

LANNAN CHEVROLET, INC. F446

40 WINN STREET

WOBURN, MA. 01801

PARTS DIRECT: 781-933-0376 FAX: 781-935-8797

M - F 7:30 - 5:00 SAT 8:30 - 3:30

94610CIT

Printed: 02/22/16 @ 09:03

CITY OF SOMERVILLE DPW  
1 FRANEY RD  
SOMERVILLE MA 02145

DATE	INVOICE NO.	CUST. NO.
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2/22/2016	94610	6256600
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SOLD BY	PAY TYPE	P.O. NO.
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411	CHARGE	E11
-----	--------	-----

Counter Sale

9 WHSL 30% OFF

617-625-6600 (HOME )

WE CARRY ALL GM PARTS INCLUDING SATURN PARTS!!!  
ASK FOR DON, GEORGE, TOM OR SCOTT!!!  
YOUR WHOLESALE PARTS DEALER!!!

NO RETURNS ON ELECTRICAL PARTS AND SPECIAL ORDERED  
PARTS. ALL RETURNS SUBJECT TO A 20% HANDLING CHARGE.  
ALL RETURNS MUST BE ACCOMPANIED BY THIS INVOICE.

QTY.	PART NUMBER/DESCRIPTION	BIN	LIST	NET	AMOUNT
1	▶98180974 SWITCH		86.21	60.35	60.35
			SUB TOTAL		60.35
			TAX		3.77
			PAY THIS AMOUNT		64.12

Thank You

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

Received By \_\_\_\_\_

Page 1

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LANNAN CHEVROLET, INC. *Fylle*

40 WINN STREET  
 WOBURN, MA. 01801  
 PARTS DIRECT: 781-933-0376 FAX: 781-935-8797  
 M - F 7:30 - 5:00 SAT 8:30 - 3:30

94609CIT

Printed: 02/22/16 @ 09:03

CITY OF SOMERVILLE DPW  
 1 FRANNEY RD  
 SOMERVILLE MA 02145

DATE	INVOICE NO.	CUST. NO.
------	-------------	-----------

2/22/2016	94609	6256600
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SOLD BY	PAY TYPE	P.O. NO.
---------	----------	----------

411	CHARGE	E11
-----	--------	-----

Counter Sale

9 WHSL 30% OFF

617-625-6600 (HOME )

WE CARRY ALL GM PARTS INCLUDING SATURN PARTS!!!  
 ASK FOR DON, GEORGE, TOM OR SCOTT!!!  
 YOUR WHOLESALE PARTS DEALER!!!

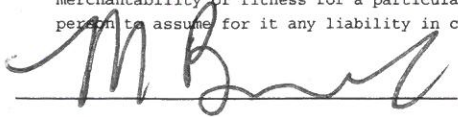
NO RETURNS ON ELECTRICAL PARTS AND SPECIAL ORDERED  
 PARTS. ALL RETURNS SUBJECT TO A 20% HANDLING CHARGE.  
 ALL RETURNS MUST BE ACCOMPANIED BY THIS INVOICE.

QTY.	PART NUMBER/DESCRIPTION	BIN	LIST	NET	AMOUNT
1	▶98181804 SWITCH	033-J	89.61	62.73	62.73
			SUB TOTAL		62.73
			TAX		3.92
			PAY THIS AMOUNT		66.65

Thank You

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LANNAN CHEVROLET, INC.

40 WINN STREET

WOBURN, MA. 01801

PARTS DIRECT: 781-933-0376 FAX: 781-935-8797

M - F 7:30 - 5:00 SAT 8:30 - 3:30

P416

94545CIT

Printed: 02/19/16 @ 10:00

CITY OF SOMERVILLE DPW  
1 FRANEY RD  
SOMERVILLE MA 02145

DATE | INVOICE NO. | CUST. NO.

2/19/2016 94545 6256600

SOLD BY | PAY TYPE | P.O. NO.

