

GM RESPONSE

RECEIVED
NYS-500

2003 FEB 31 P. 4: 17

February 27, 2003

Kathleen C. DeMeter, Director
Office of Defects Investigation
NHTSA Safety Assurance
Room #8326
400 Seventh Street, S.W.
Washington, D.C. 20590

GM-616A Supplement 1

NVS-213ay
EA02-016

Dear Ms. DeMeter:

This letter is a supplement to General Motors (GM) December 9, 2002 response to your information request (IR), regarding sticking of the throttle valve in the throttle body on 1999-2003 Chevrolet Silverado and Tahoe, GMC Sierra and Yukon and Cadillac Escalade SUV models equipped with 4.8L, 5.3L or 6.0L engines built with mechanical throttle bodies similar to the one identified in Technical Service Bulletin 00-06-04-007B.

In the December 9, 2002 response to question 12, GM stated that it was working with Delphi Automotive to identify throttle bodies returned through warranty repair that exhibit throttle valve sticking in the closed position, due to gummy coke deposits. Several warranty parts were analyzed and the six throttle body assemblies included with this response have been identified as having gummy coke deposits within the throttle body bore.

Your question and our corresponding reply is as follows:

12. State whether GM is able to supply, for ODI assessment, samples of throttle bodies that exhibit the defect noted in the study entitled "GEN III Throttle Body Sticking" and if so, state the number of samples and the date or dates they can be supplied. For any samples supplied, also provide the VIN, owner's name, component mileage and service life, and any service or warranty details of the subject vehicle.

GM is providing six throttle body assemblies, returned through warranty, that exhibit gummy coke deposits within the throttle body bore. These throttle body assemblies are labeled with a handwritten sample number for identification. Table 12- Supplement 1 contains the requested vehicle and owner information for each throttle body assembly.

SAMPLE NO.	ENGINE DISPLACEMENT	VIN	OWNER'S NAME	COMPONENT MILEAGE	SERVICE LIFE
9	4.8L LR4	1GCEK14V8YE422591	R. Miller	36618	27 Months
20	4.8L LR4	1GTEC19V9YZ336418	R. Rue	35638	29 Months
23	4.8L LR4	1GTEK19V8YZ310382	M&P Atfco Inc.	35803	28 Months
25	5.3L LM7	3GNFK18TXYG178388	R. Jaeger	52863	30 Months
26	4.8L LR4	1GCEK14V5YE388255	D. Miller	32228	29 Months
28	6.3 L LM7	1GKEK13T3YJ122633	Victor George Chevrolet	25652	32 Months

TABLE 12- SUPPLEMENT 1

Product Investigations

Mail Code: 480-106-304 • 30500 Mound Road • Warren, MI 48090-8065
Phone: (586) 986-8029 • Fax: (586) 947-2318
GM616A Supplement 1.doc



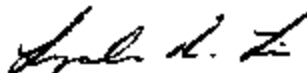
Letter to Kathleen C. DeMeyer
EA02-015 / GM-618A
February 27, 2003
Page 2

Attachment 12A contains copies of repair orders for each of the throttle body replacements.

Attachment 12B is a CD containing a Microsoft Access 2000 file with the warranty claim information for each of the vehicles from which the throttle bodies were removed.

Please contact me if you require further information about this response.

Sincerely,



Lyndon R. Lie
Director
Product Investigations

attachments

Attachment "12A"

GM616A Supplement 1
EA02-015

ATTACHMENT "12A"

MILLS CHEVROLET CO.

1810 30th AVENUE • MOLINE, ILLINOIS 61264

Goodwrench Service

Goodwrench Service

offer:

- ASE Certified Technicians
- Courtesy Alternate Transportation
- Lifetime Service Guarantee
- Competitive Up-Front Pricing

DATE	TRIP MILEAGE	MESSAGE	AV. MPG	TECHNICIAN	OPERATION	OPERATION DESCRIPTION
10/21/02	199189	32197	21	71	70CTZ	REPAIR PER E
07/10/02	194729	32195	170	47550	11CTZ	HEATER & A/CONDITION
06/25/02	194126	32194	170	93	89CTZRETAILPART	RETAIL WARRANTY PART
				979	75CTZUSEDINSPEC	USED CAR INSPECTION
				378	75CTZU/CINSPELOF	U/C INSP LOF
				378	75CTZSAFEWARD	SAFEWARD

