



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 252

Date Received

2003 JUN 18
27-MAR-2003

Repository ☐

Reference No.
10014628

OWNER INFORMATION (Type or Print)

Name

Address

City SYLMAR

State CA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an authorization, NHTSA will NOT send your name or address to the vehicle manufacturer.

Signature of Owner

Date 5/10/03

VEHICLE INFORMATION

Vehicle Identification Number
2G4WF5217X1401017

Make
BUICK

Model
REGAL

Model Year
1999

Date Purchased
7-15-01

Dealer's Name and Telephone Number
Rydell Automotive Group 818 838-1700

Engine:
No. Cylinders 6

Fuel Type:
Gas

Original Owner
☐

Dealer's City 700
San Fernando, San Fernando CA Zip Code 91340

Transmission Type

☒ Antilock Brakes

☒ Cruise Control

Powertrain

yes

Vehicle Component Code

010000 STEERING

Multiple Failure: 1

FAILED COMPONENT(S) / PART(S) INFORMATION

Incident Date(s)
27-MAR-2003

Failure Mileage

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

(Radial)

Tire Model (Name or Number)

Sum Ho

Tire Size (Example P215/65R15)

P225/60R16 91T M+S

DOT No. (Example: DOTM19ABC036)

Standard Load Max. Load

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

130K9 (1609605) AT 240KPA 38P51 MAX.

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(es).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(es).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

THE VEHICLE SWAYED LEFT TO RIGHT WHILE DRIVING, AND THE STEERING WHEEL WAS HARD TO CONTROL. *J8

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Dear Sir, on 07/15/2001, I [redacted] purchase A car from Rydell automotive Group in the City of San Fernando, I have had Nothing But Bad Luck with this Car which is a 1999 Buick Regal. I took the car in to Rydell a couple of days after I purchased the car, for a popping noise on the front suspension they test Drove the car and claimed nothing was wrong with the car. I Believe if Rydell Automotive Group would Do A 100% inspection, of the Vehicle, and fix all minor and major Problem, Right I would Be Very happy. Please Feel Free to Contact me at the Above Number, thank you for Cooperation and Understanding.

Sincerely [redacted]

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NHTL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
http://www.nhtsa.gov

[REDACTED]
[REDACTED]
Sylmar, Ca. [REDACTED]
[REDACTED]
[REDACTED]

Add to
OOE Ref. No.
10014628
MAY 16 2003

May 11, 2003

Mr. Michael Jordan
Correspondence Research Division
Office of Defects Investigation
Enforcement
National Highway Transportation Safety Administration
400 7th St., S.W.
Washington D.C. 20590

Dear Mr. Jordan,

Per your letter, requesting a more detailed narrative describing my incident, this has been a persistent problem and, in my opinion a safety hazard, since I purchased the car. Mysterious "bumps, pops and shimmies" have plagued me every time I take the car on the freeway. The problem(s) have given me enough concern to plan emergency driving maneuvers while on the road.

I hope this letter is of help to your investigation and brings this matter to a close.

Sincerely,
[REDACTED]
[REDACTED]

2003 JUN 19 AM 8:19

05/10/2003
14:08:49

HISTORY LISTING

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PAGE 1-----
CUSTOMER NAME : [REDACTED] SERIAL NO. : 2G4WF5217X1401017
-----R.O NO. : 615845 R.O DATE : 03/14/2003 R.O TYPE : S
MILEAGE : 89477 ADVISOR NO. : 3907JOB NUMBER : 1 OPERATION 08CVZB09 OP. DESC. BRAKES
SALE TYPE : I TECHNICIAN NO(S). 3149
COMPLAINT : CUSTOMER STATES THERE IS STILL A CLUNK FELT IN STEERING
WHEEL CK....
CAUSE : UNDERTORQUED STEERING GEAR BOLTS
CORRECTION : TORQUED BOLTS TO SPECS-----
R.O NO. : 615035 R.O DATE : 03/12/2003 R.O TYPE : S
MILEAGE : 89327 ADVISOR NO. : 2994JOB NUMBER : 1 OPERATION 06CVZ OP. DESC. ALIGNMENT
SALE TYPE : I TECHNICIAN NO(S). 3149
COMPLAINT : CUST STATES WHEN TURNING THE STEERING WHEEL THERE IS A
NOCKING FELT IN THE STEERING.....GMPP
CAUSE : LOOSE STEERING SHAFT HOUSING
CORRECTION : VERIFIED CONCERN, INSPECTED AND REMOVED SHAFT HOUSING,
LUBRICATED AND REINSTALLED, TIGHTENED AND ROAD TESTED
TO VERIFY CORRECTION. E7301 1.5JOB NUMBER : 2 OPERATION 17CVZT01 OP. DESC. SHUTTLE VAN
SALE TYPE : W TECHNICIAN NO(S). 3999
COMPLAINT : SHUTTLE VAN
CORRECTION : SHUTTLE RIDEJOB NUMBER : 3 OPERATION 15CVZ307 OP. DESC. 15-A & ELECTRICAL
SALE TYPE : C TECHNICIAN NO(S). 3149
COMPLAINT : ADD ON LINE CUST STATES AT TIMES THE RIGHT REAR WINDOW WILL
NOT MOVE DOWN....GMPP
CAUSE : UNABLE TO DUPLICATE CONCERN AT THIS TIME
CORRECTION : INSPECTED AND VERIFIED PROPER RH REAR WINDOW OPERATION
AT THIS TIME.-----
R.O NO. : 613603 R.O DATE : 03/07/2003 R.O TYPE : S
MILEAGE : 89038 ADVISOR NO. : 8019JOB NUMBER : 1 OPERATION 02CVZ OP. DESC. DRIVEABILITY
SALE TYPE : W TECHNICIAN NO(S). 1895
COMPLAINT : CUSTOMER STATES WHEN CAR IS TURNED ON THE VEHICLE SHAKES
GMPP 100.00 DEUCTABLE
CAUSE : CUSTOMER TO RESCHEDULE.
CORRECTION : .
.

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JOB NUMBER : 2 OPERATION 02CVZD20 OP. DESC. DRIVEABILITY/TUNE
SALE TYPE : W TECHNICIAN NO(S). 1895
COMPLAINT : CUSTOMER STATES CHECK ENGINE LIGHT CAME ON
GMPP 100.00 NEED OPT CODES
CAUSE : CUSTOMER TO RESCHEDULE.

JOB NUMBER : 3 OPERATION 39CVZ OP. DESC. SERVICE WASH
SALE TYPE : C TECHNICIAN NO(S). 798
COMPLAINT : PERFORM SERVICE WASH
CORRECTION : PERFORMED SERVICE WASH

COMMENTS : GMPP 100.00 DEDUCTABLE

R.O NO. : 612473 R.O DATE : 03/04/2003 R.O TYPE : S
MILEAGE : 88663 ADVISOR NO. : 7939

JOB NUMBER : 1 OPERATION 01CVZM0 OP. DESC. LUBE, OIL, & FILTER
SALE TYPE : C TECHNICIAN NO(S). 7741
COMPLAINT : PERFORM CHASSIS LUBRICATION, CHANGE OIL & FILTER
CHECK ALL FLUID LEVELS.
CAUSE : ROUTINE MAINTENANCE - RECOMMENDED EVERY 3,000 MILES
CORRECTION : PERFORMED CHASSIS LUBRICATION, CHANGED OIL & FILTER

R.O NO. : 596497 R.O DATE : 01/15/2003 R.O TYPE : S
MILEAGE : 86595 ADVISOR NO. : 7948

JOB NUMBER : 1 OPERATION 15CVZ OP. DESC. 15-A & ELECTRICAL
SALE TYPE : C TECHNICIAN NO(S). 7538
COMPLAINT : CUST STATES THAT IGNITION KEY IS STUCK IN ING LOCK CYLINDER.
PLS CHECK AND ADVICE.
CORRECTION : PART OF LINE 3

JOB NUMBER : 2 OPERATION 15CVZ307 OP. DESC. 15-A & ELECTRICAL
SALE TYPE : W TECHNICIAN NO(S). 7538
COMPLAINT : CUST STATES THAT ENGINE DON'T CRANK OVER.PLS CHECK AND
ADVICE.
CAUSE : BATTERY LOW FOUND NO VOLTAGE OUT OF ALT
CORRECTION : REPLACE ALT NOW HAVE 13.9V
J4100 .50 A.30 DIAG SHEET .70

