



U.S. Department  
of Transportation

# Memorandum

**National Highway  
Traffic Safety  
Administration**

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Subject: PE04-075 Record of Meeting

Date: March 3, 2005

From: Kyle Bowker *KMB*  
Office of Defects Investigation

Reply to  
Attn of: NVS-213

To: PE04-075 File

On March 3, 2005, Office of Defects Investigation (ODI) personnel met with General Motors Corporation (GM) and Delphi Corporation (Delphi) personnel. GM made a presentation as it relates to PE04-075. GM did not distribute any material during the meeting. However, GM later did provide copies of their presentation materials at ODI's request and are hereby incorporated into the investigation file. Below is the list of attendees during the subject meeting.

## Attendance

Mr. Jeffrey Quandt  
Mr. Kyle Bowker  
Ms. Cheryl Rose  
Mr. Chris Lash  
Mr. Charles Fleming  
Mr. John Kindelberger

Ms. Gay Kent  
Mr. Keith Schultz  
Mr. Wayne Kauffman  
Mr. Michael McKale  
Mr. Dave Wright  
Mr. Michael Phifer

## Organization

ODI, Chief, Vehicle Control Division  
ODI, Vehicle Control Division  
ODI, Vehicle Control Division  
ODI, Vehicle Control Division  
Office of Vehicle Safety, Planning & Analysis Division  
National Center For Statistics & Analysis, Mathematical Analysis  
Division

GM, Product Investigations  
GM, Product Investigations  
GM, Product Investigations  
Delphi, World Headquarters  
Delphi, Packard Electric Systems  
Delphi, Packard Electric Systems

RECEIVED  
MYS-210

3-10-05

286 MAR 11 P 1:24

OFFICE OF DEFECTS  
INVESTIGATION

KYLE,

HERE IS THE INFORMATION YOU REQUESTED  
REGARDING THE 61 REPAIR ORDERS AND  
RESTART ANALYSIS. YOU HAVE THE FOLLOWING:

1. SUMMARY SLIDES I SHOWED THURS.  
3-3-05 (INCLUDES TWIN 4 ANALYSIS SLIDE)
2. AN E-MAIL FROM D. WRIGHT (DELPHI)  
TO ME SUMMARIZING THE R.O. ANALYSIS
3. COPY OF THE ANALYSIS WORKSHEET ASSEMBLED  
BY DELPHI ENGINEER WHO DID THE STUDY.
4. COPIES OF THE REPAIR ORDERS THAT WERE  
INCLUDED IN THE ANALYSIS.

IF YOU HAVE ANY FURTHER QUESTIONS,  
PLS. CALL ME.

SINCERELY,



WAYNE KAUFFMAN  
GM PRODUCT INVESTIGATIONS



"c.david.wright"  
<c.david.wright@delph  
l.com>

To: <wayne.ksuffman@gm.com>  
Subject: Sorted Repair Orders

02/17/2005 06:47 PM

Wayne:

We went through 61 repair orders that we had, and sorted them into the following categories:

Category	Description	Number of Occurences
1	Stalled, would restart	22
2	Stalled, would not restart	10
3	Would not start, started later	20
4	Could not get to start at all	9
Total		61

As you can imagine, this process takes a little bit of interpretation. I will send copies of everything out to you tomorrow so you can review what we did if you'd like.

Call me if you have any questions.

Dave Wright

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## **Delphi Field Return Analysis**

### **61 Relays w/Repair Orders Reviewed**

- 9 (14.8%) No Start
- 52 (85.2%) Vehicle Stall

### **52 Customer Complaints of Vehicle Stall**

- 42 (80.8%) Able to Restart
  - 22 (42.3%) Immediate Restart
  - 20 (38.5%) Required More Than One Attempt
- 10 (19.2%) Unable to Restart

**80.8% Customers Stated Able to Restart**

## GM 668 TOWING ANALYSIS

### **1,414 Warranty Claims**

- All claims involving N2819 or relay P/Ns (15328864 and 12177236)

### **1,198 Warranty Claims**

- All claims involving N2819 AND P/N 15328864
- 6 VINs with duplicate claims removed, none with towing

### **259 Claims w/T2020 Towing Claim Within 1 Week of Relay Replace**

- 246 same day + 13 within 7 days of relay claim
- 234 same repair order + 25 different repair order

**78.4% of Claims Involving Relay Replacement Did Not Have An Associated Towing Claim within 1 Week**

# Repair Orders

Relay Part Analysis - WARRANTY RETURNS - GMT250257  
 Part No. 15328884  
 Updated 1/10/2005 - M. Schmal

- Category:**
- 1 - stall, but restarts
  - 2 - stall, permanent will not restart ← (including towed - in)
  - 3 - NO start, but starts later
  - 4 - no start, permanent ← (incl. towed - in)
  - 5 - cannot categorize

Category	GMT250257 RELAYS													
	Received Date, From	Relay Date Code	Vehicle	VIN	Veh Build Date	Repair Date	RO #	Mileage	Apply	Cost Complaint	Repair Text & Field Analysis	Dist (if in 104) -2004, out of spec -2005/6 if the same	SEM	Other
2	9/17/2004 C. Roubeau	326882 11232003	GMT250 Avek 2004	3G7DA09E34	2/26/2004	9/30/2004	22932	8,170	Ign-1	Stalled & won't start.	VME: Could top relay (402) with terminal and could cause car to stall.	Dist: V-drop above normal.	SI on contacts (Dist)	
2	9/17/2004 C. Roubeau	3218A2 06-2003	GMT250 Avek 2004	3G7DA09E34	11/14/2003	9/30/2004	22932	8,392	Ign-1	Stall at idle.	Stall when engine dies when dealer on 201.	Dist: Normal. Contacts look like have effect. Brown foam on case pin 2 assembly.	Large and SI on contacts (Dist) Residue on contacts in C & O only.	
1	9/17/2004 C. Roubeau with SEC	3217A2 03-2003	GMT257 Rendez 2004	3G6DA09E14	1/14/2003	9/19/2004	75534	12,595	Ign-1	Stalled. Crank but no start. Multiple to start.	Codes point to low voltage. Could not duplicate event.	Dist: Normal. Contacts look like have effect.	Large and SI on contacts (Dist)	To G. Water, Chaps.
2	9/23/2004 GM Ramon	324482 9/1/2003	GMT257 Rendez 2004	3G6DA09E34	12/19/2003	9/27/2004	Heats 31775032	8,532	Ign-1	Stalls, no restart.	Ign relay would open intermittently.	Dist: V-drop variable.	SI on contacts (Dist)	
2	9/29/2004 GM Ramon	324482 9/1/2003	GMT257 Rendez 2004	3G6DA09E34	12/19/2003	9/29/2004	Heats 31775440	8,285	Ign-1	Stalls, no restart.	Ign relay fails when hot.	Dist: V-drop variable.	SI on contacts (Dist)	
2	9/29/2004 GM Ramon	3218B4 9/7/2003	GMT257 Rendez 2004	3G6DA09E34	10/19/2003	9/29/2004	Heats 31773448	11,801	Ign-1	Stalls, no restart.	Ign relay fails intermittently.	Dist: V-drop variable.	SI on contacts (Dist)	
4	9/23/2004 GM Ramon	327254 02/29/2003	GMT257 Rendez 2004	3G6DA09E14	1/16/2004	9/19/2004	Heats 3082143	8,088	Ign-1	Hard starting.	Ign relay failed internally.			
3	9/23/2004 GM Ramon	324482 9/1/2003	GMT257 Rendez 2004	3G6DA09E34	12/19/2003	9/15/2004	Heats 3082132	11,851	Ign-1	Hard to start.	Ign relay failed internally.	Dist: V-drop variable.	SI on contacts (Dist)	
3	9/23/2004 GM Ramon	324482 9/1/2003	GMT257 Rendez 2004	3G6DA09E14	12/19/2003	9/18/2004	Heats 3082121	8,222	Ign-1	Hard to start.	Ign relay defective.	Dist: Normal.	Large and SI on contacts (Dist)	
3	9/29/2004 Warranty Ctr	3208A3 7/25/2003	GMT257 Rendez 2004	3G6DA09E14	10/16/2003	9/7/2004	Heats (no response) 63471	7,398	Ign-1	No start.	Ign-1 No battery.			
1	9/29/2004 Warranty Ctr with SEC	3208A3 7/25/03	GMT257 Rendez 2004	3G6DA09E14	10/16/2003	9/29/2004	08948	6,207	Ign-1	?	Repl fuse block (SEC).			
1	9/29/2004 Warranty Ctr with SEC	327254 9/29/2003	GMT257 Rendez 2004	3G6DA09E34	1/14/2004	9/29/2004	84300	11,487	Ign-1	Stalled at highway speeds.	None			
3	9/29/2004 Warranty Ctr with SEC	3218A2 9/8/2003	GMT250 Avek 2004	3G7DA09E14	10/30/2003	9/29/2004	29148	18,467	Ign-1	Intermittent no start.	No power on old ECU, Ign-1 voltage.	To E. Water, Chaps. in SEC.	SI on contacts (Water)	NPE: Billows in relays and SEC.
	9/29/2004 Warranty Ctr with SEC	3220A3 04/2003	GMT257 Rendez 2004	3G6DA09E34	11/28/2003	9/31/2004	76283	12,300	Ign-1	Engine died while driving. Won't start.	Poor contact in LH SEC.	To Diering in SEC		
	9/29/2004 Warranty Ctr	3258B2 9/15/2003	GMT257 Rendez 2004	3G6DA09E34	12/19/2003	9/29/2004	150810	7,382	Ign-1	Stalled when driving. No start.	Repl Ignition sv.	To Diering		

*no paperwork*

*RO To Diering*  
*NO To Diering*

**GMT350/257 RELAYS**

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ID	Received Date, From	Relay Data Code	Vehicle	VIN	Year Bldg Date	Repair Date	RO #	Mileage	Applic	Cost	Complaint	Repair Tech & Field Analysis	RECO (B LA & LOA) XXXXXX, out of spec 00-20000 else none	RECO	Other
229	9/29/2004 Warranty Ctr	3208A3 7/25/2003	GMT257 Rendez 2004	3000A002E44 5	10/29/2003	9/18/2004	142217	19,120	Ign-1		intermittent shut off while driving	Ign-1 Fly internal failure.	To Dealership		
230	9/29/2004 Warranty Ctr	3221B3 8/29/2003	GMT257 Rendez 2004	3000A002E44 5	11/1/2003	9/29/2004	20982	4,491	Ign-1		No start. Long crank.	Ign-1 Fly internal failure.	To Dealership		
231	9/29/2004 Warranty Ctr	3202B4 7/21/2003	GMT257 Rendez 2004	3000A002E44 5	11/22/2003	9/21/2004	21716	7,166	Ign-1		Stalls at low speed to neutral.	Ign-1 Fly contacts intermittent failure.	To Dealership		
232	9/29/2004 Warranty Ctr	3201A2 10/24/2003	GMT257 Rendez 2004	3000A002E44 5	9/17/2003	9/27/2004	142217	2,228	Ign-1		Car stalled in drive.	Ign-1 Fly.			
233	9/29/2004 Warranty Ctr	3241B2 9/1/2003	GMT257 Rendez 2004	3000A002E44 5	11/27/2003	9/29/2004	63984	14,086	Ign-1		No start.	Intermittent Ign-1 Fly.	To D. Dealer, Chevrolet	Ign on contacts (WPC)	
234	9/29/2004 Warranty Ctr	3259B2 9/16/2003	GMT257 Rendez 2004	3000A002E44 5	12/22/2003	9/11/2004	22574	13,108	Ign-1		Volt shut down while driving.	Fuel pump fly burnt & Ign fly down and loose good contact.			
237	9/29/2004 Warranty Ctr	3244B2 9/1/2003	GMT257 Audi 2003	207DA002E54 5	12/4/2003	9/2/2004	64418	not given	?	?			To Dealership in REC		
A1	11/11/2004 WPC	3221B3 8/29/2003	GMT257 Buick 2004	4	11/7/2003	9/4/2004	94111	6,320			engine cranks no start	replaced relay ignition 1			
A2	11/11/2004 WPC	3228B4 9/1/2003	GMT257 Buick 2004	4	12/18/2003	9/17/2004	29003	11,162			vehicle dies and wont start	replaced ignition 1 relay			
A3	11/11/2004 WPC	3217A4 8/29/2003	GMT257 Buick 2004	4	11/14/2003	9/23/2004	148921	179 KM			FRENCH				
A4	11/11/2004 WPC	3228B4 7/21/2003	GMT257 Pont 2004	4	11/26/2003	9/7/2004	239224	2,970			crank no start	replaced ignition 1 relay			
A5	11/11/2004 WPC	3228B4 7/21/2003	GMT257 Pont 2004	4	11/18/2003	9/11/2004	201784	13,484			vehicle dies and wont start	replaced ignition 1 relay			
A6	11/11/2004 WPC	4202A3 2/18/2004 (repair only wrong relay)	GMT257 Buick 2004	4	10/29/2003	9/20/2004	22281	12,818			car stalls while driving	replaced ignition 1 relay	fly relay dies later than volt build date. Volt history shows no prior fly replace.		Appears this is not the relay involved with this RO
A7	11/11/2004 WPC	9918B4 9/7/2003	GMT257 Buick 2004	4	10/23/2003	9/13/2004	192240	8,797			check engine light on eng stalls	replaced ignition 1 relay	d		
A8	11/11/2004 WPC	3217A2 8/29/2003	GMT257 Buick 2004	4	11/18/2003	9/29/2004	167796	8,096			see on and stalled in drive	replaced ignition 1 relay			
A9	11/11/2004 WPC	3226A3 10/23/2003	GMT257 Pont 2004	4	10/17/2003	9/18/2004	240292	19,640			cranks no start	replaced ignition 1 relay			
A10	11/11/2004 WPC	3202B4 7/21/2003	GMT257 Buick 2004	4	11/8/2003	9/2/2004	173489	4,418			engine dies going slow sleep N/A	found failure replaced ignition 1 relay			
A11	11/11/2004 WPC	3272B4 9/27/2003	GMT257 Buick 2004	4	1/29/2004	9/29/2004	162215	7,029			check engine light on eng stalls	replaced ignition 1 relay			
A12	11/11/2004 WPC	3248A4 8/29/2003	GMT257 Buick 2004	4	12/18/2003	9/29/2004	420176	8,816			veh stalls out and wont start	replaced ignition 1 relay			
A13	11/11/2004 WPC	3217A2 8/29/2003	GMT257 Pont 2004	4	11/18/2003	9/29/2004	316988	4,319			crank no start	replaced ignition 1 relay			
A14	11/11/2004 WPC	3242B2 8/29/2003	GMT257 Buick 2004	4	12/18/2003	9/29/2004	543911	165 KM			no start	replaced ignition relay			
A15	11/11/2004 WPC	3202B3 7/21/2003	GMT257 Pont 2004	4	11/18/2003	7/27/2004	62111	7,287			cranks no start	replaced ignition 1 relay			
A16	11/11/2004 WPC	3259B2 9/16/2003	GMT257 Buick 2004	4	12/1/2003	9/22/2004	25840	8,291			see on and stalled while driving	replaced ignition 1 relay			
A17	11/11/2004 WPC	3228B4 8/11/2003	GMT257 Buick 2004	4	12/18/2003	9/7/2004	28268	4,748			car intermittent with starting	replaced ignition 1 relay			

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**GMT250/257 RELAYS**

ID	Received Date, From	Relay Date Code	Vehicle	VIN	Veh Build Date	Repair Date	RC #	Mileage	Applic	Chas Complaint	Repair Text & Field Analysis	Elco (91A & 124) -220VAC, 5A of spec 99-30007 str spec	SEAF	Other
A18	11/11/2004 WPC	3217A4 05/2003	GM1257 Buick 2004	48	11/9/2003	09/2004	417784	8,839		cranks on start	replaced ignition 1 relay			
A19	11/11/2004 WPC	3200A2 01/7/2003	GM1257 Buick 2004	48	12/22/2003	0/29/2004	261870	0,810		all wheel drive light on vehicle lost power	replaced ignition 1 relay			
A20	11/11/2004 WPC	3221B2 0/9/2003	GM1257 Buick 2004	48	11/20/2003	0/02/2004	37180	12,800		hard to start while driving	replaced ignition 1 relay			
A21	11/11/2004 WPC	3202B4 7/21/2003	GM1250 Pont 2004	48	11/9/2003	0/10/2004	94444	9,080		cranks no start	replaced ignition 1 relay			
A22	11/11/2004 WPC	3241B2 02/29/2003	GM1257 Buick 2004	48	11/22/2003	0/29/2004	60879	10,735		crk while driving engine shuts off	replaced ignition 1 relay			
A23	11/11/2004 WPC	4146A3 5/25/2004 (apparently wrong relay)	GM1257 Buick 2004	48	10/31/2003	0/1/2004	239445	10,630		vehicle stalled and won't restart	replaced ignition 1 relay	Relay will open. Fly engr date later than veh build date. Veh history shows no prior relay replace.		Appears this is not the relay involved with this PID.
A24	11/11/2004 WPC	3202B3 7/21/2003	GM1250 Pont 2004	48	11/20/2003	0/2/2004	94468	8,870		crk stalled while driving	replaced ignition 1 relay			
A25	11/11/2004 WPC	3243B2 0/30/2003	GM1257 Buick 2004	48	12/2/2003	0/10/2004	20375	11,250		stalls at low load starting on hill	replaced ignition 1 relay			
A26	11/11/2004 WPC	0171A3 0/13/2003	GM1257 Buick 2004	48	0/27/2003	0/21/2004	22002	9,300		service eng crank fails to start	replaced ignition relay			
A27	11/11/2004 WPC	3244A2 0/7/2003	GM1250 Pont 2004	48	10/10/2003	0/12/2004	21662	9,780		cranks no start	replaced ignition relay			
A28	11/11/2004 WPC	3202A3 7/21/2003	GM1257 Buick 2004	48	11/1/2003	0/22/2004	47824	10,940		crk then at 80 mph in fl	replaced ignition 1 relay			
A29	11/11/2004 WPC	3217A2 0/6/2003	GM1257 Buick 2004	48	11/12/2003	0/4/2004	113160	7,230		crk makes a tapping noise when starting	replaced ignition 1 relay			
A30	11/11/2004 WPC	3122A1 5/25/2003	GM1250 Pont 2004	48	0/6/2003	0/23/2004	241872	13,037		crk veh has stalled after driving awhile	replaced ignition relay			
A31	11/11/2004 WPC	3258B2 0/18/2003	GM1257 Buick 2004	48	10/21/2003	0/27/2004	202507	10,940		crk	replaced ignition 1 relay			
A32	11/11/2004 WPC	3244A3 0/1/2003	GM1257 Buick 2004	48	12/22/2003	0/23/2004	104047	10,250		cranks no start	replaced ignition 1 relay			
A33	11/11/2004 WPC	3202A3 0/29/2003	GM1250 Pont 2004	48	11/10/2003	0/1/2004	99008	12,025		past history no start	replaced ignition 1 relay			
A34	11/11/2004 WPC	3244A2 0/15/2003	GM1257 Buick 2004	48	10/16/2003	0/15/2004	00000	11,310		crk returns	replaced ignition 1 relay			
A35	11/11/2004 WPC	3202A3 7/25/2003	GM1257 Buick 2004	48	11/16/2003	0/2/2004	101000	8,007		cranks no start	replaced ignition 1 relay			
A36	11/11/2004 WPC	3202B2 7/25/2003	GM1250 Pont 2004	48	10/30/2003	0/20/2004	208217	17930 kms		intermittent no start	replaced ignition relay			
A37	11/11/2004 WPC	3217A3 0/6/2003	GM1257 Buick 2004	48	11/14/2003	1/5/2004	30344	7,000		crk stalls will not run but time problem has occurred	replaced ignition 1 relay			



①

Stalls + Re-starts



BUICK

# John Rogin

Successor's BUICK Dealer...today!

30500 Plymouth Rd.  
LIVONIA, MICHIGAN 48150  
Phone (734) 625-0800



BUICK

**203**  
**Returned with BEC**

STATE REGISTRATION # 440628

VEHICLE NO. <b>75765</b>	REPAIR PROPERLY COMPLETED & CHECKED BY <b>BRYAN BESTER</b>	YAK NO. <b>1435</b>	650	WORK DATE <b>09/15/04</b>	PIVOT NO. <b>BUCS75664</b>
	LABOR HOURS <b>80:00</b>	LICENSE NO.	RELEASE <b>12,585</b>	COLOR	STOCK NO.
<b>LIVONIA, MI</b>	VEHICLE MAKE / MODEL <b>04/BUICK/RENDEZVOUS/STA WGN</b>			DELIVERY DATE <b>12/31/03</b>	DELIVERY MILE <b>85</b>
	VEHICLE NO. <b>3 G 5 D A 0 3 E 7 4 S</b>			BILLING DEALER NO. <b>100</b>	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		DATE <b>09/13/04</b>	ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE
	COMMENTS				RELEASE OUT

**JOB# 1 CHARGES**

**LABOR** 3P 1 10BUZ **DRIVEABILITY** UNITS: 2.10 TECH(S):33 **WARRANTY**  
 VEH STALLED OUT AT ONE POINT ON ACCELERATION FROM STOP TURNING LEFT - TOOK SEVERAL MINUTES TO RESTART SCAN WITH TECH 2 FOR CODES FOUND P0443, P0645, U1040 B2652, B2712, AND C0240 CODES ALL CODES POINT TO LOW VOLTAGE AT DIFF RELAYS OR CONTROLS AS PER TECH ASSIST AND WITH FULL AGREEMENT WITH BRAND QUALITY DETERMINED VOLTAGE DROP ON IGN ONE RELAY IN UNDER HOOD BOX AND DROP WOULD EFFECT CRANK AND NO START PLUS OTHER FAILURES AS INDICATED BY HISTORY CODES EVEN THOUGH WE COULD NOT DUPLICATE EVENT AS DESCRIBED DECISION TO REPLACE U-BECK CENTER INSTEAD OF JUST IGNITION ONE RELAY TO INSURE FINAL REPAIR AND RETURN OF BOX TO BRAND QUALITY FOR TEST AND INSPECTION PART BEING PICKED UP FROM DEALER AT DIRECTION OF TOM RUSSEL ON 9/15/04 AND VEHICLE BEING DELIVERED BACK TO OWNER ON THIS SAME DAY TECH ASSIST CASE #7666721

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	10338237	BLOCK 2.483		0.00
				TOTAL - PARTS	

**JOB# 1 TOTALS** ..... **JOB# 1 JOURNAL PREFIX BUCS** **JOB# 1 TOTAL** 0.00

**JOB# 2 CHARGES**

**LABOR** 3P 2 60BUZ **ENGINE ELECTRICAL** UNITS: TECH(S):33 **WARRANTY**  
 AT TIMES VEH HAS POWER - WILL CRANK BUT WILL NOT START - CUST STATES VEH TAKES SEVERAL MINUTES TO START INSPECT ALL RELATED TO LINE ONE

**JOB# 2 TOTALS** ..... **JOB# 2 JOURNAL PREFIX BUCS** **JOB# 2 TOTAL** 0.00

**ESTIMATE**  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)  
 TECHNICIAN CERTIFICATION 33 KENNETH J CORNER N110866

*C. ROULEAU - 9/15/2004*  
*Dealer put relay in another vehicle, and was NOT able to duplicate problem.*  
*Did not have confirmation that relay was cause of problem.*  
*Vehicle in 3 homes for these symptoms*

APPROVED BY \_\_\_\_\_

CLAIMED \_\_\_\_\_

MINIMUMS CALENDAR

DEDUCTIBLE	RETIREMENT
0	
OTHER AMOUNT	RELIABLES
0	

TERMS are cash on delivery. ESTIMATES ARE FOR LABOR ONLY. MATERIAL IS EXTRA. Storage will be charged 48 hours after release for pickup. Not responsible for loss or damage to car or contents left in care of this shop. Insuring, accident or any other cause beyond our control. An express guarantee is not a warranty acknowledged on above car or truck to release the interest of PAPER'S WARE.

POWER OF ATTORNEY - KNOW ALL MEN THESE PRESENTS That my undersigned above fully authorized and legal JOHN ROGIN BUICK my car has and shall remain in my name, name and good of the undersigned or any insurance carrier or other agency authorized by myself, authorized or otherwise hereby authorized to make check or other cash or other money I will hereby give and confer with each and every other that or may be by with power of attorney.

THE ABOVE WERE HEREBY AUTHORIZED AND CONDITIONS AGREED TO AS OUTLINED ABOVE

Sign: \_\_\_\_\_

As used in and to be used with reference to compliance with the New York Motor Vehicle Service and Repair Act

X

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



BUICK

# John Rogin

Successor's BUICK Dealer...today!

30500 Plymouth Rd.  
LIVONIA, MICHIGAN 48150  
Phone (734) 525-0900



BUICK

CREDIT CARD ACCEPTED

STATE REGISTRATION P-148826

CUSTOMER NO. <b>75765</b>	REGISTRATION COMPLETED & COLLECTED BY <b>BRIAN BESTER</b>	TAX NO. <b>1435</b>	REGISTRATION DATE <b>09/15/04</b>	REGISTRATION NO. <b>BUCKS75664</b>
	LIQUID PRICE <b>80.00</b>	SALES TAX <b>12,585</b>	REGISTRATION <b>7</b>	SALES NO.
<b>LIVONIA, MI</b>	YEAR / MAKE / MODEL <b>04/BUICK/RENDEZVOUS/STA WGN</b>	DELIVERY DATE <b>12/31/03</b>	DELIVERY MILE <b>85</b>	
	VEHICLE ID NO. <b>3G5DA03E74S</b>	SALES ORDER NO. <b>100</b>	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	SALES ORDER NO. (PARTS) OFFERED OTHERWISE	
	Comments		WELSH CUT	

**TOTALS**

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

THANK YOU FOR YOUR BUSINESS!!  
\*\*\* DOUBLE GM PART FOR LIFETIME GUARANTEE  
(LIMITED WARRANTY)

CUSTOMER SIGNATURE

APPROVED BY

CLASS NO.

ATTENTION DEALER

FINANCIAL	RETIRED
YES	NO
ORDER	ACQUIRE
YES	NO

TERMS are cash at delivery. ESTIMATES ARE FOR LABOR ONLY. MATERIAL IS EXTRA. Storage will be charged 48 hours after receipt are 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 lien is hereby acknowledged on above car or truck to secure the amount of repair charges.

POWER OF ATTORNEY - I HEREBY AGREE TO THE FOLLOWING: That the undersigned does hereby authorize and empower JOHN ROGIN BUICK (my son) and their attorney to sign, execute, place and stand as the undersigned on any documents, contracts or obligations in connection with the sale of my vehicle to my (my) authorized authorized by their authorized representative as necessary to those tasks to which it is applied. I agree to sign as necessary to those tasks to which it is applied. I agree to sign as necessary to those tasks to which it is applied.

THE ABOVE BORN HEREBY AGREE TO THE ABOVE CONDITIONS HEREBY TO AS OUTLINED ABOVE:

Signatures

An repair and agree upon upon licensed in compliance with the Michigan Motor Vehicle Services and Repair Act

X

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



\*\*\*\*\*  
GM WARRANTY PARTS CENTER RETURN REQUESTS FOR DEALER 25727 CLAIM MEMO 516  
BELOW ARE PARTS AND REPAIR ORDERS WHICH ARE REQUIRED FOR PRODUCT REVIEW  
THE FOLLOWING MUST BE RETURNED TO THE WARRANTY PARTS CENTER AT:

\*\*\*\*\*  
\* WARRANTY PARTS CENTER \*  
\* 45 NORTHPOINTE DRIVE \*  
\* ORION, MI 48389 \*  
\*\*\*\*\*

USE THE PROVIDED PRE-PRINTED AND PRE-PAID UPS AIR LABELS  
TO SHIP THE FOLLOWING:

- COPY OF THE REQUEST BELOW
- REPAIR ORDER (INCLUDING TECHNICIAN COMMENTS)
- ONLY PARTS ASSOCIATED WITH THE LABOR CODE

ALL FLUIDS MUST BE DRAINED FROM PARTS BEING RETURNED. PLACE THE ABOVE  
ITEMS IN A PLASTIC BAG AND SECURELY ATTACH TO PART PRIOR TO SHIPPING.  
EACH REQUEST SHOULD BE SHIPPED INDIVIDUALLY.

REQUEST NUMBER	LABOR CODE	RO DATE	RO NUMBER	VEHICLE ID NUMBER
425322541	NI730	082004	002048	3G5BB03E14S
*****END OF WFC TRANSMISSION*****				

581

ESTER, S. J.

DATE OF SERVICE: 08/30/04

TIME: 07:00pm

STATE REGISTRATION: 72.00

54395 LIGHT DRIFTWOOD/MT 01/31/04

219

219

08/30/04

219

1148

MC.

STATE OF FLORIDA REGISTRATION: MV-12698

20

243200

57

9-7

COMMENTS & DROP

1 W 17E02

N1730 9 01K

2 W 2 Rental Car

3 C/O of 25

4 gate repair

5 Flat 145 Right Front Tire.

ENGINE CUSTOMER STATES CAR HAS STALLED AT HIGHWAY SPEEDS 5 TIMES - ENGINE RUNS ROUGH WHEN RESTARTED AFTER SITTING FOR ABOUT 15 MINUTES - HAS OCCURED ON 8/11 & 10,360 - 8/25 @ 11,015 - 8/26 @ 11,100 - 8/29 @ 11,395 - 8/29 @ 11,396 - & 5 TIMES PRIOR TO 8/11.

FARTS RETURNED

Date 8/3

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO.	TIME	OFF
		243200		
		255020f		ON 4 of

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO.	TIME	OFF
20		243200		
		581		ON W

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work hereon and agree that you are not responsible for loss or damage to vehicle or contents of vehicle in case of fire, theft or any other cause beyond your control or for any delay caused by strike or other causes in shipment by the supplier of materials. I hereby grant you authority to make repairs and to operate the vehicle before and after repairs, but not to be held liable for any damage to the vehicle or its contents. An extra mechanic's fee is hereby acknowledged in case you are unable to complete the repairs.

IF THE EVENT MY ACCOUNT IS DELINQUENT MORE THAN 30 DAYS I AGREE TO PAY INTEREST AT THE HIGHEST LEGAL RATE PERMISSIBLE AND A REASONABLE ATTORNEY'S FEE AND ALL COSTS OF COLLECTION.

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 \$ 440. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

I DO NOT REQUEST A WRITTEN ESTIMATE.

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

ORIGINAL ESTIMATE # \_\_\_\_\_ DATE \_\_\_\_\_

OTHER PERSON WHO MAY AUTHORIZE REPAIR \_\_\_\_\_

ADD'L REPAIRS AUTHORIZED BY: \_\_\_\_\_ DESCRIPTION OF ACCT: \_\_\_\_\_

REVISED AUTHORIZED \$ AMOUNT \_\_\_\_\_ AUTHORIZATION RECEIVED BY \_\_\_\_\_

SERVICE HISTORY

(10998277)

RELAY'S W/REC

219

WARRANTY

TECHNICIAN'S NAME & NUMBER

581

CAUSE Ford Truck Stalling would not re-start on long drives TU: 31 PM 1:47

CORRECTION: Check Truck For Codes. None Done Truck Starts TU: 31 PM 9:23  
Nothing set for 1 1/2 hrs. Recheck Truck Found to Start.

TECHNICIAN'S NAME & NUMBER

Track Circuit Thru Ign Switch To Grounds To

CAUSE under Hood, Fuse Box Found Potential Problem Check Wires

CORRECTION: And Old Page Test on All Terminals OK Found Good  
Under Hood Fuse Box assembly. RTR Recheck ok

TECHNICIAN'S NAME & NUMBER

Case SPAC #

CORRECTION

TECHNICIAN'S NAME & NUMBER

Richard Shady 4540

CAUSE nail in tire

CORRECTION patch + Balance

TECHNICIAN'S NAME & NUMBER

CAUSE

CORRECTION

ADDITIONAL INSTRUCTIONS OR ESTIMATES

ADDITIONAL INSTRUCTIONS OR ESTIMATES		FLAG
TOTAL PARTS		
TOTAL LABOR		FLAG
EOG		
TAX		FLAG
TOTAL		
FLAG		FLAG

(Handwritten initials)

(Handwritten note: OK, 11/11/01)

(Handwritten mark)

8THSDCS 13932009092122PARTRETURNUPR

\*\*\*\*\*  
GM WARRANTY PARTS CENTER RETURN REQUESTS FOR DEALER 02300 PLAINFIELD NJ VIA  
BELOW ARE PARTS AND REPAIR ORDERS WHICH ARE REQUIRED FOR PRODUCT CENTER  
THE FOLLOWING MUST BE RETURNED TO THE WARRANTY PARTS CENTER AT:

\*\*\*\*\*  
\* WARRANTY PARTS CENTER \*  
\* 45 NORTHPOINTE DRIVE \*  
\* ORION, MI 48359 \*  
\*\*\*\*\*

USE THE PROVIDED PRE-PRINTED AND PRE-PAID UPS AIR LABELS  
TO SHIP THE FOLLOWING:

- COPY OF THE REQUEST BELOW
- REPAIR ORDER (INCLUDING TECHNICIAN COMMENTS)
- ONLY PARTS ASSOCIATED WITH THE LABOR CODE

ALL FLUIDS MUST BE DRAINED FROM PARTS BEING RETURNED. PLACE THE ABOVE  
ITEMS IN A PLASTIC BAG AND SECURELY ATTACH TO BOX PRIOR TO SHIPPING.  
EACH REQUEST SHOULD BE SHIPPED INDIVIDUALLY.

REQUEST NUMBER	LABOR CODE	RO DATE	RO NUMBER	VEHICLE ID NUMBER
425317336	K5365	090304	240376	1GTHC29184E
		053004	240200	365DA03E34B

\*\*\*\*\*  
\*\*\*\*\*



319895

148284

de 3301A2

232

**FAIRWAY**  
**AUTOMOTIVE GROUP, INC**

1780 The Fairway  
JENKINTOWN, PA 19048  
1218 884-4800

\*ACCOUNTING\*

PAGE 1

PHILA, PA  
HOME: [REDACTED]

BUS: [REDACTED]

SERVICE ADVISOR: 8147 CHANELL TIMBERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
RED	04	BUICK RENDEVOUS	3G5DB03E848	[REDACTED]	2228/2228	T892	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	POWER	RATE	PAYMENT	INV. DATE
24APR2004			17:00 30AUG04		0.00	CASH	30AUG2004

R.O. OPENED. READY OPTIONS: STK:B4117 DLR:22354 1) FREE STATE INSPECTION

LINE	OPCODE	TECH	TYPE	A	HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	---	-----	-------	------	------	------	------	-----	-------

A CUST STATES CAR STALLED OUT WHILE DRIVING WITH NO WARNING (CUT OFF 5 TIMES)

CAUSE: SHORT

N2819 RELAY IGNITION SYSTEM REPLACE

509WP94B	0.80	0.50	876	3744						37.44	37.44
1 15328864 RELAY			523	732	0	10.45				7.32	7.32

FC: 6C

PART#: 15328864

COUNT: 1

CLAIM TYPE:

AUTH CODE:

OL

523 732 TPARTS

876 3744 TLABOR

SPOKE TO JOHN KOPEC AT GM CASE NUMBER#7622683 W AS TOLD TO REPLACE

IGNITION RELAY #1

B\*\* 4 DAYS LOANER

CAUSE: RENTAL

Z7904 4 DAYS LOANER

509WP94B	0.00	0.00	0	0						0.00	0.00
----------	------	------	---	---	--	--	--	--	--	------	------

FC: 98 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

MJ

0 0 TPARTS

0 0 TLABOR

SUBL ENTERPRISE

PO#25695

WP94B			16800	16800						168.00	168.00
-------	--	--	-------	-------	--	--	--	--	--	--------	--------

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46203	3744	876		48003	732	523	
46603	16800	16800	25695	26300	21276	*****	
COST, SALE, & COMP TOTALS			18199	21276	0		

ON BEHALF OF SERVICING 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 INFO ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT INDICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of the equipment. 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 equipment.

