



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

Auto Safety Hotline

## Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393  
DC METRO AREA (202) 366-0123  
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 335

Date Received

03-FEB-2001

Od\_or \_\_\_\_\_  
R\_dt \_\_\_\_\_  
Pd\_rt \_\_\_\_\_  
Ip\_ltr \_\_\_\_\_

Reference No.

880112

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

Signature of Owner \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

### VEHICLE INFORMATION

Vehicle Ident. No. (VIN) <small>(Located at bottom of windshield on driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading		
36KEC16RXX6547070	GMC	SUBURBAN	1999			
Purchase Date <input type="checkbox"/> New <input checked="" type="checkbox"/> Used	Dealer's Name _____ City _____ State _____ Zip Code _____	Engine Size (CID/CCL) _____ No. Cylinders _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection			
Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Sport Util <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other _____ <input type="checkbox"/> Other _____	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input checked="" type="checkbox"/> Other _____

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

Component 02100000 03250000 01580000	Part Name(s) SUSPENSION:INDEPENDENT FRONT BRAKES:HYDRAULIC:ANTI-LOCK SYSTEM STEERING:LINKAGES:KNUCKLE:SPINDLE:ARM	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) 18-OCT-1999 Mileage at Failure(s) 40479 Vehicle Speed at Failure(s)	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No

### APPLICATION INCIDENT INFORMATION

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


Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
--	---	---------------------------	----------------------	---------------------------	---

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

CONSUMER'S CAR WAS PULLING TO RIGHT AND BRAKING TO LEFT. TOOK TO DEALER, AND AND THEY ALIGNED FRONT END, AND DID REPAIRS ON BRAKES AND KNUCKLES. \*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.

 DOT Auto Safety Hotline <b>Vehicle Owner's Questionnaire (VOQ)</b> 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		<b>FOR AGENCY USE ONLY</b> 335 Date Received 08-FEB-2001 Reference No. 880112	
<b>OWNER INFORMATION (Type or Print)</b> [Redacted] 673370		Work Number [Redacted] Home Number [Redacted]	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO In the absence of an authorized NHTSA user, NOT provide your name and address to the vehicle manufacturer.			
Signature of Owner [Redacted]		Date 2/21/01	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN.) Located at bottom of windshield on driver's side 3GKEC16R1X6547010 35KEC16RXX5547070		Vehicle Make GMC	Vehicle Model SUBURBAN
Vehicle Year 1999		Current Odometer Reading 41,317	
Purchase Date 9-16-99	Dealer's Name HARDIN		Engine Size (CID/CC/L) 255
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City ANAHEIM State CA Zip Code 92805		No Cylinders 4 <input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbelt <input type="checkbox"/> 2-Point Belt	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Drive Train <input type="checkbox"/> Front <input checked="" 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 Utl <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle <input checked="" type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input checked="" type="checkbox"/> Other
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 02100000 03250000 01580000	Part Name(s) SUSPENSION:INDEPENDENT FRONT BRAKES:HYDRAULIC:ANTI-SKID SYSTEM STEERING:LINKAGES:KNUCKLE:SPINDLE:ARM	Location <input checked="" type="checkbox"/> Left <input checked="" type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failures	Date(s) of Failure(s) 18-OCT-1999 Mileage at Failure(s) 40470 3228 Vehicle Speed at Failure(s) ALL	Failed Part(s) Available? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
APPLICATION INCIDENT INFORMATION			
(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)			
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Fatalities 0
Estimated Property Damage 0		Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
CONSUMER'S CAR WAS PULLING TO RIGHT AND BRAKING TO LEFT. TOOK TO DEALER, AND AND THEY ALIGNED FRONT END, AND DID REPAIRS ON BRAKES AND KNUCKLES. *AK			
<small>CONTINUE ON BACK IF NEEDED</small>			
<small>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.</small>			



DRUG USE  
IS  
LIFE ABUSE

WE SERVICE ALL GENERAL MOTORS VEHICLES

# Hardin



## GMC TRUCKS

Oldsmobile

1300 S. ANAHEIM BLVD.

ANAHEIM, CA 92805

PHONE: (714) 635-2020

DIRECT SERVICE LINE: (714) 533-1012

FAX: (714) 533-2370

E.P.A. I.D. # CAD981378791

B.A.R. # AB-008710

PARTS AND LABOR GUARANTEE 12 MONTHS OR 12,000 MILES. I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW. ALL PARTS ARE NEW UNLESS STATED OTHERWISE. FURTHERMORE, I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE, IF ANY.

SIGNED

### KEEP THAT GREAT GM FEELING WITH GENUINE GM PARTS.

INVOICE TO

#: 455892

FOR OFFICE USE

VEHICLE INFORMATION

TAG: D452 ADV: 324 SANTANA, INVOICE: PRELIM WAR I W JR  
MFG: 24259 TAG REGS: NY2RN INVOICED AT: 10/18/99 16:42:19  
ODOMETER IN: 3228 DIST: 107  
DATES BEGIN: 10/18/99 DONE: 10/18/99

VIN 3GNEC16RXXG547070 LICENSE NUMBER: CA T  
99 GMC SUBURBAN C1500 4DR SPTJTY SILVER  
STOCK# 099T7070 INV ACCT 500  
DATES INSERVICE: 091199 SOLD: 091199

CONCERN	CAUSE	CORRECTION	FACTORY	OPERATION	TECH	HOURS	AMOUNT
51	PULLS RIGHT WHEN DRIVING.	CROSSFRONT TIRES TO DETERMINE		E0100	115	.4	
51-1	PULL. F/END OUT OF ALIGN. KNOCKOUT FRAME TO ADJUST CAMBER/CASTER & SET TOE-IN	PULL. F/END OUT OF ALIGN. KNOCKOUT FRAME TO ADJUST CAMBER/CASTER		E2020	115	2.2	
		TECH: 115 - COX, KEITH	CERT#: KEITH				
		COND CODE : 00	FAIL CODE : 3A				
51-1		COND CODE : 00	FAIL CODE : 3A				

CONCERN	CAUSE	CORRECTION	FACTORY	OPERATION	TECH	HOURS	AMOUNT
52	WAS PULLING LEFT WHEN BRAKING BUT IS NOW PULLING RIGHT WHEN BRAKING.	R/R FRONT BRAKE CALIPERS TO		H0057	115	1.7	
		ENLARGE STEERING KNUCKLE CLEARANCE—TOO TIGHT					
		TECH: 115 - COX, KEITH	CERT#: KEITH				
		COND CODE : 00	FAIL CODE : 2F				

CONCERN	CAUSE	CORRECTION	FACTORY	OPERATION	TECH	HOURS	AMOUNT
53	L/F DOOR DRIP RAIL MLDG. FPS/RATTLES WHEN DRIVING.	ROAD TEST—L/F DOOR VIBRATES ON		TIME	012	.1	
		DRIP HOLDING. ALIGN L/F DOOR FRAME					
		TECH: 012 - STIVERS, GARY	CERT#: GARY				
		COND CODE : NO	FAIL CODE : 3A				

CONCERN	CAUSE	CORRECTION	FACTORY	OPERATION	TECH	HOURS	AMOUNT
54	WIND NOISE FROM R/SIDE OF VEH. WHEN DRIVING—ADVISE. ASK OWNER TO DEMO THIS PLEASE TO ASSIST IN FIXING IT.	ROAD TEST—ONLY AIR NOISE HEARD		MOVE	012	.0	
		WAS ROOF RACK SLATE TOO FAR FORWARD. MOVE BACK & NOISE WAS GONE					
		TECH: 012 - STIVERS, GARY	CERT#: GARY				
		FAIL CODE : 0					

PAGE 1

CASH  CHECK  # \_\_\_\_\_

M/C  D  A/E  V

CUSTOMER COPY

THIS FORM PRINTED ON PREMIUM CARBONLESS. RETURN TO: 10/18/99

CALL FOR SERVICE INFO CALL BY (714) 635-2020

10/18/99

TO REORDER FORMS OR SUPPLIES CALL 1-800-999-6348 EXT. 8030

DRUG USE  
IS  
LIFE ABUSE



WE SERVICE ALL GENERAL MOTORS VEHICLES



Oldsmobile

1300 S. ANAHEIM BLVD. ANAHEIM, CA 92805

PHONE: (714) 635-2020 DIRECT SERVICE LINE: (714) 533-1012 FAX: (714) 533-2370

E.P.A. I.D. # CAD961376791 D.A.R. # AB-008710

PARTS AND LABOR GUARANTEE 12 MONTHS OR 12,000 MILES. I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW. ALL PARTS ARE NEW UNLESS STATED OTHERWISE. FURTHERMORE, I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE, IF ANY.

SIGNED

KEEP THAT GREAT GM FEELING WITH GENUINE GM PARTS.

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: W55892

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 0462 ADV: 324 SANTANA, INVOICED AT: 10/18/99 16:42:19 JP 99 SUBURBAN SILVER LICENSE NUMBER: CA T

CONCERN	RENTAL-WARR.	OPERATION	TECH	HOURS	AMOUNT
CHASSIS	CHASSIS NEEDS RENTAL	17901	100	.0	
PROBLEMS	PROVIDED				
FACTORY	TECH: 100 - SUBLET TECH				
	COND CODE : NJ				
		CERT#: SUBLET			
		FAIL CODE : 98			

PAYMENT DISTRIBUTION FOR INVOICE W55892

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST  
INT - INTERNAL

IF YOU HAVE ANY QUESTIONS - PLEASE SEE ADRIAN SANTANA

YOUR COMPLETE SATISFACTION IS OUR GOAL. IF FOR SOME REASON YOU ARE NOT COMPLETELY SATISFIED WITH THE REPAIRS OR EXPLANATION OF REPAIR:

PLEASE CALL OUR SERVICE MANAGER @ 714-533-1012

\* THANK YOU FOR CHOOSING HARDIN OLDS/GMC \*

PAGE 2  
LAST PAGE

KD  
10-19-99

CASH  CHECK  # \_\_\_\_\_

CUSTOMER COPY

MIC  D  AE  V

THIS FORM PRINTED ON PREMIUM CARBONLESS RECYCLABLE PAPER

ON LINE SERVICE INVOICING BY UCS

© 1979 GM

TO REQUEST FORMS OR SUPPLIES CALL 1-800-999-8348 EXT. 5020

DRUG USE  
IS  
LIFE ABUSE



WE SERVICE ALL GENERAL MOTORS VEHICLES



GMC  
TRUCKS

Oldsmobile

1300 S. ANAHEIM BLVD. ANAHEIM, CA 92805

PHONE: (714) 635-2020 DIRECT SERVICE LINE: (714) 533-1012 FAX: (714) 533-2370

E.P.A. I.D. # CAD981376791 B.A.R. # AB-008710

PARTS AND LABOR GUARANTEE 12 MONTHS OR 12,000 MILES. I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW. ALL PARTS ARE NEW UNLESS STATED OTHERWISE. FURTHERMORE, I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE, IF ANY.

SIGNED

KEEP THAT GREAT GM FEELING WITH GENUINE GM PARTS.

