F6

HIAWATHA POLICE DEPARTMENT

Memo

To: Mayor, Council Members

From: Dennis Marks- Police Chief

Date: October 9, 2018

Re: Replacement of Unit 800

Unit 800 is a 2015 Chevy Tahoe with 44K miles that we have had in service for approx. 3.5 years. This vehicle has been a challenge to keep in service due to mechanical issues. Many issues have been addressed under warranty, but the continued expense and downtime is concerning. I am asking the council to consider replacing Unit 800 at this time.

This vehicle has the standard 3y, 36K mile warranty. The pistons, rings, and sparkplugs were replaced at 10K miles. One battery was replace twice (18K and 31K) and the second battery was replaced at 37K miles. The radiator was replaced at 37K miles and the coolant lines were replaced at 41K miles. This is a sampling of the issues we have addressed. In the first 6K miles outside of warranty we have spent just over $1400 on repairs. I have electronically attached 36 pages of service records we have on this vehicle.

I track and monitor the cost of operating our patrol vehicles closely. Our average total repair cost for vehicles between 36K-50K miles is $308. This figure comes from our last 13 cars over 10 years. Two years ago we began looking to extend the service life of our cars to see the effect on our cost to operate per year. I believe this particular vehicle will have a negative impact on my budget if we try to extend the service life.

I have contacted the state bid dealership for Ford police vehicles in Iowa. I have reviewed what is on their lot. I've found a 2018 Ford Interceptor Utility that will suit our needs. The cash price for this vehicle is $29,250. This falls within the state bid pricing for the 2018 Ford Utility of $27,357 to $32,082 depending on options. I also asked that they provide a trade in value for the Tahoe. They quoted me a trade in value of $18,000. This leaves a trade difference of $11,250 for purchasing the 2018 Ford Utility. We currently have just over $25,000 in the equipment reserve account for replacement of Unit 800.

I recommend purchasing the 2018 Ford Interceptor Utility from Ed Stivers Ford in Des Moines with a trade difference of $11,250.00.

CHI-004118 IA 9-NORMAL,NB,004118,JG161 11347 120180723 BLEND 6531 | CERT | CERT | CERT | TRD | R RAMP | BUMP | CAMP | BOOK | EXFL | 1FM5K8AR9 JGC44343 NB FU13

Ford
Go Further
ford.com

VEHICLE DESCRIPTION

POLICE INTERCEPTOR JG C44343

2018 UTILITY AWD
112.6" WHEELBASE
3.7L V6 TIVCT ENGINE
6-SPEED AUTO TRANSMISSION

EXTERIOR
OXFORD WHITE
INTERIOR
EBONY CLOTH FRT/VINYL REAR

STANDARD EQUIPMENT INCLUDED AT NO EXTRA CHARGE

EXTERIOR
- 18" H.D.STEEL WHEELS
- 18" WHEEL HUB CAP
- 245/55R18 A/S POLICE TIRES
- DUAL EXHAUST SYSTEM
- DUAL POWER MIRRORS
- EASY FUEL CAPLESS FILLER
- FULL SIZE 18" SPARE W/TPMS
- GRILLE - BLACK
- KEY LOCKS (DR/PASS/LFTGT)
- PRIVACY GLASS 2ND/3RD ROW

INTERIOR
- 1TOUCH UP/DOWN DR/PASS WIN
- 60/40 SPLIT VINYL REAR
- A/C W/MANUAL CLIMATE CONTROL, SINGLE ZONE
- BLACK VINYL FLOOR COVERING
- CERTIFIED SPEEDOMETER
- CLOTH BUCKET FRONT SEATS
- CONSOLE MOUNTING PLATE
- ENGINE HOUR / IDLE METER
- PWR DR SEAT/6-WAY/M LUMBAR
- RED / WHITE DOME LAMP
- SEATBACK INTRUSION PLATES
- TILT STEERING WHL/ CRUISE & AUDIO CONTROLS
- UNIVERSAL TOP TRAY

FUNCTIONAL
- ALL WHEEL DRIVE SYSTEM
- 220 AMP ALTERNATOR
- AM/FM SINGLE CD/MP3, 6SPKR
- COLUMN MOUNTED SHIFTER
- ENGINE OIL COOLER
- HEAVY DUTY 78-AMP BATTERY
- HEAVY DUTY SUSPENSION
- INTERIOR TRUNK/LIFTGATE RELEASE
- POLICE BRAKES: 4 WHL DISC W/ ABS & TRACTION CONTROL
- POWER LOCKS AND WINDOWS
- POWER STEERING W/EPAS
- REAR VIEW CAMERA
- TRANSMISSION OIL COOLER

SAFETY/SECURITY
- 75 MPH REAR-CRASH TESTED
- ADVANCETRAC WITH RSC
- AIRBAGS - FRONT AND SIDE
- AIRBAGS - SAFETY CANOPY
- PERSONAL SAFETY SYSTEM
- SOS POST CRASH ALERT SYS
- TIRE PRESSURE MONITOR SYS

WARRANTY
- 3YR/36K MILE WARRANTY

INCLUDED ON THIS VEHICLE	(MSRP)
EQUIPMENT GROUP 500A	
OPTIONAL EQUIPMENT/OTHER	
1023-805J08/30/171A	
.PREMIUM SINGLE CD W/ MP3	
HID PLUNG W/R HNDL INOPERABLE	160.00
CARGO DOME LAMP -RED/WHITE	50.00
GLOBAL LOCK/UNLOCK	NO CHARGE
REAR DOOR POWER WINDOW DELETE	25.00
100 WATT SIREN / SPEAKER	300.00
COURTESY LAMP DISABLE	20.00
SPOT LAMP LED DR - WHELEN	420.00
SYNC VOICE ACTIVATED SYSTEM	295.00
POWER MIRROR/SPOTTER/HEATED	60.00
KEYLESS ENTRY - 4 FOBS	340.00
WIRING GRILL/LAMP/SIREN/SPKRS	50.00
NOISE SUPPRESSION BOND STRAPS	100.00
REVERSE SENSING SYSTEM	275.00
REAR CONSOLE MOUNTING PLATE	35.00
FRONT HEADLMP HOUSING ONLY PKG	125.00
REAR TAILLAMP HOUSING	60.00
FLEX-FUEL CAPABILITY	
FRONT LICENSE PLATE BRACKET	NO CHARGE

PRICE INFORMATION	(MSRP)
BASE PRICE	$32,320.00
TOTAL OPTIONS/OTHER	2,315.00
TOTAL VEHICLE & OPTIONS/OTHER	34,635.00
DESTINATION & DELIVERY	945.00

	RAMP ONE: CA06	
	RAMP TWO	FINAL ASSEMBLY PLANT: CHICAGO
	METHOD OF TRANSP.: CONVOY	ITEM #: 53-R588 O/T 5B

TOTAL MSRP $35,580.00

This label is affixed pursuant to the Federal Automobile Information Disclosure Act. Gasoline, License, and Title Fees, State and Local taxes are not included. Dealer installed options or accessories are not included unless listed above.

SPECIAL ORDER

JG161 N RB 2X 815 004118 07 16 18

EPA DOT Fuel Economy and Environment

E85 Flexible-Fuel Vehicle Gasoline-Ethanol (E85)

Fuel Economy
17 MPG combined city/hwy
15 city | 20 highway | 5.9 gallons per 100 miles

Standard SUVs range from 11 to 93 MPG. The best vehicle rates 136 MPGe. Values are based on gasoline and do not reflect performance and ratings based on E85.

Driving Range
Gasoline 316 miles
Ethanol (E85) 242 miles

You **spend $3,750** more in fuel costs over 5 years compared to the average new vehicle.

Annual fuel cost $2,100

Fuel Economy & Greenhouse Gas Rating (tailpipe only): 3 (1 – 10 Best)

Smog Rating (tailpipe only): 3 (1 – 10 Best)

This vehicle emits 518 grams CO_2 per mile. The best emits 0 grams per mile (tailpipe only). Producing and distributing fuel also create emissions; learn more at fueleconomy.gov.

Actual results will vary for many reasons, including driving conditions and how you drive and maintain your vehicle. The average new vehicle gets 27 MPG and costs $6,750 to fuel over 5 years. Cost estimates are based on 15,000 miles per year at $2.40 per gallon. This is a dual fueled automobile. MPGe is miles per gasoline gallon equivalent. Vehicle emissions are a significant cause of climate change and smog.

fueleconomy.gov
Calculate personalized estimates and compare vehicles

Smartphone QR Code™

GOVERNMENT 5-STAR SAFETY RATINGS

Overall Vehicle Score ★★★★★
Based on the combined ratings of frontal, side and rollover.
Should ONLY be compared to other vehicles of similar size and weight.

Frontal Crash — Driver ★★★★ / Passenger ★★★★★
Based on the risk of injury in a frontal impact.
Should ONLY be compared to other vehicles of similar size and weight.

Side Crash — Front seat ★★★★★ / Rear seat ★★★★★
Based on the risk of injury in a side impact.

Rollover ★★★★
Based on the risk of rollover in a single-vehicle crash.

Star ratings range from 1 to 5 stars (★★★★★), with 5 being the highest.
Source: National Highway Traffic Safety Administration (NHTSA).
www.safercar.gov or 1-888-327-4236

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1FM5K8AR9JGC44343

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or Visit ford.com/windowsticker

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08/27/2018

1201807236531

2015 Tahoe **Unit 800** **Vehicle Maintance & Repair**

VIN# 1GNSK3EC2FR281950

DATE	PROBLEM	VENDOR	DIAGNOSIS	REPAIR	EQUIP	WARR?	MILES
05/12/15	Delivered from Deery Brothers						45
06/29/15	Put into service		New patrol vehicle in service				
08/18/15	rear passenger side tire slow leak	city shop	patched hole in tire				2,715
08/18/15	oil change	city shop	oil change				2,715
9/2/2016	oil change	city shop	oil changed				3,153
10/21/15	oil change	city shop	oil change				5,787
01/07/16	oil change/loosing oil	McGraths	no problems or leaks found/check oil every 1000 miles			yes	9,017
02/05/16	re-check oil level	McGraths	oil is between 1/2qt and 2/3qt low/return in 700 miles				10,323
02/18/16	re-check oil level	McGraths	oil is low/ replace pinstons, rings and sparkplugs			yes	10,983
03/28/16	recall on brake pedal pivot nut/ oil check	McGraths	inspected brake pedal nut and applied threadlocker to nut			yes	12,603
04/06/16	re-check oil level/ change oil light on	McGraths	oil changed/ check oil every 100 hours of vehicle run time			yes	12,987
05/24/16	re-check oil level/ 1/8" from bottom of marks	McGraths	added 1 qt. of oil/100hrs. Fleet car Is equivalante to 1000 miles for consumer car	$5		yes	15,141
06/22/16	oil change	city shop	oil change				16,272
07/29/16	back seat belt clip fell off	graybills	re-attached seat belt clip				
08/09/16	battery not holding charge, low voltage	McGraths	replaced with new battery			yes	18,069
09/01/16	oil change	city shop	oil changed				19,275
11/01/16	antenna broke off in carwash	graybills	new antenna placed				
11/10/16	Alignment/ Bent Trailing Arm	Junge	Replaced Bent Trailing Arm/ Alignment/Brake Inspection and Lube	$451			
12/05/16	oil change	city shop	oil changed				23,381
02/13/17	oil change and needs oil	city shop	oil changed/added oil				26,344
03/23/17	4 tires are bad	city shop	replace all 4 tires with bridgestone dueler 265 70/ 17				27,997
04/05/17	recall on front airbag and pretensioner non deploy	McGraths	reprogram SDM w/new software that eliminates the defect			yes	28,502
04/05/17	drivers door hinge broken	McGraths	replaced drivers door hinge			yes	28,502
4/5/2017	brake inspection	McGraths	fronts 8mm/rears 8mm	$50.36			28,502
5/17/2017	oil change	city shop	oil change				29,974
5/31/2017	a/c blowing hot air	McGraths	no refriderant in system/ dye on LH lower corner of a/c condensor dripping/part ordered				30,174
6/27/2017	bad a/c condenser	McGraths	replaced a/c condenser/recharged system/replaced right rear tire pressure			yes	31,366
7/24/2017	battery not holding charge, low voltage	McGraths	battery had a bad cell/ replaced battery (warranty)			yes	31,999
12/21/2017	drivers side seat tore	McGraths	replaced drivers seat cover and cushion			yes	36,834
12/22/2017	oil changed	city shop	oil changed				36,839
1/5/2018	radiator and coolant leaking	McGraths	Radatior leaking/ replaced radatior			Yes	37,285
2/5/2018	battery not holding charge, low voltage	O'Reilly	replaced aux. battery	$164.99			
3/6/2018	motor running high/ low rpm's/ police equip. not working	Junge's	rolling idle/cleaned thottle and reprogrammed/ connection to aux. battery loose-tightened up	$273.17			39,139
03/15/18	battery not holding charge, low voltage	O'Reilly	replaced aux. battery				
4/18/18	oil change	city shop	oil changed				39,499
6/25/18	leaking coolant	McGraths	3 coolant lines replaced	$832.07			41,856
07/10/18	recall notice/ flexible steel cable on drivers seat	McGraths	replaced the pretensioner cable and seat side shield				42,224
7/10/2018	check engine light on	McGraths	couldn't find anything wrong	$144.35			**42,224**
8/27/2018	oil change	city shop	oil change				43,323
			Total	**$1,414.58**			

DRAFT

RESOLUTION NO. 18-
City Council

RESOLUTION AUTHORIZING THE REPLACEMENT OF ONE (1) HIAWATHA POLICE DEPARTMENT VEHICLE UNIT #800

WHEREAS, the Police Department requires the replacement of one (1) 2015 Chevrolet Tahoe, Unit #800, due to scheduled replacement after three (3) years of service, and

WHEREAS, the Police Chief recommends the state bid dealership for Ford police vehicles as follows:

Ed Stivers Ford of Des Moines, IA	
2018 Ford Interceptor Utility, less trade-in allowance for 2015 Chevrolet Tahoe, Unit #800	2018 Cash Price: $29,250.00
	Trade in Allowance: $18,000.00
	Total Cost: $11,250.00

WHEREAS, the City Council deems it necessary to replace the 2015 Chevrolet Tahoe, Unit #800 with a 2018 Ford Interceptor Utility and authorize the release of committed funds in the Police Department Equipment Reserve Funds for the purchase of the replacement vehicle, and

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF HIAWATHA, IOWA, to authorize the purchase of one (1) 2018 Ford Interceptor Utility Unit #800 at a total cost of $11,250.00, from Ed Stivers Ford of Des Moines, IA using Police Department Equipment Reserve Funds.

