


|  DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline | | FOR AGENCY USE ONLY 160 Date Received 12-JAN-2001 Od_or _____ rt_dt _____ od_rt _____ up_ltr _____ Reference No. 878107 | |
|--|---|--|---|
| OWNER INFORMATION (Type or Print) | | Work Number _____ | |
| Home Number _____ | | Home Number _____ | |
| Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? <input type="checkbox"/> YES <input type="checkbox"/> 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) | Vehicle Make | Vehicle Model | Vehicle Year |
| 1GNEC13T2YJ161973 | CHEVROLET TRUCK | TAHOE | 2000 |
| Purchase Date _____ | Dealer's Name _____ | Engine Size (CID/CC/L) _____ | <input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injectio |
| <input checked="" type="checkbox"/> New <input type="checkbox"/> Used | City _____ State _____ Zip Code _____ | No. Cylinders _____ | <input type="checkbox"/> Fuel Injectio |
| Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic | Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbelt <input type="checkbox"/> 2-Point Bel | Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| | | Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel | Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other |
| | | | Body Style <input type="checkbox"/> Sport Ult <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle <input checked="" type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up <input type="checkbox"/> Truck |
| FAILED COMPONENT(S)/PART(S) INFORMATION | | | |
| Component: 03250000 03230000 | Part Name(s) BRAKES:HYDRAULIC:ANTI-SKID SYSTEM BRAKES:HYDRAULIC:MASTER CYLINDER | Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear | Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement |
| No. of Failures _____ | Date(s) of Failure(s) _____ Mileage at Failure(s) 8150 Vehicle Speed at Failure(s) _____ | Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No | NHTSA Previously <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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Number of Persons Injured _____ | Number of Fatalities _____ |
| Estimated Property Damag _____ | | Reported to Polic <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | |
| NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES) | | | |
| WHEN MAKING 1 OUT OF 50 TO 100 NORMAL BRAKE APPLICATIONS VEHICLE WILL NOT STOP. CONSUMER WILL PRESS HARDER WHICH WILL ACTIVATE ABS. CONSUMER HAS TAKEN VEHICLE TO DEALER 3 TIMES . DEALER REPLACED MASTER CYLINDER, BUT DEFECT HAS REOCCURRED . TSB HAD BEEN ISSUED WHICH STATED DEFECT WAS NORMAL.*AK | | | |
| | | | CONTINUE ON JACK 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 this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action. | | | |



DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

U.S. Department of Transportation
National Highway Traffic Safety Administration
www.nhtsa.dot.gov/hotline
1-888-327-4238

OWNER INFORMATION (Type or Print)

666523

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?
 YES NO
Signature of Owner _____ Date 2/20/01

Vehicle Ident. No. (VIN) _____
Vehicle Make CHEVROLET TRU Vehicle Model TAHOE Vehicle Year 2000
Current Odometer Reading 6680

Purchase Date 3/13/00
Dealer's Name _____ City _____ State _____ Zip Code _____
Transmission Type Automatic Manual
Antilock Brakes Yes No
Restraint System 3-Point Belt 2-Point Belt Motorbelt Passenger-side Airbag

Drive Train Front Rear 4-Wheel
Vehicle Type Sport Utility Car Van Minivan Motorcycle Other
Body Style 2-Door 4-Door Stationwagon Pick Up Truck Other

Component 03250000
Part Name(s) BRAKES:HYDRAULIC:ANTI-LOCK SYSTEM
Location Front Rear Left Right
Failed Part(s) Original Replacement

No of Failures _____
Date(s) of Failure(s) _____ Mileage at Failure(s) 6150
Vehicle Speed at Failure(s) _____
Failed Part(s) Available? Yes No
NHTSA Previously Contacted? Yes No

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

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

WHEN MAKING 1 OUT OF 50 TO 100 NORMAL BRAKE APPLICATIONS VEHICLE WILL NOT STOP.
CONSUMER WILL PRESS HARDER WHICH WILL ACTIVATE ABS. CONSUMER HAS TAKEN VEHICLE
TO DEALER 3 TIMES. DEALER REPLACED MASTER CYLINDER, BUT DEFECT HAS REOCCURRED.
TSB HAD BEEN ISSUED WHICH STATED DEFECT WAS NORMAL. AK

Crash Yes No
Fire Yes No
Number of Persons Injured NA
Number of Failures NONE
Estimated Property Damage NONE
Reported to Police Yes No

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.