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: 155892

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 0462 ADV: 324 SANTANA, INVOICE: PRELIM INT ( # JR VIN 3GKEC16RXX3547070 LICENSE NUMBER: CA T  
MFG: 24259 TAX RULES: NYNIN INVOICED AT: 10/18/99 16:42:39 99 GMC SUBURBAN C:500 4DR SPTUTY SILVER  
ODOMETER IN: 3228 DIST: 107 STOCK# 099T7070 INV ACCT 500  
DATES BEGIN: 10/18/99 DONE: 10/18/99 DATES INSERVICE: 091199 SOLD: 091199

CONCERN	DESCRIPTION	OPERATION	TECH	HOURS	AMOUNT
02	COMPLIMENTARY OIL AND FILTER CHANGE, CHECK TIRE PRESSURES	OPERATION			
CORRECTION	CHANGE OIL AND FILTER, 10 POINT INSPECTION, LUBE CHASSIS.	COMPO:L	115	.3 *	
	PART NUMBER	PC#	NOTE	DESCRIPTION	QTY
	000 025160561			FILTER AS	18
	000 00AC1030W		1000	VALVOLINE	78
FACTORY	TECH: 115 - COX, KEITH				

PAYMENT DISTRIBUTION FOR INVOICE 155892

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST  
WAR - WARRANTY  
IF YOU HAVE ANY QUESTIONS - PLEASE SEE ADRIAN SANTANA

PAGE 1  
LAST PAGE

ED  
10-19-99

CASH  CHECK  # \_\_\_\_\_

CUSTOMER COPY

M/C  D  A/E  V

THIS FORM PRINTED ON PREMIUM QUALITY PAPER

ON LINE SERVICE WORKING BY [ ]

01978 [ ]

TO REORDER FORMS OR SUPPLIES CALL 1-800-999-8348 EXT. 8000

DRUG USE  
IS  
LIFE ABUSE



WE SERVICE ALL GENERAL MOTORS VEHICLES



Oldsmobile

1300 S. ANAHEIM BLVD. ANAHEIM, CA 92805

PHONE: (714) 635-2020 DIRECT SERVICE LINE: (714) 533-1012 FAX: (714) 533-2370

E.P.A. I.D. # CAD981376731 B.A.R. # AB-009710

PARTS AND LABOR GUARANTEE 12 MONTHS OR 12,000 MILES. I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW. ALL PARTS ARE NEW UNLESS STATED OTHERWISE. FURTHERMORE, I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE, IF ANY.

SIGNED \_\_\_\_\_

### KEEP THAT GREAT GM FEELING WITH GENUINE GM PARTS.

INVOICE TO

VEHICLE INFORMATION INVOICE: W56617

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 0947 A21-324 SANTA ANA, INVOICE: PRELIM WAR W JR VIN 3GKEC16AXX0547070 LICENSE NUMBER: CA T  
 MFG: 24259 (TAX RULES) MYRN INVOICE AT: 11/05/99 15:42:15 99 GMC SUBURBAN 31500 4DR SPYDUTY SILVER  
 ODOMETER IN: 4472 DIST: 10T STOCK# 099T7070  
 DATES BEGIN: 11/05/99 DONE: 11/05/99 DATES IN SERVICE: 091199 SOLD: 091199

CONCERN 51 CUST STATES ALARM TOO SENSITIVE GOES OFF WHEN TURCK ODDO BYE OPERATION TECH HOURS AMOUNT  
 CAUSE NO 012 .0 B  
 CORRECTION ADJUST SHOCK SENSOR TO MIN  
 FACTORY TECH: 012 - STIVERS, GARY CERT#: GARY  
 FAIL CODE : 0 **No one knows**

CONCERN 52 CUST STATES WHEN BRAKES APPLIED SLIGHT PULL TO LEFT OPERATION TECH HOURS AMOUNT  
 CAUSE CALIPERS BIND HOURS 115 1.1  
 CORRECTION R/R BOTH BRAKE CALIPERS FILE KNUCKLE TOP ENLARGE OPENING .5  
 COMMENT 55892  
 FACTORY TECH: 115 - COX, KEITH CERT#: KEITH  
 COND CODE : 00 FAIL CODE : 20 AUTH : B  
 LINE AUTH: JR 110599 15:41

CONCERN 53 CUST STATES POPPING OUT OF L/F DOOR PANEL SEE ABRIAN OPERATION TECH HOURS AMOUNT  
 CAUSE L/F DOOR TRIM PANEL LOOSEN FROM 0355 012 .4  
 CORRECTION TOP AREA, R/R AND SECURE L/F DOOR TRIM PANEL  
 FACTORY TECH: 012 - STIVERS, GARY CERT#: GARY  
 COND CODE : VK FAIL CODE : 24

CONCERN 60\* 1 DAY RENTAL SEE PO 151061 OPERATION TECH HOURS AMOUNT  
 CAUSE CUST NEEDS RENTAL 2790 100 .0  
 CORRECTION PROVIDED  
 FACTORY TECH: 100 - SUBLET TECH CERT#: SUBLET  
 COND CODE : MJ FAIL CODE : 99  
 LINE AUTH: JR 110599 15:38

CASH  CHECK  # \_\_\_\_\_ M/C  D  A/E  V

CUSTOMER COPY

THIS FORM PRINTED ON PREMIUM CARBONLESS, RECYCLABLE PAPER

ON LINE SERVICE INVOCING BY USE

6141 Len

TO REORDER FORMS OR SUPPLIES CALL 1-800-828-6248 EXT. 8050

DRUG USE  
IS  
LIFE ABUSE



WE SERVICE ALL GENERAL MOTORS VEHICLES



Oldsmobile

ANAHEIM, CA 92805

PHONE: (714) 535-2020

DIRECT SERVICE LINE: (714) 533-1012

FAX: (714) 533-2370

E.P.A. I.D. # CAD981376791

B.A.R. # AB-008710

PARTS AND LABOR GUARANTEE 12 MONTHS OR 12,000 MILES. I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW. ALL PARTS ARE NEW UNLESS STATED OTHERWISE. FURTHERMORE, I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE, IF ANY.

SIGNED \_\_\_\_\_

### KEEP THAT GREAT GM FEELING WITH GENUINE GM PARTS.

INVOICE TO \_\_\_\_\_

DRIVER/OWNER INFORMATION -- INVOICE: W56617

FOR OFFICE USE \_\_\_\_\_

VEHICLE INFORMATION

TAG: 0947 ADV: 324 SANTANA INVOICED AT: 11/05/99 15:42:15 DR 39 CUSURBAN SILVER LICENSE NUMBER: CA T

PAYMENT DISTRIBUTION FOR INVOICE W56617

IF YOU HAVE ANY QUESTIONS - PLEASE SEE ADRIAN SANTANA

YOUR COMPLETE SATISFACTION IS OUR GOAL. IF FOR SOME REASON YOU ARE NOT COMPLETELY SATISFIED WITH THE REPAIRS OR EXPLANATION OF REPAIR

PLEASE CALL OUR SERVICE MANAGER @ 714-533-1012

\* THANK YOU FOR CHOOSING HARDIN OLDS/GMC \*

PAGE 2  
LAST PAGE

THIS FORM PRINTED ON PREMIUM CARBONLESS, RECYCLABLE PAPER

ON LINE SERVICE INVOICING BY UCS

0 1979 Jan

TC REORDER FORMS OR SUPPLIES CALL 1-800-999-8348 EXT. 6090

CASH  CHECK  # \_\_\_\_\_

CUSTOMER COPY

M/C  D  A/E  V



LIFE ABUSE

# Hardin



**GMC**  
TRUCKS

Oldsmobile  
1300 S. ANAHEIM BLVD. ANAHEIM, CA 92805

PHONE: (714) 635-2020 DIRECT SERVICE LINE: (714) 533-1012 FAX: (714) 533-2370

E.P.A. I.D. # CAD981376791 B.A.R. # AB-008710

PARTS AND LABOR GUARANTEE 12 MONTHS OR 12,000 MILES. I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW. ALL PARTS ARE NEW UNLESS STATED OTHERWISE. FURTHERMORE, I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE, IF ANY.

SIGNED

## KEEP THAT GREAT GM FEELING WITH GENUINE GM PARTS.

INVOICE #

DRIVER/OWNER INFORMATION -- INVOICE: W56885

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 0031	APT 910 ANDERSON	INVOICE# FRELIN WAR W	OR	VIN 3G8EJ46R1G547070	LICENSE NUMBER: CA T
MFG: 2400A	TAX RULES: AY2M	INVOICED AT: 11/12/99 15:04:43		99 GMC	308666A 01500 4DR 3DRUTY SILVER
ODOMETER MI 5033		DATE: 10/			STOCK# 0937070
DATES BEGIN: 11/12/99	DATE: 11/12/99			DATES ASSEMBLED: 09116	SOLD: 091199

CONCERN 51	PULLS TO THE RIGHT VERY BADLY WHEN BRAKING-SEE HIST. ROAD TEST WHEN DONE	OPERATION	TECH	HOURS	AMOUNT
CAUSE	ALSO DRIFTS RIGHT WHILE DRIVING. 3RD TIME-SEE HIST.	NO	115	.0	8

CORRECTION: KNOCKOUT FRAME ON R/SIDE TO ADJUST CASTER/CAMBER.

COMMENT: TEST DRIVE 5 MILES

FACTORY: TECH: 115 - COX, KEITH  
FAIL CODE: 1

*Handwritten signature: KEITH COX*

CONCERN 60	RENTAL CAR	OPERATION	TECH	HOURS	AMOUNT
CAUSE	JUST NEED RENTAL	PROV	100	.0	

CORRECTION: PROVIDED

PART NUMBER

FOR	NOTE	DESCRIPTION	QTY	SELL
151079		ERAC	1	

FACTORY: TECH: 100 - SUBLET TECH  
LONG CODE: P

FAIL CODE: 95  
LINE AUTH: OR 11229 15:04

PAYMENT DISTRIBUTION FOR INVOICE W56885

IF YOU HAVE ANY QUESTIONS - PLEASE SEE JUDY ANDERSON

\*\*\*\*\*  
 YOUR COMPLETE SATISFACTION IS OUR GOAL. IF FOR SOME REASON YOU ARE NOT COMPLETELY SATISFIED WITH THE REPAIRS OR EXPLANATION OF REPAIR PLEASE CALL OUR SERVICE MANAGER @ 714-533-1012  
 \* THANK YOU FOR CHOOSING HARDIN OLDSMOBILE \*  
 \*\*\*\*\*

*Handwritten: KD 11-12-99*

PAGE 1  
LAST PAGE

CASH  CHECK  # \_\_\_\_\_

CUSTOMER COPY

M/D  D  A/E  V

THIS FORM PRINTED ON PREMIUM CARBONLESS, RECYCLED PAPER

ONLINE SERVICE INVOCING BY

10/98

TO REQUEST FORMS OR SUPPLIES CALL 1-800-368-6446 EXT. 8099

CUSTOMER COPY

CUSTOMER PAY

WARRANTY

INTERNAL



"Your complete satisfaction is our goal."

