Form Approved: O.M.B. No. 2127-0039

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 117

Date Received: 07-FEB-2000

Od_or ____ ____
rt_dt ____ ____
od_rt ____ ____
up_ltr ____ ____

Reference No.: 856400

[redacted]

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 bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1G4CW52K1W4631134	BUICK	PARK AVENUE	1998	

Purchase Date: ☒ New ☐ Used

Dealer's Name _____
City _____ State _____ Zip Code _____

Engine Size (CID/CC/L) _____
No Cylinders _____

☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection

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

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Par. Name(s)	Location	Failed Part(s)
05150000 08100000	ENGINE:OTHER PARTS ELECTRICAL SYSTEM:BATTERY	☐ Left ☐ Right ☐ Front ☐ Rear	☐ Original ☐ Replacement

No of Failures	Date(s) of Failure(s) / Mileage at Failure(s) / Vehicle Speed at Failure(s)	Failed Part(s) Available?	NHTSA Previously Contacted?
	Date(s) of Failure(s) _____ Mileage at Failure(s) 21 Vehicle Speed at Failure(s) _____	☐ Yes ☐ No	☐ 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	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No				☐ Yes ☒ No

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

WHILE DRIVING AT APPROXIMATELY 25-35MPH VEHICLE WOULD STALL OUT. WOULD HAVE NO PRIOR WARNING. NEARLY REARENDED. NEED TO SHIFT INTO NEUTRAL TO RESTART. AN INTERMITTENT PROBLEM. TOOK TO DEALERSHIP & MECHANIC PLACED A MONITOR ON VEHICLE. NOTHING HAPPENED. WAS ROAD TESTED & BATTERY DIED. FOUND A SHORT IN BATTERY & IT WAS CHANGED. THE VEHICLE FINALLY STALLED AGAIN WHILE AT STOP LIGHT.^AK

CONTINUED ON BACK IF NEEDED

Form Approved: O.M.B. No. 2127-0006

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 117

Date Received
07-FEB-2000
OFFICE OF DEFECTS INVESTIGATION

Od_or
rt_lt
od_rt
up_ltr

Reference No.
856400

OWNER INFORMATION (Type or Print)

[redacted] 588924

Work Number
Home Number [redacted]

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of [redacted] vehicle manufacturer. ☒ YES ☐ NO

Signature of Owner [redacted] Date 2/1/00

Vehicle Identification No. (VIN.) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1G4CW52K1W4631134	BUICK	PARK AVENUE	1998	22,317

Purchase Date
☒ New ☐ Used

Dealer's Name Gilroy Pontiac Buick GMC
City Gilroy State CA Zip Code 95020

Engine Size (CID/CC/L)
No Cylinders 6

☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection

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

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Part Name(s)	Location	Failed Part(s)
05150000 08100000	ENGINE:OTHER PARTS ELECTRICAL SYSTEM:BATTERY	☐ Left ☐ Right ☐ Front ☐ Rear	☐ Original ☐ Replacement

No of Failures	Date(s) of Failure(s) See Attached Mileage at Failure(s) Vehicle Speed at Failure(s)	Failed Part(s) Available?	NHTSA Previously Contacted?
		☐ Yes ☐ No	☐ 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	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No				☐ Yes ☒ No

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

WHILE DRIVING AT APPROXIMATELY 25-35MPH VEHICLE WOULD STALL OUT. WOULD HAVE NO PRIOR WARNING. NEARLY REARENDED. NEED TO SHIFT INTO NEUTRAL TO RESTART. AN INTERMITTENT PROBLEM. TOOK TO DEALERSHIP & MECHANIC PLACED A MONITOR ON VEHICLE. NOTHING HAPPENED. WAS ROAD TESTED & BATTERY DIED. FOUND A SHORT IN BATTERY & IT WAS CHANGED. THE VEHICLE FINALLY STALLED AGAIN WHILE AT STOP LIGHT.*AK

See Attached

CONTINUE ON BACK IF NEEDED

Notice to California Claimants

Enclosed you will find a copy of your *Customer Claim Form* and the original of all other documents recently submitted to the BBB AUTO LINE program as part of the claim you have filed.

These documents are being duplicated in their entirety and placed in your electronic imaged case file. Copies of these documents have been sent to the manufacturer and will also be sent to the arbitrator if there is an arbitration hearing in your case.

Your original submission is being returned to you for your records and further reference, if needed.

Should your case advance to an arbitration hearing, you should bring the enclosed documents to the hearing with you. While the arbitrator and the manufacturer will already have received a copy, it may be necessary to refer to these documents if there is any difficulty in reading the electronically imaged copy.

If you have any further questions, please call our offices at 1.800.955.5100.

Thank you.

Document Management Department
BBB AUTO LINE Program

2-9-00 Renee

Date

10/6/98

BBB AUTO LINE

January 12, 2000

Re: Drennon vs Buick Motor Division # BUK0083491

MAILED 2/7/00

[redacted]

Dear M[redacted]

Thank [redacted]BBB AUTO LINE program. We have opened your claim under the number shown above. In order to facilitate your claim, please do the following:

Step 1
Read the enclosed brochure *How BBB AUTO LINE Works*. This will explain the following:

- how to use our program;
- what steps you must take to enable us to investigate and process your dispute;
- what information will be considered in deciding your dispute;
- your rights in providing information that will be considered in the arbitration process;
- time periods in which your case will be handled;
- arbitration rules which set out the remedies that may be awarded in BBB AUTO LINE.