AYES:
NAYS:
ABSENT:

PASSED AND APPROVED this 17th day of October, 2018

_____
Bill Bennett, Mayor

ATTEST:

_____
Kelly Kornegor, City Clerk

McGRATH

Buick • GMC • Cadillac • Kia

1040 N. Center Point Road • HIAWATHA, IA 52233

MAIN PHONE: (319) 393-3300

FAX: (319) 393-6793

CELL: 319-393-4180

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
116775	TIM STRAIT 4000170	29	07/13/18	BUCS899782

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
	500422	42,224	/	

CITY OF HIAWATHA
101 EMMONS ST
HIAWATHA, IA 52233-1610

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
15/CHEVROLET TRUCK/TAHOE/4DR 4WD		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G N S K 3 E C 2 F R 2 8 1 9 5 0		tahoe unit 800

F.T.E. NO.	P.O. NO.	R.O. DATE
		07/10/18

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
319-393-1212		MO: 42224

```
JOB#  1 CHARGES-------------------------------------------------------------------------------

LABOR-----------------------------------------------------------------------------------
J# 1 99BUZ18156      BELT TENSIONER CABLE                TECH(S):4000665                WARRANTY
            CERTAIN 2015-2016 CHEVROLET SILVERADO AND TAHOE POLICE AND
            SPECIAL SERVICE VEHICLES MAY HAVE A CONDITION IN WHICH THE
            FLEXIBLE STEEL CABLE THAT CONNECTS THE DRIVER'S SEAT BELT TO
            THE OUTBOARD SIDE OF THE SEAT, CAN FATIGUE AND MAY SEPERATE
            OVER TIME AS A RESULT OF OCCUPANT MOVEMENT INTO THE DRIVER'S
            SEAT.
            DEALERS ARE TO REPLACE THE PRETENSIONER CABLE AND SEAT SIDE
            SHIELD.
            REPLACED FRONT SEAT BELT ANCHOR PLATE TENSIONER AND CUSHION
            OUTER FINISH COVER.
            9103817.............................................0.6 HRS

  RTS------QTY---FP-NUMBER---------------DESCRIPTION--------------------UNIT PRICE-
             1     84233195              COVER 16.682                                WARRANTY
             1     19356262              TENSIONER 16.714                            WARRANTY
                                                                   TOTAL - PARTS          0.00

JOB#  1 TOTALS--------------------------------------------------------------
                                       JOB#  1 JOURNAL PREFIX  BUCS  JOB#  1 TOTAL        0.00
JOB#  2 CHARGES-------------------------------------------------------------------------------

LABOR-----------------------------------------------------------------------------------
J# 2 19BUZ-J-E/EMIS2 ENGINE EMISSION SYS                  TECH(S):4000665                119.32
            CUSTOMER STATES THE CHECK ENGINE LIGHT STAYS ON
            no check engine light. no dtc pertaining to check engine
            light. no repairs attempted at this time
            ROADTESTED SEVEAL TIMES NO PROBLEM AT THIS TIME

JOB#  2 TOTALS--------------------------------------------------------------
                                                                   LABOR                119.32

                                       JOB#  2 JOURNAL PREFIX  BUCS  JOB#  2 TOTAL      119.32

MISC------CODE--------DESCRIPTION-----------------------------CONTROL NO---------
JOB # A           01  ENVIRONMENTAL FEES/SHOP SUPPLIES                                  16.67
                                                                   TOTAL - MISC          16.67

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

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is not our Policy,
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THE SELLING DEALER MAKES NO WARRANTY OF ANY KIND WHATSOEVER AS TO THE MERCHANTABILITY OF THE PRODUCTS LISTED HEREON OR AS TO THEIR FITNESS FOR ANY PARTICULAR PURPOSE. ANY WARRANTY WHICH MAY EXIST IS AN AGREEMENT SOLELY BETWEEN THE MANUFACTURER AND THE PURCHASER.

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The Reynolds and Reynolds Company ERAINTINVE
SF665440 Q (12/11)

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1040 N. Center Point Road • HIAWATHA, IA 52233

MAIN PHONE: (319) 393-3300

FAX: (319) 393-6793

CELL: 319-393-4180

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
116775	TIM STRAIT 4000170	29	07/13/18	BUCS899782

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
	500422	42,224	/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
15/CHEVROLET TRUCK/TAHOE/4DR 4WD		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G N S K 3 E C 2 F R 2 8 1 9 5 0		

F.T.E. NO.	P.O. NO.	R.O. DATE
		07/10/18

CITY OF HIAWATHA
101 EMMONS ST
HIAWATHA, IA 52233-1610

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
319-393-1212		MO: 42224

TOTALS----------

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PART DESCRIPTIONS PRECEDED BY THE LETTER "P" ARE AFTERMARKET NON-ORIGINAL EQUIPMENT MANUFACTURER (NON-OEM) PARTS.

PART NUMBERS DESIGNATED WITH AN ASTERISK "*" INDICATES LSG (CERTIFIED SERVICE LIMITED LIFETIME SERVICE GUARANTEE) & APPLY TO CUSTOMER PAY REPAIRS ONLY, SEE YOUR CONSULTANT.

ASK YOUR SERVICE CONSULTANT ABOUT OUR FULL LINE OF DETAILING SERVICES AVAILABLE @ McGRATH. WE CAN MAKE YOUR VEHICLE LOOK & SMELL LIKE NEW AGAIN!!

******THANK YOU FOR YOUR SERVICE BUSINESS******

TOTAL LABOR....	119.32
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	16.67
TOTAL MISC DISC	0.00
TOTAL TAX.....	8.36
TOTAL INVOICE $	**144.35**

CUSTOMER SIGNATURE

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The Reynolds and Reynolds Company ERAINTINVE
SF665440 Q (12/11)

PARTS HOURS:
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8:00 AM - 12:00 PM SATURDAY
Parts Direct: 319-393-3300
arts Fax: 319-393-2089

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Parts Direct: 319-393-3700
Parts Fax: 319-393-2089

GM Parts

www.mcgrathbgc.com

Certified Service
CELL: 319-393-4180

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
116775	TIM STRAIT 4000170	30	06/27/18	BUCS895174

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
	500422	41,856	/	

CITY OF HIAWATHA
101 EMMONS ST
HIAWATHA, IA 52233-1610

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
15/CHEVROLET TRUCK/TAHOE/4DR 4WD		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G N S K 3 E C 2 F R 2 8 1 9 5 0		

F. T. E. NO.	P. O. NO.	R. O. DATE
		06/25/18

Tahoe

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
319-393-1212		MO: 41856

```
JOB#  1 CHARGES-------------------------------------------------------------------------------

LABOR-----------------------------------------------------------------------------------
J# 1 19BUZ-J-E/COOL3 ENGINE COOLING SYS                TECH(S):4000665                 387.01
            CUSTOMER STATES THERE IS A COOLANT LEAK FRONT OF ENGINE
            PRESSURE TESTED VEHICLE AND FOUND HEATER LINES AND LINE FROM
            THERMASTAT HOUSING TO EXPANSION TANK TO BE LEAKING.
            Replaced all three lines, refilled system and pressure
            tested. rechecks ok at this time

PARTS------QTY---FP-NUMBER---------------DESCRIPTION--------------------UNIT PRICE-
              1     23492579              HOSE 8.846                        91.55        91.55
              1     23492578              HOSE 8.846                        81.65        81.65
              1     23228909              HOSE 1.240                       115.63       115.63
              2     12346290              COOLANT 8.800                     20.98        41.96
                                                                   TOTAL - PARTS        330.79

JOB#  1 TOTALS--------------------------------------------------------------
                                                                   LABOR                387.01
                                                                   PARTS                330.79

                                     JOB#  1 JOURNAL PREFIX  BUCS  JOB#  1 TOTAL        717.80
JOB#  2 CHARGES-------------------------------------------------------------------------------

LABOR-----------------------------------------------------------------------------------
J# 2 01BUZ-024G       *COOL SYST P/TEST               TECH(S):4000665                  29.95
            PRESSURE TEST COOLING SYSTEM INCLUDING RADIATOR CAP, INSPECT
            BELTS AND HOSES, CK COOLANT PROTECTION LEVEL.
            PRESSURE TESTED COOLING SYSTEM CHECKING FOR ANY LEAKS, IN-
            SPECTED BELTS AND HOSES, NOTING THEIR CONDITION, CHECKED
            COOLANT PROTECTION LEVEL.

JOB#  2 TOTALS--------------------------------------------------------------
                                                                   LABOR                 29.95

                                     JOB#  2 JOURNAL PREFIX  BUCS  JOB#  2 TOTAL         29.95
JOB#  3 CHARGES-------------------------------------------------------------------------------

LABOR-----------------------------------------------------------------------------------
J# 3 99BUZ18156       BELT TENSIONER CABLE            TECH(S):4000665                INTERNAL
            CERTAIN 2015-2016 CHEVROLET SILVERADO AND TAHOE POLICE AND
            SPECIAL SERVICE VEHICLES MAY HAVE A CONDITION IN WHICH THE
            FLEXIBLE STEEL CABLE THAT CONNECTS THE DRIVER'S SEAT BELT TO
            THE OUTBOARD SIDE OF THE SEAT, CAN FATIGUE AND MAY SEPERATE
            OVER TIME AS A RESULT OF OCCUPANT MOVEMENT INTO THE DRIVER'S
            SEAT.
            DEALERS ARE TO REPLACE THE PRETENSIONER CABLE AND SEAT SIDE
            SHIELD.
            PARTS ORDERED

JOB#  3 TOTALS--------------------------------------------------------------

                                     JOB#  3 JOURNAL PREFIX  BUCS  JOB#  3 TOTAL           0.00
```

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It is our Business.

Do The Right Thing
Exceed Expectations
Make A Difference

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

The Reynolds and Reynolds Company ERAINTSI14E CC705943 Q (03/15)

 [CONTINUED ON NEXT PAGE]

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arts Fax: 319-393-2089

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FAX: (319) 393-2089

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Parts Fax: 319-393-2089

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www.mcgrathbgc.com

Certified Service
CELL: 319-393-4180

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
116775	TIM STRAIT 4000170	30	06/27/18	BUCS895174

CITY OF HIAWATHA
101 EMMONS ST
HIAWATHA, IA 52233-1610

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
	500422	41,856	/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
15/CHEVROLET TRUCK/TAHOE/4DR 4WD		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G N S K 3 E C 2 F R 2 8 1 9 5 0		

F.T.E. NO.	P.O. NO.	R.O. DATE
		06/25/18

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
319-393-1212		MO: 41856

```
MISC------CODE--------DESCRIPTION-----------------------------CONTROL NO---------
JOB # A          01  ENVIRONMENTAL FEES/SHOP SUPPLIES                      31.97
                                                        TOTAL - MISC       31.97

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

   VISIT McGRATH BUICK GMC CADILLAC KIA AT OUR WEBSITES
        www.mcgrathbgc.com // www.mcgrathkia.com

PART DESCRIPTIONS PRECEDED BY THE LETTER "P" ARE AFTERMARKET
   NON-ORIGINAL EQUIPMENT MANUFACTURER (NON-OEM) PARTS.

 .RT NUMBERS DESIGNATED WITH AN ASTERISK "*" INDICATES LSG
(CERTIFIED SERVICE LIMITED LIFETIME SERVICE GUARANTEE) &
  APPLY TO CUSTOMER PAY REPAIRS ONLY, SEE YOUR CONSULTANT.

ASK YOUR SERVICE CONSULTANT ABOUT OUR FULL LINE OF DETAILING
 SERVICES AVAILABLE @ McGRATH. WE CAN MAKE YOUR VEHICLE LOOK
              & SMELL LIKE NEW AGAIN!!