PLEASE RETAIN THIS CLAIM CHECK



HARDIN AUTO BODY CENTER  
(714) 517-2795

VEHICLE TAG #

31

DRUG USE IS  
LIFE ABUSE

1300 S. ANAHEIM BLVD.  
ANAHEIM, CA 92805



SERVICE CONSULTANT:

Judy

DIRECT SERVICE LINE  
(714) 533-1012

FAX NUMBER  
(714) 780-0825

E.P.A. #CAD981376791

B.A.R. #AB-008710

EXTENSION #

DEAR CUSTOMER:

Because of the different types of warranty coverages available at the time you purchased your car, your maintenance needs may vary. It is your responsibility to read your owner's manual and any service contract you may have and REQUEST any recommended service to maintain your compliance with those warranties. If you have any questions about your maintenance please consult your service advisor.

I hereby authorize the repair work to be done along with the necessary material and hereby grant your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection.

SUBJECT TO CONDITIONS ON REVERSE SIDE.  
PLEASE READ REVERSE SIDE FOR WARRANTY INFORMATION.  
PRELIMINARY ESTIMATE DOES NOT INCLUDE TAX

REVISED ESTIMATE PARTS & LABOR

REVISED EST. PARTS & LABOR \$ ESTIMATE DOES NOT INCLUDE TAX  
BY

PERSON TALKED TO  
PHONE IN PERSON  
DATE TIME PHONE

REPLACED PARTS

REQUESTED BY CUSTOMER:  YES  NO

SIGN

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
DIFFERENTIAL SERVICE	OIL, LUBE & FILTER	QUICK LUBE & INSPECTION	EMISSIONS CONTROL SVC.	AIR CONDITIONING SVC.	WHEEL ALIGNMENT	ROTATE & BALANCE TIRES	WHEEL BEARING REPACK	TRANSMISSION SERVICE	FUEL FILTER, O/R/REPLACE	TUNE ENGINE	AIR CLEANER, O/R/REPLACE	BELTS, INSPECT & ADJUST	COOLING SYSTEM FLUSH	REPLACE SHOCKS	CHECK DRINKS	REPLACE FRONT BRAKES	REPLACE REAR BRAKES	STEAM C/ FAN ENGINE	ALIGN REAR WHEELS	CALIFORNIA SMOG INSP.	SAFETY CHECK	6,000 MILE SERVICE		

2ND REVISED ESTIMATE PARTS & LABOR

REVISED EST. PARTS & LABOR \$ ESTIMATE DOES NOT INCLUDE TAX  
BY

PERSON TALKED TO  
PHONE IN PERSON  
DATE TIME PHONE

NOTICE TO CONSUMER:  
PLEASE READ IMPORTANT INFORMATION ON BACK.

INSTRUCTIONS ON WORK TO BE DONE

PG 1 OF 1

01	PRY TYPE: W	TECH	OPERATION	HRS
	ROLL TO THE RIGHT VERY SLOWLY WHEN	TECH	OPERATION	HRS
	BRACKING-SEE HIST. ROAD TEST WHEN DONE	TECH	OPERATION	HRS
	ALSO DRIVE RIGHT & LEFT DRIVING, AND	TECH	OPERATION	HRS
	TIRE-SEE HIST.	TECH	OPERATION	HRS
02	PRY TYPE: W	TECH	OPERATION	HRS
	DRIVE TO WADING-GUYSE, IF IT WILL TIRE	TECH	OPERATION	HRS
	VERY SLOW.	TECH	OPERATION	HRS
	(drifts right on flat roads as	TECH	OPERATION	HRS
	well as slanted)	TECH	OPERATION	HRS
		TECH	OPERATION	HRS

66769

DRUG USE  
IS  
LIFE ABUSE



# Hardin

WE SERVICE ALL GENERAL MOTORS VEHICLES



**GMC**  
TRUCKS

Oldsmobile

1300 S. ANAHEIM BLVD. ANAHEIM, CA 92805

PHONE: (714) 635-2020 DIRECT SERVICE LINE: (714) 533-1012 FAX: (714) 533-2370

E.P.A. I.D. # CAD981376791 B.A.R. # AB-008710

PARTS AND LABOR GUARANTEE 12 MONTHS OR 12,000 MILES. I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW. ALL PARTS ARE NEW UNLESS STATED OTHERWISE. FURTHERMORE, I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE, IF ANY.

SIGNED

## KEEP THAT GREAT GM FEELING WITH GENUINE GM PARTS.

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: W61472

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 4957	ADV: 913 ANDERSON, INVOICE: PRELIM WAR W	JA	VIN 3GKEC16RXXG547070	LICENSE NUMBER: CA 4H4729
MFG: 24259	TAX RULES: NY2RN INVOICED: 03/27/2000 09:39:27		99 GMC SUBURBAN C1500	4DR SPTUTY SILVER
ODMETER IN: 13117		DIST: 16T		STOCK# 099T7070
DATES BEGIN: 03/27/00	DONE: 03/27/00		DATES IN SERVICE: 091199	SOLD: 091199

CONCERN 51	WHEN COMING TO A STOP THE STEERING WHEEL WOBLES-ADVISE. SEE HISTORY OF OPERATION	TECH HOURS	AMOUNT
CAUSE	BRAKING/PULLING CONCERNS. NOTE: OWNER IS WAITING.	H0127	115 2.0
CORRECTION	BOTH FRONT ROTORS OUT OF PARALLEL		
FACTORY	RESURFACE BOTH TO RESTORE PARALLELISH		
	TECH: 115 - COX, KEITH		
	FAIL CODE : 56		
	CERT#: KEITH		

PAYMENT DISTRIBUTION FOR INVOICE W61472

CUSTOMER WAITING  
 IF YOU HAVE ANY QUESTIONS - PLEASE SEE JUDY ANDERSON

\*\*\*\*\*  
 YOUR COMPLETE SATISFACTION IS OUR GOAL. IF FOR SOME REASON YOU ARE NOT COMPLETELY SATISFIED WITH THE REPAIRS OR EXPLANATION OF REPAIR  
 PLEASE CALL OUR SERVICE MANAGER @ 714-533-1012  
 \* THANK YOU FOR CHOOSING HARDIN OLDS/GMC \*

\*\*\*\*\*

PAGE 1  
LAST PAGE

3-27-00

CASH  CHECK  # \_\_\_\_\_

CUSTOMER COPY

MC  D  AE  V

THIS FORM PRINTED ON PREMIUM CARBONLESS RECYCLED PAPER

ON LINE SERVICE INVOICING BY UCS

01879 102

TO REORDER FORMS OR SUPPLIES CALL 1-800-998-8348 EXT. 6690





DRUG USE  
IS  
LIFE ABUSE



WE SERVICE ALL GENERAL MOTORS VEHICLES



Oldsmobile  
1300 S. ANAHEIM BLVD. ANAHEIM, CA 92805

PHONE: (714) 635-2020 DIRECT SERVICE LINE: (714) 533-1012 FAX: (714) 533-2370

E.P.A. I.D. # CAD981376791 B.A.R. # AB-002710

PARTS AND LABOR GUARANTEE 12 MONTHS OR 12,000 MILES. I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW. ALL PARTS ARE NEW UNLESS STATED OTHERWISE. FURTHERMORE, I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE, IF ANY.

SIGNED

KEEP THAT GREAT GM FEELING WITH GENUINE GM PARTS.

INVOICE TO

DRIVER/CUSTOMER INFORMATION - INVOICE: W67161

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 3173 ADV: 913 ANDERSON, INVOICE: PRELIM WAR C W JA VIN 3GKEC16RX1G547070 LICENSE NUMBER: CA 4H4W729  
MFG: 24259 TAX RULES: NY2RN INVOICED: 09/02/2000 12:39:37 99 GMC SUBURBAN E1500 4DR SPTUTY SILVER  
ODOMETER IN: 26417 DIST: 107 STOCK# 099T7070  
DATES BEGIN: 09/01/00 DONE: 09/02/00 DATES INSERVICE: 091199 SOLD: 091199

CONCERN 51 PULLS LEFT-SEE HIST.. OPERATION TECH HOURS AMOUNT  
CAUSE NC 115 .0 B  
CORRECTION NO CHARGE  
FACTORY TECH: 115 - COX, KEITH CERT#: KEITH  
FAIL CODE : 56

CONCERN 52 ROUGH IDLE, ESP. WHEN HOT-DOWNER REC'D LETTER RE: INJECTORS. OPERATION TECH HOURS AMOUNT  
CAUSE FLUSH J5660 215 1.0  
CORRECTION INJECTORS PER BULLETIN  
PART NUMBER PO# NOTE DESCRIPTION QTY SELL  
000 012345104 GOG DETERGENT 1  
000 000008955 GOG UNIV FUEL SYS CLR 1  
FACTORY TECH: 215 - TAHL, JOHN CERT#: JOHN  
FAIL CODE : 5

PAYMENT DISTRIBUTION FOR INVOICE W67161

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST  
CUS - CUSTOMERPAY

IF YOU HAVE ANY QUESTIONS - PLEASE SEE JUDY ANDERSON

\*\*\*\*\*  
YOUR COMPLETE SATISFACTION IS OUR GOAL. IF FOR SOME REASON YOU ARE NOT  
COMPLETELY SATISFIED WITH THE REPAIRS OR EXPLANATION OF REPAIR

PLEASE CALL OUR SERVICE MANAGER @ 714-533-1012

\* THANK YOU FOR CHOOSING HARDIN OLDS/GMC\*

\*\*\*\*\*

9-2-00  
JD

PAGE 1  
LAST PAGE

CASH  CHECK  # \_\_\_\_\_

M/C  D  A/E  V

CUSTOMER COPY

THIS FORM PRINTED ON PREMIUM CARBONLESS, RECYCLABLE PAPER

ONLINE SERVICE INVOICING BY UCS

0 1271 0

TO REORDER FORMS OR SUPPLIES CALL 1-800-988-0248 EXT. 8998



DRUG USE IS LIFE ABUSE

# Hardin

WE SERVICE ALL GENERAL MOTORS VEHICLES



**GMC**  
TRUCKS

Oldsmobile  
1300 S. ANAHEIM BLVD. ANAHEIM, CA 92805

PHONE: (714) 635-2020 DIRECT SERVICE LINE: (714) 533-1012 FAX: (714) 533-2370  
E.P.A. I.D. # CAD981376791 B.A.R. # AB-008710

PARTS AND LABOR GUARANTEE 12 MONTHS OR 12,000 MILES. I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW. ALL PARTS ARE NEW UNLESS STATED OTHERWISE. FURTHERMORE, I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE, IF ANY.

