



U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

Auto Safety Hotline

## Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393  
DC METRO AREA (202) 366-0123  
INTERNET: <http://www.nhtsa.dot.gov>

**FOR AGENCY USE ONLY** 231

Data Received

04-JAN-2000

Od\_or \_\_\_\_\_  
rt\_dt \_\_\_\_\_  
od\_rt \_\_\_\_\_  
up\_ltr \_\_\_\_\_

Reference No.

854670

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

### VEHICLE INFORMATION

Vehicle Ident. No. (VIN) _____ <small>(located at front of windshield or drivers side)</small>	Vehicle Make <b>PONTIAC</b>	Vehicle Model <b>SUNFIRE</b>	Vehicle Year <b>1999</b>	Current Odometer Reading		
Purchase Date <input type="checkbox"/> New <input checked="" type="checkbox"/> Used	Dealer's Name _____ City _____ State _____ Zip Code _____	Engine Size (CID/CC/L) _____	No. Cylinders _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection		
Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbell <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Sport Ult <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other _____	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____

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

Component <b>05100000</b>	Part Name(s) <b>ENGINE</b>	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failures	Date(s) of Failure(s) _____ Mileage at Failure(s) _____ Vehicle Speed at Failure(s) _____	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No

### APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form.)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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### NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE TRAVELING AND MAKING A TURN VEHICLE STALLED WITHOUT INDICATON. ALSO, WHILE IN REVERSE VEHICLE WILL NOT BACK UP. THIS IS INTERMITTENT. DEALER HAS BEEN NOTIFIED. PLEASE PROVIDE FURTHER INFORMATON. \*AK

CONTINUED ON BACK (REVERSE)

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.



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National Highway Traffic Safety Administration

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FOR AGENCY USE ONLY 231

Date Received

CO FEB -9 AM 10  
04 JAN 2000  
OFFICE  
DEFECTS INVESTIG

Gas or  
oil  
oil  
oil

Reference No.

854670

OWNER INFORMATION (Type or Print)

[Redacted Owner Information]

Work Number N/A

Home Number [Redacted]

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?  
In the absence of [Redacted] name and address to the vehicle manufacturer.

YES  NO

Signature of Owner [Redacted]

Date 1/13/2000

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (located at bottom of windshield on driver's side) <u>1G2JB12474511604</u>	Vehicle Make <u>PONTIAC</u>	Vehicle Model <u>SUNFIRE</u>	Vehicle Year <u>1999</u>	Current Odometer Reading <u>18107</u>		
Purchase Date <u>3-30-99</u>	Dealer's Name <u>Thornhill Superstore</u>		Engine Size (CID/GAL) <u>2.2</u>	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas		
<input checked="" type="checkbox"/> New <input checked="" type="checkbox"/> Used	City <u>Chapmanville State WJ</u> Zip Code <u>25508</u>		No Cylinders <u>4</u>	<input checked="" type="checkbox"/> Fuel Injection		
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input checked="" type="checkbox"/> Driverside Airbag <input checked="" type="checkbox"/> Passengerside Airbag <input checked="" type="checkbox"/> Motorbelt <input type="checkbox"/> 2-Point Belt	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input checked="" type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other	Body Style <input checked="" type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component <u>06100008</u>	Part Name(s) <u>ENGINE</u> <u>Transmission</u>	Location <input type="checkbox"/> Left <input checked="" type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failures <u>3+</u>	Date(s) of Failure(s) <u>9-14-99 8-30-99 1-3-00</u>	Mileage at Failure(s) <u>12103 12298 18107</u>	Vehicle Speed at Failure(s) <u>5mph 5mph 10mph</u>
Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No		NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No	

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE TRAVELING AND MAKING A TURN VEHICLE STALLED WITHOUT INDICATON. ALSO, WHILE IN REVERSE VEHICLE WILL NOT BACK UP. THIS IS INTERMITTENT. DEALER HAS BEEN NOTIFIED. PLEASE PROVIDE FURTHER INFORMATON. \*AK

CONTINUE ON BACK IF NEEDED

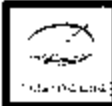
The Privacy Act of 1974-Public Law 93-578 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether 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.





# THORNHILL GM SUPERSTORE

U.S. 119 - Corridor - G  
P.O. Box 4454  
CHAPMANVILLE, W.V. 25508  
Telephone (304) 855-1400



CUSTOMER NO. 17115	ADV/ROD LEE STROUD 13148	TAG NO. 6523	INVOICE DATE	INVOICE NO. PNCS46475
	LABOR RATE 53.00	MILEAGE 18107	COLOR CARIBBEAN G	STOCK NO. 0000
	YEAR / MAKE / MODEL 99/PONTIAC/SUNFIRE/2DR SE CPE		DELIVERY DATE 03/30/99	DELIVERY MILES 11
	VEHICLE ID. NO. 1G2JB1247X7611804		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 01/03/00	
COMMENTS # 224				

LABOR & PARTS		HOURS		TECH(S)		WARRANTY	
J# 1	30PNZ	TRANSMISSION WORK	15.00	5			
CUSTOMER STATES TRANSMISSION IS LEAKING SUPPORT FORWARD CLUTCH. REPLACE C To Recondition Trans Completely (Exc Differential/Final Drive)							
PARTS	QTY	FP NUMBER	DESCRIPTION		UNIT PRICE	WARRANTY	
JOB # 1	1	8652910	FLTR KIT 4.197			WARRANTY	
JOB # 1	1	8683084	PLATE			WARRANTY	
JOB # 1	1	8643741	PLATE			WARRANTY	
JOB # 1	1	8683084	PLATE			WARRANTY	
JOB # 1	1	8631914	OVL KIT 4.005			WARRANTY	
JOB # 1	1	8652506	GASKET 4.255			WARRANTY	
JOB # 1	2	8664982	BRAKE-CL			WARRANTY	
JOB # 1	1	8664982	HOUSING F 4.109			WARRANTY	
					TOTAL PARTS	0.00	
					TOTAL LABOR & PARTS	0.00	
J# 2	50PNZ	ELECTRICAL WORK				0.00	
CHECK GAUGE LIGHT IS COMING ON HAS ONLY TWO BALLONS OF FUEL THIS LIGHT WILL MILEAGE WHEN FUEL LEVEL IS THIS LOW							
PARTS	QTY	FP NUMBER	DESCRIPTION		UNIT PRICE	WARRANTY	
					TOTAL PARTS	0.00	
					TOTAL LABOR & PARTS	0.00	
J# 3	30PNZ-1	TRANSMISSION WORK				0.00	
VEHICLE DOES NOT HAVE 3RD GEAR REFER TO LINE 1							
PARTS	QTY	FP NUMBER	DESCRIPTION		UNIT PRICE	WARRANTY	
					TOTAL PARTS	0.00	
					TOTAL LABOR & PARTS	0.00	
J# 4	99PNZ01	RENTAL CAR				WARRANTY	
1-DAY RENTAL CAR Z7901							
PARTS	QTY	FP NUMBER	DESCRIPTION		UNIT PRICE	WARRANTY	
					TOTAL PARTS	0.00	
					TOTAL LABOR & PARTS	0.00	
SUBLET	POP	YEND UN#	DN DATE	DESCRIPTION		WARRANTY	
JOB # 4	12351		01/13/00	RENTAL		0.00	
					TOTAL SUBLET	0.00	

SERVICE DIRECT

PAGE 1 OF 2 (304) 855-1406  
Fax (304) 855-1414

CUSTOMER COPY

(CONTINUED ON NEXT PAGE)

PARTS DIRECT

Telephone 13:0200 855-1408  
Fax (304) 855-1414



# THORNHILL

PONTIAC-BUICK-GMC, INC.  
 U.S. 119 - Corridor - G  
 At Trace Fork Road  
 CHAPMANVILLE, W.V. 25508  
 Telephone (304) 855-1400

Goodwrench  
**SERVICE**

Goodwrench  
**QUICK LUBE** Plus

### SERVICE DIRECT

Telephone (304) 855-1408  
 Fax (304) 855-1410



### PARTS DIRECT

Telephone (304) 855-406  
 Fax (304) 855-414

CUSTOMER NO. 17115	ADVISOR LEE STROUD 13148	TAG NO. 5860	INVOICE DATE 09/17/99	INVOICE NO. PNCS41403
	LABOR RATE 53.00	MILEAGE 12673	COLOR CARIBBEAN G	STOCK NO. 9899
	YEAR / MAKE / MODEL 99/PONTIAC/SUNFIRE/2DR SE CPE		DELIVERY DATE 03/30/99	DELIVERY MILES 11
	VEHICLE ID. NO. G 2JB1247X7511604		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 09/14/99	
COMMENTS E# 2-4				

LABOR & PARTS  
 J# 1 40PNZ ENG MECHANICAL WORK HOURS: 0.20 TECH(S):20 WARRANTY  
 ENGINE DIES WHEN STOPPING VEHICLE.  
 CUSTOMER CONCERN NOT DUPLICATED

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 50PNZ ELECTRICAL BODY WORK HOURS: TECH(S):20 WARRANTY  
 SEAT BELT LIGHT WONT GO OUT ON VEHICLE.  
 VEHICLE OPERATING TO MANUFACTURERS SPECIFICATIONS

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3+99PNZ01 RENTAL CAR HOURS: TECH(S):20 WARRANTY  
 RENTAL CAR  
 3-DAY RENTAL CAR  
 Z7903

JOB # 3 TOTAL LABOR & PARTS 0.00

SUBLET PO# VEND INV# INV. DATE DESCRIPTION WARRANTY  
 JOB # 3 11862 330315 09/17/99 RENTAL CAR  
 TOTAL - SUBLET 0.00

TECHNICIAN CERTIFICATION  
 20 PAUL JENNINGS ADAMS 4-30-84 JR TEAM

TOTALS  
 \*\*\*\*\*  
 \* [ ] CASH [ ] CHECK NO \*  
 \* [ ] CHARGE [ ] CREDIT CARD \*  
 \*\*\*\*\*  
 PARTS INDICATED WITH AN \* HAVE A LIFETIME GUARANTEE AGAINST FAILURE.  
 YOUR REPAIRS MAY HAVE BEEN PAID IN FULL BY YOUR MANUFACTURER'S WARRANTY. ASK OUR SALES DEPARTMENT TODAY HOW YOU CAN EXTEND YOUR COVERAGE BEYOND THE WARRANTY TERM. PROTECT YOURSELF AGAINST THE COST OF FUTURE REPAIRS!!!  
 THANKS FOR SHOPPING AT THE THORNHILL AUTOMATIVE SUPERSTORE!!!

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL SHOP	0.00
TOTAL MISC ORG	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00
TOTAL INVOICE \$	0.00

CUSTOMER SIGNATURE





# THORNHILL

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U.S. 119 - Corridor - G

At Trace Fork Road

CHAPMANVILLE, W.V. 25508

Telephone (304) 855-1400

**Goodwrench SERVICE**

**Goodwrench QUICK LUBE Plus**

**SERVICE DIRECT**  
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(304) 855-1410

**PRO SHOP** Apparel • Parts • Accessories

**GM Parts**

**PARTS DIRECT**  
Telephone (304) 855-1408  
Fax (304) 855-1414

INVOICE NO. <b>PNCS40634</b>	INVOICE DATE <b>09/07/99</b>	TAX NO. <b>5307</b>	VEHICLE REG. NO. <b>53.00</b>
STOCK NO. <b>9899</b>	DELIVERY DATE <b>03/30/99</b>	VEHICLE MILEAGE <b>12298</b>	VEHICLE MAKE/MODEL <b>PONTIAC/SUNFIRE/2DR SE CPE</b>
DELIVERY MILE <b>11</b>	SELLING DEALER NO.	VEHICLE VIN <b>G2131247X511E04</b>	VEHICLE YEAR <b>99</b>
PRODUCTION DATE	R.O. DATE <b>08/30/99</b>	VEHICLE P.O. NO.	TECHNICIAN'S <b>E# 224</b>

**JOB # 1** **30PNZ** TRANSMISSION WORK HOURS: 5.23 TECH(S): 5  
 TRANSMISSION MAKING UP/INE NOISE  
 CLUTCH, LOW AND REVERSE REPLACE  
 C To Recondition Trans Completely (Exc)

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	8631934	OVHL KIT		WARRANTY
	1	8652910	FLTR KIT 4.191		WARRANTY
	1	7471003	ROLLER		WARRANTY
	1	8652506	GASLET 4.265		WARRANTY
	10	12346187	DEX 3 BUL 8.860		WARRANTY
<b>JOB # 1 TOTAL PARTS</b>				<b>0.00</b>	
<b>JOB # 1 TOTAL LABOR &amp; PARTS</b>				<b>0.00</b>	

**JOB # 2** **95FXZ01** RENTAL CAR HOURS: TECH(S):  
 RENTAL CAR  
 4-DAY RENTAL CAR  
 Z7904

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
<b>JOB # 2 TOTAL PARTS</b>				<b>0.00</b>	
<b>JOB # 2 TOTAL LABOR &amp; PARTS</b>				<b>0.00</b>	

**JOB # 3** **06PNZ** GENERAL MAINT WORK HOURS: TECH(S): 17  
 GM GOODWRENCH QUICK LUBE PLUS  
 GM GOODWRENCH QUICK LUBE PLUS

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	25013792	OIL FLTR 1.835	4.50	
	5	82345615	OIL-SNGOB 8.860	2.35	
<b>JOB # 3 TOTAL PARTS</b>				<b>11.95</b>	
<b>JOB # 3 TOTAL LABOR &amp; PARTS</b>				<b>17.95</b>	

**JOB # 4** **07PNZ07** ROTATE ALL 4 TIRES HOURS: TECH(S): 17  
 ROTATE TIRES  
 ROTATE ALL FOUR TIRES

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
<b>JOB # 4 TOTAL PARTS</b>				<b>0.00</b>	
<b>JOB # 4 TOTAL LABOR &amp; PARTS</b>				<b>8.50</b>	

**JOB # 5** **11739** VEH INVT INV DATE DESCRIPTION  
 09/07/99 RENTAL CAR

WISC	CODE	DESCRIPTION	CONTROL NO	WARRANTY
JOB # 5	W/D	HAZARDOUS WASTE AND MATERIALS		1.01
JOB # 5	P-COUP	COUPON DISCOUNT		5.00
JOB # 5	P-COUP	COUPON DISCOUNT		3.00
<b>TOTAL SUBLET</b>				<b>0.00</b>



# THORNHILL

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U.S. 119 - Corridor - G

At Trace Fork Road

CHAPMANVILLE, W.V. 25508

Telephone (304) 855-1400

**Goodwrench SERVICE**

**Goodwrench Plus QUICK LUBE plus**

### SERVICE DIRECT

Telephone (304) 855-1406

Fax (304) 855-1410

**PRO SHOP** Appare - Parts - Accessories

**Parts**

### PARTS DIRECT

Telephone (304) 855-1408

Fax (304) 855-1414

INVOICE NO.	PNCS40634	INVOICE DATE	08/07/99
STOCK NO.	9999	COLOR	CARIBBEAN G
DELIVERY MILES	11	DELIVERY DATE	03/30/99
PRODUCTION DATE		SELLING DEALER NO.	
		R.O. DATE	08/30/99
NUMBER	DOWN LO RAY ADKINS 127	TAX NO.	5301
LAST PAID	53.00	MILEAGE	12298
YEAR MAKE MODEL	99 PONTIAC SUNFIRE 2DR SE CPE		
VEHICLE NO.	1H2JH1247X 5118 4		
COMMENTS	EX 124		

TECHNICIAN CERTIFICATION: 5 WILLIAM MCCLLOUD  
 317 WILLIAM J. BROWNING  
 12-16-96 OOTEM  
 8-3-98 OOTEM

TOTALS:	TOTAL LABOR	24.50
	TOTAL PARTS	11.95
	TOTAL SUBLET	0.00
	TOTAL S.O.G.	0.00
	TOTAL MISC CHG	1.01
	TOTAL MISC DISC	0.00
	TOTAL TAX	1.17
	<b>TOTAL INVOICE \$</b>	<b>40.63</b>

PARTS INDICATED WITH AN \* HAVE A LIFETIME GUARANTEE AGAINST FAILURE.  
 YOUR REPAIRS MAY HAVE BEEN PAID IN FULL BY YOUR MAINTENANCE PLAN'S WARRANTY. ASK OUR SALES DEPARTMENT TODAY HOW YOU CAN EXTEND YOUR COVERAGE BEYOND THE WARRANTY TERM. PROTECT YOURSELF AGAINST THE COST OF FUTURE REPAIRS!!!  
 THANKS FOR SHOPPING AT THE THORNHILL AUTOMOTIVE SUPERSTORE!!!

CUSTOMER SIGNATURE

*Paid Cash 97.99*

01/13/2000  
13:03:19

HISTORY LISTING

3651  
PAGE 1

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CUSTOMER NAME : [REDACTED] SERIAL NO. : 1G2JB1247X7511604  
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R.O NO. : 46113 R.O DATE : 12/23/1999 R.O TYPE : S  
MILEAGE : 17740 ADVISOR NO. : 127

JOB NUMBER : 1 OPERATION 40PNZ OP. DESC. ENG MECHANICAL WORK  
SALE TYPE : C TECHNICIAN NO(S). 20  
COMPLAINT : POSSIBLE OIL LEAK, CAN SMELL VERY STRONG W/DRIVING ALONG.

CORRECTION : PARTS ORDERED

JOB NUMBER : 2 OPERATION 55PNZ OP. DESC. ELEC INSTRUMENT WORK  
SALE TYPE : C TECHNICIAN NO(S). 20  
COMPLAINT : CK GUAGES LIGHT ON/BAD HOT SMELL.

CORRECTION : PARTS ORDERED

-----  
R.O NO. : 45210 R.O DATE : 12/03/1999 R.O TYPE : S  
MILEAGE : 16721 ADVISOR NO. : 13148  
-----

JOB NUMBER : 1 OPERATION 01PNZ OP. DESC. GENERAL MAINT WORK  
SALE TYPE : C TECHNICIAN NO(S). 140  
COMPLAINT : GM GOODWRENCH QUICK LUBE PLUS

CORRECTION : GM GOODWRENCH QUICK LUBE PLUS

-----  
R.O NO. : 41403 R.O DATE : 09/14/1999 R.O TYPE : S  
MILEAGE : 12673 ADVISOR NO. : 13148  
-----

JOB NUMBER : 1 OPERATION 40PNZ OP. DESC. ENG MECHANICAL WORK  
SALE TYPE : W TECHNICIAN NO(S). 20  
COMPLAINT : ENGINE DIES WHEN STOPPING VEHICLE.

CORRECTION : CUSTOMER CONCERN NOT DUPLICATED

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
41403 J9992

JOB NUMBER : 2 OPERATION 50PNZ OP. DESC. ELECTRICAL BODY WORK  
SALE TYPE : C TECHNICIAN NO(S). 20

01/13/2000  
13:03:19

HISTORY LISTING

3651  
PAGE 2

COMPLAINT : SEAT BELT LIGHT WONT GO OUT ON VEHICLE.

CORRECTION : VEHICLE OPERATING TO MANUFACTURERS SPECIFICATIONS

JOB NUMBER : 3 OPERATION 99PNZ01 OP. DESC. RENTAL CAR  
SALE TYPE : W TECHNICIAN NO(S). 20  
COMPLAINT : RENTAL CAR

CORRECTION : 3-DAY RENTAL CAR  
Z7903

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
41403 Z7903

R.O NO. : 40634 R.O DATE : 08/30/1999 R.O TYPE : S  
MILEAGE : 12298 ADVISOR NO. : 127

JOB NUMBER : 1 OPERATION 30PNZ OP. DESC. TRANSMISSION WORK  
SALE TYPE : W TECHNICIAN NO(S). 5  
COMPLAINT : TRANSMISSION MAKING WHINE NOISE

CORRECTION : CLUTCH, LOW AND REVERSE REPLACE  
C To Recondition Trans Completely (Exc

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
40634 K7580

JOB NUMBER : 2 OPERATION 99PNZ01 OP. DESC. RENTAL CAR  
SALE TYPE : W TECHNICIAN NO(S). 5  
COMPLAINT : RENTAL CAR

CORRECTION : 8-DAY RENTAL CAR  
Z7906

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
40634 Z7906

JOB NUMBER : 3 OPERATION 01PNZ OP. DESC. GENERAL MAINT WORK  
SALE TYPE : C TECHNICIAN NO(S). 117  
COMPLAINT : GM GOODWRENCH QUICK LUBE PLUS

CORRECTION : GM GOODWRENCH QUICK LUBE PLUS

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01/13/2000  
13:03:19

HISTORY LISTING

3651  
PAGE 4

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JOB NUMBER : 1      OPERATION 90PNZ01      OP. DESC. NEW VEHICLE PREP  
SALE TYPE : W      TECHNICIAN NO(S). 20  
COMPLAINT : PRE-DELIVERY INSPECTION  
CORRECTION : PRE -DELIVERY INSPECTION

WARRANTY : CLAIM NO.      OPERATION NO.      CLAIM NO.      OPERATION NO.  
          A11604