Step 2
Review the enclosed *Customer Claim Form*, which contains information that you gave to us on the telephone. If any information is missing or incorrect, write the additions or corrections directly on the form using dark ink. Please make sure that the VIN (vehicle identification number) has been correctly typed by the intake specialist, or that you have filled it in correctly.

Please complete the grid attached to the *Customer Claim Form* to give details about each vehicle problem on which your claim is based. Please attach additional sheets if the grid does not provide enough space.

The *Customer Claim Form* must be signed by all titled owners of the vehicle.

Step 3
Make one *clear* copy of the following documents, preferably on standard size paper:

- *Sales or lease agreement* containing the vehicle purchase price, sales tax, and other expenses associated with the purchase or lease of your vehicle;
- *Current vehicle registration*, and
- *All repair records and work orders* for repairs to your vehicle. Please include proof of payment if you are seeking reimbursement.

[redacted]

Customer Claim Form

Case Number : BUK0083491
Contact Date : 01/12/00
Start Date : 01/12/00

Customer Name Address

[redacted]

Evening Phone: (000) 000-0000
E-mail address :

Vehicle Information

Name(s) that appear on vehicle title: Charles Drennon
Is vehicle titled to a business? no Percentage of time vehicle used for business purposes:
Transmission Type: Automatic Number of vehicles registered in California by vehicle owner/lessee : 0
Make: Buick Model: Park Avenue Model Year: 1998 Current Mileage: 21000
Vehicle Identification Number: 1G4CW52K1W4631134
Servicing Dealer/City/State : Gilroy GMC,
Selling Dealer/City/State : Gilroy GMC, Gilroy
Insurance Carrier : _____ Policy Number: _____
Has vehicle been in an accident? Yes __ No X Date of accident:
Description of Damage :

Purchase/Lease Information *(complete left side if vehicle was purchased or right side if vehicle was leased)*

Purchase Date: 02/06/98 Mileage at purchase: 7,156
Purchased As : New USED
Is the vehicle in your possession? yes
Lienholder's Name: _____
Address: _____
City/St/Zip: _____
Phone: ( ) -

Lease Date: Mileage at lease:
Leased As :
Is the vehicle in your possession?
Leasing Company's Name:
Address:
City/St/Zip:
Phone:

Resolution Sought

Customer wants them to buy the car back.

[redacted]

Signature of Owner(
I am authorizing any lienholder/lessor to disclose to the BBB AUTO LINE program all information relating to the financing or lease of the vehicle named on this Customer Claim Form.
Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1838

Customer Claim Form

Customer Name: [redacted]

Case Number: BUK0083491

Problems	Servicing Dealer(s)	Repair Date(s)	Mileage on Date(s)	Days Out of Service
car stalls/dies while driving		3		
intermittent clicking noise in the radio		3		
SEE ATTACHED				

(Place an asterisk (*) next to any current problems)

1998 Buick Park Avenue
02/01/00

Car dies while driving at speeds between 25 to 35 miles per hour. Able to

BBB AUTO LINE

Step 4
Attach one copy of the documents listed in Step 3 to the signed *Customer Claim Form.* We prefer that you paperclip and not staple them, as this will enable us to process your claim more quickly. We suggest that you do not send originals.

Step 5
Mail your signed *Customer Claim Form* and all accompanying documentation to: **BBB AUTO LINE, 4200 Wilson Boulevard, Suite 800, Arlington, VA 22203.** If possible, please use a larger size envelope so that you do not have to fold the documents.

In some cases, the manufacturer may contact you directly to discuss settlement options. Please let us know if you reach a settlement with the manufacturer.

If you would like more information about our program, you may request a free copy of our written *Operating Procedures.*

BBB AUTO LINE staff are here to help you. Please call me at (800) 955-5100 if you any questions or we may be of assistance.

Sincerely,

Karyn Bowman at Extension 220

Spoke to Derrick King, Customer Relations Supervisor, and raised the question: what happens if the dealer is unable to duplicate the problem before the warranty expires. He replied that I would have to purchase an extended warranty for Buick to cover expense of any repairs thereafter.

I do not feel this is fair, since the problem is well documented prior to expiration of warranty.

My wife and I feel uncomfortable driving the car because of the risk of being rear ended. Fortunately, the car has not died while driving on the freeway; but we could still be injured at the speeds it does die, plus the damage to the car. It is unsafe because it may potentially cause an accident.

2/1/00 died.

Radio noise on AM stations: static, engine whining, and turn signal noise:

Dealer: 1/20/99 (unable to duplicate for above problems)
" 4/1/99 "
" 4/6/99 "
" 6/2/99 "
8/4/99 Took car to Speed-O-Tach (dealer's radio repair service company in Concord, CA. They heard noise, but found no problem in radio. Recommended replacing antenna (in rear window). Dealer replaced rear window 9/28/99. This did not clear up the noise.

Current mileage: 21,712

Dealer: Gilroy Pontiac Buick GMC
455 Stutz Way
Gilroy, CA 95020
Phone: (408) 847-3171
Contact: Frank Leccese, Service Manager

Car was leased new from US Fleet Leasing by my former employer TW Metals. It was my company car and I purchased it when I retired December 31,1998.

Car has been serviced as recommended by the manufacturer.

In order for the dealer to repair the car, it must shut down completely and will not restart. It could be months or years before it happens.

I cannot sell or trade the car as I must advise the purchaser of the defect. Who would buy it knowing it periodically dies?

What recourse do I have?

Request that Buick purchase the car or would possibly consider a replacement, depending on the condition and mileage.