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

SIGNED DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

CUSTOMER SIGNATURE

SERVICE COPY

1871 446 847 Wait -437

HOME # 319895

509

148284

# FAIRWAY AUTOMOTIVE GROUP, INC

1750 The Fairway  
JERKINTOWN, PA 19048  
(215) 884-4800

WORKORDER

PAGE 1

YOU CAN NOW SCHEDULE SERVICE APPOINTMENTS ON LINE.  
VISIT US AT [www.fairwayautogroup.com](http://www.fairwayautogroup.com)

PHILA. PA  
HOME BUS

SERVICE ADVISOR: 8147 TIMBERS, CHANELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
RED	04	BUICK RENDEVOUS	3G5DB03E84S		2228/	T892	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24APR2004			17:00 27AUG04		0.00	CASH	

R.O. OPENED READY OPTIONS: STK:B4117 DLR:22354 1)FREE STATE INSPECTION

27AUG2004 13:52

509

LINE OF CODE	TECH TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	WP94B	CUSTOMER STATES CAR STALLED GOT WHILE DRIVING WITH NO WARNING (CUT OFF 5 TIMES)

**Rental**

POT# 25695  
Enterprise

D+C  
3:49  
8-30-04  
G AUG 30 2004

15328864

**WARRANTY PARTS  
RETURNED**

8-30-04 (Relay)

AUG 27 PM 1:59

AUG 27 PM 5:09

**CANCELLATION OF REPAIRS:** In the event the customer cancels the repair work, the vehicle shall be rescheduled to a condition reasonably similar to when received unless the customer requests otherwise in the accompanying vehicle repair order. The repair shop may charge for the use of labor, the cost of parts and labor to replace items damaged by accident and the cost to inspect the vehicle.

**NOTE:** You will be notified upon completion of any diagnostic work necessary to determine the cause of repair, or if the actual charges will exceed the written estimate. Inspecting an estimated charge by \$10 or 20%, whichever is greater, may be required. If you are so notified, you may modify or in writing authorize, in writing, of cancel the order for repair.

Any alterations to the parts list accessories sold hereby are made by the manufacturer. The undersigned purchaser warrants and agrees that dealer makes an inventory of any kind, repairs or related, and declares its responsibility to warranty of merchandise or repairs for a certain period with regard to the parts and accessories sold and that if no work shall be done for incidental or consequential damages or consequential losses arising from such damage. The undersigned purchaser further agrees that the warranty provided by dealer herein, but not limited to, any warranty that such parts and accessories are of merchantable quality or that they will enable the vehicle or any of its systems to operate with reasonable safety, at leisure, or comfort.

I understand that all parts and accessories sold or used are subject to the Federal Magnuson-Moss Act and the consumer merchandise purchased is under **LIMITED WARRANTY** by the manufacturer and the written terms and conditions thereof are available for my inspection.

**STORAGE CHARGES:** No storage charges shall accrue or be due and payable for a period of 3 working days from the date you are notified that the work on your vehicle has been completed. After that date, the daily charge for storage of your vehicle will be \$20.00.

PRELIMINARY ESTIMATE #			
REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

**PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM**

USE ALL INFORMATION MUST BE FILLED OUT AND TIME PUNCHED

COMPLAINT A: Car stalls out.

CAUSE A: test Drove 4 times could not get car to stall  
Checked for Bullitens and TSB found nothing  
CORRECTION A: found codes stored cleared and Drove 40  
miles no codes came back

COMPLAINT B: called tech line 12:30pm 8/30/04 talked  
to Jon Lopez Isp Relay #1  
CAUSE B: case# 76 22683  
CORRECTION B: was told to replace Isp Relay #1  
Relay Replaced

COMPLAINT C:

CAUSE C:

CORRECTION C:

COMPLAINT D:

CAUSE D:

CORRECTION D:

NOTES:

\*\*\*\*\*  
ON WARRANTY PARTS CENTER RETURN REQUESTS FOR DEALER 03345-CLAIM MEMO 516  
BELOW ARE PARTS AND REPAIR COSTS WHICH ARE REQUIRED FOR PRODUCT REVIEW  
THE FOLLOWING MUST BE RETURNED TO THE WARRANTY PARTS CENTER AT:

\*\*\*\*\*  
\* WARRANTY PARTS CENTER \*  
\* 45 NORTHPOINTE DRIVE \*  
\* GRICK, MI 48809 \*  
\*\*\*\*\*

USE THE PROVIDED PRE-PRINTED AND PRE-PAID UPS AIR LABELS  
TO SHIP THE FOLLOWING:

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- ONLY PARTS ASSOCIATED WITH THE LABOR CODE

ALL FLUIDS MUST BE DRAINED FROM PARTS BEING RETURNED. PLACE THE ABOVE  
ITEMS IN A PLASTIC BAG AND SECURELY ATTACH TO PART PRIOR TO SHIPPING.  
EACH SEALING SHOULD BE SHIPPED INDIVIDUALLY.

*MS*

REQUEST NUMBER	LABOR CODE	RI DATE	AO NUMBER	VEHICLE ID NUMBER
425306866	N2819	082704	148284	35N4B03E845

\*\*\*\*\*MEMO OF MPC TRANSMISSION\*\*\*\*\*

CUSTOMER HISTORY

14827777

WORKORDER

PAGE 1

RYNDOLF, PA  
HOME BUS:

8147 TIMBERS, CHANELL

02 BUICK CENTURY

9958/

18FEB2002

17:00 10SEP04

0.00 CASH

STK:802114 DUR:22354 1:RECD

3-18-02/37206869001 EC 2)DMPP NO 72/60 \$100 DEL

10SEP2004 10:28

EXP 2/18/08, 60000 MILES 3)DMPP SMARTCAR (More..

VEHICLE SERVICE HISTORY

REG	B/Y	MILEAGE	OP CODE	CLS3 DTE	TECH	TYPE	DESCRIPTION
148324	119	9865	3090304				
			M0016		7	WE94	LUBE, OIL AND FILTER
			B1723		9	WP94	BLADE AND/OFF INSERT, WIPER SYSTEM SERIAL
138513	119	7393	21JAN04				
			M523		135	CPB	STATE INSPECTION
			VP19		135	CPB	EMISSIONS INSPECTION, EXEMPT
			M0016		135	WE94	LUBE, OIL AND FILTER
			M0021		135	WE94	MAINTENANCE SERVICE TIRE ROTATION
123254	119	8511	10DEC02				
			11		7	CPB	CUST. STATE INSP.
			13		7	CPB	CUST. 1/4 TEST OTHER
			M0013		7	WE94	LUBE, OIL AND FILTER
			M3560		7	WP94	PUMP ASSEMBLY, WASHER WINDSHIELD R&R OR
106576	119	7	18FEB02				
			M523		4	INS	STATE INSPECTION
			VP19		4	INB	EMISSIONS INSPECTION, EXEMPT

# Leachman

BUICK · GMC

A2



GMC

2012 Scottsville Road • P.O. Box 1749 • Bowling Green, KY 42102-1749 • Phone 270-842-4881 • Fax 270-843-3346

VIN: 20003 3G5DA03E54S [REDACTED]				DATE: 09/17/04	
YEAR: 2004	MAKE: BUICK	MODEL: RENDEZVOUS	COLOR: CAPPUCCINO	TIME: 01:08	
MI: 11182	MO: 11182	DATE: 02/28/04	ALYATON K [REDACTED]	DATE: 09/22/04	
TO [REDACTED]				TIME: 7766	

(1) COST STS PERIODICALLY VEHICLE DIES AND  
 WONT START UP AFTERWARDS UNTIL SITTING  
 FOR 10MINS OR SO. COST ALSO STS STEERING  
 WHEEL LOCKED UP WHEN DRIVING  
 FOUND CODES U1040/B2712/U1000 FOUND UPDATED  
 PI F139 INTERMITTANT CRANK AND NO START AND/  
 OR STALLS-REPLACED IGNITION 1 RELAY TO  
 REPAIR  
 (03-1822 MARK BROWN-)

N2819	SD	PV	A	4	(027)	23.66
(F)15328864		RELAY		1	(325)	7.32

Total Repair (Warranty) ..... 30.98

*Build 12/1/03*

**ENTERED**  
 SEP 25 2004

30.98 +263	7.32 662	2878
23.66 -462	5.23 680	242
7.32 -480		

Next Service DEC '04 Lube-Oil-Filter	TERMS	7.32	.00	Parts	.00
	No returns on electrical or special order items. A restocking charge will be applied on all merchandise returned for credit or refund. No returns after 30 days.	.00	.00	Sublet	.00
		.00	.00	Waste Dispos	.00
		.00	.00	Oil/Grease	.00
		30.98	.00	Total	.00
		.00	.00	Tax	.00
		30.98	.00	Total	.00



# SUSS PONTIAC-GMC

WS231524

WS231524

1501 S. HAVANA  
AURORA, COLORADO 80012  
Telephone (303) 305-4020



A4



01011PNWS231524

CUSTOMER No. <b>69043</b>		ADDRESS <b>MICHAEL CHRISTIAN 4298</b>	TAG No. <b>243</b>	ISSUE DATE <b>09/07/04</b>	ISSUE No. <b>PNWS231524</b>
[REDACTED]		LABOR RATE <b>TEMP</b>	RATE <b>9,970</b>	COLOR <b>TAN/</b>	BOOK No.
AURORA, CO		YEAR / MAKE / MODEL <b>04 / PONTIAC / AZTEK / 4 DOOR UTILITY</b>		DELIVERY DATE <b>11/21/03</b>	DELIVERY MILE
[REDACTED]		VEHICLE ID. No. <b>3G7DB03E94S[REDACTED]2</b>		DELIVERY DEALER NO.	PRODUCTION DATE
[REDACTED]		P.T.E. No.		R.O. DATE <b>08/30/04</b>	
BUSINESS PHONE		COMMENTS			

LABOR & PARTS  
JOB # 1 R1PHZ

TECH	DATE	START	FINISH	ACT	TIME	DESCRIPTION	30.37
988	08/31/04	18.10	30.70	0.20	0.00	FINISHED	
988	08/31/04	0.00	0.00	0.00	0.40	FINISHED	
TOTAL TECH TIME				0.20	0.40		

DRIVEABILITY HOURS: 0.40 TECH(S): 988

CUSTOMER STATES: DRIVING AND ENGINE DIED, PULLED OVER AND WOULD CRANK BUT WOULD NOT START. WAITED 15 MINS AND STARTED. VEH. HAD AN EXTENDED CRANK ON DRIVE AND DID START. CHECKED VEH. FOUND MULTIPLE PWR CODES IN MULTIPLE MODULES. FOUND DURING EXTENDED CRANK THAT VEH HAS NO FUEL INJ PULSE AND NO SPARK. NEC TO DIAG. FOUND NO PWR TO IGN CONTROL MODUL E. NEC TO INSP. FOUND IGN 1 RELAY GOING OPEN DURING DIAG. NEC TO REPL IGN 1 RELAY AND RETEST. ALL OK ON 4 MILE TEST DRIVE. NO CODES, ALL DATA NORMAL.

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	15328864	2.510 RELAY -1810	5.23	5.23	7.32	7.32
JOB # 1 COST TOTAL				5.23			
JOB # 1 TOTAL PARTS							7.32
JOB # 1 TOTAL LABOR & PARTS							37.69
R/O TAX							0.00
R/O TOTALS							37.69

Build  
11/20/05

WARRANTY CLAIM DETAIL TOTALS

CLAIM	TOTAL
	37.69
CLAIM TOTALS	37.69

APPROVED BY SIGNATURE \_\_\_\_\_

DCS AUDIT SLIP

DCS DATA FILE: GNGMF.448  
09/07/2004 WARRANTY NEW CLAIM

1750  
RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #  
231524 08/30/2004 3G7DB03E94 5 13485 9970 563-90-3729

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

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	CHRS	NET-AMT.	LAB-TOT.
1	01				15328864	7.32	6F	N2819	.4			30.37
LN-TOT: 37.69 TECH SSN: 525-55-0547 AUTH CODE: AUTH. AUTHOR.:												
R.O. TOTAL:											37.69	

CUSTOMER #: C52897

A5

201754

ROSS DOWNING CHEVROLET, INC.

"LITTLE DETROIT"

It's Like Having a Friend at the Factory

P.O. Box 2808 500 E. Main St.

Hammond, LA 70404

Phone 504-1296 • 1-800-417-5152

Website www.rossdowningchevrolet.com

www.chevy-savings.com

www.chevycorveta.com

WORKORDER

PAGE 2

SERVICE ADVISOR: BO MCDANIEL, JIMMY

18265 N I-12 SVC RD  
HAMMOND, LA

HOME: [REDACTED] BUS:

COLOR	YEA	MAKE/MODEL	VIN	PLATE	MI/AGE IN/OUT	TAB
	04	PONTIAC AZTEK	3G7DA03E04E		13424/	T202
DEL. DATE	PROD. DATE	WARR.				
23JUL2004			17:00	21SEP04	0.00	CASH
RESERVED	READY	OPTIONS: STK: 6080				

21SEP2004 15:21

LINE OF CODE	TECH. TYPE	DESCRIPTIONS/INSTRUCTIONS
	WT	VECH. DIRING: RT TIMES. AM STOPS
		<i>In repair shop Relay</i>
		<i>Replaced Frig. 1. Relay PER AEP 3130</i>
		<i>116103</i>

SEP 21 PM 2:28

A5 10

PRELIMINARY ESTIMATE #

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby disclaims all warranties, either express or implied including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the seller, dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.

AUTHORIZATION FOR REPAIRS

I hereby authorize the above work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of test, and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. In the event the amount due on this order, or any portion thereof, is not paid to the collector placed in the hands of any agency for collection, I agree to pay attorney's fees of 25% of the total due.

TERMS:  CASH  CREDIT CARD

AUTHORIZED BY: X

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

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X


CUSTOMER'S SIGNATURE

TECHNICIAN COPY





Estimated  
Completion  
Date 9-21  
Time 5:00



Completed  
Date 9-21  
Time \_\_\_\_\_



~~Underhood fuse block for the ignition one relay are determined to be okay, replace the ignition one relay. Advise the dealer GMPT Engineering may request the old relay back for further testing.~~

Please follow this diagnosis process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed. If these steps do not resolve the condition, please contact GM TAC for further diagnostic assistance.

**Models:**

(2004 Buick Rendezvous) and (2004 Chevrolet Venture) and (2004 Oldsmobile Silhouette) and (2004 Pontiac Aztek) and (2004 Pontiac Montana)

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



WE SUPPORT  
VOLUNTARY  
TECHNICIAN  
CERTIFICATION

10338237

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Document ID# 1549890  
2004 Pontiac Aztek - FWD  
3G7DA03E04S542976

C52897

201754

ROSS DOWNING CHEVROLET, INC.  
LITTLE DETROIT

It's Like Having a Friend at the Factory

P.O. Box 2808 600 E. Madison Blvd.

Hammond, LA 70404

(504) 348-1234 1-800-417-8182

Website: www.rossdowningchevrolet.com

www.chevy-eatings.com

www.chevy-servolta.com

\*ACCOUNTING\*

PAGE 1

SERVICE ADVISOR: BO JIMMY MCDANIEL

18265 N I-12 SVC RD  
HAMMOND, LA

HOME: [REDACTED] BUS:

04	PONTIAC AZTEK	3G7DA03R048	13424/13424	T207
----	---------------	-------------	-------------	------

23 JUL 2004	17:00	21 SEP 04	0.00	CASH	21 SEP 2004
-------------	-------	-----------	------	------	-------------

OPTIONS: STK:6080

LINE	OPCODE	TECH	TYPE	A/HRS	B/HRS	COST	SALE	COMP	LIST	NET	TOTAL
N2819 RELAY IGNITION SYSTEM REPLACE											
1	15328864	RELAY				538	753	0	10.75	7.53	7.53

1000 2573 LABOR

G.M. PARTS WARRANTED FOR 12 MONTHS OR 12,000

MILES WHICH EVER COMES FIRST. WE ARE NOT RESPONSIBLE FOR ANY ARTICLES LEFT

IN VEHICLES. THANK YOU WE APPRECIATE YOUR BUSINESS !!!

THANK YOU WE APPRECIATE YOUR BUSINESS !!!

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
26300	3426	*****					

COST, SALE, & COMP TOTALS 1538 3426 0

The only warranties applying to this repair are those which may be offered by the manufacturer. The selling dealer hereby disclaims all warranties, either express or implied including any implied warranty of workmanship or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this repair order service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.

AUTHORIZATION FOR REPAIRS

I hereby authorize the above work here to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereon. In the event the amount due on this order, or any portion thereof, is not paid and is thereafter placed in the hands of any attorney for collection, I agree to pay attorney's fee of 25% of amount due.

TOTAL  CASH  CREDIT CARD

CUSTOMER SIGNATURE

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

MISCELLANEOUS SUPPLIES AND MATERIALS: A charge is included for materials and/or hazardous waste disposal (if applicable) used on your vehicle. Material items are: Nuts, bolts, washers, tape, plus, aerospray, shallen, towels, solder battery cleaner, wire, window sealer, etc.

ACCOUNTING COPY



CUSTOMER #: 4831449

Jeff 130 A7

193240



WORKORDER

2524 HIGHWAY 421 SOUTH • P.O. BOX 488  
BOONE, NORTH CAROLINA 28607  
TELEPHONE: (828) 284-8051

PAGE 1

DENVER, NC  
HOME: [REDACTED]

SERVICE ADVISOR: 226 REYNOLDS, REX A

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
TAN	04	BUICK RENDEZVOOS	3G5DR03E549		8797/		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO	RATE	PAYMENT	INV. DATE
09FEB2004			** WAITER **		60.00	CASH	
P.O. OPENED		READY	OPTIONS:				

13SEP2004 09:01

LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

# 2 NS4 CUST STATES CK ENG LIGHT COMES ON AND ENG STALLS

Scanned PCM for codes DTC's P0443 + P0675 were stored  
 checked for bulletins and P.I.s none found checked for latest  
 vehicle had latest cal. already installed test drive vehicle  
 unable to duplicate concern at this time called tech line  
 they suggested checking Ign. 1 relay and terminals performed these  
 checks all terminals and wiring checked good if terminals and  
 wiring checked good tech line suggested replacing ign. 1 relay  
 replaced ign. 1 relay in underhood relay center

9 37  
10 31  
11 46  
11 06  
14 min

4/28/19  
Authq Ecode for  
17:02 H Time to  
Trace & Repair  
order relay Show



Case # 7655226

P0443, P0675 Ign 1 relay PIP 3139  
Terminal

EXCLUSION OF WARRANTIES

CUSTOMER PLEASE READ AND JUDGE ACCEPTANCE BY SIGNING BELOW. ALL WARRANTIES ON PARTS ARE THE PROPERTY OF THE SELLER, MACK BROWN, INC. MACK BROWN EXPRESSLY DISCLAIMS ALL WARRANTIES OTHER THAN THOSE ON LABEL, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND MACK BROWN, INC. NEITHER ASSURES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS. THIS DISCLAIMER BY THE SELLER, MACK BROWN, INC. IN NO WAY AFFECTS THE TERMS OF THE MANUFACTURER'S WARRANTY. A SERVICE CHARGE OF \$1 PER DAY WILL BE ASSESSED AFTER THE CUSTOMER HAS BEEN NOTIFIED THAT THE REPAIRS HAVE BEEN COMPLETED ON HIS/HER VEHICLE. THE CHARGE FOR OUR DIAGNOSTIC TIME WILL BE THE ACTUAL REPAIRS AND PERFORMED IN OUR SHOP OR NOT. IN THE CASE OF DISAGREEMENT FOR PURPOSES OF ESTIMATE OR ESTIMATE AN ADDITIONAL CHARGE FOR REASONABLE, ON-DEMAND REPAIRS WILL BE ASSESSED. CUSTOMER IS RESPONSIBLE FOR ANY DIAGNOSTIC OR REPAIR CHARGES FOR ANY REPAIRS NOT COVERED UNDER WARRANTY.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work being performed on my vehicle and agree that you are not responsible for loss or damage to vehicle or contents left in vehicle in case of fire, theft or any other cause beyond your control or for any charges incurred by unavailability of parts or delays in parts shipments by the supplier or manufacturer. I hereby give you and/or your employees permission to operate the vehicle upon approval of work, approved or otherwise for the purpose of testing further diagnosis. An express mechanic's lien is hereby acknowledged on all parts related to making the correct of supply happen.

IMPORTANT - PLEASE READ & INITIAL

I waive my right to receive a written estimate Yes  No   
 Replaced parts are to be saved for my inspection or return Yes  No

PRELIMINARY ESTIMATE # \_\_\_\_\_

AUTHORIZED BY X \_\_\_\_\_

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

CUSTOMER SIGNATURE

TECH-CORX

655998

167785

\*ACCOUNTING\*

MURDOCK CHEVROLET, INC.

WHERE "U-R" THE HEART OF OUR BUSINESS  
2376 South 825 West • (801) 282-8880 / 298-9081 Service  
WOODS CROSS, UTAH 84087

BOUNTIFUL, UT

PAGE 1

HOME: [REDACTED] BOS:

SERVICE ADVISOR: 344 JED ANDERSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SILVER	04	BUICK RENDEZVOUS	3G5DB03E54S	[REDACTED]	9880/9880	T4833	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
19JUL2004			10:00 28SEP04		0.00	CASH	28SEP2004

R.O. DPENED	READY	OPTIONS: STK:P10950
28SEP04	28SEP04	

LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL  
 A SES LIGHT CAME ON LAST NIGHT AND STALLED IN DRIVE WAY  
 CAUSE: OUT OF ROUND

N2819 RELAY IGNITION SYSTEM REPLACE	263 WS94	2.10	1.40	3166	10697			106.97	106.97
1 15328864 RELAY				538	753	0	10.75	7.53	7.53

PC: 3M  
 PART#: 15328864  
 COUNT: 1  
 CLAIM TYPE:  
 AUTH CODE: E  
 WG

538 753 TPARTS  
3166 10697 TLABOR

9880 E TIME AUTH# 14833 PER RUSS FAULTY IGNITION RELAY N2819 0.4 + 1.0  
 HR OLG = 1.4 HRS I HAD DIFFICULTY IMPLICATING THE CONCERN, BUT FOUND  
 CODES RESET IN THE PCM FOR EVAP CONTROL, A/C CONTROL AND A LOSS OF EBCM  
 COMMUNICATIONS IN THE PCM. A CHECK NO START CONDITION ALLOWED FOR  
 FURTHER DIAGNOSIS AND I FOUND NO POWER TO THE FUEL INJECTOR AND ENG  
 ELEC FUSES. I FOLLOWED THE DIAGNOSTIC CHARTS AND TRACED THE PROBLEM TO  
 THE IGNITION RELAY. I REPLACED THE RELAY AND RETESTED, THE VEHICLE  
 STARTS AND RUNS NORMALLY.

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
09-28-04	09:33	11:39	2.10	DW	263	A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	10697	3166		46200	753	538	
26300	11450	*****	167785				

- COST, SALE, & COMP TOTALS 3704 11450 0

LIMITED WARRANTY

PARTS AND LABOR GUARANTEED 12 MONTHS  
OR 12,000 MILES, WHICHEVER COMES FIRST.

HAZARDOUS WASTE DISPOSAL AND SUPPLIES: A token charge  
 equivalent to 8% of the labor charge is included for hazardous  
 waste disposal and supplies used on your vehicle. Applicable  
 supply items are: Nuts, bolts, washers, taps, pins, aerospray,  
 shellec, solvent, rags, carburetor cleaner, towels, solder, battery  
 cleaner, wire, window sealer, etc. Maximum charge is \$20.00.

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

CUSTOMER SIGNATURE



010218UW173420

A10

11/5/04

CONFIRMATION #	125506	NAME	KURT A YAMADA	PHONE	3212 741	DATE	09/10/04	BUSS #	173420
ADDRESS	WOODINVILLE, WA	PLANT	75-72	DEALER NO.	4,418	MAKE	OLYMPIC WHI	MODEL	K360
		YEAR/MAKE/TYPE	04/BULCK/RENDEZVOUS/RENDEZVOUS AMD 4	DATE	05/27/04	DELIVERY MILES	99		
		VEHICLE ID NO.	365DB03E145	BILLING DEALER NO.		PRODUCTION DATE			
		KEY NO.		REG NO.			09/08/04		
		COMMENTS							

**JOB # 1** DRIVEABILITY - HOURS: 2.50 - TECH(S): 3099 - 22506  
 CUSTOMER STATES: ENGINE DIES WHILE DOWN STEEP HILLS, WONT RESTART UNTIL ON LEVEL GROUND.  
 FOUND CODES P0443, P0645 AND Y1048 FOLLOWED FLOW CHART NO PROBLEM FOUND. CALLED TECH LINE FOUND BULLETIN. PERFORMED BULLETIN AS PER TECH LINE

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	10328864	RELAY 2.618 18141	5.38	5.38	7.53	7.53
						JOB # 1 COST TOTAL	5.38
						JOB # 1 TOTAL PARTS	7.53
						JOB # 1 TOTAL LABOR & PARTS	99.59

**YOUR SATISFACTION IS OUR GOAL.**  
 Thank you for this opportunity to serve you. It is our aim to perform all repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends; if not, please tell us immediately. All claims for adjustment must be accompanied by this invoice within 90 days or 4,000 miles, whichever occurs first.

**JOB # 2** 229WZ - TUNE SYSTEM - HOURS: 0.00 - TECH(S): 3099 - 22506  
 CUSTOMER STATES: POOR FUEL ECONOMY. SEE LINE 1

JOB # 2 TOTAL LABOR & PARTS 0.00

WE USE GENUINE GENERAL MOTOR PARTS WARRANTED FOR 12,000 MILES OR 18 MONTHS WHICHEVER COMES FIRST.  
 \* DENOTES PART DOES NOT CARRY A GM WARRANTY. NON GM PARTS ARE INSTALLED WITH CUSTOMER CONSENT ONLY.

**JOB # 3** 439WZ - CONSUMER TRANS - HOURS: 0.00 - TECH(S): 4000 - 22506  
 YOU ARE RECEIVING A RENTAL VEHICLE UNDER THE GENERAL MOTORS FACTORY WARRANTY. GENERAL MOTORS WILL PAY FOR THE RENTAL WHILE YOUR VEHICLE IS BEING REPAIRED. UPON COMPLETION OF YOUR VEHICLE, YOU ARE RESPONSIBLE TO RETURN THE RENTAL VEHICLE ON THAT DAY OR FIRST THING THE FOLLOWING MORNING. OR BE RESPONSIBLE FOR ANY FURTHER CHARGES.  
 WARRANTY REPAIR  
 COURTESY TRANSPORTATION CAR

JOB # 3 TOTAL LABOR & PARTS 0.00

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

**JOB # 4** 439WZ - CONSUMER TRANS - HOURS: 0.00 - TECH(S): 4000 - 22506  
 PERFORM RECALL #03030

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 4	1	10351118	LOCK KIT 17.198	15.66	15.66	21.92	21.92
						JOB # 4 COST TOTAL	15.66
						JOB # 4 TOTAL PARTS	21.92
						JOB # 4 TOTAL LABOR & PARTS	67.95

An environmental fee may be included for hazardous substance disposal. In an effort to improve our environment, we reduce common waste from vehicle maintenance such as coolant fluids, oil, cleaning solvents, refrigerants and other solid waste materials and debris of toxic characteristics.

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 3	CCC	CUSTOMER RENTAL		84.00
				TOTAL - MISC
				84.00
				R/O TAX
				0.00
				R/O TOTALS
				251.54



**WARRANTY CLAIM DETAIL TOTALS**

CLAIM #	TOTAL
1	251.54
<b>CLAIM TOTALS</b>	<b>251.54</b>

*Thank You*



10220UWS173420

CUSTOMER NO. <b>125506</b>	NAME <b>KURT A YAMAURA</b>	3212	741	DATE <b>09/10/04</b>	WARRANTY NO. <b>WMS173420</b>
	LABOR TIME <b>78.72</b>	LABOR RATE	AMOUNT <b>4,418</b>	VEHICLE <b>OLYMPIC WHE</b>	MODEL <b>RS60</b>
ADDRESS <b>WOODINVILLE, WA</b>	YEAR/MAKE/MODEL <b>04/BUICK/RENDEZVOUS/RENDEZVOUS AND 4</b>			DELIVERY DATE <b>05/27/04</b>	DELIVERY MILE <b>99</b>
	VIN <b>3G5DB03E14S</b>			SELLING DEALER NO.	PRODUCTION DATE
	EXT. NO.	R.O. NO.		<b>09/08/04</b>	
COMMENTS					

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GHEMF.021  
 09/10/2004  
 0737  
 WARRANTY NEW CLAIM  
 RD NUMBER RD DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #  
 173420 09/08/2004 365D803E14S 1 47546 4418 537-76-8977

CUSTOMER NAME: LAST: MIDDLE: P PHONE: WORK: HOME:

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01	PH	1		15328884	7.83	6C	42819	.4	.8		92.06
LN-TOT: 99.59 TECH SSN: 536-11-5243 AUTH CODE: E AUTH. AUTHOR.: 0950												

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	03	HJ				96		27502				84.00
LN-TOT: 84.00 TECH SSN: 470-54-3867 AUTH CODE: AUTH. AUTHOR.:												
COMMENTS: 16K2T16P638												

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	OHRS	NET-AMT.	LAB-TOT.
3	04	MA	1		10351118	21.92	96	Y1828	.6			46.03
LN-TOT: 67.95 TECH SSN: 536-11-5243 AUTH CODE: AUTH. AUTHOR.:												

R.O. TOTAL: 251.84

**YOUR SATISFACTION IS OUR GOAL.**  
 Thank you for this opportunity to serve you. It is our aim to perform all repairs requested on this repair order to your complete satisfaction.  
 If our service was satisfactory tell your friends; if not, please let us know immediately. All claims for adjustment must be accompanied by this invoice within 60 days or 4,000 miles, whichever occurs first.

WE USE GENUINE GENERAL MOTOR PARTS WARRANTED FOR 12,000 MILES OR 12 MONTHS WHICHEVER COMES FIRST.  
 \* DENOTES PART DOES NOT CARRY A GM WARRANTY. NON GM PARTS ARE INSTALLED WITH CUSTOMER CONSENT ONLY.

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

An environmental fee may be included for hazardous substance disposal. In an effort to improve our environment, we reduce common waste from vehicle maintenance such as coolant fluids, oils, cleaning solvents, refrigerants and other solid waste materials and debris of toxic characteristics.



*Thank You*

WORK ORDER NO. <b>125506</b>	TECHNICIAN <b>KURT A YAMAURA</b>	3212	741	DATE OF WORK <b>09/09/04</b>	WORK ORDER NO. <b>1002173420</b>
	LABOR PRICE <b>87.00</b>	DIAGNOSTIC	MILEAGE <b>4,418</b>	MAKE <b>OLYMPIC WHI</b>	MODEL <b>K360</b>
ADDRESS <b>WOODINVILLE, WA</b>	YEAR / MAKE / MODEL <b>04/BUICK/RENDEZVOUS/RENDEZVOUS AND 4</b>			DATE OF PURCHASE <b>05/27/04</b>	DEALER MILES <b>99</b>
	VEHICLE ID. NO. <b>3G5DB03E14S</b>			DEALER DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	R.O. NO.		DATE OF WORK <b>09/08/04</b>	
	COMMENTS				

TOTAL - MISC 0.00

## TOTALS

TOTAL LABOR..... 0.00  
 TOTAL PARTS..... 0.00  
 TOTAL SUBLET..... 0.00  
 TOTAL B.O.B..... 0.00  
 TOTAL MISC CHG. 0.00  
 TOTAL MISC DTSC 0.00  
 TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

\*\*\*\*\*  
 \* THANK YOU FOR DOING BUSINESS \*  
 \* WITH BELLEVUE BUICK PONTIAC GMC \*  
 \*\*\*\*\*

\*\*PARTS DESIGNATED WITH AN ASTERICK (\*) INDICATED LIFETIME\*\*  
 \*\*WARRANTY. APPLIES TO THE ORIGINAL CUSTOMER..\*\*

CUSTOMER SIGNATURE

POSTED  
 SEP 09 2004

LB

**YOUR SATISFACTION IS OUR GOAL.**  
 Thank you for this opportunity to serve you. It is our aim to perform all repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends; if not, please tell us immediately. All claims for adjustment must be accompanied by this invoice within 90 days or 4,000 miles, whichever occurs first.

WE USE GENUINE GENERAL MOTION PARTS WARRANTED FOR 12,000 MILES OR 12 MONTHS WHICHEVER COMES FIRST.

\* DENOTES PART DOES NOT CARRY A GM WARRANTY. NON GM PARTS ARE INSTALLED WITH CUSTOMER CONSENT ONLY.

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

An environmental fee may be included for hazardous substance disposal. In an effort to improve our environment, we reduce common waste from vehicle maintenance such as coolant fluids, oils, cleaning solvents, refrigerants and other solid waste materials and debris of toxic characteristics.



Thank  
 You

WOODINVILLE, WA

87.00

4,418

OLYMPIC WHI K360

04/BUICK/RENDEZVOUS/RENDEZVOUS AMD 4

05/27/04

DELIVERY MILES 99

VEHICLE ID NO. 3G5DB03E14S

BILLING ORDER NO.

PRODUCTION DATE

P.T. NO.

R.L. NO.

09/08/04

COMMENTS

LABOR & PARTS  
JOB # 1 28PMZ

OR VEHICULARITY. TECH(S): 3149  
CUSTOMER STATES; ENGINE DIES WHILE DOWN STEEP HILLS, MONT  
RESTART UNTIL ON LEVEL GROUND.  
FOUND CODES P0443, P0645 AND V1040 FOLLOWED FLOW CHART  
NO PROBLEM FOUND. CALLED TECH LINE FOUND BULLETIN.  
PERFORMED BULLETIN AS PER TECH LINE

WARRANTY

YOUR SATISFACTION IS OUR GOAL

Thank you for this opportunity to serve you. It is our aim to perform all repairs requested on this repair order to your complete satisfaction.