SIGNED \_\_\_\_\_

## KEEP THAT GREAT GM FEELING WITH GENUINE GM PARTS.

INVOICE TO: [REDACTED] DATE: 06/16/00  
VEHICLE INFORMATION: [REDACTED] INVOICE: 067161

FOR OFFICE USE: TAG: 3173 ADV: 913 ANDERSON, INVOICE: PRELIM CUS C M JA VIN 30KEC15RXK6547070 LICENSE NUMBER: CA 416W729  
MFG: 24259 TAX RULES: NYNMY INVICED: 09/02/2000 12:45:15 99 GMC SUBURBAN C1500 4DR SPTUTY SILVER  
ODOMETER IN: 26417 DIST: 16T STOCK# 099T7070  
DATES BEGIN: 09/01/00 DONE: 09/02/00 DATES IN SERVICE: 091199 SOLD: 091199

CONCERN 06\* CUSTOMER REQUEST WHEEL ALIGNMENT FRONT WHEELS OPERATION TECH AMOUNT  
CORRECTION ALIGN WHEELS TO MANUFACTURERS SPECIFICATIONS, CASTER, CAMBER, TOE. 06 115 .00  
FACTORY TECH: 115 - COX, KEITH  
TYPE: C SUBTOTAL TOTAL CHARGE FOR CONCERN .00

CONCERN 17\* 17S \*\*COUPON SPECIAL\*\* REPLACE WORN FRONT BRAKE PADS OPERATION TECH AMOUNT  
CORRECTION REPLACE FRONT BRAKES AS REQUESTED INSPECT CALIPERS AND LINES. 17S 115 \* 60.00  
PART NUMBER PC# NOTE DESCRIPTION QTY SELL  
000 018029805 PAD KIT 1B 49.95 49.95  
FACTORY TECH: 115 - COX, KEITH  
TYPE: C LINE FLAGS: HAZ  
SUBTOTAL PARTS 49.95  
HAZARDOUS WASTE CHG 2.00  
MECHANICAL LABOR 60.00  
TOTAL CHARGE FOR CONCERN 111.95

CONCERN 26 24D BALANCE ALL 4 WHEELS, ROTATE TIRES, INSPECT BRAKES OPERATION TECH AMOUNT  
CORRECTION ROAD TEST CAR 24D 115 \* 33.60  
FACTORY TECH: 115 - COX, KEITH  
TYPE: C  
SUBTOTAL MECHANICAL LABOR 33.60  
TOTAL CHARGE FOR CONCERN 33.60

CONCERN 27\* OPERATION TECH HOURS AMOUNT  
CORRECTION REPACK BRDS. DONE 115 1.0 S 40.00  
FACTORY TECH: 115 - COX, KEITH  
PAGE 1

CASH  CHECK  # \_\_\_\_\_

M/C  D  A/E  V

CUSTOMER COPY

61979 101

TO REORDER FORMS OR SUPPLIES CALL 1.800.969.6348 EXT. 6090

DRUG USE  
IS  
LIFE ABUSE



# Hardin

WE SERVICE ALL GENERAL MOTORS VEHICLES



Oldsmobile

1300 S. ANAHEIM BLVD. ANAHEIM, CA 92805

PHONE: (714) 635-2020 DIRECT SERVICE LINE: (714) 533-1012 FAX: (714) 533-2370

E.P.A. I.D. # CAD981376791 B.A.P. # AB-008710

PARTS AND LABOR GUARANTEE 12 MONTHS OR 12,000 MILES. I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW. ALL PARTS ARE NEW UNLESS STATED OTHERWISE. FURTHERMORE, I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE, IF ANY.

SIGNED

### KEEP THAT GREAT GM FEELING WITH GENUINE GM PARTS.

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: 067161

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 3173 ADV: 913 ANDERSON INVOICED: 09/02/2000 12:45:15 JA 99 SUBURBAN SILVER LICENSE NUMBER: CA 4H4729

TYPE: C	GRAND TOTAL	SUBTOTAL	
		MECHANICAL LABOR	40.00
		TOTAL CHARGE FOR CONCERN	40.00

SUMMARY OF CHARGES FOR INVOICE 067161

PARTS	49.95
HAZARDOUS WASTE CHG	2.00
MECHANICAL LABOR	133.60
SUB-TOTAL	185.55
SALES TAX	3.87
TOTAL CHARGE	189.42

PAYMENT DISTRIBUTION FOR INVOICE 067161

TOTAL CHARGE	189.42
CASH DUE	189.42

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST  
WAR - WARRANTY  
IF YOU HAVE ANY QUESTIONS - PLEASE SEE JULY ANDERSON

PAGE 2  
LAST PAGE

9-2-00  
KD

CHECK  #

CUSTOMER COPY

M/C  D  A/E  V

01979 10/97 TO REORDER FORMS OR SUPPLIES CALL 1-800-399-6298 EXT. 8100

DRUG USE  
IS  
LIFE ABUSE



# Hardin

WE SERVICE ALL GENERAL MOTORS VEHICLES



1321 AUTO CENTER DR. ANAHEIM, CA 92805

PHONE: (714) 636-2020 DIRECT SERVICE LINE: (714) 533-1012 FAX: (714) 780-0825

E.P.A. I.D. # CAL000217216 B.A.R. # AB-008710

PARTS AND LABOR GUARANTEE 12 MONTHS OR 12,000 MILES. I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW. ALL PARTS ARE NEW UNLESS STATED OTHERWISE. FURTHERMORE, I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE, IF ANY.

SIGNED \_\_\_\_\_

## KEEP THAT GREAT GM FEELING WITH GENUINE GM PARTS.

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: W68753



FOR OFFICE USE

VEHICLE INFORMATION

TAG: 1373 ADV: 391 HABER, MI INVOICE: PRELIM WAR C W MH  
MFG: 24259 TAX RULES: NY 30M INVOICED: 10/11/2000 10:36:22  
ODOMETER IN: 32636 DIST: 107  
DATES BEGIN: 10/07/00 DONE: 10/11/00

VIN 3GKEC16RXXG547070 LICENSE NUMBER: CA 4HW729  
99 GMC SUBURBAN C1500 4DR SPTUTY SILVER  
STOCK# 099T070  
DATES IN-SERVICE: 091199 SGLD: 091199

CONCERN 54 CUST/STATES E-BRAKE HANDLE IS BROKEN  
CAUSE CABLE BROKEN  
CORRECTION REPLACED CABLE

OPERATION	TECH	HOURS	AMOUNT
H2020	012	.3	19.74

PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	SELL	AMOUNT
000 015721415			HANDLE	1	5.46	5.46
000 015027138			CABLE	1	1.68	1.68

FACTORY TECH: 012 - STIVERS, GARY CERT#: GARY  
FAIL CODE : X

----- SUBTOTAL -----  
PARTS 9.99  
LAB-MECHANICAL 19.74  
TOTAL CHARGE FOR CONCERN 29.73

CONCERN 53 CUST/STATES DRIVERS SIDE FAR LEFT VENT RATTLES IN THAT AREA  
CAUSE SECURED DOOR PANEL AREA  
CORRECTION COMPLETED

OPERATION	TECH	HOURS	AMOUNT
C1028	012	.7	46.06

FACTORY TECH: 012 - STIVERS, GARY CERT#: GARY  
FAIL CODE : X

----- SUBTOTAL -----  
LAB-MECHANICAL 46.06  
TOTAL CHARGE FOR CONCERN 46.06

CONCERN 56 CUST/STATES ENGINE IDLES ROUGH  
CAUSE DIRTY INJECTORS  
CORRECTION CLEANED INJECTORS

OPERATION	TECH	HOURS	AMOUNT
J0354	215	1.0	65.80

PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	SELL
-------------	-----	------	-------------	-----	------

PAGE 1

CASH  CHECK  # \_\_\_\_\_

M/C  D  A/E  V

CUSTOMER COPY

ONLINE SERVICE INVOCING BY [LIC#]

TO REORDER FORMS OR SUPPLIES CALL 1-800-899-6348 EXT. 8030

DRUG USE  
IS  
LIFE ABUSE

WE SERVICE ALL GENERAL MOTORS VEHICLES



1321 AUTO CENTER DR. ANAHEIM, CA 92805

PHONE: (714) 835-2020 DIRECT SERVICE LINE: (714) 533-1012 FAX: (714) 780-0825

E.P.A. I.D. # CAL000217210 B.A.R. # AB-008710

PARTS AND LABOR GUARANTEE 12 MONTHS OR 12,000 MILES. I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW. ALL PARTS ARE NEW UNLESS STATED OTHERWISE. FURTHERMORE, I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE, IF ANY.

SIGNED \_\_\_\_\_

KEEP THAT GREAT GM FEELING WITH GENUINE GM PARTS.

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: C68753

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 1373	ADV: 391 HARDY, MI	INVOICE: PRELIM CUS C W	MI	VEN 3GKED16RXK0547070	LICENSE NUMBER: CA 4HHW729
MFG: 24759	TAX RULES: NYNN	INVOICED: 10/11/2000 10:36:21	99 GMC	SUBURBAN C1500	489 SPTUTY SILVER
ODOMETER IN: 32636		DIST: 1GT		STOCK# 099T7070	
DATES BEGIN: 10/07/00	DONE: 10/11/00			GATES INSERVICE: 091199	SOLD: 091199

CONCERN 26	CUSTOMER APPRECIATION OIL AND FILTER CHANGE & 21 POINT SAFETY CHECK	\$14.95	OPERATION	TECH	AMOUNT		
CORRECTION	CHANGE OIL AND FILTER, LUBE CHASSIS, 21 POINT SAFETY CHECK		QUICKS	115	.95		
	PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	SELL	AMOUNT
	000 025160561			FILTER AS	15	5.75	5.75
	000 00AC1030W		600	VALVOLINE	70	1.45	10.15
FACTORY	TECH: 115 - COX, KEITH						
SUBTOTAL							
					PARTS	5.75	
					OIL-OIL-GREASE	10.15	
					EPA COMPLIANCE CHG	1.00	
					MECHANICAL LABOR	.95	
					TOTAL CHARGE FOR CONCERN	17.95	
TYPE: C	LINE FLAGS: EPA						

CONCERN 52	CUST/STATES FROM 80 TO 90 MPH VEHICLE VIBRATES AND STEERING		OPERATION	TECH	HOURS	AMOUNT	
CAUSE	CHECKED STEERING AND SUSPENSION		STEERING	115	.3	19.20	
CORRECTION	FOUND BENT WHEEL ADVISED CUSTOMER						
FACTORY	TECH: 115 - COX, KEITH						
SUBTOTAL							
					MECHANICAL LABOR	19.20	
					TOTAL CHARGE FOR CONCERN	19.20	
TYPE: C							

CONCERN 54	CUST/STATES STEERING PULLS TO THE RIGHT		OPERATION	TECH	HOURS	AMOUNT
CAUSE	SEE LINE 52		NW	115	.00	.00
CORRECTION	CUSTOMER DOES NOT WANT WORK DONE					
FACTORY	TECH: 115 - COX, KEITH					
SUBTOTAL						
					TOTAL CHARGE FOR CONCERN	.00
TYPE: C						

PAGE 1

CASH  CHECK

M/C  D  A/E  V

CUSTOMER COPY

ONLINE SERVICE INVOCING BY

USE

0 1078 121

TO REORDER FORMS OR SUPPLIES CALL 1-800-959-6348 EXT. 3650

DRUG USE  
IS  
LIFE ABUSE

WE SERVICE ALL GENERAL MOTORS VEHICLES



1321 AUTO CENTER DR. ANAHEIM, CA 92805  
PHONE: (714) 635-2020 DIRECT SERVICE LINE: (714) 533-1012 FAX: (714) 780-0825  
E.P.A. I.D. # CAL00217216 B.A.R. # AB-008710

PARTS AND LABOR GUARANTEE 12 MONTHS OR 12,000 MILES. I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW. ALL PARTS ARE NEW UNLESS STATED OTHERWISE. FURTHERMORE, I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE, IF ANY.

SIGNED

KEEP THAT GREAT GM FEELING WITH GENUINE GM PARTS.

