



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

2008 NOV 28 15:15
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

30-OCT-2008

Repository ☐

Reference No.
10247215

OWNER INFORMATION (Type or Print)

Name

Address

City

MILFORD

State

PA

Zip Code

Daytime Telephone Number

E-mail Address

N/A

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 1 / 1

VEHICLE INFORMATION

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

1G1TF52F847

Make

CHEVROLET

Model

CAVALIER

Model Year

2004

Date Purchased

10-13-03

Dealer's Name and Telephone Number

HIGH POINT CHEVROLET

Engine:

No: Cylinders

4

Fuel Type:

REGULAR
GAS

Original Owner

☒

Dealer's City

SHSSEX A

State

N.J.

Zip Code

07461

Transmission Type

Auto

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

11-FEB-2006

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 130000 VISIBILITY, 110000 ELECTRICAL SYSTEM

Failure Mileage

18000

Failure Speed

15

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: DOTM9ABC036)

☐ 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 no old part is available).

TL*THE CONTACT OWNS A 2004 CHEVROLET CAVALIER. WHILE DRIVING APPROXIMATELY 15 MPH ON NORMAL ROAD CONDITIONS, THE FRONT DRIVER'S SIDE WINDOW MECHANISM WOULD NOT ACTIVATE. THE CONTACT WAS UNABLE TO RELEASE THE WINDOW IN A DOWNWARD POSITION. THE FAILURE OCCURRED WITHOUT WARNING. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER FOUR TIMES AND THEY REPAIRED IT UNDER THE WARRANTY. RECENTLY, THE FRONT PASSENGER SIDE WINDOW MECHANISM FAILED. THE REPAIR WOULD COST \$590. THE VEHICLE HAS NOT BEEN REPAIRED. THE CONTACT WAS CONCERNED OF THE SAFETY RISK INVOLVED. THE VIN WAS UNKNOWN. THE FAILURE MILEAGE WAS 18,000 AND CURRENT MILEAGE WAS 60,000.

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 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)

Passenger window is stuck in closed position with 1/2" gap allowing anyone to break into car & damage or steal merchandise. Have to open door to pay Tolls. When stuck in down position Rain Snow & foul weather enter auto, causing sickness. These motors for the windows are not powerful enough causing breakdown. No techn. was sent to review situation at all which was requested. This is causing undue hardship to us as we are on Social Security & need the car, & cannot afford the expense of constant repairs. This is a manufacturer defect which was never corrected.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

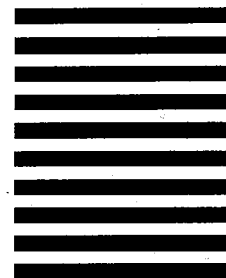
National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration





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

Ref # 10037924

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

Dear Consumer:

As a result of your recent report to the DOT Auto Safety Hotline (DOT Hotline), 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 is(are) 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. 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-address portion of the form is on the out side. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-address portion of the form is showing.

If further assistance is needed, please contact Mr. Michael J. Jordan, Safety Defects Program Assistant, Correspondence Research Division, Office of Defects Investigation, at (202) 493-0576.

Thank you for your cooperation.

Sincerely,

Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosures: VOQ
DOT Hotline Pamphlet



DOT AUTO SAFETY HOTLINE
888-DASH-2-DOT
888-327-4236

Milford, PA,

June 8, 2008

General Motors Corporation;

This is the 5th time I have to have a Regulator + motor installed in this car. They want \$590.00 to fix window, as it will not pass inspection, because it will not go up or down.

High Point Chevrolet Service Manager gave me a lot of static about fixing it, however McGuire Chevy did not give me any problems + they fixed it curtisly. I will not go to High Point Chevy any more, as service is not up to standard.

We will be looking for a new Truck or car in the very near future + it depends on how you take care of this problem. We do not want to go through the "Lemon Law" again. However we will if no cooperation. Must Receive answer in 15 days

Yours Truly

MILFORD, PA

OCTOBER 30, 2008

DIVISION of consumer affairs
DEPARTMENT of LAW & PUBLIC SAFETY
PO BOX 45027
NEWARK, NJ. 07101
FAX 973 648-3538