If our service was satisfactory tell your friends; if not, please tell us immediately. All claims for adjustment must be accompanied by this invoice within 90 days or 4,000 miles, whichever occurs first.

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----  
JOB # 1 1 15328864 RELAY 2.5LD 18041

WARRANTY 0.00

JOB # 1 TOTAL PARTS

JOB # 1 TOTAL LABOR & PARTS 0.00

JOB # 2 22PMZ

CUSTOMER STATES; POOR FUEL ECONOMY.  
SEE LINE 1

WARRANTY

WE USE GENUINE GENERAL MOTOR PARTS WARRANTED FOR 12,000 MILES OR 18 MONTHS WHICHEVER COMES FIRST.

\* DENOTES PART DOES NOT CARRY A GM WARRANTY. NON GM PARTS ARE INSTALLED WITH CUSTOMER CONSENT ONLY.

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

JOB # 2 TOTAL LABOR & PARTS 0.00

JOB # 3 43PMZ

YOU ARE RECEIVING A RENTAL VEHICLE UNDER THE GENERAL MOTORS FACTORY WARRANTY. GENERAL MOTORS WILL PAY FOR THE RENTAL WHILE YOUR VEHICLE IS BEING REPAIRED. UPON COMPLETION OF YOUR VEHICLE, YOU ARE RESPONSIBLE TO RETURN THE RENTAL VEHICLE ON THAT DAY OR FIRST THING THE FOLLOWING MORNING. OR BE RESPONSIBLE FOR ANY FURTHER CHARGES.  
WARRANTY REPAIR  
COURTESY TRANSPORTATION CAR

WARRANTY

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

An environmental fee may be included for hazardous substance disposal. In an effort to improve our environment, we reduce common waste from vehicle maintenance such as coolant fluids, oils, cleaning solvents, refrigerants and other solid waste materials and debris of toxic characteristics.

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----  
JOB # 3 TOTAL PARTS 0.00

JOB # 3 TOTAL LABOR & PARTS 0.00

JOB # 4 09PMZ

PERFORM RECALL #0300  
PERFORMED RECALL # 0300

WARRANTY



PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----  
JOB # 4 1 10351118 LOCK KIT 17.190

WARRANTY 0.00

JOB # 4 TOTAL PARTS

JOB # 4 TOTAL LABOR & PARTS 0.00

G.O.G. & SUPPLIES

JOB # 1 1.0 GAS /UNIT TOTAL - 606

WARRANTY 0.00

MISC-----DATE-----DESCRIPTION-----CONTROL NO-----  
JOB # 3 CCC CUSTOMER RENTAL

WARRANTY

Thank You

# BELLEVUE

## BUICK - PONTIAC - GMC

620-116TH AVE. N.E. • BELLEVUE, WA 98004  
(425) 451-2400 • FAX (425) 454-8987

173420

ANY MARKING IN THIS AREA INDICATES DAMAGE TO VEHICLE PRIOR TO WORK BEING STARTED.



Customer's Initials

SCRATCH  
DENT

173420

### RECOMMENDED SERVICES

DESCRIPTION	QUANTITY	UNIT PRICE	TOTAL PRICE	DESCRIPTION	QUANTITY	UNIT PRICE	TOTAL PRICE
01PNZ-COOLFLUSH			149.95	01PNZ-PS-FLUSH			
H 01PNZ-ROTATIRE			24.95	01PNZ-TRANFLUSH			179.95
S 01PNZ-TRANS-SV			29.95	01PNZ-MAINT-INS			0.00
				MAINT-RESP-SPECIAL			

### SERVICE HISTORY

DATE	MILEAGE	DESCRIPTION	BY
08/07/04	166752		
11/28/03	134432		

SALESPERSON NO. 3185

GIDGETTE R TURLINGTO SERVICE

STATE REG# 2

VIN: 3G5DB03E14S	YEAR/MODEL: 04/BUICK/RENDEZVOUS/RENDEZVOUS AWD	PRODUCTION DATE: K360	LICENSE NO: 173420
CHASSIS NO: 725506	SERVICE CONTRACT	DELIVERY DATE: 05/27/04	DELIVERY MILE: 99
COLOR: OLYMPIC WHITE/MED	CONTRACT NO.	REPAIR DATE: 09/08/04	REPAIR MILE: 74
TURNED IN: PNZZ	AIR COND: Y	P.S. Y	TRAVEL: A
MESSAGE: 4,418	ADDRESS NO: 3212	TECHNICIAN: KURT A YAMAURA	
RELEASED BY: 206-881-7408	206-399-9314		
TIME RECEIVED: 07:12am	DATE/TIME PROCESSED: 09/08/04 06:50pm		
APPOINTMENT: 87.00			

ORIGINAL CUSTOMER ESTIMATE: TOTAL

- W \* 20PNZ **DRIVEABILITY**  
CUSTOMER STATES: ENGINE DIES WHILE DOWN STEEP HILL. CAN'T RESTART UNTIL ON LEVEL GROUND.
- W \* 22PNZ **FUEL SYSTEM**  
CUSTOMER STATES: POOR FUEL ECONOMY.
- W \* 43PNZ **COURTESY TRANSPORTATION**  
YOU ARE RECEIVING A RENTAL VEHICLE UNDER THE GENERAL MOTORS FACTORY WARRANTY. GENERAL MOTORS WILL PAY FOR THE RENTAL WHILE YOUR VEHICLE IS BEING REPAIRED. UPON COMPLETION OF YOUR VEHICLE, YOU ARE RESPONSIBLE TO RETURN THE RENTAL VEHICLE ON THAT DAY OR FIRST THING THE FOLLOWING MORNING. OR BE RESPONSIBLE FOR ANY FURTHER CHARGES.

YOU ARE ENTITLED TO A WRITTEN PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. YOU ARE ALSO ENTITLED TO REQUIRE THE REPAIR FACILITY TO OBTAIN YOUR ORAL OR WRITTEN AUTHORIZATION TO EXCEED THE WRITTEN PRICE ESTIMATE. YOUR SIGNATURE OR INITIALS WILL INDICATE YOUR SELECTION.

- I request an estimate in writing before you begin repairs. Contact me if the price will exceed this estimate by more than ten percent.
- Proceed with repairs but contact me if the price will exceed \$ \_\_\_\_\_.
- I do not want a written estimate.

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason, that you neither assume or authorize any other person to assume for you any liability in connection with such repair that you shall not be responsible for loss or damage to the above vehicle, or articles left therein, in case of fire, theft or other cause beyond your control, that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereon that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such repairs.

THIS SHOP UTILIZES THE HOURS PUBLISHED IN CHRYSLER LABOR TIME GUIDES, WHICH REFLECTS AN AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF SPECIFIC VEHICLE REPAIRS, AND WHICH MAY THEREFORE BE EITHER MORE OR LESS THAN ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE.

SAVE PARTS YES  NO   
 CAR WASH YES  NO   
 RENTAL CAR YES  NO

Recall # 03030  
Joe 9/8/04

10251118  
**CSI**

TECH \_\_\_\_\_ ADV \_\_\_\_\_

0102173420

JOB 1 - CAUSE Dies when going down hills. I drove  
CORRECTION 5 miles no problems. the fuel was on "e"  
howard drove and this did stall P0443

JOB 2 - CAUSE P0645. U1040. I followed the flow chart  
CORRECTION no problems. I called Tac. there  
is a bulletin on this error at this  
time has no repair that is

JOB 3 - CAUSE Permanent. I was told to put a  
CORRECTION Ign 1 fuse in for this time until  
a repair is available

JOB 4 - CAUSE Relay installed  
CORRECTION  
03030 Tail gate strap installed

JOB 5 - CAUSE  
CORRECTION

JOB 6 - CAUSE  
CORRECTION

ST. TIME	F/RATE	R/O NO.	TIME	OFF ON
STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO. 173420	TIME	OFF 13.9
	40	3119		ON 12.1
STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO. 173420	TIME	OFF 18
	18	3119		ON 24

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO. 173420	TIME	OFF ON
	6	3119	4	OFF 11.5
				ON 12

RECEIVED  
SEP 08 2004  
BY ~~XXXX~~  
RELAY



Patsy Lou Buick - GMC, Inc.

5111 Corvus Road  
Flint, MI 48932  
(810) 732-7800

State Registry No.  
F 103837

A12 Build  
12/16/03

SERVICE  
INVOICE

\*\* ACCOUNTING COPY \*\*

SO# 435176 DATE/TIME IN: 9/22/2004 7:01 DATE/TIME OUT: 9/23/2004 12:34  
TAG# 6640 SA: [REDACTED] DOC COUNT: 4 PAGE: 1

[REDACTED] 01 3G5DA03E448 [REDACTED]  
2004 BUICK RENDEZVOUS DARK STEEL BLUE  
FLUSHING MI [REDACTED] ENGINE: 3.4L V6  
SER#: T4-1635  
[REDACTED] (000) 000-0000 MILES IN/OUT 9015 / 9015  
SVC DATE: 2/26/2004  
SALESPERSON: MATSKO, JOHN THOMAS  
RATE: 83.00

LINE 1 CHECK FOR VECH STALLS OUT AT TIMES JUST CRANKS EST.: \$0.00  
FC: 6C

TECH COMM: FOUND ELECT. FAILURE WITH RELAY NEC TO REPLACE IGN  
ITION ONE RELAY REPAIRS COMPLETE

REPAIR 1 RELAY - IGNITION SYSTEM - REPLACE  
OPCODE: N2819 SALE RATE: A COST RATE: A COST: 9.20  
HRS: .40 SALE TYPE: W \$30.03  
PRIMARY TECH: JERRY STILLWAGON M156409  
WARR PARTS: 1 AMT: 7.53

PARTS	DESC	FP	QTY	PRICE	COST	ST	
GM	15328864 RELAY	Y	1	7.530	5.38	W	\$7.53
LINE TOTAL						\$14.58	\$37.56

LINE 2 CHECK FOR VECH SEEM TO HSIT WHEN ACCEL AT TIMES EST.: \$0.00  
TECH COMM: POSS. RELATED TO LINE ONE

REPAIR 1 No Charge  
OPCODE: NC SALE RATE: A COST RATE: A COST:  
HRS: SALE TYPE: C \$0.00  
PRIMARY TECH: JERRY STILLWAGON M156409  
LINE TOTAL \$0.00 \$0.00

LINE 3\* COURTESY TRANSPORTATION EST.: \$0.00  
FC: 98

REPAIR 1 COURTESY TRANSPORTATION  
OPCODE: Z7910 SALE RATE: A COST RATE: A COST:  
HRS: SALE TYPE: W \$0.00  
PRIMARY TECH: HOWARD SHELTON

NET ITEM: M COURTESY TRANSPORTATION SALE TYPE  
PO#: L#: COST: W \$5.00  
UNIT QTY: 1 UNIT AMT: 5.00

We guarantee our service work for 90 days or 4000 miles, 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.

SERVICE REPAIRS  
CHECKED AND  
APPROVED BY

X

Authorized Representative

We're happy when you say  
"I'm satisfied"

Thank You



Patsy Lou Bulck - GMC, Inc.

5111 Corona Road

Flint, MI 48632

(810) 732-7880

State Registry No.

F 103837

SERVICE INVOICE

\*\* ACCOUNTING COPY \*\*

JO# 435176 DATE/TIME IN: 9/22/2004 7:01 DATE/TIME OUT: 9/23/2004 12:34  
TAG# 6640 SA: HOWARD SHELTON DOC COUNT: 4 PAGE: 2

01 3G5DA03E44S

LINE TOTAL \$ .00 \$5.00

INVOICE PRINTED FROM CLOSED SO: 10/01/04

\*\*\* Following the line number denotes added operation.

ACCOUNT NO	SALE AMT	COST AMT	CNTL NO	CUSTOMER TOTAL	
460A					\$ .00
051D	5.00-		435176		
462	30.03-	9.20			
480	7.53-	5.38			
263	42.56				

We guarantee our service work for 90 days or 4000 miles, 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.

SERVICE REPAIRS CHECKED AND APPROVED BY

X

Authorized Representative

We're happy when you say "I'm satisfied"

Thank You

3030333

25640

TWIN CITY MOTORS, INC.

3048 Airport Hwy.  
Alcoa, TN 37701  
(865) 970-2977

ACCOUNTING

DUPLICATE 2  
PAGE 1

*A16 Build 12/11/03*

KNOXVILLE, TN

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 2248 WAYNE RIDINGER JR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	RELEASE IN / OUT	TAG	
LIGHT-SPIN	04	BUICK RENDEZVOUS	3G5DB03EB4S	[REDACTED]	9231/9231	TR48	
DEL DATE	PRDD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14FEB2004	14FEB2010		22SEP04		65.00	CASH	20OCT2004

REG. CREED	READY	OPTIONS
20SEP04	24SEP04	STK: B555352

LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL

A 512 S. LIGHT IS ON - VEHICLE DIED WHILE DRIVING AT ABOUT 50 MPH ON LEVEL GROUND - ALSO HAD DIED AT TIMES WHEN PULLING UP TO AN INTERSECTION - SOMETIMES HARD TO RESTART

CAUSE: REPL. RELAY INTERMITTENT

N2619 RELAY LIGHTING SYSTEM REPLACE

344	W	0.40	0.40	750	2436		24.36	24.36
1	15328864	RELAY		538	753	0	10.75	7.53

PC: 6D  
PART#: 15328864  
COUNT: 1  
CLAIM TYPE:  
AUTH CODE:  
GL

538 753 TPARTS  
750 2436 TLABOR

B COST BROUGHT IN FOR RECALL #03030

CAUSE: INSTALLED IMPROV. FOR RECALL

V1028 RECALL 03030

1	10351118	LOCK KIT		1080	3654	0	36.54	36.54
				1566	2192	0	27.47	21.92

PC: 6D  
PART#: 10351118  
COUNT: 1  
CLAIM TYPE:  
AUTH CODE:  
MA

1566 2192 TPARTS  
1080 3654 TLABOR

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
2/46200	6050	1040		2/48000	2945	2104	
2/26300	9035	*****					

COST, SALE, & COMP TOTALS 3944 9035 0

ON BEHALF OF SERVICING 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 (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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

SIGNED: DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE:

CUSTOMER SIGNATURE







020180198351879

CUSTOMER NO. <b>124337</b>	ADDRESS <b>LISA M. GINKEL 125</b>	PHONE <b>898</b>	INVOICE DATE <b>09/24/04</b>	INVOICE NO. <b>BUWS351879</b>
ORLAND PARK, IL	LABOR RATE <b>9,619</b>	FINANCE	COLOR <b>DK STL BLUE</b>	STOCK NO. <b>BU4173</b>
	YEAR / MAKE / MODEL <b>04 / BUICK / RENDEZVOUS / 4 DOOR UTILITY</b>		DELIVERY DATE <b>03/04/04</b>	DELIVERY MILES <b>20</b>
	VIN <b>3G5DB03E045</b>		DELIVERY MILES	PRODUCTION DATE
P.T. No.		P.O. No.	R.O. DATE <b>09/20/04</b>	
COMMENTS				

DCS AUDIT SLIP

DCS DATA FILE: GMSWF.114  
 09/24/2004 WARRANTY NEW CLAIM  
 1512  
 RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #  
 351879 09/20/2004 3G5DB03E045 2 37034 9619 XXX-XX-0913  
 CUSTOMER NAME: FIRST: MIDDLE:  
 LAST: PHONE: WORK: HOME:  
 LN JOB CT CC PC PART-NO. TOT-PTS FC LABOP LHRS CHRS NET-AMT. LAB-TOT.  
 1 01 03 1 18328864 7.80 6C 88819 .4 1.0 119.80  
 LN-TOT: 127.60 TECH SSN: XXX-XX-6794 AUTH CODE: E AUTH. AUTHOR.: 0090  
 LN JOB CT CC PC PART-NO. TOT-PTS FC LABOP LHRS CHRS NET-AMT. LAB-TOT.  
 2 02 00 0 00 00 27902 00 00 89.98  
 LN-TOT: 89.98 TECH SSN: XXX-XX-6794 AUTH CODE: AUTH. AUTHOR.:  
 COMMENTS: 18K0T135342276180E

R.O. TOTAL: 217.58

\*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

11011 AUTO MALL PARKWAY  
DIBERVILLE, MISSISSIPPI 38540  
(228) 882-1516

# MANDAL

PONTIAC · BUICK · GMC

3517 BIENVILLE BLVD.  
OCEAN SPRINGS, MS 38544  
(228) 872-1525



A21

B.V. 1d  
11/3/03

CUSTOMER NO <b>20259</b>	QUERTIN J MCQUEEN 19169	TAX NO <b>392</b>	DATE <b>09/07/04</b>	PHONE <b>98954444</b>
LABOR RATE	LICENSE NO.	WEIGHT <b>14,196</b>	TYPE <b>TRN/</b>	YEAR <b>98292</b>
YEAR/MANUFACTURER <b>04/PONTIAC/AZTEK/4DR GT</b>			DELIVERY YEAR <b>06/25/04</b>	DELIVERY MILEAGE <b>9,080</b>
VIN <b>3G67DA03E84S</b>			DELIVERY MILEAGE	PRODUCTION DATE
F.T.E. NO.	P.O. NO.		<b>09/01/04</b>	
COMMENTS				

LABOR & PARTS		STALLS NOT		HOURS: 0.40	TECH(S): 434	21.99	SERVICE DEPT. HOURS
JOB # 1 028U204		CUSTOMER STATES VEHICLE STALLED WHEN PUT IN GEAR. VEHICLE SPINS OVER NO START		FOUND INTER. OPEN IN IGNITION 1 RELAY #59			MON. - FRI. 7:00 A.M. - 5:30 P.M.
		REPLACED IGNITION 1 RELAY #59 IN UNDER HOOD FUSE BOX		VEHICLE IS OPERATING TO G.M. SPECS AT THIS TIME.			
PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	15328864	RELAY 2.510	5.38	5.38	7.53	
JOB # 1 COST TOTAL				5.38		7.53	
JOB # 1 TOTAL PARTS						7.53	
JOB # 1 TOTAL LABOR & PARTS						29.52	
SUBLET	POP	VEND INVT	INV. DATE	DESCRIPTION			
JOB # 1	94444	67858	09/02/04	TRN		45.00	
JOB # 1	94444A	0139491	09/02/04	RENTAL		84.00	
TOTAL - SUBLET						129.00	
R/O TAX						0.00	
R/O TOTALS						158.52	
WARRANTY CLAIM DETAIL TOTALS							
CLAIMS	TOTAL						
	158.52						
CLAIM TOTALS		158.52					

SEP 07 2004

APPROVED BY SIGNATURE

*Thank You,  
We appreciate  
your business!*



U10rle

RECOMMENDED SERVICES

01BUZ23-F1P1 01BUZ22-F8 28BUZ22-F8	LOF TIRE ROTATION TIRE ROTATION	MM MM MM		01BUZ07-10K 06BUZ19-F7 28BUZ19-17	15,000 MILE SERVICE WHEEL ALIGNMENT WHEEL ALIGNMENT	MM MM MM	
--	---------------------------------------	----------------	--	---	---	----------------	--

SERVICE HISTORY

08/24/04	94108	13863	18168	434	C	02BUZ24	STALLS HOT
08/02/04	93111	17800	18168	434	C	04REZ10	CRANKS HOBY
07/08/04	81908	17800	18168	1678	J	01BUZ22-F1P1	FREE OIL CHANGE
06/04/04	80433	8022	25328	2137	C	03REZ28	TRUNK-GATE RELEASE
		8053		113		70BUZ02-D14	USED VEHICLE RESP
				113		88802	STATE INSPECTION

SALESPERSON NO. 20812 SONNY B BACKS II

SERVICE

VEHICLE ID NO. 3G7DA03E948	YEAR / MAKE / MODEL 04/PONTIAC/ZEK40R ST	PRODUCTION NO.	STOCK NO. 94242	LEASE NO.	R. O. NO. 84444
CUSTOMER NO. 20258	SERVICE CONTRACT	DELIVERY DATE 08/23/04	DELIVERY MILES 8080	SELLER DEALER NO.	R. O. DATE 08/01/04
COLOR TAN	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TRF NO. 392	
ADDITIONAL INFO OCEAN SPRINGS, MS	ADDITIONAL INFO 235 4628	ADDITIONAL INFO	ADDITIONAL INFO	ADDITIONAL INFO	ADDITIONAL INFO
APPOINTMENT 11:37am	DATE / TIME / PRICE 08/01/04 05:30pm	PRIORITY	LABOR RATE	CUSTOMER SIGNATURE	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE  
I hereby authorize the repair work, manufacturer and parts 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 vandalism, theft or damage to parts shipped by the supplier or transporter. I hereby grant you access under your employee's provision to inspect the vehicle however damaged on street, highways or elsewhere for the purpose of making under inspection. An express warranty is hereby acknowledged on above vehicle to ensure the amount of repair funds.

1. W #0281004  
 STALLS HOT  
 CUSTOMER STATES VEHICLE STALLED WHEN PUT IN GEAR, VEHICLE SPINS OVER NO START  
 Replaced Ign 1 Relay  
 NO 59 - closed coils  
 Inter CIS Rear Hatch is not N2810  
 Releasing as fast when remote or switch is pressed  
 raises 1 inch - press again and then it will release  
 TAD 45.00  
 27902 84.00  
 RU  
 434  
 ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.  
 "The Factory Warranty Constitutes All Of The Warranting With Respect To The Sale Of This New/Used. All expressed warranties, if any, by a manufacturer or supplier are made, not the dealer, unless otherwise provided in writing and furnished to the buyer by the dealer. Mississippi's Implied Warranty Law may give the buyer additional rights."  
 PURCHASER  
 TOW

STRAIGHT TIME FEE	PLAT RATE PRICE	R. O. NO. 94444	TIME	OFF
4	880	434		09/08/04

Brandow Chevrolet  
Route 130 and Station Road  
Florence, NJ 08518  
609-499-0120

A 22

**Brandow**  
AUTOGROUP

Brandow  
Chrysler Jeep  
665 W. Street Rd.  
Warminster, PA 18974  
215-443-5800

Brandow's Parkway  
Chrysler Jeep  
800 Old York Rd.  
Jenkintown, PA 19046  
215-887-8870

Brandow Chevrolet  
Rt. 130 & Station Rd.  
Florence, NJ 08518  
609-499-0120

www.brandowgroup.com



CHRYSLER  
Jeep



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Executive Offices:  
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Warminster, PA 18974  
1 800 VAN RENT  
Auto Stars  
Customer Center  
215-443-3379  
215-443-3378



CUSTOMER NO. <b>16661</b>	ADVISOR <b>GENE KIEFER</b>	Tag No. <b>209</b>	INVOICE DATE <b>09/29/04</b>	INVOICE NO. <b>CYC560879</b>
[REDACTED]	CAPIST RATE	LEASE PERIOD <b>19.736</b>	COLOR <b>PURTY/</b>	BOOK NO. <b>P48937</b>
<b>RUNNEMEDE, NJ</b>	YEAR/MAKE/MODEL <b>04/BUICK/RENDEZVOUS/4 DOOR UTILITY</b>	VEHICLE ID. NO. <b>3G5DB03E14S</b>	DELIVERY DATE <b>07/31/04</b>	PRODUCTION DATE <b>17_101</b>
	P.T.S. NO.	P.D. NO.	R.O. DATE <b>09/29/04</b>	
	COMMENTS			DEALER OUT NO: 19736

**JOB# 1 CHARGES**

LABOR  
JOB# 1 88CVZ  
CORPORATE PARTS RETURN REQUEST # 427129836 REFERENCE PRIOR REPAIR ORDER # 60679  
COMPLETED CORPORATE PARTS RETURN REQUEST # 427129836 HD-08-27200/0.3 CLAIM TYPE F

Bu. 1cl  
11/25/03

**JOB# 1 TOTALS**

JOB# 1 JOURNAL PREFIX CYCS JOB# 1 TOTAL 0.00

**TOTALS**

* [ ] CASH	* [ ] CHECK CK NO. [ ]	* TOTAL LABOR....	0.00
* [ ] VISA	* [ ] MASTERCARD	* TOTAL PARTS....	0.00
* [ ] AMER XPRESS	* [ ] DISCOVER	* TOTAL SUBLET...	0.00
* [ ] OTHER	* [ ] CHARGE	* TOTAL G.O.G....	0.00
		* TOTAL MISC CHG.	0.00
		* TOTAL MISC DISC	0.00
		* TOTAL TAX.....	0.00
		<b>TOTAL INVOICE \$</b>	<b>0.00</b>

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

www.brandowgroup.com

**Brandow**  
AUTOGROUP



Brandow Chevrolet  
 Route 130 and Station Road  
 Florence, NJ 08518  
 809-499-0120



0301CVCS80879

CUSTOMER No. <b>16661</b>	ADVISOR <b>JOHN FULLERTON</b>	TAX No. <b>251 709</b>	INVOICE DATE <b>09/23/04</b>	INVOICE No. <b>CVCS80879</b>
[REDACTED] RUNNEMEDE, NJ [REDACTED]	LABOR RATE	RELEASE <b>19,736</b>	COLOR <b>PURTY/</b>	STOCK No. <b>P48937</b>
	YEAR / MAKE / MODEL <b>04 / BUICK / RENDEZVOUS / 4 DOOR UTILITY</b>		DELIVERY DATE <b>07/31/04</b>	DELIVERY MILES <b>17,101</b>
	VEHICLE I.D. No. <b>3 G 5 D B D 3 E 1 4 S</b>		SELLING DEALER NO.	PRODUCTION DATE
	P.T. E. No.	P.O. No.	R.O. DATE <b>09/21/04</b>	
COMMENTS			MO: 19736	

TOTALS.....

* [ ] CASH [ ] CHECK CK NO. [ ] *	TOTAL LABOR.....	0.00
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *	TOTAL PARTS.....	0.00
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE *	TOTAL SUBLET.....	0.00
	TOTAL S.G.G.....	0.00
	TOTAL MISC CHG.....	0.00
	TOTAL MISC DISC.....	0.00
	TOTAL TAX.....	0.00
	<b>TOTAL INVOICE \$</b>	<b>0.00</b>

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE





TIRES X / 32

TECHNICIAN'S COMMENTS  
INCLUDE DESCRIPTION OF CAUSE

TIME CLOCK

R/R  
L/R  
R/F  
L/F  
SPARE

Customer States Car Starts Off  
Check All Harness - WIGGLE TEST  
Check All Connections AT Ignition  
Spoke To The 1-Hour Dept. Someone  
Told To Replace Ignition 1 Relay  
Found Ignition Switch, Found  
Corrosion At Switch Replaced  
Two Terminals At Switch Connector

ON Ignition 1 Relay  
OFF  
DN 15328864  
OFF Ignition Switch  
ON  
OFF 12450251  
ON  
OFF  
ON  
DN  
OFF  
DN  
OFF  
ON  
OFF  
DN  
OFF  
ON  
OFF

BRAKES X / 32

R/R BR  
L/R BR  
R/F BR  
L/F BR

CAUSE

CHARGING SYSTEM

AMPS  
VOLTS

COOLANT SYSTEM

ANTIFREEZE °F

ENGINE OIL

LEVEL  OK  ADDED

PA STATE INSPECTION

STICKER #

OLD MILEAGE

EXPIRES

CAUSE:

CAUSE  
60679  
WALTON  
'04 SEP 23-15.8  
'04 SEP 23-15.7

STRAIGHT TIME RATE	FLAT RATE PRICE	R.O.	DATE	TIME
	3.3	60679	'04 SEP 23-15.3	OFF
		WALTON	'04 SEP 23-15.3	ON
			'04 SEP 23-15.2	

PARTS RECALIBRATED

*[Signature]*

9.23.04  
*[Signature]*

11011 AUTO MALL PARKWAY  
D'IBERVILLE, MISSISSIPPI 39532  
(228) 392-1515

# MANDAL

PONTIAC • BUICK • GMC

3517 BIENVILLE BLVD.  
OCEAN SPRINGS, MS 39564  
(228) 872-1625

*Id. Document  
146348F*



*Under hood  
Ign 1 Relay  
terminal no 59*

### RECOMMENDED SERVICES

DESCRIPTION	QUANTITY	UNIT	PRICE	TOTAL
018U203-F1P1 288U222-F8	LOF TIRE ROTATION	AM AM		
018U222-F8	TIRE ROTATION	AM		

### SERVICE HISTORY

DATE	MILEAGE	DESCRIPTION	BY
08/26/04	94280	8929	18189
08/10/04	90889	89000	11888
08/04/04	90428	8883	26328
			15008
			18008
			18282
			24562
			24352
			12438
08/11/02		INSUFFICIENT COOLING MISC. CRANKING BODY FROM USED VEHICLE INSP. STATE INSPECTION MISCELLANEOUS	W W C I I
04/30/07			
08/02			
7/8/02-D14			
8/6/02			
9/8/02			

SALESPERSON NO. 17248 HENRY G WADE

### SERVICE

VEHICLE ID #	387DA0SE648	YEAR / MAKE / MODEL	04/PONTIAC/AZTEKA DR GT	PRODUCT CODE	84241	DEALER NO.	6448
CASH	<input type="checkbox"/>	CUSTOMER NO.	28124	SERVICE CONTRACT	UYWC-MANDAL	DELIVERY DATE	08/11/04
CHARGE	<input type="checkbox"/>	COLOR	WHITE	CONTRACT NO.		DELIVERY MILES	8838
WARRANTY	<input type="checkbox"/>	TURNED IN	BUZZ	EXPIRATION DATE	11/23/08	BILLING DEALER NO.	6448
INTERNAL	<input type="checkbox"/>	WARRANTY		EXPIRATION MILES	75000	PL. C. CODE	8902204
CLIENT CARD	OCEAN SPRINGS, MS	LABOR RATE		ADVISOR	QUENTIN J. MCCOUBEN	TAB NO.	388
BANK MERCH		TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE					
CARD							
MAINTEN							
CHARGE							
AMERICAN							
EXPRESS							
APPOINTMENT							
<input type="checkbox"/> Yes							
<input type="checkbox"/> No							

1 W 08/11/04  
 STALLS NOT  
 CUSTOMER STATES VEHICLE STALLED WHILE DRIVING, VEHICLE  
 EVENTUALLY CRANKED UP.  
 (484)  
 Replaced ign 1 Relay  
 Fuse Block Under hood  
 no 59  
 cleaned Codes  
 case 7632123  
 Job Robbins  
 75000  
 63

ALL PARTS ARE NEW OR FACTORY REBUILT  
 UNLESS SPECIFIED OTHERWISE.

The Factory Warranty Constitutes All Of The Warranties With  
 Respect To The Sale Of This Vehicle. All expressed war-  
 ranties, if any, by a manufacturer or supplier are theirs, not the  
 dealers, unless otherwise provided in writing and furnished to  
 the buyer by the dealer. Mississippi's Implied Warranty Law  
 may give the buyer additional rights.

PURCHASER

P0443  
 P0645  
 P1626  
 P01631  
 U1064  
 U1096

BRIDGE	RAT RATE	R. O. NO.	TIME	OFF
2.4	5d 80	94468	434	09/09/04

RU  
 2755

11011 AUTO MALL PARKWAY  
D'IBERVILLE, MISSISSIPPI 39540  
(228) 392-1515

# MANDAL

PONTIAC · BUICK · GMC

3517 BIENVILLE BLVD.  
OCEAN SPRINGS, MS 39564  
(228) 872-1525



A24

B id  
11/20/03

CUSTOMER NO. 26124	NAME QUENTIN J MCQUEEN 19169	TAX NO. 398	REGISTRATION DATE 09/07/04	REGISTRATION NO. PMS94468
	LABOR RATE	LICENSE NO.	RELEASE 8,678	COLOR WHITE/
OCEAN SPRINGS, MS	VEHICLE MAKE/TYPE 04/PONTIAC/AZTEK/4DR GT		DELIVERY DATE 08/31/04	DELIVERY MILEAGE 8,636
	VEHICLE ID NO. 3G7DA03E54S		EXPIRES DATE 09/02/04	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	COMMENTS	

**LABOR & PARTS**

J# 1 02BUZ04 STALLS NOT HOURS: 2.40 TECH(S): 434 131.95  
 CUSTOMER STATES VEHICLE STALLED WHILE DRIVING. VEHICLE  
 EVENTUALLY CRANKED UP.  
 FOUND OPEN IN IGNITION 1 RELAY IN FUSE BLOCK UNDER HOOD  
 #59  
 REPLACED IGNITION 1 RELAY IN FUSE BLOCK UNDER HOOD. CLEARED  
 CODES. VEHICLE IS OPERATING TO G.M. SPECS AT THIS TIME.

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	I/PRICE	
JOB # 1	1	15328864	RELAY 2.510	5.38	5.38	7.53	7.53
JOB # 1	1	WARRPUP	MARKUP	0.63	0.63	0.63	0.63
JOB # 1 COST TOTAL				6.01			
JOB # 1 TOTAL PARTS							8.16
JOB # 1 TOTAL LABOR & PARTS							140.11

SEP 07 2004

**SERVICE DEPT. HOURS**  
MON. - FRI. 7:00 A.M. - 5:30 P.M.

ALL EXPRESSED WARRANTIES, IF ANY, BY MANUFACTURER OR SUPPLIER ARE THEIRS, NOT THE DEALERS, UNLESS OTHERWISE PROVIDED IN WRITING AND FURNISHED TO THE BUYER BY THE DEALER. MISSISSIPPI'S IMPLIED WARRANTY LAW MAY GIVE THE BUYER ADDITIONAL RIGHTS.

