

**POSTED**

FOR AGENCY USE ONLY

### DOT Auto Safety Hotline Vehicle Owner's Questionnaire

TO REPORT VEHICLE SAFETY DEFECTS  
1-888-DASH-2-DOT  
(1-888-327-4296)  
INTERNET: www.nhtsa.dot.gov/hotline

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

Date Received: **RECEIVED**  
00 SEP 25 PM 12:27  
OFFICE REPORTS DIV  
555111  
Reference to: \_\_\_\_\_  
Daytime Telephone Number: \_\_\_\_\_

OWNER INFORMATION (Print or Type)  
Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_  
State: \_\_\_\_\_  
Zip: \_\_\_\_\_

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: **09/25/00**

**COPIED**

**VEHICLE INFORMATION**

Vehicle Identification No. (VIN) (17 Digits): **JM1TA2213T1209372**  
Make: **MAZDA** Model: **MILLENNIA** Year: **99**

Purchased Date: **11-28-77** Dealer's Name: **CONGRESSIONAL MAZDA** Engine Size (CID/CC): **2.5**  
Dealer's City: **Rockville** State: **MD** Zip Code: **20850** No. Cylinders: **6**

Manufacture Date (on driver's door or pillar): **1996** Transmission Type:  Manual  Automatic  
Restraint System:  Overhead Air Bag  Map/Seat  Passenger Side Air Bag  2-Point Belt  3-Point Belt  
Cruise Control:  Yes  No Drivetrain:  Front  Rear  4-Wheel  
Vehicle Type:  Car  Sport Utility  Van  Truck  Minivan  Motorcycle  Other  
Body Style:  4-Door  2-Door  Station wagon  Pick Up truck  Other

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Part Name(s): **ECM** Location:  Front  Rear  Left  Right  
Failed Part(s):  Original  Replacement  
Handicap Accessory Equip:  Yes  No

**TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Brand: \_\_\_\_\_ Tire Name: \_\_\_\_\_ Complete Tire Size: \_\_\_\_\_

No. of Failures: \_\_\_\_\_ Date(s) of Failure(s): \_\_\_\_\_ Mileage at Failure(s): \_\_\_\_\_ Vehicle Speed at Failure(s): \_\_\_\_\_  
Failed Part(s) Available?  Yes  No NHTSA Previously Contacted?  Yes  No

**APPLICABLE INCIDENT INFORMATION**  
(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies). Attach photos if available.)

Crash:  Yes  No Fire:  Yes  No  
Number of Persons Injured: \_\_\_\_\_ Number of Fatalities: \_\_\_\_\_ Reported to Manufacturer:  Yes  No

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

07-10-98	53 K miles	Engine light
11-03-99	84.7 K "	Engine light, TCS light, Hold light
12-08-99	87 K "	Flashing -> Engine, TCS & Hold lights
03-09-00	94.6 K "	Engine light
04-03-00	96.5 K "	Flashing -> Engine, TCS & Hold
05-16-00	99.5 K "	Engine light
40-744-2300 * Russell Mazda (Baltimore/Catonsville) recommended replacing ECM computer. Mazda & MEPA report on track.		

The Privacy Act of 1974 - Public Law 93-578 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If 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.

[REDACTED]

September 13, 2000

Mazda North American Operations  
P.O. Box 19734  
Irvine, CA 92623-9734  
Attn: Customer Assistance Center

**RE: 1996 Millenia: JM1TA2213T1209372**

Dear Sirs:

I purchased a 1996 Mazda Millenia, along with a 100K extended warranty from Congressional Mazda, 801 Rockville Pike, Rockville, MD 20852 (301-424-7800) in November 1997. I was told that the Millenia is the flagship of Mazda.

As shown in the attached service documents, my Millenia has been to Congressional Mazda (Pat Capobianco: 301-424-7800) and Russel Mazda of Baltimore (Myles Williams: 410-744-2300) on at least ~~six~~ occasions with the same problem - the engine light comes on periodically, along with the HOLD and TCS lights. On two occasions, the HOLD and TCS lights started flashing, and the car refused to go into overdrive.