The car is in excellent condition with low mileage.

[redacted]

THIS VALIDATED REGISTRATION CARD OR A FACSIMILE COPY IS TO BE KEPT WITH THE VEHICLE FOR WHICH ISSUED. IT NEED NOT BE DISPLAYED. PRESENT IT TO ANY PEACE OFFICER UPON DEMAND. IF YOU DO NOT RECEIVE A RENEWAL NOTICE, USE THIS FORM TO PAY YOUR RENEWAL FEES OR NOTIFY THE DEPARTMENT OF MOTOR VEHICLES OF THE NON-OPERATIONAL (PNO) STATUS OF A STORED VEHICLE ($10). RENEWAL FEES MUST BE PAID ON OR BEFORE THE REGISTRATION EXPIRATION DATE OR THE FOLLOWING PENALTIES WILL BE DUE:

* FOR A PERIOD OF 1-10 DAYS LATE, 10% OF THE FEES DUE FOR THAT YEAR.
* FOR A PERIOD OF 11-30 DAYS LATE, 20% OF THE FEES DUE FOR THAT YEAR.
* FOR A PERIOD OF 31 DAYS TO 1 YEAR LATE, 60% OF THE FEES DUE FOR THAT YEAR.
* FOR A PERIOD OF MORE THAN 1 YEAR, UP TO AND INCLUDING 2 YEARS LATE, 80% OF THE FEES DUE FOR THAT YEAR.
* FOR A PERIOD OF MORE THAN 2 YEARS LATE, 160% OF THE FEES DUE FOR THAT YEAR.

EVIDENCE OF LIABILITY INSURANCE FROM YOUR INSURANCE COMPANY MUST BE PROVIDED TO THE DEPARTMENT WITH THE PAYMENT OF RENEWAL FEES. EVIDENCE OF LIABILITY INSURANCE IS NOT REQUIRED WITH REGISTRATION RENEWAL OF OFF-HIGHWAY VEHICLES, TRAILERS, VESSELS, OR IF YOU FILE A PNO ON THE VEHICLE.
WHEN WRITING TO DMV, ALWAYS GIVE YOUR FULL NAME, PRESENT ADDRESS, AND THE VEHICLE'S MAKE, LICENSE, AND IDENTIFICATION NUMBERS.
********** DO NOT DETACH - REGISTERED OWNER INFORMATION **********

[redacted]

REGISTRATION CARD VALID FROM: 02/08/1999 TO: 02/08/2000

MAKE	YR MODEL	YR 1ST SOLD	VLF CLASS	*YR	TYPE VEH	TYPE LIC	LICENSE NUMBER
BUIC	1998	1998	EY	1999	120	11	4AMX237

BODY TYPE MODEL	MP	MO	VEHICLE ID NUMBER
4D	G	EN	1G4CW52K3W4631134

TYPE VEHICLE USE	DATE ISSUED	CC/ALCO	DT FEE RECVD	PIC	STICKER ISSUED
AUTOMOBILE	02/10/99	43	02/10/99	3	D2779903

PR EXP DATE: 02/08/199

REGISTERED OWNER

[redacted]

AMOUNT PAID
$ 382.00

AMOUNT DUE	AMOUNT RECVD	
$ 382.00	CASH :	
	CHCK :	382.00
	CRDT :	

LIENHOLDER

F01 623 03 0038200 0052 CS F01 021099 11 4AMX237 134

US Fleet Leasing
A Unit of Automotive Leasing, Inc.

SALES AUTHORIZATION LETTE

Vehicle Remarketing Hotline: 1-610-572-207

USFL will not sell vehicles for less than the current Fair Market Value (FMV) noted in guides as AMR, NADA, etc. Also, we urge you not to sell vehicles for less than the current depreciated value. If you would like assistance in determining the FMV, please complete a Request for FMV form and fax it to USFL, or call your Remarketing Coordinator at 1-610-572-2079. NOTE: Some states (e.g. MA, RI, CT, NY, NJ and PA) require the removal and return of license plates to the State DMV to avoid additional taxes and charges.

Please complete requested information by following the attached instruction letter and attach cashier's /certified check (USFL cannot accept drafts or personal checks). Reference customer/vehicle number on check. Mail to US Fleet Leasing, Lockbox - VRG
PO Box 844509
Dallas, TX 75284-4509

Customer/Vehicle No.: 03949 - 02631

Year/Make/Model 98 Buick Park Ave VIN: 1G4CW52K1W4631134

1. REGISTER TO (title to read):
N[redacted]
A
C
P

2. MAIL TO (if different than above)
Name: NA
Address:
City/State/Zip:

3. LIENHOLDER (bank, credit union, etc. if applicable):
Attn./Acct #: NA
Name:
Address:
City/State/Zip:

6. AMOUNT OF PURCHASE:

6a. Sale Price:		21,400.00
6b. Applicable Tax *:	8.25%	1,765.50
6c. Documentation Fee:		35.00
6d. Extended Service Plan:		1-800-964-4724
6e Overnight U.S. $9.80		
6e .Overnight Canada $22.00		
6e. Certified (U.S. only) $2.50		
TOTAL		23,200.50

7. PERSON AUTHORIZING SALE:
Print Name: Richard T. Hilseberg
Signature: Richard T. Hilseberg
Title: VICE PRES., ADMINISTRATION
Co. Name: TW METALS, INC.

* USFL is required to collect sales tax in AZ,CA,FL,GA,HI,IL,ME,MI,,NV,NJ,NY,TN & WA. Call coordinator for percentages.

4. ODOMETER DISCLOSURE STATEMENT:

Federal law (and state law, if applicable) requires the lessee to disclose the mileage to the lessor in connection with the transfer of ownership. Failure to complete or making a false statement may result in fines and/or imprisonment. Complete the form below:

I, RICHARD T. HILSEBERG (print name of person making disclosure) state the odometer of the vehicle described above now reads 7,156 (no tenths) miles.

Check One: ✓(1) I hereby certify that to the best of my knowledge the odometer reading reflects the actual mileage of the vehicle described above

(2) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.

(3) I hereby certify that the odometer reading is NOT the actual mileage. WARNING: ODOMETER DISCREPANCY

Lessee's signature: TW METALS, INC. by Richard T. Hilseberg, VP Date: 12/31/98
Lessee's address: 760 CONSTITUTION DRIVE, EXTON, PA 19341

5. AS IS - NO WARRANTY: **The seller assumes no responsibility for any repairs regardless of any oral statements about this vehicle. YOU WILL PAY ALL COSTS FOR ANY REPAIRS. Your vehicle may still have remaining warranty coverage through the manufacturer. To find out about any remaining warranty coverage that may be available, we suggest you refer to your Vehicle Owner's Manual or contact a local dealership within 30 days of the purchase of your vehicle for further details.**

Transferee's/Buyer Name: [redacted] 1/7/99
Date

THANK YOU FOR YOUR BUSINESS

AUTHORIZATION CODE		PAGE OF	SERVICE INSTALLED PARTS MO / DAY / YEAR	ACCRUED MILEAGE	CROSS REFERENCE
CUSTOMER NO. 61159	ADVISOR PETER VONA 667	HAT NO. 411	INVOICE DATE 12/24/99	INVOICE NO. BUCS1467	
[redacted]	LICENSE NO.	MILEAGE 20086	COLOR /	STOCK NO.	
	YEAR / MAKE / MODEL 98/BUICK/PARK		DELIVERY DATE 02/06/98	DELIVERY MILES	
	VEHICLE ID. NO. 1G4CW52K1W4631134		SELLING DEALER NO.	PRODUCTION DATE	
		P.O. NO.	R.O. DATE 12/21/99	MILEAGE OUT	

MO: 2009

LABOR
OB# 4 14PNZ03 INSPECT EXHAUST HOURS: TECH(S):696 0.0(
CUSTOMER REQUESTS EXHAUST SYSTEM INSPECTION
INSPECTED. EXHAUST SYSTEM NORMAL

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX BUCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES

LABOR
OB# 5 85PNZ ACCESSORIES HOURS: 0.30 TECH(S):697 WARRANTY
THE RADIO IS NOISY IN THE AM...
AT IDLE FROM A STOP.....
NORMAL OPERATION
INSPECTED

JOB# 5 TOTALS

JOB# 5 JOURNAL PREFIX BUCS JOB# 5 TOTAL 0.00

JOB# 6 CHARGES

LABOR
OB# 6 45PNZ STEERING/SUSPENSION HOURS: TECH(S):696 0.00
THE CAR IS HARD TO STEER WHEN TRYING TO PARK AT
A SLOW SPEED.
NONE FOUND
TEST DROVE

JOB# 6 TOTALS

JOB# 6 JOURNAL PREFIX BUCS JOB# 6 TOTAL 0.00

JOB# 7 CHARGES

LABOR
OB# 7 11PNZ06 ENGINE NOISE HOURS: 0.40 TECH(S):230 696 WARRANTY
ANY STARTER NOISY?
BATTERY
TEST DROVE 100 MILES. NO STALL, NO STARTER NOISE. REPLACED B
ATTERY

PARTS QTY PP NUMBER DESCRIPTION LIST PRICE UNIT PRICE
1 19000932 BATTERY WARRANTY
TOTAL - PARTS 0.00

JOB# 7 TOTALS

JOB# 7 JOURNAL PREFIX BUCS JOB# 7 TOTAL 0.00

JOB# 8 CHARGES

LABOR
OB# 8 70PNZ03 RENTAL HOURS: TECH(S):202 WARRANTY
RENTAL CAR.
REPAIRS
PROVIDED COURTESY TRANSPORTATION

SUBLET PO# VEND INV# INV. DATE DESCRIPTION
12/24/99 RENTAL CAR WARRANTY
SUBLET - 0.00

Gilroy Pontiac Buick GMC
455 STUTZ WAY
GILROY, CA 95020 408/848-3171
BARR AA - [illegible]
US EPA ID # CA0000068700

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.
A CHARGE FOR HAZARDOUS WASTE DISPOSAL MAY BE ADDED. ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

(CONTINUED ON NEXT PAGE)

THANK YOU FOR YOUR BUSINESS

[redacted]

ADVISOR: PETER VONA 667 — TAG NO. 411

YEAR/MAKE/MODEL: 98/BUICK/PARK — MILEAGE 20086 — INVOICE DATE 12/24/99 — INVOICE NO. BUC5146

VEHICLE ID NO. 1 G 4 C W 5 2 K 1 W 4 6 3 1 1 3 4 — DELIVERY DATE 02/06/98

R.O. DATE 12/21/99 — MO: 20097

JOB# 1 CHARGES

LABOR

J# 1 00PNZ03 $15.95 OIL CHANGE HOURS: 0.40 TECH(S):696 — 14.71

CUSTOMER REQUESTS $15.95 OIL CHANGE SPECIAL
TOP UP FLUIDS.
PERFORM SERVICE

PARTS---QTY---FP-NUMBER---DESCRIPTION---LIST PRICE-UNIT PRICE-

QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
1	25010792	OIL FLTR 1.836	7.93	6.25	6.25
1	3536966	SEAL 1.456	1.47	1.05	1.05
				TOTAL - PARTS	7.30

G.O.G. & SUPPLIES

5.5 10/30 OIL @ 1.310 /UNIT — 7.21

TOTAL - GOG 7.21

MISC---CODE---DESCRIPTION---CONTROL NO---

CODE	DESCRIPTION	
COUP	PARTS DISCOUNT	-5.00
COUS	SERVICE COUPON	-8.75
	TOTAL - MISC	-13.75

JOB# 1 TOTALS

LABOR	14.71
PARTS	7.30
G.O.G.	7.21
MISC	-13.75

JOB# 1 JOURNAL PREFIX BUCS JOB# 1 TOTAL 15.47

JOB# 2 CHARGES

LABOR

46PNZ05 ROTATE AND BALANCE HOURS: TECH(S):696 — 69.95

CUSTOMER REQUESTS TIRES ROTATED AND BALANCED
ADVISE TO BRAKES / PUT WEIGHTS ON THE INSIDE ....
ROTATE & BALANCE 4 TIRES.

JOB# 2 TOTALS

LABOR 69.95

JOB# 2 JOURNAL PREFIX BUCS JOB# 2 TOTAL 69.95

JOB# 3 CHARGES

09PNZ05 FUEL FILTER HOURS: 0.30 TECH(S):696 — 21.75

CUSTOMER REQUESTS FUEL FILTER REPLACEMENT
REPLACE FUEL FILTER.

PARTS---QTY---FP-NUMBER---DESCRIPTION---LIST PRICE-UNIT PRICE-

QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
1	25121942	FILTER [illegible].890	26.08	26.08	26.08
				TOTAL - PARTS	26.08

JOB# 3 TOTALS

LABOR	21.75
PARTS	26.08

JOB# 3 JOURNAL PREFIX BUCS JOB# 3 TOTAL 47.83

BAR# AA - 000667
US EPA ID # CA[illegible]

JOB# 4 CHARGES

Gilroy Pontiac Buick GMC
400 STUTZ WAY
[illegible] CA [illegible] 408/842-3171

R

THANK YOU FOR YOUR BUSINESS

AUTHORIZATION CODE		PAGE OF	SERVICE INSTALLED PARTS MO. / DAY / YEAR	ACCRUED MILEAGE	CROSS REFERENCE #
CUSTOMER NO. 61159	ADVISOR PETER VUMA 667	HAT NO. 039	INVOICE DATE 09/28/99		INVOICE NO. BUCS14402
[redacted]	LICENSE NO.	MILEAGE 17124	COLOR		STOCK NO.
	CAR LINE / MODEL 787 BUICK/PARK		DELIVERY DATE 02/05/98		DELIVERY MILES
	VEHICLE ID NO. 1 G 4 C W 5 2 K 1 W 4 6 3 1 1 3 4		SELLING DEALER NO.		PRODUCTION DATE
		P.O. NO.	R.O. DATE 09/23/99		RELEASE OUT
NAME					MO: 17126

JOB# 1 CHARGES

LABOR

JOB# 1 10PNZ	DRIVEABILITY	HOURS:	TECH(S):202 230	WARRANTY

0
COULD NOT CONFIRM COMPLAINT.
CUSTOMER DROVE CAR WITH TEST EQUIPMENT ATTACHED....

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX BUCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

JOB# 2 61PNZ06	GLASS	HOURS: 0.20	TECH(S):202	WARRANTY

GLASS PT.# 25660516 IN STOCK.
REPLACED BACK WINDOW GLASS AND SEAL

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1		25660516	WDO-RR 11.204			WARRANTY
	1		25671082	MLDG-RWDO 11.208			WARRANTY
					TOTAL - PARTS		0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION		
	2476		09/27/99	R&R GLASS		WARRANTY
				TOTAL - SUBLET		0.00

G.O.G. & SUPPLIES

FREIGHT (PARTS)		WARRANTY
TOTAL - GOG		0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX BUCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

JOB# 3+70PNZ	SUBLET	HOURS:	TECH(S):202	WARRANTY

FREIGHT
PARTS EXPEDITING
REAR GLASS MOLDING / SPECIAL ORDER.

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX BUCS JOB# 3 TOTAL 0.00

COMMENTS

ELECT GLASS TO INSTALL REAR WINDOW
DE D. IN PARTS DEPT ORDERED A REAR GLASS MOLDING.
AS NOT SHOWED UP AS OF YET.
RANK @ SELECT GLASS WANTS THE MOLDING HERE,
EFORE HE REPLACES THE REAR GLASS.
USTOMER HAS LEFT THE CAR HERE.

Gilroy Pontiac Buick GMC
455 STUTZ WAY
GILROY, CA 95020 408/842-3171

BAR# AA - 000587
US EPA ID # CA0000000790

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.
A CHARGE FOR HAZARDOUS WASTE DISPOSAL MAY BE ADDED. ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

[CONTINUED ON NEXT PAGE]
10:54:51

ANK YOU FOR YOUR BUSINESS

AUTHORIZATION	PAGE OF	SERVICE INSTALLED PARTS MO / DAY / YEAR	ACCRUED MILEAGE	CROSS REF

CUSTOMER NO.	ADVISOR	HAT NO.	INVOICE DATE	INVOICE NO.
5159	STEVE PRENTICE 512	803	08/02/99	BUCS1

	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted]		19543		

		DELIVERY DATE	DELIVERY MI
98 BUICK PARK		02/08/98	

VEHICLE NO.	SELLING DEALER NO.	PRODUCTION
1G4CW52K1W4631134		

	P.O. NO.	R.O. DATE	REPRINT
		08/02/99	

MO: 1

JOB# 1 CHARGES

LABOR

J# 1 01PNZ007	7500 MILE SERVICE HOURS:	TECH(S):441		70
	CUSTOMER REQUESTS 7500 MILE SERVICE SCHEDULED MAINTENANCE DUE TO TIME OR MILEAGE SERVICE			

PARTS

QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
1		25010792	OIL FLTR 1.036	7.93	6.25	6.
1		3536966	SEAL 1.456	1.47	1.05	1.
				TOTAL - PARTS		7.

G.O.G. & SUPPLIES

5.0	10/30 OIL	@	1.310	/UNIT	6.
				TOTAL - GOG	6.

MISC

CODE	DESCRIPTION	CONTROL NO	
COUS	SERVICE COUPON		-4.
		TOTAL - MISC	-4.

JOB# 1 TOTALS

LABOR	70.
PARTS	7.
G.O.G.	6.
MISC	-4.

JOB# 1 JOURNAL PREFIX BUCS JOB# 1 TOTAL 79.9

JOB# 2 CHARGES

LABOR

J# 2 B5PNZ13	SOUND SYSTEM	HOURS: 0.60	TECH(S):230 441	WARRANTY
	INSPECT FOR COMPLAINT OF AM STATION IN RADIO HAS ENGINE NOISE AND TURN SIGNAL NOISE AT TIMES WHEN DRIVING NONE ADDED FILTER IN POWER LINE			

PARTS

QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
2		1224205	FLTR 9.650			WARRANTY 0.00
				TOTAL - PARTS		

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX BUCS JOB# 2 TOTAL 0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF $85.00 (+TAX)

Gilroy Pontiac Buick GMC
465 STUTZ WAY
GILROY, CA 95020 408/842-2171

DA# AA - 000987
US EPA ID # CA0000095780

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.
A CHARGE FOR HAZARDOUS WASTE DISPOSAL MAY BE ADDED. ALL PARTS INSTALLED ARE NEW UNLESS REPORTED OTHERWISE.

1 OF 2 CONTINUED ON NEXT

FRANK LECCESE
SERVICE MGR

PAGE 2

[redacted]

Drive a little — Save a lot
GILROY
PONTIAC BUICK GMC

P.O. BOX 1200
455 STUTZ WAY * GILROY, CA 95021-1200
(408) 842-3171

SERVICE ADVISOR

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
06APR99	06APR99	CTSY134	1G4CW52K1W4631134	4631134	T235		06APR99	135916

TIME IN	TIME READY	YEAR MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	SA
09:03	16:58	1998 BUICK PARK AVE	[redacted]	0.00	06FEB98	5	7

MILEAGE IN	MILEAGE OUT	LICENSE NO.
10206	10206	

CL	5.85	5.85
C INSPECT FOR WHINE AT LOWER RPM'S IN RADIO ON AM STATIONS		
CAUSE: NONE		
N9995 CUSTOMER CONCERN NOT DUPLICATED		
230 WPB4		(N/C)
FC: 92 PART#: COUNT: 0		
CLAIM TYPE:		
AUTH CODE:		
NZ		
TECH UNABLE TO DUPLICATE COMPLAINT		
CUSTOMER PAY HAZARD WASTE REM FOR REPAIR ORDER		1.44

PONTIAC

IMPORTANT
You may receive a customer satisfaction survey from Manufacturer in the next few weeks. If for any reason you cannot grade us Completely Satisfied, please contact our Service Consultant, Mike Ely, immediately. Your satisfaction is our number 1 concern. Thank you!
Gilroy Pontiac-Buick-GMC
(408) 842-3171

GMC

DESCRIPTION	TOTALS
LABOR AMOUNT	16.15
PARTS AMOUNT	7.30
GAS,OIL, LUBE	5.85
SUBLET AMOUNT	0.00
MISC. CHARGES	1.44
TOTAL CHARGES	30.74
LESS INSURANCE	5.00
SALES TAX	1.08
PLEASE PAY THIS AMOUNT	26.82

I hereby authorize the repair work herein 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 in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments 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 thereto.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF

X________________

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FORM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) DEALER, GENERAL MANAGER OR [illegible] CUSTOMER COPY DATE

[redacted]

SERVICE ADVISOR GABE MOLINA

Drive a little Save a lot
GILROY
PONTIAC BUICK GMC

P.O. BOX 1208
455 STUTZ WAY • GILROY, CA 95021-1208
(408) 842-3171

PROMISED DATE/TIME WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE DATE/TIME PRINTED	INVOICE NO.
20JAN99	20JAN99	CT8Y134	1G4CW52K1W4631134	4631134	T350		20JAN99	133607

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	WARRANTY DATE	PROMISED BY	BAY
10:35	16:56	1998	BUICK PARK AVE	[redacted]	0.00	06FEB98	5	6

MILEAGE IN	MILEAGE OUT	LICENSE NO.
7719	7719	

SEL	TOP	MAKE	LABOR	REPAIR	TOTAL
A			INSPECT CAR DIED WHILE DRIVING AND RESTARTED OK		
			CAUSE: NONE FOUND		
			J9993 CUSTOMER CONCERN NOT DUPLICATED		
			230 WPB4		(N/C)
			PC: 9Z PART#: COUNT: 0		
			CLAIM TYPE:		
			AUTH CODE:		
			PU		
			TEST DROVE. UNLABLE TO DUPLICATE COMPLAINT		
B			INSPECT SERVICE ENGINE LIGHT COMING ON		
			25 NO PROBLEM FOUND		
			230 CPC	0.00	0.00
C			INSPECT RADIO CHANGES STATIONS AND STATIC ON AM ALSO PICKS UP TURN SIGNAL NOISE		
			25 NO PROBLEM FOUND		
			230 CPC	0.00	0.00
D			INSPECT BOTH MIRRORS WHEN IN MEMORY MODE MIRRORS WILL TILT ALL THE WAY DOWN		
			CAUSE: NORMAL OPERATION		
			N9995 CUSTOMER CONCERN NOT DUPLICATED		
			230 WPB4		(N/C)

PONTIAC

BUICK

GMC

* Engine Assembly

Parts and accessories installed by dealer are warranted for 12 months or 12,000 miles, whichever occurs first, from date of installation

* New Chevy Vans Cutaway

Parts and assemblies sold over the counter are warranted for 12 months from date of sale by dealer

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

I hereby authorize the repair work herein 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 in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments 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 thereto.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF

X _____

SAVE
ON SERVICE SPECIALS

Drive a little Save a lot
GILROY
PONTIAC BUICK GMC

HOURS MONDAY - FRIDAY
SERVICE: 7:30 AM - 5:30 PM
PARTS: 8:00 AM - 5:00 PM

GM Parts **408-842-3171** GM Parts

VISA [redacted]

BAY # CA 000817 EPA # CA 0000068766

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION NOR THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT. RECORDS OR INVOICE RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR SIX YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

SIGNED: _____ DEALER, GENERAL MANAGER OR AUTHORIZED REPRESENTATIVE

CUSTOMER COPY

DATE

BUICK®

Customer Assistance Center

January 13, 2000

[redacted]

RE: File 990116440

De[redacted]

We are sorry you continue to be dissatisfied with the decision made concerning your 1998 Buick Park Avenue. We know you are sincere in the position you have taken, and hope you also understand our point of view.

General Motors, through the Better Business Bureau (BBB), provides a service of mediation/arbitration for its customers regarding the new vehicle warranty. General Motors has committed itself to accept and abide by decisions made in this arbitration process.

The BBB is available to you at no cost. In certain circumstances, you may be required to use the BBB prior to participation in other resolution methods. This program is discussed in your vehicle's Warranty and Owner Assistance Information Booklet.

Please call the Better Business Bureau at 1-800-955-5100 to utilize this service. They will provide you with full details of the program.

Thank you for the opportunity to review this matter.

Sincerely,

Tamara Caraballo

Tamara Caraballo
Customer Relationship Manager
5265-P

BBB AUTO LINE

February 15, 2000

Re: cac2 1714 X BUK0083481 :Drennon vs Buick Motor Division

[redacted]

Dear [redacted]

Enclosed are:

- Arbitrator Listing Sheet(s);
- a map to the hearing site;
- Hearing Format Outline; and
- *Notice of Hearing*.

The *Notice of Hearing* lists the date, time and location of your arbitration hearing. The manner in which each party will participate in the hearing is indicated on the *Notice of Hearing*.

We strongly recommend that you bring your vehicle to the hearing in case the arbitrator would like to inspect or test drive it.

We are enclosing supporting documentation, if any, submitted by the manufacturer and not previously sent to you.

If you have any questions, please contact me at 800.955.5100. Thank you for your continued cooperation and participation in the BBB AUTO LINE program.

Sincerely,

Karyn Bowman at Extension 220

BBB AUTO LINE

NOTICE OF HEARING

Date: 02/15/00 Case Number: 9UK0083491

Customer: [redacted]

Manufacturer: Buick Motor Division

Mfr-Info: 1714 CA 1G4CW52K1W4631134

Arbitrator(s): JULIA GRANNT

Hearing Date, Time, Place: 02/18/00 3:00 pm
BBB of Santa Clara Valley, Ltd.
2100 Forrest Avenue, Suite 110
San Jose CA 951280000

Manner in Which Parties Will Participate:

Customer:	☒ in person	☐ by phone	☐ in writing
Manufacturer:	☐ in person	☒ by phone	☐ in writing

INSTRUCTIONS

1. We make every effort to assist persons with disabilities. If you need special assistance to participate in the arbitration hearing, please notify the BBB.
2. Bring all witnesses you want to testify.
3. Bring the original of any documents you have previously submitted to BBB AUTO LINE. If you bring any documents that you did not previously provide, please bring extra copies for the arbitrator and the other party.
4. We strongly recommend that you bring your vehicle to the hearing in case the arbitrator would like to inspect or test drive it.
5. NOTIFY THE BBB AT LEAST 5 DAYS PRIOR TO THE HEARING IF YOU DECIDE TO HAVE A LAWYER REPRESENT YOU AT THE HEARING OR THE INSPECTION.
6. Notify the BBB at once if you cannot be present at the hearing. The hearing may be conducted in your absence should you fail to participate in person or by phone.
7. Refer to *How BBB AUTO LINE Works* for more detailed information on the arbitration process.
8. Current vehicle registration and insurance are required for all test drives.

Hearing Site Phone Number: 4082787420

AUTO LINE

ARBITRATOR SELECTION LIST

Case Owner: [redacted]

Case Number: BUK0083491

This is the biographical sketch of the arbitrator in your upcoming arbitration hearing. Please review the information for a conflict of interest. If you have any financial, professional, political, social, or personal relationship with the arbitrator, however remote, this would be considered a conflict of interest. If this arbitrator is not acceptable please call the Bureau immediately. Otherwise, the hearing will proceed as scheduled. Be advised that the manufacturer does not participate in the selection of the arbitrator.

All of our arbitrators are volunteers and are committed to making a fair decision based on the facts of your case. At the beginning of the hearing the arbitrator will sign an oath stating that he or she has no financial, social, professional, or family relationship with either party.

Arbitrator's Biography

Arbitrator's Name: JULIA GRANNT

Arbitrator's Occupation: SMALL BUSINESS CONSULTANT

Arbitrator's Activities:

YWCA SANTA CLARA COUNTY / BOARD OF DIRECTOR

Location of Better Business Bureau

2100 Forest Avenue

Name of Building (if any)

2100 Forest Ave. #110, San Jose, CA 95128

Bureau Address and City

(408) 278-7410

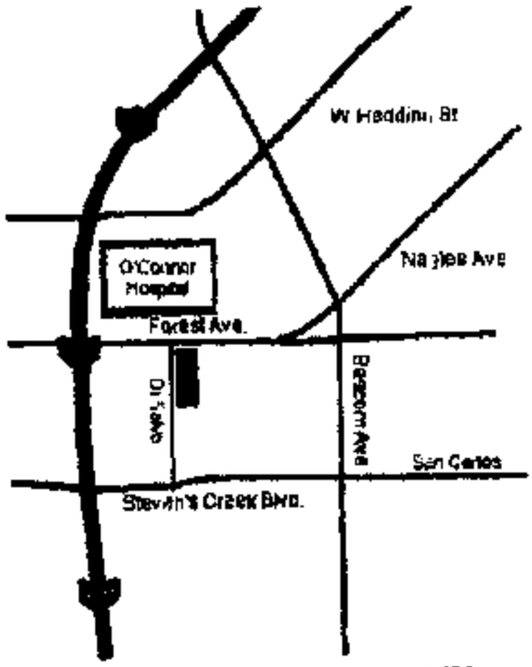
Bureau Phone Number (Emergencies Only)

DIRECTIONS

We are located off HWY 880 and Steven's Creek Blvd. at the corner of Disalvo Avenue and Forest Avenue across from O'Connor Hospital. (Please note: this is on the other side of the freeway from the Valley Fair Shopping Mall.)

When exiting 880 take the Steven's Creek/W. San Carlos exit, turning toward W. San Carlos. Make the first left turn at Disalvo. We are approximately two blocks down on the right side of the street before Forest Avenue.

If traveling HWY 280 North (680 South) you will need to exit at the 880 North off ramp. After exiting 280, there is a turn off to W. San Carlos - turn right onto w. San Carlos and make first left onto Disalvo.



The Better Business Bureau of Silicon Valley
2100 Forest Avenue, Suite 110, San Jose, California 95128
Phone: (408) 278-7400 from 9 A.M. to 12 A.M. & 1 P.M. to 4 P.M.

Suggested Arbitration Hearing Format

Arbitrator's Opening Statement

Parties' Presentations

A. Presentation of consumer's testimony, evidence and witness(es)
B. Presentation of business' testimony, evidence and witness(es)
C. Questions, comments and rebuttals by consumer
D. Questions, comments and rebuttals by business
E. Questions by arbitrator

Inspection (If requested by arbitrator)

A. Arbitrator instructs parties about inspection/test drive procedures
B. Inspection (and test drive, if necessary)
C. Questions or comments about inspection (and test drive) by consumer
D. Questions or comments about inspection (and test drive) by business
E. Questions about inspection (and test drive) by arbitrator

Recess

Closing the Hearing

A. Any last questions, testimony or evidence by either party
B. Any last questions by arbitrator
C. Closing statement by business
D. Closing statement by consumer

Arbitration hearings generally last approximately two hours. Arbitrators will manage the hearing process as outlined above and in so doing, will curb irrelevant or repetitious testimony.

[redacted]

99	01APR99	C??Y136	1G4CW52K1W4631184	4631134	T0966			
98:42	16:13	1998 BUICK PARK AVE		[redacted]	0.00	06FEB98	7	7
9849	9849							

A INSPECT FOR GAS GAGE READS INCORRECTLY
CAUSE: NONE
J9993 CUSTOMER CONCERN NOT DUPLICATED
540 WPB4 (N/C)
FC: 9Z PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE: B
AV

TECH WAS UNABLE TO DUPLICATE COMPLAINT
B INSPECT FOR OUTSIDE TEMP GAGE READS
INCORRECTLY
24 NO CHARGE FOR SERVICE
540 CPC 0.00 0.00
C INSPECT FOR EXCESSIVE RADIO STATIC ON AM
CHANNELS WHEN STOPPED AT IDLE
CAUSE: NONE
N9995 CUSTOMER CONCERN NOT DUPLICATED
540 WPB4 (N/C)
FC: 9Z PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE: B
NX

PONTIAC

BUICK

GMC

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

I hereby authorize the repair work herein 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 in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments 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 thereto.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF

X

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR ONE YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

DEALER, GENERAL MANAGER OR ... COPY DATE