



U.S. Department
of Transportation

National 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 118

Date Received

27-JAN-2000

Od_or _____
rt_dt _____
od_rt _____
up_ltr _____

Reference No.

855582

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) 2G21WX12X4T928048	Vehicle Make CHEVROLET	Vehicle Model MONTE CARLO	Vehicle Year 1996	Current Odometer Reading
--	----------------------------------	-------------------------------------	-----------------------------	--------------------------

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

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05100000	Part Name(s) ENGINE	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) <u>25-JAN-1999</u> Mileage at Failure(s) <u>51000</u> 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
--	---	---------------------------	----------------------	---------------------------	---

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

WHILE DRIVING AT ANY SPEED THE VEHICLE DIES. THIS HAPPENS WITHOUT ANY KIND OF WARNING. CONSUMER EXPERIENCED SAME PROBLEM IN AUGUST OF 99. THE DEALER IS NOT ABLE TO DUPLICATE THE PROBLEM. DEALER KNOWS THAT THERE IS A PROBLEM, BUT THEY DO NOT KNOW WHAT IT IS. PLEASE PROVIDE ANY FURTHER INFORMATION. AK

CONTINUED ON BACK (11888)

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.

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 118	
		Date Received: OFF 23 AM 6:1 27 JAN 2000 OFFICE OF DEFECTS INVESTIGATION	
OWNER INFORMATION (Type or Print) [Redacted] 586592		Reference No. 855582	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of a signature, name and address to the vehicle manufacturer. Signature of Owner: [Redacted] ☒ YES ☐ NO Date: <u>2/12/00</u>			
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 2G21WX12X4T928048		Vehicle Make CHEVROLET	Vehicle Model MONTE CARLO
		Vehicle Year 1996	Current Odometer Reading
Purchase Date ☐ New ☒ Used	Dealer's Name: <u>Tarneworth Chevrolet</u> City: <u>Cassadaga</u> State: <u>NY</u> Zip Code: <u>14424</u>		Engine Size (CID/CC/L) ☐ Turbo ☐ Diesel ☒ Gas ☐ Fuel Injection No Cylinders
Transmission Type ☐ Manual ☒ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☒ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No
		Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ut ☐ 2-Door ☐ Van ☐ Truck ☐ 4-Door ☐ Minivan ☐ Motorcycle ☐ Stationwagon ☐ Other ☐ Pick Up Truck ☐ Other
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 06100000	Part Name(s) ENGINE	Location ☐ Left ☐ Right ☐ Original ☐ Front ☐ Rear ☐ Replacement	
No of Failures	Date(s) of Failure(s) <u>25 JAN 1999</u> Mileage at Failure(s) <u>51000</u> 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
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
WHILE DRIVING AT ANY SPEED THE VEHICLE DIES. THIS HAPPENS WITHOUT ANY KIND OF WARNING. CONSUMER EXPERIENCED SAME PROBLEM IN AUGUST OF 99. THE DEALER IS NOT ABLE TO DUPLICATE THE PROBLEM. DEALER KNOWS THAT THERE IS A PROBLEM, BUT THEY DO NOT KNOW WHAT IT IS. PLEASE PROVIDE ANY FURTHER INFORMATION. AK Service Invoices enclosed			
CONTINUE ON BACK IF NEEDED			
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2-12-2000

Chevrolet Motor Division
Customer Assistance Center
Post Office Box 7047
Troy, Minnesota 48007-7147

To Whom It May Concern:

On April 27, 1998 I purchased a 1996 Chevrolet Monte Carlo from Farnsworth Chevrolet in Canandaigua, New York. This vehicle had a warrenty until 7-5-00 or 50,000 miles.

Many times I have had problems with this car only to be told it was fixed. My first concern was in May 1999 when the low oil light appeared on the dash. I had the car serviced. Then the engine light came on on several ocaasions. The person with whom I spoke would check it and say it was OK.

June 24, 1999 car was taken to dealership because of water on the back floor. They had the car for one week. They gave me a loaner.

July 2, 1999 car would not start. I called AAA and had it towed to Farnsworth. Car was dropped from tow truck and couldn't be moved or serviced for two days. I rented a car for 16 days. Farnsworth paid for 6 days rental. AAA paid for one day. I paid the balance.