The service manager at Russel Mazda recommended that the ECM computer be replaced. MEPP Claims office rejected the claim, stating that they were unable to replicate the problem. From my point of view, this is unfair. I have made numerous phone calls to the MEPP claims office. I have also written to MEPP (May 26) and to the Administrative office in Atlanta, (August 29). I have now written to the FTC as well.

I would like you to authorize the replacement of the ECM computer as recommended by the service manager (Myles Williams of Russel Mazda 410-744-2300). I am hoping that Mazda will help correct this problem.

Thanks for your assistance.

Sincerely,

[REDACTED]

Attachments: Service records

Wa [REDACTED]

<b>mazda</b>		<b>IDENTIFICATION CARD</b>
The Mazda Financial Corporation		
C [REDACTED]		86
DATE PLAN BEGINS 1209372		PLAN YEAR
VEHICLE IDENTIFICATION NUMBER		
10-03-01	N-OPT	100000
DATE PLAN EXPIRES	PLAN TYPE	TERMS/MILEAGE
1000223506	50423	50
		DEDUCTIBLE

MAZ-11981201

MAY 31 2000

To: The FTC by e-mail

DATE: Sept. 13, 2000

Bought '96 Mazda Millenia and Mazda Extended Protection Plan (100K miles) from Congressional Mazda in Rockville, Maryland 20850 (301-424-7800) in November 1997. The computer system (ECM) malfunctioned at ~~83K~~, 84K, 87K, 94K, 96K and 99K miles - documented thru Congressional Mazda, Rockville (Pat Capobianco 301-424-7800) and Russel Mazda, Catonsville-Baltimore (Myles Williams 410-744-2300).

In May 2000, Russel Mazda (410-744-2300) informed MEPP that the computer system needed to be replaced (car had 99K miles). However, the service department fixed the problem, and the MEPP inspector could not replicate the problem. Mazda and MEPP denied the claim in June 8, 2000.

The problem recurred in August 2000. MEPP turned down the claim stating that the car had exceeded 100K miles. It had 101K miles. The '96 Millenia is currently at Russel Mazda in Catonsville/Baltimore, Maryland, awaiting repair. The ECM is defective and MEPP should pay for its replacement.

REQUEST: Ask MEPP and Mazda to replace ECM.

[REDACTED]

Mr. Mark Reiley  
Mazda Administrative Office  
P.O. Box 88320  
Atlanta, GA 30356

**RE: 1996 Millenia: JM1TA2213T1209372**

Dear Mr. Reiley:

I hope you can resolve this problem. I love my '96 Millenia, but its computer system has been causing me headaches. As shown in the attached service documents, my Millenia has been to Congressional Mazda in (Pat Capobianco: 301-424-7800) and Russel Mazda of Ellicott (Myles Williams: 410-744-2300) for two years with the same problem - the engine light comes on periodically, along with the HOLD and TCS lights. On two occasions, the HOLD and TCS lights started flashing, and the car refused to go into overdrive.

The problem started when the Millenia had 53K miles. The last request was made when the car reached 99K miles. MEPP Claims office rejected the claim, stating that the car now has 101K miles. From my point of view, this is unfair. I have spoken with Patrick Annuiwysse, Dan Kinard and Eric at the MEPP claims office, and was advised to write to you.

The car is now with Myles Williams at Russel Mazda (410-744-2300). I will appreciate it if you could authorize the service recommended by the service manager.

Thanks for your assistance.

Sincerely,

[REDACTED]

cc: Myles Williams, Russel Mazda, Ellicott City, MD

Attachments: Service records

W  
[REDACTED]



## The Mazda Extended Protection Plan

Administration Headquarters P.O. Box 4233 Dearborn, Michigan 48126 Phone: 1-800-822-8286

Date: June 8, 2000

To:



Re: Contract#: JM1TA2213T1209372  
Claim#: 130120  
Customer Name: Ganguly

To whom it may concern:

We are unable to process the above referenced claim for the following reason(s):

Authorized Amount: \$                      Paid Amount: \$

- Claim was submitted beyond the 180 day submission limit. Claim Denied.
- Please return a completed repair order, items missing are listed below.
- Prior authorization is required, claim denied.
- This repair item is not covered under this policy.
- This service contract is not on file.
- Contract is in a non-process able status, please contact the selling dealer's business office to resolve this issue
- Other: MEPP is unable to assist. Claim has been denied.