SERVICE

SALESPERSON NO. 169

VIN: 1GCEK14V6YE422591		YEAR / MAKE / MODEL: 00/CHEVROLET TRUCK/K1500/P/U SILVER		STOCK NO.: 226631	LICENSE NO.: 199276
CUSTOMER NO.: 60390		SERVICE CONTRACT: SMARTCHOICE150		DELIVERY DATE: 09/30/02	DELIVERY MILE: 33,690
RACHEL MILLER 2592 60TH AVE VIOLA, IL 61485		COLOR: WHITE/		CONTRACT NO.: ENTR114528	EXPIRES DATE: 09/30/06
MEMBER PHONE: 309-596-4117		TIME RECEIVED: 05:18pm		ADVISOR NO.: 50191	PRODUCT YEAR: 2002
MEMBER PHONE: 309-779-2123		LABOR RATE:		BILLING DEALER NO.: RSA VM 00/30	
DATE / TIME PROMISED: 10/23/02 10:00am		PRIORITY: 3		EXPIRES MILE: 85,000	
APPROVAL: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		ADVISED BY: RYAN SUMMERS		DATE SHOWN: _____	
				CUSTOMER SIGNATURE: _____	

RECOMMENDED SERVICES

DESCRIPTION	PRICE	MI	MM	CA
3CTZ	24.97	MI		
1CTZ/MTDSUP	54.97	MM		
7CTZ	79.95	MI		
5CTZ	48.95	MI		
4CTZ	0.00	MM		
10CTZ02029	0.00	CA		

AS THE LICENSE PLATE LIGHT ON REAR BUMPER IS BROK.
REQUEST TECHS IF POSS.

(48)

Found L. Plate Bulb burnt out
Replaced Bulb

9

AS PER VHS THIS CAMPAIGN NOT OPEN NO FURTHER ACTION
REQUIRED DO NOT DO!!!!!!

(21)

5W Ft. AXLE SEALS leaking ADD TO

(48)

FM47 2.5+3=2.8
Found Ft. AXLE output shaft seals leaking
Replaced Ft. AXLE output shaft seals

(21)

6W throttle sticking on ACCELERATION ADD TO

(48)

J5490 1.1+3=1.4
Found throttle body sticking in throttle bore
Replaced throttle body

20



NORMAN-BLACKMON MOTOR CO., INC.

801 E COMMERCE ST. • GREENVILLE, AL 36037
PHONE: (334) 382-3136 • FAX: (334) 382-3316



CUSTOMER NO. 336416	LICENSE #	STOCK # 336416	DEALER #	INVOICE DATE 10/31/02	INVOICE # 033894
CUSTOMER NAME & ADDRESS 	MILEAGE IN 35836	MILEAGE OUT 35836	LOT # / HAT #	COLOR GOLD	DELIVERY DATE 06/09/00
	YEAR/MAKE/MODEL 00GMC SIERRA EX			PROG. DATE 06/09/00	R.O. DATE 10/31/02
	VEHICLE ID # 1QTTEC19V9YZ336416			TECH #	PO #
	OVERRIDE	SERVICE WRITE UP 751		S.W. INT. EST.	
	POLICY #	DEDUCTIBLE 0.00		AUTHORIZATION #	ADJUSTOR
ESS PHONE	SERVICE WRITER DELIVERY SIGNATURE				

QTY	PA HOUR	ACTY CODE	TCHS / RATE	COMPLAINT/DESCRIPTION	CHARGE
		WARRANTY CODE	PRC CODE		
		PART QUANTITY	PART NUMBER	PART DESCRIPTION	

A	1.3	1.3	NRDRO	CUSTOMER COMPLAINS OF HARD THROTTLE ON TAKE OFF	54.60
		3C			54.60
	1.3			Labor Op. J5485 Failure Code OA 1B	
				THROTTLE BODY	
				DIAGNOSTICS -- REPLACE THROTTLE BODY	
	179.09	263.92	1 03335 17113665	BODY	263.92
	6.34	8.88	1 03336 17113561	SEAL	8.88

EMERGENCY WARRANTY PAY 0.00	FACTORY WARRANTY PAY 327.40	ALL LABOR CHARGES ARE BILLED ON FLAT RATE HOURS UNLESS OTHERWISE NOTED	FINAL ESTIMATE	TOTAL CUSTOMER PAY 0.00
--------------------------------	--------------------------------	--	----------------	----------------------------