     ******THANK YOU FOR YOUR SERVICE BUSINESS******
```

TOTAL LABOR....	416.96
TOTAL PARTS....	330.79
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	31.97
TOTAL MISC DISC	0.00
TOTAL TAX.....	52.35
TOTAL INVOICE $	**832.07**

PAID

_____
CUSTOMER SIGNATURE

Thank You for choosing
McGrath ***Buick***
GMC Cadillac Kia VW

WE HONOR THE FOLLOWING CREDIT CARDS:
VISA AMERICAN EXPRESS
MASTERCARD DISCOVER CARD

24 HOUR TOWING SERVICE
319-363-7900

ALL PARTS NEW ORIGINAL EQUIPMENT UNLESS OTHERWISE SPECIFIED.

Customer Enthusiasm
is not our Policy,
It is our Business.

Do The Right Thing
Exceed Expectations
Make A Difference

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The Reynolds and Reynolds Company ERAINTSI14E CC705943 Q (03/15)

STATEMENT

Buick • GMC • Cadillac • Kia

1040 N. Center Point Road • HIAWATHA, IA 52233
MAIN PHONE: (319) 393-3300

ACCOUNT NUMBER	**4220B-116775**
STATEMENT DATE	31 JUL 2018
AMOUNT DUE	*******$1066.26
AMOUNT ENCLOSED	_____

CITY OF HIAWATHA
101 EMMONS ST
HIAWATHA, IA 52233-1610

319-393-1212

PLEASE RETURN THIS STUB WITH YOUR CHECK

DATE	SOURCE	REFERENCE	CHARGES	CREDITS	BALANCE
**** PLEASE CONTACT LAURI IF ANY QUESTIONS ON STATEMENT AT ****					
**** 319-393-3300 EXT 4991 OR LAURI.WILTON@MCGRATHAUTO.COM ****					
		PREV SERV CHARGES	0.00 INCLUDED IN PREV BAL		$832.07
07-13	3	BUCS899782	144.35 ✓		
07-18	3	BUCS902758	89.84 ✓		

owe

8/10 emailed

TERMS: NET CASH - ACCOUNTS DUE IN FULL 10TH OF MONTH FOLLOWING PURCHASE. Your **FINANCE CHARGE** begins after 30 days and is computed by a single periodic rate of **1 1/2%** per month (minimum charge 50 cents) which is an **ANNUAL PERCENTAGE RATE** of **18%**.
NOTICE: See reverse side for important information regarding identification of the charges appearing on this statement and important information regarding your right to dispute billing errors.

0.00 BASED ON BALANCE OF 832.07 CLOSING DATE 07/31/18

CURRENT	OVER 30 DAYS	OVER 60 DAYS	OVER 90 DAYS	OVER 120 DAYS	PAY THIS AMOUNT
234.19	832.07	0.00	0.00	0.00	*******$1066.26

'ND
INQUIRIES TO:

Buick • GMC • Cadillac • Kia
1040 N. Center Point Road • HIAWATHA, IA 52233
MAIN PHONE: (319) 393-3300

ACCOUNT NUMBER
4220B-116775

STATEMENT DATE
31 JUL 2018

NEW BALANCE

The Reynolds and Reynolds Company ERAINTARBFE CC705944 Q (12/11)

JUNGE AUTOMOTIVE GROUP
1200 Boyson Rd - Hiawatha, IA 52233
(319) 393-6500 - Fax: (319) 393-0159
www.junge.com

SERVICE DEPARTMENT HOURS
7:00 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 1:00 p.m. Saturday

R/O Open Date	R/O Number
3/06/18	6066349/1
R/O Close Date	**Status**
3/06/18	Pre-Invoice
Mileage In	**Mileage Out**
39139	39147
Service Advisor / Tag #	
Matt Northey	

CITY OF HIAWATHA
101 EMMONS ST
HIAWATHA, IA 52233-1610

Work Phone	Vehicle Identification Number
319-393-6601	1GNSK3EC2FR281950
Home Phone	**Delivery Date** / **In-Service Date**
319-393-1212	

Year	Make	Model	Body	Color	License Number
2015	CHEVROLET	TAHOE	4WD 4DR COMMERCIA		Tahoe Unit 800

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: 319-310-4323 Email: STREETS@HIAWATHA-IOWA.COM AR#: 100660	
#1 - Customer Reports: CUSTOMER STATES MOTOR IS RUNNING HIGH AND RPMS SEE M LOW Tech: KS (4) 000563670 ROADTESTED VERIFY ROLLING IDLE CHECK FOR CODES NON E CLEANED THOTTLE BODY AND RELEARN IDLE RECHECK CH ECK OK AT THIS TIME, IF PROBLEMS PERSIST FURTHER DIAGNOSIS MAY BE REQUIRED Sub Total: 121.95	121.95
#2 - Customer Reports: CUSTOMER STATES LIGHTS ARE DIMMING Tech: KS (4) 000563670 VERIFY CONCERN CHECK OVER FOUND POWER FEED TO POLI CE EQUIPMENT FASTERN WAS LOOSE TIGHEN RECHECK CHEC K OK RECHARGE AUX BATTERY Sub Total: 121.95	121.95
#3 - Customer Reports: CUSTOMER STATES POLICE EQUIPMENT IS NOT WORKING Tech: KS (4) 000563670 FIXED BY LINE 2 Sub Total: .00	
#4 - 99P: JUNGE CARE INSPECTION AT NO CHARGE TO YOU.THIS COMPLIMENTARY SERVICE IS VALUED AT $9.95 Sub Total: .00	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter 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 the 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 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 thereto."

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

LABOR		243.90
PARTS		.00
DEDUCTIBLE		.00
SUBLET		.00
SHOP SUPPLIES		29.27
HAZARDOUS MATERIALS		.00
SALES TAX OR TAX I.D.	TBA	.00
SPECIAL ORDER DEPOSIT		.00
DISCOUNTS		.00
TOTAL DUE		273.17

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

© 2012 DEALERTRACK SYSTEMS, Inc. - Dealership Application Group (800) 945-1028

Junge Automotive Group • www.junge.com

JUNGE Care

Name: _____ Year/Model: _____ Date: 3-6-18

License Plate: _____ VIN: _____ RO/Tag #: _____

REPORT CARD

CHECKED AND OKAY
MAY REQUIRE FUTURE ATTENTION
REQUIRES IMMEDIATE ATTENTION

EVERY 5,000 (OR 3,000) MILES:

- [x] Check operation of horn, interior lights (map light/trunk/dome/glove), exterior lamps, turn signals, hazard warning lights, and brake lights
- [ ] Check windshield washer spray, wiper operation, and wiper blades Rear washer inop
- [x] Visually inspect radiator, heater, and air conditioning hoses for leaks or damage
- [x] Inspect CV drive axle boots, if equipped
- [x] Visually inspect exhaust system for leaks, damage, or loose parts and remove any foreign materials trapped by shielding
- [ ] Inspect and lubricate driveshaft, transmission, u-joints, and transmission shift linkage (if equipped)
- [ ] Inspect and lubricate steering and steering linkages
- [ ] Inspect and lubricate suspension
- [ ] Inspect shocks/struts for excessive bounce, leaks and damage

CHECK AND FILL

OK	TOPPED OFF	
[ ]	[ ]	4x4 transfer case, front drive axle, and clutch reservoir fluid (truck only)
[x]	[ ]	Transmission fluid
[ ]	[x]	Brake fluid
[ ]	[ ]	Power steering fluid
[ ]	[x]	Coolant recovery reservoir fluid
[ ]	[x]	Window washer fluid

Every 15,000 miles: (Please above items)

- [ ] Inspect brake system including lines, hoses and parking brake
- [ ] Inspect engine cooling system, hoses, and clamps
- [ ] Inspect non-neoprene accessory drive belt (only at 105,500-mile interval)

Every 30,000 miles: (Please above items)

- [ ] Inspect clutch operation
- [ ] Inspect evaporative fuel system hoses and tubes (only at 60,000- and 120,000-mile intervals)
- [ ] Visually inspect battery and clean terminals (if required)
- [ ] Inspect neoprene accessory drive belt (not required at 30,000 miles)

REPORT CARD

CHECKED AND OKAY
MAY REQUIRE FUTURE ATTENTION
REQUIRES IMMEDIATE ATTENTION

NON-MILEAGE RELATED CHECKS:

- [ ] Inspect windshield for cracks, chips, and pitting
- [ ] Visually inspect for oil/fluid leaks

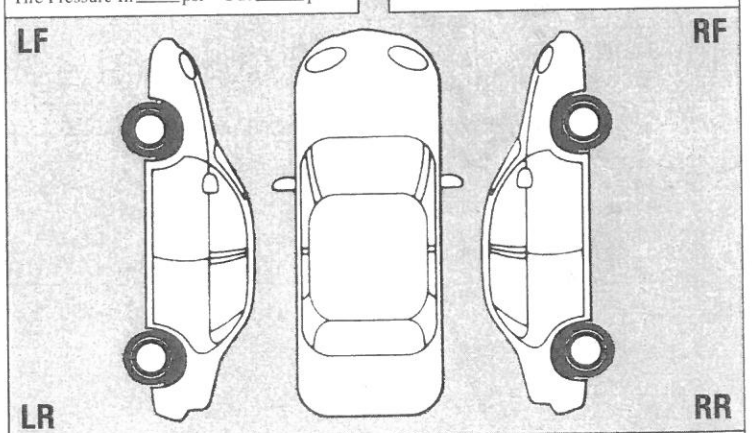
Check battery performance: [ ] GOOD [ ] RECHARGE [ ] BAD

Cold cranking amps: _____ Factory Specs. _____ Actual

BRAKES & TIRES:

[ ] BRAKE INSPECTION NOT REQUIRED THIS VISIT

	LF	RF
Wear Pattern	[ ]	[ ]
Brake Lining	Old ____ mm, New ____ mm	Old ____ mm, New ____ mm
Tire Tread	Old 9 32nds, New ____ 32nds	Old 8 32nds, New ____ 32nds
Tire Pressure	In ____ psi, Out ____ psi	In ____ psi, Out ____ psi



	LR	RR
Wear Pattern	[ ]	[ ]
Brake Lining	Old ____ mm, New ____ mm	Old ____ mm, New ____ mm
Tire Tread	Old 9 32nds, New ____ 32nds	Old 8 32nds, New ____ 32nds
Tire Pressure	In ____ psi, Out ____ psi	In ____ psi, Out ____ psi

Comments: Trans flush

Service Advisor: 1066349 Technician: Kevin

This Courtesy Inspection Completed by Your QualityCare Service Team

Unit 800

Pat McGrath Chevyland

CHEVROLET

Crystal Stacy
Service Advisor

Direct Line
(319) 832-0255

1600 51st Street N.E.
Cedar Rapids, Iowa 52402
Fax (319) 294-3025
(319) 393-6300 ext 1255
crystal.stacy@mcgrathauto.com

Pat McGrath CHEVYLAND

See more Save more

ST NE • CEDAR RAPIDS, IA 52402
PHONE: (319) 393-6300
FAX: (319) 294-3025
.patmcgrathchevyland.com

SERVICE HOURS:
7:00 AM - 5:30 PM MON. - FRI.
7:30 AM - 1:00 PM SATURDAY
Service Direct: 319-393-6300 ext. 4
Service Fax: 319-294-3025

Certified Service

CELL: 319-393-4180

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
116775	CRYSTAL STACY 7520	767R	12/21/17	CTCS838872

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
	500422	36,834	/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
15/CHEVROLET TRUCK/TAHOE/4DR 4WD		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1GNSK3EC2FR281950		

F.T.E. NO.	P.O. NO.	R.O. DATE
NON TAX		12/21/17

CITY OF HIAWATHA
101 EMMONS ST
HIAWATHA, IA 52233-1610

RESIDENCE PHONE: 319-393-1212
BUSINESS PHONE:
COMMENTS: MO: 36834

JOB# 1 CHARGES----------

LABOR----------

J# 1 14CVZ-C-INTRIM INTERIOR TRIM HOURS: 1.40 TECH(S):2000303 WARRANTY

CUSTOMER STATES REPLACE DRIVERS SEAT COVER AND CUSHION
ORDERED ON PREVIOUS RO 821678 BR TECH 2000303 AUTHORIZED BY
CHRIS M
VERIFY CUSTOMER CONCERN OF DRIVERS SEAT WORE THREW INTO
THE CUSION
REPLACED DRIVERS SIDE SEAT COVER AND CUSION

PARTS------QTY---FP-NUMBER----------	DESCRIPTION----------	UNIT PRICE-	
1	22943727	PAD 16.716	WARRANTY
1	23218656	COVER 16.717	WARRANTY
		TOTAL - PARTS	0.00

J# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------

J# 2 27CVZ-C-SH'TLE3 SHUTTLE, TWO-WAY HOURS: TECH(S):2000303 WARRANTY

CUSTOMER REQUESTS TWO-WAY SHUTTLE TRANSPORTATION WITHIN 15
TO 20 MILE RADIUS OF THE DEALERSHIP. THIS IS A FREE
SERVICE, A $15.00 VALUE.
DEALERSHIP PROVIDED COURTESY SHUTTLE RIDE TO OWNER OF A GM
VEHICLE BROUGHT IN FOR WARRANTY REPAIRS PER CTP GUIDELINES.

MISC------CODE--------DESCRIPTION----------	CONTROL NO---------	
48A	TWO WAY SHUTTLE RIDE	WARRANTY
	TOTAL - MISC	0.00

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES----------

LABOR----------

J# 3 01CVZ-024G *COOL SYST P/TEST HOURS: 0.30 TECH(S):2000303 29.95

CUSTOMER STATES THAT YOU CAN SMELL COOLANT WHEN STANDING
OUTSIDE OF THE VEHICLE WHEN THE ENGINE IS WARM
PRESSURE TEST RADITOR FOUND RADITOR LEAKING ON PASSEGERS
SIDE FOUND PI 1513E SAYS NEED TO REPLACED RADITOR AND
THERMOSATE FROM EXCESIVE THERMOCLCLES WITHIN THE SYSTEM
DECLINE TODAY

JOB# 3 TOTALS----------

LABOR 29.95

JOB# 3 JOURNAL PREFIX CTCS JOB# 3 TOTAL 29.95

C------CODE--------DESCRIPTION----------	CONTROL NO---------	
JOB # A 01	ENVIRONMENTAL FEES/SHOP SUPPLIES	4.18

Thank You for choosing Pat McGrath CHEVYLAND.

appt. 1/5/18 @ 0800 Coolant + radiator

24 HOUR TOWING SERVICE
319-363-7900

12/21/17 radiator + cruise Coolant leaking needs replaced over 2,000

It is our Business.

Do the Right Thing
Exceed Expectations
Make a Difference

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The Reynolds and Reynolds Company ERAINTSI14E CC681104 Q (01/14)

 [CONTINUED ON NEXT PAGE] 03:20pm

MON. - FRI.
SATURDAY
93-6640
3-6033

Pat McGrath CHEVYLAND

See more Save more

SERVICE HOURS:
7:00 AM - 5:30 PM MON. - FRI.
7:30 AM - 1:00 PM SATURDAY
Service Direct: 319-393-6300 ext. 4
Service Fax: 319-294-3025

1600 51ST ST NE • CEDAR RAPIDS, IA 52402
MAIN PHONE: (319) 393-6300
FAX: (319) 294-3025
www.patmcgrathchevyland.com

uine GM | Parts

Certified Service
CELL: 319-393-4180

OMER NO. 116775	ADVISOR CRYSTAL STACY 7520	TAG NO. 767R		INVOICE DATE 12/21/17	INVOICE NO. CTCS838872
CITY OF HIAWATHA 101 EMMONS ST HIAWATHA, IA 52233-1610	LABOR RATE	LICENSE NO. 500422	MILEAGE 36,834	COLOR /	STOCK NO.
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/TAHOE/4DR 4WD			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1GNSK3EC2FR281950			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. NON TAX	P.O. NO.		R.O. DATE 12/21/17	
RESIDENCE PHONE 319-393-1212 / BUSINESS PHONE	COMMENTS				MO: 36834

TOTAL - MISC 4.18

TOTALS----------

VISIT PAT McGRATH CHEVYLAND AT OUR WEBSITE
www.patmcgrathchevyland.com

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ASK YOUR SERVICE CONSULTANT ABOUT OUR FULL LINE OF DETAILING SERVICES AVAIABLE @ CHEVYLAND. WE CAN MAKE YOUR VEHICLE LOOK & SMELL LIKE NEW AGAIN!!

******THANK YOU FOR YOUR SERVICE BUSINESS******

TOTAL LABOR....	29.95
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	4.18
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**34.13**

