



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 100148

Date Received

Repository ☐

07-MAY-2008

Reference No.

10226943

2008 JUN -4 AM 11: 29

OWNER INFORMATION (Type or Print)

Name

Address

City

HOFFMAN ESTATES

State

IL

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 provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1N4AL11D020

Make

NISSAN

Model

ALTIMA

Model Year

2002

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

060000 ENGINE AND ENGINE COOLING

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

15-FEB-2008

Failure Mileage

50000

Failure Speed

0

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment

☐ Prior Repair

Failure Location:

Tire Component Code

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(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

N

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

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).

TL*THE CONTACT OWNS A 2002 NISSAN ALTIMA. THE SERVICE ENGINE LIGHT BEGAN ILLUMINATING INTERMITTENTLY AND THEN REMAINED LIT. WHEN STARTING THE VEHICLE AND TAKING OFF, THE VEHICLE MADE A STRANGE NOISE AND JERKED AS IF SOMETHING WERE SLIPPING. ONCE THE VEHICLE GAINED SPEED, THE NOISE STOPPED. THE DEALER STATED THAT THE FOLLOWING COMPONENTS NEEDED TO BE REPLACED: THE CATALYTIC CONVERTER, TWO MAJOR SENSORS, AND THE HEATING AND AIR CONDITIONING SYSTEMS. THE VEHICLE WAS BURNING OIL ON THE INSIDE OF THE ENGINE, WHICH CAUSED IT TO FAIL. THE VEHICLE COULD HAVE AN OIL CHANGE AND THEN FOUR DAYS LATER, THE OIL WOULD HAVE BURNED OUT COMPLETELY. NHTSA CAMPAIGN ID NUMBERS 03V084000 (ENGINE AND ENGINE COOLING:EXHAUST SYSTEM:MANIFOLD/ HEADER/MUFFLER/TAI PIPE), 07V527000 (ENGINE AND ENGINE COOLING), AND 03V455000 (ENGINE AND ENGINE COOLING WERE REFERENCED. THE CURRENT MILEAGE WAS 116,000 AND FAILURE MILEAGE WAS 50,000.

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 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.

May 28, 2008

Dear Ronald B. Fields,

My name is I _____ and I own a 2002 Nissan Altima that was purchased brand new in 2001 at Woodfield Nissan in Schaumburg, IL.

I am contacting you in hopes of getting some help. I was referred to you by Pam Zeickman from CBS News. I called your 1-888-327-4236 line and spoke to a very nice lady that took my information down and sent me a Vehicle Owner's Questionnaire Reference No# 10226943 on May 7, 2008.

I wished I would have found out about the National Highway Traffic Safety Administration several years ago. I am still hopeful that something can be done.

Attached is every problem I have had with my car since I purchased it. I probably had a case for the Lemon Law Act, but I don't know if it's too late.

Please review the attached document and please please let me know what could be done to give me some relief. Trying to keep this car running has totally ruined my credit. I had to either fix this car to get to work or pay my car note; of course I had to fix this car.

Hoffman Estates, IL _____

Home: _____
Cell: _____ (Main contact number)



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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216rbf

As a result of your report to the Vehicle Safety Hotline (VSH), we have recorded that report on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the drivers door jam. It may also be listed on the dealer's repair invoices. When reporting a tire problem, the brand name, tire name and complete tire size should be included. If possible also provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

The Privacy Act prohibits our agency from identifying you to the manufacturer without your permission. If you wish to give us that permission, please mark the appropriate authorization box and sign the form to allow us to provide your name to the manufacturer. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicle or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.
Thank you for your cooperation.

Sincerely,

Ronald B. Fields, Chief
Correspondence Research Division
Enforcement

Enclosure: VOQ



CUSTOMER #:

180200


WOODFIELD
NISSAN

 700 WEST HIGGINS ROAD
 HOFFMAN ESTATES, ILLINOIS 60195
 (847)310-1900
 www.woodfieldnissan.com

INVOICE

SCHAUMBURG, IL

PAGE 1

 HOME: CONT:N/A
 BUS: CELL: SERVICE ADVISOR: 677 PAUL CONNOLLY

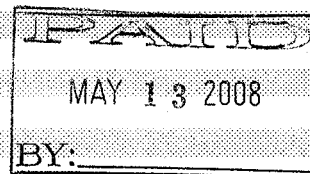
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
EY1-/TAN/B	02	NISSAN ALTIMA	1N4AL11D02C		116478/116478		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO No.	RATE	PAYMENT	INV. DATE
11APR02 DD		11APR2007	WAIT 13MAY08		107.00	CASH	13MAY08
R.O. OPENED		READY	OPTIONS: STK:220356 ENG:2.5_LITER_GAS				
13MAY08		13MAY08					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CHANGE OIL AND FILTER			\$28.95			
	02R	CHANGE OIL AND FILTER		\$28.95			
	124	C				5.75	5.75
	1	15208-9E000	FILTER OIL		6.52	5.25	5.25
	1	11026-01M02	WASHER-DRA		1.00	1.00	1.00
	5	OIL VALVOLINE AC 5W30			3.10	2.99	14.95
	1	HDF DISPOSAL			2.00	2.00	2.00
PARTS:	23.20	LABOR:	5.75	OTHER:	0.00	TOTAL LINE A:	28.95

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER 0.35

THANK YOU FOR YOUR BUSINESS!

YOU MAY RECEIVE A SURVEY FROM NISSAN ABOUT YOUR SERVICE EXPERIENCE. IF FOR ANY REASON YOU CAN NOT GIVE ME AN "EXCELLENT" RATING PLEASE CALL ERWIN GOLDBERG (GENERAL MANAGER) 847-310-1900 OR E-MAIL egoldberg@woodfieldnissan.com



ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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.