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
596497 J4100

JOB NUMBER : 3 OPERATION 72CVZ25 OP. DESC. DELCO BATTERY
SALE TYPE : C TECHNICIAN NO(S). 7538
COMPLAINT : REPLACE DELCO BATTERY (6 YEAR OR LESS)

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CAUSE : MAINTENANCE
CORRECTION : REPLACED BATTERY

JOB NUMBER : 4 OPERATION 12CVZ OP. DESC. TRANSMISSION
SALE TYPE : W TECHNICIAN NO(S). 2810
COMPLAINT : CUST STATES THAT TRANS JUMPS WHEN PUT IN GEARS, VEHICLE ROLLS
DOWN WHEN PUT IN PARK. PLS CHECK.
CAUSE : FOUND SHAFT FOR 4TH GEAR SPLINES WORN TO SUN GEAR CASUING
NO 4TH GEAR.
CORRECTION : REPLACED SHAFT AND SUN GEAR ALL SEALS GASKETS AND CLUTCHES
K7528 15.7

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
596497 K7528

JOB NUMBER : 5 OPERATION 06CVZF00 OP. DESC. FRONT END ALIGNMENT
SALE TYPE : C TECHNICIAN NO(S). 7888
COMPLAINT : CUST STATES THAT LT FRONT TIRE IS WEARING FROM THE INSIDE.
PLS SEE HISTORY FOR ALIGNMENT.
CAUSE : ROUTINE MAINTENANCE
ALIGNMENT DIAGNOSIS WAS PERFORMED, ALL SPECS WERE MET WITH
REQUIRED SPECIFICATIONS, CK. AND FOUND INCORRECT TIRE PRESS.
CORRECTION : NESS. CK. ALIGNMENT, FRONT TOE WAS IN SPECS. NESS. SET TIRE
PRESS. TO SPECS.
E2020 1.0HR

JOB NUMBER : 6 OPERATION 18CVZS06 OP. DESC. ENTERPRISE RENTAL CA
SALE TYPE : W TECHNICIAN NO(S). 3999
COMPLAINT : ENTERPRISE RENTAL CAR
CAUSE : EXTENSIVE REPAIRS ON JOB #4
CORRECTION : PROVIDED CUSTOMER WITH RENTAL...
5 DAYS RENTAL Z7905

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
596497 Z7905

COMMENTS : TOWED IN

R.O NO. : 593901 R.O DATE : 01/07/2003 R.O TYPE : S
MILEAGE : 86595 ADVISOR NO. : 4901

JOB NUMBER : 1 OPERATION 08CVZB09 OP. DESC. BRAKES
SALE TYPE : C TECHNICIAN NO(S). 798
COMPLAINT : 7528-CUSTOMER STATES CAR PULLS HARD TO THE RIGHT.
CHECK AND ADVISE ON ALIGNMENT.
CORRECTION : CUSTOMER DECIDED TO HAVE WORK DONE ELSE WHERE.

JOB NUMBER : 2 OPERATION 12CVZ OP. DESC. TRANSMISSION
SALE TYPE : C TECHNICIAN NO(S). 798

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COMPLAINT : CUSTOMER STATES THERE IS A HARD JERK WHEN SHIFTING FROM
PARK INTO DRIVE. ADVISE WITH GMPP OP-CODE.
CORRECTION : SEE JOB 1

JOB NUMBER : 3 OPERATION 12CVZT00 OP. DESC. TRANSMISSION
SALE TYPE : C TECHNICIAN NO(S). 798
COMPLAINT : CUSTOMER STATES AFTER PUTTING VEHICLE INTO PARK IT HAS
EXCESSIVE MOVEMENT FORWARD. ADVISE WITH GMPP OP-CODE.
CORRECTION : SEE JOB 1

COMMENTS : GMPP MAJOR GUARD-\$100.00 DEDUCTIBLE
AFTER FINDING OUT THAT RENTAL VEHICLE WAS NOT IMMEDIATELY
AVAILABLE UNTIL WE HAD AN APPROVED OP-CODE, CUSTOMER DECIDED NOT
TO HAVE WORK DONE HERE. STATED SHE WOULD TAKE THE CAR SOME PLACE
ELSE AND TOOK VEHICLE WITH OUT HAVING ANY WORK DONE. SHE DID NOT
SIGN OUT FOR VEHICLE WITH CASHIER.

R.O NO. : 581109 R.O DATE : 11/24/2002 R.O TYPE : S
MILEAGE : 84204 ADVISOR NO. : 7772

JOB NUMBER : 1 OPERATION 08CVZB09 OP. DESC. BRAKES
SALE TYPE : W TECHNICIAN NO(S). 7528
COMPLAINT : CUSTOMER STATES DRIVING AND LOST POWER STEERING WHEN TURNING
HEARD POP IN FRONT END THEN THUMPING SOUND WHEN TURNING.
CAUSE : WORN SEAL INSIDE THE RACK AND PINION.
CORRECTION : REPLACED THE RACK AND PINION, PERFORMED FOUR WHEEL ALIGNMENT
LUBED THE INTERMEDIATE SHAFT, TEST DROVE VEHICLE. O.K. AT
THIS TIME. E9730=1.9, E2020=1.0, E7700=.7

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
581109 E7700 581109 E9730

COMMENTS : TOWED IN...GMPP \$100.00 DEDUCT
CUSTOMER STATES HAS GMPP I CANT SEEM TO GET VIN NUMBER TO
WORK AND VISS STATES NO WARRANTY CUSTOMER TO BRING PAPERWORK
TOMMOROW TO VERIFY. INTELL CUSTOMER PAY.
CALLED GMPP (800)631-5590 AND VERIFIED THAT CUSTOMER HAS CONTRACT
WITH \$100.00 DEDUCTIBLE USING THE LAST 8 OF THE VIN.
KEITH APPROVED WORK ON THE FOLLOWING OP CODES-E9730, E2020, E7700
11/25 CUSTOMER SAID GMPP TOLD HER THEY WILL WAVE \$100.00 DED
OK TO RELEASE VEHICLE WITHOUT PAYMENT PER JEFF BEVINGTON
ADVISOR NEEDS TO CALL GMPP AND VERIFY ABOUT WAVING DEDUCTIBLE
IF NOT WAVED NEED TO MAIL CUSTOMER A BILL FOR PAYMENT

R.O NO. : 562631 R.O DATE : 09/26/2002 R.O TYPE : S
MILEAGE : 82069 ADVISOR NO. : 7918

JOB NUMBER : 1 OPERATION 15CVZ OP. DESC. 15-A & ELECTRICAL
SALE TYPE : W TECHNICIAN NO(S). 3999

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COMPLAINT : CUST STATES R/F WINDOW IS INOPERATIVE...
CAUSE : CUSTOMER TO RETURN
CORRECTION : CUSTOMER TO RETURN

COMMENTS : APPT

R.O NO. : 561482 R.O DATE : 09/23/2002 R.O TYPE : S
MILEAGE : 81988 ADVISOR NO. : 1371

JOB NUMBER : 1 OPERATION 29CVZ1 OP. DESC. SUSPENSION
SALE TYPE : W TECHNICIAN NO(S). 1557
COMPLAINT : GMPP...CUST STATES THERE IS A POPPING NOISE COMING FROM
FRONT OF CAR WHEN STOPPING.....ADVISE
SEE ERNIE.....
CAUSE : STEERING SHAFT BINNING
E7700-70
CORRECTION : REPLACED INTERMEDIATE SHAFT
POLICY B PARTS WARRANTY...REFER TO R.O.533369...
DATED 6-29-02
MILEAGE...77947

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
561482 E7700

JOB NUMBER : 2 OPERATION 29CVZ2 OP. DESC. SUSPENSION
SALE TYPE : W TECHNICIAN NO(S). 1557
COMPLAINT : GMPP....AT ANY SPEED THERE IS A WOBBLE AND IT SNAPS
WHILE DRIVING....ADVISE
CAUSE : CCM
00
CORRECTION : CUSTOMER CONCERN NOT DUPLICATED AT THIS TIME IN

JOB NUMBER : 3 OPERATION 12CVZT00 OP. DESC. TRANSMISSION
SALE TYPE : W TECHNICIAN NO(S). 1434
COMPLAINT : GMPP.....CUST STATES AFTER BARTING CAR AND PUTTING INTO GEAR
CAR SEEM TO JUMP..APPEARS TO JERKADVISE
CORRECTION : ROAD TEST VEHICLE,NORMAL TRANS ENGAGEMENT

COMMENTS : E7700 OPCODE IS COVER. PG
SENT TO WARRANTY ON 09-24-02

R.O NO. : 560538 R.O DATE : 09/19/2002 R.O TYPE : S
MILEAGE : 81731 ADVISOR NO. : 7732

JOB NUMBER : 1 OPERATION 08CVZB05 OP. DESC. BRAKES
SALE TYPE : C TECHNICIAN NO(S). 798
COMPLAINT : GMPP ADVISE WITH OPCODES. CUSTOMER STATES RIGHT FRONT MAKES
POPPING NOISE WHEN GOING ON ROUGH ROADS. CK FRONT END.