CUSTOMER SIGNATURE

Thank You for choosing Pat McGrath ***CHEVYLAND.***

WE HONOR THE FOLLOWING CREDIT CARDS:
VISA AMERICAN EXPRESS
MASTERCARD DISCOVER CARD

24 HOUR TOWING SERVICE
319-363-7900

ALL PARTS NEW ORIGINAL EQUIPMENT UNLESS OTHERWISE SPECIFIED.

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PARTS HOURS:
7:00 AM - 5:30 PM MON. - FRI.
8:00 AM - 12:00 PM SATURDAY
Parts Direct: 319-393-3300
Parts Fax: 319-393-2089

McGRATH
Buick • GMC • Cadillac • Kia • VW
1040 N. Center Point Road • HIAWATHA, IA 52233
MAIN PHONE: (319) 393-3300
FAX: (319) 393-2089

SERVICE HOURS:
7:00 AM - 5:30 PM MON. - FRI.
8:00 AM - 12:00 PM SATURDAY
Parts Direct: 319-393-3700
Parts Fax: 319-393-2089

GM Parts
www.mcgrathbgc.com
Certified Service

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
27892	TIM STRAIT 170	440Y	06/27/17	BUCS159964

CITY OF HIAWATHA
101 EMMONS ST
HIAWATHA, IA 52233-1610

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		31,366	/	

YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/TAHOE/4DR 4WD
DELIVERY DATE: | DELIVERY MILES:
VEHICLE I.D. NO.: 1 G N S K 3 E C 2 F R 2 8 1 9 5 0
SELLING DEALER NO.: | PRODUCTION DATE:
F. T. E. NO.: NO TAX | P. O. NO.: | R. O. DATE: 06/27/17

RESIDENCE PHONE: 319-393-1212 | BUSINESS PHONE: 319-393-1212 | COMMENTS: unit 800 Tahoe | MO: 31366

JOB# 1 CHARGES----------

LABOR----------
J# 1 15BUZ-D-A/COND2 AIR CONDITIONING TECH(S):642 WARRANTY
CUSTOMER STATES THE A/C BLOWS WARM AIR
CONFIRMED A/C BLOWS WARM AIR. SYSTEM FOUND WITH NO
REFRIGERENT IN IT. A/C CONDENSER WAS FOUND TO BE LEAKING.
REPLACED A/C CONDENSER AND RECHARGED THE SYSTEM. A/C NOW
BLOWS COLD.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	84211191	CONDENSER 9.190 *		WARRANTY
	20	12356150	REFRIGERA 8.800		WARRANTY
	1	52474373	SEAL 9.222		WARRANTY
	1	52477087	SEAL 9.222		WARRANTY
	1	701	A/C DYE		WARRANTY
				TOTAL - PARTS	0.00

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX BUCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------
J# 2 16BUZ-E-WHL/TR4 WHEELS & TIRES TECH(S):642 WARRANTY
CUSTOMER STATES THE TIRE MONITOR LIGHT COMES ON
FOUND RIGHT REAR TIRE PRESSURE NOT SHOWING ON DASH. SENSOR
WOULD NOT RELEARN. TIRE PRESSURE AT CORRECT PRESSURE.
DIAGNOSED FAILURE OF RIGHT REAR TIRE PRESSURE SENSOR.
REPLACED RIGHT REAR TIRE PRESSURE AND RELEARNED ALL FOUR
TIRES. VEHICLE WAS TEST DRIVEN AND THE TIRE MONITOR LAMP
DID NOT COME BACK ON.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	13581558	SENSOR 5.890		WARRANTY
				TOTAL - PARTS	0.00

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX BUQS JOB# 2 TOTAL 0.00

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

Thank You for choosing
McGrath *Buick*
GMC Cadillac Kia VW

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MASTERCARD DISCOVER CARD

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 [CONTINUED ON NEXT PAGE]

The Reynolds and Reynolds Company ERAINTSI14E CC705943 Q (03/15)

PARTS HOURS:
7:00 AM - 5:30 PM MON. - FRI.
8:00 AM - 12:00 PM SATURDAY
Parts Direct: 319-393-3300
Parts Fax: 319-393-2089

McGRATH
Buick • GMC • Cadillac • Kia • VW

1040 N. Center Point Road • HIAWATHA, IA 52233
MAIN PHONE: (319) 393-3300
FAX: (319) 393-2089

SERVICE HOURS:
7:00 AM - 5:30 PM MON. - FRI.
8:00 AM - 12:00 PM SATURDAY
Parts Direct: 319-393-3700
Parts Fax: 319-393-2089

GM Parts

www.mcgrathbgc.com

Certified Service

CUSTOMER NO. 27892	ADVISOR TIM STRAIT 170		TAG NO. 440Y	INVOICE DATE 06/27/17	INVOICE NO. BUCS159964
CITY OF HIAWATHA 101 EMMONS ST HIAWATHA, IA 52233-1610	LABOR RATE	LICENSE NO.	MILEAGE 31,366	COLOR /	STOCK NO.
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/TAHOE/4DR 4WD			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1GNSK3EC2FR281950			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. NO TAX		P.O. NO.	R.O. DATE 06/27/17	
RESIDENCE PHONE 319-393-1212	BUSINESS PHONE 319-393-1212	COMMENTS			MO: 31366

TOTALS

VISIT McGRATH BUICK GMC CADILLAC KIA AT OUR WEBSITES
www.mcgrathbgc.com // www.mcgrathkia.com

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ASK YOUR SERVICE CONSULTANT ABOUT OUR FULL LINE OF DETAILING SERVICES AVAILABLE @ McGRATH. WE CAN MAKE YOUR VEHICLE LOOK & SMELL LIKE NEW AGAIN!!

******THANK YOU FOR YOUR SERVICE BUSINESS******

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**

CUSTOMER SIGNATURE

Thank You for choosing McGrath ***Buick GMC Cadillac Kia VW***

WE HONOR THE FOLLOWING CREDIT CARDS:
VISA AMERICAN EXPRESS
MASTERCARD DISCOVER CARD

24 HOUR TOWING SERVICE
319-363-7900

ALL PARTS NEW ORIGINAL EQUIPMENT UNLESS OTHERWISE SPECIFIED.

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

The Reynolds and Reynolds Company ERAINTSI14E CC705943 Q (03/15)

HOURS:
7:00 AM - 5:30 PM MON. - FRI.
8:00 AM - 12:00 PM SATURDAY
Parts Direct: 319-393-3300
Parts Fax: 319-393-2089

McGRATH
Buick • GMC • Cadillac • Kia • VW
1040 N. Center Point Road • HIAWATHA, IA 52233
MAIN PHONE: (319) 393-3300
FAX: (319) 393-2089

SERVICE HOURS:
7:00 AM - 5:30 PM MON. - FRI.
8:00 AM - 12:00 PM SATURDAY
Parts Direct: 319-393-3700
Parts Fax: 319-393-2089

GM Parts
www.mcgrathbgc.com
Certified Service

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
27892	TIM STRAIT 170	801Y	04/06/17	BUCS153885

CITY OF HIAWATHA
101 EMMONS ST
HIAWATHA, IA 52233-1610

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		28,502	/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
15/CHEVROLET TRUCK/TAHOE/4DR 4WD		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1GNSK3EC2FR281950		

F.T.E. NO.	P.O. NO.	R.O. DATE
NO TAX		04/05/17

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
319-393-1212	319-393-1212	

Tahoe HYT 850

MO: 28502

JOB# 1 CHARGES----------

LABOR----------
J# 1 99BUZ16007 FRT AIRBAG NONDEPLOY TECH(S):7248 WARRANTY
CERTAIN 2014-2017 MODEL YEAR SILVERADO LD, SIERRA LD, ENCORE
TRAX, CAPRICE POLICE, AND CORVETTE VEHICLES, 2014-2016
LACROSSE, SPARK EV AND CHEVROLET SS VEHICLES, 2015-2017
MODEL YEAR SILVERADO HD, SIERRA HD, YUKON, YUKON XL,
CADILLAC ESCALADE, ESCALADE ESV, SUBURBAN, TAHOE VEHICLES
MAY HAVE A DEFECT IN THE SENSING AND DIAGNOSTIC MODULE (SDM)
SOFTWARE WHICH MAY PREVENT DEPLOYMENT OF THE FRONTAL AIRBAGS
AND PRETENSIONERS IN CERTAIN RARE CIRCUMSTANCES.
DEALERS ARE TO REPROGRAM THE SDM WITH NEW SOFTWARE THAT
ELIMINATES THIS DEFECT. IN VEHICLES WITH ANY PREVIOUS
DEPLOYMENT EVENTS RECORDED IN THE SDM, DEALERS WOLL REPLACE
THE EXISTING SDM WITH A NEW SDM CONTAINING THE LASTEST
SOFTWARE.
INSPECT INFLATABLE RESTRAINT SENSING AND DIAGNOSTIC MODULE
CALIBRATIONS.
9102276.....0.2 HRS
ADD: IF SPS PROGRAMMING WAS REQUIRED.....0.1 HRS
WARRANTY CLAIM CODE: S305E

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX BUCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------
J# 2 13BUZ-B-DOORS3 DOOR ASSEMBLY TECH(S):7248 WARRANTY
CUSTOMER STATES THE DRIVER'S DOOR OPENS TOO FAR
LF DOOR CHECK LINK IS BROKEN. REPLACE LF DOOR CHECK LINK
ASSEMBLY

PARTS------QTY---FP-NUMBER	DESCRIPTION	UNIT PRICE-	
1 23331703	LINK 16.437		WARRANTY
		TOTAL - PARTS	0.00

SUBLET-----PO#--------	VEND INV#-	INV.DATE-	DESCRIPTION		
142899		04/05/17	23331703		WARRANTY
				TOTAL - SUBLET	0.00

G.O.G. & SUPPLIES----------
FREIGHT (PARTS) WARRANTY
TOTAL - GOG 0.00

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX BUCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES----------

LABOR----------
J# 3 01BUZ-014 *BRAKE INSPECT 4WHL TECH(S):7248 44.19

Thank You for choosing
McGrath *Buick*
GMC Cadillac Kia VW

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[CONTINUED ON NEXT PAGE]

The Reynolds and Reynolds Company ERAINTSI14E CC705943 O (03/15)

PARTS HOURS:
7:00 AM - 5:30 PM MON. - FRI.
8:00 AM - 12:00 PM SATURDAY
Parts Direct: 319-393-3300
Parts Fax: 319-393-2089

McGRATH
Buick • GMC • Cadillac • Kia • VW

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GM Parts

www.mcgrathbgc.com

Certified Service

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
27892	TIM STRAIT 170	801Y	04/06/17	BUCS153885

CITY OF HIAWATHA
101 EMMONS ST
HIAWATHA, IA 52233-1610

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		28,502	/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
15/CHEVROLET TRUCK/TAHOE/4DR 4WD		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1GNSK3EC2FR281950		

F.T.E. NO.	P.O. NO.	R.O. DATE
NO TAX		04/05/17

RESIDENCE PHONE	BUSINESS PHONE
319-393-1212	319-393-1212

COMMENTS

MO: 28502

INSPECT BRAKES FOR WEAR, R AND R WHEELS TO INSPECT FRT AND
REAR BRAKE PADS/SHOES, INSPECT MASTER CYL FLUID CONDITION &
HYDRAULIC LINES FOR LEAKS, REPORT FINDINGS TO ADVISOR.
PERFORMED BRAKE INSPECTION PER DEALLER CRITERIA.

JOB# 3 TOTALS----------

LABOR	44.19
JOB# 3 JOURNAL PREFIX BUCS JOB# 3 TOTAL	44.19

MISC------CODE--------DESCRIPTION----------CONTROL NO---------

JOB # A	01	ENVIRONMENTAL FEES/SHOP SUPPLIES	6.17
		TOTAL - MISC	6.17

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

VISIT McGRATH BUICK GMC CADILLAC KIA AT OUR WEBSITES
www.mcgrathbgc.com // www.mcgrathkia.com

PART DESCRIPTIONS PRECEDED BY THE LETTER "P" ARE AFTERMARKET NON-ORIGINAL EQUIPMENT MANUFACTURER (NON-OEM) PARTS.

PART NUMBERS DESIGNATED WITH AN ASTERISK "*" INDICATES LSG (CERTIFIED SERVICE LIMITED LIFETIME SERVICE GUARANTEE) & APPLY TO CUSTOMER PAY REPAIRS ONLY. SEE YOUR CONSULTANT.

ASK YOUR SERVICE CONSULTANT ABOUT OUR FULL LINE OF DETAILING SERVICES AVAILABLE @ McGRATH. WE CAN MAKE YOUR VEHICLE LOOK & SMELL LIKE NEW AGAIN!!

******THANK YOU FOR YOUR SERVICE BUSINESS******

TOTAL LABOR....	44.19
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	6.17
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**50.36**

CUSTOMER SIGNATURE

Thank You for choosing
McGrath ***Buick***
GMC Cadillac Kia VW

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CUSTOMER COPY

[END OF INVOICE] 10:52am

Pat McGrath DODGE COUNTRY
CHRYSLER Jeep DODGE

4610 Center Point Road N.E.
CEDAR RAPIDS, IOWA 52402
Telephone (319) 393-4610
Fax (319) 393-7488

SERVICE HOURS:
7:00 AM - 5:30 PM MON. - FRI.
7:30 AM - NOON SATURDAY

PARTS HOURS:
7:30 AM - 5:30 PM MON. - FRI.
7:30 AM - NOON SATURDAY

BODY SHOP HOURS:
7:00 AM - 5:30 PM MON. - FRI.
9:00 AM - 11:00 AM SATURDAY
(ESTIMATES ONLY)

CUSTOMER NO. 125041	ADVISOR JORDAN MICULINICH 6777		TAG NO. 933J	INVOICE DATE 01/12/17	INVOICE NO. JECS575855
HIAWATHA POLICE DEPARTMENT 101 EMMONS ST HIAWATHA, IA 52233-1610	LABOR RATE	LICENSE NO.	MILEAGE 43,560	COLOR BLACK/	STOCK NO.
	YEAR / MAKE / MODEL 11/DODGE/CHARGER (5.7L)/4DR SDN POLI			DELIVERY DATE 07/07/11	DELIVERY MILES
	VEHICLE I.D. NO. 2 B 3 C L 1 C T 0 B H 5 5 2 1 1 4			SELLING DEALER NO. V 050812 DL	PRODUCTION DATE 03/29/11
smelsa@hiawathapolice.com	F. T. E. NO. 42-60205060	P. O. NO.		R. O. DATE 01/11/17	
RESIDENCE PHONE 319-393-1212 / BUSINESS PHONE 319-393-1212	COMMENTS				MO: 43560

TOTALS----------

AFTERMARKET/ALUMINUM WHL LUG NUTS SHOULD BE RETORQUED AFTER 50 MILES OF DRIVING. PLEASE SEE YOUR CONSULTANT FOR DETAILS.

PART DESCRIPTIONS USING A PURCHASE ORDER NUMBER IN THE DESCRIPTION FIELD ARE AFTERMARKET "NON-ORIGINAL" EQUIPMENT MANUFACTURER (NON-OEM) PARTS.

ASK YOUR SERVICE CONSULTANT ABOUT OUR FULL LINE OF DETAILING SERVICES AVAILABLE @ DODGE COUNTRY. WE CAN MAKE YOUR VEHICLE LOOK & SMELL LIKE NEW AGAIN!!

VISIT PAT McGRATH DODGE COUNTRY AT OUR WEBSITE
www.patmcgrathdodgecountry.com

******THANK YOU FOR YOUR SERVICE BUSINESS******

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**

CUSTOMER SIGNATURE

Thank You for choosing
Pat McGrath Dodge Country

WE HONOR THE FOLLOWING CREDIT CARDS:

VISA AMERICAN EXPRESS
MASTERCARD DISCOVER CARD

24 HOUR TOWING SERVICE
319-363-7900

ALL PARTS NEW ORIGINAL EQUIPMENT UNLESS OTHERWISE SPECIFIED.

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The Reynolds and Reynolds Company ERAINTSI14E CC681105.Q (03/16)

Pat McGrath DODGE COUNTRY
CHRYSLER Jeep DODGE

4610 Center Point Road N.E.
CEDAR RAPIDS, IOWA 52402
Telephone (319) 393-4610
Fax (319) 393-7488