DESCRIPTION	TOTALS
LABOR AMOUNT	5.75
PARTS AMOUNT	23.20
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.35
TOTAL CHARGES	29.30
LESS INSURANCE	0.00
SALES TAX	1.94
PLEASE PAY THIS AMOUNT	31.24

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

CUSTOMER SIGNATURE

RO No: 177088 Opened: 10APR08 Closed: 11APR08 Mileage: 115146
PTSS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00

--- 2 of 53 - Dealer: WN-S -----

RO No: 172363 Opened: 22FEB08 Closed: 25FEB08 Mileage: 113233

Line Code: A Booker: 677 Comeback: N

Complaint: CHECK ENGINE LIGHT IS ON NEEDS T-CHAMBER / NEEDS LOANER CAR

Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....

677 383 C 9995 REPLACED THROTTLE CHAMBER

PTSS\$ 199.26 LBR\$ 160.50 MSC\$ 0.00

677 C 9998

LUBE-OIL-GREASE CHARGES

PTSS\$ 0.00 LBR\$ 0.00 MSC\$ -29.40

Line Code: B Booker: 677

Comeback: N

Complaint: 55NIZINNISSAN MULTI-POINT SAFETY INSPECTION

Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....

677 383 C 55NIZINS NISSAN MULTI-POINT SAFETY INSPECTION

PTSS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00

Line Code: C Booker: 677

Comeback: N

Complaint: 02R CHANGE OIL AND FILTER \$26.95

Cause:

Press B, S#, Return for next page, EST#, ?, or E to Exit:

I had to pay for this too

RO No: 172363 Opened: 22FEB08 Closed: 25FEB08 Mileage: 113233
Line Code: C Booker: 677 Comeback: N
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
677 383 C 02R CHANGE OIL AND FILTER \$26.95
PTSS\$ 19.50 LBR\$ 7.45 MSC\$ 0.00

Line Code: D Booker: 677 Comeback: N

Complaint: R07120 REPROGRAM ECM PER RECALL

Cause: F

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
677 383 W R07120 REPROGRAM ECM PER RECALL
PTSS\$ 0.00 LBR\$ 70.70 MSC\$ 0.00

--- 3 of 53 - Dealer: WN-S -----

RO No: 168781 Opened: 11JAN08 Closed: 12JAN08 Mileage: 111427

Line Code: A Booker: 677 Comeback: N

Complaint: CHECK ENGINE LIGHT IS ON - NEEDS LOANER

Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
677 155 C DEC NEEDS THROTTLE CHAMBER 516.00 + TAX - W/
/DISCOUNT 350.00 OTD
PTSS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00

--- 4 of 53 - Dealer: WN-S -----

Press B, S#, Return for next page, EST#, ?, or E to Exit:

This is the day I paid it

RO No: 167343 Opened: 27DEC07 Closed: 28DEC07 Mileage: 110822

Line Code: A Booker: 677 Comeback: N

Complaint: 02R CHANGE OIL AND FILTER \$26.95

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
677	155	C	02R		CHANGE OIL AND FILTER \$26.95

PT\$	19.50	LBR\$	4.45	MSC\$	0.00
------	-------	-------	------	-------	------

Line Code: B Booker: 677

Comeback: N

Complaint: HEARS A NOISE FROM ENGINE AREA 107.00 DIAG FEE

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
677	155	C	9995		REPLACED BATTERY, DRIVE BELTS, CAT CONVER

RTER, AND BOTH O2 SENSORS IN CAT - CAR

HAD 1-QT OF OIL IN IT MAY HAVE CAUSED E

NGINE DAMAGE

PT\$	970.41	LBR\$	428.00	MSC\$	0.00
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MISC. SHOP CHARGES

PT\$	0.00	LBR\$	0.00	MSC\$	-200.00
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--- 5 of 53 - Dealer: WN-S -----

RO No: 160056 Opened: 04OCT07 Closed: 05OCT07 Mileage: 105893

Line Code: A Booker: 677 Comeback: N

Press B, S#, Return for next page, EST#, ?, or E to Exit:

Had pay \$1100 dollars to fix

RO No: 160056 Opened: 04OCT07 Closed: 05OCT07 Mileage: 105893

Line Code: A Booker: 677 Comeback: N

Complaint: CHECK ENGINE LIGHT IS ON 107.00 DIAG FEE

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
677	383	C	DEC		NEEDS CAT CONVERTER ASSY 1048.00
					PTSS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00

Line Code: B Booker: 677

Comeback: N

Complaint: 55NIZINNISSAN MULTI-POINT SAFETY INSPECTION

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
677	383	C	55NIZINS		NISSAN MULTI-POINT SAFETY INSPECTION
					PTSS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00
677	383	C	55NIZYTI		TIRES HAVE 4/32 OR 6/32 LEFT
					PTSS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00
677	383	C	DEC		BATTERY SERVICE 24.95
					PTSS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00

--- 6 of 53 - Dealer: WN-S -----

RO No: 137631 Opened: 19FEB07 Closed: 28FEB07 Mileage: 91844

Line Code: A Booker: 677 Comeback: N

Complaint: NO HEAT AT AN IDLE

Press B, S#, Return for next page, EST#, ?, or E to Exit:

I had to pay a \$100 call back again for the same problem

RO No: 137631 Opened: 19FEB07 Closed: 28FEB07 Mileage: 91844
Line Code: A Booker: 677 Comeback: N

Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
677 236 C 9995 ~~REPLACED CYLINDER HEAD GASKET WATER VALV~~

~~VE AND COOLANT BYPASS HOSE AT NO CHARGE~~
~~ROADTEST CAR SEVERAL TIMES AFTER REPA~~
~~IRS PROBLEM SOLVED~~

PT\$\$ 0.00 LBR\$ 0.00 MSC\$ 0.00

Comeback: N

Line Code: B Booker: 677
Complaint: LOANER CAR
Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
677 236 C NC LOANER PROVIDED

PT\$\$ 0.00 LBR\$ 0.00 MSC\$ 0.00

--- 7 of 53 - Dealer: WN-S -----

RO No: 136485 Opened: 06FEB07 Closed: 06FEB07 Mileage: 90940

Line Code: A Booker: 158 Comeback: N

Complaint: ~~C/STATES HEAT AT IDLE OR AT A STOP BLOW COLD THEN WARM THEN CO~~

Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....

