

**EA03-007**

**GM 2/6/04**

**ATTACHMENT**

**ONE BOOK**

**PART 2 OF 4**

OLCS183075

OLCS183075

24532

DAVID BRAY

200 397

10/07/03

OLCS183075

LL12

31,522 BLACK/

02/OLDSMOBILE/BRAVADA

10/18/01

NECKLIFFE, OH

1 G H D T 1 3 5 6 2 2 2 3 0 1 9 9

NSD

10/07/03

LABOR & PARTS

STALLED OUT WHILE DRIVING.  
PCM REWIRING PERFORMED BY INSPECTOR ESTEVE PEREZ AND REPROGRAMMED  
INSTALLLED AND CUSTOMER JUMPER HARNESS TO ELIMINATE  
VOLTAGE SPIKES.  
REPLACED POWERTRAIN CONTROL MODULE AND PROGRAMMED.  
REMOVED TRANSMISSION POSITION VARIATION.  
ROAD TESTED.

QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
1	1287463	MODULE 3.670		
1	1216399	HARNESS 2.480		
JOB # 1 TOTAL PARTS				0.00
JOB # 1 TOTAL LABOR & PARTS				0.00

KEY NOT ALIGNED TO THE SHIFTER KEY TO LOCK POSITION TO TALK  
KEY OUT. HAVE TO PRESS SHIFTER INWARD INTO PARK.  
REPLACED SHIFTER CONTROL ASSEMBLY.

QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
1	1216399	CONTROL ASSEMBLY		
JOB # 2 TOTAL PARTS				0.00
JOB # 2 TOTAL LABOR & PARTS				0.00

REPLACED SHIFTER CONTROL ASSEMBLY.  
POSITION KEY MAY BE REQUIRED WITH THE SHIFTER LEVER IN A  
DETAIL PLUG & MOVE CHAIRSIDE LEVER HA-95 Y0994 0.2 0.1

QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
1	25107294	PLUG 0.518		
JOB # 3 TOTAL PARTS				0.00
JOB # 3 TOTAL LABOR & PARTS				0.00

REPLACED SHIFTER CONTROL ASSEMBLY.  
REPROGRAMMED IF CLUSTER HA-95 0.3 0.1

QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 4 TOTAL PARTS				0.00
JOB # 4 TOTAL LABOR & PARTS				0.00

ABOUT THE TRUCK OPEN

OLCB183075

OLCB183075



24532

DAVID GRAY

200 397

10/07/03

OLCB183075

[REDACTED]  
WICKLIFFE, OH

LL112

31,522 BLACK/

02/OLDSMOBILE/BRAVADA

10/18/01

1 G H D T 1 3 5 6 2 2 2 3 0 1 9 9

MSD

10/07/03

TREAD DEPTH 7/32 OF AN INCH.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
			JOB # 5 TOTAL PARTS	0.00
			JOB # 5 TOTAL LABOR & PARTS	0.00

COMMENTS

TERMS

WE WANT YOUR COMPLETE SATISFACTION !!  
IF YOU ARE NOT COMPLETELY SATISFIED PLEASE LET US KNOW.

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

TOTAL INVOICE \$ 0.00

DUPLICATE INVOICE



**BERGSTROM CADILLAC-HUMMER, INC.**

1200 Appleton Road  
Madison, WI 53712 (800) 271-2211  
www.bergstromauto.com

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DATE	4880	4720	10/19/03
MAKE	YEAR	MODEL	DESCRIPTION
			1
			10/27/03
			10/06/03
			NOI 24042

**JOB 1 CHARGES**

LABEL: **CH 1 120LS**  
 CUSTOMER REPORTED THE FRONT FRONT DOOR LOCK WORKS INTERMITTENT.  
 SPECIAL CHARGED WITH PARTS FOR DOOR LOCK  
 SPECIAL CHARGED WITH PARTS FOR DOOR LOCK INTERMITTENT CHECKED.  
 SPECIAL CHARGED WITH PARTS FOR DOOR LOCK INTERMITTENT CHECKED.  
 SPECIAL CHARGED WITH PARTS FOR DOOR LOCK INTERMITTENT CHECKED.  
 10.17. SPECIAL CHARGED WITH PARTS FOR DOOR LOCK INTERMITTENT CHECKED.

QTY	UNIT PRICE	TOTAL	PARTS
1	10.00	10.00	0.00
2	5.00	10.00	0.00

**JOB 1 TOTALS**

JOB 1 TOTALS: 10.00

**JOB 2 CHARGES**

LABEL: **CH 2 100LS30**  
 G.O.S. & SERVICE

QTY	UNIT PRICE	TOTAL	PARTS
1	10.00	10.00	0.00
1	8.99	8.99	0.00
1	10.00	10.00	0.00

**JOB 2 TOTALS**

JOB 2 TOTALS: 28.99



**JOB 3 TOTALS**

JOB 3 TOTALS: 0.00

**JOB 4 CHARGES**

JOB 4 CHARGES: 10.00

**THANK YOU! WE APPRECIATE YOUR BUSINESS.**



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<p><b>THANK YOU!</b></p> <p>Your satisfaction is our goal. We are pleased to have your business. Thank you for your purchase. We look forward to your next visit. Please call us at 608-271-2211.</p>		

DATE	TIME	4000	4710	01/27/04	

LABEL  
00 4 10000  
CHECKED BY: [REDACTED] DATE: 01/27/04  
PER SERVICE TECHNICIAN

PARTS  
QTY 1 PR PRICE 1341796  
DESCRIPTION: 5.0L - PLATE 5.000  
UNIT PRICE: 1341796  
TOTAL - PARTS: 1341796

JOB 4 TOTALS  
JOB 4 JOURNAL SERVICE CHG 4 TOTAL 0.00

LABEL  
00 4 10000  
CHECKED BY: [REDACTED] DATE: 01/27/04  
PER SERVICE TECHNICIAN

PARTS  
QTY 1 PR PRICE 1341796  
DESCRIPTION: 5.0L - PLATE 5.000  
UNIT PRICE: 1341796  
TOTAL - PARTS: 1341796

JOB 5 TOTALS  
JOB 5 JOURNAL SERVICE CHG 5 TOTAL 0.00

LABEL  
00 4 10000  
CHECKED BY: [REDACTED] DATE: 01/27/04  
PER SERVICE TECHNICIAN

JOB 6 TOTALS  
JOB 6 JOURNAL SERVICE CHG 6 TOTAL 0.00

LABEL  
00 4 10000  
CHECKED BY: [REDACTED] DATE: 01/27/04  
PER SERVICE TECHNICIAN

JOB 7 TOTALS  
JOB 7 JOURNAL SERVICE CHG 7 TOTAL 0.00

LABEL  
00 4 10000  
CHECKED BY: [REDACTED] DATE: 01/27/04  
PER SERVICE TECHNICIAN

JOB 8 TOTALS  
JOB 8 JOURNAL SERVICE CHG 8 TOTAL 0.00

**BERGSTROM**

THANK YOU WE APPRECIATE YOUR BUSINESS AND YOUR FUTURE BUSINESS. BERGSTROM ALWAYS HAS YOUR BEST INTERESTS AT HEART.



538110

279778

TOM JUMPER



INVOICE

7475 HOWELL RD.  
ATLANTA, GA 30338  
SERVICE: (770) 398-0901  
SWITCHBOARD: (770) 392-0860

PAGE 1

SERVICE ADVISOR: 1644 RUD. HENRY

DUNWOODY, GA 30097  
HOME: [REDACTED]

02	01	VEHICLE MAKE	VEHICLE MODEL	VEHICLE YEAR	VEHICLE VIN	VEHICLE BODY	VEHICLE COLOR
		DEMOBILE	TRAVADA	1987	118522269990	18762/18762	T4894

DATE	TIME	STATUS	LABOR HOURS	CHARGE	TOTAL
08/22/88	17:00	13OCT03	90.00	VMC	16OCT2003

DATE	TIME	STATUS	LABOR HOURS	CHARGE	TOTAL
06:27	10OCT03	1	05	16OCT03	

DESCRIPTION	LABOR HOURS	CHARGE	TOTAL
CRANK			
NO110 BATTERY			
1 190016			
PARTS:			
CLAMP			
1 9001632			

DESCRIPTION	LABOR HOURS	CHARGE	TOTAL
REPLACE BATTERY			
CHANGE OIL, F			
1781			
7 OIL			

DESCRIPTION	LABOR HOURS	CHARGE	TOTAL
SOFT, CLEAN CABLES			
LINE AND CHASSIS LUBE			
1781			
7 OIL			

DESCRIPTION	LABOR HOURS	CHARGE	TOTAL
CRANK: ELIC PAIR			
1523			
FC: 60			

DESCRIPTION	LABOR HOURS	CHARGE	TOTAL
COUNT			
1523			

ON BEHALF OF SERVICE BY THE INFORMATION CONTAINED HEREIN, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN IS TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE AND BELIEF. I AM NOT PROVIDING ANY WARRANTY, EXPRESS OR IMPLIED, FOR THE LABOR OR MATERIALS USED IN THE PERFORMANCE OF THE SERVICES DESCRIBED HEREIN. THE LABOR AND MATERIALS ARE PROVIDED AS IS. THE CUSTOMER IS RESPONSIBLE FOR THE PROTECTION OF THE VEHICLE FROM DAMAGE AND FOR THE PROTECTION OF THE PERSONNEL SERVING THE CUSTOMER. THE CUSTOMER IS RESPONSIBLE FOR THE PROTECTION OF THE PERSONNEL SERVING THE CUSTOMER. THE CUSTOMER IS RESPONSIBLE FOR THE PROTECTION OF THE PERSONNEL SERVING THE CUSTOMER.

MR. J. HENRY CERTIFY THAT THE INFORMATION CONTAINED HEREIN IS TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE AND BELIEF. I AM NOT PROVIDING ANY WARRANTY, EXPRESS OR IMPLIED, FOR THE LABOR OR MATERIALS USED IN THE PERFORMANCE OF THE SERVICES DESCRIBED HEREIN. THE LABOR AND MATERIALS ARE PROVIDED AS IS. THE CUSTOMER IS RESPONSIBLE FOR THE PROTECTION OF THE VEHICLE FROM DAMAGE AND FOR THE PROTECTION OF THE PERSONNEL SERVING THE CUSTOMER. THE CUSTOMER IS RESPONSIBLE FOR THE PROTECTION OF THE PERSONNEL SERVING THE CUSTOMER. THE CUSTOMER IS RESPONSIBLE FOR THE PROTECTION OF THE PERSONNEL SERVING THE CUSTOMER.

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LABOR AMOUNT	
PARTS AMOUNT	
TAX	
TOTAL CHARGE	
CASH PAID	
AMOUNT DUE	

DATE	TIME	STATUS	LABOR HOURS	CHARGE	TOTAL





98



MONTRAC - BUSK - OLDSMOBILE - GMC TRUCK

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Goodwrench Service Plus

1705	JEFFREY A WRIGHT	2394	263	20/08/03	OLC5125742
	21,048	JEWELCOAT R		02/2002	
LEBANON, OH		02/OLDSMOBILE/BRAYADA/BRAYADA AND		09/28/02	347
		1 G H D T 1 3 8 7 2 2 1 0 8 8 3 8			02/22/01
				10/09/03	
					MO: 21048

UNIT PRICE	QUANTITY
JOB # 1 TOTAL PARTS	0.00
JOB # 1 TOTAL LABOR & PARTS	0.00
JOB # 2 TOTAL PARTS	0.00
JOB # 2 TOTAL LABOR & PARTS	0.00
TOTAL INVOICE	0.00

**Limited Warranty**

This dealership warrants all new parts from the original equipment manufacturer and labor performed in conjunction with this repair for a 12-month or 100,000-mile, whichever comes first. If any factory part or labor fails in normal service within that period, this dealership will replace the defective parts under repair any defect in workmanship. Any warranty on parts of accessories which are not the original equipment manufacturer parts are made solely by the manufacturer or supplier of such parts. This dealership disclaims all liability, express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither this dealership nor any other person is responsible for any liability in connection with the sale of this parts and labor. This dealership disclaims all liability for consequential or incidental damages arising out of this sale. (A copy of this repair order is kept on file at the dealership.)

**TOTAL INVOICE \$ 0.00**

attn: HTSA



LINE 99

WE PROUDLY EMPLOY ASE CERTIFIED TECHNICIANS

3077 Mayfield Road • Cleveland Heights, Ohio 44118 • (216) 321-2563

\*\*\*\*\*
PARTS AND LABOR GUARANTEED FOR THE LESSEY OF 12 MONTHS OR 12,000
MILES AGAINST DEFECTS AND FAULTY WORKMANSHIP, UNLESS OTHERWISE NOTED.
\*\*\*\*\*

Castrol GTX Maximum protection against viscosity and thermal breakdown.

Customer information and vehicle details form including VIN, make, model, and dealer information.

LABOR & PARTS
30 1 10P12
CUSTOMER STATE: OHIO
...
PAGE 1 OF 2



WE PROUDLY EMPLOY ASE CERTIFIED TECHNICIANS

3077 Mayfield Road • Cleveland Heights, Ohio 44118 • (216) 321-2552

\*\*\*\*\*
PARTS AND LABOR GUARANTEED FOR THE LESSE OF 12 MONTHS OR 12,000 MILES AGAINST DEFECTS AND FAULTY WORKMANSHIP, UNLESS OTHERWISE NOTED.
\*\*\*\*\*

Castrol GTX Maximum protection against viscosity and thermal breakdown.

Table with columns: WORKER, PART NO., QUANTITY, UNIT PRICE, AMOUNT, and COMMENTS. Includes vehicle details like VIN 1GNDT136723110105 and engine type 4.9L.

TOTALS
THANK YOU FOR DOING BUSINESS WITH PONTIAC
PLEASE RETURN COMPLETELY USED PARTS TO US OR TO AN ASE CERTIFIED TECHNICIAN FOR REUSE OR REPAIR





OLWB320319

Goodwrench Service Plus

MILLER CIRCLE DRIVE  
MATTESON, ILLINOIS 60448  
(708) 720-3600

Goodwrench Service Plus

OLWB320319

I HEREBY CERTIFY THAT THE ABOVE INFORMATION IS CORRECT AND TRUE TO THE BEST OF MY KNOWLEDGE AND BELIEF.

WORKER NO. <b>82269</b>	MARK ITEM <b>62048</b>	YR. NO. <b>776</b>	DATE IN <b>10/10/03</b>	WORKER NO. <b>OLWB320319</b>
	LABORER NO.	PLATE NO. <b>16 02E</b>	COLOR <b>DK. BLUE/</b>	WORKER NO. <b>09402</b>
	YEAR / MAKE / MODEL <b>02 / OLDSMOBILE / BRAVADA / SLE</b>		DATE IN <b>07/20/02</b>	WORKER NO. <b>127</b>
	VIN <b>1GMDT138727173948</b>		WORKER NO. <b>10-567</b>	
	A.P.R.N.	A.P.R.N.	DATE IN <b>10/09/03</b>	

WARRANTY CLAIM DETAIL TOTALS

CLAIM	LABOR	PARTS	SUB. LAB.	SUB. PART	GOS	HTSC	TAX	TOTAL
320319	122.97	2.93	0.00	0.00	0.00	0.00	0.00	125.90
<b>CLAIM TOTALS</b>	<b>122.97</b>	<b>2.93</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>125.90</b>

**DISCLAIMER OF WARRANTIES**

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes or 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.

**NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND CUY CONTROL. NOT RESPONSIBLE FOR DAMAGE FROM FREEZING DUE TO LACK OF ANTIFREEZE.**

*Always Bring Your Vehicle Here For Factory Authorized Service*

**THANK YOU FOR YOUR BUSINESS!**

APPROVED BY SIGNATURE

DUPLICATE INVOICE



MILLER CIRCLE DRIVE  
MATTESON, ILLINOIS 60443  
(708) 720-3500



11/23/03 19

PLEASE PRINT OR TYPE CLEARLY IN ALL CAPS. DO NOT WRITE IN THESE SPACES.

VEHICLE NO. <b>82269</b>	OWNER <b>MARK DEMI</b>	REG. NO. <b>67D48</b>	EXPIRES <b>7/26</b>	DATE <b>10/10/03</b>	PLATE NO. <b>DLR320819</b>
FRANKFORT, IL	ADDRESS <b>02/01 DEMONTE/REAVADA/AND</b>	VEHICLE TYPE <b>1 GNDT135722133948</b>	YEAR/MONTH/MAKE <b>07/20/02</b>	SALES/LEASE <b>10-587</b>	SALES/LEASE <b>127</b>
PHONE <b>815-469-7206</b>	PHONE <b>815-875-3700</b>	REGISTRATION			

LABOR & PARTS	WARRANTY OP. CODES	FLAT HRS.	OTHER HRS.	PC	AUTH. CODE	CLAIM TYPE	AMOUNT
<b>JP 1 40420015</b> CLUSTER GAGES DO RECALL 83013 INSTRUMENT PANEL CLUSTER GAGES INOPERATIVE INSPECT/REPAIR PER RECALL NA 98 W086 .3 -ACH .1		0.40					30.74
<b>JOB # 1 TOTAL LABOR &amp; PARTS</b>							
<b>JP 2 49020012</b> TRAN KEY REMOVAL DO RECALL 83018 TRANS SHIFT LOCK & TRAN KEY REMOVAL INSPECT/REPAIR PER RECALL NA 98 W094 2 -ACH .1		0.24					25.00
<b>JOB # 2 TOTAL LABOR &amp; PARTS</b>							
<b>JP 2 18107204</b> PLUS 8.818 COST TOTAL 8.02 TOTAL PARTS 2.93							25.95
<b>JOB # 2 TOTAL LABOR &amp; PARTS</b>							
<b>JP 3 34020019</b> REAR SUSPENSION WANTED CONCERN. PERFORMED PIN TESTS - REPOINT TO REAR COMPRESSION. POOR CONNECTION AT CONNECTOR CL. REPAIRED CONNECTOR ON ALL PINS. SYSTEM WORKS PROPERLY		0.80					38.40
<b>JOB # 3 TOTAL LABOR &amp; PARTS</b>							
<b>JP 4 4310LZ</b> BODY ELECTRICAL REFER TO SR LIT IN 81-98-01-052 SOFTWARE UPGRADE MAY BE NEC. REPROGRAM PCM		0.40					36.74
<b>JOB # 4 TOTAL LABOR &amp; PARTS</b>							
<b>JOB # 4 TOTAL LABOR &amp; PARTS</b>							

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**NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL. NOT RESPONSIBLE FOR DAMAGE FROM FREEZING DUE TO LACK OF ANTIFREEZE.**

<b>CLAIM DETAIL TOTALS</b>							R/O TAX	6.00
							R/O TOTALS	129.90
LABOR	PARTS	FOR LAB.	SUB.PART	SES	RISC	TAX	TOTAL	

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**THANK YOU FOR YOUR BUSINESS!**

# LAMB



## CHEVROLET CADILLAC

400 PRESCOTT LAKES PARKWAY  
 PRESCOTT, AZ 86301  
 (928) 778-6282

ORDER NO. <b>10997</b>	GENERAL ADVISOR <b>527</b>	LEASE NO. <b>4225</b>	DATE <b>10/10/03</b>	WARRANTY NO. <b>CVCS80411</b>
ADDRESS <b>PRESCOTT, AZ</b>	LEASE RATE <b>16,435</b>	VEHICLE NO. <b>02/OLDSMOBILE/BRVADA/4 DOOR UTILITY</b>	DELIVERY DATE <b>05/17/01</b>	DELIVERY MILES <b>3</b>
	VEHICLE ID NO. <b>1 GNDY135722140169</b>	SALES ORDER NO.	PRODUCTION DATE	
	P.T.E. NO.	P.A. NO.	DATE <b>10/07/03</b>	
ALBANY PHONE	COMMENTS			

**JOB# 1 CHARGES**

**LABOR**  
 # 1 SICVZ01 BODY/ELECT/CONCERN TECH(CS)1203 WARRANTY  
 CUST STATES VEH FEELS LIKE STUCK IN LOW GEAR RPM'S CLIMB TO 2500 BEFORE SHIFTS. THE COOLING FAN WAS STAYING ENGAGED. REFRESHED THE PCM WITH UPDATE. IT HELPED A LITTLE. CALLED TAC CASE#6836711 WAS TOLD TO DRIVE WITH THE TECH 2 AND SHIFT AT THAT WAY AND IF IT DID TO REPLACE THE PCM. REPLACED PCM AND PROGRAMMED. THE COOLING FAN IS STILL STAYING LOCKED UP. ORDERED FAN CLUTCH

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
	1	12576483	MODULE 3.670			INTERNAL
	1	16036141	ELEMENT 3.419			0.00
				TOTAL - PARTS		

**JOB# 1 TOTALS**  
 JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

**JOB# 2 CHARGES**

**LABOR**  
 # 2-11BVZ COOLING FAN STAYS LOCKED UP TEST DRIVE & STATIC ON LEFT. FAN CLUTCH "BROWLING" CONSTANTLY. REPLACED FAN CLUTCH. NO NOISE NOW. J330 (2.1 + 0.3 diag) WARRANTY

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
	1	16136318	CLUTCH 1.080			WARRANTY
	1	12346290	COOLANT 8.900			0.00
				TOTAL - PARTS		

**JOB# 2 TOTALS**  
 JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

**JOB# 3 CHARGES**

**LABOR**  
 # 3-08VZL LIP CHANG ENGINE OIL AND FILTER AND PERFORM INSPECTIONS. 7.97

**G.O.G. & SUPPLIES**

5.0	10430 NORTH ENG OIL	0	1.200	UNIT	6.40
1.0	FACTORY OIL FILTER	0	5.500	UNIT	5.50
				TOTAL - GOS	11.90

CODE	DESCRIPTION	CONTROL NO.
P3	HAZARDOUS WASTE	2.00
CO	FREE LIME OIL AND FILTER	5.00

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CUSTOMER SIGNATURE

# LAVIE

**CHEVROLET CADILLAC**  
 400 PRESCOTT LAKES PARKWAY  
 PRESCOTT, AZ 86301  
 (928) 778-8282

CLIENT NO. <b>10997</b>	GENERAL ADVISOR <b>527</b>	VEHICLE NO. <b>4225</b>	DATE <b>10/20/03</b>	WARRANTY NO. <b>CVCS80411</b>
ADDRESS <b>PRESCOTT, AZ</b>	LABOR TYPE	LICENSE NO.	SALES TAX <b>16,495</b>	STOCK NO.
	VEHICLE MAKE/MODEL <b>02/BUICK MOBILE/BRAVADA/4 DOOR UTILIT</b>		DATE OF PURCHASE <b>05/17/01</b>	DELIVERY MILE <b>3</b>
	VIN <b>1GNDT135722140189</b>		DEALER DEALER NO.	PRODUCTION DATE
	F.Y.E. NO.	P.O. NO.	DATE <b>10/20/03</b>	

TOTAL - MISC		-3.00
<b>JOB 3 TOTALS</b>		
LABOR	7.97	
G.O.B.	11.90	
MISC	-3.00	
<b>JOB 3 JOURNAL PREFIX CYCS</b>		<b>JOB 3 TOTAL 16.87</b>
<b>JOB 4 CHARGES</b>		
LABOR	0.00	
REPL AIR FILTER REPLACED AIR FILTER		
<b>JOB 4 TOTALS</b>		
<b>JOB 4 JOURNAL PREFIX CYCS</b>		<b>JOB 4 TOTAL 0.00</b>
MISC. CODE	DESCRIPTION	CONTROL NO.
JOB 4 A	25 DOCUMENT FEE	
JOB 4 A	F1 MISC. CHARGE	
TOTAL - MISC		1.00

**TOTALS**

TOTAL LABOR	7.97
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.B.	11.90
TOTAL MISC CHG	3.00
TOTAL MISC DISC	-3.00
TOTAL TAX	1.00
<b>TOTAL INVOICE \$</b>	<b>16.88</b>

ALL FACTORY PARTS CARRY 1 YEAR 38,000 MILE WARRANTY.  
 PARTS DESIGNATED WITH AN ASTERISK(\*) INDICATE LIMITED LIFETIME SERVICE WARRANTY APPLIES FOR CUSTOMER PAY REPAIRS.  
 PLEASE ASK YOUR SERVICE ADVISOR ABOUT ANY QUESTIONS ON THE WORK PERFORMED ON YOUR VEHICLE.  
 YOU MAY SOON BE RECEIVING A CUSTOMER SATISFACTION SURVEY. WE WANT YOURS COMPLETELY SATISFIED.  
 PLEASE SEE YOUR SERVICE ADVISOR FOR A DETAILED EXPLANATION OF WORK PERFORMED ON YOUR VEHICLE.