August 30, 1999 the volt light came on. Left car for 5 days. Farnsworth paid for rental and it was covered by warrenty. When this happened Farnsworth told me they couldn't take the car in until next week. They said it was alright to drive it--ignore the light. I left and drove about 5 miles when the car quit and I sat for 3 hours on the side of the road before 1-800-Chevy USA came to tow car back to dealership.

After this experience I decided to go elsewhere for service if I needed it again.

Sept 20, 1999 check engine light kept appearing and then going off. I took car to Hoseilton Chevrolet in East Rochester, New York. They had it for two days and said it was OK.

1-25-00 car has 51,574 miles on it. Car died while driving down the highway. Would not restart. I called AAA and had car towed to Hoseilton. I paid \$28.35 for an electrical system test. There's a problem they couldn't find it.

1-28-00 car lost power and died on highway at 5:30 pm. Would not restart. I had no lights, no flashers--nothing. Volt light and anti lock light came on before it lost all power. Sat on the side of road with busy traffic for an hour before help came. I called AAA and 911. Again towed to Hoseilton.

At this point I decided I would not drive this car any longer. It was too dangerous. The car definitely has a problem and no one seems to be able to diagnosis it. The servicemen acknowledge this fact but tell me to keep driving it and if and when it happens again to call. What would I do if I was on a thruway doing 65 miles per hour and it stopped?

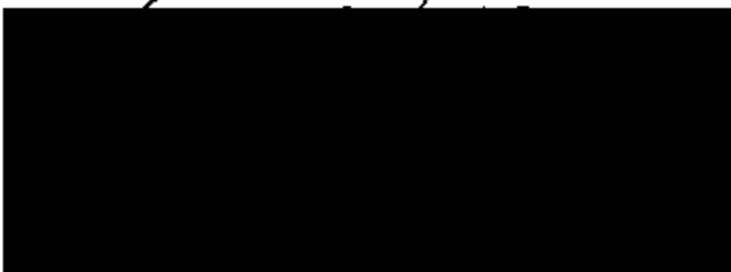
I would probably be seriously injured or killed by someone who hit me from behind because this car just lost power and stopped. No one can stop without hitting you if you give them no warning whatsoever.

On 1-31-00 I leased a 2000 Prism from Hoselton. I had no other choice, the Monte Carlo wasn't running, no one seemed to know what to do and I need a car for my business.

I feel I am entitled to some compensation for the many inconveniences and any money spent for tests and car rental. Please may I hear from you as soon as possible.

I am enclosing copies of all the service invoices.

Thank you.



11 enclosures

cc to: U.S. Department of Transportation
National Highway Traffic Safety Administration

FARNSWORTH



Oldsmobile

NYS REPAIR SHOP
REG. NO. R5350196

2350 Rochester Road (Rte. 332) • Canandaigua, N.Y. • 394-2360 or 924-5180

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends. If not, please tell us immediately.

THANK YOU

ANY WARRANTIES ON THE PRODUCTS SOLD HEREIN ARE THOSE MADE BY THE MANUFACTURER. THE SELLER DOES NOT EXPRESSLY DISCLAIM ALL WARRANTIES WHICH MAY BE MADE BY THE MANUFACTURER. THE SELLER DOES NOT MAKE ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR HIM ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS VEHICLE. CASH, CREDIT CARD & CHECKS ARE ACCEPTED. NO FOREIGN CURRENCY. CUSTOMER'S ACKNOWLEDGEMENTS: ☒ NO CURRENCY

CUSTOMER NO.	ADVISOR	CARD NO.	INVOICE DATE	INVOICE NO.
	LABOR RATE / H	PERSON	LOC OF	STOCK NO.
	VEHICLE MAKE/MODEL	DELIVERY DATE	DELIVERY MILES	
	VEHICLE NO. 1 / 2 / 3 / 4 / 5 / 6 / 7 / 8	PREVIOUS OWNER NO.	PREVIOUS DATE	
	R.T.E. NO.	R.O. NO.	R.O. DATE / /	CROSS REF. NO.
				TV LEASE OUT

LABOR & PARTS
JOB # 1 02CV2110F 3000 MILE SERVICE REPAIRS 111-03-011031
10 PT INSPECTION-OK BELTS, COOLANT, POWER, STEERING, BRAKES
FILTER, TIRE PRESSURES, FLEECING LUBE, OIL AND FILTER
5 QUART MAXIMUM
LUBE, OIL AND FILTER FURNISHED ALONG WITH 10 PT INSPECTION