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CAUSE : CUSTOMER TO RESCHEDULE. NEVER CAME BACK LIKE SUPPOSED TO.

JOB NUMBER : 2 OPERATION 08CVZB09 OP. DESC. BRAKES
SALE TYPE : C TECHNICIAN NO(S). 798
COMPLAINT : GMPP ADVISE WITH OPCODES. CUSTOMER STATES ENGINE JUMPS TOO
MUCH WHEN SHIFTING. ALSO CHECK MOTOR MOUNTS.

CAUSE : CUSTOMER TO RESCHEDULE, NEVER CAME BACK LIKE SUPPOSED TO.

JOB NUMBER : 3 OPERATION 15CVZ OP. DESC. 15-A & ELECTRICAL
SALE TYPE : C TECHNICIAN NO(S). 7945
COMPLAINT : GMPP ADVISE WITH OPCODES. CUSTOMER STATES A/C BUTTON THAT
SHOWS AUTO, LIGHT DOESNT LIGHT UP.

CAUSE : TURN ON HEAD LITE SWITCH. VISUAL INSPECTION ON A/C CONTROL
NOTICED THAT LEFT UPPER CORNER BOTTOM IN DARK ALL OLTHERS
ARE ILLUMINATED. R/R A/C CONTROL SWITCH AND PIN-POINT FOR
12VOLTS PRESENT. 12V IS PRESENT, NO OTHER TEST CAN'T BE
DONE. BECAUSE IS A SEAL ASSY.. NEEDS SWITCH REPLACEMENT

CORRECTION : OPERATION CODE D0362
NO WORK WAS DONE. CUSTOMER NEVER CAME BACK LIKE SUPPOSED TO.

COMMENTS : GMPP EXTENDED WARRANTY \$100.00 DEDUCTIBLE.

R.O NO. : 558683 R.O DATE : 09/13/2002 R.O TYPE : S
MILEAGE : 81634 ADVISOR NO. : 3907

JOB NUMBER : 1 OPERATION 04CVZ OP. DESC. LIGHT LINE
SALE TYPE : I TECHNICIAN NO(S). 7888
COMPLAINT : CUSTOMER STATES THERES A POPING TYPE NOISE IN FT SUSPENSION
OR UNDER CAR CK & ADVISE

CAUSE : INSPECT AND FOUND LEFT FRONT OUTER TIE ROD JOINT WORN
CAUSING CONCERN

CORRECTION : NESS. REPL. LEFT FRONT OUTER TIE ROD AND ADJUST FRONT TOE
E4191 0.2 & E2020 1.0HR

JOB NUMBER : 2 OPERATION 18CVZS06 OP. DESC. ENTERPRISE RENTAL CA
SALE TYPE : I TECHNICIAN NO(S). 3999
COMPLAINT : ENTERPRISE RENTAL CAR
CAUSE :

CORRECTION : CAR RENTAL PER NIEL ACKERMAN.

R.O NO. : 553145 R.O DATE : 08/27/2002 R.O TYPE : S
MILEAGE : 80496 ADVISOR NO. : 7939

JOB NUMBER : 1 OPERATION 01CVZM0 OP. DESC. LUBE, OIL, & FILTER
SALE TYPE : C TECHNICIAN NO(S). 7563
COMPLAINT : PERFORM CHASSIS LUBRICATION, CHANGE OIL & FILTER

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CHECK ALL FLUID LEVELS.

CAUSE : ROUTINE MAINTENANCE - RECOMMENDED EVERY 3,000 MILES
CORRECTION : PERFORMED CHASSIS LUBRICATION, CHANGED OIL & FILTER

R.O NO. : 545031 R.O DATE : 08/03/2002 R.O TYPE : S
MILEAGE : 79551 ADVISOR NO. : 3907

JOB NUMBER : 1 OPERATION 06CVZ OP. DESC. ALIGNMENT
SALE TYPE : I TECHNICIAN NO(S). 7888
COMPLAINT : STEERING WHEEL OF CENTER, CK HISTORY CLUNKING OR SNAPPING
TYPE NOISE WHEN COMING TO STOPS, ROUGH SUSPENSION
CUSTOMER HAS BEEN IN SEVERAL TIMES WITH SAME CONCERN
CAUSE : ALIGNMENT OUT OF SPEC. TO MUCH TO IN
ROAD TESTED CUSTOMER CONCERN NOT DUBLICATED 9
CORRECTION : ADJUST FRONT TOE TO SPEC. AND ROAD TESTED VEHICLE OPERATING
AS DESINED

JOB NUMBER : 2 OPERATION 18CVZS06 OP. DESC. ENTERPRISE RENTAL CA
SALE TYPE : I TECHNICIAN NO(S). 3999
COMPLAINT : ENTERPRISE RENTAL CAR
CAUSE : .
CORRECTION : .

R.O NO. : 540685 R.O DATE : 07/22/2002 R.O TYPE : S
MILEAGE : 78831 ADVISOR NO. : 1349

JOB NUMBER : 1 OPERATION 08CVZB11 OP. DESC. BRAKES
SALE TYPE : W TECHNICIAN NO(S). 1557
COMPLAINT : CPP CUST STATES RT SIDE OF CAR BOTTOMS OUT WHEN GOING THROUG
H DIP CK ADVISE
CAUSE : CCM
00
CORRECTION : CHECK FRONT AND REAR STURTS OK AT THIS TIME IN

JOB NUMBER : 2 OPERATION 18CVZ OP. DESC. ADVANTAGE RENT A CAR
SALE TYPE : I TECHNICIAN NO(S). 798
COMPLAINT : ONE DAY RENTAL
INTERNAL PER RAY

COMMENTS : CUSTOMER RETURNING RENTAL ON 7/23/02 AT 7:58PM
SENT TO WARRANTY OFFICE ON 07/24/02

R.O NO. : 540243 R.O DATE : 07/20/2002 R.O TYPE : S

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MILEAGE : 78754

ADVISOR NO. : 3809

JOB NUMBER : 1 OPERATION 06CVZ OP. DESC. ALIGNMENT
SALE TYPE : C TECHNICIAN NO(S). 3999
COMPLAINT : CUSTOMER STATES WHEN DRIVING OVER BUMPY ROADS, FEELS
BUMPS VERY HARD, ESP.ON THE RIGHT SIDE
CORRECTION : NO WORK DONE
CUSTOMER COULD NOT WAIT

JOB NUMBER : 2 OPERATION 06CVZF15 OP. DESC. ALIGNMENT
SALE TYPE : C TECHNICIAN NO(S). 3999
COMPLAINT : CUSTOMER STATES GROANING TYPE NOISE FROM STEERING COLUMN
ON ANY TURN
CORRECTION : NO WORK DONE

COMMENTS : APPT.37

R.O NO. : 533369

R.O DATE : 06/29/2002
MILEAGE : 77947

R.O TYPE : S
ADVISOR NO. : 7772

JOB NUMBER : 1 OPERATION 08CVZB09 OP. DESC. BRAKES
SALE TYPE : W TECHNICIAN NO(S). 878
COMPLAINT : CUSTOMER STATES WHEN DRIVING AND HIT A BUMP CAR DIPS LIKE NO
SHOCKS CAR PITCHES TO SIDE.
CAUSE : CCM
CORRECTION : ROAD TESTED AND INSPECTED VEHICLE...UNABLE TO DUPLICATE
CUSTOMER'S CONCERN...NORMAL SUSPENSION OPERATION...

