------------------|--------------------------|--------------------------|
| CUSTOMER NO.<br>36182 | ADVISOR<br>RICK R. CORBIN                             | CARD NO.<br>505    | INVOICE DATE<br>07/14/98 | INVOICE NO.<br>CTCS49851 |
|                       | LABOR RATE                                            | LICENSE NO.<br>NEW | MILEAGE IN<br>2588       | COLOR<br>BLACK/          |
|                       | YEAR / MAKE / MODEL<br>99/CHEVROLET TRUCK/SUBURBAN/LL |                    | DELIVERY DATE            | DELIVERY MILES           |
|                       | VEHICLE ID NO.<br>1 G H G K 2 6 J 4 X J 3 5 0 9 0 9   |                    | SELLING DEALER NO.       | PRODUCTION DATE          |
|                       | F.T.E. NO.                                            | P.O. NO.           | R.O. DATE<br>07/14/98    | MILEAGE OUT              |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |          |                      |             |             |      |      |          |             |      |  |  |               |      |  |  |              |      |  |  |             |      |  |  |           |      |  |  |                      |             |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|----------------------|-------------|-------------|------|------|----------|-------------|------|--|--|---------------|------|--|--|--------------|------|--|--|-------------|------|--|--|-----------|------|--|--|----------------------|-------------|
| <p><b>LABOR &amp; PARTS</b></p> <p>JH 1508CVZ-STEERING &amp; SUSPENSION TECH(S):480<br/>         CUSTOMER STATES FRONT END FEELS BOUNCY--FLOATS<br/>         COULD NOT DUPLICATE CUSTOMERS CONCERNS. OPERATING AS<br/>         DESIGNED AT THIS TIME. RECOMMEND FOR THE CUSTOMER<br/>         TO DRIVE WITH THE TECH.</p> <p>JOB # 1 TOTAL LABOR &amp; PARTS 0.00</p>                                                                                                                                                                                                     | WARRANTY |                      |             |             |      |      |          |             |      |  |  |               |      |  |  |              |      |  |  |             |      |  |  |           |      |  |  |                      |             |
| <p>JH 207CVZ-BRAKES TECH(S):480<br/>         CUSTOMER STATES BRAKES PULLS LEFT--AND TRUCK WILL PULLS LEFT<br/>         COULD NOT DUPLICATE CUSTOMER CONCERNS. OPERATING AS<br/>         DESIGNED AT THIS TIME. RECOMMEND FOR THE CUSTOMER<br/>         TO DRIVE WITH THE TECH.</p> <p>JOB # 2 TOTAL LABOR &amp; PARTS 0.00</p>                                                                                                                                                                                                                                            | WARRANTY |                      |             |             |      |      |          |             |      |  |  |               |      |  |  |              |      |  |  |             |      |  |  |           |      |  |  |                      |             |
| <p><b>TOTALS</b></p> <table border="0"> <tr> <td>CHECK</td> <td>VISA/MC</td> <td>TOTAL LABOR</td> <td>0.00</td> </tr> <tr> <td>AMEX</td> <td>DISCOVER</td> <td>TOTAL PARTS</td> <td>0.00</td> </tr> <tr> <td></td> <td></td> <td>TOTAL SUBLET.</td> <td>0.00</td> </tr> <tr> <td></td> <td></td> <td>TOTAL G.O.G.</td> <td>0.00</td> </tr> <tr> <td></td> <td></td> <td>TOTAL MISC.</td> <td>0.00</td> </tr> <tr> <td></td> <td></td> <td>TOTAL TAX</td> <td>0.00</td> </tr> <tr> <td colspan="2"></td> <td><b>TOTAL INVOICE</b></td> <td><b>0.00</b></td> </tr> </table> |          | CHECK                | VISA/MC     | TOTAL LABOR | 0.00 | AMEX | DISCOVER | TOTAL PARTS | 0.00 |  |  | TOTAL SUBLET. | 0.00 |  |  | TOTAL G.O.G. | 0.00 |  |  | TOTAL MISC. | 0.00 |  |  | TOTAL TAX | 0.00 |  |  | <b>TOTAL INVOICE</b> | <b>0.00</b> |
| CHECK                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | VISA/MC  | TOTAL LABOR          | 0.00        |             |      |      |          |             |      |  |  |               |      |  |  |              |      |  |  |             |      |  |  |           |      |  |  |                      |             |
| AMEX                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | DISCOVER | TOTAL PARTS          | 0.00        |             |      |      |          |             |      |  |  |               |      |  |  |              |      |  |  |             |      |  |  |           |      |  |  |                      |             |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |          | TOTAL SUBLET.        | 0.00        |             |      |      |          |             |      |  |  |               |      |  |  |              |      |  |  |             |      |  |  |           |      |  |  |                      |             |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |          | TOTAL G.O.G.         | 0.00        |             |      |      |          |             |      |  |  |               |      |  |  |              |      |  |  |             |      |  |  |           |      |  |  |                      |             |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |          | TOTAL MISC.          | 0.00        |             |      |      |          |             |      |  |  |               |      |  |  |              |      |  |  |             |      |  |  |           |      |  |  |                      |             |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |          | TOTAL TAX            | 0.00        |             |      |      |          |             |      |  |  |               |      |  |  |              |      |  |  |             |      |  |  |           |      |  |  |                      |             |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |          | <b>TOTAL INVOICE</b> | <b>0.00</b> |             |      |      |          |             |      |  |  |               |      |  |  |              |      |  |  |             |      |  |  |           |      |  |  |                      |             |

NOTICE! NOTICE! NOTICE! NOTICE! NOTICE!  
 WE OFFER FULL SERVICE ON PAINT AND COLLISION REPAIR ON ALL  
 MAKES AND MODELS. WE GUARANTEE ALL WORK TO YOUR VEHICLE  
 TO PRE-ACCIDENT CONDITION. FREE ESTIMATES ON ALL COLLISION  
 REPAIR WORKING WITH ALL INSURANCE COMPANIES.

CUSTOMER SIGNATURE



|                       |                                                        |                        |                          |                          |
|-----------------------|--------------------------------------------------------|------------------------|--------------------------|--------------------------|
| CUSTOMER NO.<br>26182 | ADV/SOR<br>STEVEN R SPURLING 585                       | CARD NO.<br>2          | INVOICE DATE<br>10/16/98 | INVOICE NO.<br>CTC853516 |
|                       | LABOR RATE                                             | LICENSE NO.<br>4BRV578 | MILEAGE IN<br>6857       | COLOR<br>BLACK/          |
|                       | YEAR / MAKE / MODEL<br>97/CHEVROLET TRUCK/SUBURBAN/LL  |                        | DELIVERY DATE            | DELIVERY MILES           |
|                       | VEHICLE ID. NO.<br>1 G N G K 2 6 J 4 X J 3 5 0 9 0 1 9 |                        | SELLING DEALER NO.       | PRODUCTION DATE          |
|                       | F.T.E. NO.                                             | P.O. NO.               | R.C. DATE<br>10/16/98    | MILEAGE OUT              |
| PHONE                 |                                                        |                        |                          |                          |

|                                                            |       |
|------------------------------------------------------------|-------|
| LABOR & PARTS                                              |       |
| WASH EXTERIOR OF VEHICLE                                   | 12.50 |
| WASH EXTERIOR OF VEHICLE CLEAN EXTERIOR GLASS              |       |
| WASH EXTERIOR OF VEHICLE CLEAN EXTERIOR GLASS              |       |
| TOTAL LABOR & PARTS                                        | 12.50 |
| ESTIMATE                                                   |       |
| CUSTOMER HEREBY ACKNOWLEDGES RECEIVING                     |       |
| ORIGINAL ESTIMATE OF \$12.50 (+TAX)                        |       |
| TOTALS                                                     |       |
| CHECK                                                      |       |
| VISA/MC                                                    |       |
| DISCOVER                                                   |       |
| CASH                                                       |       |
| NOTICE! NOTICE! NOTICE! NOTICE! NOTICE! NOTICE!            |       |
| WE OFFER FULL SERVICE ON PAINT AND COLLISION REPAIR ON ALL |       |
| MAKES AND MODELS. WE GUARANTEE ALL WORK TO YOUR VEHICLE    |       |
| TO PRE ACCIDENT CONDITION. FREE ESTIMATES ON ALL COLLISION |       |
| REPAIR WORKING WITH ALL INSURANCE COMPANIES.               |       |
| CUSTOMER SIGNATURE                                         |       |

PAID  
WILL MORRIS CHEVROLET  
OCT 16 1998

Thank You!