PARTS	QTY	EP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	PK52-6	PF52	16.95
JOB # 1	6	12345610	DISC 50300 8.800	52.80
JOB # 1	1	25171377	FLUID 1.00%	5.00

JOB # 1 TOTAL PARTS

JOB # 1 TOTAL LABOR & PARTS

JOB # 2 10CVZ BRANCH GENERAL REPAIRS 0.30 111-03-011031
THE CUSTOMER STATES THAT THERE IS A CLUNK FROM THE FRONT OF THE VEHICLE WHEN IN REVERSE LEAVING A STOP. ONE OF 3 ADVISE. THERE IS ALSO A SLIGHT GRIND BEHIND WHEN FIRST MOVING IN THE MORNING.
TEST DRIVE AND INSPECT FRONT SUSPENSION AND REAR. UNABLE TO DUPLICATE CLUNK. GRIND IN PM IS POSSIBLE DUE TO THE OVER-NIGHT RUST FILL WHICH MAY BUILD UP.

PARTS	QTY	EP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2	1			

JOB # 2 TOTAL LABOR & PARTS

TOTALS

CASH ☐ CHECK ☐ CREDIT ☐ DISCOUNT ☒ VISA
FARNSWORTH CHEV/Olds/Geo, 2350 ROCHESTER RD, CANANDAIGUA, NY
716-394-2360, NYS REG R5350196

DISC 16.95
DISC 52.80
DISC 5.00
DISC 16.95
DISC 52.80
DISC 5.00

*INDICATES GOODWRENCH SERVICE FEES FURNISHED BY THE MANUFACTURER
PART

DISC 16.95

AS A SERVICE TO OUR CUSTOMERS, WE WISH TO MAKE YOU AWARE OF AN OPPORTUNITY TO PROTECT YOURSELF AGAINST THE HIGH REPAIR COSTS WITH A MECHANICAL PROTECTION PLAN. FOR MORE INFORMATION, AND ENDORSED BY THIS DEALERSHIP, OUR INSURANCE, AND PARTS. IF YOU ARE INTERESTED IN THIS PROTECTION PLEASE CONTACT OUR BUSINESS MANAGER AT 716-394-2360 EXT. 200 FOR MORE INFORMATION AND PRICES.

CUSTOMER SIGNATURE

FARNSWORTH



CHEVROLET



Oldsmobile



Cadillac

NYS REPAIR SHOP
REG. NO. R5350196

2350 Rochester Road (Rte. 332) • Canandaigua, N.Y. • 394-2360 or 924-5180

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.

THANK YOU

ANY WARRANTIES ON THE PRODUCTS SOLD HEREIN ARE THOSE MADE BY THE MANUFACTURER. FARNSWORTH CANNOT EXPRESSLY DISCLAIM ALL WARRANTIES. TITLE FOR ALL PRODUCTS SOLD HEREIN IS THE PROPERTY OF FARNSWORTH. NO OTHER SERVICE OR REPAIRS WILL BE PERFORMED WITHOUT THE WRITTEN AUTHORIZATION OF FARNSWORTH. NO OTHER PERSON TO ASSUME FOR ANY LIABILITY IN CONNECTION WITH THE SALE OF PRODUCTS. CASH, CREDIT CARD & CHECKS ARE ALL ACCEPTED FOR PAYMENT. CUSTOMER ACKNOWLEDGMENT: REC'D COPY X

CUSTOMER NO. 100000	ADVISOR JIM M. MURPHY	DATE NO. 10/1/80	INVOICE DATE 10/1/80	INVOICE NO. 100000
	LABOR RATE \$1.00	DISCOUNT \$0.00	COLOR BLACK	STOCK NO. 100000
	YEAR, MAKE, MODEL 1980, CHEVROLET, CHEVROLET	MAKE/STOCK 100000	DELIVERY DATE 10/1/80	DELIVERY GROSS 100000
	VEHICLE NO. 100000	SELLING DEALER NO. 100000	PROD. OF DATE 10/1/80	CROSS REF. NO. 100000
	FILE NO. 100000	RD. NO. 100000	RD. DATE 10/1/80	