INVOICE TO

REPAIR/OWNER INFORMATION -- INVOICE #68753

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 1373 ACV: 391 HABER, M INVOICED: 10/11/2000 10:36:22 MH 99 SUBURBAN SILVER LICENSE NUMBER: CA 4HFH729

GOC 000006955	GOC UNIV FUEL SYS CLNR	1	14.34	14.34
GOC 012345104	GOC DETERGENT	1	10.48	10.48
FACTORY TECH: 215 - TAHL, JOHN	CERT#: JOHN			
FAIL CODE : X				

SUBTOTAL

GAS-OIL-GREASE	34.75
LAB-MECHANICAL	65.80
TOTAL CHARGE FOR CONCERN	100.55

TYPE: W

CONCERN 57: ENGINE WONT START

CAUSE CHECKED CHARGING SYSTEM  
CORRECTION WAS REC TO CHARGE BATTERY  
FACTORY TECH: 215 - TAHL, JOHN  
FAIL CODE : X

OPERATION	TECH	HOURS	AMOUNT
NO100	215	.2	13.16

CERT#: JOHN

SUBTOTAL

LAB-MECHANICAL	13.16
TOTAL CHARGE FOR CONCERN	13.16

TYPE: W

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE #68753	
PARTS	9.99
GAS-OIL-GREASE	34.75
LAB-MECHANICAL	144.76
TOTAL CHARGE	189.50

PAYMENT DISTRIBUTION FOR INVOICE #68753	
TOTAL CHARGE	189.50
PAC WARRANTY	189.50

CALL # 714-932-8809

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST

CUS - CUSTOMERPAY

IF YOU HAVE ANY QUESTIONS - PLEASE SEE MIKE HADER

\*\*\*\*\*  
YOUR COMPLETE SATISFACTION IS OUR GOAL. IF FOR SOME REASON YOU ARE NOT COMPLETELY SATISFIED WITH THE REPAIRS OR EXPLANATION OF REPAIR PLEASE CALL OUR SERVICE MANAGER @ 714-533-1012  
" THANK YOU FOR CHOOSING HARDIN OLDS/GMC"

10-13-00 PB VISA

CASH  CHECK  # \_\_\_\_\_

M/C  D  A/E  V

CUSTOMER COPY

ON LINE SERVICE INVOICING BY

TO REQUEST FORMS OR SUPPLIES CALL 1-800-956-5044 EXT. 8050

DRUG USE  
IS  
OFF ABUSE

WE SERVICE ALL GENERAL MOTORS VEHICLES



1321 AUTQ CENTER DR. ANAHEIM, CA 92803

PHONE: (714) 635-2020 DIRECT SERVICE LINE: (714) 533-1012 FAX: (714) 780-0825

E.P.A. I.D. # CAL000217216 B.A.R. # AB-008710

PARTS AND LABOR GUARANTEE 12 MONTHS OR 12,000 MILES. I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW. ALL PARTS ARE NEW UNLESS STATED OTHERWISE. FURTHERMORE, I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE, IF ANY.

SIGNED

[Redacted Signature]

KEEP THAT GREAT GM FEELING WITH GENUINE GM PARTS.

INVOICE TO [Redacted] DRIVER/OWNER INFORMATION -- INVOICE: C68753

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 1373 ADV: 394 HAGER, M INVOICED: 10/11/2000 10:36:21 AM 99 SUBURBAN SILVER LICENSE NUMBER: CA 4H5W729

CONCERN 55 CUST/STATES STEERING MOANS WHEN STARTING UP IN A.M.  
CORRECTION NORMAL OPERATION  
FACTORY TECH: 115 - COX, KEITH

OPERATION	TECH	HOURS	AMOUNT
NO	115	.08	.00

TYPE: C

SUBTOTAL	
TOTAL CHARGE FOR CONCERN	.00

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE C68753	
PARTS	5.75
GAS-OIL-GREASE	10.15
EPA COMPLIANCE CHG	1.00
MECHANICAL LABOR	20.15
SUB-TOTAL	37.05
SALES TAX	1.23
TOTAL CHARGE	38.28

PAYMENT DISTRIBUTION FOR INVOICE C68753	
TOTAL CHARGE	38.28
CASH DUE	38.28

CALL # 714-812-8809  
ATTENTION: THE FOLLOWING INVOICES ALSO EXIST  
WAR - WARRANTY  
IF YOU HAVE ANY QUESTIONS - PLEASE SEE MIKE HABER

PAGE 2  
LAST PAGE

10-13-00  
PB USA

CASH  CHECK  # \_\_\_\_\_ M/C  D  A/E  V

CUSTOMER COPY

THIS FORM PRINTED ON PREMIUM CARBONLESS, RECYCLABLE PAPER

ON LINE SERVICE INVOICING BY [UDS]

TO REORDER FORMS ON SUPPLIES CALL 1-800-999-8418 EXT. 8360





4M  
 @ 3:00pm  


**DRUG USE  
 IS  
 LIFE ABUSE**



WE SERVICE ALL GENERAL MOTORS VEHICLES



1321 AUTO CENTER DR. ANAHEIM, CA 92805  
 PHONE: (714) 835-2020 DIRECT SERVICE LINE: (714) 533-1012 FAX: (714) 780-0825  
 E.P.A. I.D. # CAL000217216 B.A.R. # AB-008710

PARTS AND LABOR GUARANTEE 12 MONTHS OR 12 000 MILES. I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW. ALL PARTS ARE NEW UNLESS STATED OTHERWISE. FURTHERMORE I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN APPROXIMATE ESTIMATED PRICE, IF ANY.

SIGNED: 

**KEEP THAT GREAT GM FEELING WITH GENUINE GM PARTS.**

THIS FORM PRINTED ON PREMIUM QUALITY RECYCLED PAPER

01979 (REV)

FOR OFFICE USE		VEHICLE INFORMATION	
TAG: 1387	ADVISOR: AMERSON; INVOICE: MELIM WAD R	VIN: 1GNDL0000004700	LICENSE NUMBER: CA 4H6H729
MFG: 04255	TAX RULES: YERA INVOICES: 10/20/2000 15:01:04	99 000	USERBGA C1000 FOR SPARTY SILVER
ODOMETER IN: 30998	DATE: 10/20/00	DATE: 10/20/00	PRICE: 14170.00
DATES: BEGIN: 10/19/00	DATE: 10/20/00	DATE: 10/20/00	DATE: 09/11/99
CONCERN 51	HEAR WHIRL NOISE FROM L/F OF VEH.; HAD IMPROVED WHEN PARKED ON WET., BUT STILL HAD NOISE, MORE NOTICEABLE @ HIGHER SPEEDS.	OPERATION	TECH HOURS AMOUNT
CAUSE	WINDNOISE	10181	012 1.0
CORRECTION	REPAIR WIND NOISE		
FACTORY	TECH: 012 - STIVERS, GARY CERT: GARY		
	FAIL CODE: 0		
CONCERN 52	HEAR RATTLE/GRINDING NOISES FROM L/F DOOR OR L/F DASH AREA ON DRIVER SIDE. OWNER HEARD THIS NOISE PULLING OUT TO JOGGING CLUB BUILT WHITE TRAIL ROAD.	OPERATION	TECH HOURS AMOUNT
CAUSE	LEFT DOOR PANEL HITTING WARESS	10181	012 1.0
CORRECTION	REPOSITION REINSTALL		
FACTORY	TECH: 012 - STIVERS, GARY CERT: GARY		
	FAIL CODE: 1		
CONCERN 53	RENTAL-PRIOR LEFT HERE FOR A WEEK WHILE OWNED OUT OF TOWN AND DENTLE WAS NOT REPAIRED. AIR NOISE DEVELOPED.	OPERATION	TECH HOURS AMOUNT
USE	VEHICLE LEFT HERE FOR A WK.	10181	000 0.0
RECTION	RENTAL		
FACTORY	TECH: 100 - CUSLEY, TECH CERT: GARY		
	FAIL CODE: 1		

TO REORDER FORMS OR SUPPLIES CALL 1-800-959-6248 EXT. 8090

PAYMENT DESTROYED BY INVOICE #69200

IF WE ANY OPERATORS - PLEASE SEE JUDY AMERSON  
 IF YOU ARE NOT SATISFIED WITH THE SERVICE OR EXPLANATION OF REPAIRS

10-20-00  
 KP

PAGE  
 LAST PAGE

CUSTOMER COPY

CUSTOMER PAY

WARRANTY

INTERNAL



"Your complete satisfaction is our goal."

PLEASE RETAIN THIS CLAIM CHECK



HARDIN AUTO BODY CENTER  
(714) 517-2795

VEHICLE TAG # \_\_\_\_\_

**DRUG USE IS LIFE ABUSE**

1300 S. ANAHEIM BLVD.  
ANAHEIM, CA 92805



SERVICE CONSULTANT: \_\_\_\_\_

DIRECT SERVICE LINE  
(714) 533-1012

FAX NUMBER  
(714) 780-0825

E.P.A. #CAD981376701

B.A.R. #AB-008710

EXTENSION # \_\_\_\_\_

**DEAR CUSTOMER:**

Because of the different types of warranty coverage available at the time you purchased your car, your maintenance needs may vary. It is your responsibility to read your owner's manual and any service contract you may have and REQUEST any recommended services to maintain your compliance with those warranties. If you have any questions about your maintenance please consult your service advisor.

I hereby authorize the repair work to be done along with the necessary material and hereby grant your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection.

SUBJECT TO CONDITIONS ON REVERSE S.D.E.

PLEASE READ REVERSE SIDE FOR WARRANTY INFORMATION.

**REVISED ESTIMATE PARTS & LABOR**

REVISED EST PARTS & LABOR \$ \_\_\_\_\_ ESTIMATE DOES NOT INCLUDE TAX  
BY \_\_\_\_\_

PERSON TALKED TO \_\_\_\_\_  
PHONE \_\_\_\_\_  IN PERSON  
DATE \_\_\_\_\_ TIME \_\_\_\_\_  PHONE

**2ND REVISED ESTIMATE PARTS & LABOR**

REVISED EST PARTS & LABOR \$ \_\_\_\_\_ ESTIMATE DOES NOT INCLUDE TAX  
BY \_\_\_\_\_

PERSON TALKED TO \_\_\_\_\_  
PHONE \_\_\_\_\_  IN PERSON  
DATE \_\_\_\_\_ TIME \_\_\_\_\_  PHONE

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

REPLACED PARTS REQUESTED BY CUSTOMER:  YES  NO

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
DIFFERENTIAL SERVICE	OIL, LUBE & FILTER	QUICK LUBE & INSPECTION	EMISSIONS CONTROL SVC.	AIR CONDITIONING SVC.	WHEEL ALIGNMENT	ROTATE & BALANCE TIRES	WHEEL BEARING REPACK	TRANSMISSION SERVICE	FUEL FILTER, O/R/REPLACE	TUNE ENGINE	AIR CLEANER, O/R/REPLACE	BELTS, INSPECT & ADJUST	COOLING SYSTEM FLUSH	REPLACE SHOCKS	CHECK BRAKES	REPLACE FRONT BRAKES	REPLACE REAR BRAKES	STEAM CLEAN ENGINE	ALIGN REAR WHEELS	CALIFORNIA SMOG INSP.	SAFETY CHECK	5,000 MILE SERVICE		

**INSTRUCTIONS ON WORK TO BE DONE**

PG 1 OF 2

26*	PAY TYPE: C	FLG: EPA	TECH	OPERATION	HRS
	CUSTOMER APPRECIATION OIL AND FILTER CHANGE & 21 POINT SAFETY CHECK \$14.95		TECH	OPERATION	HRS
			TECH	OPERATION	HRS
51	PAY TYPE: W	CUST/STATES E-BRAKE HANDLE IS BROKEN	TECH	OPERATION	HRS
			TECH	OPERATION	HRS
			TECH	OPERATION	HRS
52	PAY TYPE: W	CUST/STATES FROM 80 TO 90 MPH VEHICLE VIBRATES AND STEERING	TECH	OPERATION	HRS
			TECH	OPERATION	HRS
			TECH	OPERATION	HRS

88768

THIS FORM PRINTED ON PREMIUM CARBONLESS RECYCLABLE PAPER

CUSTOMER COPY

CUSTOMER PAY

WARRANTY

INTERNAL



"Your complete satisfaction is our goal."