Customer Signature X

Suttle Motor Corporation

12525 JEFFERSON AVENUE • NEWPORT NEWS, VA 23602 • SERVICE (757) 886-1800 BODY SHOP (757) 886-1860



23

CUSTOMER NO. 29757	ADVISOR YELLOW TONES	TAG NO. 7912	INVOICE DATE 11/01/02	MO/CO/SA G03S483972
	LABOR RATE	LICENSE NO. M-PATTCO	MILEAGE 35,803	COLOR DK GREEN/
	YEAR / MAKE / MODEL 00 / GMC / C / K1500 / STERRA		DELIVERY DATE 01/03/01	DELIVERY MILES 8,857
	VEHICLE ID NO. 1GTEK19V8Y2310392		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 11/01/02	
COMMENTS				

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
REPLACE DRL BULB R/F							
JOB # 8	1	12450108	BULB 2.679	1.53	1.53	2.14	2.14
			JOB # 8 COST TOTAL	1.53			
			JOB # 8 TOTAL PARTS				2.14
			JOB # 8 TOTAL LABOR & PARTS				16.00
			R/O TAX			0.60	
			R/O TOTALS				442.20

- CASH
 - CHECK
 - CHARGE
- OK'D BY _____

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY TELL YOUR FRIENDS. IF NOT, PLEASE TELL US IMMEDIATELY.

WARRANTY CLAIM DETAIL TOTALS

CLAIMS	TOTAL
72	442.20
CLAIM TOTALS	442.20

GUARANTEE

12 MONTHS ON ALL GM AND BAAB PARTS AND LABOR OR 12,000 MILES WHICHEVER OCCURS FIRST ON INSTALLED PARTS & LABOR INSTALLED IN THIS SHOP. DAMAGE OR ABUSE AFFECTING THESE REPAIRS VOID THIS WARRANTY.

SEE REVERSE SIDE FOR GOODWRENCH SERVICE PLUS LIFETIME SERVICE GUARANTEE - LIMITED WARRANTY FOR ELIGIBLE GM PARTS.

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GSNMF.522
 11/01/2002 WARRANTY NEW CLAIM
 1634
 RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #
 483972 11/01/2002 18TEK19V8Y2310392 8 10238 35803 228-02-0139

CUSTOMER NAME: FIRST: MIDDLE: LAST: PHONE: WORK: 757-988-0082 HOME: 757-875-2809

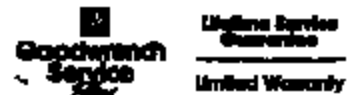
LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		MG	1	15709327	42.52	6F	K4123	.4			27.72
LN-TOT:					70.24			TECH SSN: 226-33-1181				AUTH. AUTHOR.:

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	06		OJ	2	17113665	272.81	1H	35485	1.2			83.16
LN-TOT:					355.96			TECH SSN: 226-33-1181				AUTH. AUTHOR.:
MEMO PART NUMBERS: 17113561												

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	OHRS	NET-AMT.	LAB-TOT.
3	06		OJ	1	12450108	2.14	6F	N0528	.2			13.66
LN-TOT:					16.00			TECH SSN: 226-33-1181				AUTH. AUTHOR.:

R.O. TOTAL: 442.20

DUPLICATE INVOICE



Suttle Motor Corporation

12525 JEFFERSON AVENUE • NEWPORT NEWS, VA 23602 • SERVICE (757) 886-1800 BODY SHOP (757) 886-1860



23

CUSTOMER NO. 29757	ADVISOR YELLOW JONES	TRG NO. 7912	WORK DATE 11/01/02	WORKING GCWS483972
	LABOR RATE	LICENSE NO. M-PATTCO	MILEAGE 35,803	COLOR DK GREEN/
	YEAR / MAKE / MODEL 00/GMC/C/K1500/STERRA		DELIVERY DATE 01/03/01	DELIVERY MILES 8,857
	VEHICLE ID. NO. 1GTEK19V8YZ31039Z		BILLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 11/01/02	
COMMENTS				

LABOR & PARTS

TECH	DATE	START	FINISH	ACT	TIME	DESCRIPTION
8800	11/01/02	8.70	11.40	0.60	0.00	FINISHED
8800	11/01/02	0.00	0.00	0.00	0.00	FINISHED
7429	11/01/02	0.00	0.00	0.00	0.33	FINISHED
7620	11/01/02	0.00	0.00	0.00	0.13	FINISHED
7759	11/01/02	0.00	0.00	0.00	0.14	FINISHED
				TOTAL TECH TIME	0.50	0.40

CUST STATES SERVICE AND LIGHT IS COMING ON --WB--
SCAN SYSTEM FOR CODES P1270 IN MEMORY
RUN DIAG FLOW CHART FOUND 4WD SWITCH TO HAVE OPEN CIRCUIT
REPLACE 4WD SELECTOR SWITCH

QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
1	15709327	SWITCH 4.503	30.37	30.37	42.52
JOB # 1 COST TOTAL			30.37		
JOB # 1 TOTAL PARTS					42.52
JOB # 1 TOTAL LABOR & PARTS					70.24

TECH	DATE	START	FINISH	ACT	TIME	DESCRIPTION
8800	11/01/02	8.70	11.40	0.60	0.00	FINISHED
8800	11/01/02	0.00	0.00	0.00	0.00	FINISHED
7429	11/01/02	0.00	0.00	0.00	0.40	FINISHED
7520	11/01/02	0.00	0.00	0.00	0.40	FINISHED
7759	11/01/02	0.00	0.00	0.00	0.40	FINISHED
				TOTAL TECH TIME	0.60	1.20

CUST STATES THE ACCEL. WILL STICK WHEN STARTING FROM A COMPLETE STOP--07--
DIAG THROTTLE PLATE BINDING INTERNALLY IN T-BODY HOUSING
REPLACE THROTTLE BODY

QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
1	17113605	BODY 3.335	186.52	186.52	263.93
1	17113561	SEAL 3.336	6.34	6.34	8.88
JOB # 6 COST TOTAL			194.86		
JOB # 6 TOTAL PARTS					272.81
JOB # 6 TOTAL LABOR & PARTS					355.96

TECH	DATE	START	FINISH	ACT	TIME	DESCRIPTION
8800	11/01/02	9.70	11.40	0.10	0.00	FINISHED
8800	11/01/02	0.00	0.00	0.00	0.00	FINISHED
8800	11/01/02	0.00	0.00	0.00	0.00	ENTERED IN INVOICING
7429	11/01/02	0.00	0.07	0.00	0.07	ENTERED IN INVOICING
7520	11/01/02	0.00	0.07	0.00	0.07	ENTERED IN INVOICING
7759	11/01/02	0.00	0.06	0.00	0.06	ENTERED IN INVOICING
				TOTAL TECH TIME	0.10	0.20

THERE IS A DAYTIME RUNNING LIGHT OUT ON THE VEHICLE--03--
R/F DAYTIME RUNNING LIGHT BULB BURNT OUT

- CASH
 - CHECK
 - CHARGE
- OK'D BY _____

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY TELL YOUR FRIENDS, IF NOT, PLEASE TELL US IMMEDIATELY.

GUARANTEE

12 MONTHS ON ALL GM AND BAARD PARTS AND LABOR OR 12,000 MILES WHICHEVER OCCURS FIRST ON INSTALLED PARTS & LABOR INSTALLED IN THIS SHOP. DAMAGE OR ABUSE AFFECTING THESE REPAIRS VOID THE WARRANTY.

SEE REVERSE SIDE FOR GOODWRENCH SERVICE PLUS LIFETIME SERVICE GUARANTEE - LIMITED WARRANTY FOR ELIGIBLE GM PARTS.

Goodwrench Service
Lifetime Service Guarantee
Limited Warranty





LEE JOHNSON CHEVROLET LEE JOHNSON MAZDA

11845 N.E. 85th * P.O. BOX 819
KIRKLAND, WA 98083
(425) 827-0521 * FAX (425) 827-1818



MAZDA

25

CUSTOMER NO. 45442	ADDRESS GEOFFREY A LYONS 185	DOB NO. 168	INVOICE DATE 10/30/02	INVOICE NO. CTWS188610
LABOR RATE	LICENSE NO. 325LHJ	MILEAGE 62863	DEALER LY PEWTERIG	STOCKING
YEAR / MAKE / MODEL 00/CHEVROLET TRUCK/SUBURBAN/TRK 4WD	DELIVERY DATE 05/17/00	DELIVERY MILES		
VEHICLE I.D. NO. 36NFK10TX96179366	SELLING DEALER NO.	PRODUCTION DATE		
P.T.E. NO.	H.O. NO.	P.C.	I.O. DATE 10/29/02	
COMMENTS				

LABOR & PARTS

J# 2 12CVZ FUEL SYSTEM HOURS: 1.40 TECH(S):11 108.22

THROTTLE PEDAL BINDS ON ACCEL
CHECK AND FOUND TO HAVE DAMPED THROTTLE BODY, REPLACED AS
NEEDED. ONE TIME GOODWILL REPAIR.