LABOR & PARTS
JOB # 1 02CVZ1LDF 3000 MILE SERVICE HOURS: 1.00 (EACH) 1.0000
10 PT INSPECTION-CH. BELTS, HOSES AND BUSHES, FLUID LEVELS, AIR
FILTER, TIRE PRESSURES. PERFORM LUB. OIL AND FILTER
5 QUART MAXIMUM
LUBE, OIL AND FILTER PERFORMED ALONG WITH 10 PT INSPECTION

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	PK52-6	FF52	16.35	16.35
JOB # 1	6	12345610	OIL QUART 5.000	XXXX	XXXX
JOB # 1	1	25171377	FILTER 1.000	XXXX	XXXX
JOB # 1 TOTAL PARTS					16.35

JOB # 1 TOTAL LABOR & PARTS 21.05

JOB # 2 16CVZ1DIAG DIAGNOSE ENG PERFORM HOURS: 1.00 (EACH) 1.0000
CUSTOMER STATES SERVICE ENGINE LIGHT COMES ON
SCAN CHECK STORED MISFIRE CODE, CLEAN SPARK PLUGS
AND REINSTALL. ROAD TEST
AFTER THOROUGH INSPECTION VEHICLE OPERATING ACCORDING TO
MANUFACTURE SPECIFICATIONS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2					0.00
JOB # 2 TOTAL PARTS					0.00
JOB # 2 TOTAL LABOR & PARTS					0.00

CASH ☐ CHECK ☐ CHG ☐ DISCOVER ☐ MOBILE ☐ AMER X ☐ OTHER ☐	TOTAL LABOR	5.00
FARNSWORTH CHEV-OLDS-CAD. 2350 ROCHESTER RD. CANANDAIGUA, N.Y.	TOTAL PARTS	16.35
716-394-2360, NYS REG R5350196	TOTAL GUBLET	0.00
INDICATES GOODWRENCH SERVICE PLUS LIMITED 1 YEAR WARRANTY	TOTAL S.O.S.	0.00
ASK ADVISOR FOR DETAILS APPLIC TO CUSTOMER PROGRAM	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX	0.00
	TOTAL INVOICE	21.40

AS A SERVICE TO OUR CUSTOMERS, WE WISH TO MAKE YOU AWARE OF AN OPPORTUNITY TO PROTECT YOURSELF AGAINST INCREASING REPAIR COSTS WITH A MECHANICAL PROTECTION PLAN BACKED BY GM AND ENDORSED BY THIS DEALERSHIP, OUR TECHNICIANS, AND OWNERS. IF YOU ARE INTERESTED IN THIS PROTECTION PLEASE CONTACT OUR BUSINESS MANAGER AT 716-394-2360 EXT. 225 FOR MORE INFORMATION AND PRICES.

CUSTOMER SIGNATURE

plus

 CHEVROLET Oldsmobile Cadillac

2350 Rochester Road (Rte. 332) • Canandaigua, N.Y. • 394-2360 or 924-5180

ANY WARRANTIES ON THE PRODUCTS SOLD HEREIN ARE DISCLAIMED BY THE MANUFACTURER. THE SELLER
HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING BUT NOT
LIMITED TO, THE WARRANTY OF MERCHANTABILITY OF THE GOODS FOR A PARTICULAR PURPOSE AND THE
AUTHORITIES AND OTHER PERSONS TO BE HELD RESPONSIBLE FOR THE ACCIDENTS IN CONNECTION WITH THE
PRODUCTS.
CASH, CREDIT CARD & CHECKS \$15.00 CHARGE FOR RETURNED CHECKS
CUSTOMER ACKNOWLEDGES
REC'D COPY 8

THANK YOU

CUSTOMER NO. 6095	ADVISOR FRANK HOFER	CARD NO. 1116	INVOICE DATE 07/24/77	INVOICE NO. 0970100
	LABOR RATE \$9.00	DISCOUNT NO. 000001	WARRANTY IN 4117	STOCK NO.
	YEAR MAKE MODEL 1976 CHEVROLET - FORD LTD 3500000000		DELIVERY DATE 07/24/77	DELIVERY NO. 000000
	VEHICLE ID NO. 0014X1234190004002		SELLING DEALER NO.	PRODUCTION DATE
	TITLE NO.		REG. NO.	SALES TAX NO.
PHONE	18 000 000 00 05		MILEAGE OUT	