JOB NUMBER : 2 OPERATION 08CVZB10 OP. DESC. BRAKES
SALE TYPE : W TECHNICIAN NO(S). 878
COMPLAINT : CUSTOMER STATES WHEN TURNING STERING WHEEL TO TURN MAKES
NOISE INSIDE CAR AT STER WHEEL.
CAUSE : INTERMEDIATE STEERING SHAFT WEAR
CORRECTION : REPLACE INTERMEDIATE STEERING SHAFT ASSEMBLY
OP CODE--E7700, 0.7

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
533369 E7700

JOB NUMBER : 3 OPERATION 11CVZ OP. DESC. HEAVY LINE
SALE TYPE : W TECHNICIAN NO(S). 1434
COMPLAINT : CUSTOMER STATES WHEN PUTTING CAR IN REVERSE DOWN SHIFT VERY
HARD CAR JERKS BAD.
CORRECTION : ROAD TEST VEHICLE AND SCAN FOR TRANS OPERATION,TRANS
OPERATED CORRECTLY

JOB NUMBER : 4 OPERATION 18CVZS06 OP. DESC. ENTERPRISE RENTAL CA
SALE TYPE : W TECHNICIAN NO(S). 798
COMPLAINT : CAR RENTAL DIRECT

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CAUSE : .

CORRECTION : .

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
533369 Z7905

COMMENTS : GMPP WARRANTY WITH 100.00 DEDUCTABLE.
SENT TO WARR ON 07/16/02

R.O NO. : 531609 R.O DATE : 06/24/2002 R.O TYPE : S
MILEAGE : 77744 ADVISOR NO. : 3907

JOB NUMBER : 1 OPERATION 06CVZ OP. DESC. ALIGNMENT
SALE TYPE : C TECHNICIAN NO(S). 3149
COMPLAINT : CUSTOMER STATES STEERING WHEEL IS LOOSE, NOT SAFE TO DRIVE
CK&ADVISE FT END WOBBLES.
CAUSE : TIRE SEPARATION DUE TO BALD AND COMPLETELY WORN
CORRECTION : TIRES ARE UNSAFE AND NEED TO BE REPLACE ASAP

JOB NUMBER : 2 OPERATION 18CVZS06 OP. DESC. ENTERPRISE RENTAL CA
SALE TYPE : I TECHNICIAN NO(S). 3999
COMPLAINT : ENTERPRISE RENTAL CAR
CAUSE : .
CORRECTION : .

R.O NO. : 528845 R.O DATE : 06/15/2002 R.O TYPE : S
MILEAGE : 77018 ADVISOR NO. : 4646

JOB NUMBER : 1 OPERATION 01CVZM0 OP. DESC. LUBE, OIL, & FILTER
SALE TYPE : C TECHNICIAN NO(S). 7563
COMPLAINT : PERFORM CHASSIS LUBRICATION, CHANGE OIL & FILTER
CHECK ALL FLUID LEVELS.
CAUSE : ROUTINE MAINTENANCE - RECOMMENDED EVERY 3,000 MILES
CORRECTION : PERFORMED CHASSIS LUBRICATION, CHANGED OIL & FILTER

R.O NO. : 519638 R.O DATE : 05/16/2002 R.O TYPE : S
MILEAGE : 75341 ADVISOR NO. : 7834

JOB NUMBER : 1 OPERATION 15CVZE03 OP. DESC. 15-A & ELECTRICAL
SALE TYPE : I TECHNICIAN NO(S). 7538
COMPLAINT : CUSTOMER REQUESTS REPROGRAM RADIO
CORRECTION : UNLOCK RADIO CODE 1834

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R.O NO. : 512335 R.O DATE : 04/22/2002 R.O TYPE : S
MILEAGE : 74229 ADVISOR NO. : 7834

JOB NUMBER : 1 OPERATION 04CVZ OP. DESC. LIGHT LINE
SALE TYPE : W TECHNICIAN NO(S). 3053
COMPLAINT : CUSTOMER STATES VEH HAS FLUID LEAK, POSS. TRANSMISSION
CAUSE : REAR MAIN SEAL HOUSING LEAKING
AND VALVE COVER GASKETS LEAKING OIL
CORRECTION : REPLACED REAR MAIN SEAL HOUSING IN REAR MAIN SEAL
AND REPLACED BOHT VALVE COVER GASKETS J1080 6.4 J0307 1.3

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
512335 J0307 512335 J1080

JOB NUMBER : 2 OPERATION 15CVZ OP. DESC. 15-A & ELECTRICAL
SALE TYPE : I TECHNICIAN NO(S). 7538
COMPLAINT : CUSTOMER STATES THAT D/SIDE REAR DOOR PANEL IS LOOSE
CORRECTION : REFIT AND SECURE PANEL

JOB NUMBER : 3 OPERATION 15CVZD00 OP. DESC. 15A
SALE TYPE : C TECHNICIAN NO(S). 7538
COMPLAINT : CUSTOMER STATES THAT CENTER CONSOLE CUP HOLDER IS NOT THE
SAME AS THE ONE REPLACED
CORRECTION : CENTER CONSOLE HAS BEEN REDESIGNED, CUP HOLDER NOT AVAILABLE

JOB NUMBER : 4 OPERATION 17CVZ OP. DESC. COURTESY TRANSPORT
SALE TYPE : W TECHNICIAN NO(S). 3999
COMPLAINT : GMPP-RENTAL

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
512335 Z7906

JOB NUMBER : 5 OPERATION 12CVZ OP. DESC. TRANSMISSION
SALE TYPE : W TECHNICIAN NO(S). 2810
COMPLAINT : UPON INSPECTION FOUND TRANSMISSION LEAKING
CAUSE : FORWARD SERVO AND TRANS PAN LEAKING ATF
CORRECTION : REPLACED TRANS PAN GASKET AND FORWARD SERVO
K6624 3.8 K6500 .7 TOTAL 4.5

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
512335 K6500 512335 K6624

JOB NUMBER : 6 OPERATION 04CVZL31 OP. DESC. LIGHT LINE
SALE TYPE : W TECHNICIAN NO(S). 3053
COMPLAINT : MAINT

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COMMENTS : PER JAY TO INTERNAL JOB 2 FOR 37.5

R.O NO. : 509971 R.O DATE : 04/15/2002 R.O TYPE : S
MILEAGE : 73709 ADVISOR NO. : 3014

JOB NUMBER : 1 OPERATION 01CVZM0 OP. DESC. LUBE, OIL, & FILTER
SALE TYPE : C TECHNICIAN NO(S). 522
COMPLAINT : PERFORM CHASSIS LUBRICATION, CHANGE OIL & FILTER
CHECK ALL FLUID LEVELS.
CAUSE : ROUTINE MAINTENANCE - RECOMMENDED EVERY 3,000 MILES
CORRECTION : PERFORMED CHASSIS LUBRICATION, CHANGED OIL & FILTER

COMMENTS : WAITER!!!

R.O NO. : 499725 R.O DATE : 03/11/2002 R.O TYPE : S
MILEAGE : 71562 ADVISOR NO. : 3907

JOB NUMBER : 1 OPERATION 11CVZ OP. DESC. HEAVY LINE
SALE TYPE : W TECHNICIAN NO(S). 3313
COMPLAINT : CUSTOMER STATES WHEN ACCELERATING OR WHEN COMING TO A STOP
THERES A POPPING OR SNAPPING NOISE FROM RT FT SUSPENSION.
CAUSE : FOUND THE BODY MOUNTS IS DRY NESC. R&R LUBED THE CAUSE
POPPING NOISE FOR RIGHT SIDE ONE FOR FRONT AND REAR MOUNTS
CORRECTION : R&R FRONT SUSP. RIGHT SIDE CUSHION BODY PADS AND LUBED
INSTALL INSULATOR IN THE TO ROAD TESTED VERIFIED CORRECTION
FRONT E1162 .9 REAR E1164 .9
TOTAL 1.8

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
499725 E1164 499725 E1162

JOB NUMBER : 2 OPERATION 15CVZ OP. DESC. 15-A & ELECTRICAL
SALE TYPE : W TECHNICIAN NO(S). 3294
COMPLAINT : CUSTOMER STATES RT FT DOOR LOCK BUTTON IS INOP. KEEPS FALLIN
THROUGH DOOR PANEL.
CAUSE : CK RT FRONT LOCK PUSHED INTO DOOR TRIM NOT SECURED
2
CORRECTION : NESC TO REMOVE TRIM AND REINSTALLED DOOR LOCK AND PLATE
CK OPERATION N2114A