**DISCLAIMER OF WARRANTIES**  
 The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty 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 said products.

CUSTOMER SIGNATURE \_\_\_\_\_  
 DUPLICATE INVOICE

CLAYTON, OH  
HOME

Service-Parts-Body Shop  
Mon thru Fri 7:30 AM-5:30PM  
Tuesday Eve 7:30AM-8:00PM

Sales  
Mon thru Thurs 9AM-5PM  
Friday 9AM-6PM  
Saturday 9AM-5PM

Invoice Number: 160487

Tag Number: T843

Customer No. 46620

Service Advisor: 393 DUANE ISAACS

LT ENGINE	02	OLDSMOBILE BRAYADA	16NET13S7ZZ180254	24788	0.00
CHASSIS		11:54 09OCT03	17:00 09OCT03	14:54 09OCT03	
				CASH	0.00

DESCRIPTION	PRICE	NET	TOTAL
A. CUSTOMER STATES VEHICLE SHUT OFF WHILE DRIVING AND WOULD NOT CRANK OR START. CAUSE SHORTED J3800 MODULE, PCM/VCM REPLACE 319 HOLLER, LARON LIC#: 8499 WB4 1 12578483 MODULE FC: U1016 PART#: 12578483 COUNT: 1 CLAIM TYPE: AUTH CODE: PN			0.00

TOTAL LINE A: \$ 0.00

TECH 319 FOUND THE VEHICLE WILL NOT START. TURN THE KEY AND THERE IS NO STARTER SOLENOID CLICKING. FOUND CODE U1016 SET IN MOST OF THE VEHICLE MODULES. FOUND THE TECH 2 UNABLE TO COMMUNICATE WITH THE PCM. VEHICLE EVENTUALLY DID START AND COMMUNICATION WAS POSSIBLE WITH THE PCM. CODE U1000-LOSS OF STATE OF HEALTH AND U1016-LOSS OF COMMUNICATION WITH THE POWERTRAIN CONTROL MODULE. REPLACED THE PCM AND PROGRAMMED THE PCM WITH THE TECH 2. RELEARNED THE CRANKSHAFT POSITION SENSOR VARIATION. TEST DROVE APPROX 12 MILES AND NO OTHER PROBLEMS WERE NOTED.

ON BEHALF OF SERVICE DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN IS ACCURATE UNLESS OTHERWISE SPECIFIED. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO CUSTOMER. THERE WAS NO WORKORDER FROM THE APPROVOR OF THE VEHICLE OR WORKORDER, THAT ANY PARTS WERE OR REPLACED UNDER THIS CLAIM AND BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, DAMAGE OR INJURY. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 60 DAYS FROM THE DATE OF INCIDENT NOTIFICATION AT THE SERVICE DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER  
The above warranty constitutes all of the warranties with respect to the sale of this equipment. The dealer hereby disclaims liability for consequential damage or injury resulting from the use of this equipment or from any other cause. The dealer disclaims any liability for damage to or destruction of property or injury to persons or animals by the use of this equipment.

LARGE AMOUNT	
PAID AMOUNT	
BAL. ON LINE	
NET AMOUNT	
TOTAL CHARGES	
LINE INVOICE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

SALES TAX  
TOTAL CHARGES  
PAID AMOUNT  
NET AMOUNT



**Service-Parts-Body Shop**  
 Mon thru Fri 7:30 AM-5:30PM  
 Tuesday Eve 7:30AM-9:00PM

**Sales**  
 Mon thru Thurs 9AM-5PM  
 Friday 9AM-6PM  
 Saturday 9AM-5PM

Invoice Number: **160487**

Tag Number: **T843**

Customer No. **46620**

Service Advisor: **303 DUANE ISAACS**

CLAYTON, OH  
 HOME

LT FRONT	CR	OLDSMOBILE SAVADA	10/27/1987	24798	0000
07/11/2002		11-84 OMKCT03	17-00 OMKCT03	14-54 OMKCT03	CASH

**B CHECK FOR OPEN SAFETY RECALLS**  
 \$12 CHECK FOR OPEN SAFETY RECALLS  
 00 CPTF  
 TOTAL LINE B: \$ 0.00

24798 NO RECALLS PER GM VHS IN

**C VEHICLE WAS TOWED FROM CUSTOMER RESIDENCE TO SERVICE DEPARTMENT, CALIFE.**  
 T2020 TOWING  
 00 W04  
 FC: U1018  
 PART#:   
 COURT: 0  
 CLAIM TYPE:  
 AUTH CODE:  
 PN  
 SUBJ SAUNDERS TOWING-POS 00000  
 W04  
 TOTAL LINE C: \$ 0.00

24798 VEHICLE TOWED FROM CUSTOMER RESIDENCE TO SERVICE DEPARTMENT

**STATEMENT OF WORK**  
 I HEREBY CERTIFY THAT THE WORKMANSHIP DESCRIBED HEREIN IS ACCORDING TO THE MANUFACTURER'S REPAIR MANUAL AND WAS PERFORMED AT NO CHARGE TO THE CUSTOMER UNLESS OTHERWISE NOTED. I WILL BE RESPONSIBLE FOR THE APPEARANCE OF THE VEHICLE UPON RETURN. THAT ANY PARTS SHOWN OR REPLACED WERE NOT DAMAGED AND WERE CHANGED IN ANY WAY WITH ANY WARRANTY, INCLUDING IN WRITING, EXCEPTING THIS CLAIM AND APPLICABLE FOR (X) YEAR FROM THE DATE OF POLICY OR EXHAUSTION AT THE SERVICE CENTER FOR REPAIRS BY MANUFACTURER'S REPAIR MANUAL.

**STATEMENT OF WORK**  
 The factory original equipment of the vehicle was inspected and found to be in good condition. The vehicle was towed to the service center and was found to be in good condition. The vehicle was towed to the service center and was found to be in good condition. The vehicle was towed to the service center and was found to be in good condition.

SALES TAX	
SALES TAX	
SALES TAX	
SALES TAX	
SALES TAX	
SALES TAX	
SALES TAX	
SALES TAX	
SALES TAX	
SALES TAX	

Service-Parts-Body Shop  
Mon thru Fri 7:30 AM-5:30PM  
Tuesday Eve 7:30AM-8:00PM

Sales  
Mon thru Thurs 9AM-6PM  
Friday 9AM-6PM  
Saturday 9AM-6PM

Invoice Number: 160487

Tag Number: T843

Service Advisor: 393 DUANE ISAACS

Customer No. 46620

CLAYTON, OH  
HOME

LS NUMBER	02	OLD MOBILE NEWADA	10807150722100004			
REMARKS		11:54 08OCT03	17:00 08OCT03	14:54 08OCT03	CASH	
					PRICE	NET TOTAL

BY SAUNDERS TOWING REFERENCE INVOICE 30674 PER SAUNDERS, FROM. IN

D\*\* TRANSPORTATION

CAUSE: COURTESY TRANSPORTATION  
Z7801 1 DAY RENTAL

99 W94  
PC: 99 PARTS COUNT: 0

CLAIM TYPE:

AUTH CODE:

MI

SUBJ: JOE JOHNSON RENTAL-INVOICE #032771

W94

\$ 0.00

TOTAL LINE D: 0 0.00

SICR CUSTOMER PROVIDED ALTERNATE TRANSPORTATION BY SALESMAN RICE  
SAUNDERS, IN

IN EVENT OF SERVICE DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN IS ACCURATE UNLESS OTHERWISE NOTED. SAUNDERS CERTIFIES THAT NO OTHER TO BE COVERED. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REMOVED OR REPLACED UNDER THIS CLAIM WAS BEING COVERED BY ANY OTHER WARRANTY, INCLUDING ANY OTHER WARRANTY OF MERCHANTABILITY, OR THAT ANY PART WAS COVERED BY ANOTHER WARRANTY. THIS WARRANTY DOES NOT COVER ANY PARTS OR LABOR IN CONNECTION WITH THE USE OF THE VEHICLE.

SAUNDERS, IN

STATEMENT OF DECLARATION  
The Service Advisor certifies that the information contained herein is accurate unless otherwise noted. SAUNDERS CERTIFIES THAT NO OTHER TO BE COVERED. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REMOVED OR REPLACED UNDER THIS CLAIM WAS BEING COVERED BY ANY OTHER WARRANTY, INCLUDING ANY OTHER WARRANTY OF MERCHANTABILITY, OR THAT ANY PART WAS COVERED BY ANOTHER WARRANTY. THIS WARRANTY DOES NOT COVER ANY PARTS OR LABOR IN CONNECTION WITH THE USE OF THE VEHICLE.

SAUNDERS, IN

LINE NUMBER	
DESCRIPTION	
QTY, OR, LBS	
UNIT AMOUNT	
TOTAL CHARGE	
LESS PAYMENT	
AMOUNT DUE	

**Art Gambin Inc.**  
 1241 Pennsylvania Ave. S., Superior, WI 54880  
 (715) 325-1000 (715) 325-1001  
 www.gambinmotors.com

SO: 103445  
 Cashier: 000109 16:47-1  
 Date Out: 10/17/2003  
 Status: REPRINT  
 CLOSED

Customer: 24200

TAG: 159MCF  
 VIN: 1G8DT13872211113  
 2002 OLDS BRAVADA

Miles-in: 20602 Out: 20615  
 Delivered: 02/28/2002  
 In Service: 10/05/2001  
 Date In: 10/15/2003

Home: [REDACTED] Work: N/A  
 Advisor: 000109-JANE RUDNICK Hat:

OP	Asst	Tech	Hours	Compl:nt/Cause/Correction	Per Unit	Extended Price
----	------	------	-------	---------------------------	----------	----------------

A IEM 000041C  
 THE CUSTOMER STATES: CURT REPAIRS BRAKES STUCK ON  
 ABS LIGHT ALSO ON  
 RELATED TO LINE "B"  
 DIAGNOSIS OF THIS CONCERN  
 THIS CONCERN RELATED TO ANOTHER REPAIR.

B W40 000041W J6360  
 THE CUSTOMER STATES: CURT REPAIRS RUNNING VERY POORLY  
 TECH NOTES: INSTALLED SCANNER, CODES STORED IN EVERY MODULE.  
 PCM: P0802; BPCM: C0216 AMI C0217; BCM, BCM, DEN, HVAC, IPC,  
 BCM, RADIO, HEAR AUDIO AND SFR: U1016B, LHM: U1016, U1066,  
 S112; OMTAR: U1016 B3485. VEHICLE STARTED AND RAN OK.  
 BRAKES WEREN'T LOCKED. MODULES WILL NOT COMMUNICATE WITH PCM  
 AT ONE TIME OR ANOTHER. TEST DROVE AFTER CLEARING ALL CODES  
 AND SPEED IS INOP. ABS CODES RESET, TRAKE DOES NOT UPSHIFT  
 BUT DOES NOT SET CODES. BOTH WIRE BARRERS OUT OF CIRCUIT.  
 REPROGRAMED PCM C2 CITS 811 AND 812 FOR VSS AND STEER AND  
 FOR VEHICLE AND SIGNAL IS GOOD. RESISTANCE OF SENSOR 13620  
 NO GROUNDS OR SHORTS TO POWER. FOLLOW P0802 FLOW CHART AND  
 DIAGNOSE PCM FAILURE. (THIS IS CONSISTENT WITH CURT  
 DESCRIPTION OF WHAT HAPPENED). NO BULLETINS OR PIS REGARDING  
 THIS ISSUE. REPAIRED A/C MOTOR A CONTROL (TERMINAL C101).  
 REPLACED PCM AND REPROGRAMED. RETESTED EXTENSIVELY AND IS OK  
 AT THIS TIME.

INTERNAL FAILURE IN PCM  
 REPLACED PCM  
 PO: HRS 1.6 OTHER 1.7 J6360 PU GC 2 0000  
 Parts: 1 12576463 MODULE 3.670

C W40 000041 T202C  
 THE CUSTOMER STATES: TOWING CHARGES  
 TOWED IN FROM MAPLE VALLEY  
 PC # 1299 - INV # 03102  
 PG: T202C PU GC  
 FIRM'S TOWING SERVICE P: 1299

D IEM 000041  
 THE CUSTOMER STATES: 200.29:1721  
 INFO LINE ONLY

# Art Gambelin Motors

1247 Rockwell Ave. E. Grand Rapids, MI 49508

Phone: 616-941-1111 Fax: 616-941-1112

www.gambelinmotors.com



BO: 103445  
Cashier: 000109 16:47-1  
Date Out: 10/17/2003  
Status: REPRINT  
CLOSED

>>>> CONTINUED FROM PREVIOUS PAGE <<<<

Customer: 24200

TAG: 159MQF  
VIN: 1GHDT138722211113  
2002 OLDS BRAVADA

Miles-In: 20602 Out: 20615  
Delivered: 02/28/2002  
In Service: 10/05/2001  
Date In: 10/15/2003

COVINGTON WA

Home: [REDACTED]

Work: N/A

Hat:

Advisor: 000109-JAKE RUDNICK

Q#	Appt	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price
----	------	------	-------	----------------------------	----------	----------------

*2	W40	Multi W	V0994	THE CUSTOMER STATES: 03012 CAMPAIGN (03012)C.G.O.K. TRANSMISSION SHIFT LOCK AND IGNITE CAMPAIGN COMPLETED 03012 CAMPAIGN	PO: KRS 0.2 V0994 MA 96	
				Facts: 1 15107204 PLUG 6.518		

*7	W40	Multi W	V0998	THE CUSTOMER STATES: 03013 CAMPAIGN (03013)C.G.O. INSTRUMENT PANEL CLUSTER GEIGES INOP CAMPAIGN COMPLETED 03013 CAMPAIGN	PO: KRS 0.4 V0998 MA 96	
----	-----	---------	-------	--	-------------------------	--

*8	W40	Multi W	V0998	THE CUSTOMER STATES: GAMBELIN AUTO RENTAL RA060123 IN DATE 10/16 ONE DAY RENTAL	PO: 27901 PU 6C	
----	-----	---------	-------	---	-----------------	--

Signature: \_\_\_\_\_

Thank you for allowing us to serve you!

# Art Gamblin Motors

1047 Roseville Ave E, Birmingham, VA 22802

(800) 325-3587 (800) 878-8781

www.gamblinmotors.com



20615 out

RO: 103445

Customer: 24200

TAG: 159NDF  
VIN: 1GHDT136722211113  
2002 OLDS BRAVADA  
Mileage In: 20302  
Delivered: 02/28/2002  
In Service: 10/05/2001  
Date In: 10/15/2003 14:06

Address: [REDACTED] COVINGTON, LA  
Advisor: 000109-JAKE KUDNICK Work: N/A

Hat:

Promised: 10/15/2003 17:00 - Call when ready

RO #	RO Date	Miles	Op Cd	Advisor	Tech #	Pay Type/Operation	Comments
96827	05/17/03	15747	3K	NOT FOUND	000216	C/DONE AT QL	
97017	01/20/03	13018	M3:20	CASH, BEEN	000041	M/	
96520	12/23/02	13018	99:19	CASH, BEEN	000041	I/DROPPED OFF 20JAN03	PICKED UP
127420	08/17/02	8614	3K	NOT FOUND	000171	C/DONE AT QUICK LUBE	

OP Customer Complaint OP #

A THE CUSTOMER STATES: CUST REPORTS BRAKES STUCK ON W40  
AND LIGHT ALSO ON

B THE CUSTOMER STATES: CUST REPORTS RUNNING VERY POORLY W40

C THE CUSTOMER STATES: TOWING CHARGES W40 T2020

D THE CUSTOMER STATES: 2:6.293.1731 CPCD

E THE CUSTOMER STATES: 0:012 CAMPAIGN W40 V0994  
(05012) C.G.O.H. TRANSM: 881CM SHIF LOCK AND IGNITI

F THE CUSTOMER STATES: 0:013 CAMPAIGN W40 V0995  
(05013) C.G.O. INSTRUMENT PANEL CLUSTER GAUGES INOP.

I hereby authorize the repair work herein set forth to be done along with the necessary materials and labor that you are not responsible for loss of vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control as far as the ability to availability of parts or delay in parts shipment by the manufacturer. I agree upon the order your employees undertake to correct the vehicle service described on this order and to accept the responsibility of fitting and/or installation. The mechanic's time is hereby commencing on the vehicle to the extent of repair covered.

DISCLAIMER OF WARRANTY: All warranties on this product are the manufacturer's. Art Gamblin Motors hereby expressly disclaims all warranties, either written or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Art Gamblin Motors neither warrants nor represents any other person is liable for any liability in connection with the sale of this product. This disclaimer by Art Gamblin Motors in no way affects the terms of the manufacturer's warranty.

"All parts installed are new/unused or reconditioned parts."  
Note: Always call unless otherwise made.

REPAIR SUBJECT TO A PERIOD OF 1.8 TO 2.2 DIAGNOSTIC TIME.

Signature: [REDACTED]

# A/B Codes Stowed in every module (ATC not there)

PCM POSC2 VSS CKT Low

EBTCM CDZ36 ; CDZ37

BCM U1016

DDM U1016

DSM U1016

HVAL U1016

IPC U1016

LSM U1016 ; U1064 ; U1152

onstar U1016 ; B2455

PDM U1016

Radio U1016

Rear Audio U1016

SIR U1016

Vehicle started | Ran OK Brakes weren't lock

lot of codes stowed but only POSC2 in PCM. other modules couldn't communicate w/ PCM @ one time.

TIME	VOLT	LOAD	WORMS	TME	ON
	1.6	OFF	WORMS	1.6	ON

TIME	VOLT	LOAD	WORMS	TME	ON
	1.2	OFF	WORMS	1.2	ON
	1.4	OFF	WORMS	1.4	ON

*OK to continue use please*

TIME	VOLT	LOAD	WORMS	TME	ON

1st Drive after clearing all code and  
 Speeder 1100p ABS code Reset trans no  
 upshift but no code set yet, Noticed  
 wine backed out of C101. Backprobed  
 PCM C2 Ctk B21 + B22 for VSS; Start  
 from vehicle + signal good. Resistance of  
 Lense 1362 R no leads or shorts for power

follow P0502 chart (did most of already)

diag PCM failure (is consistent w/ out  
 concerns) (why failed unknown)

no fault on PI

Dave said look @ term C101 Diag  
 Motor A Control for ATC. Repaired +  
 rechecked for Comm w/ ATC + is back  
 U1000 stored in module?

RETURNED  
 BY  
 [Signature]

10/14/04 Raced PCM } works OK  
 AT term tension OK on all prior + LTD OK

TEST	TEST	FORM	DATE	TIME	BY
	1	4		11	OK
	1	4		4	
	1	4		4	

# E Remove orange lever &  
install new plug

WARRANTY PARTS  
RETURNED

*[Handwritten signature]*

DATE	TIME	BY	REASON	TIME	OFF



Service Information

- 12. Select the HVAC type.
- 13. Select "Instrument Panel Cluster."
- 14. Select "ID Information" (F4).
- 15. Select "Module Information 2" (F1).
- 16. Review the IPC software part number displayed on the Tech 2.
  - o If the part number displayed is 09363270 or 15085477, it will be necessary to reprogram the IPC. Press the "Exit" button once to return to the "Data Display" screen and then select "Module Information 1" (F0) to obtain the 8-digit GM part number for the IPC. This part number is required for determining the correct software calibration in TIS 2000. Proceed to Step 17....
  - o If the part number displayed is NOT 09363270 or 15085477, DO NOT reprogram the IPC. Proceed to Step 21 and install the GM Identification Label.

# F

IPC P/n 15085495

software P/n 15194352

Did not reprogram

DATE	TIME	LOAD	DRIVE	TIME	OFF
				3	ON



### Summary

ID	Current #	Selected #	Description
1	Unknown	12587430	new calibration to improve idle stability
2	Unknown	12587435	new calibration to improve idle stability
3	Unknown	12583713	new calibration to correct cold start/shift problems
4	Unknown	09351597	speedometer calibration
5	Unknown	12587754	enhanced calibration for cooling fan noise reduction
6	Unknown	12571574	electronic throttle control calibration

Back

Cancel

OK

LINE 107

PAGE 1

# WILMES SUPER STORE

CADILLAC OLDSMOBILE PONTIAC GMC

108 N. Veterans Blvd. Tulsa, Oklahoma 74121  
 1-800-482-8877 • 1-800-398-0877

SERVICE ADVISOR SANDI GILBERTSON

DATE	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	YEAR, MAKE	COPIES	EQ. NO.	INVOICE NO.	MYCEN NO.
2OCT03	02OCT03	22436B	1GMDT138822101154	66758			02OCT03	156778
TIME IN	TIME READY	YEAR	MAKE & MODEL	TRANSMISSION	DRIVE	TYPE	CLASS	AM
07:57	10:21	02	OLDSMOBILE BRAVADA			24MAY01	125	107
RELEASE IN	RELEASE OUT	LICENSE NO.						
29619	29619							

DESCRIPTION	UNIT	PRICE	AMOUNT	LABOR	REMARKS
GOODWRENCH QUICK LUBE PLUS					
3 GOODWRENCH QUICK LUBE PLUS					
130 ICT	0.20	(N/C)	0	1000	
1 89032612 FILTER		(N/C)	282	500	0
7 GM 1030		(N/C)	833	1211	0
RECALL 03012 TRANSMISSION SHIFT LOCK AND					
TRANSMISSION KEY REMOVAL OVERRIDE COMPLIANCE					
NOTE: RECALL # 03012					
***** INSTALL PLUG & REMOVE OVERRIDE					
LEVER					
102 WCT4	0.20		450	1162	**
122 WCT4	0.10		0	582	**
SUBTOTAL	0.30	(N/C)	450	1744	**
1 15107204 PLUG		(N/C)	200	280	0
FC: 96					
PART#: 15107204					
COUNT: 1					
CLAIM TYPE:					
AUTH CODE:					
MA					
RECALL 03013 INSTRUMENT PANEL CLUSTER GAGES					
INOPERATIVE					
			200	280	TPARTS
			450	1744	TLABOR

DESCRIPTION	QUANTITY	UNIT PRICE	TOTAL
LABOR AMOUNT			
PARTS AMOUNT			
TAX			
SUBTOTAL			
TOTAL CHARGE			
SALES TAX			
PLEASE PAY THIS AMOUNT			

**STATEMENT OF DECLARATION**

The factory inventory manufacturer of all of the equipment sold subject to the sale of this equipment. The Seller hereby expressly disclaims all warranties, other than those or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor disclaims any other duties or obligations for any liability in connection with the sale of this equipment.

