

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 197

Date Received

16-MAR-2000

Od_or	_____
rt_dt	_____
od_rt	_____
up_ltr	_____

Reference No.

858693

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

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) <small>(Listed at front of windshield or driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1GJG25R5W1047517	GMC	SAVANNAH	1998	

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

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
<input type="checkbox"/> Manual <input type="checkbox"/> Automatic	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbell <input checked="" type="checkbox"/> 2-Point Belt	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	<input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____ <input type="checkbox"/> Sport Ult <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle	<input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input checked="" type="checkbox"/> Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03250000 03270000	Part Name(s) BRAKES:HYDRAULIC:ANTI-SKID SYSTEM BRAKES:HYDRAULIC:SHOE:DISC BRAKE SYSTEM	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Frnt <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
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No. of Failures 5	Date(s) of Failure(s) 08-DEC-2000 Mileage at Failure(s) 29000 Vehicle Speed at Failure(s) 0	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No
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APPLICATION INCIDENT INFORMATION

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


Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
--	---	--------------------------------	---------------------------	---------------------------	---

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

WHILE DRIVING AND APPLYING THE BRAKES CONSUMER HEARD NOISE COMING FROM THE BRAKES. DEALER REPLACED BRAKES, INCLUDING CALIPERS/PADS AND SHOES, FIVE TIMES.*AK

CONTINUED ON BACK PLEASE

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

 <p>DOT Auto Safety Hotline U.S. Department of Transportation National Highway Traffic Safety Administration</p>	<p>Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline</p>	FOR AGENCY USE ONLY 197	
		Date Received <u>16-MAR-2000</u> 16-MAR-2000 OFFICE DEFECTS INVESTIG	Od_or _____ rt_dt _____ ed_dt _____ up_tr _____ Reference No. 858693
OWNER INFORMATION (Type or Print)		Work Number _____ Home No. _____	

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 3/31/00

VEHICLE INFORMATION				
Vehicle Ident No (VIN) (Located at bottom of windshield on driver's side) 1GJG25R5W1047517	Vehicle Make GMC	Vehicle Model SAVANNAH	Vehicle Year 1998	Current Odometer Reading 030859
Purchase Date 12-31-97	Dealer's Name <u>Simpson = Buick, Pontiac, GMC</u> City <u>Fulleton</u> State <u>CA</u> Zip Code <u>92833</u>		Engine Size (CID/CC/L) No Cylinders <u>8</u>	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input type="checkbox"/> Driverside Airbag <input checked="" type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	Drive Train <input type="checkbox"/> Front <input checked="" type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Sport UR <input checked="" type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other _____	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input checked="" type="checkbox"/> Other <u>12 passenger</u>	

FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 03250000 03270000	Part Name(s) BRAKES:HYDRAULIC:ANTI-SKID SYSTEM BRAKES:HYDRAULIC:SHOE:DISC BRAKE SYSTEM	Location <input checked="" type="checkbox"/> Left <input checked="" type="checkbox"/> Right <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input checked="" type="checkbox"/> Replacement
No of Failures <u>7</u>	Date(s) of Failure(s) <u>08-FEB-2000</u> Mileage at Failure(s) <u>29000</u> Vehicle Speed at Failure(s) <u>0</u>	Failed Part(s) Available? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	NHTSA Previously Contacted? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

APPLICATION INCIDENT INFORMATION					
(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)					
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

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

WHILE DRIVING AND APPLYING THE BRAKES CONSUMER HEARD NOISE COMING FROM THE BRAKES. DEALER REPLACED BRAKES, INCLUDING CALIPERS/PADS AND SHOES, FIVE TIMES.*AK

See 17 papers with Info. Dates, & work done.

3-31-00

CONTINUE ON BACK IF NEEDED

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond 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.