Where applicable, please complete the information requested and forward to the claims processing center.

Sincerely,

Mazda Extended Protection Plan  
Claims Processing Center  
1-800-822-8286

For Office Use Only

Customer Name:  
PACode:  
CP3  
3/20/2000

VIN: JM1TA2213T1209372  
DocType: RTLT



**MAZDA VW SUBARU**  
 8624 BALTIMORE NATIONAL PIKE  
 BALTIMORE, MARYLAND 21228  
 (410) 744-2300



**MAZDA**  
 PASSION FOR THE ROAD  
**SUBARU**

CUSTOMER NO. <b>52634</b>	NAME <b>WYLES WILLIAMS</b>	795	TAX ID <b>8028</b>	DATE <b>05/19/00</b>	INVOICE NO. <b>10120</b>
[REDACTED]	LABOR RATE	LICENSE NO.	AMOUNT <b>99,473</b>	BACK/	SYSTEM NO.
	<b>58/MARZOK/MILLENIA</b>			DELIVERY DATE	DELIVERY W/
	<b>VIN: 1A2213T1209372</b>			SELLER DEALER NO.	PRODUCT DATE
	P.O. NO.			<b>05/16/00</b>	
COMMENT					NO: <b>19473</b>

CUSTOMER STATES: CHECK ENGINE LIGHT ON

PARTS	QTY	PP NUMBER	DESCRIPTION	UNIT PRICE	AMOUNT
JOB # 1	1	9955 41-400	BASIC	0.40	0.40
				TOTAL PARTS	0.40
				TOTAL LAB	0.40
JOB # 2	1	5800	5800	5.60	5.60
				TOTAL PARTS	5.60
				TOTAL LAB	13.55
JOB # 2	1	5800	5800	5.75	5.75
				TOTAL PARTS	5.75
				TOTAL LAB	1.80
JOB # 3	1	5800	5800	1.19	1.19
				TOTAL PARTS	2.99
				TOTAL LAB	0.00
				TOTAL TAX	0.64
				<b>TOTAL INVOICE \$</b>	<b>24.33</b>

COMMENTS: IF CHECK ENGINE LIGHT COMES BACK IN RETURN

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

**MAY 19 2000**

Specific warranties may vary by Manufacturer. Please consult your Service Advisor or warranty manual.

LABOR IS CHARGED BY THE HOUR AT RATE LIMITED EXPRESS WARRANTY. THE SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE MANUFACTURER'S TERMS STATED ABOVE. THIS INVOICE MUST ACCOMPANY ANY AND ALL ADJUSTMENTS OR CLAIMS MUST BE MADE WITHIN THE MANUFACTURER'S TERMS STATED ABOVE. THE DATE OF COMPLETION OF WORK AT RUBEN MOTOR CARB INC.

**DISCLAIMER OF WARRANTIES**  
 THE SELLER HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED ANY APPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE NEITHER APPLIES NOR AUTHORITY OTHER PERSON TO ASSUME LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.  
 I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED



PLEASE SEE REVERSE SIDE

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*Thank You. We appreciate your business!*



**mazda**  
PASSION FOR THE ROAD



**SUBARU**

MAZDA, VW, SUBARU  
BALTIMORE, MARYLAND 21281  
TELEPHONE 410-764-2300

CUSTOMER NO. 52634	NAME WILLIAMS	795	TAG NO. 4282	DATE 04/27/00	PRICE 127699
LABOR RATE	LICENSE NO.	MILEAGE 96,541		BACK/	STOCK NO.
98/MOZDA/MILLENZA					
VEHICLE ID NO. A 2 2 1 3 T 1 2 0 9 3 7 2				DELIVERY DATE	DELIVERY REG
P.T.E. NO.				DELIVERED DEALER NO.	PROCESSED DATE
CREDIT				04/03/00	
					NO: 96542

JOB # 1 02/27/00 3.00 CHECK ENGINE LIGHT ON 3 HOURS 140.00 TECHS 140.00  
 CUSTOMER STATES:  
 CHECK ENGINE LIGHT ON  
 REPLACED EGR SENSOR