PLEASE RETAIN THIS CLAIM CHECK



Oldsmobile



HARDIN AUTO BODY CENTER  
(714) 517-2795

VEHICLE TAG # \_\_\_\_\_

**DRUG USE IS LIFE ABUSE**

1300 S. ANAHEIM BLVD.  
ANAHEIM, CA 92605



SERVICE CONSULTANT: \_\_\_\_\_

DIRECT SERVICE LINE  
(714) 533-1012

FAX NUMBER  
(714) 780-0825

E.P.A. #CAD981375791

B.A.R. #AB-008710

EXTENSION # \_\_\_\_\_

**DEAR CUSTOMER:**

Because of the different types of warranty coverage available at the time you purchased your car, your maintenance needs may vary. It is your responsibility to read your owner's manual and any service contract you may have and REQUEST any recommended services to maintain your compliance with those warranties. If you have any questions about your maintenance please consult your service advisor.

I hereby authorize the repair work to be done along with the necessary material and hereby grant your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection.

SUBJECT TO CONDITIONS ON REVERSE SIDE.

PLEASE READ REVERSE SIDE FOR WARRANTY INFORMATION.  
PRELIMINARY ESTIMATE \$ \_\_\_\_\_ ESTIMATE DOES NOT INCLUDE TAX

**REVISED ESTIMATE PARTS & LABOR**

REVISED EST. PARTS & LABOR \$ \_\_\_\_\_ ESTIMATE DOES NOT INCLUDE TAX  
BY \_\_\_\_\_

PERSON TALKED TO \_\_\_\_\_  
PHONE \_\_\_\_\_  IN PERSON  
DATE \_\_\_\_\_ TIME \_\_\_\_\_  PHONE

**REPLACED PARTS**

REQUESTED BY CUSTOMER:  YES  NO

SIGN X \_\_\_\_\_

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
DIFFERENTIAL SERVICE	OIL, LUBE & FILTER	CHUCK LUBE & INSPECTION	EMISSIONS CONTROL SVC.	AIR CONDITIONING SVC.	WHEEL ALIGNMENT	ROTATE & BALANCE TIRES	WHEEL BEARING REPACK	TRANSMISSION SERVICE	FUEL FILTER, CRUISE AC	TUNE ENGINE	AIR CLEANER, OILREPLACE	BELTS, INSPECT & ADJUST	COOLING SYSTEM FLUSH	REPLACE SHOCKS	CHECK BRAKES	REPLACE FRONT BRAKES	REPLACE REAR BRAKES	STEAM CLEAN ENGINE	ALIGN REAR WHEELS	CALIFORNIA SMOG INSP.	SAFETY CHECK	5,000 MILE SERVICE		

**2ND REVISED ESTIMATE PARTS & LABOR**

REVISED EST. PARTS & LABOR \$ \_\_\_\_\_ ESTIMATE DOES NOT INCLUDE TAX  
BY \_\_\_\_\_

PERSON TALKED TO \_\_\_\_\_  
PHONE \_\_\_\_\_  IN PERSON  
DATE \_\_\_\_\_ TIME \_\_\_\_\_  PHONE

NOTICE TO CONSUMER:  
PLEASE READ IMPORTANT INFORMATION ON BACK.

**INSTRUCTIONS ON WORK TO BE DONE**

PG 2 OF 2

54	PAY TYPE: W	TECH	OPERATION	HRS
	CUST/STATES STEERING PULLS TO THE RIGHT	TECH	OPERATION	HRS
		TECH	OPERATION	HRS
		TECH	OPERATION	HRS
55	PAY TYPE: W	TECH	OPERATION	HRS
	CUST/STATES STEERING MOANS WHEN STARTING UP IN A.M.	TECH	OPERATION	HRS
		TECH	OPERATION	HRS
		TECH	OPERATION	HRS
56	PAY TYPE: W	TECH	OPERATION	HRS
	CUST/STATES ENGINE IDLES ROUGH	TECH	OPERATION	HRS
		TECH	OPERATION	HRS

DRUG USE  
IS  
LIFE ABUSE

WE SERVICE ALL GENERAL MOTORS VEHICLES



1321 AUTO CENTER DR. ANAHEIM, CA 92805  
PHONE: (714) 635-2020 DIRECT SERVICE LINE: (714) 533-1012 FAX: (714) 780-0825  
E.P.A. I.D. # CAL300217216 B.A.R. # AB-008710

PARTS AND LABOR GUARANTEE 12 MONTHS OR 12,000 MILES. I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW. ALL PARTS ARE NEW UNLESS STATED OTHERWISE. FURTHERMORE, I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE, IF ANY.

SIGNED

KEEP THAT GREAT GM FEELING WITH GENUINE GM PARTS.

INVOICE TO

DRIVER/OWNER INFORMATION - INVOICE: W73577

EXT: CELL

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 1092 ADM 913 ANDERSON, INVOICE: PRELIM WAR C W CH VIN 3GKFC1ARXG547070 LICENSE NUMBER: CA 4HW729  
MFG: 24259 TAX RULES: WY2RN INVOICED: 02/07/2001 15:47:06 99 GMC SUBURBAN C1500 4DR SPTUTY SILVER  
ODOMETER IN: 40479 DIST: 1GT STOCK# 09917070  
DATES BEGIN: 02/05/01 DONE: 02/07/01 DATES INSERVICE: 091199 SOLD: 091199

CONCERN: ENGINE IDLES ROUGH WHEN WARMED UP-IF ONLY DRIVE SHORT DISTANCE IT'S OK, OPERATION TECH HOURS AMOUNT  
BUT WHEN WARMED UP IT IDLES ROUGH-SEE HISTORY. (F/IN), BULLETIN APPLIES) J5645 204 1.1 73.52  
CAUSE: RANDOM MISFIRE CODE IN HISTORY.

CORRECTION	PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	SELL	AMOUNT
FLUSH INJECTORS & RETEST. CLEAR MEMORY.	000 KIT1			HI PRESS FT SERVICE	1	**	**
	000 000008955		000	UNIV FUEL SYS CLR	10	14.34	14.34
	000 012345104		000	DETERGENT	10	12.50	12.50

FACTORY TECH: 204 - PLOTNIK, DAVE  
FAIL CODE: 56

LINE AUTH: JA 020701 15:11

SUBTOTAL

GAS-OIL-GREASE 34.75  
LAB-MECHANICAL 73.52  
TOTAL CHARGE FOR CONCERN 108.27

TYPE: W

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE W73577

GAS-OIL-GREASE 34.75  
LAB-MECHANICAL 73.52  
TOTAL CHARGE 108.27

PAYMENT DISTRIBUTION FOR INVOICE W73577  
TOTAL CHARGE 108.27  
FAC WARRANTY 108.27

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST  
CUS - CUSTOMERPAY

IF YOU HAVE ANY QUESTIONS - PLEASE SEE JUDY ANDERSON

\*\*\*\*\*  
YOUR COMPLETE SATISFACTION IS OUR GOAL. IF FOR SOME REASON YOU ARE NOT COMPLETELY SATISFIED WITH THE REPAIRS OR EXPLANATION OF REPAIR

jc  
2/7/01 PAGE 1  
LAST PAGE

CASH  CHECK  # \_\_\_\_\_

W/C  D  A/E  V

THIS FORM PRINTED ON PREMIUM CARBONLESS, RECYCLABLE PAPER

ON LINE SERVICE INVOICING BY USE

TO REQUEST FORMS OR SUPPLIES CALL 1-800-965-6348 EXT. 8009

DRUG USE  
IS  
LIFE ABUSE

# Hardin

WE SERVICE ALL GENERAL MOTORS VEHICLES



1321 AUTO CENTER DR. ANAHEIM, CA 92805  
PHONE: (714) 635-2020 DIRECT SERVICE LINE: (714) 533-1012 FAX: (714) 780-0825  
E.P.A. I.D. # CAL000217216 B.A.R. # AB-008710

PARTS AND LABOR GUARANTEE 12 MONTHS OR 12,000 MILES. I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW. ALL PARTS ARE NEW UNLESS STATED OTHERWISE. FURTHERMORE, I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE, IF ANY.

SIGNED \_\_\_\_\_

## KEEP THAT GREAT GM FEELING WITH GENUINE GM PARTS.

INVOICE TO \_\_\_\_\_

DRIVER/OWNER INFORMATION -- (INVOICE# C73577)

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 1082 ADV: 913 ANDERSON INVOICED: 02/07/2001 15:47:06 CM 99 SUBURBAN SILVER LICENSE NUMBER: CA 4H4729

COMMENT NOTE-THIS SHOULD BE DONE WHEN VEH. SERVICED-VEH NOT SERVICED HERE.  
FACTORY TECH: 012 - STIVERS, GARY  
FAIL CODE : 56

TYPE: C

SUBTOTAL  
TOTAL CHARGE FOR CONCERN .00

CONCERN 56 L/F DOOR INSIDE PANEL POPS & CREAKS WHEN TOP EDGE OF PANEL IS PUSHED ON- OPERATION TECH HOURS AMOUNT  
SEE HISTORY. THIS WAS FIXED FOR AWHILE & NOW NOISE IS BACK. CHECK 012 .0 .00

CAUSE ONLY NOISE HEARD WHEN PUSHED ON  
CORRECTION PANEL EXTREMELY HARD-PLASTIC ON METAL NOISE CHARACTERISTIC IF PAN  
COMMENT EL IS PUSHED ON VERY HARD.  
FACTORY TECH: 012 - STIVERS, GARY

TYPE: C

SUBTOTAL  
TOTAL CHARGE FOR CONCERN .00

CONCERN 57 STEERING MOANS WHEN TURNING WHEN COLD. SOUNDS LIKE FROM S/COLUMN AREA OPERATION TECH HOURS AMOUNT  
RATHER THAN THE POWER STEERING-ADVISE. CHECK 012 .0 .00

CAUSE NOISE FROM EVD SENSOR ON COLUMN  
CORRECTION REMOVE AND RESET EVD SENSOR ON COLUMN-WAS LOOSE.  
FACTORY TECH: 012 - STIVERS, GARY

TYPE: C

SUBTOTAL  
TOTAL CHARGE FOR CONCERN .00

CONCERN 58 OWNER REQUEST GMC REPRESENTATIVE CALL HIM,  
CAUSE PROVIDE PHONE # FOR GMC CUSTOMER  
CORRECTION SERVICE. 800-462-6782.  
FACTORY TECH: 100 - SUBLET TECH

TYPE: C

SUBTOTAL  
TOTAL CHARGE FOR CONCERN .00

PAGE 2

CASH  CHECK  # \_\_\_\_\_

W/C  D  A/E  V

CUSTOMER COPY

THIS FORM PRINTED ON PREMIUM CARBONLESS RECYCLABLE PAPER

ON LINE SERVICE INVOCING BY UCB

6 1/2" (128)

TO ORDER FORMS OR SUPPLIES CALL 1-800-999-6348 EXT. 9290

DRUG USE  
IS  
LIFE ABUSE

WE SERVICE ALL GENERAL MOTORS VEHICLES



1321 AUTO CENTER DR. ANAHEIM, CA 92805

PHONE: (714) 635-2020 DIRECT SERVICE LINE: (714) 533-1012 FAX: (714) 780-0825

E.P.A. I.D. # CAL000217218 B.A.R. # AB-008710

PARTS AND LABOR GUARANTEE 12 MONTHS OR 12,000 MILES. I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW. ALL PARTS ARE NEW UNLESS STATED OTHERWISE. FURTHERMORE, I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE, IF ANY.