SERVICE HOURS:
7:00 AM - 5:30 PM MON. - FRI.
7:30 AM - NOON SATURDAY

PARTS HOURS:
7:30 AM - 5:30 PM MON. - FRI.
7:30 AM - NOON SATURDAY

BODY SHOP HOURS:
7:00 AM - 5:30 PM MON. - FRI.
9:00 AM - 11:00 AM SATURDAY
(ESTIMATES ONLY)

CUSTOMER NO. 125041	ADVISOR JORDAN MICULINICH 6777		TAG NO. 933J	INVOICE DATE 01/12/17	INVOICE NO. JECS575855
HIAWATHA POLICE DEPARTMENT 101 EMMONS ST HIAWATHA, IA 52233-1610	LABOR RATE	LICENSE NO.	MILEAGE 43,560	COLOR BLACK/	STOCK NO.
	YEAR / MAKE / MODEL 11/DODGE/CHARGER (5.7L)/4DR SDN POLI			DELIVERY DATE 07/07/11	DELIVERY MILES
	VEHICLE I.D. NO. 2 B 3 C L 1 C T 0 B H 5 5 2 1 1 4			SELLING DEALER NO. V 050812 DL	PRODUCTION DATE 03/29/11
smelsa@hiawathapolice.com	F. T. E. NO. 42-60205060	P. O. NO.		R. O. DATE 01/11/17	
RESIDENCE PHONE 319-393-1212 / BUSINESS PHONE 319-393-1212	COMMENTS				MO: 43560

JOB# 1 CHARGES----------

LABOR----------

J# 1 99JEZ-000C TSB REPROGRAMING HOURS: 0.00 TECH(S):2924 WARRANTY

Software Flash for PCM (Flash Software 3)
SOFTWARE UPDATES
PERFORMED SOFTWARE UPDATE PROGRAMING PER TSB FOUND WHILE
USING WiTECH.

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX JECS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------

J# 2 99JEZ-00001 RECALL CAMPAIGNS HOURS: 1.10 TECH(S):2924 WARRANTY

CUSTOMER STATES COMPLETE RECALL S68 ALTERNATOR
ALTERNATOR DEFECTIVE
REPLACE ALTERNATOR PER BULLITNE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	CSKES682-AA	ALTERNATR 08028003		WARRANTY
			TOTAL - PARTS		0.00

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX JECS JOB# 2 TOTAL 0.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)
COMMENTS----------
CWD

Thank You for choosing
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 [CONTINUED ON NEXT PAGE]

The Reynolds and Reynolds Company ERAINTSI14E CC681105.Q (03/10)

PARTS HOURS:
7:30 AM - 5:30 PM MON. - FRI.
7:30 AM - 1:00 PM SATURDAY
Parts Direct: 319-393-6640
Parts Fax: 319-393-6033

Pat McGrath CHEVYLAND
See more Save more

SERVICE HOURS:
7:00 AM - 5:30 PM MON. - FRI.
7:30 AM - 1:00 PM SATURDAY
Service Direct: 319-393-6300 ext. 4
Service Fax: 319-294-3025

1600 51ST ST NE • CEDAR RAPIDS, IA 52402
MAIN PHONE: (319) 393-6300
FAX: (319) 294-3025
www.patmcgrathchevyland.com

Genuine GM Parts

Certified Service
CELL: 319-393-4180

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
116775	BRANDON LYNCH 6632		08/09/16	CTCS767248

CITY OF HIAWATHA
101 EMMONS ST
HIAWATHA, IA 52233-1610

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		18,069	/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
15/CHEVROLET TRUCK/TAHOE/4DR 4WD		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1GNSK3EC2FR281950		

F.T.E. NO.	P.O. NO.	R.O. DATE
NON TAX		08/09/16

unit 800

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
319-393-1212		

JOB# 1 CHARGES----------

LABOR----------
J# 1 01CVZ-009 *VAT TEST B/STR/ALT TECH(S):5481 0.00
Customer states BATTERY ON DRIVERS SIDE IS NOT TAKING CHARGE
SEE JOB 2
SEE JOB 2.

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------
J# 2+19CVZ-J-E/ELEC ENGINE ELECTRICAL TECH(S):5481 WARRANTY
Added Operation (BLYNCH @ 08/09/2016 09:16)
ADD ON APPROVED AFTER COMPLETION OF JOB 1 FOUND AUXILARY
BATTERY DEFECTIVE
CHECK CHARGIND VOLTAGE AT AUX BATTERY FOUND 13.8V OK. TEST
BATTERY OUT OF VEHICLE FAILED WITH BAD CELL.
REPLACE BATTERY. OK AT THIS TIME

PARTS------	QTY---	FP-NUMBER----------	DESCRIPTION----------	UNIT PRICE-	
	1	88865245	48PG BATT 2.330		WARRANTY
	-1	88865245	CORE RETURN		WARRANTY
				TOTAL - PARTS	0.00

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 0.00

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

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The Reynolds and Reynolds Company ERAINTS14E CC681104 Q (01/14)

 [CONTINUED ON NEXT PAGE] 11:07am

PARTS HOURS:
7:30 AM - 5:30 PM MON. - FRI.
7:30 AM - 1:00 PM SATURDAY
Parts Direct: 319-393-6640
Parts Fax: 319-393-6033

Pat McGrath CHEVYLAND
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SERVICE HOURS:
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7:30 AM - 1:00 PM SATURDAY
Service Direct: 319-393-6300 ext. 4
Service Fax: 319-294-3025

1600 51ST ST NE • CEDAR RAPIDS, IA 52402
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CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
116775	BRANDON LYNCH 6632		08/09/16	CTCS767248

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		18,069	/	

CITY OF HIAWATHA
101 EMMONS ST
HIAWATHA, IA 52233-1610

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
15/CHEVROLET TRUCK/TAHOE/4DR 4WD		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G N S K 3 E C 2 F R 2 8 1 9 5 0		

F. T. E. NO.	P. O. NO.	R. O. DATE
NON TAX		08/09/16

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
319-393-1212		

TOTALS----------

VISIT PAT McGRATH CHEVYLAND AT OUR WEBSITE
www.patmcgrathchevyland.com

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******THANK YOU FOR YOUR SERVICE BUSINESS******

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**

CUSTOMER SIGNATURE

Thank You for choosing Pat McGrath ***CHEVYLAND.***

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Parts Fax: 319-393-6033

Pat McGrath CHEVYLAND
See more Save more

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Service Fax: 319-294-3025

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FAX: (319) 294-3025
www.patmcgrathchevyland.com

Genuine GM Parts

Certified Service
CELL: 319-393-4180

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO
116775	BEN TITUS 6816	R779	05/24/16	CTCS757388

CITY OF HIAWATHA
101 EMMONS ST
HIAWATHA, IA 52233-1610

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		15,141	/	

YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/TAHOE/4DR 4WD
DELIVERY DATE:
DELIVERY MILES:
VEHICLE I.D. NO.: 1GNSK3EC2FR281950
SELLING DEALER NO.:
PRODUCTION DATE:
F.T.E. NO.: NON TAX
P.O. NO.:
R.O. DATE: 05/24/16
unit 800

RESIDENCE PHONE: 319-393-1212
BUSINESS PHONE:
COMMENTS:

JOB# 1 CHARGES----------

LABOR----------
J# 1 19CVZ-J-E/MECH1 ENGINE MECHANICAL TECH(S):6369 WARRANTY
CUSTOMER STATES OIL LEVEL IS NOT ON DIPSTICK. HAS HAD
PREVIOUS REPAIR HERE FOR OIL CONSUMPTION
IT HAS BEEN 2154 MILES SINCE LAST SERVICE
CHECKED ENGINE OIL LEVEL AND FOUND IT IS 1/8 ABOVE BOTTOM
LINE OF OPERATING RANGE ON DIPSTICK VEHICLE HAS 2401.1
HORS ON HOUR METER ADDED 1 QT. OIL TO BRING LEVEL TO TOP
FULL MARK ON DIPSTICK CALLED TAC CASE NO. 8-1829456015 AND
TALKED TO JEREMY AND WAS TOLD 100 HRS. FOR A FLEET VEHICLE
IS EQUIVALANTE TO 1000 MILES FOR A CONSUMER VEHICLE AND
WAS TOLD TO CONTINUE OIL CONSUMPTION TEST
RAISED VEHICLE AND CHECKED FOR OIL LEAKS AND FOUND NONE
CUSTOMER TO RETURN TO DEALERSHIP IN 100 HRS. TO HAVE OIL
LEVEL RECHECKED

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------
J# 2+19CVZ-J-E/MECH4 ENGINE MECHANICAL TECH(S):6369 0.00
Added Operation (BTITUS @ 05/24/2016 15:03)
FOUND ON JOB 1, NEED TO ADD OIL TO VERIFY ENGINE OIL
LEVEL
SEE JOB 1

PARTS------	QTY---	FP-NUMBER----------	DESCRIPTION----------	UNIT PRICE-	
	1	19293000	BULK DEXOS	5.10	5.10
			TOTAL - PARTS		5.10

JOB# 2 TOTALS----------
PARTS 5.10

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 5.10

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

Thank You for choosing
Pat McGrath *CHEVYLAND.*

WE HONOR THE FOLLOWING CREDIT CARDS:
VISA AMERICAN EXPRESS
MASTERCARD DISCOVER CARD

24 HOUR TOWING SERVICE
319-363-7900

ALL PARTS NEW ORIGINAL EQUIPMENT UNLESS OTHERWISE SPECIFIED.

Customer Enthusiasm
is not our Policy,
It is our Business.

Do the Right Thing
Exceed Expectations
Make a Difference

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

 [CONTINUED ON NEXT PAGE]

The Reynolds and Reynolds Company ERAINTSI14E CC681104 Q (01/14)

:0 PM MON. - FRI.
1:00 PM SATURDAY
, Direct: 319-393-6640
rts Fax: 319-393-6033

Pat McGrath CHEVYLAND

See more Save more

1600 51ST ST NE • CEDAR RAPIDS, IA 52402
MAIN PHONE: (319) 393-6300
FAX: (319) 294-3025
www.patmcgrathchevyland.com

SERVICE HOURS:
7:00 AM - 5:30 PM MON. - FRI.
7:30 AM - 1:00 PM SATURDAY
Service Direct: 319-393-6300 ext. 4
Service Fax: 319-294-3025

Genuine GM Parts

Certified Service

CELL: 319-393-418C

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
116775	BEN TITUS 6816	R779	05/24/16	CTCS757388

CITY OF HIAWATHA
101 EMMONS ST
HIAWATHA, IA 52233-1610

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		15,141	/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
15/CHEVROLET TRUCK/TAHOE/4DR 4WD		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1GNSK3EC2FR281950		Unit 800

F. T. E. NO.	P. O. NO.	R. O. DATE
NON TAX		05/24/16

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
319-393-1212		

TOTALS

VISIT PAT McGRATH CHEVYLAND AT OUR WEBSITE
www.patmcgrathchevyland.com

PART DESCRIPTIONS PRECEDED BY THE LETTER "P" ARE AFTERMARKET NON-ORIGINAL EQUIPMENT MANUFACTURER (NON-OEM) PARTS.

PART NUMBERS DESIGNATED WITH AN ASTERISK "*" INDICATES LSG (CERTIFIED SERVICE LIMITED LIFETIME SERVICE GUARANTEE) AND APPLY TO CUSTOMER PAY REPAIRS ONLY. SEE YOUR CONSULTANT.

ASK YOUR SERVICE CONSULTANT ABOUT OUR FULL LINE OF DETAILING SERVICES AVAIABLE @ CHEVYLAND. WE CAN MAKE YOUR VEHICLE LOOK & SMELL LIKE NEW AGAIN!!

******THANK YOU FOR YOUR SERVICE BUSINESS******

TOTAL LABOR....	0.00
TOTAL PARTS....	5.10
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 $	**5.10**

CUSTOMER SIGNATURE

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VISA AMERICAN EXPRESS
MASTERCARD DISCOVER CARD

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319-363-7900

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The Reynolds and Reynolds Company ERAINTSI14E CC681104 Q (01/14)

PARTS HOURS:
7:30 AM - 5:30 PM MON. - FRI.
7:30 AM - 1:00 PM SATURDAY
Parts Direct: 319-393-6640
Parts Fax: 319-393-6033

Pat McGrath CHEVYLAND
See more Save more

SERVICE HOURS:
7:00 AM - 5:30 PM MON. - FRI.
7:30 AM - 1:00 PM SATURDAY
Service Direct: 319-393-6300 ext. 4
Service Fax: 319-294-3025

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FAX: (319) 294-3025
www.patmcgrathchevyland.com

Genuine GM Parts

Certified Service
CELL: 319-393-4180

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
116775	BEN TITUS 6816		04/06/16	CTCS751497

CITY OF HIAWATHA
101 EMMONS ST
HIAWATHA, IA 52233-1610

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		12,987	/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
15/CHEVROLET TRUCK/TAHOE/4DR 4WD		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1GNSK3EC2FR281950		

F.T.E. NO.	P.O. NO.	R.O. DATE
NON TAX		04/06/16

UNIT 800

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
319-393-1212		

JOB# 1 CHARGES----------

LABOR----------
J# 1 19CVZ-J-E/MECH1 ENGINE MECHANICAL TECH(S):6369 WARRANTY
CUSTOMER STATES OIL IS LOW ON DIPSTICK. CHANGE OIL LIGHT
HAS ALSO COME ON
CHECKED OIL LEVEL AND FOUND IT IS 1/8 INCH BELOW OPERATING
LEVEL ADDED 1 QT. OIL AND LEVEL IS 1/8 INCH BELOW TOP FULL
MARK CHANGED OIL SEE LINE 2 AND FILLED ENGINE WITH OIL TO
FULL MARK ON DIPSTICK
CUSTOMER TO RETURN IN 100 HRS. OF VEHICLE RUN TIME TO HAVE
OIL LEVEL CHECKED AS PER BULLETIN PIP5382A VEHICLE HR METER
READS 2401.1 HRS. AT THIS TIME

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------
J# 2 30CVZ-0600723C 14 CV 8qt. 0w20 dex TECH(S):6369 WARRANTY
CUSTOMER REQUESTS CHEVY 2 YR/24K MILE MAINTENANCE PROGRAM
WHICH INCLUDES A LUBE, OIL & FILTER CHANGE USING dexos1
SEMI-SYNTHETIC OIL, TIRE ROTATION AND MULTI-POINT VEHICLE
INSPECTION. (tech must document on the RO the % remaining on
the OLM). Maximum of 4 service events over the 2yr/24k term.
0600723.....$50.00
SERVICE PERFORMED IN ACCORDANCE WITH MAINTANENCE SCHEDULE
AND OLM.
PERFORMED LUBE, OIL & FILTER CHANGE, CK BELTS, HOSES, FLUIDS
& TIRE PRESSURES. INSPECTED FRT SUSPENSION, STRG LINKAGE
& DRIVELINE COMPONENTS, RESET OIL LIFE MONITOR SYSTEM.
INSPECTED TIRE TREAD FOR WEAR, ROTATED TIRES, ADJ T/PRESSURE