CUSTOMER SIGNATURE

WILMES SUPER STORE

CADILLAC OLDSMOBILE PONTIAC GMC

108 N. Veterans Blvd. \* Tulsa, Oklahoma 73121  
 (405) 482-0817 \* 1-800-248-0817

SERVICE ADVISOR SANDI GILBERTSON

DATE	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	DATE NO.	TAX NO.	P.A. NO.	DATE	#WORKS
20OCT03	02OCT03	22436B	1GMDT138822101154	66758			02OCT03	156778
TIME IN	TIME READY	YEAR	MAKE & MODEL	VEHICLE NO.	VEHICLE	DATE	IN	PA
07:57	10:21	02	OLDSMOBILE BRAVADA			24MAY01	125	107
WARRANTY IN	WARRANTY OUT	WARRANTY NO.						
29619	29619							

AUSE: RECALL 03013  
 V0995 REPROGRAM IP CLUSTER  
 105 WCT4 0.30  
 122 WCT4 0.10  
 SUBTOTAL 0.40  
 FC: 96 PART#: COUNT: 0  
 CLAIM TYPE:

(N/C)

775	1743	**
0	582	**
775	2325	**

AUTH CODE:

11191 SOFTWARE UPDATE MAY BE NECESSARY  
 REFERENCE BULLETIN 01-06-04-052  
 AUSE: REPROGRAMMED WITH UPDATED SOFT WARE  
 3360 MODULE, PCM/TCM REPLACE  
 05 WCT4 0.90  
 FC: 3L PART#: COUNT: 0  
 CLAIM TYPE:  
 AUTH CODE:  
 OT

(N/C)

0	0	TPARTS
775	2325	TLABOR

CUSTOMER STATES SOMETHING WRONG WITH REAR  
 A/C ROSE7

0	0	TPARTS
2325	5232	TLABOR

DESCRIPTION	TOTALS	STATEMENT OF DISCLAIMER
LABOR AMOUNT		The factory warranty covers all of the vehicles with respect to the sale of this franchise. The dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor warrants any other person is entitled to any money or compensation from the sale of this franchise.
PARTS AMOUNT		
SERVICE FEE		
SUBLET AMOUNT		
WASH, OIL, FLUIDS		
LINE SERVICE		
SALE TAX		
PLEASE PAY THIS AMOUNT		

# WILMES SUPER STORE

CADILLAC OLDSMOBILE PONTIAC GMC

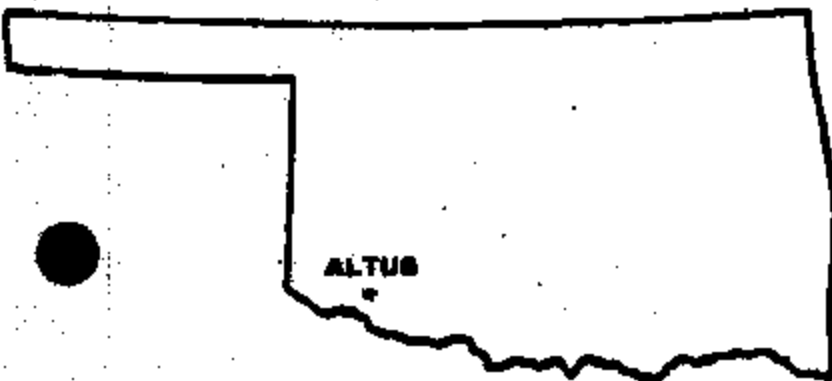
108 N. Veterans Drive • Altus, Oklahoma 73821  
(405) 483-0817 • 1-800-348-2817

[REDACTED]  
[REDACTED], OK [REDACTED]

SANDI GILBERTSON

DATE	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	QTY/NO.	PRICE	AMOUNT	TAX	TOTAL
20OCT03	02OCT03	22436B	1CHDT13B822101154	66758			02OCT03	156778
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	TRADE IN	TRADE IN	TRADE IN	TRADE IN
07:57	10:21	02	OLDSMOBILE BRAVADA			20MAY01	125	107
WARRANTY IN	WARRANTY OUT	LICENSE NO.						
29619	29619							

SCP SPECIAL ORDER PART  
102 CPT 0.00



INVOICE **	AMOUNT	TAXES	TOTAL
22436B	1000	0	1000
22436B	1715	1115	2830
22436B	2102	1350	3452
22436B	280	205	485
22436B	2715	*****	22436B
22436B	958	*****	
22436B	0	*****	
			4855
			12292
			0

**STATEMENT OF DECLARATION**  
 The buyer hereby certifies that all of the information provided to the seller of this invoice is true and correct, including any and all taxes, title, license, or other fees. The buyer hereby certifies that they are not purchasing any other items in connection with the sale of this invoice.

\*\*\*\*\*  
 \* THANK YOU FOR CHOOSING WILMES SUPER STORE \*  
 \* YOUR \*  
 \* GOODWENCH SERVICE PLUS DEALER \*  
 \* LIFETIME GUARANTEE----PARTS AND LABOR \*  
 \* PLEASE ASK SERVICE CONSULTANTS FOR DETAILS \*  
 \*\*\*\*\*

[REDACTED]

# Chuck Lindsay Chevrolet-Olds, Inc.

Mo., on, IL 61270-0272

(618) 72-2171

12844	1GHDT138822150700				10/24/03
YEAR	MAKE	MODEL	COLOR	ADDRESS	DATE
2002	OLDS	BUVADA	BLUE	PROMETSTOWN IL	08:42
INVT	INVT	DATE			10/27/03
34818	34817	12/31/01			NANCY

(1) TRANS CONCERN, ARE LIGHT ON TRANS WONT SHIFT PROPERLY, NO SPEEDOMETER WORK PROBLEM BACK TO POWERTRAIN CONTROLLER REPLACE POWERTRAIN CONTROLLER & PROGRAM

(02-0979 JERRY-)

JES90	GC	WA	A	16	22.32	92.37
(P)12576463		MODULE		1	350.00	507.50
Total Labor					22.32	92.37
Total Parts					350.00	507.50
Total Repair (Warranty)						589.87

(2) RECALL 050513 TRANS SHIFT LOCK & KEY REMOVAL INSPECT & REPAIR

(07-9586 JIM-)

V0994	06	WA	A	3	3.78	17.32
(P)18107204		FLDS		1	2.02	2.93
Total Labor					3.78	17.32
Total Parts					2.02	2.93
Total Repair (Warranty)						20.25

(3) RECALL 050513 ENGINEING PANEL INOVT INSPECT & REPROGRAM IF NECESSARY

(07-9586 JIM-)

V0995	06	WA	A	4	5.00	23.09
Total Labor					5.00	23.09
Total Repair (Warranty)						23.09

(4) TOWING

RINGS FLAR 22204	R2020	50.00	50.00
Total Sublet		50.00	50.00
Total Repair (Warranty)			50.00

	--C/P--	--W/C--	--INT--	Total	Margin
Laber Fine	0	23	0	23	
Total Labor	.00	132.78	.00	132.78	76.6%
Total Parts	.00	510.43	.00	510.43	31.0%
Total S/O/S	.00	.00	.00	.00	.0%
Total Sublet	.00	50.00	.00	50.00	.0%
Total R/O	.00	693.21	.00	693.21	37.5%

132.78	.00	Laber	.00
510.43	.00	Parts	.00
50.00	.00	Sublet	.00
	.00	Wash Washes	.00
	.00	Shop Supplies	.00
	.00	Oil/Grease	.00
	.00	Less Disc.	.00
693.21	.00	Total	.00
	.00	Tax	.00
	.00	Net	.00
693.21	.00	Total (Gross)	.00

197538

**CRIPPEN**

\*ACCOUNTING\*

8900 West Saginaw Highway  
LANSING, MICHIGAN 48217  
Phone (313) 825-0277  
www.crippen.com

DUPLICATE 1  
PAGE 1

377-1808

SERVICE CONSULTANT: 408 LITA HOUGHTON

PLATE	02	OLDENROYLE BRAYADA	1007/13882801172	16918/16918	01204
-------	----	--------------------	------------------	-------------	-------

017622002	17:00	02OCT03	OCOUT	02OCT2003
OPTION#1 ENG:4.2 Liter, L6, MPI, DOHC				

486

DATE	TIME	DESCRIPTION	COST	SALE	TAX	TOTAL
------	------	-------------	------	------	-----	-------

424 P. WALTER LIC# M106805  
 0 0 TPARTS  
 500 1000

VERSION 1 (INFO 424, 02OCT03 09:45): 16918 RECALL 03023 W PERFORM RECALL  
 VEHICLE DOES NOT ACCELERATE PASSED 35 MPH

38360 MILES, PCM/PCM REPLACE

NO	QTY	UNIT PRICE	TOTAL
WG 0.95	1.60	2920	10485
			104.85
			104.85

VERSION 1 (INFO 424, 02OCT03 09:46): 16918 CK DOES NOT ACCELERATE PASSED

IF COUPON, FRESH LUBE OIL AND FILTER

NO	QTY	UNIT PRICE	TOTAL
1SA 0.60	0.40	730	0
			6.00
			6.00
1 1224561E	MILK OIL 5W30	665	732
			0
			6.60
			7.32
			7.32

999 NO 0.00 0.00 0 0 0.00 0.00

0 0 TPARTS

NO	QTY	UNIT PRICE	TOTAL
			30.00
			30.00

<b>SERVICE HOURS</b> MONDAY 7:00 A.M. - 8:00 P.M. TUESDAY THRU FRIDAY 7:00 A.M. - 8:00 P.M.	PAYMENT TYPE <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> VISA <input type="checkbox"/> MASTERCARD <input type="checkbox"/> DISCOVER <input type="checkbox"/> DEBIT/CARD	REPORT OTHER ASE NO. P1897E PER. NO. 10-000000 MAKE/MODEL/QUANTITY/PRICE AND GROUP THIS EQUIPMENT SET IS LISTED ON 1999 MAKE WORKING GROUP LIST. LUBE OIL ONLY GROUP SUPPORTED PER 20. SAVE OR LAMP ALSO WORKING GROUP PART.	LICENSE TAX SALES TAX TOTAL NET TOTAL SALES TAX TOTAL
	FROM 12/27/2003 I HERBY AUTHORIZE AN AGENT OF CRIPPEN AUTO MALL, INC. TO BILL ANY AND ALL CHARGES ON MY BEHALF FROM CRIPPEN SERVICES FOR BLANK RETURN FOR SERVICE REQUESTED BY THE BUYER THIS OR OTHER CONTRACTS.	3000 3000 30.00 30.00	3000 3000 30.00 30.00

ACCOUNTING COPY

197838

\*ACCOUNTING\*

DUPLICATE 1  
PAGE 2

177-1508

SERVICE CONSULTANT: 408 LINA HOUTZEN

**CRIPPEN**

CRIPPEN AUTOMALL

6300 West Sylvania Highway  
LANSING, MICHIGAN 48917  
Phone (817) 632-0177  
www.crippen.com

DATE	02	OLDSMOBILE BRAYADA	1GNDT136822201173	16918/16918	71284
------	----	--------------------	-------------------	-------------	-------

01OCT2003	17:00	02OCT03		02OCT	02OCT2003
-----------	-------	---------	--	-------	-----------

OPTIONS: ENG:4.2\_Liter,\_L6,\_MFI,\_DOME

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CRG
01OCT03	09:44	09:45	0.02	N	424	A	

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CRG
01OCT03	09:44	09:45	0.02	N	424	A	

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CRG
48200	12481	3468			48008	49000	15000
48200	732	665			46600	3000	3000

[REDACTED]

CURT. SALE. & CRG TOTALS 43216 65704 0

<b>WEDNESDAY</b> MONDAY 7:00 A.M. - 8:00 P.M.  THURSDAY THRU FRIDAY 7:00 A.M. - 8:00 P.M.	POWER OF ATTORNEY I HEREBY AUTHORIZE AN AGENT TO SIGN ANY SMALL BUS. TO SIGN ANY AND ALL OTHERS ON MY BEHALF FROM RELEASED CHARGES FOR CLAIMS SETTLED FOR REPAIRS PERFORMED BY THE BUYER SHOP OR SERVICE DEPARTMENT.	PAYMENT TYPE CASH CHECK # VISA MASTERCARD CREDIT/C PAYMENT ID#	REPAIR ORDER REG. NO. P180718 PUR. D. BY 10-20-03  MANUFACTURER'S WARRANTY FROM AND SERVICE SHALL REFERRED FOR TO INTERIOR OR EXTERIOR REPAIRS SUBJECT TO THE LATEST CREDIT REPORT GUARANTEED FOR 30 DAYS OR 4,000 MILES WHICHEVER OCCURS FIRST.	CASH AMOUNT 0.00 PAINT AMOUNT 0.00 BAL. OF LINE 0.00 SUBST. AMOUNT 0.00 DISC. PLAN 0.00 TOTAL DEDUCT 0.00 LAST RECEIPT 0.00 SALES TAX 0.00 PAYMENT TOTAL 0.00
	CUSTOMER SIGNATURE			SALES TAX

ACCOUNTING: GCRP



X

4405	LEONARD SEEBACH	4	2377	10/17/03	DLB207283
	24412			ENTER/MED	02071
	02/OLDSMOBILE/BRVADA/AWD			01/31/02	110
				5041331	
				10/14/03	
			www.fitzgerald.com		MOI 24612

LABOR & PARTS  
 IN 1 480LZ  
 DRIVEABILITY UNITS: 1.60 TECH(S):50  
 CUT OFF WHILE DRIVING-WARNING LIGHTS CAME ON  
 ABS LIGHT-ENGINE NOISE  
 PERFORM DIAGNOSIS CODES P502,C0236-PCM NOT PROCESSING  
 SPEED SENSOR SIGNAL  
 REPLACE POWERTRAIN CONTROL MODULE

ARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
02 # 1	1	12576468	MODULE 9.670		0.00
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00

INLET	PO#	VEND INVR	INV DATE	DESCRIPTION	WARRANTY
02 # 1	9990R	6641	10/14/03	TW BILL	0.00
TOTAL - SUBLET					0.00

ISC	CODE	DESCRIPTION	CONTROL NO	WARRANTY
02 # 1	3	OLDSMOBILE RENTAL WARRANTY FEE		0.00
TOTAL - MISC				0.00

PREMITS  
 10/20/16  
 DAYS

ST	PAYMENT	TOTAL LABOR	TOTAL PARTS	TOTAL SUBLET	TOTAL S.C.S.	TOTAL MISC CHG.	TOTAL MISC DISC.	TOTAL TAX	TOTAL INVOICE #
	{ } Cash								0.00
	{ } Check (CK#								0.00
	{ } Charge								0.00
	Cashier Signature								0.00
	Payment Date								0.00
STYMER CALLED - BY ..... DATE ..../../ TINE .....									0.00

for customer convenience we also offer a Night Drop/Early  
 drop service, that allows our customers to drop their  
 vehicles off after hours. The Night Drop/Early drop box  
 located right outside the customer lounge.  
 THANK YOU FOR VISITING FITZGERALD AUTOMALL, ANNAPOLIS...

CUSTOMER SIGNATURE  
 \*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

LIMITED EXPRESS-WARRANTY, 90 DAYS OR 4000 MILES WHICHEVER OCCURS FIRST.  
 ALL ADJUSTMENT WORK MUST BE PERFORMED AT A FITZGERALD LOCATION.

IN ADDITION TO THE WRITTEN WARRANTY, MOST MANUFACTURERS WARRANTY PARTS AND ACCESSORIES FOR A  
 PERIOD OF 12 MONTHS OR 10000 MILES, WHICHEVER OCCURS FIRST. THIS WARRANTY DOES NOT COVER THE  
 COST OF LABOR COSTS ON ANY OVER-THE-COUNTER PARTS SALE. PLEASE SEE SERVICE ADVISOR FOR  
 A COPY OF THE TERMS AND CONDITIONS OF THIS WARRANTY.

2236130

101315

\*ACCOUNTING\*

# BIGGS

Highway 17 South  
Elizabeth City, N.C. 27808  
PH. (252) 338-2121

NEWPORT, NC  
HOME: [REDACTED]

PAGE 1

SERVICE ADVISOR: S TORRATNE ROBERTS

02	GMC ENVY	1GNDT118922107853	52599/52601	T0806
----	----------	-------------------	-------------	-------

01 JAN 2002      WAIT 17 OCT 03      CASH      17 OCT 2003  
 OPTIONS:      ENG:4.2 Liter, L6, MPI, DOHC

15:07 17OCT03      16:21 17OCT03  
 MAKE OPCODE TECH TYPE A/ERR B/ERR      COST      SALE COMP      LIST      NET      TOTAL

RESTART C/S SERVICE BRAKE S; SYSTEM LIGHT ON, VEH WON'T COME OUT

CAUSE: INTERNAL SHORT

1345 WP94	0.68	1.60	2680	10016	100.16	100.16
-----------	------	------	------	-------	--------	--------

PC: 60

COUNT: 1

AUTH CODES:

35000      49000 TPARTS

VERSION 1 (EMP# 1345, 17OCT03 16:11): 52599 NEEDS PCM 1.0 REPLACED &

VERSION 2 (EMP# 1345, 17OCT03 16:15):

SET CODE C0236 C0237 TESTED ELECTRICAL, FOUND NO SIGNAL FROM PCM FOUND

REPROGRAMMED TEST DROVE VEH NO CODES RESET

"SATISFIED" WITH YOUR SERVICE EXPERIENCE. IF Y

PLEASE CONTACT US IMMEDIATELY SO WE CAN MAKE

D"

10-17-03	15:30	16:11	0.68	W 1345	A
----------	-------	-------	------	--------	---

I authorize the following repair work to be done along with the associated parts and materials and hereby authorize you to repair and replace parts described by...  
 I understand the following repair work to be done along with the associated parts and materials and hereby authorize you to repair and replace parts described by...  
 I understand the following repair work to be done along with the associated parts and materials and hereby authorize you to repair and replace parts described by...

LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
DIAGNOSTIC	
SALES TAX	
TOTAL DUES	
TOTAL AMOUNT	
PLEASE PAY THE AMOUNT	

# VELDE Oldsmobile-Cadillac-GMC, Inc.

1514 305 246-1771  
2425 N. ...  
P.O. BOX ...

*etc*

### RECOMMENDED SERVICES

ITEM NO.	DESCRIPTION	MI	MO	EST. PRICE	DATE	STATUS	TOTAL
01CDZ01 02CDZ02	QUICK LUBE SERVICE 10/12 VELDE SERVICE	MI	MO	8.95 150.00			0.00

### SERVICE HISTORY

DATE	MILEAGE	DESCRIPTION	BY
02/18/03	17104	8807 168	5500
05/07/03	167200	0 240	5500

SALESPERSON NO. 100 ROGER L. ... STATE REG # 0

VEHICLE ID: 1GDDT15982215334  
 MAKE/MODEL: 02/OLDSMOBILE/BRAVADA/AV  
 VIN: 6903 GM MAL ...  
 REGISTRATION: 8694  
 SALES TAX: 470  
 LICENSE: 10/3/03  
 TITLE: 60,000  
 SALES PRICE: 636  
 SALES REP: ALLEN, DONALD R.  
 DATE: 08/24/02  
 TIME: 6:47am - 08:00pm

ORIGINAL CUSTOMER ESTIMATE: TOTAL

# CLOSED

CASH

WARRANTY PARTS FELL

1 W 04CDZ01 SES LIGHT ON  
 CUSTOMER STATES THAT SES WARNING LAMP COMES ON  
 AND INFORMATION READS REDUCED ENGINE POWER. CHECK AND  
 ADVISE *See Part 2 of R1*

2 W 27CDZ01 TOWING  
 FOR OUTSIDE SERVICE FOR

3 Cust states Vehicle to have  
 Rear shifter when Back up  
 or whis shop ten.

3/K (22) (3) 3K  
 See Part  
 5. Rata (22) (4) Parts

pg 1

(22)

Locals - PK12, 1585, 1586  
Drains - Blowing ETC fuel  
Change of Shift - PM started + Blowing  
ETC fuel  
Intell + program also PM - started

J6360  
    .9  
new .7  
-----  
    1.6

oil  
fuel .2  
-----  
    1.8

pg 3

(22)

Intell New Encoder done

Call as per  
02-84-21-0084

K4124  
    .9



**CHARLIE BATTLER**  
**OLDSMOBILE-CADILLAC, INC.**  
 FLEET SERVICE 1000 Mall  
 2800 Parks Crossing Drive \* Springfield, North 27707  
 P.O. Box 18000 \* Raleigh, North 27711-8000



# SERVICE INVOICE

Co.# 02

18884		BPET TODD W		1GHDT1G8822188025	
Chatham IL	RED	2002	OLDSMOBILE/SAVANA	3904016	A2005
Business Phone:	24878 / 24880	253	7/23/2002	2	
Home Phone:	10/03/2003 11:28		10/03/2003 8:28		

LINE 1 TOWING

REPAIR 1 TOWING  
OPCODE: T2020

SALE TYPE: WARRANTY - WTY

PRIMARY TECH: 090

NET ITEM: T TUXBORN 52944  
PO#: 76970

SALE TYPE  
WARRANTY - GM WTY

LINE 2 ENGINE DIED WHILE DRIVING..NO CRANK NO START  
CAUSE: INTERNAL FAILURE

FC: 6C

REPAIR 1 MODULE, PCM/VCM - REPLACE  
OPCODE: J6360

SALE TYPE: WARRANTY - WTY

HRS: 1.10  
PRIMARY TECH: 133  
WARR PARTS: 1

PARTS	DISC	FP	QTY	PRICE	SALE TYPE
GM	12576463	MODULE	Y 1		WARRANTY - GM WTY

COMMENTS: CWR

INVOICE PRINTED FROM CLOSED SO: 1/30/04

THANK YOU FOR LETTING US BE OF SERVICE.

CUSTOMER SIGNATURE \_\_\_\_\_

CUSTOMER TOTAL ..... \$ .00

### Disclaimer of Warranties

The seller, Charlie Battler Oldsmobile-Cadillac Inc., hereby expressly disclaims all warranties, whether written or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Charlie Battler Oldsmobile-Cadillac Inc., neither its employees nor representatives, shall be liable for any liability in connection with the sale of this vehicle or product.