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 2	1	88884260	BODY 3.335	188.52	188.52	263.93
JOB # 2	1	17113561	SEAL 3.336	6.34	6.34	8.88
JOB # 2 COST TOTAL				194.86		
JOB # 2 TOTAL PARTS						272.81
JOB # 2 TOTAL LABOR & PARTS						381.03

COMMENTS

OWNER

R/O TAX 0.00
R/O TOTALS 381.03

WARRANTY CLAIM DETAIL TOTALS

CLAIM	TOTAL
188810	381.03
CLAIM TOTALS	381.03

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: G86NMF.072
10/30/2002 1510 WARRANTY NEW CLAIM

RD NUMBER	RD DATE	VIN	DTY DEALER	ODOMETER	SERVICE ADVISOR #
188810	10/29/2002	36NFK16TX96179366	3 19253	52863	518-84-7759

CUSTOMER NAME: FIRST: ROBERT MIDDLE: E
LAST: JAEGER PHONE: WORK: 425-754-2267 HOME: 425-336-3716

LN	JOB	CT	CC	PC	PART-NO	TOT-PTS	FC	LABOR	LIRS	QHS	NET-AMT.	LAB-TOT
1	02	0A	2		88884260	272.81	93	35490	1.4			108.22
LN-TOT:					381.03	TECH SSN: 635-68-4660						
MEMO PART NUMBERS: 17113561												

R.O. TOTAL: 381.03

***** DUPLICATE INVOICE *****

YOUR SATISFACTION IS OUR GOAL
Thank you for this opportunity to serve you. It is our goal to perform all repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends; if not, please tell us immediately. All claims for equipment must be accompanied by this invoice.

DISCLAIMER OF WARRANTIES
Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

The information contained on the estimate, worksheet and/or repair order is incorporated herein by reference.

**PARTS & LABOR GUARANTEED
90 DAYS OR 4000 MILES WHICH-
EVER FIRST OCCURS.**

*Thank
You*

Charles

CHEVROLET • BUICK • OLDSMOBILE
 235 N. Front St. PO Box 38
 Coloma, Wisconsin 54930
 (715) 228-2911 (800) 227-2911

26

CUSTOMER NO. 10887	APRISON RODNEY OLESON 36	TAG NO	10/31/02	CTW337001
	LABOR RATE	LICENSE NO.	32228	VICTORY RED
	YEAR MAKE MODEL		07/03/00	DELIVERY MILES
	VEHICLE ID NO.			PRODUCTION DATE
	16CEK14V5YE 388265			
	K/T/E NO.	PO NO.	10/29/02	
COMMENTS				

LABOR & PARTS		FUEL & EMISSIONS		HOURS: 1.30	TECH(S): 4	65.47
JOB # 1 15CVZ		CUSTOMER STATES THROTTLE STICKS AT TIMES				
		CHECKED SYSTEM OVER FOUND THROTTLE BODY BINDING				
		R/R FAULTY THROTTLE BODY, TEST DROVE VERIFY REPAIR				
PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 1	1	17113665	BODY 3.335	188.52	188.52	253.93
JOB # 1	1	17113661	SEAL 3.336	6.34	6.34	8.88
JOB # 1 COST TOTAL				194.86		272.81
JOB # 1 TOTAL PARTS						272.81
JOB # 1 TOTAL LABOR & PARTS						338.28
JOB # 2 60CVZ		REAR SUSPENSION		HOURS: 0.30	TECH(S): 4	16.11
		CLUNK REAR END TAKING OFF FROM STOP				
		CHECKED SYSTEM OVER COULD NOT DUPLICATE CONCERN AT THIS TIME				
		TEST DROVE, MOIST INSPECTED NO PROBLEM FOUND				
JOB # 2 TOTAL LABOR & PARTS						15.11
				R/O TAX		0.00
				R/O TOTALS		353.39

