

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration
POSTED
**DOT Auto Safety Hotline
Vehicle Owner's Questionnaire**

TO REPORT VEHICLE SAFETY DEFECTS

1-866-DASH-2-DOT

(1-866-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY

Date Reported

COPIED

Order

Number

up

up

up

up

Reference No.

559530

OWNER INFORMATION (Type or Print)

Name

Sex

Color

Date

Is 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 23/Jan/01

VEHICLE INFORMATION

Vehicle Identification No. (VIN.)
(17 Digits)(Located at bottom of
windshield on driver's side)

Make

SUZUKI

Model

ESTEEM

Year

95

5 2 G B 3 1 S 2 S 5 1 0 2 5 6 6

Purchased Date

OCT 95

Dealer's Name

SATURN-SUZUKI/MAK MASEY SUZUKI

Engine Size
(CID/CC/L)

1.6L

 Turbo Diesel Gas Fuel Injection New Used

Dealer's City

EL PASO

State

TX

Zip Code

79925

No. Cylinders

4

Manufacture Date
(un driver's door or pillar)

Transmission Type

 Manua Automatic

Restraint System

 Driver's Side Air Bag Motorized Passenger Side Air Bag 2-Point Belt 3-Point Belt

Cruise Control

 Yes No

Drivetrain

 Front Rear 4-Wheel

Vehicle Type

 Car Van Minivan Other Sport Utility Truck Motorcycle

Body Style

 2-Door 4-Door Stationwagon Pick Up Truck Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s)

Location

 Left Right Front Rear

Failed Part(s)

 Original Replacement

Handicap Adaptive 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 NoNHTSA 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

N/A

Number of Fatalities

N/A

Reported to Manufacturer

 Yes No

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

SEE ENCLOSED STATEMENTS W/RECEIPTS

Continue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to a49 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 administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Mail postage free or fax to 202-366-7882



PEPBOYS
 10000 W. 10th Ave
 Denver, CO 80202
 (303) 751-1000

DO NOT RING
 DO NOT RING
 DO NOT RING

COMPANY: [REDACTED] STORE MANAGER: [REDACTED] DATE: 08/29/2000

NAME: [REDACTED] ADDRESS: [REDACTED] CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]

VEHICLE MAKE: [REDACTED] MODEL: [REDACTED] YEAR: [REDACTED]

EXPIRES: [REDACTED] LICENSE NO: [REDACTED] VIN: [REDACTED] ENGINE: [REDACTED]

STORAGE CHARGES: If your car remains in our premises longer than 3 days, we will charge you a daily storage charge of \$10.00 per day.

ENTERED BY: [REDACTED] TIME IN: [REDACTED] TIME WOULD LIKE FINISHED: [REDACTED]

OLD PARTS REQUESTED BY CUSTOMER: [REDACTED]

INITIAL ESTIMATE: PARTS \$0.00 LABORS \$0.00 TOTAL \$0.00

DATE AND TIME: 8/29/2000 LABOR RATE: \$65.00/hr

REVISION # PERSONS CONTACTED TOTAL ADCL. AUTH. PHONE NUMBERS CALLED DATE AND TIME BY

REPAIR THE CONSTRUCTION - ESTIMATE -
 YOU HAVE THE RIGHT TO A WRITTEN ESTIMATE WHICH IS SIGNED BY YOU AND THE
 MECHANIC BEFORE REPAIR SERVICES ARE AUTHORIZED AND BEGUN. I ACKNOWLEDGE
 YOUR AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.
 IN PERSON PHONE

DATE IS BEING A CHARGE FOR A WRITTEN ESTIMATE.
 DIAGNOSTIC, REPAIR, PARTS AND SERVICE PRICES ARE QUOTED AND APPROVED.
 WORK TO BE PERFORMED SERVICE:

***** CUSTOMER'S COMMENTS *****
 CHECK SHIMMY WHEN BRAKING AT HIGHWAY SPEEDS
 BRAKE CHECK OK
 BRAKE PULCHING
 REF TO RO 1071443

***** Mechanics Specifications *****
 Max Brake Lining Thickness (in) F .315 R .120
 Discard Rotor (in) F .709 R N/A
 Lug Nut Torque (ft/lb) 61.5
 Recommended Oil Viscosity N/A
 Recommended ATF N/A
 Auto Trans Capacity (qts) N/A
 Auto Trans Gear Oil Cap (qts) N/A
 Tire Inflation (psi) 33/33

Machize To Limit (in) F N/A R N/A
 Discard Drum (in) F N/A R 7.953
 King Equip. CDA (lbs) 445
 Oil Capacity (qts) 3.5
 Saver Plug Gas .030
 Auto Trans Gear Oil N/A
 Coolant Capacity (qts) 5.0

CODE	PART	REVISION#	DESCRIPTION	HAS MECHANIC	QTY	SKU	EACH	TOTAL
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31	1315	1	BRK: INSPECTION-W/O FLANG AXLE		1	1315	0.00	0.00
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-- Cash Sale --

Tax: 0.00

TOTAL = 0.00

CUSTOMER NOTES:
 ORIGINAL ESTIMATE
 Recommended service-Close to being out of spec

"NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION AND LIMITED WARRANTY ON BACK"

CUSTOMER ESTIMATE (INV.) - CUSTOMER FINAL COPY (INV.)

0699 1074

STORE MANAGER: RAYMON SALINAS

0699 1074

DATE: 06/03/2000	MODEL: ESTEER	YEAR: 95	DATE: 06/04/2000
LICENSE NO: 1x 3R36L	WILEAGE: 100350	ENTERED BY: GONZALEZ	TIME WOULD TAKE FINISH: 12:00 PM
VIN NO: JS2M1155102986	*-1590 1.6L	TRAIL #:	OLD PARTS REQUESTED BY: 11:00

STORAGE CHARGES: If your car remains in our premises longer than 3 days after notification that repairs are completed, storage charges will begin at the rate of \$10.00 per day.

INITIAL ESTIMATE	PARTS \$	LABOR \$	TOTALS	DATE AND TIME	COMPLETION DATE	LABOR #
	0.00	0.00	0.00		06/03/2000	\$ 50.00 PR
ADDITIONAL REPAIRS AUTHORIZATION	PERSONS CONTACTED		NO. ADDL. AUTHORIZED	PHONE NUMBERS CALLED	DATE AND TIME	
	Rev11:		0.00		06/04/2000 9:59 AM	
	Rev12:		0.00		06/04/2000 10:03 AM	

NOTICE TO CUSTOMERS - ESTIMATE:

YOU HAVE THE RIGHT TO A WRITTEN ESTIMATE WHICH IS SIGNED BY YOU AND THE DEALER BEFORE REPAIR SERVICES ARE AUTHORIZED AND BEFORE I ACKNOWLEDGE INCREASE IN THE ORIGINAL ESTIMATED PRICE.

STORAGE CHARGES: If your car remains in our premises longer than 3 days after notification that repairs are completed, storage charges will begin at the rate of \$10.00 per day.

DIAGNOSTIC, REPAIRS, PARTS AND SERVICE PRICES ARE QUOTED AND APPROVED PRIOR TO PERFORMING SERVICE.

CUSTOMER'S COMMENTS

REF TO BU 1079146 STORE 750
BRAPE LUBR OIL
SAFE PULSATION

CODE	PART	QTY	DESCRIPTION	U.S. REMARKS	QTY	SKU	EACH	TOTAL
S1	1315	1	BRK: INSPECTION-H/O FILING AXLE		1	1315	0.00	0.00
S1	2305	2	R/R FRT FRAMES JOB		2	2305	0.00	0.00
N	PD677	1	FRONT SHIP PARTS FRONT BRAKE PADS		1	18760416	0.00	0.00

Cash Sale

TOTAL 0.00

CUSTOMER NOTES:
BRAPE JOB WAS DONE AT STORE 750 ON 06/23/2000 REF INV 107914

CHECKS FORWARDED TO 95 INITIAL JK

TRUCK REPAIR LE & TIE H OFF 5 BK H 5

ALL CUSTOMER AT REPAIR CAR IN FRONT TWO HOURS TO

RECHECK CALIPERS
Rev11:
Rev12:

S1: Suggested service time to being out of spec
Hchev



STORE 0750
200 S AVE. OF AMERICAS
EL PASO, TX 79907
(915) 838-5469

Cashier #2294 01/28/00

LAURE SOLES 100.50
INITIALS 131.71

STORE MANAGER: CHRISTINE RAMIREZ

CAR CODE: SUZUKI MODEL: ESTEEM YEAR: 95 LICENSE NO: TX 3AR34L VIN NO: JS2E8310255102546 A-1570 1.6L STORAGE CHARGE: 2.00 per day (max 10 days) after notification that repairs are completed. Storage charges will begin at the rate of \$10.00 per day.		DATE: 01/28/2000 ENTERED BY: REYES TIME IN: 10:05AM TIME WORK FINISHED: 10:05AM OLD PARTS REQUESTED BY CUSTOMER: NO
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I HEREBY AUTHORIZE YOU TO REPAIR MY VEHICLE AND TO OBTAIN THE NECESSARY PARTS AND TO OBTAIN THE NECESSARY TESTS AND DELIVER MY VEHICLE TO ME IN THE CONDITION IN WHICH YOU DEEM IT TO BE IN AFTER THE REPAIRS ARE COMPLETED. I UNDERSTAND ANY COST QUOTED IS AN ESTIMATE. PEPSI BUYS UNIFORMS MAY VARY. THIS VEHICLE HAS INSPECTION TESTS AND DELIVERED TO ME BY YOU. I AGREE TO PAY FOR THE REPAIRS AND TO OBTAIN THE NECESSARY PARTS AND TO OBTAIN THE NECESSARY TESTS AND DELIVER MY VEHICLE TO ME IN THE CONDITION IN WHICH YOU DEEM IT TO BE IN AFTER THE REPAIRS ARE COMPLETED. I UNDERSTAND ANY COST QUOTED IS AN ESTIMATE. PEPSI BUYS UNIFORMS MAY VARY. THIS VEHICLE HAS INSPECTION TESTS AND DELIVERED TO ME BY YOU.

INITIAL ESTIMATE	PARTS	LABOR	TOTAL	DATE	TIME	BY
	0.00	0.00	0.00	01/28/2000	10:05AM	REYES
ADDITIONAL REPAIRS AUTHORIZATION			\$ 129.49	01/28/2000	8:30AM	REYES
2nd ADDITIONAL REPAIRS AUTHORIZATION			0.00	01/28/2000	10:05AM	REYES
3rd ADDITIONAL REPAIRS AUTHORIZATION			0.00	01/28/2000	10:05AM	REYES

NOTICE TO CUSTOMERS - ESTIMATE:

Rev#1:	0.00	01/28/2000	10:05AM	REYES
Rev#2:	0.00	01/28/2000	10:05AM	REYES
Rev#3:	0.00	01/28/2000	10:05AM	REYES

YOU HAVE THE RIGHT TO A WRITTEN ESTIMATE WHICH IS SIGNED BY YOU AND THE DEALER BEFORE REPAIR SERVICES ARE AUTHORIZED AND BEGUN. I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. I SIGN HERE () IN PERSON () PHONE DATE _____

***** CUSTOMER'S COMMENTS *****
MAKING NOTE FRONT BAYS
CUSTOMER ADVISED TO HAVE DR. CHECK OUT IN 3 MONTHS CHECK FOR LEAKS.

CODE	PART	RE	DESCRIPTION	HRS	MECHANIC	QTY	SKU	EACH	TOTAL
RB	pk0 5332	1	PREMIUM PG+ FRONT DISC/DRUM PAD ((Labor	1	1302	86.00	86.00
N	PGD677	1	PG PLUS BRAKE PADS		parts	1	8984041	23.99	23.99
Package Subtotal									109.99
S2	1315	1	BRK: INSPECTION-W/O FLYNG AXLE	0.30	MENDOZA	1	1315	0.00	0.00
S2	1353	1	CLEAN AND ADJUST HAND BRK	0.30	MENDOZA	1	1353	55.00	16.50
N	05089	1	19 OZ CRC BRAKE CLEANER			1	8327406	2.99	2.99

***** SERVICE INFORMATION *****
 1br 1302))) PREMIUM PG+ FRONT DISC/DRUM LB ((
 Inspect & Resurface Rotor (if req) F.760 R (X)
 Inspect & Repack Wheel Bearings (non-drive wheels) (X)
 Visual Inspection of Hydraulic Components (X)
 Visual Inspection of All Hardware (X)
 Visual Inspection & Top Off Brake Fluid (X)
 Clean & Adjust Opposing Drum Brakes (if Appl) (X)
 Inspect Parking Brake Cable (X)
 Performed by: MENDOZA ANTONIO Confirmed by: CASTRO CARLOS

-- Cash Sale -- Tax: 12.23

Parts: 24.98 Labor: 102.50 **TOTAL: 131.71**

CUSTOMER NOTES:
 AUTOMATIC ON BASIC OR PREMIUM BRAKE JOBS, EXISTING CALIPERS/SLIDERS MAY CAUSE PREMATURE BRAKE PAD OR SHOE WEAR. rec. caliper start to sticking.

Revs:
 RB Required service-out of spec
 S2 Suggested service-vehicle enhancement
 N New



INVOICE

DATE: 1/01/2001

STORE 0095
10501 GATEWAY WEST #11
EL PASO, TX 79925
(915)595-1958

STORE MANAGER: AGAPITO A PADILLA

0598 108686

INSURANCE COMPANY EXPIRES	NAME [REDACTED]	MAKE SUZUKI	MODEL ESTER	YEAR 95	DATE 01/01/2001
		LICENSE NO. TX 5AR34L	MILEAGE 118744		BY VASQUEZ
		VIN JSE6D91525510586	ENGINE 4-1570 1.6L		TIME IN 11:20AM
		STORAGE CHARGES: If your car remains in our premises longer than 3 days after notification that repairs are completed, storage charges will begin at the rate of \$10.00 per day.			OLD PARTS REQUESTED BY [REDACTED]

PEP BOYS WILL NOT BE RESPONSIBLE FOR LOSS OR DAMAGE TO THE VEHICLE OR ARTICLES LEFT IN IT IN CASE OF FIRE, THEFT OR ANY OTHER REASON NOT CAUSED BY PEP BOYS. VEHICLES LEFT OVERNIGHT ARE AT THE OWNER'S RISK. I UNDERSTAND THAT PEP BOYS IS NOT A RENTAL AGENCY AND MAY PARK THE VEHICLE IN A PUBLIC PLACE. I ACKNOWLEDGE THAT IT IS A RENTAL VEHICLE TO BE USED FOR WORK PERFORMED UNDER A WRITTEN REPAIR ESTIMATE.

INITIAL ESTIMATE	PARTS \$ 0.00	LABOR \$ 0.00	TOTAL \$ 0.00	DATE 01/01/2001	LABOR RATE \$ 0.00 HR
REVISION #	PERSONS CONTACTED	TOTAL ADL. AMT. AUTHORIZED	PHONE NUMBERS CALLED	DATE AND TIME	BY
0		Correction shop correction	5800 correction	01/01/2001 12:20PM	VASQUEZ

NOTICE TO CUSTOMERS - ESTIMATE:
 YOU HAVE THE RIGHT TO A WRITTEN ESTIMATE WHICH IS SIGNED BY YOU AND THE DEALER BEFORE REPAIR SERVICES ARE AUTHORIZED AND BEGUN. I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE () IN PERSON () PHONE () DATE _____
 THERE IS NEVER A CHARGE FOR A WRITTEN ESTIMATE.
 DIAGNOSTIC, REPAIRS, PARTS AND SERVICE PRICES ARE QUOTED AND APPROVED PRIOR TO PERFORMING SERVICE.

***** CUSTOMER'S COMMENTS *****

CODE	PART	REVISION#	DESCRIPTION	HRS	MECHANIC	QTY	SKU	EACH	TOTAL
			CHECK BRAKES ON TH CAR VIBRATION PROBLEM						
			Initial Estimate						

-- Cash Sale -- Tax: 0.00
TOTAL: 0.00

CUSTOMER NOTES:
 I: INITIAL ESTIMATE
 VOID OR N.C.
 REASON
 SER. MGR. SIG _____ MGR/ASS'T MGR. SIG _____
 service was done at Americas ave.
 customer needs to replace the rotor on the right side
 is not able to cut the rotor and more will fall below specs.
 Revision#1:



0706
DYER STREET
EL PASO, TX 79924
51-4934

Cashier #4017 01/14/01 11:03:41

RODRIGUEZ
115506

AGE: MARK, MACIAS

SALES 49.00
TOTAL SALES 108574.48

Pep Boys #706
9345 DYER STREET
EL PASO, TX 79924
(915) 51-4934

REG #1 TRX #221169
CASHIER #4017 D1/14/01 11:03

MAKE SUZUKI	MODEL ESTEEM	YEAR 95	DATE 01/14/2001
LICENSE NO. TX 5XR34L	MILEAGE 115566	ENTERED BY NEVAREZ	TIME IN 9:50AM
VIN# JS268J15255102568	4-1590 1.8L	TIME WORKED 1:00 FINISHED	OLD PARTS RECALLED BY DISCOUNT
STORAGE CHARGE: If your car remains in our lot for more than 3 days after purchase, the storage charges will be \$12.00 per day.			

AND ANY COST QUOTED IS AN ESTIMATE. PEP BOYS MUST BE NOTIFIED WITHIN 30 DAYS OF RECEIPT OF PARTS AND UNITS AND MAY BE REQUIRED TO PAY FOR THE VEHICLE AND PARTS LEFT IN IT IN CASE OF FIRE, THEFT OR OTHER UNEXPECTED DAMAGE. PEP BOYS IS NOT ASSUMING RESPONSIBILITY FOR DAMAGE TO VEHICLES OR PARTS LEFT IN OUR LOT FOR MORE THAN 30 DAYS. WE WILL NOT BE RESPONSIBLE FOR THEFT OR DAMAGE TO VEHICLES OR PARTS LEFT IN OUR LOT FOR MORE THAN 30 DAYS.

*** Order #1085742, Austin, James ***
 1 INSTALL ROTORS 48.00
 *** ORDER END ***
 1 Items Subtotal 48.00
 Tax .00
 Total 48.00
 *** CHARGE ***
 Cash Change .00

TOTAL	60.00	01/14/2001	DATE AND TIME	COMPLETION DATE	LABOR RATE \$ 69.
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TOTAL ADD'L AMT. AUTHORIZED PHONE NUMBERS CALLED DATE AND TIME BY

12.00 01/14/2001 NEVAREZ

ion shop correction shop correction 01/14/2001 NEVAREZ

CARD: VISA ACCT: *****0742
AUTHORIZATION #: 004585 AJTO
EXP. DATE: 04/30/02

ESTIMATE WHICH IS SIGNED BY YOU AND THE
BE AUTHORIZED AND REGIN. I ACKNOWLEDGE
INCREASE IN THE ORIGINAL ESTIMATED PRICE.
() PHONE

TOTAL CHARGE AMOUNT: 48.00

DATE
SITTEN ESTIMATE.
SERVICE PRICES ARE QUOTED AND APPROVED

CARD HOLDER ACKNOWLEDGES RECEIPT OF
GOODS AND/OR SERVICES IN THE AMOUNT OF
TOTAL SHOWN ABOVE AND AGREES TO PERFORM
THE OBLIGATIONS SET FORTH IN THE CARD
HOLDER'S AGREEMENT WITH THE ISSUER.

COMMENTS *****

IE TO RESURFACE ROTORS

HRS	MECHANIC	QTY	SKU	EACH	TOTAL
-----	----------	-----	-----	------	-------

0.80	RODRIGUEZ	1	1353	60.00	48.00
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THANK YOU FOR SHOPPING AT

SEE TOTAL CHARGES AT BOTTOM OF INVOICE

***** INVOICE ADJUSTMENTS *****
 ADD 1305 1 BRK: DRUM/ROTOR CUT R&R
 REMOVE 1305 1 BRK: DRUM/ROTOR CUT R&R
 ADD 1305 1 BRK: DRUM/ROTOR CUT R&R
 REMOVE 1305 1 BRK: DRUM/ROTOR CUT R&R

Tax: 0.00

Labor: 48.00

TOTAL = 48.00

CUSTOMER NOTES:

1:INITIAL ESTIMATE
 BRAKES WERE DONE ORIGINAL ON 750 M1079146
 HAD RESURFACED BRAKES 5 DIFFERENT TIMES POSSIBLE CHILDREN
 GETTING STUCK W/BLADE 94944
 CUSTOMER HAS OWN ROTORS RECALLED TO RESURFACE REPAIRS NOT
 LIABLE FOR WEAR NO WARRANTY CUSTOMER ADVISED
 CUSTOMER PURCHASE ROTORS AT AUTO ZONE AUTO ZONE RECOMMENDS
 NOT TO RESURFACE NEW ROTORS

Revision1:X
 Revision2:X
 S1:Suggested service-Close to being out of spec

"NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION AND LIMITED WARRANTY ON BACK"

CUSTOMER ESTIMATE (W.O.) - CUSTOMER FINAL COPY (INV.)