#1

History of Brake Problems

1. Feb. 2, 99 13,403 miles
2. Oct. 8, 99 24,073 " 10670
3. Jan. 10, 00 27,812 " 3799
4. Jan. 17, 00 28,062 " 250
5. Feb. 4, 00 28,682 " 620
6. Mar. 2, 00 29,546 " 864
7. Mar. 7, 00 * 2nd Opinion *

* Left Front Tire squeaks

Inspected by Mr. Rodriguez,
a mechanic from 76 gas
station Union 76

2nd Opinion #2

Mar. 7, 00



Went to 76 gas station to have front brakes inspected by mechanic, Mr. Rodriguez, removed both front tires.

Right front caliper looks New.

Left front caliper looks old.

Removed L.F. Caliper and we both saw inner drum worn badly.

* Simpson GMC *

1. states that they replaced L & R pads on 1-10-00
2. Removed F. B. Calipers, Resurface both F. Rotors 1-17-00



#3

And during this service
they NEVER saw the Left
Badly worn inner drum
where the Caliper is? ?

Comments See File 2-4-00

See File History 3-2-00



4

SIMPSON

BUICK Pontiac GMC




GMC

1890 WEST COMMONWEALTH
 FULLERTON, CA 92833-3204
 (714) 526-2281
 www.buickpontiacgmc.com

REPLACE FRONT AND REAR LICENCE PLATE FRAMES IF AUTHORIZED BY CUSTOMER
 CIRCLE IF APPROVED

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MS. VI	TOTAL	OPERATION	OPERATION DESCRIPTION	MS. VI	TOTAL
026CZ7PSEL	POWER STEERING FLUSH	MI	8.00	026CZ7PSEL	POWER STEERING FLUSH	MI	8.00
126CZ7JUNE	MINOR ENGINE TUNE	MI	34.95	126CZ7JUNE	MINOR ENGINE TUNE	MI	34.95
216CZHOSE	COOLING SYSTEM HOSES	MI	0.00	216CZHOSE	COOLING SYSTEM HOSES	MI	0.00
419CZLOF	LUBE OIL FILTER	MI	0.00	419CZLOF	LUBE OIL FILTER	MI	0.00
076CZFRFR	FRONT DIFFERENTIAL SERV	MI	99.00	076CZFRFR	FRONT DIFFERENTIAL SERV	MI	99.00

SERVICE HISTORY

DATE	REPAIR ORDER	MIL PAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/10/00	37921	27812		B6	M	076CZDFRP	DIFFERENTIAL REPAIR
01/10/00	37920	27812		66	M	089CZINSP	INSPECT BRAKES
01/03/00	37745	27132		13	C	049CZ	WHEELS AND TIRES
				66	C	089CZINSP	INSPECT BRAKES
				86	M	216CZCKLK	CK-COOLING SYS LEAK
				87	C	076CZ	REAR SUSPENSION

5



1890 WEST COMMONWEALTH
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 (714) 526-2281
 www.buickpontiacgmc.com

REPLACE FRONT AND REAR WHEELS TO DATE TOGETHER WITH APPROVED WHEELS BY CUSTOMER

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	M.I.	TOTAL	OPERATION	OPERATION DESCRIPTION	M.I.	TOTAL
036CZPFLSH	POWER STEERING FLUSH	M1	70.50	046CZXPAL	ROTATE & BALANCE	M1	0.00
126CZTJHE	ATMOR. ENGINE TUNE	M1	0.00	216CZBELT	ENGINE DRIVE BELT	M1	34.50
216CZHOSE	COOLING SYSTEM HOSES	M1	0.00	226CZASVC	SERVIC AIR CONDITION	M1	88.30
416CZTSVC	TRANSMISSION SERVICE	M1	0.00	196CZFDIFF	FT. DIFFERENTIAL SERV	M1	9.50
216CZTJHE	ATMOR. ENGINE TUNE	M1	99.50	116CZFLTR	CHANGE OIL FILTER	M1	9.50

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/17/00	38082	28062		66	C	086CZINSP	INSPECT BRAKES
01/17/00	38083	28062		30	C	216CZCKLK	CK. COOLING SYS LEAK
01/10/00	37923	27912		66	C	416CZLOF	LUBE OIL FILTER
				66	C	666CZ	SOFT TRIM
				66	C	076CZDFRP	DIFFERENTIAL REPAIR
				66	C	086CZINSP	INSPECT BRAKES

SIMPSON



GMC

BUICK Pontiac GMC

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REPAIRS PERFORMED UNDER SERVICE CONTRACT BY AUTHORIZED BY CUSTOMER
 CIRCLE IF APPLICABLE

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	NO.	TOTAL	OPERATION	OPERATION DESCRIPTION	NO.	MI
028CZ7R9E	POWER STEERING FLUSH	1	70.50	028CZ7R9E	ROTATE BALL JOINTS	1	MI
216CZBELT	ENGINE DRIVE BELT	1	0.00	216CZFLSH	FLUSH COOLING SYSTEM	1	MI
216CZHOSE	COOLING SYSTEM HOSES	1	0.00	229CZASVC	SERVICE AIR CONDITION	1	MI
216CZSERV	ENGINE FLUSH SYSTEM	1	0.00	216CZ7R9E	TRANSMISSION SERVICE	1	MI

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/18/00	20831	20142			M	0279CZ	WINDOW CONTROLS
02/04/00	8854	20000			M	476CZSHTL	SHUTTLE RIDE
02/04/00	8854	20000			M	089CZRRNR	RELINE REAR BRAKES
01/17/00	8854	20000			M	216CZDRLK	CK COOLING SYS LEAK
	8854	20000			M	089CZINSF	INSPECT BRAKES
	8854	20000			M	216CZPRLE	CK COOLING SYS LEAK

7

5279

Feb. 99

27098

13403 miles

SIMPSON  **GMC**
BUICK Pontiac GMC

1890 WEST COMMONWEALTH AVENUE
PHONE (714) 526-2281 FAX (714) 526-3397
FULLERTON, CALIFORNIA 92833

INVOICE

PAGE 1

SERVICE ADVISOR: 25 LARRY NAVA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	1998	GMC G VAN SAVANA	1GJCG25R5W1047517		13403/13409	195
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	INV. DATE
31DEC997			12:00 03FEB99		62.00 CASH	04FEB1999
R.O. OPENED	READY	OPTIONS: STK:5279				
02FEB99	04FEB99					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES FEELING AND HEARING GRINDING NOISE WHEN APPLYING BRAKES-CHECK AND ADVISE

500 RELTEN FRONT BRAKES, RESURFACE FRONT ROTORS,
REPACK FRONT WHEEL BEARINGS, APPLY STOP
SQUEAK TO FRONT PADS



68	CT	1.60			99.20	99.20
1	18025354	PAD KIT			66.48	49.95
1	1900	BRAKE QUIET			14.50	14.50

MISC HAZARDOUS DISPOSAL CHARGE (BRAKE PADS)
CU

1.00 1.00

B CUSTOMER STATES PASSENGER WINDOW SOMETIMES INOPERATIVE-SOMETIMES DOES NOT WORK-CUSTOMER PUSHES SWITCH SEVERAL TIMES WAITS AND THEN WINDOW WORKS

CNDCC INSPECTED AND ROAD TESTED VEHICLE-UNABLE TO
DUPLICATE CUSTOMER CONCERN

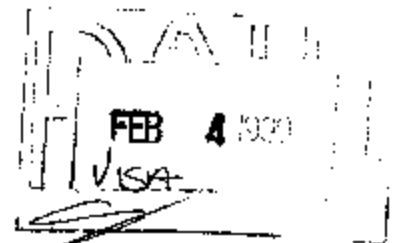
68	CT	0.00			0.00	0.00
----	----	------	--	--	------	------

EST: 62.00 02FEB99 14:24 SA: 25

EST: 165.00 03FEB99 16:54 SA: 25

CONTACT: CARLOS CONANT (IN PERSON)
RELIN FRONT BRAKES, TURN ROTORS & APPLY BRAKE QUIET
ADD'L 103.00 TOTAL 165.00

Front Brakes VAN



Thank You!

NOTICE TO CONSUMER:

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimate price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle. I also acknowledge receipt of additional consumer warranty and service information contained in the Parts & Service Warranty Disclaimer.

ORIGINAL ESTIMATE & CUSTOMER SIGNATURE

AUTHORIZED REVISED & ESTIMATE

X

DESCRIPTION	TOTALS
LABOR AMOUNT	99.20
PARTS AMOUNT	64.45
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC CHARGES	1.00
TOTAL CHARGES	164.65
LESS INSURANCE	0.00
SALES TAX	4.99
PLEASE PAY THIS AMOUNT	169.64

EPA # CAL000147654
B.A.R. # AJ-201611

CUSTOMER COPY

REPLACE

SIMPSON

BUICK Pontiac GMC

(714) 526-2281

CUSTOMER

24,073 miles

D.A.R. #AJ-201611

1890 WEST COMMONWEALTH FULLERTON, CA 92833-3204

EPA # CAL000147654

CUSTOMER NO. 1279	ADVISOR TIMOTHY MURSE	HAZ NO 13	INVOICE DATE 10/11/99	INVOICE NO. B0003507
	LABOR RATE	LICENSE NO.	MI FAGE 24073	COLOR /
	YEAR / MAKE / MODEL 98/GMC/GVAN		DELIVERY DATE 12/31/97	DELIVERY MILES 0
	VEHICLE ID NO. 1GJGG25R15W1047517		SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	P.O. NO. 159A	R.O. DATE 10/11/99	
	COMMENTS			

LABOR & PARTS

J# 1 1190Z ENGINE TECH(S):24 0.00
 CUSTOMER STATES FLUID LEAK UNDER FRONT OF VEHICLE SINCE LDT
 PERFORMED HERE ON 10-1-99
 -COOLANT LEAK-NOT RELATED TO LUBE OIL AND FILTER CHANGE.

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

J# 2 08G0Z7RRLSH BRAKE SYSTEM FLUSH TECH(S):48 61.18
 POWER FLUSH COMPLETE HYDRAULIC BRAKE SYSTEM. CLEAN MASTER
 CYLINDER RESERVOIR. REPLACE WITH CLEAN FLUID AND BLEED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 2	1	PK967	BRAKE FLUSH	***	***	***
JOB # 2	1	5198	BRK CLN	5.00	5.00	5.00
JOB # 2	2	12377967	FLUID 0.900	5.95	5.95	11.90
						JOB # 2 TOTAL PARTS 16.90
						JOB # 2 TOTAL LABOR & PARTS 78.08

J# 3 08G0Z7RRLSH INSPECT BRAKES TECH(S):48 100.68
 CUSTOMER STATES LOUD SQUEELING FROM FRONT WHILE DRIVING & WH
 EN APPLYING BRAKES. CHECK & ADVISE
 FRONT BRAKES ON WARNING SENSORS. REAR AT 50% REMAINING.
 REPLACE FRONT BRAKE PADS, RESURFACE ROTORS, APPLY BRAKE
 ROTOR. ROAD TEST VEHICLE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 3	1	1B025954	PAD KIT 5.017	64.48	49.95	49.95
JOB # 3	1	1900	BRAKE OIL	14.50	14.50	14.50
						JOB # 3 TOTAL PARTS 64.45
						JOB # 3 TOTAL LABOR & PARTS 165.13

J# 4+08G0ZSVLR SERVICE REAR BRAKES TECH(S):48 31.00
 Added Operation (SHANN @ 10/11/1999 12:08)
 CLEAN & ADJUST REAR BRAKES (50% LEFT ON REAR BRAKES)
 R&R REAR WHEELS. CLEAN AND ADJUST REAR SHOES OR PADS. CHECK
 SYSTEM FOR ANY LEAKS. ADJUST EMERGENCY BRAKE. ROAD TEST.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
						JOB # 4 TOTAL PARTS 0.00
						JOB # 4 TOTAL LABOR & PARTS 31.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 2	27	HAZARDOUS WASTE BRAKE FLUID	35802	1.00
			TOTAL - MISC	1.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$110.00 (+TAX)
 APPROVED REVISED ESTIMATE (H 1) OF \$275.71 (+TAX) ON 10/11/99 AT 12:07pm
 BY CARLOS DONANT COMMENTS FRONT BRAKES, CLEAN & ADJUST REAR BRAKES

Please Read Important Consumer Information On Reverse Side

(CONTINUED ON NEXT PAGE)

12/16/99

9 REPL

SIMPSON

BUICK Pontiac GMC


STATE FRAMES 11 (714) 526-2281

STUCK
28,062

B.A.P. # AJ-201811

1890 WEST COMMONWEALTH FULLERTON, CA 92833-3204

EPA # CAL000147654

 Jan 17 '00	VEHICLE NO.	62	HAT NO.	201	INVOICE DATE	01/17/00	INVOICE NO.	0000000000
	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.			
	YEAR MAKE/MODEL				DELIVERY DATE	DELIVERY MILES		
	VEHICLE ID NO.	200 RPO W10 0170517			SELLING DEALER NO.	PRODUCTION DATE		
	FTE NO.	R1000			RQ DATE	/ / 00		
COMMENTS CR #50 RTL LIMIT EP #50 TGV LIMIT								

LABOR & PARTS
 JOB 1 080208P
 INSPECT BRAKES TECH 9706
 RECHECK BRAKES, SQUEEL AND WHISTLE WHEN STOPPING. JUST RAN FROM PIPES AND CALIPERS DONE HERE.
 EMPLOYEE AND
 INSPECT SQUEALING FROM FRONT ON APPLICATION OF BRAKES-
 INSPECT FRONT AND REAR BRAKES-FOUND FRONT BRAKE ROTORS
 SLIGHTLY MISSED ADJUST-REMOVE FRONT BRAKE CALIPERS SURFACE
 BOTH FRONT ROTORS-SAND FACE OF FRONT BRAKE PADS-ROAD TEST VEHICLE

JOB # 1 TOTAL LABOR & PARTS 0.00

JOB 2 080208P
 CR COOLING SYS LEAK TECH 9706
 OWNER STATES THAT COOLANT DRIPS ON FLOOR. LAM SIDE COOLANT UNDER FRONT OF TRUCK.
 PRESSURE TEST ENTIRE COOLING SYSTEM-NO LEAKS DETECTED AT 100% TIME + 100% COOLANT RESERVOIR SLIGHTLY OVERTILLED-REMOVE EXCESS COOLANT FROM RESERVOIR-ROAD TEST VEHICLE

JOB # 2 TOTAL LABOR & PARTS 0.00

UNREPAIRED
 CALL WHEN READY

TOTALS

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME WARRANTY. THIS APPLIES FOR CUSTOMER PAY REPAIRS.	TOTAL LABOR...	0.00
	TOTAL PARTS...	0.00
	TOTAL SUELEY...	0.00
	TOTAL D.O.B...	0.00
	TOTAL WISE CHG...	0.00
	TOTAL MISC DISC...	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE #	0.00

THANK YOU,
 SHAWN MOORE
 SERVICE MANAGER

 CUSTOMER SIGNATURE

Op CR# 7834

#10
REPLACE F

TIMBERLINE TO CREATE FRAMES IF (714) 526-2281
SIMPSON
 BUICK Pontiac GMC  GMC

1890 WEST COMMONWEALTH FULLERTON, CA 92833-3204

EPA # CAL000147654

27,812

W.A.R. # AJ-201811

CUSTOMER NO.	VEHICLE NO.	YEAR	MAKE	MODEL	DATE	TIME	INVOICE NO.	INVOICE DATE
		88	BUICK	REGAL	01/10/00	11:00	001937921	01/10/00
LABOR RATE	LICENSE NO.	MASSAGE	COLOR	STOCK NO.				
9.99 MAKE/ISSUE					DELIVERY DATE	DELIVERY V. LES		
VEHICLE NO.	G 2.5 R. 5 W. 1 0 4 7.5 1 /			SELLING DEALER NO.	PRODUCTION C/L			
PT F NO	PARTS		RODATE		01/10/00			
COMMENTS: 1st 50 MIL LIMIT 2nd 50 TOW LIMIT								

Jan 10, 00

LABOR & PARTS
 JOB # 1 076CZDFRP DIFFERENTIAL REPAIR TECHNICIAN 486 WARRANTY
 HUMMING NOISE FROM REAR SOP IS HERE
 DRIVELINE HAS CASTING DEFECT-VERY NOISY WHICE DRIVINGN
 INSPECT HUMMING/HOWLING NOISE FROM REAR OF VEHICLE WHILE
 DRIVING-FOUND NOISE COMING FROM DRIVESHAFT-REMOVE DRIVESHAFT
 AND REPLACE WITH NEW-CLEAN AND LUBRICATE SPLINES ON TORQUE
 ROAD TEST VEHICLE

PARTS	QTY	PP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	15043582	SHAFT S.544			0.00
JOB # 1 TOTAL PARTS						0.00
JOB # 1 TOTAL LABOR & PARTS						0.00



JOB # 2 088CZINSR INSPECT BRAKES TECHNICIAN 486 WARRANTY
 Added Operation (SERV02 @ 01/10/2000 11:51)
 AND ADVISE
 RIGHT FRONT BRAKE CALIPER STICKING CAUSING OUTER PAD TO WEAR
 DOWN TO 2%-LEFT FRONT AT 50% REMAINING
 INSPECT FRONT AND REAR BRAKES-FOUND LEFT FRONT AT 20% REMAIN
 ING-RIGHT FRONT OUTER PAD DOWN TO 2% REMAINING FOUND CALIPER
 STICKING AND CAUSING PAD TO WEAR PREMATURELY-REMOVE RIGHT FR
 ONT CALIPER-REPLACE WITH NEW-REPLACE LEFT AND RIGHT PADS-
 ADJUST CALIPER TO BUCKLE CLEARANCE-LUBRICATE-CLEAN AND ADJUS
 T TO FACTORY SPECS-BLEED BRAKE SYSTEM-ROAD TEST VEHICLE

PARTS	QTY	PP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 2	1	19043838	PADS			0.00
JOB # 2	1	25000				0.00
JOB # 2	1	19014749	CALIPER A 4.665			0.00
JOB # 2 TOTAL PARTS						0.00
JOB # 2 TOTAL LABOR & PARTS						0.00



COMMENTS:
 CALL WHEN READY

TOTALS

TOTAL LABOR...	0.00
TOTAL PARTS...	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL DISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL TRADEIN \$	0.00

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME
 GUARANTEE. THIS APPLIES FOR CUSTOMER PAY REPAIRS.

ALL OF THE SERVICE STAFF AT SIMPSON BUICK ARE INTERESTED IN
 YOUR COMPLETE SATISFACTION. IF FOR ANY REASON YOU ARE NOT
 COMPLETELY SATISFIED, PLEASE ASK TO SEE THE SERVICE DIRECTOR
 YOUR COMMENTS ARE IMPORTANT TO US.

THANK YOU,
 SHAWN MOORE
 SERVICE MANAGER

CUSTOMER SIGNATURE

#11
REPLACE

SIMPSON

BUICK Pontiac GMC

(714) 526-2281

28,682

1890 WEST COMMONWEALTH FULLERTON, CA 92633-3204

EPA # CAL000147554

B.A.R. # AJ-201611

CUS. ORDER NO. 777	ADVISOR TIMOTHY MOORE	RAT. NO. 2111	INVOICE DATE 02/04/00	INVOICE NO. REAR BRK
	LABOR RATE	LICENRF NO.	MESSAGE 3000	COLOR
	YEAR/MON/MI/VEH 78/08/00/WH	DELIVERY DATE 12/31/97	DELIVERY MILES	
	VEHICLE NO. 1G1JG6G25R5N1047517	SELLING DEALER NO.	PRODUCTION DATE	
	P.T.F. NO.	EQ. NO. 3000	IN. DATE 02/04/00	
BUSINESS PHONE	COMMENTS Ltr 450 AIL LIMIT EN 500 YOU CAN ?			

Feb. 4, 00

LABOR & PARTS	DESCRIPTION	QUANTITY	UNIT PRICE	TOTAL PRICE
JOB # 1	ALL REAR BRAKES	1	100.68	100.68
<p>CUSTOMER STATES LOUD SCREELING WHEN APPLYING BRAKES FROM 10 A M. SLIGHT SCREELE FROM FRONT (SEE SHARK) REPLACE REAR BRAKE SIDES, RESURFACE REAR DRUMS ON R/O/S. CLEAN AND ADJUST TO FACTORY SPECIFICATIONS. ROAD TEST.</p>				
PARTS	DESCRIPTION	QTY	UNIT PRICE	TOTAL PRICE
JOB # 1	SHOE KIT 5.017	1	117.00	117.00
JOB # 1	CAP-WIRE W 5.816	1	4.00	4.00
JOB # 1 TOTAL PARTS				121.00
JOB # 1 TOTAL LABOR & PARTS				221.68
MISC	DESCRIPTION	QTY	UNIT PRICE	TOTAL PRICE
JOB # 1	HAZARDOUS WASTE BRAKE ROTOR WASH	1	1.00	1.00
TOTAL - MISC				1.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$31.00 (+TAX)
APPROVED REVISED ESTIMATE (A 1) OF \$219.00 (+TAX) ON 02/03/00 AT 10:41am
BY CARLOS COHART COMMENTS REAR BRAKES
APPROVED REVISED ESTIMATE (A 2) OF \$235.00 (+TAX) ON 02/04/00 AT 09:18pm
BY CARLOS COHART COMMENTS TAX
SEE FILE

TOTALS	TOTAL LABOR	100.68
	TOTAL PARTS	121.00
	TOTAL SUBLET	0.00
	TOTAL G.O.G.	0.00
	TOTAL MISC CHG.	1.00
	TOTAL MISC DISC.	0.00
	TOTAL TAX	9.98
	TOTAL INVOICE \$	232.66

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME WARRANTIES. THIS APPLIES FOR CUSTOMER PAY REPAIRS.

ALL OF THE SERVICE STAFF AT SIMPSON BUICK ARE INTERESTED IN YOUR COMPLETE SATISFACTION. IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED, PLEASE ASK TO SEE THE SERVICE DIRECTOR YOUR COMMENTS ARE IMPORTANT TO US.

THANK YOU,
SHAWN MOORE
SERVICE MANAGER

CUSTOMER SIGNATURE

PAID
FEB 04 2000
CASH 2828

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

TERMS	VEHICLE NO.	YEAR MAKE MODEL
PAID	104751	1987 Buick Wildcat
CHECK		
PREP. APPROV.		
OTHER		
CALL WHEN READY		
SAVE REMOVED PARTS FOR CUSTOMER		
APPOINTMENT	STATE TECH AUTO CARE	LABOR RATE
	104751	

QUANTITY	20.00	PRODUCT ON DATE	
DATE	10/27/87	DELIVERY DATE	
SERIAL NO.	40742	EXP. DATE	
DATE	10/27/87	EXPIRES DATE	
DATE	10/27/87	EXPIRES DATE	

STOCK NO.	104751	1 CLAS. NO.	
DELIVERY DATE		SELLING DEALER NO.	
EXP. DATE		EXPIRES DATE	
EXPIRES DATE		EXPIRES DATE	
EXPIRES DATE		EXPIRES DATE	

LABOR INSTRUCTIONS

WINDM CONTROLS LEFT FRONT LOWER SWITCH OPERATIVE SYSTEM
 CUSTOMER STATES LEFT FRONT LOWER SWITCH TO GET TO REARATE
 FILE FILE/HISTORY



CUSTOMER STATES BRAKES
 CUSTOMER STATES BRAKES SQUEELING UPON APPLICATION-SEE FILE/H
 STORY
 CUSTOMER STATES PANEL/LOADING BEHIND INSIDE SLIDING DOOR HAN
 DLE BROKEN

CUSTOMER STATES
 CUSTOMER STATES LEFT REAR TOP SPEAKER FALLING DOWN/COMING AP
 ART

SIMPSON
BUICK Pontiac GMC
 1890 WEST COMMONWEALTH • FULLERTON, CA 92630-3204
 (714) 526-2281

B.A.R. # AJ-201811 E.P.A. # CAL000147654

FOR YOUR CONVENIENCE
 DEPT. HOURS:
 MONDAY TO FRIDAY
 7:00 A.M. TO 6:00 P.M.
 NO CARS RELEASED
 AFTER SERVICE DEPT. HOURS

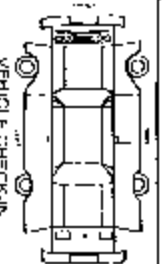
METHODS OF PAYMENT - WE ACCEPT THE FOLLOWING:
 MASTERCARD • VISA • AMERICAN EXPRESS
 COMPANY OR PERSONALIZED CHECK
 WITH THE FOLLOWING:

1. NAME, ADDRESS, AND P.O. BOX, AND TELEPHONE NUMBER, IMPRINTED ON CHECK.
2. VALID CALIFORNIA DRIVERS LICENSE
3. MAJOR CREDIT CARD.

PERSONAL CHECKS ACCEPTED FOR AMOUNT OF PURCHASE ONLY

IMPORTANT: REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE.

By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary.



Handwritten: 13

#15

1/3

2-9-00

GMC,

We were told that a New "98" GMC Savanna Van was the BEST Van in town.

I'm "Sorry to Say" that info is WRONG.

Here are MY "6" Reasons:

- | | | | |
|---|---------|--|--------|
| ① | 2-99 | Front Brakes | 13,403 |
| ② | 10-99 | " " | 24,073 |
| ③ | 1-10-00 | " " | 27,812 |
| ④ | 1-17-00 | " " | 28,062 |
| ⑤ | 2-4-00 | " " | 28,682 |
| | | * <u>F.B.</u> & Repair Rear Brakes
<u>Courtesy Clean-up</u> etc.? | |
| ⑥ | 2-8-00 | F.B. & R.B.
<u>Squeaking</u> | 28,860 |

#16

cont.

2/3

* Each Time I took the Van for Service, I was told that it was our fault.

Either I was Riding the Brakes or I left the hand brakes on.

* Neither is the Case!

I believe it came about, a defective part from the Factory, low quality parts used or personnel not knowledgeable in brakes or Trouble-Shooting to correct the problem.

If you can't correct this, and they have tried, but Never Succeeded, then I have a Lemon:

#17

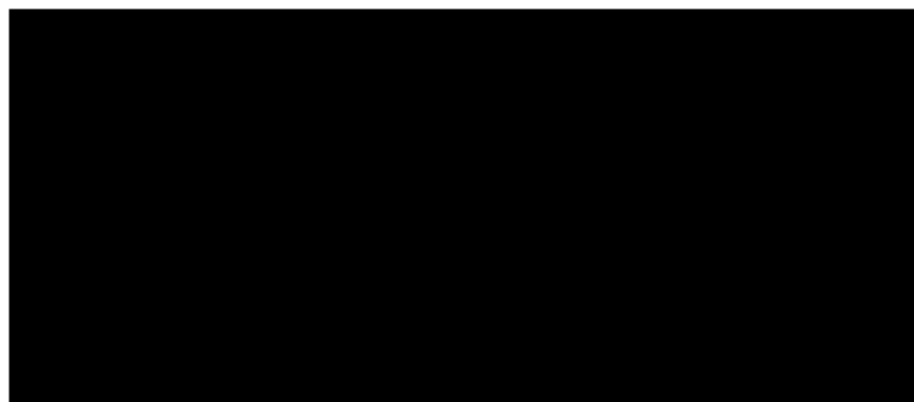
Cont.

3/3

I expect to hear from
GMC very soon to correct
this serious and very dangerous
problem.

* We carry young children
every day to schools and from
schools to our Family Day Care.
With-in a 2 miles radius.

Regards,



M-F 6-6 p.m.