FOR AGENCY USE ONLY 150

Date Received 12-JAN-2001
Reference No. 878107
Work Number
Home Number



September 5, 2000

Chevrolet
P. O. Box 33170
Detroit, MI 48232-5170

RE: 2000 Chevy Tahoe Brakes
File # CO1472190

Dear Sir:

I am writing to inform you of a recurring safety related problem I have been experiencing with my 2000 Chevy Tahoe purchased May 12, 2000 at Jim Butler Chevrolet, Sunset Hills, Missouri.

I have experienced a delay in brake reaction under low speed braking on numerous occasions – approximately every 50 to 100 brake applications. Typically the problem occurs when brakes are applied with normal pressure at speeds of 35 mph to 25mph, especially, but not always, when entering a tight curve or turn. Instead of smooth reduction in speed, there is a delay of a few seconds when no deceleration occurs. When additional pressure is applied to the brake pedal the ABS system starts to pulse and finally the brakes take hold.

We have brought this problem to the attention of the service department at Jim Butler Chevrolet and they responded by dismantling and inspecting the brakes but found no apparent cause for this experience of brake failure.

Please contact us for action to be taken for safe use of our Tahoe.


Yours truly,



cc: Steve Ellis, Butler Chevrolet

1. Detroit Chevrolet
2. Detroit Chevrolet
3. Detroit Chevrolet
4. Detroit Chevrolet

1. Detroit Chevrolet
2. Detroit Chevrolet
3. Detroit Chevrolet
4. Detroit Chevrolet



December 4, 2000

Chevrolet
P. O. Box 33170
Detroit, MI 48232-5170

RE: 2000 Chevy Tahoe Brakes
File # CO1472190


Dear Sir:

Please find attached a copy of a letter I wrote to you on September 5, 2000 regarding brake failures on my Chevy Tahoe.

In view of the Ford/Firestone debacle I find it particularly surprising that you have not seen fit to respond or even acknowledge my previous letter.

We continue to experience the occasional occurrence of braking problems as outlined in our previous letter and would appreciate some feedback from you or the appropriate department.

Yours truly,



Enclosure

42401

259763


JIM BUTLER

INVOICE

 DUPLICATE 1
 PAGE 1

 9900 Watson Rd.
 Crestwood, MO 63126
 (314) 966-3311
 www.jimbutlerchevrolet.com

SERVICE ADVISOR: 526 TOM KERSCHNER

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/OUT | TAG | |
|-------------|------------|---|-------------------|---------|----------------|---------|-----------|
| PEWTER | 00 | CHEVROLET TAHOE | 1GNEC13T2YJ161973 | | 871/871 | T846 | |
| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
| 01JAN2000 | | | 18:00 17JUL00 | | 0.00 | CASH | 18JUL2000 |
| R.O. OPENED | READY | OPTIONS: STR:3653 ENG:5.3 Liter V8 MFI Iron TRN:A | | | | | |
| 17JUL00 | 18JUL00 | | | | | | |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------|--------|------|------|-------|------|-----|-------|
|------|--------|------|------|-------|------|-----|-------|

A OWNER REPORTS AIR BAG LITE COMES ON AT TIMESSOP HERE

CAUSE: INTERNAL FAILURE

 C7051 COVER AND/OR PAD, FRONT SEAT BACK CUSHION -
 R&R OR REPLACE BUCKET SEAT DRIVER

320 W

1 15028595 16712C MODULE

FC: 3X

PART#: 15028595

COUNT: 1

CLAIM TYPE:

AUTH CODE:

WA

(N/C)

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

REPL DRIVERSIDE AIR BAG:

 B SEE OWNERS NOTESTATES BRAKES DONT WORK PROPERLY EVERY 50-100
 APPLICATIONSSTATES PUSH BRAKE PEDAL NOTHING HAPPENS/THEN
 JAB BRAKES LIKE PANIC STOP BRAKES WORK AND ABS

CAUSE: NORMAL

H9991 CUSTOMER CONCERN NOT DUPLICATED

320 W

FC: 9Z PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

OO

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

ABS IS WORKING AS DESIGNED -- FUNCTION TEST ABS -- ABS WORKS OK

| DEALER WARRANTY TO CUSTOMER PURCHASING PARTS AND ACCESSORIES | DESCRIPTION | TOTALS |
|--|------------------------|--------|
| General Motors has warranted to the Dealer who, pursuant to his Sales Agreement with the Company hereby, on its own behalf, warrants to the Purchaser each part or accessory sold by the Dealer to the Purchaser, to be free under normal use and service from defects in material and workmanship for a period of (twelve (12) months) from the date of delivery to the Purchaser, or until it has been "in service" for twelve (12) months, whichever comes first. This warranty shall be fulfilled by the Dealer or if the Purchaser is traveling or has moved to a different locality, any General Motors authorized dealer, regarding any such defective part, within 90 days of business, free of charge, including the related cost to install any such replacement part, if such labor is performed by the Dealer or subcontracted to a specialty shop. This warranty applies to parts and accessories sold by the dealer for installation by an authorized dealer, and to parts and accessories sold "over the counter" for installation by other than an authorized dealer. This warranty does not cover parts or accessories that are damaged by abuse, misuse, neglect, alteration, or accident, or which have been improperly, substituted or recalled, or used in applications for which they were not designed or not approved by General Motors, or are cleaned, adjusted or replaced as a part of normal maintenance or spark plugs that are oil fouled, lead fouled, or which fail due to the use of low grade fuel. Proper selection of fuel, grade of maintenance, or otherwise, failures resulting from dirt, poor quality of gasoline or the accumulation of gum or varnish, or failures caused by non-GM parts, in addition, this warranty is expressed IN LIEU OF any other express or implied warranty of MERCHANTABILITY or FITNESS and of any other obligation on the part of the Dealer. | LABOR AMOUNT | 0.00 |
| | PARTS AMOUNT | 0.00 |
| | GAS, OIL, LUBE | 0.00 |
| | SUBLET AMOUNT | 0.00 |
| | MISC. CHARGES | 0.00 |
| | TOTAL CHARGES | 0.00 |
| | LESS AMOUNT | 0.00 |
| We appreciate the opportunity to serve you. Quality Service is as important to us as it is to you. If you have any suggestions for improvement, we would like to hear from you. Thank You! The Management | SALES TAX | 0.00 |
| CUSTOMER SIGNATURE | PLEASE PAY THIS AMOUNT | 0.00 |

CUSTOMER COPY

42401

266220



INVOICE

9900 Watson Rd.
Crestwood, MO 63126
(314) 966-3311
www.jimbutlerchevrolet.com

PAGE 1

SERVICE ADVISOR: 500 STEVEN ELLIS

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Includes details for CHEVROLET TAHOE, VIN 1GNEC13T2YJ161973, and dates 12MAY2000 to 13DEC2000.

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
A O/STS BRAKES FADE ON LIGHT BRAKING AND THEN ABS WILL COME. MOSTLY ON
TURNS

CAUSE: WEAK
H0640 CYLINDER, BRAKE MASTER - REPLACE
320 W
1 18040252 4650CT CYLINDER
1 12377967 8800BOPCKT FLUID

(N/C)
(N/C)
(N/C)

FC: 40
PART#: 18040252
COUNT: 2
CLAIM TYPE:
AUTH CODE:
OO

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

REPL M/CYL AS PROBABLE CAUSE

B RENTAL 1 DAY PER STEVE E.
26CVZ RENTAL
320 W

(N/C)

SUBL RENTAL

(N/C)