Press B, S#, Return for next page, EST#, ?, or E to Exit:

5th
Time
with
heat

RO No: 136485 Opened: 06FEB07 Closed: 06FEB07 Mileage: 90940

Line Code: A Booker: 158

Comeback: N

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
158 236 C 9995 BLEED-COOLANT SYSTEM TESTED FOR LEAKS NON
NE PRESENT

PTSS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00

Line Code: B Booker: 158

Comeback: N

Complaint: RUBBING NOISE FROM FRONT END WHEN MAKING SHARP RT OR SHARP LEF

Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
158 236 C 9995 ADJUSTED BACKING PLATE FOR BRAKES

PTSS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00

Line Code: C Booker: 158

Comeback: N

Complaint: GAS DOOR WONT SHUT CK AND ADVISE

Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
158 236 C 9995 REPAIRED GAS DOOR

PTSS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00

--- 8 of 53 - Dealer: WN-S -----

RO No: 136227 Opened: 02FEB07 Closed: 03FEB07 Mileage: 90729

Line Code: A Booker: 677

Comeback: N

Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: 136227 opened: 02FEB07 Closed: 03FEB07 Mileage: 90729
Line Code: A Booker: 677 Comeback: N
Complaint: NEEDS HEADLIGHT REPLACED 85.00
Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
677	383	C	9995		REPLACED RIGHT SIDE HEADLIGHT BULB
					PTSS\$ 30.87 LBR\$ 53.50 MSC\$ 0.00

Line Code: B Booker: 677 Comeback: N
Complaint: 40C REPLACE FRONT BRAKES & RESURFACE ROTORS 40
Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
677	383	C	40C		REPLACE FRONT BRAKES & RESURFACE ROTORS 40
					PTSS\$ 91.98 LBR\$ 214.00 MSC\$ 0.00
					MISC. SHOP CHARGES
677		C	9997		PTSS\$ 0.00 LBR\$ 0.00 MSC\$ -76.00

Line Code: C Booker: 677 Comeback: N
Complaint: C/S HEAT BLOWS COLD AT A STOP
Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
677	383	C	NC		BLEAD AIR POCKETS FROM COOLING SYSTEM

Press B, S#, Return for next page, EST#, ?, or E to Exit:

*Lights
again
this was
a recall
most not
have
worked*

Add Time Heat

RO No: 126210 Opened: 20OCT06 Closed: 20OCT06 Mileage: 84831
Line Code: A Booker: 677 Comeback: N
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
677 545 C 02C OIL AND FILTER PER WINTER COUPON
PTSS\$ 18.95 LBR\$ 2.50 MSC\$ 0.00

Line Code: B Booker: 677 Comeback: N
Complaint: C/S HEAT BLOWS COLD AT A STOP
Cause:
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
677 545 C 9995 BLEED COOLING SYSTEM
PTSS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00
677 545 C DEC NEEDS FOG LIGHT BULB 85.00 FRONT BRAKES
15% LEFT 229.95
PTSS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00

--- 10 of 53 - Dealer: WN-S -----
RO No: 116525 Opened: 20JUL06 Closed: 21JUL06 Mileage: 80496
Line Code: A Booker: 763 Comeback: N
Complaint: P5216 REAR SUBFRAME RECALL (RENTAL)
Cause: RECALL
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
763 717 W P52161 RPL REAR SUSPENSION MEMBER WITHOUT ABS (

Press B, S#, Return for next page, EST#, ?, or E to Exit:

I had to pay

RO No: 116525 Opened: 20JUL06 Closed: 21JUL06 Mileage: 80496

				(02-04)				
763	717	W	P52165	PTSS	469.01	LBR\$	262.60	MSC\$ 0.00
				ADD FOR EXCESSIVE CORROSION				
763	717	W	P52166	PTSS	0.00	LBR\$	10.10	MSC\$ 0.00
				SEIZED NUT REMOVAL				
763	717	W	P52167	PTSS	0.00	LBR\$	121.20	MSC\$ 0.00
				SIEZED SUSPENSION MEMBER REMOVAL				
763		W	9999	PTSS	0.00	LBR\$	50.50	MSC\$ 0.00
				SUBLET REPAIRS				
				PTSS	0.00	LBR\$	0.00	MSC\$ 30.00

Line Code: B Booker: 763

Comeback: N

Complaint: 02C OIL AND FILTER PER SUMMER COUPON \$21.95

Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....

763	717	C	02C					
				OIL AND FILTER PER WINTER COUPON				
				PTSS	18.45	LBR\$	3.50	MSC\$ 0.00

Line Code: C Booker: 763

Comeback: N

Complaint: REPLACE MISSING CLIPS ON SPLASH SHIELD UNDER VEHICLE

Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....

Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: 116525 Opened: 20JUL06 Closed: 21JUL06 Mileage: 80496

Line Code: C Booker: 763 Comeback: N

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
763 717 C 9995 REPLACED MISSING CLIPS FOR SPLASH SHIELD
D
PTSS\$ 14.69 LBR\$ 0.00 MSC\$ 0.00

Line Code: D Booker: 763

Comeback: N

Complaint: 22F PERFORM T-TECH TRANSMISSION FLUID FLUSH 22

Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
763 717 C 22F PERFORM T-TECH TRANSMISSION FLUID FLUSH
22
PTSS\$ 43.39 LBR\$ 101.00 MSC\$ 0.00
763 C 9997 MISC. SHOP CHARGES
PTSS\$ 0.00 LBR\$ 0.00 MSC\$ -44.44

Line Code: E Booker: 763

Comeback: N

Complaint: NEEDS AIR FILTER \$18.00

Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
763 717 C 9995 REPLACED ENGINE AIR FILTER
PTSS\$ 15.30 LBR\$ 0.00 MSC\$ 0.00

Press B, S#, Return for next page, EST#, ?, or E to Exit:

*ADP
I paid 100.00 to fix*

*3:00 PM
Time Heat Indicator*

--- 11 of 53 - Dealer: WN-S -----

RO No: 99844 Opened: 06FEB06 Closed: 09FEB06 Mileage: 74019

Line Code: A Booker: 107 Comeback: N

Complaint: REPAIR HEAT SEE PREV RO

Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....

677 236 C 9995 REPLACED RADIATOR, THERMOSTAT AND HEATER

R-CONTROL UNIT

PT\$ 559.08 LBR\$ 404.00 MSC\$ 0.00

Comeback: N

Line Code: B Booker: 107

Complaint: PRICE ON TIRES

Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....

677 236 C 9995 MOUNT, BALANCE AND INSTALL FOUR TIRES

PT\$ 316.00 LBR\$ 40.00 MSC\$ 0.00

677 236 C 05N

4-WHEEL ALIGNMENT 05

PT\$ 0.00 LBR\$ 49.95 MSC\$ 0.00

Line Code: C Booker: 107 Comeback: N

Complaint: 02R CHANGE OIL AND FILTER \$25.95

Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....

Press B, S#, Return for next page, EST#, ?, or E to Exit:

I had to pay over \$1,000 dollars

*I had to pay, I believe
\$1,700.00 dollars*

*2nd
Time
about the
heat
system*

RO No: 93246 Opened: 28NOV05 Closed: 02DEC05 Mileage: 71518
Line Code: A Booker: 726 Comeback: N
Complaint: C.S. THE HEAT BLOWS COLD WAS TOLD IT'S A BLEND DOOR PROBLEM 10
Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
726	236	C	DEC		NEEDS HEATER CONTROL UNIT, RADIATOR AND THERMOSTAT 1016.80 OTD CUSTOMER HAS ONE WEEK FROM TODAY 12/2/05 AT THIS PRICE
					PTS\$ 0.00 LBR\$ 101.00 MSC\$ 0.00

Line Code: B Booker: 726 Comeback: N
Complaint: 02R CHANGE OIL AND FILTER \$25.95
Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
726	236	C	02R		CHANGE OIL AND FILTER \$25.95
					PTS\$ 19.45 LBR\$ 6.50 MSC\$ 0.00

Line Code: C Booker: 726 Comeback: N
Complaint: C.S. ONE OF THE BRAKE LIGHTS IS OUT
Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
726	236	C	DEC		DECLINED WORK
					PTS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00

Press B, S#, Return for next page, EST#, ?, or E to Exit:

--- 13 of 53 - Dealer: WN-S -----

RO No: 84867 Opened: 26AUG05 Closed: 26AUG05 Mileage: 67025

Line Code: A Booker: 746 Comeback: N

Complaint: 02P12 CHANGE OIL AND FILTER #12 PREFERRRED CUSTOMER 02

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
746	755	ICWO	02P12		CHANGE OIL AND FILTER #12 PREFERRRED CUS STOMER 02

746 755 ICWO DEC

PTS\$ 10.14 LBR\$ 3.00 MSC\$ 0.00
RECOMMEND TRANSFLUSH-99.95 BATTERY SERVI
ICE-\$30.30 4 TIRES AND ALIGNMENT-630.97
PTS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00

Line Code: B Booker: 746

Comeback: N

Complaint: HEADLAMP RECALL

Cause: HEADLAMP RECALL

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
746	755	W	PB1352		INSPECT BOTH HEADLIGHTS AND INSTALL TWO KITS

Line Code: C Booker: 746

Comeback: N

Complaint: CHECK TIRES FOR WEAR

Press B, S#, Return for next page, EST#, ?, or E to Exit:

Again Head lights

5th
Time
Horn
Problem

RO No: 63105 Opened: 10JAN05 Closed: 12JAN05 Mileage: 53214
PTS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00

Line Code: C Booker: 677 Comeback: N
Complaint: ~~REPLACE DOOR LIGHT ASSY PER GUY~~
Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
677 383 ICWO SS REPLACED DOOR LIGHT
PTS\$ 10.86 LBR\$ 0.00 MSC\$ 0.00

--- 16 of 53 - Dealer: WN-S -----

RO No: C46934 Opened: 29SEP04 Closed: 29SEP04 Mileage: 46656

Line Code: A Booker: Comeback: N
Complaint: C.S. THE ALARM GOES OFF BY ITSELF, CUSTOMER PULLED THE FUSE
Cause: PARTS HAVE BEEN SPECIAL ORDERED

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
726 155 C SO PER GUY D PARTS TO BE INSTALLED NO CHARG
GE PER GUY
PTS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00

Line Code: B Booker: Comeback: N

Complaint: C.S REMOTE INOP

Cause: NO CHARGE

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....