QUALITY ASSURANCE

Pep Boys is dedicated to your satisfaction. We encourage you to ask questions about the repair work being done to your car. If you have any concerns, don't hesitate to contact the service manager.



You can rest easy when you bring your car to Pep Boys for service. We are a pioneering member of the Motorist Assurance Program (MAP), a coalition dedicated to raising consumer confidence in the automotive repair industry. Our technicians strictly adhere to the standards of service set out by that organization.



We also pride ourselves on having the best-trained personnel in the business. All of our technicians must take and pass at least two certification tests from the National Institute for Automotive Service Excellence (ASE). We also have our own rigorous training program which helps us make sure that all of our technicians are up to date with the latest technology available in auto repair.



To help make sure that your car is fixed right the first time, we have adopted our own set of Quality Assurance (QA) standards. This program has 11 key elements, including procedures for estimates, appointments, inspections and more, all designed to make sure that you drive away happy!

PEP BOYS

AutoZone 1352

9800 DYER ST
EL PASO, TX
(915) 757-3971

VGP PARTS PD # 017138
VGP PART 2 @ 1/45.99
\$ 2 31201 BRAKE ROTOR 91.98 P
SUBTOTAL 91.98
SALES TAX1 7.59
TOTAL 99.57
VISA 99.57
ACCT # XXXX XXXX XXXX 6965 EXP 01/03
CHARGE AMOUNT \$99.57
APPROVAL # 013078

EST. ARRIVE DATE 01/15/2001
EST. ARRIVE TIME 3:30 PM
CARRIER

PERSONAL WARRANTY INFORMATION



1995 SUZUKI ESTEEM
For Item: 186264 31201 BRAKE ROTOR
2 YEAR/24 MONTH WARRANTY ON ABOVE ITEM
1995 SUZUKI ESTEEM
For Item: 186264 31201 BRAKE ROTOR
2 YEAR/24 MONTH WARRANTY ON ABOVE ITEM

AutoZone Limited Warranty

We will replace, or refund your money for, at our option, any part we sell that wears out or breaks under warranty. Your warranty starts on the day you buy the part and expires at the end of warranty period stated on your receipt.



**MIDAS AUTO SERVICE EXPERTS
CUSTOMER SERVICE REQUEST**

CSR NO. A 2139040

**MIDAS AUTO SYSTEMS EXPERTS
1192 YARBROUGH DRIVE
EL PASO, TX 79925-7902**

NAME		TELEPHONE (HOME)	TELEPHONE (WORK)	EXT.	DATE
[REDACTED]		[REDACTED]	[REDACTED]	[REDACTED]	29 May 2000
before?					<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
ZIP/POSTAL CODE					[REDACTED]
ESTIMATE NO.	VEH	ODOMETER	LICENSE NO. & STATE/PROVINCE		
95	SUZUKI ESTEEM	100005	182GB318295102560m. 62 \$XR-34L, TX		
#003		TIME			
		APPT	ARRIVED	INSP.	PROMISED
			9:00		

Customer's Description of Symptoms or Needs:

Front brake service \approx 3 months/6,000 miles non-Midas

Vibration when braking in steering wheel \approx 1 month

Parking brake applied all ways.

Is there an alarm system? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	<input checked="" type="checkbox"/> CUSTOMER WAITING
Locked hubcaps? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
If yes, where is the key? _____	
Aluminum wheels? <input type="checkbox"/> YES <input type="checkbox"/> NO	
Do you need an oil change? <input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> Call with estimate _____
	<input type="checkbox"/> Will call _____

PLEASE PERFORM THE FOLLOWING:

Brake Inspection <input checked="" type="checkbox"/>	Exhaust Inspection _____	Suspension Inspection _____	Maintenance Inspection _____
Oil & Lube Service _____	Air Conditioning Inspection _____	Other _____	

INSPECTION AUTHORIZATION: You and your employees may operate the vehicle for the purpose of testing, inspection, delivery and/or space accommodation. I acknowledge and accept that storage charges of \$15.00 per day will be imposed for vehicles unclaimed for more than 3 days.

AUTHORIZED CHARGE	CUSTOMER SIGNATURE	DATE
\$ 19.95 J.E.C.	[REDACTED]	5/29/00

ESTIMATE



MIDAS AUTO SERVICE EXPERTS
1192 N. YARBROUGH DRIVE - EL PASO, TX 79925-7902
915-592-5904

**** CATALOG INFORMATION ****

DATE	TIME	PHONE 1	PHONE 2	LICENSE	OCCUMETER IN	OCCUMETER OUT
05-29-00	09:49:16	915-629-9353	915	SXR-34L	100905	100005
VEHICLE MAKE/MODEL/YEAR				FACILITY #		
SUZUKI ESTEEM 1995						
VIN				ESTIMATE #	INVOICE #	SALESPERSON
1S2GB31S2S5102566				0529	00003	9
FOREIGN		TRANSFER		CHARGE	ACCT #	PO #
Yes		No				
CALLER NAME		INSTALLER #		INSTALLER NAME		INSTALLER #
INSTALLER NAME		INSTALLER #		INSTALLER NAME		INSTALLER #
CASH	CHEQ	CARD	CARD #	AMOUNT	CARD	CARD #

Brake Specifications: 1995 SUZUKI ESTEEM

PAD AND ROTOR
 O.E. Minimum Lining Thickness .040 (in.)
 Minimum Rotor Thickness (in.)
 Machine To (in.)
 Discard At (in.)
 Rotor Runout (in.)
 Rotor Parallelism (in.)

CALIPER
 Caliper Anchor Mounting Bolts 62 (ft. lbs.)
 Caliper Bridge Pin Bolts/Retaining Screws 16 (ft. lbs.)

LUGS
 Wheel Lugs or Nuts 52 (ft. lbs.)

CONTROL VALVES
 Proportional Valve Yes
 Metering Valve No

WHEEL BEARINGS
 Bearing Setting (Lock or back off & lock) Torque hub nut to 127 ft. lbs.

SHOE AND DRUM
 O.E. Minimum Lining Thickness .040 (in.)
 Standard Size 7.874 (in.)
 Machine To 7.950 (in.)

WORK AUTHORIZATION

This Estimate of Repair is based upon our inspection of this time and does not cover additional parts and/or labor which may be required after the work has been started. Work on damaged parts which are not evident on first inspection may be discovered. This Estimate of Repair cannot cover such contingencies. When additional work is deemed necessary, customer authorization will be secured prior to commencement of that additional work.

- I hereby authorize the repair work to be done. You and your employees may operate vehicle for purposes of testing, inspection, delivery, and/or space accommodation at my risk. An express mechanics lien is acknowledged on above vehicle to secure the amount of repairs thereto.
- I acknowledge and accept that storage charges of \$15.00 per day will be imposed for cars and/or items left more than 3 days after work is completed and a bill presented, and that you are not to be held responsible for loss or damage to vehicle or its contents in case of fire, theft, accident or any other cause beyond the control, and your warranty does not cover consequential damages.
- Dealer is not responsible for unavailability of parts or delays in parts shipment beyond dealer control.
- All parts listed are new unless otherwise specified.
- All parts removed will be discarded unless you instruct us in advance to save them.
- SAVE (Add cost charge if applicable)
- No refunds on special orders.
- The Estimate of Repair expires 15 days from date of this estimate.
- I acknowledge that item(s) noted by an asterisk (*) were recommended for service or replacement for preventive maintenance and/or upgrading of parts, such as suspension parts in order to improve the control and/or ride of the vehicle.
- I have read and signed this explanation prior to the work being performed.
- See reverse side for warranty information.

X

CUSTOMER SIGNATURE

We want to hear from you. Your comments are welcome.

TELEPHONE: _____ TIME: _____ DATE: _____

QUOTED BY: _____ AUTHORIZED BY: _____

REVISED ESTIMATE OF REPAIRS

DESCRIPTION OF WORK	ESTIMATE #	INVOICE #
I acknowledge notes and oral approval of an increase in the original estimated price	TOTAL ACCEDED	\$ _____
	SALES TAX	\$ _____
<input checked="" type="checkbox"/> X Customer Signature	REVISED TOTAL	\$ _____
TELEPHONE: _____	TIME: _____	DATE: _____
QUOTED BY: _____	AUTHORIZED BY: _____	
ORIGINAL INVOICE #	ORIGINAL WARRANTY #	

05-29-2000

ESTIMATE OF REPAIRS - NOT AN INVOICE



YEAR: 1995 MAKE: SUZUKI MODEL: ESTEEM CSR NO. A 2139040 LICENSE NO. & STATE/PROVINCE: 8XK-3467X

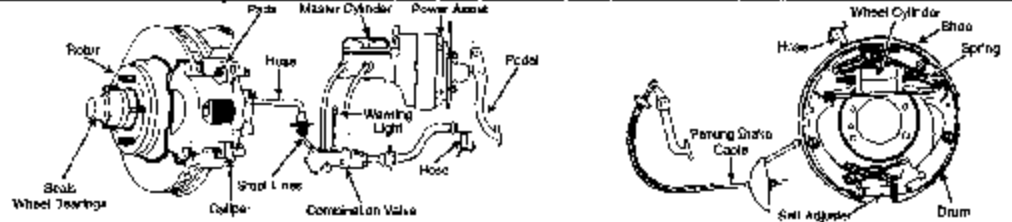
#003

PARKING LOT AND ROAD TEST (check all observations that apply)

INSPECTED	OPTIONAL	REQUIRED	WHEELS		HUB CAP CONDITION		LOCATION		TIRE CONDITION		LOCATION		BRAKE PEDAL FEEL							
			<input type="checkbox"/> Buckle	<input type="checkbox"/> Mismatch	<input type="checkbox"/> Damaged Locks	<input type="checkbox"/> Missing Lug Nuts	<input type="checkbox"/> Locking	<input type="checkbox"/> Missing	<input type="checkbox"/> Broken	<input type="checkbox"/> Mismatch	LF	RF	LR	RR	<input type="checkbox"/> Normal	<input type="checkbox"/> Hard	<input type="checkbox"/> Low	<input type="checkbox"/> Heavy/Grainy	<input type="checkbox"/> High	<input type="checkbox"/> Spongy
			REVERSE STOP TEST		FORWARD STOP TEST		PARKING BRAKE		LUIDS		ROAD TEST NOTES:									
			<input type="checkbox"/> Normal	<input type="checkbox"/> Lock Up	<input type="checkbox"/> Pull	<input type="checkbox"/> Pulsation	<input type="checkbox"/> Normal	<input type="checkbox"/> Pulsation	<input type="checkbox"/> Normal	<input type="checkbox"/> Excessive Travel	<input type="checkbox"/> Inoperative	<input type="checkbox"/> Brake/Warning Oil	<input type="checkbox"/> ABS On	<input type="checkbox"/> ABS Flashing	<input type="checkbox"/> Rear Brake Light Inoperative					

CODE	COMPONENT	CONDITION	CODE	COMPONENT	CONDITION	CODE	COMPONENT	CONDITION
✓	Master Cylinder			Power Booster			Steel Brake Lines	
✓	Low Fluid Level			Valves, Hydraulic & Abs			Location	
✓	Brake Fluid			Front Body To Axle Hubs			Parking Brake Cables	
	Type Specified	DOT-3					Location: F INT LF RF LR RR	

LEFT FRONT				FRONT SPECIFICATIONS				RIGHT FRONT			
CODE	COMPONENT	CONDITION	MEASUREMENTS	FRONT SPECIFICATIONS	MEASUREMENTS	CODE	COMPONENT	CONDITION	MEASUREMENTS	FRONT SPECIFICATIONS	MEASUREMENTS
✓	Lugs or Studs		9/32	Pad or Shoe Min.	10/32	✓	Lugs or Studs		9/32	Pad or Shoe Min.	10/32
✓	Hoses		10/32	Thickness of disc	Machine To Discard At	✓	Hoses		10/32	Thickness of disc	Machine To Discard At
✓	Brake Shoe or Caliper Hardware		.735	Machine To Discard At	.710	✓	Brake Shoe or Caliper Hardware		.735	Machine To Discard At	.710
✓	Self Adjuster		.004	Runout	.0039	✓	Self Adjuster		.004	Runout	.0039
✓	Caliper or Wheel Cylinder			Parallel Dr Taper		✓	Caliper or Wheel Cylinder			Parallel Dr Taper	
✓	Pad or Shoe			Out of Round		✓	Pad or Shoe			Out of Round	
✓	Rotor or Drum	#64		Caliper or shoe mounting bolts		✓	Rotor or Drum	#64		Caliper or shoe mounting bolts	
✓	Backing Plate			(Check one, if applicable)		✓	Backing Plate			(Check one, if applicable)	
✓	Seals			Replace		✓	Seals			Replace	
✓	Wheel Bearings			Reused		✓	Wheel Bearings			Reused	



LEFT REAR				REAR SPECIFICATIONS				RIGHT REAR			
CODE	COMPONENT	CONDITION	MEASUREMENTS	REAR SPECIFICATIONS	MEASUREMENTS	CODE	COMPONENT	CONDITION	MEASUREMENTS	REAR SPECIFICATIONS	MEASUREMENTS
✓	Lugs or Studs		9/32	Pad or Shoe Min.	10/32	✓	Lugs or Studs		9/32	Pad or Shoe Min.	10/32
✓	Hoses		5/32	Thickness of disc	Machine To Discard At	✓	Hoses		5/32	Thickness of disc	Machine To Discard At
✓	Brake Shoe or Caliper Hardware		7.820	Machine To Discard At	7.950	✓	Brake Shoe or Caliper Hardware		7.820	Machine To Discard At	7.950
✓	Self Adjuster			Runout		✓	Self Adjuster			Runout	
✓	Caliper or Wheel Cylinder			Parallel Dr Taper		✓	Caliper or Wheel Cylinder			Parallel Dr Taper	
✓	Pad or Shoe			Out of Round		✓	Pad or Shoe			Out of Round	
✓	Rotor or Drum			Caliper or shoe mounting bolts		✓	Rotor or Drum			Caliper or shoe mounting bolts	
✓	Backing Plate			(Check one, if applicable)		✓	Backing Plate			(Check one, if applicable)	
✓	Seals			Replace		✓	Seals			Replace	
✓	Wheel Bearings			Reused		✓	Wheel Bearings			Reused	

Further Inspection Suggested (Check All That Apply)

Suspension Exhaust Upgrade

Other: _____

Why? _____

Technician Notes: _____

TECHNICIAN SIGNATURE: _____ TECH NO. _____ MGR. _____

TO: BETTER BUSINESS BUREAU OF EL PASO

11 Jan 2001

FROM: [REDACTED]

SUBJECT: Quality of Workmanship not being done at PEP BOYS

1. I wish to make a complaint against PEP BOYS Automotive at 200 S. Americas Ave. at 915 858-8494, 10501 Gateway Blvd West, 915 595-1958, and 2900 N. Mesa St. 915 542-1789. I had brought my 1995 Suzuki Esteem at the first location for brake work as the problem was a vibration in the steering wheel when I braked at Highway Speeds. I was told I needed new brakes and they had needed to resurface the rotors. I paid \$137.00 for the service with a 1 year or 12000 mile warranty. This service was initiated in Jan 2000. Within 6000 miles the problem occurred again only to return to the same location and was told I needed calipers. I went to Midas at 1192 Yarbrough and was told I didn't need calipers but to have the rotors resurfaced. After attempts to get the work done properly was unsuccessful, I called around to get a better referral for PEP BOYS. I was referred to the third location and same service was done with the resurfacing of the rotors. After 11000 miles and still under warranty, I brought it back with the same problem and again after approximately 6500 miles, I then took it to the second location for the same problem but was told at this time that I needed rotors since the rotors could not be resurfaced. Unfortunately, they did not have rotors and asked me to return back the following day. I asked why I wasn't told this in the beginning or why it wasn't stated on my receipt. They told me that I had to ask those locations but that the attitude of the manager at the second store said "We don't have to tell you". I stated that it's my right to know somewhere in between when I need rotors. Otherwise, if I was to get into an accident due to the neglect of work on my rotors, PEP BOYS would be responsible. I have kept all records of when the work was done at these locations, but this does not correct the problem. The service Manager at the first site is Ralph Reyes, the second site is Ray Vasquez, and the third site is Joe Contreras.

2. I am asking since I have to put replacement rotors at my expense, I am seeking PEP BOYS to reimburse me for this since they failed to tell me this in the beginning and has stated to me that this is not covered under the current warranty. Please note that there has to be a breaking point when the customer is told this to prevent problems like this and possible loss of life. This needs to be annotated on the work sheet as a NEED TO KNOW. Should they decide not to reimburse me, I am asking for compensation for services not rendered and that I am pursuing this through the Attorney Generals Office, the ASE Certification Office, and the Department of Transportations Safety Office. I know that PEP BOYS will not replace them at no cost to them. So I have no other recourse than to solve this problem through your office.

3. Any questions I can be reached at [REDACTED]

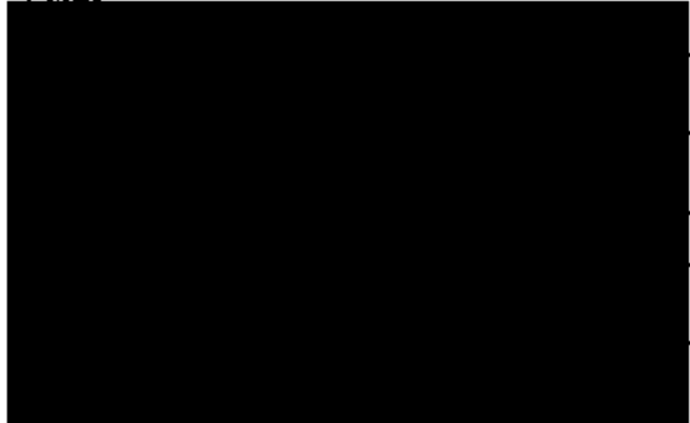
[REDACTED]

OFFICE USE ONLY				
FILE#:	CAT:	VAR:	AGENCY:	ANALYST:

PLEASE ENCLOSE TWO COPIES OF THE COMPLAINT FORM AND ALL RELEVANT DOCUMENTS. DO NOT send original documents. AS A MEDIATION DOCUMENT, ALL COMPLAINTS AND THE ACCOMPANYING INFORMATION YOU PROVIDE ARE OPEN RECORDS. Open records must by law be given to anyone who asks. If you do not want your name and address revealed, we will not be able to mediate your complaint.

WE WILL SEND A COPY OF THIS FORM TO THE BUSINESS - PLEASE WRITE LEGIBLY.

USE BLACK INK ONLY

	Name of business or individual you are complaining about PEP BOYS
	Address 200 S. Americas Ave.
	City EL PASO
	State TX Zip
	Phone (915) 595-1958
	Person you dealt with Ralph Reyes
Age <input checked="" type="checkbox"/> Under 60 <input type="checkbox"/> 60 or over	

1. First contact between you and the business:

- Person came to my home
- I went to company's place of business
- I received a telephone call from business
- I telephoned the business
- I received information in the mail
- I responded to radio/television ad
- I responded to printed advertisement
- Other _____

2. Where did the transaction take place?

- At home
- At business
- By mail
- Over the phone
- Other _____

3. Date(s) of Transaction(s)

28 Jan 00

4. Did you sign a contract?

- Yes (please enclose a copy)
- No

5. Amount of payment: \$ 131.71 Cash Credit Card Loan Lay-a-way Check

Date check was cashed (from your bank statement, if available): Unknown

Have you contacted your credit card company to request a credit to your account? Yes No

6. Have you complained to the business? Yes No If yes, when? 29 May 2000

What was the business' response? The problem was the calipers were sticking and needed replaced but never indicated

7. Have you filed a complaint with another agency? Yes No If yes, what agency did you complain to?

- Better Business Bureau
- J.P. Court
- Police Dept.
- Legal Aid
- Other ATTY GEN'S OFC, NHSTB, ASE

What action was taken by this agency? None. Have not initiated but currently preparing copies

8. Do you have a private attorney representing you in this matter? Yes No

9. Please describe your complaint in detail (attach extra sheets if necessary)

Initially I had taken my car to the above PEP BOYS for a vibration in my steering wheel when the brake is applied during Highway Speed. Around the 29th of May 2000 I returned to the same location for the same problem and 5406 miles later only to be told I needed to replace the calipers since they stated the calipers were sticking. I went to the Midas Shop at 1192 N. Yarbrough Drive to get a second opinion and was told I didn't need calipers but needed the rotors to be resurfaced. I then returned back to PEP BOYS and they insisted the problem was the calipers and not the rotors. Since they didn't want to take the advise of Midas, I decided to go to another PEP BOYS. SEE ATTACHED STATEMENT. I will follow through with other complaint forms on the other PEP BOYS with the same issue. NOTE: the rotors at this location were not resurfaced nor recommended for replacement. Attachments from this PEP BOYS and Midas will be provided. Other complaint forms will follow.

10. What do you believe would be a *fair resolution* to this matter?

To be compensated for the work that was not accomplished as I had to pay for the rotors as well as the installation. Request that an investigation be conducted on the procedures as this might be affecting other consumers. Request this complaint be placed permanently since this is a safety issue and out of fairness, the statement about A NEED TO KNOW about the rotors should have been looked at but was left out.

Texas law prohibits us from giving legal advice or opinions or acting as your personal attorney. If you desire legal advice, we suggest you consider contacting a private attorney to discuss your complaint.

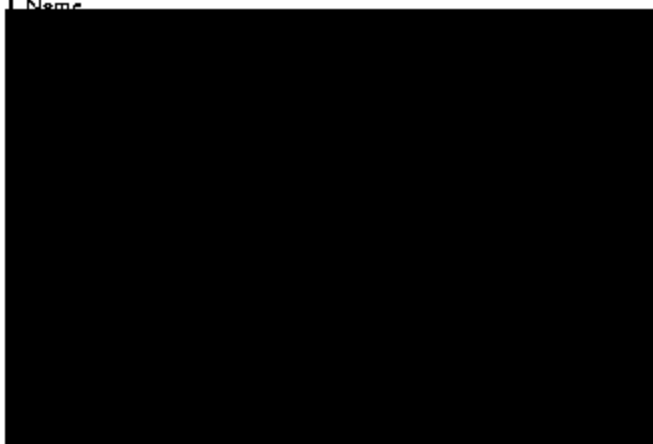
THE ABOVE STATEMENTS ARE TRUE AND ACCURATE TO THE BEST OF MY KNOWLEDGE.

24 Jan 01
DATE

OFFICE USE ONLY				
FILE#:	CAT:	VAR:	AGENCY:	ANALYST:

PLEASE ENCLOSE TWO COPIES OF THE COMPLAINT FORM AND ALL RELEVANT DOCUMENTS. DO NOT send original documents. AS A MEDIATION DOCUMENT, ALL COMPLAINTS AND THE ACCOMPANYING INFORMATION YOU PROVIDE ARE OPEN RECORDS. Open records must by law be given to anyone who asks. If you do not want your name and address revealed, we will not be able to mediate your complaint.

WE WILL SEND A COPY OF THIS FORM TO THE BUSINESS - PLEASE WRITE LEGIBLY.
USE BLACK INK ONLY

Name	Name of business or individual you are complaining about
	PEP BOYS
Address	10501 Gateway Blvd West
City	El Paso
State TX	Zip 79925
Phone	(915) 595-1958
Person you dealt with	Ray Vasquez
Age <input checked="" type="checkbox"/> Under 60 <input type="checkbox"/> 60 or over	

1. First contact between you and the business:
- Person came to my home
 - I went to company's place of business
 - I received a telephone call from business
 - I telephoned the business
 - I received information in the mail
 - I responded to radio/television ad
 - I responded to printed advertisement
 - Other _____

2. Where did the transaction take place?
- At home
 - At business
 - By mail
 - Over the phone
 - Other _____

3. Date(s) of Transaction(s)
01 Jan 2001

4. Did you sign a contract?
- Yes (please enclose a copy)
 - No

5. Amount of payment: \$ 0 Cash Credit Card Loan Lay-a-way Check

Date check was cashed (from your bank statement, if available): N/A

Have you contacted your credit card company to request a credit to your account? Yes No

6. Have you complained to the business? Yes No If yes, when? 01 Jan 2001

What was the business' response? The problem was not done at their location and can't answer to what they did but turned around and stated I needed rotors but didn't have them due to holiday but also didn't check around to see if Auto Zone or Checker Auto was opened.

7. Have you filed a complaint with another agency? Yes No If yes, what agency did you complain to?

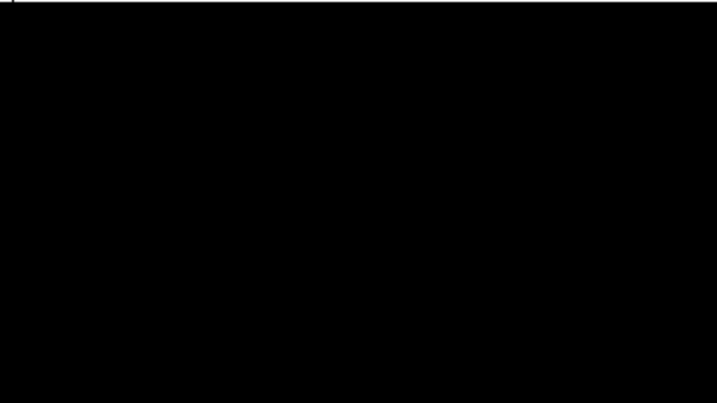
Better Business Bureau J.P. Court Police Dept. Legal Aid Other ATTY GENS OFC, NHSTB, ASE

OFFICE USE ONLY				
FILE#	CAT:	VAR:	AGENCY:	ANALYST:

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WE WILL SEND A COPY OF THIS FORM TO THE BUSINESS - PLEASE WRITE LEGIBLY.

USE BLACK INK ONLY

Name 	Name of business or individual you are complaining about FEP BOYS
	Address 10501 Gateway Blvd West
	City El Paso
	State TX Zip 79925
	Phone (915) 595-1958
	Person you dealt with Ray Vasquez

Age Under 60 60 or over

1. First contact between you and the business:

- Person came to my home
- I went to company's place of business
- I received a telephone call from business
- I telephoned the business
- I received information in the mail
- I responded to radio/television ad
- I responded to printed advertisement
- Other _____

2. Where did the transaction take place?

- At home
- At business
- By mail
- Over the phone
- Other _____

3. Date(s) of Transaction(s)

01 Jan 2001

4. Did you sign a contract?

- Yes (please enclose a copy)
- No

5. Amount of payment: \$ 0 Cash Credit Card Loan Lay-a-way Check

Date check was cashed (from your bank statement, if available): N/A

Have you contacted your credit card company to request a credit to your account? Yes No

6. Have you complained to the business? Yes No If yes, when? 01 Jan 2001

What was the business' response? The problem was not done at their location and can't answer to what they did but turned around and stated I needed rotors but didn't have them due to holiday but also didn't check around to see if Auto Zone or Checker Auto was opened.

7. Have you filed a complaint with another agency? Yes No If yes, what agency did you complain to?

Better Business Bureau J.P. Court Police Dept. Legal Aid Other ATTY GEN'S OFC, NHSTB, ASE

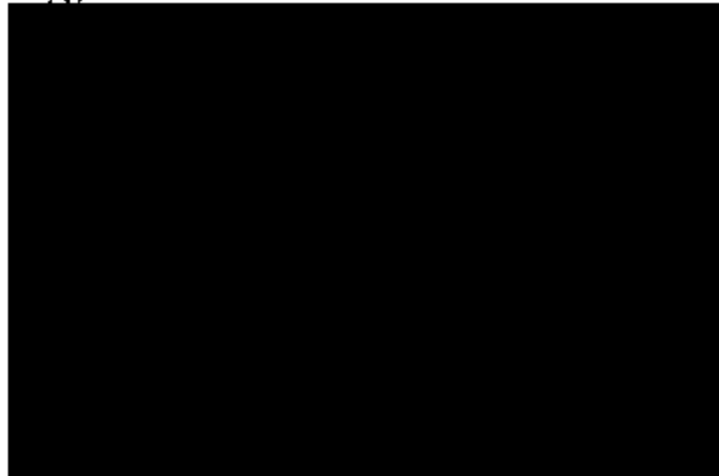
OFFICE USE ONLY

FILE#: CAT: VAR: AGENCY: ANALYST:

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WE WILL SEND A COPY OF THIS FORM TO THE BUSINESS - PLEASE WRITE LEGIBLY.

USE BLACK INK ONLY

	Name of business or individual you are complaining about EEP BOYS
	Address 10501 Gateway Blvd West
	City El Paso
	State TX Zip 79925
	Phone (915) 595-1958
	Person you dealt with Ray Vasquez

1. First contact between you and the business:

- Person came to my home
- I went to company's place of business
- I received a telephone call from business
- I telephoned the business
- I received information in the mail
- I responded to radio/television ad
- I responded to printed advertisement
- Other _____

2. Where did the transaction take place?

- At home
- At business
- By mail
- Over the phone
- Other _____

3. Date(s) of Transaction(s)

01 Jan 2001

4. Did you sign a contract?

- Yes (please enclose a copy)
- No

5. Amount of payment: \$ 0 Cash Credit Card Loan Lay-a-way Check

Date check was cashed (from your bank statement, if available): N/A

Have you contacted your credit card company to request a credit to your account? Yes No

6. Have you complained to the business? Yes No If yes, when? 01 Jan 2001

What was the business' response? The problem was not done at their location and can't answer to what they did but turned around and stated I needed rotors but didn't have them due to holiday but also didn't check around to see if Auto Zone or Checker Auto was opened.

7. Have you filed a complaint with another agency? Yes No If yes, what agency did you complain to?

Better Business Bureau J.P. Court Police Dept. Legal Aid Other ATTY GEN'S OFC, NHSTB, ASE

What action was taken by this agency? At this time is pending

8. Do you have a private attorney representing you in this matter? Yes No

9. Please describe your complaint in detail (attach extra sheets if necessary)

SEE ATTACHED STATEMENT. NOT NOTED IS THE ATTEMPT TO TALK WITH MR. ESCOBAR THE AREA
MANAGER FOR PEP BOYS BUT HAS NOT RETURNED ANY CALLS WITH A FORWARDING MESSAGE.

10. What do you believe would be a *fair resolution* to this matter?

To be compensated for this since I had to pay out of my pocket for the rotors and the
installation as this should have been under the warranty time to include not having
gotten 12000 miles straight through. This is a safety issue since the workmanship
throughout the PEP BOYS chain is very unprofessional and should there had been an
accident, PEP BOYS would have been responsible due to their negligence and carelessness.

Texas law prohibits us from giving legal advice or opinions or acting as your personal attorney. If you desire legal advice, we suggest you consider contacting a private attorney to discuss your complaint.

THE ABOVE STATEMENTS ARE TRUE AND ACCURATE TO THE BEST OF MY KNOWLEDGE.

24 JAN 01
DATE

OFFICE USE ONLY				
FILE#:	CAT:	VAR:	AGENCY:	ANALYST:

PLEASE ENCLOSE TWO COPIES OF THE COMPLAINT FORM AND ALL RELEVANT DOCUMENTS. DO NOT send original documents. AS A MEDIATION DOCUMENT, ALL COMPLAINTS AND THE ACCOMPANYING INFORMATION YOU PROVIDE ARE OPEN RECORDS. Open records must by law be given to anyone who asks. If you do not want your name and address revealed, we will not be able to mediate your complaint.

WE WILL SEND A COPY OF THIS FORM TO THE BUSINESS - PLEASE WRITE LEGIBLY.
USE BLACK INK ONLY

	Name of business or individual you are complaining about PEP BOYS
	Address 9345 DYER ST.
	City EL PASO
	State TX Zip 79924
	Phone (915) 751-3141
	Person you dealt with MANNY
Age <input checked="" type="checkbox"/> Under 60 <input type="checkbox"/> 60 or over	

1. First contact between you and the business:
- Person came to my home
 - I went to company's place of business
 - I received a telephone call from business
 - I telephoned the business
 - I received information in the mail
 - I responded to radio/television ad
 - I responded to printed advertisement
 - Other _____

2. Where did the transaction take place?
- At home
 - At business
 - By mail
 - Over the phone
 - Other _____

3. Date(s) of Transaction(s)
14 JAN 01

4. Did you sign a contract?
- Yes (please enclose a copy)
 - No

5. Amount of payment: \$ 146.00 Cash ^{check} Credit Card Loan Lay-a-way Check

Date check was cashed (from your bank statement, if available): N/A

Have you contacted your credit card company to request a credit to your account? Yes No

6. Have you complained to the business? Yes No If yes, when? 14 JAN 01

What was the business' response? THE WORK WAS NOT DONE AT THEIR LOCATION AND CAN'T ANSWER FOR THEM; BUT THAT THE ACTORS HAVE TO BE REPLACED WHICH WAS AT MY EXPENSE. THIS SHOULD'VE BEEN PEP BOYS RESPONSIBILITY DUE TO NOT TELLING ME IN THE BEGINNING.

7. Have you filed a complaint with another agency? Yes No If yes, what agency did you complain to?
- Better Business Bureau
 - J.P. Court
 - Police Dept.
 - Legal Aid
 - Other ATTY GENS OFC, NHSTB, ASE

What action was taken by this agency? AT THIS TIME IS PENDING

8. Do you have a private attorney representing you in this matter? Yes No

9. Please describe your complaint in detail (attach extra sheets if necessary)

SEE ATTACHED STATEMENT & RECEIPTS.

10. What do you believe would be a *fair resolution* to this matter?

SEE ATTACHED MEMO. I WISH ALSO COMPENSATION
OF \$137.00 FOR 1ST TIME WORK AS WELL AS \$146.00 FOR
COST OF NEW ROTORS AND REINSTALLATION FEE.

Texas law prohibits us from giving legal advice or opinions or acting as your personal attorney. If you desire legal advice, we suggest you consider contacting a private attorney to discuss your complaint.

THE ABOVE STATEMENTS ARE TRUE AND ACCURATE TO THE BEST OF MY KNOWLEDGE.

24 JAN 01
DATE