FC:
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C** NON ABS BRAKES - O/STS - BRAKE IN OP

CAUSE: IMPROPERLY ADJUSTED

H0137 ROTOR ASSEMBLY - R&R OR REPLACE REAR BOTH
320 W

(N/C)

DEALER WARRANTY TO CUSTOMER PURCHASING PARTS AND ACCESSORIES
General Motors has warranted to the Dealer who, pursuant to the Sales Agreement with the Company hereby, on his own behalf, warrants to the Purchaser each part of each new part or accessory sold by the Dealer to the Purchaser to be free under normal use and service from defects in material and workmanship for a period of twelve (12) months from the date of delivery to the Purchaser, or until it has been in service for twelve thousand (12,000) miles, whichever comes first.

Table with columns: DESCRIPTION, LABOR AMOUNT, TOTALS

JIM BUTLER CHEVROLET logo and contact info: 9900 Watson Road, Crestwood, MO 63126, 314.966.3311

We appreciate this opportunity to serve you. Quality Service is as important to us as it is to you. If you have any suggestions for improvement, we would like to hear from you. Thank You! The Management

CUSTOMER SIGNATURE

Steve Schutz
Service Advisor

Service Hours
Monday-Friday
7:00 a.m. - 6:00 p.m.

Direct Line
314.543.5546

Visit Us On The Web
www.jimbutlerchevrolet.com

CUSTOMER COE

42401

266220

JIM BUTLER

INVOICE

9900 Watson Rd.
Crestwood, MO 63126
(314) 966-3311

PAGE 2

www.jimbutlerchevrolet.com

SERVICE ADVISOR: 500 STEVEN ELLIS

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/OUT | TAG | |
|-----------|------------|-----------------|-------------------|---------|----------------|---------|-----------|
| PEWTER | 00 | CHEVROLET TAHOE | 1GNEC13T2YJ161973 | | 5423/5423 | T652 | |
| DEL. DATE | PROD. DATE | WARE. EXP. | PROMISEO | PD. NO. | RATE | PAYMENT | INV. DATE |
| 12MAY2000 | | | 18:00 13DEC00 | | 0.00 | CASH | 13DEC2000 |

R.O. OPENED: 12DEC00 READY: 13DEC00 OPTIONS: STK:3653 ENG:5.3 Liter V8 MFI Iron TRN:A

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|---|--------|------|------|-------|------|-----|-------|
| FC: 2H PART#: COUNT: 0 CLAIM TYPE: AUTH CODE: OJ | | | | | | | |

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

CLEAN AND ADJ REAR BRAKES

DEALER WARRANTY TO CUSTOMER PURCHASING PARTS AND ACCESSORIES General Motors has warranted to the Dealer who, pursuant to the Sales Agreement with the Company hereby, on its own behalf, warrants to the Purchaser each part of each new part or accessory sold by the Dealer to the Purchaser, to be free under normal use and service from defects in material and workmanship for a period of twelve (12) months from the date of delivery to the Purchaser, or until it has been "in service" for twelve thousand (12,000) miles, whichever comes first. This warranty shall be fulfilled by the Dealer for if the Purchaser is traveling or has moved to a different locality, any General Motors authorized dealer replacing any such defective part, at his place of business, free of charge, including the related labor to install any such replacement part, if such labor is performed by the Dealer or subcontracted by the dealer to a specialty shop. This warranty applies to parts and accessories sold by the dealer for installation by an authorized dealer, and to parts and accessories sold "over the counter" for installation by cover than an authorized dealer. This warranty does not cover parts or accessories that are damaged by abuse, misuse, neglect, alteration, or accident or which have been improperly lubricated or repaired, or used in applications for which they were not designed or not approved by General Motors, or are cleared, adjusted or replaced as a part of normal maintenance, or spark plugs that are oil fouled, lead fouled, or which fail due to the use of low grade fuel, improper selection of heat range or misapplication, or carburetor failures resulting from dirt, poor quality of gasoline or the accumulation of gum or varnish, or failures caused by non-GM parts. In addition, this warranty is expressly IN LIEU OF any other express or implied warranty of MERCHANTABILITY or FITNESS and of any other obligation on the part of the Dealer.