DIAGNOSE ENG PERFORM HOURS: 1.00 TECH(S)11000
ADVISEENGINE WILL NOT STAY RUNNING
IDLES ROUGH
WIRES ARKING
REPLACE SPARK PLUG WIRES (ALL)

WARRAFF 3

PART	QTY	FF	NUMBER	DESCRIPTION	UNIT PRICE
JOE	1	1	12173561	WIRE BIT 2.270	
JOE	1	1	24504834	GASKET 3.300	
JOE	1	1	10131047	COAL DR 3.270	
JOE	1	1	24504025	GASKET 3.270	

JOB # 1 TOTAL PARTS

JOB # 1 TOTAL LABOR & PARTS

WARRANTY
WARRANTY
WARRANTY
WARRANTY
0.00

REPLACED REAR BRAKE PADS AND TURN KNUCKLES
WORN OUT

22.29

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
008 2	1	18029075	PAD KIT 5.017	\$1.80
JOB # 2 TOTAL PARTS				

JOB # 2 TOTAL PARTS

JOB # 2 TOTAL LABOR & PARTS

51.00
51.50

UN 016512 DRIVABILITY FOR HOURS 1700 (1100) 1608
 QUIT WHILE DRIVING
 FUEL PUMP INOP
 REPLACED INTANK FUEL PUMP

Wages & Salaries

ARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOHN 3	1	25160463	SPRING	
JOHN 3	1	25121580	SPRING	
JOHN 3	1	25094266	SPRING	
JOHN 3	1	25029738	SPRING	

JOB # 3 TOTAL PARTS

JOB # 3 TOTAL LABOR & PARTS

WARRANTY
WARRANTY
WARRANTY
WARRANTY
9, 9, 9

JH 1980VZALTRANS ALTERNATE TRANSPORT HOURS: TECH(5):1097
 ENTERPRISE RENTAL
 OK 6 DAYS BY BRUCE AT CMP ON 7/1/00

References

DATE	QTY	FR. NUMBER	DESCRIPTION	UNIT PRICE
------	-----	------------	-------------	------------

UNIT PRICE
TOTAL PARTS

JOB # 4 TOTAL LANS & PARS

3.63

EQUIP-----PO#-----VEND INVM INV DATE-----DESCRIPTION-----
 3000004-----1536-----267993-----07/14/29-----DAYS RENTAL

WARRIOR
9.00

CHEVROLET Oldsmobile Cadillac

2350 Rochester Road (Rte. 332) • Canandaigua, N.Y. • 394-2360 or 924-5180

ANY WARRANTY ON THE PRODUCTS SOLD HEREBY ARE BASED ON THE MANUFACTURER'S OFFICIAL
LITERATURE AND ASSUMES ALL RESPONSIBILITY TO BE BASED ON THE LITERATURE. NO OTHER
WARRANTY OR REPRESENTATION OF FITNESS FOR ANY PURPOSES OF USE ARE ASSUMED BY
ANY OTHERS AND NO OTHER PERSON OR ENTITY SHALL BE HELD RESPONSIBLE FOR THE SALE OF ANY
PRODUCTS.
CASH, CREDIT CARDS & CHECKS \$15.00 CHARGE FOR RETURNED CHECKS
OUR STORES ARE NOW OPEN!
Eugene, OR, WA

THANK YOU

[illegible]

UNCLAS//NOFORN

DIAG STAT/CHARG SYS PDURS: 5.01 1712/53/1004

THE CUSTOMER STATED THAT THE VOLT BURN WAS ON FOR AWHILE AND THEN THE VEHICLE QUIT. IT WOULD NOT RESTART. C/O CR & ADVICE.

ADVISE. . . .
DIAGNOSE AND REPLACE FORD CY 21 TERMINATOR

DIAGNOSE AND REPLACE FAULTY ALTERNATOR.
3.0LH REQUIRED TO REPLACE ONE BATTERY CABLE END DUE TO
SEIZED BOLT.