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
499725 N2114

JOB NUMBER : 3 OPERATION 15CVZ307 OP. DESC. 15-A & ELECTRICAL
SALE TYPE : W TECHNICIAN NO(S). 3294
COMPLAINT : CUSTOMER STATES TRANSMISSION SHIFT LEVER HOUSING OR BEZEL
IS FALLING APART.
CAUSE : CK SHIFTER PLATE CAME APAET SHIFTER HITTING PLATE
AND POPPED APAT AND RETAINERS

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CORRECTION : NESS TO REPLACE SHIFT PLATE REPOSITON SHIFTER HOUSING
AND LUBED CK OPERATION K5225

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
499725 K5225

JOB NUMBER : 4 OPERATION 15CVZE03 OP. DESC. 15-A & ELECTRICAL
SALE TYPE : W TECHNICIAN NO(S). 3294
COMPLAINT : CUSTOMER STATES BOTH RT & LF REAR DOOR PANELS RATTLE WHEN
CLOSING DOOR CK & ADVISE
CAUSE : CK BOTH LT RT REAR DOOR TRIMS RATTLE FOUND RUN CHANNELS
LOOSE AT MOUNTING
CORRECTION : NESS TO REMOVE TRIM AND REPOSITION RUNS LUBED AND INSTALLED
NEW TRIM CLISP C0354 C0355

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
499725 C0355 499725 C0354

JOB NUMBER : 5 OPERATION 15CVZE09 OP. DESC. 15-A & ELECTRICAL
SALE TYPE : I TECHNICIAN NO(S). 3294
COMPLAINT : CUSTOMER STATES CARPET ON LF REAR DOOR FOOT PANEL IS COMING
UNDONE.
CAUSE : CK LT REAR CARPET COMING APART AT SILL PLATE
NOT SECURED
CORRECTION : NESS TO REPOSITON CARPET AND GLUED INTO PLACE AND SECURED

JOB NUMBER : 6 OPERATION 18CVZ906 OP. DESC. ENTERPRISE RENTAL CA
SALE TYPE : W TECHNICIAN NO(S). 3999
COMPLAINT : ENTERPRISE RENTAL CAR
CAUSE : .
CORRECTION : .

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
499725 Z7901

COMMENTS : NOTE LT REAR DOOR TRIM UPPER PANEL BROKEN PRIOR TO REPAIRS....
ADVISED SERVICE ADVISOR...
INTERNAL JOB 5 PER NICK. CUSTOMER CSI

R.O NO. : 492289 R.O DATE : 02/14/2002 R.O TYPE : S
MILEAGE : 69419 ADVISOR NO. : 4646

JOB NUMBER : 1 OPERATION 01CVZM0 OP. DESC. LUBE, OIL, & FILTER
SALE TYPE : C TECHNICIAN NO(S). 7709
COMPLAINT : PERFORM CHASSIS LUBRICATION, CHANGE OIL & FILTER
CHECK ALL FLUID LEVELS.
CAUSE : ROUTINE MAINTENANCE - RECOMMENDED EVERY 3,000 MILES
CORRECTION : PERFORMED CHASSIS LUBRICATION, CHANGED OIL & FILTER

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R.O NO. : 482996 R.O DATE : 01/14/2002 R.O TYPE : S
MILEAGE : 67470 ADVISOR NO. : 2994

JOB NUMBER : 1 OPERATION 11CVZ OP. DESC. HEAVY LINE
SALE TYPE : W TECHNICIAN NO(S). 3053
COMPLAINT : CUST STATES WHEN ACCELERATING FROM A STOP THERE IS A POPPING
NOISE NOISE HEARD IN THE FRONTEND....GMPP
CAUSE : FRONT MOTOR MOUNT BROKEN ENGINE OIL DAMAGES
CORRECTION : REPLACED FRONT MOTOR MOUNT
J1506 1.8

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
482996 J1506

JOB NUMBER : 2 OPERATION 11CVZH10 OP. DESC. HEAVY LINE
SALE TYPE : W TECHNICIAN NO(S). 3053
COMPLAINT : ADD ON DURING INSPECTION FOUND A OIL LEAK...HAD SHOP FORMAN
INSPECT AND AUTH..
CAUSE : DIL PAN WARPED LEAKING EXCESIVE OIL
NEEDS NEW OIL PAN
CORRECTION : REPLACED OIL PAN
ROATEST NO LEAKING OK J1000 3.0 A.3

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
482996 J1000

R.O NO. : 478393 R.O DATE : 12/27/2001 R.O TYPE : S
MILEAGE : 66775 ADVISOR NO. : 4646

JOB NUMBER : 1 OPERATION 01CVZM0 OP. DESC. LUBE, OIL, & FILTER
SALE TYPE : C TECHNICIAN NO(S). 7632
COMPLAINT : PERFORM CHASSIS LUBRICATION, CHANGE OIL & FILTER
CHECK ALL FLUID LEVELS.
CAUSE : ROUTINE MAINTENANCE - RECOMMENDED EVERY 3,000 MILES
CORRECTION : PERFORMED CHASSIS LUBRICATION, CHANGED OIL & FILTER

JOB NUMBER : 2 OPERATION 01CVZM22 OP. DESC. ROTATE TIRES
SALE TYPE : C TECHNICIAN NO(S). 7633
COMPLAINT : ROTATE TIRES
CAUSE : ROTATE TIRES
CORRECTION : ROTATED TIRES COMPLETED

R.O NO. : 478395 R.O DATE : 12/27/2001 R.O TYPE : S
MILEAGE : 66775 ADVISOR NO. : 3392

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JOB NUMBER : 1 OPERATION 01CVZM21 OP. DESC. COOLING SYSTEM FLUSH
SALE TYPE : C TECHNICIAN NO(S). 3053
COMPLAINT : COOLING SYSTEM FLUSH
CAUSE : COOLING SYSTEM FLUSH
CORRECTION : FLUSH COOLING SYSTEM

JOB NUMBER : 2 OPERATION 06CVZ OP. DESC. ALIGNMENT
SALE TYPE : W TECHNICIAN NO(S). 3149
COMPLAINT : WARR CUST STATES THE AXLE ON THE RIGHT SIDE MAKES NOISE.
WAS RECOMMENDED TO REPLACE CV AXLE BY OTHER SHOP.
CHECK AND ADVISE. SEE HIST.
CAUSE : INSPECTED BOTH FRONT AXLES, FOUND AXLES TO BE OK,
CORRECTION : ROAD TESTED, UNABLE TO DUPLICATE NOISE CONCERN,
NECESSARY TO ROAD TEST WITH CUSTOMER TO VERIFY
CONCERN

JOB NUMBER : 3 OPERATION 17CVZT00 OP. DESC. RENTAL CAR
SALE TYPE : C TECHNICIAN NO(S). 3999
COMPLAINT : WARR CUST REQUESTS RENTAL CAR EVEN THOUGH THE RENTAL IS
NOT YET COVERED.
CAUSE :
CORRECTION : CALLED CUST ON WED 01/02/01 TO SEE WHY RENTAL HAS NOT YET
BEEN RETURNED.
LEFT MESSAGES AT HOME NUMBER TO INFORM CUST. CUST WAS NOT
HOME. BUT LEFT MESSAGE TO INFORM CUST NO COVERAGE FOR
RENTAL./

RECOMMEND : RECOMMEND REPLACEMENT OF BOTH BELTS. MAKING NOISE AND IS DRY.

R.O NO. : 465146 R.O DATE : 11/07/2001 R.O TYPE : S
MILEAGE : 63990 ADVISOR NO. : 2994

JOB NUMBER : 1 OPERATION 06CVZ OP. DESC. ALIGNMENT
SALE TYPE : W TECHNICIAN NO(S). 3313
COMPLAINT : CUST STATES WHEN TURNING THE STEERING WHEEL TO THE RIGHT
THERE IS A SNAPPING TYPE NOISE HERD IN THE FRONTEND....
GMFF
CAUSE : INSPECTION WHEN TURNING STEERING MAKE SNAPPING NOISE
FOUND THE INTR. DRIVE SHAFT NESS. REPLACE
CORRECTION : REPLACED INTR. DRIVE SHAFT VERIFIED CORRECTION ROAD
TESTED NO NOISE E7700 .6

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
465146 E7700

JOB NUMBER : 2 OPERATION 15CVZ307 OP. DESC. 15-A & ELECTRICAL
SALE TYPE : C TECHNICIAN NO(S). 3313
COMPLAINT : THE RIGHT FRONT POWER DOOR LOCK SWITCH HAS FALLEN INTO THE
DOOR PANEL AGAIN....
CORRECTION : JOSE HERNANDEZ DECLINED WORK..

