

U.S. Department  
of TransportationNational Highway  
Traffic Safety  
Administration

DOT Auto Safety Hotline

## Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT  
1-888-327-4236  
www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 241

Date Received

20-JAN-2000

Od_or	_____
rt_dt	_____
od_rt	_____
up_ltr	_____

Reference No.

855218

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>(Listed at front of windshield or drivers side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
JNKCP0801D8RT5093	INFINITI	G20	1994	

Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
<input type="checkbox"/> Manual <input type="checkbox"/> Automatic	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbell <input type="checkbox"/> 2-Point Belt	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	<input type="checkbox"/> Car <input checked="" type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____	<input type="checkbox"/> Sport Ult. Truck <input type="checkbox"/> Motorcycle <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 05100000	Part Name(s) ENGINE	Location	Failed Part(s)
		<input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	<input type="checkbox"/> Original <input type="checkbox"/> Replacement

No. of Failures 6	Date(s) of Failure(s) 11-NOV-1998 Mileage at Failure(s) 70000 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	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No				<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

## NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

ONGOING/INTERMITTENT PROBLEM WITH ENGINE STALLING UNDER VARIOUS CONDITIONS. VEHICLE BEEN IN/OUT OF DEALER SHOP ON SIX OCCASIONS, AND PROBLEM STILL REOCCURRING. \*AK

CONTINUED ON BACK PLEASE

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.

Auto Safety Hotline		FOR AGENCY USE ONLY 241	
 U.S. Department of Transportation National Highway Traffic Safety Administration		<b>Vehicle Owner's Questionnaire (VOQ)</b> NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline	
OWNER INFORMATION (Type or Print)		Date Received 20-JAN-2000 SERVICES INVESTIGATION	
[Redacted] 585819		Reference No. 855218	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.		<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Signature of Owner <u>Bela J.</u>		Date <u>02/19/00</u>	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom of windshield or driver's door)		Vehicle Make	Current Odometer Reading
<u>JNKCP01D8RT009337</u> <u>JNKCP0804D8RT5002</u>		INFINITI	84,943
Vehicle Model G20		Vehicle Year	1994
Purchase Date <u>OCT. 28, 94</u>		Engine Size (CID/CC/L)	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used		Dealer's Name <u>VAN NESS INFINITI</u> City <u>S.F.</u> State <u>CA</u> Zip Code <u>94109</u>	No Cylinders <u>4</u>
Transmission Type	Anti-lock Brakes	Restraint System	Body Style
<input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input checked="" type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input checked="" type="checkbox"/> Passengerside Airbag	<input checked="" type="checkbox"/> Car <input type="checkbox"/> Sport Util <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other
		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> 2-Door <input checked="" 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	Part Name(s)	Location	Failed Part(s)
05100000	ENGINE	<input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	<input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement
Date(s) of Failure(s) <u>11-NOV-1998</u> Mileage at Failure(s) <u>78000</u> Vehicle Speed at Failure(s) _____		Failed Part(s) Available? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
No of Failures			
6			
APPLICATION INCIDENT INFORMATION			
(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)			
Crash	Fire	Number of Persons Injured	Number of Fatalities
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<u>YES</u>	<u>NO</u>
Estimated Property Damage		Reported to Police	
<u>NO</u>		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
<b>ONGOING/INTERMITTENT PROBLEM WITH ENGINE STALLING UNDER VARIOUS CONDITIONS. VEHICLE BEEN IN/OUT OF DEALER SHOP ON SIX OCCASIONS, AND PROBLEM STILL REOCCURRING. *AK</b>			
CONTINUE ON BACK IF NEEDED			
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.			

I brought the vehicle '94 Infiniti G-20 on Van Ness Infiniti on Oct. 28, 1994. Because I read on the Consumers Report that Infiniti's car have very good quality. I just pick the color of a car; I didn't test the car. When the car mileage hit 2498 miles, I went to the dealership and had my first car service at April 5, 1995. The car is shaking more than usual, so I request the dealer to check it for me. I have no report on the first car service, every other car check up after that one I have kept a copy of the report.

- P1: Dec. 14<sup>th</sup>, 1995, Stewart Infiniti, 9,975 miles. I went to the dealer and request for a check up on the car shaking when idle problem I found. It was at Stewart Infiniti. After service, the car is shaking still. The San Francisco Infiniti moved to 800 Serramonte Blvd. Colma, CA 94094.
- P2: Jan. 15<sup>th</sup>, 1997, Stewart Infiniti, 24,480 miles. I complain about the problem that when a car comes to a stop, it runs roughly and shakes. Sometimes the engine even dies. They fixed. But the car is still shakes.
- P3: Nov. 2<sup>nd</sup>, 1998, Stewart Infiniti, 57,874 miles. Found problems in engine, hard to start. The dealer changes a part. (Reman Starter 23300-63J10R) I paid \$420.19. The car is shaking more than before.
- P4: Dec. 7<sup>th</sup>, 1998. Shen's Infiniti, 60,044 miles. (386 Convention Way, Redwood City, CA 94063) I went there to do the 60,000-mile service. I complain about the problem again, they change the part (Insul Mount Frt 11210-64J06). I paid \$949.99. After that, the car still shakes.
- P5: May 28<sup>th</sup>, 1999, Stewart Infiniti, 70,906 miles. I complained about when coming to a stop, the engine dies. They change two parts. (Mount Frt 11210-64J06, and Engine Mou 11220-62J22) I paid \$521.87. After that, the car still shakes.
- P6: Nov. 11<sup>th</sup>, 1999, Stewart Infiniti, 79,897 miles. The car died on Van Ness Street, I had to push the car to the side and come back next morning to get the car. They couldn't find the problem. They said the car is okay. That night, the car died again. On Nov. 12<sup>th</sup>, I went back to the dealer and left the car there for them to check. Nov. 17<sup>th</sup>, I pick up the car and the car still shakes.
- P7: Jan. 3<sup>rd</sup>, 2000, Stewart Infiniti, 82,440 miles. The check engine light was on and car misfires. So I went to the dealer to get it fixed. They told me to come back tomorrow because they needed to order the parts. (Resister assy-auto T 31037-78J00). So I came back the next day, Jan. 4<sup>th</sup>, and the light went off when the part was replaced, paid \$92.70. The same night when I was stopping at a stop sign, the engine stopped again. On Jan. 5<sup>th</sup>, I went back to the dealer and they replaced another part and tested okay, no charge made. They said that if the car breaks down again, then the parts should be replaced. That night, the car intermittent

stopped. On Jan. 6<sup>th</sup>, they change (Distributor Assy – 22100- 0M811). I paid \$543.37, check #701. Then they said, "The car is doing so far, so good." After I paid, I take my key and walk into the car and try to start the car. It was okay the first time, I wanted to make sure so I tried again. The car didn't start and misfires. So I walked back into the office and they told me to leave the car to them for an advance check. Jan. 11<sup>th</sup>, 2000. They said it is finally fixed now. They replaced two more parts. (Mass air flow 22680-53J00), (hose-air duct 16578-78J01) They give me a discount for last three parts. I paid \$234.51, a total of \$777.88.

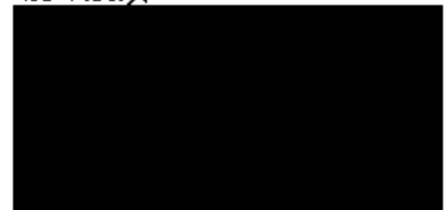
P8: Feb. 17<sup>th</sup>, 2000, Stewart Infiniti, 84,913 miles. Because the check engine light is on again. They restarted the computer inside my car and fixed it. The next morning, Jan 18<sup>th</sup>, the engine died the second I start the car. You need to step on the gas to get it started. Then they said the oil level is higher than normal, it didn't have the correct level & weight of oil. I distinctive remember that I changed my engine oil at Pennzoil Station at Feb. 12<sup>th</sup>. So I went to the station and double-checked. They are sure that it was the correct weight, but released it a little. The car has been okay since then. Sometimes it's still hard to start. So I don't know if it will happen again.

#### Extra

P9: Feb. 23<sup>rd</sup>, Stewart Infiniti, 85155 miles. The engine died all by itself randomly after starting. I went to the dealer to get it checked. Feb. 28<sup>th</sup>, 00, it happened again, they fix it, but there was no charge, so I don't know what they did. But the car is still shaking.

So after all the trouble the dealer and I went through to fix the car. No one is still for sure that the problem won't occur again. The dealer were very nice and worked really hard to fix the car and sometimes even no charge as you can see as long as the car will be finally fixed. I think the car has a malformation ever since it was manufactured. I think the manufactory should take the car to get a better check to find out the problem and get it fix. If the car does have a malformation, a new car should be given to me. But I'm no expert on this matter, so please give me advice on what to do.

Sincerely,



STEWART INFINITY  
 800 Serramonte Boulevard  
 Colma, CA 94014  
 (415) 991-9232

P1

BAR #AF251004

EPA #CAD98'980938

CUSTOMER MAKE [REDACTED]		ADDRESS [REDACTED]		ZIP CODE [REDACTED]		I hereby authorize the repair work hereafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle if (due to fire, theft or any other cause) deposits your vehicle in for any of the reasons listed by availability of parts or delays in parts of service by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs hereon. <input checked="" type="checkbox"/> X CUSTOMER SIGNATURE <i>[Signature]</i>		ORIGINAL ESTIMATE					
MAKE IN		MODEL G23		YEAR 94		ODOMETER 8,975		LICENSE NO. ST. 2T168 CA		LABOR RATE		REVISION EST. DATE TIME \$ PERSON CONTACTED: <input type="checkbox"/> IN PERSON <input type="checkbox"/> BY PHONE	
SERVICE CONSULTANT DOM MCBRIDE				VEHICLE NUMBER JHXCPD10BRT 509337				OPEN DATE 12/14/95		CLOSE DATE		REVISION EST. DATE TIME \$ PERSON CONTACTED: <input type="checkbox"/> IN PERSON <input type="checkbox"/> BY PHONE	
CONTACT CHGV BATA		[REDACTED]		[REDACTED]		[REDACTED]		EXT.		WORK ORDER NO. 69882			

Tag Wait? Wash? Color Trim In-Store  
 431 No Yes Beige C

12/14/95 12:00 12/14/95

01 CLIENT REQUEST 600/7500 MILE SERVICE  
 SERVICE COMPLETED. SET ENGINE TO SPEC. ADJUST BASE IDLE. SET  
 SELF LEARNING CONTROL. BRAKE FRONT 8MM REAR 2.5MM REMAINING

	Add-On?	Tech	Labor	
600/7,500 MILE SERVICE-X20G1	No	88	112.16	Customer
Includes: AS PER ATTACHED MENU-Y0600				

Parts	Qty	Each	Parts	
#ASHER-DRAIN-11026-01W02 ASR	1	.81	.81	Customer
FLTR ASS-OIL-KL -KL-15208-53J00 ASR	1	6.88	6.88	Customer
ENGINE OIL-5W50	4	2.40	9.56	Customer

Expenses	Expense	
HAZARDOUS WASTE DISPOSAL FEE-W23	2.50	Customer

02 CLIENT STATES CAR IDLES ROUGH CHECK AND ADVISE  
 LOTS OF BUILD UP CARBONS ON THROTTLE CHAMBER  
 CLEAN CARBON DEPOSIT AND ADJUST BASE IDLE. RE-SET SELF LEARN:

W10C-W1098	No	88	No Charge	Customer
------------	----	----	-----------	----------

HAPPY HOLIDAYS FROM ALL OF US AT STEWART INFINITY

*Paid \$133.38  
 CASH #312  
 12/14/95  
 NS*

```

*****
T Totals Amount
L Labor.....: 112.16
P Parts.....: 17.39
E Expenses.....: 2.50
T Tax.....: 1.43
T Total.....: 133.38 Customer
*****
  
```

FA 1A7251001

FA 1A7251001

<input type="checkbox"/> I hereby authorize the repair work hereinafter set forth to be done along with the necessary materials and agree that you are not responsible for losses or damage to vehicle or its contents if it is damaged in any way while in your shop or by any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipment by the supplier or manufacturer. I hereby grant you and/or your employees permission to inspect the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereon. <input checked="" type="checkbox"/>			<b>ORIGINAL ESTIMATE</b> \$ REVISIONS BY: DATE TIME PERSON CONTACTED C. H. PERSON C. ST. PHONE REPAIRS EST. DATE TIME PERSON CONTACTED C. H. PERSON C. ST. PHONE			
MAKE	MODEL	YEAR	ODOMETER	LICENSE NO.	ST.	LABOR RATE
IN	CON	98	12,000	GT 162	CA	
CONTACT			VEHICLE NUMBER		OPEN DATE	CLOSE DATE
CARL SHANT			INTORCOVET 2003		1/15/97	
DAY PHONE			EVE. PHONE NO.		EXT.	WORK ORDER NO.
[REDACTED]			[REDACTED]			12121

Tag Wash? Wash? Color Trim In-Service (---Promiser---) Work Completed  
 400 No Yes Balge 0 10/28/94 1/15/97 10:30 1/15/97

00 CLIENT REQUEST 22,500 MILE SERVICE PER MENU  
 PERFORMED 22,500 SERVICE PER MENU. BRKS F-4.5MM R-5.5MM RE-  
 HAZARDING. CHECKED AND SET BASE IDLE SPEED TO SPEC.

Part	Qty	Each	Parts	
WASHER-DRAIN-11028-01002	ASB	1	1.51	Customer
FILTR AEB-DEL-RL -RL-15208-99J0C	ASB	1	3.75	Customer
ENGINE OIL-3000		1	2.40	Customer

Expenses

22,500 MILE SERVICE-12004	No	90	115.20	Customer
Includes LAB FEE ATTACHED MENU-Y0300				
22,500 MILE SERVICE-12004	No	90	115.20	Customer
EXPENSES WASTE DISPOSAL FEE-100			2.50	Customer

00 CLIENT STATED THAT PASSENGER WINDOW IS SLOW MOVING/CHECK AND  
 ADVISE  
 DRN GLASS RW STANDING WITH GLASS.  
 LUBED GLASS RW WITH SILICONE GREASE.

Misc-Body-1000	No	90	40 Charge	Customer
----------------	----	----	-----------	----------

00 CLIENT STATED WHEN COMED TO A STOP CAR RUNS ROUGH/CHECK AND  
 ADVISE  
 LOW BASE IDLE SPEED SETTING.  
 RESET BASE IDLE SPEED TO SPEC.

Misc-Engine Mechanical-1000	No	90	40 Charge	Customer
-----------------------------	----	----	-----------	----------

Page 1 Continued on next page











# Shen INFINITI



## OWN ONE AND YOU'LL UNDERSTAND!

### Major Service Interval

30,000 - 60,000 - 90,000 - 120,000 etc. Mile Service

- Change engine oil and drain plug gasket.
- Replace oil filter.
- Add MOC motor oil conditioner.
- Service battery.
- Check all fluid levels. (top off as necessary)
- Inspect undercarriage for damage and leaks.
- Inspect tires for wear.
- Add MOC windshield washer solvent.
- Set air pressure in tires. (Including spare)
- Repack front wheel bearings QX4.
- Replace active suspension fluid - Q45A (60K)
- Lube door hinge & latch mechanisms.
- Check all lights for proper operation.
- Check brake lines and cables.
- Balance and rotate tires.
- Check alarm operation and warning lights.
- ~~Check and adjust clutch if needed.~~
- Inspect and adjust drive belts. (as needed)
- ~~Replace active suspension fluid (Q45A only)~~
- Inspect brake material for wear <sup>24% duh</sup>  
Est. material remaining Front 90% Back 85%
- Test antilock brake operation, inspect drive boots.
- Check parking brakes and adjust as needed.
- Install MOC fuel system cleaner.
- Replace air filter and fuel filter.
- Check exhaust system for any damage or leaks.
- Check window track and lube window seals.
- ~~Replace rear axle gear oil.~~
- Check steering gear lines & hoses for wear.
- Test A/C cooling to 45 degrees.
- ~~Replace A/C filter if necessary (Equipped models only)~~
- Check power steering operation
- ~~Check FICAS system (4-wheel steering models only)~~
- Check all warning lights.
- Check seat position controls.
- ~~Install MOC ATF cleaner and perform complete ATF fluid exchange (At 30K and 90K)~~
- Replace trans filter, gasket and O ring. (Every 60K) (G20 & I30-add fluid and gasket)
- ~~Manual Trans - replace oil & drain plug gasket.~~
- Flush brake master cylinder and lines.
- ~~Service transfer case. (QX4)~~
- Inspect distributor cap & rotor. (If needed)
- Drain & fill radiator coolant/pressure test system. (Additional service)
- ~~Replace timing belt (Every 60K) M30, M30i only.~~
- Clean battery terminals & test and charge system.  
Amp Test 170 Volts 10.5 Alt Output 4.0
- Replace spark plugs (every 60K) QX4 - every 30K.
- Wash and vacuum car.
- Diagnostic performance test with computer system.

### Additional Services

Fuel System Service	\$
Transmission System Service	\$
Oil System Service	\$
Air Conditioning System Service	\$
Cooling System Service	\$
Quiet Brake Service	\$
Detail Service	\$
4-Wheel Alignment Service	\$
Flush Brake System	\$
Timing Belt Replacement	\$

Customer Signature: [Signature]

TECH: [Signature] TECH# 5

WO#: 39807 / DATE: 12-7-98 MILES: 60,044

### Notice

The SHEN INFINITI Recommended Maintenance Schedules meet or exceed factory recommendations. Prevent unforeseen breakdown by having your vehicle serviced regularly. Our Maintenance Schedules are specially designed to meet the demands of Bay Area road and weather conditions. Prices and services may vary slightly depending on you vehicle's model and engine.





I N F I N I T I

Shen Infiniti
386 Convention Way
Redwood City, CA 94063-1405

Phone: 650-369-4000
Fax: 650-569-4235

INVOICE - CUSTOMER COPY

This form is an itemized list of repairs and is part of the original Repair Order. This Repair Order Continuation is subject to all of the terms and conditions of the original Repair Order.

Page 1 Last Page

Work Order No. 39829

849V AATD1148 EPA# CA100146402

Customer Information



HAPPY HOLIDAYS
TO ALL OF OUR FRIENDS
FROM ALL OF US AT SHEN INFINITI SERVICE DEPT
PLEASE DRIVE SAFELY DURING THE HOLIDAYS
AGAIN THANK YOU FOR YOUR LOYALTY AND FRIENDSHIP
JOE SUI

Table with columns: Make, Model, Year, Odometer, License No., State, Color, Trim, Vehicle No., In-Serv. Date, Stock No.

Table with columns: Cust. No., Contact, Day Phone No., Extension, Evening Phone No., Extension

Service Consultant: RUBEN CASILLAS

Table with columns: Tag, Wait, Wash, Estimate No., Open Date, Promise Date, Time, Work Completed Date, Close Date

01 CUSTOMER SAYS THAT THE FAN BLOWER MOTOR IS WORKING ONLY ON THE FAST SPEED. CHECK & REPAIR.

Misc-Interior-S0001

Acc-On? Tech No SCHEUN

Labor 24.60 Customer

Parts

RESISTANCE-ELECTRIC-27150-62J01

ASR

Qty 1

Each 20.57

Parts 20.57 Customer

01 REMOVED AND REPAVED BLOWER RESISTOR.

FREE CAR WASH EVERYTIME YOU COME IN FOR SERVICE

Summary table with columns: Total, Amount, Labor, Parts, Tax, Total

Page 1 Last Page

SERVICE DEPARTMENT HOURS: 7 AM TO 6 PM
PARTS DEPARTMENT HOURS: 7:30 AM TO 5 PM
STORAGE CHARGES COMMENCE 48 HOURS AFTER REPAIRS ARE COMPLETED.

Table with columns: Original Estimate, Total Revised Estimate, acknowledgment text, Customer acknowledgment text



I N F I N I T I

Stewart Infiniti
800 Serramonte Boulevard
Colma, CA 94104

INVOICE - CUSTOMER COPY

This form is an itemized list of repairs and is part of the original Repair Order. This Repair Order Continuation is subject to all of the terms and conditions of the original Repair Order.

Page 1 Last Page

Phone: 650-991-9292
Fax: 650-757-3873

Work Order No. 21327

BAR# AF25100N EPA# CAD981980998

Customer Information section with redacted fields and Stewart Infiniti address: 800 Serramonte Boulevard, Colma, CA 94104, (650) 991-9292.

Vehicle information table with columns: Make, Model, Year, Odometer, License No., State, Color, Trim, Vehicle No., In. Serv. Date, Stock No. Values: IN, G20, 94, 70,906, BT 168, CA, Beig, C, JNKCP01DBRT, 509337, 10/28/94, 41146.

Contact information table with columns: Cost No., Contact, Day Phone No., Extension, Evening Phone No., Extension. Values: CHOW08, ZHOU BATA, [Redacted], [Redacted].

Service Consultant and Labor Rate table. Values: DON MCBRIDE, Labor Rate [Redacted].

Job details table with columns: Reg, Wait, Wash, Estimate No., Open Date, Promise Date, Time, Work Completed Date, Close Date. Values: 422, No, Yes, [Redacted], 5/28/99, 5/28/99, 16:30, 5/28/99.

01 CLIENT REQUEST INSPECT CAR FOR STALLS AT STOP SIGNS/CHECK AND ADVISE CLEANED THROTTLE BODY AND RESET BASE IDLE ROAD TESTED NOT STALLING NOW.

Misc-Fuel System-C0001 Add-On? No Tech 215 Labor 41.95 Customer

02 CLIENT REQUESTS DRIVE BELTS PER PRIOR RECCOMENDATION REPLACED ENGINE BELTS PER REQUEST.

Misc-Engine Mechanical-A0001 Add-On? No Tech 215 Labor 83.84 Customer

Parts list for job 02: BLT-PWR STRG-KL -KL-11950-53J20 ASR 1 12.99 12.99 Customer; BLT CMPRESSR-KL -KL-A192M-0E00MVW ASR 1 16.89 16.89 Customer.

03 CLIENT REQUEST REPLACE TRANS AND ENGINE MOUNT PER PRIOR RECCOMENDATION REPLACED TRANSMISSION AND ENGINE MOUNT PER PRIOR RECCOMENDATI ON.

Misc-Engine Mechanical-A0001 Add-On? No Tech 215 Labor 126.35 Customer

Parts list for job 03: INSUL MOUNT FRT-11210-64J06 ASR 1 107.35 107.35 Customer; INSULATOR-ENGINE MOU-11220-62J22 ASR 1 111.94 111.94 Customer.

Totals summary table: \* Totals Amount \* Labor 252.14 \* Parts 249.17 \* Tax 20.56 \* Total 521.87 Customer \*

Page 1 Last Page

Signature and acknowledgment section with fields for Original Estimate, Total Revised Estimate, and Customer Signature.





I N F I N I T I

Stewart Infiniti  
800 Serramonte Boulevard  
Colma, CA 94014

Phone: 650-991-9292  
Fax: 650-757-3873

**INVOICE - CUSTOMER COPY**

This form is an itemized list of repairs and is part of the original Repair Order. This Repair Order Continuation is subject to all of the terms and conditions of the original Repair Order.

Page 1 Last Page

Work Order No.  
23740

BAR# AF25100N EPA# CAD98198099B

Customer Information

STEWART INFINITI  
800 Serramonte Boulevard  
Colma, CA 94014  
1650) 991-8292

BAR #AF25100N EPA#CAD98198099B

Make	Model	Year	Odometer	License No.	State	Color	Trim	Vehicle No.	In. Spc. Date	Stock No.	
IN	G20	94	82,440	BT 168	CA	Beig	C	JNKCP01D8RT	509337	10/28/94	41146
Cost. No.	Contact	Day Phone No.	Extension	Evening Phone No.	Extension						
CHOW08	ZHOU BATA										
Service Consultant	Labor Rate										
MITCHELL A STOLTZ											
Typ	Wax	Wash	Estimate No.	Open Date	Promise Date	Time	Work Completed Date	Close Date			
208	Yes	Yes		1/03/00	1/03/00	11:30	1/04/00				

01 CLIENT STATES CHECK ENGINE LIGHT ON AND CAR MISFIRES  
INSPECT & ADVISE  
A/T CODE LINE PRESSURE S/Y (PD745)A/T DROPPING RESISTOR OPEN  
REPLACE RESISTOR, ERASE CODE AND TEST DRIVE O/K NOW

MISC-M9999

Add-On? Tech  
No 89

Labor 42.00 Customer

Parts  
RESISTOR ASSY-AUTO T-31037-78J00

Qty Each Parts  
1 46.84 46.84 Customer

\*\*\*\*\*

* Totals	Amount	*
* Labor.....	42.00	*
* Parts.....	46.84	*
* Tax.....	3.86	*
* Total.....	92.70	Customer *

\*\*\*\*\*

Page 1 Last Page

Original Estimate	Total Revised Estimate	I acknowledge notice and oral approval of an increase in the original estimated price.	Customer acknowledges receipt thereof.
\$	\$	CUSTOMER SIGNATURE _____	CUSTOMER SIGNATURE _____



I N F I N I T I

Stewart Infiniti
800 Serramonte Boulevard
Colma, CA 94014

Phone: 650-991-9292
Fax: 650-767-3873

WORK ORDER / ESTIMATE

Customer Copy
Page 1 Last Page

Work Order No.
23782

BAR# AF25100N EPA# CAD981980998

STEWART INFINITI
800 Serramonte Boulevard
Colma, CA 94014
(850) 991-9292
BAR #AF25100N EPA#CAD981980998

Table with columns: Make, Model, Year, Odometer, License No., State, Color, Title, Vehicle No., In-Serv. Date, Stock No., Cust. No., Contact, Day Phone No., Extension, Evening Phone No., Extension, Service Consultant, Labor Rate, Tag, Wait, Warn, Estimate No., Open Date, Promise Date, Time, Work Completed Date, Close Date.

01 CLIENT REQUESTS REPLACE CRANK ANGLE SENSOR/ CAR INTERMITENTL
Y STALLS

Misc-Engine Mechanical-A0001 Tech 89 Est-Amt 538.18 Customer

\* Totals: CovCd Description Est-Time Est-Amt \*
\* C Customer Pay 538.18 Customer \*

Form with sections: Original Estimate, Hazardous Waste Disposal Fee, Total Combined Estimate, Contact Phone, Revised Estimate, Additional Cost, Date/Time, AM/PM, Person Contacted, Person Phone, CUSTOMER SIGNATURE, and terms and conditions.



I N F I N I T I

Stewart Infiniti  
800 Serramonte Boulevard  
Colma, CA 94014

Phone: 650-991-9292  
Fax: 650-757-3873

INVOICE - CUSTOMER COPY

This form is an itemized list of repairs and is part of the original Repair Order. This Repair Order Continuation is subject to all of the terms and conditions of the original Repair Order.

Page 1 Last Page

Work Order No.  
23782

BAR# AF25100N EPA# CAD981980998

Customer Information								STEWART INFINITI 800 Serramonte Boulevard Colma, CA 94014 (650) 991-9292			
[Redacted]								BAR #AF25100N EPA#CAD981980998			

Make	Model	Year	Odometer	License No.	State	Color	Trim	Vehicle No.	In-Serv. Date	Stock No.	
IN	G20	94	82,665	BT 168	CA	Beig	C	JNKCP01D8RT	509337	10/28/94	41146
Cust. No.		Contact		Phone No.		Extension		Fax No.		Extension	
CHOW08		ZHOU BATA		[Redacted]		[Redacted]		[Redacted]		[Redacted]	
Service Consultant		[Redacted]									
DON MCBRIDE		[Redacted]									
Tag	Wax	Wash	Estimate No.	Open Date	Promise Date	Time	Work Completed Date	Close Date			
998	No	Yes		1/06/00	1/06/00	22:00	1/07/00				

01 CLIENT REQUESTS REPLACE CRANK ANGLE SENSOR/ CAR INTERMITENTLY STALLS  
FOUND CRANK ANGLE SENSOR INTERMITENTLY SHORTING OUT  
REPLACE SENSOR AND PERFORMED MULTIPLE ROAD TESTS OK NOW

Misc-Engine Mechanical-A0001 Add-On? No Tech 89 Labor 84.95 Customer

Parts DISTRIBUTOR ASSY-22100-0M811 Qty 1 Each 423.48 Parts 423.48 Customer

\*\*\*\*\*

* Totals	Amount	*
* Labor.....	84.95	*
* Parts.....	423.48	*
* Tax.....	34.94	*
* Total.....	543.37	Customer *

\*\*\*\*\*

Page 1 Last Page

*paid check # 201*

Original Estimate	Total Revised Estimate	I acknowledge notice and oral approval of an increase in the original estimated price.	Customer acknowledges receipt thereof.
\$	\$	CUSTOMER SIGNATURE x	x _____ CUSTOMER SIGNATURE



I N F I N I T I

Stewart Infiniti
800 Serramonte Boulevard
Colma, CA 94014

INVOICE - CUSTOMER COPY

This form is an itemized list of repairs and is part of the original Repair Order. This Repair Order Continuation is subject to all of the terms and conditions of the original Repair Order.

Phone: 650-991-9292
Fax: 650-757-3873

Work Order No. 23782 Reprint

BAR# AF25100N EPA# CAD981980998

Customer Information section containing address and contact details for Stewart Infiniti.

Table with columns: Make, Model, Year, Odometer, License No., State, Color, Trim, Vehicle No., In-Serv. Date, Stock No.

Table with columns: Cust. No., Contact, Day Phone No., Extension, Evening Phone No., Extension

Service Consultant: DON MCBRIDE

Table with columns: Tag, Wait, Wash, Estimate No., Open Date, Promise Date, Time, Work Completed Date, Close Date

01 CLIENT REQUESTS REPLACE CRANK ANGLE SENSOR/ CAR INTERMITENTLY STALLS
FOUND CRANK ANGLE SENSOR INTERMITENTLY SHORTING OUT
REPLACE SENSOR AND PERFORMED MULTIPLE ROAD TESTS OK NOW

Table listing labor and parts for the first repair, including Misc-Engine Mechanical, Distributor Assy, Mass Air Flow, and Hose-Air Duct.

02 AFTER EXTENDED TEST DRIVES CAR ACTED UP AGAIN CLIENT HAS AUTHORIZED OVER WEEKEND DRIVING BY HERNAN
PERFORM EXTENSIVE TEST DRIVE WITH TEST MASS AIR FLOW AND BOOT CHECK OK REPLACE MASS AIR FLOW AND BOOT SEE LINE #1

Table listing labor for the second repair: Misc-Engine Mechanical.

CLIENT HAS ALREADY PAID \$543.37 CLIENT OWES BALANCE OF \$234.51

Summary table showing Totals, Labor, Parts, Tax, and Total amount.

Bottom section containing Original Estimate, Total Revised Estimate, and Customer Signature lines.



I N F I N I T I

Stewart Infiniti
800 Serramonte Boulevard
Colma, CA 94014

Phone: 650-991-9292
Fax: 650-757-3873

INVOICE - CUSTOMER COPY

This form is an itemized list of repairs and is part of the original Repair Order. This Repair Order Continuation is subject to all of the terms and conditions of the original Repair Order.

Page 1 Last Page

Work Order No. 24343

BAR# AF25100N EPA# CAD98198099B

Stewart Infiniti
800 Serramonte Boulevard
Colma, CA 94014
(650) 991-9292

BAR #AF25100N EPA#CAD98198099B

Table with columns: Make, Model, Year, Odometer, License No., State, Color, Trim, Vehicle No., In Serv. Date, Stock No., Cust. No., Contact, Service Consultant, Labor Rate, Estimate No., Open Date, Promise Date, Time, Work Completed Date, Close Date.

01 CLIENT STATES ENGINE STALLS CHECK AND ADVISE
FOUND ENG OIL OVERFILLED & TPS OUT OF ADJUSTMENT
RE-ADJUSTED TPS & RESET SELF LEARNING CONTROL & BASE IDLE

Misc-Engine Mechanical-A0001 Add-On? No Tech 214 Labor No Charge Customer

LINE 1: TO SPECS CHECKED FUEL PRESSURE FOUND OK, CHECKED ENG WITH CONSULT FOUND NO CODE, CHECKED ALL DATAS FOUND TPS OUT OF ADJUSTMENT. RESET TPS TO SPECS. ALSO NOTICED OIL LEVEL SHOWS HIGH & RECOM USE CORRECT WEIGHT OF OIL & LEVEL. CAR REQUIRES 5 W 30 OIL RECCOMEND CLIENT TAKE CAR BACK TO INDEPENDANT THAT JUST PERFORMED SERVICE AND HAVE OIL LEVEL CORRECTED

\*\*\*\*\*
\* Totals Amount \*
\* Labor.....: No Charge \*
\* Total.....: No Charge Customer \*
\*\*\*\*\*

Page 1 Last Page

Original Estimate Total Revised Estimate I acknowledge notice and oral approval of an increase in the original estimated price. Customer acknowledges receipt thereof. CUSTOMER SIGNATURE x



**SAN RAFAEL**  
2ND. 3RD STREETS WEST OF E.  
(415) 457-LUBE

**SAN FRANCISCO**  
18TH AVE. & NORIEGA ST.  
(415) 664-LUBE

**SANTA ROSA**  
COLLEGE & MENDOCINO AVE.  
(707) 575-LUBE

**NOVATO**  
908 DIABLO AVE.  
(415) 898-LUBE



**OPERATED BY QUICK LUBE OF SAN RAFAEL AND SANTA ROSA**

**INVOICE**  
CONTROL# 48214

VEHICLE ID: 00010015458  
VEHICLE #: 0015458  
PLATE #: CA-BT168

DRIVER: [REDACTED]  
FLEET #: [REDACTED]  
PRICING: 1

NAME: [REDACTED]  
ADDRESS: [REDACTED]

YEAR: 94  
MAKE: INFINITI  
MODEL: G20  
MILEAGE: 84,549

TRANS #: 0048157  
DATE: 02/12/2000  
TIME: 13:58:10  
EMPH: 04.

W1 / W2	STATUS	DESCRIPTION	PART CODE	QTY	PRICE
03/04		Lube, Oil & Filter Only		10.95	28.95
	BULK	Pennzoil 5W30 Bulk	PZ:PZ5W30B	3.25	N/C
	REPLACED	Pennzoil Oil Filter	PZ:PZ38	1.00	N/C
	SEALED	Chassis			N/C
	OK	Air Filter			N/C
	N/A	Breather Element			N/C
	REPLACED	Replaced Washer			N/C
	OK	Drain Plug			N/C
		Wiper Blades			N/C
		Wiper Blades			N/C
		Recycle Fee		1.50	1.50

VEHICLE NOTES	PMT SUMMARY	CHARGE SUMMARY
	MC/Visa 31.30	Parts..... 10.00
	CHANGE 0.00	Labor..... 20.45
		Discounts..... 0.00
		Total tax..... 0.85
		<b>TOTAL DUE..... 31.30</b>

Thank you for coming to Pennzoil 10 Minute Oil Change!



I N F I N I T I

WORK ORDER / ESTIMATE

Stewart Infiniti
800 Serramonte Boulevard
Colma, CA 94014

Customer Copy
Page 1 Last Page

Phone: 650-991-9292
Fax: 650-757-3873

Work Order No.
24391

BAR# AF25100N EPA# CAD981980998

STEWART INFINITI
800 Serramonte Boulevard
Colma, CA 94014
(650) 991-9292

BAR #AF25100N EPA#CAD981980998

Table with columns: Make, Model, Year, Odometer, License No., State, Color, Trim, Vehicle No., In Serv. Date, Stock No., Cust. No., Contact, Day Phone No., Extension, Evening Phone No., Extension, Service Consultant, Estimate No., Open Date, Promise Date, Time, Work Completed Date, Close Date.

01 CLIENT STATES ENGINE DIES POUT AT TIMES & WILL ALSO HAVE MISFIRWE FEELING TO ENGINE-INSPECT & ADVISE

MISC-M9999

Tech 89

Est-Amt C No Charge Customer

\* Totals: CovCd Description Est-Time Est-Amt \*
\* C Customer Pay No Charge Customer \*

Cust: BATA ZHOU Drv#: A3427083 Exp: 04/23/01 St: CA
Ins: PRO WESTINS Policy#: Exp:
Loan Car: Vehicle: Due: 02/23/00

Form with sections: Original Estimate, Revised Estimate, Customer Signature, and terms and conditions.

# BORROWED VEHICLE AGREEMENT

Made this 28 day of FEB Year 00 by and between STEWART TR

hereinafter designated as "Dealer" and the undersigned  
hereinafter designated as "Borrower."

For and in consideration of the loan of that certain vehicle

(Borrower), it is mutually agreed as follows:

(1) The subject vehicle is: Make Ford, Year Model 96, Body Style Geo  
V.I.N. JNKP01P2MT212163 License 2ND20VB

(2) Borrower agrees that he has examined and inspected the loaned vehicle and that it is in first class mechanical and over-all condition.

(3) Borrower agrees that he will not cause or allow the subject vehicle to be loaned, rented, or driven by any person other than Borrower, and is not to be driven beyond a radius of fifty (50) miles from Dealer's place of business.

(4) Borrower agrees that while this Agreement is in force he will preserve and protect the subject vehicle from loss or damage. Borrower agrees to be liable for all costs of repairs to the vehicle regardless of fault. Borrower is specifically advised to be certain that his own automobile insurance coverage will provide for payment of such loss in the event of any accident.

(5) Borrower agrees that he will not use said vehicle, cause or permit the same to be used in any manner whatsoever in violation or contravention of any Municipal, County, State or Federal law, ordinance or regulation.

(6) Borrower agrees that in the event of any accident involving said loan vehicle he will, within twelve (12) hours following such accident, furnish to Dealer a full and complete report thereof, and will report such accident to the Department of Motor Vehicles of the State within the time and in the manner prescribed under the provisions of the Vehicle Code of the State, or, in the event of loss or destruction of said vehicle or any of its accessories or of loss of possession thereof for inability to return same to Dealer on demand for any reason whatsoever, Borrower will pay Dealer the market value of the vehicle and reasonable market value for loss of accessories unless otherwise specified.

(7) Borrower agrees that all expenses incident to the maintenance of the subject vehicle shall be borne solely by Borrower, and Borrower further expressly agrees to hold harmless and indemnify Dealer against all claims and demands arising or resulting from Borrower's use, storage and / or repairs of and to the subject vehicle during the period of this Agreement.

(8) Borrower covenants and agrees with the Dealer that he will forever hold harmless and indemnify said Dealer from any and all claims, demands, causes of action, attorneys fees and expense of any nature arising or alleged to arise from the use, operation, maintenance and ownership of the subject vehicle while this Agreement remains in force and effect, and to reimburse Dealer for any loss or damage during said period. It is further agreed that in the event Dealer files any action to recover possession of or the value of or the cost of repairing said vehicle, or in the event Dealer employs an attorney to defend it in any action filed by Borrower, or anyone claiming for personal injuries, or property damage, arising out of the use of the subject vehicle while in the actual or constructive possession of Borrower, Borrower agrees to pay to Dealer upon demand any and all reasonable sums expended by it for attorney fees and court costs.

(9) The loaned vehicle shall be returned by borrower to the Dealer at his place of business within \_\_\_\_\_ days from date, or prior thereto on Dealer's demand. Borrower also waives any claim which he may hereafter arise for any and all damage he may hereafter sustain by reason of any action, civil or criminal, which Dealer or his Agents may take in connection with the Borrower's use or retention of the subject vehicle in the event of Borrower's failure to return said vehicle to Dealer as specified in this paragraph.

(10) In event Borrower has left another vehicle in possession of Dealer for the purpose of repairs or other services, and should the above described borrowed vehicle be damaged while in the possession of Borrower, then the Dealer shall have lien upon and retain possession of such other vehicle left in possession of Dealer by Borrower until all damage to the borrowed vehicle has been paid, and if not paid within ten days after completion of repairs or other service, the Dealer may sell other vehicle and apply the proceeds to costs of repairs or other service to the borrowed vehicle.

(11) Borrower agrees that he will not operate the vehicle while under the influence of alcohol or narcotics.

(12) Borrower agrees that he will, at his sole risk and expense, maintain Bodily Injury and Property Damage Liability Insurance covering the use of subject vehicle during the time it is in his possession and until it is returned to the Dealer. Dealer shall not be required to carry or provide Bodily Injury or Property Damage Liability Insurance during said period of time.

(13) Borrower represents that he is now duly authorized to operate a vehicle as evidenced by:

Operator's License Number A3127083 State of CA Expiration Date 1-23-01

Insurance Co. Pro Washins Policy No. \_\_\_\_\_

Borrower's Expiration Date \_\_\_\_\_ Agent \_\_\_\_\_

Loaned 11:25 AM 2/28 Year 00 Odometer Reading Out 71615

To be returned \_\_\_\_\_ A.M. \_\_\_\_\_ P.M. \_\_\_\_\_ Year \_\_\_\_\_

Returned \_\_\_\_\_ A.M. \_\_\_\_\_ P.M. \_\_\_\_\_ Year \_\_\_\_\_ Odometer Reading In \_\_\_\_\_

IT IS FURTHER EXPRESSLY AGREED by and between the Parties hereto that the foregoing constitutes the sole Agreement between the parties covering the loan of the subject vehicle by Dealer to Borrower.

Dated this 28 day of FEB Year 00 By Stewart TR

CAUTION: Borrower is responsible for all damage to the vehicle regardless of fault and is advised to contact his own insurance agent or broker to be sure he has insurance coverage.