WARRANTY CLAIM DETAIL TOTALS

CLAIM #	TOTAL
37001	353.39
CLAIM TOTALS	353.39

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GNGWF.959
 10/31/2002
 1253 WARRANTY NEW CLAIM

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
037001	10/29/2002	16CEK14V5YE388265	3	18114	32228	394-66-8051

CUSTOMER NAME: FIRST: DANA MIDDLE: C LAST: MILLER
 PHONE: WORK: 608-429-2121 HOME: 608-296-3457

LN	JOB	CT	CC	PC	PART NO.	TOT-PTS	FC	LABOR	LHRS	CHRS	NET-AMT.	LAB-TOT
1	01	08	2		17113665	272.81	4X	35485	1.3			65.47
LN-TOT:					338.28	TECH SSN: 394-68-4820		AUTH CODE:			AUTH. AUTHOR.:	
REMO PART NUMBERS: 17113661												
LN	JOB	CT	CC	PC	PART NO.	TOT-PTS	FC	LABOR	LHRS	CHRS	NET-AMT.	LAB-TOT
2	02	08	2		17113661	15.11	92	15991	.3			15.11
LN-TOT:					15.11	TECH SSN: 394-68-4820		AUTH CODE:			AUTH. AUTHOR.:	
R.O. TOTAL: 353.39												

C.M. 323
 353.39
 11-5-02

Charles

CHEVROLET • BUICK • OLDSMOBILE
 235 N. Front St. PO Box 39
 Coloma, Wisconsin 54930
 (715) 228-2911 (800) 227-2911

26

CUSTOMER NO. 10681	ADDRESS RODNEY CLESON 38	TAX ID NO.	REGISTRATION NO. T0236/02	WARRANTY NO. CTC837001
	LABOR RATE	LICENSE NO.	VEHICLE NO. 32228	COLOR VICTORY RED
	YEAR MAKE MODEL 00/CHEVROLET TRUCK/K16 FLEET SIDE/4X		DELIVERY DATE 07/03/00	STOCK NO. 0178
	VEHICLE ID NO. TBCEK14V5YE 388255		SELLING DEALER NO.	PRODUCTION DATE
	P.T. # NO.	P.O. NO.	BIO DATE 10/29/02	
COMMENTS				

LABOR & PARTS
 # 1 15CVZ FUEL & EMISSIONS HOURS: 1.30 TECH(S):4 WARRANTY
 CUSTOMER STATES THROTTLE STICKS AT TIMES
 CHECKED SYSTEM OVER FOUND THROTTLE BODY BINDING
 R&R FAULTY THROTTLE BODY, TEST DRIVE VERIFY REPAIR

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	17113655	BODY 3.335			0.00
JOB # 1	1	17113651	SEAL 3.336			0.00
JOB # 1 TOTAL PARTS						0.00
JOB # 1 TOTAL LABOR & PARTS						0.00

2 60CVZ REAR SUSPENSION HOURS: 0.30 TECH(S):4 WARRANTY
 CLUNK REAR END TAKING OFF FROM STOP
 CHECKED SYSTEM OVER COULD NOT DUPLICATE CONCERN AT THIS TIME
 TEST DRIVE, HOYST INSPECTED NO PROBLEM FOUND

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

TOTALS

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

METHOD OF PAYMENT
 * CASH [] * CHECK [] *
 * CHARGE [] * CK #..... *
 * (MUST be pre-approved) *
 * CREDIT CARD [] *
 * WE ACCEPT MASTERCARD, VISA, AMER EXPRESS & SH CARD *
 * THANK YOU FOR YOUR PATRONAGE!!!! *

OR
4X

NE
9Z

CUSTOMER SIGNATURE

WATSON SERVICE # 1 800 5 877 888 3 Copyright 2000 GM Auto & Truck Dealers Assn

ADDITIONAL MATERIAL USED			
QTY	PART NO.	DESCRIPTION	PRICE
#1)		THROTTLE BODY STIKAS - THROTTLE PLATE HANGS IN THROTTLE BOX, R/R THROTTLE BODY	
#2)		TEST DRIVE, UNABLE TO DUPLICATE CONCERN	
TOTALS			

DISCLAIMER OF WARRANTIES

The dealer is not a party to any Manufacturer's warranty on parts or service contained herein. THE DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO ANY PARTS, LABOR OR DIAGNOSTIC SERVICES FURNISHED.