# MARVEL



**CHEVROLET, INC.**  
2896 Old US 131  
REED CITY, MICHIGAN 49677  
(231) 892-3771



REGISTRATION # P-110708

TAX / FEES \$1000

MODEL	MAKE	YEAR	COLOUR	MPG
LTZ	CHEVROLET	2007	SILVER	24
MSRP	MSRP	MSRP	MSRP	MSRP
46149	46149	46149	46149	46149
16543	16543	16543	16543	16543
12442	12442	12442	12442	12442

**SALES TAX** [REDACTED]

**REGISTRATION** [REDACTED]

**SALES** [REDACTED]

**SALES TAX** [REDACTED]

**REGISTRATION** [REDACTED]

**SALES** [REDACTED]

**SALES TAX** [REDACTED]

**REGISTRATION** [REDACTED]

**SALES** [REDACTED]

**SALES TAX** [REDACTED]

**REGISTRATION** [REDACTED]

**SALES** [REDACTED]

**SALES TAX** [REDACTED]

**REGISTRATION** [REDACTED]

**SALES** [REDACTED]

**SALES TAX** [REDACTED]

**REGISTRATION** [REDACTED]

**PARTS & SERVICE**

**MON - FRI 9AM - 5PM**

**SAT - SUN 10AM - 5PM**

**HOLIDAYS - VARY**

---

*Thank You!*

WE ARE COMMITTED TO YOUR SATISFACTION

252747

1800 BALTIMORE AVE.  
LAUREL, MARYLAND 20707  
WASH. 301-665-1800  
BALT. 410-783-3888  
www.henrygay.com



252747

RECOMMENDED SERVICES

020LZ09000 180LZ	3000 MILE SERVICE 15, 45, 75K SERVICE	MI MI	0.00 169.93	020LZ0F	LUBE, OIL, FILTER	MI	24.93
---------------------	--	----------	----------------	---------	-------------------	----	-------

SERVICE HISTORY

05/28/03	245784	18000	494	450 430	W C W W W W	180LZ 280LZ 180LZ 180LZ 290LZ 270LZ	ENGINE MECHANICAL ELECTRICAL
02/10/03 01/28/03	245549 245238	17040 16943	494 41	958 956 956 956			ENGINE MECHANICAL ENGINE MECHANICAL ELECTRICAL AUTO TRANS & CONTROL

SALESPERSON NO. 784 ADIMOLA O. AKISANYA SERVICE

VEHICLE ID NO. 1QHDT13S922194918	VEHICLE MAKE 02/OLDSMOBILE/BUICK/SAVANA/AWD	VEHICLE MODEL 133312	VEHICLE YEAR 12/01/01	VEHICLE COLOR 23	VEHICLE TYPE 75
VEHICLE REG. STATE HANOVER, MD	VEHICLE REG. NO.	VEHICLE VIN	VEHICLE LICENSE	VEHICLE TAX	VEHICLE WEIGHT
VEHICLE REG. DATE	VEHICLE REG. EXPIRES	VEHICLE REG. FEE	VEHICLE REG. TAX	VEHICLE REG. WEIGHT	VEHICLE REG. WEIGHT
12:19pm	10/16/03	07:00pm	26,761	492	ALLAN G JUNKINS

I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. This company assumes no responsibility for loss or damage by fire, theft, accident or collision to vehicles placed with us for storage, sale or repair. This bill for labor and material is approved, and an express mechanic's lien is granted on said vehicle to secure payment thereof.

1 C 210LZ ENGINE ELECTRICAL  
SOMETIMES WONT START IN MORNING. IF IT STARTS CAR WILL BLOW FUSE, IF IT WONT START WILL KEEP BLOWING FUSES AND MIGHT RUN

1 - module  
10/20/03

1 - Bluck  
10/21/03

PCM 1.6  
N6360 FC ID  
under hood  
blow it  
towards w/1100

956  
457

2 Fuse box  
blowing fuse

N1730 .6 CCVB  
FC ID

252747  
22 956 KK W 10/21/03

(B2)

VEHICLE HAS NO START CONDITION. NO POWER  
TO COILS, INJECTORS, FUEL PUMP EXCEPT ON  
FIRST CRANK OR AFTER 2 MINUTES OF CRANKING  
PCM SEES NO CRANK, CAM OR CAM REF. SIGNALS.  
EGR SENSOR CHECKS GOOD. REPLACE PCM +  
REPROGRAM. ALSO REPROGRAM THEFT DETERRANT.  
AFTER GETTING VEHICLE RUNNING, STARTER BLOWING  
FUSE #28 INTERMITTENTLY IN UNDERHOOD FUSE BOX  
CONTACTS ON THAT FUSE INSERT + SEVERAL RELAYS  
FOUND TO BE DEFECTIVE. REPLACE FUSE BOX +  
CLEAR ALL CODES FROM VEHICLE.



# Crest



# Cadillac



# Oldsmobile

P.O. Box 311, 717 West Genesee St., Syracuse, New York 13201-0311 • (315) 422-2231  
 www.crestcadillac.com www.crestoldsmobile.com  
 contact us at crestmail@aol.com

ESTD	YEAR MAKE	MODEL	YEAR	PLANT	PLANT NO.
	00.00	CAZ0000	2000	101400	01000000
	DESCRIPTION			COLOR	PLANT NO.
	OLDSMOBILE/BRAVADAMER SPORT UTE			WHITE	7031
	VIN			PLANT	PLANT NO.
	1SHDT138822267898			000000	10
	YEAR			PLANT	PLANT NO.
	1998			101400	
					MO: 23782

Jamesville, NY

QTY	PP	NAME	DESCRIPTION	UNIT PRICE	WARRANTY
1			REPAIR	0.00	0.00
TOTAL PARTS					0.00
TOTAL LABOR & PARTS					0.00
TOTAL INVOICE					0.00

**Service Hours**  
 Monday thru Thursday  
 7:30 AM To 7:00 PM  
 Friday 7:30 AM To 5:30 PM  
 Saturday 8:00 AM To 12:00 PM

**N.Y. STATE  
 REPAIR SHOP  
 7006708**

**DISCLAIMER  
 OF WARRANTIES**

THE SELLER HEREBY EXPRESSLY DIS-  
 CLAIMS ALL WARRANTIES EITHER EX-  
 PRESS OR IMPLIED, INCLUDING ANY  
 IMPLIED WARRANTY OF MERCHANT-  
 ABILITY OR FITNESS FOR A PARTICU-  
 LAR PURPOSE, AND SELLER NEITHER  
 ASSUMES NOR AUTHORIZES ANY OTHER  
 PERSON TO ASSUME FOR IT ANY LIAB-  
 ILITY IN CONNECTION WITH THE SALE OF  
 SAID PRODUCTS.

ALL PARTS INSTALLED ARE NEW  
 UNLESS OTHERWISE SPECIFIED.

COMPLAINTS MUST BE CALLED TO OUR  
 ATTENTION AND CAR BROUGHT TO OUR  
 SERVICE DEPARTMENT FOR INSPECTION  
 WITHIN 5 DAYS OR 500 MILES AFTER COM-  
 PLETION OF THE WORK.  
 STORAGE CHARGES START AFTER 48  
 HOURS OF COMPLETED SERVICE WORK.

**THE CADILLAC COMMITMENT**  
 We believe that when you buy or lease a Cadillac,  
 you deserve to be treated like a Cadillac owner.  
 And when you take your car in for service, you  
 have the right to expect the type of consideration  
 traditionally reserved for Cadillac owners. We  
 stand behind that tradition.

**Goodwrench**



75386

1 9 3 3 7 3

JIM FUOCO MOTOR CO.

\*ACCOUNTING\*

PHONE (970) 243-1871

DUPLICATE 1  
PAGE 1

741 NO. FIRST

GRAND JUNCTION, COLORADO 81501

CLERK: EDGEE, CO  
HOMER: [REDACTED]

BKS:

SERVICE ADVISOR: 260 GERALD F FOLLETT

366 02 OLDSMOBILE BRAVADA 1GNDY138922262970 869BIV 30280/30280 TB641

31OCT2001 17:00 13OCT03 0.00 WARR 13OCT2003

OPTIONS: STR:5021210 DLR:J-FUOCO

06OCT03 13OCT03

WARR ORCODE TCSE TYPE A/RRS S/RRS COST SALE COMP LIST NET TOTAL

CAUSE: NO CHARGE BETWEEN ONSTAR AND CUSTOMER PER JERRY FOLLETT

AND GOT A RENTAL PER JERRY FOLLETT

175.97

Diagnosed bill from A. L. 0 TEARTS

NO CHARGE BETWEEN ONSTAR AND CUSTOMER PER JFOL LETT

CAUSE: INTERNAL FAILURE OF PCM CAS ENUM 6833114

366 WQ40 1.60 1.60 2800 10834 108.34 108.34

1 12576463 MODULE 35000 49000 0 700.00 490.00 490.00

PART#: 12576463

CLAIM TYPE:

FN

2800 10834 LABOR

CAMP CAMPAIGN 03039-CHILD RESTRAINT ANCHORAGE SYSTEM INFORMATION

V1043 CAMP 03039 - COPY AND PLACE SUPPLEMENT IN

366 WQ40 0.30 0.30 525 2031 20.31 20.31

CLAIM TYPE:

NR

525 2031 LABOR

ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE INDICATED. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONSULTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR RECALL RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCOUNT  
The factory warranty constitutes all of the warranty with respect to the sale of this equipment. The dealer hereby certifies that all work performed, including any limited warranty, is in accordance with the terms of the manufacturer's warranty for a particular product. This dealer certifies that no other work was performed on this vehicle which is not covered by the warranty with the sale of the equipment.

LABOR AMOUNT	
PARTS AMOUNT	
SAL. ON. USE	
GUNLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LIEN FINANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

DEALER, MANUFACTURER OR AUTHORIZED PERSON DATE

CONSUMER SIGNATURE

NO CLOSING

ACCOUNTING COPY



**DORSCHEL LEXUS-SAAB-OLDSMOBILE ISUZU-NISSAN-VOLKSWAGEN-KIA** **OLC8905741**

3817 W. HENRIETTA RD.  
ROCHESTER, NY 14622  
(585) 384-8440

OLC8905741

129612

129612	OWNER RONALD QUATTROCCHI 110447	SALE NO. 3465	ORDER DATE 10/20/03	ORDER NO. OLC8905741
ROCHESTER, NY	DEALER	PRICE 25,464	ORDER LT PENTER/M	WORKING NO. 20304
	YEAR/MAKE/TYPE 02/OLDSMOBILE/BRAYADA/4DR AND	ORDER DATE 03/29/02	DELIVERY DATE 218	
	VIN 1GHD135922356539	ORDER PRICE 100	WORKING DATE	
	F.Y.E.M.	F.A.M.	F.C.M.	
			10/20/03	
				NO: 25464

**JOB 1 CHARGES**

1. 040LZ INSTRUMENT 00012 INSTRUMENT, TECHNO-2006 WARRANTY  
 04012 INSTRUMENT PANEL CLUSTER GAUGES INOPERATIVE  
 90 Y0999 .3 ADD .1 ADMIN TIME  
 POSSIBLE INTERMITTENT NO START CONDITION  
 DEALERS ARE TO REPROGRAM THE INSTRUMENT PANEL CLUSTER.  
 90 Y0999 .3 ADD .1 ADMINISTRATIVE TIME

**DISCLAIMER OF WARRANTIES**

THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS.

**JOB 1 TOTALS** .....  
 JOB 1 JOURNAL PREFIX OLC8 JOB 1 TOTAL 0.00

**JOB 2 CHARGES**

2. 040LZ TRANSMISSION 03012 TRANS SHIFTER, TECHNO-2006 WARRANTY  
 03012 TRANSMISSION SHIFTER LOCK AND IGNITION KEY REMOVAL  
 ENROUTE COMPLIANCE 90 Y0999 .2 ADD .1 ADM  
 IGNITION KEY COULD BE REMOVED WITH SHIFTER IN ANOTHER  
 POSITION OTHER THAN PARK.  
 DEALERS ARE TO ELIMINATE THESE CONDITIONS BY DISABLING THE  
 OVERRIDERS.

N.Y.S FACILITY ID NUMBER 7048330

QTY	PP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
1	18187204	PLUG 6.6LB		0.00
TOTAL - PARTS				0.00

**JOB 2 TOTALS** .....  
 JOB 2 JOURNAL PREFIX OLC8 JOB 2 TOTAL 0.00

**JOB 3 CHARGES**

3. 040LZ OIL 4014 OIL LINE AND FILTER, TECHNO-2006 13.00  
 QUADRISTATE OIL FILTER; LINK CHAINS; ADJ TIME PRESS; CK BELTS.  
 HOSES, WIPERS, AIR FILTER; LINK NUTS & LATCHES; CK FLUIDS

QTY	PP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
1	030678A	OIL FILTER	4.00	4.00
TOTAL - PARTS			4.00	4.00

**J.G. & SUPPLIES**  
 1.0 - QUICK LUBE 8000 7.000 /AMT  
 TOTAL - G.S. 7.000

**METHOD OF PAYMENT**

CASH — TRAVELERS CHECK  
 CHECK — EXTENDED WARRANTY  
 VISA — RECEIVABLE ACCOUNT

**JOB 3 TOTALS** .....  
 LABOR 21.00  
 21.00

JOB 3 TOTALS.....

LABOR  
PARTS  
O.O.B.

EXTRA PAGE 002

13.50  
4.00  
7.00

--- LIPSON --- SET IN BILLS TRANSPORT I  
--- VESANO --- RECEIVABLE ACCOUNT  
--- AMENDICO --- CASHIER INITIALS  
DATE \_\_\_\_\_ AMT \_\_\_\_\_

JOB 3 JOURNAL PREFIX OLC3 JOB 3 TOTAL

25.95

TAG 4

ACCOUNTING COPY

[CONTINUED ON NEXT PAGE] 04:44pm

Copyright 1991 The Reynolds and Reynolds Company  
Reynolds Reports 2001

JAN 30 2004 17:45

0 PAGE 01

<input type="checkbox"/> GM <input type="checkbox"/> CHRY <input type="checkbox"/> CHRY	I M R T 1 3 8 9 2 2 4 7 0 1 0 4 0270/OLDSMOBILE/BRAYADA/4 DOOR UTH I	4445 WILLEBRON	05/21/03 05/21/09	8523 17417 75600	28000 1800/03 795 23001
OSHKOSH, WI 10/07/03 071000	STATE REGN 0	YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE FINAL PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE UNLESS YOU PERMIT. YOUR DEALER WILL ADVISE YOU OF ANY SELECTIONS.	DO YOU WANT THE REPLACED PARTS YOU ARE BUYING FOR? <input type="checkbox"/> YES <input type="checkbox"/> NO	IS THIS VEHICLE BEING USED AS A PART TO YOUR CURRENT CONTRACT?	YES <input type="checkbox"/> NO <input type="checkbox"/>

ORIGINAL CUSTOMER ESTIMATE: TOTAL

1. W. 8250LZ 1.50  
 BODY ELECTRICAL  
 D/R PASSENGER SIDE DOOR LOCK IS INOP, POWER WINDOW INOP PASSE  
 NGER SIDE, ALSO ACCESSORY RETENTION IS INOP  
 CHECK FOR BULLETIONS OR MOBILE  
 REPROGRAM  
 REPAIR PER BULLETION 02-08-64-07

2. 4 45 3K 205 MC PER Tom H.  
 Poor Connections CLEAN & SEAL COMPUSOR RE  
 25 COMPUSOR OK 11 PIN  
 88953131



988 S. Green Bay Road • P.O. Box 798  
 Neenah, WI 54957-0798  
 (920) 722-8898 1-800-236-5668

THANK YOU

ANY REPAIRS TO THIS VEHICLE SHALL BE MADE BY THE DEALER WHO AUTHORIZED THE REPAIRS.

Warranty which shall include any repairs by dealer. ANY WORK NOT AUTHORIZED BY THE DEALER SHALL BE AT THE CUSTOMER'S RISK AND EXPENSE.

\*Any alterations to the vehicle and hereby are those made by the customer. The dealer, HESSER OLDS + PONTIAC, INC., hereby disclaims any responsibility for any damage or loss resulting from any alterations or modifications to the vehicle. The dealer shall not be responsible for any damage or loss resulting from any alterations or modifications to the vehicle.

TOTAL

SUTTLE

*[Signature]*

PAGE 02  
 HESSER OLDS PONTIAC  
 11/29/2004 17:41 9267251.139



# Oldsmobile

17220 Torrance Avenue, Lansing, IL 60438  
 Tele 708-418-8800 Fax 708-418-2634



WORK ORDER NO. <b>4370</b>	CUSTOMER NAME <b>DONALD WISNIEWSKI</b>	AGE <b>251</b>	DOB <b>2217</b>	DATE <b>10/13/03</b>	SALES NO. <b>10729</b>
ADDRESS <b>CHICAGO, IL</b>	MAKE <b>OLDSMOBILE/BRAVADA/</b>	MODEL <b>135X221101B2</b>	PRICE <b>20,675</b>	COLOR <b>SILVER/</b>	STOCK NO.
	YEAR <b>02</b>	VIN <b>135X221101B2</b>		DATE <b>04/29/02</b>	WARRANTY TYPE <b>0</b>
				DATE <b>10/13/03</b>	
					NO: 20675

**LABOR**  
 1 JACK  
 CUSTOMER STATES OILS OFF WHILE DRIVING. MOTOR OIL WAS DRIVING AROUND 85 MPH WITH 172 TANK FULL. BAD COMPUTER REPLACE FOR

**PARTS** QTY PART NUMBER DESCRIPTION  
 1 1203483

**MISC** CODE DESCRIPTION  
 PARTS PARTS INCREASE

**TOTALS**

**COMMENTS**

**TOTALS**

CASH  CHECK  CREDIT  
 VISA  MASTERCARD  OTHER

THANK YOU FOR YOUR BUSINESS

PARTS IDENTIFIED WITH AN ASTERISK ARE COVERED BY THE IN GOODWILL SERVICE PLUS LIMITED WARRANTY

CALL US YOUR SERVICE CENTER

MONDAY-FRIDAY 9 A.M. TO 5 P.M.  
 MONDAY-FRIDAY 9 A.M. TO 5 P.M.

**Goodwill**

CUSTOMER SIGNATURE \_\_\_\_\_

DUPLICATE IN \_\_\_\_\_

**DISCLAIMER OF WARRANTIES**

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes or 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.

**NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL. NOT RESPONSIBLE FOR DAMAGE FROM FREEZING DUE TO LACK OF ANTIFREEZE.**

*Always Bring Your Vehicle Here For Factory Authorized Service*

**THANK YOU FOR YOUR BUSINESS!**



# Oldsmobile

17220 Torrance Avenue, Lansing, IL 60438  
Tele 708-418-8000 Fax 708-418-2654



4370	DONALD WISNIENSKI	251	2217	10/15/03	OLCS10729
CHICAGO, IL	LABOR	20,675	SILVER/	WORKS	
	UZ/OLDSMOBILE/BRVADA/		04/29/02	0	
	1 6 H 0 T 1 3 S X 2 2 1 1 0 1 3 2		10/13/03		
					NO: 20675

304 TOWNSHIP

LAND

1 304Z DRIVE

CUSTOMER STATES CUTS OFF WHILE DRIVING AS PART OF  
 WAS CUTTING AROUND 65 MPH WITH 1/2 TANK FULL OF GAS  
 BAD COMPUTER  
 REPLACE FOR



**DISCLAIMER OF WARRANTIES**  
 The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly



32596 220767

\*WARRANTY\*

WADSWORTH, OH  
HOME: [REDACTED]

PAGE 1

5166 FREDERICK OWER

BLK 02 OLDSMOBILE BRAVADA 1GRST13KX23144863 16008/16013 T3121

01JAN2003 17:00 27OCT03 0.00 CASH 27OCT2003  
DLR:06563 ENG:4.2\_Liter,\_L6,\_MPY,\_DCHC

09:39 27OCT03 18:57 27OCT03  
LINE OPCODE TECH TYPE HOURS LIST HWT TOTAL  
A CUSTOMER STATES VEHICLE WAS GOING 65 MPH, ALL OF A SUDDEN IT JERKED  
AND ABS, PARK BRAKE, BATTERY LIGHT CAME ON AND BRAKE SERVICE  
REQUESTED CAME ON DISPLAY. CAR WAS HARD TO TURN TO THE RIGHT AS  
WELL. WHEN SHE PULLED OVER SHE STOPPED THE CAR, WENT TO RESTART  
AND NOTHING... 5 MINUTES LATER IT JUT CRANKED AND CRANKED.

CAUSE: INTERNAL  
J6360 MODULE, PCM/VCM REPLACE  
4414 KEERLY, SCOTT LIC#: 1530  
WO4 1.60

1 12576463 MODULE 708.00 101.34 101.34  
FC: 6D 490.00 490.00  
PART#: 12576463  
COUNT: 1  
CLAIM TYPE:  
ADTH CODE:  
PU

35000 48000 TPARTS  
3360 10134 TLABOR

16013 VERIFIED CONCERN, FULL DTC PCM P0116, 621, 1682 ABS C0236, 237, 267 ALL  
DTC IN HISTORY ONLY WARRANTY CALL TECHLINE TO VERIFY DTC WITH KNOWN PCM  
ISSUES, JOHN KOPEC CASE #6689453, FOUND PCM TO BE THE CONCERN, ALSO  
INSPECT STEERING COLUMN WIR ING FOR DAMAGE. REPLACE PCM, REPROGRAM AND  
TEST D RIVE. Q.C, S.E 10/27/03

SHOP CHARGES INCLUDED ON ORDER FOR THE ENVIRO  
-ESSENTIALLY SAFE REMOVAL OF CHEMICALS, FLUIDS,  
OILS, CLEANERS, COOLANT, FREON, LUBRICANTS, TOWELS  
RAGS, WASH SOAP & ADDITION OF WHEEL WEIGHTS,  
NUTS, BOLTS, ETC.  
\*\*A SMALL COST FOR THE SAFETY OF OUR FUTURE\*\*  
THANK YOU FROM THE FRED MARTIN MOTOR CO. STAFF

COST, SALE, & COMP TOTALS 38360 59134 0

101.34  
490.00  
0.00  
0.00  
0.00  
591.34  
0.00  
0.00  
591.34



McKittrick-Harms, Inc. dba  
**MCKITRICK HARMS**  
**PONTIAC-GMC**



636-640 South Zane Highway Martins Ferry, OH 43985 (740) 633-2911

04909	1	G H D T 1 3 8 X 2 2 1 4 6 7 2 6							10/03/03
2002	OLDS	SAVANA							02:38
9877	27677	00/00/00			STRATTON OH				10/13/03

- (1) RECALL 03012 REPROGRAM  
CAUSE, RECALL 03012  
CORRECTION, REFORMED RECALL FOR TRANSMISSION  
SLIPP LOCK  
(08-6462 R. BASK-) V0994 06 MA C 2 3 12.96  
Total Repair (WC)..... 12.96
- (2) RECALL 03013  
CAUSE, RECALL 03013  
CORRECTION, REPROGRAM IPC PER RECALL  
(08-6462 R. BASK-) V0995 06 MA C 4 4 17.20  
Total Repair (WC)..... 17.20
- (3) 4 WHEEL DRIVE INOP. RUN SYSTEMS TEST  
AND FOUND TCM OUT OF CALIBRATION  
REPROGRAM CONTROL MODULE  
VIA TECH BULL # 02-04-21-0068  
FOR MODULE WAKE UP  
ROAD TEST ALL FINE NOW  
(16-8966 MEXX FORDOUSER-) N8521 93 ME C 4 4 17.20  
(N)15150990 MEDAL 1 75.27  
Total Repair (WC)..... 92.85
- (4) SERVICE ENGINE LIGHT ON  
CHECK FOR CODES. BURN CODES P014 AND  
P16 FOR TRANS. SYSTEM.  
RUN SYSTEMS TEST AND REPROGRAM  
FOR CALIBRATION. REPROGRAM  
COMPUTER TO COMPLETE REPAIR.  
(15-8288 MEXX FORDOUSER-) WB 3L WG C 11 47.53  
Total Repair (WC)..... 47.53
- (5) REPROGRAM PCM--BULLETIN 01-06-04-052  
CAUSE, BULL. 01-06-04-052 DOWNSTREAM CONTROLS  
--REPROGRAM 06355 93 ME C 12 11 47.53  
CORRECTION, REPROGRAMED PCM PER BULLETIN  
(15-8288 MEXX FORDOUSER-) Total Repair (WC)..... 47.53

*Goodwrench*

ATT NHTSA  
Project

<p>EXPLANATION OF WARRANTIES</p> <p>McKittrick-Harms, Inc. warrants that the parts and labor furnished hereunder are new and of correct specification, and that the workmanship is of good quality.</p> <p>THIS WARRANTY IS VOID IF THE VEHICLE HAS BEEN ACCIDENT DAMAGED, OR IF THE VEHICLE HAS BEEN REPAIRED BY ANY OTHER SERVICE FACILITY.</p>	142.88	<p>Labor</p> <p>Parts</p> <p>Shoplet</p> <p>Waste Disposal</p> <p>Oil/Grease</p> <p>Total</p> <p>Tax</p> <p>Total</p>	.00
	75.27		
	.00		
	.00		
	.00		
	217.85		
<p>Page 1 of 1 Reprint</p> <p>04909 Job 04909 Warranty Copy</p>			

16879

63077



\*INVOICE\*

1311 E. Bridge Dr. • P.O. Box 448 • Macar, MO 63852  
(662) 285-2185

MACOS, MO  
HOME: [REDACTED]

PAGE 1

HUB:

SERVICE ADVISOR: 12 LARRY E. BAKER

DATE: 01JAN2002 TIME: 17:00 TO: 15OCT03 CASH: 0.00 DATE: 21OCT2003

VEHICLE: OLDSMOBILE BRAVADA VIN: 1G8DT136K22206553

OPTIONS: STK:6616 DLR:03074

LINE CODE TYPH HOUR LIST NET TOTAL

OUT WHEN ABS LIGHT COME ON AND ARE NOT WORKING FOR

J6360 MODULE, PCM/VCM REPLACE

1 12576463 MODULE (N/C)

PART#: 12576463

CLAIM TYPE:

WA

LINE OIL & FILTER...USE GM 10W30 OIL AND FILTER

10 IFA 0.50 (N/C)

1 25014977 F-OIL FLTR (N/C)

REPLACE FUEL FILTER

10 CT 0.40 24.00 24.00

RTS: 32.78 LABOR: 34.00 OTHER: 0.00 TOTAL LINE #: 56.78

WASH CAR WASH



STATEMENT OF DISCLAIMER

The factory warranty overrides all of the warranties with respect to the sale of this item/line. The Seller hereby expressly disclaims all warranties other express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/line.