764 CHARGE

Counter Sale

9 WHSL 30% OFF

617-625-6600 (HOME )

WE CARRY ALL GM PARTS INCLUDING SATURN PARTS!!!  
ASK FOR DON, GEORGE, TOM OR SCOTT!!!  
YOUR WHOLESALE PARTS DEALER!!!

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PARTS. ALL RETURNS SUBJECT TO A 20% HANDLING CHARGE.  
ALL RETURNS MUST BE ACCOMPANIED BY THIS INVOICE.

QTY.	PART NUMBER/DESCRIPTION	BIN	LIST	NET	AMOUNT
1	▶98181804 SWITCH	033-J	89.61	62.73	62.73
			SUB TOTAL		62.73
			TAX		3.92
			PAY THIS AMOUNT		66.65

Thank You

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LANNAN CHEVROLET, INC. *Fy116*

40 WINN STREET

WOBURN, MA. 01801

PARTS DIRECT: 781-933-0376 FAX: 781-935-8797

M - F 7:30 - 5:00 SAT 8:30 - 3:30

94670CIT

Printed: 02/23/16 @ 10:11

CITY OF SOMERVILLE DPW  
1 FRANEY RD  
SOMERVILLE MA 02145

DATE | INVOICE NO. | CUST. NO.

2/23/2016 94670 6256600

SOLD BY | PAY TYPE | P.O. NO.

325 CHARGE

Counter Sale

9 WHSL 30% OFF

617-625-6600 (HOME )

WE CARRY ALL GM PARTS INCLUDING SATURN PARTS!!!  
ASK FOR DON, GEORGE, TOM OR SCOTT!!!  
YOUR WHOLESALE PARTS DEALER!!!

NO RETURNS ON ELECTRICAL PARTS AND SPECIAL ORDERED  
PARTS. ALL RETURNS SUBJECT TO A 20% HANDLING CHARGE.  
ALL RETURNS MUST BE ACCOMPANIED BY THIS INVOICE.

QTY.	PART NUMBER/DESCRIPTION	BIN	LIST	NET	AMOUNT
2	▶98181804 SWITCH	033-J	89.61	62.73	125.46
			SUB TOTAL		125.46
			TAX		7.84
			PAY THIS AMOUNT		133.30

*2-24-16*

Thank You

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LANNAN CHEVROLET, INC.

40 WINN STREET

WOBURN, MA. 01801

PARTS DIRECT: 781-933-0376 FAX: 781-935-8797

M - F 7:30 - 5:00 SAT 8:30 - 3:30

91252CIT

Printed: 05/20/16 @ 11:51

DATE | INVOICE NO. | CUST. NO.

11/16/2015 91252 6256600

CITY OF SOMERVILLE DPW  
1 FRANEY RD  
SOMERVILLE MA 02145

SOLD BY | PAY TYPE | P.O. NO.

325 CHARGE H22 TONY

Counter Sale  
9 WHSL 30% OFF

617-625-6600 (HOME )

WE CARRY ALL GM PARTS INCLUDING SATURN PARTS!!!  
ASK FOR DON, GEORGE, TOM OR SCOTT!!!  
YOUR WHOLESALE PARTS DEALER!!!

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PARTS. ALL RETURNS SUBJECT TO A 20% HANDLING CHARGE.  
ALL RETURNS MUST BE ACCOMPANIED BY THIS INVOICE.