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

We appreciate this opportunity to serve you. Quality Service is as important to us as it is to you. If you have any suggestions for improvement, we would like to hear from you.
Thank You! The Management

CUSTOMER SIGNATURE

CUSTOMER COPY

42401

267299



INVOICE

9900 Watson Rd.
Crestwood, MO 63126
(314) 968-3311

PAGE 1

www.jimbutlerchevrolet.com

SERVICE ADVISOR: 308 MARK E HEROLD

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/OUT | TAG | |
|-------------|-----------|-----------------|---|---------|----------------|---------|-----------|
| PEWTER | 00 | CHEVROLET TAHOE | 1GNEC13T2YJ161973 | | 6148/6148 | T394 | |
| DEL DATE | PROD DATE | WARR EXP | PROMISED | PC NO | RATE | PAYMENT | INV DATE |
| 12MAY2000 | | | 18:00 11JAN01 | | 0.00 | CASH | 12JAN2001 |
| R.O. OPENED | | READY | OPTIONS: STK:3653 ENG:5.3 Liter V8 MPI Iron TRN:A | | | | |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------|--------|------|------|-------|------|-----|-------|
|------|--------|------|------|-------|------|-----|-------|

A BRAKES HARD TO STOP AND FRONT SEEM TOP LOCK UP
 CAUSE: NORMAL

H9991 CUSTOMER CONCERN NOT DUPLICATED

51 W
 FC: 9Z PART#: COUNT: 0
 CLAIM TYPE:
 AUTH CODE: E
 OO

(N/C)

V0593 00084 RRAR W/HOUSE PLUGS LOOSE

51 W

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

TEST DROVE --- OK --- NO CODES --- NORMAL BY DESIGN --- SEE ATTACHED COPY
 ***** PERFORM RECALL --- INSPECT ONLY *****

B RENTAL

26CVZ RENTAL

51 W

(N/C)

SUBL RENTAL

W

(N/C)

FC:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C COMES IN AT SLOW STOPS ON TURNS ...

21CVZ ABS BRAKES

51 CTR

0.00

0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

SEE JOB A

DEALER WARRANTY TO CUSTOMER PURCHASING PARTS AND ACCESSORIES *General Motors has warranted to the Dealer who, pursuant to the Sales Agreement with the Company hereby, on his own behalf, warrants to the Purchaser each part of such new part or accessory sold by the Dealer to the Purchaser, to be free under normal use and service from defects in material and workmanship for a period of twelve (12) months from the date of delivery to the Purchaser, or until it has been "in service" for twelve thousand (12,000) miles, whichever comes first. This warranty shall be fulfilled by the Dealer to the Purchaser at the place of purchase or at a different location, any General Motors authorized dealer replacing any such defective part, at his place of business, free of charge, including the related labor to install any such replacement part, if such labor is performed by the Dealer, or either by the dealer or a specialty shop. This warranty applies to parts and accessories sold by the dealer for maintenance by an authorized dealer, and to parts and accessories sold "over the counter" for installation by other than an authorized dealer. This warranty does not cover parts or accessories that are damaged by abuse, misuse, neglect, alteration, or accident, or which have been improperly, lubricated or repaired, or used in applications for which they were not designed or not approved by General Motors, or are cleaned, adjusted or replaced as a part of normal maintenance, or spark plugs that are oil fouled, lead fouled, or which fail due to the use of low grade fuel, improper selection of heat range or misapplication, or carburetor failures resulting from dirt, poor quality of gasoline or the accumulation of gum or varnish, or failures caused by non-GM parts. In addition, this warranty is expressly UNLAWFUL of any other express or implied warranty of MERCHANTABILITY or FITNESS and of any other obligation on the part of the Dealer.*

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

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 Thank You! The Management

CUSTOMER SIGNATURE

CUSTOMER COPY