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	M108-20-300	VALVE E.O.	271.80	271.80	271.80
				JOB # 1 TOTAL PARTS		271.80
				JOB # 1 TOTAL LABOR & PARTS		990.72

JOB # 2 04/27/00 1.00 OIL AND FILTER CHANGE 13.00  
 PERFORMED OIL AND FILTER CHANGE

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 2	1	8EYO-14-302A	FILTER OIL	6.50	6.50	6.50
JOB # 2	1	9956-41-100	GASKET	0.40	0.40	0.40
				JOB # 2 TOTAL PARTS		6.90
				JOB # 2 TOTAL LABOR & PARTS		13.00

JOB # 3 02/27/00 3.00 CHECK ENGINE LIGHT DIAGNOSIS 69.95  
 CUSTOMER STATES:  
 CHECK ENGINE LIGHT DIAGNOSIS  
 PERFORMED 3 HOURS DIAGNOSIS NOT COVERED BY EXTENDED WARRANTY

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 3 TOTAL PARTS		0.00
				JOB # 3 TOTAL LABOR & PARTS		69.95

HTSC	CODE	DESCRIPTION	CONTROL NO.		
JOB # A	HMS	HAZARDOUS WASTE		1.00	
JOB # A	SS	SHOP SUPPLIES		25.00	
				TOTAL MISC	26.00

COMMENTS:  
 NEPP AUTH # 202GN \$ 50.00 DEDUCTIBLE  
 CUSTOMER PAYS TOTAL OF \$ 160.05

Specific warranties may vary by Manufacturer. Please consult your Service Advisor or warranty manual.

LABOR IS CHARGED BY THE HOUR. LIMITED EXPRESS WARRANTY. THE SELLER HEREBY DISCLAIMS ALL IMPLIED WARRANTIES TO THE MANUFACTURER'S TERMS STATED ABOVE. THIS INVOICE MUST ACCOMPANY ANY AND ALL ADJUSTMENTS OR CLAIMS. CLAIMS MUST BE MADE WITHIN THE MANUFACTURER'S TERMS STATED ABOVE. THE DATE OF COMPLETION OF WORK AT RUSSEL MOTOR CARB INC.

DISCLAIMER OF WARRANTY: THE SELLER HEREBY DISCLAIMS ALL IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS. I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED.



PLEASE SEE REVERSE SIDE

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PAGE 1 OF 2 MAY 31 2000

CUSTOMER COPY

(CONTINUED ON NEXT PAGE) 08:11:43

*Thank You. We appreciate your business!*



BALTIMORE, MARYLAND 21224  
TELEPHONE 410-744-3300

**MAZDA**  
FASHION FOR THE ROAD



**SUBARU**

CUSTOMER NO. 52634	NAME WILLIAMS	795	VEH NO. 4282	DATE 04/05/00	WORKS 27699
	LABOR RATE	LICENSE NO.	WEIGHT 96,541	COLOR BLACK/	STOCK NO.
	YES/MAZDA/MILLENNIA			DELIVERY DATE	DELIVERY LEG
	VIN 1T A 2 2 1 3 T 1 2 0 9 3 7 2			SELLING DEPT NO.	PRODUCT DATE
	K.T.R. NO.	P.O. NO.	DATE 04/05/00		
COMMENTS					MO: 96542

TOTAL LABOR ..... 195.87  
 TOTAL PARTS ..... 277.80  
 TOTAL SUBLET ..... 0.00  
 TOTAL O.O.G. ..... 0.00  
 TOTAL MISC. CHG. ..... 26.80  
 TOTAL MISC. DISC ..... 0.00  
 TOTAL TAX ..... 13.89  
**TOTAL INVOICE \$ 614.36**

Specific warranties may vary by Manufacturer. Please consult your Service Advisor or warranty manual.

CUSTOMER SIGNATURE

LABOR IS CHARGED BY THE HOUR. LIMITED EXPRESS WARRANTY. THE SELLER HEREBY LIMITS ALL IMPLIED WARRANTIES TO THE MANUFACTURER'S TERMS STATED ABOVE. THE INVOICE MUST ACCOMPANY ANY AND ALL ADJUSTMENTS OR CLAIMS. CLAIMS MUST BE MADE WITHIN THE MANUFACTURER'S TERMS STATED ABOVE, THE DATE OF COMPLETION OF WORK AT RUBBEL MOTOR CARS INC.

**DISCLAIMER OF WARRANTIES**  
 THE SELLER HEREBY DISCLAIMS ALL WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED



MAY 31 2000

*Thank You. We appreciate your business!*

Copyright © 1999 The Rubbel Motor Cars Company. All Rights Reserved. C2740001 0001

[REDACTED]

May 26, 2000

Mazda Extended Protection Plan  
Claims  
19855 West Outer Drive, Suite 300  
Dearborn, MI 48124

RE: MEPP for 1996 Millenia: JM1TA2213T1209372 (Exp. 10-03-01 or 100K)

Dear MEPP:

My Mazda Millenia has been having problems with the computer system. The engine light comes on periodically, along with the HOLD and TCS lights. On two occasions, the HOLD and TCS lights started flashing, and the car refused to go into overdrive.

For this specific problem, I took the car in for service to Congressional Mazda in Rockville, MD (Pat Capobianco: 301-424-7800) on the following dates:

- 07-10-98 (53,077 miles)
- 11-03-99 (84,666 miles).

I also took it to Russel Mazda in Beltsville City, MD (Myles Williams: 410-744-2300) on:

- 12-08-99 (86,987 miles)
- 04-03-00: 96,541 miles
- 03-09-00: 94,572 miles
- 05-16-00: 99,473 miles.

On this last visit, from May 16 to May 19, 2000, Mr. Myles Williams noted that the computer could be the problem. He discussed the problem with MEPP. By the time the MEPP inspector came to evaluate the problem, however, the service department had already serviced the car and cleared the codes. The inspector was, therefore, unable to replicate the problem and refused the request for replacing the computer.

I spoke with Mark and Alex on May 23, and was advised to write to MEPP, documenting the problem. I am requesting you to authorize Russel Mazda or another Mazda service station to replace the computer in my Millenia at the earliest.

Sincerely,

[REDACTED]

Attachments: Service records

[REDACTED]

MAY 31 2000

E-MAIL  
00 MAZDA MILLENIA 04000  
Command? (Enter, \*, N, VEH, CUST, ?) ....?

RD NO: 40103 OPENED: 03NOV00 CLOSED: 08NOV00 MILEAGE: 84000  
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....  
114 327 CHR 00 DIAG.CODES P0120,P1621,1027.SECURE LOOSE  
SENDR0 & VAC.LINER & CLEAR CODES,  
114 327 CHR 00 TEST & REPAIR GROUND TO LIGHT.

Press return to continue, S to list the story for this RD, or E to exit: ?

RD NO: 20112 OPENED: 24MAR00 CLOSED: 25MAR00 MILEAGE: 68300  
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....  
114 327 CMC 150BLOF LUBE,OIL AND FILTER CHANGE SPECIAL  
114 327 CHR NW NO WORK PERFORMED

Press return to continue, S to list the story for this RD, or E to exit: ?

RD NO: 27114 OPENED: 10FEB00 CLOSED: 10FEB00 MILEAGE: 64100  
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....  
114 347 CHR 00 DIAGNOSE EOI OYE. FOUND CODE P0100.DCURN  
ED ON HOLD START. OK AT THIS TIME.

Press return to continue, S to list the story for this RD, or E to exit: ?

Pradeep Ganguly

1-410-333-8309

From PAT.

800-822-8286

Mark 5/23 11:15 AM EST  
Alex 5/23 11:20 AM

Program  
Liaison  
Mazda Extended Protection Plan  
Claiming  
19855 West Outer Dr., Suite 300  
Dearborn MI 48124  
Keep documents - even if you cross 100K

MAY 31 2000





TOYOTA
8700 BALTIMORE NATIONAL PIKE
BALTIMORE, MARYLAND 21288
(410) 748-8400

MAZDA VW SUBARU
6624 BALTIMORE NATIONAL PIKE
BALTIMORE, MARYLAND 21228
TELEPHONE 410-744-8200

AT NISSAN MOTOR CARE, WE HAVE MADE QUITE A FEW CHANGES TO OUR SERVICE DEPARTMENT. IF YOU CANNOT RATE YOUR VISIT AS "EXCELLENT", PLEASE LET US KNOW. YOUR SUGGESTIONS WILL AID IN OUR EFFORT TO MAKE FUTURE VISITS

DISCLAIMER: THE WARRANTY IS LIMITED TO THE MANUFACTURER'S WARRANTY. THE BUYER'S TAKING A FEW MINUTES TO COMPLETE IT. I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW

Customer information form including name (GYLEG WILLIAMS), address, phone, and vehicle details (2002 MAZDA MILLENIA).

Table with 2 columns: Description of work (LABOR & PARTS) and Amount. Includes 'TOTAL INVOICE \$ 0.00'.

CUSTOMER SIGNATURE

MAY 31 2000

LABOR IS CHARGED BY THE FLAT RATE HOUR. LIMITED EXPRESS WARRANTY. TOYOTA LABOR & PARTS IS BEING LIMITED TO MILEAGE. NISSAN MOTOR CARE INC. HEREBY LIMITS IMPLIED WARRANTIES TO THE MANUFACTURER'S TERMS STATED ABOVE.

200085

*Late Release*

43183



\*INVOICE\*

CONGRESSIONAL

801 ROCKVILLE PIKE  
ROCKVILLE, MARYLAND 20852  
(301) 424-7800 Fax (301) 782-2843

PAGE 1

SERVICE ADVISOR: 114 PAT CAPOBIANCO

CC/OR	YEAR	MAKE/MODEL	VIN	LIENCE	MILEAGE IN / OUT	TAB	
BK/BLACK	96	MAZDA MILLENIA	JM1TA2213T1209372	T1209372	84666/84666	T2571	
DEL. DATE	PRCD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	WV. DATE
03OCT1996		03OCT2001	17:00	03NOV99		CASH	05NOV1999
R.O. OPENED		READY	OPTIONS: STK:F1468 DLR:CONG				

06:35	03NOV99	11:23	05NOV99
-------	---------	-------	---------

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER STATES ENGINE LIGHT CAME ON							
99 DIAG. CODES P0120, P1521, 1627, SECURE LOOSE							
SENSORS & VAC. LINES & CLEAR CODES							
327 CMR						75.00	75.00
PARTS:	0.00	LABOR:	75.00	OTHER:	0.00	TOTAL LINE A:	75.00

*****							
B CUSTOMER STATES FOG LIGHT INOP BULB HAS BEEN REPLACED							
99 TEST & REPAIR GROUND TO LIGHT							
327 CMR						37.50	37.00
PARTS:	0.00	LABOR:	37.50	OTHER:	0.00	TOTAL LINE B:	37.00

CUSTOMER PAY MISC. MATERIAL CHARGE FOR REPAIR ORDER 11.50

ON BEHALF OF THE ENTIRE SERVICE TEAM, WE WOULD SINCERELY LIKE TO THANK YOU FOR THE OPPORTUNITY TO SERVICE YOUR CAR. WE STRIVE TO PROVIDE YOU WITH EXCELLENT SERVICE AND HOPE YOU ARE COMPLETELY SATISFIED WITH YOUR SERVICE TODAY. IF NOT, PLEASE CALL MIKE PORTER OR CHUCK DEVAULT AT (301) 424-7800

**P A I D**  
NOV 05 1999  
*ML*

NOTICE TO CUSTOMER

- Unless otherwise specified, labor time billed for is based on times estimated for each job in industry manuals and not on actual time spent.
- All parts and labor are warranted for 12 months or 12,000 miles, whichever occurs first.
- All labor performed and parts replaced were necessary to perform repairs.
- All parts are new unless otherwise specified U-Used R-Rebuilt

I certify that this vehicle has been tested or test driven when needed and that the mechanics work was performed satisfactorily.

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

DESCRIPTION	TOT. LG
LABOR AMOUNT	112.50
PARTS AMOUNT	0.10
OIL, OIL, LUBE	0.10
BULB AMOUNT	0.10
MISC. CHARGES	11.25
TOTAL CHARGES	124.05
LESS ADJUSTMENTS	0.10
SALES TAX	0.56
PLEASE PAY THIS AMOUNT	124.51

MAY 9 1 2000

CUSTOMER COPY