CUSTOMER SIGNATURE

LABOR AMOUNT	
PARTS AMOUNT	
G.S. OR. LINE	
SUBLET AMOUNT	
MISC. CHARGE	
TOTAL CHARGE	
CASH AMOUNT	
BALANCE	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY #2





SAAB

# GLASSMAN

AUTOMOTIVE GROUP

22000 Telegraph Road  
 SOUTHFIELD, MICHIGAN 48034  
 Phone (248) 354-3300 • 1-800-354-8558 • FAX (248) 372-0399

HYUNDAI



DEALER CODES:  
 OLDS: 07939  
 SAAB: 1721  
 HYUNDAI: MI-007  
 KIA: MI-001

WE HONOR

CASH

STATE REGISTRATION # 190878

FRANKLIN, MI	SALES PERSON	167809	WORKSHEET	0108120725
	DATE	1/29/04	WORKSHEET NO.	
	DEALER CODE	101801	DELIVERY YEAR	409
	SALES PERSON		PRODUCTION DATE	
	R.C. DATE	10/13/03	SALES REPRESENTATIVE	
VIN		10HDT138X22324874		
A.Y.R. No.				

LABOR & PARTS 117.63

INWARD TTY (1.00 TECHS) 243

TECH 10.00  
 2.00  
 2.00  
 2.00  
 2.00  
 2.00  
 2.00

TOTAL TECH 10.00

CUSTOMER STATES THE VEHICLE STARTED NOW IT WILL NOT START

PLACED PCM AND BE RESET

QTY	DESC	U/UNT	EST COST	SA PRICE
1	PCM		490.00	490.00
1	LABOR		490.00	490.00
TOTAL PARTS			490.00	490.00
TOTAL LABOR & PARTS			980.00	980.00
			9.00	9.00
TOTAL			989.00	989.00

APPROVED BY SIGNATURE

STATE REGISTRATION # 190878

THE ONLY WARRANTIES APPLYING TO THE PARTS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, OTHER 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 PARTS AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO REFUND FROM THE SELLING DEALER ANY OF THE ABOVE SALES TAX, LICENSE OR SALES TAX FEES, OR ANY OTHER COSTS INCURRED BY BUYER PRIOR TO THE TIME OF THE SALE OF THIS PARTS AND/OR SERVICE.

SALES INVOICE

DEALER CODES:  
 OLDS 8739  
 BAA 772  
 HYUNDAI MI-007  
 KIA MI-001



# GLASSMAN

## AUTOMOTIVE GROUP



2000 Telegraph Road  
 SOUTHFIELD, MICHIGAN 48034  
 Phone (248) 254-8000 • 1-800-254-0030 • FAX (248) 378-0280

### RECOMMENDED SERVICES

DEALER REGISTRATION NO. P4100079

000L20E DISPLEYER	*LINE OR AFTER *TBI & INTAKE SERVICE	MO MI	24.71 90.06	0802785	FUEL SYSTEM CLEAN	MI	90.06
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### SERVICE HISTORY

DATE	MILEAGE	ODOMETER	WORK ORDER	DESCRIPTION
08/17/03	128778	16126	108	243 243 243 243 243 243 243 243 243 243
04/20/03	126186	13478	822	243 243 243 243 243 243 243 243 243 243

**SALES REPRESENTATIVE:** DONALD DANIELSON  
**SALES REPRESENTATIVE:** DONALD DANIELSON

**REGISTRATION:** 1A1YRS 138726  
**EXPIRES:** 10/13/03

**VEHICLE IDENTIFICATION:** 2Z2T37  
**ENGINE:** 499  
**TRANSMISSION:** AUTOMATIC  
**DRIVE SHAFT:** 489

**MODEL:** JACQUELINE  
**YEAR:** 01/27 Y Y A 1899

**SALES REPRESENTATIVE:** JACQUELINE

**SALES REPRESENTATIVE:** JACQUELINE

**STATE REG:** F100078

**SALES REPRESENTATIVE:** JACQUELINE

**OUR PRICE GUARANTEE:** Before any work is done, you will be given a guaranteed maximum cost for the work or repair requested. In case our costs exceed our guarantee, you will be given the maximum cost, less the cost of any tow-in and diagnostics. As soon as diagnosis is completed, you will be notified and informed of the maximum cost of the repair, and no additional repairs will be made without your prior approval.

**SALES REPRESENTATIVE:** JACQUELINE

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**OUR PRICE GUARANTEE:** Before any work is done, you will be given a guaranteed maximum cost for the work or repair requested. In case our costs exceed our guarantee, you will be given the maximum cost, less the cost of any tow-in and diagnostics. As soon as diagnosis is completed, you will be notified and informed of the maximum cost of the repair, and no additional repairs will be made without your prior approval.

**SALES REPRESENTATIVE:** JACQUELINE

**SALES REPRESENTATIVE:** JACQUELINE

**SALES REPRESENTATIVE:** JACQUELINE

**SALES REPRESENTATIVE:** JACQUELINE



# COULTER MOTOR COMPANY TEMPE

7788 S. Antelope Loop  
Tempe, Arizona 85284  
480-948-6800

### SERVICE HISTORY

07/15/03	185888	14162	681	474	W	600LZ	ENGINE & PROPULSION
				474	W	970LZ00012	RECALL 05412
				474	W	970LZ00013	RECALL 05413
				474	C	600LZ01	LUBE OIL AND FILTER
				474	C	600LZ02	ROTATE TIRES
				474	C	600LZ07A	TRANSMISSION FLUSH

### SERVICE SALESPERSON NO. 156 PAMELA CORTES

VEHICLE ID: 1GMDT13S022233588	VEHICLE TYPE: 02/OLDSMOBILE/BRANDAM/4-DOOR BLVD	MODEL NO: 082045	YEAR: 99	PLATE: 94Z39
VEHICLE NO: 240137	DATE: 11/14/02	PRICE: 100	SALES TAX: 000	REGISTRATION: 9700
PHOENIX, AZ	EXTERIOR: WHITE/OAK LEATHER	PRICE: 18,866	SALES TAX: 601	
TIME RECEIVED: 07:53 AM	<p><b>WARRANTY INFORMATION:</b></p> <p>THIS WARRANTY IS VOID IF THE VEHICLE IS USED FOR RACE TRACKS, OFF ROAD DRIVING, OR OTHER EXTREME DRIVING. IT IS VOID IF THE VEHICLE IS USED FOR TAXI, RENTAL, OR COMMERCIAL PURPOSES. IT IS VOID IF THE VEHICLE IS USED FOR OTHER PURPOSES THAT ARE NOT LISTED IN THIS WARRANTY. THIS WARRANTY IS VOID IF THE VEHICLE IS NOT MAINTAINED AS SPECIFIED IN THE MAINTENANCE SCHEDULE. THIS WARRANTY IS VOID IF THE VEHICLE IS NOT MAINTAINED AT AN OLSMOBILE DEALERSHIP. THIS WARRANTY IS VOID IF THE VEHICLE IS NOT MAINTAINED AT AN OLSMOBILE DEALERSHIP. THIS WARRANTY IS VOID IF THE VEHICLE IS NOT MAINTAINED AT AN OLSMOBILE DEALERSHIP.</p>			
DATE/TIME: 10/15/03 06:00 PM	TECHNICIAN: [Signature]	<p><b>SALES TAX:</b> 601</p> <p><b>REGISTRATION:</b> 9700</p>		
APPROVAL: [Signature]	SALES TAX: 601	<p><b>REGISTRATION:</b> 9700</p>		

### RECOMMENDED SERVICES

600LZ01	LUBE OIL AND FILTER	MI	29.95
600LZ02A	AIR INDUCTION CLEAN	MI	79.95
600LZ05	4 WHEEL ALIGNMENT	MI	89.95
600LZ10A	CRANK CASE OILING	MI	89.95
600LZ14	CLIMATE CONTROL SERV	MI	6.00
600LZ09	ROTATE AND BALANCE	MI	15.95
600LZ04	SERV FRT WHEEL BGS	MI	82.95
600LZ08	REAR AXLE LUBE CHG	MI	74.95
600LZ13	ENGINE PERF ANALYSIS	MI	74.95
600LZ14D	C/CHTL DEODORIZE	MI	59.95

ALL PARTS SHOWN WILL BE PROVIDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK.

SAVE PARTS  X

ALL RATES ARE PER VEHICLE UNLESS SPECIFIED.

PREPARED BY: [Signature]	PHONE: [Number]
RECEIVED BY: [Signature]	PHONE: [Number]

ORIGINAL CUSTOMER ESTIMATE: TOTAL 32.11

COMMENTS: ADVISE

1 W\* 600LZ ENGINE & PROPULSION  
C/B MOTOR DIED AND HAS A HARD START CHECK AND ADVISE.

2 W\* 600LZ BODY AND ACCESSORIES  
C/B SES LIGHT BRAKE LIGHT AND ABS LIGHT ARE ALL ON CHECK AND ADVISE.

3 C\* 000LZ01 LUBE OIL AND FILTER  
LUBE OIL & FILTER CHANGE  
KREX OIL SUPPLEMENT  
E

4 W\* 600LZ01 BODY & ACCESSORIES  
C/B PAINT COATING COMING OFF AROUND SHIRT CLIP HOLDER ADV  
IF REPR. NEEDED SEE MGMT FOR AUTH.

*DE Poldo 10501*  
*JL360 1.6*

*WV 62 C280 3*  
*M1500 APC*





# COLTIER MOTOR COMPANY EMPE

1700 S. Amphlett Loop  
Tempe, Arizona 85284  
480-940-6800

COLTIER MOTOR CO

480558974

01/30/2004 18:08

**OLCS194239**

PURCHASER NUMBER: **240137**

PHOENIX, AZ

SALE PRICE: **18,866**

VEHICLE IDENTIFICATION: **60L 9700**

MODEL: **02/OLDSMOBILE/BRAVADA/4-DOOR BRAVADA**

STOCK NO: **08R2045**

MO: **18866**

DATE: **10/15/03**

DELIVERY DATE: **11/14/02**

PRODUCTION DATE:

**DISCLAIMER OF WARRANTY:**  
 The warranties on the products sold hereby are those made by the manufacturer. The dealer, Coltier Motor Company, hereby expressly disclaims all warranties, other express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Coltier Motor Company shall not be liable for any damages or other claims in connection with the sale of said products.

**LABOR & PARTS**  
 J-3 60LZ ENGINE & PROPULSION - HOURS: 1.00 TERMS: 474  
 C/S MOTOR OILED AND WAS A BURN SMOKE CHECK AND ADJUST.  
 INSPECTED FORD CONES FROM 607, 608, 609 AND 610  
 OK SYSTEM FORD FOR TO BE PROBLEM COMPLETE.  
 REPLACE PROPULSION ROAD TEST OFF TO WAF. SPEC.  
 OMT HELIX 3005

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	LABOR
JOB # 1	1	1267403	MINOLE 3.670		0.00
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

J-4 60LZ 10-1 BURN AND ACCESSORIES - HOURS: 0.00 TERMS: 474  
 C/S SEE LIGHT BURN LIGHT AND BURN LIGHT ARE ALL ON CHECK  
 AND ADJUST.  
 INSPECTED SEE LINES  
 SEE LINE 6

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

J-5 60LZ 10-1 BURN AND ACCESSORIES - HOURS: 0.50 TERMS: 474  
 TIME OIL & FILTER CHANGE  
 INDEX OIL SUPPLEMENT  
 E  
 SUGGESTED MAINTENANCE  
 LUBED CONSOLE  
 OIL AND FILTER  
 ADDED INDEX OIL SUPPLEMENT

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	LABOR
JOB # 3	1	1000000	LIF	19.95	0.00
JOB # 3	1	1000000	GASKET 1.455	0.00	0.00
JOB # 3	1	20014700	FILTER 1.835	0.00	0.00
JOB # 3	6	12346515	WAX	0.00	0.00
JOB # 3	1	1000000	ADD	0.00	0.00
				JOB # 3 TOTAL PARTS	19.95
				JOB # 3 TOTAL LABOR & PARTS	29.95

J-6 60LZ 10-1 BURN AND ACCESSORIES - HOURS: 0.50 TERMS: 474  
 C/S PAINT CONSOLE CHECK OFF-AWASH SHIFT CIP HOLDER AND  
 IF REPL. NEEDED SEE INQUIRY FOR AWT.  
 INSPECTED OK WITH CURY  
 B/R CONSOLE PLATE TO BE REPAINTED

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	LABOR
				JOB # 4 TOTAL PARTS	0.00
				JOB # 4 TOTAL LABOR & PARTS	0.00

By signing this document, you agree to the following terms and conditions. This document is a contract and you should read it carefully before signing it.



**GMC**



# COULTER MOTOR COMPANY TEMPE

7700 S. Ashland Lane  
Tempe, Arizona 85284  
480-948-6000

OLCS194239

**INVOICE NUMBER** OLCS194239

**CUSTOMER NUMBER** 240137

**ADDRESS**  
PHOENIX, AZ

**PHONE**

**SALES**  
ANGIE BENJAMIN 602 9700

**TELEPHONE**  
18 866

**VEHICLE**  
02/OLDSMOBILE/BRAVADA/4-DOOR BRAVADA

**VIN**  
1GHP135X22233588

**STOCK NO.**  
OAK/OAK L OBR2045

**NO.**  
18866

**DELIVERY DATE**  
10/15/03

**DELIVERY DATE**  
11/14/02

**WARRANTY DATE**

**DISCLAIMER OF WARRANTIES:**  
We warrant on the products and parts as shown on the invoice. We do not warrant on labor, including any modifications or alterations to the vehicle, and we do not warrant on any accessories or other items shown on the invoice. We do not warrant on any other items shown on the invoice.

SMILEY	PAID	NEW INV	INV DATE	DESCRIPTION	AMOUNT															
JOB # 4	51303	58252	10/15/03	PAID	0.00															
TOTAL - SMILEY					0.00															
DESC	CODE	DESCRIPTION	CONTROL NO.	AMOUNT																
JOB # A		15 MISCELLANEOUS SUPPLIES		0.00																
TOTAL - MISC					0.00															
<b>ESTIMATE</b>																				
CUSTOMER HENRY ACKNOWLEDGES RECEIVING ORIGINAL COPIES OF \$32.11 (+TAX)																				
<b>COMMENTS</b>																				
NOTICE																				
<b>TECHNICIAN CERTIFICATION</b>																				
494		TIMMS WILLIAM MURPHY		3055																
<b>TERMS</b>																				
<input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> C.R. <input type="checkbox"/> <input checked="" type="checkbox"/> VISA <input type="checkbox"/> MASTERCARD <input type="checkbox"/> DISCOVER <input type="checkbox"/> AMEX EXPRESS <input type="checkbox"/> OTHER <input type="checkbox"/> CREDIT																				
<table border="0"> <tr> <td>TOTAL TAX</td> <td>10.00</td> </tr> <tr> <td>TOTAL SALES</td> <td>19.11</td> </tr> <tr> <td>TOTAL SMILEY</td> <td>0.00</td> </tr> <tr> <td>TOTAL S.O.D.</td> <td>0.00</td> </tr> <tr> <td>TOTAL MISC CHG.</td> <td>0.00</td> </tr> <tr> <td>TOTAL MISC MISC</td> <td>0.00</td> </tr> <tr> <td>TOTAL TAX</td> <td>1.00</td> </tr> <tr> <td><b>TOTAL INVOICE \$</b></td> <td><b>32.11</b></td> </tr> </table>					TOTAL TAX	10.00	TOTAL SALES	19.11	TOTAL SMILEY	0.00	TOTAL S.O.D.	0.00	TOTAL MISC CHG.	0.00	TOTAL MISC MISC	0.00	TOTAL TAX	1.00	<b>TOTAL INVOICE \$</b>	<b>32.11</b>
TOTAL TAX	10.00																			
TOTAL SALES	19.11																			
TOTAL SMILEY	0.00																			
TOTAL S.O.D.	0.00																			
TOTAL MISC CHG.	0.00																			
TOTAL MISC MISC	0.00																			
TOTAL TAX	1.00																			
<b>TOTAL INVOICE \$</b>	<b>32.11</b>																			

THANK YOU FOR YOUR BUSINESS!!

We are proud to announce that we are a GM Service Plus dealer. As a customer pay S.O. on order (\*) after the part description states that the part has a 1 Year/100,000 Mile Limited Warranty. Please see your Service Advisor for details.

OLCS194239







COLLECTOR MOTOR CO  
480380974  
01/20/2004 10:50

R353394

139199

Reagan Buick Olds

\*INVOICE\*

OMAHA, NEBRASKA 68144

PAGE 1



SERVICE ADVISOR: 1416 MORTY FORTINA

NAME: [REDACTED]  
ONE: [REDACTED]

PLATE: 02 CUDENWHITE BRAVADA 1GNDT138Y22234259 68007/68007 T0360

11 JAN 2002 17:00 17 OCT 03 CASH 17 OCT 2003

OPTIONS: DLR:13811 ENG:4.2 Liter, L6, MP3, DOHC

17:50 17 OCT 03 17:20 17 OCT 03

WORK REPORTS THE FOLLOWING PROBLEMS-ANTI LOCK AND BRAKE WARNING LIGHTS O-SPEEDO STOPPED WORKING- ENGINE DIES OUT AT STOPS-CHECK AND ADVISE

CAUSE: MODULE SHORTED  
J6360 MODULE, PCM/VCM REPLACE

1426 W  
1 12576463 MODULE

FC: 6D  
PART#: 12576463  
COUNT: 1  
CLAIM TYPE:  
AUTH CODE:  
WG



(N/C)  
(N/C)

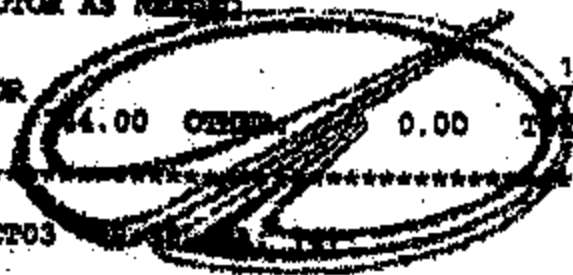
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

\*\*\*\*\*  
OWNER REPORTS BINDING IN DRIVE LINE WHEN PARKING IN CLOSE QUARTERS TO REPLACE ENCODER MOTOR AS NEEDED

1063 C  
2 12378508 FLUID  
1 88996638 ACTUATOR

144.00 144.00  
10.53 10.53 31.06  
478.86 455.83 455.83

PARTS: 476.89 LABOR: 14.00 OTHER: 0.00 TOTAL LINE B: 620.89



REP: 89.95 17 OCT 03

Thank you for your business

Your complete satisfaction is our #1 concern. If you have any questions, comments, or if we can be of further assistance please contact us.

SERVICE HOURS:  
MON. - FRI. 7:00 AM - 6:00 PM  
8:00 AM - 1:00 PM

PARTS HOURS  
MON. - FRI. 8:00 AM - 6:00 PM  
SAT. 8:00 AM - 1:00 PM

STATEMENT OF DISCLAIMER

The factory warranty voids all of the warranties with respect to the sale of this invoice. The Seller hereby expressly disclaims all warranties other express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this invoice. THERE WILL BE A \$10 FEE CHARGED ON ALL RETURNED CHECKS.

LABOR AMOUNT	
PARTS AMOUNT	
GST. 9% TAX	
SALES TAX	
TOTAL DUES	
TOTAL SALES	
NET AMOUNT	
TAX	
TOTAL	

SELLER'S SIGNATURE

E353394

139199

**Reason Buck Old!**

\*INVOICE\*



OMAHA, NEBRASKA 68144



PAGE 2

SERVICE ADVISOR: 1416 MARY PORTINO

PLATE: D2 OLDSMOBILE BRAVADA 16NDT13522324259 68007/68007 IT0360

11:30 17OCT03 17:00-17OCT03 CASH 17OCT2003

PHONE: DLR:13811 ENG:4.2 Liter, L6, MFI, DOHC

DATE	TIME	DESCRIPTION	LIST	NET	TOTAL
17OCT03	14:55	SA: 141			
		NET: 389.95			

MISC SHOP SUPPLIES

12.00

ALL ITEMS IDENTIFIED WITH W- PRECEDING DESC ARE COVERED UNDER LIMITED LIFETIME SERVICE GUARANTEE OR GOODWRENCH SERVICE PLUS.



Thank you for your business.

Your complete satisfaction is our #1 concern. If you have any questions, comments, or if we can be of further assistance please contact us.

**SERVICE HOURS:**

MON - FRI. 7:00 AM - 6:00 PM  
8:00 AM - 1:00 PM

**PARTS HOURS:**

MON - FRI. 8:00 AM - 5:00 PM  
8:00 AM - 1:00 PM

**STATEMENT OF DISCLAIMER**

The factory warranty constitutes all of the warranties with respect to the sale of this hardware. The Seller hereby expressly disclaims all warranties other express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor delegates any other person to assume for it any liability in connection with the sale of this hardware. THERE WILL BE A \$18 FEE CHARGED ON ALL RETURNED CHECKS.

DATE: 10/17/03

DESCRIPTION	AMOUNT
LABOR AMOUNT	144.00
PARTS AMOUNT	476.89
GR. CL. TAX	0.00
SALES TAX	0.00
SHOP CHARGE	12.00
TOTAL CHARGE	632.89
SALES TAX	0.00
SALES TAX	14.22
PLEASE PAY THE AMOUNT	

FILE COPY

**GUNN ACURA**  
12150 IH-35 WEST  
SAN ANTONIO, TX 78230  
PHONE (214) 499-2333  
TX WATS (800) 324-4004  
FAX (214) 499-1701

**GUNN CHEVROLET**  
12150 IH 35 NORTH  
SAN ANTONIO, TX 78233  
PHONE (214) 499-5000  
TX WATS (800) 324-4004  
FAX (214) 499-5018

**GUNN HONDA**  
1300 BANDEDLA BL  
SAN ANTONIO, TX 78238  
PHONE (214) 499-3371  
TX WATS (800) 293-1111  
FAX (214) 323-1721

**GUNN DODGE**  
13526 IH 35 NORTH  
SAN ANTONIO, TX 78233  
PHONE (214) 499-3000  
TX WATS (800) 303-1021  
FAX (214) 499-3083

**GUNN NISSAN**  
12150 SAN PEDRO  
SAN ANTONIO, TX 78210  
SERVICE CENTER (214) 491-7111  
TX WATS (800) 393-8129  
FAX (214) 491-7123



**GUNN PONTIAC-GMC**  
13526 IH 35 NORTH  
SAN ANTONIO, TX 78233  
(214) 499-3000  
TX WATS (800) 344-7634  
FAX (214) 499-3038

WORKER <b>63967</b>	TECH <b>CURTIS PUGH</b>	DATE <b>7/30/03</b>	TIME <b>11:12</b>	MOYER <b>10/03/03</b>	MOYER ID <b>GCCS06958</b>
UNIVERSAL CITY, TX	VEHICLE <b>5TKZ77</b>	MAKE <b>32,624</b>	MODEL <b>PENTER/</b>	DATE <b>07/06/01</b>	TYPE <b>3 DOOR</b>
	YEAR/MAKE/MODEL <b>02/DODGE/ENVY/2WD 4 DOOR</b>				
	VIN <b>1GKDP1138122152346</b>				
	TYPE <b>1</b>	STAGE <b>1</b>		DATE <b>10/03/03</b>	

**JOB 1 CHARGES**

LABOR  
# 1 218C2 AIR CONDITIONING TECH(S):7189 0.00  
CUST SYS HEARING A CLICKING SOUND IN DASH JUST AFTER STARTING ENGINE. SEE LINE 2

**JOB 1 TOTALS**

**JOB 2 CHARGES**

JOB 1 JOURNAL PREFIX GCCS JOB 1 TOTAL 0.00

LABOR  
# 2 218C201 A/C CONCERN TECH(S):7189 WARRANTY  
CUST SYS AC NOT COOLING AC CYLIND SWITCH SHORTING OUT-OPEN CIRCUIT REPLACED AC LOW PRESSURE SWITCH 01189

PARTS	QTY	PP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	0904302	SWITCH 9.172		0.00
<b>TOTAL - PARTS</b>					<b>0.00</b>

**JOB 2 TOTALS**

**JOB 3 CHARGES**

JOB 2 JOURNAL PREFIX GCCS JOB 2 TOTAL 0.00

LABOR  
# 3 218C201 BODY ELEC CONCERN TECH(S):7189 WARRANTY  
CUST SYS BRAKE WARNING LIGHT CAME ON WHILE DRIVING BRAKE PEDAL BUT WOULD NOT PUSH - ENGINE WOULD NOT ACCEL AND ENGINE STALLED OUT - COULD NOT RESTART WOULD BILLY CRANK OVER - AFTER ABOUT 10 PS MIN ENGINE STARTED CODES CODEM CODEM CODEM U1000 U0000 DTC CHECKED ALL BRUSHES AT BACK OF ENGINE - ALL OK CONTACTED TECH ASSIST CASE 00000000 PER TO PJ HILL 1033 UPDATED PON TO CORRECT DTC CODES, REPLACED PON AND REPROGRAM AND RELEASING CRANK WARELINE REFERENCE. J0368

PARTS	QTY	PP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	12070403	NEEDLE 3.670		0.00
<b>TOTAL - PARTS</b>					<b>0.00</b>

**JOB 3 TOTALS**

**JOB 4 CHARGES**

JOB 3 JOURNAL PREFIX GCCS JOB 3 TOTAL 0.00

ADJUSTING TOWING TOWING TECH(S): WARRANTY:

**DISCLAIMER OF WARRANTIES**  
BY SIGNING THIS WORK ORDER, CUSTOMER AGREES THAT THE GUNN EXPRESSLY DISCLAIMS ALL WARRANTIES, WHETHER WRITTEN OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND WARRANTIES ARISING FROM COURSE OF DEALING OR USAGE OF TRADE. BUYER HEREBY ACCEPTS THAT ALL WORKS PERFORMED ON THIS VEHICLE ARE THE PROPERTY OF GUNN AND ARE NOT TO BE USED FOR ANY OTHER PURPOSE AND THAT NO OTHER WORKS OR REPRESENTATIONS WERE MADE ON THIS VEHICLE BEYOND THE WORK ORDER ON THIS DATE.

GUNN DISCLAIMS THE COMPANY'S LIABILITY FOR LOSS OF OR DAMAGE TO THE VEHICLE OR ITS CONTENTS, OR FOR DAMAGE TO OTHER VEHICLES OR PROPERTY OF OTHERS, OR FOR DAMAGE TO THE VEHICLE OR ITS CONTENTS, OR FOR DAMAGE TO OTHER VEHICLES OR PROPERTY OF OTHERS, OR FOR DAMAGE TO THE VEHICLE OR ITS CONTENTS, OR FOR DAMAGE TO OTHER VEHICLES OR PROPERTY OF OTHERS.

**WARRANTY**  
GUNN'S WARRANTY POLICY IS VALID FOR THE PERIOD OF TIME AND FOR THE MILEAGE SPECIFIED IN THE WARRANTY POLICY. GUNN'S WARRANTY POLICY IS VALID FOR THE PERIOD OF TIME AND FOR THE MILEAGE SPECIFIED IN THE WARRANTY POLICY. GUNN'S WARRANTY POLICY IS VALID FOR THE PERIOD OF TIME AND FOR THE MILEAGE SPECIFIED IN THE WARRANTY POLICY.

**GUNN CHEVROLET**  
 12402 IH 35 NORTH  
 SAN ANTONIO, TX 78233  
 PHONE (210) 599-3021  
 TX WATS (800) 730-8864  
 FAX (210) 599-3018

**GUNN HONDA**  
 8309 BANAMERA RD.  
 SAN ANTONIO, TX 78238  
 PHONE (210) 599-3371  
 TX WATS (800) 393-1111  
 FAX (210) 522-1721

**GUNN DODGE**  
 12402 IH 35 NORTH  
 SAN ANTONIO, TX 78233  
 PHONE (210) 599-3020  
 TX WATS (800) 730-1031  
 FAX (210) 599-3025

**GUNN PONTIAC-GMC**  
 12526 IH 35 NORTH  
 SAN ANTONIO, TX 78233  
 (210) 599-3000  
 TX WATS (800) 348-7434  
 FAX (210) 599-3028



MODEL	YEAR	UNIT NO.	DATE	ORDER NO.
CURTIS PUGH	7382	3182	10/03/03	GCCS86958
PLANT		32,624	PEWTER/	
YEAR - MAKE / MODEL			07/06/01	
02/GMC/ENVOY/2WD 4 DOOR				
VIN				
10K0S135122152340				
DATE			10/03/03	
				MO:

DATE DESCRIPTION	TOTAL	SUBLET	WARRANTY
10/03/03			0.00
JOB# 4 JOURNAL PARTS BCCS JOB# 4 TOTAL			0.00
27000 MILE SERVICE			
LABOR SERVICE EXPERIENCE	TOTAL LABOR		0.00
PART GRADE OUR REPORT	TOTAL PARTS		0.00
"I'M SATISFIED", PLEASE	TOTAL SUBLET		0.00
"I'M ABLE AT"	TOTAL B.O.B.		0.00
	TOTAL MISC CHG		0.00
	TOTAL MISC DESC		0.00
	TOTAL TAX		0.00
	<b>TOTAL INVOICE \$</b>		<b>0.00</b>

**WARRANTY**

THESE VEHICLES ARE WARRANTED BY THE MANUFACTURER AND AGAIN THE MANUFACTURER'S WARRANTY COVERS ALL LABOR AND PARTS EXPENSES FOR THE LIFE OF THE WARRANTY PERIOD. THE WARRANTY PERIOD IS 5 YEARS OR 50,000 MILES, WHICHEVER COMES FIRST. THE WARRANTY DOES NOT COVER THE COST OF TOWING OR TRANSPORTATION OF THE VEHICLE TO THE NEAREST MAINTENANCE FACILITY OR THE COST OF TOWING OR TRANSPORTATION OF THE VEHICLE TO THE NEAREST MAINTENANCE FACILITY. THE WARRANTY DOES NOT COVER THE COST OF TOWING OR TRANSPORTATION OF THE VEHICLE TO THE NEAREST MAINTENANCE FACILITY. THE WARRANTY DOES NOT COVER THE COST OF TOWING OR TRANSPORTATION OF THE VEHICLE TO THE NEAREST MAINTENANCE FACILITY.

REPAIR REPAIR COMMENTS

DUPLICATE INVOICE



**AUTOMOTIVE GROUP**  
San Fernando Valley

**C1C860073**  
**Rydell GM Van Nuys**

8001 Van Nuys Blvd. Van Nuys, CA 91401  
SERVICE (818) 228-2000 • PARTS (818) 228-2000

Mailing Address: PO Box 2188 Van Nuys, CA 91404

C1C860073

54777

DAVID GRANERO

7804

855

10/10/03

C1C860073

11.186

REP/

69330A

02/GMC/ENVY/SLV

01/15/04

23.601

1 G K D S 1 3 5 1 2 2 2 9 2 9 4 6

10/10/03

23 6

**JOB 1 CHARGES**

**LABOR** **DIAGNOSTICITY** **TECH(S):186** **WARRANTY**  
CUSTOMER STATES THAT THE CAR WILL NOT CLICK OR CRANK...  
TURN KEY AND NOTHING HAPPENS...  
SYSTEM CHECK AND FOLLOW DIAG STEP FOUND STARTER ENABLE  
RELAY CONTROL WILL NOT SOUND AT PCM  
JESSE AND BLAN  
REPLACED PCM REPROGRAMMED

PARTS	QTY	PP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
	1	1867663	NERALE 1.670			0.00
				TOTAL - PARTS		

**JOB 1 TOTALS**  
JOB 1 JOURNAL PREFIX C1C8 JOB 1 TOTAL 0.00

**JOB 2 CHARGES**

**LABOR** **ENTREPRENEUR RENTAL CA** **TECH(S):3990** **WARRANTY**  
CAR UNABLE TO DRIVE  
NOT DRIVABLE

SUBLET	QTY	PP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
	1	1867184	10/10/03 1 DAY WORK RENTAL			0.00
				TOTAL - SUBLET		

**JOB 2 TOTALS**  
JOB 2 JOURNAL PREFIX C1C8 JOB 2 TOTAL 0.00

WARRANTY ACCUMULATED RECEIVED  
ORIGINAL ESTIMATE OF 23.60 (+TAX)



**AUTOMOTIVE GROUP**  
**San Fernando Valley**

**C1CS690973**  
**Rydell GM Van Nuys**  
 6001 Van Nuys Blvd. \* Van Nuys, CA 91401  
 SERVICE (818) 999-8000 \* PARTS (818) 999-3000  
 Mailing Address P.O. Box 2189 Van Nuys, CA 91404

**C1CS690973**

54777	DAVID GRANERO	7806	10/10/03	C1CS690973
DAK PARK, LA			10/10/03	

TOTALS		
OUR NEW BAR NUMBER IS AN 202747	TOTAL LABOR....	0.00
CASH	TOTAL PARTS....	0.00
CHECK #.....	TOTAL SUBLET....	0.00
MASTER CARD	TOTAL S.O.S....	0.00
VISA CARD	TOTAL MISC CHG....	0.00
DISCOVER CARD	TOTAL MISC DISC....	0.00
AMERICAN EXPRESS	TOTAL TAX.....	0.00
	<b>TOTAL INVOICE \$</b>	<b>0.00</b>

STORE HOURS ARE 8:00AM TO 12:00 MIDNIGHT MONDAY THRU FRIDAY  
 8:00AM TO 6:00PM SATURDAY AND SUNDAY

CUSTOMER SIGNATURE \_\_\_\_\_  
 DUPLICATE INVOICE

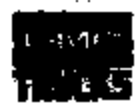


GCCS152909

GCCS152909



**VOLVO**



\*\*\*\*\*

INVOICE NO: <b>28565</b>	NAME: <b>DAVID CRUMPTON</b>	PHONE: <b>348 0097</b>	DATE: <b>10/03/03</b>	INVOICE NO: <b>GCCS152909</b>
ADDRESS: <b>[REDACTED]</b>	CITY: <b>[REDACTED]</b>	STATE: <b>[REDACTED]</b>	ZIP: <b>[REDACTED]</b>	MODEL: <b>INDIGO BLUE</b>
TEL: <b>PELHAM, AL</b>	VEHICLE TYPE: <b>02/CNV/EMVY/2WD 4DR</b>	PRICE: <b>30,618</b>	DELIVERY DATE: <b>02/20/02</b>	DELIVERY MILE: <b>6,274</b>
	VEHICLE ID: <b>1GKD8135222159208</b>		ACTING DEALER: <b>[REDACTED]</b>	REGISTRATION DATE: <b>[REDACTED]</b>
	TYPE: <b>[REDACTED]</b>	R.F. NO: <b>[REDACTED]</b>	R.E. DATE: <b>10/03/03</b>	
	OWNER: <b>[REDACTED]</b>			NO: <b>30619</b>

TECHNICIAN CERTIFICATION  
 002 **JERRY W ANDERSON** 1488

**TOTALS**

PARTS DESIGNATED WITH AN ASTERISK(\*) INDICATES LIFETIME WARRANTY APPLIES FOR CUSTOMER PAY REPAIRS.

TOTAL LABOR....	129.00
TOTAL PARTS....	69.73
TOTAL SUBLET....	0.00
TOTAL S.S.S....	0.00
TOTAL MISC CHG....	0.00
TOTAL MISC DISC....	0.00
TOTAL TAX.....	8.26
<b>TOTAL INVOICE \$</b>	<b>196.99</b>

ALL REPAIRS ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES WHICHEVER OF INVOICE UNLESS OTHERWISE NOTED

WE WANT TO PROVIDE YOU WITH THE OPPORTUNITY TO SERVICE YOUR VEHICLE. WE ARE COMMITTED TO DELIVERING OUTSTANDING CUSTOMER SERVICE. IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED WITH YOUR EXPERIENCE CONTACT D R CLARK @ 206 823 3183

CUSTOMER SIGNATURE \_\_\_\_\_  
 \*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

GCC8152808

GCC8152808

Royal



Automotive Inc.
3010 Columbus Road 205-9100
VINITIA, ALABAMA 36019-0208
The dealership that's different

VOLVO

THINK
THICKS

\*\*\*\*\*

Table with columns: CUSTOMER, SALES, DATE, INVOICE, PARTS, and other details. Includes customer name DAVID CRUMPTON and vehicle info.

NO: 30619

REPLACE FUEL FILTER ON FUEL INJECTED ENGINE

REPLACED FUEL FILTER

Table with columns: PARTS, QTY, PP-NUMBER, DESCRIPTION, LIST PRICE, UNIT PRICE. Job # 6 total parts 32.70, total labor & parts 65.70.

CUSTOMER REQUESTS FUEL INJECTION SERVICE

CLEAN FUEL INJECTORS USING INJECTOR CLEANING FLUID

Table with columns: PARTS, QTY, PP-NUMBER, DESCRIPTION, LIST PRICE, UNIT PRICE. Job # 7 total parts 32.95, total labor & parts 62.95.

CUSTOMER REQUESTS FUEL INJECTION SERVICE

Table with columns: PARTS, QTY, PP-NUMBER, DESCRIPTION, LIST PRICE, UNIT PRICE. Job # 8 total parts 0.00, total labor & parts 0.00.

CUSTOMER REQUESTS FUEL INJECTION SERVICE

REPLACED FUEL ACTUATOR

Table with columns: PARTS, QTY, PP-NUMBER, DESCRIPTION, LIST PRICE, UNIT PRICE. Job # 9 total parts 1.00, total labor & parts 1.00.

CUSTOMER REQUESTS FUEL INJECTION SERVICE

Table with columns: PARTS, QTY, PP-NUMBER, DESCRIPTION, LIST PRICE, UNIT PRICE. Job # 4 total parts 0.00, total labor & parts 0.00.

MECHANIC CERTIFICATION: SCOTT CURTIS 0363

GCCS152909

GCCS152909

# Royal



Automotive Inc.

3016 Columbus Road 823-8100

VIDEONIA, ALABAMA 36814-0200

The dealership that's different

# VOLVO



THIS WORK ORDER IS VALID ONLY FOR THE ORIGINAL PURCHASER OF THIS VEHICLE

0101100001000

WORK ORDER NO: <b>28565</b>	NAME: <b>DAVID CRUMPTON</b>	PHONE: <b>546 0097</b>	DATE: <b>10/03/03</b>	ACCOUNT: <b>GCCS152909</b>
ADDRESS: <b>[REDACTED]</b>	CITY: <b>[REDACTED]</b>	STATE: <b>AL</b>	COLOR: <b>INDIGO BLUE</b>	MODEL: <b>T825</b>
MPG: <b>[REDACTED]</b>	VEHICLE TYPE: <b>02/GEN/BRVDY/2WD 4DR</b>	PRICE: <b>30,618</b>	DATE: <b>02/20/02</b>	MSRP: <b>6,274</b>
VIN: <b>1GKDS13S222158208</b>	YEAR: <b>2002</b>	MAKE: <b>VOLVO</b>	DATE: <b>10/03/03</b>	
COMMENTS: <b>[REDACTED]</b>				NO: 30619

**JOB # 1**  
 ELECTRICAL / NO START  
 CUSTOMER STATES ENGINE MENT DEAD--NOW NO START--  
 FOR ELECTRICAL FAILURE  
 SCAN TESTED, RAN ALL NO START DIAGNOSTICS. REPLACED PCM

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	12579483	MODULE 3.670			0.00
<b>JOB # 1 TOTAL PARTS</b>						0.00
<b>JOB # 1 TOTAL LABOR &amp; PARTS</b>						0.00

**JOB # 2**  
 RECALL  
 MAY BE REMOVED WITH SHIFT LEVER IN A POSITION OTHER  
 THAN PARK  
 INSTALL PLUS AND REMOV OVER RIDE LEVER

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 2	1	15107204	PLUS 6.818			0.00
<b>JOB # 2 TOTAL PARTS</b>						0.00
<b>JOB # 2 TOTAL LABOR &amp; PARTS</b>						0.00

**JOB # 3**  
 CUSTOMER INSTRUMENT PANEL CLUSTER  
 CUSTOMER INSTRUMENT PANEL CLUSTER LIGHTS MAY NOT POWER UP  
 REPROGRAM INSTRUMENT PANEL CLUSTER

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 3						0.00
<b>JOB # 3 TOTAL PARTS</b>						0.00
<b>JOB # 3 TOTAL LABOR &amp; PARTS</b>						0.00

**JOB # 4**  
 RECALL  
 POSSIBLE SOFTWARE UPDATE  
 FLASHED PCM

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 4						0.00
<b>JOB # 4 TOTAL PARTS</b>						0.00
<b>JOB # 4 TOTAL LABOR &amp; PARTS</b>						0.00

**JOB # 5**  
 INSPECTED VEHICLE NO WORK NEEDED  
 ALL CHECKS OK AT THIS TIME

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 5						0.00
<b>JOB # 5 TOTAL PARTS</b>						0.00
<b>JOB # 5 TOTAL LABOR &amp; PARTS</b>						34.00

THIS INVOICE IS THE PROPERTY OF THE ISSUING COMPANY. IT IS TO BE USED ONLY FOR THE PURPOSES OF RECORDING SALES AND PAYMENTS. IT IS NOT TO BE USED AS A RECEIPT OR AS A PROOF OF SALE. IT IS NOT VALID UNLESS IT IS SIGNED BY THE ISSUING COMPANY'S AUTHORIZED REPRESENTATIVE.

DATE: 10/07/03		INVOICE NO: 001241142
AMOUNT: 427	TAX: 362	TOTAL: 789
LABOR: 41475	PARTS: 642	
VEHICLE MAKE: 02/GEN/ENEMY XL/ENEMY 2WD 4DR		VEHICLE MODEL: 10/04/03
VEHICLE YEAR: 2002		VEHICLE VIN: 1G1ZC5E222E222222
VEHICLE COLOR: BLACK		VEHICLE TYPE: SEDAN
VEHICLE REG: IL		VEHICLE LICENSE: 10/04/03
VEHICLE MAKE: 02/GEN/ENEMY XL/ENEMY 2WD 4DR		VEHICLE MODEL: 10/04/03
VEHICLE YEAR: 2002		VEHICLE VIN: 1G1ZC5E222E222222
VEHICLE COLOR: BLACK		VEHICLE TYPE: SEDAN
VEHICLE REG: IL		VEHICLE LICENSE: 10/04/03

**WORK PARTS**  
 W 1 2/0221  
**ELECTRICAL**  
 HOURS: 1.90 TECH(S) 1429  
 CUSTOMER STATES TRUCK DID RESTARTED THEN NO SPEED/ABS/TRAC  
 /BRAKE LIGHT ON NO ODOMETER NO FUEL GAUG BUT HAS RPM'S  
 DIAGNOSTIC SYSTEM HAD VARIOUS CODES TRACED AND FOUND NO  
 OUTPUT TO PCM AT TIMES  
 REPLACED PCM AND RESET CODES  
 J4360

**WARRANTY**

QTY	PT NUMBER	DESCRIPTION	UNIT PRICE
1	174744A1	PCM F 1.67L	JUD W 1 10/04/03
<b>LABOR &amp; SUPPLIES</b>			
1.0	1.0	SAS	7.80
			<b>TOTAL - 000</b>

**WARRANTY**

STALS  
 ON AT 44-0873

**THANK YOU FOR YOUR BUSINESS**  
 WE ARE FREE OF ANY ASSISTANCE WITH YOUR TRANSPORTATION  
 FEEL FREE TO CALL OR COME BY.  
 WARRANTY INDICATES THIS PART QUALIFYS FOR AN LIFETIME  
 SERVICE WARRANTY, IF RETURNED TO THIS DEALER.

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL 0.00	7.80
TOTAL MISC CHG.	0.00
TOTAL MISC DISC.	0.00
TOTAL TAX	0.52
<b>TOTAL INVOICE \$</b>	<b>8.32</b>

CUSTOMER SIGNATURE \_\_\_\_\_  
 D U P L I C A T E I N V O I C E



# HALL GMC, INC.

4242 West Main \* P.O. BOX 2781  
 FARGO, NORTH DAKOTA 58108

Phone: 701-282-5400  
 WATS: 1-800-342-4643  
 FAX: 701-282-8220

"THE STRENGTH OF EXPERIENCE"

CUSTOMER NAME <b>REYNOLDS</b>	
CUSTOMER ADDRESS <b>1877</b>	
[REDACTED]	
CITY/STATE/ZIP <b>MINOTON, MN</b>	
ACCOUNT NO.	SALES NO.
<b>12345</b>	<b>67890</b>
SALES TAX	TAX NO.
<b>5%</b>	<b>12345</b>
SALES TAX	TAX NO.
<b>5%</b>	<b>12345</b>
VEHICLE MAKE / MODEL <b>CHEVROLET / CORVETTE</b>	
VEHICLE NO. <b>19KDT135022175884</b>	
V.I.C. NO.	VEH. NO.
<b>12345</b>	<b>67890</b>
SALES TAX	SALES NO.
<b>5%</b>	<b>12345</b>
SALES TAX	SALES NO.
<b>5%</b>	<b>12345</b>
SALES TAX	SALES NO.
<b>5%</b>	<b>12345</b>
<p>THE NORMAL CHARGE FOR SHOP SUPPLIES IS APPLIED TO EACH SERVICE INVOICE TO COVER: 1) SHOP SUPPLIES AND 2) HANDLING AND DISPOSAL OF HAZARDOUS WASTE MATERIALS.</p>	

**TOTALS**

YOU MAY RECEIVE A RESTORATION FROM GENERAL MOTORS  
 CONCERNING THE SAFETY OF THE AIR BAGS IN YOUR CAR  
 OR TRUCK. IF YOU ARE NOT SURE YOU CAN  
 USE THE AIR BAGS SAFELY, OR IF YOU ARE NOT SURE  
 CALL 800-342-4643 OR 701-282-5400 FOR A  
 FREE LITERATURE KIT. THE LITERATURE KIT IS A  
 FREE SERVICE. IT IS NOT A SALE.  
 THE AIR BAGS IN YOUR CAR ARE NOT A SALE.

TOTAL INVOICE \$	26.75
------------------	-------

WE APPRECIATE YOUR BUSINESS!!  
 STORE HOURS ARE MON-FRI: 7 AM TO 6:00 PM, SAT: 7 AM TO 3 PM

*[Signature]*  
 CUSTOMER SIGNATURE

*pd ck #10897*



01/30/04 18:55 FAX 701 282 8220 HALL GMC, INC. 003/003

# HALL GMC, INC.

4242 West Main \* P.O. BOX 2781  
FARGO, NORTH DAKOTA 58108

Phone: 701-282-5400  
WATS: 1-800-342-4643  
FAX: 701-282-8220

"THE STRENGTH OF EXPERIENCE"

WORK ORDER NO.	1022
DATE	
TIME	
BY	
VEHICLE MAKE	BUICK
VEHICLE MODEL	
VEHICLE YEAR	
VEHICLE VIN	26KRT136022173864
VEHICLE LICENSE	
VEHICLE REGISTRATION	
VEHICLE TAX	
VEHICLE INSURANCE	
VEHICLE MAKE	BUICK
VEHICLE MODEL	
VEHICLE YEAR	
VEHICLE VIN	
VEHICLE LICENSE	
VEHICLE REGISTRATION	
VEHICLE TAX	
VEHICLE INSURANCE	

THE NORMAL CHARGE FOR SHOP SUPPLIES IS APPLIED TO EACH SERVICE INVOICE TO COVER: 1) SHOP SUPPLIES AND 2) HANDLING AND DISPOSAL OF HAZARDOUS WASTE MATERIALS.

LABOR & PARTS  
 JOB # 1 2182-01  
 TECH 71 03/14/92 9.40 1.00 0.00 0.00 0.00  
 TOTAL TECH TIME 9.40 0.00  
 65.26

DIAGNOSTIC SERVICE 4 WHEEL LIGHT CHKS ON AT TIRES  
 INSPECT 3 OHMS STROBE, 4 WHEEL INDICATOR  
 REPAIR BULBS, REPAIR 3M TON, CLEAN COILS  
 REPAIR BULBS

PARTS  
 JOB # 1 1 100705  
 DESCRIPTION  
 100705  
 21.62  
 JOB # 1 TOTAL PARTS 21.62  
 JOB # 1 TOTAL LABOR & PARTS 75.90

LABOR & PARTS  
 JOB # 2 3882-02  
 TECH 71 03/14/92 5.00 1.00 0.00 0.00 0.00  
 TOTAL TECH TIME 6.00 0.00  
 24.57

DIAGNOSTIC SERVICE  
 FRONT HUBS FROM PASS SIDE A PULLER WAS USED  
 INSPECT FOR FLIP AND RISE TORSION  
 THE VEHICLE BEHAVIOR WHILE AT THE POINT WAS REFLECTED AND  
 THE VEHICLE BEHAVIOR WAS CORRECTED THROUGH  
 REPAIR BULBS

LABOR & PARTS  
 JOB # 3 4182Z-02  
 TECH 71 03/14/92 3.00 1.00 0.00 0.00 0.00  
 TOTAL TECH TIME 4.00 0.00  
 79.98

SOFT WARE SERVICE 1 LOG  
 REPLACES FOR NEW LATEST PROGRAMING

JOB # 3 TOTAL LABOR & PARTS 79.98  
 100.00  
 180.32

WARRANTY CLAIM DETAIL TOTALS

CLAIMS TOTAL 180.32  
 CLAIM TERMS 180.32

APPROVED BY SIGNATURE



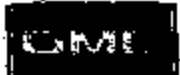
01/30/94 18:57 FAX 701 282 8220 HALL GMC, INC. 0004/005







**YANKTON MOTOR COMPANY**  
**PONTIAC - GMC**  
 3400 EAST HIGHWAY 50  
 YANKTON, S.D. 57078  
 PHONE: (605) 665-3751  
 (800) 665-5455



[REDACTED]				DATE
[REDACTED]				12/07/02
MAKE	MODEL	YEAR	DR. TYPE	DATE
PONTIAC	GRAND	00/00/00	TRUCK	12/07/02

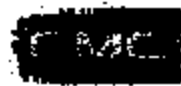
(1) AT TIMES STALLS AND ALSO ENGINE RACKS  
 TSB #1 00817  
 REPROGRAM PCM  
 (Tech:01)

J6285	93	PT	A	11	52.11
Total Labor					52.11
Total Repair (Warranty)					52.11

[REDACTED]	52.11	.00	52.11
[REDACTED]	.00	.00	.00
[REDACTED]	.00	.00	.00
[REDACTED]	.00	.00	.00
[REDACTED]	.00	.00	.00
[REDACTED]	.00	.00	.00
[REDACTED]	52.11	.00	52.11
[REDACTED]	.00	.00	.00
[REDACTED]	52.11	.00	52.11



PONTIAC  
1400 EAST 106TH WAY  
YANKTON, S.D. 57078  
PHONE: (605) 665-7741  
(800) 665-7485



VIN: 1G2ND53E023073864				DATE: 02/08/03
MAKE: PONTIAC	MODEL: GRAND PRIX	YEAR: 2002	TRUCK: 1.8L	DATE: 02/08/03
TYPE: SEDAN	00/00/00	788728	1.8L	DATE: 02/08/03

AT TERMS STALLS AND ALSO ENGINE RACES  
END FX 00017  
REPROGRAM PCM  
(Tech:01)

75338	23	PT	A	11	52.11
Total Labor					52.11
Total Repair (Warranty)					52.11

52.11	.00	00 Labor	.00
.00	.00	00 Parts	.00
.00	.00	00 Sublet	.00
.00	.00	00 Shop Supplies	.00
.00	.00	00 Oil/Screen	.00
52.11	.00	00 Total	.00
.00	.00	00 Tax	.00
52.11	.00	00 Total	.00

# Dittrich

## GLS-MOBILE-ONE

SERVICE INVOICE

888 HIGHLAND ROAD • WATERFORD, MI 48327  
 TEL: (313) 874-8475 • FAX: (313) 874-8140

168

ADDRESS 4028	MODEL JAGGED BASE 3375	YEAR 838	INVENTORY 102203	INVOICE NO. 8003001478
	CHASSIS	NUMBER 27348	COLOUR BLACK	OWNER
	VEHICLE BODY MAKE CHRYSLER		REPAIR DATE 11/28/01	REPAIR NAME
	VIN 1GKBT18802Z 247382		SALES DEPARTMENT BULLING	PRODUCT CODE
	P.O. NO.		P.O. NO. 102203	
BLDGFIELD HILL, MI				

TOTALS-----  
 THANK YOU FOR CHOOSING DITTRICH GLS-MOBILE-ONE FOR YOUR  
 SERVICE. IF YOU HAVE ANY QUESTIONS OR NEED TO MAKE SURE THE SERVICE IS TO YOUR  
 SATISFACTION, PLEASE FEEL FREE TO CONTACT YOUR SERVICE CENTER.  
 WE'LL BE HAPPY TO ASSIST YOU. PLEASE CONTACT OUR BODY SHOP NUMBER  
 THANK YOU FOR YOUR PATRONAGE.

TOTAL LABOR	0.00
TOTAL PAINT	0.00
TOTAL SUPPLIES	0.00
TOTAL DISC	0.00
TOTAL TAX	0.00
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

PAID PROPERLY COMPLETED &  
 CREDITED BY:

---

ALL PARTS NEW ORIGINAL  
 EQUIPMENT UNLESS  
 OTHERWISE SPECIFIED.

DITTRICH GLS-ONE INC.

CUSTOMER SIGNATURE

DUPLICATE INVOICE

# Dittrich

## GLS-MOBILE-ONE

# Dittrich

FLSBMOBILE-GMC

## SERVICE INVOICE

5825 HIGHLAND ROAD • WATERFORD, MI 48087

TEL: (248) 874-0476 • FAX: (248) 874-8140

MAKE	MODEL	YEAR	VIN	ENGINE	TRANSMISSION
GM	BUICK	2007	18KST188032247382	4000	4T60E
PLANT	DESCRIPTION	DATE	TIME	TECHNICIAN	SALES

LABOR & PARTS	DESCRIPTION	UNIT PRICE	WARRANTY
1.00	ELECTRICAL BODY WORK HOURS: (TECHNICIAN) 13017 C/S THE VEHICLE WILL NOT START. NO CRANK. NO POWER. SEE JOB 2	0.00	
0.00	JOB # 1 TOTAL PARTS	0.00	
0.00	JOB # 1 TOTAL LABOR & PARTS	0.00	
1.00	ELECTRICAL BODY WORK HOURS: (TECHNICIAN) 13017 C/S THE KEY WILL NOT TAKE OUT OF THE IGNITION RUND THE KEY AND THE KEY IS STICKING. NON IGNITION CYLINDER TO RECODE AND REPROGRAMMED KEYLOCK.	0.00	
0.00	JOB # 2 TOTAL PARTS	0.00	
0.00	JOB # 2 TOTAL LABOR & PARTS	0.00	
1.00	WORK HOURS (TECHNICIAN) 13017 C/S INTERMITTENTLY THE MESSAGE DISPLAY READS "CHECK BATTERY" SEE JOB 4	0.00	
0.00	JOB # 3 TOTAL PARTS	0.00	
0.00	JOB # 3 TOTAL LABOR & PARTS	0.00	
1.00	REPLACES PER	0.00	
0.00	JOB # 4 TOTAL PARTS	0.00	
0.00	JOB # 4 TOTAL LABOR & PARTS	0.00	
0.00	TOTAL - SUBLET	0.00	

ALL PARTS PROPERLY COMPLETED & CHECKED BY:

---

AUTHORIZED REPRESENTATIVE

**ALL PARTS NEW ORIGINAL EQUIPMENT UNLESS OTHERWISE SPECIFIED.**



TECHNICIAN CERTIFICATION: 13017  
TOWNSHIP & COUNTY: WATERFORD MI 48087

52292

WORKORDER

PAGE 2



CUSTOMER #: 2721925

NAME: [REDACTED] BUS:

SERVICE ADVISOR: 8 NORTON, SAM

DATE	TIME	DESCRIPTION	STATUS
04 APR 2003	18:50	16 OCT 03	CASH
18 OCT 2003	07:37	100/DED	

OPTIONS: 51K:G1800A DLR:06571 1)GMPF 60/100000

CASE # 16863269

NO AIR COST AIRER ALL DASH LIGHTS, CASH ON AND CAR CUT OUT ON THE MOVE

nothing when you turn key then started  
Turning over slow started 90s & tried in  
20 minutes, I went out

Related to 51980

Apartment on the side  
parked ground on rear bench chair  
Call tech said to install  
you can see to Air Bag commission  
looking for voltage to run  
install new fan  
Ramsden

Part 12576463  
PCM

DECLINE OF WARRANTY

Any conditions on the parts and accessories and hereby my work by the customer. The manufacturer's warranty and service are voided if the customer is not satisfied with the work. The customer is responsible for the condition of the vehicle and the condition of the parts and accessories. The customer is responsible for the condition of the vehicle and the condition of the parts and accessories. The customer is responsible for the condition of the vehicle and the condition of the parts and accessories.

WAIVER OF REPAIR ESTIMATE

I voluntarily request that repairs be performed on my vehicle without an estimate written of their cost. By signing this form, I authorize the repair shop to proceed with the repairs. I understand that the repair shop may not exceed the cost of the repairs.

**AUTHORIZATION FOR REPAIR**  
I hereby authorize the repair shop to perform the work on my vehicle. I understand that the repair shop may not exceed the cost of the repairs. I understand that the repair shop may not exceed the cost of the repairs.

ORIGINAL ESTIMATE #	DATE	TIME
ADJ'L REPAIR COST BY	TECHNICIAN AUTHORIZATION	

TECHNICIAN: [REDACTED]



901 East 182nd Street, South Holland, IL 60473  
Tele 708-335-7700 Fax 708-335-8331



NAME	THOMAS BENEDETTI	PHONE	708-335-7700
ADDRESS	3712	TECH	TECH31:307
CITY	SOUTH HOLLAND, IL	DATE	01/29/04
STATE	IL	TIME	10:00
ZIP	60473	WARRANTY	30000
VEHICLE	2003 PONTIAC VENTURA	WARRANTY	30000
VEHICLE	2003 PONTIAC VENTURA	WARRANTY	30000
VEHICLE	2003 PONTIAC VENTURA	WARRANTY	30000
VEHICLE	2003 PONTIAC VENTURA	WARRANTY	30000
VEHICLE	2003 PONTIAC VENTURA	WARRANTY	30000
VEHICLE	2003 PONTIAC VENTURA	WARRANTY	30000

JOB 4 CHARGES				
LABOR	1.00	TECH31:307	WARRANTY	
SUBLET	3972	REPLACE FUEL SYSTEM CAPTION	WARRANTY	1.00
JOB 4 TOTALS	1.00	JOB 4 JOURNAL PREFIX DOES JOB 4 TOTAL		1.00

JOB 5 CHARGES				
LABOR	1.00	TECH31:307	WARRANTY	
SUBLET	3972	REPLACE FUEL SYSTEM CAPTION	WARRANTY	1.00
JOB 5 TOTALS	1.00	JOB 5 JOURNAL PREFIX DOES JOB 5 TOTAL		1.00

JOB 6 CHARGES				
LABOR	1.00	TECH31:307	WARRANTY	
SUBLET	3972	REPLACE FUEL SYSTEM CAPTION	WARRANTY	1.00
JOB 6 TOTALS	1.00	JOB 6 JOURNAL PREFIX DOES JOB 6 TOTAL		1.00

# Goodwrench Service Plus

JOB 7 CHARGES				
LABOR	1.00	TECH31:307	WARRANTY	
SUBLET	3972	REPLACE FUEL SYSTEM CAPTION	WARRANTY	1.00
JOB 7 TOTALS	1.00	JOB 7 JOURNAL PREFIX DOES JOB 7 TOTAL		1.00

NAME	
ADDRESS	
CITY	
STATE	
ZIP	
VEHICLE	
VEHICLE	
VEHICLE	
VEHICLE	
VEHICLE	
VEHICLE	

**WARRANTY**

THESE WARRANTIES, IF ANY, APPLYING TO PART(S) AND/OR SERVICE ARE OFFERED BY THE MANUFACTURER. THE DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER WRITTEN OR IMPLIED, INCLUDING ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE PERSON IS ASSUMED TO BE RESPONSIBLE IN CONNECTION WITH THE USE OF ANY PART(S) AND/OR SERVICE. THE DEALER WILL NOT BE LIABLE TO ANSWER FOR OR HOLDING DEALER ANY CONSEQUENCES, DAMAGES TO PROPERTY OR LOSS OF PROFITS OR ANY OTHER INCIDENTAL DAMAGES.

WE ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR CONTENTS LEFT IN VEHICLES IN OUR CARE BEYOND OUR CONTROL, NOT RESPONSIBLE FOR DAMAGE FROM FIRE, THEFT, OR LACK OF ANTIFREEZE.

*Always Bring Your Vehicle Here For Any Authorized Service*

**THANK YOU FOR YOUR BUSINESS!**



# MARTINO OLDS

## PONTIAC • OLDS

901 East 162nd Street, South Holland, IL 60473  
 Tele 708-333-7300 Fax 708-333-8331



DATE	01/28/06	TIME	17:00
LOCATION	SOUTH HOLLAND, IL		30
SALES	[REDACTED]		30
TECHNICIAN	[REDACTED]		30
PHONE	[REDACTED]		30

MODEL	[REDACTED]
YEAR	[REDACTED]
MAKE	[REDACTED]
TYPE	[REDACTED]

**JOB 1 CHARGES**

LABOR: 1.00 HOURS @ \$12.00 = 12.00

DESCRIPTION: [REDACTED]

UNIT PRICE: [REDACTED]

TOTAL - PARTS: [REDACTED]

**JOB 1 TOTALS**

CHARGES: [REDACTED]

TOTAL: [REDACTED]

**JOB 2 CHARGES**

LABOR: 1.00 HOURS @ \$12.00 = 12.00

DESCRIPTION: [REDACTED]

UNIT PRICE: [REDACTED]

TOTAL - PARTS: [REDACTED]

**JOB 2 TOTALS**

CHARGES: [REDACTED]

TOTAL: [REDACTED]

**JOB 3 CHARGES**

LABOR: 1.00 HOURS @ \$12.00 = 12.00

DESCRIPTION: [REDACTED]

UNIT PRICE: [REDACTED]

TOTAL - PARTS: [REDACTED]

**Godwin Service Plus**

12 MONTHS OR 100,000 MILES WHICHEVER COMES FIRST.

**TERMS OF WARRANTIES**

Warranties, if any, applying to this vehicle and/or service are provided through the manufacturer. We do not warrant, either express or implied, including any service of merchantability for a particular purpose, or accuracy or authorize any person to assume for us in connection with the sale of this part(s) and/or service. We will not be held liable for any damages, injuries or property loss, loss of profits or any other incidental damages.

**RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR EQUIPMENT LEFT IN VEHICLES IN OUR CARE**

WE ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR EQUIPMENT LEFT IN VEHICLES IN OUR CARE DUE TO THEFT OR ANY CAUSE BEYOND OUR CONTROL. NOT RESPONSIBLE FOR DAMAGE FROM FLOODING OR LACK OF ANTIFREEZE.

*Bring Your Vehicle Here For Any Authorized Service*

**THANK YOU FOR YOUR BUSINESS!**



# MARTINO

## PONTIAC • GME

901 East 162nd Street, South Holland, IL 60473  
 Tele 708-333-7300 Fax 708-333-8331



DATE	ADDRESS	YEAR	MO
	TELEPHONE	MODEL	NO.
	LOCATION	YEAR	NO.
	MAKE	MODEL	NO.
	TYPE	YEAR	NO.
	MAKE	MODEL	NO.
	YEAR	NO.	
	MAKE	MODEL	NO.
	YEAR	NO.	
	MAKE	MODEL	NO.
	YEAR	NO.	

**JOB # 7 TOTALS**

JOB # 7 JOURNAL PREFIX 0000 JOB # 7 TOTAL : 08

**TOTALS**

TOTAL LABOR	1.15	1.15
TOTAL PARTS	41.57	41.57
TOTAL TAX	2.10	2.10
TOTAL INVOICE \$	45.82	45.82

CASH  CHECK CK NO. [ ] CHARGE [ ]  
 VISA  MASTERCARD  DISCOVER  AMEX EXP

\*\*\*\*\* PONTIAC-INC. \*\*\*\*\*  
 ALL WORK DONE UNDER THE  
 PONTIAC-INC. WARRANTY IS COVERED BY THE  
 PONTIAC-INC. WARRANTY POLICY. FOR DETAILS  
 PLEASE CONTACT: 1-800-333-7300  
 9:00 AM - 5:00 PM, MON - FRI.



OCT - 3 PAID

*CRIM*



# Goodwrench Service Plus

**NUMBER OF WARRANTIES**

various, if any, applying to the part(s) and/or service are provided by the manufacturer. This dealer hereby assumes all warranties, either express or implied, including any warranty of merchantability for a particular purpose, or assumes or authorizes any person to assume for it in connection with the sale of the part(s) and/or service. We will not be entitled to recover from the selling dealer any consequences, damages to property or loss of time, loss of profits or any other incidental or consequential damages.

**WE ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR PARTS LEFT IN VEHICLES IN THE EVENT OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL. NOT RESPONSIBLE FOR DAMAGE MADE FROM FLOODING OR LACK OF ANTIFREEZE.**

*Bring Your Vehicle Here For Any Authorized Service*

**THANK YOU FOR YOUR BUSINESS!**



**Superior Pontiac, Buick, GMC Truck, Inc. Superior Nissan**



**PONTIAC BUICK GMC TRUCK**

**Superior**  
Pontiac, Buick, GMC Truck  
14805 Michigan Ave.  
Dearborn, Michigan 48120  
Phone: (313) 944-1122

**BUICK GMC TRUCK**

**Superior**  
Nissan and Body Shop  
14101 Michigan Ave.  
Dearborn, Michigan 48120  
Phone: (313) 944-0040

*ATTN NHTSA PROJECT*

WORK ORDER NO: <b>24177</b>	APPROVED BY: <b>DON FRAHM</b>	DATE: <b>16285</b>	TIME: <b>9617</b>	DATE: <b>10/21/93</b>	WORKING NO: <b>GC5108542</b>
	LABOR RATE: <b>85.00</b>		AMOUNT: <b>54,132</b>	DEALER: <b>MARCON/OAK</b>	WORKING NO: <b>72173</b>
ADDRESS: <b>DETROIT, MI</b>	VEHICLE MAKE: <b>02/GMC/BUICK/STA/WH</b>			DATE: <b>11/13/91</b>	AMOUNT: <b>41</b>
	VEHICLE MODEL: <b>1 G K D T 1 3 9 1 2 2 2 9 8 1 1 4</b>			DEALER: <b>SUPERIOR</b>	DATE: <b>10/03/01</b>
	F.P.C.N.:			DATE: <b>10/21/93</b>	
	NO: <b>54139</b>				

**WORK ORDER DESCRIPTION:**  
CAR WILL STALL OUT WHILE DRIVING WHEN TRYING TO RESTART - NO CRANK, NO START INTERNAL SHORT REPLACE PCM & REPROGRAM PN 36368 1.6 92

QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	AMOUNT
1	12676403	MODULE 3.670		3.670
<b>JOB # 1 TOTAL PARTS</b>				<b>0.00</b>
<b>JOB # 1 TOTAL LABOR &amp; PARTS</b>				<b>0.00</b>

**WORK ORDER DESCRIPTION:**  
RADIO WILL NOT WORK WHILE DRIVING - BUZZES OUT - NO SOUND, WHEN STARTS TO WORK CLOCK & STATIONS OK COULD NOT DUPLICATE AT THIS TIME

QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	AMOUNT
<b>JOB # 2 TOTAL PARTS</b>				<b>0.00</b>
<b>JOB # 2 TOTAL LABOR &amp; PARTS</b>				<b>0.00</b>

**WORK ORDER DESCRIPTION:**  
REPLACE BATTERY & REPROGRAM

QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	AMOUNT
1	12636938	BATTERY 10.488 R	4.50	4.50
<b>JOB # 3 TOTAL PARTS</b>				<b>4.50</b>
<b>JOB # 3 TOTAL LABOR &amp; PARTS</b>				<b>47.00</b>

**WORK ORDER DESCRIPTION:**  
INTERIOR MIRROR ADJUSTER RECEIVING ORIGINAL ESTIMATE OF \$100.00 (+TAX)

<b>TOTAL LABOR</b>	41.00
<b>TOTAL PARTS</b>	4.50
<b>TOTAL TAX</b>	0.00
<b>TOTAL G.S.T.</b>	0.00
<b>TOTAL FINE CHG.</b>	0.00
<b>TOTAL MISC CHG.</b>	0.00
<b>TOTAL TAX</b>	0.00
<b>TOTAL INVOICE \$</b>	<b>47.50</b>

THANK YOU FOR YOUR BUSINESS  
IF YOU ARE NOT COMPLETELY SATISFIED WITH THE SERVICE REPAIRS  
PLEASE CALL OUR SERVICE DEPT (313) 944-1122



**WARRANTY**  
GOODWRENCH SERVICE  
We warrant all work performed by our technicians and all parts supplied by us for a period of 12 months or 100,000 miles, whichever comes first. If any repair or replacement work is needed during this period, we will be pleased to provide the same without charge. Labor and parts are not included in this warranty.