ADDITIONAL MATERIAL USED			
QTY	PART NO.	DESCRIPTION	PRICE
TOTALS			

LABOR RECORD				
EMP NO.	DATE	TIME	ELAPSED TIME	TIME CLOCK
41				OFF 1140 ON 1241
42				OFF 2330 ON 2100
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
TOTALS				

26

Victor George



1640 North Lapeer Road
 Post Office Box 68
LAPEER, MICHIGAN 48446
 Phone (810) 684-4571
 Toll Free 1-800-955-1292
 Fax (810) 684-1830

We want
 your business.

28



STATE REGISTRATION F-154722

CUSTOMER NO. 100	REPAIRS PROPERLY COMPLETED & CHECKED BY X DORRIS LEWIS 243	DOB NO. 003P	INVOICE DATE 10/29/02	INVOICE NO. GTMB87884
	LABOR RATE	ORDER NO.	ORDER	STOCK NO.
	YEAR / MAKE / MODEL 003MC03K08N/STAWEN	25652	DELIVERY DATE	003P PROPERTY FILES
	VEHICLE NO. 1GKEK13T3YJ122633		SELLING DEALER NO.	PRODUCTION DATE
			S.O.D.#	U.I.#/L.O.#/S.I.#/S.N.#

11/01/02
 1655
 Warranty New Claim
 GMGMWF.114

RD Number 067984 RD Date 10/29/2002 VIN 1GKEK13T3YJ122633 Div 3 Dealer 44410 Edgewater 25652

Customer Name: First: Middle: Last: Phone/Work: Home:

LN	CT	CC	PC	Part-No.	Tot-Pts	FC	LabOp	Lhrs	Qhrs	Labr-Amt.	Net-Amt.	Ln-Tot.
1		MA	4	15070B19	7.00	93	V0609	.4		27.92		34.92
Tech SSN: 375-54-1176 Auth Code:											Authorized Author.:	

Memo Part Numbers: 11516569 12337820

2		OJ	1	88937199	56.55	93	N3325	.6		41.87		98.42
Tech SSN: [REDACTED] Auth Code:											Authorized Author.:	
3		OJ	1	88937200	56.55	93	N3324	.6		41.87		98.42
Tech SSN: [REDACTED] Auth Code:											Authorized Author.:	

RD Number: 067984 RD Date: 10/29/2002 Div: 3 Dealer: 44410 GMGMWF.114

LN	CT	CC	PC	Part-No.	Tot-Pts	FC	LabOp	Lhrs	Qhrs	Labr-Amt.	Net-Amt.	Ln-Tot.
4		DA	1	88984260	263.93	2F	J5490	1.3		90.73		354.66
Tech SSN: [REDACTED] Auth Code:											Authorized Author.:	

R.O. Total 586.42



1640 North Lapeer Road
 Post Office Box 68
LAPPEER, MICHIGAN 48446
 Phone (810) 664-4571
 Toll Free 1-800-955-1292
 Fax (810) 664-1830

We want your business.

28

WE HONOR



STATE REGISTRATION F-184722

REPAIRS PROPERLY COMPLETED & CHECKED BY X ROBERT E. WETR 812 ROBE	TAB NO.	BUSINESS DATE 10/30/02	INVOICE NO. CTMS67484
LABORER NO. 25662	MR. SALES 25662	DELIVERY DATE 10/29/02	STICKER NO. 0000
YEAR / MAKE / MODEL 00000000000000000000	VEHICLE ID. NO. 1GKEK13T3YJ 122833	BILLED DEALER NO. 38-1808888	PRODUCTION DATE 10/29/02
P. T. E. NO. 38-1808888	P. O. NO.	R. O. DATE 10/29/02	ALL PARTS ARE NEW UNLESS SHIPPED OTHERWISE
COMMENTS	MILEAGE OUT	INSURANCE CO.	CLAIM NO.