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JOB NUMBER : 3 OPERATION 01CVZM49 OP. DESC. MAINTENANCE
SALE TYPE : C TECHNICIAN NO(S). 7633
COMPLAINT : CUST REQUEST TO HAVE 44 PSI IN TIRES...
CORRECTION : SET TIRE PRESSURE AT 44 PSI

R.O NO. : 460896 R.O DATE : 10/23/2001 R.O TYPE : S
MILEAGE : 63182 ADVISOR NO. : 4646

JOB NUMBER : 1 OPERATION 01CVZM0 OP. DESC. LUBE, OIL, & FILTER
SALE TYPE : C TECHNICIAN NO(S). 7632
COMPLAINT : PERFORM CHASSIS LUBRICATION, CHANGE OIL & FILTER
CHECK ALL FLUID LEVELS.
CAUSE : ROUTINE MAINTENANCE - RECOMMENDED EVERY 3,000 MILES
CORRECTION : PERFORMED CHASSIS LUBRICATION, CHANGED OIL & FILTER

R.O NO. : 446663 R.O DATE : 09/01/2001 R.O TYPE : S
MILEAGE : 60247 ADVISOR NO. : 7626

JOB NUMBER : 1 OPERATION 15CVZ OP. DESC. 15-A & ELECTRICAL
SALE TYPE : I TECHNICIAN NO(S). 3294
COMPLAINT : CUSTOMER HAD KEY CUT BY VAN NUYS RYDELL, IGNITION KEY NOT
WORKING. NEED A KEY.
CAUSE : CK IGNITION STUCK WILL NOT TURN WITH NEW KEY CYLINDER JAMMED
TUMBERS COMING APART
CORRECTION : NESS TO CODE CYLINDER AND CUT NEW KEY LUBED AND CK OPERAITON
ALL CK OUT AND OPERATING AS DESIGNED AT THIS TIME

JOB NUMBER : 2 OPERATION 18CVZS09 OP. DESC. SUBLET TOWING
SALE TYPE : I TECHNICIAN NO(S). 3999
COMPLAINT : SUBLET TOWING
FRANK'S FLATBED SERVICE.
CAUSE : TOWING
CORRECTION : TOWING

JOB NUMBER : 3 OPERATION 06CVZ OP. DESC. ALIGNMENT
SALE TYPE : I TECHNICIAN NO(S). 3909
COMPLAINT : CUSTOMER STATES WHEN GOING OVER BUMPS FRONT END BODOMS OUT
AND TIRES MAKE NOISE. CHECK.
CAUSE : ROADTESTED VEHICLE OVER BUMPS & DIPS. VEHICLE DID NOT
"BOTTOM OUT" UNLESS DRIVEN TOO FAST INTO DIPS & BUMPS.
RAISED CAR FOR INSPECTION. FOUND STRUTS & SHOCKS OK; NO
LEAKS FROM ANY COMPONENTS. STRUTS NOT WEAK, RECOVER
QUICKLY OVER BUMPS. FOUND "TIRE NOISE" DUE TO OVERINFLATED
TIRES ALL AROUND.
CORRECTION : ADJUSTED ALL TIRE PRESSURES. NOTE: "LOW TIRE" LIGHT STAYS
ON AT ALL TIMES. FOUND NO LOW TIRES.

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NO OTHER REPAIRS NECESSARY AT THIS TIME. CAUTION MUST BE
USED WHEN GOING OVER BUMPS OR INTO DIPS. LOSS OF VEHICLE
CONTROL MAY RESULT.
H9991 .3

JOB NUMBER : 4 OPERATION 18CVZS06 OP. DESC. ENTERPRISE RENTAL CA
SALE TYPE : I TECHNICIAN NO(S). 3999
COMPLAINT : ENTERPRISE RENTAL CAR
CAUSE :
CORRECTION :
:

R.O NO. : 436286 R.O DATE : 07/28/2001 R.O TYPE : S
MILEAGE : 58373 ADVISOR NO. : 2994

JOB NUMBER : 1 OPERATION 01CVZM48 OP. DESC. MAINTENANCE
SALE TYPE : I TECHNICIAN NO(S). 4935
COMPLAINT : CUST STATES THE OIL LEVEL IS TOO HIGH...
CORRECTION : CORRECTED AS NEEDED

JOB NUMBER : 2 OPERATION 01CVZM49 OP. DESC. MAINTENANCE
SALE TYPE : I TECHNICIAN NO(S). 4935
COMPLAINT : CUST STATES THE TRANSMISSION OIL LEVEL IS LOW...ADVISE.
CORRECTION : CORRECTED AS NEEDED

JOB NUMBER : 3 OPERATION 08CVZB09 OP. DESC. BRAKES
SALE TYPE : I TECHNICIAN NO(S). 3149
COMPLAINT : WHEN MAKING TURNS THE THERE IS A WOBBLE HEARD AND FELT IN
THE FRONTEND..
CORRECTION : FURTHER INSPECTION AND DIAGNOSTIC IS REQUIRED

JOB NUMBER : 4 OPERATION 15CVZ OP. DESC. 15-A & ELECTRICAL
SALE TYPE : I TECHNICIAN NO(S). 7538
COMPLAINT : THE POWER DOOR LOCK SWITCH FELL INTO THE PASS FRONT DOOR....
CORRECTION : REFIT RIGHT DOOR LOCK SWITCH

JOB NUMBER : 5 OPERATION 15CVZ307 OP. DESC. 15-A & ELECTRICAL
SALE TYPE : I TECHNICIAN NO(S). 7538
COMPLAINT : THE EMPLEMS ON EACH SIDE OF THE VEHICLE ARE BROKEN....
CORRECTION : REPLACE BOTH DOOR EMBLEMS

R.O NO. : 426126 R.O DATE : 06/23/2001 R.O TYPE : P
MILEAGE : 56502 ADVISOR NO. : 4621

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JOB NUMBER : 1 OPERATION 20CVZ OP. DESC. RECONDITIONING
SALE TYPE : I TECHNICIAN NO(S) . 4690 7584
COMPLAINT : SAFETY INSPECTION
CORRECTION : SAFETY, REPLACED AIR FITLER , LOF,

JOB NUMBER : 2 OPERATION 03CVZ OP. DESC. SMOG CERTIFICATION
SALE TYPE : I TECHNICIAN NO(S) . 4357
COMPLAINT : SMOG INSPECTION
CORRECTION : SMOG COMPLETED

JOB NUMBER : 3 OPERATION 77CVZ OP. DESC. SUBLET
SALE TYPE : I TECHNICIAN NO(S) . 4646
COMPLAINT : SUBLET
 3
CORRECTION : DETAIL

Rydell VAN runs



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CUSTOMER NAME [REDACTED] SERIAL NO. 204NF5217Z1401017
 TOTAL R/O'S 31 TOTAL SERV. DAYS 132 MAKE BU BUICK

LN#	RD.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION	CODE.	DESCRIPTION.....
✓ 1	615845	03/14/2003	89477	A			3907		
				T	3149	1	I 08CV2B09		BRAKES
✓ 2	615035	03/12/2003	89327	A			2994		
				T	3149	1	I 06CV2		ALIGNMENT
				T	3999	2	W 17CV2T01		SHUTTLE VAN
				T	3149	3	C 15CV2307		15-A & ELECTRICAL
✓ 3	613501	03/07/2003	89038	A			8019		
				T	1895	1	W 02CV2		DRIVEABILITY
				T	1895	2	W 02CV2D20		DRIVEABILITY/TOW
				T	798	3	C 39CV2		SERVICE WASH
✓ 4	612473	03/04/2003	88663	A			7939		
				T	7741	1	C 01CV2M0		LUBE, OIL, & FIL
✓ 5	596457	01/15/2003	86595	A			7946		
				T	7538	1	C 15CV2		15-A & ELECTRICAL
				T	7538	2	W 15CV2307		15-A & ELECTRICAL
				T	7538	3	C 72CV225		DELCO BATTERY
				T	2810	4	W 12CV2		TRANSMISSION
				T	7885	5	C 06CV2700		FRONT END ALIGN
				T	3999	6	W 18CV2906		ENTERPRISE RENT
✓ 6	593901	01/07/2003	86595	A			4901		
				T	798	1	C 08CV2B09		BRAKES
				T	798	2	C 12CV2		TRANSMISSION
				T	798	3	C 12CV2T00		TRANSMISSION
✓ 7	581109	11/24/2002	84204	A			7772		
				T	7528	1	W 08CV2B09		BRAKES
✓ 8	562621	09/26/2002	82059	A			7918		
				T	3999	1	W 15CV2		15-A & ELECTRICAL
✓ 9	561482	09/23/2002	81988	A			1371		
				T	1337	1	W 29CV2E1		SUSPENSION
				T	1557	2	W 29CV2E2		SUSPENSION
				T	1434	3	W 12CV2T00		TRANSMISSION
✓ 10	560538	09/19/2002	81731	A			7732		
				T	798	1	C 08CV2B09		BRAKES
				T	798	2	C 08CV2B09		BRAKES
				T	7945	3	C 15CV2		15-A & ELECTRICAL
✓ 11	554663	09/13/2002	81634	A			3907		
				T	7885	1	I 04CV2		LIGHT LINK
				T	3999	2	I 18CV2E06		ENTERPRISE RENT
✓ 12	553145	08/27/2002	80496	A			7939		
				T	7563	1	C 01CV2M0		LUBE, OIL, & FIL
✓ 13	545031	08/03/2002	79551	A			3907		
				T	7885	1	I 06CV2		ALIGNMENT
				T	3999	2	I 18CV2E06		ENTERPRISE RENT
✓ 14	544685	07/22/2002	78831	A			1349		
				T	1557	1	W 08CV2B11		BRAKES
				T	798	2	I 18CV2		ADVANTAGE RENT A
✓ 15	540243	07/20/2002	78734	A			3809		
				T	3999	1	C 06CV2		ALIGNMENT
				T	3999	2	C 06CV2E18		ALIGNMENT
✓ 16	531369	06/29/2002	77947	A			7772		

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CUSTOMER NAME [REDACTED] SERIAL NO. 204WFS217X1401017
TOTAL R/O'S 31 TOTAL SERVS. DAYS 132 MAKE BU BUICK

LINE NO.	NO.	DATE	MILES	ADV/TECH	J#	T	OPERATION	CODE	DESCRIPTION
				T	878	1	W 08CV2803		BRAKES
				T	878	2	W 08CV2810		BRAKES
				T	1434	3	W 11CV2		HEAVY LINE
				T	798	4	W 18CV2806		ENTERPRISE RENTAL
✓	17	531609	06/24/2002	77744	A	3907			
				T	3148	1	C 06CV2		ALIGNMENT
				T	3999	2	I 18CV2806		ENTERPRISE RENTAL
✓	18	528845	06/15/2002	77018	A	4646			
				T	7563	1	C 01CV2800		LUBE, OIL, & FIL
✓	19	519630	05/16/2002	75341	A	7834			
				T	7538	1	I 15CV2803		15-A & ELECTRICAL
✓	20	512335	04/22/2002	74229	A	7834			
				T	3053	1	W 04CV2		LIGHT LINE
				T	7538	2	I 15CV2		15-A & ELECTRICAL
				T	7538	3	C 15CV2800		15A
				T	3999	4	W 17CV2		COURTESY TRANSPO
				T	2810	5	W 12CV2		TRANSMISSION
				T	3053	6	W 04CV2L21		LIGHT LINE
✓	21	509971	04/15/2002	73709	A	3014			
				T	522	1	C 01CV2800		LUBE, OIL, & FIL
✓	22	499725	03/11/2002	71562	A	3907			
				T	3113	1	W 11CV2		HEAVY LINE
				T	3294	2	W 15CV2		15-A & ELECTRICAL
				T	3294	3	W 15CV2307		15-A & ELECTRICAL
				T	3294	4	W 15CV2803		15-A & ELECTRICAL
				T	3294	5	I 15CV2809		15-A & ELECTRICAL
				T	3999	6	W 18CV2806		ENTERPRISE RENTAL
✓	23	492269	02/14/2002	69419	A	4646			
				T	7709	1	C 01CV2800		LUBE, OIL, & FIL
✓	24	482996	01/14/2002	67470	A	2994			
				T	3053	1	W 11CV2		HEAVY LINE
				T	2053	2	W 11CV2810		HEAVY LINE
✓	25	478293	12/27/2001	66775	A	4646			
				T	7632	1	C 01CV2800		LUBE, OIL, & FIL
				T	7633	2	C 01CV2822		ROTATE TIRES
✓	26	478398	12/27/2001	66775	A	3392			
				T	2053	1	C 01CV2821		COOLING SYSTEM F
				T	3148	2	W 06CV2		ALIGNMENT
				T	3999	3	C 17CV2800		RENTAL CAR
✓	27	465146	11/07/2001	62990	A	2994			
				T	3313	1	W 06CV2		ALIGNMENT
				T	3313	2	C 15CV2307		15-A & ELECTRICAL
				T	7633	3	C 01CV2849		MAINTENANCE
✓	28	460896	10/23/2001	62182	A	4646			
				T	7632	1	C 01CV2800		LUBE, OIL, & FIL
✓	29	446663	09/01/2001	60247	A	7626			
				T	3294	1	I 15CV2		15-A & ELECTRICAL
				T	3999	2	I 18CV2809		SUBLET TOWING
				T	1909	3	I 06CV2		ALIGNMENT
				T	1999	4	I 18CV2806		ENTERPRISE RENTAL

04/25/2003

SUMMARY HISTORY DISPLAY

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CUSTOMER NAME

SERIAL NO. 204WF5217X1401017

TOTAL R/O'S 31

TOTAL SERV. DAYS 132

MAKE BU BUICK

REF	RO.NO.	RD. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
✓	30	436286	07/28/2001	58173	A	2994		
				T	4935	1	I 01CVZM48	MAINTENANCE
				T	4935	2	I 01CVZM49	MAINTENANCE
				T	3149	3	I 08CVZM09	BRAKES
				T	7538	4	I 15CVZ	15-A & ELECTRICAL
				T	7538	5	I 15CVZ307	15-A & ELECTRICAL
	31	436126	06/23/2001	56502	A	4621		
				T	4690	1	I 20CVZ	RECONDITIONING
				T	7584			
				T	4357	2	I 03CVZ	SMOG CERTIFICATE
				T	4646	3	I 77CVZ	SUBLET

04/23/2002

SUMMARY HISTORY DISPLAY

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18:02:55

PAGE 1

CUSTOMER NAME [REDACTED] SERIAL NO. 204WFS217E1401017
 TOTAL R/O'S 10 TOTAL SERV. DAYS 18 MAKE BU SUICK

LN#	NO.	MO.	DATE	MILS.	ADV/TECH	J#	T	OPERATION	CODE	DESCRIPTION
1	505971	04/15/2002	73709	A	3014					
					T	522	1	C	01CVEN0	LUBE, OIL, & FIL
2	492285	02/14/2002	69419	A	4646					
					T	7709	1	C	01CVEN0	LUBE, OIL, & FIL
3	402996	01/14/2002	67470	A	3594					
					T	3053	1	W	11CVX	HEAVY LUBE
					T	3053	2	W	11CVEN10	HEAVY LUBE
4	478393	12/27/2001	66776	A	4646					
					T	7632	1	C	01CVEN0	LUBE, OIL, & FIL
					T	7632	2	C	01CVEN22	ROTATE TIRES
5	478395	12/27/2001	66776	A	3392					
					T	3053	1	C	01CVEN21	COOLING SYSTEM F
					T	3149	2	W	06CVX	ALIGNMENT
					T	3959	3	C	17CVET00	RENTAL CAR
6	468148	11/07/2001	63890	A	2994					
					T	2212	1	W	06CVX	ALIGNMENT
					T	3312	2	C	15CVX207	15-A & ELECTRICAL
					T	7632	3	C	01CVEN49	MAINTENANCE
7	460896	10/23/2001	63182	A	4646					
					T	7632	1	C	01CVEN0	LUBE, OIL, & FIL
8	446663	09/01/2001	60247	A	7626					
					T	2294	1	I	15CVX	15-A & ELECTRICAL
					T	3959	2	I	18CVEN09	SHOULDER TOWING
					T	3909	3	I	06CVX	ALIGNMENT
					T	3959	4	I	18CVEN06	ENTERPRISE RENT
9	436286	07/20/2001	58373	A	2994					
					T	4935	1	I	01CVEN40	MAINTENANCE
					T	4935	2	I	01CVEN49	MAINTENANCE
					T	3149	3	I	06CVEN09	SHOULDER
					T	7538	4	I	15CVX	15-A & ELECTRICAL
					T	7538	5	I	15CVX207	15-A & ELECTRICAL
10	426120	06/23/2001	56502	A	4621					
					T	4490	1	I	20CVX	RECONDITIONING
					T	7504				
					T	4357	2	I	03CVX	SMOG CERTIFICATI
					T	4646	3	I	77CVX	SHOULDER