BM CERTIFIED USED WARRANTY

PARIS	QTY	PP-NUMBER
MOD-R 1	1	10464067
MOD-R 1	1	10464067
MOD-R 1	1	52444

DESCRIPTION
GENE 14.5 0.271
CORE RETURN
1/0X1.5 CENTER

UNIT REVIEW

JUN 11 1968 GREEN

JUG # : F01SL 1 AUG 8 0437Z

2-910VZRENTAL SUBLET RETAIL CAR
ENTERPRISE RENTAL VEHICLE

WJBS#

2018年12月27日

PAGE- QTY- - FP-NUMBER---

DECLASSIFICATION:

0547 2110

AG # 2 TO 6: 2016

FIG. 4. 2-DOTAL LIPID IN CAPSULE

SUBJECT	PO#	VENO IN	IN	DATE	DESCRIPTION
WORTH 2	31304	268789	07/09/99	ENTERLINE	

268789 07/09/99 INTERLINE BRITAIN

TOTAL SUBLET

CONTENTS
SECTION - IN

CASH ☐ CREDIT CARD ☒ CHECK ☐ OTHER ☐
DISCOVER ☐ VISA ☐ AMEX ☐ OTHER ☐
CITY CHEV-BLUE CAD. 2000
204-2386 NYS REG R5350176

INDICATED GOODWRENCH SERVICE PLUS LIMITED LIFETIME WARRANTY
ASK ADVISOR FOR DETAILS-APPLIES TO CUSTOMER SAT ONLY

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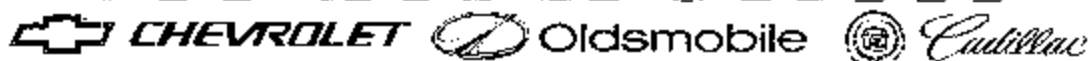
TOTAL LABOR.....	0.00
TOTAL PARTS.....	0.00
TOTAL SUBLOC.....	0.00
TOTAL G.O.C.....	0.00
TOTAL MISC CHG.....	0.00
TOTAL MISC BLOC.....	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$.....	0.00

TOTAL INVOICE \$ 22

CUSTOMER SIGNATURE

FARNSWORTH

INVOICE



2350 Rochester Road (Rte. 332) • Canandaigua, N.Y. • 394-2360 or 924-5180

Parts Direct Line (716) 394-6240

NY State Toll Free (800) 724-8459

CUSTOMER NO. 16096	ADVISOR CHARLIE HALL	106C	IAC NO. 9435	INVOICE DATE 06/24/99	INVOICE NO. CVC882440
	LABOR RATE 59.00	LOT NO. NO. H2H601	MILEAGE 38000	COLOR WH	STOCK NO.
	YEAR/MAKE/MODEL 96/CHEVROLET/MONTE CARLO Z34			DELIVERY DATE 07/05/96	DELIVERY MILES 18936
	VEHICLE ID NO. 2G1WX12X4T8280482			SELLING DEALER NO.	PRODUCTION DATE
	F 1 4 NO.			R.O. DATE 05/19/99	
	EUSAFSE P-ONE				
COMM. NO. EA 052 0603 39005					

LABOR & PARTS
J# 1 65CVZ

WATER LEAK HOURS: 3.90 TECH(S): 1197
OWNER STATES: I HAVE NOTICE WATER IN BACK FLOOR AREA BUT FELT THAT IT WAS FROM WET BOOTS AND HAVE NEVER BROUGHT IT TO OUR ATTENTION DURING WINTER BUT IT DOES NOT SEEM TO DRY UP AT ALL AND I HAD TO USE A TOWEL TO SOAK IT UP, IT SEEM TO BE WET UNDERNEATH CARPET AND SOAKING THRU.
RT AND LT ROOF TO LOCK PILLAR SEAM BEHIND LT AND RT QUARTER GLASS ARE SPLIT
R&L SEATS, CENTER CONSOLE, CARPET, DRY FLOOR, WATER TEST VEHICLE. SUBLET TO RAY SANDS GLASS R&L RT AND LT Q/ GLASS, R&L LT AND RT QUARTER TRIM PANELS, RESEAL SPLIT SEAMS ROOF TO CENTER PILLAR, REINSTALL GLASS AND WATER TEST CAR PUT BACK TOGETHER. ADJUST LT DOOR TO CLOSE TIGHT

WARRANTY

**NYS REPAIR SHOP
REG. NO. R5350196**

Thank you for this opportunity to serve you. It is our goal to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.