JOB# 4 CHARGES

LABOR

TECH	DATE	START	FINISH	ACT	TIME	DESCRIPTION	HOURS	TECH(S)	PRICE
152	10/31/02	12:30	12:30	0:00	0:00	FINISHED	0.60	152	41.87
152	10/31/02	0:00	0:00	0:00	0:00	FINISHED	0.00		
TOTAL TECH TIME							0.60		

RH WINDOW IMP REAR
 INSPECT-VERIFY CONDITION-RIGHT REAR DOOR POWER WINDOW IMP
 FROM BOTH SWITCHES-PER RELATED BULLETIN REPLACE WINDOW MOTOR
 N3324

CLAIM # 67984

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	PRICE
	1	88937200	MOTOR ASM	16.260	40.39	40.39	56.55
COST TOTAL				16.260	40.39	40.39	56.55
TOTAL PARTS							56.55

JOB# 4 TOTALS **07/93-N3324-05**
A-.1
NO CLAIM TYPE
JOB# 4 JOURNAL PREFIX CTMS **JOB# 4 TOTAL** **98.42**

JOB# 5 CHARGES

LABOR

TECH	DATE	START	FINISH	ACT	TIME	DESCRIPTION	HOURS	TECH(S)	PRICE
152	10/31/02	12:30	12:30	0:00	1:30	FINISHED	1.30	152	90.73
152	10/31/02	0:00	0:00	0:00	0:00	FINISHED	0.00		
TOTAL TECH TIME							1.30		

THROTTLE STICKS
 INSPECT-VERIFY CONDITION-THROTTLE LINKAGES OK-THROTTLE BODY
 STICKS WHEN CLOSED-REPLACE THROTTLE BODY-OK NOM
 J5490

CLAIM # 67984

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	PRICE
	1	88984260	BODY	3.935	188.52	188.52	263.93
COST TOTAL				3.935	188.52	188.52	263.93
TOTAL PARTS							263.93

JOB# 5 TOTALS **08/2E-J5490-1.1**
A-.2
NO CLAIM TYPE
JOB# 5 JOURNAL PREFIX CTMS **JOB# 5 TOTAL** **354.66**

TECHNICIAN CERTIFICATION
 152

ROBERT E. WETR N101179

APPROVED BY

CLAIM NO.

ATTENTION REQUIRED

DEDUCTIBLE	RETENTION
\$	\$
OTHER AMOUNT	RELEASED
\$	\$

SIGNATURES

TERMS are cash on delivery, ESTIMATES ARE FOR LABOR ONLY, MATERIAL IS EXTRA. Storage will be charged 48 hours after repairs are completed. Not responsible for loss or damage to cars or articles left in cars in case of fire, theft, flooding, accident or any other cause beyond our control. An express gaspumper's lien is hereby acknowledged on above car or truck to secure the amount of repairs invoice.

POWER OF ATTORNEY - I HEREBY AUTHORIZE THE PRESENTS. This is assigned to my attorney and agent VICTOR GEORGE CHEVROLET (my agent) and I hereby authorize him to sign name, place and stamp of the undersigned on any insurance checks or bills issued by insurance company covering any repairs to my (my) automobile authorized by myself (myself) in whatever manner is necessary to place check or bill in a payable position.

I (we) hereby certify and confirm whatever police report statement and or any info by value listed in this statement.

THE ABOVE WORK HONESTLY AUTHORIZED AND CONDITIONS AGREED TO AS OUTLINED ABOVE.

Signed _____

All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Repairs and Repair Act.

X

THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.

ADDITIONAL INSTRUCTIONS
OR ESTIMATES

MECHANIC'S FINDINGS AND REMARKS

MECHANIC'S NAME & NUMBER *Bob White 7M0479*


1-P + 1.0 E-brake
WARR *WCC/LOF*
WARR *LH Rear Window Inop*
WARR *RH Rear Window Inop*
WARR *Overhaul tires -*
WARR *Throttle Sticks At Idle -*
1.0 *Long Travel on E-Brake - Adjust Both Sides -*
FT. PWS - 50%
R. PWS - 50%


2) 15070819 *BRKT*
 11516569 *BO IT*
 12337820 (2) *TIE*

② - Recal - 00093 - PWS OK - install clip

5) 88984260  *T-Body*

③ - LH Rear Window Inop - Both Switches
 problems in Motor - Front Tailgate

3) 88937199 *motor* 

4) 88937200 *motor* 

R/R Window Motor
 MECHANIC'S NAME & NUMBER

④ - RH Rear Window Inop from Both Switches
R/R Window Motor

⑤ *Throttle Sticks At Idle*
OK Linkage - OK -
OK Throttle Body Sticks when closed -

R/R Throttle Body

Low OKed 8:45 10/31
the min. - Don not excessive travel

28 hrs
+ WARR



Attachment "12B"

GM616A Supplement 1
EA02-015

ATTACHMENT "12B"