SIGNED \_\_\_\_\_

### KEEP THAT GREAT GM FEELING WITH GENUINE GM PARTS.

INVOICE TO \_\_\_\_\_

DRIVER/OWNER INFORMATION -- INVOICE: C73577

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 1082	ADV: 913 ANDERSON.	INVOICE: PRELIM DLS C W	CM	VIN 3GKEC16RXX1G547070	LICENSE NUMBER: CA 4H4W729
MFG: 24259	TAX RULES: NYNN	INVOICED: 02/07/2001 15:47:06	99 GMC	SUBURBAN	C1500 4DR SPTUTY SILVER
ODOMETER IN: 40479		Q1ST: 1GT			STOCK# 099T7070
DATES BEGIN: 02/05/01	DONE: 02/07/01		DATES INSERVICE: 091199		SOLD: 091199

CONCERN 51	PULLS RIGHT WHEN BRAKING-ADVISE. SEE HISTORY.	OPERATION	TECH	HOURS	AMOUNT
CAUSE	FRONT BRAKE PADS NEED TO BE RE	CHECK	115	.0	.00
CORRECTION	PLACED & ROTORS RESURFACED TO ELIMINATE FRICTION VARIATION FROM				
COMMENT	PAD MATERIAL, THEN RECHECK FOR BRAKE PULL. OWNER ADVISED/DECLINED				
FACTORY	TECH: 115 - DDX, KEITH				
SUBTOTAL					
TYPE: C		TOTAL CHARGE FOR CONCERN			.00

CONCERN 52	PULLS LEFT WHEN DRIVING & NOT BRAKING-ADVISE. SEE HISTORY.	OPERATION	TECH	HOURS	AMOUNT
CAUSE	REC. ROTATE TIRES AND CHECK	CHECK	115	.0	.00
CORRECTION	ALIGNMENT. LAST ALIGNMENT 14K MILES AGO.				
FACTORY	TECH: 115 - CQX, KEITH				
SUBTOTAL					
TYPE: C		TOTAL CHARGE FOR CONCERN			.00

CONCERN 54	HEAR WIND NOISE FROM L/F DOOR AREA WHEN DRIVING @ HWY. SPEEDS-ADVISE. SEE HISTORY.	OPERATION	TECH	HOURS	AMOUNT
CAUSE	ROAD TESTED VEH. FOR WIND	CHECK	012	.0	.00
CORRECTION	NOISE. NO EXCESSIVE NOISE HEARD.				
FACTORY	TECH: 012 - STIVERS, GARY				
SUBTOTAL					
TYPE: C		TOTAL CHARGE FOR CONCERN			.00

CONCERN 55	L/F DOOR CREAKS LOUDLY WHEN OPEN OR CLOSE. POSS. RELATED WITH LINE 54?? ADVISE.	OPERATION	TECH	HOURS	AMOUNT
CAUSE	L/F DOOR KINGS AND DOOR STOP	CHECK	012	.0	.00
CORRECTION	ROLLER VERY DRY. ADJUST AND LUBRICATE.				

PAGE 1

CASH  CHECK  # \_\_\_\_\_

M/C  D  A/E  V

CUSTOMER COPY

THIS FORM PRINTED ON PREMIUM CARBONLESS, RECYCLED PAPER

ON LINE SERVICE INVOICING BY LCS

© 1979 GM

TO REORDER FORMS OR SUPPLIES CALL 1 800 696 6318 EXT. 8050

DRUG USE  
IS  
LIFE ABUSE



WE SERVICE ALL GENERAL MOTORS VEHICLES



1321 AUTO CENTER DR. ANAHEIM, CA 92805

PHONE: (714) 635-2020 DIRECT SERVICE LINE: (714) 533-1012 FAX: (714) 780-0825

E.P.A. I.D. # CAL000217216 B.A.F. # AB-008710

PARTS AND LABOR GUARANTEE 12 MONTHS OR 12,000 MILES. I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW. ALL PARTS ARE NEW UNLESS STATED OTHERWISE. FURTHERMORE, I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE, IF ANY.

SIGNED

KEEP THAT GREAT GM FEELING WITH GENUINE GM PARTS.

INVOICE TO [REDACTED] DRIVER/OWNER INFORMATION -- INVOICE: C73577

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 1002 ADV: 913 ANDERSON INVOICED: 02/07/2001 15:47:06 CH 99 SHIRIRBAN SILVER (LICENSE NUMBER: CA 4HM729)

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE C73577

PAYMENT DISTRIBUTION FOR INVOICE C73577

TOTAL CHARGE .00

CASH DUE .00  
TOTAL CHARGE .00

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST  
WAR - WARRANTY  
IF YOU HAVE ANY QUESTIONS - PLEASE SEE JUDY ANDERSON

PAGE 3  
(LAST PAGE)

THIS FORM PRINTED ON PREMIUM CARBON/LSS RECYCLABLE PAPER

ON LINE SERVICE INVOICING BY

BUICK

TO REORDER FORMS OR SUPPLIES CALL 1-800-959-8238 LX1 8064

Handwritten signature and date: JC 2/7/01

CASH  CHECK  # \_\_\_\_\_

M/C  D  A/E  V

CUSTOMER COPY

CUSTOMER PAY

WARRANTY

INTERNAL



"Your complete satisfaction is our goal."

PLEASE RETAIN THIS CLAIM CHECK



1321 AUTO CENTER DR. ANAHEIM, CA 92805



VEHICLE TAG #

1082

SERVICE CONSULTANT:

Judy

DRUG USE IS LIFE ABUSE

DIRECT SERVICE LINE (714) 533-1012

FAX NUMBER (714) 780-0825

E.P.A. #CAL000247340

B.A.R. #AB-008710

EXTENSION #

DEAR CUSTOMER:

Because of the different types of warranty coverages available at the time you purchased your car, your maintenance needs may vary. It is your responsibility to read your owner's manual and any service contract you may have and REQUEST any recommended services to maintain your compliance with those warranties. If you have any questions about your maintenance please consult your service advisor.

I hereby authorize the repair work to be done along with the necessary material and hereby grant your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection.

SUBJECT TO CONDITIONS ON REVERSE SIDE.

PLEASE READ REVERSE SIDE FOR IMPORTANT INFORMATION. PRELIMINARY ESTIMATE DOES NOT INCLUDE TAX

REVISED ESTIMATE PARTS & LABOR

REVISED EST. PARTS & LABOR \$ ESTIMATE DOES NOT INCLUDE TAX

BY

PERSON TALKED TO

PHONE  IN PERSON

DATE TIME  PHONE

2ND REVISED ESTIMATE PARTS & LABOR

REVISED EST. PARTS & LABOR \$ ESTIMATE DOES NOT INCLUDE TAX

BY

PERSON TALKED TO

PHONE  IN PERSON

DATE TIME  PHONE

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

REPLACED PARTS REQUESTED BY CUSTOMER:  YES  NO

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
DIFFERENTIAL SERVICE	OIL LUBE & FILTER	DRUCK LUBE & INSPECTION	EMISSIONS CONTROL SVC.	AIR CONDITIONING SVC.	WHEEL ALIGNMENT	ROTATE & BALANCE TIRES	WHEEL BEARING REPACK	TRANSMISSION SERVICE	FUEL FILTER CHANGE	TUNE ENGINE	AIR CLEANER CHANGE	BELTS INSPECT & ADJUST	COOLING SYSTEM FLUSH	REPLACE SHOCKS	CHECK BRAKES	REPLACE FRONT BRANES	REPLACE REAR BRANES	STEAM CLEAN ENGINE	ALIGN REAR WHEELS	CALIFORNIA SMOG INSP.	SAFETY CHECK	3,000 MILE SERVICE		

INSTRUCTIONS ON WORK TO BE DONE

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16									

HISTORY (E/IN) BULLETIN APPLIES

54 PAY TYPE: C	TECH	OPERATION	HRS
HEAR WIND NOISE FROM L/W DOOR AREA WHEN DRIVING & HW SPEEDS ADVISE SEE HISTORY	TECH	OPERATION	HRS
	TECH	OPERATION	HRS

\*\*RD 73577\*\* \*TAG 1082\* LIC: CA 4HHW729 SVC ADV: 913 JUDY ANDERSON  
 99 \*\*VIN: 3GKEC16RX XG547070\*\*  
 GMC SUBURBAN COL CD: 11UPEWTER  
 C1500 4DR SPTUTY TRIM: 132GR  
 LICENSE: CA 4HHW729 SILVER TRUCK  
 MFG CODE: 24259 SVC DLR: 42242 SLM: 608  
 STOCK NUMBER: 099T7070  
 IN-SVC: 091199 SOLD: 091199  
 ODOMETER: LAST: 32996 CURRENT: 40479  
 AVG PER DAY: 81 PER MONTH: 2430

HOME: [REDACTED]  
 WORK: [REDACTED] : CELL ✓

DIST CODE: 1GT

EXTENDED SVC PLAN: TYPE: MRP NUMBER: 974920087 MODEL# TC10906  
 IN FORCE: Y MONTHS: 36 MILEAGE: 100000 DEDUCTIBLE: 100.00  
 EXPIRES: 091102  
 02/05/01 08:32:36

\*\*\*PROMISED DATE: 02/05/01 TIME: 1700 \*\*\*

\*TAG 1082\* \*\*RD 73577\*\* SVC ADV: 913 VIN: 3GKEC16RX XG547070

REG	DATE	LAST SERVED	PER QTR	ADV	PAID	LABOR	QTR	EST LABOR	EST PAID	DESC
W69300	101900	32996	913			65.80				
						65.80				
										TECH HRS OP CODE DESC
										012 1.0 C0141 REPAIR WIND NOISE
										012 NC REPOSITION REINSTALL
										100 RENTAL RENTAL
C68753	100700	32636	991	15.90	22.38					
										CALL # 714-812-8809 38.28
										115 .3 QUICKS CHANGE OIL AND FILTER,L
										115 .3 STEERIN FOUND BENT WHEEL ADVISE
										115 NW CUSTOMER DOES NOT WANT
										115 NC NORMAL OPERATION

MANUFACTURER RECALL CAMPAIGNS APPLICABLE TO YOUR VEHICLE

CUSTOMER COPY

CUSTOMER PAY

WARRANTY

INTERNAL



"Your complete satisfaction is our goal."