Press B, S#, Return for next page, EST#, ?, or E to Exit:

4th Time Horn Problem

RO No: C46934 Opened: 29SEP04 Closed: 29SEP04 Mileage: 46656
Line Code: B Booker: Comeback: N
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
726 155 C NC REPLACE REMOTE AT NO CHARGE
PTSS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00

Line Code: C Booker: Comeback: N
Complaint: ~~C.S. REAR DEFROST DOES NOT SEEM TO BE WORKING, LOOKS LIKE THERE~~
Cause: CUSTOMER DOES NOT WANT WORK DONE

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
726 155 C NW CUSTOMER DOES NOT WANT WORK DONE
PTSS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00

COMMENTS: PTS=.00 POL=30.00- TOT=.00 INV=092904

WALK IN

C.S. THE ALARM GOES OFF BY ITSELF, CUSTOMER PULLED THE FUSE.

PARTS HAVE BEEN SPECIAL ORDERED.

PER GUY D PARTS TO BE INSTALLED NO CHARGE PER GUY.

C.S. REMOTE INOP.

NO CHARGE.

REPLACE REMOTE AT NO CHARGE.

C.S. REAR DEFROST DOES NOT SEEM TO BE WORKING, LOOKS LIKE THERE

CUSTOMER DOES NOT WANT WORK DONE.

They wanted me to pay

Press B, S#, Return for next page, EST#, ?, or E to Exit:

3rd Time Horn Problem

--- 17 of 53 - Dealer: WN-S -----

RO No: M46706 Opened: 27SEP04 Closed: 27SEP04 Mileage: 46592

Line Code: A Booker: Comeback: N

Complaint: CUSTOMER STATES HORN IS INOP

Cause: OPEN

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
671	155	C	RA16AA		REPAIR BROKEN				
					PTS\$	0.00	LBR\$	0.00	MSC\$ 0.00

COMMENTS: PTS=.00 POL=.00 TOT=131.50 INV=092704

WALK IN

CUSTOMER STATES HORN IS INOP.

OPEN.

REPAIR BROKEN.

--- 18 of 53 - Dealer: WN-S -----

RO No: W46423 Opened: 22SEP04 Closed: 22SEP04 Mileage: 46345

Line Code: A Booker: Comeback: N

Complaint: CS THE HORN IS INOP 50.00

Cause: ELECTRICAL PROBLEM

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
640	715	W	NC		NO CHARGE				
					PTS\$	0.00	LBR\$	0.00	MSC\$ 0.00

Press B, S#, Return for next page, EST#, ?, or E to Exit:

2nd Time Horn Problem

RO No: W46423 Opened: 22SEP04 Closed: 22SEP04 Mileage: 46345
COMMENTS: PTS=.00 POL=.00 TOT=.00 INV=092204 WALK

IN
CS THE HORN IS INOP 50.00.
ELECTRICAL PROBLEM.
NO CHARGE.

--- 19 of 53 - Dealer: WN-S -----

RO No: A46423 Opened: 22SEP04 Closed: 22SEP04 Mileage: 46345

Line Code: A Booker: Comeback: N

Complaint: NEEDS OIL AND FILTER CHANGE PREFERRED CUSTOMER

Cause: CHANGE OIL AND FILTER #9 PREFERRRED CUSTOMER

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
640 715 C 02P9 PREFERRED CUSTOMER

PTS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00

COMMENTS: PTS=9.89 POL=13.76- TOT=.00 INV=092204

WALK IN

NEEDS OIL AND FILTER CHANGE PREFERRED CUSTOMER.

CHANGE OIL AND FILTER #9 PREFERRRED CUSTOMER.

PREFERRED CUSTOMER.

--- 20 of 53 - Dealer: WN-S -----

RO No: C42861 Opened: 16AUG04 Closed: 16AUG04 Mileage: 44374

Press B, S#, Return for next page, EST#, ?, or E to Exit:

3rd Time Engine Problems

RO No: C41873 opened: 06AUG04 Closed: 06AUG04 Mileage: 43852
Line Code: A Booker: Comeback: N
Complaint: CS CAR MAKES A NOISE WHILE IS DRIVEN, DRIVES ROUGH
Cause: COULD NOT DUPLICATE CUSTOMER CONCERN
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
640 62 C CN COULD NOT DUPLICATE CUSTOMER CONCERN
PTSS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00

COMMENTS: PTS=.00 POL=.00 TOT=.00 INV=080604 WALK

*** IN
CS CAR MAKES A NOISE WHILE IS DRIVEN, DRIVES ROUGH.
COULD NOT DUPLICATE CUSTOMER CONCERN.

--- 22 of 53 - Dealer: WN-S -----

RO No: Z40782 opened: 28JUL04 Closed: 28JUL04 Mileage: 43302
Line Code: A Booker: Comeback: N
Complaint: INSPECTION OF NEEDED REPAIRS RECOMMENDED NOT DONE
Cause: TECH RECOMMENDS P/S FLUSH \$79.99 AND REAR BRAKES EST\$269.99
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
699 383 C 47 TECH RECOMMENDS P/S FLUSH \$79.99 AND REA
AR BRAKES EST\$269.99
PTSS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00

COMMENTS: PTS=.00 POL=.00 TOT=.00 INV=072804 WALK

I had to pay

Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: C40782 Opened: 28JUL04 Closed: ~~28JUL04~~ Mileage: 43302
Line Code: C Booker: Comeback: N
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
699 383 C NC ESTIMATE FOR LIGHT \$27.88
PTS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00

Line Code: D Booker: Comeback: N
Complaint: ~~CUSTOMER STATES HORN STICKS AT TIMES.~~
Cause: ~~COULD NOT DUPLICATE CONCERN AT THIS TIME.~~
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
699 383 C NC COULD NOT DUPLICATE CONCERN AT THIS TIME
E.