**WARRANTY**  
We warrant the parts used in this repair for 12 months or 100,000 miles, whichever comes first. If any repair or replacement work is needed during this period, we will be pleased to provide the same without charge. Labor and parts are not included in this warranty.

**WARRANTY**  
We warrant the parts used in this repair for 12 months or 100,000 miles, whichever comes first. If any repair or replacement work is needed during this period, we will be pleased to provide the same without charge. Labor and parts are not included in this warranty.

DUPLICATE INVOICE

*Thank You*

JAN 28 2004 17:49

25484 25301	25513 25513	530 530 13414 726 726	U S A C	70PNZ06 70PNZ00 70PNZ07 40PNZ01 00PNZ01 00PNZ18	STEERING SHAFT RETURN TIE STEERING DAMPER ENGINE/COOLANT LINE OR FILTER TIRE ROTATE
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SALESPERSON NO. 9247

483635	02/04/01/00/01/01	25513	231519
10318	06/30/01	25513	116
41 OMX BLACK/DAR	25.892	25513	

11-12mm  
7-00pm  
X

ALTERNATIVE FOR PARTS  
I hereby authorize the repair work to be done on this vehicle along with the necessary material and agree that I am not responsible for loss of storage to vehicle or vehicle left in vehicle in case of fire, theft or any other cause beyond my control or for any damage caused by possibility of parts or delays in parts shipment by the supplier or transporter. I hereby grant you access to my telephone number to operate the vehicle in case of emergency. Telephone or operator for the purpose of making repair inquiries. An express warranty has to be made, otherwise, no work will be done on this vehicle in case of fire.

530

INTERIOR TRIM  
IS COMING APART-INSTALL SOP  
K5220.3

ELECTRICAL  
FRONT AND BACK LIGHTS ON DOOR CONTROLS DO NOT ALWAYS COME ON BY THEMSELVES IN COLDER TEMP. COME ON BY THEMSELVES

SAC LEE

EMAIL: \_\_\_\_\_

RENTAL  
 YES  NO

PO # \_\_\_\_\_

INVOICE # \_\_\_\_\_

NOTES \_\_\_\_\_

DATE: \_\_\_\_\_

TIME: \_\_\_\_\_

DATE: \_\_\_\_\_

TIME: \_\_\_\_\_

I hereby acknowledge that I am not responsible for loss of storage to vehicle or vehicle left in vehicle in case of fire, theft or any other cause beyond my control or for any damage caused by possibility of parts or delays in parts shipment by the supplier or transporter. I hereby grant you access to my telephone number to operate the vehicle in case of emergency. Telephone or operator for the purpose of making repair inquiries. An express warranty has to be made, otherwise, no work will be done on this vehicle in case of fire.

X

BAT 661 8138

PAGE 02

2013 Two stick lock  
V0994 2A1

2013 Two stick lock  
V6995 3A1

191 01 06 04 053 before Aug  
378555.5



03012

0313

Bull # 01-06-04-052-reprogram PCM,  
J6355

① Repl. Shifter handle  
& Boot!

RECEIVED  
OCT 19 2003

② The dash lights are turned to full bright, see if they act OK. Like this. I couldn't see any other problem. If the dash lights are turned way down they will go out or appear to be out if it is dark out & the headlites come on. (Dark as in darkday)

9363270

1508547

NO	003	31	
DATE	10/19/03		
BY	LS/NC		

15085487

01-06-04-052

3867

49098

**CROWN**  
**PONTIAC-BUICK-GMC**  
408 First Ave.  
MTRD, WEST VIRGINIA 26143  
Telephone (304) 727-2800

INVOICE

PAGE 1

SALESMAN: [REDACTED]  
HOME: [REDACTED]

SERVICE ADVISOR: 179 TAMY DILLIN

DATE REC'D 02 GMC INVOY 1000T138227304339 31307/31307 7375

250973002 17:00 27OCT03 65.00 CASE 27OCT2003

OPTIONS: STK:3667 ENG:VORTEC\_4200  
HRN:48P\_AUTO\_W/O

10:45 27OCT03 17:24 27OCT03 LIST NET TOTAL

17 W994 2.10 (N/C)

PC: 51221

COUNT: 1

AUTH CODE: B

BASES: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

1. TPB CODE RUN DIAG. AS PER DOC# 653289 LED TO CALL TECH LINE CASE  
O.K.

LAST AMOUNT	0.00
NEW AMOUNT	0.00
SAL. CL. 10%	0.00
SAL. CL. 20%	0.00
NET. CHARGES	0.00
TOTAL CHARGES	0.00
USE STORAGE	0.00
SURVEYS	0.00
PLEASE PAY THIS AMOUNT	0.00

SERVICE FILE COPY

-8062465

190375

# GLENN

BUICK \* GMC \* HYUNDAI

\*INVOICE\*

3343 Richmond Rd.  
Ladysburg, Maryland 40808  
(800) 293-8033  
www.gleNN.com

DUPLICATE 1  
PAGE 1

SERVICE ADVISOR: 405 GENE KELLEY

██████████  
██████████, NY  
██████████ BOB

02	GMC BUICK	1G8GT138222118774	23526/21550	T49
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03/20/2002	17:00	14OCT03	0.00	CASH	14OCT2003
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OPTIONS: BLR:41-685 H30:6.2 Liter, LS, MFI, D38C

14OCT03	14OCT03			
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VEHICLE NOT FOR SALE AND BIDDING NOT OPEN BACK-UP

36360 MODEL, PCM/PCM REPLACE

1 12576463 MODEL

(B/C)

\*\* COMPLETE RECALL 03012-03013

127 W014

(B/C)

127 W014

(B/C)

THANK YOU FOR VISITING GLENN BUICK HYUNDAI

AND KEEPING US IN YOUR MINDS

PLEASE CALL US AT 1-800-293-8033

OR VISIT US AT WWW.GLENN.COM

DISCLOSURE OF VOLUNTARY

The above GLENN BUICK GMC HYUNDAI  
has been sold to you by GLENN BUICK  
GMC HYUNDAI, a Maryland corporation,  
located at 3343 Richmond Rd., Ladysburg,  
Maryland 40808. The vehicle is being  
sold to you as is, with all the  
equipment shown on the invoice. The  
vehicle is being sold to you by GLENN  
BUICK GMC HYUNDAI, a Maryland corporation,  
located at 3343 Richmond Rd., Ladysburg,  
Maryland 40808.

SALES TAX	0.00
REGISTRATION	0.00
SALES TAX	0.00
SALES TAX	0.00
SALES TAX	0.00
SALES TAX	0.00
SALES TAX	0.00
SALES TAX	0.00
SALES TAX	0.00
SALES TAX	0.00
SALES TAX	0.00



LINE 181

CONTRACT NO. <b>35821</b>	ADVISOR <b>ROBERT DECKER JR</b>	TAB NO. <b>652</b>	INVOICE DATE <b>10/14/03</b>	INVOICE NO. <b>GCCS843773</b>
ADDRESS <b>ROCKAWAY, NJ</b>	LABOR RATE <b>31,900</b>	VEHICLE <b>02/00C/S-15 JIMMY/ENVY</b>	COLOR <b>BLUE/</b>	STOCK NO. <b>S2025</b>
	YEAR/MAKE/MODEL <b>02/00C/S-15 JIMMY/ENVY</b>	VEHICLE I.D. NO. <b>1GKDT13S322162132</b>	DELIVERY DATE <b>07/14/01</b>	DELIVERY MILE <b></b>
	R.F.E. NO. <b></b>	P.S. NO. <b></b>	WARRANTY DISCARD NO. <b></b>	PRODUCTION DATE <b></b>
			MO. DATE <b>10/10/03</b>	
COMMENTS				NO: 31902

**LABOR & PARTS**

1/18/03 - 1/19/03 - 1/20/03 - 1/21/03 - 1/22/03 - 1/23/03 - 1/24/03 - 1/25/03 - 1/26/03 - 1/27/03 - 1/28/03 - 1/29/03 - 1/30/03 - 1/31/03 - 2/1/03 - 2/2/03 - 2/3/03 - 2/4/03 - 2/5/03 - 2/6/03 - 2/7/03 - 2/8/03 - 2/9/03 - 2/10/03 - 2/11/03 - 2/12/03 - 2/13/03 - 2/14/03 - 2/15/03 - 2/16/03 - 2/17/03 - 2/18/03 - 2/19/03 - 2/20/03 - 2/21/03 - 2/22/03 - 2/23/03 - 2/24/03 - 2/25/03 - 2/26/03 - 2/27/03 - 2/28/03 - 2/29/03 - 2/30/03 - 3/1/03 - 3/2/03 - 3/3/03 - 3/4/03 - 3/5/03 - 3/6/03 - 3/7/03 - 3/8/03 - 3/9/03 - 3/10/03 - 3/11/03 - 3/12/03 - 3/13/03 - 3/14/03 - 3/15/03 - 3/16/03 - 3/17/03 - 3/18/03 - 3/19/03 - 3/20/03 - 3/21/03 - 3/22/03 - 3/23/03 - 3/24/03 - 3/25/03 - 3/26/03 - 3/27/03 - 3/28/03 - 3/29/03 - 3/30/03 - 3/31/03 - 4/1/03 - 4/2/03 - 4/3/03 - 4/4/03 - 4/5/03 - 4/6/03 - 4/7/03 - 4/8/03 - 4/9/03 - 4/10/03 - 4/11/03 - 4/12/03 - 4/13/03 - 4/14/03 - 4/15/03 - 4/16/03 - 4/17/03 - 4/18/03 - 4/19/03 - 4/20/03 - 4/21/03 - 4/22/03 - 4/23/03 - 4/24/03 - 4/25/03 - 4/26/03 - 4/27/03 - 4/28/03 - 4/29/03 - 4/30/03 - 5/1/03 - 5/2/03 - 5/3/03 - 5/4/03 - 5/5/03 - 5/6/03 - 5/7/03 - 5/8/03 - 5/9/03 - 5/10/03 - 5/11/03 - 5/12/03 - 5/13/03 - 5/14/03 - 5/15/03 - 5/16/03 - 5/17/03 - 5/18/03 - 5/19/03 - 5/20/03 - 5/21/03 - 5/22/03 - 5/23/03 - 5/24/03 - 5/25/03 - 5/26/03 - 5/27/03 - 5/28/03 - 5/29/03 - 5/30/03 - 5/31/03 - 6/1/03 - 6/2/03 - 6/3/03 - 6/4/03 - 6/5/03 - 6/6/03 - 6/7/03 - 6/8/03 - 6/9/03 - 6/10/03 - 6/11/03 - 6/12/03 - 6/13/03 - 6/14/03 - 6/15/03 - 6/16/03 - 6/17/03 - 6/18/03 - 6/19/03 - 6/20/03 - 6/21/03 - 6/22/03 - 6/23/03 - 6/24/03 - 6/25/03 - 6/26/03 - 6/27/03 - 6/28/03 - 6/29/03 - 6/30/03 - 7/1/03 - 7/2/03 - 7/3/03 - 7/4/03 - 7/5/03 - 7/6/03 - 7/7/03 - 7/8/03 - 7/9/03 - 7/10/03 - 7/11/03 - 7/12/03 - 7/13/03 - 7/14/03 - 7/15/03 - 7/16/03 - 7/17/03 - 7/18/03 - 7/19/03 - 7/20/03 - 7/21/03 - 7/22/03 - 7/23/03 - 7/24/03 - 7/25/03 - 7/26/03 - 7/27/03 - 7/28/03 - 7/29/03 - 7/30/03 - 7/31/03 - 8/1/03 - 8/2/03 - 8/3/03 - 8/4/03 - 8/5/03 - 8/6/03 - 8/7/03 - 8/8/03 - 8/9/03 - 8/10/03 - 8/11/03 - 8/12/03 - 8/13/03 - 8/14/03 - 8/15/03 - 8/16/03 - 8/17/03 - 8/18/03 - 8/19/03 - 8/20/03 - 8/21/03 - 8/22/03 - 8/23/03 - 8/24/03 - 8/25/03 - 8/26/03 - 8/27/03 - 8/28/03 - 8/29/03 - 8/30/03 - 8/31/03 - 9/1/03 - 9/2/03 - 9/3/03 - 9/4/03 - 9/5/03 - 9/6/03 - 9/7/03 - 9/8/03 - 9/9/03 - 9/10/03 - 9/11/03 - 9/12/03 - 9/13/03 - 9/14/03 - 9/15/03 - 9/16/03 - 9/17/03 - 9/18/03 - 9/19/03 - 9/20/03 - 9/21/03 - 9/22/03 - 9/23/03 - 9/24/03 - 9/25/03 - 9/26/03 - 9/27/03 - 9/28/03 - 9/29/03 - 9/30/03 - 10/1/03 - 10/2/03 - 10/3/03 - 10/4/03 - 10/5/03 - 10/6/03 - 10/7/03 - 10/8/03 - 10/9/03 - 10/10/03 - 10/11/03 - 10/12/03 - 10/13/03 - 10/14/03 - 10/15/03 - 10/16/03 - 10/17/03 - 10/18/03 - 10/19/03 - 10/20/03 - 10/21/03 - 10/22/03 - 10/23/03 - 10/24/03 - 10/25/03 - 10/26/03 - 10/27/03 - 10/28/03 - 10/29/03 - 10/30/03 - 10/31/03 - 11/1/03 - 11/2/03 - 11/3/03 - 11/4/03 - 11/5/03 - 11/6/03 - 11/7/03 - 11/8/03 - 11/9/03 - 11/10/03 - 11/11/03 - 11/12/03 - 11/13/03 - 11/14/03 - 11/15/03 - 11/16/03 - 11/17/03 - 11/18/03 - 11/19/03 - 11/20/03 - 11/21/03 - 11/22/03 - 11/23/03 - 11/24/03 - 11/25/03 - 11/26/03 - 11/27/03 - 11/28/03 - 11/29/03 - 11/30/03 - 12/1/03 - 12/2/03 - 12/3/03 - 12/4/03 - 12/5/03 - 12/6/03 - 12/7/03 - 12/8/03 - 12/9/03 - 12/10/03 - 12/11/03 - 12/12/03 - 12/13/03 - 12/14/03 - 12/15/03 - 12/16/03 - 12/17/03 - 12/18/03 - 12/19/03 - 12/20/03 - 12/21/03 - 12/22/03 - 12/23/03 - 12/24/03 - 12/25/03 - 12/26/03 - 12/27/03 - 12/28/03 - 12/29/03 - 12/30/03 - 12/31/03

CUSTOMER STATES SERVICE LIGHTS ON LIGHT IS OK.  
TECH PERFORMED SYSTEM CHECK AND NOTED MULTIPLE TROUBLE CODES STORED IN THE COMPUTER AT THIS TIME. LOSS OF COMMUNICATION. TECH ATTEMPTED TO REPROGRAM COMPUTER - PROGRAM FAILED. TECH CHECKED DATA LINE TO ALL MODULES - VCH DATA LINE DROPS OUT. TECH REPLACED VEHICLE CONTROL MODULE AND REPROGRAMMED - CODE STILL PRESENT. TECH NOTED INTERNAL FAILURE OF THE LIFTGATE MODULE. TECH REPLACED LIFTGATE MODULE - OK. REMOTES NEED TO BE REPROGRAMMED.

VEHICLE IS NOW OPERATING TO FACTORY SPECS.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	12675403	MODULE	3.070	WARRANTY
	1	16108246	MODULE	2.000	WARRANTY
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00

PROVIDE CUSTOMER WITH ALTERNATE TRANSPORTATION  
SAVE CUSTOMER RENTAL.

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

SUBLET	POS	YEND	INNO	INV DATE	DESCRIPTION	WARRANTY
JOB # 1	0843773	D448857		10/14/03	CAR RENTAL	INTERNAL
JOB # 2	0843773	D448857		10/14/03	CAR RENTAL	INTERNAL
TOTAL - SUBLET						0.00

COMMENTS  
LEAVE



GCWB175655

GCWS175655

16400

DEL WOLDEN

913

820

10/10/03

GCWS175655

39.579 BLACK/

02/GMC/JIMMY/BODY 4WD 4DR

08/13/01

1GKDT135922203701

10/08/03

NO: 33580

JOB 4 CHARGES

RENTAL VEHICLE PROVIDED FOR CUSTOMER

DATE	DESCRIPTION	AMOUNT
10/09/03	SINCLADR.175655	33.00
	TOTAL - SUBLET	33.00

JOB 4 TOTALS

SUBLET 33.00

JOB 4 JOURNAL PREFIX GCWS JOB 4 TOTAL 33.00

R/O TAX 0.00  
R/O TOTALS 33.28

WARRANTY CLAIM DETAIL TOTALS

CLAIM	TOTAL
175655	330.18
CLAIM TOTALS	330.18

APPROVED BY SIGNATURE

GCWS175655

GCWS175655

16400

DEL MOLDEN

913

820

10/10/03

GCWS175655

33,579

BLACK/

02/GMC/JIMMY/ENVOY 4WD 4DR

08/13/01

1 G K 9 T 1 3 S 3 2 2 2 0 3 7 0 1

10/08/03

MO: 33580

JOB 1 CHARGES

.....  
 C/E THAT WHILE DRIVING SPEEDOMETER WAS REGISTERING APPROX  
 120MPH - HILLS APPEARED TO BE REGISTERING FASTER ALSO  
 CUSTOMER STOPPED TO A STOP AND THEN THEY REGISTERED FINE-  
 CHECK AND ADVISE  
 INSPECTED CLUSTER OPERATION - CLUSTER WORKING AT THIS TIME  
 CHECKED CONNECTIONS AND FOR BULB/TURNS  
 FOUND BULB/TURN FOR LIGHT INSPECTION  
 REPROGRAMMED PCM WITH UPDATED INFO - RECHECKED OPERATION

JOB 1 TOTAL

LABOR 58.95

JOB 1 JOURNAL PREFIX GCMS JOB 1 TOTAL 58.95

JOB 2 CHARGES

.....  
 C/E THAT AT THIS POINT WILL STOP ON CLAS - SHUTTER AND THEN  
 GO AHEAD - ADVISE - REPAIR  
 CHECKED MOTOR AND FOUND INTERNAL SHORT WITHIN WIPER MOTOR  
 REPAIRED AND REPLACED WIPER MOTOR/TURNS ASSEMBLY  
 RECHECKED OPERATION

NETS

QTY	PP	DESCRIPTION	U/COST	E/COST	U/PRICE	
1	1000000	MODULE 18.004	184.00	184.00	346.84	346.84
1	ELIGIBLE	CP-NEW A 10.147 R	2.90	2.90	4.00	4.00
COST TOTAL			186.90			
TOTAL - PARTS						180.80

JOB 2 TOTALS

LABOR 51.05

PARTS 180.80

JOB 2 JOURNAL PREFIX GCMS JOB 2 TOTAL 231.85

JOB 3 CHARGES

.....  
 C/E THAT VEHICLE IS NOT ALWAYS WENT TO POSITION - ADVISE  
 REPAIR  
 CHECKED WIPER OPERATION - FOUND BULB/TURN FOR WIPER  
 REPROGRAMMED PCM WITH INFO AND DRIVER'S DOOR WIPER  
 RECHECKED OPERATION

JOB 3 TOTALS

LABOR 38.97

JOB 3 JOURNAL PREFIX GCMS JOB 3 TOTAL 38.97

JOB 4 CHARGES

GCWS175655

GCWS175655

16400

DEL MOLDEN 913 820 10/10/03 GCWS175655

33,579 BLACK/

CICERO, IN

02/GMC/JIMMY/ENVOY 4ND 4DR

08/13/01

1 G K O T 1 3 6 3 2 2 2 0 3 7 0 1

10/08/03

NO: 33580

DCS AUDIT SLIP

DCS DATA FILE: @HMMF.547  
10/10/2003 WARRANTY NEW CLAIM  
0967  
NO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #  
176055 10/08/2003 18K0T13332203701 8 08039 33579 317-90-6478

CUSTOMER NAME: FIRST: MURRO MIDDLE: S  
LAST: SINCLAIR PHONE: HOME: 317-984-4053

LN JOB CT CC PC PART-NO. TOT-PTS FC LABOP LHRS OHS NET-AMT. LAB-TOT.  
1 01 03 15094705 150.39 0C 30600 1.0 59.96  
LN-TOT: 59.96 TECH SSN: 314-82-6455 AUTH CODE: AUTH. AUTHOR.:

LN JOB CT CC PC PART-NO. TOT-PTS FC LABOP LHRS OHS NET-AMT. LAB-TOT.  
2 02 03 2 15094705 150.39 0C 30600 .9 59.96  
LN-TOT: 204.28 TECH SSN: 314-82-6455 AUTH CODE: AUTH. AUTHOR.:

LN JOB CT CC PC PART-NO. TOT-PTS FC LABOP LHRS OHS NET-AMT. LAB-TOT.  
3 03 03 1 15094705 150.39 0C 30600 .5 28.97  
LN-TOT: 38.97 TECH SSN: 314-82-6455 AUTH CODE: AUTH. AUTHOR.:

LN JOB CT CC PC PART-NO. TOT-PTS FC LABOP LHRS OHS NET-AMT. LAB-TOT.  
4 04 03 1 15094705 150.39 0C 30600 .5 30.00  
LN-TOT: 30.00 TECH SSN: 305-84-0418 AUTH CODE: AUTH. AUTHOR.:

R.O. TOTAL: 330.18

DUPLICATE INVOICE