INSPECTED FRT & REAR BRAKE PAD/SHOE WEAR & ROTOR/DRUM
SURFACE CONDITION. INSPECTED OTHER BRAKE SYSTEM COMPONENTS
INCLUDING MASTER CYL, WHEEL CYL'S, CALIPERS AND PARKING
BRAKE FUNCTION. REPROGRAM TPM SYSTEM. INSPECT EX SYSTEM &
HEAT SHIELDS FOR DAMAGE OR LOOSE/MISSING ITEMS. RD TEST
VEHICLE. (SEE FACTORY MAINT SCHEDULE FOR ADD'L RECOMMENDED
SERVICES).
0600723.....$50.00

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		19330000	FILTER 1.836		WARRANTY
	8		88864004	DEXOS 0W20 SYN		WARRANTY
				TOTAL - PARTS		0.00

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES----------

LABOR----------
J# 3 01CVZ-000A COURTESY MPVI TECH(S):6369 0.00

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The Reynolds and Reynolds Company ERAINTSI14E CC681104 Q (01/14)

 [CONTINUED ON NEXT PAGE] 02:04pm

PARTS HOURS:
7:30 AM - 5:30 PM MON. - FRI.
7:30 AM - 1:00 PM SATURDAY
Parts Direct: 319-393-6640
Parts Fax: 319-393-6033

Pat McGrath CHEVYLAND
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SERVICE HOURS:
7:00 AM - 5:30 PM MON. - FRI.
7:30 AM - 1:00 PM SATURDAY
Service Direct: 319-393-6300 ext. 4
Service Fax: 319-294-3025

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www.patmcgrathchevyland.com

Genuine GM Parts

Certified Service
CELL: 319-393-4180

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
116775	BEN TITUS 6816		04/06/16	CTCS751497

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		12,987	/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
15/CHEVROLET TRUCK/TAHOE/4DR 4WD		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1GNSK3EC2FR281950		

F.T.E. NO.	P.O. NO.	R.O. DATE
NON TAX		04/06/16

CITY OF HIAWATHA
101 EMMONS ST
HIAWATHA, IA 52233-1610

RESIDENCE PHONE: 319-393-1212
BUSINESS PHONE:
COMMENTS:

PERFORM A COURTESY MULTI-POINT VEHICLE INSPECTION TO PROVIDE DETAILS ON THE VEHICLE'S CURRENT "STATE OF HEALTH" TO THE CUSTOMER.
AS A SERVICE REPAIR FACILITY IT IS OUR OBLIGATION TO INFORM YOU ABOUT THE CONDITION OF YOUR VEHICLE AND PROVIDE OUR RECOMMENDATIONS ON KEEPING IT PROPERLY MAINTAINED.
OUR SERVICE CONSULTANT PROVIDED THE CUSTOMER WITH THE MPVI REPORT & DISCUSSED THE VEHICLE'S CURRENT CONDITION AS NOTED BY OUR TECHNICIAN.

JOB# 3 TOTALS----------

JOB# 3 JOURNAL PREFIX CTCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES----------

LABOR----------
J# 4 27CVZ-CARWASH1 COURTESY CAR WASH TECH(S):6369 0.00
COURTESY CARWASH PROVIDED @ NO CHARGE BY CHEVYLAND WITH ANY SERVICE VISIT, (AN $8.50 VALUE). PLEASE NOTE: (weather permitting and may not be applicable for some years, makes or models).
IT'S FREE WITH YOUR SERVICE VISIT & CHEVYLAND THANKS YOU FOR YOUR BUSINESS!
VEHICLE WAS RUN THRU THE RYKO CAR WASH MACHINE, INCLUDES SOAPED, SOFT BRUSHED, SPOT FREE RINSED AND BLOWN DRY CYCLES.

JOB# 4 TOTALS----------

JOB# 4 JOURNAL PREFIX CTCS JOB# 4 TOTAL 0.00

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

TOTALS----------

VISIT PAT McGRATH CHEVYLAND AT OUR WEBSITE
www.patmcgrathchevyland.com

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00

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7:30 AM - 1:00 PM SATURDAY
Parts Direct: 319-393-6640
Parts Fax: 319-393-6033

Pat McGrath CHEVYLAND
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SERVICE HOURS:
7:00 AM - 5:30 PM MON. - FRI.
7:30 AM - 1:00 PM SATURDAY
Service Direct: 319-393-6300 ext. 4
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www.patmcgrathchevyland.com

Genuine GM Parts

Certified Service
CELL: 319-393-4180

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
116775	BEN TITUS 6816		03/28/16	CTCS750214

CITY OF HIAWATHA
101 EMMONS ST
HIAWATHA, IA 52233-1610

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		12,603	/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
15/CHEVROLET TRUCK/TAHOE/4DR 4WD		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G N S K 3 E C 2 F R 2 8 1 9 5 0		

F. T. E. NO.	P. O. NO.	R. O. DATE
NON TAX		03/28/16

UNIT 800

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
319-393-1212		

JOB# 1 CHARGES----------

LABOR----------
J# 1 99CVZ20760 BRAKE PEDAL TECH(S):6369 WARRANTY
CERTAIN 2015-2016 CHEVROLET SILVERADO, GMC SIERRA
2500-3500 HEAVY DUTY PICK UP TRUCKS, CHEVROLET TAHOE
SPECIAL SERVICES, AND CHEVROLET TAHOE PPV VEHICLES MAY HAVE
A CONDITION WHERE THE BRAKE PEDAL PIVOT NUT ON THESE VEHICLE
MAY BECOME LOOSE, CAUSING THE BRAKE PEDAL TO BE LOOSE OR
INOPERATIVE.
DEALERS ARE TO INSPECT THE PIVOT BOLT INSTALLATION TO
DETERMINE WHETHER THE VEHICLE HAS ALREADY RECEIVED THE
PRODUCTION REMEDY. IF NOT, DEALER WILL ADD ADHESIVE TO THE
NUT, AND REINSTALL THE NUT AT AN INCREASED TORQUE.
INSPECTED BRAKE PEDAL PIVOT NUT AND APPLIED THREADLOCKER TO
BRAKE PEDAL PIVOT NUT.
9102038.....0.4 HRS
ADD: CLUTCH PEDAL REMOVAL AND INSTALLATION (MANUAL
TRANSMISSION ONLY).....1.7 HRS

G.O.G. & SUPPLIES----------
0.4 RECALL LUBES/FLUIDS @ /UNIT WARRANTY
TOTAL - GOG 0.00

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------
J# 2 19CVZ-J-E/MECH1 ENGINE MECHANICAL TECH(S):6369 INTERNAL
CUSTOMER STATES CHECK OIL LEVEL TO CONFIRM OIL CONSUMPTION
ISSUE WAS RESOLVED LAST REPAIR
CHECKED ENGINE OIL LEVEL AND FOUND IT IS WITHIN OPERASTING
RANGE ON DIPSTICK

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 0.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)
COMMENTS----------
DROP OFF- CALL WORK PHONE WHEN COMPLETE

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The Reynolds and Reynolds Company ERAINTSI14E CC681104 Q (01/14)

 [CONTINUED ON NEXT PAGE] 12:11pm

PARTS HOURS:
7:30 AM - 5:30 PM MON. - FRI.
7:30 AM - 1:00 PM SATURDAY
Parts Direct: 319-393-6640
Parts Fax: 319-393-6033

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SERVICE HOURS:
7:00 AM - 5:30 PM MON. - FRI.
7:30 AM - 1:00 PM SATURDAY
Service Direct: 319-393-6300 ext. 4
Service Fax: 319-294-3025

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Certified Service
CELL: 319-393-4180

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
116775	BEN TITUS 6816		03/28/16	CTCS750214

CITY OF HIAWATHA
101 EMMONS ST
HIAWATHA, IA 52233-1610

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		12,603	/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
15/CHEVROLET TRUCK/TAHOE/4DR 4WD		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G N S K 3 E C 2 F R 2 8 1 9 5 0		

F. T. E. NO.	P. O. NO.	R. O. DATE
NON TAX		03/28/16

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
319-393-1212		

TOTALS----------

VISIT PAT McGRATH CHEVYLAND AT OUR WEBSITE
www.patmcgrathchevyland.com

PART DESCRIPTIONS PRECEDED BY THE LETTER "P" ARE AFTERMARKET NON-ORIGINAL EQUIPMENT MANUFACTURER (NON-OEM) PARTS.

PART NUMBERS DESIGNATED WITH AN ASTERISK "*" INDICATES LSG (CERTIFIED SERVICE LIMITED LIFETIME SERVICE GUARANTEE) AND APPLY TO CUSTOMER PAY REPAIRS ONLY, SEE YOUR CONSULTANT.

ASK YOUR SERVICE CONSULTANT ABOUT OUR FULL LINE OF DETAILING SERVICES AVAIABLE @ CHEVYLAND. WE CAN MAKE YOUR VEHICLE LOOK & SMELL LIKE NEW AGAIN!!

******THANK YOU FOR YOUR SERVICE BUSINESS******

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**

CUSTOMER SIGNATURE

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MASTERCARD DISCOVER CARD

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The Reynolds and Reynolds Company ERAINTSI14E CC681104 Q (01/14)

Chevrolet
P.O. Box 909989
Milwaukee, WI 53209-9989

PAT MCGIRATH 393-6300 ext. 4
51st ST. NE - MON. 28th 800

IMPORTANT SAFETY RECALL

#800

20760 1GNSK3EC2FR281950 13 0000942
HIAWATHA CITY OF IOWA
101 EMMONS ST
HIAWATHA, IA 52233-1610

March 2016

This notice applies to your vehicle, **VIN: 1GNSK3EC2FR281950.**

Dear Hiawatha City Of Iowa:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2015 model year Chevrolet Tahoe vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM safety recall 20760.
- Schedule an appointment with your Chevrolet dealer.
- This service will be performed for you at **no charge.**

Why is your vehicle being recalled?

The brake pedal pivot nut on your vehicle may become loose, causing the brake pedal to be loose or inoperative. If the brake pedal becomes loose or inoperative, the driver may be unable to safely stop the vehicle through application of the brake pedal, increasing the risk of a crash. A loose pedal may also interfere with the accelerator pedal, increasing the risk of a crash.

What will we do?

Your Chevrolet dealer will inspect the pivot bolt installation to determine whether your vehicle has already received the production remedy. If not, your dealer will add adhesive to the nut, and reinstall the nut at an increased torque. This service will be performed for you at **no charge.** Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection and service correction time of approximately 40 minutes.

What should you do?

You should contact your Chevrolet dealer to arrange a service appointment as soon as possible.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the Chevrolet Customer Assistance Center at 1.800.222.1020 (TTY 1.800.833.2438).

GM

PARTS HOURS:
7:30 AM - 5:30 PM MON. - FRI.
7:30 AM - 1:00 PM SATURDAY
Parts Direct: 319-393-6640
Parts Fax: 319-393-6033

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CELL: 319-393-4180

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
116775	BEN TITUS 6816		02/26/16	CTCS745264

CITY OF HIAWATHA
101 EMMONS ST
HIAWATHA, IA 52233-1610

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		10,983	/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
15/CHEVROLET TRUCK/TAHOE/4DR 4WD		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1GNSK3EC2FR281950		

F.T.E. NO.	P.O. NO.	R.O. DATE
NON TAX		02/18/16

Unit 800

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
319-393-1212		

JOB# 1 CHARGES----------

LABOR----------
J# 1 19CVZ-J-E/MECH1 ENGINE MECHANICAL TECH(S):6369 WARRANTY

CUSTOMER STATES THEY ARE RETURNING FOR OIL CONSUMPTION
TEST. IT HAS BEEN 1966 MILES SINCE BEGINING OF TEST
CHECKED ENGINE OIL LEVEL AND FOUND OIL LEVEL IS 1/4 FROM
BOTTOM OF DIPSTICK LEVEL IS 1/2 BELOW LOWER OPERATING RANGE
MARK INSPECTED FOR LEAKS AND FOUND NONE CHECKED CODES AND
FOUND NONE ARE SET CHECKED BULLETINS AND FOUND PIP5357
CHECKED VACUM LINE AT VACUM PUMP FOR OIL AND FOUND NO OIL
IN LINE CALLED TAC CASE NO. 8-1829456015 AND TALKED TO
MARK PETERSON AND HE SAID TO CHECK PCV SYSTEM FOR EXCESSIVE
OIL AND IF NO OIL IS FOUND REPLACE PISTONS AND RINGS
CHECKED PCV SYSTEM AND INTAKE MANIFOLD FOR EXCESSIVE OIL AND
FOUND NONE REMOVED PISTONS AND INSPECTED CYLINDER WALLS AND
FOUND CROSS HATCH MARKS PRESENT REMOVED SPARKPLUGS FROM
CYLINDER HEADS AND FOUND THEY ARE OIL FOULED INSPECTED
PISTONS AND FOUND RING END GAPS LINED UP
REPLACED PISTONS,RINGS AND SPARKPLUGS

PARTS------	QTY---	FP-	NUMBER----------	DESCRIPTION----------	UNIT PRICE-	
	3		11518411	RETAINER 2.277		WARRANTY
	4		12656877	PISTON KI 0.629		WARRANTY
	4		12656876	PISTON KI 0.629		WARRANTY
	8		12663865	RING KIT 0.643		WARRANTY
	16		11570662	BOLT 0.623		WARRANTY
	1		11611976	BOLT 0.293		WARRANTY
	10		11546959	BOLT 0.293		WARRANTY
	9		11546959	BOLT 0.293		WARRANTY
	1		12657968	GASKET KI 0.289		WARRANTY
	1		12378521	SEALANT 8.800		WARRANTY
	10		11546600	BOLT 3.275		WARRANTY
	1		15035747	SEAL 3.611		WARRANTY
	1		15077362	SEAL 3.611		WARRANTY
	1		12618337	PIPE 3.163		WARRANTY
	1		12618338	PIPE 3.163		WARRANTY
	9		19259487	OIL 8.800		WARRANTY
	1		19330000	FILTER 1.836		WARRANTY
	1		12346290	COOLANT 8.800		WARRANTY
	1		23129010	GASKET 1.550		WARRANTY
	2		12621086	SEAL 1.456		WARRANTY
	1		12622368	SEAL 1.429		WARRANTY
	1		12658178	BELT KIT 1.066		WARRANTY
	8		12622441	SPARK PLU 2.270		WARRANTY
	2		12619787	GASKET 0.423		WARRANTY
	1		12618336	PIPE 3.163		WARRANTY
				TOTAL - PARTS		0.00

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 0.00

Thank You for choosing Pat McGrath ***CHEVYLAND.***

WE HONOR THE FOLLOWING CREDIT CARDS:
VISA AMERICAN EXPRESS
MASTERCARD DISCOVER CARD

24 HOUR TOWING SERVICE
319-363-7900