QTY. | PART NUMBER/DESCRIPTION | BIN | LIST | NET | AMOUNT

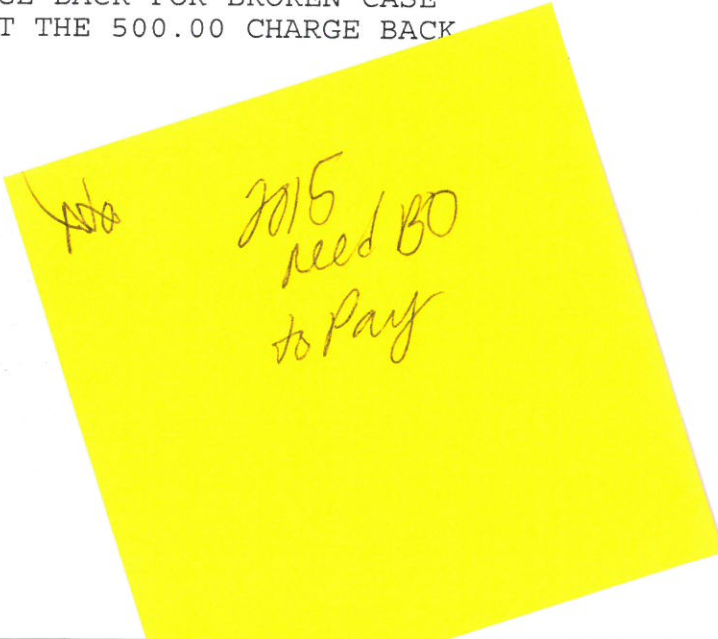
1 CHARGE BACK 250.00 250.00 250.00

SUB TOTAL 250.00

TAX .00

PAY THIS AMOUNT 250.00

Note: CHARGE BACK FOR BROKEN CASE  
SPLIT THE 500.00 CHARGE BACK



Thank You

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Received By \_\_\_\_\_

Good People. Great Prices!™  
**Lannan**  
 CHEVROLET

40 Winn Street  
 Woburn, MA 01801  
 (781) 935-2000  
 Body Shop (781) 935-1715



The Scoring system is as follows:  
 Completely Satisfied = 4.0 Or 100-81% (Pass)  
 Very Satisfied = 3.0 Or 80-61% (Fail)  
 Satisfied = 2.0 Or 60-41% (Fail)  
 Somewhat Satisfied = 1.0 Or 40-21% (Fail)  
 Not at all Satisfied = 0.0 Or 20-0% (Fail)

98082C1T

You may receive a service satisfaction survey from G.M. This is our "Repair Card" and we would appreciate it if you would fill it out and return the survey to G.M.

If for any reason your response is less than "Completely Satisfied". We urge you to call the service manager so he may address any concerns you may have.

CITY OF SOMERVILLE DPW 1 FRANEY RD SOMERVILLE MA 02145 noemail@noemail.com			VEHICLE IDENTIFICATION 1GBE4C1245F520318		MILEAGE OUT 89806	DATE OUT 01/22/16	INVOICE NO. 98082
YEAR 05	MAKE CHEVROLET	MODEL C4500 C4C0	COLOR	TAG NO. 00140			
CUST. NO. 6256600	LICENSE	HOME PHONE 617-625-6600	WORK PHONE -	STOCK NO.	PROD. DATE 00/00/00	SERV. ADV. 61	TERMS CHARGE
CUST. LABOR RATE 2	DELIV. DATE 00/00/00	DELIV. MILES	MILEAGE IN 89806	DATE IN 01/08/16	IN-SERV DATE 00/00/00		

LANNAN CHEVROLET IS PROUD TO BE A PART OF THE NEW G.M. !  
 THANK YOU FOR YOUR CONTINUED PATRONAGE.

IF YOU ARE SATISFIED WITH OUR SERVICE, PLEASE SHARE YOUR EXPERIENCE WITH OTHERS AT WWW.DEALERRATER.COM  
 IF YOU ARE UNHAPPY, LET US KNOW AT SERVICE@LANNAN.COM

LINE	OP. CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT
A	Com Customer states the vehicle will exceed 10-20 MPH the customer believes the fuel pressure regulator is bad . Please check and advise					
Cau	Diagnostic trouble code P0089 , P0090 present , upon inspection the technician found the injection pump failed					
Cor	Remove and replaced the injection pump assembly , verified repairs					
			A22		C	1987.50
97251047			GASKET	2	C	5.28
97251963			GASKET	2	C	7.32
97729991			SEAL	2	C	6.34
97306568				1	C	14.92
97303655				1	C	2.15
97303656				1	C	6.33
97318478				1	C	5.01
94011605				1	C	10.44
94011702				1	C	20.79
94011602				1	C	2.07
94011603				1	C	1.92
97780091				1	C	705.26
97327685				1	C	49.18
97223686				2	C	6.86
97188663				1	C	3.74
97241129				1	C	46.26

*Need PO 2015 POs closed Not Paid*

Printed: 01/22/2016 @ 15:22

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

On behalf of servicing dealer, I hereby certify that the information contained...  
 hereon is accurate unless otherwise shown. Warranty services described were...  
 performed at no charge to owner. There was no indication from the appearance of...  
 the vehicle or otherwise, that any part repaired or replaced under this claim...  
 had been connected in any way with any accident, negligence or misuse. Records...  
 supporting this claim are available for (1) year from the date of payment notifi-  
 cation at the servicing dealer for inspection by manufacturer's representative.

CUSTOMER SIGNATURE

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

Good People. Great Prices!™  
**Lannan**  
 CHEVROLET

40 Winn Street  
 Woburn, MA 01801  
 (781) 935-2000  
 Body Shop (781) 935-1715



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 Not at all Satisfied = 0.0 Or 20.0% (Fail)

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If for any reason your response is less than "Completely Satisfied", We urge you to call the service manager so he may address any concerns you may have.

98082CIT

CITY OF SOMERVILLE DPW 1 FRANEY RD SOMERVILLE MA 02145 noemail@noemail.com				VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
				1GBE4C1245F520318		89806	01/22/16	98082
				YEAR	MAKE	MODEL	COLOR	TAG NO.
	05	CHEVROLET	C4500 C4C0		00140			
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS	
6256600		617-625-6600	- -		00/00/00	61	CHARGE	
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE			
2	00/00/00		89806	01/08/16	00/00/00			

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 THANK YOU FOR YOUR CONTINUED PATRONAGE.

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 IF YOU ARE UNHAPPY, LET US KNOW AT SERVICE@LANNAN.COM

LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
97241130			THERMOSTA	1	C	40.43
94011604			SEAL, WAT	1	C	2.20
97208191			GASKET	1	C	1.81
97227012			GASKET	1	C	1.81
97331137			GASKET	2	C	5.54
97373522			GASKET	1	C	5.16
97328807			GASKET	1	C	7.26
97192618			GASKET	2	C	14.50
97188685			GASKET	2	C	14.86
11611132			BOLT	10	C	35.20
94011700			GASKET	1	C	14.15
97354884			HOSE	1	C	9.86
12625277			HOSE	1	C	37.93
4			HOSE CLAMP	6	C	8.40
11611439			CLAMP	1	C	51.17
19114116			FILTER	1	C	10.00
88862497			15W40 DSL OIL	15	C	90.00
Line Total.....						3231.65

B  
 Com Customer states they believe the water pump is leaking . Please check and advise  
 Cau Inspected the water pump and confirmed the customers concern , upon

SERVICE COPY - PAGE 02

Printed: 01/22/2016 @ 15:22

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

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

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

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

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**Lannan**  
 CHEVROLET

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 Woburn, MA 01801  
 (781) 935-2000  
 Body Shop (781) 935-1715



The Scoring system is as follows:  
 Completely Satisfied \*\* 4.0 Or 100-81% [Pass]  
 Very Satisfied \*\* 3.0 Or 80-61% [Fail]  
 Satisfied \*\* 2.0 Or 60-41% [Fail]  
 Somewhat Satisfied \*\* 1.0 Or 40-21% [Fail]  
 Not at all Satisfied \*\* 0.0 Or 20.0% [Fail]

98082CIT

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CITY OF SOMERVILLE DPW 1 FRANEY RD SOMERVILLE MA 02145 noemail@noemail.com			VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
			1GBE4C1245F520318		89806	01/22/16	98082
			YEAR	MAKE	MODEL	COLOR	TAG NO.
	05	CHEVROLET	C4500 C4C0				00140
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
6256600		617-625-6600	- -		00/00/00	61	CHARGE
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE		
2	00/00/00		89806	01/08/16	00/00/00		

LANNAN CHEVROLET IS PROUD TO BE A PART OF THE NEW G.M. !  
 THANK YOU FOR YOUR CONTINUED PATRONAGE.

IF YOU ARE SATISFIED WITH OUR SERVICE, PLEASE SHARE YOUR  
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 IF YOU ARE UNHAPPY, LET US KNOW AT SERVICE@LANNAN.COM

LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
B	CONTINUED					
	Cau inspection found the air intake carboned and replaced multiple fuel and coolant lines					
	Cor Remove and replaced the water pump decarboned air intake , replaced multiple fuel and coolant lines , verified repairs					
			A22		C	1200.00
19168888			*PUMP	1	C	233.56
98057284			PULLEY	2	C	43.32
12346290			COOLANT	3	C	40.32
Line Total.....						1517.20

Labor 3187.50  
 Parts 1471.35  
 HW/SS 35.00  
 Parts-Other 90.00  
 TOTAL-CUST-CHARGE 4783.85

*closed to charge*

SERVICE COPY - PAGE 03

Printed: 01/22/2016 @ 15:22

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

*[Signature]*  
 CUSTOMER SIGNATURE


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



Good People Great Prices!™  
**Lannan**  
 CHEVROLET

40 Winn Street  
 Woburn MA 01801  
 (781) 935 2000  
 Body Shop (781) 935 1715

FY16  
  
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 Somewhat Satisfied = 1.0 Or 40-21% (Fail)  
 Not at all Satisfied = 0.0 Or 20-0% (Fail)

97446017

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If for any reason your response is less than "Completely Satisfied" We urge you to call the service manager so he may address any concerns you may have

CITY OF SOMERVILLE DPW 1 FRANEY RD SOMERVILLE MA 02145 noemail@noemail.com				VEHICLE IDENTIFICATION 1GBJK34295E295867		MILEAGE OUT 24189	DATE OUT 12/17/15	INVOICE NO 97446
YEAR 05	MAKE CHEVROLET	MODEL SILVERADO	COLOR BLUE	TAG NO 00163				
CUST NO 6256500	LICENSE	HOME PHONE 617-625-6600	WORK PHONE -	STOCK NO	PROD DATE 00/00/00	SERV ADV 23	TERMS CHARGE	
CUST LABOR RATE 2	DELIV DATE 00/00/00	DELIV MILES	MILEAGE IN 24189	DATE IN 12/16/15	IN-SERV DATE 00/00/00			

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 THANK YOU FOR YOUR CONTINUED PATRONAGE

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 IF YOU ARE UNHAPPY LET US KNOW AT SERVICE@LANNAN.COM

LINE	OP CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT
A	Com Engine has no power and smokes out of tailpipe, possible turbo problem Cor Perform scan test, found codes #p0101, p0404, p1404 and p0299 Replace defective egr valve and perform turbocharger relearn Road test vehicle, vehicle runs much better but did set code for turbocharge Customer declined further repairs					
			A56 labor		C	360 00
97303761			VALVE	1	C	311 91
97303655			GASKET	1	C	2 15
97303656			GASKET	1	C	5 27
97318478			GASKET	1	C	4 17
97306568			GASKET	1	C	14 92
Line Total						698 42

Labor	360 00	3hrs
Parts	338 42	120/hr
HW/SS	22 50	
TOTAL-CUST-CHARGE	720 92	

What is HW/SS?  
 Needs BO approval  
 B 2015 PO's  
 all closed

Printed 12/17/2015 @ 10 18

The subject to the warranty of the vehicle or otherwise that any part repaired or replaced under this claim had been connected in any way with any accident negligence or misuse Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative

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