PTS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00
COMMENTS: PTS=1.40 POL=.00 TOT=21.92 INV=072804

WALK IN
NEEDS TIRE ROTATION AND BALANCE.
ROTATE TIRES & BALANCE WHEELS.
~~CUSTOMER STATES HEADLIGHT OUT.~~
ESTIMATE TO REPLACE HEADLIGHT \$68.99.
GIVE ESTIMATE FOR THE REPLACEMENT OF LOWER INTERIOR LIGHT ON L
ESTIMATE FOR LIGHT \$27.88.
~~CUSTOMER STATES HORN STICKS AT TIMES..~~

Press B, S#, Return for next page, EST#, ?, or E to Exit:

1st Time Horn Problem
Just started blowing at work would not stop Company Maint. Disconnect Fuse

Headlight Again

I had to pay

*--- 27 of 53 - Dealer: WN-S -----
RO No: C25347 Opened: 24FEB04 Closed: 24FEB04 Mileage: 33499
Line Code: A Booker: Comeback: N
Complaint: CS THAT NEEDS DRIVER SIDE POWER MIRROR REPLACED 310.00+TAX
Cause: INSTALLED DRIVER SIDE OUTSIDE MIRROR
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
3 102 C U INSTALLED DRIVER SIDE OUTSIDE MIRROR
PTS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00
Line Code: B Booker: Comeback: N
Complaint: REPLACED WIPER INSERTS
Cause:
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
3 102 C NC REPLACED WIPER INSERTS
PTS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00
COMMENTS: PTS=231.39 POL=.00 TOT=346.73
INV=022404 WALK IN
CS THAT NEEDS DRIVER SIDE POWER MIRROR REPLACED 310.00+TAX.
INSTALLED DRIVER SIDE OUTSIDE MIRROR.
REPLACED WIPER INSERTS.

--- 28 of 53 - Dealer: WN-S -----
RO No: W21847 Opened: 19JAN04 Closed: 19JAN04 Mileage: 31383

Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: W21847 Opened: 19JAN04 Closed: 19JAN04 Mileage: 31383

Line Code: A Booker: Comeback: N

Complaint: NEEDS RECALL R3022 CRANK SENSOR

Cause: RECALL

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
3	136	W	R30220		INSTALL NEW ENGINE SENSOR

PTS\$	0.00	LBR\$	0.00	MSC\$	0.00
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COMMENTS: PTS=43.86 POL=.00 TOT=88.86 INV=011904

WALK IN

NEEDS RECALL R3022 CRANK SENSOR.

RECALL.

INSTALL NEW ENGINE SENSOR.

--- 29 of 53 - Dealer: WN-S -----

RO No: C21847 Opened: 19JAN04 Closed: 19JAN04 Mileage: 31383

Line Code: A Booker: Comeback: N

Complaint: CS THAT AT A STOP HAS COLD AIR BLOWING FROM VENTS ADVISE

Cause: BLED COOLANT SYSTEM NO LEAKS AT THIS TIME

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
3	136	C	NC		BLED COOLANT SYSTEM NO LEAKS AT THIS TIME

ME					
----	--	--	--	--	--

PTS\$	0.00	LBR\$	0.00	MSC\$	0.00
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Press B, S#, Return for next page, EST#, ?, or E to Exit:

1st time heat problem

RO No: C21847 Opened: 19JAN04 Closed: 19JAN04 Mileage: 31383
COMMENTS: PTS=.00 POL=.00 TOT=.00 INV=011904 WALK

IN

CS THAT AT A STOP HAS COLD AIR BLOWING FROM VENTS ADVISE.
BLED COOLANT SYSTEM NO LEAKS AT THIS TIME

--- 30 of 53 - Dealer: WN-S -----

RO No: A21847 Opened: 19JAN04 Closed: 19JAN04 Mileage: 31383

Line Code: A Booker: Comeback: N

Complaint: NEEDS OIL AND FILTER CHANGE PREFERRED CUSTOMER

Cause: CHANGE OIL AND FILTER #6 PREFERRRED CUSTOMER

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....

3	136	C	02P6	PREFERRED CUSTOMER				
				PTS\$	0.00	LBR\$	0.00	MSC\$ 0.00

COMMENTS: PTS=9.00 POL=12.74- TOT=.00 INV=011904

WALK IN

NEEDS OIL AND FILTER CHANGE PREFERRED CUSTOMER.

CHANGE OIL AND FILTER #6 PREFERRRED CUSTOMER.

PREFERRED CUSTOMER.

--- 31 of 53 - Dealer: WN-S -----

RO No: Z15074 Opened: 07NOV03 Closed: 07NOV03 Mileage: 28421

Line Code: A Booker: Comeback: N

Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: C15074 Opened: 07NOV03 Closed: 07NOV03 Mileage: 28421
NEEDS FRONT BRAKES PER COUPON (\$199.95).
REPLACE FRONT BRAKES & RESURFACE ROTORS.

*I think
this was
to soon*

--- 33 of 53 - Dealer: WN-S -----

RO No: W13161 Opened: 20OCT03 Closed: 20OCT03 Mileage: 28213

Line Code: A Booker: Comeback: N

Complaint: CUST STATING DOEMLITE IS INOP

Cause: INTERNAL

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
587	116	W	RF10AA		REPLACED DOME LITE BULB
					PTS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00

COMMENTS: PTS=2.16 POL=.00 TOT=20.16 INV=102103

WALK IN

CUST STATING DOEMLITE IS INOP.

INTERNAL.

REPLACED DOME LITE BULB.