CB 2/5  
CB 2/6 9am  
CB 2/6 1030A Silvia  
2/6 1130A WATTS wheel align  
a New ~~...~~  
WAS TO REMOVE  
NOISE

PLEASE RETAIN THIS CLAIM CHECK



1321 AUTO CENTER DR.  
ANAHEIM, CA 92805

FAX NUMBER  
(714) 780-0825

VEHICLE TAG # \_\_\_\_\_

SERVICE CONSULTANT: \_\_\_\_\_

DRUG USE IS LIFE ABUSE

DIRECT SERVICE LINE  
(714) 533-1012

B.A.R. #AB-008710

EXTENSION # \_\_\_\_\_

DEAR CUSTOMER:

Because of the different types of warranty coverages available at the time you purchased your car, your maintenance needs may vary. It is your responsibility to read your owner's manual and any service contract you may have and REQUEST any recommended services to maintain your compliance with those warranties. If you have any questions about your maintenance please consult your service advisor.

I hereby authorize the repair work to be done along with the necessary material and hereby grant your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection.

SUBJECT TO CONDITIONS ON REVERSE SIDE.

PLEASE READ REVERSE SIDE FOR WARRANTY INFORMATION.

PRELIMINARY ESTIMATE \$ \_\_\_\_\_ ESTIMATE DOES NOT INCLUDE TAX

REVISED ESTIMATE PARTS & LABOR

REVISED EST. PARTS & LABOR \$ \_\_\_\_\_ ESTIMATE DOES NOT INCLUDE TAX

BY \_\_\_\_\_

PERSON TALKED TO \_\_\_\_\_

PHONE \_\_\_\_\_  IN PERSON

DATE \_\_\_\_\_ TIME \_\_\_\_\_  PHONE

2ND REVISED ESTIMATE PARTS & LABOR

REVISED EST. PARTS & LABOR \$ \_\_\_\_\_ ESTIMATE DOES NOT INCLUDE TAX

BY \_\_\_\_\_

PERSON TALKED TO \_\_\_\_\_

PHONE \_\_\_\_\_  IN PERSON

DATE \_\_\_\_\_ TIME \_\_\_\_\_  PHONE

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

REPLACED PARTS REQUESTED BY CUSTOMER:  YES  NO

SIGN X \_\_\_\_\_

DIFFERENTIAL SERVICE	OIL, LUBE & FILTER	QUICK LUBE & INSPECTION	EMISSIONS CONTROL SVC.	AIR CONDITIONING SVC.	WHEEL ALIGNMENT	ROTATE & BALANCE TIRES	WHEEL BEARING/REPACK	TRANSMISSION SERVICE	FUEL FILTER, CK/REPLACE	TUNE ENGINE	AIR CLEANER, CK/REPLACE	BELTS, INSPECT & ADJUST	COOLING SYSTEM FLUSH	REPLACE SHOCKS	CHECK BRAKES	REPLACE FRONT BRACKS	REPLACE REAR BRAKES	STEAM CLEAN ENGINE	ALIGN REAR WHEELS	CALIFORNIA SAUG INSP.	SAFETY CHECK	6,000 MILE SERVICE		
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25

INSTRUCTIONS ON WORK TO BE DONE

55	RAY TYPE: C	TECH	OPERATION	HRS	PG 2 OF 2
	L/R DOOR CREAKS LOUDLY WHEN OPEN OR CLOSED. POSS. RELATED WITH LINE 5499 ADVISE.	TECH	OPERATION	HRS	
		TECH	OPERATION	HRS	
		TECH	OPERATION	HRS	
56	RAY TYPE: C	TECH	OPERATION	HRS	
	L/R DOOR INSIDE PANEL POP & CREAKS WHEN TOP EDGE OF PANEL IS PUSHED ON - SEE HISTORY. THIS WAS FIXED FOR ANH/L & NOW NOISE IS BACK.	TECH	OPERATION	HRS	
		TECH	OPERATION	HRS	
57	RAY TYPE: C	TECH	OPERATION	HRS	
	STEERING NOISES WHEN TURNING WHEN CAR SOUNDS LIKE FROM S/COLUMN AREA RATHER THAN THE SOLID STEERING ADVISE	TECH	OPERATION	HRS	

1997 FORM PRINTED ON PREMIUM CARBONLESS RECYCLED PAPER

SEE HISTORY	TECH	OPERATION	HRS
SS PAY TYPE: C	TECH	OPERATION	HRS
OWNER REQUEST GMC REPRESENTATIVE CALL HIM,	TECH	OPERATION	HRS
	TECH	OPERATION	HRS

\*\*RO 73577\*\* \*TAG 1082\* LIC: CA 4HHW729 SVC ADV: 913 JUDY ANDERSON  
 99 \*\*VIN: 3GKEC16RX XG547070\*\*  
 GMC SUBURBAN COL CD: 11UPEWTER  
 C1500 4DR SPTUTY TRIM: 132GR  
 LICENSE: CA 4HHW729 SILVER TRUCK  
 MFG CODE: 24259 SVC DLR: 42242 SLM: 608  
 STOCK NUMBER: 099T7070  
 IN-SVC: 091199 SOLD: 091199  
 ODOMETER: LAST: 32996 CURRENT: 40479  
 AVG PER DAY: 81 PER MONTH: 2430

HOME: [REDACTED]  
 WORK: [REDACTED] CELL ✓

DIST CODE: 10T

EXTENDED SVC PLAN: TYPE: MRP NUMBER: 974920087 MODEL# T010906  
 IN FORCE: Y MONTHS: 36 MILEAGE: 100000 DEDUCTIBLE: 100.00  
 EXPIRES: 091102  
 02/05/01 08:32:36

\*\*\*\*PROMISED DATE: 02/05/01 TIME: 1700 \*\*\*\*

\*TAG 1082\* \*\*RO 73577\*\* SVC ADV: 913 VIN: 3GKEC16RX XG547070  

 LAST SERVICE PERFORMED ON: [REDACTED] EST. LABR: [REDACTED] EST. PARTS: [REDACTED] COST: [REDACTED]

--	--

MANUFACTURER RECALL CAMPAIGNS APPLICABLE TO YOUR VEHICLE

**DEAR CUSTOMER:**

Because of the different types of warranty coverage available at the time you purchased your car, your maintenance needs may vary. It is your responsibility to read your owner's manual and any service contract you may have and REQUEST any recommended services to maintain your compliance with those warranties. If you have any questions about your maintenance please consult your service advisor.

I hereby authorize the repair work to be done along with the necessary material and hereby grant your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection.

SUBJECT TO CONDITIONS ON REVERSE SIDE.

PLEASE READ REVERSE SIDE FOR WARRANTY INFORMATION.

PRELIMINARY ESTIMATE DOES NOT INCLUDE TAX

**REVISED ESTIMATE PARTS & LABOR**

REVISED EST. PARTS & LABOR \$ \_\_\_\_\_ ESTIMATE DOES NOT INCLUDE TAX

BY \_\_\_\_\_

PERSON TALKED TO \_\_\_\_\_

PHONE \_\_\_\_\_  IN PERSON

DATE \_\_\_\_\_ TIME \_\_\_\_\_  PHONE

**2ND REVISED ESTIMATE PARTS & LABOR**

REVISED EST. PARTS & LABOR \$ \_\_\_\_\_ ESTIMATE DOES NOT INCLUDE TAX

BY \_\_\_\_\_

PERSON TALKED TO \_\_\_\_\_

PHONE \_\_\_\_\_  IN PERSON

DATE \_\_\_\_\_ TIME \_\_\_\_\_  PHONE

REPLACED PARTS REQUESTED BY CUSTOMER:  YES  NO

DIFFERENTIAL SERVICE	OIL, LUBE & FILTER	QUICK LUBE & INSPECTION	EMISSIONS CONTROL SVC.	AIR CONDITIONING SVC.	WHEEL ALIGNMENT	ROTATE & BALANCE TIRES	WHEEL BEARING REPACK	TRANSMISSION SERVICE	FUEL FILTER, OIL/REPLACE	TUNE ENGINE	AIR CLEANER, OIL/REPLACE	BELTS, INSPECT & ADJUST	COOLING SYSTEM FLUSH	REPLACE SHOCKS	CHECK BRAKES	REPLACE FRONT BRAKES	REPLACE REAR BRAKES	STEAM CLEAN ENGINE	ALIGN REAR WHEELS	CALIFORNIA SMOG INSP.	SAFETY CHECK	5,000 MILE SERVICE
----------------------	--------------------	-------------------------	------------------------	-----------------------	-----------------	------------------------	----------------------	----------------------	--------------------------	-------------	--------------------------	-------------------------	----------------------	----------------	--------------	----------------------	---------------------	--------------------	-------------------	-----------------------	--------------	--------------------

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

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
X																								

**INSTRUCTIONS ON WORK TO BE DONE**

PG 1 OF 2

51	PAY TYPE: W PULLS RIGHT WHEN DRIVING.	TECH	OPERATION	HRS
		TECH	OPERATION	HRS
		TECH	OPERATION	HRS
52	PAY TYPE: W WAS PULLING LEFT WHEN BRAKING BUT IS NOW PULLING RIGHT WHEN BRAKING.	TECH	OPERATION	HRS
		TECH	OPERATION	HRS
		TECH	OPERATION	HRS
53	PAY TYPE: W L/F DOOR, RAIL RAIL MLDG. PPS/RATYLES WHEN DRIVING.	TECH	OPERATION	HRS
		TECH	OPERATION	HRS
		TECH	OPERATION	HRS
54	PAY TYPE: W WIND NOISE FROM R/SIDE OF VEH. WHEN DRIVING-ADVISE. ASK OWNER TO ASSIST THIS PLEASE TO ASSIST IN FIXING IT.	TECH	OPERATION	HRS
		TECH	OPERATION	HRS
		TECH	OPERATION	HRS

\*VIN: 99 \*\*\*VIN: 990616PX XCF 7070\*\*  
 GMC SUBURBAN COL CD: 1100 PER  
 01500 AID 50TU Y TRIM: 1308R  
 LICENSE: CA T SILVER TRUCK  
 MFG CODE: 1112 SVC DLN: 40041 SLM: 608  
 STOCK NUMBER: 000 1273  
 IN-SVC: 091199 SOLD: 091199  
 ODOMETER: 3228  
 AVG REP DAY: 15 PER MONTH: 450

714 812-8809 DIST CODE: 16T

EXTENDED SVC PLAN: TYPE: MRP NUMBER: 97420087 DEFERRIBLES: 100.00  
 IN FORCE: Y MONTHS: 36 RELEASE: 1000.0 EXPIRES: 091102  
 255 NOTE: FIRST VISIT  
 \*\*SCHEDULED DATE: 10/10/99 TIME: 1700 \*\*\*

© 1991 GM TO REORDER FORMS OR SUPPLIES CALL 1-800-368-6348 EXT. 8030