ALL PARTS NEW ORIGINAL EQUIPMENT UNLESS OTHERWISE SPECIFIED.

Customer Enthusiasm
is not our Policy,
It is our Business.

Do the Right Thing
Exceed Expectations
Make a Difference

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

The Reynolds and Reynolds Company ERAINTSI14E CC681104.Q (01/14)

 [CONTINUED ON NEXT PAGE] 03:41pm

PARTS HOURS:
7:30 AM - 5:30 PM MON. - FRI.
7:30 AM - 1:00 PM SATURDAY
Parts Direct: 319-393-6640
Parts Fax: 319-393-6033

Pat McGrath CHEVYLAND
See more Save more

SERVICE HOURS:
7:00 AM - 5:30 PM MON. - FRI.
7:30 AM - 1:00 PM SATURDAY
Service Direct: 319-393-6300 ext. 4
Service Fax: 319-294-3025

1600 51ST ST NE • CEDAR RAPIDS, IA 52402
MAIN PHONE: (319) 393-6300
FAX: (319) 294-3025
www.patmcgrathchevyland.com

Genuine GM Parts

Certified Service
CELL: 319-393-4180

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
116775	BEN TITUS 6816		02/26/16	CTCS745264

CITY OF HIAWATHA
101 EMMONS ST
HIAWATHA, IA 52233-1610

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		10,983	/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
15/CHEVROLET TRUCK/TAHOE/4DR 4WD		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1GNSK3EC2FR281950		

F.T.E. NO.	P.O. NO.	R.O. DATE
NON TAX		02/18/16

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
319-393-1212		

TOTALS----------

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www.patmcgrathchevyland.com

PART DESCRIPTIONS PRECEDED BY THE LETTER "P" ARE AFTERMARKET NON-ORIGINAL EQUIPMENT MANUFACTURER (NON-OEM) PARTS.

PART NUMBERS DESIGNATED WITH AN ASTERISK "*" INDICATES LSG (CERTIFIED SERVICE LIMITED LIFETIME SERVICE GUARANTEE) AND APPLY TO CUSTOMER PAY REPAIRS ONLY. SEE YOUR CONSULTANT.

ASK YOUR SERVICE CONSULTANT ABOUT OUR FULL LINE OF DETAILING SERVICES AVAIABLE @ CHEVYLAND. WE CAN MAKE YOUR VEHICLE LOOK & SMELL LIKE NEW AGAIN!!

******THANK YOU FOR YOUR SERVICE BUSINESS******

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**

CUSTOMER SIGNATURE

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MASTERCARD DISCOVER CARD

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The Reynolds and Reynolds Company ERAINTSI14E CC681104 Q (01/14)

PARTS HOURS:
7:30 AM - 5:30 PM MON. - FRI.
7:30 AM - 1:00 PM SATURDAY
Parts Direct: 319-393-6640
Parts Fax: 319-393-6033

Pat McGrath CHEVYLAND
See more Save more

SERVICE HOURS:
7:00 AM - 5:30 PM MON. - FRI.
7:30 AM - 1:00 PM SATURDAY
Service Direct: 319-393-6300 ext. 4
Service Fax: 319-294-3025

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MAIN PHONE: (319) 393-6300
FAX: (319) 294-3025
www.patmcgrathchevyland.com

Genuine GM Parts

Certified Service
CELL: 319-393-4180

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
116775	BEN TITUS 6816	R706	01/12/16	CTCS740338

CITY OF HIAWATHA
101 EMMONS ST
HIAWATHA, IA 52233-1610

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		9,017	/	

YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/TAHOE/4DR 4WD
DELIVERY DATE:
DELIVERY MILES:
VEHICLE I.D. NO.: 1GNSK3EC2FR281950
SELLING DEALER NO.:
PRODUCTION DATE:
F. T. E. NO.: NON TAX
P. O. NO.:
R. O. DATE: 01/07/16
UNIT 800 Tahoe

RESIDENCE PHONE: 319-393-1212
BUSINESS PHONE:
COMMENTS:

JOB# 1 CHARGES----------

LABOR----------
J# 1 19CVZ-J-E/MECH1 ENGINE MECHANICAL TECH(S):5481 WARRANTY
CUSTOMER STATES IN THAT THE OIL WAS APPROX 2 QTS LOW.
OFFICER TOPPED OIL OFF AND SHOP CONFIRMED OIL WAS RIGHT
AT FULL LEVEL. WITHIN A COUPLE THOUSAND MILES BROUGHT IN
FOR NEXT SERVICE AND OIL WAS JUST BELOW ADD MARK. NO
OIL LEAKS SEEN AT CITY SERVICE DEPARTMENT
FOUND OIL WAS APROX 1 QT LOW AT TIME OF VISIT. CHECK FOR
LEAKS NONE FOUND AT THIS TIME.
SEE JOB 3, START CONSUMPTION TEST
RETURN TO CHEVY SERVICE APPROX 1000 MILES FOR A LEVEL
CHECK DO NOT TOP OFF OIL SO THAT WE CAN DOCUMENT HOW
LOW OIL IS GOING

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------
J# 2 99CVZ15304 4WD COLD PROGRAM TECH(S):5481 WARRANTY
CERTAIN 2015 CADILLAC ESCALADE, ESCALDE ESV, CHEVROLET
TAHOE, SUBURBAN, AND GMC CANYON, YUKON, YUKON XL. 2014-
2015 CHEVROLET SILVERADO AND GMC SIERRA, HAVE A CONDITION
WHERE THE TRANSFER CASE BRAKE MOTOR ASSEMBLY MAY MALFUNCTION
CAUSING THE VEHICLE TO BE STUCK IN 4WD.
===EXPIRES WITH NEW VEHICLE LIMITED WARRANTY===
DEALERS ARE TO REPROGRAM THE TRANSFER CASE SHIFT CONTROL
MODULE WITH SPS.
REPROGRAMMED TRANSFER CASE SHIFT CONTROL MODULE W/SPS
9101695.....0.4hrs.

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES----------

LABOR----------
J# 3+30CVZ-0600723C 14 CV 8qt. 0w20 dex TECH(S):5481 WARRANTY
Added Operation (BTITUS @ 01/11/2016 16:05)
CUSTOMER REQUESTS CHEVY 2 YR/24K MILE MAINTENANCE PROGRAM
WHICH INCLUDES A LUBE, OIL & FILTER CHANGE USING dexos1
SEMI-SYNTHETIC OIL, TIRE ROTATION AND MULTI-POINT VEHICLE
INSPECTION. (tech must document on the RO the % remaining on
the OLM). Maximum of 4 service events over the 2yr/24k term.
0600723.....$50.00
SERVICE PERFORMED IN ACCORDANCE WITH MAINTANENCE SCHEDULE
AND OLM.

Thank You for choosing
Pat McGrath ***CHEVYLAND.***

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VISA AMERICAN EXPRESS
MASTERCARD DISCOVER CARD

24 HOUR TOWING SERVICE
319-363-7900

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 [CONTINUED ON NEXT PAGE]

The Reynolds and Reynolds Company ERAINTS114E CC681104 Q (01/14)

PARTS HOURS:
7:30 AM - 5:30 PM MON. - FRI.
7:30 AM - 1:00 PM SATURDAY
Parts Direct: 319-393-6640
Parts Fax: 319-393-6033

Pat McGrath CHEVYLAND
See more Save more

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MAIN PHONE: (319) 393-6300
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www.patmcgrathchevyland.com

Genuine GM Parts

Certified Service
CELL: 319-393-4180

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
116775	BEN TITUS 6816	R706	01/12/16	CTCS740338

CITY OF HIAWATHA
101 EMMONS ST
HIAWATHA, IA 52233-1610

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		9,017	/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
15/CHEVROLET TRUCK/TAHOE/4DR 4WD		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1GNSK3EC2FR281950		

F.T.E. NO.	P.O. NO.	R.O. DATE
NON TAX		01/07/16

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
319-393-1212		

PERFORMED LUBE, OIL & FILTER CHANGE, CK BELTS, HOSES, FLUIDS
& TIRE PRESSURES. INSPECTED FRT SUSPENSION, STRG LINKAGE
& DRIVELINE COMPONENTS, RESET OIL LIFE MONITOR SYSTEM.
INSPECTED TIRE TREAD FOR WEAR, ROTATED TIRES, ADJ T/PRESSURE
INSPECTED FRT & REAR BRAKE PAD/SHOE WEAR & ROTOR/DRUM
SURFACE CONDITION. INSPECTED OTHER BRAKE SYSTEM COMPONENTS
INCLUDING MASTER CYL, WHEEL CYL'S, CALIPERS AND PARKING
BRAKE FUNCTION. REPROGRAM TPM SYSTEM. INSPECT EX SYSTEM &
HEAT SHIELDS FOR DAMAGE OR LOOSE/MISSING ITEMS. RD TEST
VEHICLE. (SEE FACTORY MAINT SCHEDULE FOR ADD'L RECOMMENDED
SERVICES).
0600723.....$50.00

PARTS------QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE-	
1	19330000	FILTER 1.836		WARRANTY
8	88864004	DEXOS 0W20 SYN		WARRANTY
			TOTAL - PARTS	0.00

JOB# 3 TOTALS----------

JOB# 3 JOURNAL PREFIX CTCS JOB# 3 TOTAL 0.00

TOTALS----------

VISIT PAT McGRATH CHEVYLAND AT OUR WEBSITE
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ASK YOUR SERVICE CONSULTANT ABOUT OUR FULL LINE OF DETAILING SERVICES AVAIABLE @ CHEVYLAND. WE CAN MAKE YOUR VEHICLE LOOK & SMELL LIKE NEW AGAIN!!

******THANK YOU FOR YOUR SERVICE BUSINESS******

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**

CUSTOMER SIGNATURE

Thank You for choosing Pat McGrath ***CHEVYLAND.***

WE HONOR THE FOLLOWING CREDIT CARDS:
VISA AMERICAN EXPRESS
MASTERCARD DISCOVER CARD

24 HOUR TOWING SERVICE
319-363-7900

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The Reynolds and Reynolds Company. ERAINTSI14E CC681104 Q (01/14)

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Pat McGrath CHEVYLAND
See more Save more

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MAIN PHONE: (319) 393-6300
FAX: (319) 294-3025
www.patmcgrathchevyland.com

Genuine GM Parts

Certified Service
CELL: 319-393-4180

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
116775	BEN TITUS 6816		02/05/16	CTCS743813

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		10,323	/	

CITY OF HIAWATHA
101 EMMONS ST
HIAWATHA, IA 52233-1610

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
15/CHEVROLET TRUCK/TAHOE/4DR 4WD		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G N S K 3 E C 2 F R 2 8 1 9 5 0		

F.T.E. NO.	P.O. NO.	R.O. DATE
NON TAX		02/05/16

Unit 800
2015

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
319-393-1212		

JOB# 1 CHARGES----------

LABOR----------
J# 1 19CVZ-J-E/MECH1 ENGINE MECHANICAL TECH(S):5481 0.00
CUSTOMER STATES THEY ARE RETURNING FOR OIL CONSUMPTION
TEST. IT HAS BEEN 1306 MILES SINCE START OF TEST
INSPECT AND FOUND OIL IS BETWEEN 1/2 QT AND 2/3 QT LOW ON
DIPSTICK
DID NOT FILL AT THIS TIME. HAVE CUSTOMER RETURN IN APPROX
700 MILES IF POSSIBLE

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 0.00

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

VISIT PAT McGRATH CHEVYLAND AT OUR WEBSITE
www.patmcgrathchevyland.com

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******THANK YOU FOR YOUR SERVICE BUSINESS******

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**

CUSTOMER SIGNATURE

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The Reynolds and Reynolds Company ERAINTSI14E CC681104 Q (01/14)

Unit 800

Chevrolet
P.O. Box 909989
Milwaukee, WI 53209-9989

IMPORTANT SAFETY RECALL

18156 1GNSK3EC2FR281950 13 0002989
HIAWATHA CITY OF IOWA
101 EMMONS ST
HIAWATHA, IA 52233-1610

June 2018

This notice applies to your vehicle, **VIN: 1GNSK3EC2FR281950.**

Dear Hiawatha City Of Iowa:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2015 model year Chevrolet Tahoe police pursuit and special service vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM recall 18156.
- Schedule an appointment with your Chevrolet dealer.
- This service will be performed for you at **no charge.**

Why is your vehicle being recalled?

In rare circumstances based on usage, the flexible steel cable that connects the driver's seat belt to the outboard side of the seat (the "pretensioner cable") can fatigue and may separate over time as a result of occupant movement into the driver's seat. If a pretensioner cable were to break, it would reduce the effectiveness of the vehicle's seat belts and increase the risk of injury to the driver in a crash.

What will we do?

Your Chevrolet dealer will replace the pretensioner cable and seat side-shield. This service will be performed for you at **no charge.** Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 41 minutes.

What should you do?

You should contact your C[illegible] service appointment as soon as possible.

2 hoses leaking
Tahoe - leaking
Coolant -
@1:00
6/25/18 McGrath's
Hiawatha

@ McGrath's
6/25/18

GM

General Motors Product Field Action
Customer Reimbursement Request Form

18156

This section to be completed by customer (please print)

Customer Name: _____

Street Address or P. O. Box Number: _____

City: _____ State: _____ Zip Code: _____

Daytime Telephone Number (include Area Code): _____

Evening Telephone Number (include Area Code): _____

Date Request Form and Supporting Documentation Submitted to Dealer: _____

Vehicle Identification Number of Involved Vehicle: _____
(17 Characters)

Mileage at Time of Repair: _____ Date of Repair: _____

Amount of Reimbursement Requested: $_____

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS REQUEST FORM.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- Description of problem, the repair performed, date of repair and who performed the repair.
- The total cost of the repair expense that is being requested.
- Proof of payment for the repair in question and the date of payment.

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Customer's Signature: _____