*[Handwritten signature]*

[illegible]

Wm. L. Morris  
1170 E. 43rd St.

SINCE 1929

PHONES (805) 627-2372 • 405 8812 • (919) 991-3220

□

FOR YOUR CONVENIENCE  
SERVICE • PARTS • BODY SHOP HOURS:  
MONDAY THRU FRIDAY  
7:00 A.M. TO 5:30 P.M.

NO CABS RELEASED AFTER 5:30 P.M.

○

NOTICE TO CUSTOMERS:  
WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND  
DISPOSAL OF TOXIC WASTES.

RATHER THAN RECOVER THESE COSTS BY INCREASING OUR RATES TO ALL OF OUR SERVICE CUSTOMER, WE MAKE THIS ONLY ON THOSE PARTICULAR REPAIRS OR SERVICES WHICH CAUSE THESE WASTES.

THESE ARE UNIFORM CHARGES WHICH ARE CALCULATED AT  
FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON RI

7

"By law, you may choose another licensed Smog Check facility if any needed repairs or adjustments that the Smog Check test indicates are necessary."

5

**IMPORTANT: REMOVE ALL PERSONAL PROPERTY AND VEHICLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR DAMAGE TO ARTICLES LEFT IN YOUR VEHICLE.**

1

Thank you for this opportunity to serve you. It is our aim to get the repairs requested on this repair order to your satisfaction. If you have any question pertaining to this work order please contact your Advisor.

|                       |                                                       |                        |                          |                          |
|-----------------------|-------------------------------------------------------|------------------------|--------------------------|--------------------------|
| CUSTOMER NO.<br>26182 | ADVISOR<br>STEVEN R. SPURLING 525                     | CARD NO.<br>2398       | INVOICE DATE<br>10/16/98 | INVOICE NO.<br>CTC553456 |
|                       | LABOR RATE                                            | LICENSE NO.<br>4BKU670 | MILEAGE IN<br>6867       | COLOR<br>BLACK           |
|                       | YEAR / MAKE / MODEL<br>99/CHEVROLET TRUCK/SUBURBAN/LL | DATE IN DATE           | DELIVERY MILES           |                          |
|                       | VEHICLE ID. NO.<br>1 G H G K 2 6 J 4 X J 3 5 0 9 0 9  | SPITTING DEALER NO.    | PRODUCTION DATE          |                          |
|                       | P.T.E. NO.                                            | P.O. NO.               | R.D. DATE<br>10/15/98    | MILEAGE OUT              |

|                                                                                                                                                                                                                                                                                                                   |            |                  |                    |                   |                   |          |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|------------------|--------------------|-------------------|-------------------|----------|
| <b>LABOR &amp; PARTS</b><br><b>JOB # 1.07CVZ00REPAIR</b> BRAKES<br>BRAKES PULL TO THE LEFT<br>SQUEALS WHEN BRAKING<br>SCRAPING NOISE LEFT FRONT WHILE DRIVING<br>GLAZED ROTORS AND PADS GLAZED SHOES AND DRUMS.<br>REFACE FRONT ROTORS, REPLACED PADS, REFACE REAR DRUMS AND<br>REPLACED REAR SHOES.<br>H0257/2.4 |            |                  |                    |                   | WARRANTY          |          |
| <b>PARTS</b>                                                                                                                                                                                                                                                                                                      | <b>QTY</b> | <b>FF NUMBER</b> | <b>DESCRIPTION</b> | <b>LIST PRICE</b> | <b>UNIT PRICE</b> |          |
| JOB # 1                                                                                                                                                                                                                                                                                                           | 1          | 18025354         | * PAD KIT 5.017    |                   |                   | WARRANTY |
| JOB # 1                                                                                                                                                                                                                                                                                                           | 1          | 15665563         | SHOE KIT 5.017     |                   |                   | WARRANTY |
| JOB # 1 TOTAL PARTS                                                                                                                                                                                                                                                                                               |            |                  |                    |                   | 0.00              |          |
| JOB # 1 TOTAL LABOR & PARTS                                                                                                                                                                                                                                                                                       |            |                  |                    |                   | 0.00              |          |
| <b>JOB 2.05CVZ00REPAIR</b> TUNEUP/EMIS/FUEL SYS<br>TECH(S):4B6<br>ENGINE IDLE FARES ON START UP<br>ROAD TESTED WITH TECH 2, CHECK DATA LISTS AND FAILED<br>RECORDS. RUN MISC. TESTS. TRANSMISSION OPERATING<br>AS DESIGNED AT THIS TIME.                                                                          |            |                  |                    |                   | WARRANTY          |          |
| <b>PARTS</b>                                                                                                                                                                                                                                                                                                      | <b>QTY</b> | <b>FF NUMBER</b> | <b>DESCRIPTION</b> | <b>LIST PRICE</b> | <b>UNIT PRICE</b> |          |
| JOB # 2 TOTAL PARTS                                                                                                                                                                                                                                                                                               |            |                  |                    |                   | 0.00              |          |
| JOB # 2 TOTAL LABOR & PARTS                                                                                                                                                                                                                                                                                       |            |                  |                    |                   | 0.00              |          |
| <b>JOB 3.10CVZ00REPAIR</b> TRANS, DIFF, DRIVELINE<br>TECH(S):4B6<br>TRANS FEELS LIKE IT SLIPS THROUGH THE GEAR.<br>NORMAL OPERATION.<br>OPERATING PER INTENT AND DESIGN AT THIS TIME.<br>K9996/3                                                                                                                  |            |                  |                    |                   | WARRANTY          |          |
| <b>PARTS</b>                                                                                                                                                                                                                                                                                                      | <b>QTY</b> | <b>FF NUMBER</b> | <b>DESCRIPTION</b> | <b>LIST PRICE</b> | <b>UNIT PRICE</b> |          |
| JOB # 3 TOTAL PARTS                                                                                                                                                                                                                                                                                               |            |                  |                    |                   | 0.00              |          |
| JOB # 3 TOTAL LABOR & PARTS                                                                                                                                                                                                                                                                                       |            |                  |                    |                   | 0.00              |          |
| <b>JOB 4.09CVZ00REPAIR</b> ENGINE&EXHAUST<br>TECH(S):420<br>BURNING ODOR FROM ENGINE AREA<br>SMELLING FRONT PADS.                                                                                                                                                                                                 |            |                  |                    |                   | WARRANTY          |          |
| <b>PARTS</b>                                                                                                                                                                                                                                                                                                      | <b>QTY</b> | <b>FF NUMBER</b> | <b>DESCRIPTION</b> | <b>LIST PRICE</b> | <b>UNIT PRICE</b> |          |
| JOB # 4 TOTAL PARTS                                                                                                                                                                                                                                                                                               |            |                  |                    |                   | 0.00              |          |
| JOB # 4 TOTAL LABOR & PARTS                                                                                                                                                                                                                                                                                       |            |                  |                    |                   | 0.00              |          |
| <b>JOB 5.10CVZ00REPAIR</b> TRANS, DIFF, DRIVELINE<br>TECH(S):420<br>RATCHETING IN REAR AROUND CORNERS.<br>SEE LINE #4                                                                                                                                                                                             |            |                  |                    |                   | WARRANTY          |          |
| <b>PARTS</b>                                                                                                                                                                                                                                                                                                      | <b>QTY</b> | <b>FF NUMBER</b> | <b>DESCRIPTION</b> | <b>LIST PRICE</b> | <b>UNIT PRICE</b> |          |
| JOB # 5 TOTAL PARTS                                                                                                                                                                                                                                                                                               |            |                  |                    |                   | 0.00              |          |
| JOB # 5 TOTAL LABOR & PARTS                                                                                                                                                                                                                                                                                       |            |                  |                    |                   | 0.00              |          |