THIS IS THE 5TH TIME THAT REGULATORS
& MOTOR ASSEMBLY HAS TO BE REPLACED ON DRIVER SIDE
WINDOW. NOW THE ONE ON PASSENGER SIDE OF WINDOW IS
STUCK IN THE UP POSITION & NEEDS SAME REPLACEMENT
AT A COST OF \$590.00. I DO NOT FEEL RESPONSIBLE FOR
THIS AS IT SEEMS ITS A MANUFACTURER'S POORLY MADE & NOT
STRONG ENOUGH. THIS IS A CHEVROLET CAVALIER 2004 MODEL
SEDAN 4 CYL VIN #1G1JF52F84

WE ARE RETIRED AND LIVING ON SOCIAL
SECURITY ONLY & I FIND THIS COMPANY VERY UNRESPONSIVE
TO THIS SITUATION. THEY NEVER SET UP A TROUBLE SHOOTER
TO FIND & CORRECT THIS SITUATION AT ALL. I WOULD LIKE THEM
TO SEND A QUALIFIED PERSON TO INVESTIGATE THIS PROBLEM.

IF NOT CORRECTED I WILL HAVE TO SEEK
FURTHER LEGAL ACTION ON THIS MATTER ON DECEMBER
15TH 2008.

WE PAID GOOD MONEY FOR THIS CAR
& ARE NOT GETTING THE RESPONSE WE NEED

THIS VEHICLE WAS PURCHASED IN SUSSER, NEW JERSEY 07461

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

DRIVER'S side window fixed ON 7-5-05, * 1-13-06, BROKEN AGAIN ON 2-1-06. Second
TIME PARTS in storeroom 3 weeks no call from high point like promised by MARY. Third
TIME PARTS LAYED DOWN FOR 2-3 WEEKS NEVER CALLED AS PROMISED BY SERVICE MANAGER THAT
WAS ON DUTY 2-27-06. I had to call to see if PARTS WERE in BOTH TIMES. They were
ANNOYED THAT I CALLED GMAC, & ATTORNEY GENERAL IN PA, WOMAN NEXT TO SA. MGR TOLD
ME I WAS THE MAN who complained to GMAC & ATT. GEN, THEN HE TOOK HIS TIME TO STALL.
HAVE TO OPEN DOOR TO PAY TOLLS, & DRIVE THROUGHS, CANNOT USE HAND SIGNALS WHICH
IS A VIOLATION of MOTOR VEH. CODE. CANNOT OPEN WINDOW if STOPPED BY POLICE OFFICER
WHICH IS DANGEROUS TO OFFICER + ME. WILL NOT PASS INSPECTION. SEE MGR VERY VERY
WASTY, BOSTONIAN CRUMPTIOUS REPAIR PAGES

ATTACH ADDITIONAL SHEETS IF NECESSARY

PLUS, INCONVENIENCE, AGGRAVATION, STRESS + MOTOR VEHICLE SAFETY LAWS LOMON LOW) AGGRAVATION
NEW CAR FOR STATE men

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 NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

PENNSYLVANIA OFFICE OF ATTORNEY GENERAL



CONSUMER COMPLAINT FORM

TOM CORBETT
ATTORNEY GENERAL

www.attorneygeneral.gov

Office Use Only Investigator:
Complaint #

Code 1

Code 2

Bureau of Consumer Protection
Room 100, Samer Building
101 Penn Avenue
Scranton, PA 18503-2025
(570) 963-4913

YOUR NAME

ADDRESS

DINGMANS FERRY PA.

CITY

STATE

ZIP CODE

COUNTY

PIKE

HOME PHONE NUMBER

BEST NUMBER TO CALL DURING THE DAY

CHEVROLET MOTOR DIVISION, CUSTOMER ASSISTANCE

NAME OF BUSINESS COMPLAINT IS AGAINST

HIGH POINT CHEVROLET

1-973-875-6101

SUSSEX CO.

NAME OF OWNER OR OTHER INDIVIDUAL TO WHOM YOU COMPLAINED

PO BOX 33170

ADDRESS

DETROIT, MI. 48232-5170

CITY

STATE

ZIP CODE

COUNTY

1-800-222-1020

1-866-932-4368

PHONE

PRODUCT(S) OR SERVICE(S) PURCHASED

2004 CAVALIER

DATE OF PURCHASE

10-13-03

PURCHASED PRICE

18,528.80 w/ tax

APPROXIMATE MILEAGE 29,900

To what other agencies have you complained? CHEVROLET MOTOR DIV. / HIGH POINT CHEVROLET

What action was taken? FIXED TWICE (2) BROKEN AGAIN

Have you retained an attorney? ☐ Yes ☒ No

If yes, please provide your attorney's name, address and telephone number

BUT WILL IF NOT FIXED PERMANENTLY

Have you filed a court action? ☐ Yes ☒ No

If yes, please state WHEN, WHERE and WHAT decision was made?

BUT WILL IF NOT FIXED PERMANENTLY

Your Age:

- ☐ 18-29
☐ 30-44
☐ 45-59
☐ 60 or older

How did you hear about this?

- ☐ Friend
☐ Newspaper
☐ Radio
☐ TV
☐ Internet
☐ Other
☐ Direct Mail

(This information will be used for Statistical & Enforcement Purposes Only)

1-800-441-2555

PLEASE COMPLETE THE REVERSE SIDE OF THE COMPLAINT FORM

Please explain your complaint. You may use additional sheets if necessary. Please print or type clearly. Try to be brief, but be sure to tell WHAT happened, WHEN it happened and WHERE it happened. Be specific about any oral statements the business made to you, ESPECIALLY those that influenced you to deal with the company. Describe events in the order in which they happened. Attach COPIES of all contracts, letters, receipts, canceled checks (front & back), advertisements or any other papers that relate to your complaint.

DRIVER side window (motorized) won't go up or down Fixed 7/5/05
BROKE AGAIN " " " " " " " " 12-19-05
HIGH POINT CHEVROLET KNOWS NOTHING ABOUT IT 1-6-06
CALLED EDWIN AT ON 1/12-06 1-866-9324
RECEIVED MESSAGE FROM EDWIN COULDN'T UNDERSTAND IT. 1-11-06
CALLED 1-866-932.4368 3-1-06 WINDOW BROKE AGAIN
2 DAYS LATER EDWIN CALLED. TOLD HIM I WANTED A PROFESSIONAL
FROM DETROIT TO LOOK AT IT. SAID THEY DON'T DO THAT
FIXED ON 7/5/05 AGAIN ON 1-13-06 (LEMON ?)
CALLED GIVEN EXTENDED COVERAGE 1-800-222-1020
CANNOT OPEN WINDOW FOR PAYING TOLLS, DRIVE THRU BANK, + FAST
FOOD ESTABLISHMENTS. CAUSING INCONVENIENCE TO ME A SENIOR CITIZEN

WHAT WOULD YOU LIKE THE BUSINESS TO DO TO SETTLE YOUR COMPLAINT?

CALL IN A PROFESSIONAL FROM CHEVROLET MOTOR DIVISION.
PLUS INCONVENIENCE, AGGRAVATION, STRESS, + MOTOR VEHICLE SAFETY LAWS, LEMON
LAW 3 NEW CAR OR AGREEABLE SETTLEMENT BY US

The Attorney General cannot act as your private attorney. As a law enforcement agency, the primary function of the Office of the Attorney General is to represent the public at large by enforcing laws prohibiting fraudulent or deceptive trade practices. The information you provide will be used in an attempt to resolve your complaint and will be shared with the party responsible for the complaint. As the Bureau of Consumer Protection, the Attorney General does provide a service to consumers: the Consumer Complaint Center, where an attempt may be made to mediate and settle consumer complaints. Your complaint will remain confidential, and the information contained in it may be used to establish violations of Pennsylvania law. I certify that the information provided is true and correct to the best of my knowledge, information and belief.

YOUR SIGNATURE

[Signature]

March 4, 2006
DATE



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

23-MAR-2006

Repository ☐

Reference No.
10153494

OWNER INFORMATION (Type or Print)

Name

Address

City

DINGMANS FERRY

State

PA

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, please provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 4/1/06

VEHICLE INFORMATION

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

1G1JF52F847

Make

CHEVROLET

Model

CAVALIER

Model Year

2004

Date Purchased
13-OCT-03

Dealer's Name and Telephone Number
HIGH POINT CHEVROLET 973-875-6101

Engine:

No. Cylinders 4

Fuel Type:

Gas

Original Owner
☒

Dealer's City
SUSSEX

State
NJ

Zip Code
07461

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain
FRONT WHEEL DRIVE

Vehicle Component Code

133000 VISIBILITY: POWER WINDOW DEVICES AND CONTROLS

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
23-MAR-2006

Failure Mileage
30000

Failure Speed

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

Number of Deaths

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).

DT: THE CONTACT STATED THE DRIVER SIDE WINDOW DOES NOT OPERATE. THE DEALERSHIP MADE REPAIRS TWICE; THE MOTOR AND REGULATOR HAVE BEEN REPLACED. HOWEVER, THE PROBLEM HAS RETURNED.

*I AM 70 YRS old, my wife is 66 & ON SOCIAL SECURITY
is This THE WAY SENIOR CITIZENS GET TREATED*

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.

To Report Unsafe Products, or for Product Safety Information
Call the U.S. Consumer Product Safety Commission Hotline
toll-free at:



1-800-638-CPSC

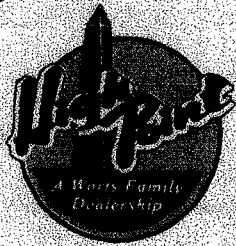
1-800-638-2772

**Spanish-speaking staff is available
(Personal en español disponible)**

A teletype service is available for Spanish-speaking

speaking

opher
ords to



500 Route 23
SUSSEX, N.J. 07461
(973) 875-6101 • Fax (973) 875-3431
www.hpchevy.com
Service Appts: www.service@hpchevy.com



CUSTOMER NO.	SERVICE CONSULTANT MIKE 87	TAG NO.	INVOICE DATE 07/05/05	INVOICE NO.
	LICENSE NO.	MILEAGE 20228	COLOR ULTRA SILVR	STOCK NO. 48403
	YEAR / MAKE / MODEL 04/CHEVROLET/CAVALIER/LS 4 DR SEDAN		DELIVERY DATE 10/13/03	DELIVERY MILES
	VEHICLE I.D. NO. 1G1JF52F847		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 07/05/05	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS MO: 20228		

JOB# 1 CHARGES

LABOR
J# 1 19CVZAA WINDOW PROBLEM TECH(S): 7264 WARRANTY
CUST STATES THE DRIVER WINDOW IS STUCK OPEN
MOTOR INOPERATIVE
REPLACE WINDOW MOTOR AND TEST OPERATION

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	24015712	MOTOR 10.783		
	5	88891791	RIVET FRT 10.783		
TOTAL - PARTS					0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CHGS JOB# 1 TOTAL 0.00

TOTALS

* [] CASH [] CHECK CK NO. []	* TOTAL LABOR ... 0.00
* DATE: [] RECEIVED BY: []	* TOTAL PARTS ... 0.00
* [] VISA [] MASTERCARD [] DISCOVER	* TOTAL SUBLET ... 0.00
* [] AMER XPRESS [] OTHER [] CHARGE	* TOTAL G.O.G. ... 0.00
	* TOTAL MISC CHG ... 0.00
	* TOTAL MISC DISC ... 0.00
	* TOTAL TAX ... 0.00
	* TOTAL INVOICE \$ 0.00

Shortly you may be receiving a survey from your vehicle's manufacturer. This is our report card. If you were not completely satisfied please contact the Dept. Manager. Please fill out your survey, any response less than a completely satisfied is a failing grade for us. Thank you and again thank you for your business.

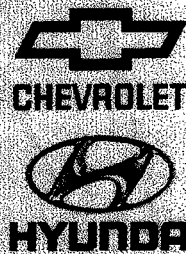
CUSTOMER SIGNATURE

Plus

WE CARE AND APPRECIATE YOUR BUSINESS
IF YOU ARE NOT "COMPLETELY SATISFIED" SEE A
DEPARTMENT MANAGER FOR ASSISTANCE.



500 Route 23
SUSSEX, N.J. 07461
(973) 875-6101 • Fax (973) 875-3431
www.hpchevy.com
Service Appts: www.service@hpchevy.com



CUSTOMER NO.	SERVICE CONSULTANT	TAG NO.	INVOICE DATE	INVOICE NO.
	MIKE 97		01/13/06	
	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		28518	ULTRA SILVER	48403
YEAR / MAKE / MODEL	VEHICLE ID. NO.	DELIVERY DATE	DELIVERY MILES	
CHEVROLET/CAVALIER/LS 4 DR SEDAN	1G1JF52F847	10/13/03		
F.T.E. NO.	J. NO.	SELLING DEALER NO.	PRODUCTION DATE	
			01/13/06	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

JOB# 1 CHARGES

LABOR
J# 1 15CVZZBC DOOR PROBLEM TECH(S) 14
CUST STATES THE DRIVER WINDOW DOES NOT OPEN
MOTOR SHORTED
REPLACE REGULATOR AND MOTOR ASSEMBLY AND TEST OPERATION

PARTS	QTY	PP NUMBER	DESCRIPTION	UNIT PRICE
	1	15218081	REGULATOR 10.783	
	5	88891791	RIVET-FRT 10.783	
				TOTAL - PARTS

WARRANTY

WARRANTY
WARRANTY
0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CYCS JOB# 1 TOTAL 0.00

TOTALS

* [] CASH [] CHECK CK NO. []	* TOTAL LABOR	0.00
* DATE: [] RECEIVED BY: []	* TOTAL PARTS	0.00
* [] VISA [] MASTERCARD [] DISCOVER	* TOTAL SUBLET	0.00
* [] AMER XPRESS [] OTHER [] CHARGE	* TOTAL G.O.G.	0.00
	* TOTAL MISC CHG	0.00
	* TOTAL MISC DISC	0.00
	* TOTAL TAX	0.00
	* TOTAL INVOICE \$	0.00

Shortly you may be receiving a survey from your vehicle's manufacturer, this is our report card. If you were not completely satisfied please contact the dept. manager. Please fill out your survey, any response less than a completely satisfied is a failing grade for us. Thank you and again thank you for your business.

CUSTOMER SIGNATURE

Plus

WE CARE AND APPRECIATE YOUR BUSINESS
IF YOU ARE NOT "COMPLETELY SATISFIED" SEE A
DEPARTMENT MANAGER FOR ASSISTANCE.

McGuire

Chevrolet • Cadillac

www.mcguirechevy.com

ROUTE 206 • P.O. BOX 50
NEWTON, NJ 07860
(973) 383-1300
FAX (973) 383-3343
e-mail: mcguirechevy@earthlink.net

0101CVCS132311

31,236

CUSTOMER NO.		ADVISOR	EDWARD MATT	TAG NO.		INVOICE DATE	04/25/06	INVOICE NO.	
		LABOR RATE	91.50	LICENSE NO.		COLOR	SILVER/	ST	
		YEAR / MAKE / MODEL	04/CHEVROLET/CAVALIER/4 DOOR SEDAN			DELIVERY DATE	10/13/03	DELIVERY MILES	
DINGMANS FERRY, PA		VEHICLE I.D. NO.	1 G 1 J F 5 2 F 8 4 7			SELLING DEALER NO.		PRODUCTION DATE	
		F.T.E. NO.		P.O. NO.		H.O. DATE	04/25/06		
REPAIR ORDER NO.		BUSINESS PHONE		COMMENTS					
									MO: 32544

LABOR & PARTS
1 01CVZ000 DIAGNOSE BODY HOURS: 0.80 TECH(S) 495CUST STATES L/F WINDOW WILL NOT OPERATE
FOUND WINDOW REGULATOR BROKEN
REPLACE WINDOW REGULATOR
QJ/ID C0183 .8

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 1	5	11561257	RIVET 8.967		
JOB # 1	1	15218051	REGULATOR 10.783		
JOB # 1	1	OSP	PARTS DIF		

JOB # 1 TOTAL PARTS

JOB # 1 TOTAL LABOR & PARTS

ESTIMATE

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

TOTALS

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00

TOTAL INVOICE \$ 0.00

IMPORTANT
YOU MAY RECEIVE A
SERVICE SATISFACTION
SURVEY IN THE NEXT
FEW WEEKS. IF FOR ANY
REASON YOU
CANNOT GRADE US
"COMPLETELY SATISFIED"
PLEASE CONTACT
JIM SWISTACK,
SERVICE MANAGER,
IMMEDIATELY

SERVICE HOURS

MON. • WED. • FRI
8:00 AM - 5:00 PMTUES. & THURS
8:00 AM - 7:00 PM

TYPE OF PAYMENT

CASH

CHECK #

CREDIT
CARD TYPE

AUTH. #

INITIALS

DATE

CUSTOMER SIGNATURE

McGuire

Chevrolet • Cadillac

www.mcguirechevy.com

ROUTE 206 • P.O. BOX 50
NEWTON, NJ 07860
(973) 383-1300
FAX (973) 383-3343
e-mail: mcguirechevy@earthlink.net



01011CVCS136571

CUSTOMER NO.	ADVISOR DEVON S DOYLE	INVOICE DATE 11/20/06	INVOICE NO.
	LABOR RATE	LICENSE NO.	STOCK NO.
	MILEAGE 41,134	COLOR SILVER/	
YEAR / MAKE / MODEL 04/CHEVROLET/CAVALIER/4 DOOR SEDAN	DELIVERY DATE 10/13/03	DELIVERY MILES	
VEHICLE I.D. NO. 1 G 1 J F 5 2 F 8 4 7	SELLING DEALER NO.	PRODUCTION DATE	
F.T.E. NO.	P.O. NO.	R.O. DATE 11/20/06	
BUSINESS PHONE	COMMENTS	MO: 41134	

LABOR & PARTS
J# 1 01CVZ ELECTRICAL AND BODY HOURS: 0.80 TECH(S): 464
CUSTOMER STATES L/F WINDOW IS STUCK DOWN
DIAG L/F WINDOW INOP-FOUND L/F WINDOW MOTOR/REGULATOR
OPEN-NEW PART FAILURE WAS REPLACED ON 4/25/06 RO 132311
AT 32,544 MILES
REPLACE WINDOW REGULATOR/MOTOR
03/1D C0183 8

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 1	1	15218051	REGULATOR 10.783		
JOB # 1	5	11561257	RIVET 8.967		

JOB # 1 TOTAL PARTS

JOB # 1 TOTAL LABOR & PARTS

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

TOTALS

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE A LIMITED
LIFETIME SERVICE GUARANTEE, APPLIES FOR CUSTOMER PAY
REPAIRS ONLY.

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET.... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG.... 0.00
TOTAL MISC DISC.... 0.00
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00



SERVICE HOURS

MON. • WED. • FRI
8:00 AM - 5:00 PM

TUES. & THURS
8:00 AM - 7:00 PM

TYPE OF PAYMENT

CASH

CHECK #

CREDIT
CARD TYPE

AUTH. #

INITIALS

DATE

CUSTOMER SIGNATURE

McGuire

Chevrolet • Cadillac • Isuzu

ROUTE 206 • P.O. BOX 50
NEWTON, NJ 07860
(973) 383-1300
FAX (973) 383-3343
e-mail: mcguirechevy@earthlink.net



0101CVCS147117

CUSTOMER NO.		ADVISOR EDWARD MATT	INVOICE DATE 06/04/08
		LABOR RATE	LICENSE NO.
		MILEAGE 62,204	COLOR SILVER/
MILFORD, PA		YEAR / MAKE / MODEL 04/CHEVROLET/CAVALIER/4 DOOR SEDAN	DELIVERY DATE 10/13/03
		VEHICLE I.D. NO. 1 G 1 J F 5 2 F 8 4 7	DELIVERY MILES
		F.T.E. NO.	SELLING DEALER NO.
		P.O. NO.	PRODUCTION DATE
	BUSINESS PHONE	COMMENTS	R.O. DATE 06/04/08

MO: 62204

R & PARTS
0101CVZ000
DIAGNOSE BODY
HOURS: TECH(S): 495
CUST STATES R/F WINDOW INOP
VEHICLE NEEDS R/F WINDOW REGULATOR/MOTOR ASSEMBLY
APPROX. \$ 590.00
CUSTOMER DECLINED REPAIRS AT THIS TIME

JOB # 1 TOTAL LABOR & PARTS

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$100.00 (+TAX)

TOTALS

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE A LIMITED
LIFETIME SERVICE GUARANTEE. APPLIES FOR CUSTOMER PAY
REPAIRS ONLY.

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

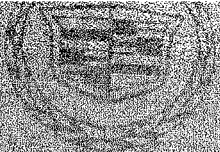
TOTAL INVOICE \$ 0.00

IMPORTANT
YOU MAY RECEIVE A
SERVICE SATISFACTION
SURVEY IN THE NEXT
FEW WEEKS. IF FOR ANY
REASON YOU
CANNOT GRADE US
"COMPLETELY SATISFIED"
PLEASE CONTACT
JIM SWISTACK,
SERVICE MANAGER,
IMMEDIATELY

SERVICE HOURS

MON. • WED. • FRI
8:00 AM - 5:00 PM

TUES. & THURS



Cadillac

8:00 AM - 7:00 PM

TYPE OF PAYMENT

CASH _____

CHECK # _____

CREDIT
CARD TYPE _____

AUTH. # _____

INITIALS _____

DATE _____