THANK YOU

JOB # 1 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND INW#	INW DATE	DESCRIPTION	WARRANTY
JOB # 1	31389	63989	06/17/99	R&R RT QUARTER GLASS	WARRANTY
JOB # 1	31389	63989	06/17/99	R&R LT QUARTER GLASS	WARRANTY
JOB # 1	31396	39447	06/22/99	R&R LT QUARTER GLASS	INTERNAL
TOTAL - SUBLET					0.00

COMMENTS
SUBLET TO FRIENDS HOME

TOTALS

☐ CASH	☐ CHECK	☐ CHG	☐ MC	☐ VISA	TOTAL LABOR...	0.00
☐ DISCOVER	☐ MOBI	☐ AMER X	☐ OTHER		TOTAL PARTS...	0.00
FARNSWORTH CHEV-OLDS-CAD. 2350 ROCHESTER RD. CANANDAIGUA, N.Y.					TOTAL SUBLET...	0.00
716-394-2360, NYS REG R5350196					TOTAL G.O.G...	0.00
					TOTAL MISC CHG.	0.00
					TOTAL MISC DISC	0.00
					TOTAL TAX.....	0.00
					TOTAL INVOICE \$	0.00

*INDICATES GOODWRENCH SERVICE PLUS LIMITED LIFETIME WARRANTY
PART-ASK ADVISOR FOR DETAILS-APPA IF'S TO CUSTOMER PAY ONLY

AS A SERVICE TO OUR CUSTOMERS, WE WISH TO MAKE YOU AWARE OF AN OPPORTUNITY TO PROTECT YOURSELF AGAINST INCREASING REPAIR COSTS WITH A MECHANICAL PROTECTION PLAN BACKED BY GM, AND ENDORSED BY THIS DEALERSHIP, OUR TECHNICIANS, AND OWNERS. IF YOU ARE INTERESTED IN THIS PROTECTION PLEASE CONTACT OUR BUSINESS MANAGER AT 716-394-2350 EXT. 222 FOR MORE INFORMATION AND PRICES.

CUSTOMER SIGNATURE

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESSED OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSONS TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

CASH, CREDIT CARD & CHECKS \$5.00 CHARGE FOR RETURN CHECKS.

CUSTOMER ACKNOWLEDGES RECEIPT OF COPY

X.



GENUINE PARTS

CORTESE MITSUBISHI

3875 West Henrietta Road
ROCHESTER, NEW YORK 14623
Phone 334-6880

MITSUBISHI
Suddenly, the obvious choice.



CORTESE MITSUBISHI 3875 W. Henrietta Rd. ROCHESTER, N.Y. 14623 (716) 334-6880 NYS Reg. Repair Shop 7056962				"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. And the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items."		WE GUARANTEE OUR SERVICE WORK FOR 90 DAYS OR 4000 MILES, WHICHEVER COMES FIRST. THIS COMPANY WILL NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN THEM IN CASE OF FIRE, THEFT, ACCIDENT OR ANY CAUSE BEYOND COMPANY'S CONTROL. STORAGE CHARGES WILL START 48 HOURS AFTER COMPLETION OF REPAIRS.				
CUSTOMER NO. 9651		ADVISOR GARY W ALBER		CARD NO. 0101		WORK DATE 04/19/99		INVOICE NO. MICS11896		
		LABOR RATE		LICENSE NO H2H601		MILEAGE IN 36255		COLOR WHITE /		
		YEAR/MAKE/MODEL 96/CHEVROLET/MONTE CARLO		DELIVERY DATE		DELIVERY MILES				
		VEHICLE NO. 2 0 1 4 X D 2 X 4 4 9 2 8 0 4 1 2		SELLING DEALER NO		PRODUCTION DATE				
		F.T.E. NO.		P.O. NO.		R.D. DATE 04/19/99				
PHONE						MILEAGE OUT				
LABOR & PARTS JOB # 09M1Z ENGINE HOURS: TECH(S):10250 CK LOW OIL LITE COMPS ON TECH REPORTS THAT CAR WAS LOW ONE AND A HALF QT OF OIL.										0.00
PARTS -----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE----- JOB # 1 TOTAL PARTS 0.00 JOB # 1 TOTAL LABOR & PARTS 0.00										0.00
JOB 2 01M1ZLOF LUBE & OIL & FILTER HOURS: TECH(S):10250 LUBRICATE CHASSIS, CHANGE OIL AND FILTER, CHECK ALL BELTS, HOSES AND FLUIDS, BATTERY AND CONNECTIONS CK TIRE PRESSURE. ROUTINE MAINTENANCE LUBRICATED CHASSIS, CHANGED OIL AND FILTER, AND CHECKED ALL OTHER ITEMS										10.00
PARTS -----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE----- JOB # 2 1 OF OIL FILTER 4.60 JOB # 2 6 OIL MOTOR OIL 1.49 JOB # 2 TOTAL PARTS 6.09 JOB # 2 TOTAL LABOR & PARTS 16.09										16.09
JOB 3 01M1ZNYSSI NYS-SAFETY/EMISSION HOURS: TECH(S):10250 NEW YORK STATE SAFETY/EMISSIONS INSPECTION										14.00
PARTS -----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE----- JOB # 3 TOTAL PARTS 0.00 JOB # 3 TOTAL LABOR & PARTS 14.00										14.00
MISC -----CODE-----DESCRIPTION-----CONTROL NO----- JOB # 2 CP SPECIAL PARTS DISCOUNT TOTAL - MISC 4.00										4.00
TECHNICIAN CERTIFICATION 10250 MICHAEL SINGER 8159										

*Thank You...for the opportunity to serve you.
We sincerely appreciate your business!*



ROSELTON CHEVROLET INC.

909 FAIRPORT ROAD

EAST ROCHESTER, N.Y. 14445

(716) 588-7373

NY STATE REGISTERED REPAIR SHOP NO. 528-0077



CHEVROLET

Geo

CUSTOMER NO. 93955	2ND MICHAEL PAYNE	ADVISOR 9651	CARD NO.	INVOICE DATE 09/20/99	INVOICE NO. CUCS90433
	LABOR RATE	LICENSE NO. H2H601	MILEAGE IN 45459	COLOR WHITE	STOCK NO.
	YEAR/MAKE/MODEL 96/CHEVROLET/MONTE CARLO			CUSTOMER DEL. DATE	DELIVERY MILES
	VEHICLE NO.			SELLING DEALER NO.	ORIGINAL DEL. DATE
	RYE NO.	PO. NO.		PO. DATE 09/20/99	
					MILEAGE OUT NO: 45459

LABOR & PARTS

J# 1 10CVZJ9995 CONCERN NOT DUPLICAT UNITS: 0.20 TECH(S):94862
CUSTOMER STATES: CHECK ENGINE LIGHT WAS ON FOR TWO DAYS.
WENT OFF SATURDAY. NO PERFORMANCE CHANGE NOTED.
UNABLE TO DUPLICATE CONCERN AT THIS TIME.
SCAN TEST, CODES P0300 AND P0172. UNABLE TO DUPLICATE
CONDITION AT THIS TIME. CLEAR CODES.

WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00

J# 2 10CVZJ6360 ELEC CON: MODULE UNITS: 1.30 TECH(S):94862
CUSTOMER STATES AMT-LOCK LIGHT CAME ON SATURDAY. ABS LIGHT
CAME ON AFTER SES LIGH: WENT OFF. ABS LIGHT WENT OFF
YESTERDAY.
TRACE TO AND REPLACE PCM AND REPROGRAM.

WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 2	-1	16211539	CORE RETURN		
JOB # 2	1	16211539	PCM-REMAN 3.670		
JOB # 2 TOTAL PARTS					0.00
JOB # 2 TOTAL LABOR & PARTS					0.00

J# 3+22CVZ1200 CHECK FOR CAMPAIGN UNITS: 1.70 TECH(S):94862
RECALL 99021
PER VISS
REPLACE SPARK PLUG WIRES.

WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 3	1	89890024			
JOB # 3	1	24504025	GASKET 3.270		
JOB # 3	1	24504034	GASKET 3.336		
JOB # 3 TOTAL PARTS					0.00
JOB # 3 TOTAL LABOR & PARTS					0.00

TOTALS

Thank You for allowing us to service your vehicle.

"Any Non-DM parts used in the repair of your vehicle are
guaranteed by the manufacturer, labor is guaranteed by us
for 90 days or 3,000 miles, whichever occurs first. Unless
otherwise stated."

TOTAL LABOR...	0.00
TOTAL PARTS...	0.00
TOTAL SUPPLY...	0.00
TOTAL O.D.C....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC MISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

PLEASE SEE REVERSE SIDE FOR ADDITIONAL TERMS AND CONDITIONS