BASED ON CURRENT MILEAGE OF YOUR VEHICLE, WE RECOMMEND THE FOLLOWING SERVICES B

|               |                   |   |       |  |
|---------------|-------------------|---|-------|--|
| 01CVZ6000MILE | 6000 MILE SERVICE | M | 24.95 |  |
|---------------|-------------------|---|-------|--|

### SERVICE HISTORY

|          |      |      |     |     |   |       |   |
|----------|------|------|-----|-----|---|-------|---|
| 07/14/98 | 4985 | 2588 | 505 | 480 | W | 08CVZ | S |
|          |      |      |     | 480 | W | 07CVZ | R |

### NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

|                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                  |                                    |                         |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------|------------------------------------|-------------------------|
| <b>TERMS</b><br>CASH <input type="checkbox"/><br>CREDIT CARD <input type="checkbox"/><br>CHECK <input type="checkbox"/><br>(FROM APPROVAL)<br>OTHER <input type="checkbox"/><br>CALL WHEN READY<br><input type="checkbox"/> YES <input type="checkbox"/> NO<br>SAVE REMOVED PARTS FOR CUSTOMER<br><input type="checkbox"/> YES <input type="checkbox"/> NO | <b>VEHICLE ID NO.</b><br>1GNB826J4XJ350909                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <b>YEAR / MAKE / MODEL</b><br>99 / CHEVROLET TRUCK / SILVERADO 1 | <b>PRODUCTION DATE</b><br>STOCK    |                         |
|                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>CUSTOMER NO.</b><br>04187                                     | <b>COLOR</b><br>BLACK /            |                         |
|                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <b>DELIVERY DATE</b><br>DELIVER                                  | <b>DELIVER</b>                     |                         |
|                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <b>SERVICE CONTRACT</b><br>CONTRACT NO.                          | <b>EXPIRATION DATE</b><br>EXPIRA   |                         |
|                                                                                                                                                                                                                                                                                                                                                            | I hereby authorize the repair work herein set forth to be done along with the necessary material and agree to pay for the vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delay in delivery of parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to use my vehicle or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby created in favor of the repair shop. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and costs. |                                                                  |                                    |                         |
|                                                                                                                                                                                                                                                                                                                                                            | <b>TIME RECEIVED</b><br>11:30 AM                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>DATE / TIME PICKUP</b><br>10/15/98                            | <b>PRIORITY</b><br>05:30 PM        | <b>LABOR RATE</b>       |
| <b>C.P.</b> <input type="checkbox"/><br><b>WARR.</b> <input type="checkbox"/><br><b>W.T.</b> <input type="checkbox"/>                                                                                                                                                                                                                                      | <b>STATE REG#</b> AR003707                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                  | <b>RECEIVED ESTIMATE</b><br>REASON | <b>REASON</b><br>REASON |
|                                                                                                                                                                                                                                                                                                                                                            | <b>AUTHORIZED BY</b><br><input type="checkbox"/> IN PERSON <input type="checkbox"/> PHONE #                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                  | <b>DATE</b><br>DATE                | <b>TIME</b><br>TIME     |

|   |                |                                                              |
|---|----------------|--------------------------------------------------------------|
| 4 | 09CVZ00REPAIR  | ENGINE EXHAUST<br>BURNING ODOR FROM ENGINE AREA              |
| 5 | 10CVZ00REPAIR2 | TRANS. DIFF. DRIVELINE<br>RATCHETING IN REAR AROUND CORNERS. |

*Wm L. CREE*

Since

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WE MAKE A S:  
OF TOXIC WAE  
RATHER THAN  
RATES TO ALL  
ONLY ON THOK  
ATE THESE W  
THESE ARE UP  
FOR EACH FAI

"By law, you m  
any needed rep  
necessary."

IMPORTANT: I  
FROM YOUR  
LOSS OR DAM

Thank you for  
the repairs rec  
any question p  
Advisor.

# Rydell Automotive Group Chevrolet Northridge

18600 Devonshire St. \* Northridge, CA 91324  
(818) 360-1011 \* Fax (818) 832-4181

BAR #AK188829

EPA #CAD981384969

## RECOMMENDED SERVICES

| OPERATION      | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION      | OPERATION DESCRIPTION | MO/MI | TOTAL |
|----------------|-----------------------|-------|-------|----------------|-----------------------|-------|-------|
| 60CVZ09000SERV | 8000 MILE LUBE DEPT   | MI    | 7.00  | 61CVZ06000SERV | 08000 MI EMISSION     | MI    | 50.00 |

## SERVICE HISTORY

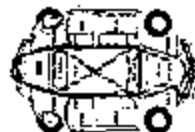
| DATE | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION | OPERATION DESCRIPTION |
|------|--------------|---------|---------|------------|------|-----------|-----------------------|
|      |              |         |         |            |      |           |                       |

## SALESPERSON NO.

## SERVICE

|             |                                     |                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                  |                        |                    |
|-------------|-------------------------------------|-------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|------------------------|--------------------|
| TERMS       | VEHICLE ID NO.<br>1GNGK26J4XJ350909 | YEAR/MAKE/MODEL<br>99/CHEVROLET TRUCK/SUB | PRODUCTION DATE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | STOCK NO.        | LICENSE NO.<br>4BRV678 | P.O. NO.<br>217730 |
| CASH        |                                     |                                           | CUSTOMER NO.<br>17833                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | SERVICE CONTRACT | DELIVERY DATE          | DELIVERY MILES     |
| CREDIT CARD |                                     |                                           | COLOR<br>BLACK/GRAY                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | CONTRACT NO.     | EXPIRATION DATE        | EXPIRATION MILES   |
| CHECK       |                                     |                                           | TURBO                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | W/M/C            | AIR COND               | P.S.               |
| PRIOR APPR  |                                     |                                           | CVZZ                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Y                | Y                      | Y                  |
| OTHER       |                                     |                                           | TRANS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | MILEAGE          | ADVISOR NO.            | ADVISOR            |
|             |                                     |                                           | A                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 10897            | 2035                   | DAVID WEITZMAN     |
| SAVE        |                                     |                                           | I HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS AND HONOR GRANT YOUR EMPLOYEES PERMIT TO OPERATE THE VEHICLE WHEN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF INSPECTION AND REPAIR. ALL REPAIR CHARGES ARE FIXED PRICES AND BEAR NO RELATIONSHIP TO ACTUAL HOURS OF LABOR PERFORMED. ALL REPAIRS, REPAIRS OR OTHERWISE INCLUDING ANY POSTAGE OF LABOR RATES ON PLAT RATE LEADS HOURS ARE FOR INFORMATION ONLY TO INDICATE TO THE CUSTOMER THE BASIS UPON WHICH THE REPAIR PRICES WERE ESTABLISHED. NOT NEITHER SUCH REFERENCES OR POSTING, NOR THE FACT THAT THE ACTUAL HOURS OF LABOR PERFORMED MAY BE MORE OR LESS THAN THE INDICATED PLAT RATE HOURS, SHALL HAVE ANY EFFECT WHATSOEVER ON THE REPAIR PRICES SO CHARGED. |                  |                        |                    |
| REMOVE      |                                     |                                           | REPAIRS ARE CASH ON DELIVERY. ESTIMATES ARE FOR LABOR AND PARTS. STORAGE WILL BE CHARGED 48 HOURS AFTER REPAIRS ARE COMPLETED. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR APPLIES LEFT IN CARE OF RYDELL. ACCIDENT OR ANY OTHER DAMAGE BEYOND OUR CONTROL. PLEASE SEE REVERSE SIDE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                  |                        |                    |
| PARTS FOR   |                                     |                                           | X                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                  |                        |                    |
| CUSTOMER    |                                     |                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                  |                        |                    |
| YES         |                                     |                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                  |                        |                    |
| NO          |                                     |                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                  |                        |                    |
| APPOINTMENT |                                     |                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                  |                        |                    |
| Y/N         |                                     |                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                  |                        |                    |
| NO          |                                     |                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                  |                        |                    |
| STATE REG#  | AK188829                            |                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                  |                        |                    |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |         |                                                                                             |                        |                                                                     |                   |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|---------------------------------------------------------------------------------------------|------------------------|---------------------------------------------------------------------|-------------------|
| JOB                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |         |                                                                                             | ORIGINAL ESTIMATE #    | HAZ. WASTE MILLS & OIL                                              | TOTAL ESTIMATE #  |
| 4                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | W 08CVZ | DRIVEABILITY<br>CUSTOMER STATES: HIGH IDLE WHEN EVER STARTING UP VEHICLE.<br>PLEASE ADVISE. | REVISED ESTIMATE #     |                                                                     | ADDITIONAL COST # |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |         |                                                                                             | REASON                 |                                                                     | CONTACTED BY      |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |         |                                                                                             | AUTHORIZED BY          | <input type="checkbox"/> PERSON<br><input type="checkbox"/> PHONE # | DATE TIME         |
| 5                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | W 19CVZ | HEAVY LINE<br>CUSTOMER STATES: BURNING SMOKE COMING FROM THE ENGINE.<br>PLEASE ADVISE.      | 2ND REVISED ESTIMATE # | HAZ. WASTE MILLS & OIL                                              | ADDITIONAL COST # |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |         |                                                                                             | REASON                 |                                                                     | CONTACTED BY      |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |         |                                                                                             | AUTHORIZED BY          | <input type="checkbox"/> PERSON<br><input type="checkbox"/> PHONE # | DATE TIME         |
| <p>* HAZARDOUS WASTE: A HAZARDOUS WASTE DISPOSAL CHARGE WILL BE ADDED WHEN FLUIDS REMOVED FROM YOUR VEHICLE MUST BE DISPOSED OF IN COMPLIANCE WITH FEDERAL, STATE AND LOCAL GOVERNMENT HAZARDOUS WASTE REGULATIONS. THESE FLUIDS ARE ENGINE OIL, TRANSMISSION FLUID, GEAR OIL, ANTIFREEZE &amp; AIR CONDITIONING COOLANT, PARTS, CLEANING FLUIDS &amp; MIXERS, ETC.</p> <p>BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS THAT THE SMOG CHECK TEST INDICATES ARE NECESSARY.</p> <p>IMPORTANT: REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE.</p> <p>ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.</p> <p>SERVICE HOURS: MONDAY THRU FRIDAY<br/>6:30 A.M. TO 8:00 P.M.<br/>SATURDAY 8:00 A.M. TO 6:00 P.M.</p> <p>PARTS HOURS: MONDAY THRU FRIDAY<br/>7:00 A.M. TO 8:00 P.M.<br/>SATURDAY 8:00 A.M. TO 6:00 P.M.</p> |         |                                                                                             |                        |                                                                     |                   |



# Rydell Automotive Group Chevrolet Northridge

18600 Devonshire St. \* Northridge, CA 91324

(818) 832-1600

BAR #AM202745

SERVICE (818) 832-1616

PARTS (818) 832-1660

EPA #CAD981384989

|                       |                                               |                           |                          |                           |
|-----------------------|-----------------------------------------------|---------------------------|--------------------------|---------------------------|
| CUSTOMER NO.<br>17933 | ADVISOR<br>DAVID WEITZMAN 2035                | TAX NO.<br>480            | INVOICE DATE<br>03/23/99 | INVOICE NO.<br>T2CS217730 |
|                       | LABOR RATE                                    | LICENSE NO.<br>ABRV878    | SALES<br>10897           | COLOR<br>BLACK/GREY       |
|                       | YEAR / MAKE / MODEL<br>88/CHEVROLET TRUCK/SUB | DELIVERY DATE<br>06/05/88 |                          |                           |
|                       | VEHICLE ID. NO.<br>1GNGK28J4XJ350809          | SELLING DEALER NO.        |                          |                           |
|                       | P. T. & NO.                                   | P. O. NO.                 | R. O. DATE<br>03/15/99   |                           |
| BUSINESS PHONE        | COMMENT                                       |                           |                          |                           |

LABOR & PARTS  
JOB # 1 30CVZ  
BRAKES  
TECH(S):2113  
WARRANTY  
CUSTOMER STATES: VEHICLE PULLS HARD TO THE RIGHT WHEN DRIVIN  
HAS BEEN ALIGNED AT WL MORRIS 10/15 @ 6867 MILES  
FRONT END ALIGNMENT OUT OF SPECS.  
REMOVED KNOCK-OUTS AND RESET FRONT END SETTINGS. [SEE  
ATTACHED PRINTOUT.

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

JOB # 2 30CVZ1  
BRAKES  
TECH(S):2113  
WARRANTY  
CUSTOMER STATES: VEHICLE PULLS TO THE LEFT WHEN BRAKING.  
DONE AT WL MORRIS 10/15... SAME AS LINE 1.  
FRONT AND REAR BRAKES GLAZED.  
FRONT CALIPERS CLEARANCES ARE TOO TIGHT.  
REPLACED FRONT PADS AND MACHINED ROTORS. RE-SET CALIPER GAPS  
REPLACED REAR SHOCKS AND MACHINED DRUMS.

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----  
JOB # 2 2 12549136 ROTOR, FRT 5.809  
JOB # 2 1 16685563 SHOE KIT 5.017  
JOB # 2 TOTAL PARTS 0.00  
JOB # 2 TOTAL LABOR & PARTS 0.00

JOB # 3 30CVZ10  
BRAKES  
TECH(S):2113  
WARRANTY  
CUSTOMER STATES: SCRAPING NOISE IN THE FRONT BRAKES WHEN  
BRAKING. LOOED AT WL MORRIS 10/15... SAME AS LINE 1 AND 2  
SEE JOB 2

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----  
JOB # 3 1 18025354 PAD KIT 5.017  
JOB # 3 TOTAL PARTS 0.00  
JOB # 3 TOTAL LABOR & PARTS 0.00

JOB # 4 08CVZ  
DRIVEABILITY  
TECH(S):2113  
WARRANTY  
CUSTOMER STATES: HIGH IDLE WHEN EVER STARTING UP VEHICLE.  
PLEASE ADVISE.  
IDLE AIR CONTROL VALVE IS STICKING.  
REPLACED IDLE AIR CONTROL VALVE.

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----  
JOB # 4 1 17113209 VALVE-IDL 3.338 SUP  
JOB # 4 TOTAL PARTS 0.00  
JOB # 4 TOTAL LABOR & PARTS 0.00

JOB # 5 19CVZ  
HEAVY LINE  
TECH(S):2113  
WARRANTY  
CUSTOMER STATES: BURNING SMOKE COMING FROM THE ENGINE.  
PLEASE ADVISE.

# Rydell Automotive Group Chevrolet Northridge

18600 Devonshire St \* Northridge, CA 91324  
(818) 832-1600

BAR #AM202745

SERVICE (818) 832-1616

PARTS (818) 832-1660

EPA #CAD981384969

|                       |  |                                               |  |                           |                          |                           |
|-----------------------|--|-----------------------------------------------|--|---------------------------|--------------------------|---------------------------|
| CUSTOMER NO.<br>17833 |  | ADVISOR<br>DAVID WEITZMAN 2035                |  | TAG NO.<br>480            | INVOICE DATE<br>03/23/99 | INVOICE NO.<br>T2CS217730 |
|                       |  | LABOR RATE                                    |  | LICENSE NO.<br>4BRV678    | MILEAGE<br>10897         | COLOR<br>BLACK/GREY       |
|                       |  | YEAR / MAKE / MODEL<br>99/CHEVROLET TRUCK/SUB |  | DELIVERY DATE<br>08/05/98 |                          | DELIVERY MILES            |
|                       |  | VEHICLE ID. NO.<br>1B8BK26J4XJ350909          |  | SELLING DEALER NO.        |                          | PRODUCTION DATE           |
|                       |  | P. T. S. NO.                                  |  | P. O. NO.                 | R. O. DATE<br>03/15/99   |                           |
|                       |  | BUSINESS PHONE                                |  | COMMENTS                  |                          |                           |

| PARTS-----                      | QTY----- | FP-NUMBER-----           | DESCRIPTION----- | UNIT PRICE-----             |          |
|---------------------------------|----------|--------------------------|------------------|-----------------------------|----------|
|                                 |          |                          |                  | JOB # 5 TOTAL PARTS         | 0.00     |
|                                 |          |                          |                  | JOB # 5 TOTAL LABOR & PARTS | 0.00     |
| J# 6+54CVZ                      |          | ENTERPRISE               | TECH(S):2113     | WARRANTY                    |          |
| PARTS-----                      | QTY----- | FP-NUMBER-----           | DESCRIPTION----- | UNIT PRICE-----             |          |
|                                 |          |                          |                  | JOB # 6 TOTAL PARTS         | 0.00     |
|                                 |          |                          |                  | JOB # 6 TOTAL LABOR & PARTS | 0.00     |
| J# 7+30CVZ9                     |          | BRAKES                   | TECH(S):2113     | INTERNAL                    |          |
|                                 |          | PERFORM BRAKE INSPECTION |                  |                             |          |
| PARTS-----                      | QTY----- | FP-NUMBER-----           | DESCRIPTION----- | UNIT PRICE-----             |          |
| JOB # 7                         | 1        | 18025354                 | PAD KIT 5.017    | INTERNAL                    |          |
| JOB # 7                         | 1        | RPMPADS                  | PAD KIT          | INTERNAL                    |          |
|                                 |          |                          |                  | JOB # 7 TOTAL PARTS         | 0.00     |
|                                 |          |                          |                  | JOB # 7 TOTAL LABOR & PARTS | 0.00     |
| SUBLET-----                     | PO#----- | VEND INV#-----           | INV DATE-----    | DESCRIPTION-----            |          |
| JOB # 6                         | 204448   | 174481                   | 03/22/99         | 2 DAY PER PING              | WARRANTY |
|                                 |          |                          |                  | TOTAL - SUBLET              | 0.00     |
| TOTALS-----                     |          |                          |                  |                             |          |
| OUR NEW BAR NUMBER IS AN 202745 |          |                          |                  | TOTAL LABOR....             | 0.00     |
|                                 |          |                          |                  | TOTAL PARTS....             | 0.00     |
|                                 |          |                          |                  | TOTAL SUBLET....            | 0.00     |
|                                 |          |                          |                  | TOTAL G.O.G....             | 0.00     |
|                                 |          |                          |                  | TOTAL MISC CHG....          | 0.00     |
|                                 |          |                          |                  | TOTAL MISC DISC....         | 0.00     |
|                                 |          |                          |                  | TOTAL TAX.....              | 0.00     |
|                                 |          |                          |                  | TOTAL INVOICE \$            | 0.00     |

\*\*\*\*\*  
THANK YOU FOR CHOOSING RYDELL CHEVROLET FOR YOUR  
SERVICE NEEDS. YOU MAY RECEIVE A SURVEY ASKING TO JUDGE  
OUR PERFORMANCE ON YOUR LAST SERVICE. IF FOR ANY REASON  
YOU CANNOT GIVE US A PERFECT SCORE, PLEASE CONTACT YOUR  
SERVICE CONSULTANT SO WE CAN RESOLVE YOUR CONCERN  
\*\*\*\*\*

CUSTOMER SIGNATURE

DUPLICATE INVOICE

# Rydell Automotive Group

## Chevrolet Northridge

18600 Devonshire St. \* Northridge, CA 91324  
(818) 832-1600

BAR #AM202745

SERVICE (818) 832-1616

PARTS (818) 832-1660

EPA #CAD981384969

|                       |                                               |                        |                           |                           |
|-----------------------|-----------------------------------------------|------------------------|---------------------------|---------------------------|
| CUSTOMER NO.<br>17833 | ADVISOR<br>JOE KALJIAN 2133                   | TAB NO.<br>403         | INVOICE DATE<br>09/15/99  | INVOICE NO.<br>T2CS289413 |
|                       | LABOR RATE                                    | LICENSE NO.<br>48RV678 | SALEAGE<br>13535          | COLOR<br>BLACK/GREY       |
|                       | YEAR / MAKE / MODEL<br>99/CHEVROLET TRUCK/SUB |                        | DELIVERY DATE<br>06/06/88 | DELIVERY MILES            |
|                       | VEHICLE ID. NO.<br>16N6K26J4XJ350809          |                        | SELLING DEALER NO.        | PRODUCTION DATE           |
|                       | F.T.E. NO.                                    | P.O. NO.               | R.O. DATE<br>09/13/99     |                           |
| COMMENTS              |                                               |                        |                           |                           |

LABOR & PARTS  
JOB # 1 15CVZ 15-A & ELECTRICAL TECH(S):2113 WARRANTY  
CUSTOMER STATES:  
WILL NOT START/TOWED IN/UNABLE TO JUMP  
POSITIVE BATTERY TERMINAL LEAKING CAUSING  
CORROSION.  
REPLACED LEAKING BATTERY . CLEANED CORROSION.  
NO110 .40

| PARTS                       | QTY | FP-NUMBER | DESCRIPTION    | UNIT PRICE | WARRANTY |
|-----------------------------|-----|-----------|----------------|------------|----------|
| JOB # 1                     | 1   | 19001632  | BATTERY 78-6YR |            | WARRANTY |
| JOB # 1                     | 1   | 12004188  | 5 BOLTS 8.900  |            | WARRANTY |
| JOB # 1                     | 1   | 12354951  | SPACER - 8.965 |            | WARRANTY |
| JOB # 1 TOTAL PARTS         |     |           |                | 0.00       |          |
| JOB # 1 TOTAL LABOR & PARTS |     |           |                | 0.00       |          |

JOB # 2 15CVZE15 15-A & ELECTRICAL TECH(S):2015 WARRANTY  
CUSTOMER STATES:  
DRIVERS SIDE MIRROR WONT TURN SIDE TO SIDE CORRECTLY/BINDS  
CHECK SYSTEM FOUND THAT MIRROR WAS NOT THE PROBLEM IT WAS  
MIRROR SWITCH  
CHECK OPERATION OF BOTH MIRRORS & WIRING CHECKS OK REPLACE  
SWITCH R3318 .5 6C

| PARTS                       | QTY | FP-NUMBER | DESCRIPTION     | UNIT PRICE | WARRANTY |
|-----------------------------|-----|-----------|-----------------|------------|----------|
| JOB # 2                     | 1   | 15009590  | SW-OS/RV 16.068 |            | WARRANTY |
| JOB # 2 TOTAL PARTS         |     |           |                 | 0.00       |          |
| JOB # 2 TOTAL LABOR & PARTS |     |           |                 | 0.00       |          |

JOB # 3 08CVZ811 BRAKES TECH(S):2385 WARRANTY  
CUSTOMER STATES:  
WHEN BRAKING AT HIGH SPEEDS IT PULLS LEFT  
OR RIGHT  
PADS PULLING.  
H0042 .9 (00) REPLACE FRONT PADS. SAND ROTORS LIGHTLY.  
ROAD TEST OK  
REF-3-15-99 R0# 217730 10.897

| PARTS                       | QTY | FP-NUMBER | DESCRIPTION   | UNIT PRICE | WARRANTY |
|-----------------------------|-----|-----------|---------------|------------|----------|
| JOB # 3                     | 1   | 18025364  | PAD KIT 5.017 |            | WARRANTY |
| JOB # 3 TOTAL PARTS         |     |           |               | 0.00       |          |
| JOB # 3 TOTAL LABOR & PARTS |     |           |               | 0.00       |          |

JOB # 4 08CVZ813 BRAKES TECH(S):2385 WARRANTY  
CUSTOMER STATES:  
WHEN REVERSING AND BRAKING OR NOT BRAKING  
ALL THE TIME FEELS LIKE GOING OVER COBBLESTONES  
TIRES SLIGHTLY CUPPED.  
ROTATE TIRES.

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE | WARRANTY |
|-------|-----|-----------|-------------|------------|----------|
|       |     |           |             |            |          |

# Rydell Automotive Group

## Chevrolet Northridge

18600 Devonshire St. \* Northridge, CA 91324  
(818) 832-1600

BAR #AM202745

SERVICE (818) 832-1616

PARTS (818) 832-1660

EPA #CAD981384969

|                       |                                               |                           |                          |                           |
|-----------------------|-----------------------------------------------|---------------------------|--------------------------|---------------------------|
| CUSTOMER NO.<br>17933 | ADVISOR<br>JOE KALJIAN 2133                   | TAB NO.<br>403            | INVOICE DATE<br>09/15/99 | INVOICE NO.<br>T2CS259413 |
|                       | LABOR RATE                                    | LICENSE NO.<br>4BRV578    | RELEASE<br>13535         | COLOR<br>BLACK/GREY       |
|                       | YEAR / MAKE / MODEL<br>99/CHEVROLET TRUCK/SUB | DELIVERY DATE<br>08/05/98 |                          | DELIVERY MILE             |
|                       | VEHICLE ID. NO.<br>16NGK26J4XJ360808          | SELLING DEALER NO.        |                          | PRODUCTION DATE           |
|                       | S. T. E. NO.                                  | P. O. NO.                 | R. D. DATE<br>09/13/99   |                           |
|                       | COMMENTS                                      |                           |                          |                           |

JOB # 4 TOTAL PARTS 0.00

JOB # 4 TOTAL LABOR & PARTS 0.00

### TOTALS

OUR NEW BAR NUMBER IS AM 202745

\*\*\*\*\*  
THANK YOU FOR CHOOSING RYDELL CHEVROLET FOR YOUR  
SERVICE NEEDS. YOU MAY RECEIVE A SURVEY ASKING TO JUDGE  
OUR PERFORMANCE ON YOUR LAST SERVICE. IF FOR ANY REASON  
YOU CANNOT GIVE US A PERFECT SCORE, PLEASE CONTACT YOUR  
SERVICE CONSULTANT SO WE CAN RESOLVE YOUR CONCERN  
\*\*\*\*\*

TOTAL LABOR.... 0.00  
TOTAL PARTS.... 0.00  
TOTAL SUBLET... 0.00  
TOTAL S.O.S.... 0.00  
TOTAL MISC CHG. 0.00  
TOTAL MISC DISC 0.00  
TOTAL TAX..... 0.00  
TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

# Rydell Automotive Group

## Chevrolet Northridge

18600 Devonshire St. \* Northridge, CA 91324

(818) 832-1600

BAR #AM202745

SERVICE (818) 832-1616

PARTS (818) 832-1660

EPA #CAD981384989

010211208291530



|                       |                                               |                        |                           |                           |
|-----------------------|-----------------------------------------------|------------------------|---------------------------|---------------------------|
| CUSTOMER NO.<br>17833 | ADDRESS<br>EDWARD J. CZIGLER 2078             | TAG NO.<br>1849        | INVOICE DATE<br>01/26/00  | INVOICE NO.<br>TZCS281520 |
|                       | LABOR RATE                                    | LICENSE NO.<br>4BRV679 | MALEAGE<br>16000          | STOCK NO.                 |
|                       | YEAR / MAKE / MODEL<br>89/CHEVROLET TRUCK/SUB |                        | COLOR<br>BLACK/GREY       |                           |
|                       | VEHICLE ID. NO.<br>1GN6K26J4XJ360808          |                        | DELIVERY DATE<br>08/05/88 | DELIVERY MILE             |
|                       | P. Y. C. NO.                                  | P. O. NO.              | SELLING DEALER NO.        | PRODUCTION DATE           |
|                       | COMM. FTS                                     |                        | R. O. DATE<br>01/26/00    |                           |

|                                                                                                                                                                                                                                                                                                                                              |                   |               |          |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|---------------|----------|
| LABOR & PARTS                                                                                                                                                                                                                                                                                                                                |                   |               |          |
| J# 1 08CV2B12                                                                                                                                                                                                                                                                                                                                | BRAKES            | TECH(S):2385  | WARRANTY |
| CUSTOMER STATES TRUCK STILL PULLS LEFT WAS IN FOR SAME CONDITION ON PREVIOUS RO. ROAD TEST. FOUND NOT PULLING WHEN BRACKING. WORKING AS DESIGNED. (CAN'T CORRECT ANY BETTER THAN IS.)                                                                                                                                                        |                   |               |          |
| JOB # 1 TOTAL LABOR & PARTS                                                                                                                                                                                                                                                                                                                  |                   | 0.00          |          |
| J# 2 02CVZD21                                                                                                                                                                                                                                                                                                                                | DRIVEABILITY/TUNE | TECH(S):2011  | WARRANTY |
| CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON, IDLE IS HIGH AND IS MAKING A TICKING SOUND. CHECK GAGE LIGHT ALSO CAME ON AND ALL GAGES WENT "CRAZY"                                                                                                                                                                                           |                   |               |          |
| CHECK OUT FOUND NO CODES. FOUND CHECK GAUGE LIGHT TO BE COMING ON DUE TO LOW OIL PRESSURE. FOUND OIL LEVEL TO BE VERY LOW. TOP OFF OIL. RECHECKS OK. TICKING NOISE WAS DUE TO LOW OIL. CHECK FOR BULLETINS AND UPDATE CALS FOR IDLE. FOUND UPDATE CAL FOR VCM. TO HELP WITH IDLE CONCERNS. REPROGRAM VCM WITH NEW CALS. USE DPAJ6355 FOR 1.1 |                   |               |          |
| JOB # 2 TOTAL LABOR & PARTS                                                                                                                                                                                                                                                                                                                  |                   | 0.00          |          |
| J# 3 02CVZD22                                                                                                                                                                                                                                                                                                                                | DRIVEABILITY/TUNE | TECH(S):2011  | WARRANTY |
| CUSTOMER STATES THE FUEL PUMP RUNS FOR APPROX. 1 MIN AFTER SHUTTING TRUCK OFF. AFTER SHUTTING OFF THE TRUCK IT HAS A BUBBLING SOUND COMING FROM THE ENGINE AREA. THIS IS NORMAL OPERATION OF FUEL PUMP WHEN KEY IS TURNED OFF                                                                                                                |                   |               |          |
| JOB # 3 TOTAL LABOR & PARTS                                                                                                                                                                                                                                                                                                                  |                   | 0.00          |          |
| J# 4 02CVZD24                                                                                                                                                                                                                                                                                                                                | DRIVEABILITY/TUNE | TECH(S):2011  | WARRANTY |
| ADD ON CUSTOMER CALLED BACK TRUCK HAS LOSS OF POWER GOING UP HILLS. ROAD TEST AND CHECK FUEL FILTER AND PRESSURE. ALL CHECKED OK AT THIS TIME. POWER WAS NORMAL FOR THIS TRUCK AND MOTOR                                                                                                                                                     |                   |               |          |
| JOB # 4 TOTAL LABOR & PARTS                                                                                                                                                                                                                                                                                                                  |                   | 0.00          |          |
| G.O.G. & SUPPLIES                                                                                                                                                                                                                                                                                                                            |                   |               |          |
| JOB # 3                                                                                                                                                                                                                                                                                                                                      | 5.0 GASOLINE      | 0 1.270 /UNIT | 6.35     |
|                                                                                                                                                                                                                                                                                                                                              |                   | TOTAL - GOG   | 6.35     |
| ESTIMATE                                                                                                                                                                                                                                                                                                                                     |                   |               |          |
| CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$7.00 (+TAX)                                                                                                                                                                                                                                                                    |                   |               |          |
| COMMENTS                                                                                                                                                                                                                                                                                                                                     |                   |               |          |
| PREVIOUS RO 259413 WAS WHEN BRAKES WERE WORKED ON - REPLACED FRONT PADS AND SANDED ROTORS.                                                                                                                                                                                                                                                   |                   |               |          |

# Rydell Automotive Group

## Chevrolet Northridge

18600 Devonshire St. \* Northridge, CA 91324

(818) 832-1600

BAR #AM202745

SERVICE (818) 832-1616

PARTS (818) 832-1660

EPA #CAD981384989

81021220291520



|                       |                                               |                        |                           |                           |
|-----------------------|-----------------------------------------------|------------------------|---------------------------|---------------------------|
| CUSTOMER NO.<br>17833 | ADVISOR<br>EDWARD J. CZIGLER 2076             | TAB NO.<br>1848        | INVOICE DATE<br>01/26/00  | INVOICE NO.<br>T2CS291520 |
|                       | LABOR RATE                                    | LICENSE NO.<br>43RV679 | MPLEAGE<br>18000          | COLOR<br>BLACK/GREY       |
|                       | YEAR / MAKE / MODEL<br>99/CHEVROLET TRUCK/SUB |                        | DELIVERY DATE<br>06/05/98 | STOCK NO.                 |
|                       | VEHICLE ID. NO.<br>1 GNGK26J4XJ350809         |                        | DELIVERY MILES            | PRODUCTION DATE           |
|                       | F.T.E. NO.                                    |                        | SELLING DEALER NO.        |                           |
|                       | P.O. NO.                                      |                        | R.O. DATE<br>01/26/00     |                           |
| COMMENTS              |                                               |                        |                           |                           |

TOTALS.....

OUR NEW BAR NUMBER IS AM 202745

\*\*\*\*\*  
 THANK YOU FOR CHOOSING RYDELL CHEVROLET FOR YOUR  
 SERVICE NEEDS. YOU MAY RECEIVE A SURVEY ASKING TO JUDGE  
 OUR PERFORMANCE ON YOUR LAST SERVICE. IF FOR ANY REASON  
 YOU CANNOT GIVE US A PERFECT SCORE, PLEASE CONTACT YOUR  
 SERVICE CONSULTANT SO WE CAN RESOLVE YOUR CONCERN  
 \*\*\*\*\*

|                  |      |
|------------------|------|
| TOTAL LABOR....  | 0.00 |
| TOTAL PARTS....  | 0.00 |
| TOTAL SUBLET.... | 0.00 |
| TOTAL G.O.G....  | 6.35 |
| TOTAL MISC CHG.  | 0.00 |
| TOTAL MISC DISC  | 0.00 |
| TOTAL TAX.....   | 0.52 |
| TOTAL INVOICE \$ | 6.87 |

CUSTOMER SIGNATURE

**PAYED**  
 JAN 27 2000  
 BY: CASH

# Rydell Automotive Group Chevrolet Northridge

18600 Devonshire St. \* Northridge, CA 91324

(818) 832-1600

Eddie

BAR #AM202745

SERVICE (818) 832-1616

PARTS (818) 832-1660

EPA #CA09B1384969

## RECOMMENDED SERVICES

| OPERATION                        | OPERATION DESCRIPTION                      | NORM     | TOTAL         | OPERATION                        | OPERATION DESCRIPTION                   | NORM     | TOTAL          |
|----------------------------------|--------------------------------------------|----------|---------------|----------------------------------|-----------------------------------------|----------|----------------|
| 58CVZ12000SERV<br>58CVZ21000SERV | 12000 MILE FRT END<br>21000 MILE LUBE DEPT | MI<br>MO | 79.00<br>7.00 | 58CVZ18000SERV<br>58CVZ24000SERV | 18000 MI EMISSION<br>24000 MILE FRT END | MO<br>MI | 80.00<br>88.00 |

## SERVICE HISTORY

| DATE     | REPAIR ORDER | MI    | ADVISOR | TECHNICIAN           | TYPE        | OPERATION                     | OPERATION DESCRIPTION                            |
|----------|--------------|-------|---------|----------------------|-------------|-------------------------------|--------------------------------------------------|
| 09/13/99 | 256413       | 13535 | 2133    | 2113<br>2015<br>2386 | W<br>W<br>W | 15CVZ<br>15CVZ615<br>08CVZB11 | 15-A & ELECTRICAL<br>15-A & ELECTRICAL<br>BRAKES |
| 03/15/99 | 217730       | 10897 | 2035    | 2385<br>2113<br>2113 | W<br>W<br>W | 08CVZB13<br>58CVZ<br>58CVZ1   | BRAKES<br>BRAKES<br>BRAKES                       |

SALESPERSON NO.

SERVICE

|                                                          |                                     |                                           |                  |                           |                        |             |
|----------------------------------------------------------|-------------------------------------|-------------------------------------------|------------------|---------------------------|------------------------|-------------|
| TERMS                                                    | VEHICLE ID NO.<br>1GNBK26J4XJ350909 | YEAR/MAKE/MODEL<br>99/CHEVROLET TRUCK/SUB | PRODUCTION DATE  | STOCK NO.                 | LICENSE NO.<br>4BRV878 | #.0<br>291  |
| CASH <input type="checkbox"/>                            | [REDACTED]                          | CUSTOMER NO.<br>7833                      | SERVICE CONTRACT | DELIVERY DATE<br>06/05/98 | DELIVERY MILES         | #.0<br>012  |
| CREDIT CARD <input type="checkbox"/>                     |                                     | CONTRACT NO.                              | EXPIRATION DATE  | EXPIRATION MILES          | TAB<br>184             |             |
| CHECK <input type="checkbox"/>                           |                                     | SALESPERSON                               | SALESPERSON      | SALESPERSON               | SALESPERSON            | SALESPERSON |
| OTHER APPROVAL <input type="checkbox"/>                  |                                     | SALESPERSON                               | SALESPERSON      | SALESPERSON               | SALESPERSON            | SALESPERSON |
| SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> | TIME RECEIVED<br>10:48am            | DATE/TIME PROMISED<br>01/26/00 09:30pm    | PRIORITY<br>3    | LABOR RATE                |                        |             |
| APPOINTMENT <input type="checkbox"/>                     | STATE REG# AK196629                 |                                           |                  |                           |                        |             |

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X-----

- W \*08CVZB12 BRAKES  
CUSTOMER STATES TH TRUCK STILL PULLS LEFT WAS IN FOR SAME CONDITION ON PREVIOUS RO.
- W 02CVZD21 DRIVEABILITY/TUNE  
CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON, IDLE IS HIGH AND IS MAKING A TICKING SOUND.  
CHECK GAGE LIGHT ALSO CAME ON AND ALL GAGES WENT "CRAZY"
- W 02CVZD22 DRIVEABILITY/TUNE  
CUSTOMER STATES THE FUEL PUMP RUNS FOR APPROX. 1 MIN AFTER SHUTTING TRUCK OFF.  
AFTER SHUTTING OFF THE TRUCK IT HAS A BUBBLING SOUND COMING FROM THE ENGINE AREA.

no power

PAGE 1 OF 1 291520

CUSTOMER COPY

|                      |                                                                     |                    |
|----------------------|---------------------------------------------------------------------|--------------------|
| ORIGINAL ESTIMATE \$ | HAZ. WASTE<br>MISC &<br>DISP                                        | TOTAL ESTIMATE \$  |
| REVISED ESTIMATE \$  |                                                                     | ADDITIONAL COST \$ |
| REASON               |                                                                     | CONTACTED BY       |
| AUTHORIZED BY        | <input type="checkbox"/> PERSON<br><input type="checkbox"/> PHONE # | DATE               |
| REVISED ESTIMATE \$  | HAZ. WASTE<br>MISC &<br>DISP                                        | ADDITIONAL COST \$ |
| REASON               |                                                                     | CONTACTED BY       |
| AUTHORIZED BY        | <input type="checkbox"/> PERSON<br><input type="checkbox"/> PHONE # | DATE               |

\* HAZARDOUS WASTE: A HAZARDOUS WASTE DISPOSAL CHARGE IS ADDED WHEN FLUIDS REMOVED FROM YOUR VEHICLE MUST BE DISPOSED IN COMPLIANCE WITH FEDERAL, STATE AND LOCAL GOVERNMENT HAZARDOUS WASTE REGULATIONS. THESE FLUIDS ARE: ENGINE TRANSMISSION FLUID, GEAR OILS, ANTIFREEZE & AIR CONDIT. COOLANT, PARTS CLEANING FLUIDS & BRAKES, ETC.

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SNOC CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS THAT THE SNOC CHECK TEST INDICATES ARE NECESSARY.

IMPORTANT: REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE TO ARTICLES LEFT IN YOUR VEHICLE.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

SERVICE HOURS: MONDAY THRU FRIDAY  
8:30 A.M. TO 9:00 P.M.  
SATURDAY 8:00 A.M. TO 6:00 P.M.

PARTS HOURS: MONDAY THRU FRIDAY  
7:00 A.M. TO 9:00 P.M.  
SATURDAY 8:00 A.M. TO 6:00 P.M.



# Rydell Automotive Group Chevrolet Northridge

18600 Devonshire St. \* Northridge, CA 91324

(818) 832-1600

BAR #AM202745

SERVICE (818) 832-1616

PARTS (818) 832-1660

EPA #CAD981384989

Mailing Address P.O. Box 2189 Van Nuys, CA 91404

010217205342268



|                       |                                               |                        |                           |                           |
|-----------------------|-----------------------------------------------|------------------------|---------------------------|---------------------------|
| CUSTOMER NO.<br>17833 | ADVISOR<br>GERALD HUTH 4868                   | TAX NO.<br>5757        | INVOICE DATE<br>08/10/00  | INVOICE NO.<br>T2CS342288 |
|                       | LABOR RATE                                    | LICENSE NO.<br>4BRV678 | MESSAGE<br>20488          | COLOR<br>BLACK/GREY       |
|                       | YEAR / MAKE / MODEL<br>89/CHEVROLET TRUCK/SUB |                        | DELIVERY DATE<br>06/06/98 | DELIVERY MILES            |
|                       | VEHICLE ID. NO.<br>1GNGK26J4XJ350908          |                        | SELLING DEALER NO.        | PRODUCTION DATE           |
|                       | P.T.E. NO.                                    | P.D. NO.               | R.D. DATE<br>08/08/00     |                           |
| COMMENTS              |                                               |                        |                           |                           |

|                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                      |                  |          |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|----------|
| LABOR & PARTS                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                      | TECH(S):2340     | WARRANTY |
| J# 1 06CVZ                                                                                                                                                                                                                                                                             | ALIGNMENT<br>CUSTOMER STATES VEHICLE PULLS LEFT<br>ROAD TESTED TWICE AND VEHICLE DOES NOT PULL LEFT OR RIGHT<br>NO PROBLEM FOUND AT THIS TIME                                                                        |                  |          |
| JOB # 1 TOTAL LABOR & PARTS                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                      | 0.00             |          |
| J# 2 11CVZ                                                                                                                                                                                                                                                                             | HEAVY LINE<br>CUSTOMER STATES THERE IS A TICKING SOUND IN ENGINE. WORSE<br>WHEN COLD. WAS PREVIOUSLY TOLD TO PUT IN ADDITIVE.<br>TESTED FOR TICK ON HOT AND COLD ENGINE TEMP AND COULD NOT<br>DUPLICATE THIS CONCERN | TECH(S):2340     | WARRANTY |
| JOB # 2 TOTAL LABOR & PARTS                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                      | 0.00             |          |
| J# 3 11CVZNG1                                                                                                                                                                                                                                                                          | HEAVY LINE<br>CUSTOMER STATES THERE IS A BURNING SMOEL IN ENGINE<br>RAISED VEHICLE FOR INSPECTION AND FOUND NOTHING TOO CREATE<br>A BURNING SMOEL, EXH WAS CLEAN AND NO FLUID LEAKS FOUND                            | TECH(S):2340     | INTERNAL |
| JOB # 3 TOTAL LABOR & PARTS                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                      | 0.00             |          |
| TOTALS                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                      |                  |          |
| OUR NEW BAR NUMBER IS AM 202745<br>STARTING APRIL 3RD WE WILL BE OPEN TILL MIDNIGHT<br>TO SERV YOU BETTER MONDAY THRU FRIDAY.                                                                                                                                                          |                                                                                                                                                                                                                      | TOTAL LABOR....  | 0.00     |
| *****                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                      | TOTAL PARTS....  | 0.00     |
| THANK YOU FOR CHOOSING RYDELL CHEVROLET FOR YOUR<br>SERVICE NEEDS. YOU MAY RECEIVE A SURVEY ASKING TO JUDGE<br>OUR PERFORMANCE ON YOUR LAST SERVICE. IF FOR ANY REASON<br>YOU CANNOT GIVE US A PERFECT SCORE, PLEASE CONTACT YOUR<br>SERVICE CONSULTANT SO WE CAN RESOLVE YOUR CONCERN |                                                                                                                                                                                                                      | TOTAL SUBLET.... | 0.00     |
| *****                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                      | TOTAL G.O.G....  | 0.00     |
|                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                      | TOTAL MISC CHG.  | 0.00     |
|                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                      | TOTAL MISC DISC  | 0.00     |
|                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                      | TOTAL TAX.....   | 0.00     |
|                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                      | TOTAL INVOICE \$ | 0.00     |

*Source Gerald Huth said sub. is designed to pull right  
to avoid crossing centerline thus creating a possible  
head on collision.*

CUSTOMER SIGNATURE