Submit this request form and the required documents to your GM dealer for processing. All reasonable and customary costs to correct the condition described in the letter that came with this form will be considered for reimbursement. If your request is approved, you will receive a check from your dealer. If your request is denied, you will receive a written explanation for the denial from your dealer. If your request is incomplete, your dealer will advise you what documentation is needed to complete the request and offer you the opportunity to resubmit the request when the missing documents are available. If you have any questions about this process or have waited 30 or more days for a response from your dealer, please contact the GM Customer Assistance Center at 1-800-204-0261.

This section to be completed by dealer (please print)

Bulletin No.: _____ Request Approved: ____ Date: _____ Amount: $_____

Request Denied: ____ Date: _____ Reviewed By: _____

Reason: _____

If denied, please provide a copy of this form to the customer and retain original for your files

FCA
FIAT CHRYSLER AUTOMOBILES

1/11/16 @ 0800 McGrath's

ALTERNATOR

IMPORTANT SAFETY RECALL

S68 / NHTSA 16V-739

This notice applies to your vehicle (VIN: 2B3CL1CT0BH552114).

This interim notification letter is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Dear HIAWATHA POLICE DEPAR:

FCA has decided that a defect, which relates to motor vehicle safety, exists in certain **2007 through 2013 model year RAM trucks** and **2011 through 2014 Dodge Charger police vehicles** equipped with a 220 amp alternator (**sales codes BAJ**).

The problem is... **The alternator on your vehicle may experience a rapid alternator failure due to diode thermal fatigue. Variability in the failure mode ranges from no output, reduced output, and/or a fully shorted to ground condition. Depending on the alternator failure mode and timing, the vehicle electrical system voltage may drop to critical levels, disabling systems such as Antilock Brake System (ABS), Electronic Stability Control (ESC), Electronic Control Module (ECM), and/or the Central Body Controller (CBC). The driver will have limited or no detection of the alternator failing, which can result in vehicle shutdown while driving, increasing the risk of a crash and/or an underhood electrical fire.**

What your dealer will do... **FCA intends to repair your vehicle free of charge (parts and labor). However, the parts required to provide a permanent remedy for this condition are currently not available. FCA is making every effort to obtain these parts as quickly as possible. FCA will contact you again by mail, with a follow-up recall notice, when the remedy parts are available.**

What you must do to ensure your safety... Once you receive your follow-up notice in the mail, simply **contact your Chrysler, Jeep, Dodge, or RAM dealer right away** to schedule a service appointment.

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact the FCA Recall Assistance Center at 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard if any of the conditions listed on the card apply to you or your vehicle. If you have further questions go to **recalls.mopar.com**.

If you have already experienced this specific condition and have paid to have it repaired, you may visit **www.fcarecallreimbursement.com** to submit your reimbursement request online or you can mail your original receipts and proof of payment to the following address for reimbursement consideration: **FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement**. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you've had previous repairs and/or reimbursement you may still need to have the recall repair performed on your vehicle.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to **safercar.gov**.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services / Field Operations
FCA US LLC

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.

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ALFA ROMEO and FIAT are registered trademarks of Fiat Group Marketing & Corporate Communications S.p.A., used with permission.

This notice applies to your vehicle,

2011 Dodge Charger
VIN: 2B3CL1CT0BH552114

S68/NHTSA 16V-739

YOUR SCHEDULING OPTIONS

1. **RECOMMENDED OPTION**
   Call your authorized Chrysler / Dodge / Jeep / RAM dealership
2. **Call the FCA Recall Assistance Center at 1-800-853-1403. An agent can confirm part availability and help schedule an appointment**
3. **Visit our Recall Website, recalls.mopar.com or scan below.**

You can find your nearest dealer and review all your scheduling options from this website. You will be asked to provide your Vehicle Identification Number (VIN) to protect and verify your identity. The last eight characters of your VIN are provided above.

DEALERSHIP INSTRUCTIONS

Please reference Safety Recall S68.

IMPORTANT SAFETY RECALL

ALTERNATOR

Dear HIAWATHA POLICE DEPAR:

This notification is being sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

FCA has decided that a defect, which relates to motor vehicle safety, exists in certain **2011 Dodge Charger** vehicles.

It is extremely important to take steps now to repair your vehicle to ensure the safety of you and your passengers.

WHY DOES MY VEHICLE NEED REPAIRS?

The alternator on your **vehicle**[1] may experience a rapid failure due to diode thermal fatigue. Variability in the failure mode ranges from no output, reduced output, and/or a fully shorted to ground condition. Depending on the alternator failure mode and timing, the vehicle electrical system voltage may drop to critical levels, disabling systems such as Antilock Brake System (ABS), Electronic Stability Control (ESC), Electronic Control Module (ECM), and/or the Central Body Controller (CBC).

The driver will have limited or no detection of the alternator failing, which can result in vehicle shutdown while driving and/or an underhood electrical fire without warning.

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE

FCA will repair your vehicle [2] free of charge (parts and labor). To do this, your dealer will inspect the alternator and replace it if necessary. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit. Your time is important to us; please be aware that these steps may require more time. The estimated repair time is one hour. We recommend that you schedule a service appointment to minimize your inconvenience. Please bring this letter with you to your dealership.

TO SCHEDULE YOUR FREE REPAIR CALL 1-800-853-1403
OR YOUR CHRYSLER, DODGE, JEEP OR RAM DEALER TODAY

WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?

If you have already experienced this specific condition and have paid to have it repaired, you may visit **www.fcarecallreimbursement.com** to submit your reimbursement request online. [3] Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the recall repair performed.

We apologize for any inconvenience, but are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Assistance/Field Operations
Fiat Chrysler Automobiles US LLC

November 2017

#800

Hiawatha City of Iowa
101 Emmons St.
Hiawatha, IA 52233-1610

This notice applies to your vehicle, **VIN: 1GNSK3EC2FR281950.**

Dear Hiawatha City of Iowa:

As the owner of a 2015 model year Chevrolet Tahoe, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2015 model year Chevrolet Tahoe vehicles, may have a condition where thermal cycling on the combination transmission fluid/oil and AC condenser cooler creates a crack that may allow refrigerant to escape. This condition consequently may deactivate the AC system which may cause potential customer annoyance.

Do not take your vehicle to your Chevrolet dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2015 Chevrolet Tahoe within 5 years or 60,000 miles (100,000 km) for Chevrolet Suburban, Tahoe, GMC Yukon and Yukon XL and 6 years or 72,000 miles (116,000 km) for Cadillac Escalade and Escalade ESV, whichever occurs first, from the date the vehicle was originally placed in service, the condition will be repaired for you at no charge. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do: If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a Chevrolet dealer. You may want to contact your Chevrolet dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

Reimbursement: If you have paid for repairs for the condition described in this letter, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by November 30, 2018, unless state law specifies a longer reimbursement period.

GM

IMPORTANT SAFETY RECALL

October 2016

#800

Hiawatha City of Iowa
101 Emmons St.
Hiawatha, IA 52233-1610

This notice applies to your vehicle, **VIN: 1GNSK3EC2FR281950.**

Dear Hiawatha City of Iowa:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2015 model year Chevrolet Tahoe vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM recall 16007.
- Schedule an appointment with your Chevrolet dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

The sensing and diagnostic module (SDM) in your vehicle, which controls airbag and pretensioner deployment, contains a software defect which may prevent the deployment of frontal airbags and pretensioners in certain rare circumstances. If the frontal airbags and seatbelt pretensioners do not deploy when required, there is an increased risk of injury to occupants in a crash.

What will we do?

Your Chevrolet dealer will reprogram the SDM with new software that eliminates this defect. If your vehicle has any previous deployment events recorded in the SDM, your dealer will replace the existing SDM with a new SDM containing the latest software. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 20 minutes up to two hours.

What should you do?

You should contact your Chevrolet dealer to arrange a service appointment as soon as possible.

GM

16007

General Motors Product Field Action
Customer Reimbursement Request Form

This section to be completed by customer (please print)

Customer Name: _____

Street Address or P. O. Box Number: _____

City: _____ State: _____ Zip Code: _____

Daytime Telephone Number (include Area Code): _____

Evening Telephone Number (include Area Code): _____

Date Request Form and Supporting Documentation Submitted to Dealer: _____

Vehicle Identification Number of Involved Vehicle: _____
(17 Characters)

Mileage at Time of Repair: _____ Date of Repair: _____

Amount of Reimbursement Requested: $_____

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS REQUEST FORM.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- Description of problem, the repair performed, date of repair and who performed the repair.
- The total cost of the repair expense that is being requested.
- Proof of payment for the repair in question and the date of payment.

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Customer's Signature: _____

Submit this request form and the required documents to your GM dealer for processing. All reasonable and customary costs to correct the condition described in the letter that came with this form will be considered for reimbursement. If your request is approved, you will receive a check from your dealer. If your request is denied, you will receive a written explanation for the denial from your dealer. If your request is incomplete, your dealer will advise you what documentation is needed to complete the request and offer you the opportunity to resubmit the request when the missing documents are available. If you have any questions about this process or have waited 30 or more days for a response from your dealer, please contact the GM Customer Assistance Center at 1-800-204-0261.

This section to be completed by dealer (please print)

Bulletin No.: _____ Request Approved: ____ Date: _____ Amount: $_____

Request Denied: ____ Date: _____ Reviewed By: _____

Reason: _____

If denied, please provide a copy of this form to the customer and retain original for your files