--- 34 of 53 - Dealer: WN-S -----

RO No: C13161 Opened: 20OCT03 Closed: 20OCT03 Mileage: 28213

Line Code: A Booker: Comeback: N

Complaint: GIVE EST FOR NEW TIRE

Cause: NO CHARGE

Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: W96978 opened: 18AUG03 closed: 18AUG03 Mileage: 23924

Line Code: B Booker: Comeback: N

Complaint: CUST STATING COMPLETE CAMPAIGN R3012

Cause: CAMPAIGN

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
587 236 W R30120 COMPLETED CAMPAIGN R3012

PT\$ 0.00 LBR\$ 0.00 MSC\$ 0.00

COMMENTS: PTS=32.82 POL=.00 TOT=134.82 INV=082103

WALK IN

CUST STATING HAD WIPERS TO CLEAR WINDOW THEY WOULD NOT STOP SH
INTERNAL.

REPLACED MAIN FUSABLE LINK.

CUST STATING COMPLETE CAMPAIGN R3012.

CAMPAIGN.

COMPLETED CAMPAIGN R3012..

--- 37 of 53 - Dealer: WN-S -----

RO No: W95771 opened: 05AUG03 closed: 05AUG03 Mileage: 23923

Line Code: A Booker: Comeback: N

Complaint: NEEDS RECALL R3007 EXHAUST

Cause: RECALL

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....

Press B, S#, Return for next page, EST#, ?, or E to Exit:

4th Time Gear Shift Problem

RO No: C95771 Opened: 05AUG03 Closed: 05AUG03 Mileage: 23923
Line Code: B Booker: Comeback: N
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
3 395 C BALC ROTATE TIRES & BALANCE WHEELS
PTS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00

Line Code: C Booker: Comeback: N
Complaint: CS THAT GEAR SELECTOR SEEMS TO STICK ADVISE
Cause: NO PROBLEM FOUND

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
3 395 C NP NO PROBLEM FOUND
PTS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00

COMMENTS: PTS=1.00 POL=.00 TOT=21.28 INV=080503

WALK IN

NO CHARGE.

OIL CHANGE DONE PER RECALL.

NEEDS TIRE ROTATION AND BALANCE.

ROTATE TIRES & BALANCE WHEELS.

~~CS THAT GEAR SELECTOR SEEMS TO STICK ADVISE.~~

~~NO PROBLEM FOUND.~~

--- 39 of 53 - Dealer: WN-S -----

RO No: C85435 Opened: 22APR03 Closed: 22APR03 Mileage: 18578

Press B, S#, Return for next page, EST#, ?, or E to Exit:

3rd Time

RO No: C85435 Opened: 22APR03 Closed: ~~22APR03~~ Mileage: 18578
Line Code: A Booker: Comeback: N
Complaint: ~~CUSTOMER STATES THAT GEAR SHIFT ASSEMBLY IS STICKING ADVISE~~
Cause: NO CHARGE
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
454 383 C NC INSPECTED AND LUBED
PT\$ 0.00 LBR\$ 0.00 MSC\$ 0.00
COMMENTS: PTS=.00 POL=.00 TOT=.00 INV=042203 WALK

Gear Shift

IN
CUSTOMER STATES THAT GEAR SHIFT ASSEMBLY IS STICKING ADVISE.
NO CHARGE.
INSPECTED AND LUBED.) *What was done*
--- 40 of 53 - Dealer: WN-S -----
RO No: A85435 Opened: 22APR03 Closed: 22APR03 Mileage: 18578
Line Code: A Booker: Comeback: N
Complaint: NEEDS OIL AND FILTER CHANGE PREFERRED CUSTOMER
Cause: CHANGE OIL AND FILTER #4 PREFERRRED CUSTOMER
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
454 383 C 02P4 PREFERRED CUSTOMER
PT\$ 0.00 LBR\$ 0.00 MSC\$ 0.00
COMMENTS: PTS=9.00 POL=12.74- TOT=.00 INV=042203

Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: C75671 opened: 08JAN03 Closed: 08JAN03 Mileage: 15047

IN

CUSTOMER STATES THAT GEAR SELECTOR IS STICKING ADVISE SOP IS H
NO CHARGE

CUSTOMER STATES THAT TRANS HAS FIRM UPSHIFT FROM 1ST TO 2ND GE
CHECKED TRANS SHIFT PATTERN NO FAULT FOUND NO CODES STORED IN
EM CA.

CUSTOMER STATES THAT CELL PHONE CHARGER IS INOP IN CIG LIGHTER
CIG LIGHTER SOCKET HAS POWER SUSPECT CELL PHONE CORD PROBLEM.

*--- 43 of 53 - Dealer: WN-S

RO No: Z73372 opened: 11DEC02 Closed: 11DEC02 Mileage: 14120

Line Code: A Booker: Comeback: N

Complaint: INSPECTION OF NEEDED REPAIRS RECOMMENDED NOT DONE

Cause: RECOMMENDED REPAIRS NOT DONE AT THIS TIME

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....

3 136 C 47 RECOMMENDED REPAIRS NOT DONE AT THIS TIME

ME

PTS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00

COMMENTS: PTS=.00 POL=.00 TOT=.00 INV=121102 WALK

IN

INSPECTION OF NEEDED REPAIRS RECOMMENDED NOT DONE.

Press B, S#, Return for next page, EST#, ?, or E to Exit:

Engine acted up

2nd time Engine

2nd time Engine

Wanted charge to me at only 15K miles

RO No: C73372 opened: 11DEC02 Closed: 11DEC02 Mileage: 11120
PTS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00

Line Code: D Booker:

Comeback: N

Complaint: CS THAT ALL 12-VOLT POWER PORTS ARE INOP ADVISE

Cause: HAS POWER TO ALL POWER PORTS NO PROBLEM FOUND AT THIS TIME

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....