SAT

10¹⁵already written
RO # 512331out standing RO
for \$100⁰⁰ Deductible

GM Vehicle Inquiry System

Summary

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title

Help

VIN:	2G4WF5217X1401017
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VEHICLE INFORMATION

Merchandising Model:	4WF69 - 1999 REGAL-GS SEDAN		Warranty Start Date:	10/30/1998			
BARS Order Type	70 - RETAIL - STOCK						
Delivering Dealer :	DAVID J. PHILLIPS BUICK-PONTIAC-MAZDA 24888 ALICIA PKY LAGUNA HILLS, CA 92653-4621 (949) 837-2400		Selling Source:	11 - BUICK			
			Site Code:	46340			
			Business Associate Code:	113684			
Service Contract:	Yes	Branded Title:	No	Warranty Block:	No	PDI Status:	Paid

CAMPAIGN ELIGIBILITY

Campaign Number	Description	Owner Notified	Campaign Status
99033	ABS MOTOR SHORTS TO CASE AND GROUNDS THROUGH FLEXIBLE BRAKE FLUID PIPE	N/A	Closed
99050	STARTER MOTOR FAILURES - INSPECT/REPLACE STARTER MOTOR	N/A	Closed
99093	VEHICLE HEADLAMP AIMING DEVICE (VHAD) HORIZONTAL INDICATORS	N/A	Closed

APPLICABLE WARRANTIES

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Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER - NO DEDUCTIBLE	10/30/1998	17 miles	10/30/2001	36017 miles
72/100000 SHEET METAL RUST-THROUGH	10/30/1998	17 miles	10/30/2004	100017 miles
36/36000 SHEET METAL CORROSION	10/30/1998	17 miles	10/30/2001	36017 miles
96/80000 PCM/CC EMISSIONS	10/30/1998	17 miles	10/30/2006	80017 miles
36/36000 FEDERAL EMISSIONS	10/30/1998	17 miles	10/30/2001	36017 miles

CLAIM HISTORY

R.O. Date	R.O. Number	Type	Labor Operation	Odometer Reading
02/27/2003	161689	0	C0383 - L/R WIN REG R&R/RPL	88633 miles
02/27/2003	161689	0	J3465 - MANIFOLD/GASKET, ENGINE COOLANT BY-PASS HEATER	88633 miles
02/27/2003	161689	0	J1000 - OIL PAN/GASKET RPL	88633 miles
02/27/2003	161689	0	Z7905 - 5-DAY COURTESY TRANSPORTATION	88633 miles
02/27/2003	161689	0	E2320 - R/F HUB & BEAR RPL	88633 miles
02/13/2003	257415	3	Z8012 - ROADSIDE SERVICE (LOCKOUT)	87950 miles
01/17/2003	192623	3	Z8011 - ROADSIDE SERVICE (TOWING)	86000 miles
01/16/2003	191589	3	Z8011 - ROADSIDE SERVICE (TOWING)	86000 miles
01/15/2003	596497	0	J4100 - GENERATOR ASSY RPL	86595 miles
01/15/2003	596497	0	K7528 - 4TH CLUTCH ASSY	86595 miles
01/15/2003	596497	0	Z7905 - 5-DAY COURTESY TRANSPORTATION	86595 miles
			Z8012 - ROADSIDE SERVICE	

✓	12/02/2002	090198	3	(LOCKOUT)	84526 miles
	11/26/2002	080568	3	T2020 - WARRANTY TOWING	84204 miles
	11/25/2002	074230	3	Z8017 - ROADSIDE - MISC AAA CHARGES (E.G. ACCIDENT SITE CLEANUP)	81988 miles
✓	11/24/2002	581109	3	E9740 - POW STEER GEAR RPL	84204 miles
✓	11/24/2002	581109	3	E7700 - STEER SHAFT RPL	84204 miles
	10/22/2002	M51271	0	C0182 - RIGHT FT DOOR WINDOW (POWER) R&R OR REPLACE.	83060 miles
	10/22/2002	M51271	0	Z7904 - 4-DAY COURTESY TRANSPORTATION	83060 miles
	10/22/2002	M51271	0	E8060 - RT TIE ROD END RPL	83060 miles
	10/22/2002	M51271	0	H0087 - BF CALIPER R&R	83060 miles
✓	09/23/2002	561482	B	E7700 - STEER SHAFT RPL	81988 miles
	09/04/2002	913233	3	Z8014 - ROADSIDE SERVICE (BATTERY/JUMP START)	80906 miles
	08/19/2002	876761	3	Z8012 - ROADSIDE SERVICE (LOCKOUT)	79954 miles
✓	06/29/2002	533369	0	E7700 - STEER SHAFT RPL	77947 miles
	06/29/2002	533369	0	Z7905 - 5-DAY COURTESY TRANSPORTATION	77947 miles
	06/03/2002	709720	3	Z8016 - ROADSIDE GONE ON ARRIVAL	75934 miles
	06/03/2002	709721	3	Z8012 - ROADSIDE SERVICE (LOCKOUT)	75934 miles
	04/24/2002	633978	#	Z8012 - ROADSIDE SERVICE (LOCKOUT)	74239 miles
	04/22/2002	512335	0	J1080 - RR MAIN SEAL RPL	74229 miles
	04/22/2002	512335	0	J0307 - BTH ROCKER GSKT RPL	74229 miles
	04/22/2002	512335	0	Z7906 - 6+ DAY COURTESY TRANSPORTATION	74229 miles

04/22/2002	512335	0	K6624 - FORWARD SERVO ASSY	74229 miles
04/22/2002	512335	0	K6500 - TRANS OIL GSKT RPL	74229 miles
04/08/2002	606414	3	Z8012 - ROADSIDE SERVICE (LOCKOUT)	73049 miles
03/11/2002	499725	0	E1162 - RT BODY CUSH R&R/RP	71562 miles
03/11/2002	499725	0	E1164 - R/R BDY CUSH R&R/RP	71562 miles
03/11/2002	499725	0	N2114 - R/F DR LCK SWCH RPL	71562 miles
03/11/2002	499725	0	K5225 - FLR SHIFT CONTR RPL	71562 miles
03/11/2002	499725	0	C0354 - R/R WIN GLASS RPL	71562 miles
03/11/2002	499725	0	C0355 - L/R WIN GLASS RPL	71562 miles
03/11/2002	499725	0	Z7901 - 1-DAY COURTESY TRANSPORTATION	71562 miles
01/14/2002	482996	0	J1506 - FR ENGINE MOUNT RPL	67470 miles
01/14/2002	482996	0	J1000 - OIL PAN/GASKET RPL	67470 miles
12/15/2001	387127	3	Z8012 - ROADSIDE SERVICE (LOCKOUT)	62000 miles
11/07/2001	465146	0	E7700 - STEER SHAFT RPL	63990 miles
08/19/2000	225002	#	V0447 - INSTALL OWNER MANUAL INSERT	31089 miles
08/19/2000	225002	#	C0383 - L/R WIN REG R&R/RPL	31089 miles
08/19/2000	225002	#	D0362 - A/C CONTROL ASSEMBLY - RPL	31089 miles
08/19/2000	225002	#	J1000 - OIL PAN/GASKET RPL	31089 miles
12/17/1999	215251	#	V0348 - 1999 BK "W" CAR -ANTILOCK BRAKE MOTOR SHORTS	19604 miles
12/17/1999	215251	#	V0375 - 1998 & 1999 PN,OD,BK, - STARTER MOTOR FAILURES, REPL/REPR	19604 miles
12/02/1998	110053	#	N0110 - BATTERY REPLACE ONE	1747 miles
12/02/1998	110053	#	T2020 - WARRANTY TOWING	1747 miles

12/02/1998	110053	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	1747 miles
11/30/1998	109934	#	N2355 - MULTIFUNCTION SWITCH - RPL	1739 miles
11/30/1998	109934	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	1739 miles
11/23/1998	109689	#	N2355 - MULTIFUNCTION SWITCH - RPL	1481 miles
11/23/1998	109689	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	1481 miles
08/17/1998	A01017	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	0 miles

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INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**