

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 125

Date Received

24-JAN-2000

 Od_or _____
 Rt_dt _____
 Od_rt _____
 Up_ltr _____

Reference No.

855423

 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) (located at front of windshield on drivers side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1G1ND52J0X6140997	CHEVROLET	MALIBU	1999	

Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
☐ New ☒ Used	City _____ State _____ Zip Code _____	No Cylinders _____	

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☐ 3-Point Belt ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
--	---	---	--	--	--	---

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02000000	Part Name(s) SUSPENSION	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) _____ Mileage at Failure(s) _____ Vehicle Speed at Failure(s) _____	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

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

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHEN APPLYING THE BRAKES AT ANY RATE OF SPEED EXTREME VIBRATION OCCURS WITHIN THE STEERING WHEEL. DEALER CANNOT IDENTIFY THE PROBLEM. PLEASE GIVE ANY FURTHER DETAILS.
*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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U.S. Department of Transportation
National Highway Traffic Safety Administration
1-888-DASH-2-DOT
1-888-327-4236
www.nhtsa.dot.gov/hotline

OWNER INFORMATION (Type or Print)

586232

Reference No.

855423

125

FOR AGENCY USE ONLY

Date Received: 11/19/2009

Office: 24 JAN 2000

Work Number: 855423

Home Number: 855423

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?

YES ☒ NO ☐

Signature of Owner

Date: 11/19/2009

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (located at bottom of windshield on driver's side)

1G1ND52J0X6140897

Vehicle Make

CHEVROLET

Vehicle Model

MALIBU

Vehicle Year

1999

Current Odometer Reading

15,890

Purchase Date

8-9-99

New ☒ Used ☐

Antilock Brakes

Automatic ☒ Manual ☐

Transmission Type

Automatic ☒ Manual ☐

Restraint System

3-Point Belt ☒ 2-Point Belt ☐

Motorized ☒ Non-Motorized ☐

Passenger Side Airbag ☒

Driver Side Airbag ☒

Other ☐

Vehicle Type

Car ☒ Van ☐ Minivan ☐ Other ☐

Body Style

2-Door ☒ 4-Door ☐ Station Wagon ☐ Pick Up Truck ☐ Other ☐

Engine Size (cid/cyl)

6

Engine Type

Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection ☐

Location

Front ☐ Left ☐ Right ☐ Rear ☐

Failed Part(s)

Original ☐ Replacement ☐

Failed Part(s)

Available? ☐ Yes ☐ No ☐

Contacted? ☐ Yes ☐ No ☐

NHTSA Previously ☐ Yes ☐ No ☐

Vehicle Speed at Failure(s)

Mileage at Failure(s)

Crash ☐ Yes ☐ No ☐

Fire ☐ Yes ☐ No ☐

Number of Persons Injured

Number of Failures

Estimated Property Damage

Reported to Police ☒ Yes ☐ No ☐

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

WHEN APPLYING THE BRAKES AT ANY RATE OF SPEED EXTREME VIBRATION OCCURS WITHIN THE STEERING WHEEL. DEALER CANNOT IDENTIFY THE PROBLEM. PLEASE GIVE ANY FURTHER DETAILS.

Statement Attached - 9 statements related to the brake problem

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U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590

POSTAGE WILL BE PAID BY NATL HWY TRAFFIC SAFETY ADMIN.

BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

Official Business
Penalty for Private Use \$300

400 Seventh St., S.W.
Washington, D.C. 20590

**National Highway
Traffic Safety
Administration**

U.S. Department
of Transportation

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



Kimberly of DOT Hotline

*Added to Tape &
Mail PRG. in this
manner.*

TIRE IDENTIFICATION NO. *									
INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)									
Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail									
SIZE		MANUFACTURER/TIRE NAME							
* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.									
NARRATIVE DESCRIPTION (CONTINUED)									

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CARD

EXPIRY: MAY 31, 2000 VALID: 06/01/99

PLATE: ALONAL5
TITLE: 53827832001, SN
VIN: 1G1MD5J8H4140997
VEHICLE: 99 CHEVROLET
TYPE: SUV
WGT: 3112 1212 38113-881

EMISSION INSPECTION REQUIRED/DIESEL EXEMPT



BRYNER CHEVROLET-GEO, Inc.

140 YORK ROAD

JENKINTOWN, PA 19046

PHONE 886-3140 548-3140

SERVICE ADVISOR: RODNEY ROSTIC

REPAIR ORDER NUMBER	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
	10FEB99	3635		990141	T2007		10FEB99	
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	VARIABLE RATE	DELIVERY DATE	PREPARED DATE	
08:33	12:00	1999	CHEVROLET MALIBU		53.00	09FEB99	29	5
MILEAGE IN	MILEAGE OUT	LICENSE NO.	ST/LOCATION					
	29	X3635						

VEHICLE TYPE	HOURS	DIAGNOSTIC	REPAIR	TOTAL
A OWNER STATES HORN INOP				
CAUSE: CRACKED				
E7100 HORN CONTACT AND/OR				
REPLACE				
62 DEPUIS, BRYAN				
1 26052369 CAM				
1 NPN PICK UP				
FC: 60				
PARTS: 26052369				
COUNT: 2				
AUTH CODE:				
B OWNER STATES RIGHT REAR GLASS				
15 BRUSHA DANIE				
C C/K AIS IN TIRE LOW				
15 BRUSHA DANIE				

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INS. OR DISC.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	

STATEMENT OF DISCLAIMER
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Our goal at Bryner Chevrolet is your "COMPLETE SATISFACTION" with the service that we provide. If you were anything but "COMPLETELY SATISFIED" please don't hesitate to contact your service consultant listed at the top of this invoice. Thank you.

BRYNER CHEVROLET-GEO, Inc.

140 YORK ROAD

JENKINTOWN, PA 19046

PHONE 886-3140 549-3140

SERVICE ADVISOR:

STEVE FISHER

DATE READY	DATE RECEIVED	DATE OF SALE	DATE OF DELIVERY	DATE OF REGISTRATION	DATE OF TITLE	DATE OF LICENSE	DATE OF INSURANCE	DATE OF FINANCING	DATE OF OTHER
17MAR99		3635							
TIME IN	TIME OUT	TIME OF DAY	TIME OF WEEK	TIME OF MONTH	TIME OF YEAR	TIME OF DAY	TIME OF WEEK	TIME OF MONTH	TIME OF YEAR
08:04	15:06	1999 CHEVROLET MALIBU							
MILEAGE IN	MILEAGE OUT	ODOMETER NO.	ENGINE NO.	TRANSMISSION NO.	AXLE NO.	WHEEL NO.	TIRES NO.	SALES TAX	REGISTRATION
	1914	X3635							
MISCELLANEOUS COMMENT/LOCATION									

A. OWNER STATES A HESITATION 35-45 MPH - W44 NTE UNABLE TO DUPLICATE C THIS TIME	42 SZOGAS ERIC INS 0.00	(N/C)
B. OWNER STATES WHILE BACKING AND SQUEAK - W44 NTE UNABLE TO DUPLICATE C THIS TIME	42 SZOGAS ERIC INS 0.00	(N/C)
C. OWNER STATES L/RT BEAT BELT TO LATCH IN - CHECK ON EXT NTE UNABLE TO DUPLICATE C THIS TIME	42 SZOGAS ERIC INS 0.00	(N/C)
D. OWNER STATES HORN IS MUFF HEARD THROUGH RADIO - W44 NTE UNABLE TO DUPLICATE C THIS TIME	42 FELTHAUS LLY	

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INS. OR DISC.

SALES TAX

PLEASE PAY

THIS AMOUNT

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CUSTOMER SIGNATURE

BRYNER CHEVROLET-GEO, Inc.

140 YORK ROAD

JENKINTOWN, PA 19046

PHONE 886-3140 549-3140

SE [REDACTED] FISHER

REPAIR ORDER DATE WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	Q. NO.	INVOICE DATE	INVOICE NO.
17 MAR 99	17 MAR 99	3635	[REDACTED]	990141	T2806		17 MAR 99	1452
TIME IN	TIME READY	YEAR	MAKE	MODEL	ENGINE NO.	WARRANTY DATE	DELIVERY DATE	PREPARED DATE
08:04	15:06	1999	CHEVROLET	MALIBU	[REDACTED]	53.00	09 FEB 99	11
MILEAGE IN	MILEAGE OUT	LICENSE NO.	MISCELLANEOUS COMMENT (Location)					
1213	1914	X3635						

E QJ--OWNER ALSO STATES WHEN TIRES ARE UNLACED
HEAR THROUGH RADIO--W44
NTE #UNABLE TO DUPLICATE CONDITION AT
THIS TIME

42 SZOGAS ERIC
INS 00.00

F DN--OWNER STATES L/HEADREAST ALWAYS RAISES
UP WHILE DRIVING--W44
OK #EVERYTHING OPERATING PROPERLY AT THIS
TIME

42 SZOGAS ERIC
INS 00.00

G DA--OWNER STATES L/REAR DOOR HARD TO
OPEN--W44
CAUSE: MISALIGNED
B4400 DOOR ASSEMBLY, REAR
42 SZOGAS ERIC
W44 00.00

FCI 30 PARTS COUNT: 0
CLAIM TYPE: 0
AUTH CODE: 0
B4401 DOOR ASSEMBLY, REAR
42 SZOGAS ERIC
W44 00.00

LABOR AMOUNT		STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.
PARTS AMOUNT		
GAS, OIL, LUBE		
SUBLET AMOUNT		
MISC. CHARGES		
TOTAL CHARGES		
LESS INS. OR DISC.		
SALES TAX		
PLEASE PAY THIS AMOUNT		CUSTOMER SIGNATURE

BRYNER CHEVROLET-GEO, Inc.

140 YORK ROAD

JENKINTOWN, PA 19046

PHONE 866-3140 549-3140

RODNEY BOSTIC

DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE #	INVOICE NO.
24MAR99	3635	1999 CHEVROLET MALIBU	990141	T142		24MAR99	1129
TIME READY	YEAR	MAKE	MODEL	TELEPHONE NO.	VARIABLE RATE	DELIVERY DATE	PREPARED BY
10:48	1999	CHEVROLET	MALIBU		53.00	09FEB99	81
MILEAGE OUT	LICENSE NO.	MISCELLANEOUS COMMENT / LOCATION					
2389	X3635						

OWNER STATES ALARM VALET SWITCH IS BROKEN
CALL TO JACK TO REPAIR OR REPAIR IS BROKEN
SWITCH

NO FIND LABOR CHARGE

51 ICE 0.00

(N/D)

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INS. OR DISC.	0.00
SALES TAX	0.00

PLEASE PAY THIS AMOUNT

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BRYNER CHEVROLET-GEO, Inc.

140 YORK ROAD

JENKINTOWN, PA 19046

PHONE 886-3140 549-3140

SERVICE ADVISOR: STEVE FISHER

DEPT. ORDER WHITEN BY	DATE RECD	STOCK NO.	VEHICLE IDENTIFICATION	ADJUST NO.	TAG NO.	DATE OF NO.	DATE OF NO.	INVOICE NO.
7/01/99	27APR99	3635	1999 CHEVROLET MALIBU	990141	T2270			27APR99
TIME IN	TIME READY	WEAR	VEHICLE MODEL	TELEPHONE NO.	DATE	DATE	DATE	DATE
08:01	11:35		1999 CHEVROLET MALIBU		53.00	09FEB99	11	1
MILEAGE IN	MILEAGE OUT	COPIES NO.	MISCELLANEOUS COMMENT/LOCATION					
	4235	X3635						

CAUSE: MISADJUSTED	
HO2077 DRUM BRAKE	
BOTH	
NO SPENDER STEV	
WA4 0.40	(N/C)
1-12377981 CLEANER	
FC: 3A	
PART#: 12377981	
COUNT: 1	
CLAIM TYPE	
AUTH CODE:	
00	
NO--OWNER STATES WHEN BACKING	
I.N.C. INCLUDED	
NO SPENDER STEV	
CCR 0.00	0.00

LABOR AMOUNT	10.00
PARTS AMOUNT	14.50
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	24.50
LESS INS. OR DISC.	0.00
SALES TAX	1.47

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PLEASE PAY THIS AMOUNT

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please don't hesitate to contact your service consultant listed at the top of this invoice.

Thank you.

BAID
APR 27 1999

MC

BRYNER CHEVROLET-GEO, Inc.

140 YORK ROAD

JENKINTOWN, PA 19046

PHONE 886-3140 549-3140

SERVICE ADVISOR: RODNEY BOSTIC

REPAIR ORDER WRITTEN 9MAY99	DATE READY 19MAY99	STOCK NO. 3635	VEHICLE IDENTIFICATION 1D1ND5230X6140997	CUST. NO. 990141	TAG NO.	P.O. NO.	INVOICE PRINTED 19MAY99	INVOICE NO. 15250
TIME IN 13:30	TIME READY 14:12	YEAR 1999	MAKE & MODEL CHEVROLET MALIBU	TELEPHONE NO. [REDACTED]	VARIABLE RATE 53.00	DELIVERY DATE 09FEB99	REPAIR DATE 81	INVOICE DATE 51
MILEAGE IN [REDACTED]	MILEAGE OUT 5328	LICENSE NO. X3635	MISCELLANEOUS COMMENT / LOCATION					

TECH	TYPE	HOURS	LIST UNIT	NET UNIT	TOTAL
REPAIR DENT ON RIGHT SIDE DOOR FRONT DOOR					
BELOW TRIM					
100 MISC.					
51	CCC	0.00		0.00	0.00
SUBL NOVUS #271368					
	CCC			45.00	45.00
REPAIR NICK IN WINDSHIELD BY NOVUS WINDSHIELD					
100 MISC.					
51	ICE	0.00		(N/C)	
<i>Touch-up L.S. Body Scraper</i>					
<i>M.L.D.G.</i>					
<i>me</i>					

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	45.00
MISC. CHARGES	0.00
TOTAL CHARGES	45.00
LESS INS. OR DISC.	0.00
SALES TAX	2.70
PLEASE PAY THIS AMOUNT	47.70

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Thank you
MAY 18 1999

me
me

BRYNER CHEVROLET-GEO, Inc.

140 YORK ROAD

JENKINTOWN, PA 19046

PHONE 886-3140 549-3140

SERVICE ADVISOR: STEVE FISHER

REPAIR ORDER PRINTED NO.	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED NO.	INVOICE NO.
11597	24 JUN 99	3635	1999 CHEVROLET MALIBU	990141	T2012		24 JUN 99	
TIME IN	TIME READY	YEAR	MAKE	MODEL	TELEPHONE NO.	VARIABLE RATE	DELIVERY DATE	PREPARED BY
08:04	10:59	1999	CHEVROLET	MALIBU		53.00	09 FEB 99	11
INFADE IN	INFADE OUT	LICENSE NO.	ENT/LOCATION					
	7519	X3605						

TECH. TYPE	HOURS	LIST UNIT	NET UNIT	TOTAL
A OWNER STATES HORN IS INOP				
NTF #UNABLE TO DUPLICATE CONDITION AT				
THIS TIME				
42 SZOGAS, ERIC				
CCR	0.00			0.00
B OWNER STATES SEAL AROUND WINDOW				
COMING OFF				
CAUSE IMPROPER FIT...				
N4180 INSTRUMENT PANEL CLUSTER				
DIGITAL/ELECTRO MECHANICAL				
REPLACE INSTRUMENT PANEL				
ASSEMBLY				
42 SZOGAS, ERIC				
WAA	0.40			(N/C)
FC: 2H PART#: COUNT: 0				
AUTH CODE:				
C OWNER STATES CHIP ON THE BACK				
100 MISC.				
42 SZOGAS, ERIC				

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INS. OR DISC.

SALES TAX

PLEASE PAY
THIS AMOUNT

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CUSTOMER SIGNATURE

BRYNER CHEVROLET-GEO, Inc.

140 YORK ROAD

JENKINTOWN, PA 19046

PHONE 886-3140 549-3140

SERVICE ADVISOR: STEVE FISHER

DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE DATED	INVOICE NO.
24 JUN 99	3635		990141	T2012		24 JUN 99	
TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	VARIABLE RATE	DELIVERY DATE	PREPARED BY	
08:04	10:59	1999 CHEVROLET MALIBU		53.00	09 FEB 99	11	11
MILEAGE IN	MILEAGE OUT	LICENSE NO.	MISCELLANEOUS COMMENT / LOCATION				
	7519	X3635					

DESCRIPTION	TYPE	HOURS	LIST PRICE	RETAIL	TOTAL
# LUBE, OIL CHANGE & FILTER					
PACKAGE SPECIAL					
130 # LUBE, OIL CHANGE & FILTER					
PACKAGE SPECIAL					
42 S20GAS, ERIC L					
CCR 0.40					10.00
1 25010792 OIL FLTR					7.50
1 OILMAIN 10W/30 ENG OIL					7.00
FREE LIFETIME STATE INSPECTION					
ORIGINAL PURCHASER @ BRYNER					
FREE LIFETIME STATE INSPECTION					
42 S20GAS, ERIC L					
CCR 0.40					20.00
HIGH ENHANCED EMISSION DYNAMOMETER					
TEST ONLY					
CCR 0.40					49.70
NTF #UNABLE TO DUPLICATE CO					
23 YERKES, STEVEN					

LABOR AMOUNT	79.70
PARTS AMOUNT	14.50
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	94.20
LESS INS. OR DISC.	20.00
SALES TAX	4.45
PLEASE PAY THIS AMOUNT	

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Our goal at Bryner Chev
your "COMPLETE SATISFAC
that we provide. If you were anything but
"COMPLETELY SATISFIED"
please don't hesitate to contact your service
consultant listed at the top of this invoice.
Thank you.

PAID

JUN 24 1999

MIC

K.W.

BRYNER CHEVROLET Inc.

140 YORK ROAD

JENKINTOWN, PA 19046

PHONE (215) 886-3140 (215) 549-3140

SERVICE ADVISOR: STEVE FISHER

REPAIR ORDER DATE PRINTED	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
	23AUG99	3635		990141	T2835		23AUG99	
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	VARIABLE RATE	DELIVERY DATE	PREPARED BY	SA
13:17	16:43	1999	CHEVROLET MALIBU		53.00	09FEB99	11	11
MILEAGE IN	MILEAGE OUT	LICENSE NO.	DOCUMENT / LOCATION					
	9654	X3635						

TECH	TYPE	HOURS	UNIT	NET UNIT	TOTAL
A OWNER STATES WHEN GOING 60-70 MPH AND BRAKE					
THIS APPLIED STEERING COLUMN AND CAR FEELS SHAKY					
SOP #WORK INCOMPLETE: SPECIAL NEEDED TO COMPLETE REPAIR					
10 SPENCER, STEVEN					
INS 0.00 (N/C)					
B NS--OWNER STATES STEERING WHEEL SHAKES					
CAUSE: SOP					
SOP #WORK INCOMPLETE: SPECIAL NEEDED TO COMPLETE REPAIR					
10 SPENCER, STEVEN					
WA4 0.30 (N/C)					
C OWNER STATES RIGHT SIDE TAIL LIGHT					
OUT--WA4					
CAUSE: FAULTY LAMP					
N1590 LAMP ASSEMBLY - REFL					
AND TURN SIGNAL RIGHT					

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INS. OR DISC.	
SALES TAX	
PLEASE PAY THIS AMOUNT	

STATEMENT OF DISCLAIMER

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CUSTOMER SIGNATURE

BRYNER.

JENKINTON

PHONE (215) 886-3140 (215)

SERVICE ADVISOR: STEVE FISHER

REPAIR ORDER NUMBER	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.D. NO.	INVOICE PRINTED	INVOICE NO.
23AUG99	23AUG99	3635	1999 CHEVROLET MALIBU	990141	T2835		23AUG99	151237
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	VARIABLE RATE	DELIVERY DATE	PREPARED BY	SA
13:17	16:43	1999	CHEVROLET MALIBU	215-722-5903	53.00	09FEB99	11	11
MILEAGE IN	MILEAGE OUT	LICENSE NO.	MISCELLANEOUS COMMENT / LOCATION					
75	9654	X3635						

TECH	TYPE	HOURS	ESTIMATE	NET UNIT	TOTAL
10	SPENCER, STEVEN	0.30			(N/C)
	WA4				(N/C)
	1 22649720 LAMP				
	FC: 600000000				
	PART#: 22649720				
	COUNT: 1				
	CLAIM TYPE:				
	AUTH CODE:				
	PJ				

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INS. OR DISC.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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BRYNER CHEVROLET Inc.

140 YORK ROAD

JENKINTOWN, PA 19046

PHONE (215) 886-3140 (215) 549-3140

SERVICE ADVISOR: STEVE FISHER

REPAIR ORDER NO.	DATE READY	BLOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	SALES NO.	INVOICE NO.
	30AUG99	3635		990141	T2946		30AUG99
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	VARIABLE RATE	DELIVERY DATE	PREPARED BY
09:28	15:42	1999	CHEVROLET MALIBU		53.00	09FEB99	11
MILEAGE IN	MILEAGE OUT	LICENSE NO.	MISCELLANEOUS COMMENT/LOCATION				
	10111	X3635					

DESCRIPTION	LISTING	REMARKS	TOTAL
A OWNER STATES POLSATION ON BRAKE			
CAUSE: WARPED			
HO107 CALIPER ASSEMBLY - R			
BOTH WHEELS			
10 SPENCER, STEV			
1:10			
2 18060241 ROTOR			
1 12377981 CLEANER			
FC: 4N			
PART: 18060241			
COUNT: 3			
DISCOUNT:			
AUTH CODE:			
B OWNER STATES NOISE IN STEERING			
CAUSE: EXCESS WEAR			
C6800 COIL (SUPPLEMENTAL)			
RESTRAINT SYSTEM			
10 SPENCER, STEV			
1:20			
1 26051914 COIL			
1 DMEP EPOXY			

DESCRIPTION	TOTAL
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INS. OR DISC.	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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CUSTOMER SIGNATURE

JENKINTOWN, PA 19046

SERVICE ADVISOR: STEVE FISHER

REPAIR ORDER NUMBER	DATE READY	STOCK NO.	VEHICLE NO. IDENTIFICATION	DUST NO.	TAG NO.	WARRANTY NO.	INVOICE NO. PRINTED	INVOICE NO.
10111	30AUG99	3635	1999 CHEVROLET MALIBU	990141	T2946		30AUG99	10111
TIME IN	TIME READY	YEAR	MAKE	MODEL	TELEPHONE NO.	VARIABLE RATE	DELIVERY DATE	FINANCED BY
09:28	15:42	1999	CHEVROLET	MALIBU		53.00	09FEB99	11
MILEAGE IN	MILEAGE OUT	LICENSE NO.	VEHICLE NO. IDENTIFICATION	COMMENT/LOCATION	DATE	TIME	TIME	TIME
10111	10111	X3635						

DATE	TIME	TECH	SRV TYPE	HOURS	DISTANCE	MILEAGE	TOTAL
1	SGH2						(N/C)
FCT 4X							
PART#: 26051914							
COUNT: 100							
CLAIM TYPE:							
AUTH CODE:							
NO							
C REPLACE ROTOR AND SIR COIL							
I.N.C. INCLUDED							
10 SPENCER, STEVEN							(N/C)
INS 0.00							
PARTS BY MELISSA							
100 MISC.							
10 SPENCER, STEVEN							(N/C)
INS 0.00							
E DO - OWNER STATES NO N/IMP TAT							
NTF #UNABLE TO DUPLICATE C							
THIS TIME							
10 SPENCER, STEVEN							(N/C)
INS 0.00							
F NN - OWNER STATES SQUEAK IS HEARD							
OVER BUMPS WAA							
TOTALS							
LABOR AMOUNT							
PARTS AMOUNT							
GAS, OIL, LUBE							
SUBLET AMOUNT							
MISC. CHARGES							
TOTAL CHARGES							
LESS INS. OR DISC.							
SALES TAX							
PLEASE PAY THIS AMOUNT							
STATEMENT OF DISCLAIMER							
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CUSTOMER SIGNATURE							

BRYNER CHEVROLET Inc.

140 YORK ROAD

JENKINTOWN, PA 19046

PHONE (215) 886-3140 (215) 549-3140

SERVICE ADVISOR: STEVE FISHER

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	ACCT. NO.	TAG NO.	WARRANTY NO.	INVOICE PRINTED	INVOICE NO.
	30AUG99	3635		990141	T2946		30AUG99	
TIME READY	YEAR	MAKE & MODEL	INTEREST	FINANCE NO.	VARIABLE RATE	DELIVERY DATE	PREPARED BY	SS/A
09:28	15:42	1999 CHEVROLET MALIBU			53.00	09FEB99	11	1
MILEAGE IN	MILEAGE OUT	LICENSE NO.	STATION / LOCATION					
	10111	X3635						

CAUSE: LUBE SPRING SEATS

ES057 SEAT AND/OR INSULATOR - REAR SPRING (UPPER AND/OR LOWER) -

WIA4 0.30 (N/C)

FC: 2N PART# COUNT: 0

CLAIM TYPE:
AUTH CODE:
NU

DESCRIPTION	AMOUNT
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INS. OR DISC.	0.00
SALES TAX	0.00

PLEASE PAY THIS AMOUNT

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BRYNER CHEVROLET Inc.

140 YORK ROAD

JENKINTOWN, PA 19046

PHONE (215) 886-3140 (215) 549-3140

SERVICE ADVISOR STEVE FISHER

ORDER NO.	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	SALES NO.	INVOICE NO.
1554	14SEP99	3635	1999 CHEVROLET MALIBU	990141	12122		14SEP99
TIME READY	YEAR	MAKE	MODEL	TELEPHONE NO.	VARIABLE RATE	DELIVERY DATE	PREPARED BY
08:04	11:38	1999	CHEVROLET MALIBU		53.00	09FEB99	11
RELEASE NO.	MILEAGE OUT	LICENSE NO.	KEY NO.	KEY TYPE	COMMENT (LOCATION)	KEYS	WARRANTY
	11205	X3635					

DESCRIPTION	DISCOUNT	NET AMT	TOTAL
A # LUBE, OIL CHANGE & FILTER			
PACKAGE SPECIAL			
13C # LUBE, OIL CHANGE &			
PACKAGE SPECIAL			
10 SPENDER, STEV			
CCR 0.00			10.00
1 25010792 OIL FLTR			7.50
OIL			7.00
BROWNER STATES THAT THE DRIVER			
STAY OPES			
THE CAR NEVER RUNS OPERATING			
TIME			
10 SPENDER, STEV			
CCR 0.00			0.00
BROWNER STATES THAT THE CAR HAS			
PUCH ON THE GAS			
CAUSED THE			
J9992 CUSTOMER CONCERN NOT			
10 SPENDER, STEV			
WA4 0.60			(N/C)
EC: 97 PARTIAL			
CLAIM TYPE:			

DESCRIPTION	TOTALS	STATEMENT OF DISCLAIMER
LABOR AMOUNT		The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.
PARTS AMOUNT		
GAS, OIL, LUBE		
SUBLET AMOUNT		
MISC. CHARGES		
TOTAL CHARGES		
LESS INS. OR DISC.		
SALES TAX		
PLEASE PAY THIS AMOUNT		CUSTOMER SIGNATURE

Abstract—The purpose of this study was to determine if there were differences in the prevalence of musculoskeletal disorders among different types of workers. The subjects included all employees of a large manufacturing company who had been employed at least one year. A questionnaire was mailed to each employee asking about symptoms of musculoskeletal disorders and work-related factors. The prevalence rates of musculoskeletal disorders were significantly higher among non-manual workers than manual workers. The prevalence rates of musculoskeletal disorders were also significantly higher among those working in the production department than those working in other departments. These results suggest that the prevalence of musculoskeletal disorders may be related to the type of work performed.

JENKINTOWN, PA 19046

SERVICE ADVISOR: STEVE FISHER

REPAIR ORDER NUMBER	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	SALEST. NO.	TAG NO.	SALE P.D. NO.	INVOICE PRINTED	INVOICE NO.
11205	14SEP99	3635	1999 CHEVROLET MALIBU	990141	T2122		14SEP99	11205
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	VARIABLE RATE	DELIVERY DATE	PREPARED BY	ASSAULT
08:04	11:38	1999	CHEVROLET MALIBU		53.00	09FEB99	11	1
MILEAGE IN	MILEAGE OUT	DICENSE NO.	MODEL YEAR	SALEST. NO.	SALE P.D. NO.	INVOICE PRINTED	INVOICE NO.	
	11205	X3635						

PI	DESCRIPTION	ESTIMATE	ACTUAL	TOTAL
D	OWNER STATES THAT THE REAR BUMPER BE BUFFED OUT			
	NOTE: UNABLE TO DUPLICATE CONDITION AT THIS TIME			
	1.00 HOURS	0.00		0.00
E	CHECK SPEEDO LENS SCRATCHED			
	SOP #WORK INCOMPLETE: SPECIAL ORDER PARTS NEEDED TO COMPLETE			
	1.00 HOURS	0.00		0.00
F	CHECK PULLS LEFT BRAKING--W			
	NOTE: UNABLE TO DUPLICATE CONDITION AT THIS TIME			
	1.00 HOURS	0.00		0.00
G	ON--OWNER STATES WHILE DRIVING UP--WA4			
	NOTE: UNABLE TO DUPLICATE CONDITION AT THIS TIME			
	1.00 HOURS	0.00		0.00
	DESCRIPTION			TOTALS

LABOR AMOUNT		STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.
PARTS AMOUNT		
GAS, OIL, LUBE		
SUBLET AMOUNT		
MISC. CHARGES		
TOTAL CHARGES		
LESS INS. OR DISC.		
SALES TAX		
PLEASE PAY THIS AMOUNT ▶	▶	CUSTOMER SIGNATURE

PHONE (215) 886-3140 (215) 549-3140

REPORT ORDER NUMBER	DATE READY	LOCATION	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	CLASS. NO.	INVOICE NUMBER	INVOICE NO.
08:04	14SEP99	3635	1999 CHEVROLET MALIBU	990141	T2122		14SEP99	17
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	VARIABLE RATE	DELIVERY DATE	PREPARED BY	STATUS
08:04	11:38	1999	CHEVROLET MALIBU		53.00	09FEB99	11	17
MILEAGE IN	MILEAGE OUT	LICENSE NO.	YOUR COMMENTS	COMMENT (LOCATION, ID, etc.)				
	11205	X3635						

[illegible]

DESCRIPTION	TOTALS
LABOR AMOUNT	10.00
PARTS AMOUNT	14.50
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	24.50
LESS INS. OR DISC.	5.00
SALES TAX	1.47
PLEASE PAY THIS AMOUNT	

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please don't hesitate to contact your service consultant listed at the top of this invoice.

Thank you.

SEP 14 1999

W. C. C.

JENKINTOWN, PA 19046

SERVICE ADVISOR: STEVE FISHER

REPAIR ORDER NUMBER	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION NO.	COST NO.	TAG NO.	DATE NO. FILED	INVOICE PRINTED	INVOICE NO.
13:49	08OCT99	3635	1999 CHEVROLET MALIBU	990141	T2441		08OCT99	511
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	VARIABLE RATE	DELIVERY DATE	PREPARED BY CLERK	STATION
13:49	14:42	1999	CHEVROLET MALIBU		53.00	09FEB99	29	11
MILEAGE IN	MILEAGE OUT	LICENSE NO.	REMARKS - VEHICLE DAMAGE, LOCATION, ETC.					
11349	11333	X3635						

RE	DATE	TIME	LOCATION	TECH	TYPE	HOURS	DISTANT	NETTANT	TOTAL
A	VT				OWNER STATES CAN'T READ SPEED				
					BLURRY - S.D.P. WA4				
					CAUSE: DISCOLORED				
					N4115 LENS INSTRUMENT CLUSTER				
					TO SPENCER, STEVEN				
					WA4 0.30				(N/C)
					1 16214766 LENS				(N/C)
					REC'D BY				
					PART#: 16214766				
					COUNT: 1				
					CLAIM TYPE:				
					AUTH CODE:				
					VT				

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INS. OR DISC.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	

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paperwork might or
cost pickup

BRYNER CHEVROLET-GEO, Inc.

140 YORK ROAD

JENKINTOWN, PA 19046

PHONE 886-3140 549-3140

SERVICE ADVISOR: STEVE FISHER

REPAIR ORDER NUMBER	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUSTOMER NO.	TAG NO.	P.O. NO.	SERVICE PRINTED	INVOICE NO.
02NOV99	02NOV99	3635	1999 CHEVROLET MALIBU	990141	T2754		02NOV99	
TIME IN	TIME READY	YEAR	MAKE	MODEL	TELEPHONE NO.	VARIABLE RATE	DELIVERY DATE	PREPARED BY
09:26	12:16	1999	CHEVROLET	MALIBU		53.00	09FEB99	11
MILEAGE IN	MILEAGE OUT	LICENSE NO.	MISCELLANEOUS COMMENT / LOCATION					
	11541	X3635						

D4--OWNER STATES WHEEL SHAKES FROM SOUTH-WEST CAUSE: POOR MACHINING FRONT BOTH 20 REBEL JR, NORM WA4 1.40 COUNT: 0 CLAIM TYPE: AUTH CODE: 04 COURTESY TRANSPORT (SHUTTLE) 20 REBEL JR, NORM WA4 0.00	TOTAL (N/C) (N/C) (N/C)
D4--OWNER STATES WHEEL SHAKES FROM SOUTH-WEST CAUSE: POOR MACHINING FRONT BOTH 20 REBEL JR, NORM WA4 1.40 COUNT: 0 CLAIM TYPE: AUTH CODE: 04 COURTESY TRANSPORT (SHUTTLE) 20 REBEL JR, NORM WA4 0.00	TOTAL (N/C) (N/C) (N/C)
D4--OWNER STATES WHEEL SHAKES FROM SOUTH-WEST CAUSE: POOR MACHINING FRONT BOTH 20 REBEL JR, NORM WA4 1.40 COUNT: 0 CLAIM TYPE: AUTH CODE: 04 COURTESY TRANSPORT (SHUTTLE) 20 REBEL JR, NORM WA4 0.00	TOTAL (N/C) (N/C) (N/C)

LABOR AMOUNT	0.00	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.
PARTS AMOUNT	0.00	
GAS, OIL, LUBE	0.00	
SUBLET AMOUNT	0.00	
MISC. CHARGES	0.00	
TOTAL CHARGES	0.00	
LESS INS. OR DISC.	0.00	
SALES TAX	0.00	

PLEASE PAY THIS AMOUNT

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PHONE (215) 886-3140 (215) 549-3140

REPAIR ORDER NUMBER	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	QUOT. NO.	TAG NO.	SALE P.O. NO.	INVOICE DATED	INVOICE NO.
01DEC99	01DEC99	3635	1999 CHEVROLET MALIBU	990141	T2151		01DEC99	
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	VARIABLE RATE	DELIVERY DATE	PREPARED BY	ISSUED BY
09:31	16:43	1999	CHEVROLET MALIBU		53.00	09FEB99	11	1
MILEAGE IN	MILEAGE OUT	LICENSE NO.	MISCELLANEOUS COMMENT / LOCATION					
	12310	X3635						

TECH	TYPE	HOURS	LIST UNIT	NET UNIT	TOTAL
A OWNER STATES RIGHT PASSANGER WINDOW IS LOOSE					
100	MISC.				
20	REBEL JR, NORTH				
B OWNER STATES SHAKES WHEN BRAKES ARE APPLIED					
50	REBEL JR, NORTH				
CAUSE: OUT OF ROUND.					
101	27 ROTOR ASSEMBLY - R&R				
FRONT BOTH					
20	REBEL JR, NORTH				
WA4	1.20				
2	18060241 ROTOR				
FC:	3M				
1	PART# 18060241				
COUNT:	2				
101	27 ROTOR ASSEMBLY - R&R				
AUTH CODE: E					
TOTALS					

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INS. OR DISC.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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BRYNER CHEVROLET-GEO, Inc.

140 YORK ROAD

JENKINTOWN, PA 19046

PHONE 886-3140 549-3140

SERVICE ADVISOR: STEVE FISHER

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	DUST NO.	TAG NO.	I.P.O. NO.	INVOICE PRINTED	INVOICE NO.
JAN00	20JAN00	3635		990141	T2764		20JAN00	
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	VARIABLE RATE	DELIVERY DATE	PREPARED BY	S/A
08:01	11:17	1999	CHEVROLET MALIBU		53.00	09FEB99	11	1
MILEAGE IN	MILEAGE OUT	W. LICENSE NO.	MISCELLANEOUS COMMENT / LOCATION					
	14791	X3635						

DESCRIPTION	TECH. TYPE	HOURS	AMOUNT	NET AMT	TOTAL
A # LUBE, OIL CHANGE & FILTER			10.00		
PACKAGE SPECIAL					
13C # LUBE, OIL CHANGE & FILTER			10.00		
PACKAGE SPECIAL					
10 SPENCER, STEVEN					
CCR		0.40			10.00
1 25010792 OIL FLTR					7.50
1 OILMAIN 10W/30 ENG					7.00
OIL					
B OWNER STATES CHECK BRAKES					
CAUSE: POOR MACHINING					
H0127 FRONT ASSEMBLY					
FRONT BOTH					
10 SPENCER, STEVEN					
WA4		1.40			(N/C)
FD132N PARTIAL COUNT					
CLAIM TYPE:					
AUTH CODE:					
OR					
H0207 DRUM BRAKE					
BOTH					
10 SPENCER, STEVEN					
WA4		1.00			(N/C)
FD132N PARTIAL COUNT					

DESCRIPTION	AMOUNT	TOTAL
LABOR AMOUNT		
PARTS AMOUNT		
GAS, OIL, LUBE		
SUBLET AMOUNT		
MISC. CHARGES		
TOTAL CHARGES		
LESS INS. OR DISC.		
SALES TAX		
PLEASE PAY THIS AMOUNT		

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CUSTOMER SIGNATURE

Due To Weather Conditions - SNOW!
Unable to Roadtest After Repairs.

[Signature]

BRYNER CHEVROLET-GEO, Inc.

140 YORK ROAD

JENKINTOWN, PA 19046

PHONE 886-3140 549-3140

SERVICE ADVISOR: STEVE FISHER

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
JAN00	20JAN00	3635	1999 CHEVROLET MALIBU	990141	T2764		20JAN00	
TIME IN	TIME READY	YEAR	MAKE & MODEL	VARIABLE RATE	DELIVERY DATE	PREPARED BY		
08:01	11:17	1999	CHEVROLET MALIBU	53.00	09FEB99	11		1
MILEAGE IN	MILEAGE OUT	LICENSE NO.	MISCELLANEOUS COMMENT / LOCATION					
14791	14791	X3635						

TECH	TYPE	HOURS	CUSTOM	NET AMT	TOTAL
CLAIM TYPE:					
AUTH CODE:					
OR					
77901 COURTESY TRANSPORTATION RENTAL					
VEHICLE--1 DAY)					
10 SPENDER, STEVEN					
WA4 0.00 (N/C)					
SUBL ENTERPRISE RENTAL					
ISL (N/C)					
OWNER STATES FOR HORN NOISE AROUND NEAR					
CAUSE: LOOSE					
1720 ACTUATOR, VACUUM DIAPHRAGM					
REPLACE DEFROSTER					
10 SPENDER, STEVEN					
WA4 1.40 (N/C)					
FC12W PARTIAL COUNT					
CLAIM TYPE:					
AUTH CODE:					
NH					
OWNER STATES INSPECT AIR FILTER					
DESCRIPTION					TOTALS
LABOR AMOUNT					
PARTS AMOUNT					
GAS, OIL, LUBE					
SUBLET AMOUNT					
MISC. CHARGES					
TOTAL CHARGES					
LESS INS. OR DISC.					
SALES TAX					
PLEASE PAY THIS AMOUNT					
STATEMENT OF DISCLAIMER					
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.					
CUSTOMER SIGNATURE					

JENKINTOWN, PA 19046

SERVICE ADVISOR: STEVE FISHER

[illegible]

As the holiday season begins and another year
draws to a close we Thank You
for your business and sincerely wish you and
your family all the happiness that a
prosperous New Year can bring

The Greyhound Organization
JAN 20 2000