3 136 C NC

HAS POWER TO ALL POWER PORTS NO PROBLEM
FOUND AT THIS TIME

PTS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00

COMMENTS: PTS=.00 POL=.00 TOT=.00 INV=121102 WALK

IN

CS THAT PASSANGER SIDE RIGHT FRONT DOOR SPEAKER SOUNDS MUFFLED
PARTS HAVE BEEN SPECIAL ORDERED.

ORDERED RIGHT FRONT SPEAKER.

CS THAT GEAR SELECTOR SEEMS TO STICK ADVISE.

PARTS HAVE BEEN SPECIAL ORDERED.

ORDERED GEAR SELECTOR.

CS THAT CHECK ENGINE LITE WAS ON NOW ITS OFF.

NO PROBLEM FOUND.

NO CODES FOUND IN SYSTEM.

CS THAT ALL 12-VOLT POWER PORTS ARE INOP ADVISE.

Press B, S#, Return for next page, EST#, ?, or E to Exit:

Engine
1st time

Good
1st time
Engine
light
problem
1st time

Att Only

RO No: C73372 Opened: 11DEC02 Closed: 11DEC02 Mileage: 14120
 HAS POWER TO ALL POWER PORTS NO PROBLEM FOUND AT THIS TIME.

--- 45 of 53 - Dealer: WN-S -----
 RO No: A73372 Opened: 11DEC02 Closed: 11DEC02 Mileage: 14120
 Line Code: A Booker: Comeback: N
 Complaint: NEEDS OIL AND FILTER CHANGE PREFERRED CUSTOMER
 Cause: CHANGE OIL AND FILTER #3 PREFERRRED CUSTOMER
 SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
 3 136 C 02P3 PREFERRED CUSTOMER
 PTS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00
 COMMENTS: PTS=8.50 POL=12.20- TOT=.00 INV=121102
 WALK IN
 NEEDS OIL AND FILTER CHANGE PREFERRED CUSTOMER.
 CHANGE OIL AND FILTER #3 PREFERRRED CUSTOMER.
 PREFERRED CUSTOMER.

--- 46 of 53 - Dealer: WN-S -----
 RO No: W57395 Opened: 02JUL02 Closed: 02JUL02 Mileage: 6409
 Line Code: A Booker: Comeback: N
 Complaint: NEEDS ALTIMA CRASH ZONE SENSOR P21101
 Cause: RECALL
 SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....

Press B, S#, Return for next page, EST#, ?, or E to Exit:

--- 44 of 53 - Dealer: WN-S -----

Complaint: CS ~~RE~~ THAT PASSANGER SIDE RIGHT FRONT DOOR SPEAKER SOUNDS MUFFLED

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....

Cause: PARTS HAVE BEEN SPECIAL ORDERED

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
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100					

Line Code: C Booker: Comeback: N

Complaint: CS THAT CHECK ENGINE LITE WAS ON NOW ITS OFF

Cause: NO PROBLEM FOUND

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
00000000	0000	0000	00000000	0000	00000000
00000001	0000	0000	00000001	0000	00000001
00000002	0000	0000	00000002	0000	00000002
00000003	0000	0000	00000003	0000	00000003
00000004	0000	0000	00000004	0000	00000004
00000005	0000	0000	00000005	0000	00000005
00000006	0000	0000	00000006	0000	00000006
00000007	0000	0000	00000007	0000	00000007
00000008	0000	0000	00000008	0000	00000008
00000009	0000	0000	00000009	0000	00000009
0000000A	0000	0000	0000000A	0000	0000000A
0000000B	0000	0000	0000000B	0000	0000000B
0000000C	0000	0000	0000000C	0000	0000000C
0000000D	0000	0000	0000000D	0000	0000000D
0000000E	0000	0000	0000000E	0000	0000000E
0000000F	0000	0000	0000000F	0000	0000000F
00000010	0000	0000	00000010	0000	00000010
00000011	0000	0000	00000011	0000	00000011
00000012	0000	0000	00000012	0000	00000012
00000013	0000	0000	00000013	0000	00000013
00000014	0000	0000	00000014	0000	00000014
00000015	0000	0000	00000015	0000	00000015
00000016	0000	0000	00000016	0000	00000016
00000017	0000	0000	00000017	0000	00000017
00000018	0000	0000	00000018	0000	00000018
00000019	0000	0000	00000019	0000	00000019
0000001A	0000	0000	0000001A	0000	0000001A
0000001B	0000	0000	0000001B	0000	0000001B
0000001C	0000	0000	0000001C	0000	0000001C
0000001D	0000	0000	0000001D	0000	0000001D
0000001E	0000	0000	0000001E	0000	0000001E
0000001F	0000	0000	0000001F	0000	0000001F
00000020	0000	0000	00000020	0000	00000020
00000021	0000	0000	00000021	0000	00000021
00000022	0000	0000	00000022	0000	00000022
00000023	0000	0000	00000023	0000	00000023
00000024	0000	0000	00000024	0000	00000024
00000025	0000	0000	00000025	0000	00000025
00000026	0000	0000	00000026	0000	00000026
00000027	0000	0000	00000027	0000	00000027
00000028	0000	0000	00000028	0000	00000028
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0000002E	0000	0000	0000002E	0000	0000002E
0000002F	0000	0000	0000002F	0000	0000002F
00000030	0000	0000	00000030	0000	00000030
00000031	0000	0000	00000031	0000	00000031
00000032	0000	0000	00000032	0000	00000032

DATE	TIME	FILE	SP CODE	CB	RO	DESCRIPTION
3	136	C	NP			NO CODES FOUND IN SYSTEM

Press B, S#, Return for next page, EST#, ?, or E to Exit: