

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

255

Date Received

15-MAY-2000

 Od_or _____
 rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

861873

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>(located at bottom of windshield or driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
	CHEVROLET	CAPRICE	1987	

Purchase Date	Dealer's Name _____	Engine Size (CID/CCL) _____	<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 type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driver Side Airbag <input type="checkbox"/> Passenger Side Airbag <input type="checkbox"/> Inertia Belt <input type="checkbox"/> 2-Point Belt	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	<input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____ <input type="checkbox"/> Sport Utility Truck <input type="checkbox"/> Motorcycle	<input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Station Wagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 06420000	Part Name(s) FUEL THROTTLE LINKAGE; ACCELERATOR; RIGID	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
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No. of Failures	Date(s) of Failure(s) _____ Mileage at Failure(s) _____ Vehicle Speed at Failure(s) _____	Failed Part(s) Available? Yes No	NHTSA Previously Contacted? Yes No
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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	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

UNEXPECTED AND SUDDEN ACCELERATION WHEN VEHICLE IS PLACED INTO DRIVE FROM PARK POSITION. DEALER HAS BEEN CONTACTED. *AK

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.



U.S. Department of Transportation
National Highway Traffic Safety Administration

Vehicle Owner's Questionnaire (VOQ)

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

DEFECTS INVESTIGATION REFERENCE NO. 861873

Work Number
Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? YES NO
In the absence of an authorized signature of owner, _____
Signature of Owner

VEHICLE INFORMATION
Vehicle Ident. No. (VIN) (located at bottom of windshield on driver's side) 1G1B U51H7X218477
Vehicle Make CHEVROLET
Vehicle Model CAPRICE
Vehicle Year 1987
Current Odometer Reading 38,744

Purchase Date 5-19-1987
Dealer's Name BUFF WHELAN CHVRLT RPT
City STERLING
State MD zip code 48078
Engine Size (CID/CYL) 8
No Cylinders 8
Turbo Diesel Gas Fuel Injection

Transmission Type Automatic Manual
Articled Brakes No Yes
Restraint System SEATBELTS
3-Point Belt Driver's Airbag Motorbelt Passenger's Airbag
Cruise Control Yes No
Dive Train Front Rear 4-Wheel
Vehicle Type Car Van Minivan Other
Sport Utility Truck Motorcycle
Body Style 2-Door 4-Door Station Wagon Pick Up Truck Other

FAILED COMPONENT(S)/PART(S) INFORMATION
Component 06420009
Part Name(s) FUEL THROTTLE LINKAGES:ACCELERATOR:RKID
Location Front Left Right
Failed Part(s) Original Replacement
No of Failures _____
Date(s) of Failure(s) _____
Mileage at Failure(s) _____
Vehicle Speed at Failure(s) _____
Failed Part(s) Available? Yes No
NHTSA Previously Contacted? No Yes

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
File 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)
UNEXPECTED AND SUDDEN ACCELERATION WHEN VEHICLE IS PLACED INTO DRIVE FROM PARK POSITION. DEALER HAS BEEN CONTACTED. AK

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CONTINUE ON BACK IF NEEDED

RECEIVED
JUN 12 PM 3:40
MAY 2000

MICHIGAN DEPARTMENT OF STATE
AUTOMOTIVE COMPLAINT

For office use only.

Please read the attached
 brochure before filling
 out this form.

Number	
Office Closed Date	
\$ Recovered	Violations
Mechanic/Agent Number	



Name and Address of the Business or Person You Wish to File a Complaint About:

GENERAL MOTORS COMPANY
ALSO BILL FOX DEALER
725 S ROCHESTER RD ROCHESTER HILLS MI
TODD MCCALLUM SERVICE MANAGER 48307

Business Telephone:

(248) 656.0916

Persons you dealt with at the business:

TODD MCCALLUM
SERVICE MANAGER

Complaint: VEHICLE REPAIRS	Complaint: VEHICLE SALES
Transaction Date: <u>SEVERAL</u>	Purchase Date:
Vehicle Year: <u>1987</u> Make: <u>CHEVROLET</u> Model: <u>CAPRICE</u>	Vehicle Year: Make: Model:
Vehicle Number (VIN): <u>1G1BUS1H7HX218477</u>	Vehicle Number (VIN):
Circle all answers that apply to your repair transaction:	Circle all answers that apply to your sales transaction:
Did you receive a written estimate prior to repairs? Yes <input checked="" type="radio"/> No	Type of Sales Transaction:
Did the facility only perform the repairs you authorized? Yes <input checked="" type="radio"/> No	Sale Sale Odometer Salvage Lease
Did the facility provide you with a final invoice? Yes <input checked="" type="radio"/> No	New Used Rollback Vehicle Vehicle
Do you have the parts the facility replaced? <input checked="" type="radio"/> Yes No	Did you get copies of the documents you signed? Yes No
	Did you get more than one temporary registration? Yes No

Important! Copies of all invoices, receipts, and related documents must be attached. Remove credit card and personal account references on supporting documents. Please do not send original documents. Briefly describe your complaint below or attach your letter of complaint:

I HAVE A 1987 CHEVROLET CAPRICE IT HAS ONLY 32,000
MILES ON IT AS I DONT USE IT MUCH IN THE WINTER
AND NOW I AM AFRAID TO DRIVE IT AS IT SUDDENLY
SURGES FORWARD AT A HIGH RATE OF SPEED AND IS HARD
TO CONTROL I HAVE HAD IT IN ON SEVERAL OCCASIONS
TO BILL FOX CHEVROLET THEY TELL ME NOTHING

NEVER TELL WHEN IT IS GOING TO HAPPEN IT IS VERY SCARY THEY TELL ME TO TRADE IT IN OR SELL IT I CANNOT DO THAT AS WHOEVER BUYS IT COULD GET KILLED IN THAT CAR AS IT IS NOT SAFE TO DRIVE I CANNOT GET ANY SATISFACTION FROM THEM OR GENERAL MOTORS I DONT KNOW WHAT TO DO WITH THE CAR IT JUST CANT SIT THERE ITS IN GOOD CONDITION AND ITS A SHAME NOBODY WANTS TO BE BOTHERED TO REALLY LOOK IT OVER GOOD TO FIND OUT WHATS WRONG WITH IT THERE HAS TO BE AN ANSWER SOMEWHERE I HOPE YOU CAN HELP ME AS I AM TIRED OF GETTING PUSHED AROUND THEY CLAIM THEY HAVE GOOD MECHANICS SO SOMEBODY SHOULD BE ABLE TO FIND WHATS WRONG I CANNOT AFFORD TO GO OUT TO BUY A NEW CAR WHICH I DONT NEED IF SOMEONE COULD REALY FLY THIS ONE WITHOUT ALL THAT TROUBLE I HOPE YOU CAN GET SOME RESULTS FOR ME SOON I WOULD REALY APPRECIATE IT THANK YOU

SINCERELY

LICENSE: 1 B 1 B U 5 1 H 7 H X 2 1 8 4 7 7
 COLOR: 10-93
 TAKE REC: 68918
 ORIGINAL P.O. NUMBER: 68918
 NAME: ROBERT BURG
 DATE: 05-17-93
 MILEAGE: 22589
 MAKE & MODEL DESCRIPTION: BUICK
 YEAR: 1988
 VIN: 48918
 IN SERVICE DATE: 05-17-93
 SECOND P.O. NUMBER: 68918

I hereby authorize the repair work herein set forth to be done along with the necessary materials 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 damage caused by unavailability of parts or delay in parts shipment by the supplier or transporter. I hereby grant you and your authorized representative to operate the vehicle herein repaired for the purpose of testing or demonstrating the work done hereon. I agree to pay for the repair work and materials as shown on this invoice. I understand that the repair work is not warranted for a period of 90 days or 10,000 miles, whichever comes first. The repair's period shall be the shorter of the two periods mentioned above.

A RATE OF \$ _____ PER HOUR
 PART NO. AND DESCRIPTION: _____
 QUANTITY: _____
 AMOUNT: _____
 MOVED WILL BE: INSTRUCTED DISCARD

PAYER UNLESS INSTRUCTED OTHERWISE:

QTY.	PART NO. AND DESCRIPTION	PER HOUR	AMOUNT
ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE			
TOTAL PARTS & ACCESSORIES			
SUBLET			
TOTAL SUBLET			
GALS. OIL			
LBS. GREASE			
TOTAL GALS. OIL & LBS. GREASE			

REPAIRS PROPERLY COMPLETED AND CHECKED BY: _____
 DATE: 05-17-93
 TIME: 11:00 AM
 BY: [Signature]

ORIGINAL ESTIMATE NO. _____
 PARTS: _____
 LABOR: _____
 TOTAL: _____
 AUTHORIZED ADDITIONS: _____
 DATE: _____
 BY: [Signature]

REPAIR ORDER - LABOR INSTRUCTIONS: _____

OPERATION	TIME	MECH	DESCRIPTION
A	09	MECH	SUBJECT ACCEL WHEN PUT INTO REVERSE
B	10	MECH	Appears to be loose in lower part of gear shift
C	11	MECH	Check timing, adjust air
D	12	MECH	Check timing, adjust air
E	13	MECH	Check timing, adjust air
F	14	MECH	Check timing, adjust air
G	15	MECH	Check timing, adjust air
H	16	MECH	Check timing, adjust air
I	17	MECH	Check timing, adjust air
J	18	MECH	Check timing, adjust air
K	19	MECH	Check timing, adjust air
L	20	MECH	Check timing, adjust air
M	21	MECH	Check timing, adjust air
N	22	MECH	Check timing, adjust air
O	23	MECH	Check timing, adjust air
P	24	MECH	Check timing, adjust air

CUST. NO. 68918
 DEALER REG. NO. F-101815
 SIGNATURE: A 10% CHARGE OF LABOR WITH A MAX. OF \$20.00 IS INCLUDED FROM SUPPLIES USED ON YOUR SERVICE. A 10% CHARGE OF LABOR WITH A MAX. OF \$20.00 IS INCLUDED FROM SUPPLIES USED ON YOUR SERVICE. A 10% CHARGE OF LABOR WITH A MAX. OF \$20.00 IS INCLUDED FROM SUPPLIES USED ON YOUR SERVICE. A 10% CHARGE OF LABOR WITH A MAX. OF \$20.00 IS INCLUDED FROM SUPPLIES USED ON YOUR SERVICE.

BILL FOX CHEVROLET, Inc.
 725 South Rochester Road • P.O. Box 460
 ROCHESTER, MICHIGAN 48307
 Phone: 651-7000




CUSTOMER COPY OF INVOICE: Please Bring This Invoice In With You If You Have Any Questions Regarding The Bill Or Services Performed On Your Vehicle.

Thank You

LABOR MECH.	27.00
SUBLET MECH.	
P & A MECH.	
PAINT & MAINT.	
GAS, OIL, GREASE	
LABOR BODY SHOP CAR	
SHOP MATERIALS*	1.08
ENVIRONMENTAL CHARGE	3.00
TAX	4
CHARGE SALES	2.81
CASH SALES	25.31

RECURRING **SALE**
 CHEV. WAIVER
 I hereby warrant the repair work herein set forth to be done along with the necessary materials and agree that you are not responsible for loss of damage to repair or materials in vehicle in case of fire, theft or any other cause beyond your control or for any damage caused by unreliability of parts used in the repair. This warranty is void if the vehicle is used for racing, off-road use, or other use not intended by the manufacturer. This warranty is void if the vehicle is used for any purpose not described on attached invoice or otherwise by the manager of testing group inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repair invoice. I understand that purchase of parts requires mechanic's lien. I have no right of possession to the above vehicle until the repair invoice has been paid in full or until you notify your employees have voluntarily released the vehicle to me.

