

**EA03-007**

**GM 2/6/04**

**ATTACHMENT**

**ONE BOOK**

**PART 3 OF 4**

34797

311758

Jerry Selinger South Jordan  
10427 South Jordan Gateway  
So. Jordan, Utah 84098  
801-288-8850  
Fax (801) 486-8800  
www.gmguy.com

\*ACCOUNTING\*  
EXHIBIT 1  
PAGE 1

CITY, UT

SERVICE ADVISOR: [REDACTED]

DATE	02	QMS-ENTRY	1500118122241123	303IVE	27493/27403	16777
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160022001		17:00 09OCT03		0.00	CASH	09OCT2003
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OPTIONS STR:6404 DLR:27228  
 ENG:4.2 Liter, L6, MFI, DCHC 1) VISS 6.16.03

40.51	07OCT03	15:23	09OCT03																
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WORKING

J4100 GENERATOR ASSEMBLY REPLACE

1	10464468	W-GEN REM	15000	21000	0	300.00	210.00	210.00
			1800	834	7300			

CONDUCT WITHIN SPEC. CHECK FOR PARASITIC DRAW ON BATT. FOUND A 3.41 AMP  
 "GLOW" THEN PULLED ONE FUSE AT A TIME TO FIND WHAT CIR. WAS PULLING &  
 FOUND NEAR FUSE BLOCKS. FOUND THAT NONE OF THE FUSED CIR. WERE THE  
 FRONT AND REAR FUSE BLOCKS TO ELEMENTS THEN NOT. THE AMP DRAW WAS  
 CHECKING THE POSITIVE BATT CIR. FOR A POSSIBLE SHORT. AFTER  
 TO LESS THAN 10 MILLIAMPERES. I THEN EXAMINED THE POSITIVE CABLE AND  
 THE CURRENT DRAW. THE CAUSE OF THE DRAW WAS A INTERNAL SHORT INSIDE THE  
 WE WOULD NOT CRANK OR START. CHECKED NEGATIVE AND FOUND A SHORT  
 FOUND THAT BATTERY RELAY WAS LOCKED IN ON BATTERY CIRCUIT.  
 BATTERY STATE OF CHARGE. CHECK FOR COR. LEAKS. FOUND CORRO. IN ALL 11  
 CURRENT. FOUND 01000 CABLE STUCK IN THE POS. BATT. AND NEG. BATT.  
 "Replace the cables which had 01000 set as a circuit breaker."  
 BATT. GROUND. TEST. AND CORRECT VOLTAGE. RE-PLACED AND

**OWNER OF WARRANTY**  
 We warrant our vehicles to be free of any manufacturing defect or  
 parts on them that are in excess of the manufacturer's  
 for their normal operating conditions of maintenance  
 unless caused by accident, handling, fire, misuse,  
 tampering, or modification of the vehicle or a particular  
 component. We will neither warrant nor guarantee any  
 other product or service that is not directly in connection  
 with the sale of our vehicles.

**LIMITED WARRANTY**  
 G.M. parts have a minimum  
 12 month or 100,000 mile  
 guarantee against failure  
 caused by normal use.  
 Other parts are sold for  
 90 days or 10,000 miles  
 whichever comes first.

DATE	
TIME	
BY	
SALES	
FINANCE	
REPAIR	
SALES	
FINANCE	
REPAIR	
SALES	
FINANCE	
REPAIR	

UNIVERSITY

36727

311788

Jerry Selmer South Jordan  
10487 South Jordan Gateway  
So. Jordan, Utah 84085  
(801) 485-8860  
Fax (801) 485-8860  
www.gmguv.com

\*ACCOUNTING\*

DUPLICATE 1  
PAGE 2

SALT CITY, UT

SERVICE ADVISOR: 31 JAMES HUGHES

DATE	02 OCT 2003	IDENTIFICATION	1000713812241121	105LVR	27403/27403	16777
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20037001	17:00 09OCT03	0.00	CASH	09OCT2003
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OPTIONS: STX:6404 DLR:27228  
 ENG:4.2 Liter, L6, MPI, DOHC 1) VISS 6.16.03

10:50 07OCT03	15:23 09OCT03	DATE	DESCRIPTION	AMOUNT	DATE	DESCRIPTION	AMOUNT	NET	TOTAL
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ALL CODES AND FORMS FOR CRUISE MODULE WITH CURRENT CODES WERE THE PCM.  
 CURRENT. ALL OTHER MODULES HAVE NO CURRENT OR HISTORY CODES AT THIS  
 REPLACEMENT NEC. AS DIRECTED BY DIAG. REPLACED AND REPROGRAMMED PCM.  
 BRUNSON CRANK SHAFT VARIATION LEARN AND VERIFY NO CODES SET. RECHECK  
 CHASSIS SYSTEM OUT FOR WITHIN SPEC.

104	WGM	0.00	1.60	2560	11979	119.79	119.79
104	WGM	0.00	2.00	3200	14974	149.74	149.74
				31000	49000	TOTAL	

END STORY LINE A

104	WGM	0.00	0.90	1460	6738	67.38	67.38
104	WGM	0.00	0.60	900	4492	44.92	44.92
				15500	21700	TOTAL	

END STORY LINE A

<b>DISCLAIMER OF WARRANTIES</b> The only warranties applying to any replacement part or work are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties other than those of material, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor warrants any other person to assume or in any liability in connection with the sale of this merchandise.	<b>LIMITED WARRANTY</b> U.S. cars have a 3 year 12 month or 100,000 mile powertrain limited warranty covered by GMAC. Only dealer government labor for 90 days or 4,000 miles whichever comes first.	<input type="checkbox"/> LUBE OIL <input type="checkbox"/> FLUIDS <input type="checkbox"/> BELT ADJUST <input type="checkbox"/> BULB REPLACEMENT <input type="checkbox"/> BRAKE ADJUST <input type="checkbox"/> TIRE ROTATION <input type="checkbox"/> WAX <input type="checkbox"/> WASH/WAX <input type="checkbox"/> WAX <input type="checkbox"/> WAX
		Date: _____ Signature: _____

SERVICE COPY

34797

311788

Jerry Baker South Jordan  
16487 South Jordan Gateway  
So. Jordan, Utah 84088  
801) 488-8800  
Fax (801) 488-6800  
www.gmguy.com

\*ACCOUNTING\*

DUPLICATES 1  
PAGE 3

NAME CITY, UT  
STATE:

SERVICE ADVISOR: 23 JERRY BAKER

DATE	02	CNC REVISE	10000135122241123	30SIZE	27403/27403	06777
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26SEP2001			12:00 09OCT03	0.00	CASH	09OCT2003
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OPTION: 51X:6404 DL12/228  
 ENG:4.2 Idter, L6, MPI, PORC 1) VISS 5.16.03

LINE	CODE	TR	TYPE	A/ISS	Q/ISS	COST	SALV	COST	LTZ	NET	TOTAL
------	------	----	------	-------	-------	------	------	------	-----	-----	-------

YOUR SERVICE VISIT. IF FOR ANY REASON YOU ARE  
 SERVICE MANAGER, STEPHAN WELLMAN AT 495-6851.  
 THANK YOU FOR YOUR VISIT, HAVE A GREAT DAY!

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CNC
	13:51	16:57	3.10	W	104		A
	09:09	09:09	0.00	W	104		A
	14:06	14:57	0.85	W	104		A

46000	47167	20080	48000	91700	65500
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COST, SALE, & CASH TOTALS 75880 138867 0

<b>DISCLAIMER OF WARRANTY</b> The GMG warranties apply to any replacement part or work that may be affected by the manufacturer. The manufacturer's warranty is limited to the original purchase price, including tax and shipping. It does not cover labor or a particular service. Each dealer reserves the right to change prices to provide for a fair facility in connection with the sale of the hardware.	<b>LIMITED WARRANTY</b> 12 month or 10,000 miles whichever comes first includes labor and parts. Excludes taxes, license and other fees.	LABOR	0.00
		PARTS	0.00
		TAXES	0.00
		SALES	0.00
		DISCOUNT	0.00
		NET	0.00
		TOTAL	0.00
		TOTAL	0.00
		TOTAL	0.00
		TOTAL	0.00

EXETER COFF

GCMS210773  
GCMS210773

**HOLMES**  
1208 HICKMAN ROAD  
DES MOINES, IA 50325  
515-263-3014  
www.holmesauto.com

ORDER NUMBER <b>124935</b>	ADVISOR <b>ART WATSON</b>	FILE NUMBER <b>425 3892</b>	WORK DATE <b>10/27/03</b>	WORK NUMBER <b>GCMS210773</b>
WEST DES MOINES, IA	DATE TIME <b>16:366</b>	VEHICLE MAKE <b>GM</b>	VEHICLE MODEL <b>CRUX BLACK/</b>	VEHICLE YEAR <b>2001</b>
	VEHICLE TYPE <b>02/GM/BODY/4 DOOR UTILITY</b>	VEHICLE VIN <b>1GKDT1111322241187</b>	VEHICLE COLOR <b>10/24/05</b>	VEHICLE MAKE <b>10/24/05</b>
	VEHICLE MAKE <b>KIT</b>	VEHICLE MODEL <b>10/24/05</b>	VEHICLE YEAR <b>10/24/05</b>	VEHICLE MAKE <b>10/24/05</b>

**LABOR & PARTS**

TECH	DATE	START	FINISH	ACT	TDE	DESCRIPTION
438	10/24/03	12:00	12:00	0.00	0.00	FINISHED
438	10/24/03	0.00	0.00	0.00	0.00	FINISHED
TOTAL TECH TIME				0.00	0.00	

ONE WAY SHUTTLE  
TWO WAY SHUTTLE

**JOB # 4 TOTAL LABOR & PARTS 0.00**

**JOB # 5**

TECH	DATE	START	FINISH	ACT	TDE	DESCRIPTION
438	10/24/03	14:10	14:30	0.00	0.00	FINISHED
438	10/24/03	0.00	0.00	0.00	0.00	OVERSIDE IN INVOICING
TOTAL TECH TIME				0.00	0.00	

POCKET ABOVE REAR LICENSE PLATE BRACKET SEAL SWIRL  
REAR LICENSE PLATE.

QTY	DESCRIPTION	U/COST	E/COST	L/PRICE	
1	SEAL 17 184	0.04	0.04	0.18	0.18
<b>JOB # 5 COST TOTAL</b>		<b>0.04</b>	<b>0.04</b>	<b>0.18</b>	<b>0.18</b>

**JOB # 5 TOTAL LABOR & PARTS 0.18**

**JOB # 6**

TECH	DATE	START	FINISH	ACT	TDE	DESCRIPTION
438	10/24/03	14:40	14:50	0.00	0.00	FINISHED
438	10/24/03	0.00	0.00	0.00	0.00	OVERSIDE IN INVOICING
TOTAL TECH TIME				0.00	0.00	

CUSTOMER STATES REAR GLASS HATCH STILL HARD TO LATCH  
REAR BACK GLASS SYSTEM TO LATCH EASIER

**JOB # 6 TOTAL LABOR & PARTS 0.00**

**JOB # 7**

TECH	DATE	START	FINISH	ACT	TDE	DESCRIPTION
438	10/24/03	14:50	14:50	0.00	0.00	FINISHED
438	10/24/03	0.00	0.00	0.00	0.00	OVERSIDE IN INVOICING
TOTAL TECH TIME				0.00	0.00	

CUSTOMER STATES RADIO BUZZ DOWN SOMETIMES NO SOUND  
LIGHTS ALL WORK BUT AFTER 10 SECS IT STARTS BUZZING AGAIN  
RPT RADIO NUMBER TO SPECIAL ORDER

**JOB # 7 TOTAL LABOR & PARTS 0.00**

**JOB # 8**

TECH	DATE	START	FINISH	ACT	TDE	DESCRIPTION
438	10/24/03	14:50	14:50	0.00	0.00	FINISHED
438	10/24/03	0.00	0.00	0.00	0.00	OVERSIDE IN INVOICING
TOTAL TECH TIME				0.00	0.00	

CUSTOMER STATES RADIO BUZZ DOWN SOMETIMES NO SOUND  
LIGHTS ALL WORK BUT AFTER 10 SECS IT STARTS BUZZING AGAIN  
RPT RADIO NUMBER TO SPECIAL ORDER

**JOB # 8 TOTAL LABOR & PARTS 0.00**

QTY	DESCRIPTION	U/COST	E/COST	L/PRICE	
1	16 MONTH SHUTTLE RIDE	0.00	0.00	1.00	1.00
<b>TOTAL - REISC</b>		<b>0.00</b>	<b>0.00</b>	<b>1.00</b>	<b>1.00</b>
<b>VAT TAX</b>		<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>
<b>VAT TOTALS</b>		<b>0.00</b>	<b>0.00</b>	<b>1.00</b>	<b>1.00</b>

GCWS210773  
GCWS210773

**HOLMES**  
1206 HICKMAN ROAD  
DES MOINES, IA 50325  
515-253-3014  
www.holmesauto.com

INVENTORY NUMBER <b>124935</b>	OWNER <b>ART MATESON</b>	VEHICLE NUMBER <b>425 3382</b>	INVENTORY DATE <b>10/27/03</b>	INVENTORY NUMBER <b>GCWS210773</b>
ADDRESS <b>WEST DES MOINES, IA</b>	DATE OF PURCHASE <b>10/24/03</b>	SALES PRICE <b>16,386</b>	MAKE <b>CHRYSLER BLACK/</b>	MODEL <b>139</b>
	VEHICLE MAKE <b>CHRYSLER</b>	VEHICLE MODEL <b>PT CRUISER</b>	VEHICLE YEAR <b>2001</b>	VEHICLE COLOR <b>BLACK</b>
	VEHICLE TYPE <b>PT CRUISER</b>	VEHICLE BODY <b>4 DOOR</b>	VEHICLE ENGINE <b>2.4L</b>	VEHICLE TRANSMISSION <b>5 SPEED</b>
	VEHICLE VIN <b>1G8K9T138322243597</b>	VEHICLE LICENSE <b>IA 139</b>	VEHICLE TITLE <b>10/24/03</b>	VEHICLE REGISTRATION <b>10/24/03</b>

**JOB # 1**

TECH	DATE	START	FINISH	HOURS	ACT	TRK	DESCRIPTION
435	10/24/03	11:00	12:00	0.70	0.00		TRUCK OTHER
435	10/24/03	12:00	14:00	0.00	1.00		OPERATE IN INVOICING
435	10/24/03	8:00	8:00	0.00	0.00		FINISHED
TOTAL TECH TIME				0.70	1.00		

CUSTOMER STATES ENGINE STALLED WITHIN 25 MPH  
DTC DISPLAYED READ SYSTEM FAILURE AND ALL WARNING LIGHTS  
COME ON. STARTER WORKS. MORE AFTER ABOUT 10 MINUTES OF  
TRYING VEHICLE STARTING, BUT WAS REQUIRED OF PER 3 BLOCKS  
NEW ENGINE SOUNDS LOUD, LACKS POWER AND TRUCK SEEMS TO  
BE SLIPPING  
SCANNED FOR CODES, NONE STORED. TEST DONE. COULD NOT  
DUE TO TIME. REPLACED FOR PER MARY U. BELLEVILLE THE OP  
POSITION

PARTS	QTY	PP NUMBER	DESCRIPTION	U/COST	L/COST	U/PRICE	
JOB # 1	1	12574463	MODULE 3.670	250.00	250.00	490.00	490.00
JOB # 1 COST TOTAL				250.00	250.00		
JOB # 1 TOTAL PARTS							490.00
JOB # 1 TOTAL LABOR & PARTS							590.00

**JOB # 2**

TECH	DATE	START	FINISH	HOURS	ACT	TRK	DESCRIPTION
435	10/24/03	11:00	12:00	0.00	0.00		TRUCK OTHER
435	10/24/03	12:00	14:00	0.00	0.00		OPERATE IN INVOICING
435	10/24/03	8:00	8:00	0.00	0.00		FINISHED
TOTAL TECH TIME				0.00	0.00		

REAR SHOCK UPPER LOCK

PARTS	QTY	PP NUMBER	DESCRIPTION	U/COST	L/COST	U/PRICE	
JOB # 2	1	12112986	SHOCK 1.014	1.02	1.00	2.00	2.00
JOB # 2 COST TOTAL				1.02	1.00		
JOB # 2 TOTAL PARTS							2.00
JOB # 2 TOTAL LABOR & PARTS							23.10

**JOB # 3**

TECH	DATE	START	FINISH	HOURS	ACT	TRK	DESCRIPTION
435	10/24/03	11:00	12:00	0.00	0.00		TRUCK OTHER
435	10/24/03	12:00	14:00	0.00	0.00		OPERATE IN INVOICING
435	10/24/03	8:00	8:00	0.00	0.00		FINISHED
TOTAL TECH TIME				0.00	0.00		

CHRYSLER IPC PROGRAM  
REMOVED RECALL.

JOB # 3 TOTAL LABOR & PARTS 27.15

**JOB # 4** ONE WAY SHUTTLE HOURS: TECHS: 435

GCWB210773

GCWB210773



1206 HICKMAN ROAD  
DES MOINES, IA 50326  
315-253-3014  
www.holmesauto.com

124935	PERSON ART WATSON	425	3397	WORK DATE 10/27/03	WORK NUMBER GCWB210773
	CHASSIS NO.		16,385	PAINT ONYX BLACK/	STOCK NUMBER
	VEHICLE IDENTIFICATION	02/00C/0000Y/4 DOOR UTILITY		REWORK DATE 10/23/01	REWORK BY 130
	VEHICLE IDENTIFICATION	10K0T138322743187		REWORK DATE 10/24/03	REWORK BY
	F.T.E. NUMBER	FORDSON ORDER NUMBER			
	COMMENTS				

WARRANTY CLAIM DETAIL TOTALS

LABOR	TOTAL
216773	743.59
CLAIM TOTALS	743.59

APPROVED BY SIGNATURE

DES MOUNT SLIP

DES DATA FILE: ENHMP.068  
10/27/2003  
124935

WARRANTY NEW CLAIM

NO NUMBER NO DATE YR DIV DEALER COMMENTS SERVICE ADVISOR #  
216773 10/24/2003 20K0T138322743187 0 30337 16385 501-15-8190

CUSTOMER NAME: FIRST: JOHN MIDDLE: LLOYD  
LAST: GETBLEY PHONE: 515-258-3211 HOME: 515-225-3229

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LINS	CHRS	NET-ANT.	LAB-TOT.
1	01	01	1	100-70100	200.00	00	2000	1.0				100.00
LN-TOT: 200.00 TECH SER: 478-88-7318 AUTH CODE: AUTH. AUTHOR: COMMENTS: CUSTOMER STATES ENGINE STALLED DRIVER IS MPH DIC DISPLAYED RMA												

R CODES: NONE STORED. TEST DRIVE. COULD NOT DUPLIC

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LINS	CHRS	NET-ANT.	LAB-TOT.
2	02	01	1	100-70100	2.00	00	2000	.3				20.34
LN-TOT: 20.34 TECH SER: 478-88-7318 AUTH CODE: AUTH. AUTHOR: COMMENTS: POSSIBLE SHUT INTERLOCK												

RECALL.

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LINS	CHRS	NET-ANT.	LAB-TOT.
3	03	01	1	100-70100	2.00	00	2000	.4				27.18
LN-TOT: 27.18 TECH SER: 478-88-7318 AUTH CODE: AUTH. AUTHOR: COMMENTS: POSSIBLE IPC REPROGRAM												

RECALL.

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LINS	CHRS	NET-ANT.	LAB-TOT.
4	04	01	1	100-70100	2.00	00	2000	.8				23.94
LN-TOT: 23.94 TECH SER: 478-88-7318 AUTH CODE: AUTH. AUTHOR: COMMENTS: ONE WAY SHUTTLE												

UTILE

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LINS	CHRS	NET-ANT.	LAB-TOT.
5	05	01	1	100-70100	2.16	00	2000	.8				23.94
LN-TOT: 23.94 TECH SER: 478-88-7318 AUTH CODE: AUTH. AUTHOR: COMMENTS: POCKET FOUND NEAR LICENSE PLATE SOCKET SEAL SHREK												

REVEALED L

GCW8210773 GCW8210773

**HOLMES** 1208 HICKMAN ROAD  
DES MOINES, IA 50325  
515-253-3014  
www.holmesauto.com

INVOICE NUMBER <b>124935</b>	ADVISOR <b>ART WATSON</b>	EST NUMBER <b>425 3392</b>	INVOICE DATE <b>10/27/03</b>	INVOICE NUMBER <b>GCW8210773</b>
ADDRESS <b>WEST DES MOINES, IA</b>	IDENTIFY <b>[REDACTED]</b>	PHONE <b>16,386</b>	COLOR <b>ONYX BLACK/</b>	STOCK NUMBER
	VEHICLE MODEL <b>02/GMC/ENVOY/4 DOOR UTILITY</b>		DELIVERY DATE <b>10/22/03</b>	DELIVERY MILES <b>139</b>
	VEHICLE IDENTIFICATION NUMBER <b>1GKDT118922243587</b>		INVOICE NUMBER	PRODUCTION DATE
	P.T.E. NUMBER	WARRANTY CHECK NUMBER	WARRANTY CHECK DATE <b>10/24/03</b>	
COMMENTS				

**LICENSE PLATE.**

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LAMP	LHRS	QHS	NET-AMT.	LAB-TOT.
6		07	08				3A	C0720	.2			13.88
LN-TOT: 13.58 TECH SSN: 482-74-8889 AUTH CODE: AUTH. AUTHOR: 1												

COMMENTS: CUSTOMER STATES REAR GLASS HATCH STILL HARD TO LATCH  
SHIM BACK

**GLASS STRIKER TO LATCH EASIER**

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LAMP	LHRS	QHS	NET-AMT.	LAB-TOT.
7		08	03				0C	18702	.5			23.94
LN-TOT: 23.94 TECH SSN: 478-88-7316 AUTH CODE: AUTH. AUTHOR: 1												

COMMENTS: CUSTOMER STATES RADIO SHOTS DOWN SOMETIMES NO SOUND LIGHTS AND  
NOT RADIO

**PLEASE1 TO SPECIAL ORDER**

R.O. TOTAL: 743.80

DUPLICATE INVOICE



LINE 185

# Patten Pontiac Buick Cadillac GMC

Olson, OH 43845  
509-1421

136704	1 GKDT139322249285				10/03/03
2002	GMC	ENVOY		NAPOLION OH	12:58
24000	24000	10/12/01			10/07/03
					DAVE

(1) C/S AIR LIGHT ON, BRAKE LIGHT ON, SPINDLE END  
ON COORS, KINGSOOL, REPLACED & PROGRAM PCM  
SERVISE ON NOW.

36360	3L	WA	A	16	23.20	86.10
(P)12876663					330.00	490.00
Total Labor					23.20	86.10
Total Parts					330.00	490.00
Total Repair (Warranty)						586.10

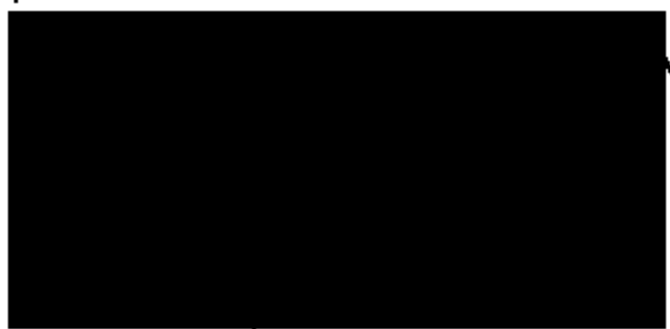
(2)

Labor						
Total Repair ( )						.00

(3) TURN OIL & FILTER, 7 QT. STORM  
LOF

Labor	CLO	A	4	8.00	9.00
89017343				9.73	4.66
12345631	Full Oil		7.0	8.33	10.88
Total Labor				8.00	9.00
Total Parts				9.73	4.66
Total Lubricants				8.33	10.88
Total Repair (Customer)					24.51

	--U/S--	--R/O--	--TSE--	-Total-	Margin
Labor Time	4	16	0	20	
Total Labor	9.00	86.10	.00	105.10	72.6%
Total Parts	4.56	490.00	.00	494.56	33.3%
Total O/S/O	19.88	.00	.00	10.88	100.0%
Total Sublet	.00	.00	.00	.00	.0%
Total R/O	24.51	885.10	.00	909.61	37.3%



86.10	.00	Labor	9.00
490.00	.00	Parts	4.66
.00	.00	Sublet	.00
.00	.00	New Robot	.00
.00	.00	Supl./Special	.00
.00	.00	Oil/Grease	10.88
.00	.00	Lub. Misc.	.00
885.10	.00	Total	24.51
.00	.00	Tax	1.72
.00	.00	Shop	.00
.00	.00	Shop Fee	.00
885.10	.00	Total (cont)	26.23



MADE IN U.S.A.  
CJ-2

CLASSIFIED

FORM 38 2884 14 53

ATC - U1000

ABS/TCS - C0236, C0237

BCM/BFC/DIM/SBM/TBC - U1016

SIR - U1016

IPC - U1016

RADIO - U1016

ONSTAR - U1016

DDM/LDCM - U1016

PDM/RDCM - U1016

LRD/LGM - U1016, U1064

MSM/SCM/DDS -

PSA - U1016

PSM - U1016

Eng. Switch 12450251 - 3201

VCM 12574976 - 7702



ADDITIONAL MATERIAL USED

ADDITIONAL MATERIAL USED

EXPOR RECORD

QTY	FORM NO	DESCRIPTION	DATE
1		Weather Strip	
1		Solenoid Actuator	
1		Exhaust Cam Actuator	
		Bracket Set	
1		Flu LT	
1		Cam Card Clew	
note - vehicle is here for no cruise			
Mark - 10-14-03			
Replace P-C-M + Replugged			
Re test Drive - still			
Truck - Hesitate Real Bad			
Fuel Cam <del>plugged out</del> actuator			
working properly			
part <del>crack</del> -			
Replace Solenoid Actuator - no help			
Replaced left Door weather strip - 10-20-03			
10-17-03			
Replace Cam actuator			
Rechecked Torque on valves			
Checked Corros Protect			
Drive - no help			

44221

1345 9-1-877-446-8227

MARK Johnson TAC 10:15 AM

6862095 sac no 10-17-03

10-21-03 Joe Johnson JR 10:15 AM

10:40 PM - check complete final

10-21-03 Paul He... clock duty cycle at 9:20 AM - ok? Possible new solenoid? Replugged

check for possible oil restriction no problem found with oil pressure

10-21-03 called Tom 10:40 AM re fuel cam. called not work problem was told to pull by agent check code Tom - via anti-fuel 23 find cause with test call Fred at 10:40 called Tom again at 2:30? was told to check duty cycle at solenoid + check over. Solenoid actuator for proper performance found a fault




Hemel's Chevrolet  
216 E. STATE STREET  
COLON, MI 48040  
(810) 432-8281

H-Route- ~~50900~~ - J0785

DTC 1345 - set after  
exh test + repair - called T.A.C.  
They agreed w/ Repairs done -  
stated, Try PCM - then Cam  
Phaser. No help - Now have to  
Rushdula For any tear down -  
Nov 4 03 - ~~2003~~

H-Route 27906 -

8 days Rental Required -  
Equals time on car - cust had  
veh for 10 - counting upward -  
Please Auth -

 Goodwrench Service Plus



OCT 07 2003

INVOICE TO: [REDACTED] DRIVER/OWNER INFORMATION -- INVOICE: W93446  
 FOR OFFICE USE VEHICLE INFORMATION  
 TAG: 2807 ADV: JES SEABOLT, INVOICED: 10/07/2003 13:28:01 6S 02 ENJOY LICENSE NUMBER: [REDACTED]

TYPE: W

				SUBTOTAL			
				LAB-MECHANICAL	35.21		
				TOTAL CHARGE FOR CONCERN	35.21		
				-----			
CONCERN 64	STOP LAMPS INOP-ADDED LINE-6S	OPERATION	TECH	HOURS	AMOUNT		
CAUSE	BULBS INOP/DEFECTIVE	NOSES	362	.3	24.91		
CORRECTION	REPLACE WITH LOWER STOP LAMP BULBS						
	PART NUMBER	POF	NOTE	DESCRIPTION	QTY	SELL	AMOUNT
	080 DD9441839			BULD LP	2	1.81	3.62
	PARTS: COUNT	2					
COND CODE: CJ	FAIL CODE: 6S						

TYPE: W

				SUBTOTAL	
				PARTS	3.62
				LAB-MECHANICAL	24.91
				TOTAL CHARGE FOR CONCERN	28.53

SUMMARY OF CHARGES FOR INVOICE W93446		GRAND TOTALS		PAYMENT DISTRIBUTION FOR INVOICE W93446	
PARTS	483.62			TOTAL CHARGE	709.50
LAB-MECHANICAL	215.86			FRC WARRANTY	709.64
TOTAL CHARGE	709.50				

IF YOU HAVE ANY QUESTIONS - PLEASE SEE JOHN SEABOLT  
ASK ABOUT OUR 15830K MILE SERVICE SPECIALS

PAGE 2  
LAST PAGE

FOX  
813-635-9276

N.H.T.S.A.

Jeff Bailey - 601  
Curt  
[Signature]

866 952-4368  
OK 98357



INVOICE TO: [REDACTED] WASHINGTON DC [REDACTED]  
 WORK: [REDACTED]  
 FOR OFFICE USE

DRIVER/OWNER INFORMATION -- INVOICE: W93446  
 WASHINGTON DC [REDACTED]  
 WORK: [REDACTED] HOME: [REDACTED]

VEHICLE INFORMATION  
 VIN 1GKDT135422134820 LICENSE NUMBER: DC P0P0028  
 02 GMC ENVOY 4WD 4DR SPTUTY  
 STOCK# 00828125  
 DATES BEGIN: 09/30/03 DONE: 10/07/03 DATES INSERVICE: 089101 SOLD: 083101

CONCERN 51 CHECK ENGINE CUT OFF AT HMY.SPEEDS.ENGINE CRANKS WONT START.AFTER  
 2MIN.ENGINE RESTARTED. OPERATION TECH HOURS AMOUNT  
 J6860 362 1.6 132.85

CAUSE OPEN CIRCUIT/P0621  
 CORRECTION DIAGNOSE AND REPLACE PCM  
 PRESENT

PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	SELL	AMOUNT
100 012876463			MODULE	1	498.00	498.00

FACTORY COND CODE : P8 FAIL CODE : P0621

----- SUBTOTAL -----  
 PARTS 498.00  
 LAB-MECHANICAL 132.85  
 TOTAL CHARGE FOR CONCERN 630.85

TYPE: M

CONCERN 52\* CAMPAIGN 03012  
 CAUSE 03012 RECALL OPERATION TECH HOURS AMOUNT  
 V0994 362 .2 16.61  
 CORRECTION REMOVE ENTER LOCK LEVER 299 .1 8.30  
 FACTORY COND CODE : NA FAIL CODE : 96

PART AUTH: 08 100700 13:22

----- SUBTOTAL -----  
 LAB-MECHANICAL 24.91  
 TOTAL CHARGE FOR CONCERN 24.91

TYPE: M

CONCERN 53\* CAMPAIGN 03013  
 CAUSE 03013 RECALL OPERATION TECH HOURS AMOUNT  
 V0998 362 .3 24.91  
 CORRECTION REPROGRAM I/P CLUSTER 199 .1 8.30  
 FACTORY COND CODE : NA FAIL CODE : 96

ESTIMATE OF REPAIRS	LABOR	PARTS
EXPLANATION		
51) use scan tool to ck codes (P0101) Follow Flowchart, ck SV Def from PCM to act. no SV Defi ck continuity, o.k Replace & reprogram PCM & re-learn crankshaft variations.		
52) remove shift interlock prog camp.		
53) reprogram FPC prog camp.		
54) Left & Right Brake lights burned out. Replace left & Right Park light bulbs.		
54) Noted Stop lamps on when in Shop		

TOTAL LABOR		
TOTAL PARTS	51 AFA 100	
TOWING	52 AFA 0	54 AFA 0
ORIGINAL REPAIR AMOUNT		
TOTAL	54 AFA 100	







GCCS114851



29885 S.E. Stark Street  
Body Shop 818 E. Powell  
Gresham, Oregon 97030

Gresham 865-2188 • Vancouver 864-0597  
PARTS AND SERVICE HOURS  
Monday through Friday 7:00 A.M. to 6:00 P.M.  
Saturday 7:30 A.M. to 4:00 P.M.

DR GCCS114851

WORK ORDER NO. <b>35428</b>	VEHICLE <b>JTM</b>	YEAR <b>2003</b>	MAKE <b>1825</b>	SALE DATE <b>10/17/03</b>	WARRANTY <b>GCCS114851</b>
LABOR RATE <b>21.503</b>	VEH TYPE / BODY <b>02 / GMC / ENVOY</b>	VEHICLE NO. <b>1GKDT135422281825</b>	DELIVERY DATE <b>10/16/03</b>	PRODUCTION DATE	
PORTLAND, OR					
					MO: 21503

**LABOR & PARTS**

**JOB # 1** **DIAGNOSIS** **ENGINE/TIME CONCERN** **TECHNICIAN** **WARRANTY**

ENGINE TIBS AND MODULE NOT TURN OVER // LET SET FOR HOUR OR SO THEN STARTED ENGINE CRANKED AND WOULD NOT START BEFORE FINALLY STARTING

SCAN TESTED SYSTEM WITH TESH 2 NO CODES LET RUN FOR 1HR FOUND NO DATA AT TIMES ELECT. FAILURE PCN REPLACED AND REPROGRAMED PCN

PARTS	QTY	PP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	12576445	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** **DIAGNOSIS** **POWER MIRRORS** **TECHNICIAN** **WARRANTY**

POWER MIRRORS WONT HOLD ADJUSTMENT WILL MOVE BY THEMSELVES // EVEN IF SWITCHED TO OFF POSITION MIRRORS MOVE BY THEMSELVES INSPECT DRIVERS AND PASSENGERS DOORS IN LINE SHOWN AS PER BULLETIN 48004017 HANGERS ON ORIGINAL DRIVERS AND PASSENGER DOOR MODULES AS PER CHRIS RICH AT THE SPECIAL ORDERED DOOR MODULE

PARTS	QTY	PP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	0	1526400	SWITCH 14.263 274		0.00
JOB # 2	0	1526470	SWITCH 274		0.00
<b>JOB # 2 TOTAL PARTS</b>					0.00
<b>JOB # 2 TOTAL LABOR &amp; PARTS</b>					0.00

**COMMENTS**

COMPLETED OPERATION(S)

VEHICLE COURTESY TRANSPORT.

GCCS114851



2266 S.E. Stark Street  
Body Shop 816 E. Powell  
Gresham, Oregon 97030

Gresham 800-2188 • Vancouver 804-6587  
PARTS AND SERVICE HOURS  
Monday through Friday 7:00 A.M. to 6:00 P.M.  
Saturday 7:00 A.M. to 4:30 P.M.

CUSTOMER NO. <b>35428</b>	ADVISOR <b>JEM</b>	TRUCK NO. <b>239</b>	DATE <b>10/17/03</b>	INVOICE NO. <b>GCCS114851</b>
	LABOR TIME <b>21,503</b>	TRUCK NO. <b>1825</b>	DATE <b>TAN/</b>	STOCK NO.
PORTLAND, OR	VEHICLE MAKE/MODEL <b>02/DAC/ENVOY</b>	VEHICLE NO. <b>1GKBT135422281825</b>	INVOICE DATE <b>10/16/03</b>	PRODUCTION DATE
	NO. OF PAGES <b>NO: 21503</b>			

TOTALS

* [ ] CASH [ ] CHECK CK NO. [ ]	TOTAL LABOR....	0.00
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER	TOTAL PARTS....	0.00
* [ ] AMEX EXPRESS [ ] OTHER [ ] CHANGE	TOTAL SUBLET....	0.00
	TOTAL S.O.G....	0.00
	TOTAL RISC CHG.	0.00
	TOTAL RISC DISC	0.00
	TOTAL TAX.....	0.00
	<b>TOTAL INVOICE \$</b>	<b>0.00</b>

THANK YOU, WE APPRECIATE YOUR BUSINESS !!!

CUSTOMER SIGNATURE

DUPLICATE INVOICE





3277791

198832



INVOICE

CRIPPEN AUTO MALL - NADA - VOLVO

8300 West Saginaw Highway  
LANSING, MICHIGAN 48817  
Phone (517) 622-0277  
www.crippencars.com

LANSING, MI  
HOME: [REDACTED]

PAGE 1

SERVICE CONSULTANT: 423 MARK RECHTOL

11U	02	GMC ENVOY	1GNDT135H22130190	64208/64208	T5470
26JAN2004			17:00 27OCT03	CASH	30JAN2004
OPTIONS: STR:KG2020 ENG:4.2 Liter, L6, MPI, DOHC					

27OCT03	27OCT03	LIST	NET	TOTAL
LEFT SIDE TIRE TYPE HOLES				
A ENGINE STALLS AT TIMES--RESTARTS OK				
CRUISE:				
J6360 MODULE, PCM/VCM REPLACE				
424 P. WALTER LIC#: M106805				
WG				
1 12576463 MODULE				
			(N/C)	(N/C)

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

64208 CK ENGINE STALLS AT TIMES W PERFORM CRIS SCAN PCM NO CODES STORED  
REPLACE PCM & REPROGRAM PCM-- RELEARN CRANKSHAFT SENSOR TEST DRIVE

\*\*\*\*\*  
S LEAKS ON LEFT REAR TIRE LOOSES AIR

*****					
424 P. WALTER LIC#: M106805					
CPGT					
			0.00	0.00	
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00
				TOTAL LINE B:	0.00

64208 CK LEFT REAR TIRE SLOW LEAK CK TIRE HAS PLOG IN TIRE LEAKING TAKE  
NO TIRE STORE HAVE PATCHED INSIDE

\*\*\*\*\*

THANK YOU

<b>REDOOR HOOKS</b> <b>MONDAY</b> <b>7:00 A.M. - 8:00 P.M.</b>  <b>TUESDAY THRU FRIDAY</b> <b>7:00 A.M. - 8:00 P.M.</b>	<b>POWER OF ATTORNEY</b> I HEREBY AUTHORIZE AN AGENT OF CRIPPEN AUTO MALL INC. TO SIGN ANY AND ALL ORDERS ON MY BEHALF FROM DELIVERANCE COMPANIES FOR CLARIS SETTLED FOR REPAIRS PERFORMED BY THE BODY SHOP OR SERVICE DEPARTMENT.	<b>PAYMENT TYPE</b> <input type="checkbox"/> CASH <input type="checkbox"/> CHECK # <input type="checkbox"/> VISA <input type="checkbox"/> MASTERCARD <input type="checkbox"/> DISCOVER <input type="checkbox"/> EMPLOYEE CHG	<b>REPAST ORDER</b> REG. NO. F150710 REG. D. NO. 30-000000  MANUFACTURER WARRANTS PARTS AND SERVICE WORK PERFORMED FOR 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST. LABOR ONLY SERVICE WARRANTS FOR 90 DAYS OR 4,000 MILES WHICHEVER OCCURS FIRST.	<table border="1"> <tr><td>LABOR 2ND DAY</td><td>0.00</td></tr> <tr><td>PARTS AMOUNT</td><td>0.00</td></tr> <tr><td>GAS OIL LUB</td><td>0.00</td></tr> <tr><td>STREET AMOUNT</td><td>0.00</td></tr> <tr><td>MISC. CHARGES</td><td>0.00</td></tr> <tr><td>TOTAL DUES</td><td>0.00</td></tr> <tr><td>LEFT RECEIPTS</td><td>0.00</td></tr> <tr><td>SALES TAX</td><td>0.00</td></tr> <tr><td>TOTAL</td><td>0.00</td></tr> </table>	LABOR 2ND DAY	0.00	PARTS AMOUNT	0.00	GAS OIL LUB	0.00	STREET AMOUNT	0.00	MISC. CHARGES	0.00	TOTAL DUES	0.00	LEFT RECEIPTS	0.00	SALES TAX	0.00	TOTAL	0.00
	LABOR 2ND DAY	0.00																				
PARTS AMOUNT	0.00																					
GAS OIL LUB	0.00																					
STREET AMOUNT	0.00																					
MISC. CHARGES	0.00																					
TOTAL DUES	0.00																					
LEFT RECEIPTS	0.00																					
SALES TAX	0.00																					
TOTAL	0.00																					
<b>CUSTOMER SIGNATURE</b>   			<b>SALES</b> <b>THE SALES</b>																			

SALESORDER COPY

Tech II Body

TAC CASE NO. **6535278**  
BOB PROPH

U1000

U1162 Lift gate module

✓ G401 Left Rear  
go into modules Liftgate Pant cyl key PA

then go to Body Panel location

SEARCHED	INDEXED	SERIALIZED	FILED
		5281	10/01
65 W 67 ANDERSON			

027MCO.06.175

RTR Rear interior trim panel ✓ all wiring and connections check terminal in connector's at Liftgate module

Scan system to confirm communication with all modules called tac

Case no. 6535278 ✓ and clear ground G401 removed parts and reinstalled attempted to duplicate condition, again could not duplicate reinstalled all panels

Remove panels and Purdyop Rear lift gate harness assembly per Lyle Clark

096 WCBT130

Clark In 9/15/01

027MCO.06.175

4H  
2 Hours



# SPITZER AUTOWORLD CANTON LLC

949 CLEVELAND AVENUE, N.W. CANTON, OH 44702-1899

TELEPHONE (330) 454-7231

## COMMENDED SERVICES

--	--	--	--	--	--	--	--	--	--

## SERVICE HISTORY

--	--	--	--	--	--	--	--	--	--

SALESPERSON NO.

SERVICE

STATE REG #2

<input type="checkbox"/> New <input type="checkbox"/> Used <input type="checkbox"/> Other	VIN: <b>TGKDT138522215520</b> MAKE: <b>GMC</b> MODEL: <b>4 DOOR UTILITY</b> YEAR: <b>03</b> COLOR: <b>CCZ</b> TRIM: <b>Y</b> EXTERIOR: <b>Y</b> INTERIOR: <b>A</b>	MILEAGE: <b>20,375</b> TITLE: <b>212</b> LICENSE: <b>ED KIEFFER</b> REGISTRATION: <b>236</b> SALES TAX: <b>2391</b> DATE: <b>09/29/03</b>
ADDRESS: <b>N CANTON, OH</b> PHONE:	SERVICE DATE: <b>09/29/03</b> TIME: <b>08:13am - 06:00pm</b> TECHNICIAN:	I hereby authorize the repair work hereafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any damage caused by unavailability of parts or delays in parts shipment by the supplier or transporter. I hereby grant you and/or your employees permission to express the vehicle herein described on streets, highways or elsewhere for the purpose of seeking another inspector. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs shown.

MINI 7/15/03

ORIGINAL LISTENER ESTIMATE: PARTS LABOR TOTAL

W-4000Z  
 CLUST STATES KEYLESS REMOTE NOT WORKING CORRECTLY CHECK AND ADJUST  
 W-4000Z  
 RECALL 03812 - TRANSMISSION SLIP LOCK AND IGNITION KEY REMOVAL OVERSIDE COMPLIANCE  
 W-4000Z  
 SEE BULLETIN 1131 - SOFTWARE UPGRADE MAY BE NECESSARY  
 REFERENCE BULLETIN 1136-04-012

RECALLED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE DISCARD	WARRANTY AND CORE PARTS WILL BE RETAINED BY THE DEALER.
--	--

4DW RANK 08013  
 H67 scan system Inspect  
 IPC number no programming  
 Call Lyle

Thank You!

LINE 198

5867449

198439

**CRIPPEN**

ELDERSON - GMC - MAZDA - VOLVO

8300 West Baginaw Highway  
LANSING, MICHIGAN 48917  
Phone (517) 622-0277  
www.crippencars.com

WARRANTY

PAGE 1

LANSING, MI  
HOME:

SERVICE CONSULTANT: 450 BRIAN KESLER

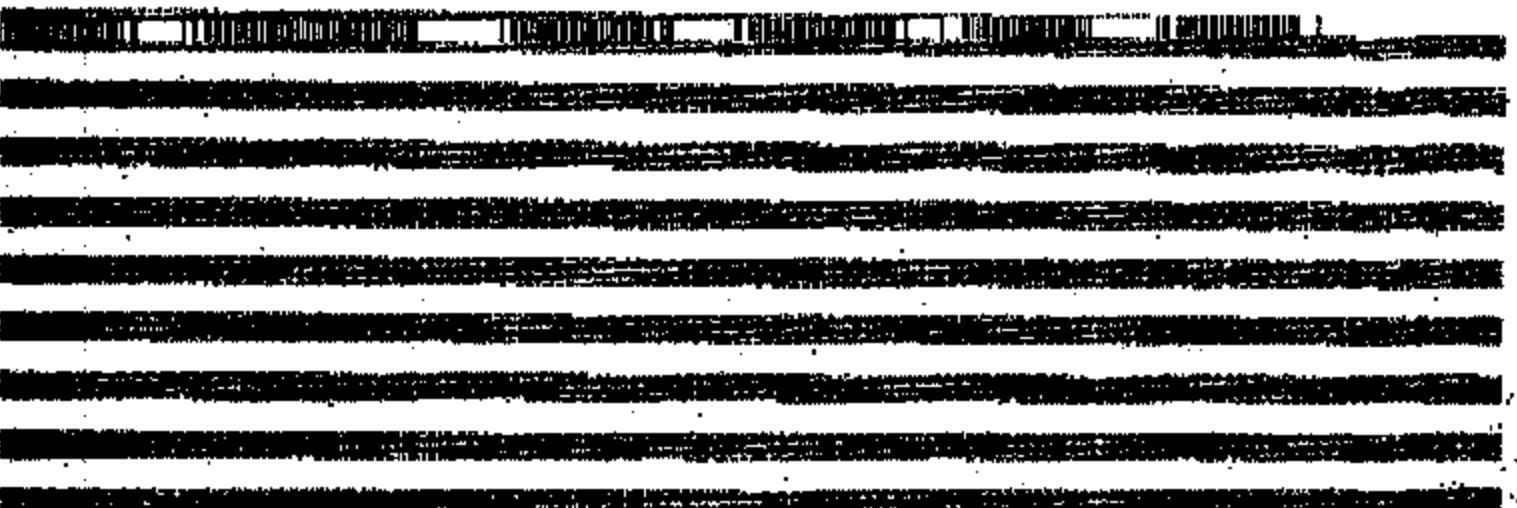
PLATE 02 GMC ENVY 1GKDT135572291621 21580/21580 T2394

077782002 17:00 20OCT03 CASH 30TAN2004  
OPTIONS: STR:T01026 ENG:4.2\_Liter,\_L6,\_MFI,\_DOHC

20OCT03 20OCT03  
LINE OFFCODE TECH TYPE HOURS LIST NET TOTAL

CAUSE: F  
428 B. OBERLIN LLC: M156391  
1 12576463 MODULE 700.00 490.00 490.00  
3120 10485 LABOR

PCM, & ROAD TESTED VEHICLE TO VERIFY REPAIR



COST, SALE, & COMP TOTALS 38120 58485 0

<b>SERVICE HOURS</b> MONDAY 7:00 A.M. - 5:00 P.M.  TUESDAY THRU FRIDAY 7:00 A.M. - 8:00 P.M.	POWER OF ATTORNEY I HEREBY AUTHORIZE AN AGENT OF CRIPPEN AUTO MALL INC. TO SIGN ANY AND ALL CHECKS ON MY BEHALF FROM INSURANCE COMPANIES FOR CLAIMS SETTLED FOR REPAIRS PERFORMED BY THE BODY SHOP OR SERVICE DEPARTMENT.	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"/> EMPLOYEE CHG	REPAIR ORDER REG. NO. P19718 REG. ID. NO. 20448000  MANUFACTURER WARRANTY PARTS AND SERVICE WERE PROVIDED FOR 12 MONTHS OR 15,000 MILES WHICHEVER OCCURS FIRST. LABOR ONLY REPAIRS GUARANTEED FOR 90 DAYS OR 4,000 MILES WHICHEVER OCCURS FIRST.	LABOR AMOUNT	501.85
				PARTS AMOUNT	490.00
				GAS, OIL, LUB	0.00
				WAX/FLY AMOUNT	0.00
				RISC CHARGES	0.00
				TOTAL CHARGES	591.85
				LESS INSURANCE	0.00
				SALES TAX	0.00
			CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	

WARRANTY COPY

LINE 199

MBAS883

312418

Jerry Selner South Jordan  
10487 South Jordan Gateway  
So. Jordan, Utah 84088  
(801) 485-8880  
Fax (801) 485-8880  
www.gmguv.com

\*ACCOUNTING\*

PAGE 1

SERVICE ADVISOR: 93 JAMES HARRIS

HAZEL LANE CRY. 17  
HOME: [REDACTED]

04752002	09:45 17OCT03	0.00	CASH	17OCT2003
----------	---------------	------	------	-----------

08:04 17OCT03 11:21 17OCT03  
 OPTIONS: STK:70702 DLR:27228  
 ENG:4.2 Liter, L6, MFI, DOHC 1) VISS 9.5.03

DATE	TIME	TYPE	A/RS	S/RS	COST	SALE	COMP	WRT	NET	TOTAL
------	------	------	------	------	------	------	------	-----	-----	-------

RESET OIL MONITOR

- 10 POINT INSPECTION. RESET OIL MONITOR.

1	89017342	FILTER			373	400	0	4.00	4.00	4.00
1	15036141	ELEMENT			1618	1295	0	32.36	12.95	12.95

\*\* TIRE ROTATION (4 WHEEL)

456	CT	0.47	0.30	488	1495				14.95	14.95
-----	----	------	------	-----	------	--	--	--	-------	-------

CHASSIS EXTERIOR CAR WASH

486	CT	0.00	0.00	0	0				0.00	0.00
-----	----	------	------	---	---	--	--	--	------	------

D\*\* COST STATES THAT THE VEH STALLED ONCE AT A STOP LIGHT

06360 MODULE, PCM/VEH REPLACE

CLEAN OTHER LABOR HRS

1	12576463	MODULE			35000	49000	0	700.00	490.00	490.00
---	----------	--------	--	--	-------	-------	---	--------	--------	--------

ECM - DRDO SPLICE PACK SP206 & CLEAN TERMINALS - STILL NO COM. WITH  
 CHASSIS DATA CIRCUIT FOR AN OPEN - NONE FOUND - FOUND FAULTY ECM - RAR

<b>DISCLAIMER OF WARRANTIES</b> The only warranties applying to any replacement part or parts are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties other than those included, 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 hardware.	<b>LIMITED WARRANTY</b> S.M. parts have a minimum 12 month or 12,000 mile guarantee against failure caused by defects. Jerry Selner guarantees labor for 90 days or 4,000 miles whichever comes first.	LABOR AMOUNT	
		PARTS AMOUNT	
		SALE TAX	
		TOTAL CHARGE	
		LESS PAYMENTS	
		SALES TAX	
		PLEASE PAY THE AMOUNT	

SERVICE COPY

NRA5583

312415

Jerry Selner South Jordan  
10487 South Jordan Gateway  
So. Jordan, Utah 84088  
(801) 495-8850  
Fax (801) 495-8800  
www.gmguj.com

\*ACCOUNTING\*

PAGE 2

SALT LAKE CITY, UT [REDACTED]  
HOME: [REDACTED]

SERVICE ADVISOR: 33 JARED HERRS

PRINTED MTU 02 GMC ENVY 10007138522317344 25522/25522 T212

04FEB2003 09:45 17OCT03 0.00 CASH 17OCT2003

OPTIONS: STK:70702 DLR:27228  
ENG:4.2 Idter, L6, MFI, DMC 1) VISS 9.5.03

09:04 17OCT03 13:21 17OCT03  
DATE OF CODE TECH TYPE A/HRS B/HRS COST SALE COMP LYST NET TOTAL

YOUR SERVICE VISIT, IF FOR ANY REASON YOU ARE  
SERVICE MANAGER, STEFAN WEIDMAN AT 495-6851.  
THANK YOU FOR YOUR VISIT, HAVE A GREAT DAY!

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
	11:12	11:40	0.47	W	456	B	
	11:40	11:40	0.00	W	456	C	

NET	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
66200	15723	3413		48000	49000	35000	
26300	64723	*****					

COST, SALE, & COMP TOTALS 43551 71826 0

<b>DISCLAIMER OF WARRANTIES</b> The only warranties applying to any replacement part or parts are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item.	<b>LIMITED WARRANTY</b> G.M. parts have a minimum 12 month or 12,000 mile guarantee against failure caused by defect. Jerry Selner guarantees labor for 90 days or 4,000 miles whichever comes first.	LABOR AMOUNT	32.20
		PARTS AMOUNT	38.93
		SAL. OF LAB	0.00
		SUBLET AMOUNT	0.00
		NETS CHARGE	0.00
		TOTAL CHARGE	71.13
		LESS PAYMENT	0.00
		BALANCE DUE	71.13
		DATE PAID	17 Oct 2003

SERVICE COPY

IN THE MAIL, COMPLETELY SATISFIED IS THE ONLY  
 YOUR COMPLETED SURVEY FROM "GM".

DATE	START	FINISH	LOCATION	TYPE	TECH	LINE(S)	CHG
10-07-03	08:48	09:46	0.97	W	460	A	
	15:51	16:30	0.65	W	370	B	
ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46100	1420	405		46800	1270	978	
26300	73810	*****		22500	2957	*****	

COST, SALE, & COMP TOTALS 45533 76600 0

**STATEMENT OF DISCLAIMER**  
 The factory warranty pertains only to the vehicle with respect to the work of the technician. The dealer factory warranty does not cover any other repairs or work, including any repairs or work, of a nature not covered by a factory warranty. The dealer neither assumes nor warrants any other liability or expense to a customer who is not a factory warranty claimant.

LABOR AMOUNT	14.20
PARTS AMOUNT	13.70
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MSDC CHARGES	1.00
TOTAL CHARGES	27.90
LESS INSURANCE	0.00
SALES TAX	1.67
<b>PLEASE PAY THIS AMOUNT</b>	

Service File Copy

JAN 31 2004 11:43

7326516004

PAGE. 02

01/31/2004 11:08

7326516004

EAST BRUNSWICK, BUICK

6131363

73248

\*ACCOUNTING\*

DUPLICATE 1  
PAGE 2

SERVICE ADVISOR: 4 JEREMY MULLANEY

**EAST BRUNSWICK**  
**BUICK · PONTIAC · GMC**

1120 ROUTE 18  
EAST BRUNSWICK, N.J. 08816  
SERVICE: (732) 651-4110

1000 BRUNSWICK, NJ  
[REDACTED]

02	GMC BUICK	180073862313447	31671/51683	08005
17	00 080303	02 74	GMC	070072003
180073862313447 02 74 GMC 070072003 180073862313447				



6131363

73240

**EAST BRUNSWICK**  
**BUICK · PONTIAC · GMC**  
1120 ROUTE 18  
EAST BRUNSWICK, N.J. 08816  
SERVICE: (732) 651-4110

\*ACCOUNTING\*

DUPLICATE 1  
PAGE 1

SERVICE ADVISOR: 4 JEREMY WALLINAW

EAST BRUNSWICK, NJ  
HOME:

VEH 02 GMC ENVOL 1GDDT136622134647 51671/51683 73895

2605-2001 17 00 06OCT03 89.74 CASH 07OCT2003

OPTION: STR:23064T ENG:4.2 Liter, LS, MPI, DDMC

11:55 06OCT03 17:12 07OCT03  
ITEM COST SALE COMP LYST NET TOTAL

TURN ABS LIGHT STAYED ON

05360 MODULE, PCM/VCM REPLACE

1 12576463 MODULE 35000 56000 0 700.00 560.00 560.00

STRIDE 280109

PART: 12576463

CLAIM TYPE:

IN

4000 12860 TLABOR

NOTE CHECKS P0621 IN PCM AND PER SPEED SENSOR CODES IN ECM CHECK POWER

RECHECK TEST DRIVE BEHIND CK ON

FILTER, TOP ALL FLUIDS

PRESSURES, CHANGE OIL & FILTER, TOP ALL

370 CIP 0.65 0 30 405 1420 14.20 14.20

6 12345615 OIL 5W30 540 570 0 1.34 0.95 5.70

VERSION 1 (EMP# 37, 07OCT03 16: 9): 51683 CHANGE OIL AND OIL FILTER

STATEMENT OF DECLARATION  
The undersigned hereby certifies that the information furnished herein is true and correct to the best of his knowledge and belief and that he is not aware of any untrue or misleading information contained herein.

CUSTOMER SIGNATURE

LABOR AMOUNT	
PARTS AMOUNT	
TAX	
TOTAL AMOUNT	
SALES TAX	
TOTAL COST	
LESS PAYMENT	
AMOUNT DUE	
DATE PAID	

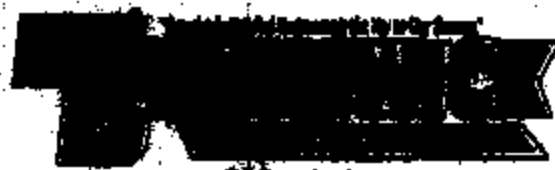
Service: Extra Copy

462

CUSTOMER #: 6131363

73248

WORKORDER



www.brunswick.com

1120 ROUTE 18

EAST BRUNSWICK, N.J. 08816

SERVICE: (732) 651-4110

SERVICE ADVISOR: 4. WILLIAM J. BIZZARI

EAST BRUNSWICK, NJ  
HOME

WRT	02	ONE INVOY	10/27/04 13622134647	02300	BL671/	70595
-----	----	-----------	----------------------	-------	--------	-------

26DEC2001	17.00	060CT03	89.74	CASH		
-----------	-------	---------	-------	------	--	--

OPTION: STK:23064T AMM:4.2 Liter, L4, MFI, DOME

LIGHTS ON, THEN AIR LIGHT SEATED ON

3) SK

[The following text is heavily obscured by noise and artifacts, making it largely illegible. It appears to be a list of items or a detailed description of work performed.]

**WARRANTY BY MANUFACTURER**

Any component on the parts and accessories sold hereby are warranted against defects in material and workmanship for a period of 36 months or 50,000 miles, whichever comes first. This warranty is void if the component is damaged by accident, misuse, neglect, or failure to follow the instructions in the owner's manual. The manufacturer's name and address are printed on the component. This warranty does not cover consequential or incidental damages. The manufacturer's name and address are printed on the component. This warranty does not cover consequential or incidental damages.

**AUTHORIZATION FOR REPAIR**

I authorize the repair work to be done on my vehicle as described on the work order. I understand that the repair work may take more time than estimated and that the vehicle may be damaged during the repair process. I understand that the repair work may be more expensive than estimated and that I may be responsible for any additional charges. I understand that the repair work may be delayed due to parts availability or other factors. I understand that the repair work may be delayed due to parts availability or other factors.

**PRELIMINARY ESTIMATE**

AUTHORIZED BY: X

DATE	TIME	BY
ESTIMATE (1)		
ESTIMATE (2)		
ESTIMATE (3)		

I HEREBY AUTHORIZE THAT I WAS NEEDED & GAVE ORAL APPROVAL

[Signature]

**PATTERSON INCORPORATED**

700 Hwy. 52 Bypass - P.O. Box 480  
 MOUNT AIRY, NC 27030  
 Telephone: (336) 786-2181

MOUNT AIRY, NC

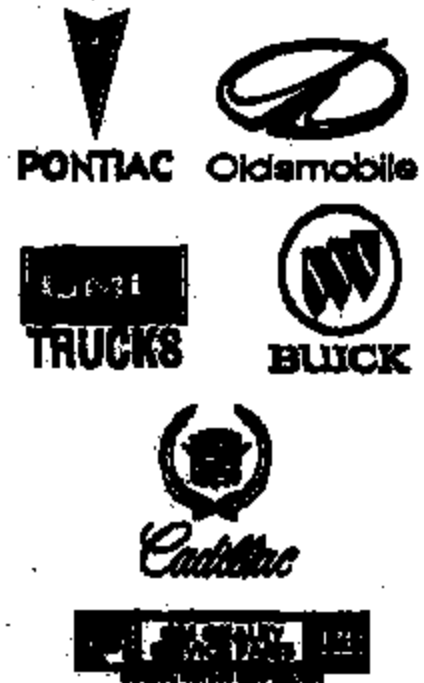
SERVICE ADVISOR **ROBERT HELMS**

22OCT03	22OCT03	111376	19KDTL38F29140660	7866611	F014	22OCT03	233532
		02 GMC ENVY		0.00	04SEP02	27	27
36260	36260	NPT9083					

A CUSTOMER STATES CHECK WIPERS WILL STOP AT  
 TIMES IN MID SWIP ON DELAY  
 CAUSE: PER TSB 02-06-03-001  
 W6628 WIRING AND/OR CONNECTOR  
 STEERING/SUSPENSION/RIDE CONTROL  
 REPAIR OR REPLACE  
 67 WT40  
 2 12089189 SPlice SL  
 1 15166433 PROTECTOR  
 1 12337820 STRAP, I/P  
 FC: 93  
 PART#: 12089189  
 COUNT: 4  
 CLAIM TYPE:  
 AUTH CODE: A  
 OL

36260 ~~CONFIRM CONCERN WHEN FIND TSB~~  
 NOS-001 ~~THIS CONCERN WIRING AS THIS~~  
~~CONFIRM CONCERN WHEN FIND TSB~~  
 36260 ~~CONFIRM CONCERN WHEN FIND TSB~~  
 A CUSTOMER STATES CHECK DRIVERS MEMORY AIRBOR  
 WILL NOT RETURN TO MURKIN

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



**PATTERSON**  
 Mount Airy, NC 27030

PONTIAC \* BUICK \* OLDS \* CADILLAC \* GMC TRUCK  
 700 HWY 52 BYPASS P.O. BOX 480  
 (336) 786-2181

CHRYSLER \* DODGE \* JEP  
 1884 ROCKFORD ST. P.O. BOX 1136  
 (336) 786-6108

TOYOTA  
 610 HWY 52 BY PASS P.O. BOX 809  
 (336) 786-6118

PATTERSON COLLISION CENTER  
 1884 ROCKFORD ST. P.O. BOX 480  
 (336) 786-6118

LABOR AMOUNT	
PARTS AMOUNT	
SALES TAX	
TOTAL AMOUNT	
FINCH CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	

PLEASE PAY  
 THIS AMOUNT

**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 conveys any other person to assume for it any liability in connection with the sale of this hardware.

CUSTOMER SIGNATURE

**PATTERSON INCORPORATED**

700 Hwy. 52 Bypass - P.O. Box 490  
 MOUNT AIRY, NC 27030  
 Telephone: (888) 788-2181

MOUNT AIRY, NC

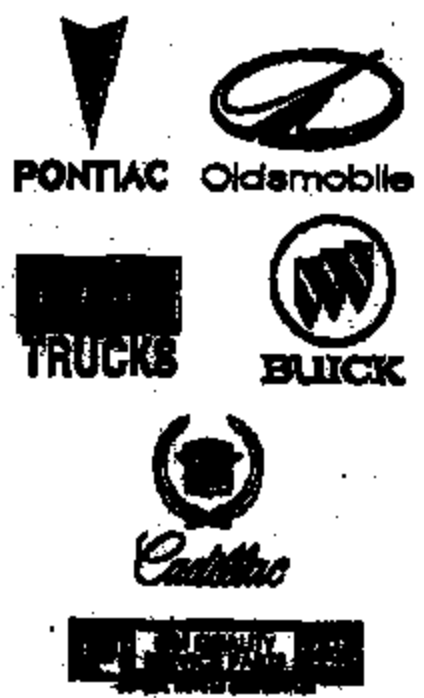
SERVICE ADVISOR ROBERT HELMS

02OCT03	23OCT03	111370	18KDT198622140660	7866611	2014		23OCT03	231832
		02. GRC INVOY				0.00	04SEP02	27 27

36260 36260 EPT9083

ORDER: COMPONENT INTERCOMPT  
 W3320 TSB 02-08-64-008 / REPLACE ELECTRIC  
 MIRROR ACTUATOR (S)  
 87 WT40  
 2 88944479 ACTUATOR  
 PC: 6D  
 PART#: 88944479  
 COUNT: 2  
 CLAIM TYPE:  
 AUTH CODE: A  
 OL

(X/C)  
(X/C)



TEST BOTH VERTICAL AND HORIZONTAL  
 STAGES AT MIRROR ACTUATORS FAILED "DAP" TEST  
 REPLACED BOTH LEFT AND RIGHT MIRROR ACTUATORS

*Customer*

**PATTERSON**  
 Mount Airy, NC 27030

PONTIAC \* BUICK \* OLDS \* CADILLAC \* GMC TRUCK  
 700 HWY 52 BYPASS P.O. BOX 490  
 (888) 788-2181

CHRYSLER \* DODGE \* JEEP  
 1884 ROCKFORD ST. P.O. BOX 1128  
 (888) 788-8106

TOYOTA  
 810 HWY 52 BY PASS P.O. BOX 888  
 (888) 788-2118

PATTERSON COLLISION CENTER  
 1824 ROCKFORD ST. P.O. BOX 490  
 (888) 788-8118

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
SALES TAX	0.00
SURCHARGE	0.00
TOTAL CHARGES	0.00
LESS PAYMENT	0.00
AMOUNT DUE	0.00

**STATEMENT OF DISCLAIMER**  
 The factory warranty constitutes all of the warranties with respect to the sale of this merchandise. The Seller 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 undertakes any other duty or liability for a any liability in connection with the sale of this merchandise.

PLEASE PAY THE AMOUNT **UNIFORM CREDIT**  
 NO CASHBACK OR OTHER LOSS FROM ALL CHARGES IN 29 INCHES OR LESS OR THE NEXT OVER SIZE !!!!



SALES & SERVICE PONTIAC  
 CADILLAC-GMC TRUCK  
 1900 East Livingston  
 LA PORTE, INDIANA 46350  
 (317) 344-0474



**SERVICE INVOICE**

01 182597 DATE/TIME IN: 10/08/2003 12:41 DATE/TIME OUT: 10/08/2003 16:53  
 363 SA: Timothy Harder DOC COUNT: 2 PAGE: 1

01 1GKDT138622246235  
 2002 GMC ENVY CENTER  
 ENGINE: 4.2L V6  
 STK#: T2108  
 MILES IN/OUT 49263 / 49263  
 PLAN DESC: 4 SVC DATE: 10/18/2003  
 SALESPERSON: STORRY, JERRY

LINE 1 PU DIED AND MOST RESTART FC: 6C

TECH COMM: NO CRANK PRESENT, NO COMMUNICATION WITH PCM  
 CODE U1016 PRESENT, INTERNAL FAILURE WITH PCM  
 REPLACED POWERTRAIN CONTROL MODULE

REPAIR 1 RPL ELCC CONT/MOD SALE TYPE: WARRANTY GMC WT  
 DPCODE: J6360  
 MS: 1.60  
 PRIMARY TECH: 029  
 WARR PARTS: 1

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	WT
01	12576463 MODULE	Y	1		WARRANTY GMC	WT

NET ITEM: T TOWING CHARGES SALE TYPE: WARRANTY GMC WT

UNIT QTY: 2 UNIT AMT

NET ITEM: R SAME DAY PARTS PURCHASE SALE TYPE: WARRANTY GMC WT

LINE 2\* PU TOWING FC: 6C

TECH COMM: TOWING

REPAIR 1 SUBLET TOWING CHARGES SALE TYPE: WARRANTY GMC WT  
 DPCODE: T7020

PRIMARY TECH: 003

INVOICE PRINTED FROM CLOSED SO: 1/30/04  
 \*\*\* Following the line number denotes added operation.

GENERAL INFORMATION: \_\_\_\_\_

**Disclaimer of Warranties**

This dealer 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 warrants any responsibility for the repair or replacement of any part of the vehicle or any other product.



# H.E. NISWANDER

PONTIAC - BUICK - CADILLAC - GMC

1885 North Jefferson Huntington, IN 46750

260-356-9895 800-799-9596

QUALITY SERVICE SINCE 1982



GMC

16204	LGRDT13262224678A				10/16/03
2502	GMC	ENVY	TRUCK		07:04
10056	10056	10/08/01		HUNTINGTON IN	10/16/03
					ROBERT

1) C/S ABS & BRAKE LT ON  
 SCAN TEST CODE C0336  
 DIAGNOSE AND REPLACE PCM  
 (03-0947 9A2-)

J6260	80	W3	A	16
(F) 12876463		W302L8		1
Total Repair (INC)				88.00

2) SHUTTLE KICK  
 SHUTTLE KICK  
 (10-3649 SCHEM-)

K7910	98	M7	A	0
SHUTTLE KI 16204				

# H.E.

# Niswander

## PONTIAC BUICK CADILLAC GMC

Next Service JAN '04 Lube-Oil-Filter

TERMS

**DISCLAIMER OF WARRANTY**  
 We warrant that the parts and materials used in the repair of your vehicle are new and of good quality. We do not warrant the workmanship of the repair or the condition of the vehicle after the repair. This warranty is void if the vehicle is used for racing, off-road, or other illegal activities. It is also void if the vehicle is damaged by fire, theft, or other causes not related to the repair. This warranty is limited to the original purchaser of the vehicle and is not transferable.

Labor	.00
Parts	.00
Wash	.00
Shut	.00
Shop Supplies	.00
Oil/Grease	.00
Tax	.00
Total	.00

Page 1 of 1  
**16204** Job 16204

Customer Copy



**H.H. NISWANDER**  
**PONTIAC - BUICK - CADILLAC - GMC**  
 1885 North Jefferson Huntington, IN 46730  
 260-355-9595 800-799-9596  
 QUALITY SERVICE SINCE 1952



16204	GKDT138622248784				10/18/03
1002	ESC	ENVY	FINISH		07:06
10856		10/08/01		HUNTINGTON IN	00:00

(1) C/S ABS & BRAKE LIF ON+SET (M)

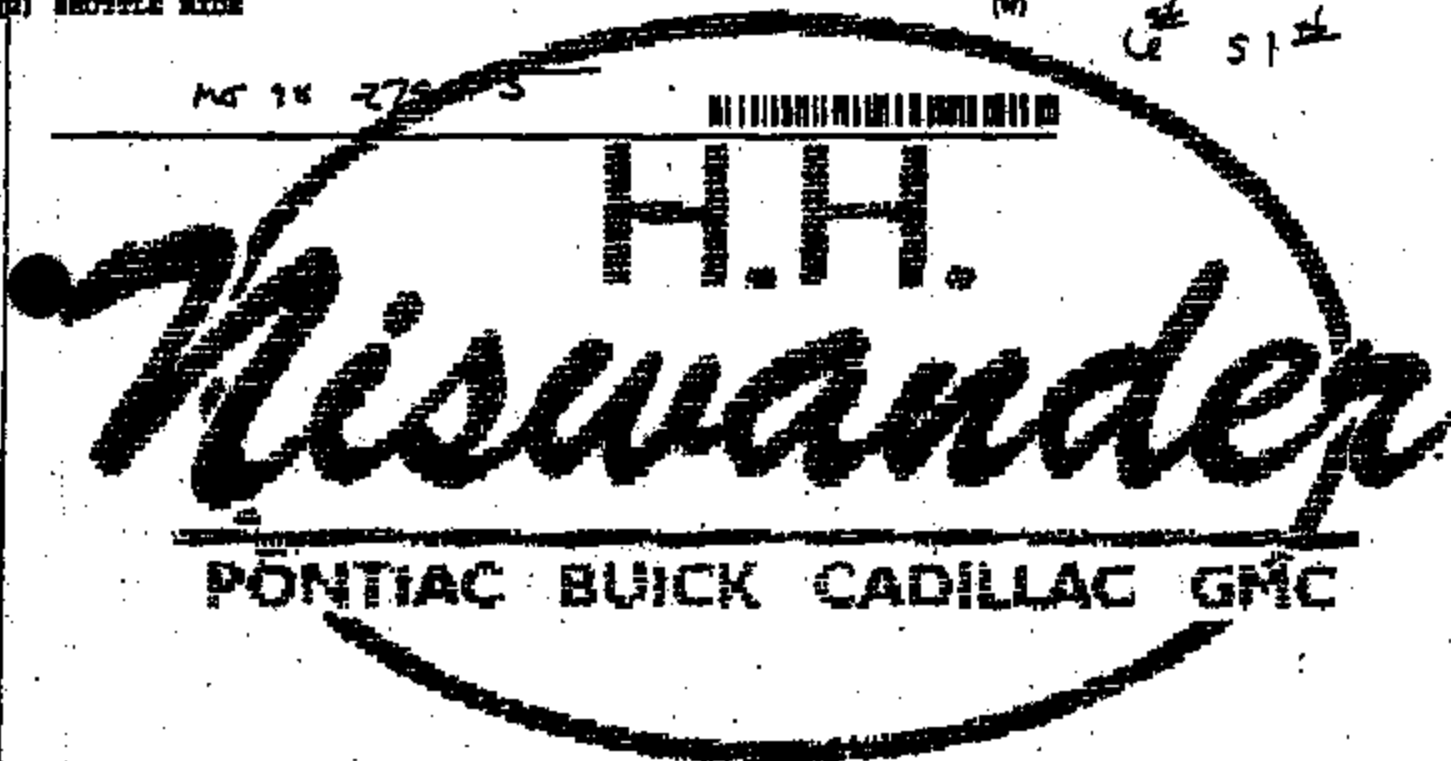
WG GC T6360 1.6

(2) SHUTTLE SEIN (M)

MS 24 2750 S

Get 51#

16204



16180A	10/18/2003	10044	00 W	CYFFER AND BRAKE LIGH	
14378A	06/24/2003	8528	01 W	RECALL 03013	
10712B	10/02/2002	8845	10 W	SHUTTLE SEIN	
10712A	10/02/2002	8845	01 W	C/S REAR ASSIST WELLD	

<p><b>DISCLAIMER OF WARRANTIES</b></p> <p>WE MAKE NO WARRANTY AS TO THE ACCURACY OF THE INFORMATION CONTAINED HEREIN. THE INFORMATION IS PROVIDED AS IS AND IS NOT TO BE USED AS A BASIS FOR ANY ACTION. THE INFORMATION IS SUBJECT TO CHANGE WITHOUT NOTICE AND IS NOT TO BE USED AS A BASIS FOR ANY ACTION.</p>	<p><b>TERMS</b></p> <p>BY ORDER OR EXPRESS OR IMPLIED WARRANTIES, INCLUDING ANY OR ALL OF THE WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT, ARE HEREBY DISCLAIMED. THE INFORMATION IS PROVIDED AS IS AND IS NOT TO BE USED AS A BASIS FOR ANY ACTION.</p>				
<p>PAGE 1 OF 1</p> <p>16204 JOB 16204</p>					

1200

1200

1200

1-3 ABS & Brake lights on Scan check 0236, no  
rear wheel speed, also no speeds either, wiring to  
& from sensor to PCM ok, Repl & Reprogrammed PCM

DATE	TIME	BY	INITIALS
1/6/03	16204		W
	10/16		





244 Washington St / Ft. St & I-90  
Hudson, Massachusetts 01745

LINE 204

PHONE (878) 882-8482  
1-800-MY TRUCK  
FAX (878) 882-8483



WORKFLOW

9540

NEWTON VETERANS TAXI CO  
175 HIGH ST  
WALTHAM, MA 02454

DAVID KENDRICK 9800  
73.50 LV41489 40,921  
02/GMC/JIMMY/ENVOY 4ND 4DR  
1 G K D T 1 9 S 6 2 2 2 5 1 2 7 3

09/30/03 GCC570948

PENYER/ 2095

10/30/01 27

09/29/03

781-893-4005

LABOR & PARTS

ELECTRICAL BODY WORK  
CUSTOMER STATED IT WILL NOT GET OUT OF PARK. TURN KEY  
AND NOTHING WILL HAPPEN  
FOR  
CHECK AND LOCATED AFTER MANY HOURS OF DEAR A PAULTY  
REPLACED AND REPROGRAMMED

PARTS	QTY	PP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	1297440	MOBIL 3.07		0.00
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

THE AND PARTS NOT COVERED BY GMC WARRANTY  
WARRANTY COVERED FOR AND INSTALL TIME ONLY

PARTS	QTY	PP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	1	KEY	CODE CHANGE	6.67	6.67
JOB # 2	1	1000000	KEY 2.107	6.01	6.01
JOB # 2	1	1000001	SWITCH 2.188	37.98	37.98
				JOB # 2 TOTAL PARTS	46.66
				JOB # 2 TOTAL LABOR & PARTS	143.06

MISC	QTY	DESCRIPTION	CONTROL NO	WARRANTY
JOB # 1	203	ON PARTS ACQUISITION	70948	WARRANTY
JOB # 1	207	PARTS ACQUISITION	70948	WARRANTY
JOB # 1	203	ON PARTS ACQUISITION	70948	WARRANTY
JOB # 1	207	PARTS ACQUISITION	70948	WARRANTY
TOTAL - MISC				0.00

COMMENTS  
SCHEDULE OPERATIONS  
ESL2-3 UTILIMASTER CORP

ATT: N.H.T.S.A.  
PROJECT

You can count on us!

30 PARKER AVENUE  
P.O. Box 3738  
DUNBAR, PA 15028

T-017 P. 05/00 P-017



ST/STATE  
DEPT/CO

CO

Doc Car 1  
Pa Lic

Customer Number  
Reason Type  
Eng Cycle

Shop #  
Phone #  
08758203

ST      Rev      Labor      Sign

ENG STALL NOT AT TIMES SOP HERE

*Repl. PCN 5*

*reprogrammed PCN  
learned that  
count on us  
learned count on us*

*[Handwritten signature]*

46P-10-84 18:44 From-PAT MURPHY MOTORS

JUN 28 2004 15:13

RECOMMENDED				MAINTENANCE				
OP	DESCRIPTION	DATE	EST	EST	OP	DESCRIPTION	DATE	EST
01	LOF	00/00/00	22.75	NO	05	COOLING SERVICE	00/00/00	77.25
01	LUBE, OIL, FILTER	00/00/00	22.75	NO	05	COOLING SERVICE (G	00/00/00	64.40
02	LOF, ROTATE AND BAL	00/00/00	62.25	NO	05	COOLING SERVICE	00/00/00	64.40
01	LUBE, OIL, FILTER	00/00/00	22.25	NO	06	TIRE ROTATION	00/00/00	16.50
06	ROTATE	00/00/00	15.00	NO	06	ROTATE	00/00/00	16.50
10	BALANCE 4 WHEELS	00/00/00	25.00	NO	07	BRAKE SERVICE	00/00/00	47.10
03	LOF AND TIRE ROTAT	00/00/00	37.25	NO	07	BRAKE SERVICE	00/00/00	47.10
01	LUBE, OIL, FILTER	00/00/00	22.25	NO	08	AIR COND SERVICE	00/00/00	118.40
06	ROTATE	00/00/00	15.00	NO	08	AIR COND SERVICE	00/00/00	118.40
04	COOLING SERVICE (J	00/00/00	77.25	NO	09	REPLACE FUEL FILTE	00/00/00	32.00
OP	SERVICE SPECIAL		EST		OP	SERVICE SPECIAL		EST

RECALL CAMPAIGNS

EXT. PLAN DATE MILES

HISTORY

SO NO	OP CODE
94024	K6310
93649	C3900
93649	N3320
92675	V0994
92675	V0995
92675	9999
92675	9999
82968	R5114
82968	V0852

DESCRIPTION
SENSOR, VEHICLE SPEED - REPLACE
STRAP (HANDLE) AND/OR ESCUTCHEON, ASSIST - RIGHT -
ELEC REMOTE CONTROL MIRROR ACTUATOR REPLACE
INSTALLED COXAMM PLUG AND REMOVED OVERRIDE LEVER-I
REPROGRAM I
ORDERED HA
ORDERED MIL
COMMUNICATION
INSTALL. FUEL FILTER

SP: HUMPHREY, WILLIAM W.

MILES	DATE	TYPE	TEC	SA
27655	09/22/03	WG	6	
26249	09/04/03	WG	3	
26249	09/04/03	WG	3	
24480	07/25/03	WG	4	
24480	07/25/03	WG	4	
24480	07/25/03	WG	4	
24480	07/25/03	C	4	
4649	07/01/02	WG	6	
4649	07/01/02	WG	6	

02-5/01

100270

21

2010-15-1  
SP 10 15 1

DEPARTMENT	PLANT	MODEL	YEAR	COLOR	1973	1/3	2	2	10
<p>PLEASE PRINT OR TYPE CLEARLY IN ALL CAPS</p> <p>NAME AND LAST FOUR DIGITS OF VIN OR ENGINE NO. OR BODY NO. OR CHASSIS NO. OR SERIAL NO. OR MAKE AND MODEL NO. OR MAKE AND MODEL NO. OF MOTOR OR GENERATOR OR MAKE AND MODEL NO. OF PUMP OR VALVE OR MAKE AND MODEL NO. OF TIRE OR MAKE AND MODEL NO. OF WHEEL OR MAKE AND MODEL NO. OF HORN OR MAKE AND MODEL NO. OF LIGHT OR MAKE AND MODEL NO. OF MIRROR OR MAKE AND MODEL NO. OF WIPER OR MAKE AND MODEL NO. OF WINDOW CRANK OR MAKE AND MODEL NO. OF LOCK OR MAKE AND MODEL NO. OF KEY OR MAKE AND MODEL NO. OF REMOTE CONTROL OR MAKE AND MODEL NO. OF OTHER EQUIPMENT</p>					<p>ENGINE</p> <p>MAKE</p> <p>MODEL</p> <p>YEAR</p> <p>DISPLACEMENT</p> <p>TYPE</p>				
<p>DESCRIPTION</p> <p>MAKE</p> <p>MODEL</p> <p>YEAR</p> <p>TYPE</p>					<p>TEST</p> <p>DATE</p>				
<p>REMARKS</p> <p>TEST</p> <p>DATE</p>					<p>TEST</p> <p>DATE</p>				

Stalled out DRIVING  
 DIAG. ENG. STALLING  
 Road test + monitor  
 w/ Tech 2  
 Check + tighten  
 All Camshaft  
 Diag. Codes P0309 + P0308  
 Check wires for shorts  
 + grounds from PCM to  
 VSS P35  
 TEST VSS oper.  
 Repl. PCM  
 (Check Eng. STALLS)  
 VSS in 03  
 Set up new PCM  
 Release Crankshaft

**EARL**  
**OLDSMOBILE-GMC TRUCK, Inc.**  
 11200 WOODCREEK ROAD  
 CLEVELAND, OHIO 44132  
 PHONE (216) 428-7100  
 THANK YOU

THANK YOU

OCT 9 2003

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: W83748

FOR OFFICE USE

VEHICLE INFORMATION

TAB: 1762 ADV: 289 PHILLIPS INVOICED: 10/08/2003 17:10:18 85 48 ENVOY

LICENSE NUMBER:

CONCERN 56 SIDE MIRRORS WANDER AND CLICK WHEN IN REVERSE.  
CAUSE WON'T HOLD POSITION

CORRECTION REPLACE O/SIDE MIRROR ACTUATORS AND REPROGRAM DOOR MODULES

PART NUMBER  
000 968944479

PO#

NOTE

DESCRIPTION  
ACTUATOR

OPERATION TECH HOURS AMOUNT  
R3320 475 .4 74.73

SELL  
63.03 166.86

FACTORY COND CODE : 07

FAIL CODE : 61

*EJ*  
*10-13-03*

SUBTOTAL  
PARTS 166.86  
LAB-MECHANICAL 74.73  
TOTAL CHARGE FOR CONCERN 241.59

CONCERN 56 OWNER STATES ENGINE IDLES ROUGH AT TIMES.  
CAUSE OUT OF CALIBRATION

CORRECTION REPROGRAM PCM/EEPROM

FACTORY COND CODE : PQ

FAIL CODE : 2L

OPERATION TECH HOURS AMOUNT  
86884 481 .9 74.73

SUBTOTAL  
LAB-MECHANICAL 74.73  
TOTAL CHARGE FOR CONCERN 74.73

TYPE: M

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE W83748  
PARTS 198.36  
LAB-MECHANICAL 332.13  
TOTAL CHARGE 530.39

PAYMENT DISTRIBUTION FOR INVOICE W83748  
TOTAL CHARGE 530.39  
PAC WARRANTY 530.39

*PA 423*

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST  
CUB - CUSTOMERWAY  
IF YOU HAVE ANY QUESTIONS - PLEASE SEE LARRY PHILLIPS  
ASK ABOUT OUR 18690K MILE SERVICE SPECIALS

PAGE 2  
LAST PAGE

*W*  
PTIF

OCT 9 2003

----- INVOICE TO ----- DRIVEN/OWNER INFORMATION -- INVOICE: W83746

ASHBURN VA ASHURN VA  
 WORK: WORK:

----- FOR OFFICE USE ----- VEHICLE INFORMATION -----  
 TAB: 1782 ADV: 129 PHILLIPS, INVOICE: PRELIM MAR C W 65 YIK 18KDT13572228794 LICENSE NUMBER: VA  
 INVOICED: 10/08/2003 17:10:18 02 BNC EXNOV 4WD 4DR SPTUTY  
 ODOMETER IN: 34499 DIST: 18C  
 DATES BEGIN: 10/07/03 DONE: 10/08/03

CONCERN 52 VEHICLE SITS LOW IN RIGHT REAR. OPERATION TECH HOURS AMOUNT  
 CAUSE OUT OF CALIBRATION E8420 481 1.3 107.94  
 CORRECTION R&R REAR HEIGHT SENSORS TO RECALIBRATE  
 FACTORY COND CODE : VP FAIL CODE : 3L

----- SUBTOTAL -----  
 LAB-MECHANICAL 107.94  
 TOTAL CHARGE FOR CONCERN 107.94

TYPE: W

CONCERN 53 SHIFTER BOOT COMING LOOSE. OPERATION TECH HOURS AMOUNT  
 CAUSE TORQ C2860 481 .2 16.61  
 CORRECTION REPLACE SHIFTER BOOT  
 PART NUMBER QTY DESCRIPTION SELL  
 966 016189425 1 HANDLE 32.20 32.20  
 PARTS: COUNT 1  
 FACTORY COND CODE : 08 FAIL CODE : 4H

----- SUBTOTAL -----  
 PARTS 32.20  
 LAB-MECHANICAL 16.61  
 TOTAL CHARGE FOR CONCERN 48.81

TYPE: W

CONCERN 54 AIR BAG LIGHT DOES NOT GO OFF AT TIMES-HAS TO BE TURNED OFF AND RESTARTED. OPERATION TECH HOURS AMOUNT  
 CAUSE OUT OF CALIBRATION N4199 481 .7 58.12  
 CORRECTION REPROGRAM I/P CLUSTER  
 FACTORY COND CODE : WF FAIL CODE : 3L

----- SUBTOTAL -----  
 LAB-MECHANICAL 58.12  
 TOTAL CHARGE FOR CONCERN 58.12

TYPE: W

EXPLANATION	ESTIMATE OF REPAIRS	LABOR	PARTS
<p>Q2 - Vehicle s/c low in rear            Measure vehicle 1/2" off r/s            Lower R/c compressor release air pressure            Jack up to 1 height &amp; Calibrate rear            Air Depressure sensors &amp; reinstalled and            start vehicle up &amp; jounce &amp; measure again            perfect on it. 3 Diag of level with Scott            Test - pull TSB's &amp; recalibrate into</p>			
<p>Q3 - shift boot come loose            Check check out &amp; saw boot come apart &amp;            repair replace</p>			
TOTAL LABOR			
TOTAL PARTS			
TOWING			
ORIGINAL REPAIR AMOUNT			
TOTAL			

51 AFA  
 10





# Joans Vehicle Check-In

License: 156 Plate: 1U449 VHS  
 Name: [Redacted]  
 Address: [Redacted]  
 Color: BLUE

Vehicle ID: 16KDT135722020704

15K5VE

VA.

TOUCH UP R.D.P.K.

EQ

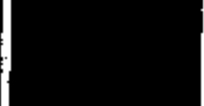
TOLE S RUGH.

R.R. LON.

6 HRS @ DDJ.

AIR BAG LIT. DIONT. 60 DFK

M. R. R. R. S. DO 11 HRS RET 1000/2004



9794372

73922

**EAST BRUNSWICK  
BUICK · PONTIAC · GMC**

1120 ROUTE 18  
EAST BRUNSWICK, N.J. 08816  
SERVICE: (732) 651-4110

WARRANTY

PAGE 1

SERVICE ADVISOR: 30 ANTHONY BOZICH

EAST BRUNSWICK, NJ  
HONK: BUS:

BLACK	02	GMC ENVY	1GDT135722268387	37595/37595	75471
01JAN2001	01JAN2003	17	00 24OCT03	94.74	CASH 30JAN2004

LINE	DESCR	TECH	TYPE	HOURS	LIST	NET	TOTAL
07:31	24OCT03			16:19			
CAUSE: REPLACE PCM VCM							
				37		W 1.10	86.35
1	12576453						860.00
1	25000						0.00
FUTURE S2091							
PC: 3L							
PARTY: 12576453							
COUNT: 2							
AUTH CODE:							

40250 56000 PARTS

37595 DIAG FOUND PCM TO BE INTERNALLY SHORTED REMOVE AND REPLACE PCM  
 PROGRAM NEXT CODE WITH ORDER NO FROM PCM ORDERING PARTS. ORDERING MISC  
 DAN GOOD WILL ONE TIME ONLY IS REMEMBER!! WHEN YOU RECEIVE YOUR "GM" SURVEY  
 IN THE MAIL, COMPLETE IT AND ONLY PASSING GRADE!! WE LOOK FORWARD TO RECEIVING  
 YOUR COMPLETED SURVEY FROM YOU.

COST, SALE, & COMP TOTALS 36485 64635 0

**STATEMENT OF DISCLAIMER**  
 The factory warranty coverage of the vehicle and parts is the sole responsibility of the manufacturer. The dealer hereby expressly disclaims any liability for any damage to the vehicle or parts caused by the use of the vehicle or parts, or any other cause, whether or not such damage or liability is caused in whole or in part by the use of the vehicle or parts.

LABOR AMOUNT	86.35
PARTS AMOUNT	560.00
SAS, OIL, LUBE	0.00
SOFT AMOUNT	0.00
MISC CHARGES	0.00
TOTAL CHARGES	646.35
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THE AMOUNT	646.35





# Spradley

Service

Spradley Chevrolet • Howell  
2000 West 10th • 441-0710

ASSISTED SERVICES

WARRANTY OF MERCHANTABILITY: Any merchandise or the parts and accessories...  
WARRANTY OF WORKMANSHIP: This department warrants workmanship and repairs that comply with the conditions of any law...  
WARRANTY OF SATISFACTION: This department warrants that the merchandise provided by dealer is available for a full refund...  
WARRANTY OF TITLE: This department warrants that the merchandise provided by dealer is available for a full refund...  
WARRANTY OF FINANCING: This department warrants that the merchandise provided by dealer is available for a full refund...  
WARRANTY OF SERVICE: This department warrants that the merchandise provided by dealer is available for a full refund...

--	--	--	--	--	--	--	--	--	--

### DE HISTORY

--	--	--	--	--	--	--	--	--	--

PERSON NO.	SERVICE	STATE REGS 059
162572		
12/26/01		441311123
4066		PAUL ZAMOGAN

AGENCY	CUSTOMER EXTENDER	PARTS	LABOR	TOTAL
--------	-------------------	-------	-------	-------

## ORDERED

car Drifts back  
sour  
complety

### WARRANTY PARTS

### WARRANTY PARTS

TURNED IN BY  
RECEIVED BY

# MULTIPLE

162572  
9-29-03

SEP 29 1958  
SEP 29 1957  
SEP 29 1958  
SEP 29 1958

12576467  
3670

~~12576467~~  
~~3670~~  
1.16

~~12571533~~  
~~5860~~  
5860

~~12571533~~  
~~5860~~  
5860

1683

15  
9

① performed drag found  
code P1683 instant PCM  
fault replaced + repaired  
P.M. works fine  
now

② performed drag found  
rear pinion seal leaking  
replaced seal filled fluid  
no leak now

61-29-284-16155  
BRIDLEY CHEVROLET + GMC SALES

NO. 378  
DMS

207704

73016

CHEVROLET OLDSMOBILE BUICK TOYOTA, Inc.

Rt 18 E 480 P.O. Box 428  
FARMVILLE, VIRGINIA 23801  
Telephone (434) 382-3184  
Fax (434) 382-3481  
www.haleysauto.com

\*INVOICE\*

PAGE 1

PROSPECT, VA

MOBILE: [REDACTED] BOB: [REDACTED]

SERVICE ADVISOR: 597 CHRIS COPLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAX	
BORG	02	CHEVROLET ENVOY	1GNDT138822243174	[REDACTED]	46648/46648	T580	
DEL DATE	TRD. DATE	WARR. EXP.	PROBES	FORM.	RATE	PAYMENT	INV. DATE
04FEB2003			17:30	15OCT03	55.00	CASH	17OCT2003
N.O. OPENED		READY	OPTIONS: STR:P9711 DLR:14303				
15OCT03		17OCT03	ENG:4.2 Liter, L6, MPI, DOHC				

TYPE	OCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	-------	------	------	-------	------	-----	-------

A COST SEASER GET OFF WHEEL DRIVING CHECK AND ADVISE  
CAUSE: SHORTED OUT INOPERATIVE LOST ALL MEMORY  
J6350 MODULE, PCM/VCM REPLACE

6 W94  
1-12576453 MODULE  
FC: 6C  
PART#: 12576463  
COUNT: 1  
CLAIM TYPE:  
ADTE CODE:  
07

(N/C)  
(N/C)

RECEIVED PCM

\*\*\*\*\*

**DISCLAIMER OR WARRANTIES**

The seller, hereby expressly disclaims all warranties, either express 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.  
A Charge of 1 1/2% per month will be added to all accounts over 30 days old. This is an ANNUAL PERCENTAGE RATE OF 18%.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
FLIGHT AMOUNT	0.00
MISC CHARGES	0.00
TOTAL CHARGES	0.00
LESS PAYMENT	0.00
BALANCE	0.00
FINANCIAL	
TOTAL DUE	0.00

SALES TAX

8624506

92940

# Miller

\*INVOICE\*

**BUICK - PONTIAC - GMC CORP.**  
SERVICE - PARTS - BODY SHOP  
840 Route 1 & 8 North  
Woodbridge, NJ 07095  
(732) 896-1888 Main Line  
(732) 896-1774 Parts Direct Line

DUPLICATE 1  
PAGE 1

LINDEN, NJ  
HOME: [REDACTED] BUS:

SERVICE ADVISOR: 116 BILL PROCEZYN

REG# 03 GMC ENVOY 100DT139823 1272 19725/19725 T878

17SEP2001 17SEP01 17SEP2004 17:30 08OCT03 CASH 09OCT2003

OPTIONS: SER:N5428 DLR:14054  
ENG:4.2 Liter, L6, VFI, DOHC TRN:AUTO

08:28 08OCT03 16:16 09OCT03

LINE DECIDE TECH TIME HOURS LINE NET TOTAL

A CUSTOMER STATES: ENGINE STALLED WHILE DRIVING, RESTARTED AND CLUTCH

FAN ENGAGED AND STAYED ON

CAUSE: INTERNAL COMPONENT FAILURE

J6360 MODULE, PCM/VCM REPLACE

111 WC

1 12576463 MODULE

PC: 99999

PART#: 12576463

COUNT: 1

CLAIM TYPE:

AUTH CODE:

(N/C)  
(N/C)



CK FOR DISCOUNTS P16, P6621 AND P168... FROM DIAG CALL TAG  
CAMERA... TO REPLACE P... UPDATED  
CAMERA... REPAIR.

B-WAY SERVICE SERVICE

CLAIM TYPE: SERVICE  
AUTH CODE: SERVICE

FC: 98 PARTS: COUNT: 0

CLAIM TYPE:

AUTH CODE:

NJ

CUSTOMER REQUESTED SHUTTLE RIDE

C\*\* 12K SERVICE (NO LCP)

12A 12M SERVICE (NO LCP)

111 CFS

1 88983068 FILTER

## SERVICE REALLY COUNTS

77.37 146.00 146.00  
27.37 27.37 27.37

LABOR AMOUNT	
PARTS AMOUNT	
GST ON LAB	
TOTAL AMOUNT	
TOTAL DEDUCT	
TOTAL PAID	
TAXES	
FINANCE	
THANK YOU	

Thank You



154871 32 02 22 42 30 6 0770K/JIMMY/EMVOY 4WD 4DR

MODEL	EMVOY	YEAR	1992	COLOUR	BLACK
CHASSIS NO.	38838	ENGINE NO.	PENTER METALLIC/TE 10/00/01	VEHICLE IDENTIFICATION	154871
SALES OFFICER		SALES NO.		REGISTRATION	

STATE REGN 2

07/27/03 10/22/03 07100AM

DECLARATION OF WARRANTIES  
 All expressed warranties, if any, by a manufacturer or supplier other than Robert Brooden Auto Plus are made, not Robert Brooden Auto Plus, unless otherwise provided in writing on the face of this order, or in a separate writing furnished to Customer by Robert Brooden Auto Plus.

TERMS OF PURCHASE: CASH. DEALERSHIP ACCEPT OTHER TERMS  
 I hereby authorize the repair work hereunder set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in event of fire, theft or any other cause beyond your control or for any delay caused by unavailability of parts or delays in processing by the supplier in accordance with the terms of your purchase agreement. I warrant that the vehicle herein described is sound, safe and free from any defects in the engine or drivetrain for the purpose of being under inspection. An express warranty has been knowingly relinquished on vehicle in order to obtain the amount of repair benefit.

COMMENTS: WALTER

1 M 0801Z BRAKES  
 CUSTOMER STATES ABS LIGHT STAYS

2 M 1901Z ELECTRICAL SYSTEM  
 CUSTOMER STATES LIGHT IN LEFT POWER WINDOW SWITCH INOP  
*607 replaced driver's door window switch*

3 M 2301Z DRIVEABILITY  
 CUSTOMER STATES WILL RIE DRIVING AT HIGH SPEEDS  
*607 5000 RPM tested at 5000 RPM*

4 CUSTOMER STATES TRANS SHIFTS OUT OF 1ST GEAR AT TIMES  
 ENGINE WILL GO UP TO 4000 RPM  
*607 see line 3*

WALTER

PCNA 502 USJ  
 ATC 41000  
 OBS 00236 00237 Rev 033  
 DCN 41016 Rev  
 DDM 41018  
 DSM 41018  
 HMC 41018  
 JTC 41018  
 LDM 1018  
 LDM 41018 41018 41018 B 2403  
 PDM 41018  
 Radio 41018  
 AS auto 41018  
 SEA 41018 41018  
 DISC 41018

AL





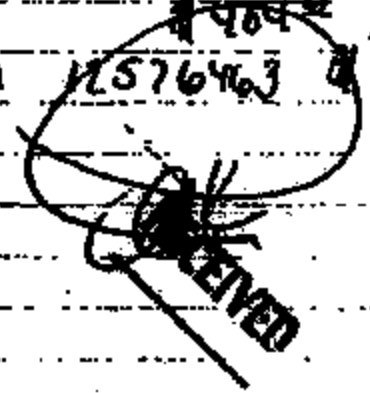
1  
2  
3  
4  
5

See line 2

Fan Clutch 15116115

FIREH  
N/A  
721.00

x PCM 12576463



PCM loose connection  
Internal short  
Had COSIO No VSS signal  
due to PCM replaced PCM reprogrammed  
test drive

NO	DATE	BY	REASON	STATUS	REMARKS
1	1/29/04	J. [unclear]	PCM replaced	OK	Test drive
2	1/29/04	J. [unclear]	PCM reprogrammed	OK	Test drive

SINCLAIR  
BUICK - GMC TRUCK, INC.

1665 SO. LINDBERGH BLVD., AT TEBSON FERRY RD. (HWY. 21)



ST. LOUIS, MO 63123

PHONE (314) 842-4200



SERVICE

SALESPERSON NO.

IGKDT13S922183910

DR/CN/JENNY/H DOOR UTILITY

IMPERIAL, MO

34727

RED/

BUZZ

50,067

50027

EXCLUSION OF WARRANTIES

Buyer warrants on the parts and equipment sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranty as to workmanship or material and that dealer is not liable for workmanship or material changes or equipment changes or workmanship or material changes. The undersigned purchaser further agrees that the manufacturer's warranty, including but not limited to any warranty that may exist in connection with all manufacturer's parts or equipment, shall remain in full force and effect.

RECEIVED FROM

DATE/TIME  
08:18 AM

10/08/03 10:00 AM

Advisor: RODNEY JONES

DATE: \_\_\_\_\_ CHECKED: *[Signature]*

RECOMMENDED SERVICES

ITEM NO.	DESCRIPTION	QTY	UNIT
01BUZZ22	MISC CODE	1	EA
01BUZZ10F	LUBE, OIL, & FILTER	1	EA
01BUZZ03	OIL AND FILTER CHANG	1	EA
01BUZZ002	NOTATE RESET TIRE LT	1	EA
01BUZZ30K	DO NOT USE DP CODE	1	EA

COMMENTS: DROP OFF

- 1 C 10BUZ DRIVEABILITY  
OWNER STATES TRUCK IDLING ROUGH AND DYING AND IDLES VERY HIGH AT TIMES CHECK AND ADVISE
- 2 C 40BUZ BRAKE LIGHT ON  
OWNER STATES ABS LIGHT ON CHECK AND ADVISE

*Handwritten notes:*  
PQ JG160.9  
3L  
17 days  
490



GCWS81307

GCWS81307

8300 NEW SAPULPA ROAD

TULSA, OKLAHOMA 74181

(918) 445-8888

INVOICE NO. 35054	NUMBER DAVID S YOUNGBLOOD 1034	DATE 10/23/03	MODEL 207	YEAR 10/23/03	GCWS81307
NAME [REDACTED]	ADDRESS [REDACTED]	CITY [REDACTED]	STATE [REDACTED]	ZIP [REDACTED]	PHONE [REDACTED]
VEHICLE MAKE/MODEL	YEAR	COLOR	TRIM	TYPE	STATUS
02/GMC/ENVVOY/4 DOOR UTILITY	75,223	WHITE/			
VIN 1GKDT13S922278337					
DATE	TIME	DATE	TIME	DATE	TIME
		10/09/03			

DIAGNOSIS: [REDACTED] STARTED IN. ALSO DIES AT STOP ONE TIME

QTY	DESCRIPTION	U/COST	E/COST	U/PRICE	AMOUNT
1	MOBILE 3-67 NS44	389.00	389.00	496.00	496.00
2	JOB # 2 COST TOTAL	389.00	389.00		778.00
2	JOB # 2 TOTAL PARTS			496.00	496.00
2	JOB # 2 TOTAL LABOR & PARTS			509.26	509.26
	R/D TAX			0.00	0.00
	R/D TOTALS			509.26	509.26

WARRANTY CLAIM DETAIL TOTALS

CLAIM #	TOTAL
01507	509.26
CLAIM TOTALS	509.26

APPROVED BY SIGNATURE

PCS BUILT SLIP

DCS DATA FILE: [REDACTED]

WARRANTY NEW CLAIM

NO. NAME: [REDACTED] DIV. DEALER CODE: [REDACTED] SERVICE NUMBER: [REDACTED]

CUSTOMER NAME: [REDACTED] PHONE: [REDACTED]

LN	QTY	CT	CR	NO.	PART NO.	TOT	PTS	PC	LABOR	URS	CHRS	NET-AMT	LAB-TOT
1	02	04	1	1252445	490.00	00	3680	1.6				107.00	
LN-TOT: 909.26													

TECH. SSN: 448-48-0185 AUTH CODE: ANTH. AUTHOR:

R.O. TOTAL: 509.26

WE warrant that the parts and labor included in this invoice are warranted for the period of time shown on this invoice. This warranty is void if the vehicle is not maintained properly. We warrant that the parts and labor included in this invoice are warranted for the period of time shown on this invoice. This warranty is void if the vehicle is not maintained properly. We warrant that the parts and labor included in this invoice are warranted for the period of time shown on this invoice. This warranty is void if the vehicle is not maintained properly.

# BASSETT PONTIAC-GMC



612 E. McALLIARD ROAD  
MUNCIE, INDIANA 47303  
765-289-0201

228006  
WORKORDER  
PAGE 1

C NUMBER #:14637

MUNCIE, IN  
ECM#

BOB:

SERVICE ADVISOR: 11 MARVIN KELLY

02	GMC ENVOY	1GNDT136922387011	27043/	7568
----	-----------	-------------------	--------	------

18OCT2002 17:00 02OCT03 CASH

OPTIONS: DLR:09104 ENG:4.2 Liter, 16, MPI, DOHC

02OCT2003 08:54  
NAME OF CODE TECH TYPE DRUG/REMOVAL/DISINTEGRATIONS

378

NR595

ESCAL 11 03012 3/11/03

1-001

(10) (10)

### EXCLUSION OF WARRANTY

All vehicles on the part and accessories sold hereby are made by the manufacturer. The manufacturer's warranty and terms and conditions are subject to the terms of any lease, contract of sale, and financing or financing, including conditions of non-transferability of title for a particular vehicle, and apply to the work order. The manufacturer's warranty and terms and conditions shall be void if the vehicle is not used for the purpose of the warranty. The manufacturer's warranty and terms and conditions shall be void if the vehicle is not used for the purpose of the warranty. The manufacturer's warranty and terms and conditions shall be void if the vehicle is not used for the purpose of the warranty.

### AUTHORIZATION FOR REPAIRS

By signing this work order, you authorize us to do the necessary repairs and to use the parts and materials as shown in the work order. We warrant the work for the period of time shown in the work order. We warrant the work for the period of time shown in the work order. We warrant the work for the period of time shown in the work order.

### PRELIMINARY ESTIMATE #

AUTHORIZED BY X			
ESTIMATE (1)	DATE /	TIME	BY
ESTIMATE (2)			

Thank You!  
for allowing us to service  
your vehicle!

Work Order

A. CUSTOMER STATES vehicle radio very STATIONY  
 checked system - found several electrical  
 noise & static  
 repaired & replaced vehicle sound system  
 wiring harness as per Bulletin 02-05-4

B. Completed recall 03012

STATION	PLAT RATE	NO. NO.	THE	OFF
		328006	3.0	10/3
		578	01/01/04	

STATION	PLAT RATE	NO. NO.	THE	OFF
		328006	01	10/2
		12		

STATION	PLAT RATE	NO. NO.	THE	OFF
		328006	1.9	10/2
		578		



GCWP76097

GCWP76097



24496

SCOTT LUTZKE

50

852

10/09/03

GCWP76097

64.30

49,952

PRINTER MTL/

INDIANAPOLIS, IN

02/GMC/ENVY/4 DOOR UTILITY

06/05/01

0

10KDT155X22155493

10/03/03

4.2 Liter, L5, MF

NO: 49952

LABOR & PARTS

DESCRIPTION: FRONT WIPER MOTOR...  
REPAIR AND REPLACE THE FRONT AND ABS LIGHTS CASE ON WIPER  
MOTOR. CHECK THE LIGHT ON  
SWITCHES AND BURN FUSES TO BEAR WHEEL SPEED INDICATED ON  
THE SCHEMATIC. CHECKING WIPER FUSES ARE LIMIT TO PCM - OK.  
REPAIR AND REPLACE THE POWER CONTROL MODULE TO REPAIR  
2003 / M-2C / (L.A. 70142)

JOB #	QTY	DESCRIPTION	U/COST	L/COST	M/PRICE
JOB # 2	1	MODULE 1.070	280.00	280.00	400.00
JOB # 2 COST TOTAL			280.00		
JOB # 2 TOTAL PARTS					400.00
JOB # 2 TOTAL LABOR & PARTS					500.72

DESCRIPTION: STEERING LOCK...  
REPAIR AND REPLACE THE STEERING LOCK AND BE RECHECKED FOR  
STEERING LOCK. CHECK THE STEERING LOCK INTERLOCK AND  
REPAIR BY MANUAL OVERRIDE COMPLIANCE.  
REPAIR AND REPLACE THE SHOCKLE LEVER FROM THE TRANSMISSION  
SHOCK LEVER AND INSTALLED A PLUG IN THE STEERING COLUMN.

JOB #	QTY	DESCRIPTION	U/COST	L/COST	M/PRICE
JOB # 3	1	PLUG 1.518	2.00	2.00	2.00
JOB # 3 COST TOTAL			2.00		
JOB # 3 TOTAL PARTS					2.00
JOB # 3 TOTAL LABOR & PARTS					15.00

DESCRIPTION: RESTRAINT CLUSTER...  
REPAIR AND REPLACE THE RESTRAINT CLUSTER CONTROL  
MODULE AND THE NEW SOFTWARE.

JOB # 4 TOTAL LABOR & PARTS					19.25
-----------------------------	--	--	--	--	-------

TOTAL - OPEN RECALLS CAN BE DONE AT A LATER TIME  
GRAND TOTALS 898.71

CLASH	LABOR	PARTS	SUB.LAB	SUB.PART	GRAND	MISC	TAX	TOTAL
	302.00	400.00	0.00	0.00	0.00	0.00	0.00	898.71
GRAND TOTALS	302.00	400.00	0.00	0.00	0.00	0.00	0.00	898.71

GCWP76097

GCWP76097



24496

SCOTT LUTZKE 50 652 10/09/03 GCWP76097

64.30 [REDACTED] 49.952 PENTER HTL/

NEWARK, NJ [REDACTED]

02/ENC/ENVOY/4 DOOR UTILITY

06/05/01 0

1 6 K D T 1 3 S X 2 2 1 3 5 4 9 3

10/05/03

EF 4.2 Liter, LE, NF

NO: 49952

APPROVED BY SIGNATURE



# ROB MILLER PONTIAC - GMC - SUBARU

200 E. Lincoln Street  
Madison, WI 53703  
608-262-0001



76097

*Handwritten signature and notes*  
76097

### RECOMMENDED SERVICES

01F9E048	43000 MILE SERVICE	IN	0.00				
----------	--------------------	----	------	--	--	--	--

### SERVICE HISTORY

DATE	MILEAGE	DESCRIPTION	BY	EST. COST	ACT. COST	WARRANTY	REMARKS
09/25/01	10000	43045	50	145	145		
04/17/02	22111	43005	50	145	145		
04/18/02	22703	43003	50	145	145		

### SALESPERSON NO.

P D I

10/01/03 19830218603	02/GMC/IMP/V4 DOOR UTILITY	24496	06/03/01	0	1003.03
MCFARLAND, WI	PENTER MTL/	PN77	Y Y A	49.952	50
07:38am 10/03/03 05:00pm	I hereby warrant the repair work described herein to be done by your technician while the vehicle is in the custody of your shop and other persons for whom you are responsible for any damage to any parts of the vehicle or any liability to customers with such repair work that you shall not be responsible for loss or damage to the vehicle, contents, or personal liability in case of fire, theft or other causes beyond your control and an express warranty is hereby acknowledged on the above vehicle to cover the amount of repair billing for this year.				

*Truck*

SPECIAL ORDER SERVICES	TOTAL
X	200.00

THE ABOVE VEHICLE IS A USED VEHICLE FOR THE SERVICE YOU HAVE APPROVED. THE SERVICE SHOULD BE DONE WITH CARE AND SKILL. THE DEALER WILL NOT BE RESPONSIBLE FOR ANY DAMAGE TO THE VEHICLE OR PERSONAL LIABILITY OF THE CUSTOMER. YOUR RESPONSIBILITY IS TO INSURE THE VEHICLE AND TO PROTECT YOUR PERSONAL BELONGINGS.

- I request or estimate to be done before you begin repair.
- Please inform me of any repairs that will be done before beginning of the job will proceed.
- I have read and understand the above.



ADDITIONAL WORK AUTHORIZED BY: \_\_\_\_\_

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

**WARRANTY INFORMATION**

The parts, products, "workshop" on the form also listed are covered by a manufacturer's warranty, which may include through the selling dealer. There are no other warranties, express or implied, made by the dealer. The dealer is not responsible for any damage to the vehicle or personal liability of the customer. Your responsibility is to insure the vehicle and to protect your personal belongings. The dealer is not responsible for loss or damage to the vehicle, contents, or personal liability in case of fire, theft or other causes beyond your control and an express warranty is hereby acknowledged on the above vehicle to cover the amount of repair billing for this year.

COMMENTS: TOW IN - OPEN RECALLS CAN BE DONE AT A LATER TIME

CUSTOMER STATES WHILE DRIVING ON THE HWY THE BRIDGE MAKE LIGHT DIMS ON AND ABS LIGHT CAME ON-LOST ALL BLVD. & ENGINE SHUTTED DOWN AND DROVE 5 MINUTES AND HAPPENED AGAIN. WORK ELECTRICAL SYSTEM.

*Test did not start with Bad A110K  
Replace with R & R Starter Motor*

J2307 .4 Scaner check up Rear wheel  
1.7 Spank Indicated on Scanner check  
Warning from BOS unit to Am OIK

WA-66 Replace a/c compressor PCM





76097

76097



# BOW MILLER

## PONTIAC - GMC - SUBARU

833 E. WISN STREET  
Madison, WI 53703  
608-266-8801



### RECOMMENDED SERVICES

01PKZD48	48000 MILE SERVICE	MI	0.00				
----------	--------------------	----	------	--	--	--	--

### SERVICE HISTORY

DATE	MILEAGE	DESCRIPTION	BY	EST. CHARGE	ACT. CHARGE	REMARKS
04/17/03	5210	43201	SO	148	148	WAX, POLISH, WASH, AIR CONDITIONING, TIRE ROTATION
04/18/03	5700	43201	SO	148	148	WAX, POLISH, WASH, AIR CONDITIONING, TIRE ROTATION

### SALESPERSON NO.

P D I

10KDT138X22135493	03/GMC/BODY/A DOOR UTILITY	REGISTRATION	06/05/01	0	00303
24486	PEWTER MTL/	SALES TAX	0	652	
MCFARLAND, WI	PNZZ Y Y A	SALES PRICE	49,852	50	SCOTT LUTZKE
07:38am 10/08/03 05:00pm	MF 75.00	I hereby warrant the repair work shown on this to be done by you together with the handling by you of the necessary parts and labor material for each week and agree that you are not responsible for any delays caused by unavailability or delivery capability of parts or materials for any reason that you, neither yourself or any other person is liable for any delay in connection with such repair. That you shall not be responsible for loss of storage or use of the above vehicle, or other loss therein in case of fire, theft or other disaster. Your consent will be deemed constructive assent to the above vehicle to be used for the purpose of repairs and that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of towing or other handling such vehicle.			

### PERSONAL RECALL REPAIRS FOR INSTRUMENT PANEL CLUSTER GAUGES

INSPIRATIVE. 10995 ma-96  
3 Reprogram IP

### CUSTOMER STATES THE SERVICE ONSTAR INDICATOR WILL COME ON WHEN THE VEHICLE IS STARTED SEE ATTACHED.

OMR Cook B2470

YOU ARE ENTITLED TO A 30-DAY REFUND FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REFUND PERIOD MAY BE LESS THAN THE WARRANTY, BUT WILL NOT EXCEED THE SERVICE WITHOUT YOUR PERMISSION. YOUR SUBSEQUENT WORK WILL BE COVERED BY YOUR WARRANTY COVERAGE.

- I request an estimate in writing before you begin repairs.
- Please provide with receipt, but not to be held as evidence of the price of work done.
- I DO NOT want an estimate.

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

**WARRANTY INFORMATION**

The parts checked "Warranty" on the face may have no warranty by a manufacturer's warranty, which is not available through the selling dealer. They are no other warranted applicable to the parts or services checked in this check. The dealer is not a party to any such manufacturer's warranty.

THE DEALER'S WARRANTY DOES NOT INCLUDE ALL COMPONENTS, OTHER THAN THOSE CHECKED "WARRANTY". THE DEALER ASSUMES NO LIABILITY OR RESPONSIBILITY OR LIABILITY FOR A PARTICULAR PURPOSE AND SERVICE INCLUDING ANY WARRANTIES AND OTHER PERSONS TO ASSURE FOR IF ANY LOSS OF OR DAMAGE TO THE CAR OR TO THE PERSONS OR PROPERTY THEREON. THE DEALER WILL NOT BE ENTITLED TO RECOVER FROM THE DEALER FOR ANY CONSEQUENTIAL DAMAGES, INCLUDING TO PROPERTY, INCLUDING THE LOSS OF USE OF THE CAR OR THE LOSS OF PROFITS, BUSINESS OR OTHER ECONOMIC ADVANTAGES.

NOTICE: Customer's consent is needed to obtain any agreement, part, or service checked in this.

Do you wish to register this report with the National Highway Traffic Safety Administration?



DATE	TIME	NAME	ROOM	CL	CL	CL
10/13	11:00	...	...	...	...	...
10/13	11:00	...	...	...	...	...

DATE	TIME	NAME	ROOM	CL	CL	CL
10/13	11:00	...	...	...	...	...
10/13	11:00	...	...	...	...	...

DATE	TIME	NAME	ROOM	CL	CL	CL
10/13	11:00	...	...	...	...	...
10/13	11:00	...	...	...	...	...

OCT 6  
OCT 6  
OCT 6  
OCT 6

# SCHMIDT'S AUTO, INC

1621 FIELD ST  
MADISON WI 53715  
(608) 257-4600  
FAX (608) 257-1115

SEARCH TOWING  
1317A E. ACADEMY ST.  
STOUGHTON, WI 53589  
(608) 873-1215  
FAX (608) 873-3830

PARTS STORE  
706 W. BADGER RD.  
MADISON, WI 53713  
(608) 257-1334  
FAX (608) 257-2432

SALVAGE YARD  
6915 HOFFERT RD.  
WALNUT RIDGE, WI 53197  
(608) 255-1311  
FAX (608) 831-3799

BILL TO: [REDACTED]		DATE: 10/2/03
ADDRESS: [REDACTED]		PHONE: [REDACTED]
CITY/STATE/ZIP: [REDACTED]		DRIVER: Matt
AUTO: YR, MAKE, COLOR GMC ENVY		STOCK NO:
VIN: 1GKDT135X22135493		LIC NO: [REDACTED]
DUR: [REDACTED]		RELEASE: 4962
PO # [REDACTED]	PO # [REDACTED]	CHARGE: [REDACTED]
SERVICE:		
Tax From Mobil Mart + (1688 Barber)		
off Hwy 51 to Don Miller E. road		
STORAGE:	# DAYS @	\$ PER DAY
Signature _____		SUB TOTAL
ID # _____		TAX
		TOTAL

SERVING WISCONSIN SINCE 1937  
OPEN 24 HOURS

222753





# PAT MORAN

OLDSMOBILE-GMC

3277 S. Rochester Rd. P.O. Box 6030  
ROCHESTER HILLS, MICHIGAN 48308-6030  
Telephone (248) 852-7200  
SERVICE - (248) 852-7201  
PARTS - (248) 852-7202  
BODYSHOP - (248) 852-7203

### INVOICE

THE ONLY WARRANTIES APPLYING TO THIS PART are those which may be provided by the manufacturer. THE SELLER MAKES NO WARRANTY AS TO THE CONDITION OF THE GOODS, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND HE DOES NOT ASSUME ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLER SHOULD ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGE FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR SPECIAL OR ANY OTHER INCIDENTAL DAMAGES.

STATE REG. NO. F-11999

INVOICE NO. <b>34668</b>	MODEL <b>PONTIAC</b>	YEAR <b>2000</b>	DATE <b>01/24/00</b>	BUYER'S REG. NO. <b>18/06/03</b>	BUYER'S REG. STATE <b>MI</b>
ROCHESTER HILLS, MI	DESCRIPTION <b>PHIL DAVIS</b>	QUANTITY <b>299</b>	UNIT PRICE <b>32.649</b>	SALE PRICE <b>9761.27</b>	SALES TAX <b>20700</b>
	UNIT PRICE <b>78.08</b>				
	SALES TAX <b>02 (INC/ENR/EM/EM/EM)</b>				
	VIN <b>1GKDT13SX22249199</b>				
	SALES TAX <b>10/31/01</b>				
	SALES TAX <b>10/06/03</b>				
					MO: 32648

<b>TOTALS</b>		TOTAL LABOR....	83.29
<input type="checkbox"/> CASH <input type="checkbox"/> CHECK CK NO. [ ]		TOTAL PARTS....	0.00
<input type="checkbox"/> VISA <input type="checkbox"/> MASTERCARD <input type="checkbox"/> DISCOVER		TOTAL SUBLET....	0.00
<input type="checkbox"/> AMER EXPRESS <input type="checkbox"/> OTHER <input type="checkbox"/> CHANGE		TOTAL G.O.S....	13.80
		TOTAL MISC CHG.	3.00
		TOTAL MISC DISC.	0.00
		TOTAL TAX.....	0.82
		<b>TOTAL INVOICE \$</b>	<b>101.91</b>

THANK YOU FOR YOUR BUSINESS!

ALL PART NUMBERS INDICATED WITH AN "M" ARE GOODFRENCH PARTS

DUPLICATE INVOICE

INDUSTRY

ESTIMATE

ONLY, NATIONAL, IS EXTRA. Storage with chargeable hours after hours is completed. Not responsible for loss or damage to cars or vehicles left in care in case of fire, theft, flooding, accident or any other cause beyond our control. An express garagekeeper's tag is hereby acknowledged on above car or truck to ensure the receipt of regular service.

PROPERTY OF PAT MORAN - SPECIAL NEW THREE YEAR/50,000 MILE WARRANTY. This car is covered by the three year/50,000 mile warranty. This warranty covers the engine, transmission, drive shafts, axles, suspension, steering, and brakes. It does not cover the body, paint, glass, tires, wheels, and accessories. This warranty is void if the car is used for racing, off-road driving, or any other activity that is not intended by the manufacturer. The dealer is not responsible for any damage to the car or its contents that occurs while in the dealer's care.

ALL repairs and parts furnished in compliance with the Michigan Motor Vehicle Repairs and Repair Act.

ADDITIONAL INFORMATION FOR INSURANCE CO. TO SUPPORT COVERAGE TO THE VEHICLE REPAIR.

The undersigned, authorized representative and operator of the above-named business, hereby certifies, on behalf of the business, that the above-named repair (repaired) party is the owner of the vehicle, and that the repair (repaired) party is the owner of the vehicle. The undersigned hereby certifies that the repair (repaired) party is the owner of the vehicle and that the repair (repaired) party is the owner of the vehicle.

The undersigned hereby certifies that the repair (repaired) party is the owner of the vehicle and that the repair (repaired) party is the owner of the vehicle.

DATE

133510

29015

**FOUNTAIN**  
**AUTO MALL**  
 8401 E. BOONE BLVD. TRAIL  
 DELAND, FL 32709  
 (904) 248-8800  
 SERVICE DEPT. MON-FRI  
 8:00 A.M. - 6:00 P.M.  
 SATURDAY 8:00 A.M. - 1:00 P.M.  
 SERVICE CENTER 7:00 A.M. - 6:00 P.M.  
 FLA. STATE OF FLORIDA REGISTRATION MV 01810

WARRANTY

PAGE 1

SERVICE ADVISOR: 3068 PAM TIERONER

MILAN, FL  
 BUS:

PL. COLOR	YEAR	MAKE/MODEL	VIN	LICENSE#	RELEASE N/UT	SAC	
	02	OLDSMOBILE DRFP	1GHD513832239350		31294/31294	FL131	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	DATE	RATE	PAYMENT	TRV. DATE
12NOV2001			17:00	06OCT03	0.00	CASH	09OCT2003
NO. OPENED	READY	OPTIONS: ENG:4.2 LITER, L6, MPI, DOHC TRN:A					

TIME	DATE	DESCRIPTION	LIST	NET	TOTAL
------	------	-------------	------	-----	-------

COST \$15 WHILE DRIVING TRUCK CUT OFF COASTED IN PARKING LOT WAIT LIGHTS ON AT DASH NO START THAN ONCE STARTED NO SPEEDO AND ABS AND BRAKE LIGHT ON

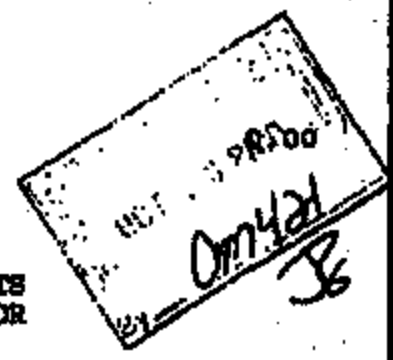
NOTE: INTERNAL  
 J6360 REPL PCM MODULE AND REPROGRAM. RELEARN CRANKSHAFT SENSOR.

2627 WG 1.50			117.89	117.89
1 12576463 MODULE		700.00	490.00	490.00

POS773/V1537/3-107413  
 FC: 6F  
 PART#: 12576463  
 COUNT: 1  
 CLAIM TYPE:  
 AUTH CODE:  
 PU

E7901 ONE DAY RENTAL				0.00
2627 WG 0.00				
FC: 90 PART#: COUNT: 0				
CLAIM TYPE: AUTH CODE: MJ				

35000 49000 PARTS  
 3040 11789 LABOR



JBL HERTZ RENTAL INV#H11435045  
 POW29015

WG			30.00	30.00
----	--	--	-------	-------

1294 C0236 STORED IN EBCM - REAR WHEEL SPEED SIGNAL MISSING - PERFORM DELISHED DIAGNOSTICS - FOUND CAUSE TO BE INTERNAL PCM FAILURE DIAGNOSE AND REPLACE, AND PROGRAM PCM - RELEARN CRANKSHAFT POSITION TRIATION AND TEST DRIVE - TRANS SHIFTING PROPERLY, SPEEDOMETER NOW OPERATING PROPERLY, AND REAR WHEEL SPEED SIGNAL PRESENT  
 (31,294-31,301)

\*\* COSTS TO SOP IN CENTER CONSOLE PEELING

NOTE: PEELING

ON BEHALF OF SERVICE DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. 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 CONDUCTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. NEEDLES SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT REPAIRATION AT THE SERVICE DEALER FOR INSPECTION BY MAINTENANCE DEPARTMENT.

STATEMENT OF DISCLAIMER  
 The factory warranty voids all of the underlying work covered by this warranty. The dealer hereby expressly disclaims all warranties, whether implied or written, in connection with this repair. This repair is not intended to constitute any other repair or warranty. The dealer is not responsible for any damage to the vehicle or any other property of the customer which may occur as a result of this repair.

DESCRIPTION	TOTAL
LABOR AMOUNT	
PARTS AMOUNT	
SAR, OL, LUBE	
SUBST AMOUNT	
MISC. CHARGE	
TOTAL CHARGE	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

NAME: ALAN MURPHY OR AUTHORIZED PERSON DATE: \_\_\_\_\_

SUPPORT SIGNATURE

SERVICE FILE

133510

29015

**FOUNTAIN**  
 AUTO HALL  
 6701 S. GRAND BLVD. APT. 101  
 MIAMI, FL 33143  
 (305) 250-1800  
 SERVICE DEPT. IN CHARGE  
 MON. - FRI. 9:00 A.M. - 5:00 P.M.  
 SAT. 9:00 A.M. - 1:00 P.M.  
 SERVICE CENTER 7:30 A.M. - 6:00 P.M.  
 STATE OF FLORIDA REGISTRATION # 13451810

WARRANTY

PAGE 2

SERVICE ADVISOR: 3068 PAM THEKNER

MELANDRO, FL

HOME: [REDACTED] BUS:

PLT. COLOR	YEAR	MAKE/MODEL	VIN	LICENSE#	MI/REG IN/OUT	TAX	
WHITE	02	OLDSMOBILE DEFF	1GND5136322239350		31294/31294	T1131	
SELL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22NOV2001			17.00 06OCT03		0.00	CASH	09OCT2003
SALES OPENED		READY	OPTIONS: ENG:4.2 LITER, L6, MPI, DOMC TRN:A				
07:14 06OCT03	13:04	09OCT03					

LINE	OPCODE	PRCSI	TYPE	HOURLS	LIST	NET	TOTAL
	C2860		CONSOLE ASSEMBLY R&R OR REPLACE				
		2627	WG	0.60		44.21	4.21
1	15186033		F-CONSOLE		786.67	627.76	627.76
1	88986013		LINER		3.91	3.12	3.12
1	89039691		LINER		6.76	5.39	5.39
1	89040124		F-PLATE KIT		75.68	60.40	60.40
FC: 4N							
PART#: 15186033							
COUNT: 4							
CLAIM TYPE:							
AUTH CODE:							
VV							

49762 69667 TPARTS  
 1140 4421 TLABOR

31294 SHIFTER TRIM PLATE FINISH COMING OFF - REPLACE SHIFTER TRIM PLATE TO CORRECT

COST, SALE, & COMP. TOTALS 91942 137877 0

ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. 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 CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 111 YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY BUYER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER  
 The factory warranty covers only the vehicle and its parts as shown on the date of this statement. The Seller hereby disclaims all liability for any damage or injury to the vehicle or its parts, including any broken warranty of appropriateness of parts, for a particular purpose. Seller further disclaims any liability for any damage or injury to the vehicle or its parts, including any broken warranty of appropriateness of parts, for a particular purpose.

DESCRIPTION	TOTALS
LABOR AMOUNT	627.76
PARTS AMOUNT	1386.67
GAS, OIL, LUBE	0.00
SALES TAX	30.00
AMC. CHARGES	0.00
TOTAL CHARGE	1378.77
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	1378.77

SERVICE FILE

22054

201148

# Heritage Automotive

WARRANTY

DUPLICATE 1 7134 Jonesboro Rd. • Morrow, GA 30260  
PAGE 1 (770) 860-0080

SERVICE ADVISOR: 442 TONY BLITCH

PEACHTREE CITY, GA  
HOME:

YEAR 02 OLDORVILLE NEVADA VIN#1G8422174475 47892/47907 11179

31802001 15:42 17OCT03 MCV 0.00 MCV 25OCT2003

OPTION: STR:22054 DL2:25019  
ENG:4.2 Liter, I6, MPI, DOHC 3)GMPP N/G 0 DEDG.  
EXE. 60000 MI OR 10/26/06

17:16 16OCT03 14:19 22OCT03

CHRG: DTC CODE B0263 MODE DOOR ACTUATOR STALLED

VALVE - REPLACE

1 52489426 CM

51.93 51.93 51.93

PART#: 52489426

CLAIM TYPE: 0

ND

7200 18348 LABOR

CLEARED B0263 CODE

SPRNG

J6360 MIDDLE, RCM/VCM REPLACE

1 12575663 MIDDLE

700.00 490.00 490.00

PART#: 12575663

CLAIM TYPE:

PL

4500 12232 LABOR

REWORK RR RD RIMS TO SPEC

CHRG: COURTESY TRANSPORTATION

### CONDITIONS OF WARRANTY

Any warranty on the product shall hereby use those made by the manufacturer. The Dealer, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the dealer further disclaims any obligation to continue to supply for it any liability in connection with the sale of said product.

### TERMS AND USAGE ARRANGEMENTS MAKE

I hereby authorize the repair work hereunder set forth to be done along with the necessary material and parts that you are not responsible for loss or damage to vehicle or contents left in vehicle in care of me, or any other items beyond your control or for any delays caused by the manufacturer. I hereby grant you my complete permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing under inspection. An express agreement that I hereby acknowledge that you will ensure the amount of repair costs.

LABOR AMOUNT	
PARTS AMOUNT	
GASOL, LUBE	
WRECKY AMOUNT	
MOB CHARGE	
TOTA CHARGE	
LES CHARGE	
EXC TAX	
PLATE PAY	
TOTAL AMOUNT	

WARRANTY COPY

22054

291148

# Heritage Automotive

WARRANTY

DUPLICATE 1 7134 Jonesboro Rd. • Morrow, GA 30260  
PAGE 2 (770) 860-0060

FRASIER CITY, GA

HOME:

SERVICE ADVISOR: 440 TONY BLICH

BLUE 02 OLDSMOBILE BRAVADA 1GNDL125422174475 47893/47907 01179

310372001 15:42 17OCT03 MCY 0.00 MCY 25OCT2003

OPTIONS: STR:22054 DLR:25019  
ENG:4.2 Liter, 16, MPI, DOHC 30MPH N/G 0 DEDU.  
EXP. 60000 MI. OR 10/26705

17:16 16OCT03 14:19 22OCT03

LINE CODE TIME 1778 HOURS

LIST NET TOTAL

999 WMP 0.00

0.00 0.00

CLAIM TYPE: 0

NJ

0 0 TLABOR

FO:291148

FRISER RENTAL D662101

"COMPLATELY SATISFIED" WITH YOUR VISIT

WILL RECALL AT 770-860-0060 IF YOU HAVE A

PROBLEM AT 770-868-9608 AS SOON AS POSSIBLE

COET. SALE. & CRAP TOTALS 61960 96773 0

### DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The Seller, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the Seller neither warrants nor endorses any other person or means for it any liability in connection with the sale of said products.

### THIRD PARTY UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by the manufacturer. I hereby grant you your employees permission to operate the vehicle herein described on streets, highways or in the course of testing under inspection. An express mechanic's lien is hereby acknowledged as valid to secure the amount of repairs charged.

X

LABOR AMOUNT	305.80
PARTS AMOUNT	541.93
SALES TAX	0.00
WARRANTY AMOUNT	120.00
WASH CHARGE	0.00
TOTAL CHARGE	967.73
LESS PAYMENT	0.00
SALES TAX	3.12
PLEASE PAY THIS AMOUNT	

WARRANTY COPY



Live 7 58028



# Holiday

CHEVROLET • OLDSMOBILE

3880 W. 19TH STREET  
ST. CLOUD, FLORIDA 34788  
(407) 888-6144

MVS 11842

WORK ORDER

58028

### RECOMMENDED SERVICES

01CV2018	18000 MILE SERVICE	MO					
----------	--------------------	----	--	--	--	--	--

### SERVICE HISTORY

DATE	MILEAGE	DESCRIPTION	W	W	W	W	W	W	W
07/03/01	51299	72995 414	407	407	407	407	407	407	407
12/10/02	41900	5898 415	407	407	407	407	407	407	407

SALESPERSON NO. 191

## SERVICE

STATE REG # 88-08030928235

VEHICLE IDENTIFICATION NO. 1GHD8138XZ2205687	MODEL 02/OLDSMOBILE/BRAYADA/4DR 2WD	PRODUCTION DATE 03/16/02	VEHICLE NO. 22265387	SALES NO. 88028
DEALER 14045	SALES PERSON 151	DATE 03/16/02	SALES PERSON 151	DATE 03/16/02
ADDRESS KISSIMMEE, FL	INDIGO BLUE MET/L	MSRP 15,529	SALES TAX 415	SALES PERSON MARLYN CIGNOTTI
DATE 09:19am	DATE 10/13/09	DATE 05:30pm		

### COMMENTS : REPAIR

W 81CVZ BODY ELECTRICAL  
SPEEDOMETER STAYS AT ZERO ALL THE TIME  
435 / K6310.3 found code P0502. Fan diag for code. Replaced faulty  
435 Add. 3  
W 410VZ2 ABS LIGHT ON  
CUSTOMER STATES ABS LIGHT ON  
MESSAGE CENTER DISPLAYS SERVICE ABS  
435 / 1610 checked up a C101 large blue wire. pulled out wire and pulled  
W 100VZ2 DRIVEABILITY - Loose  
ENGINE ISS AND BAD SMELL  
435 No history codes on any of these  
W 30CVZ AUTO TRANSMISSION  
WILL NOT SHIFT UNLESS DONE MANUALLY  
435 / 36360.7 found code P0736. Fan diag for code. Replaced faulty  
W 81CVZ01 BODY LIGHT CONCERN  
SIDE MIRRORS WILL NOT HOLD MEMORY  
435 / B4160.2 Replaced passenger side mirror actuator for customer concern of carb abs + front up

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN. I UNDERSTAND THAT UNDER STATE LAW I AM ENTITLED TO A WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED \$100.00.

I REQUEST A WRITTEN ESTIMATE.

I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$ \_\_\_\_\_ . THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

I DO NOT REQUEST A WRITTEN ESTIMATE.

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

I hereby authorize you to repair my vehicle and to use any and all materials for the repair of my vehicle. I understand that you are not responsible for loss of items or damage to my vehicle or to my property in the event of fire, theft, or other damage to my vehicle or to my property. I understand that you are not responsible for any damage to my vehicle or to my property caused by the use of my vehicle. I understand that you are not responsible for any damage to my vehicle or to my property caused by the use of my vehicle. I understand that you are not responsible for any damage to my vehicle or to my property caused by the use of my vehicle.

2/19/09 [Signature]

CM426

117481

CUSTOMER #: 22234393

WORKORDER

PYE BUICK OLDSMOBILE  
2809 EAST WALNUT AVE  
DALTON GA 30720

PAGE 2

WAUCHULA FL  
HOME: BUS:

SERVICE ADVISOR: 274 HOPE, MICHAEL

\*\*\*\*\*

BRON 2002 OLDSMOBILE BRAVA 1GNDT136022234393 17388/

17OCT2003 \*\* WATTER \*\* 62.00 CASH  
OPTIONS: DLR:39247 TRN:AUTO

17OCT2003 12:55

LINE OR CODE TRACE TYPE DESCRIPTIONS/INSTRUCTIONS

UNTIL LEFT FOR LONG PERIOD OF TIME  
replaced 1.6

AMOUNT	PLAT RATE	NO. OF	TIME	OFF
1.6		117481	19	39
		OPER. NO.		
		EMP. NO.		

1.6  
DHL/93

12370963-1

\*\*\*\*\*

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories used hereby are made by the manufacturer. The purchaser's purchase of parts and accessories does not constitute an agreement of any kind, express or implied, and disclaimer of warranty, including warranty of merchantability or fitness for a particular purpose, with regard to the parts and accessories purchased. It is the intent of this dealer to have no implied or expressed warranty or contractual basis arising out of such purchase. The purchaser's purchase of parts and accessories is not intended to be a warranty of any kind, but the dealer does not warrant the quality of any parts or accessories or their ability to perform with respect to safety, efficiency, or reliability.

PRELIMINARY ESTIMATE

AUTHORIZED BY	DATE	TIME	BY
REMOVED ESTIMATE (1)			
REMOVED ESTIMATE (2)			
REMOVED ESTIMATE (3)			

AUTHORIZATION FOR REPAIR

I authorize the repair work hereby set forth to be done along with the necessary repairs in that you are not responsible for loss or damage to vehicle or articles left in vehicle in car, shift or any other matter, should you occur or be any damage caused by inability of parts or delays in parts shipment by the manufacturer or supplier. I hereby grant you and your employees permission to examine the vehicle herein described on street, highway or elsewhere for the purpose of making such inspection. An express acknowledgment is hereby acknowledged, my check, vehicle, or assets, the amount of repair costs. The dealer is not responsible for damage from fire, flood, or theft of vehicles.

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REMOVED ESTIMATE.

TECHNICIAN



Feb 02 04 09:20p

PYE BUICK

7062285117

P.3

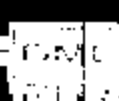
03 OCT 17 PM 3:43

93 OCT 17 PM 12:43

Clocked  
FIR  
Repair

UCPMD

# WATTERS



3001 N. Jefferson  
Indianola, Iowa 50125 • (515) 951-7461

THE DEALER MAKES NO WARRANTY OF ANY KIND WHATSOEVER AS TO THE MERCHANTABILITY OF THE PRODUCTS LISTED HEREON OR AS TO THEIR FITNESS FOR ANY PARTICULAR PURPOSE. ANY WARRANTY WHICH MAY EXIST IS AN AGREEMENT SOLELY BETWEEN THE MANUFACTURER AND THE PURCHASER.

3372	JEFFREY L SPANG 88	10000	10000	00000004
	33678	33678	33678	33678
	DOUGLAS BRAYADAWD	08/2002	08/2002	180
DES MOINES, IA	78022386235			





"Full-Service Auto Dealer"

DLCS127062

# Leikin Motor Companies

INDEPENDENCE VOLVO BUICK

28780 Mantor Avenue • Willoughby, Ohio 44094  
(440) 948-9000

WE GUARANTEE OUR SERVICE WORK FOR 90 DAYS OR 4,000 MILES, AND ALL MAINTENANCE-BIND AND BLACK PARTS FOR 12 MONTHS, 12,000 MILES AND IS LIMITED TO NORMAL USE OF THE AUTOMOBILE.

DLCS127062

WORK ORDER NO. <b>25057</b>	OWNER <b>OSWALD GRAY</b>	DATE <b>5/27</b>	WORKING DATE <b>10/24/03</b>	WORKING NO. <b>DLCS127062</b>
ADDRESS <b>CONCORD, OH</b>	PHONE <b>13-722</b>	VEHICLE MAKE <b>BUICK</b>	VEHICLE MODEL <b>REGAL</b>	VEHICLE YEAR <b>1998</b>
VEHICLE VIN <b>1GHD135122198823</b>	VEHICLE COLOR <b>BLACK</b>	VEHICLE TYPE <b>SEDAN</b>	VEHICLE MILEAGE <b>10/22/03</b>	VEHICLE MAKE <b>BUICK</b>
VEHICLE MAKE <b>BUICK</b>	VEHICLE MODEL <b>REGAL</b>	VEHICLE YEAR <b>1998</b>	VEHICLE MILEAGE <b>10/22/03</b>	VEHICLE MAKE <b>BUICK</b>

NO: 15722

DATE OF SERVICE DATE: 7/13/03

JOB 1 CHARGES

LABOR  
**1.00 HRS** ENGINE REPAIR HOURS: 1.20 TECH(S): 180 WARRANTY  
 TYP IN ENGINE STOPPED WHILE DRIVING  
 CHECK VOLTAGE WITH VOLT METER  
 IDENTIFY BATTERY IN SWITCH  
 TEST AND REPLACE BATT SWITCH

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	1849251	SWITCH 2.180		
TOTAL - PARTS					0.00

JOB 1 TOTALS

JOB 1 JOURNAL PREFIX DLCS JOB 1 TOTAL 0.00

JOB 2 CHARGES

LABOR  
**2.00 HRS** LOWER CAR HOURS: TECH(S): 180 WARRANTY  
 TOOK IN LOWER REQUIRED  
 TOOK  
 COMPLETED

RESC	CODE	DESCRIPTION	CONTROL NO	WARRANTY
	1	RENTAL CAR WARRANTY		
TOTAL - RESC				0.00

JOB 2 TOTALS

JOB 2 JOURNAL PREFIX DLCS JOB 2 TOTAL 0.00

JOB 3 CHARGES

LABOR  
**1.00 HRS** BRACE SYSTEM HOURS: 1.00 TECH(S): 180 WARRANTY  
 BRACE LIGHT XS COULD BE  
 SCAM FOR BEAM CODE CODES PRESENT  
 FOR 13.00 BY  
 REPLACE FOR AND MONTICRAM UNIT

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	1879403	WHEEL 2.070		
TOTAL - PARTS					0.00

JOB 3 TOTALS

JOB 3 JOURNAL PREFIX DLCS JOB 3 TOTAL 0.00

"Full Service Auto Dealer"

# Leikin Motor Companies

OLC8127062

OLC8127062

**MERCEDES-BENZ VOLVO BUICK**

28750 Mentor Avenue • Willoughby, Ohio 44094  
(440) 946-8900

✓ JS

WE GUARANTEE OUR SERVICE WORK FOR 90 DAYS OR 4,000 MILES, AND ALL MERCEDES-BENZ AND BUICK PARTS FOR 18 MONTHS, 18,000 MILES AND IS LIMITED TO NORMAL USE OF THE AUTOMOBILE.

INVOICE NO. <b>25057</b>	NAME <b>GERALD GRAY</b>	PLATE NO. <b>527</b>	DATE <b>10/26/03</b>	INVOICE NO. <b>OLC8127062</b>
ADDRESS <b>CONCORD, OH</b>	PHONE <b>1 8 8 8 1 9 8 1 2 2 1 9 9 8 2 3</b>	PRICE <b>35,732</b>	DATE <b>10/23/03</b>	NO: <b>15722</b>
VEHICLE MAKE <b>02/CLOMORZLE/BAVADA</b>				
VEHICLE MODEL <b>1 8 8 8 1 9 8 1 2 2 1 9 9 8 2 3</b>				

OUR COMPANY GREATLY APPRECIATES YOUR BUSINESS AND OUR GOAL IS THAT YOUR SERVICE EXPERIENCE IS EXCELLENT!! IF NOT PLEASE LET US KNOW. THANK YOU, AND HAVE A GREAT DAY, DON'T FORGET TO BUCKLE UP!!!!!!!!

TOTAL LABOR.....	0.00
TOTAL PARTS.....	0.00
TOTAL SUBLET.....	0.00
TOTAL G.S.T.....	0.00
TOTAL BLUE CHG.....	0.00
TOTAL BLUE DISC.....	0.00
TOTAL TAX.....	0.00
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

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

**IMPORTANT**  
This invoice is a statement of work performed and parts used. It is not a contract. The actual cost of parts and labor may vary. Please contact us for more information. Thank you for your business.

CNV  
4103

Your Full Service Auto Dealer  
**Leikin Motor Companies**

127082

127082

REPAIR-DRIVE BLACK

34702 Mentor Avenue • Willoughby, Ohio 44094  
(440) 940-8900

05/02/01 TK	1 BK SERVICE	MI	78.89	05/02/01 TRANS	TRANSMISSION SERVICE	MI	\$6.00
-------------	--------------	----	-------	----------------	----------------------	----	--------

SERVICE HISTORY


**SERVICE**

SALE PERSON NO. 1GHDT15812319323  
 MAKE/MODEL 02/OLD DODGE/BRAVADA  
 VIN 25057  
 LICENSE 15 724  
 NAME GERALD GRAY  
 ADDRESS 715-02  
 PHONE (440) 940-8900  
 TIME 06:25 AM 10/22/03 07:00 AM  
 TECH [initials]

11/12/02  
 TRW BY ENGINE STALLED WHILE DRIVING

W/ 05BUZLCANNON LAUNDRY CAR

Called cust 4:50 P.M.

Abs-code C0234

WARRANTY PARTS RETURNED  
 TECH PARTS PCM

OKN [initials]

WARRANTY STATEMENT

ALL WORK AND PARTS UNDER WARRANTY

WARRANTY TERMS AND CONDITIONS

THIS WARRANTY IS VOID IF THE VEHICLE IS NOT MAINTAINED AS SPECIFIED IN THE MAINTENANCE SCHEDULE

WARRANTY EXCLUSIONS

THIS WARRANTY DOES NOT COVER DAMAGE TO THE VEHICLE OR ITS EQUIPMENT CAUSED BY NEGLIGENCE, MISUSE, OR ACCIDENTS

WARRANTY LIMITATIONS

THIS WARRANTY IS LIMITED TO THE ORIGINAL PURCHASER OF THE VEHICLE

WARRANTY RECORDS

ALL WORK AND PARTS UNDER WARRANTY

### ADDITIONAL REPAIRS / MAINTENANCE NEEDED

WORK NEEDED

PARTS

LABOR

TOTAL

Passage C-236

1-10-14

6:20

U117m

Combs V100, U1076, U1264 + U1153

Sub-17 - inspect wiring at lower storage column for shorts

ISS	RE	AMOUNT	PAY	PARTS	W. TIME	REPAIRS	OFF
07762	10			1.0			11.0
							ON 11.4

inspected PC-17 wiring, power ground

Call TAS and advised to replace system

System replaced - returned from state court

Call 9-1-1/T - A/S light on - Code C-236. No VSS signal

Find wiring and replace PC-17 (No VSS signal)

Attending  
Master

ISS	RE	AMOUNT	PAY	PARTS	W. TIME	REPAIRS	OFF
07762	10			1.0			12.1
							ON 6.9

7-15-02

PURCHASERS at CENTRAL BANK - 2004

# Lincoln Motor Companies

BUICK      MERCEDES-BENZ      VOLVO

2070 Maple Avenue - Wapakoneta, Ohio 45384-7000

(616) 444-0991

General, Parts, Body/Repair

John A. Lohrey

## DAILY RENTAL AGREEMENT between LINCOLN MOTOR COMPANIES and

Name: [Redacted]

Address: [Redacted]

Phone: Home \_\_\_\_\_ Work \_\_\_\_\_ Fax \_\_\_\_\_

Driver's License # RS114474 and OH 114474

Type of Auto Owned \_\_\_\_\_ License # \_\_\_\_\_

Insurance Company USA-A Plan # \_\_\_\_\_

Insurance Policy # \_\_\_\_\_ Covered By \_\_\_\_\_

Policy Term \_\_\_\_\_ to \_\_\_\_\_

Coverage Limit: Comprehensive \_\_\_\_\_ Collision \_\_\_\_\_

SR \_\_\_\_\_ PD \_\_\_\_\_ ME \_\_\_\_\_ UM/UIM \_\_\_\_\_

Substrate Make \_\_\_\_\_ Model \_\_\_\_\_ Type \_\_\_\_\_

Substrate Add VIN \_\_\_\_\_ Plate # \_\_\_\_\_

Date Out \_\_\_\_\_ Date Returned \_\_\_\_\_ # of Days \_\_\_\_\_

Rate \$ \_\_\_\_\_ Day \_\_\_\_\_ Tax \$ \_\_\_\_\_ Total \$ \_\_\_\_\_

A. I understand that I am responsible for any damage to the vehicle during the rental period. I understand that I am responsible for any damage to the vehicle during the rental period. I understand that I am responsible for any damage to the vehicle during the rental period.

B. I understand that I am responsible for any damage to the vehicle during the rental period. I understand that I am responsible for any damage to the vehicle during the rental period. I understand that I am responsible for any damage to the vehicle during the rental period.

C. I understand that I am responsible for any damage to the vehicle during the rental period. I understand that I am responsible for any damage to the vehicle during the rental period. I understand that I am responsible for any damage to the vehicle during the rental period.

D. I understand that I am responsible for any damage to the vehicle during the rental period. I understand that I am responsible for any damage to the vehicle during the rental period. I understand that I am responsible for any damage to the vehicle during the rental period.

E. I understand that I am responsible for any damage to the vehicle during the rental period. I understand that I am responsible for any damage to the vehicle during the rental period. I understand that I am responsible for any damage to the vehicle during the rental period.

F. I understand that I am responsible for any damage to the vehicle during the rental period. I understand that I am responsible for any damage to the vehicle during the rental period. I understand that I am responsible for any damage to the vehicle during the rental period.

G. I understand that I am responsible for any damage to the vehicle during the rental period. I understand that I am responsible for any damage to the vehicle during the rental period. I understand that I am responsible for any damage to the vehicle during the rental period.

H. I understand that I am responsible for any damage to the vehicle during the rental period. I understand that I am responsible for any damage to the vehicle during the rental period. I understand that I am responsible for any damage to the vehicle during the rental period.

I. I understand that I am responsible for any damage to the vehicle during the rental period. I understand that I am responsible for any damage to the vehicle during the rental period. I understand that I am responsible for any damage to the vehicle during the rental period.

10-22-03

10-22-03



OLWS127062

OLWS127062

25057

GERALD GRAY

527

10/28/03

OLWS127062

[REDACTED]  
CONCORD, OH

CIBOV

23,722 /

02/OLDSMOBILE/BRVADA

1 G H O T 1 3 5 1 2 2 1 9 3 4 2 3

10/22/03

NO: 15722

[ ] SERVICE DATE ] 7/18/02

JOB 1 CHARGE

LABOR

1 1 HOUR ENGINE REPAIR HOURS: 1.00 TECH(S):180 77.30  
 TOW IN ENGINE STEERED WHILE DRIVING  
 COILS TIGHTENED VIBES VIBES  
 INTERMITTENT OPEN IN SWITCH  
 TEST AND REPLACE SWG SWITCH

PARTS	QTY	PT NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1	18485281	SWITCH 2.188	18.03	18.02	32.45	22.43
				COST TOTAL			22.43
					TOTAL	PARTS	22.43
JOB 1 TOTALS							77.35
							22.43

JOB 1 JOURNAL PREFIX OLS JOB 1 TOTAL 99.78

JOB 2 CHARGE

LABOR

1 1 HOUR LOWER CAR HOURS: TECH(S):180 0.00  
 TOW IN LEARNER REQUIRED  
 TOW  
 COMPLETED

MISC	QTY	DESCRIPTION	CONTROL NO	
	1	RENTAL CAR WARRANTY		95.00
TOTAL - MISC				95.00
JOB 2 TOTALS				95.00
				95.00

JOB 2 JOURNAL PREFIX OLS JOB 2 TOTAL 95.00

JOB 3 CHARGE

LABOR

1 1 HOUR BRAKE SYSTEM HOURS: 1.00 TECH(S):180 189.14  
 ABS LIGHT IS ON  
 SWG FOR CHECK BRAKE CODES PRESENT  
 PCM IS FAULTY  
 REPLACE PCM AND REPROGRAM UNIT

PARTS	QTY	PT NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1	12978403	MODULE 2.870	289.00	289.00	490.00	490.00
				COST TOTAL			490.00
					TOTAL	PARTS	490.00
JOB 3 TOTALS							189.14
							490.00

JOB 3 JOURNAL PREFIX OLS JOB 3 TOTAL 679.14

OLWS127062

OLWS127062

25057

GERALD GRAY

527

10/28/03

OLWS127062

[REDACTED]  
CONCORD, OH

CJ98NV

15,722 - /

02/OLDSMOBILE/BRAYADA

1 G H O T 1 3 S 1 2 2 1 9 3 8 2 3

10/22/03

[REDACTED]

MO: 15722

R/O TAX 0.00  
R/O TOTALS 782.92

LIABILITY CLAIM DETAIL TOTALS

CLAIMS..... TOTAL.....  
127062..... 782.92  
CLAIM TOTALS 782.92

APPROVED BY SIGNATURE

DCS ADMIT SLIP

DCS DATA FILE: 040404.778  
10/28/2003 OPPORTUNITY NEW CLAIM

RT NUMBER NO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #  
127062 10/28/2003 1GHO13S122193823 1 4198 16762 200-88-8079

CUSTOMER NAME: FIRST: [REDACTED] MIDDLE: [REDACTED]  
LAST: [REDACTED] PHONE: [REDACTED]

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	PC	LABOR	LIRS	DRS NET AMT.	LAB-TOT
1	01	01	1	127062	22.40	PC	2700	1.1			77.35
LN-TOT:	01.74	TECH SRV: 200-40-4498	AUTH CODE:		AUTH. AUTHOR.:						
2	01	01	1	127062	40.00	PC	2700	1.4			103.14
LN-TOT:	01.74	TECH SRV: 200-40-4498	AUTH CODE:		AUTH. AUTHOR.:						

COMMENTS: LOWER REQUIRED

R.O. TOTAL: 782.92



**Unis Auto Sales, Inc.**  
 GREEN GARDEN PLAZA  
 GREEN GARDEN ROAD  
 ALIQUIPPA, PA 15001  
 TELEPHONE: (724) 376-0641



34

10-7

INVENTORY NO. 30787	ADDRESS CATHERINE JIMAK 1202	PHONE NO. 21138	POWER DATE 10/08/83	GROUP NO. 1C873874
ALBUQUERQUE, NM	VEHICLE MAKE DODGE	VEHICLE MODEL DODGE BROWDER	VEHICLE COLOR BLACK	VEHICLE YEAR 11/2000
	VEHICLE VIN 1R8H7138122243118			

**JOB 1 CHARGES**

16360 9709

WARRANTY

ALL NEW OR FACTORY REBUILT PARTS ARE GUARANTEED 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST.

PARTS	QTY	PP	DESCRIPTION	UNIT PRICE	WARRANTY
			REBUILD 3.970		0.00
<b>TOTALS</b>			<b>JOB 1 JOURNAL PREFIX GLCS JOB 1 TOTAL</b>		<b>0.00</b>

ALL NEW OR FACTORY REBUILT PARTS ARE GUARANTEED 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST.



**COMMENTS**

THANK YOU FOR YOUR BUSINESS!

**TOTAL PRICE \$** 420 587.09

10/10

- UNIS CONVENIENCES:**
1. Certified Technicians
  2. Early Drop Off
  3. Shuttle Service
  4. Complete Body Shop
  5. Discount Rentals
  6. Quick Lube
  7. Genuine GM Parts
  8. Extended Hours
  9. We Service Most GM Cars & Trucks

**IMPORTANT**

YOU MAY RECEIVE A CHECK/WARRANTY FROM ORIGINAL MANUFACTURER THE NEXT BUSINESS DAY. IF FOR ANY REASON YOU RECEIVE CHECKS OR A CHECK/WARRANTY PLEASE CALL THE STORE, SERVICE MANAGER, THANK YOU.

UNIS AUTO SALES  
 (724) 376-0641  
 YOUR SATISFACTION IS OUR NO. 1 GOAL.

2



Unis Auto Sales, Inc.
GREEN GARDEN PLAZA
GREEN GARDEN ROAD
ALIQUIPPA, PA 15001
TELEPHONE: (724) 378-0641



RECOMMENDED SERVICES

Table with columns for service type, quantity, and status. Row 1: 01PAZ000, 30000 MILE SERVICE, M.

SERVICE HISTORY

Table with columns for date, odometer, and technician. Row 1: 08/07/03, 73247, 28488, 1202, 1118, G, [blacked out].

SALESPERSON NO.

SERVICE

Service order form containing vehicle ID (18DT13S122243118), VIN (020L09M008E0R0VADAJAWD), customer name (BLACK), and technician name (CATHERINE HIMAK).

COMMENTS: WAIT

1216

M #109KZ

5

WARRANTY
CMT: STATES VEHICLE OUT RUNNING WHILE WORKING. CMT STATES
CHECK BRAKE SYSTEM WASH. DUE UP ON THE DISPLAY AND CMT

ALL PARTS NEW EXCEPT AS NOTED

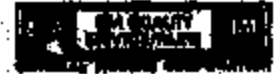
Table for parts status with columns for part name, quantity, and status (New/Used).

SPARK PLUGS
FRONT WHEELS
RIGHT FRONT
RIGHT REAR
FRONT FRONT
FRONT REAR
STEERING
BRAKES
TECH

3



**Unis Auto Sales, Inc.**  
 GREEN GARDEN PLAZA  
 GREEN GARDEN ROAD  
 ALQUIPPA, PA 15007  
 TELEPHONE: (724) 378-0841



**RECOMMENDED SERVICES**

**SERVICE HISTORY**

SALES PERSON NO.

**SERVICE**

VEHICLE NO.	YEAR/MAKE/MODEL	PROPOSITION DATE	FINANCIAL	LEASING NO.	REG. NO.
GHOT138122249118	02/OLDSMOBILE BRAVADAMWD				73824
SALES PERSON	SALES OFFICE	SALES DATE	SALES TIME	SALES PLACE	SALES COMMENTS
ADDRESS	CITY	STATE	ZIP	PHONE	
ALQUIPPA, PA					
SALES PERSON	SALES OFFICE	SALES DATE	SALES TIME	SALES PLACE	SALES COMMENTS
SALES PERSON	SALES OFFICE	SALES DATE	SALES TIME	SALES PLACE	SALES COMMENTS

**ALL PARTS NEW EXCEPT AS NOTED**

DATE	TIME	SALES PERSON	SALES OFFICE	SALES DATE	SALES TIME	SALES PLACE	SALES COMMENTS

C0236 C0237

12576463 560.00

OPEN IN PCM, INSTALL NEW  
PCM REPROGRAM  
PERFORM CRANKSHAFT REPAIR  
THEFT RELEASE RESET OIL LIFE  
ROAD TEST

PO #733534

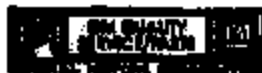
AMOUNT PAID	PLATE FEE	PO NO	DATE	OFF
97	05	733534	10-605	

(J)



# Unis Auto Sales, Inc.

GREEN GARDEN PLAZA  
GREEN GARDEN ROAD  
ALQUIPPA, PA 15001  
TELEPHONE: (724) 378-0541



Line 24 20744

WORK ORDER NO. 38787	ADDRESS PHYLLIS JUNAK 1140	TRA NO	WORK DATE 12/08/01	WORK NO LC8720744
	CAR MAKE OLDSMOBILE	YEAR 2000	COLOR BLACK	STOCK NO 32018
	VEHICLE TYPE OLDSMOBILE BRAVADA JAWO	VEHICLE NO. 18HDT138122 243118	WORK DATE 11/28/01	REPAIR ORDER NO.
ALQUIPPA, PA			WORK DATE 11/28/01	

**JOB 1 CHARGES**  
 CUSTOMER STATE ENGINE MONT START  
 HOURS: 2.00 TECH(S): 1190  
 WARRANTY  
 76360 + 3 + 2.3 = 180  
 229 74644  
 12/14/01

ALL NEW OR FACTORY REBUILT PARTS ARE GUARANTEED 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	12871178	ROCKE 3.675		0.00
<b>TOTALS</b>				<b>TOTAL - PARTS</b>	<b>0.00</b>



**JOB 2 CHARGES**  
 HOURS: 0 TECH(S): 1185  
 WARRANTY  
 27905  
 233

- UNIS CONVENIENCES:**
1. Certified Technicians
  2. Early Drop Off
  3. Shuttle Service
  4. Complete Body Shop
  5. Discount Rentals
  6. Quick Lube
  7. Genuine GM Parts
  8. Extended Hours
  9. We Service Most GM Cars & Trucks

MISC	CODE	DESCRIPTION	UNIT PRICE	WARRANTY	
<b>TOTALS</b>				<b>TOTAL - MISC</b>	<b>0.00</b>

5/DAY 89644

**IMPORTANT**  
 YOU MAY RECEIVE A DISCOUNT FROM SEVERAL SERVICE THE NEXT FEW DAYS. IF YOU ANY REASON YOU CANNOT GRAB US AS "COMPLETED" SERVICE PLEASE CALL OUR SERVICE MANAGER. THANK YOU. UNIS AUTO SALES FOR YOUR SATISFACTION OR NO. 1 SERVICE.

5



*Unis Auto Sales, Inc.*

GREEN GARDEN PLAZA  
GREEN GARDEN ROAD  
ALIQUIPPA, PA 15001  
TELEPHONE: (724) 378-0541



RECOMMENDED SERVICES

--	--	--	--	--	--	--	--

SERVICE HISTORY

11/18/01	720506	4	1140	218 218 218 218	03182 0318203 76183 0618211	STATE INSPECTION EMISSION/SMOKE INSPEC NO NOO FLAPS
----------	--------	---	------	--------------------------	--------------------------------------	--

SALESPERSON NO.

SERVICE

Vehicle	1997 OLDSMOBILE BRAYADA AWD	REGISTRATION DATE	3/20/01	LICENSE NO.	720744
Color	BLACK	EXPIRATION DATE	2/7/02	SALES TAX	11/28/01
Year	1997	SALES TAX	270	SALES TAX	1140
SALESPERSON	PHYLIS JUNAK	I HEREBY AUTHORIZE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY INSPECTION, AND AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR AN OTHER CAUSE BEYOND YOUR CONTROL, OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR SUPPLIES OR PARTS DELAYS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THIS VEHICLE WHEN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. A SERVICE MECHANIC'S LICENSE NUMBER APPEARING ON VEHICLE TO BECOME THE PROPERTY OF REPAIR WORK. STORAGE FEE WILL BE CHARGED IN HOUR AFTER REPAIRS ARE COMPLETED.			

COMMENTS: JOE WALKO

*Towed in Roadside?  
on/Start said possible, Sec. 242. P*

1 M 30PZLS 4  
MONT START  
CUSTOMER STATES ENGINE MONT START  
NO CRANK CONDITION.

*6056-9 CALL US BACK*

*T.A.C. 5235253  
THROU TO [unclear] [unclear]*

*Auto Rusty*

*20th*

ALL PARTS NEW EXCEPT AS NOTED

SALES TAX	270	SALES TAX	1140
-----------	-----	-----------	------

PENNSYLVANIA STATE INSPECTION

BRAKES REMAINING  
RIGHT FRONT \_\_\_\_\_ / 32 LEFT FRONT \_\_\_\_\_ / 32  
RIGHT REAR \_\_\_\_\_ / 32 LEFT REAR \_\_\_\_\_ / 32

TIRES REMAINING  
RIGHT FRONT \_\_\_\_\_ / 32 LEFT FRONT \_\_\_\_\_ / 32  
RIGHT REAR \_\_\_\_\_ / 32 LEFT REAR \_\_\_\_\_ / 32

STATE STICKER # \_\_\_\_\_  
EMISSION STICKER # \_\_\_\_\_  
TECH SIGNATURE \_\_\_\_\_

THE ONLY WARRANTY APPLICABLE TO THIS SERVICE IS THE WARRANTY WHICH MAY BE OFFERED BY THE MANUFACTURER OF THE VEHICLE. UNIS BODY SHOP AND ITS EMPLOYEES MAKE NO WARRANTY AS TO THE CONDITION OF THE VEHICLE OR THE RESULTS OF THE REPAIRS. UNIS BODY SHOP AND ITS EMPLOYEES MAKE NO WARRANTY AS TO THE CONDITION OF THE VEHICLE OR THE RESULTS OF THE REPAIRS. UNIS BODY SHOP AND ITS EMPLOYEES MAKE NO WARRANTY AS TO THE CONDITION OF THE VEHICLE OR THE RESULTS OF THE REPAIRS.

*Q*

PAGE 1 OF 1 720744

SERVICE FILE COPY



PO# 720744

CUSTOMER NAME [REDACTED] FROM [REDACTED]  
 ORDER # 16HDT135122247718  
 CAR INFORMATION 02 BRADDOCK  
 DEAR CUSTOMER

THE FOLLOWING PARTS YOU ORDERED ARE HERE.

Qty	Part No.	DESCRIPTION	Location	Received
		11-20-81		
	RO# 720744	SHIPPED FROM	LANED. SB	
1	12501178	PCM	2942	
1	15166099	HARNES	"	NEVER
UPS TRACKING#	12407650312903752			RECEIVED
1	12501178	PCM QN 99K		

PLEASE ARRANGE FOR PICK-UP OR INSTALLATION  
 WITHIN 20 DAYS FROM RECEIVED DATE.  
 THANK YOU.

**UNIS AUTO SALES, INC.**  
 8700 Garden Road - Tullytown PA 19081  
 ALLEGHENY, PA. 15001



FORM 90112

UNIS NOV 840P

UNIS NOV 840P

UNIS NOV 840P



ANNEXES

ORDERED 11-29-01  
BT M.V. 2 ON 1-29-01

NOTICED TRAM ON RT REAR  
DOOR CUT

LGM DSM FUSE  
R/C

CAUSE:

INSTALLED JUMPER WIRE  
AIR

11-29-01 108:33 IN

11-29-01 111:35 OUT

ANTHONY "E" [unclear]  
(23) out (In [unclear])  
a-w-h-l-a-n-d

CORRECTION:

INSTALL NEW PCM  
PROGRAM, REPROGRAM FUSE REAR FUSE BOX  
VARIATION RETURN EMISSION PROCEDURE  
OIL LIFE

12-06-01 112:47 IN

12-06-01 103:18 OUT

FLR 12575262

Set to

118505

PCM 12571178

P+H

15766099

PN 11509087 & 11509087

NATL.  
#28 - Blower fuse - should be 45A  
G. 108-

J 6355 Re-program  
as per USS2001 0101 dated Aug 7

SEARCHED	INDEXED	720784	OFF
1800	WALHD		12-8-01

02/SL/2003 15:26 1-724-378-2583

UNIS BODY SHIP

PAGE 00

RO# 720784

# General Sales Co. of West Chester, Inc.

Since 1906

1206 Wilmington Pike, WEST CHESTER, PA 19380  
 Cadillac Oldsmobile Service (810) 485-1703 or (810) 485-1704  
 SAAB Service (810) 485-1701 or (810) 485-1702  
[www.generalsalesco.com](http://www.generalsalesco.com)



Cadillac



Oldsmobile



SAAB

WORK ORDER NO. <b>11612</b>	JOB NO. <b>4699</b>	DATE <b>10/24/03</b>	BOOKING NO. <b>OLCS78320</b>
ADDRESS <b>WEST CHESTER, PA</b>	PLATE NO. <b>2A 504</b>	MAKE/MODEL <b>CADILLAC GENVY/</b>	YEAR <b>2011</b>
	VEHICLE TYPE <b>02/OLDSMOBILE/BRAVADA/SW/ALL WHEEL</b>	DATE OF PURCHASE <b>10/28/01</b>	DEALER/STATION <b>22</b>
	VEHICLE ID <b>1-6 H D T 2 3 5 1-2 2 2 4 8 4 7 8</b>	SALES/LEASE <b>ESC</b>	INSURANCE <b>PROGRESSIVE</b>
		DATE <b>10/23/03</b>	
	REF # <b>56774090001</b>		MO: <b>24507</b>

TECH: [REDACTED]  
 TECH CHECKED AND FOUND THE POWERTRAIN CONTROL MODULE  
 FUSE  
 TECH REPLACED THE PCM

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	AMOUNT
	1	2557443	FUSE 5 AMP		
JOB # 1 TOTAL PARTS					8.00
JOB # 1 TOTAL LABOR & PARTS					0.00

TECH: [REDACTED]

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

TECH: [REDACTED]

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	AMOUNT
	3		LABOR		
JOB # 3 TOTAL PARTS					0.00
JOB # 3 TOTAL LABOR & PARTS					0.00

SALES TAX	TOTAL
SALES TAX	8.00
TOTAL	8.00
TOTAL LABOR & PARTS	0.00
TOTAL	8.00

**TOTAL AMOUNT \$ 8.00**

UNPRECEDENTED SERVICE

OLCS190499

OLCS190499



# Les Stanford PONTIAC-OLDSMOBILE-CADILLAC, INC.

3201 W. MICHIGAN AVE. JACKSON, MI 48202  
MAILING ADDRESS P.O. BOX 868 JACKSON, MI 48204

TELEPHONE NO.  
(517) 788-8300

Facsimile  
(517) 788-7388

WORKSHOP NO. <b>39852</b>	ADVISOR <b>ROBERT C ALLEN</b>	THE NO. <b>240</b>	981	WORK DATE <b>09/30/03</b>	WORKER NO. <b>OLCS190499</b>
	LABOR RATE	RELEASE	<b>30,207</b>	YOUR COLOR <b>INDIGO BLUE</b>	ORDER NO.
<b>JACKSON, MI</b>	YOUR MAKE/MODEL <b>02/OLDSMOBILE/BRVADA/BRVADA, AWD</b>			ORDER TYPE	ORDER NUMBER
	VEHICLE ID NO. <b>1 GHDY13S122249923</b>			ORDER RECEIVED	REORDER DATE
	N.Y.S. #			A.S. #	DATE <b>09/29/03</b>
	CARRIER			REPRINT# <b>1</b>	

**TOTALS**

TOTAL LABOR.....	380.82
TOTAL PARTS.....	302.15
TOTAL SUBLET.....	0.00
TOTAL S.O.B.....	0.40
TOTAL MISC CHG.....	8.87
TOTAL MISC DISC.....	-5.97
TOTAL TAX.....	7.17
<b>TOTAL INVOICE \$</b>	<b>671.84</b>

\* IF YOUR PART IS IDENTIFIED WITH THIS STAR YOU HAVE PURCHASED A LIFETIME WARRANTY PART. SEE YOUR ADVISOR FOR DETAILS.

THANK YOU!  
YOUR BUSINESS IS APPRECIATED  
LET US KNOW HOW WE CAN SERVE YOU BETTER ?

STATE REG. NO. F112004  
FED I.D. NO. 38-2394632

**CERTIFICATION**  
ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT. (P.A. 300)

REPAIRS PROPERLY COMPLETED AND CHECKED BY

**X**

WE GUARANTEE OUR PARTS AND SERVICE WORK PERFORMED FOR 12 MONTHS OR 12,000 MILES WHICHEVER COMES FIRST. "NO GUARANTEE ON RUST REPAIRS."

"INDICATES A LIFETIME GUARANTEE PART, MUST BE CUSTOMER PAY"

**SERVICE DEPT. HOURS**  
MONDAY 7:00 A.M. - 8:00 P.M.  
TUES - FRI 7:00 A.M. - 8:30 P.M.

**BODY SHOP HOURS**  
MON - FRI 7:00 A.M. - 8:30 P.M.



Les Stanford PONTIAC-OLDSMOBILE-CADILLAC, INC.  
(517) 788-8300

Thank You

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

OLCS190499

OLCS190499



**Les Stanford** PONTIAC-OLDSMOBILE-CADILLAC, INC.

3201 W. MICHIGAN AVE. JACKSON, MI 48202  
MAILING ADDRESS P.O. BOX 908 JACKSON, MI 48204

**TELEPHONE NO.**  
**(517) 788-8300**

Facsimile  
(517) 788-7323

WORKORDER: <b>39852</b>	APPROVER: <b>ROBERT C ALLEN</b>	YAKRE: <b>240 981</b>	ISSUE DATE: <b>09/30/03</b>	ORDER NO.: <b>OLCS190499</b>
	LEAD TIME: [REDACTED]	DEBIT: <b>30,207</b>	COLOR: <b>INDIGO BLUE</b>	STOCK NO.:
JACKSON, MI [REDACTED]	VEHICLE MAKE: <b>02/OLDSMOBILE/BRAYADA/BRAYADA AWD</b>		DELIVERY DATE: [REDACTED]	DELIVERY MILE: [REDACTED]
	VEHICLE NO.: <b>1 G H D T 1 3 5 1 2 2 2 4 9 9 2 3</b>		DEALER DEALER NO.:	PRODUCTION DATE:
	P.T. & NO.:	P.O. NO.:	R. & DATE: <b>09/29/03</b>	REPRINT# <b>1</b>

JOB # 4 TOTAL LABOR & PARTS		0.00			
WHEELS AND TIRES LEFT REAR TIRE HAS NAIL IN TREAD REMOVED NAIL AND PLUGGED TIRE NOTE: PLUG MAY NOT HOLD DUE TO LOCATION OF PUNCTURE		18.47			
TECH(S): 288					
PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----					
JOB # 5 TOTAL PARTS		0.00			
JOB # 5 TOTAL LABOR & PARTS		18.47			
SUBLET	PO#	WEND INV#	INV. DATE	DESCRIPTION	
JOB # 4	1784	0844826	08/30/03	ENTERPRISE RENTAL	
TOTAL - SUBLET					0.00
WARRANTY					0.00
TOTAL - SUPPLIES					0.00
JOB # 2	0.0	MOTOR OIL	0	1.400 /UNIT	0.40
TOTAL - 606					0.40
MISC	CODE	DESCRIPTION	CONTROL NO.		
JOB # A		EPA ENVIRONMENTAL PROTECTION CHARGE			0.07
JOB # 2		POL SERVICE POLICY ADJUSTMENT			0.97
TOTAL - MISC					2.90
ESTIMATE					
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF 8479.00 (+TAX)					
COMMENTS					
TBM-EN					

STATE REG. NO. F118004  
REG. L.D. NO. 38-2034322

**CERTIFICATION**  
ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT, (P.A. 300)

REPAIRS PROPERLY COMPLETED AND CHECKED BY

WE GUARANTEE OUR PARTS AND SERVICE WORK PERFORMED FOR 12 MONTHS OR 12,000 MILES WHICHEVER COMES FIRST. "NO GUARANTEE ON RUST REPAIRS."

\*INDICATES A LIFETIME GUARANTEE PART, MUST BE CUSTOMER PAY

**SERVICE DEPT. HOURS**  
MONDAY 7:00 A.M. - 9:00 P.M.  
TUES - FRI 7:00 A.M. - 6:30 P.M.

**BODY SHOP HOURS**  
MON - FRI 7:00 A.M. - 5:30 P.M.

TECHNICIAN CERTIFICATION

33	RONALD C MUEHREL	HT18611
285	SCOTT JOSEPH MELVILLE	H232321

**Les Stanford** PONTIAC-OLDSMOBILE-CADILLAC, INC.  
(517) 788-8300

*Thank You*

OLCS190499

OLCS190499



**Les Stanford PONTIAC-OLDSMOBILE-CADILLAC, INC.**

3201 W. MICHIGAN AVE. JACKSON, MI 48202  
 MAILING ADDRESS P.O. BOX 986 JACKSON, MI 48204

TELEPHONE NO.  
 (817) 788-8300

Passbook  
 (817) 788-7088

WORKORDER NO. <b>39852</b>	APPROX. NAME <b>ROBERT C ALLEN</b>	TAX NO. <b>240 981</b>	ISSUE DATE <b>09/30/03</b>	WORKER NO. <b>OLCS190499</b>
	LABOR RATE	RELEASE <b>30,207</b>	COLOR <b>INDIGO BLUE</b>	WORKER NO.
<b>JACKSON, MI</b>	VEHICLE MODEL <b>02/OLDSMOBILE/BRAVADA/BRAVADA AND</b>		DELIVERY DATE	DELIVERY MILE
	VEHICLE NO. <b>1GHD1135122249923</b>		SELLING DEALER NO.	VEHICLE YEAR
	P.Y. REG.	P.Y. REG.	R.C. DATE <b>09/29/03</b>	REPRINT# <b>1</b>

**LABOR & PARTS**  
**ELECTRICAL SYSTEM** TECH(S):32  
 CUSTOMER STATES ENGINE CUT OUT WHILE DRIVING STEADY SPEED ON E/MAY NOW WILL NOT CRANK  
 TROUBLE CODE 603 1689 INTERNAL PCM FAILURE  
 DIAGNOSED, STARTED UP OK. CHECKED PCM POWER AND GROUND -OK.  
 ATTEMPTED TO GET TO FAIL - 1689 INTERNAL PCM FAILURE.  
 REPLACED PCM AND REPROGRAMMED PCM TO A 12887438. RESET CRANK OFF SET.

STATE REG. NO. P118004  
 FED. I.D. NO. 38-8234333  
 CERTIFICATION  
 ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT, (P.A. 300)  
 REPAIRS PROPERLY COMPLETED AND CHECKED BY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	1287443	MODULE 3.670		0.00
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00

WE GUARANTEE OUR PARTS AND SERVICE WORK PERFORMED FOR 12 MONTHS OR 12,000 MILES WHICHEVER COMES FIRST. "NO GUARANTEE ON RUST REPAIRS."  
 INDICATES A LIFETIME GUARANTEE PART, MUST BE CUSTOMER PAY

**RECOMMENDED** TECH(S):295 32  
 CUSTOMER REQUEST 35,000 MILE SERVICE  
 LUBE, OIL, OIL FILTER, INSPECT FRONT AND REAR BRAKE LININGS AND PARK BRAKE, PERFORM FOUR WHEEL ALIGNMENT, 25 POINT SAFETY INSPECTION, CLEAN THROTTLE BODY AND CHECK EMISSIONS.  
 POWER PURGE FUEL INJECTION, REPLACE AIR FILTER  
 35,000 MILE SERVICE COMPLETED.

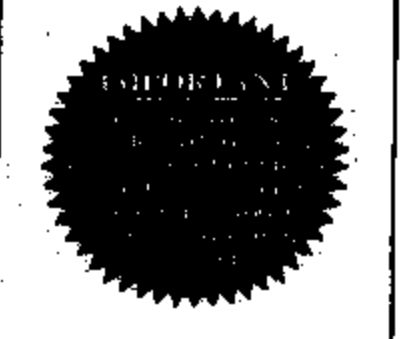
**SERVICE DEPT. HOURS**  
 MONDAY 7:00 A.M. - 5:00 P.M.  
 TUES - FRI 7:00 A.M. - 5:00 P.M.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	8003412	FILTER 1.836	7.28	7.28
	1		PURGE	32.00	32.00
	1		THROTTLE CLEANER	4.00	4.00
	1		PURGE	32.00	32.00
	1		THROTTLE CLEANER	4.00	4.00
JOB # 2 TOTAL PARTS					79.20
JOB # 2 TOTAL LABOR & PARTS					374.65

**BODY SHOP HOURS**  
 MON - FRI 7:00 A.M. - 5:00 P.M.

**REPL. FUEL FILTER EPT** TECH(S):32  
 CUSTOMER STATES REPLACE FUEL FILTER  
 RECOMMENDED MAINTENANCE  
 REPLACED FUEL FILTER

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 3	1	8003308	FILTER 3.890 R	22.95	22.95
JOB # 3 TOTAL PARTS					22.95
JOB # 3 TOTAL LABOR & PARTS					89.95



**ACCESSORIES** TECH(S):32  
 CUSTOMER STATES NEEDS CAR DUE TO REPAIR TAKING OVER A DAY  
 CUSTOMER SATISFACTION  
 PROVIDED CUSTOMER WITH EXTERMINAL RENTAL  
 CUSTOMER'S VEH. WAS UNDRIVEABLE

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

Les Stanford PONTIAC-OLDSMOBILE-CADILLAC, INC.  
 (817) 788-8300

Thank You

# Les Stanford

PONTIAC-OLDSMOBILE-CADILLAC, Inc.  
 3201 W. MICHIGAN AVE. JACKSON, MI 49202  
 TELEPHONE (517) 786-6300  
 FACSIMILE (517) 786-7328

MAILING ADDRESS: P.O. BOX 988, JACKSON, MI 49204  
 SEE OUR WEBSITE @ www.starfordauto.com



### SERVICE HISTORY

07/23/03 187480	27567 331 122	07PNE 42PNE	AXL	ESSENTIAL
06/20/03 186035	27256 240 123	42PNEZ 42PNEZ	RECALL	RECALLS
04/23/03 183395	24850 231 51	01PNE14.951OF	LINE OIL & FILTER	FRONT SUSPENSION
01/18/03 179094	21709 297 289	01PNE2-0001OF		
01/09/03 178597	21624 231 285	02PNEZ		

### SERVICE

SALESPERSON NO.

VEHICLE # 1GHDT135122 19923

DATE/TIME 09:24am

APPOINTMENT 09/29/03 08:00pm

APPOINTED BY ROBERT C ALLEN

LABOR TOTAL 433.45

COMMENTS: TOW-IN

CUSTOMER STATES REPLACE FUEL FILTER

32.07 12.00 FULL PUMP

4 W 38 Rental Car

ADDED ON OPERATION

Thank You!

### RECOMMENDED SERVICES

02PNEZ-30K	30,000 MILE SERVICE	MF	373.50
03PNEZ-080	TRANSMISSION FLUSH	MF	119.99
03PNEZ-004	POWER FLUSH COOL SYS	MF	109.95
03PNEZ-007	FOUR WHEEL ALIGN	MF	89.95
03PNEZ-0094	BALANCE FOUR TIRES	MF	44.95
03PNEZ-0001OF	LINE OIL & FILTER	MF	28.00
03PNEZ-001	ROTATE TIRES	MF	21.95
03PNEZ-005	CLEAN FUEL INJ	MF	99.95
03PNEZ-008	REPL FUEL FILTER EPI	MF	59.95
03PNEZ-0099	INSPECT ALL BRAKES	MF	48.99

CERTIFICATION ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT. (P.A. 308)

REPAIRS PROPERLY COMPLETED AND CHECKED BY

X

REMARKS

32 CR STARTED UP OK  
 CR T CODES GSI 1613  
 CR PUM POWER GROUND OK  
 CR TRY TO CRUISE TO 160  
 1603 = INTERNAL PUM ERR  
 RTA PUM  
 REPROGRAM PUM TO A 1258 NVO  
 RESET CLAMP & RESET

285

30,000 Mile Maintenance  
 LSF, LSP, P261, Fwd hub OK, front air hoses ok  
 Brake Inspection - 50% pads left. No problems at this time  
 25 pt Inspection  
 Wheel Alignment

*Handwritten signature*

Oil drain filter  
 Access cover on skid plate  
 missing

285

Nail in LB tire near head

Removed nail and plugged injury,  
 32psi. May not hold due to  
 location of puncture

Nail in RH tire  
 at edge of tread/sidewall

PLAG



4108765742

129210 ✓



\*INVOICE\*

PAGE 1

SERVICE ADVISOR: 1046 ANTHONY ALASHA

WESTMINSTER, MD  
HOME: [REDACTED]

11W 02 OLDSMOBILE BRAVADA 1GNDT139122266673 41406/41406 T1155

19OCT2001 18:00 22OCT03 72.00 CASH 23OCT2003

OPTIONS: STK:81542 DLR:14029

07:16 21OCT01 10:05 23OCT03

CAUSE: FAILED PCM

921 WG (N/C)

FC:

COUNT: 1

AUTH CODE:

CLAIM TYPE:

1 25664288 ACTUATOR (N/C)

PARTS: 25664288

CLAIM TYPE:

03

C CUSTOMER STATES MIRRORS DON'T RESET

921 CG

0.00 0.00

ASE Certified Technicians  
GM Certified Available  
Merito Service Available

Please visit our  
Parts and Accessories  
Section  
Parts Hours  
7 am - 6 pm M-F  
8 am - 4 pm Sat

SERVICE HOURS  
7 am - 6 pm M-F  
8 am - 4 pm Sat

BODY SHOP HOURS  
7 am - 6 pm M-F  
Closed Sat.

PAINT CENTER  
8 am - 6 pm M-F  
9 am - 0 am Sat.

Any warranties on the product and  
labor are those made by the  
manufacturer. The dealer hereby expressly  
disclaims all warranties, either express 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:

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
SAL. & LNS	0.00
SHOBY AMOUNT	0.00
TRUCK SHOP SUPPLIES	0.00
TOTAL CHARGES	0.00
TAX DEDUCTIONS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	

1/27/03	4003JUL63	34980017	90984	CHANGE ENGINE OIL	OIL FILTER	CU	OKL OIL	MT	PA COMPLIANCE
7/1/03	4003JUL63	34980017	90984	INSTALL FLUE W/PIPE	REPAIRMAN TP C				
7/1/03	4003JUL63	34980017	90984	NO DESCRIPTION	NO PROBLEM FOR				
10/3/03	4003JUL63	34980017	90984	NO 2000 MILE TO	TRY BULK OIL	FT1	TRY OIL FILTER	OFF	NO PROBLEM FOR

SERVICES ABOVE ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE.

**CURRENT MILEAGE** 0

PLEASE DO THE CURRENT MILEAGE OF YOUR VEHICLE. THE MANUFACTURER RECOMMENDS THAT THE SERVICES MARKED WITH AN 'X' BE PERFORMED NOW.

280701

**SPOMER MOTORS, INC.**

Hwy. 69 N. & I-90  
(807) 372-8868

322 West Oxford  
(807) 376-8131

**EXCLUSION OF WARRANTIES**

The services on this order are provided as is, without any warranty. The customer agrees that these services are performed for their convenience and convenience only and do not constitute a warranty of any kind. Spomer Motors, Inc. does not warrant any workmanship or materials. All work is performed at the discretion of the technician. Spomer Motors, Inc. is not responsible for any damage to the vehicle or any other property. Spomer Motors, Inc. is not responsible for any loss of time or any other inconvenience. Spomer Motors, Inc. is not responsible for any damage to the vehicle or any other property. Spomer Motors, Inc. is not responsible for any loss of time or any other inconvenience.

CUSTOMER # 765370	STOCK NO. 338064	YACID	GROUP LT PASTER RYAL	PAGE 1 OF 1
27OCT2003	18NDT136222102084	K3600	02 OLDSMOBILE BRAVADA	11 187163
				TRUCK REGISTERED 17:00 27OCT03
<b>PRELIMINARY ESTIMATE #</b>			<b>HOME PHONE</b>	
<b>AUTHORIZED BY: X</b>			<b>CELL PHONE</b>	
DATE	DAY	TIME	BY	
<b>ESTIMATE #</b>			<b>TRAFFIC NO.</b>	<b>LABOR RATE</b>
87800P 876/88080 7197712844 870				0.00
I HEREBY ACKNOWLEDGE THAT I HAVE NOTICED & GAVE ORAL APPROVAL OF THE ABOVE REPAIR ESTIMATE.			<b>TYPE OF PAYMENT</b>	<b>CASH</b>
			<b>AMOUNT PAID</b>	04457

17 (SOUTHERN STATES SEE IN - RUBBER ENGINE FOUR MESSAGE ON SCREEN)

2001 - Ram pickup - FLA - test - PAS

18-30

16-36

1.6 98

200

TOWNS	AMOUNT
REC. CHARGE	AMOUNT
SALES TAX	AMOUNT

**TECHNICIAN'S SIGNATURE X**

**TECHNICIAN COPY**



P.O. Box 1910 • Hwy. 70 E. • New Bern, NC 28563  
TEL 252-833-2213 • FAX 252-514-4020  
http://www.trent.com

RO: 132578 ✓  
Cashier: 006532 15:51-2  
Date Out: 10/02/2003  
Status: MODIFIED REPRINT  
CLOSED

Customer: 15803

TAG: 2EING  
VIN: 1GHDT138222193829 ✓  
2002 OLDS BRAVADA  
Est. Mileage: 62100

WILLIAMSBURG VA

Home:

Work:

Advisor: 006383-Jimmy O Raynor

PO:  
Hat:

Estimate: 60.00  
Date In: 09/30/2003 ✓

\*\*\*\*\* >>> INTERNAL USE ONLY <<< \*\*\*\*\*

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price
A	WS	005557W	2.5	J6360 Cost: 44.38	Labor Total:	144.73
ENGINE WILL NOT TURN OVER WHILE TRAVELING ALONG CUT OFF						
B/SO WARRANTY						
INSPECT AND FOUND PCM SHORTED OUT AND VSS CKT #817						
FILTER CAUSING PCM TO SHORT OUT.						
REPLACE PCM, INSTALL NEW VSS FILTER ON CKT #817, REPROGRAM						
PCM WITH LATEST SOFTWARE UPDATES, CLEAR CODES AND ROADTEST						
VEHICLE TO CORRECT						
PO: HRS 1.7 OTHER 0.8 J6360-FU 5G						
Parts:	1	SO	12576453	MODULE	490.00	490.00
	1		88892654	FILTER	3.64	3.64
					Total Parts:	493.64
					Operation Total:	638.37

WS

\*\* PAY SUMMARY \*\*

638.37

Warranty total: 638.37

\*\*\*\*\* >>> INTERNAL USE ONLY <<< \*\*\*\*\*

**ROBY**  
Auto Group

**CHEVROLET OLDSMOBILE**  
1801 U.S. RT. 30  
MARYSVILLE, OHIO 43040  
AT THE CORNER OF ROUTE 33 & 301  
MARYSVILLE (607) 844-8000  
COLUMBUS (614) 786-8000  
www.robysautogroup.com

487077

33204 ✓

INVOICE

PAGE 1

SERVICE ADVISOR: 760 WILL PLEASANT

MARYSVILLE, OH  
NAME: [REDACTED]

[REDACTED]

PLATE 02 CHDS NEVADA 1CNDT138222189758 27302/27302

23NOV2001 17:00 17OCT03 0.00 CASH 17OCT2003  
OPTIONS: STR:24313 DIR:09-356

08:02 17OCT03 16:46 17OCT03  
LIST NET TOTAL

**UP AND AIR**

N3320 ACTUATOR, ELECTRIC REMOTE CONTROL

757 WC40

(N/C)

PC: 93

COUNT: 2

AUTH CODE:

N8510 REPROGRAM CLUSTER

PC: 93 PART#: COUNT: 0

AUTH CODE:

N4808 MODULE, BODY CONTROL-REPROGRAM

PC: 93 PART#: COUNT: 0

AUTH CODE:

R8505 02-07-30-016 BULLETIN-REPAIR GENERATOR PCB

757 WC40

(N/C)

CLASSIFY:

07

**URGENT**  
Attached you will find an example  
of the General Motors Customer  
Satisfaction Survey that you may receive  
in the near future. If for any reason  
you cannot answer all questions with  
"COMPLETELY SATISFIED" please  
contact our Service Manager immediately.  
Your survey is our "Golden Ticket" to  
General Motors and your attention  
in this matter is greatly appreciated.  
Thank You.  
New City State  
1-800-762-6000

**DISCLAIMER OF WARRANTIES**  
Buyer warrants to the person and bank or  
other entity to be the purchaser of this  
vehicle. Seller hereby agrees to provide  
to the purchaser a copy of this document  
and to make available all records, reports,  
and other information concerning this  
vehicle to the purchaser upon request.  
Buyer's purchase of this vehicle is  
solely for a particular purpose known to  
the purchaser and is not to be used for  
any other purpose. The purchaser is  
responsible for the proper use and  
maintenance of this vehicle. The seller  
shall not be liable for any damage or  
loss resulting from the use of this  
vehicle for any purpose other than the  
purpose stated above.

LABOR AMOUNT	
PART AMOUNT	
TAX	
SALES TAX	
TOTAL AMOUNT	
TOTAL DEDUCTION	
NET AMOUNT	
PAYMENT	
AMOUNT PAID	
BALANCE	

# ROBY AutoGroup

**CHEVROLET OLDSMOBILE**  
1801 U.S. RT. 36  
MARYSVILLE, OHIO 43040  
(AT THE CORNER OF ROUTE 36 & 36)  
MARYSVILLE (614) 844-8000  
COLUMBUS (614) 784-8000  
www.robysautogroup.com

487077

33204

INVOICE

PAGE 2

SERVICE ADVISOR: 760 HILL PLEASANT

MARYSVILLE, OH

PHONE:

DATE: 23NOV2001	TIME: 17:00	FROM: 17OCT03	TO: 17OCT2003	AMOUNT: 0.00	TYPE: CASE
OPTIONS: STK:24313 DLR:09-356					

DATE	TIME	FROM	TO	LIST	NET	TOTAL
08:02	17OCT03	16:46	17OCT03			

PLACED BEFORE-JIM THOMPSON WILL TAKE CARE OF SERVICE

665 IN

(N/C)

C CUSTOMER STATES THE REAR WIPER BLADE DOES NOT CONTACT WINDOW UNTIL 3/4

CAUSE: NOT CLEANING

757 WC40

(N/C)

FC: 1A

COUNT: 1

AUTH CODE:

CAUSE: BRICKS

757 WC40

(N/C)

FC: 1D

COUNT: 1

AUTH CODE:

**IMPORTANT**  
Attached you will find an example of the General Motors Customer Satisfaction Survey that you may receive in the next few weeks. If for any reason you cannot answer all questions with "COMPLETELY SATISFIED" please contact our Service Manager immediately. Your survey is our "Gold-Card" to General Motors and your attention in this matter is greatly appreciated. Thank You, Roby Auto Group 1-800-948-8872

DESCRIPTION BY NUMBER	AMOUNT
LABOR AMOUNT	
PARTS AMOUNT	
GAS OR LUBE	
SALES TAX	
TOTAL DOLLARS	
LESS PAYMENTS	
BALANCE	
CUSTOMER'S DAYLINE	
FINANCIAL	
TAX AMOUNT	

FILE COPY

# ROBY

Auto Group

CHEVROLET OLDSMOBILE

18801 U.S. RT. 38  
MARYSVILLE, OHIO 43040  
AT THE CORNER OF ROUTE 38 & 381  
MARYSVILLE (607) 844-8000  
COLUMBUS (614) 794-8000  
www.robysautogroup.com

487077

33206

INVOICE

PAGE 3

SERVICE ADVISOR: 760 WILL PEARSON

MARYSVILLE, OH  
HOME: [REDACTED]

PLATE	02	OLDS BRAVADA	1GNDT139272199758	27302/27302
-------	----	--------------	-------------------	-------------

23007001	17:00	17OCT03	0.00	CASH	17OCT2003
----------	-------	---------	------	------	-----------

BB:02	17OCT03	16:46	17OCT03		
-------	---------	-------	---------	--	--

DESCRIPTION	AMOUNT	LIST	NET	TOTAL
COUPON				
..\$10.00 OFF ANY SERVICE REPAIR OVER \$100.00				
NOT VALID WITH ANY OTHER COUPONS OR DISCOUNTS				

**IMPORTANT**  
Attached you will find an example of the General Motors Customer Satisfaction Survey that you may receive in the next few weeks. If for any reason you cannot answer all questions with "COMPLETELY SATISFIED" please contact our Service Manager immediately. Your survey is our "Globe-Care" to General Motors and your attention in this matter is greatly appreciated.  
Thank You  
Roby Auto Group  
1-800-955-0078

DESCRIPTION OF VEHICLE	AMOUNT
LAST AMOUNT	0.00
PAID AMOUNT	0.00
EST. CR. USE	0.00
SALES AMOUNT	0.00
LESS TAXES	0.00
TOTAL DUES	0.00
LESS FOR FEES	0.00
PAID	0.00
SALES TAX	0.00

**McGRATH**



*in Charlotte*

891 Weatherspoon Road  
GLENVIEW, N. CAROLINA  
(919) 888-9000

**McGRATH**

PONTIAC BUICK OLDSMOBILE

*of St. Charles*

1421 East Main St. - ST. CHARLES, N. CAROLINA 28174  
Phone: (803) 384-8400  
VISIT OUR OTHER LOCATIONS

OLWS201281

**McGRATH**

*HONDA in Elgin*

808 East Chicago Street  
ELGIN, N. CAROLINA  
(919) 888-9000

WORK ORDER NO. <b>57411</b>	TECHNICIAN <b>SCOTT MOORE</b>	DATE <b>10/20/03</b>	MODEL <b>OLWS201281</b>
	PLATE NO. <b>29, 101</b>	MAKE <b>BRONZE/IST/</b>	MODEL
	VEHICLE TYPE <b>02/OLDSMOBILE/BUICK/4 DOOR UTILITY</b>	REPAIR TYPE	REPAIR NAME
	VIN <b>1GHD113S222226019</b>	ESTIMATE NUMBER	REORDER DATE
	P.Y.E. NO.	DATE	<b>10/20/03</b>
	COMMENTS		NO:

VEHICLE TOOK TO PARK ON STAR. NO LAUNCH, NO START.  
JESSE I. S. PH/AN/016  
VERIFIED CLERK CONCERN, FOUND ECM FAILED.  
REPLACED ECM

CLAIM PARTS	DESCRIPTION	U/COST	E/COST	U/PRICE	
ECM	ECM	350.00	350.00	350.00	350.00
ILL RATE		0.01	0.01	100.00	
JOB # 1 COST TOTAL				350.01	
JOB # 1 TOTAL PARTS				705.00	
JOB # 1 TOTAL LABOR & PARTS				830.00	

**DISCLAIMER OF WARRANTIES**  
The Factory Warranty Covers All Of The Warranties With Respect To The Sale Of The Item(s). The Seller Hereby Expressly DISCLAIMS All Warranties, Other Express Or Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose, And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of The Item(s).



CLAIMS	LABOR	PARTS	SUB. LAB.	SUB. PART	SCR.	MISC.	TAX	TOTAL
CLAIMS	123.01	707.00	0.00	0.00	0.00	0.00	0.00	830.01
CLAIM TOTALS	123.01	707.00	0.00	0.00	0.00	0.00	0.00	830.01

DUPLICATE INVOICE

**CONVENIENT SERVICE HOURS:**  
MONDAY - FRIDAY  
7:30 AM - 5:30 PM  
SATURDAY  
9:00 AM - 3:00 PM

PARTS INSTALLED ARE OEM PARTS UNLESS OTHERWISE NOTED.  
ORIGINAL EQUIPMENT REPLACEMENT PARTS AND LABOR ARE GUARANTEED FOR 12 MONTHS OR 12,000 MILES WHICHEVER COMES FIRST FROM DATE OF REPAIR.



**THANK YOU!**  
FOR CHOOSING  
**McGRATH**  
FOR YOUR  
SERVICE NEEDS.

# MCGRATH

PONTIAC BUICK

of St. Charles

1421 East Main St. • ST. CHARLES, ILLINOIS 60174  
Phone: (800) 584-8400

## SERVICE

SALESPERSON NO.

**EXCLUSION OF WARRANTY**  
Any warranties on the parts and accessories sold hereby are made by the manufacturer. The dealer, its employees and agents are not responsible for the operation of any motor, power or electrical equipment, or accessories, including the operation of any electrical equipment, or for any damage to the vehicle or its parts caused by the use of such equipment. The dealer and its employees and agents are not responsible for any damage to the vehicle or its parts caused by the use of such equipment. The dealer and its employees and agents are not responsible for any damage to the vehicle or its parts caused by the use of such equipment. The dealer and its employees and agents are not responsible for any damage to the vehicle or its parts caused by the use of such equipment.

**RECOMMENDED SERVICES**

60120201

376

I hereby authorize the repair work herein set forth to be done using the necessary materials and agree that I am not responsible for loss or damage to vehicle or unless told to vehicle in case of fire, theft or any other cause beyond your control or for any delay caused by unavailability of parts or delays in parts shipments by the manufacturer. I hereby give you under your employee's provisions to operate the vehicle herein described on streets, highways or elsewhere for the purpose of having work performed. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repair work.

**CUSTOMER ACKNOWLEDGEMENT X**

RECOMMENDED SERVICES	UNIT	PRICE
430LZTRK	5000 OIL SERVICE	MI 0.00
430LZTUNE	TUNE UP	MI 2.00
430LZTRNS	TRANSMISSION SERVICE	MI 69.95
430LZBLTTRK	3,000 MILE SERVICE	MI 20.95
430LZSDR	INSPECT SHIPER BLADES	MI 0.00
430LZLGE	3,000 MILE SERVICE	MI 28.95
430LZNDYATE	ROTATE TIRES	MI 20.00
430LZTRASERV	TRANS SERVICE	MI 69.95
430LZCOOLSEV	COOLING SERVICE	MI 59.95
850LZ01	4 WHEEL ALIGNMENT	MI 59.95

**ORIGINAL CUSTOMER ESTIMATE: TOTAL**

0.00

**COMMENTS: TOWNSHIP**

APR 11 10 10

**ALL REPLACEMENT PARTS MAY BE RECALLED BY THE END OF THE DAY WITHOUT REFUNDING SPECIFIC.**

Printed Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Address: \_\_\_\_\_

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

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

RECEIVED BY: \_\_\_\_\_

**CONSUMER RIGHTS NOTICE**

You are entitled to a price estimate for the repairs you have authorized. The repair price may be less than the estimate, but should not exceed the total price. Additional repairs may not be performed without your consent. You may void your right to a written estimate and repair that you are entitled to if the price estimate is not as specified.

You may void your right to an estimate which gives the repair vehicle repair facility the right to set the price without your permission. Your signature will indicate your selection.

01 I request an estimate in writing before you begin repair.  
Signature: \_\_\_\_\_

02 I am present with the repair but call you for approval before continuing if the price exceeds \$ \_\_\_\_\_.  
Signature: \_\_\_\_\_

03 I do not want an estimate and you may set the price of repair.  
Signature: \_\_\_\_\_

Date: \_\_\_\_\_

The estimated price for authorized repairs will be limited if the motor vehicle is delivered to the facility of the repair shop owned or by the contractor and the motor vehicle repair facility.

Printed Name: \_\_\_\_\_

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



DESCRIPTION OF REPAIR AND REPLACEMENT

TOTAL

ATC U1000 FUSE BLOWN  
 DON U1000  
 U1016 1005 W/ECM

ECM + 12576463 700.00 (376)

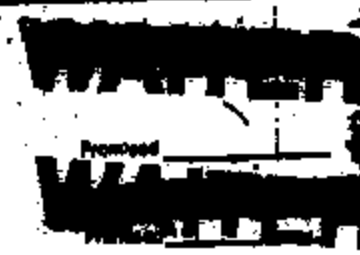
NO CRACK. BATTERY W/NO POWER.  
 ✓ CODES IN SYSTEM FOUND U1000 IN  
 ALL MODULES IN BCM ALSO FOUND CODE  
 U1016 1005 ON WITH ECM ✓ FOR  
 CODES IN POWER TRAIN, COULD NOT COMMUNICATE  
 TRIP SPS PROGRAM BUT COULD NOT  
 COMMUNICATE. ✓ DO ALL FUSES OF ✓ ALL  
 WIRE S TO ECM. NO PARTS FOUND  
 REPLACED ECM IF REPROGRAMMED.  
 REPROGRAMMED OILIC USED, OR.  
 AT THIS TIME

376


THESE ARE THE MOST RECENT REPAIRS PERFORMED ON YOUR VEHICLE.

CURRENT MILEAGE 16121

PLEASE CHECK THE CURRENT MILEAGE OF YOUR VEHICLE. THE MARIAPAC RUSH SERVICENOR THAT THE SPACES MARKED WITH AN 'X' IS REPAIRED NOW.



PRIOR BODY DAMAGE NOTED DATE: [ ]

EXCLUSION OF WARRANTY  
 THIS WARRANTY IS THE SOLE AND EXCLUSIVE PROPERTY OF ROCKENBACH CHEVROLET, INC. AND IS SUBJECT TO THE TERMS AND CONDITIONS SET FORTH IN THE WARRANTY AGREEMENT. THIS WARRANTY DOES NOT COVER DAMAGE TO THE VEHICLE CAUSED BY ACCIDENT, MISUSE, NEGLIGENCE, OR IMPROPER MAINTENANCE. THIS WARRANTY IS VOID IF THE VEHICLE IS USED FOR RACE TRACKS, OFF-ROAD DRIVING, OR OTHER EXTREME USES. THIS WARRANTY IS VOID IF THE VEHICLE IS USED FOR TAXI, RENTAL, OR COMMERCIAL PURPOSES. THIS WARRANTY IS VOID IF THE VEHICLE IS USED IN ANY AREA WHERE THE SPEED LIMIT IS 55 MPH OR GREATER. THIS WARRANTY IS VOID IF THE VEHICLE IS USED IN ANY AREA WHERE THE ROADWAY IS UNPAVED OR UNDER CONSTRUCTION. THIS WARRANTY IS VOID IF THE VEHICLE IS USED IN ANY AREA WHERE THE ROADWAY IS UNPAVED OR UNDER CONSTRUCTION. THIS WARRANTY IS VOID IF THE VEHICLE IS USED IN ANY AREA WHERE THE ROADWAY IS UNPAVED OR UNDER CONSTRUCTION.

VEHICLE NO. 0702003 16HDT15582227882 STAGE NO. 422 TAG NO. 78489 COLOR WHITE MAKE [REDACTED] MODEL 02 HOLIDAYVILLE BRAVADA

CHICAGO IL [REDACTED] CITY/STATE

4.2 Liter, L6, NFI, DOH ENGINE NO. TRANSM. NO. MAKE NO. PRICE DATE LABOR DATE

WARRANTY TYPE CASH VALUE \$11460

BY RADIO ASSISTANCE

CUSTOMER STATES THAT VEHICLE STALLED WHILE DRIVING THEN WOULDN'T START

*[Handwritten notes and signatures follow]*

QUALITY X

- AIR
- FUEL
- SPARE
- HORN
- WASH/WAX
- LOCKS
- TIRE
- AM/FM
- TRANS COOLER
- SEATBELT
- OTHER
- SERVICE
- OTHER

204879

76461

**DON TATE MOTORS, INC.**  
 CHEVROLET • OLDSMOBILE  
 CADILLAC • BUICK • PONTIAC • GMC  
 P.O. BOX 111 - 308 - 318 E. MAIN ST.  
 POMEROY, OHIO 44768  
 (740) 892-8814  
 TOLL FREE 1-888-DONTATE

ACCOUNTING

PAGE 1



YEAR	MAKE/MODEL	SERVICE ADVISOR: 323 REGGIE BRATT	DATE	TIME	STATUS	TYPE
02	OLDSMOBILE BRAVADA	16HDT33822274135	24695/24695			
PROG. DATE	WASH. EXP.	PROMISE	DATE	PAYMENT	RV. DATE	
08782005	17:00	27OCT03		48.74	CASH	27OCT2003
READY	OPTIONS: STK:GM2039					

Q03	10:56	27OCT03				
M. TECH	TOP A/RES	S/RES	COST	SALE COMP	LEFT	NET TOTAL
WTS ABS LAMP IS ON						

MODULE, PCM/VEH REPLACE						
283	W	2.60	0.60	0	12672	
12576463	MODULE			35000	49000	
6D				0	700.00	126.72
ART#: 12576463						126.72
QNT: 1						490.00
PLAIN TYPE:						
WITH CODE: E						

35000 49000 TPARTS  
 0 12672 TLABOR

WTS PARKING BRAKE LAMP IS ON						
SEE LINE A						
283	C	0.00	0.00	0	0	0.00
WTS SPEEDOMETER IS TROP						
SEE LINE A						
283	C	0.00	0.00	0	0	0.00
WTS BATTERY KEYS GOING DEAD						

BATTERY CASE REPLACE						
283	W	0.00	0.60	0	2924	
19001632	78-51R			5913	8278	
3FSM				0	82.87	29.24
ART#: 19001632						82.78
QNT: 1						
PLAIN TYPE:						
WITH CODE: B						

5913 8278 TPARTS  
 0 2924 TLABOR

Department of Workmanship Any discrepancy on the invoice and book are shown even by the responsibility of those involved. Under no circumstances shall any... CUSTOMER SIGNATURE	LABOR AMOUNT	TOTAL
	PARTS AMOUNT	
	SALE TAX	
	SALES AMOUNT	
	SALES CHARGE	
	TOTAL CHARGE	
	SALES TAX	
	SALES AMOUNT	
	SALES TAX	
	SALES AMOUNT	

WASH. STATEMENT ON PARTS  
 IN DAYS 82 4000 50.00

SERVICE FILE COPY

304879

76461

# DON TATE MOTORS, INC.

CHEVROLET · OLDSMOBILE  
 CADILLAC · BUICK · PONTIAC · GMC  
 P.O. BOX 111 - 308 - 318 E. MAIN ST.  
 POMEROY, OHIO 48789  
 740-852-6814  
 TOLL FREE 1-888-DONTATE

ACCOUNTING

PAGE 2

SERVICE ADVISOR: 333 REGGIE BRATT

YEAR	MAKE/MODEL	VIN	LICENSE	RELEASE IN/OUT	TAX
02	OLDSMOBILE BRAVADA	1GNDT13822274135		24595/24695	
	REGD. DATE	WARR. EXP.	PROVIDED	DATE	PAYMENT
	08JAN2005	17:00	22OCT03	48.74	CASH
	READY	OPTIONS:	STK:G2039		

TIME	TYPE	A/RES	B/RES	COST	SALE	CRSE	LIST	NET	TOTAL
10:56									

\*\*\*\*\*IMPORTANT\*\*\*\*\*  
 You may be receiving a survey from General Motors. Shortly, your complete satisfaction is our goal. If for any reason you cannot give us a "very satisfied", please contact us before mailing the survey.  
 \*\*\*THANK YOU AGAIN FOR YOUR BUSINESS\*\*\*

SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
15596	0		48000	57278	40913	
0	0		25280	72874	*****	
0	*****					

SALES & COMP TOTALS		40913	72874	0
Description of Warranties				
Any warranties on the products sold herein are those made by the manufacturer of such products. Dealer hereby expressly disclaims all warranties other than those of title. Dealer is not liable for any consequences or responsibilities of claims for a warranty period covering any products or services provided, unless otherwise indicated on the specific repair order. This disclaimer covers all repairs and services and other parts to ensure for it any liability in connection with the sale of such products or services. This disclaimer by the dealer is in no way affects the terms of performance of the manufacturer's warranty.				
TOWERS SERVICE				
LABOR AMOUNT				0.00
PARTS AMOUNT				0.00
SALE, CR, LEAS				0.00
SALES AMOUNT				0.00
SALES CHARGES				0.00
TOTAL DEDUCTIONS				0.00
NET SALES				0.00
SALES TAX				0.00
PLATE FEE				0.00
TOTAL AMOUNT				0.00

SERVICE FILE COPY

1879

76461

# DON TATE MOTORS INC.

CHEVROLET • OLDSMOBILE • CADILLAC

PONTIAC • GMC

P.O. BOX 111, 308-918 E. MAIN ST.

POWERSY, OHIO 43789

(740) 898-8814

TOLL FREE - 1-888-DON TATE

1-800-827-1884

WORKORDER

PAGE 1

SERVICE ADVISOR:

333 PRATT, REGUIE

MARK/MODEL	VIN	LICENSE	RELEASE INQUIRY	TAB
OLDSMOBILE BRAVADA	1GDT138222274139		244951	
DATE	MMAR. EP.	PROGNO.	PNR.	DATE
08 JAN 2005	17:00	13 OCT 03		40.74
READY	OPTIONS:	BTK10M2039		

### TECH TYPE DESCRIPTIONS/INSTRUCTIONS

W CUST STATES ABS LAMP IS ON

12576463 ord ✓

W CUST STATES PARKING BRAKE LAMP IS ON

LEFT SIDE

W CUST STATES SPEEDOMETER IS INOP

CO23L REAR WHEEL SPEED SIGNAL MISSING

Cluster sent off 10-14

Replace PCM for Above Condition  
Replace PCM for Above Condition

2GM 10M 125 40  
Batter Ass 57

J1630 16  
W/A 60

Battery Code: 3P58V - RU (72-6V)

1-19001632

NOV 06 10 50

an...

PCM??

CRS# 6822681  
JACKLA

<p><b>TERMS:</b></p> <p>WORK ON AN ESTIMATE IF THE CUSTOMER OR IS MORE THAN THIRTY (30) DAYS.</p> <p>DO NOT REMOVE AN ESTIMATE</p> <p>DATE: _____</p> <p>BY: _____</p>	<p><b>DECLARATION OF WARRANTIES:</b> Any warranty on the vehicle, parts or labor shall be the responsibility of the manufacturer. Don Tate Motors Inc. is not responsible for any damage to the vehicle or its contents caused by fire, theft, flood, or other causes. Don Tate Motors Inc. is not responsible for any damage to the vehicle or its contents caused by misuse, neglect, or abuse. Don Tate Motors Inc. is not responsible for any damage to the vehicle or its contents caused by any other cause not mentioned herein.</p>	<p><b>SALES TAX:</b> _____</p> <p><b>REGISTRATION:</b> _____</p> <p><b>SALES:</b> _____</p> <p><b>TOTAL:</b> _____</p> <p>DATE: _____</p> <p>BY: _____</p>
--	---	--

Don Tate Motors Inc.



# Repair

No. DAY 19483

1700 W. Main St.  
 York, PA 17404  
 (717) 842-8887  
 (717) 854-4700  
 (717) 854-1863 (Fax)

3200 North Park Rd  
 Suite 278  
 Indianapolis, IN 46226  
 (800) 543-8887  
 (317) 887-8141  
 (317) 887-8170 (Fax)

1420 Davidson Pike  
 Suite A-22  
 Nashville, TN 37217  
 (603) 263-8830  
 (615) 387-8848  
 (615) 387-8856 (Fax)

Core Price: \$700	Please Return By: 10/24/2003
Date: 10/15/2003	Order taken by: DUEZ
Warranty Status: <input checked="" type="checkbox"/> Warranty	Unit Type: <input checked="" type="checkbox"/> Car
Make: CHEVROLET-DODGE	Code: 600080
Model: CHEVROLET	VIN: 1BHDY130222274135
Year/Make: 2002 Chevrolet	Year/Make: 2002 Chevrolet
Serial #: 267474A	Model: 1-10.88A. Motor, Tractor (EXT), Genera. Ervco (PL) 4
Buy Code: 407880111	Serial #: 267474A
Est. Code: 1092-8814 Est. 0000	Serial #: 267474A
Dept. Code: 7461	Serial #: 267474A
R.O. No. 7461	Serial #: 267474A
Point: SPEEDING WPENS,RS9 DBL0000185	Serial #: 267474A

To: [ ] Reason # 12204184  
 - DSS with core Yellow: Customer copy First: Customer Service copy  
 Visit our web site: WWW.DSSWORLDWIDE.COM

## Survey

Please take the time to evaluate us to better serve you.  
 Thank you for your time and business.

Order addressed in a timely and courteous manner?  YES  NO

Satisfied with your exchange?  YES  NO

Rating of DSS  
 Excellent  
 Good  
 Satisfactory  
 Unsatisfactory  
 Poor

*Repaired all steering control - engine etc  
 as per report previous subsequent to repair  
 color met vehicle grades*

7-409728021  
 11 PM  
 82-3006 04-11

① HOME ADDRESS  
 ② BUSINESS/COMMERCIAL DISTRIBUTOR NAME  
 ADDRESS  
 CITY STATE ZIP CODE  
 TEL. ALTERNATE NUMBER DATE  
 NOTATIONS OF  
 CUST. DOC. #  
 ③ DEALER CUSTOMER REFERENCE AND DESCRIPTION OF PROBLEM  
 Speedometer Leap

CLAIM NUMBER **3096560** DO NOT ALTER PREPRINTED CLAIM NO. ④ OPTIONAL EXTENDED WARRANTY LIMITS MONTH **1-8-02** MILES **1695**  
 ⑤ REPAIR ORDER NO. ⑥ ON DEALER CODE ⑦ VIN VEHICLE IDENTIFICATION NUMBER ⑧ DR. DATE ⑨ YEAR ⑩ SERVICE REF. OR MAKE NO. ⑪ PART NUMBER

⑫ PRODUCT CHECKLIST  
 ⑬ CUSTOMER COMPLAINT ADDRESS  
 ⑭ RADIO SERIAL NO.

A. SHOULD BE		B. SHOULD DOOR		C. TYPE OF TROUBLE: CHECK ALL THAT APPLY		
ALL	CAMERA MIRROR	DOOR	DOOR	NEED	LOWER	CLAMPER BUNKER
<input type="checkbox"/> YES	<input type="checkbox"/> YES	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NONE	<input type="checkbox"/> LOWER	<input type="checkbox"/> NONE
<input type="checkbox"/> NO	<input type="checkbox"/> NO	<input type="checkbox"/> NO	<input type="checkbox"/> NO	<input type="checkbox"/> WICK	<input type="checkbox"/> LOWER	<input type="checkbox"/> NONE
<input type="checkbox"/> NONE	<input type="checkbox"/> NONE	<input type="checkbox"/> NONE	<input type="checkbox"/> NONE	<input type="checkbox"/> NO SOUND	<input type="checkbox"/> LOWER	<input type="checkbox"/> NONE
<input type="checkbox"/> NONE	<input type="checkbox"/> NONE	<input type="checkbox"/> NONE	<input type="checkbox"/> NONE	<input type="checkbox"/> NO TUNE	<input type="checkbox"/> LOWER	<input type="checkbox"/> NONE
<input type="checkbox"/> NONE	<input type="checkbox"/> NONE	<input type="checkbox"/> NONE	<input type="checkbox"/> NONE	<input type="checkbox"/> NO LIGHT OUT	<input type="checkbox"/> LOWER	<input type="checkbox"/> NONE
<input type="checkbox"/> NONE	<input type="checkbox"/> NONE	<input type="checkbox"/> NONE	<input type="checkbox"/> NONE	<input type="checkbox"/> NO SOUND ON ONE SIDE	<input type="checkbox"/> LOWER	<input type="checkbox"/> NONE
<input type="checkbox"/> NONE	<input type="checkbox"/> NONE	<input type="checkbox"/> NONE	<input type="checkbox"/> NONE	<input type="checkbox"/> NO SOUND ON BOTH SIDES	<input type="checkbox"/> LOWER	<input type="checkbox"/> NONE

CUSTOMER # 522549

*[Handwritten signature]*  
4088

HOMER SKELTON'S PONTIAC GMC, INC.

1048 FORLAN

COLLIERVILLE, TN 38017

801-853-2213

-284289 ✓

WORKORDER

PAGE 2

PONTIAC

GMC

OCT 20 2003  
490 7329

JORDOVA, TN

SERVICE ADVISOR: 142 SCOTT DAVIS

1175

10072 MHI 02 OLDSMOBILE BRAVADA 1007213822284289 41657/ 1111

10072 1002 15:00 3082903 CASH

10072 1003 11:15  
OPTION: BTR:P3818 HRS:4

WINDUP COST STATES ABS CR ENG LIGHT ON NO POWER STEERING UNIT

*[Extensive handwritten notes and signatures covering the main body of the work order]*

**WARRANTY INFORMATION**  
The manufacturer warrants that the vehicle was made by the manufacturer. The manufacturer does not warrant the quality of workmanship or materials of any third party. The manufacturer does not warrant the quality of workmanship or materials of any third party. The manufacturer does not warrant the quality of workmanship or materials of any third party.

Table with columns: AUTHORIZED BY, ESTIMATE #1, ESTIMATE #2, ESTIMATE #3, DATE, TIME, BY.

*[Handwritten signature]*

TECHNICAL



Attn: NHTSA Line 44

22174822

268803

INVOICE

DUPLICATE 4  
PAGE 1



Nobody beats a Dennis Miller deal.

SERVICE ADVISOR: 1267 REXEY CONTRAD

YEAR: ID

3RD	02	CHEVROLET BLAZER	1GNDT136322174822	24029/24046	72820
28SEP2001			17:00 13OCT03	10.10	79.88
			OPTIONS: STK:22005		CASH
			02FEB2004		

11-18 10OCT03	08-29 14OCT03				

LIGHT CAME ON

J4360 MODULE, PCM/VCM REPLACE

1 12576463 MODULE

(N/C)

PART#: 12576463

CLAIM TYPE:

PN

-----REPAIR MADE----- -REPLACED PCM AND REPROGRAMMED MODULES.

VEH DIED WHEN DRIVING SERVICE BRAKE SYSTEM LIGHT CAME ON.

COILS. -FOUND COILS IN TWO MODULES, PCM/VCM AND ABS/TC S. -CHECKED

L-TERMINAL CIRCUIT). -CHASSIS, NO CURRENT BUT THERE IS HISTORY CODES,

(MTC). -CHECKED FOR BOLLINGERS AND PI'S FOR THIS TYPE OF PCM. -NONE

-CHECKED TCM AND THERE IS ONE PI FOR THIS PCM. -INTERNAL PI ADDRESS 1,

2/24/03. WITH ONLY 4K MILES ON VEH. -TECH KNOWS THAT VEH HAS HAD ANOTHER

MOTHER PCM IN VEH. -THE PCM IS SPEED SENSORS CAUSING PCM TO GO INTO

-----WORK----- -REPLACED PCM AND REPROGRAMMED. -TEST DRIVE

THANK YOU!!!

SALES & SERVICE (208) 338-8000  
 LIGHT DUTY TRUCK PARTS (208) 338-8278  
 HEAVY DUTY TRUCK PARTS (208) 338-8370  
 TRUCK CENTER (208) 338-8000  
 LEASING (208) 338-8222

1000 BIRTH ORCHARD AT INTERSTATE 84  
 P.O. BOX 7844  
 BOISE, IDAHO 83706  
 Service Hours 7:30 - 6:00 MON-FRI.  
 8:00 - 3:00 SAT.

VEHICLE REPAIRED TO OWNER

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

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

VEHICLE NO: \_\_\_\_\_

VEHICLE MAKE: \_\_\_\_\_

VEHICLE MODEL: \_\_\_\_\_

VEHICLE YEAR: \_\_\_\_\_

VEHICLE COLOR: \_\_\_\_\_

VEHICLE VIN: \_\_\_\_\_

VEHICLE LICENSE: \_\_\_\_\_

VEHICLE TITLE: \_\_\_\_\_

VEHICLE REGISTRATION: \_\_\_\_\_

VEHICLE SALES TAX: \_\_\_\_\_

VEHICLE TOTAL: \_\_\_\_\_

DATE	TIME	VEHICLE NO	VEHICLE MAKE	VEHICLE MODEL	VEHICLE YEAR	VEHICLE COLOR	VEHICLE VIN	VEHICLE LICENSE	VEHICLE TITLE	VEHICLE REGISTRATION	VEHICLE SALES TAX	VEHICLE TOTAL

CUSTOMER COPY

22174822

268503

INVOICE

DUPLICATE 4  
PAGE 2



Nobody beats a Downer Diller deal

SERVICE ADVISOR: 1867 SCOTT SCHEIDT

NAME: ID  
PHONE:

NO	02	CHEVROLET TRAVADA	16771186322174822	24038/24046	73829
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186782001		17180	13OCT01	10.10	72.98	CASH	027882004
OPTIONS: 8PK:22005							

11:18	10OCT01	08:29	14OCT01				
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87803 VEHICLE REPAIR REQUIRED

\*\*\*\*\*

NO

(X/C)

- \* THANK YOU FROM ALL OF US AT BOISE TRUCK \*
- \* WITH OUR SERVICE AND PARTS DEPARTMENT. \*
- \* PLEASE RATE YOUR ADVISOR'S PERFORMANCE \*

SALES & SERVICE (208) 338-6000  
 LIGHT DUTY TRUCK PARTS (208) 338-8179  
 HEAVY DUTY TRUCK PARTS (208) 348-8270  
 TRUCK CENTER (208) 338-6000  
 LEASING (208) 338-8222

The sales tax is currently 6.5% and is included in the price of the vehicle. It is not included in the price of the lease. It is not included in the price of the lease. It is not included in the price of the lease.

SEE "LEASE AGREEMENT" FOR TERMS AND CONDITIONS OF LEASING. THIS IS NOT A RENTAL. IT IS A LEASE. IT IS NOT A RENTAL. IT IS A LEASE. IT IS NOT A RENTAL. IT IS A LEASE.

VEHICLE RELEASED TO OWNER

LEASE AMOUNT	0.00
PARTS AMOUNT	0.00
TAX INCL. TAX	0.00
WEIGHT AMOUNT	0.00
INSURANCE	0.00
TOTAL DUES	0.00
LESS PAYMENT	0.00
SALES TAX	0.00
TOTAL DUES	0.00

3500 SOUTH GORHAM AT INTERSTATE 84  
 P.O. BOX 7844  
 BOISE, IDAHO 83708  
 Service Hours 7:30 - 6:00 PM, MON-FRI.  
 9:00 - 3:00 SAT.

# PHILLIPS

## AUTOMOTIVE

INC.

394640

\*INVOICE\*

4840 Virginia Beach Blvd.  
Virginia Beach, VA 23462  
(757) 488-3771

www.phillipsautomotive.com

e-mail: philips@phillipsautomotive.com

PAGE 1

HOME:

MOB:

SERVICE ADVISOR: 286 ANNA BERRY

50 WHITE	02	OLDSMOBILE BRAVADA A	1GNDT136322103982	17471/17471	27469
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18.00	08OCT03	0.00	CASH	08OCT2003
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OPTIONS: STR1236 DLX:D6720 ENG:LSB TRN:MSD 1#80  
WHITE

08:24 08OCT03	09:53 08OCT03	LIST	NET	TOTAL
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96-B "B" SERVICE 96 AND BEYOND				
1 89017342 FILTER				(N/C)
1 64328 SUP/OIL/AD				(N/C)

17471 MAINTENANCE PERFORMED "B" SERVICE  
A CS WHILE DRIVING AT 60MPH, THE ENGINE CUT OFF. WOULD NOT CRANK AT  
THEM.

J6360 MODULE, PCM/VCM REPLACE  
1 12576463 MODULE (N/C)

CLAIM TYPE:

PC8194640

FC:

CONNECTIONS. TALKED WITH KRITH NORMAN OPENING CASE #112468; INSPECTED  
12876463. REPROGRAMMED VCM AND ROAD TESTED.

ON BEHALF OF SERVICE DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE AND CORRECT. I HAVE REVIEWED THE INFORMATION AND I AM SURE THAT IT IS TRUE AND CORRECT. I HAVE REVIEWED THE INFORMATION AND I AM SURE THAT IT IS TRUE AND CORRECT.

<p>ON BEHALF OF SERVICE DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE AND CORRECT. I HAVE REVIEWED THE INFORMATION AND I AM SURE THAT IT IS TRUE AND CORRECT. I HAVE REVIEWED THE INFORMATION AND I AM SURE THAT IT IS TRUE AND CORRECT.</p>	IMPORTANT NOTICES	
	LABOR AMOUNT	
	PARTS AMOUNT	
	TAX, OK, LUBE	
	GRUERY AMOUNT	
	WASH, CHARGE	
	TOTAL CHARGE	
	LESS PAYMENT	
	SALES TAX	
	PLS PRINT NAME AND SIGNATURE	

# PHILLIPS AUTOMOTIVE INC.

384640

\*INVOICE\*

4848 Virginia Beach Blvd.  
Virginia Beach, VA 23462  
(757) 488-9771

PAGE 2

www.phillipsautomotive.com

e-mail: phil@phillipsautomotive.com

FROM:

SUB:

SERVICE ADVISOR: 286 AMR 2888

30 WHITE	02	OLDSMOBILE BRAVADA A	1GHDT13822393982		17473/17473	17469
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		18:00 06OCT03		0.00	CASH	08OCT2003
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OPTIONS: BIK13236 DLX104720 M0J116 VAN:W30 17450

09:14 06OCT03 09:53 08OCT03

WHITE

09:14 06OCT03 09:53 08OCT03

WHITE

is the ultimate objective of our entire

endeavor to make your Phillips experience

are not "COMPLETELY SATISFIED" please contact



Frenshin @ 28th • (254) 756-4461  
P.O. Box 1987 • Waco, Texas 76703  
1-800-826-4461

Certified Used Vehicles

"THE GOLDEN RULE...OUR RULE IN BUSINESS"

12200	STEVE TROMPSON 840	892	10/20/93	OLY842389
	LABOR TIME	23167	RENT	STOCK NO.
	VEHICLE MAKE	02/20/00	RENT PER	RENT PER
	VEHICLE MODEL	18HOT198322 @ 19800	RENT PER	RENT PER
BETTERMOORS, IA	VEHICLE		RENT PER	RENT PER
	VEHICLE		RENT PER	RENT PER

**JOB 1. CHARGES**

1. **REPAIRS**

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**PLEASE REMOVE ALL WALLBARS FROM YOUR CAR**

**Instructions**

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**Rountree**  
Oldsmobile • Cadillac • Mitsubishi

Franklin @ 28th • (254) 756-4481  
P.O. Box 1887 • Waco, Texas 76703  
1-800-828-4481

Certified Used Vehicles

"THE GOLDEN RULE... OUR RULE IN BUSINESS"

1229	STEVE THOMPSON 448	682	10/5003	DLN842369
	23107			
	C/O LORCHER/BRAYADAM DOOR UTILITY			
	10NDT198322378808			
MEYERNDORN, IA			107803	

<p>WARRANTY CLAIM DETAIL TOTALS</p> <p>CLAIM TOTALS 753.34</p> <p>CLAIM TOTALS 753.34</p> <p>APPROVED</p> <p>RECALL</p>	<p>PLEASE REMOVE ALL WEAPONS FROM YOUR CAR</p> <p><b>Service Hours</b></p> <p>Mon-Fri - 7:00 am - 6:00 pm Saturday - 8:00 am - 12:00 pm</p> <p><small>...we warrant that the vehicle is free from defects in workmanship and materials for a period of 12 months or 100,000 miles, whichever comes first. This warranty does not cover normal wear and tear, damage caused by accidents, misuse, or neglect, or any modifications made to the vehicle. For more details, please refer to the full warranty booklet provided with your vehicle.</small></p>
---	--



Franklin @ 28th • (254) 758-4481  
P.O. Box 1887 • Waco, Texas 76703  
1-800-829-4481

**CUSTOMER WAITING**  
Chevrolet • Cadillac • Mitsubishi  
Our Golden Rule... Our Rule in Business!

K 719<sup>34</sup>  
WAR

RECOMMENDED SERVICES

01C02012 01C02072 00C02L0F 00C02 20C02ZFLUSH	12000 MILE SERVICE 20000 MILE SERVICE LOF QUICK LUBE COOLANT SYSTEM FLUSH	MI MI MI MI	01C02004 01C02034D 20C02ZC8P 01C02M0212	24000 MILE SERVICE 24000 MILE SERVICE COOLANT SYSTEM FLUSH 12000 MILE SERVICE	MI MI MI MI
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SERVICE HISTORY

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SALESPERSON NO.

SERVICE

VEHICLE ID NO. <b>1GNDT138822918809</b>	VEHICLE MAKE/MODEL <b>2002 OLDSMOBILE BRAYADA4 DOOR UTILITY</b>	VEHICLE YEAR <b>2002</b>	VEHICLE COLOR <b>UNZ1002</b>	VEHICLE VIN <b>20187</b>	VEHICLE LICENSE <b>648</b>	SALESPERSON NO. <b>60445</b>	SALESPERSON NAME <b>STEVE THOMPSON</b>
SALESPERSON NO. <b>1071003</b>	SALESPERSON NAME <b>DAVID OPEN</b>	SALESPERSON NO. <b>1071003</b>	SALESPERSON NAME <b>DAVID OPEN</b>	SALESPERSON NO. <b>1071003</b>	SALESPERSON NAME <b>DAVID OPEN</b>	SALESPERSON NO. <b>1071003</b>	SALESPERSON NAME <b>DAVID OPEN</b>

W 210001  
A/C NOT COOLING  
CUSTOMER STATES A/C NOT COLD

SE 5  
10-17-03

Service Done  
Steve Thompson

PLEASE REMOVE ALL VALUABLES FROM YOUR CAR

Any warranties on the products sold hereby are those made by the manufacturer. The Seller, Rountree Oldsmobile-Cadillac-Mitsubishi, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Rountree Oldsmobile-Cadillac-Mitsubishi.

AUTHORIZED BY X

SALESPERSON (1)	DATE	TIME	BY
SALESPERSON (2)			
SALESPERSON (3)			

I have authorized the sale of this vehicle and give you my approval of the terms and conditions of sale.







CS64516 SERVICE INVOICE

CS648104

Line 50

6187 S. Sagraw St. Grand Blanc, MI 48439  
Phone 810795-8440 • E-mail info@alserra.com

INDIAN FACILITY #F-184381

INVOICE NO. <b>145571</b>	SALES <b>MARY R. BROWN</b>	SALES ID <b>314</b>	DATE <b>10/21/03</b>	WORK ORDER NO. <b>CYCS648104</b>
	COPIES	ORDER NO.	PRICE <b>29,219</b>	YEAR <b>WHITE/</b>
				REPAIRS
GRAND BLANC, MI	TYPE/MAKE/MODEL <b>02/DLCHOCTLE/BRAYADA/4 DOOR UTILITY</b>			REPAIRS
	VIN <b>1GHDT135322423295</b>			REPAIRS
	TYPE	DATE	<b>10/21/03</b>	REPAIRS
				WORKS OUT

TECHNICIAN CERTIFICATION  
 474 **BARRY LEE HICK** #229718  
 251 **WILLIAM W HALL** #217988

SERVICE DEPT HOURS  
 MONDAY-FRIDAY  
 7:00 AM - 7:00 PM  
 SATURDAY 7:00 AM - 8:00 PM

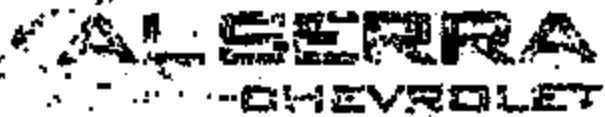
TOTALS

<input type="checkbox"/> CASH	<input type="checkbox"/> CHECK	<input type="checkbox"/> CREDIT CARD	<input type="checkbox"/> CHANGE	<input type="checkbox"/> OTHER PAY METHOD
*****YOU CAN NOW E-MAIL YOUR SERVICE CONSULTANT*****				
ASK YOUR CONSULTANT FOR DETAILS				
*****CHECKS BACKSHEET LIFETIME GUARANTEE PARTS IF PAID FOR*****				
ASK YOUR SERVICE CONSULTANT FOR DETAILS				

TOTAL LABOR.....	0.00
TOTAL PARTS.....	0.00
TOTAL FUEL.....	0.00
TOTAL T.O.E.....	0.00
TOTAL MISC CHG.....	0.00
TOTAL MISC DISC.....	0.00
TOTAL TAX.....	0.00
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

WE GUARANTEE OUR SERVICE LABOR FOR 90 DAYS OR 4,000 MILES. PARTS WARRANTY FOR 12 MONTHS OR 12,000 MILES OR WHICHEVER COMES FIRST. IF OUR REPAIR OR REPLACEMENT FAILS IN NORMAL SERVICE WITHIN THAT PERIOD WE'LL FIX IT, FREE OF CHARGE, EXCEPT FOR ABUSE.  
**THANK YOU.**

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



6187 S. Sagraw St. Grand Blanc, MI 48439  
Phone 810795-8440

ALSERRA CHEVROLET...  
 ALL WORK IS GUARANTEED...  
 WE GUARANTEE OUR SERVICE LABOR...  
 PARTS WARRANTY FOR 12 MONTHS...  
 MILES OR WHICHEVER COMES FIRST...  
 IF OUR REPAIR OR REPLACEMENT...  
 FAILS IN NORMAL SERVICE WITHIN...  
 THAT PERIOD WE'LL FIX IT, FREE...  
 OF CHARGE, EXCEPT FOR ABUSE.

ALL REPAIRS PROPERLY DONE BY ALSERRA CHEVROLET



CS648104 SERVICE INVOICE

CS648104

6167 S. Bagshaw St. Grand Blanc, MI 48408  
Phone 510884-8440 • E-mail info@alserra.com

MICHIGAN FACILITY #F-154251

VEHICLE #	145571	OWNER	MARY R. BROWN	314	8104	DATE	10/21/03	INVOICE #	CYCS648104
ADDRESS	GRAND BLANC, MI	MAKE	OLDSMOBILE	MODEL	BRAVADA	PRICE	29,213	COLOR	WHITE
VEHICLE TYPE	02/OLDSMOBILE/BRAVADA/4 DOOR UTILITY	VEHICLE ID	1GHD136322423295						
REGISTRATION		DATE	10/21/03						

CHAD FOR CODES FOUND CROSS NEAR PROP SHAFT SPEED SENSOR W/ALF  
 UNCTION AND C874 SENSOR SYSTEM MALFUNCTION.  
 RAISED VEHICLE CHECK CONDITION OF NEAR PROP SHAFT SPEED  
 SENSOR, FOUND IMPLUSED. PLUNGED CONNECTOR BACK INTO THE  
 SENSOR. CLEARED CODES ROAD TEST GOOD. C874 IS RELATED TO  
 THE SPEED-SENSING IMPLUSED.  
 CODE 71 8000 .8

**SERVICE DEPT. HOURS**  
 MONDAY-FRIDAY  
 7:00 AM - 7:00 PM  
 SATURDAY 7:00 AM - 3:00 PM

WE GUARANTEE OUR SERVICE LABOR FOR 90 DAYS OR 4,000 MILES, PARTS WARRANTY FOR 12 MONTHS OR 12,000 MILES OR WHICHEVER COMES FIRST. IF OUR REPAIR OR REPLACEMENT FAILS IN NORMAL SERVICE WITHIN THAT PERIOD WE'LL FIX IT FREE OF CHARGE EXCEPT FOR ABUSE.

**THANK YOU**

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

LEFT TUNE ON LEFT FRONT SIDE.  
 COULD NOT DUPLICATE CONCERN.  
 REQUESTED MAKING SEVERAL LEFT TUNE AND COULD NOT FEEL OR  
 HEAR ANYTHING ABNORMAL AT THIS TIME.  
 NO CHARGE

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

LEFT COIL ON AT THIS TIME. WHEN COIL GO BACK OFF.  
 FROM COIL BY 50% TO RETURN TO SENSOR MALFUNCTION.  
 COILS TO BE REPLACED. AND REPLACED PCH WITH  
 CODE 80 3072 .8 CLR .4 REPROGRAM 3084

PARTS	QTY	PP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	2897273	SENSOR 3.002		0.00
			JOB # 3 TOTAL PARTS		0.00
			JOB # 3 TOTAL LABOR & PARTS		0.00

ALSERRA CHEVROLET

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

6167 S. Bagshaw St. Grand Blanc, MI 48408  
 Phone 510884-8440

*Att'n: Jeff Bouley*

UPTURN CHEVROLET-OLDSMOBILE-Saab, INC.

1800 WASHINGTON RD. • WASHINGTON, ILLINOIS 61571  
Washington 309-444-3151 • Peoria 309-679-6324  
SERVICE DEPARTMENT DIRECT PHONE  
(309) 444-3154 • (309) 679-6328



OLCS221209

SERVICE INVOICE

OLCS221209

Working Together To Provide The Best Sales And Service  
Experience To Every Customer Every Day!

UNDER NO CIRCUMSTANCES SHALL THE BUSINESS BE HELD TO BE LICENSED BY THE SECRETARY OF STATE. COMPLAINTS TO STATE REVENUE  
DEPARTMENT SHOULD BE FILED WITH THE SECRETARY OF STATE. COMPLAINTS TO THE QUALITY OF SERVICE DIVISION SHOULD BE BROUGHT TO THE  
ATTENTION OF THE ATTORNEY GENERAL.  
SAAB, OLDSMOBILE, CHEVROLET, OLDSMOBILE, INC. HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR  
IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NOTHING HEREIN  
SHALL BE CONSTRUED AS ANY OTHER PERSON TO ACCEPT FOR ANY LIABILITY IN CONNECTION WITH THE SALE.

OLCS221209

VEHICLE NO. <b>41529</b>	OWNER <b>MIKE CHONI</b>	YEAR <b>46</b>	VIN <b>9565</b>	DATE <b>10/27/09</b>	WORK ORDER NO. <b>OLCS221209</b>
			AMOUNT <b>35,233</b>	DESCRIPTION <b>JEWELCOAT R.</b>	WORKING
ADDRESS <b>PROZA, IL</b>	VEHICLE TYPE <b>07/OLDSMOBILE/BRVADA/ALL WHEEL DRIVE</b>	REGISTRATION <b>05/08/01</b>			REGISTRATION <b>5</b>
	VIN <b>1GNDY13S42Z126911</b>	SALES TAX <b>10/24/03</b>			REGISTRATION DATE
	TYPE <b>UP 4000</b>				

**JOB # 1** MISC TECH(S):683 WARRANTY

CUSTOMER STATES THE ENGINE ROARS WHEN DRIVING  
AND HAS NO OVERDRIVE NOT SURE IF RELATED  
CHECKED CODES AND FOUND P0113, 0122, 0128, 0132, 0134, 0137,  
0141, 0172, 0606, 0621, 0742, 0751, 0756, 0766, 1879, FOLLOW  
FLOW CHART FOR P0696 PCM INTERNAL FAULT, CHECKED DATA LINE,  
POWER AND GROUND AND FOUND THAT PCM IS INTERNALLY  
MALFUNCTIONING.  
REPLACED AND REPROGRAMMED PCM. CLEARED CODES AND TEST DROVE  
VEHICLE  
JOB# 1.6

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	12876463	MODULE 3.870		0.00
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

**JOB # 2** SERVICES INTERIOR TRIM TECH(S):683 WARRANTY

CUSTOMER STATES THERE IS A SEATBELT COVER THAT CAME OFF  
ON LEFT REAR SEAT COVER TOP  
ORDERED PARTS

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	0	8909971	BELT KIT 16.714		0.00
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

**JOB # 3** SERVICES SHUTTLE RIDE RENTAL TECH(S):683 WARRANTY

ENTERPRISE RENTAL CAR - SHUTTLE RIDE  
2700  
RENTAL

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 3					0.00
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00

MISC	CODE	DESCRIPTION	CONTROL NO.	WARRANTY
JOB # 3	ENT	ENTERPRISE RENTAL CAR	221889	0.00
			TOTAL - MISC	0.00

REMARKS  
MAY

**UFTRING CHEVROLET-OLDSMOBILE-SAAB, INC.**

1800 WASHINGTON RD. • WASHINGTON, ILLINOIS 61571  
 Washington 309-444-3161 • Peoria 309-673-3324  
 SERVICE DEPARTMENT DIRECT PHONE  
 (309) 444-8184 • (309) 673-3328



**OLCS221209**  
**SERVICE INVOICE**

**Working Together To Provide The Best Sales And Service  
 Experiences To Every Customer Every Day!**

WE warrant that the workmanship performed by us is in accordance with the standards of the industry and that the parts used are of the highest quality. We warrant that the workmanship performed by us is in accordance with the standards of the industry and that the parts used are of the highest quality. We warrant that the workmanship performed by us is in accordance with the standards of the industry and that the parts used are of the highest quality.

SALES OF THIS VEHICLE BY OLDSMOBILE-SAAB, INC. HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND HEREBY AGREES TO DEFEND AND HOLD HARMLESS ANY OTHER PERSON TO WHOM THIS VEHICLE IS TRANSFERRED WITH THIS SALE.

VEHICLE NO. <b>41529</b>	BUYER <b>MIKE CHIONI</b>	YEAR <b>40</b>	PRICE <b>9565</b>	DATE <b>10/27/03</b>	INVOICE NO. <b>OLCS221209</b>
			SALES TAX <b>35,233</b>	MODEL <b>JEWEL COAT R</b>	WORKING NO.
<b>PEORIA, IL</b>	VEHICLE TYPE <b>02/OLDSMOBILE/BRAYADA/ALL WHEEL DRIVE</b>			DELIVERY DATE <b>05/08/01</b>	DELIVERY MILE <b>8</b>
	VEHICLE ID <b>1GHDT13S422126911</b>			WARRANTY DATE	
	K.Y.T. NO.	P.O. NO.		R.O. DATE <b>10/24/03</b>	
	REMARKS OF 4380				

**TOTALS**

WE ARE PROUD TO BE A "GOODRENCH SERVICE PLUS" DEALER! PARTS DESIGNATED WITH AN ASTERISK (\*) INDICATES LIFETIME WARRANTY APPLIES FOR CUSTOMER PAY REPAIRS. OTHER GM PARTS, UNLESS OTHERWISE SPECIFIED, HAVE A 12 MONTH OR 12,000 MILE WARRANTY WHICHEVER COMES FIRST. BODY SHOP REPAIRS ARE WARRANTED FOR MEMBERSHIP FOR 3 YEARS FROM DATE OF INVOICE. PPG PAINT IS WARRANTED FOR AS LONG AS YOU OWN THE VEHICLE. THANK YOU!

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.D....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

**TOTAL INVOICE \$ 0.00**

CUSTOMER SIGNATURE

DUPLICATE INVOICE



DATE	10-7-01
FORMED BY	[Signature]
WARRANTY	247

247

Order in person  
 Replaced the pump & reprogrammed  
 Belts and front suspension  
 Rechecked vehicle to verify the  
 vehicle is ok now.

DATE	10-7-01
FORMED BY	[Signature]
WARRANTY	247

TRUCK # (VIN)	PLAT RATE PRICE	S.O. NO.	TIME	EST.	ACT.
14	14.87	97807		12:00	12:48
14	14.87	97807		12:00	12:48

TRUCK # (VIN)	PLAT RATE PRICE	S.O. NO.	TIME	EST.	ACT.
15	15.34	97807		14:06	14:55

TRUCK # (VIN)	PLAT RATE PRICE	S.O. NO.	TIME	EST.	ACT.
277	27.34	97807		02:30	03:02

37672

97807

# GILLELAND



\*INVOICE\*

3010 W. Division St.  
ST. CLOUD, MINNESOTA 56301  
Phone (320) 251-4048  
Fax (320) 255-7007

DUPLICATE 2  
PAGE 1

COLUMBIAN LAKE, MN  
HOME: [REDACTED]

SERVICE ADVISOR: 107 STEVEN D ZEMPEL

DATE	TIME	DESCRIPTION	WORK ORDER NO.	INVOICE NO.	SALES TAX	TOTAL
06JUN2001	06JUN01	JEWELCOAT 02 OLDMOBILE BEAVADA	1GHDT13H422120349	[REDACTED]	21464/21468	T2648
06JUN2001	06JUN01	17:00 06OCT03	0	VARIABLE	CASE	08OCT2003

08:55 06OCT03 10:08 06OCT03  
 LINE OPCODE TECH TYPE HOURS LIST NET TOTAL  
 \*CUSTOMER STATES ALL WARNING LIGHTS CAME ON GAUGES ALL OVER THE  
 PLACE, TONED IN, WON'T START

WORKING VEHICLE. SCANNED VEHICLE IN THE SHOP WILL NOT TURN OVER SCAN  
 TESTED NO DATA FROM THE PCM FOLLOWED FLOW CHART AND CHECKED VOLTAGE  
 12.56V NOW. TESTED STARTING THE VEHICLE. IT WILL NOT TURN OVER. SCAN  
 AND A V1000. TESTED ALL POWER FEED CIRCUITS TO THE PCM OK, TESTED  
 CONNECTORS AND THE VEHICLE NOW HAS COMMUNICATIONS AND THE VEHICLE RUNS  
 ITSELF WHEN POWER AND GROUND WERE DISCONNECTED AND RECONNECTED RAN  
 WORKING. WORKING NOW ON NON-OLD MODEL 2.0L

\*\*\*\*\*  
 CAUSE: SEE NOTES  
 247 WD4 (N/C)  
 CLAIM TYPE:  
 ALL PARTS NEW ORIGINAL EQUIPMENT  
 UNLESS OTHERWISE SPECIFIED.

THANK YOU  
 FOR BRINGING YOUR CAR TO US FOR SERVICE.  
 WHILE IT WAS HERE WE FOUND THAT THE FOLLOWING ITEMS NEED  
 ATTENTION:

APPLIANCE SHOULD TEST TO CONFIRM  
 REPAIR OR REPLACE

DESCRIPTION OF WORK/ITEM	QUANTITY	UNIT PRICE	TOTAL
LABOR AMOUNT			
PARTS AMOUNT			
GAS, OIL, LUBE			
SUBLET AMOUNT			
MSR CHARGE			
TOTAL CHARGE			
LESS INSURANCE			
SALES TAX			
CUSTOMER SIGNATURE			
PLEASE PAY THIS AMOUNT			

37672

97807

# GILLELAND



\*INVOICE\*

DUPLICATE 2  
PAGE 2

3019 W. Division St.  
ST. CLOUD, MINNESOTA 56301  
Phone (320) 251-4048  
Fax (320) 253-7007

CLOUD LAKE, MN  
HOME:

SERVICE ADVISOR: 107 STEVEN D KEMPEL

JEWELCOAT	02	OLDSMOBILE BRAVADA	1GHDT136422128349		21464/21468	02648
06JUN2001	06JUN01		17:00 06OCT03	D	VARIABLE	CASH

08:55	06OCT03	10:08	08OCT03	OPTONS: STR: 212279 DLR: 04248
LINE OPCODE TECH TYPE HOURS				ENG: 4.2 Liter, 16, MPI, DOHC 1) S697K 2) SLSM#99354
				\$1 GMPP MAJOR GUARD 4:60/60000 5:0 DED
				LIST NET TOTAL

WAS  
 ENGINE STAYED AND LIGHT IN ONE BEEN TURNED GOOD CODES URGENT CHECK CODE  
 AND R ROAD TESTED CODE CAME BACK CURRENT MOUNTED WHEEL SPEED SMPH ALL  
 THE REAR WHEELS VOLTAGE STAYS THE SAME THE GAUGE CHECKED THE VEG WIRE  
 ORDERED AND PDM REPLACED THE PDM AND REPROGRAMMED PCM RELEASED CRANK  
 HOURS .50

15:00 06OCT03 08:55 10:08 107

ALL PARTS NEW ORIGINAL EQUIPMENT  
UNLESS OTHERWISE SPECIFIED.

### THANK YOU!

FOR BRINGING YOUR CAR TO US FOR SERVICE.  
WHEN IT WAS HERE WE FOUND THAT THE FOLLOWING ITEMS NEED  
ATTENTION.

**DISCLAIMER OF WARRANTY**  
 Any warranty on the product and  
 parts are being made by the  
 manufacturer. The dealer hereby  
 disclaims any warranty of merchant-  
 able quality or fitness, including  
 any implied warranty of  
 merchantability or fitness for a  
 particular purpose, and the dealer  
 neither certifies nor warrants that  
 the goods to conform to any  
 specifications or standards of any  
 organization. Any liability or  
 obligation, however, shall not apply  
 when prohibited by law.

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
G.M. OR. LINE	0.00
SCHELET AMOUNT	0.00
MSR CHARGE	0.00
TOTAL CHARGE	0.00
TAX INSURANCE	0.00
SALE TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

APPOINTMENT SHOULD TRY TO SHOW  
YOUR CAR TRUCK TO



VEHID 22169767

MONTE VISTA CO

BUS. PHONE N/A

CELL PHONE N/A

PAGER N/A

E-MAIL

02 OLDMOBILE BRAVADA 3687

Command? (Enter, \*, N, VEH, CUST, ?) ....?

(OWNER)	SERIAL NO.	10NDT138422169767
	CUSTOMER	21162
	DELV. DATE	30JUN03
	IN SERVICE	
	WAR.EXP.GATE	
	LICENSE NO.	
	UNIT	N/A
	SA	WILKINSON, MATTHEW W

\*... 1 of 10 - Dealer .....

RO No: 94834    Opened: 17OCT03    Closed: 20OCT03    Mileage: 85897

Line Code: A    Booker: 9947    Comeback: N

Complaint: ELEC    CUSTOMER STATES VEHICLE INTER. WONT START

Cause: INP

SA... TECH. TYPE, OPCODE..... CB-RO.. DESCRIPTION.....

2718	2678	W8M84	ELEC		ELECTRICAL REPAIR			
				PT88	9.00 LBS	80.22	MSCS	0.00

Line Code: B    Booker: 9947    Comeback: N

Complaint: SI    PERFORM CAMPAIGN# 03012

Cause: RECALL

SA... TECH. TYPE, OPCODE..... CB-RO.. DESCRIPTION.....

2718	2678	W8M84	SI		SAFETY INSPECTION			
				PT88	2.83 LBS	18.88	MSCS	0.00

Line Code: C    Booker: 9947    Comeback: N

Complaint: SI    PERFORM CAMPAIGN# 03018

Cause: RECALL

SA... TECH. TYPE, OPCODE..... CB-RO.. DESCRIPTION.....

2718	2678	W8M84	SI		SAFETY INSPECTION			
				PT88	9.00 LBS	35.11	MSCS	0.00

Line Code: D    Booker: 9947    Comeback: N

Press #, Return for next page, EST#, ?, or E to Exit:

RO No: 17493      Opened: 09APR02      Closed: 10APR02      Mileage: 28486

Line Code: A      Booklet: 9947      Comeback: N

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
2716	2727	HGM94	AS640		PANEL, FRONT DOOR OUTER - REPAIR RIGHT				
					PT88	0.00	LBR8	80.87	MSC8
									0.00

\*--- 10 of 18 - Dealer -----\*

RO No: 15926      Opened: 15FEB02      Closed: 27FEB02      Mileage: 18914

Line Code: A      Booklet: 2882      Comeback: N

Complaint: LOF/UCILUBE,OIL,FILTER,USED,CAR INSPECTION

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
2716	1711	IUT	LOF/UCI		LUBE,OIL,FILTER,USED,CAR INSPECTION				
					PT88	42.88	LBR8	80.00	MSC8
									0.00
2716	1711	IUT	HAZ		WASTE REMOVAL FEE				
					PT88	0.00	LBR8	1.00	MSC8
									0.00

Line Code: B      Booklet: 2882

Comeback: N

Complaint: ETON THEFT GUARD

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
2716	1711	IUT	ETON		ETCHED #A00292704				
					PT88	0.00	LBR8	15.00	MSC8
									0.00

Press B, S#, EST#, ?, or E to Exit:



\*--- 5 of 10 - Dealer -----\*

RO No: 24000    Opened: 21NOV02    Closed: 26NOV02    Mileage: 29470

Line Code: A    Booker: 8947    Comeback: N

Complaint: SI    PERFORM CAMPAIGN I1101

Cause: INOP

SA...	TECH.	TYPE.	OPCODE.....	CS-RO..	DESCRIPTION.....
2716	1805	WGMS4	J8866		FROM - REPROGRAMMING ON CAR
				PT00	0.00 LBS    24.70 MBS    0.00

\*--- 6 of 10 - Dealer -----\*

RO No: 22708    Opened: 17SEP02    Closed: 19SEP02    Mileage: 27941

Line Code: A    Booker: 8947    Comeback: N

Complaint: BRAKE    CUSTOMER STATES ABS LIGHT CAME ON THEN VEHICLE DIED

Cause: INOP

SA...	TECH.	TYPE.	OPCODE.....	CS-RO..	DESCRIPTION.....
2716	2722	WGMS4	J8866		CUSTOMER CONCERN NOT DUPLICATED
				PT00	0.00 LBS    18.52 MBS    0.00

\*--- 7 of 10 - Dealer -----\*

RO No: 18080    Opened: 27APR02    Closed: 06MAY02    Mileage: 24670

Line Code: A    Booker: 8947    Comeback: N

Complaint: ELEC    REAR HATCH WINDOW OPENS WHILE DRIVING

Cause: BROCKN

Press B, 0#, Return for next page, ENT#, F, or E to Exit:

RO No: 33133    Opened: 27AUG82    Closed: 28AUG82    Mileage: 34040

Line Code: E    Becker: 8847    Comeback: N

SA...	TECH.	TYPE.	OPCODE	CS-RO..	DESCRIPTION			
1200	1070	W08B-4	R0825		BULBS, LAMP - REPLACE EXTERIOR			
					PTSS	1.85 LBS	12.55 HRS	0.00

\*... 4 of 10 - Dealer

RO No: 33129    Opened: 27AUG82    Closed: 27AUG82    Mileage: 34640

Line Code: A    Becker: 2682    Comeback: N

Complaint: RM2    LUBE, OIL, & FILTER

Cause:

SA...	TECH.	TYPE.	OPCODE	CS-RO..	DESCRIPTION			
1200	1300	IUT	RM2		LUBE, OIL, & FILTER			
					PTSS	6.20 LBS	0.00 HRS	0.00
1200	1300	IUT	MAZ		WASTE REMOVAL FEE			
					PTSS	0.00 LBS	1.00 HRS	0.00

Line Code: B    Becker: 1200    Comeback: N

Complaint: RM6    REPLACE FUEL FILTER

Cause:

SA...	TECH.	TYPE.	OPCODE	CS-RO..	DESCRIPTION			
1200	1300	OP60	RM6		REPLACE FUEL FILTER			
					PTSS	18.50 LBS	26.48 HRS	0.00

Press B, S, Return for next page, ESTD, ?, or E to Exit:

RD No: 53187    Opened: 28AUG03    Closed: 18SEP03    Mileage: 84055

E  
PTSS    25.10 LBRB    25.11 MDCB    0.00

\*... 3 of 10 - Dealer .....

RD No: 58108    Opened: 27AUG03    Closed: 28AUG03    Mileage: 84948

Line Code: A    Booker: 9847    Comeback: N

Complaint: ELEC    CHECK POSB BATTERY POST LOOSE AS NEEDS

Cause: INOP

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....

1200 1078 W8M84 M0128                    CABLES, BATTERY - REPLACE POSITIVE BATTE

RY TO STARTER

PTSS    0.00 LBRB    25.11 MDCB    0.00

Line Code: B    Booker: 9847    Comeback: N

Complaint: TRIM    CHECK FRONT BUMPER VERY LOOSE

Cause: MISSING

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....

1200 1078 W8M84 A0028                    PANEL, FRONT BUMPER FILLER - REPAIR

PTSS    0.00 LBRB    18.88 MDCB    0.00

Line Code: E    Booker: 9847    Comeback: N

Complaint: ELEC    CHECK REAR TAIL LIGHT OPERATION

Cause: BURNEC

Press B, BF, Return for next page, EST#, 7, or E to Exit!

RO No: 34834    Opened: 17OCT03    Closed: 20OCT03    Mileage: 35507  
 Line Code: D    Booker: 8847    Comeback: N  
 Complaint: SI    PERFORM CAMPAIGN I1101  
 Cause: INPD

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....					
2716	2878	W0M04	J6365		PRGM - REPROGRAMMING ON CAR					
					PT88	0.00	L890	86.58	M806	0.00

\*--- 2 of 10 - Dealer -----\*

RO No: 88187    Opened: 28AUG03    Closed: 16SEP03    Mileage: 84088  
 Line Code: A    Booker: 8847    Comeback: N  
 Complaint: BLEC    TON IN NO START  
 Cause: LOOSE

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....					
1208	1878	W0M04	H8802		WIRING AND/OR CONNECTOR - REPAIR OR REPL					
					LACE CHARGING/STARTING/BATTERY					
					PT88	0.00	L896	25.11	M806	0.00

Line Code: B    Booker: 8847    Comeback: N  
 Complaint: TRIM    CHECK FRONT Baffle COVER BROKEN  
 Cause: BROKEN

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
1200	2878	W0M04	80048		FASCIA, FRONT BUMPER - REPLACE ONE PIECE				

Press B, SW, Return for next page, EST#, ?, or E to Exit: