

| | | | | | | |
|--|---|--|---|--------------------------------|----------------------------------|--|
| INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline | | | FOR AGENCY USE ONLY 100148 | | | |
| U.S. Department of Transportation National Highway Traffic Safety Administration | | | Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline | | Date Received 25-MAR-2014 | Repository <input type="checkbox"/> Reference No. 10574753 |
| | | | OWNER INFORMATION (Type or Print) | | | Daytime Telephone Number [REDACTED] |
| Name [REDACTED] | | | Evening Telephone Number | | | |
| Address [REDACTED] | | | | | | |
| City ANNAPOLIS | | State MD | Zip Code [REDACTED] | | | |
| <i>The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).</i> | | | | | | |
| VEHICLE INFORMATION | | | | | | |
| 17 digit vehicle identification number located at bottom of windshield on driver's side 2G4WF5214W1 [REDACTED] | | | Make BUICK | Model REGAL | Model Year 1998 | |
| Date Purchased 4/27/1998 | Dealer's Name and Telephone Number Covington Buick 301 890-1800 | | Engine: No: Cylinders 6 | | Fuel Type: GAS | |
| Original Owner <input checked="" type="checkbox"/> | Dealer's City Silver Spring | | State MD | Zip Code 20904 | | |
| Transmission Type Auto | <input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control | Powertrain 3.8L | Multiple Failure: 2 | | Incident Date(s) 12 NOV 2012 | |
| FAILED COMPONENT(S)/PART(S) INFORMATION | | | | | | |
| Vehicle Component Code: 110000 ELECTRICAL SYSTEM | | | | Failure Mileage 50000 | Failure Speed 50 | |
| 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) | | <input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 | | | | | | |
| <i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury (ies).)</i> | | | | | | |
| Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 1998 BUICK REGAL. THE CONTACT STATED THAT WHILE DRIVING 50 MPH, THE VEHICLE STALLED AS ALL OF THE WARNING LAMPS ILLUMINATED ON THE INSTRUMENT PANEL. THE VEHICLE WAS TOWED TO THE DEALER WHERE THE TECHNICIAN DIAGNOSED THAT THE IGNITION SWITCH WAS DEFECTIVE AND NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED BUT THE FAILURE RECURRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE VEHICLE WAS REPAIRED. THE VIN WAS NOT AVAILABLE. THE FAILURE MILEAGE WAS 50,000 AND THE CURRENT MILEAGE WAS 118,000. See Repair Invoices | | | | | | |
| 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. | | | | | | |

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

Service Invoices(2) Enclosed

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department of Transportation

National Highway Traffic Safety Administration

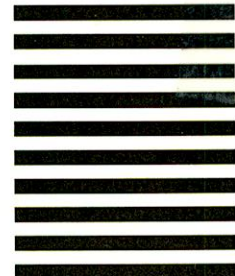
1200 New Jersey Avenue SE. Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300

BALTIMORE MD 212 24 APR '14 PM 9:11



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



safercar.gov

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



Vehicle Inspection Form

Customer Name _____

Contact Phone: _____ VIN #: _____ Eng. Size: _____ Tech: _____
 Mileage: _____ Year: _____ Make: _____ Model: _____ Plate: _____

REQUIRES immediate attention

SUGGEST further attention

OKAY at this time

EXTERIOR - INTERIOR FUNCTIONS

| | | | | | | | |
|-------------------------------------|--------------------------|--------------------------|--|--------------|--------------|------------------|-----------|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Exterior Lights - (specify) - <i>R/R corner bulb</i> | | | | |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Warning Lights | Check Engine | ABS | TPMS | Other |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Interior Lights | Overhead | Inside Doors | Instrument Panel | |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Horn | | | | |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Wiper Blades | Torn | Bent | Chatter | Streaking |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | A/C - Heater | Poor Heat | Poor Cold | Poor Air Flow | |

BRAKES

| | | | | | | | |
|--------------------------|--------------------------|--------------------------|------------------------|------------|----------|-----------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Brake Function | Low Pedal | Noisy | Emergency Brake | |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Pad/Shoes | Worn | Cracked | Contaminated | |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Rotor/Drum | Bluing | Cracking | | |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Caliper/Wheel Cylinder | Sticking | | | |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Brake Fluid | Test Strip | Low | Discolored | |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Master Cylinder | Leaks | | | |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Other | | | | |

FLUIDS

| | | | | | | |
|--------------------------|--------------------------|--------------------------|------------------------------|------|--|--|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Fluid Condition Check Result | Low: | | |
|--------------------------|--------------------------|--------------------------|------------------------------|------|--|--|

UNDER-HOOD

| | | | | | | | |
|--------------------------|--------------------------|--------------------------|----------------------|-----------------|-------------------|------------|-------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Air/Cabin Air Filter | Missing | Dirty | Oil Soaked | Other |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Throttle-Body | Carbon Build-up | Sticking Throttle | Plate | Other |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Belt(s) / Tensioner | Cracked | Frayed | Loose | Worn |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Hoses | Leaking | Soft/Brittle | Cracked | Other |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Radiator | Leaking | Corrosion | | Other |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Ignition System | Wires | Distributor | Coil Pack | Other |

UNDER-VEHICLE

| | | | | | | | |
|--------------------------|--------------------------|--------------------------|----------------------------|-----------|-------------|----------------|-----------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Engine Oil Drain Plug | Leaking | Stripped | Over-tight | |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Wheel Bearing | Movement | Noise | | Other |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Steering / Rack & Pinion | Movement | Noise | Leaking | Other |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Shocks / Struts | Leaking | Bent | Worn | Mounts |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | CV Axles / U-joints | Torn Boot | Loose Joint | Damaged | |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Fluid Leaks | Engine | Trans | Power Steering | Coolant |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Exhaust & Catalytic Conv. | Corrosion | Cracks | Loose | O2 Sensor |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Differential (if equipped) | Low | Leaking | | |

NOTES/COMMENTS

Ignition Switch harness, Bulb

BRAKES

Pads & Shoes

| | | |
|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| < 2/32" | 2/32" to 4/32" | > 4/32" |



| | | |
|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| End of Life | Needs Attention | Good |

Rotor/Drum

AUTO GLASS

| |
|----------------------------------|
| CONDITION |
| <input type="checkbox"/> OK |
| <input type="checkbox"/> Chipped |
| <input type="checkbox"/> Cracked |



| |
|----------------------------------|
| SUGGEST |
| <input type="checkbox"/> None |
| <input type="checkbox"/> Repair |
| <input type="checkbox"/> Replace |

Locate Damage on Diagram

HEADLIGHT RESTORATION

Left Lamp

| |
|-----------------------------------|
| CLARITY |
| <input type="checkbox"/> Clear |
| <input type="checkbox"/> Cloudy |
| <input type="checkbox"/> Oxidized |



Right Lamp

| |
|-----------------------------------|
| CLARITY |
| <input type="checkbox"/> Clear |
| <input type="checkbox"/> Cloudy |
| <input type="checkbox"/> Oxidized |

Recommend Restoration Service: Yes/No

TIRES

TPMS YES NO

Size: _____ / _____ / _____ LF RF LR RR

Speed & Loading Rating: _____



| | |
|-------------|---|
| Tread Depth | <input type="checkbox"/> 6/32" or Greater |
| | <input type="checkbox"/> 4/32" to 5/32" |
| | <input type="checkbox"/> 3/32" or Less |

Check Alignment YES NO
 Balance Needed YES NO



AAA Members get a 24 month/24,000 miles Warranty on all auto repairs!

AAA CAR CARE
 2054 SOMERVILLE RD
 ANNAPOLIS MD 21401
 410-757-7400
 STORE MANAGER: JIM SPIRES

11/14/2012 11:23 AM

page 1

Invoice #3015 Custid=20902

Day Phone

ANNAPOLIS MD

Vehicle : 1998 Buick Regal 3.8 L 231 CID V6
 VIN : 2G4WF5214W1
 Created : 11/13/2012 2:32:10 PM
 Complete : 11/13/2012 7:39:10 PM
 Invoiced : 11/14/2012 11:23:20 AM

Tag/State :
 Color : Blue
 Odometer In : 117774
 Odometer Out : 117774

| Qty | Code/Tech* | Reference | Description | Condition | Unit Price | Price |
|---|------------|------------|--|-----------|------------|-----------|
| 1.3 | AT05* | GUIDE | WHEEL HUB - R&R | M | \$95.39 | \$124.01 |
| Includes: R&R inner and outer bearings,cups, seals and repack where applicable. | | | | | | |
| 1.2 | AT05* | GUIDE | TIE ROD END - R&R | M | \$95.39 | \$114.47 |
| Includes: Adjust toe-in only.DOES NOT include R&I rack & pinion gear.NOTE: Manufacturer recommends removal of rack & pinion steering gear when replacing inner tie rod ends on some models. If removal of rack & pinion gear is necessary use Steering Gear (| | | | | | |
| 1 | PGB | PBR930548K | Hub Assy - Front Wheel | | \$177.76 | \$177.76 |
| 2 | MRC | ES3459 | Tie Rod End - Outer | | \$38.11 | \$76.22 |
| 1 | AT05* | ALIGN 4W | 4 Wheel Alignment | | \$86.39 | \$86.39 |
| 0.7 | AT05* | DIAGLABOR | DIAGNOSTIC LABOR | | \$95.39 | \$66.77 |
| 1 | RAY | 2465129 | Starter w/ Solenoid - Remfd - Standard | | \$201.00 | \$201.00 |
| 1 | | CORE | Core Charge | | \$66.00 | \$66.00 |
| 1 | | CORECREDIT | Core Credit | | (\$66.00) | (\$66.00) |
| 1.6 | AT05* | GUIDE | STARTER ASSEMBLY - R&R | M | \$95.39 | \$152.62 |

Note: M - Labor Database, Copyright, Mitchell International, All Rights Reserved

| | |
|----------------------|-----------------|
| Labor | \$544.26 |
| Parts | \$454.98 |
| Sublet/Misc. | \$0.00 |
| Shop Fee / Materials | \$25.00 |
| Charges | \$0.00 |
| Sales Tax | \$28.80 |
| Cash \$1,053.04 | Paid \$1,053.04 |

Tech Certification #
 AT05

Recommended Service

| Service / Notes | Due | Interval |
|--|-------------------------------|----------|
| Belt - Serpentine | 117774 miles or on 11/13/2012 | |
| Drivebelt Tensioner Assy | 117774 miles or on 11/13/2012 | |
| Water Pump - New | 117774 miles or on 11/13/2012 | |
| Flush Cooling System, Clean, Refill & Test | 117774 miles or on 11/13/2012 | |

I hereby acknowledge that the work set forth in this Invoice was agreed to by me and has been performed to my satisfaction. The cost of parts and labor has been satisfactorily explained and I understand any charges for sublet services where required. I understand and acknowledge that any warranty work required in connection with the repairs performed herein are required to be performed solely by AAA CAR CARE, and that AAA Mid-Atlantic shall not be responsible for the cost or performance of any warranty work performed by other parties, nor for any damages to the vehicle or excess repairs required due to any such work by other parties.

Customer Signature: _____

Date: ____/____/____



AAA CAR CARE
 2054 SOMERVILLE RD
 ANNAPOLIS MD 21401
 410-757-7400

STORE MANAGER: JIM SPIRES

11/17/2012 1:16 PM

page 1

Invoice #3071 Custid=20902

[Redacted]

Day Phone : [Redacted]

ANNAPOLIS MD [Redacted]

Vehicle : 1998 Buick Regal 3.8 L 231 CID V6
 VIN : 2G4WF5214W1 [Redacted]
 Created : 11/16/2012 2:31:51 PM
 Complete : 11/17/2012 1:15:04 PM
 Invoiced : 11/17/2012 1:16:14 PM

Tag/State : [Redacted]
 Color : Blue
 Odometer In : 117774
 Odometer Out : 117774

| Qty | Code/Tech* | Reference | Description | Condition | Unit Price | Price |
|-----|------------|-----------|-------------------------------|-------------|------------------------|--------|
| 0.7 | AT05* | DIAGLABOR | DIAGNOSTIC LABOR | | \$0.00 | \$0.00 |
| 1 | ECH | KS6213 | Ignition Switch w/ Tilt Wheel | | \$0.00 | \$0.00 |
| | | | Labor | | | \$0.00 |
| | | | Parts | | | \$0.00 |
| | | | Sublet/Misc. | | | \$0.00 |
| | | | Shop Fee / Materials | | | \$0.00 |
| | | | Charges | | | \$0.00 |
| | | | Sales Tax | | Tax @ \$0.00 * 6.0000% | \$0.00 |
| | | | | Cash \$0.00 | Paid | \$0.00 |

Tech Certification #
 AT05

Recommended Service

| Service / Notes | Due | Interval |
|--|-------------------------------|----------|
| Belt - Serpentine | 117774 miles or on 11/13/2012 | |
| Drivebelt Tensioner Assy | 117774 miles or on 11/13/2012 | |
| Water Pump - New | 117774 miles or on 11/13/2012 | |
| Flush Cooling System, Clean, Refill & Test | 117774 miles or on 11/13/2012 | |



COVINGTON BUICK PONTIAC GMC TRUCK, INC



Montgomery Auto Sales Park, 3311 Briggs Chaney Road, Silver Spring, Maryland 20904 Telephone:301-890-1800
FAX 301-890-1812 TDD 301-890-1817

LIMITED EXPRESS WARRANTY: 12 MONTHS OR 12,000 MILES
WHICHEVER COMES FIRST. ALL ADJUSTMENT WORK MUST BE
PERFORMED AT COVINGTON BUICK-PONTIAC-GMC TRUCK, INC.

CUSTOMER SATISFACTION IS OUR CHERISHED TRADITION

| | | | | | |
|----------------------|--|---------------------------|---------------------------------|---|-----------------------------|
| CUSTOMER NO. 3291 | ADVISOR TOM HORNER | CARD NO. 31137 | 5669 | INVOICE DATE 10/18/02 | INVOICE NO. BUCS182248 |
| | LABOR RATE | LICENSE NO. | MILEAGE IN 50831 | COLOR MIDNIGHT BL | STOCK NO. |
| | YEAR / MAKE / MODEL 98/BUICK/REGAL/4 DR | DELIVERY DATE 04/27/98 | DELIVERY MILES 39 | VEHICLE ID NO. 2 G 4 W F 5 2 1 4 W 1 | PRODUCTION DATE 12/10/97 |
| | F. T. E. NO. | P. O. NO. | SELLING DEALER NO. COVINGTON | R. O. DATE 10/17/02 | |
| RESIDENCE PHONE | BUSINESS PHONE | COMMENTS | | | MILEAGE OUT |

[LAST V.I.S.S.] 10/17/2002

JOB# 1 CHARGES-----
LABOR-----
J# 1 45BUZ TOWING SERVICES UNITS: 0.00 TECH(S):99 0.00
TOW VEHICLE TO COVINGTON BUICK FOR REPAIR
VEHICLE TOWED TO COVINGTON BUICK FOR REPAIR.

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----
91537 90216 10/17/02 TOW VEHICLE 117.45
TOTAL - SUBLET 117.45

JOB# 1 TOTALS-----
SUBLET 117.45
JOB# 1 JOURNAL PREFIX BUCS JOB# 1 TOTAL 117.45

JOB# 2 CHARGES-----
LABOR-----
J# 2 23BUZ ELECTRICAL SYSTEM UNITS: 3.50 TECH(S):28170 280.00
THE BRAKE LIGHT AND RIGHT SEAT BELT LIGHT HAVE BEEN COMING
ON DURING RIGHT TURNS. TODAY THE ENGINE CUT OFF WHILE
DRIVING BUT DID RESTART. CUSTOMER SUSPECTS A BATTERY PROBLEM
VEHICLE WILL NOT START. PERFORMED DIAGNOSTIC FOR A NO START
PROBLEM. NO POWER TO THE STARTER. TRACED SHORT BACK TO THE
IGNITION SWITCH.
REPLACED IGNITION SWITCH.

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
1 26068757 SWITCH 2.188 101.37
1 10298115 RETAINER 2.726 3.60
TOTAL - PARTS 104.97

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
67P10A 10% PARTS DISCOUNT -10.50
67L10A 10% LABOR DISCOUNT -28.00
TOTAL - MISC -38.50

JOB# 2 TOTALS-----
LABOR 280.00
PARTS 104.97
MISC -38.50
JOB# 2 JOURNAL PREFIX BUCS JOB# 2 TOTAL 346.47

JOB# 3 CHARGES-----
LABOR-----
J# 3+23BUZBATTERY REPLACE BATTERY UNITS: 0.50 TECH(S):28170 40.00
CHECK ELECTRICAL SYSTEM : REPLACE BATTERY
REPLACED BATTERY. BATTERY HAS LIFETIME WARRANTY TO ORIGINAL
PURCHASER AT COVINGTON BUICK.

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
1 19001632 78-6YR 8.800 105.00
TOTAL - PARTS 105.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
67P10A 10% PARTS DISCOUNT -10.50
67L10A 10% LABOR DISCOUNT -4.00

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COVINGTON BUICK PONTIAC GMC TRUCK, INC



Montgomery Auto Sales Park, 3311 Briggs Chaney Road, Silver Spring, Maryland 20904 Telephone:301-890-1800
FAX 301-890-1812 TDD 301-890-1817

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| | | | | | |
|----------------------------|--|-------------|---------------------|---------------------------------|-----------------------------|
| CUSTOMER NO. 3291 | ADVISOR TOM HORNER | 31137 | CARD NO. 5669 | INVOICE DATE 10/18/02 | INVOICE NO. BUCS182248 |
| [REDACTED] | LABOR RATE | LICENSE NO. | MILEAGE IN 50831 | COLOR MIDNIGHT BL | STOCK NO. |
| | YEAR / MAKE / MODEL 98/BUICK/REGAL/4 DR | | | DELIVERY DATE 04/27/98 | DELIVERY MILES 39 |
| | VEHICLE ID NO. 2 G 4 W F 5 2 1 4 W 1 [REDACTED] | | | SELLING DEALER NO. COVINGTON | PRODUCTION DATE 12/10/97 |
| BOWIE, MD [REDACTED] | F. T. E. NO. | | P. O. NO. | R. O. DATE 10/17/02 | |
| RESIDENCE PHONE [REDACTED] | BUSINESS PHONE [REDACTED] | COMMENTS | | | MILEAGE OUT |

| | | |
|---|---|---------------|
| | TOTAL - MISC | -14.50 |
| JOB# 3 TOTALS----- | LABOR | 40.00 |
| | PARTS | 105.00 |
| | MISC | -14.50 |
| | JOB# 3 JOURNAL PREFIX BUCS JOB# 3 TOTAL | 130.50 |
| JOB# 4 CHARGES----- | | |
| LABOR----- | | |
| J# 4+25BUZ LAMPS & FLASHERS UNITS: 0.60 TECH(S):28170 | | 48.00 |
| REPLACE BOTH FOG LIGHT BULBS. REPLACED BOTH FOG LIGHT BULBS. | | |
| PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE----- | | |
| 2 9442881 BULB,W/SO 2.727 | 16.25 | |
| | TOTAL - PARTS | 32.50 |
| MISC-----CODE-----DESCRIPTION-----CONTROL NO----- | | |
| 67P10A 10% PARTS DISCOUNT | | -3.25 |
| 67L10A 10% LABOR DISCOUNT | | -4.80 |
| | TOTAL - MISC | -8.05 |
| JOB# 4 TOTALS----- | LABOR | 48.00 |
| | PARTS | 32.50 |
| | MISC | -8.05 |
| | JOB# 4 JOURNAL PREFIX BUCS JOB# 4 TOTAL | 72.45 |
| MISC-----CODE-----DESCRIPTION-----CONTROL NO----- | | |
| JOB # A 7 MATERIAL/EPA COMPLIANCE | | 25.00 |
| | TOTAL - MISC | 25.00 |
| ESTIMATE----- | | |
| CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$766.30 (+TAX) | | |
| COMMENTS----- | | |
| 28170 | | |
| RECOMMENDATIONS----- | | |
| REMOTE DOES NOT LOCK.UNLOCK THE DOORS. | | |
| TECHNICIAN CERTIFICATION----- | | |
| 28170 | ERIK FREDERICK BLOOD | ASE CERTIFIED |



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Montgomery Auto Sales Park, 3311 Briggs Chaney Road, Silver Spring, Maryland 20904 Telephone:301-890-1800
FAX 301-890-1812 TDD 301-890-1817

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| | | | | | |
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| CUSTOMER NO. 3291 | ADVISOR TOM HORNER | 31137 | CARD NO. 5669 | INVOICE DATE 10/18/02 | INVOICE NO. BUCS182248 |
| | LABOR RATE | LICENSE NO. | MILEAGE IN 50831 | COLOR MIDNIGHT BL | STOCK NO. |
| | YEAR / MAKE / MODEL 98 / BUICK / REGAL / 4 DR | | | DELIVERY DATE 04/27/98 | DELIVERY MILES 39 |
| | VEHICLE ID. NO. 2 G 4 W F 5 2 1 4 W 1 | | | SELLING DEALER NO. COVINGTON | PRODUCTION DATE 12/10/97 |
| BOWIE, MD | F. T. E. NO. | | P. O. NO. | R. O. DATE 10/17/02 | |
| RESIDENCE PHONE | BUSINESS PHONE | COMMENTS | | | MILEAGE OUT |

TOTALS-----

DEAR CUSTOMER,

OUR PAYMENT POLICIES ARE AS FOLLOWS; CASH, MAJOR
CREDIT CARDS, CASHIERS OR CERTIFIED CHECK. WE DO
ACCEPT PERSONAL CHECKS UP TO \$300.00 WITH PROPER
IDENTIFICATION (VALID DRIVERS LICENSE AND MAJOR
CREDIT CARD.) IN THE EVENT A CHECK IS RETURNED THE
TOTAL INVOICE AMOUNT WILL AUTOMATICALLY BE CHARGED
TO YOUR CREDIT CARD.

| | |
|------------------|--------|
| TOTAL LABOR.... | 368.00 |
| TOTAL PARTS.... | 242.47 |
| TOTAL SUBLET... | 117.45 |
| TOTAL G.O.G.... | 0.00 |
| TOTAL MISC CHG. | 25.00 |
| TOTAL MISC DISC | -61.05 |
| TOTAL TAX..... | 12.17 |
| TOTAL INVOICE \$ | 704.04 |

INS./WARR CO. PAYS \$ -----

CUSTOMER PAYS \$ -----

CUSTOMER SIGNATURE