CUSTOMER LABOR CHARGES ARE BASED ON ALL PARTS REMOVED WILL BE SAVED UNLESS INSTRUCTED OTHERWISE DISCARD

QTY	PART NO. AND DESCRIPTION	PER HOUR	AMOUNT
1	64P7779	22.1	39.30
1	6651803	1.5	2.25
2	5613335	30.00	60.00
ALL PARTS INSTALLED APT NEW UNLESS SPECIFIED OTHERWISE			39.30
TOTAL PARTS & ACCESSORIES			
SUBLET			
TOTAL SUBLET			
GALS. GAS			
QTS. OIL			
LBS. GREASE			

OPERATION	TIME	METH	CAUSE	REPAIR ORDER - LABOR INSTRUCTIONS	DATE
38	1.5	MECH	COMPLAINT	What's Labor Air filter seems to clear caution check Sits 2 Days	8/10
39	1.5	MECH	COMPLAINT	What's Labor Air filter seems to clear caution check Sits 2 Days	8/10
40	1.5	MECH	COMPLAINT	What's Labor Air filter seems to clear caution check Sits 2 Days	8/10
41	1.5	MECH	COMPLAINT	What's Labor Air filter seems to clear caution check Sits 2 Days	8/10
42	1.5	MECH	COMPLAINT	What's Labor Air filter seems to clear caution check Sits 2 Days	8/10
43	1.5	MECH	COMPLAINT	What's Labor Air filter seems to clear caution check Sits 2 Days	8/10
44	1.5	MECH	COMPLAINT	What's Labor Air filter seems to clear caution check Sits 2 Days	8/10
45	1.5	MECH	COMPLAINT	What's Labor Air filter seems to clear caution check Sits 2 Days	8/10
46	1.5	MECH	COMPLAINT	What's Labor Air filter seems to clear caution check Sits 2 Days	8/10
47	1.5	MECH	COMPLAINT	What's Labor Air filter seems to clear caution check Sits 2 Days	8/10
48	1.5	MECH	COMPLAINT	What's Labor Air filter seems to clear caution check Sits 2 Days	8/10
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53	1.5	MECH	COMPLAINT	What's Labor Air filter seems to clear caution check Sits 2 Days	8/10
54	1.5	MECH	COMPLAINT	What's Labor Air filter seems to clear caution check Sits 2 Days	8/10
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65	1.5	MECH	COMPLAINT	What's Labor Air filter seems to clear caution check Sits 2 Days	8/10
66	1.5	MECH	COMPLAINT	What's Labor Air filter seems to clear caution check Sits 2 Days	8/10
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73	1.5	MECH	COMPLAINT	What's Labor Air filter seems to clear caution check Sits 2 Days	8/10
74	1.5	MECH	COMPLAINT	What's Labor Air filter seems to clear caution check Sits 2 Days	8/10
75	1.5	MECH	COMPLAINT	What's Labor Air filter seems to clear caution check Sits 2 Days	8/10
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88	1.5	MECH	COMPLAINT	What's Labor Air filter seems to clear caution check Sits 2 Days	8/10
89	1.5	MECH	COMPLAINT	What's Labor Air filter seems to clear caution check Sits 2 Days	8/10
90	1.5	MECH	COMPLAINT	What's Labor Air filter seems to clear caution check Sits 2 Days	8/10
91	1.5	MECH	COMPLAINT	What's Labor Air filter seems to clear caution check Sits 2 Days	8/10
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97	1.5	MECH	COMPLAINT	What's Labor Air filter seems to clear caution check Sits 2 Days	8/10
98	1.5	MECH	COMPLAINT	What's Labor Air filter seems to clear caution check Sits 2 Days	8/10
99	1.5	MECH	COMPLAINT	What's Labor Air filter seems to clear caution check Sits 2 Days	8/10
100	1.5	MECH	COMPLAINT	What's Labor Air filter seems to clear caution check Sits 2 Days	8/10

CUSTOMER COPY OF INVOICE Please Bring This Invoice In With You If You Have Any Questions Regarding The Bill Or Services Performed On Your Vehicle.

BILL FOX CHEVROLET, Inc.
 725 South Rochester Road - P.O. Box 460
 ROCHESTER, MICHIGAN 48307
 Phone: 851-7000

CHEVROLET

DEALER REG. NO. 68949
 F-101815

SUPPLIER - A 10% CHARGE OF LABOR WITH A MAX. OF \$20.00 IS INCLUDED FOR SUPPLIES USED ON VEHICLE. APPLICABLE SUPPLY ITEMS ARE: AGTS, POLTS, WASHERS, TAPE, WAX, AERO BRUSH, WHEELS, EXHAUST, SACKS, CARBURETOR CLEANER, TOWELS, DALLIER CLEANER, WAX, 100% WHITE, ETC.

LABOR MECH. 31.00
 SUBLET MECH. 39.30
 P & A MECH. 39.30
 PAINT & MAT'L
 GAS, OIL, GREASE
 LABOR BODY SHOP CAR
 SHOP MATERIALS* 4.25
 ENVIRONMENTAL CHANGE 1.70
 TAX 12.69
 CHANGE SALES
 CASH SALES

Thank You

CUSTOMER NO. 15207	ADVISOR JOSEPH MICHAELS 332	CARC NO. 641	INVOICE DATE 04/07/99	INVOICE NO. CVCS482
	LABOR RATE 67.00	LICENSE NO.	MILEAGE 37342	COLOR MARDON/
	YEAR / MAKE / MODEL 87 / CHEVROLET / CAPRICE		IN SERVICE DATE	DELIVERY MILE
	VEHICLE ID. NO. 1D1D051H7H020B0700		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 04/06/99	
			REPAIRS PROPERLY COMPLETED & CHECKED BY X	

TOTALS

 CASH CHECK CHARGE MCARD VISA AMEX

CASHIERS INITIALS []

OUR TECHNICIANS ARE CERTIFIED BY CHEVROLET, THE STATE OF MICHIGAN AND NATIONAL A.S.E.

THE WARRANTY ON GENERAL MOTORS DEALER INSTALLED PARTS IS 12 MONTHS OR 12,000 MILES WHICH EVER OCCURS FIRST. LABOR IS INCLUDED.

TOTAL LABOR.....	402.
TOTAL PARTS.....	191.
TOTAL SUBLET.....	0.
TOTAL G.O.B.....	0.
TOTAL MISC CHG.....	20.
TOTAL MISC DISC.....	0.
TOTAL TAX.....	12.
TOTAL INVOICE *	626.

"THE FOX TEAM"

CUSTOMER SIGNATURE

FAST
 APR 07 1999

BILL FOX
CHEVROLET, Inc.

725 S. ROCHESTER ROAD
 ROCHESTER HILLS, MICHIGAN 48307
 (248) 651-7000

STATE REG. NO.
 F 101815

CUSTOMER NO.	ADVISOR JOSEPH MICHAELS	CARD NO. 332	INVOICE DATE 04/07/99	INVOICE NO. R056482
	LABOR RATE 67.00	LICENSE NO. 641	COLOR MAROON	STOCK NO.
	YEAR / MAKE / MODEL 87 / CHEVROLET / CAPRICE	MILEAGE 37242	IN SERVICE DATE	DELIVERY MILES
	VEHICLE ID NO.		SELLING DEALER NO.	PRODUCTION DATE
	S.T.E. NO.	P.O. NO.	R.O. DATE 04/06/99	
			REPAIRS PROPERLY COMPLETED & CHECKED BY X	

LABOR & PARTS

J# 1 14CVZ... DIAG ENG PERFORMANCE HOURS: 6.00 TECH(S): 277 402.
 CUSTOMER STATES THE VEHICLE SURGES AT AN IDLE
 (VEHICLE WILL ACCELERATE VERY QUICKLY FROM A STOP, AT TIMES)
 (SEE HISTORY)
 CRACKED MAINSHAFT
 REPLACED DISTRIBUTOR MAINSHAFT.
 PERFORMED ENGINE TUNE UP, REPLACED SPARK PLUG WIRES,
 CAP AND ROTOR, REPLACED FUEL FILTER.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	10457353	MAIN SHAF	67.75	67.75
JOB # 1	8	5613957	SPARK PLO	4.00	32.00
JOB # 1	1	12073928	WIRE SET	60.25	60.25
JOB # 1	1	10477841	CAP, ROTOR	27.52	27.52
JOB # 1	1	5251903	FUEL FLTR	4.43	4.43
				JOB # 1 TOTAL PARTS	191.95
				JOB # 1 TOTAL LABOR & PARTS	593.95

J# 2+14CVZMISS... ENG MISS FIRES CHUGS HOURS: TECH(S): 277 0.0
 CUSTOMER STATES THERE IS A MISS WHILE DRIVING
 UNABLE TO DUPLICATE CUSTOMER'S CONCERN.
 NOTE: DISCONNECTED CRUISE CONTROL MODULE PER CUSTOMER'S
 REQUEST AT NO CHARGE.

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

MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # A	10	SHOP SUPPLIES		20.00	
				TOTAL - MISC	20.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$100.00 (+TAX)
 APPROVED REVISED ESTIMATE (# 1) OF \$390.00 (+TAX) ON 04/07/99 AT 10:11am
 BY HARRY KOCHANSKI COMMENTS SOCIAL SECURITY # 374-16-8249
 TECHNICIAN CERTIFICATION: 277 WALTER E. ELLISON M150228

CUSTOMER NO. 15201	ADVISOR TODD J MCCALLUM 205	CARD NO. 310	INVOICE DATE 09/01/99	INVOICE NO. CUCS56439
	LABOR RATE 67.00	LICENSE NO.	COLOUR MAROON/	STOCK NO.
	YEAR/MAKE/MODEL 87/CHEVROLET/CARTRICE	MILEAGE 38051	IN SERVICE DATE	DELIVERY MILES
	VEHICLE ID. NO. 1E1E8051H7H21B477		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 08/27/99	
			REPAIRS PROPERLY COMPLETED & CHECKED BY X	

LABOR & PARTS

J# 1 15CVZ DIAG ENGINE HOURS: 1PCN(S) #225 0.00
 CUST STATES -VERY INTERM VEHICLE WILL JUMP SUDDEN ACCEL.
 NO PATTERN PER CUST.
 PERFORM MICH INSPECTION-OK
 COLD START VEHICLE 4 DAYS/ROADTEST 21 MILES /UNABLE TO
 DUPLICATE OWNERS COMPLAINT OF SUDDEN ACCEL
 DISCONNECT CRUISE CONTROL PER CUST REQUEST.

JOB # 1 TOTAL LABOR & PARTS 0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$0.01 (+TAX)

TECHNICIAN CERTIFICATION
 225 RUSSELL A. CUTINO MI26910

TOTALS

XX	TOTAL LABOR....	0.00
CASH <input type="checkbox"/> CHECK <input type="checkbox"/> CHARGE <input type="checkbox"/> MCARD <input type="checkbox"/> VISA <input type="checkbox"/> AMEX <input type="checkbox"/>	TOTAL PARTS....	0.00
	TOTAL SUBLET....	0.00
CASHIERS INITIALS []	TOTAL G.O.G....	0.00
OUR TECHNICIANS ARE CERTIFIED BY CHEVROLET, THE STATE OF	TOTAL MISC CHG.	0.00
MICHIGAN AND NATIONAL A.S.E.	TOTAL MISC DTSC	0.00
	TOTAL TAX.....	0.00
THE WARRANTY ON GENERAL MOTORS DEALER INSTALLED PARTS IS	TOTAL INVOICE \$	0.00
12 MONTHS OR 12,000 MILES WHICH EVER OCCURS FIRST. LABOR		
IS INCLUDED.		

[Redacted Signature]

Lifetime Guarantee Part
 Kit

CUSTOMER SIGNATURE

Handwritten Signature