**COMMENTS**  
TEST DRIVE VEHICLE 60 MILES

**WARRANTY CLAIM DETAIL TOTALS**

CLAIM#	TOTAL
94468	140.11
<b>CLAIM TOTALS</b>	<b>140.11</b>

R/O TAX 0.00  
R/O TOTALS 140.11

APPROVED BY SIGNATURE

*Thank You,  
We appreciate  
your business!*

**CERRONE**  
**CADILLAC-PONTIAC-BUICK-GMC TRUCKS**

P.O. BOX 3367  
 103 WASHINGTON STREET - ROUTE 1  
 SOUTH ATTLEBORO, MASS. 02703  
 SERVICE TEL. (508) 399-6655  
 Parts Tel. (508) 781-4725 Sales Tel. (508) 781-4800

*True Copy*

VIN/MAROON

TAG NO.:

NO NUMBER:

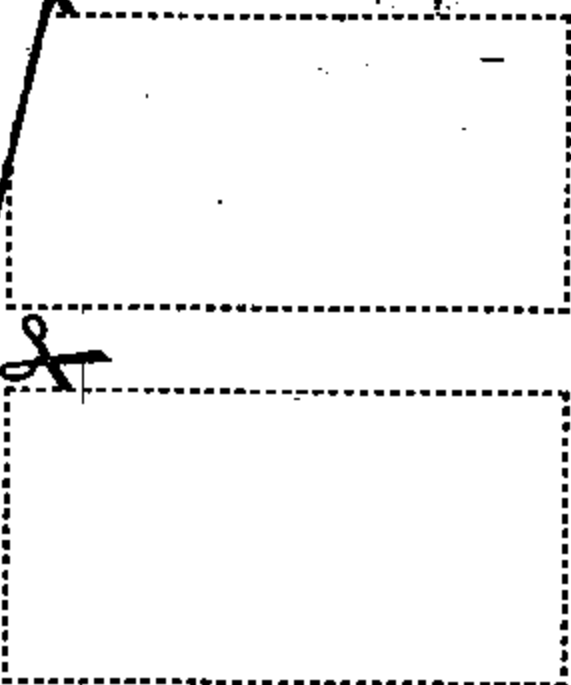
**20375**

CURT. NUMBER	DELIVERY DATE	STOCK NUMBER	VIN	YEAR	MAKE AND MODEL
	19 JUL 2004		3G5DAD3E84S	04	BUICK RENDEZVOUS
DATE	RELEASE INPUT	WRITTEN BY	PROBABLE DRIVE TIME	PAYMENT TYPE	P.A.#
08SEP04	11259/11259	189 JOHN KITOWICZ	10:47 10SEP04	CASH	75.00
NAME	ADDRESS		HOME PHONE	BUSINESS PHONE	CELL PHONE
			401-434-8583		
CITY/STATE/ZIP			ADDITIONAL INFORMATION		
E. PROVIDENCE, R			STK:Y889 DUR:06509		

*A-25*

*12/2/03*

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	TOTAL
A									
	STALLS AT TIMES AND HARD STARTING ON HILLS CAUSE: P0845 P0443 N2B19 SCAN TEST CODE P0845 AND P0443 REPLACE IGNITION RELAY								
		138	W40	2.20	2.20	4820	15019		150.19
	1	15328864	RELAY			538	763	0 13.98	7.53 7.53
	PC: P0845 PART#: 15328864 COUNT: 1 CLAIM TYPE: AUTH CODE: E PU								
						538	763	TPARTS	
						4820	15019	TLABOR	
B									
	RATTLE OVER BUMPS IN RIGHT REAR OO SECURE JACK ROAD TEST OK								
		138	IUP	0.00	0.00	0	0		0.00 0.00
	ACCOUNT SALE		COST CONTROL		ACCOUNT SALE		COST CONTROL		
	48200 15019		4820		48000 763		638		
	48300 0		0		28300 15772		*****		
	3302 0		*****						



**SERVICE HOURS**

Mon, Tue, Wed & Fri

7:30 AM to 5:00 PM

Thurs

7:30 AM to 7:00 PM

Sat

7:30 AM to 12:00 Noon

- Shuttle Service Available
- Factory Trained and ASE Certified Technicians
- Genuine GM Parts and Accessories

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

**DISPOSAL OF HAZARDOUS WASTE**

The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charge for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS COUPON/DISC.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER SIGNATURE

DIAGNOSTIC SYSTEM CHECK ~~OK~~ COORDINATES 45 44 2

ROAD TEST OK RUN IN SERVICE 2 HR

ROAD TEST STOP AT STOP NO START

THEN IT WOULD START WHEN NO START

NO SPARK - + RESET 645 + 443  
FOUND BAD RELAY IN

UNDER HOOD FUSE + RELAY BOX # 59

RUN RELAY ROAD TEST OK

DATE	PLAT RATE	NO. NO.	OPER. NO.	TIME	OFF
WST		20375	10	SEP	10'04 10.57
			EMP. NO. 136		SEP 10'04 9.58

DATE	PLAT RATE	NO. NO.	OPER. NO.	TIME	OFF
WST		20375	10	SEP	9'04 16.66
			EMP. NO. 136		SEP 9'04 15.50

# ZIGROSSI PONTIAC BUICK GMC, INC.

5069 EAST MAIN STREET.  
BATAVIA, NEW YORK 14020

TELEPHONE (585) 344-2400

47824FAL

A28

11/11/03

BATAVIA		NY	VEHICLE IDENTIFICATION		MILEAGE	DATE & TIME	V.O.#
			3G5DA03E548		16948	09/22/04 07:20	47824
			04	BUICK	RENDEZVOUS	GY	00000
					00/00/00	MJH 7843	DROP
CURT LARSON RATE	START DATE	DELIV. DATE	SERVICE CONTRACT		EXPIRES		
69.00	00/00/00				00/00/00		

**DISCLAIMER OF WARRANTIES:** The seller hereby disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

I authorize the repair work herein 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 delay caused by highway construction, weather, or any other cause beyond your control.

We now have a new computer system to better serve our customers!!!

- W TYPE OP-CODE      LABOR INSTRUCTIONS**
- A W CUSTOMER STATES DEAD AT LIGHTS IN FLA.
  - B W CUSTOMER STATES STARTER KEEPS GOING AS IF FLOODED & WONT START STALLS AT LIGHTS, WONT RESTART
  - C W CUSTOMER STATES TEMP GUAGE GOES 1/2 TO 3/4 WAITING AT LIGHTS

**SHOWN BELOW ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE**

R.O.#	DATE	MILES	H.A.	OP-CODE	TECH	DESC	OP-CODE	TECH	DESC	OP-CODE	TECH	DESC
-------	------	-------	------	---------	------	------	---------	------	------	---------	------	------

**BASED ON CURRENT MILEAGE THE MANUFACTURER RECOMMENDS THE FOLLOWING SERVICES**

MILES	MO	DESCRIPTION	PRICE	MILES	MO	DESCRIPTION	PRICE		
3000	3	D1 OFF FLAID, SET TIRE PRESSURE	.5	10.50	6000	6	04 ROTATED TIRES.	.5	16.00

5328864

D1723A)

A) checked stalls. start up (by <sup>some time</sup> TAKE A little  
Time. ~~found~~ checked terminals on EQN 1 RELAY (OK) Replace RELAY  
ASKED Gen tech LINE PI

LABOR DOLLARS	PLATE RATE	REL NO	ACTUAL TIME	EST	DATE
	.4	47824	.8	1.0	8.4

checked temp gauge goes 1/2 way up temp gauge  
AND AT LIGHT GOES BY. NORMAL COOLING FAN ~~has not~~ have NOT  
COME ON.

LABOR DOLLARS	PLATE RATE	REL NO	ACTUAL TIME	EST	DATE
Bill	.3	47824	.6	1.0	8.2

**RECEIVED**  
*[Signature]*

5051858

241672

A 30

\*ACCOUNTING\*

9/5/03

WILES, OR  
HOME:

BUS:

PAGE 1

650 RICK BARTOS

BRIGE 04 PONTIAC AZTEK 3G7DA03E748 DCS2713 13037/13037 T0977

20MAY2004 12:00 23SEP04 CASH 23SEP2004

STK:11501 DLR:05887 1)NONE 2)GROSKOFF

3)LINGEN GAP 26362 4)POLYSHIELD P81-238822

08:17 23SEP04 10:20 23SEP04

LINE OPCODE TECH TYPE A/HRS B/HRS COST SALE COMP LIST NET TOTAL

A CUST STATES ON 2 OCCASSIONS VEHICLE HAS STALLED AFTER DRIVEN AWHILE & AS COME TO STOP

CAUSE: FAULTY IGNITION RELAY AND CHECK ALL WIRING CONNECTIONS IN CENTER CONSOLE

N2819 RELAY IGNITION SYSTEM REPLACE

743WAR94 0.83 0.80 1480 5056 0 10.75 50.56 50.56

1 15328864 RELAY 538 753 0 10.75 7.53 7.53

FC: 6C

PART#: 15328864

COUNT: 1

CLAIM TYPE:

AUTH CODE: R

FC

538 753 TPARTS

1480 5056 TLABOR

VERSION 1 (EMP# 743, 23SEP04 09:26): 13037 COULD NOT DUPLICATE, NO DTCH, NO DATA SUSPECT. NO BULLETINS OR PIA CALLED TAC, SPOKE W/AL ACHER, HE SAID THERE ARE MANY CASES OF IGNITION RELAY, CONNECTION TO IT, & CONNECTORS LOOSE IN CENTER CONSOLE, CAUSING AN INTERMITTENT STALL ON THIS VEHICLE. CHECKED BEC CONNECTIONS, CHECKED CENTER CONSOLE CONNECTORS, & REPLACED IGNITION RELAY, IN AN ATTEMPT TO SATISFY CUSTOMER, & ADDRESS CONCERN. THIS IS INTERMITTENT, & NOT VERIFIABLE.

\*\*\*\*\*REQUEST TIME SERVED\*\*\*\*\*

B 3K 3,000 MILE MAINT.SERVICE

3K 3K 3,000 MILE MAINT.SERVICE

743 CASC 0.25 0.30 555 1040 0 11.55 10.40 10.40

1 3K 3000 MILE SERVICE 0 1155 0 11.55 11.55 11.55

1 25010792 OIL FLTR 332 0 0 6.64 0.00 0.00

1 4 4.5QT BULK OIL 540 0 0 9.29 0.00 0.00

VERSION 1 (EMP# 743, 23SEP04 10:02): 13037 LOF. NEED TO ROTATE TIRES.

SHOP SUPPLIES & ENVIRONMENTAL CHA 0 104 1.04



5051858

241672

\*ACCOUNTING\*

PAGE 2

650 RICK BARTOS

04 POSTIAC AZTEK 3G7DA03E748 DCS2713 13037/13037 T0977

20MAY2004

12:00 23SEP04

CASH

23SEP2004

STK:11501 DLR:06887 1)NOME 2)GROSKOPF

3)LINGEN GAP 26362 4)POLYSHIELD PS1-238822

08:17 23SEP04 10:20 23SEP04

LINE OPCODE TECH TYPE A/HRB S/HRB COST SALE COMP LIST NET TOTAL  
PLEASE DRIVE SAFELY

SERVICE HOURS ARE

MONDAY THRU FRIDAY 7 AM TILL 6 PM

SERVICE WARRANTY : 12 MONTHS / 12000 MILES  
PARTS / LABOR ON ALL G.M. PARTS INSTALLED

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CRG
09-23-04	08:57	09:36	0.65	W	743	A	
	09:36	09:47	0.18	W	743	A	
	09:47	10:02	0.25	W	743	B	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	5056	1480		48000	753	538	
46000	1040	555		46700	1155	872	
61000	104	0		32400	150	0	
26300	5809	*****		22500	2449	*****	

COST, SALE, & COMP TOTALS 3445 8108 0

10.40  
11.55  
0.00  
0.00  
1.04  
22.99  
0.00  
1.50  
24.49

287080

A 37

38347

ROBY

AutoGroup

CHEVROLET OLDSMOBILE

18801 U.S. RT. 36  
MARYSVILLE, OHIO 43040  
(AT THE CORNER OF ROUTE 33 & 36)  
MARYSVILLE (637) 844-9000  
COLUMBUS (614) 784-8000  
www.robbyautogroup.com

INVOICE

PAGE 1

SERVICE ADVISOR: 760 WILL PLEASANT

XUBLIN OF  
HOME: [REDACTED] BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN OUT	TAB	
GRAY	04	BUICK RENDEZVOUS	3G5DB03E245		7098/7098		
DEL DATE	PROC. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19NOV2003			17:00 03JUL04		0.00	CASH	14JUL2004

REASON: OPENED READY OPTIONS: STK:4-240 DLR:09-356 1)USA 72/72  
 10:26 03JUL04 17:03 14JUL04  
 11/4/03

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL  
 10000 STALLS CAR STALLS - WILL NOT RUN 3RD TIME PROBLEM HAS OCCURED-TOW  
 IN-CRANKS BUT WILL NOT START-STATES CAN SIT FOR 3 TO 4 MINUTES  
 TO START STALLS 15MIN SHUT OFF LOSS POWER

CAUSE: IGNITION RELAY SHORTED  
 W2819 RELAY IGNITION SYSTEM REPLACE  
 515 WC40 (N/C)  
 15328664 RELAY (N/C)  
 FC: 6G  
 PART#: 15328664  
 COUNT: 1

CLAIM TYPE  
 AUTH CODE: E  
 77903 RENTAL REIMBURSEMENT  
 515 WC40 (N/C)  
 FC: 6G PART#: COUNT: 0

CLAIM TYPE  
 AUTH CODE:  
 77903 RENTAL REIMBURSEMENT  
 WC40 (N/C)

\*\*\*\*\*  
 COUPON COUPON  
 ..\$10.00 OFF ANY SERVICE REPAIR OVER \$100.00  
 \$20.00 OFF ANY SERVICE REPAIR OVER \$200.00  
 NOT VALID WITH ANY OTHER COUPONS OR DISCOUNTS  
 GOOD ONLY AT TIME OF WRITE-UP

**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 "Grade-Card" to General Motors and your attention in this matter is greatly appreciated. Thank You.  
 Roby Auto Group  
 1-800-782-8872

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

FILE COPY

②

Stalls + will not re-start





222530

# RYAN

HONDA  
PONTIAC  
CADILLAC



4104 RAYFORD RD., FAYETTEVILLE, NC 28304-3908  
P.O. BOX 43906, FAYETTEVILLE, NC 28308-3908  
(919) 483-1234



**Express Change**

**limited lifetime**  
warranty

### RECOMMENDED SERVICES

DESCRIPTION	SERVICING DESCRIPTION	WORK	EST. COST
01PNZLOF 00PNZ	OIL & FILTER CHANGE QUICK SERVICE	MI MI	
01PNZ007 00PNZLOF	7500 MILE SERVICE OIL & FILTER CHANGE	MI MI	

### ESTIMATE OF REPAIRS

PARTS	
LABOR	
SURLET	
TAXES	
TOTAL	\$

SPOKE TO: \_\_\_\_\_  
AGREES TO REPAIR  YES  NO

**CUSTOMER PLEASE READ AND INITIAL**

a. Repaired parts are to be saved for inspection or return.  YES  NO

b. I waive my right to receive a written estimate.  YES  NO

c. A storage fee of \$ 15.00 per day will be assessed beginning 30 days after the customer has been notified that the repair work has been completed.

d. **DIAGNOSTIC TIME:** We charge for our diagnostic time, whether the actual repairs are performed or not. In the case of a technician for inspection or estimate, there will be an additional charge for reassembly on diagnostic repairs.

e. I understand I am responsible for any diagnostic or repair charges for any non-warranty repairs.

### SERVICE HISTORY

DATE	REPAIR/STD	MILEAGE	APPROX. OIL	APPROX. FUEL	APPROX. TIRE	OPERATION	REPAIRS
07/30/04	219421	8319	30	89		W	10PNZ08 70PNZ03 90PNZ11 00PNZLOF 90PNZ11 00PNZ11
04/01/04	204340	3957	43	89		W	WONT START RENTAL CLEAN RENTAL OIL & FILTER CHANGE CLEAN RENTAL CLEAN RENTAL
03/12/04	202028	2672	30	602			
02/18/04	199188	1875	53	52			

### SERVICE

SALESPERSON NO. 187  
**JAMES C. HILTON**

VEHICLE NO. 3GZDAD3E045

VEHICLE MAKE/MODEL: 04/PONTIAC/AZTEK/ADR FWD

CUSTOMER NO. 125307

VEHICLE REG. STATE: FT BRAGG, NC

VEHICLE REG. EXPIRES: 04/23/06

VEHICLE REG. NO. 4881

VEHICLE REG. EXPIRES: 08/25/04

VEHICLE REG. NO. 2575

VEHICLE REG. EXPIRES: 02-04

VEHICLE REG. NO. 9,252

VEHICLE REG. EXPIRES: 08/25/04 05:30pm

APPOINTMENT  Yes  No

Advisor: CLYDE HENDRIX

VEHICLE REG. NO. 222530

VEHICLE REG. EXPIRES: 08/25/04

VEHICLE REG. NO. 2575

VEHICLE REG. EXPIRES: 02-04

VEHICLE REG. NO. 9,252

VEHICLE REG. EXPIRES: 08/25/04 05:30pm

APPOINTMENT  Yes  No

Advisor: CLYDE HENDRIX

### DRIVEABILITY

W \* 10PNZ  
CUSTOMER STATES VEH CUTS OFF AT IDLE

*Red Tow In*

**WARRANTY PARTS**

Per (3) Reby

Date 30 Aug 04

**202**

*- Same day + same dealer as return sample # 201!*

30501 Van Dyke  
Warren, MI 48090  
M/C 480-204-015  
Phone: (586) 947-3479  
Fax: (586) 482-1000

General Motors -  
Service Operations

# Fax

To: Fred Cuddy From: Melissa Clifford

Fax: [Click here and type fax number] Date: 9/14/04

Phone: [Click here and type phone number] Pages: 3 inc: this cover

Re: [Click here and type subject of fax] CC: [Click here and type name]

- Urgent     For Review     Please Comment     Please Reply     Please Recycle

**\*Comments\***

Please overnight your part(s) and a copy of the repair order to:

**Chuck Rouleau**  
**Service Operations**  
**30501 Van Dyke**  
**Warren, MI 48090**  
**M/C 480-204-015**

Shipping can be reimbursed by using Claim Type "D" on your repair order. This is a case add and can be used for shipping. You may use any shipper you wish, FedEx, UPS, etc., as long as it goes "overnight".

Thanks,  
**Melissa Clifford**

**Hertz**

**SHOP REPAIR ORDER**

Fleet  Retail  Collision   
Pricing Required

Tag Up No. 1329752  
Resolving Case No. 2111

Unit No. 620-0877  
Repair Date 5/27/14

**207**  
SRO



Originating City No. 2100 Originating City Name DEN Make (Buick) Model Rev Year 14 State CO

Rendezvous



date code 3244B2?

VIN 3650B03E9 45

Mileage 09932

QTY	Part No.	Description	Cost	Mech No.	Complaint	In
1	12193604	Relay	14.19	7082	Tow In - STALLS NO RESTART	In MAY 27 '04 13:30
					Case: Tow Relay failure	Time
						Labor Cost
<b>WARRANTY</b>						
					Correction: Check codes - use Tech 2 - check for codes - PCM - P0443 - P0645 - U1040 - U1301 - BCM U1040 - B2712	
					Present: Run DMM Tests - Found Tow Relay would have open intermitting - Replace Tow Relay - clear all codes - Retest - ok	
					Mech No. Complaint	In 10/27/04 15
					Case: HERTZ Tow 170	Out
					Parts Total	Time
						Labor Cost

Warranty Tag Area  
**2108951**

Vendor Name & Address

Warranty Notes

VDA Ref #

Correction

Authorized Signature

Warranty Claim No.

Manager Signature

Mech Signature

Total Labor \$

Total Parts \$

Subst/Towing \$

Grand Total

May 27 '04 1:13

*Delay returned to G.M. P. One Stop 6/2/14*

TO WARRANTY CLAIMS OFFICE

**207**





SHOP REPAIR ORDER



Fleet  Retail  Collision  Pricing Required

Few Pick Up No.

1339944

License No.

620-0562



Repair Date 5/28/14

Originating City Name	Dumping City Name	Make	Model	Year	License No.	State
2100	DEN	Boich	Ren	4	VF83023	CO



VIN 3G5DB03ED

45

Mileage 06223

QTY	Part No.	Description	Cost	Mech No.	Complaint	In	Out
1	15328864	Relay	19	7082	Tow In - STALLS - NO RESTART	MAY 28 '14 11:14	
					Cause: For Relay failure		MAY 28 '14 11:57
					Correction: Check relays - use Tech 2 - check for codes - PCM - P0443 - P0445 - U1040 / BCM - U1040 - B2712 - IPC - U1000 - U1040 - Run Pin Point Tests		
					NO Power Intermittently To BCM - DO Electrical Diags - Trace Circuits - Check Relays		
					Relay - Check - Replace Relay - Clear codes - Restart - OK		
		HERTZ TOW	165				
Warranty Tag Area		Parts Total		WARRANTY		9602226.5	
Vendor Name & Address		2189980 6/21/14 OLD PART WAS SENT TO G.M Per Dave Stroup		Mech Signature		G. F. [Signature]	
Warranty Notes		Authorized Signature		Total Labor \$		Total Parts \$	
VDA Ref #		Warranty Claim No.		Sublet/Towing \$		Grand Total	
HERTZ OFFICE USE ONLY		Manager Signature		Total Labor \$		Total Parts \$	
		[Signature]		Sublet/Towing \$		Grand Total	
				Total Labor \$		Total Parts \$	
				Sublet/Towing \$		Grand Total	
				Total Labor \$		Total Parts \$	
				Sublet/Towing \$		Grand Total	

TO WARRANTY CLAIMS OFFICE

208



Date Code  
3259B2

234

M234

Micro 1552886

12574 3G5DA03E24S  
2004 BUICK RENDEZVOUS BEIGE  
13109 13109 00/00/00 CXT3946

[REDACTED]

MARANA NY [REDACTED]

08/11/00

04:30

08/11/00

570  
BILL

(1) CUSTOMER REPORTS WHILE DRIVING/ WARNING LIGHTS CAME ON. VEHICLE SHUT DOWN/ WOULD NOT RESTART  
CHECKED/ CODE P-0230-F-PUMP RELAY CIRCUIT RELAY RELATED/ REMOVED AND REPLACED BURNT RELAY/ STARTED AND RAN/ TRIED TO RESTART, WOULD NOT START/ RECHECKED RELAY/ STARTED/ HAD INTERMITTENT NO START/ TRACED CIRCUITS. FOUND INTERMITTENT NO CONTACT FROM IGNITION RELAY REPLACED RELAY/ OPERATION CORRECT. \*\*\*  
!!! USED CLOSEST OF 2/ 2 RELAYS REPLACED !!!  
TRANSIENT CUSTOMER  
(12-5149 WILL-)

NOB  
SPS48- 60 PW A 10 GCSS 61.11  
(#) 15328867 RELAY 1 TOC 13.00  
15328864 RELAY 1 CMP 7.00  
Total Labor ..... 61.11  
Total Parts ..... 21.11

Total Repair (Warranty) ..... 82.22

(2) RENTAL  
VEHICLE BROKE DOWN IN BURL, VT/ CUSTOMER LIVES IN BIRCHING NY, 3 HOURS AWAY/ COULD NOT RETURN TILL MON AM. RENTAL FOR CUSTOMER SATISFACTION  
---- BILL MORRIS/ HHR ADVISOR.  
(12-5149 WILL-)

\$7906 MT A 0 GCSS 185.00  
ENTERPRISE 041164  
Total Sublet ..... 185.00

Total Repair (Warranty) ..... 185.00



61.37 .00 Labor  
21.11 .00 Parts  
185.00 .00 Sublet  
.00 .00 Shop Supplies  
.00 .00 Oil/Grease  
267.48 .00 Total  
.00 .00 Tax  
267.48 .00 Total

Tow Truck

# "WRITE-UP" JOB AID

REPAIR #

SYMPTOM TYPE

VEHICLE SYMPTOM AREA	VEHICLE OPERATING MODE	VEHICLE SPEED	WHEN VEHICLE IS?	WHEN ENGINE TEMP IS?	AMBIENT CONDITION	HOW OFTEN?	VERIFY (ROAD TEST)	ADDITIONAL COMMENTS
								
FLOOR	ENGINE	BRKING	11-20	RIGHT TURN			2579	OFF STARKEY
SEAT	FRONT PASS	idle	21-30	OTHER TURN			12	ON
BRAKE PEDAL	REAR PASS	AC	13579	FLAT RATE			12	OFF STARKEY
DRIVE PEDAL	REAR DRIVE	BT	12	FLAT RATE			13	ON
CLUTCH PEDAL	TOP-ROOF	DR			SUNNY			ADJUST WT 7.4
DASH	UNDER FLOOR	REVERSE	01-70		RAIN			ADJUST WT 1.8
IN TRAFFIC	DASH	NEUTRAL			SNOW			
AC ON	OTHER	ON			ICE			

1 COMPLAINT: Engine not running. S.E.S. light stays on. OFF  
 CAUSE: Check for trouble code. Code P0230 ON

CURE: Fuel pump relay circuit correct. Diagnose code. Fuel pump relay open circuit. OFF

2 COMPLAINT: Replace fuel pump relay. OFF  
 CAUSE: N2821 4 ON

CURE: STARTED Row lock NOT RESTART. OFF

3 COMPLAINT: OFF  
 CAUSE: OFF

CURE: Very intermittent problem. Does not start at times. OFF

4 COMPLAINT: Found squib relay does not make good contact at times. OFF  
 CAUSE: OFF

CURE: Check all connections for squib circuit at module. Check at fuse and relay function block. OFF

5 COMPLAINT: OFF  
 CAUSE: Replace squib relay. N2819 4 OFF

CURE: Road test vehicle O.K. ON

6 COMPLAINT: OFF  
 CAUSE: OFF

7 COMPLAINT: OFF  
 CAUSE: OFF

6314920B

239445



INVOICE

1700 N. Saginaw • Midland, MI 48640  
PHONE (989) 839-9944

DUPLICATE 1  
PAGE 1

REGISTRATION NO. F108885 - FEDERAL I.D. NO. 38-0632442

website: www.garberchevrolet.com

SERVICE ADVISOR: 621 NATHAN ANTCLIFF

MIDLAND, MI  
HOME: [REDACTED] BUS:

YEAR	MAKE	MODEL	VIN	LICENSE	RELEASE IN/OUT	TAG	
04	BUICK	RENDEZVOUS	3G5DA03E44E		10630/10630	T145	
DEL DATE	PRDD. DATE	WARR. EXP.	PROMISED	PD NO.	RATE	PAYMENT	INV. DATE
23JAN2004			16:48 31AUG04		0.00	CASH	21SEP2004
OPTIONS: STK:45541127 DLR:42565 ENG:LA1 3.4L V6							

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

A CHECK CAUSE OF VEHICLE STALLED AT INTERSECTION AND WILL NOT RESTART--CUSTOMER STATED THAT IT HAD STALLED IN THE PAST BUT ALWAYS RESTARTED

CAUSE:   
 6921 [REDACTED] LIC#: [REDACTED] (N/C)  
 1 15328864 RELAY (N/C)  
 PART#: 15328864  
 CLAIM TYPE:  
 AUTH. CODE:  
 PN

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL TIME:	0.00
--------	------	--------	------	--------	------	-------------	------

1923 VAN STARTED WHEN I WENT OUT TO FILL IN SHOP. WARRIAN CALLED TECH LINE WAS TOLD TO CHECK WIRING UNDER AIR BOX FOR SHORTING AND TO REROUTE AND CHECK ENG. 1 RELAY CONNECTION AND IF OK REPLACE RELAY. REPLACED RELAY AND ROAD TESTED OK AT THIS TIME.

OUR SERVICE DEPT IS NOW OPEN ON SATURDAYS  
 8:00 A.M. TO 1:00 P.M.  
 CALL (989) 839-9944

ALL REPAIRS PROPERLY COMPLETED AND CHECKED UNLESS OTHERWISE INDICATED.

STATEMENT OF DISCLAIMER  
 The factory warranty constitutes all of the warranties with respect to the sale of this item. 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.  
 TERMS: NET CASH - ALL ACCOUNTS DUE 10th OF MONTH FOLLOWING DATE OF PURCHASE. YOUR FINANCE CHARGE IS COMPUTED BY A SINGLE PERIODIC RATE OF 1 1/2% (OR A MINIMUM CHARGE OF 50 CENTS FOR BALANCES UNDER \$39.99) WHICH IS AN ANNUAL PERCENTAGE RATE OF 18%.  
 CUSTOMER SIGNATURE

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

12 MONTHS OR 12,000 MILE WARRANTY ON ALL GM PARTS ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.

WISCELLANEOUS SUPPLIES AND MATERIALS: A charge is included for materials and/or hazardous waste disposal (if applicable) used on your vehicle. Material name are: Nuts, bolts, washers, taps, pins, aerospray, shellac, solvent, repair, grease, sealant, solder, battery cleaner, wire, window sealer, etc.

CUSTOMER COPY

302507

RON CARTER

WARRANTY

RON CARTER AUTOLAND

PO Box 488 • Alvin, TX 77812

3205 FM 828 • Alvin, Texas 77511 • (281) 331-3111

www.roncarter.com

PAGE 2

SERVICE ADVISOR: 1699 RYAN HALL

A31

ALVIN, TX  
HOME: [REDACTED] BUS:

CONTR	YEAR	MAKE/MODEL	VIN	LICENSE	RELEASE IN/OUT	TAD	
RAY	04	BUICK RENDEZVOUS	3G5DA03E64S		15908/15940	T1481	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
13DEC2003			18:00 26AUG04		0.00	CASH	15SEP2004

OPTIONS: STX:8240

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
07:11	26AUG04	10:38	27AUG04				

THANK YOU FOR YOUR BUSINESS RON\*CARTER  
"W" DEMOTES LIFETIME PARTS WARRANTY  
ON CERTAIN PARTS

OPEN SATURDAYS 8:00 TO 3:00  
FOR QUICK LUBE SERVICES ONLY

12/22/03

No explanation on RO - see attached print out from  
GM VIS

COST, SALE, & COMP TOTALS 7863 10192 0

NOTICE PURSUANT TO §70.001,  
TEXAS PROPERTY CODE

I AM THE PERSON OR AN AGENT ACTING ON BEHALF OF THE PERSON,  
WHO IS DELEGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE  
SUBJECT TO THE REPAIR CONTRACT. I UNDERSTAND THAT THIS VEHICLE  
IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH §9.808, TEXAS  
BUSINESS AND COMMERCE CODE, IF A WRITTEN ORDER FOR PAYMENT  
FOR REPAIR ON THE VEHICLE IS STOPPED, DISHONORED BECAUSE OF  
INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE DRAWER OR MAKER  
OF THE ORDER HAS NO ACCOUNT OR THE ACCOUNT ON WHICH IT IS  
DRAWN HAS BEEN CLOSED.

Signature of Person Responsible or  
Agent for Person Responsible

DISCLAIMER OF WARRANTIES

The seller, Ron Carter Autoland,  
hereby expressly disclaims all  
warranties, either express or  
implied, including any implied  
warranty of merchantability or  
fitness for a particular purpose.  
Ron Carter Autoland neither  
assumes nor authorizes any  
other person to assume for it  
any liability in connection with  
the sale of said products.

DESCRIPTION	TOTALS
LABOR AMOUNT	29.60
PARTS AMOUNT	7.32
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	65.00
MISC. CHARGES	0.00
TOTAL CHARGES	101.92
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	101.92

WARRANTY COPY

# GM Vehicle Inquiry System Summary

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Vehicle Component](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

[Help](#)

<b>VIN :</b>	3C5DA03E64S [REDACTED]
--------------	------------------------

### VEHICLE INFORMATION

<b>Merchandising Model :</b>	4BK26 -2004 RENDEZVOUS FWD - 4 DOOR	<b>Warranty Start Date :</b>	12/23/2003
<b>BARS Order Type :</b>	50 - FLEET		
<b>Delivering Dealer :</b>	PROSPECT MOTORS/ALAMO/CA PO BOX 1360 JACKSON, CA 95642-1360	<b>Selling Source :</b>	11 - BUICK
		<b>Site Code :</b>	47961
		<b>Business Associate Code :</b>	112174
<b>Service Contract :</b>	No	<b>Branded Title :</b>	No
		<b>Warranty Block :</b>	No
		<b>PDI Status :</b>	Paid

### REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC	03030	REAR LIFTGATE LATCH ASSEMBLY	06/14/2004	Open

### SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

### ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information.

### APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	12/23/2003	10 miles	12/23/2006	36010 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	12/23/2003	10 miles	12/23/2009	100010 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	12/23/2003	10 miles	12/23/2011	80010 miles
84/70000 CALIFORNIA SELECT COMPONENT	12/23/2003	10 miles	12/23/2010	70010 miles
36/50000 CALIFORNIA EMISSIONS	12/23/2003	10 miles	12/23/2006	50010 miles

### CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
08/26/2004	302507	#	N2819 - RELAY - IGNITION SYSTEM - REPLACE	15908 miles
08/26/2004	302507	#	T2020 - TOWING	15908 miles
08/26/2004	302507	#	Z7902 - 2-DAY COURTESY TRANSPORTATION	15908 miles

07/29/2004	300942	#	C3128 - HEADLINING ASSEMBLY - ONE PIECE - R&R OR REPLACE	14735 miles
07/29/2004	300420	#	L1200 - SENDER AND/OR PUMP ASSEMBLY, FUEL (TANK UNIT) - REPLACE	14633 miles
07/29/2004	300420	#	Z7903 - 3-DAY COURTESY TRANSPORTATION	14633 miles
07/29/2004	300420	#	T2020 - TOWING	14633 miles
12/22/2003	A57541	1	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

**CHECK HISTORY INFORMATION**

Vehicle Has No Associated Check History Information.

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\*\*\*\*\*  
 GM WARRANTY PARTS CENTER RETURN REQUESTS FOR DEALER 33571-CLAIM MEMO 516  
 BELOW ARE PARTS AND REPAIR ORDERS WHICH ARE REQUIRED FOR PRODUCT REVIEW  
 THE FOLLOWING MUST BE RETURNED TO THE WARRANTY PARTS CENTER AT:

\*\*\*\*\*  
 \* WARRANTY PARTS CENTER \*  
 \* 45 NORTHPOINTE DRIVE \*  
 \* ORION, MI 48359 \*  
 \*\*\*\*\*

USE THE PROVIDED PRE-PRINTED AND PRE-PAID UPS AIR LABELS  
 TO SHIP THE FOLLOWING:

- COPY OF THE REQUEST BELOW
- REPAIR ORDER (INCLUDING TECHNICIAN COMMENTS)
- ONLY PARTS ASSOCIATED WITH THE LABOR CODE

ALL FLUIDS MUST BE DRAINED FROM PARTS BEING RETURNED. PLACE THE ABOVE  
 ITEMS IN A PLASTIC BAG AND SECURELY ATTACH TO PART PRIOR TO SHIPPING.  
 EACH REQUEST SHOULD BE SHIPPED INDIVIDUALLY.

REQUEST NUMBER	LABOR CODE	RO DATE	RO NUMBER	VEHICLE ID NUMBER
425307469	N2819	081104	012574	3G5DA03B249

\*\*\*\*\*  
 \*\*\*\*\*

BELOW ARE R.O. ONLY REQUESTS WHICH SHOULD BE RETURNED TO THE REQUESTOR V  
 THE POST OFFICE USING THE MAILING LABEL PROVIDED. NO R.O. ONLY REQUESTS  
 SHOULD BE RETURNED TO THE WARRANTY PARTS CENTER.

LABOR CODE	RO DATE	RO NUMBER	VEHICLE ID NUMBER
B3490	083004	012927	1G4HF52KB4

TO: GENERAL MOTORS CORP  
 MAIL CODE: 483-324-106  
 3300 GENERAL MOTORS ROAD  
 ATTN: DEBORAH ARCO  
 MILFORD MI  
 48380-3726

\*\*\*\*\*MAILING LABEL\*\*\*\*\*  
 \* GENERAL MOTORS CORP \*  
 \* MAIL CODE: 483-324-106 \*  
 \* 3300 GENERAL MOTORS ROAD \*  
 \* ATTN: DEBORAH ARCO \*  
 \* MILFORD MI \*  
 \* 48380-3726 \*  
 \*\*\*\*\*

\*\*\*\*\*  
 \*\*\*\*\*END OF WPC TRANSMISSION\*\*\*\*\*



# Goodwrench Service

*B. J. ID  
12/9/03*

*12/9/03  
Left message*

		GROSS TOTAL	
		TAX	
		TOTAL	
REPAIRS BY PHONE	<input type="checkbox"/>	REPAIRS CONDUCTED	
BY PERSON	<input type="checkbox"/>	AM <input type="checkbox"/>	PM <input type="checkbox"/>
LOCATION			
CONTACTED BY		DATE	
ADDITIONAL REPAIRS AUTHORIZED			
REMARKS			
ROAD TESTED AND FIXED RIGHT			
ADDITIONAL REPAIRS			
REPAIRS COMPLETED			
REPAIRS IN PROGRESS			
REPAIRS NOT YET STARTED			
ALL ITEMS ARE SUBJECT TO U.S.T.			

OPERATION	TIME	REASON	LABOUR REMARKS	
			CAUSE	ON
		(5)	CORRECTION	OFF
		(5)	REPAIRS AND REPAIRS	ON 84 SEP 22 17
			LABOUR COST	OFF
			LABOUR COST	

WORK ORDER NO. <b>343811</b>	OPER. PRICE <i>4</i>	LABOR COST	84 SEP 22 17.9
MAIL NO. <b>57</b>	OPER. NO.		84 SEP 22 17.4

LABOUR COST

LABOUR COST

TIME TICKET

ON

OFF



# HURON MOTOR PRODUCTS

640 MAIN STREET SOUTH, EXETER, ONTARIO N0M 1S1  
Tel: (519) 235-0383 / 1-800-265-3476 / Fax: (519) 235-1885  
Service Direct Line: (519) 235-3483

WORK ORDER  
WARRANTY COPY  
# 37139  
September 24, 2004  
Svc. Adv: 0005 - Smith, Jerry  
Cust. Ph.: (519) 238-8626

Page 1 of 5  
24/09/2004 13:21:13

To [Redacted]  Grand Bend NOM 1T0	A20  Build 11/20/03	Year: 2004 Veh Id: 34290 Unit #:	License #: [Redacted]
		Make: Buick MPV	Odo. In: 12,580
		Model: RENDEZVOUS GX PLL	Odo. Out:
		Body: 4 Door Cab/Utility - APV	Next Service:
		Chassis:	In Service Date: 20/04/2004
		V.I.N.#: 3G5DA03E845 [Redacted]	Colour: Silver/Grey
		Date In: 24/09/2004 08:26	Case: 5
		Out: 24/09/2004 12:54	
		Ext. War:	
		Promised Time: SEP 24, 2004 00:00	Call When Ready: No

Case: 1 Has been hard to start (excessive cranking) stalls while driving / would not start towed in / starts now but check engine light is on

Claim Type: Blank(Regular Claim) Fall Code: 717 Complaint Code: PU Labour Code: N2819 Auth Code:

Cause:

Quantity	Description/Correction	RHrs	OHrs	IHrs	Cost	Price	Total
1	15328864 - Relay - Warranty (FP) Has been hard to start (excessive cranking) stalls while driving / would not start towed in / starts now but check engine light is on - Tech Cause: P1 - Tech Comments: RT & INSPECT, CHECK CODES. ALL HISTORY ONLY, P0443 EVAP PURGE SOLENOID, P0645 AIR CONDITIONING RELAY CONTROL, U1040 LOSS OF COMMUNICATION TO EBCM. CHECK FOR BULLETINS & P'S. Intermittent Crank , No Start or Stalls : MIL/DTCa P0443 , P0645 , P1689 - kw block center communication connector control DIC driveability driver DTC EBCM hard Ignition intermittent LA1 light on #PIP3139 - (09/15/2004) ID#1549890. INSPECT & REPLACE RELAY. - Warranty Completed By: Rintoul, Scott (0082)	0.4	0.0	0.4	\$7.03 \$19.62	\$9.84 \$29.87	\$9.84 \$29.87

Misc: \$0.00 Labour: \$29.87 Parts: \$9.84 Prepaid Parts Amt: \$0.00 Case Total: \$39.71

Case: 2 Campaign # 03030 03030-REAR LIFTGATE LATCH ASSEMBLY

Claim Type: Blank(Regular Claim) Fall Code: 98 Complaint Code: MA Labour Code: V1028 Auth Code:

Cause:

Quantity	Description/Correction	RHrs	OHrs	IHrs	Cost	Price	Total
1	10351118 - Lock kit - Warranty (FP) Campaign # 03030 03030-REAR LIFTGATE LATCH ASSEMBLY - Tech Cause: REAR LATCH. - Tech Comments: INSTALL LATCH SUPPORT ASSY ON REAR GATE AS PER CAMPAIGN #03030. - Warranty Completed By: Rintoul, Scott (0082)	0.7	0.0	0.7	\$28.93 \$19.81	\$37.70 \$52.27	\$37.70 \$52.27

Misc: \$0.00 Labour: \$52.27 Parts: \$37.70 Prepaid Parts Amt: \$0.00 Case Total: \$89.97

③

No-Start, but starts later







# Sims Buick-GMC-Nissan

3100 Elm Road N.E.

WARREN, OHIO 44483

Warren: (330) 372-3500 or Youngstown: (330) 545-0403

BUWS93471



215

COMBIDEBNO: 20409	APPLICANT: PAUL HARVEY	16062	TAG NO.	09/07/04	BUWS93471
WARREN, OH	LABOR RATE	LEADERS NO	RELEASE	7,899	WHITE/
	YEAR MAKE MODEL	04/BUICK/RENDEZVOUS/4DR FWD		12/09/03	DELIVERY MILE 19
	VEHICLE BRAND	365DA03E145		SELLER DEALER NO	PRODUCTION DATE
	P.F.E. NO	P.O. NO.		09/01/04	

NO: 7899

LABOR & PARTS		MISCELLANEOUS		HOURS: 0.90	TECH(S): 15	55.67
JOB # 1		WHEN STARTING VEH ENGINE TURNS OVER BUT WILL NOT FIRE		UP-IS INTERM		
		DIAG CRANKS NO START VERIFY CONCERN		REPLACED IGNITION RELAY INTERNAL FAILURE		
PARTS	QTY	FF NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 1	1	15328864	RELAY 2 510	5.38	5.38	7.53
				JOB # 1 COST TOTAL	5.38	
				JOB # 1 TOTAL PARTS		7.53
				JOB # 1 TOTAL LABOR & PARTS		63.20
				R/O TAX		0.00
				R/O TOTALS		63.20

**LIMITED WARRANTY:**  
 This dealership warrants all new parts from GM and labor performed in conjunction with this repair for twelve (12) months or twelve thousand (12,000) miles, whichever comes first. If any factory part or labor fails in normal service within that period, the dealership will replace the defective parts and/or repair any defect in workmanship. Any warranty on parts or accessories which are not new original equipment, manufactured parts are made solely by the manufacturer or supplier of said parts. Except for any limited warranty given herein, this dealership disclaims all warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said parts and accessories. This dealership shall not be liable for any incidental or consequential damages or commercial losses arising out of such purchases.

WARRANTY CLAIM DETAIL TOTALS	
CLAIM#	TOTAL
	63.20
CLAIM TOTALS	63.20

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GMBMNF.422  
 09/07/2004  
 1543

WARRANTY NEW CLAIM

RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #  
 093471 09/01/2004 365DA03E145 1 36385 7899 XXX-XX-5030

CUSTOMER NAME: FIRST: [REDACTED] MIDDLE: E  
 LAST: [REDACTED] PHONE: WORK: [REDACTED] HOME: [REDACTED]

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	CHRS	NET-AHT.	LAB-TOT.
1	01	GL	1		15328864	7.53	6C	R2819	.4	.5		55.67

LN-TOT: 63.20 TECH SSM: XXX-XX-4930 AUTH CODE: E AUTH. AUTHOR.: 0090

COMMENTS: WHEN STARTING VEH ENGINE TURNS OVER BUT WILL NOT FIRE UP-IS DIAG CRANK S NO START VERIFY CONCERN  
 IGNITION RELAY INTERNAL FAILURE REPLACED I

R.O. TOTAL: 63.20





# Sims Buick-GMC-Nissan

3111 Elm Road N.E.  
WARREN, OHIO 44483

Warren: (330) 372-3500 or Youngstown: (330) 545-0403

BUCS93471



BUCS93471

CUSTOMER NO	20409	PAUL HARVEY	16062	TAG NO	09/02/04	BUCS93471
ADDRESS	WARREN, OH	VEHICLE NO.	04/BUICK/RENDEZVOUS/4DR FWD	MSRP	7,899	WRITE/
STOCK NO.		VEHICLE NO.	3G5DA03E14S	DATE	12/09/03	DELIVERY DATE 19
SALES DEPT		SALES DEPT		SALES DEPT	09/01/04	REPRINT# 2
SALES DEPT		SALES DEPT		SALES DEPT		NO: 7899

**JOB# 1 CHARGES**

LABOR: 3P 1 9684Z  
 MISCELLANEOUS TECH(S):16  
 WHEN STARTING VEN ENGINE TURNS OVER BUT WILL NOT FIRE  
 UP- IS INTERN  
 DIAG CRANKS NO START VERIFY CONCERN  
 REPLACED IGNITION RELAY INTERNAL FAILURE

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
	1	1532864	RELAY 2 510		
	1	1532864	RELAY 2 510		
				TOTAL - PARTS	

JOB# 1 TOTALS  
 JOB# 1 JOURNAL PREFIX BUCS JOB# 1 TOTAL

TOTALS

\*\*\*\*\*  
 \* NEXT RECOMMENDED SERVICE: \*  
 \* 03/03/2005 / 13270 MI 01BUZZ2-F6 \*TIRE ROTATION \*  
 \*\*\*\*\*

\*\*\*\*\*  
 \* FOR ALL OF YOUR G.M. SERVICE NEEDS SIMS AUTOPARK IS \*  
 \* YOUR AUTHORIZED G.M. SERVICE CENTER TO PERFORM ALL \*  
 \* WARRANTY REPAIRS ON YOUR BUICK, AND GMC VEHICLES \*  
 \*\*\*\*\*  
 \* FOR ALL OF YOUR IMPORT NEEDS THE NEW SIMS AUTOMOTIVE \*  
 \* SERVICE CENTER IS NOW OPEN TO SERVICE ALL IMPORTS !!! \*  
 \*\*\*\*\*  
 \* STOP IN TODAY AT EITHER OF OUR SERVICE CENTERS AND SEE \*  
 \* GEORGE PAULLY, OR JOE LYNN YOUR SERVICE PROFESSIONALS \*  
 \*\*\*\*\*  
 \* IF FOR ANY REASON YOU CANNOT RATE YOUR SERVICE \*  
 \* EXPERIENCE "COMPLETELY SATISFIED" CONTACT YOUR SIMS \*  
 \* TEAM @ 330-372-3500 EXT. 140 OR 141 \*  
 \*\*\*\*\*

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.D.S....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DTSC	0.00
TOTAL TAX.....	0.00
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

**LIMITED WARRANTY:**  
 This dealership warrants all new parts from GM and labor performed in conjunction with this repair for twelve (12) months or twelve thousand (12,000) miles, whichever comes first. If any factory part or labor fails in normal service within that period, the dealership will replace the defective parts and/or repair any defect in workmanship. Any warranty on parts or accessories which are not new original equipment, manufactured parts are made solely by the manufacturer or supplier of said parts. Except for any limited warranty given herein, this dealership disclaims all warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said parts and accessories. This dealership shall not be liable for any incidental or consequential damages or commercial losses arising out of such purchase.

CUSTOMER SIGNATURE



# Sims Buick-GMC-Nissan

3100 Elm Road N.E.  
WARREN, OHIO 44483



Warren: (330) 372-3500 or Youngstown: (330) 545-0403

### RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MI	TOTAL
01BUZ22-F6	TIRE ROTATION	MI	24.00				

### SERVICE HISTORY

DATE	REPAIR ORDER	MI/AGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/29/04	91174	5447	290	16049	C	01BUZ02-QL	PCM QUICKLUBE 5 QTS
12/10/03	84535	20	83	16049	W	90BUZ	MISCELLANEOUS
11/11/03	83661	2	16017	280	I	60BUZ08-D7	INSTALL MUD GUARDS
				294	W	90BUZPD1	PDI

SALESPERSON NO. 291 JACOB R. BROWN SERVICE STATE REG# 2

3G5DA03E14S 04/BUICK/RENDEZVOUS/4DR FWD VIN 93471  
 20409 12/09/03 19  
 WARREN, OH WHITE/ BUZZ 7,899 16062 PAUL HARVEY  
 330-847-8056  
 09:02am 09/01/04 08:45pm

ORIGINAL CUSTOMER ESTIMATE:	PARTS	LABOR	TOTAL	ESTIMATE	ESTIMATE	ACCEPTANCE
1	W * 90BUZ	MISCELLANEOUS		ORDER OHIO LAW YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE.		
	WHEN STARTING VEH ENGINE TURNS OVER BUT WILL NOT FIRE UP-IS INTERM			WRITTEN ESTIMATE	AUTHORIZED ADDITIONS	DATE
				ORAL ESTIMATE		TIME
				I DO NOT REQUEST AN ESTIMATE		BY
				In the event that you, the customer, authorize commencement of work without a written estimate, you agree to accept the charges and be responsible for the completion of a repair or service. A charge will be imposed for discrepancy, responsibility of partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.	REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE	
				LIMITED WARRANTY: This dealership warrants all new parts from GM and labor performed in conjunction with this repair for twelve (12) months or twelve thousand (12,000) miles, whichever comes first. If any factory part or labor fails in normal service within that period, the dealership will replace the defective parts and/or repair any defect in workmanship. Any necessary die parts or accessories which are not new original equipment, manufacturer parts are made solely by the manufacturer or supplier of said parts. Except for any limited warranty given herein, this dealership disclaims all warranties, explicit or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither we nor our dealer or any other person is obligated for any liability in connection with the sale of said parts and accessories. This dealership shall not be liable for any incidental or consequential damages, or diminished value arising out of such purchase.	ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.	
					SHOP MATERIALS	
					A touch charge equivalent to 10% of the total labor charge up to \$75.00 is included for supplies used on your vehicle. Applicable supply items are: Mud, balls, washers, tape, pins, sealant, grease, solvent, rags, carburetor cleaner, wheel, battery cleaner, wax, wheel sealant etc. If the vehicle described herein is not called for within three (3) days after notice is given, a storage charge of \$2.00 per day will be made for each day thereafter.	

# CLAIM CHECK 268

(16) CIS cranks NO start - verify concern & scan for codes  
NONE, run Diag chart, check power at numerous  
fuses in OSEC, NO power. Replace Ignition Relay.

(took relay from in stock unit)  
Stock # 30022



STATEMENT  
DATE  
16  
93471  
9/1  
on Service  
93471

Done  
9-1-04  
Removal  
check unit

IGN Relay  
15328864

DATE 9-1-04  
F.H.  
\_\_\_\_\_

&THSDCS 13638509092122PARTRETURN CPR

\*\*\*\*\*  
ON WARRANTY PARTS CENTER RETURN REQUESTS FOR DEALER 36385-CLAIM MEMO 516  
BELOW ARE PARTS AND REPAIR ORDEKS WHICH ARE REQUIRED FOR PRODUCT REVIEW  
THE FOLLOWING MUST BE RETURNED TO THE WARRANTY PARTS CENTER AT:

\*\*\*\*\*  
\* WARRANTY PARTS CENTER \*  
\* 45 NORTHPOINTE DRIVE \*  
\* ORION, MI 48309 \*  
\*\*\*\*\*

USE THE PROVIDED PRE-PRINTED AND PRE-PAID UPS ARS LABELS  
TO SHIP THE FOLLOWING:

- COPY OF THE REQUEST BELOW
- REPAIR ORDER (INCLUDING TECHNICIAN COMMENTS)
- ONLY PARTS ASSOCIATED WITH THE LABOR CODE

ALL FLUIDS MUST BE DRAINED FROM PARTS BEING RETURNED. PLACE THE ABOVE  
ITEMS IN A PLASTIC BAG AND SECURELY ATTACH TO PART PRIOR TO SHIPPING.  
EACH REQUEST SHOULD BE SHIPPED INDIVIDUALLY.

REQUEST NUMBER	LABOR CODE	RO DATE	RO NUMBER	VEHICLE ID NUMBER
425306790	B1785	090704	093631	1GKET12S246
425309645		090104	093471	3G5DA03E145

\*\*\*\*\*END OF WPC TRANSMISSION\*\*\*\*\*



# PEORIA PONTIAC-GMC

8660 WEST BELL ROAD  
PEORIA, ARIZONA 85382  
623-877-4000

PNWS231469

221  
W/BEC



0101PNWS231469

#59 = Ign 1 (Date Code 321BA2)

2003 Aug 6th

CUSTOMER NO. <b>38923</b>	ADVISOR <b>MATTHEW STEIGERWAL</b>	FAB NO. <b>885 1469</b>	VOICE DATE <b>09/08/04</b>	ISSUE NO. <b>PNWS231469</b>
PEORIA, AZ	LABOR RATE <b>12.497</b>	LICENSE NO.	COLOR <b>L TONID GRAY</b>	STOCK NO. <b>P40327</b>
	VEHICLE BODY / MODEL <b>04/PONTIAC/AZTEK/AZTEK 4 DR</b>		DELIVERY DATE <b>12/03/03</b>	DELIVERY MILE <b>18</b>
	VEHICLE ID NO. <b>3G7DA03E14S</b>		SELLING DEALER NO.	PRODUCTION DATE
			DATE <b>09/03/04</b>	
COMMENTS				NO: 12497

**JOB# 1 CHARGES**

LABOR  
 38 1 50PMVZ 231469 ENGINE-ELECTRICAL 2.10 TECH(S) 1882 231469 12497 160.48  
 AT THIS TIME VEHICLE WILL CRANK FOR UP TO 20 SECONDS AND NOT START THEN WILL TRY AGAIN AND MAY START RIGHT AWAY AND MAY NOT  
 INTERMITTENT SHORT TO GROUND IN CIRC. 239 IN UNDERHOOD FUSE BLOCK, FUSE #13.  
 REPLACED UNDERHOOD FUSE BLOCK. STARTED VEHICLE NUMEROUS TIMES W/OUT FAILURE. AFTER APPROX. 20 STARTS VEHICLE FAILED TO START. CHECKED FUEL PRESSURE AND FOUND GOOD, NO SPARK. CHECKED CRANK SIGNAL AND IGNITION CONTROL MODULE OPERATION. NO POWER ON CIRC. 239, IGN. 1 VOLTAGE. FOUND GROUND. TRACE GROUND TO FUSE BLOCK. FUSE 13 GROUNDING INTERNAL TO FUSE BLOCK. REPLACED FUSE BLOCK AND RETESTED. OPERATING TO SPECS AT THIS TIME.

**SUPPLIES** - A token charge is included for HAZARDOUS WASTE DISPOSAL and supplies used on your vehicle. Applicable supply items are: Nuts, bolts, washers, tape, pins, aerospray, sheetrock, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wire window sealer, etc.

PARTS	QTY	FP NUMBER	DESCRIPTION	U/DIST	E/COST	U/PRICE	
	1	WE838217	FUSE BLOCK 2483	142.66	142.66	199.72	199.72
				COST TOTAL	142.66		
				TOTAL - PARTS		199.72	199.72
<b>JOB# 1 TOTALS</b>				LABOR		160.48	
				PARTS		199.72	
				<b>JOB# 1 JOURNAL PREFIX PMS</b>			<b>JOB# 1 TOTAL 360.20</b>

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

**JOB# 4 CHARGES**

LABOR  
 41 470BZ05 231469 RENTAL WARRANTY 1.00 TECH(S) 099 231469 12497 111.00

SUBLET  
 181221 09/07/04 739686 JOANN NH 9-7 111.00

**JOB# 4 TOTALS**

SUBLET 111.00

**JOB# 4 JOURNAL PREFIX PMS**

R/O TAX 0.00  
 R/O TOTALS 471.20

**WARRANTY CLAIM DETAIL TOTALS**

CLAIM#	TOTAL
231469	471.20
<b>CLAIM TOTALS</b>	<b>471.20</b>

APPROVED BY SIGNATURE



# PEORIA PONTIAC-GMC

2630 WEST BELL ROAD  
PEORIA, ARIZONA 85362  
623-977-4000

PNWS231469



01011PNWS231469

RO NUMBER: <b>38923</b>	CUSTOMER: <b>MATTHEW STEIGERWAL</b>	RO DATE: <b>09/08/04</b>	RO TYPE: <b>PNWS231469</b>
RO NUMBER: <b>12,497</b>	RO DATE: <b>12/03/03</b>	RO TYPE: <b>LIQUID GRAY</b>	RO TYPE: <b>P40327</b>
RO NUMBER: <b>04/PONTIAC/AZTEK/AZTEK 4 DR.</b>	RO DATE: <b>12/03/03</b>	RO TYPE: <b>18</b>	RO TYPE: <b>18</b>
RO NUMBER: <b>3G7DA03E14S</b>	RO DATE: <b>09/03/04</b>	RO TYPE: <b>MO: 12497</b>	RO TYPE: <b>MO: 12497</b>

### DCS AUDIT SLIP

DCS DATA FILE: GHEMF.506  
 09/08/2004 WARRANTY NEW CLAIM  
 1131  
 RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #  
 231469 09/08/2004 3G7DA03E14S 6 24132 12497 527-87-6675

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

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	CHRS	NET-AMT.	LAB-TOT.
1	01	PM	1		10338237	199.72	66	ML730	.6	1.5		160.48
LN-TOT: 360.20 TECH SSM: 460-37-9447 AUTH CODE: E AUTH. AUTHOR.: 0890												
COMMENTS: AT TIMES VEHICLE WILL CRANK FOR UP TO 30 SECONDS AND NOT START. INTERMITTENT SHORT TO GROUND IN CIRC. 239 IN UNDERHOOD FUSE BLOCK, FUSE #13. REPLACED UNDERHOOD FUSE BLOCK. FUSE 13 GROUNDED INTERNALLY TO FUSE BLOCK. REPLACED FUSE BLOCK. OPERATING TO SPECS												

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	CHRS	NET-AMT.	LAB-TOT.
2	04	MA				96	96	Z7903				111.00
LN-TOT: 111.00 TECH SSM: 609-54-0741 AUTH CODE: AUTH. AUTHOR.:												
COMMENTS: ENTERPRISE RENTAL, 739586 16KES16S45												

R.O. TOTAL: 471.20

### DUPLICATE INVOICE

SUPPLIES - A token charge is included for HAZARDOUS WASTE DISPOSAL and supplies used on your vehicle. Applicable supply items are: Nuts, bolts, washers, tape, pins, aerospray, shellac, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wire window sealer, etc.

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

62413209092122PARTRETURN CPR

\*\*\*\*\*  
WARRANTY PARTS CENTER RETURN REQUESTS FOR DEALER 24132-CLAIM MEMO 516  
HOW ARE PARTS AND REPAIR ORDERS WHICH ARE REQUIRED FOR PRODUCT REVIEW  
THE FOLLOWING MUST BE RETURNED TO THE WARRANTY PARTS CENTER AT:

\*\*\*\*\*  
\* WARRANTY PARTS CENTER \*  
\* 45 NORTHPOINTE DRIVE \*  
\* ORION, MI 48359 \*  
\*\*\*\*\*

USE THE PROVIDED PRE-PRINTED AND PRE-PAID UPS AIR LABELS  
TO SHIP THE FOLLOWING:

- COPY OF THE REQUEST BELOW
- REPAIR ORDER (INCLUDING TECHNICIAN COMMENTS)
- ONLY PARTS ASSOCIATED WITH THE LABOR CODE

ALL FLUIDS MUST BE DRAINED FROM PARTS BEING RETURNED. PLACE THE ABOVE  
ITEMS IN A PLASTIC BAG AND SECURELY ATTACH TO PART PRIOR TO SHIPPING.  
EACH REQUEST SHOULD BE SHIPPED INDIVIDUALLY.

REQUEST NUMBER	LABOR CODE	RO DATE	RO NUMBER	VEHICLE ID NUMBER
425310828	N1730	090304	231469	3G7DA03E148

\*\*\*\*\*END OF WPC TRANSMISSION\*\*\*\*\*

4201, BOUL. ROYAL  
 TROIS-RIVIERES-OUEST (QUEBEC)  
 G9A 4M9  
 TEL : (819) 376-3791  
 FAX : (819) 374-1221  
 NO. TPS : 132280413  
 NO. T.V.Q. : 101228085

Service Goodwrench   
 Bien fait. À temps.

**CHEVROLET**  
 (1982 PR)

A3

TOUS LES ITEMS SONT ASSURÉS À LA T.P.S. ET T.V.Q.  
 ALL ITEMS ARE SUBJECT TO G.S.T.

G R U P P E	LA FORME DES	DU MONTANT DE LA DETTE EST RÉGULIÈREMENT PRÉSENTÉE À TOUTE DEMANDE TOTALE DU BOUTON DE RÉSET
	REPARATIONS, PIÈCES ET ACCESSOIRES, SONT CEUX EN DÉPANNAGE	REPARATIONS IS HENRY ACCESSORIES IN THE SHOP OF
DATE	SIGNATURE	

NO CLIENT - CLIENT NO 18217	AGENCIÉ - AGENT YVES MARTEL 334	NO. DE TD - TD NO 782	DATE PCT - SERVICE DATE 08/23/04	NO PCT - SERVICE NO GMW6146821
	DUR. HOR. - LABOUR HRS 81.00	NO. DE PIÈCES - PART NO 3656	COMPLÈTE - COLOR BIBIS SPIRAL	NO PIÈCES 44347
	ADRESSE - ADDRESS 04BUICKRENDEZ-VOUS		DATE LIC. - EXPIRY DATE 07/08/04	NO LIC. - EXPI. NO 173
	NO. VEH. - VEHICLE NO 366DA03E74 8		NO. COM. VEH. - BILL. DEPT. NO 88810	NO. DE DÉP. - SERVICE NO
	NO. CYP. - FIT NO N		DATE SA. - TD DATE 08/08/04	
TEL. VEH. - VEHICLE PHONE	TEL. APT. - GARAGE PHONE	EXAMENÉ - COMMENT		

NO O & PIÈCES NA Y 5186220	TECH	DATE	DEBUT	FIN	D	ACT	DEBUT	DESCRIPTION	73.62
	120	09/08/04	14:00	17:30	0	0	0:30	DIAGNOSTIC	
	120	09/08/04	14:00	17:30	0	0	0:00	DEBUT TRÈS REEL	
	120	09/08/04	14:00	17:30	0	0	0:00	FAUSE	
	120	09/08/04	14:00	17:30	0	0	0:00	PIÈCES RETENUES	
	378	09/14/04	8:00	9:30	0	0	0:30	FIN	
	TOTAL HRES TECH								1.20

Bill  
 11/14/03

PLAINTE : DE FAÇON INTERMITTENTE NE START PAS, TOUT S'ALLUME AU DASH  
 ET LES ACCESSOIRES FONCTIONNENT, START APRÈS QUELQUES  
 MINUTES (01)  
 CAUSE: RELAIS IGNITION INTERMITTANT RESISTANCE ÉLEVÉE  
 CORRECTION: CODE U1010 HISTORIQUE DANS LE BOH PAS EN TROUBLE  
 APPELER LIGNE TECH, BOSSIER SUR RELAIS IGNITION  
 VÉRIFIER ALIMENTATION O.K RELAIS B/O (60)  
 REPARER RELAIS EFFACER CODE  
 EMPLOI # 327 NARYO LENAY AUTOR. TEMPS REEL  
 TRP: LE 19/08/2004 À 02:18PM POUR 0,5 HRES  
 RAISON: LIGNE TECH

RECLAM	CODES OP GARANTIE	HRES FIXES	HRES AUTRE	CT	CODE AUTOR.	CODE DON.
145621	REPAR	0.40	0.50			
PIÈCES	QTE	PD-NUMERO	DESCRIPTION	COUT A	COUT E	PREUX
# ACT 1	1	15328064	RELAY N 025190	7.03	7.83	9.84
				# ACT 1 COUT TOTAL	7.03	
				# ACT 1 TOTAL PCES		9.84
				# ACT 1 TOTAL M-O'D & PCES		83.46

REMARQ.  
 PCES GARANTIES RETOURNÉES  
 NA PIÈCE DE OR COM AJ #PIÈCES DE OR COM  
 1 15328064 1 1 419  
 TAXE BT 0.00  
 TOTAL BT 83.46

TOTAL DETAIL RECLAM GAR.	N O'D	PIÈCES	M-DO S-T	PCES S-T	E.H.G.	AUTRES	TAXE	TOTAL
145621	73.62	9.84	0.00	0.00	0.00	0.00	0.00	83.46
TOTAL RECLAM.	73.62	9.84	0.00	0.00	0.00	0.00	0.00	83.46

SIGNATURE DU CLIENT  
 \*\*\*\*\*  
 DUPLICATA DE FACTURE \*\*\*\*\*



5065559

241292

\*ACCOUNTING\*

B... 12  
12/17/03

FILES ON  
HOME:

BUS:

PAGE 1

650 RICK BARTOS

BLACK 04 PONTIAC AZTEK 3G7DA03E84S CMA7216 10685/10685 T0672

26JUN2004

18:00 16SEP04

CASH

16SEP2004

STK:11937 DLR:06887 1)NONE 2)GROSKOFF

3)POLYSHIELD P81-238832

08:28 13SEP04 12:06 16SEP04

LINE OPCODE TECH TYPE A/HRS B/HRS COST SALE COMP LIST NET TOTAL  
A CUSTOMER SAYS ENGINE WON'T START AT TIMES AFTER VEHICLE SETS--TURNS  
OVER BUT WON'T FIRE--PRIOR CONCERNS WITH SAME

CAUSE: 1234

N2320 SWITCH IGNITION REPLACE

	931WAR94	4.49	1.00	1850	6320			63.20	63.20
1	12450251 SWITCH			1602	2243	0	32.04	22.43	22.43

FC: 6D

PART#: 12450251

COUNT: 1

CLAIM TYPE:

AUTH CODE:

FN

1602 2243 TPARTS  
1850 6320 TLABOR

VERSION 1 (EMP# 605, 13SEP04 10:52): ROAD

VERSION 2 (EMP# 931, 14SEP04 13:18): ROAD CKED FOR CODES ONLY ONE B2961

IGN KEY MAL WENT TO DIAG CHART FOUND IT TO BE INTERMITTENT SO CHANGED  
IGN SWITCH WHEN DONE GOT CAR TO CRANK AND NO START RECKED CODES FOUND  
P0443 EVAP SOL AND P0645 AC CLUTCH RELAY SAME AS LAST TIME IN CALLED  
TAC TALKED TO TIM GHOAT CASE 7653732 HE READ ME AN INTERNAL DI, I WAS  
TOLD TO INSPEC T ALL WIRES AND CONNECTIONS FROM IGN KEY TO IGN RELAY IN  
BECK BOX UNDERHOOD IF NO PROBLEM FOUND REPLACE RELAY DID SO NO PROBLEMS  
FOUND AND HAD TO OVERTITE RELAY. PUT IN NEW RELAY LET CAR RUN TO GET  
HOT LET SIT COULD NOT GET TO CRANK AND NO START ALL WORKING OK AT THIS  
TIME GIVE BACK TO OWNER TO TRY

B\*\* C/S HAVING PROBLEM WITH IGNITION

CAUSE: FER BULLITIN

N2819 RELAY IGNITION SYSTEM REPLACE

	931WAR94	0.00	1.00	1850	6320			63.20	63.20
1	15328864 RELAY			538	753	0	10.75	7.53	7.53

FC: 6D

PART#: 15328864

COUNT: 1

CLAIM TYPE:

5065559

241292

\*ACCOUNTING\*



OH

PAGE 2

BUS:

650 RICK BARTOS

CK 04 PONTIAC AZTEK 3G7DA03E848 CMA7216 10685/10685 T0672

26JUN2004

18:00 16SEP04

CASH

16SEP2004

STK:11937 DLR:06887 1)HONE 2)GROSKOFF

3)POLYSHIELD P91-238832

08:28 13SEP04 12:06 16SEP04

LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL

AUTH CODE:

PH

538 753 TPARTS  
1850 6320 TLABOR

PLEASE DRIVE SAFELY

SERVICE HOURS ARE  
MONDAY THRU FRIDAY 7 AM TILL 6 PM

SERVICE WARRANTY : 12 MONTHS / 12000 MILES  
PARTS / LABOR ON ALL G.M. PARTS INSTALLED

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
09-13-04	10:41	13:33	2.87	W	931	A	
09-14-04	07:32	08:39	1.12	W	931	A	
	12:48	13:18	0.50	W	931	A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
4620	12640	3700		48000	2996	2140	
2630	15886	*****					

COST, SALE, & COMP TOTALS 5840 15636 0

0.00  
0.00  
0.00  
0.00  
0.00  
0.00  
0.00  
0.00

A-U

GM AND ISUZU REPLACEMENT PARTS WARRANTY  
 YEAR OR 12000 MILES. BROWN'S BUICK-ISUZU HEREBY  
 WANTS IMPLIED WARRANTIES TO SAME PERIOD. ANY CLAIM  
 AGAINST THESE REPAIRS MUST BE ACCOMPANIED BY THE  
 COPY. ISUZU ACCESSORIES 90 DAYS OR 4000 MILES.

CUSTOMER NO. 54263	ADDRESS RELSH	QUANTITY 750	INVOICE DATE 09/23/04	INVOICE NO. BILIS14921
	LABOR RATE 77.42	LOCKER NO. 7028	COLOR DARK STEEL	BOOK NO. 194
	YEAR/MAKE/MODEL 04/BUICK/RENDEZVOUS/RENDEZVOUS 4WD		DELIVERY DATE 07/22/04	DELIVERY MILES 0
	VEHICLE NO. 305DK037049		SELLING DEALER NO.	PRODUCTION DATE
	REG. NO.	REG. NO.	REG. DATE 09/02/04	
RESTON, VA				MESSAGE CNT Build 1-19-04

LABOR & PARTS  
 J# 1 38RIZSES SERVICE ENG SOON LT HOURS: 0.40 TECH(S):1472 31.6  
 CUSTOMER STATES CHECK ENGINE LIGHT IS ON -- CAR WILL NOT  
 START INTERMITTENTLY  
 ENGINE LIGHT IS NOT ON NOW  
 CASE 7697207 JOHN KOPEC --- OPEN IN IGNITION RELAY  
 DIAG AND REPLACE IGNITION RELAY  
 H2019 .4 WD 6F

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	15328864	RELAY 2.510	5.38	5.38	7.53	7.53
				JOB # 1 COST TOTAL	5.38		
				JOB # 1 TOTAL PARTS			7.53
				JOB # 1 TOTAL LABOR & PARTS			38.53

J# 2-04BU203030 REAR LIFTGATE LATCH HOURS: 0.60 TECH(S):1472 46.5  
 PERFORM 03030 REAR LIFTGATE LATCH ASSEMBLY RECALL  
 SUPPORT AT LATCH MAY BE INADEQUATE IN CERTAIN SEVERE CRASH  
 INSTALL LIFTGATE LOCK KIT  
 RA 96 V1028 .6 ADD .3 FOR ADMINISTRATIVE TIME

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 2	1	10351110 03030	LOCK KIT 17 198	15.66	15.66	21.92	21.92
				JOB # 2 COST TOTAL	15.66		
				JOB # 2 TOTAL PARTS			21.92
				JOB # 2 TOTAL LABOR & PARTS			68.45

SUBLET	PO#	VEND INH	INV DATE	DESCRIPTION		
JOB # 1	50366		09/07/04	3 DAYS RENTAL WARRANTY		
					TOTAL - SUBLET	70.00
					R/O TAX	0.00
					R/O TOTALS	197.07

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
	197.07
CLAIM TOTALS	197.07

APPROVED BY SIGNATURE

**10045 Lee Highway  
FAIRFAX, VIRGINIA 22030  
Phone 703-994-4000**

4000 MILES. GM AND ISUZU REPLACEMENT TIRE WARRANTY 1 YEAR OR 12000 MILES. BROWN'S BUICK-ISUZU SERIES LIMITS IMPLIED WARRANTIES TO SAME PERIOD. ANY CLAIM AGAINST THESE REPAIRS MUST BE ACCOMPANIED BY THE COPY. ISUZU ACCESSORIES 90 DAYS OR 4000 MILES.

CUSTOMER NO. 54263	ADDRESS BNCI/61	758	CUSTOMER 49	WORK DATE 09/23/04	WORKING BUMP 2642
	LABOR RATE 77.62	LICENSE NO.	VEHICLE # 7026	COLOR DARK STEEL	STOCK NO. 194
	YEAR / MAKE / MODEL 04 / BUICK / RENDEZVOUS / RENDEZVOUS AWG			DELIVERY DATE 08/22/04	DELIVERY MILE 6
	VEHICLE ID NO. 3 6 5 0 8 0 3 7 0 4 5 5 5 0 3 5			SALES DATE / TIME	PRODUCTION DATE
RESTON, VA	TEL. NO.		RD. NO.	RD. DATE 09/02/04	
					RELEASE CUT

DCS AUDIT SLIP

DCS DATA FILE: GINGMF.760  
09/23/2004 WARRANTY NEW CLAIM  
1444

KO NUMBER: 169216    KO DATE: 09/02/2004    VIN: 3650R037043    DIV: 1    DEALER: 35313    QUOTE/TK: 7026    SERVICE ADVISOR #: XXX-XX-0899

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

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	DHRS NET-AMT.	LAB-TOT.
1	01		WG	1	15328864	7.53	6F	N2819	.4		31.05
LN-TOT: 38.58    TECH SSN: XXX-XX-1592    AUTH CODE:    AUTH. AUTHOR.:											
2	02		MA	1	10351118	21.92	96	V1028	.6		16.57
LN-TOT: 68.49    TECH SSN: XXX-XX-1592    AUTH CODE:    AUTH. AUTHOR.:											
3	01		NJ				Y8	Z7903		90.00	90.00
LN-TOT: 90.00    TECH SSN: XXX-XX-1592    AUTH CODE:    AUTH. AUTHOR.:											
R.O. TOTAL:										197.07	

197.07 / 521

885 D B 0 3 7 0 4 8

YEAR / MAKE / MODEL  
04 / BUICK / RENDEZVOUS / RENDEZVOUE 401

PRODUCTION DATE	STOCK NO.	LICENSE NO.	V.I. NO.
DELIVERY DATE	DELIVERY MILES	BILLING DEALER NO.	R.C. DATE
CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	ADVISOR

CUSTOMER NO.	COLOR
54243	MARK STEEL BLUE

RESTON, VA

DATE TIME FROM	DATE TIME TO	PRIORITY
04:43pm	09/03/04	09:00pm

STATE REG# 0-

472

LABOR TIME 86.00

\* SHOP MATERIAL, A TOKEN CHARGE EQUIVALENT TO 10% OF LABOR CHARGE IS INCLUDED FOR MATERIALS USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, PINS, AEROSOL, SOLVENT, PAPER, TOWELS, BATTERY CLEANERS, ETC.

TAPES, CD'S, EXTRA SPEAKERS, TAPE PLAYERS OR RADIOS AND ALL MONIES AND PERSONAL ARTICLES MUST BE REMOVED BEFORE THE CAR IS LEFT FOR SERVICE. WE ARE NOT RESPONSIBLE FOR THESE ITEMS.

LIMITED EXPRESSED WARRANTY: LABOR & PARTS 90 DAYS 4000 MILES. GM AND ISUZU REPLACEMENT PARTS WARRANTY 1 YEAR OR 12,000 MILES. BROWN'S BUICK-ISUZU HEREBY LIMITS IMPLIED WARRANTIES TO SAME PERIOD. ANY CLAIMS AGAINST THESE REPAIRS MUST BE ACCOMPANIED BY THIS COPY. ISUZU ACCESSORIES 90 DAYS OR 4000 MILES.

ALL ADJUSTMENTS MUST BE PERFORMED AT BROWN'S BUICK ISUZU

TRUCK NO.	PACKAGE	TRAILER	AW COVERD	TURBO	RA
	702				

38BUZ6S

SERVICE ENG SOON LT  
CUSTOMER STATES CHECK ENGINE LIGHT IS ON -- CAR WILL NOT  
START INTERMITTENTLY  
ENGINE LIGHT IS NOT ON NOW

Case 2637207 John Kopeck  
Diag. intermittent no start, ignition relay  
fault, internal open, replace relay + diag  
Rear Liftgate recall  
install support / break.

N2819 (4)  
WG 6F

ORIGINAL ESTIMATE	CUSTOMER ACCEPTANCE
AUTHORIZED ADDITIONS	ADDITIONS ORDER BY
DATE	TIME

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE  
I hereby authorize the repair work herein set forth to be done along with it necessary material and agree that you are not responsible for loss or damage vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in part shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic lien is hereby acknowledged on above vehicle to secure the amount of repair thereof.

NOT RESPONSIBLE FOR LOSS OF  
DAMAGE TO VEHICLES OR ARTICLES  
LEFT IN VEHICLES IN CASE OF FIRE  
THEFT OR ANY OTHER CAUSE  
BEYOND OUR CONTROL.

CUSTOMER'S RIGHTS

1. You may request a written estimate for repairs.
2. You may not be charged more than set percent in excess of written

ATTN

Signature

charged to you

A13 B-110 11/15/03

90151NWS316688

54325 9633 773 09/24/04 WS316698  
0 6,219 Fusion Ora 5751  
2004/Pontiac/Aztek 05/07/04 57  
3 G 7 D A 0 3 E 5 4 S  
09/22/04 DUPLICATE  
6219

Mansfield, OH

CellPhone#  
SI 1 WARRANTY(W) Charges  
LABOR-----Book:1 HOURS: 1 TECH(S): GF \$64.81  
N2819 Relay - Ignition System - Replace (0.1-0.4)  
TECH(S) DATE START FINISH TIME  
5090 09/22/04 14:05 15:37 1.53  
5090 09/24/04 10:29 10:45 0.27  
TOTAL TECHNICIAN TIME(s) 1.80

COMPLAINT Customer states that vehicle will not start inter.TURNS OVER WILL NOT START.DUPLICATED ON TEST DRIVE.  
CAUSE possible relay concern  
CORRECTION checked system and found to have interwritten no start condition checked body control module and then pcm for possible theft deterrent concerns ---after not finding anything on these items to cause the no start checked ignition switch and found at times to not start --removed covers from ignicolumn and test wires from ignition switch and then traced to ignition relay under hood ---then found a pi number pip3139 that may be related to this concern --checked as per pi and found no cause and then was unable to duplicate concern again --replaced ignition relay as described in pi  
NOTES Coverage Code: Emission E Includes: Diagnosis time. Note: Any additional time for component R&R to gain access, or repair time greater than 0.4 hours, must be submitted as Other Labor Hours and requires appropriate authorization.

PARTS QTY	FP	NUMBER	DESCRIPTION	UNIT COST	UNIT PRICE	EXT PRICE
1		15328864	Relay	5.38	\$7.53	\$7.53
TOTALS-----				LABOR	\$64.81	
				PARTS	\$7.53	
				MISC	\$0.00	
				MATERIALS	\$0.00	
				SUBLET	\$0.00	
				TOTAL	\$72.34	

SI 2 WARRANTY(W) Charges  
LABOR-----Book:1 HOURS: 1 TECH(S): GF \$64.81  
EEOE Electronic Engine Control Diagnosis - A11  
TECH(S) DATE START FINISH TIME  
5090 09/22/04 15:34 15:35 0.02  
5090 09/22/04 15:36 18:00 2.40  
5090 09/23/04 07:37 07:38 0.02  
TOTAL TECHNICIAN TIME(s) 2.44

COMPLAINT Customer states that there is a thumping on acceleration.SHIFTING BETWEEN 1ST AND 2ND AFTER ENGINE HOT.  
CAUSE no problem found at this time  
TOTALS-----

LABOR	\$64.81
PARTS	\$0.00
MISC	\$0.00
MATERIALS	\$0.00
SUBLET	\$0.00
TOTAL	\$64.81

SI 2

R/D TAX \$0.00

WARRANTY CLAIM STATEMENT (SEE INVOICE FOR DETAILS) THIS CLAIM IS VALID ONLY IF THE VEHICLE IS CURRENTLY UNDER WARRANTY

50181WAS316698

54325

Scott D Erwin 9633 773 09/24/04 WS316698

0 6,219 Fusion Ora 5751

Mansfield, OH

2004/Pontiac/Aztek 05/07/04 57

3 G 7 D A 0 3 E S 4 S

09/22/04 DUPLICATE

6219

R/O TOTALS \$137.15

WARRANTY CLAIM TOTALS-----

CLAIM #	LABOR	PARTS	CORE	DP	SUB.	LBR	SUB.	PRT	GOG	MISC	TAX	TOTALS
												137.15

APPROVED BY SIGNATURE

GM Warranty New Claim GM BAC 113660 Dealer 09038

RO Number	316698	RO Date	09/22/2004
Division	6	Mileage In	6219
VIN	3G7DA03E54S	Advisor SSN	

Customer Information  
 First Middle Last Mark Phone Home Phone

Claim Detail

LN	SI	CT	CC	FC	PC	FP	PT-AMT	PT-Cost
1	1		03	6C	1	15328864	7.53	5.38
	LABOR		TECH-SSN			LHRS	OHRS	LAB-TOT
	N2819					0.4	.6	64.81
	AUTH Code		AUTH Author				NET-AMT	LN-AMT
	E		0090				0.00	72.34
	Comments							Routing Code

LN	SI	CT	CC	FC	PC	FP	PT-AMT	PT-Cost
2	2		03	9Z				0.00
	LABOR		TECH-SSN			LHRS	OHRS	LAB-TOT
	J9994					0.3	.7	64.81
	AUTH Code		AUTH Author				NET-AMT	LN-AMT
	E		0090				0.00	64.81
	Comments							Routing Code

LN	PN	PQ	PT-AMT
1	15328864	1	7.53

Claim Totals

TOT-PT-QTY	TOT-PT-AMT	TOT-LAB-HRS	TOT-LAB-AMT
		0.7	129.62

TOT-OHRS	TOT-NET	TOT-PT-Cost	TOT-Tax
1.30	0.00	5.38	0.00

Case Lines	2	Claim Total	137.15
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A18



Bill Gray Buick GMC Pontiac  
2685 West Liberty Ave.  
Pittsburgh, PA 15216  
(412) 343-1111

GMC TRUCK



Build 11/3/03

RECOMMENDED SERVICES

ITEM NO.	DESCRIPTION	UNIT	PRICE	STATUS	DATE	BY
03BLZ09000	9000 MILE SERVICE	MI	44.99			

SERVICE HISTORY

DATE	MILEAGE	WORK ORDER NO.	DESCRIPTION	TECHNICIAN	STATUS	REMARKS
08/25/04	41682	8793	193	156	W W W	18BLZA 978LZZ 208LZA DRIVEABILITY OUTSIDE RENTAL REPLIGNITION SWITCH

SALESPERSON NO.

S E R V I C E

STATE REG# 123

YEAR MAKE MODEL <b>3G5DA03E348</b>	YEAR MAKE MODEL <b>04/BUICK/RENDEZVOUS</b>	REGISTRATION DATE [REDACTED]	BOOKING NO. <b>DA77MG</b>	VIN <b>417784</b>
<input type="checkbox"/> OWN <input type="checkbox"/> OPER OWN <input type="checkbox"/> LEASE	CUSTOMER NO. <b>98685</b>	SERVICE CONTRACT [REDACTED]	DELIVERY DATE <b>09/03/04</b>	BILLING DEALER NO. <b>0903/04</b>
TIME PROCESSED <input type="checkbox"/> AM <input type="checkbox"/> PM	DEALER <b>BURGANDY/</b>	CONTRACT NO. [REDACTED]	ESTIMATION DATE <b>09/03/04</b>	EXPLANATION MILES <b>603</b>
ADDRESS <b>CARNEGIE, PA</b>	TURNED IN <b>BUZZ</b>	AIR COND <b>Y</b>	P.L. <b>Y</b>	TRAILER <b>A</b>
DATE RECEIVED <input type="checkbox"/> YES <input type="checkbox"/> NO	TIME RECEIVED <b>08:50am</b>	DATE RECEIVED <b>09/03/04</b>	TIME RECEIVED <b>06:00pm</b>	MILEAGE <b>9,839</b>
APPOINTMENT <input type="checkbox"/> YES <input type="checkbox"/> NO	LABOR RATE [REDACTED]	TECHNICIAN <b>STEVE BASS</b>	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 VEHICLES OR ARTICLES LEFT IN VEHICLE BY ORDER OF THIS SHOP ON ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAY CAUSED BY LACKING AVAILABILITY OF PARTS OR DELAYS BY THIRD PARTIES BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE UNDER DISCIPLINE ON THE STREET, HIGHWAY OR SUBURBS FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS WARRANTY WILL BE OBTAINED TO SECURE THE AMOUNT OF REPAIRS WORTHY. STORAGE WILL BE [REDACTED]	

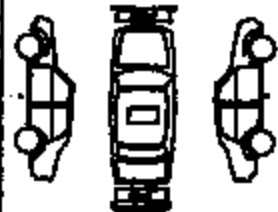
ORIGINAL CUSTOMER ESTIMATE: PARTS LAB

COMMENTS : NITE DROP: EMERGENCY-NO APPOINTMENT

W \* 18BLZA DRIVEABILITY  
ENGINE CRANKS BUT WON'T START AT TIMES. ACTS LIKE ENGINE IS FLOODED. HAS NOT STALLED SINCE LAST REPAIR.

ALL PARTS REMOVED WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE.

ALL PARTS INSTALLED ARE NEW OR FACTORY RESULT UNLESS SPECIFIED OTHERWISE.



NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT, OR ANY OTHER CAUSE BEYOND OUR CONTROL.

	WORKED	TIME	EMISSION NO.
RIGHT FRONT	22	23	
LEFT FRONT	22	23	SAFETY NO.
RIGHT REAR	22	23	
LEFT REAR	22	23	INSPECTED BY

TERMS CASH UNLESS ARRANGEMENTS MADE

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

out 9,841

10-22



# BILL GRAY BUICK - PONTIAC - GMC TRUCKS

2885 WEST LIBERTY AVENUE

PITTSBURGH, PA. 15216-3483

TELEPHONE: (412) 343-1111

SERVICE AND PARTS HOURS: MON - FRI 7:00 a.m. - 6:00 p.m. SAT 7:00 a.m. - Noon

BODY SHOP HOURS: MON - FRI 8:00 a.m. - 5:30 p.m.

www.billgray.com



INVOICE NO. <b>98685</b>	ADVISOR <b>STEVE BASS</b>	VEH NO. <b>197 711</b>	MADE DATE <b>09/03/04</b>	INVOICE NO. <b>BUCS417784</b>
	LABOR RATE <b>DA77M6</b>	MESSAGE <b>9,839</b>	ORDER <b>BURGANDY/</b>	WORK NO.
	VEH MAKE / MODEL <b>04/BUICK/RENDEZVOUS</b>		ORDER DATE	DELIVERY DATE
	VIN <b>3G5DA03E345</b>		SELLER DEALER NO. <b>SIMS</b>	PRODUCTION DATE
	KEY NO.	REG NO.	K.G. DATE <b>09/03/04</b>	
	REMARKS	COMMENTS	<b>MO: 9841</b>	

LABOR & PARTS  
# 1 16812A

DRIVEABILITY HOURS? TECH(S): 158

ENGINE CRANKS BUT WON'T START AT TIMES. ACTS LIKE ENGINE IS FLOODED. HAS NOT STALLED SINCE LAST REPAIR. SCAN TEST. CODES P0846-AC CLUTCH RELAY. P0443-EVAP PURGE SOLENOID. V1016-LOSS OF PCM COMMUNICATION. B2552-BRAKE LIGHT CIRCUIT LOW. B2712-GEAR SHIFT LOCK CIRCUIT LOW. TEST AND FOUND POWER LOSS TO B-FUSES FROM IGNITION RELAY. REPLACED IGNITION RELAY AND RE-TEST.

WARRANTY

PN 40 N2819 4

QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
1	15328664	RELAY 2.5L9	
JOB # 1 TOTAL PARTS			0.00
JOB # 1 TOTAL LABOR & PARTS			0.00

ESTIMATE  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS

PLEASE CALL STEVE BASS @ 412-343-1111 EXT. 108 WITH ANY QUESTIONS OR CONCERNS.

TOTALS

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT. ALL NEW OR FACTORY REBUILT PARTS HAVE A 12 MONTH OR 12,000 MILE WARRANTY.

WARRANTY 0.00

WARRANTY 0.00

BILL GRAY CONVENIENCES:

1. Certified Technicians
2. 24 Hour Key Drop
3. Saturday Hours
4. Genuine Parts
5. Complete Body Shop
6. Rental Vehicles Available
7. Local Shuttle Service
8. 24 Hour Towing

Call: (412) 344-7555

PAYMENT TYPE

( ) N/V ( ) AE ( ) D/CLUB ( ) DISC ( ) CHARGE ( ) CASH

( ) C/P RECEIVED BY: *SB* DATE: *9/3/04*

TOTAL LABOR..... 0.00

TOTAL PARTS..... 0.00

TOTAL SUBLET..... 0.00

TOTAL G.O.G..... 0.00

TOTAL MISC CHG..... 0.00

TOTAL MISC DISC..... 0.00

TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

IT IS THE GOAL OF OUR STAFF TO INSURE THAT YOU HAVE BEEN "COMPLETELY SATISFIED" WITH YOUR SERVICE EXPERIENCE. THIS FARI A SURVEY SCORE OF "COMPLETELY SATISFIED" INDICATES TO GENERAL MOTORS THAT YOU WERE SATISFIED WITH YOUR SERVICE EXPERIENCE AT BILL GRAY. HAVE WE REACHED OUR GOAL?

*Thank You!*

Goodwrench Service

**IMPORTANT**

YOU MAY RECEIVE A SATISFACTION CREDIT/REFUND FROM THE MANUFACTURER IN THE NEXT FEW WEEKS. IF FOR ANY REASON YOU CANNOT RECEIVE COMPLETELY SATISFIED PLEASE CONTACT YOUR SERVICE MANAGER. THANK YOU, BILL GRAY AUTOMOTIVE (412) 343-1111

A26

59202 305D003E44 KEA [REDACTED] 09/21/04

YEAR: 2004 MAKE: BUICK MODEL: RENDEZVO [REDACTED] P O BOX 1182

MILES: 9308 FIRST USE: 00/00/00 INC. ADV. (00) [REDACTED] CITY: ROBSTOWN TX 78380 FROM: 00:00

CALL: [REDACTED] BUS. ( ) WRITTEN [REDACTED] CASH [ ] CREDIT CARD O.K. [ ]

NO ESTIMATE [ ] OPAL ESTIMATE [ ] WRITTEN ESTIMATE [ ]

ADDL REPAIRS AUTHORIZED BY: [REDACTED]

TO	OPNR.	UNIT	TEC	INSTRUCTIONS	SALE
60	NEB19	04	00	SERVICE ENGINE SOON LIGHT ON P0443 P0645 REPLACED IGNITION RELAY IN UNDER HOOD FUSE BLOCK ENGINE WILL NOT START AT TIMES	23.53
WB		MC/A/			
		MC/A/			
		MC/A/	00	RT REAR SPEAKER RATTLES PART ON ORDER	
96	V1028	07	00	CAMPAIGN 03030 PUT PLATE IN REAR OF LOCK	41.19
MA		MC/A/	A		

59202

9/26/03

Highway 77 & 4th East 1188  
Phone (512) 307-2508

STANLEY

L	PART NO.	DESC.	QTY.	SALE
2	15328864	RELAY	1	7.00
4	10351118	LOCK KIT	1	20.36

9/27/04  
cm 521  
pb. 92.02

STANLEY

DATE COMPLETE 09/22/04

WE RECOMMEND THE FOLLOWING ...	WC	INT.	CP	
Next Service JAN '05 Lube-Oil-Filter	64.71	LABOR	.00	
	27.36	PARTS	.00	
	.00	SUBLET	.00	
	.00	GAS-OIL- MNT. MATERIAL	.00	
	92.07	TOTAL	.00	
	59202	KEA530	TAX	.00
	59.00 PER HR.	CONTROL	KEA530	CHARGE
				CASH

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 any 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 unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's fee is hereby acknowledged on above vehicle to secure the amount of repairs hereto.

I am the person or agent acting on behalf of the person who is obligated to pay for the repair and I understand the \$0.003. Taxes for repair on this no funds, or be account on this

Signature of Person or Agent for Person

59202 00/00

48207

113199

LEITH BUICK - PONTIAC - GMC TRUCK, INC

5300 Rolesville Road

WENDELL, NORTH CAROLINA 27591

(919) 366-1000

\*ACCOUNTING\*

PAGE 1

SERVICE ADVISOR: 8048 CLINT FRESTLEY

*DL*  
*A 29*  
*9/27/04*

*11/2/03*

ROCKY MOUNT, N  
HOME: [REDACTED] BOB:

LT GRAY	04	BUICK RENDEZVOUS	3G5DA03E048		7234/7236	T818
26DEC2003			NATL 24SEP04	0.00	CASH	24SEP2004
OPTIONS: STK:05101 DLR:37583						

09:44 24SEP04	11:04 24SEP04										
LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

A MAKING A TAPPING NOISE WHEN STARTING  
 CAUSE: HARD STARTING PI # 3139 / PI 3107  
 N2819 RELAY IGNITION SYSTEM REPLACE

36	NB	0.40	0.40	840	2497	0	10.45	24.97	24.97
1	12193614	F-RELAY		523	732	0	10.45	7.32	7.32

FC: 93  
 PART#: 12193614  
 COUNT: 1  
 CLAIM TYPE:  
 AUTH CODE:  
 PF

523 732 TPARTS  
 840 2497 TLABOR  
 \*\*\*\*\* OPEN FOR YOUR CONVENIENCE \*\*\*\*\*  
 \*\*\*\*\*  
 \*\*\* MONDAY - FRIDAY 7:30 - 6:00 \*\*\*  
 \*\*\*\*\*  
 \*\*\*\*\* CALL US AT (919) 365-5768 \*\*\*\*\*  
 \*\*\*\*\*  
 \*\*\*\*\* OR 1-800-467-6137 \*\*\*\*\*

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46210	2497	840		48210	732	523	
12110	3229	*****					

COST, SALE, & COMP TOTALS 1363 3229 0

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied 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 this item/items.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck (make described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereon.

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

X

RELEASE	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION
	N6620	WIRING AND/OR	N6624	WIRING AND/OR	N6630	WIRING AND/OR	N6622	WIRING AND/OR
	N6600	WIRING AND/OR	N6602	WIRING AND/OR	N6604	WIRING AND/OR	N6624	WIRING AND/OR
	N6616	WIRING AND/OR	Z7902	RENTAL CAR FOR				
0804	6474832PC6K	CHANGE ENGINE	V1928	03030 REAR LIF				
0804	34734832PC3K	CHANGE ENGINE						

**LEITH BUICK - PONTIAC - GMC TRUCK, INC.**  
 5300 Rolesville Road  
 WENDELL, NORTH CAROLINA 27601  
 (810) 366-1000

**CUSTOMER PLEASE READ AND INITIAL**  
 a. Repaired parts are to be checked for inspection or repair.  YES  NO  
 b. I waive my right to receive a written estimate.  YES  NO  
 c. A storage fee of \$25.00 per day will be assessed 3 days after the customer has been notified that the repair work has been completed.  
 d. ESTIMATED TIME for repairs for our diagnosis and estimate the actual repair not completed or not. In the case of a breakdown for the purpose of inspection or estimate there will be an additional charge for re-assembly or additional repair.  
 e. I understand that I am responsible for any diagnosis or repair charges for any re-assembly repair.  
**EXPRESS CURRENCY EXCLUDED**

**EXCLUSION OF WARRANTIES**

The job order and accessories sold hereto are made by the manufacturer. The undersigned purchaser and agrees that neither party is responsible for any kind, manner or method, and duration of warranty, replacement of merchandise or device for a particular purpose, with regard to the parts under consideration and any of its cover which might be made by individual or commercial damage or consequential damage of such nature. The undersigned purchaser further agrees that the services provided by dealer are not intended to, and are not intended to, constitute any kind of representation for or warranty of quality or that any vehicle or any of its systems to perform with maximum safety, efficiency, or economy.

**CREDIT CARD TYPE** \_\_\_\_\_ **EXP. DATE** \_\_\_\_\_ **ACCT #** \_\_\_\_\_  
 I hereby authorize the repair work heretofore set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or article left in vehicle in care of us, that if any other person besides you or any other person should be responsible for loss or damage to your vehicle by the supplier or contractor, hereby agree to hold you harmless from any responsibility to anyone for any damage to your vehicle. Although a liability exists, you agree your company is not responsible for any damage to your vehicle. In the event of a repair of a repair of service, a charge will be assessed for diagnosis, assembly or partially completed work. Our charge will be directly related to the actual amount of labor or parts involved in the diagnosis, repair or assembly.

NOA1287 STOCK NO. 65101 TAG NO. T818 COLOR LT GRAY PAGE 1 OF 1

VEHICLE IDENTIFICATION NUMBER	7234	DELIVER DATE	26DEC03	YEAR	84	MAKE AND MODEL	BUICK RENDEZVOUS	REGISTER BY	NO NUMBER
DATE	TIME	NAME				PHONE	8048 113199		
ADDITIONAL REPAIRS AUTHORIZED BY	ADDRESS						THE PROVIDED		
AUTHORIZATION RECEIVED BY	CITY/STATE/ZIP						or WAITER **		
	ROCKY MOUNT NC						CELLULAR		
	BILL TO:				FAX NO.		BUSINESS PHONE		
DESCRIPTION OF ADD'L WORK AUTHORIZED	ENGINE NO.	TRANSM. NO.	AXLE NO.	PROD. DATE	LABOR RATE	0.00			
					METHOD OF PAYMENT	CASH			
					REPAIR CHARGE	37583			
					PROPERTY DAMAGE				

**OP CODE** 380 **LABOR INSTRUCTIONS AND DESCRIPTION**  
 0.00 MAKING A TAPPING NOISE WHEN STARTING  
 ← could not duplicate customer concern @ this time for tapping noise  
 Replaced Ign 1 Relay for PJP# 3139 and PIC# 3107  
 12319  
 PF/ 95  
 7036

ENDING MILEAGE

G.C. SIGNATURE X

*Wor Best Rec*  
*[Signature]*  
 11/11/03

132

CUSTOMER NO. 10199	ADDRESS PETEL D RICHARD 1007	CARD NO.	INVOICE DATE 05/24/04	INVOICE NO. 90MS164047
	LABOR RATE 71.33	LICENSE NO.	COLOR LAPPUCCINO	STOCK NO. 00636
	YEAR/MAKE/MODEL 04/BUICK/RENAZVDS/RENAZVDS FWD-	MILEAGE IN 10287	DELIVERY DATE 05/19/04	DELIVERY MILES 234
VICTOR, NY	VEHICLE ID. 3G3DA03E X 48		SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	P.C. NO.	R.O. DATE 07/23/04	CROSS REF. NO.
				RELEASE OUT

12/22/03

**LABOR & PARTS**

**J# 1 30PNZ1DIAS** START DIAG STAT/CHARG SYS HOURS: 0.40 TECH(S):1058  
 CUSTOMER REPORTS VEHICLE WOULD CRANK BUT NOT START-HAD OWNER  
 ROCK VEHICLE AND STARTED  
 SEVERAL CODES IN SYSTEM FOUND PI 3139 FOLLOWED DIAGNOSES  
 ACCORDING TO PI FORM IGNITION RELAY SHORTED  
 REPLACE IGNITION RELAY

PARTS	QTY	PP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	1528844	RELAY 2.510	6.19	6.19	7.53	7.53
				JOB # 1 COST TOTAL	6.19		
				JOB # 1 TOTAL PARTS			7.53
				JOB # 1 TOTAL LABOR & PARTS			36.06

**J# 2 98PNZALITRANS** ALTERNATE TRANSPORT HOURS: TECH(S):1095  
 CUSTOMER REQUESTS COURTESY TRANSPORTATION  
 OWNER REQUIRED COURTESY TRANSPORTATION DUE TO PRIMARY CAR  
 BEING REPAIRED UNDER WARRANTY  
 DEALER PROVIDED COURTESY TRANSP TO OWNER

JOB # 2 TOTAL LABOR & PARTS 0.00

**J# 4 07PNZ1DIAB** LIGHT DIAGNOSE LIGHT SYS HOURS: 0.50 TECH(S):1058  
 CUSTOMER REPORTS  
 INTERNAL OPEN IN  
 REPLACED HAZARD FLASHER

JOB # 4 TOTAL LABOR & PARTS 63.95



**J# 7 491PNZ?** FREIGHT EXPENSE HOURS: TECH(S):1095  
 FREIGHT EXPENSE-OPERATION Z5000 OR Z5001, OVERNIGHT FREIGHT  
 CHARGES OR PARTS PICK UP CHARGES.  
 REMINDER: PARTS QUANTITY, PART NUMBER AND ZERO DOLLAR COST  
 MUST BE ENTERED ON CLAIM LINE FOR FREIGHT EXPENSE  
 NO 00 Z5001 .81

JOB # 7 TOTAL LABOR & PARTS 0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 2	400	COURTESY TRANSPORTION RANDALL	101921	42.00
JOB # 7	401	PARTS PICK UP/WARRANTY		0.81
TOTAL - MISC				42.81

**COMMENTS**  
 DROP-LOANER

R/O TAX 0.00  
 R/O TOTALS 142.82

**WARRANTY CLAIM DETAIL TOTALS**

CLAIM	TOTAL
	142.82
<b>CLAIM TOTALS</b>	<b>142.82</b>

2955 Broadway Rd. (Ext. 372) • Columbus, N.C. 28927  
 (803) 394-8888 • (800) 296-2126 • Fax (803) 394-8837

INVOICE NO. 10199	AGENT PETER D RICHARD 1007	CARD NO.	INVOICE DATE 07/24/04	INVOICE NO. DUWS16404
	LABOR RATE 71.33	LICENSE NO.	RELEASE IN 10289	COLOR LAPPUCCINO
	YEAR MAKE / MODEL 04/BUICK/RENDEZVOUS/RENDEZVOUS FWD-		DELIVERY DATE 05/15/04	DELIVERY MILE 23
	VEHICLE NO. 38 511 A D 3 E X M 8 S 5 7 8 S 4		SELLING DEALER NO.	PRODUCTION DATE
VICTOR, NY	R.T.R. NO.	P.C. NO.	R.O. DATE 07/23/04	CROSS REF. NO.
				RELEASE OUT

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: BGNWF.51B  
09/24/2004  
1143  
MARKANTY NEW CLAIM

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
164047	09/23/2004	3U5DA03EX49	1	36606	10289	005-88-5693

CUSTOMER NAME: FIRST: [REDACTED] MIDDLE: R  
LAST: [REDACTED] PHONE: WORK: [REDACTED] HOME: [REDACTED]

LN	JOB CT	CC	PC	PART-NO.	TOT	FC	LABOP	LHRS	OHRS NET-ANT.	LAB-TOT.
1	01	PH	1	1332884			N2819			28.53
LN-TOT:		34.06		TECH SSM: 117		AUTH CODE:		AUTH. AUTHOR.:		
COMMENTS: PI3139										
2	02	NJ				98	Z7901		42.00	
LN-TOT:		42.00		TECH SSM:		AUTH CODE:		AUTH. AUTHOR.:		
COMMENTS: LGKDT										
3	06	OJ	1	12450284			N1755	.5		35.67
LN-TOT:		63.95		TECH SSM:		AUTH CODE:		AUTH. AUTHOR.:		
4	07	ND	1	12450284			Z5001		.81	
LN-TOT:		.81		TECH SSM:		AUTH CODE:		AUTH. AUTHOR.:		
									R.O. TOTAL:	142.82

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

**RENTAL**  
Car Wash

2424 Boulevard, N.A. (Ste. 372) - Commack, N.Y. 11734  
(516) 394-8838 • (516) 356-2740 • Fax (516) 394-8838

P. 501



2635404

161609



Jim Hall's FRIENDLY

WARRANTY

BUICK HONDA FRAMMER

BUICK - HONDA - FRAMMER
www.buickhondaframer.com
1800 HALL ROAD
CLINTON TWP., MI 48038
(800) 412-8800
FAX (800) 412-8800

A35

PAGE 1

SERVICE ADVISOR: 209 DANIEL LING

CLINTON TWP, MI
HOME:
BUS:

Table with columns: BOCH, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Row 1: TAN, 04, BUICK RENDEZVOUS, 3G5DA03E548, 6097/6097, T7822. Row 2: DEL DATE, PRICE, RATE, WARR, PAYMENT, INV DATE. Row 3: 01JAN2004, 18:00, 02SEP04, 0.00, CASH, 02SEP2004.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Row 1: 14:56, 02SEP04, 15:35, 02SEP04. Row 2: 1 15328864, 2510BPCKT RELAY, 10.75, 7.53, 7.53. Row 3: 1020, 2882 TLABOR.

11/2/03

CAUSE: F
48 DAVIS, EDWARD C. LIC#
1 15328864 2510BPCKT RELAY 10.75 7.53 7.53
1020 2882 TLABOR

Handwritten signature

COST, SALE, & COMP TOTALS 1558 3635 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...

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this business. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose.

Table with columns: DESCRIPTION, TOTAL. Rows: LABOR AMOUNT (28.82), PARTS AMOUNT (7.53), GAS, OIL, LUBE (0.00), SUBLET AMOUNT (0.00), MISC. CHARGES (0.00), TOTAL CHARGES (36.35), LIENS INSURANCE (0.00), SALES TAX (0.00), PLEASE PAY THIS AMOUNT (36.35).

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

WARRANTY COPY



④

No-start, permanent



**SERVICE INVOICE**

**BRACKEEN MOTORS, INC.**

**233**

Buick-Pontiac-GMC

1111 Kickapoo Spur

Date Code

SHAWNEE, OKLAHOMA 74801

3244 B2

(405) 273-3180

Fax: (405) 275-9620

CUSTOMER NAME AND ADDRESS

ARLSBORO, OK

JOB #	ORDER #	INVOICE #	COPY #	PHONE TELEPHONE	PHONE WHEN READY	DELIVERY DATE	LABOR RATE	ADVISOR	E.O. NUMBER
*	14096			CASH 405-997-3255	405-584-0373	12/05/2003	62.00	TODD	63864

VEHICLE IDENTIFICATION	STOCK NO.	YR.	MAKE & MODEL	LICENSE NO.	CROSS REF E.O. #	E.O. DATE	PAGE
3G5DA03E74S		2004	BUICK RENDEZVOUS			09/02/2004	1

SALESMAN	POLICY	DEDUCTIBLE	PRINT DATE & TIME	P.O. #
15			0902041132-1	

LINE	TRCH	TYPE	DESCRIPTION	QTY	NET AMOUNT
1			<b>CRANKS, <u>WONT START</u></b> COMPUTER TEST, CODES P0645 AND P0443. RUN DIAGNOSTIC TREE, NO HELP. CONTACT TAC CASE #7632315. TEST UNDERHOOD FUSE BLOCK. FOUND <u>INTERMITTENT CONNECTION AT IGNITION 1 RELAY.</u> <u>TIGHTEN CONNECTION IN FUSE BLOCK AND REPLACED IGNITION 1 RELAY AS PER TAC.</u> CLEAR CODES, RETEST AND TEST DROVE.		----WARRANTY----
004800	01	20 MW	OPER/CODE: N2819	DESC: RELAY	0.4 146.93
000000			TY:N ST: CC:PN FP:15328864 FC:6D		OT: 2.0
			AU:E PE:0090		
000538			15328864 RELAY	10.75 7.53	1 7.53
			A:00005.38 N:00007.53 T:00154.46		
2			<b><u>WRECKER SERVICES</u></b>		----WARRANTY----
000000	01	MW	OPER/CODE: T2020	DESC: WRBCKER SER	0.0
000000			TY:N ST: CC:PN FP:	FC:6D	OT: 0.0
			AU: PE:		
006800			WRKR WRECKER	68.00 68.00	1 68.00
			A:00068.00 N:00068.00 T:00068.00		

TOT WRT: 222.46

**TERMS STRICTLY CASH, 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, or any other cause beyond your control or for any delay caused by unavailability of parts or delays in shipment by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of bills rendered.

**DISCLAIMER OF WARRANTIES**  
Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose. And seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

LABOR AMOUNT
PARTS AMOUNT
OTHER CHARGES
OTR NON-TAXABLE
MISC CHARGES
SALES TAX
DEDUCTIBLE

**Warranty Copy**

Signature of Person Responsible

X

CASH

TOTAL:

.00

WORK ORDER

CHARLSBORO, OK

**BRACKEEN MOTORS, INC.**  
 Buick-Pontiac-GMC  
 1111 Kickapoo Spur  
 SHAWNEE, OKLAHOMA 74801  
 (405) 273-3180 Fax: (405) 275-9620

SERVICE HISTORY

MO	Mileage	Date	Type	Op Code	Description	Op Code	Description	Op Code	Description
3732	13772	082704	MW	C2328	CLUSTER TRIM	D1442	DEFLECTOR	C2540	CARRIER PANE
414	12724	081404	MI	REMO	PROGRAM	REPAIR	REPAIR	MRD	MAKE READY
084	12690	073104	MI	*LOF	LUBE OIL FILT	*ROT	ROTATE TIRES	CERT	CERTIFY

# 763 2315  
- John Peratta

Service Advisor: TODD Salesman ID: 15 Page: 1

MO	Mileage	P.O. #	Cust ID	Phone	Est. Date	Labour Rate	Tax	TOT. DUE
	14096		CASH		12/05/2003	62.00		63864

Vehicle ID #	Stock ID	Description	Pol.	License	Date In	X-Ref
055DA03E748		2004BUICK RENDEZVOUS			09/02/2004	

Appoint	Technician	Date	Time	Person	Phone	Phone When Ready	Time In	Time Out
							07:05	09/02/2004 17:00

\*\*\*\*\* APPOINTMENT \*\*\*\*\*

Line	Type	Complaint	Part	Qty	Unit Price	Ext. Price	Lab	Rate	Time
1	MW	CRANKS, WONT START							
		PO645 EUMP							
		PO643 AK circuit							

Cause: *Ign 1 Relay*  
 Correction: *WRECKER SERVICES*  
 Cause: *Ign 1 Relay*  
 Correction: *WRECKER SERVICES*

Two code PO645 ~~WRECKER~~ circuit  
 PO643 EUMP control circuit  
 Test under hood fuse block found intermittent connection at Ign 1 Relay. Tighten connection in fuse block and Replaced Relay as per. TAC / Test Drive.  
 OHT → 2.4

12/05/03 Ryan

**DISCLAIMER OF WARRANTIES**  
 Brackets on the product sold hereby are those made by the manufacturer. Brackets hereby expressly disclaim all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither Brackets nor its authorized agents or representatives assume any liability in connection with the sale of said products. This dealership utilizes the hours published in the GM Labor Time Guide, which reflects an average time requirement for the performance of specific vehicle repairs, and which may therefore be either more or less than the actual clock time in any given instance.

I hereby authorize the repair work hereinabove 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 unavailability of parts or delay in parts shipments by the supplier or transporter. I hereby grant you and your employees permission to operate the vehicle herein described on city, highway, or elsewhere for the purpose of testing and/or inspection. An appropriate lien is hereby acknowledged on above vehicle to secure the amount of repairs thereon.

Signed By X

010

WTHSDCS 14592709092122PARTRETURNCFR

[010-001]

\*\*\*\*\*  
WARRANTY PARTS CENTER RETURN REQUESTS FOR DEALER 45927-CLAIM MEMO 516  
WHICH ARE PARTS AND REPAIR ORDERS WHICH ARE REQUIRED FOR PRODUCT REVIEW  
THE FOLLOWING MUST BE RETURNED TO THE WARRANTY PARTS CENTER AT:

\*\*\*\*\*  
\* WARRANTY PARTS CENTER \*  
\* 45 NORTHPOINTE DRIVE \*  
\* ORION, MI 48359 \*  
\*\*\*\*\*

USE THE PROVIDED PRE-PRINTED AND PRE-PAID UPS AIR LABELS  
TO SHIP THE FOLLOWING:

- COPY OF THE REQUEST BELOW
- REPAIR ORDER (INCLUDING TECHNICIAN COMMENTS)
- ONLY PARTS ASSOCIATED WITH THE LABOR CODE

ALL FLUIDS MUST BE DRAINED FROM PARTS BEING RETURNED. PLACE THE ABOVE  
ITEMS IN A PLASTIC BAG AND SECURELY ATTACH TO PART PRIOR TO SHIPPING.  
EACH REQUEST SHOULD BE SHIPPED INDIVIDUALLY.

REQUEST NUMBER	LABOR CODE	RO DATE	RO NUMBER	VEHICLE ID NUMBER
425332589	N2819	090204	063864	3G5DA03E749
425333909	D4440	090204	063885	1GMDK03E72D

\*\*\*\*\*END OF WPC TRANSMISSION\*\*\*\*\*

130587

94111

**BOULEVARD**

BUICK · PONTIAC · GMC TRUCK

2880 Cherry Avenue  
Signal Hill, California, 90755  
(562) 482-1000 - (714) 827-8920  
Boulevard4u.com

\*WARRANTY\*

PAGE 1

SERVICE ADVISOR: 2231 MURRAY SCHOFIELD

LONG BEACH, CA  
HOME: [REDACTED] BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	04	BUICK RENDEZVOUS	3G5DA03EY4		6356/6356	T5378
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
02FEB2004			14:00 04SEP04		0.00 CASH	04SEP2004

R.O. OPENED	READY	OPTIONS:
10:42 04SEP04	14:28 04SEP04	

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

A CUSTOMER REPORTS THE ENGINE CRANKS BUT WILL NOT START, TOW TO SHOP

CAUSE: TRACE AND FOUND THE IGN RELAY IS INOP--REPLACE RELAY

N2819 RELAY IGNITION SYSTEM REPLACE

2234 W 0.50

N2819 RELAY

	37.54	37.54
10.75	7.53	7.53

PC:

PART#: 15328864

COUNT: 1

CLAIM TYPE:

AUTH CODE:

538 753 TPARTS

1000 3754 TLABOR

B.A.R. # RE216101 7/1/2004

B.I.D. = 11/7/03

COST, SALE, &amp; COMP TOTALS 1538 4507 0

NOTICE TO CONSUMER:		DESCRIPTION	TOTALS
SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF. NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.		LABOR AMOUNT	37.54
ORIGINAL ESTIMATE \$		PARTS AMOUNT	7.53
AUTHORIZED REVISED ESTIMATE \$		GAS, OIL, LUBE	0.00
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.		SUBLET AMOUNT	0.00
CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF		MISC. CHARGES/ADJ.	0.00
X		TOTAL CHARGES	45.07
		LESS INSURANCE/DISCOUNT	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	45.07

EPA# CAD983684079

BAR# AE216101

WARRANTY COPY



A15  
12 35-  
4

Doug Rho  
CHEVROLET  
100 East Main - Port Huron MI 48134  
800 672-6633 - 1-800-664-4137



PRATT KS [Redacted]

PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STAKE	PLATE	REGISTRATION	TAX
08/25/04	04	PONTIAC	AETEK	3G7DA03E74E		7661	7397	0 0000
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	WARRANTY	STATUS	BY	DATE	
07/27/04	00/00/00	31	00/00/00 00:00			.00	00	08/25/04
62111						WHITE	1	

REPAIR LINE 01

TOWED IN BY DOOR REE CHEVROLET

BILL CODE - C

TOWED TOWING-DG RE CHEV M.A

Towing Indiana

100 98 T2220 2500

Per [Signature]  
4/27/03

REPAIR LINE 02

ENGINE CRANKS OVER BUT NO START

BILL CODE - C

Check for Storage Codes - P0443, AC Check Circuits  
Intermittent - Contact TRC, Check & Replace Ignition 1 Relay

DATE RECEIVED - 72704 IN P0443 NZS 19

SERVICE HISTORY

DATE	RD	MILES	SR	TECH	RC	LABOR	OP	DESCRIPTION
06/22/04	60665	6747	31	56	UV	RCN		ROVATE TIRE
06/22/04	60665	6747	31	56	UV	LOFT		LOP USED CAR

WARRANTY VEHICLE INFORMATION

DISC MONTHS	MILES	EXP DATE	DEDUCTIBLE	SERVICE CONTRACT NO
84	85000	08/13/11	0	80396794

541940

**EXCLUSION OF WARRANTIES**  
Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that under no circumstances shall the manufacturer be held responsible for any kind, express or implied, and excludes all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchases. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will operate on any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

**AUTHORIZATION FOR REPAIRS**  
I hereby authorize the repair work herein 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 unavailability of parts or delays in parts shipment by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereon. The dealer is not responsible for damages from trapping due to lack of address.

**AUTHORIZED**  
REVISED ESTIMATE (1)  
REVISED ESTIMATE (2)  
REVISED ESTIMATE (3)

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:  
X  
Customer Signature



48554577

219883

# ALL-AMERICAN

PONTIAC • BUICK • GMC  
Where You Get More Than A Low Price!

18226 EASTEX FREEWAY  
HUMBLE, TEXAS 77308  
PHONE (281) 358-3800  
www.allamagn.com

## INVOICE

DUPLICATE 1  
PAGE 1

SERVICE ADVISOR: 401 JOHN BISHOP

HUMBLE, TX  
HOM  
CEL  
BUS:

A27

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MI/AGE IN/OUT	TAG
MARCOON	04	PONTIAC AZTEK	3G7DA03E248		9750/9750	T673

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PNR.	RATE	PAYMENT	INV. DATE
11DEC03 IS			17:30 16SEP04		0.00	CASH	13OCT2004

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A C/S: LET GO OF KEY IT KEEPS TURNING OVER							
CAUSE: F							
NP NORMAL OPERATION							
442 WFP 0.00							
12/10/03 (N/C)							
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00							
9750 NORMAL OPERATION COMPUTER TAKES CONTROL OF STARTING							
*****							
B C/S: PARKED VEHICLE FOR 2 HRS. GOT IN IT AND IT WOULDN'T START BUT IT							
CRANK WENT BACK 30 MIN. LATER WOULDN'T START (SEE HERF FOR							
DETAILS)							
CAUSE: F							
N2819 RELAY IGNITION SYSTEM REPLACE							
442 WFP 0.40							
1 15328864 RELAY							
FC: 95							
PART#: 15328864							
COUNT: 1							
CLAIM TYPE:							
AUTH CODE:							
FN							
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00							
9750 TAC CASE #7655783 N2819 0.4 INSPECT CONNECTORS AND TERMINALS PER							
TAC CASE REPLACE ING. RELAY							
*****							
C** RENTAL CAR							
CAUSE: F							
Z901 ONE DAY RENTAL							
99 WFP 0.00							
(N/C)							

	DESCRIPTION	TOTALS
<b>PAID</b>	LABOR AMOUNT	
	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	MISC. CHARGES	
<b>DATE</b>	TOTAL CHARGE	
	LESS INSURANCE	
	SALES TAX	
<b>METHOD</b>	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 either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither warrants nor authorizes any other person to assume for it any liability in connection with the sale of this hardware.

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

**NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE**  
I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT. I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH §16.006, TEXAS BUSINESS AND COMMERCE CODE. IF A WRITTEN ORDER FOR PAYMENT FOR REPAIR ON THE VEHICLE IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE DRAWER OR MAKER OF THE ORDER HAS NO ACCOUNT OR THE ACCOUNT ON WHICH IT IS DRAWN HAS BEEN CLOSED.

Signature of Person Responsible or Agent for Person Responsible \_\_\_\_\_

CUSTOMER COPY

A34



DUNCANVILLE, PA

**FIORE BUICK · PONTIAC · GMC**

508 Logan Blvd.  
ALTOONA, PA 16802  
Phone (814) 943-8181

SERVICE ADVISOR: **STEPHEN A HAIRE**

DATE RECEIVED	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CHASSIS NO.	TAX NO.	REG. NO.	SALES TAX	INVOICE NO.
15SEP04	15SEP04	78435	3G5DA03E24S		PKIKRG			15SEP04 69509
YEAR	MAKE	MODEL	VEHICLE IDENTIFICATION	CHASSIS NO.	REG. NO.	SALES TAX	INVOICE NO.	INVOICE NO.
		04	BUICK RENDEZVOUS		62.00	28AUG04	44	44
MESSAGE NO.	MESSAGE NO.	MESSAGE NO.	MESSAGE NO.	MESSAGE NO.	MESSAGE NO.	MESSAGE NO.	MESSAGE NO.	MESSAGE NO.
11318	11318							

12/15/03

RETURN PARTS LABOR ONLY  
 Z7200 RETURN PARTS LABOR ONLY  
 FC: 00 PART#: COUNT: 0  
 AUTH CODE:  
 ME

*2-1532-8864*

**Service Hours**

Mon - Fri  
8:00 am - 5:00 pm



**\*\* PRE-INVOICE \*\***

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
<b>PLEASE PAY THIS AMOUNT</b>	<b>0.00</b>

**STATEMENT OF DISCLAIMER**

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied 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/items.

**Full Service Body Shop  
 For All of Your Collision  
 Needs**

**Shuttle Service Available  
 Early Bird Drop Off  
 24 Hr. Towing Available  
 (814) 946-1939**

**AUTHORIZATION FOR REPAIRS**

I hereby authorize the repair work herein 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 unavailability of parts or delays in part shipments by the supplier or transporter. I hereby grant you and your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repair charges. I am hereby responsible for damages from leaving due to lack of maintenance.

# GM Vehicle Inquiry System Summary

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Vehicle Component](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

[Help](#)

<b>VIN :</b>	3G5DA03E24S
--------------	-------------

### VEHICLE INFORMATION

<b>Merchandising Model :</b>	4BK26 -2004 RENDEZVOUS FWD - 4 DOOR	<b>Warranty Start Date :</b>	12/16/2003
<b>BARS Order Type :</b>	50 - FLEET		
<b>Delivering Dealer :</b>	WALDEN FLEET GROUP, INC. 4680 BLUE LAKE DRIVE BOCA RATON, FL 33431-4448	<b>Selling Source :</b>	11 - BUICK
		<b>Site Code :</b>	54952
		<b>Business Associate Code :</b>	111571
<b>Service Contract :</b>	No	<b>Branded Title :</b>	No
		<b>Warranty Block :</b>	No
		<b>PDI Status :</b>	Paid

### REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC	03030	REAR LIFTGATE LATCH ASSEMBLY	06/14/2004	Open

### SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

### ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information.

### APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	12/16/2003	10 miles	12/16/2006	36010 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	12/16/2003	10 miles	12/16/2009	100010 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	12/16/2003	10 miles	12/16/2011	80010 miles
36/36000 FEDERAL EMISSION	12/16/2003	10 miles	12/16/2006	36010 miles

### CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
09/15/2004	069509	F	Z7200 - CORPORATE PARTS RETURN REIMBURSEMENT	11318 miles
08/31/2004	069064	#	N2819 - RELAY - IGNITION SYSTEM - REPLACE	11317 miles
12/15/2003	A55690	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

### CHECK-HISTORY INFORMATION

[REDACTED]
Assume wouldn't show on dealer i.t.
2/17/2005

RO's with returned BEC's  
without relays



8425 Williams Ave, P.O. Box 1809  
 Woodward, OK 73801  
 (800) 258-7474

216

SERVICE INVOICE

BBC Without Relays

\*\* ACCOUNTING COPY \*\*

SO# 53426 DATE/TIME IN: 8/30/2004 8:28 DATE/TIME OUT: 9/03/2004 16:04  
 TAG# 673 SA: ROBERT COX DOC COUNT: 3 PAGE: 1

WOODWARD OK [REDACTED] 01 3G5DA03E948 [REDACTED]  
 2004 BUICK RENDEZVOUS SUMMIT WHITE  
 ENGINE: 3.4L V6  
 STK#: 557016  
 MILES IN/OUT 4367 4368  
 DEL DATE: 5/18/2004

LINE 1 FN INTERMITTENT CRANK BUT NO START AUTH: EP  
 CAUSE: INTERMITTENT OPEN IN IGNITION SWITCH, AND UNDER HO FC: 6D  
 TECH COMM: OD FUSE BOX  
 REPAIR 1 BLOCK ASSEMBLY, WIRING HARNESS JUNCTION - ENGINE -  
 OPCODE: N1730 SALE RATE: G COST RATE: G COST: 55.00  
 HRS: .90 OTH HRS: 1.60 SALE TYPE: W \$144.23  
 PRIMARY TECH: 072  
 WARR PARTS: 2 AMT: 222.14  
 PARTS  

PARTS	DESC	FP	QTY	PRICE	COST	ST	
GM	12450251 SWITCH	N	1	22.420	16.02	N	\$22.42
GM	10338237 BLOCK	Y	1	199.724	142.66	N	\$199.72
LINE TOTAL							\$213.68 \$366.37

INVOICE PRINTED FROM CLOSED SO: 9/10/04

ACCOUNT NO	SALE AMT	COST AMT	CNTL NO	CUSTOMER TOTAL	
462	144.23-	55.00		.....	\$ .00
480	222.14-	158.68			
263	366.37				

4

Disclaimer of Warranties

The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

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

WARRANTY PARTS CENTER RETURN REQUESTS FOR DEALER 05145-CLAIM MEMO 516  
LOW ARE PARTS AND REPAIR ORDERS WHICH ARE REQUIRED FOR PRODUCT REVIEW  
THE FOLLOWING MUST BE RETURNED TO THE WARRANTY PARTS CENTER AT:

\*\*\*\*\*  
\* WARRANTY PARTS CENTER \*  
\* 45 NORTHPOINTE DRIVE \*  
\* ORTON, MI 48859 \*  
\*\*\*\*\*

USE THE PROVIDED PRE-PRINTED AND PRE-PAID UPS AIR LABELS  
TO WRAP THE FOLLOWING:

- COPY OF THE REQUEST BELOW
- REPAIR ORDER (INCLUDING TECHNICIAN COMMENTS)
- ONLY PARTS ASSOCIATED WITH THE LABOR CODE

ALL FLUIDS MUST BE DRAINED FROM PARTS BEING RETURNED. PLACE THE ABOVE  
ITEMS IN A PLASTIC BAG AND SECURELY ATTACH TO PART PRIOR TO SHIPPING.  
EACH REQUEST SHOULD BE SHIPPED INDIVIDUALLY.

REQUEST NUMBER	LABOR CODE	RD DATE	RD NUMBER	VEHICLE ID NUMBER
423301274	W1750	083004	053424	38504032948

END OF MPC TRANSMISSION



W/ BEC WITHOUT  
 BUWS94466 RELAYS  
 218  
 BUWS94466

**JAMES HODGE MOTOR CO.**  
 P.O. Box 836 (5100 S.E. Loop 286)  
 PARIS, TEXAS 76461-0836

(903) 785-8447  
 1-800-933-6554  
 www.jameshodgemotors.com

INVOICE NO. <b>19578</b>	ADVISOR <b>RANDY CRAWFORD</b>	TAB NO. <b>8475</b>	INVOICE DATE <b>09/08/04</b>	INVOICE NO. <b>BUWS94466</b>
LABOR RATE	LICENSE NO.	RELEASE <b>11,690</b>	COLOR <b>RED/</b>	BRIDGE NO. <b>P267</b>
YEAR / MAKE / MODEL <b>04/BUICK/RENDEZVOUS 4</b>	DOOR UTILITY		DELIVERY DATE <b>08/04/04</b>	DELIVERY MILES <b>10,920</b>
VEHICLE ID. NO. <b>3GSDAD3E845</b>	P.O. NO.		SELLING DEALER NO.	PRODUCTION DATE
COMMENTS	P.O. NO.		R.O. DATE <b>09/02/04</b>	

LABOR & PARTS  
 # 1 01BLZ DRIVEABILITY HOURS - (I DO TECH(S)): 17215 46.20  
 CUSTOMER STATES UNIT WILL NOT START SOMETIME  
 REPLACE ELECTRICAL FUSE BOX ASSY PER TECH LINE

QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
1	10338237	BLOCK 2.483	142.66	142.66	199.72	199.72
JOB # 1 COST TOTAL			142.66			199.72
JOB # 1 TOTAL PARTS						199.72
JOB # 1 TOTAL LABOR & PARTS						245.92
R/O TAX						0.00
R/O TOTALS						245.92

**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 NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

I hereby authorized the repair work hereinafter set forth to be done along with the necessary material and hereby granted you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. I hereby agree to the charges as outlined on this receipt and acknowledge receipt of copy thereof.

WARRANTY CLAIM DETAIL TOTALS

LAIN#	TOTAL
4466	245.92
LAIN TOTALS	245.92

APPROVED BY SIGNATURE

CS AUDIT SLIP

DCS DATA FILE: GHRMF.030  
 09/08/2004 1410 WARRANTY NEW CLAIM

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
094466	09/02/2004	3GSDAD3E84	1	45246	11690	XXX-XX-7555

CUSTOMER NAME: FIRST: [REDACTED] MIDDLE: K  
 LAST: [REDACTED] PHONE: WORK: [REDACTED] HOME: [REDACTED]

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHS	CHRS	NET-AMT.	LAB-TOT.
1	01	HW	1		10338237	199.72	93	11730	.9			46.20
LN-TOT: 245.92 TECH SSN: XXX-XX-8183 AUTH CODE: AUTH. AUTHOR.:												
R.O. TOTAL:											245.92	

X \_\_\_\_\_  
 CUSTOMER'S SIGNATURE

**JAMES HODGE MOTOR CO.**  
 PARIS, TEXAS 76461

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER.

3

&THSDCS 62136809192145PARTRETURNCPR

\*\*\*\*\*  
GM WARRANTY PARTS CENTER RETURN REQUESTS FOR DEALER 21368-CLAIM MEMO 517  
BELOW ARE PARTS AND REPAIR ORDERS WHICH ARE REQUIRED FOR PRODUCT REVIEW  
THE FOLLOWING MUST BE RETURNED TO THE WARRANTY PARTS CENTER AT:

\*\*\*\*\*  
\* WARRANTY PARTS CENTER \*  
\* 45 NORTHPOINTE DRIVE \*  
\* ORION, MI 48359 \*  
\*\*\*\*\*

USE THE PROVIDED PRE-PRINTED AND PRE-PAID UPS AIR LABELS  
TO SHIP THE FOLLOWING:

- COPY OF THE REQUEST BELOW
- REPAIR ORDER (INCLUDING TECHNICIAN COMMENTS)
- ONLY PARTS ASSOCIATED WITH THE LABOR CODE

ALL FLUIDS MUST BE DRAINED FROM PARTS BEING RETURNED. PLACE THE ABOVE  
ITEMS IN A PLASTIC BAG AND SECURELY ATTACH TO PART PRIOR TO SHIPPING.  
EACH REQUEST SHOULD BE SHIPPED INDIVIDUALLY.

REQUEST NUMBER	LABOR CODE	RD DATE	RD NUMBER	VEHICLE ID NUMBER
425718	N1730	090204	094466	3G5DA03E845
425702190	D4440	090104	094443	1GKEK63U03

\*\*\*\*\*  
\*\*\*\*\*

3649641

181719

\*WARRANTY\*

KARP BUICK SAAB

400 SUNRISE HIGHWAY  
ROCKVILLE CENTRE, N.Y. 11670  
(516) 784-0200

220

REC WITHIN REIMS

PAGE 1

SERVICE ADVISOR: 362 ROBERT MCKENNA

SSRT NY  
E:

BUS:

Y	04	BUICK RENDEZVOUS	3GEDB03E148	CDP4763	5551/5558	T666
DATE	16:12	28JUL04	VARYS	CASH	03AUG2004	
REG. CODE	OPTIONS: STK:1135C DLR:34356 1)KEYSH2349 H2349					
26JUL04	03AUG04					

OPCODE	TECH	TYPH	HOURS	LIST	NET	TOTAL
--------	------	------	-------	------	-----	-------

78 WHEN TURNING THE CAR THERE IS AN EXCESSIVE CRANK BEFORE STARTING. THIS HAPPENS ALL OF THE TIME

SE: OPEN N1730 BLOCK ASSEMBLY, WIRING HARNESS JUNCTION

678	WB94	0.90		79.70	79.70
140338237	1403 BLOCK		250.28	199.72	199.72

FC: 6C PART#: 10338237 COUNT: 1 CASH TYPE: AUTH CODE:

14266	19972	TPARTS			
1988	1870	TLABOR			

I FOUND NO IGN 1 VOLTAGE AT IGN MODULE, INTERMITTEN TLY, WHEN TESTING I TRACED FUSE BOX FOUND FUSE BURNED UNDER HOOD FUSE BLOCK

AS A THANKING REPORT TO THANK YOU FOR YOUR PATIENCE AND UNDERSTANDING DURING YOUR VEHICLES OWNERSHIP WE HAVE PROVIDED YOU WITH A RENTAL VEHICLE FREE OF CHARGE. THANK YOU FOR YOUR LOYALTY TO KARP AUTOMOTIVE (11700 92-0-17-08)

RE: RENTAL 3 DAYS Z7903 RENTAL EXPENSE 3 (THREE) DAYS

678	WB94	0.00		0.00	0.00
FC: 98	PART#: COUNT: 0				

AUTH CODE: NY

0	0	TPARTS
0	0	TLABOR

3-DAY RENTAL

44.00 44.00

<p>DISCLAIMER OF WARRANTIES</p> <p>WARRANTIES ON THE PRODUCT SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER, KARP BUICK-SAAB, HEREBY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR THE PARTICULAR PURPOSE, AND KARP BUICK-SAAB ASSUMES NO AUTHORITY TO AUTHORIZE ANY OTHER PERSON TO ASSUME ANY LIABILITY IN CONNECTION WITH THE SALE OF GOODS.</p> <p>Saying the above right with these car parts to be done along with the car and agree that you are responsible for delivery, loading, unloading, and storage of parts delivered by the dealer or transporter. I hereby grant you permission to operate the vehicle herein described on credit, provided for purchase of factory dealer's product. An express purchaser's agreement to return vehicle to dealer in event of credit default. See all view the dealer for more details regarding a \$15.00 per day rental fee.</p> <p>STLY CAR:</p> <p>X</p>	<p>KARP BUICK-SAAB IS NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARE IN CASE OF FIRE, THEFT, OR ANY OTHER CAUSE BEYOND OUR CONTROL.</p>	<p>LABOR AMOUNT</p> <p>PARTS AMOUNT</p> <p>GAS, OIL, LUBE</p> <p>SALE TAX AMOUNT</p> <p>AMSG. CHARGE</p> <p>TOTAL CHARGE</p> <p>LESS INS / DISCOUNT</p> <p>SALES TAX</p> <p>PLEASE PAY THIS AMOUNT</p>
	<p>ALL PARTS ARE NEW UNLESS DESIGNATED OTHERWISE.</p>	

3

3649641

181719

**KARP  
BUICK SAAB**

400 SUNRISE HIGHWAY  
ROCKVILLE CENTRE, N.Y. 11570

\*WARRANTY\*

(818) 784-0200

PAGE 2

ISSUE BY  
ID:

BUS:

SERVICE ADVISOR: 562 ROBERT MCKENNA

YEAR	MAKE/MODEL	VIN	LICENSE	RELEASE IN/OUT	TAG
04	BUICK RENDEZVOUS	3G5DB03E14	CDP4763	5551/5558	T666
DATE	FROM	TO	RATE	PAYMENT	INV. DATE
26JUL04		16:12 28JUL04	VARYS	CASH	03AUG2004
R.D. OPENED		READY	OPTIONS: STK:1235C DLR:34356 1)KEY#H2349 H2349		
26JUL04	03AUG04				

E OPCODE	TRCH	TYPE	HOURS	LIST	NET	TOTAL
STEMAP FOR REPAIRS						
REPLACE LEFT REAR DOOR OUTER						
BUILDING IS						
.441.47+TAX.CUSTOMER DECLI NE						
P THIS TIME						

**COST, SALE, & COMP TOTALS**      30346      42042      0

DISCLAIMER OF WARRANTIES  
 ARTICLES ON THE PRODUCT SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER, THE SELLER, KARP BUICK-SAAB, HEREBY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY FOR THE PARTICULAR PURPOSE, AND KARP BUICK-SAAB DISCLAIMS AND AUTHORIZES ANY OTHER PERSON TO IN IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PRODUCT.  
 We the above repair work herein set forth to be done along with the car and agree that you are not responsible for damage caused by 1 parts delivered by the supplier or transporter. I hereby grant you express permission to operate the vehicle herein described on public streets for purpose of testing similar equipment. An express company's disclaimer on every vehicle to ensure the owners of vehicle changes, no more for which 24 hours after installation of 1 09.00 per day. 3 CASH

KARP BUICK-SAAB IS NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT, OR ANY OTHER CAUSE BEYOND OUR CONTROL.  
**ALL PARTS ARE NEW UNLESS DESIGNATED OTHERWISE.**

DESCRIPTION	TOTAL
LABOR AMOUNT	79.70
PARTS AMOUNT	199.72
GAS, OIL, LUBE	0.00
SALE TAX	141.00
MISC. CHARGES	0.00
TOTAL CHARGES	420.42
LESS NET / DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	420.42

\*\*\*\*\*  
BELOW ARE PARTS AND REPAIR ORDERS WHICH ARE REQUIRED FOR PRODUCT REVIEW  
THE FOLLOWING MUST BE RETURNED TO THE WARRANTY PARTS CENTER AT:

\*\*\*\*\*  
\* WARRANTY PARTS CENTER \*  
\* 45 NORTHPOINTE DRIVE \*  
\* ONION, MI 48359 \*  
\*\*\*\*\*

USE THE PROVIDED PRE-PRINTED AND PRE-PAID UPS AIR LABELS  
TO SHIP THE FOLLOWING:

- COPY OF THE REQUEST BELOW -
- REPAIR ORDER (INCLUDING TECHNICIAN COMMENTS)
- ONLY PARTS ASSOCIATED WITH THE LABOR CODE

ALL FLUIDS MUST BE DRAINED FROM PARTS BEING RETURNED. PLACE THE ABOVE  
ITEMS IN A PLASTIC BAG AND SECURELY ATTACH TO PART PRIOR TO SHIPPING.  
EACH REQUEST SHOULD BE SHIPPED INDIVIDUALLY.

REQUEST NUMBER	LABOR CODE	RO DATE	RO NUMBER	VEHICLE ID NUMBER
425708508	W1730	072604	181719	1G5CB03E148

\*\*\*\*\*END OF NPC TRANSMISSION\*\*\*\*\*

9/14/04  
SHRERO  
9/15/04

Darby Buick - Isuzu  
 5170 S. Tamiami Trail, Sarasota, Florida 34231  
 (941) 922-1530  
 (800) 741-1646

273079

222

273079

BEC  
 WITHOUT  
 RELAYS

SERVICE HISTORY

DATE	REFERR ORDER	MAKE/AGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO.

SERVICE

VEHICLE ID NO. <b>3G5DA03E04S</b>	VEHICLE MAKE/MODEL <b>04/BUICK/REND</b>	PRODUCTION DATE <b>03/22/04</b>	VEHICLE NO. <b>52435</b>	VEHICLE YEAR <b>03/22/04</b>	VEHICLE TYPE <b>09/07/04</b>
ST CLAIR SHORES, MI	BEIGE/ BUZZ	5.326 514	CHARLES P KRESSE		
STATE OF FLORIDA REGISTRATION: MV-17181					
09:54am	09/07/04	08:00pm	TERMS STRICTLY CASH		

COMMENTS: CUSTOMER

W 26BUZ08GD **CAR ENGINE GOES DEAD**  
 CUSTOMER STATES: WILL BE DRIVING AT 70 MPH, SOMETIMES WILL  
 START BACK UP, SOMETIMES HAS TO WAIT 10 MIN OR A DAY  
 ALSO HAPPENED WHILE DRIVING 55MPH AND ONCE AT STOP!  
 HAPPENED YESTERDAY THE LAST TIME.  
 REPLACED FUEL PUMP 833064 JEFFERY IN ROSEVILLE, MI.

N1730 .9+2.0

PN/LO

124

Parts Returned  
 For Warranty

1

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.

ESTIMATE

SIGNED: [Signature]

WRITTEN



6-  
&THSDCS 13935009132145PARTRETURNCP

\*\*\*\*\*  
GM WARRANTY PARTS CENTER RETURN REQUESTS FOR DEALER 39350-CLAIM MEMO 517  
BELOW ARE PARTS AND REPAIR ORDERS WHICH ARE REQUIRED FOR PRODUCT REVIEW  
THE FOLLOWING MUST BE RETURNED TO THE WARRANTY PARTS CENTER AT:

\*\*\*\*\*  
\* WARRANTY PARTS CENTER \*  
\* 45 NORTHPOINTE DRIVE \*  
\* ORION, MI 48359 \*  
\*\*\*\*\*

USE THE PROVIDED PRE-PRINTED AND PRE-PAID UPS AIR LABELS  
TO SHIP THE FOLLOWING:

- COPY OF THE REQUEST BELOW
- REPAIR ORDER (INCLUDING TECHNICIAN COMMENTS)
- ONLY PARTS ASSOCIATED WITH THE LABOR CODE

ALL FLUIDS MUST BE DRAINED FROM PARTS BEING RETURNED. PLACE THE ABOVE  
ITEMS IN A PLASTIC BAG AND SECURELY ATTACH TO PART PRIOR TO SHIPPING.  
EACH REQUEST SHOULD BE SHIPPED INDIVIDUALLY.

REQUEST NUMBER	LABOR CODE	RO DATE	RO NUMBER	VEHICLE ID NUMBER
125731970	N1730	090704	273079	3G5DA03E049

\*\*\*\*\*END OF NPC TRANSMISSION\*\*\*\*\*

Barry A- 5383  
Please return  
block.  
Thanks  
Becky # Cowan



2809

Richardson/Pantex Brick GMC

BEC

223

\*ACCOUNTING\*

WITHOUT RELAY

Phone 870-600-1111  
Fax 870-600-1112  
www.richardsonpantex.com

PAGE 1

SERVICE ADVISOR

39-00000000

10/12/00

10/12/00

10/12/00

10/12/00

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10/12/00

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10/12/00

10/12/00

10/12/00

10/12/00

10/12/00

STATEMENT OF WORK  
The factory warranty covers the vehicle for 3 years or 50,000 miles, whichever comes first. This warranty covers the vehicle for 3 years or 50,000 miles, whichever comes first. This warranty covers the vehicle for 3 years or 50,000 miles, whichever comes first.

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
TUBLET AMOUNT	0.00
MISC. CHARGE	0.00
TOTAL CHARGE	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	

WARRANTY COPY



223

EC

\*\*\*\*\*  
WARRANTY PARTS CENTER RETURN REQUESTS FOR DEALER 24100-CLAIM MEMO 517  
SHOW THE PARTS AND REPAIR ORDERS WHICH ARE REQUIRED FOR PRODUCT REVIEW  
THE FOLLOWING MUST BE RETURNED TO THE WARRANTY PARTS CENTER AT:

\*\*\*\*\*  
\* WARRANTY PARTS CENTER \*  
\* 45 NORTHPOINTE DRIVE \*  
\* ORION, MI 48359 \*  
\*\*\*\*\*

USE THE PROVIDED PRE-PRINTED AND PRE-PAID UPS AIR LABELS  
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- REPAIR ORDER (INCLUDING TECHNICIAN COMMENTS)
- ONLY PARTS ASSOCIATED WITH THE LABOR CODE

ALL FLUIDS MUST BE DRAINED FROM PARTS BEING RETURNED. PLACE THE ABOVE  
TAGS IN A PLASTIC BAG AND SECURELY ATTACH TO PART PRIOR TO SHIPPING.  
EACH REQUEST SHOULD BE SHIPPED INDIVIDUALLY.

ENTER UPON	LABOR CODE	RO DATE	RO NUMBER	VEHICLE ID NUMBER
252000000	M1730	081904	173945	3350R03E748

\*\*\*\*\*END OF NPC TRANSMISSION\*\*\*\*\*

87240

105225

\*WARRANTY\*

**BEC WITHOUT RELAYS** **224**  
**Suburban**  
 CHEVROLET-OLDI, INC.  
 P.O. BOX 688, 1300 S. LYNN RDOS  
 CLAREMORE, OK 74018  
 (818) 343-3838



CLAREMORE OK  
 HOME: [REDACTED]

BUS:

PAGE 1

SERVICE ADVISOR: 15 ANGELA WARNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GOLD	2004	PONTIAC AZTEK	3G7DA03B845		14567/14567	T705	
DEL. DATE	PROG. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05NOV2003			17:30 08SEP04		0.00	CASH	10SEP2004
R.O. OPENED		READY	OPTIONS: STK:547120 DLR:05167 ENG:3.4 Liter MPI				
08:48 07SEP04		12:35 10SEP04	1) SALES RONNIE WHITE 17050				

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL  
 A-CUSTOMER REPORTS VEHICLE WILL CRANK BUT NO START. CUSTOMER WAS STRANDED SUNDAY NIGHT. WILL NEED TO BE TOWED

CAUSE:

N1730 BLOCK ASSEMBLY, WIRING HARNESS JUNCTION

ENGINE REPLACE

24W4CHE 0.90

1 10338237 BLOCK

285.32	60.12	60.12
199.72	199.72	199.72

FC: 6C

PART#: 10338237

COUNT: 1

CLAIM TYPE:

AUTH CODE:

OJ

14266 19972 TPARTS

1980 16012 TLABOR

CUSTOMER STATES VEHICLE WILL CRANK BUT NO START. CUSTOMER WAS STRANDED. FUSE BLOCK TERMINAL DAMAGE DUE TO IGNITION 1 RELAY. DIAG & REPLACE FUSE BLOCK. REPLACED FUSE BLOCK.

B-ACTION WRECKER

CAUSE:

T2020 TOWING

33W4CHE 0.00

FC: 98 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

MD

0 0 TPARTS

0 0 TLABOR

SUBL ACTION/PO#45032

W4CHE

80.00 80.00

FC:

C\*\* REIMBURSEMENT FOR PART PURCHASED LOCALLY

CAUSE:

Z5000 REIMBURSEMENT FOR PART PURCHASED LOCALLY

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

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 contents of vehicle while in your shop or while being towed or while in transit. I agree to hold you harmless for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and diagnosis. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repair charges.

Customer's Signature X

FLAT RATE HOUR

HOURLY LABOR RATE IS BASED ON THE FLAT RATE HOUR PUBLISHED IN THE MOTOR VEHICLE MANUFACTURER OR DEALER'S OR MOTOR OR MITSUBISHI LABOR TIME GUIDE WHICH MAY BE SUBJECT TO CHANGE WITHOUT NOTICE.

LABOR RATE \$

PER FLAT RATE HOUR

HAZARDOUS WASTE DISPOSAL AND SHOP SUPPLIES

A labor charge equivalent to 5% of the parts and labor charge is included for hazardous waste disposal and shop supplies for your vehicle. Maximum charge of \$15.00. Excludes items see form address, and to later disposal, nuts, bolts, washers, tops, pins, sawdust, shellac, solvent, rags, oil, brake fluid, brake, brake, battery cleaner, window washer etc.

DESCRIPTION

TOTALS

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS / FREIGHT	
SUBLET AMOUNT	
MISC. CHARGES	
LESS REBURSEMENT	
TAXES	
PLEASE PAY THIS AMOUNT	

87240

105226

\*WARRANTY\*

**Suburban**  
 CHEVROLET-OLD, INC.  
 P.O. BOX 848, 1300 S. LYNN HIGH  
 CLAREMORE, OK 74018  
 (918) 343-3836



PAGE 2

CLAREMORE, OK

HOME: [REDACTED] BOS:

SERVICE ADVISOR: 15 ANGELA WARNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MI/AGE IN/OUT	TAG	
GOLD	2004	PONTIAC AZTEK	3G7DA03E845		14567/14567	1705	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO	RATE	PAYMENT	INV DATE
05NOV2003			17:30 08SEP04		0.00	CASH	10SEP2004

R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: STK:547120 DLR:05167 ENG:3.4 Liter MPI  
 1) SALES RONNIE WHITE 17050

08:48 07SEP04 12:35 10SEP04

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
		33W4CHE		0:00		0.00	0:00

FC: 98 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

MD

0 0 TPARTS  
 0 0 TLABOR

D\*\* VEHICLE RENTAL

CAUSE:

Z7903 RENTAL 3 DAYS

33W4CHE 0:00

FC: 98 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

MD

0 0 TPARTS  
 0 0 TLABOR

SUBL ENTERPRISE RENTAL CAR PO #045037

W4CHE

111.00 111.00

E\*\* REIMBURSEMENT FOR OVER NIGHT FRIEIGHT

CAUSE:

Z5001 REIMBURSEMENT FOR OVER NIGHT FRIEIGHT

33W4CHE 0:00

FC: 98 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

MD

0 0 TPARTS  
 0 0 TLABOR

MISC 10338237 FRT CHG

W4CHE

14.50 14.50

FC:

COST, SALE, &amp; COMP TOTALS 36796 46534 0

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE  
 I hereby authorize the repair work hereinfor set forth to be done along with the necessary material and agree that you are not responsible for loss of damage to vehicle or contents of 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 supplier or by the carrier. I hereby agree you will not be responsible for damage to the vehicle or contents of vehicle while in your possession.

HAZARDOUS WASTE DISPOSAL AND SHOP SUPPLIES  
 A token charge equivalent to 5% of the parts and labor charge is included for hazardous waste disposal and shop supplies for your vehicle. Maximum charge of \$15.00. A applicable charge will be assessed, and for later disposal, nuts, bolts, washers, tape, pins, sealant, grease, solvent, rags, carburetor cleaner, liquids, solder, battery cleaner, window cleaner etc.

DESCRIPTION:	TOTALS
LABOR AMOUNT	60.12
PARTS AMOUNT	199.72
GAS / FREIGHT	0.00
SUBLET AMOUNT	191.00
MISC. CHARGES	14.50
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	465.34

LABOR RATE \$

PER FLAT RATE HOUR

1-800-rent-a-car  
 INTERSTATE LEASE COMPANY - SOUTHERN REGION  
 1500 N. LYNN RIVER BLVD. SUITE 100 - RICHMOND, VA 23220  
 CLARENCE 804-340-1700 FAX 804-340-1700

RENTAL TYPE: **DISCOUNT** NO. **1010**

DATE: **9/17/04** TIME: **03:37 PM**

START CHARGES IF DIFFERENT

ORIGINAL VEHICLE

DRIFT NO: **9302RV**

MAKE: **MAZDA** MODEL: **TEBERA**

MILEAGE: IN: **36** OUT: **3653**

DRIVER: **[REDACTED]**

CONDITION AGREED TO: **1**

CONDITION SAME ON RETURN

OUT: 8 10 14 20 26 32 38 44 50 56 62 68 74

IN: 8 10 14 20 26 32 38 44 50 56 62 68 74

RENTER: **SCOTT**

ADDRESS: **SCURBAN CHEW-CLDS\*\***

CITY: **GARY\*\***

PHONE: **918-943-8636**

FAX: **181-232-3018**

EMAIL: **POW4X5037**

ADDITIONAL AUTHORIZED DRIVER(S): **NO OTHER DRIVER PERMITTED**

PERMITS ON OTHER STATES: **[REDACTED]**

Operation in other States or Country will affect your rates and terms under this agreement.

DAY = **BY HOUR PERIOD**

**150 MI FREE P/DAY**

HOURS @ **10.00/HOUR**

DAYS @ **32.18/DAY**

**96**

**OPTIONAL PRODUCTS NOTICE:**  
 Our contract offers, for an additional charge, optional products including Damage Waiver, Personal Accident Insurance and Supplemental Liability Protection. Before deciding whether to purchase any of these optional products, you may wish to determine whether your personal insurance or credit card provides you coverage during the Rental Period. The purchase of any of these optional products is not required to rent Vehicle.

RENTER DECLINES OPTIONAL DAMAGE WAIVER (DW) AND ASSUMES DAMAGE RESPONSIBILITY. SEE PAGE 1, PARAGRAPH 1. RENTER: <b>[REDACTED]</b>	RENTER ACCEPTS OPTIONAL DAMAGE WAIVER (DW) AT DAILY FEE \$-000. A COLLAR TO RIGHT SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 1, PARAGRAPH 1. DAMAGE WAIVER IS NOT INSURANCE. RENTER: <b>[REDACTED]</b>
RENTER DECLINES ACCIDENT INSURANCE (AI). RENTER: <b>[REDACTED]</b>	RENTER ACCEPTS OPTIONAL PERSONAL ACCIDENT INSURANCE (AI) AT DAILY FEE \$-000. A COLLAR TO RIGHT SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 1, PARAGRAPH 1. RENTER: <b>[REDACTED]</b>
RENTER DECLINES LIABILITY PROTECTION (LIP). RENTER: <b>[REDACTED]</b>	RENTER ACCEPTS OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (LIP) AT DAILY FEE \$-000. A COLLAR TO RIGHT SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 1, PARAGRAPH 1. RENTER: <b>[REDACTED]</b>

**ACKNOWLEDGMENT OF THE ENTIRE AGREEMENT, WHICH CONSISTS OF PAGES 1 THROUGH 4.**  
 I HAVE READ AND AGREE TO THE TERMS AND CONDITIONS ON PAGES 1 THROUGH 4 OF THIS AGREEMENT AND BY MY SIGNATURE BELOW I AM THE "RENTER" UNDER THIS AGREEMENT. BY SIGNING BELOW I AM AUTHORIZING OWNER TO PROCESS CHARGES ON MY CREDIT CARDS AND/OR DEBIT CARDS, FOR ADVANCE DEPOSITS, INCREMENTAL AUTHORIZATION DEPOSITS, AND CHARGES INCURRED, BY THE RENTER TO WHOM BILLING WAS DIRECTED.

DW **13.00/DAY**

AI **3.00/DAY**

LIP **12.00/DAY**

**2.45/GALLON**

OK VRTAX **6.000 %**

TAX **9.0 %**

REPLACEMENT VEHICLE

RENTER: **[REDACTED]** DATE: **9/17/04**

OWNER REP: **[REDACTED]** EXPL: **43010**

COLOR: **[REDACTED]** LICENSE NO: **[REDACTED]**

MODEL: **ESCAPE**

MILEAGE: IN: **[REDACTED]** OUT: **[REDACTED]**

DRIVER: **[REDACTED]**

CONDITION AGREED TO: **2**

CONDITION SAME ON RETURN

OUT: 8 10 14 20 26 32 38 44 50 56 62 68 74

IN: 8 10 14 20 26 32 38 44 50 56 62 68 74

I will return car by:

Date	Time	Amount	Paid By	Cash Paid
<b>9/15/04</b>	<b>03:39 PM</b>			

TOTAL CHARGES **1111.**

DEPOSITS

REFUNDS

DRIVER: **[REDACTED]**

CONDITION AGREED TO: **2**

CONDITION SAME ON RETURN

OUT: 8 10 14 20 26 32 38 44 50 56 62 68 74

IN: 8 10 14 20 26 32 38 44 50 56 62 68 74

ADDITIONAL INFORMATION:  
**Car done / fuel full**

CLOSED BY

Paid By	Cash	Check	CC
Receipt Of Cash Returned	Date	Amount	Receipt

DPS # 51552-1W



# WRECKER SERVICE

918-341-7373

Lot:  
Hwy. 20 East  
Claremore, OK

Mailing Address:  
5592 East 475 Road  
Claremore, OK

NAME	[REDACTED]	DATE	9/20/04
ADDRESS	R.O.#	TIME OUT	TIME IN
CITY	CUSTOMER ORDER NO.	UNIT NO.	#114
LOCATION	CASH	CHARGE	DRIVER

REMARKS:  
Towed to: Sixth St / Alt.  
Gross weight of disabled vehicle:

VEHICLE DESCRIPTION:		TAG # & YEAR	RAB-714
MODEL YEAR	MAKE	COLOR	BODY STYLE
04 Pont	AZtek	Gold	SUV
VIN	3670A03E800 [REDACTED]		
CONDITION:	GOOD	FAY	POOR
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
MILEAGE OF VEHICLE	NO. WHEELS	NO. TIRES	TOTAL MILEAGE
11576			5



ARTICLES IN VEHICLE  
PO 10522  
PO 45037

IMPOUNDED BY	DATE	CHARGES	
RELEASED BY	DATE		
<p>THE UNDERSIGNED, a duly licensed service provider, certifies that carrier is not responsible for loss of, or damage to, such beyond control of the carrier or when services are performed upon expiration of...</p> <p>RECEIVED SEP 20 8 2004</p> <p>SIGNATURE _____</p>		HOO-K-UP	
		MILEAGE	
		DRIVESHAFT AXLE	
		OTHER	
		TAX	
		NOTIFICATION	
LOT NO.	KEY	PEO NO.	TOTAL
			\$80.00



"WE DON'T WANT AN ARM OR A LEG, JUST YOUR TOWS"

Handwritten notes and signatures at the bottom right.

105226



CHEVROLET Oldsmobile

CUSTOMER 5187249

WORKORDER

PAGE 1

CLAREMORE OK  
 HOME: 918-3- [redacted] BUS

SERVICE ADVISOR: 15 WARNER, ANGELA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE/IN/OUT	T
GOLD	2004	PONTIAC AZTEK	3G7DA03E84S [redacted]		145677	17

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	BRK. DATE
05NOV2003			17:30	07SEP04		0.00	CASH

R.O. OPENED READY OPTIONS STR: 547120 DLR: 05107 ENG: 3.4 Liter NFI  
 1180155 PONTIAC WHITE 17050

07SEP2004 08:48

#	LINE OR CODE	FORM TYPE	DESCRIPTION AND INSTRUCTIONS
# A	300	24 W4CHE	CUSTOMER REPORTS VEHICLE WILL CRANK BUT NO START. CUSTOMER WAS STRANDED SUNDAY NIGHT. WILL NEED TO BE TOWED

# B 903 W4CHE ACTION WRECKER

P.O. 045032  
 IWA 12519

9-10-04 Per <sup>Leister</sup> 3 days rental at \$37.11

Enterprise  
 W4CHE  
 Per Matt  
 Enterprise

DOWN IN SHOP  
 NEEDS RENTAL CAR

CO2.3 PARTS

N1730  
 9

**EXCLUSION OF WARRANTIES**

Warranties on the parts and accessories used herein are made by the manufacturer. The undersigned dealer understands and agrees that dealer makes no warranties of any kind, express or implied, and claims all warranties, including warranties of merchantability or fitness for a particular purpose, with respect to the parts and accessories used herein, and that in no event shall dealer be liable for consequential or incidental damages for commercial losses arising out of such purchases. The undersigned customer hereby agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with acceptable safety, efficiency or comfort.

**HAZARDOUS WASTE DISPOSAL AND SHOP SUPPLIES**

Shop charge equivalent to 10% of the labor charge is included for hazardous waste disposal and shop supplies for your vehicle. Maximum charge of \$18.00. Applicable items are brake, oil filter, oil filter disposal, nuts, bolts, washers, tape, glass, accepray, shells, solvent, rags, car battery, etc.

**AUTHORIZATION FOR REPAIRS**

I hereby authorize the repair work herein set forth to be done along with the necessary under agree that you are not responsible for loss or damage to vehicle or contents left in vehicle in case theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees

access and/or inspection. An express warranty is not intended and manufacturer's name and logo are the property of repair facility. This dealership is not responsible for damages from items to look at otherwise.

**TERMS**

Strictly cash unless prior arrangements are made.



on front  
 Fuse block terminal damage  
 Disy & Replace Fuse Block

STANDARD TIME PERIOD	FLAT RATE PRICE	R.O. NO. 105226	TIME	ON
		24 N1730	1.9	9-10

COMPLAINT  
 CAUSE  
 CORRECTION  
 G/H

CC	IC	CHIK	IM	Q
----	----	------	----	---

FLAGS:

COMPLAINT  
 CAUSE  
 CORRECTION  
 G/H

CC	IC	CHIK	IM	Q
----	----	------	----	---

FLAGS:

COMPLAINT  
 CAUSE  
 CORRECTION  
 G/H

CC	IC	CHIK	IM	Q
----	----	------	----	---

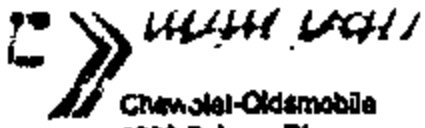
FLAGS:

COMPLAINT  
 CAUSE  
 CORRECTION  
 G/H

CC	IC	CHIK	IM	Q
----	----	------	----	---

FLAGS:

STANDARD TIME PERIOD	FLAT RATE PRICE	R.O. NO. 105226	TIME	ON
		15	0.9	



Chevrolet-Oldsmobile  
1300 S. Lynn Riggs  
Claremore, OK 74017

TAG# 705

SA#

CHEVROLET  
 Oldsmobile

45541218

NAME: [REDACTED]  
 Street Address: [REDACTED]  
 City: [REDACTED] State: [REDACTED] Zip Code: [REDACTED] Make: [REDACTED] Model: 14.567  
 Home Phone: [REDACTED] Year (2 digits): [REDACTED] License Number: AZT  
 E-mail Address: [REDACTED] Color: Gold  
 Method of Payment: [REDACTED]

Primary Service Operation:  CRANK NO START Est: [REDACTED]

Service Computer C.W.I.:  ACTION WRECKER

Service Computer C.W.I.:

Service Computer C.W.I.:

Customer	VEHICLE	Date	Technician	Special Order
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

By signing, I acknowledge the privacy notice and authorize repairs as shown below:

I HEREBY AUTHORIZE THE REPAIR WORK LISTED TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND WARRANTE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE ARTICLES LEFT IN VEHICLE IN CASE OF FIRE THEFT OR ANY DELAYS CAUSED BY UNAVAILABLE PARTS OR DELAYS IN PARTS SUPPLIES BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE TO TESTING PURPOSES ONLY. I HEREBY AUTHORIZE YOU TO REMOVE THE VEHICLE FROM MY PROPERTY FOR THE PURPOSE OF TESTING PURPOSES ONLY. I HEREBY AUTHORIZE YOU TO REMOVE THE VEHICLE FROM MY PROPERTY FOR THE PURPOSE OF TESTING PURPOSES ONLY.

AN IMPORTANT NOTICE CONCERNING CONSUMER PRIVACY. YOUR PERSONAL INFORMATION IS BEING COLLECTED TO IMPROVE OUR SERVICE AND TO PROVIDE YOU WITH BETTER SERVICE. WE WILL NOT SELL OR RENT YOUR INFORMATION TO ANY OTHER COMPANY. YOU MAY STOP US FROM COLLECTING YOUR INFORMATION AT ANY TIME BY CONTACTING US AT 1-800-4-A-CHEVROLET. WE WILL DELETE YOUR INFORMATION FROM OUR DATABASES IMMEDIATELY UPON REQUEST. YOUR INFORMATION WILL BE USED TO IMPROVE OUR SERVICE AND TO PROVIDE YOU WITH BETTER SERVICE. WE WILL NOT SELL OR RENT YOUR INFORMATION TO ANY OTHER COMPANY. YOU MAY STOP US FROM COLLECTING YOUR INFORMATION AT ANY TIME BY CONTACTING US AT 1-800-4-A-CHEVROLET. WE WILL DELETE YOUR INFORMATION FROM OUR DATABASES IMMEDIATELY UPON REQUEST.

\*\*\*\*\*  
ON WARRANTY PARTS CENTER RETURN REQUESTS FOR DEALER 05167-CLAIM MEND 517  
BELOW ARE PARTS AND REPAIR ORDERS WHICH ARE REQUIRED FOR PRODUCT REVIEW  
THE FOLLOWING MUST BE RETURNED TO THE WARRANTY PARTS CENTER AT:

\*\*\*\*\*  
\* WARRANTY PARTS CENTER \*  
\* 45 NORTHPOINTE DRIVE \*  
\* ORION, MI 48359 \*  
\*\*\*\*\*

USE THE PROVIDED PRE-PRINTED AND PRE-PAID UPS AIR LABELS  
TO SHIP THE FOLLOWING:

- COPY OF THE REQUEST BELOW
- REPAIR ORDER (INCLUDING TECHNICIAN COMMENTS)
- ONLY PARTS ASSOCIATED WITH THE LABOR CODE

ALL FLUIDS MUST BE DRAINED FROM PARTS BEING RETURNED. PLACE THE ABOVE  
ITEMS IN A PLASTIC BAG AND SECURELY ATTACH TO PART PRIOR TO SHIPPING.  
EACH REQUEST SHOULD BE SHIPPED INDIVIDUALLY.

REQUEST NUMBER	LABOR CODE	RD DATE	RD NUMBER	VEHICLE ID NUMBER
125210262	X1730	090704	103226	307DA03E845

\*\*\*\*\*END OF MPC TRANSMISSION\*\*\*\*\*



# Stupka Motors

North Hermitage Road - Hermitage, PA 16148  
 Phone (724) 962-0900 or 1-877-478-8752  
 www.stupkamotors.com



**BEC WITHOUT RELAYS**

78191	3G7DA03EX48				08/03/04
2004	PONTIAC	EXCEL	FWD	RED	08/14
4720	4720	05/31/04		Hermitage PA	09/07/04
					ANDERSON

1) INSPECT FOR NO START CONDITION REPLACED SHORTED FUSE BLOCK ASSEMBLY (07-8093 FRED DARICE-)	N1730 (F)10338237 Total Repair (WC).....	60 BLOCK 1	OJ A	9	51.38 199.73 251.11
2) ROADSIDE ASSISTANCE 3 DAYS LONER (06-0051 DON SHIRLEY-)	E7903 Total Repair (WC).....	98	MJ A	0	126.00 126.00
3) TOWING (06-0051 DON SHIRLEY-)	T2020 KILGORE TO 88521 Total Repair (WC).....	66	OJ A	0	50.00 50.00

4

Next Service SEP '04 Lube-Oil-Filter	177.38	.00 Labor	.00
<b>DISCLAIMER OF WARRANTIES</b> We hereby expressly disclaim all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither we nor our authorized any person to assume for liability in connection with the sale and products.	199.73	.00 Parts	.00
<b>GUARANTEE</b> General Motors Parts and Labor are guaranteed for 12 months or 12,000 miles, whichever occurs first. A copy of this repair order must be presented.	50.00	.00 Sublet	.00
	.00	.00 Waste Dispos	.00
	.00	.00 Oil/Grease	.00
	427.11	.00 Total	.00
		Tax	.00
		Total	.00

PARTRETURNER 09/13

\*\*\*\*\*  
ON WARRANTY PARTS CENTER RETURN REQUESTS FOR DEALER 38376-CLAIM MEMO 517  
BELOW ARE PARTS AND REPAIR ORDERS WHICH ARE REQUIRED FOR PRODUCT REVIEW  
THE FOLLOWING MUST BE RETURNED TO THE WARRANTY PARTS CENTER AT:

\*\*\*\*\*  
\* WARRANTY PARTS CENTER \*  
\* 45 WOODPOINTE DRIVE \*  
\* ORION, MI 48359 \*  
\*\*\*\*\*

USE THE PROVIDED PRE-PRINTED AND PRE-PAID UPS AIR LABELS  
TO SHIP THE FOLLOWING:

- COPY OF THE REQUEST BELOW
- REPAIR ORDER (INCLUDING TECHNICIAN COMMENTS)
- ONLY PARTS ASSOCIATED WITH THE LABOR CODE

ALL FLUIDS MUST BE DRAINED FROM PARTS BEING RETURNED. PLACE THE ABOVE  
ITEMS IN A PLASTIC BAG AND SECURELY ATTACH TO PART PRIOR TO SHIPPING.  
EACH REQUEST SHOULD BE SHIPPED INDIVIDUALLY.

REQUEST NUMBER	LABOR CODE	RO DATE	RO NUMBER	VEHICLE ID NUMBER
425712380	N1730	090304	078191	3G7DA03EX48 [REDACTED]

\*\*\*\*\*  
\*\*\*\*\*

221

REC WITHOUT RELAYS

BAR # AA22968

2321

JUNIOR VALENCIA 4302 0716 08/30/04

BUMS78383

INGLEWOOD, CA

19,623 BEIGE/

04/BUICK/RENDEZVOUS/4 DOOR UTILITY

3G5DA03E94S

59-1465528

08/20/04

MO: 19624

DCS AUDIT SLIP

DCS DATA FILE: GHEMF.939  
08/30/2004

WARRANTY NEW CLAIM

RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #  
078383 08/20/2004 3G5DA03E94S 1 46367 19623 XXX-XX-0083

CARLOS

CUSTOMER NAME: FIRST: MIDDLE: PHONE: WORK: HOME:

LN JOB CT CC PC PART-NO. TOT-PTS FC LABOR LHRS CHRS NET-AMT. LAB-TOT.  
1 01 PN 1 10338237 199.72 68 RL730 .9 2.3 241.41  
LN-TOT: 441.13 TECH SSN: XXX-XX-1615 AUTH CODE: E AUTH. AUTHOR.: 0090  
COMMENTS: EXTRA TIME TO DIAG AND TRACE WIRING - REMOVE IGNITION SWITCH TO DISPEC  
T - REMOVE PCM TO INSPECT - NO CODES SET - TEST AND TRACE GROUNDS OK - TEST AND T  
EST POSITIVE OK - TRACE SWITCH AND PCM WIRING - ITS LOW AT TIMES AND TRACE BACK  
TO FUSE BLOCK FOUND OPENRN  
COMMENT ROUTING CODE: H

LN JOB CT CC PC PART-NO. TOT-PTS FC LABOR LHRS CHRS NET-AMT. LAB-TOT.  
2 01 MD 1 10338237 93 25001 14.50  
LN-TOT: 14.50 TECH SSN: XXX-XX-1615 AUTH CODE: AUTH. AUTHOR.:

R.O. TOTAL: 455.63

DUPLICATE INVOICE

3

BAR # AA225968

2321

JUNIOR VALENCIA 4302 0716 08/30/04

BUNS78383

19,623 BEIGE/

04/BUICK/RENDEZVOUS/4 DOOR UTILITY

3 G 5 D A 0 3 E 9 4 5

59-1465528

08/20/04

INGLEWOOD, CA

MO: 19624

JOB# 1 CHARGES

LABOR-----  
JP 1 10CVZ08 MONT START HOURS: 3.20 TECH(S):4686 241.41  
CST STATES ENGINE WILL NOT START WHEN HOT. CHECK AND ADVISE.  
FOUND INTERMITTANT OPEN IN FUSE BLOCK.  
REMOVED AND REPLACED FUSE BLOCK.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----U/COST--E/COST--U/PRICE  
1 10338237 BLOCK 2.483 142.66 142.66 199.72 199.72  
COST TOTAL 142.66  
TOTAL - PARTS 199.72

G.O.B. & SUPPLIES-----  
FREIGHT (PARTS) 14.60  
TOTAL - GOB 14.50

JOB# 1 TOTALS-----  
LABOR 241.41  
PARTS 199.72  
G.O.B. 14.50

JOB# 1 JOURNAL PREFIX BUNS JOB# 1 TOTAL 455.63

R/O TAX 8.00  
R/O TOTALS 455.63

WARRANTY CLAIM DETAIL TOTALS

CLAIM#..... TOTAL.....  
78383 455.63  
CLAIM TOTALS 455.63

APPROVED BY SIGNATURE






Tread  
Tir

@ Unit run  
 Intermittent about Run will crank  
 Dry Tracer many, Remove Ign. Switch to Inspect  
 Remove PCM to Inspect  
 No Codes set only UCode  
 Set in History  
 Trace + test Grounds = OK  
 Trace + test Pass. ~~7.1~~  
 Side Volt Dry & K at Switch, Trace PCM  
 for Power & its low at times, traced back  
 to fuse block found Intermittent open in fuse block  
 Remove + Replace  
 Of - to Spec After Repairs

'84 AUG 23 AM 10:4

N1730 .9  
 CLH 2.3  


'84 AUG 25 PM 3:56

STRAIGHT TIME (HOURS)	FLAT RATE	NO. NO.	OPER. NO.	TIME	OFF
	3.2	783813	4086		
					ON

~~062222~~  
Copy to GM

\*\*\*\*\*  
GM WARRANTY PARTS CENTER RETURN REQUESTS FOR DEALER 20076-CLAIM MEMO 516  
BELOW ARE PARTS AND REPAIR ORDERS WHICH ARE REQUIRED FOR PRODUCT REVIEW  
THE FOLLOWING MUST BE RETURNED TO THE WARRANTY PARTS CENTER AT:

\*\*\*\*\*  
\* WARRANTY PARTS CENTER \*  
\* 45 NORFOLK DRIVE \*  
\* ORION, MI 48369 \*  
\*\*\*\*\*

USE THE PROVIDED PRE-PRINTED AND PRE-PAID UPS AIR LABELS  
TO SHIP THE FOLLOWING:

- COPY OF THE REQUEST BELOW
- REPAIR ORDER (INCLUDING TECHNICIAN COMMENTS)
- ONLY PARTS ASSOCIATED WITH THE LABOR CODE

ALL FLUIDS MUST BE DRAINED FROM PARTS BEING RETURNED. PLACE THE ABOVE  
ITEMS IN A PLASTIC BAG AND SECURELY ATTACH TO PART PRIOR TO SHIPPING.  
EACH REQUEST SHOULD BE SHIPPED INDIVIDUALLY.

REQUEST NUMBER	LABOR CODE	RO DATE	RO NUMBER	VEHICLE ID NUMBER
<del>425309357</del>	HL730	082004	078383 ✓	3G5DAG3ES4 [REDACTED]
425309357	R0943	090704	080097 ✓	2CNDL43F65 [REDACTED]
425310715	J1880	081704	078031 ✓	1GMDX05E24 [REDACTED]

\*\*\*\*\*  
BELOW ARE R.O. ONLY REQUESTS WHICH SHOULD BE RETURNED TO THE REQUESTOR V  
THE POST OFFICE USING THE MAILING LABEL PROVIDED. NO R.O. ONLY REQUESTS  
SHOULD BE RETURNED TO THE WARRANTY PARTS CENTER.

LABOR CODE	RO DATE	RO NUMBER	VEHICLE ID NUMBER
T2020	082304	078567	1GCE14F94B [REDACTED]

TO: GM SERVICE PARTS OPERATION  
MAIL CODE: 480-204-015  
30501 VAN DYKE AVE  
ATTN: DAN OREN  
WARREN MI 48090

\*\*\*\*\*MAILING LABEL\*\*\*\*\*  
\* GM SERVICE PARTS OPERATION \*  
\* MAIL CODE: 480-204-015 \*  
\* 30501 VAN DYKE AVE \*  
\* ATTN: DAN OREN \*  
\* WARREN MI 48090 \*  
\*\*\*\*\*

LABOR CODE	RO DATE	RO NUMBER	VEHICLE ID NUMBER
J9995	090404	079980 ✓	2CNDL43F056 [REDACTED]

TO: GM MILFORD PROVING GROUNDS  
MAIL CODE: 483-324-106  
3300 GENERAL MOTORS ROAD  
ATTN: STEPHEN LONGMAN  
MILFORD MI 48380

\*\*\*\*\*MAILING LABEL\*\*\*\*\*  
\* GM MILFORD PROVING GROUNDS \*  
\* MAIL CODE: 483-324-106 \*  
\* 3300 GENERAL MOTORS ROAD \*  
\* ATTN: STEPHEN LONGMAN \*  
\* MILFORD MI 48380 \*  
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Page to  
FACTS  
8-10-04