

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

15-MAY-2000

Od_or _____
rt_dt _____
od_rt _____
up_ltr _____

Reference No.

861918

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
JM1TC2219J0107237	MAZDA	929	1988	

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"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Inlatchbelt <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 Util 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 type="checkbox"/> Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05100000	Part Name(s) ENGINE	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
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No. of Failures 0	Date(s) of Failure(s) 13-MAY-2000 Mileage at Failure(s) 152000 Vehicle Speed at Failure(s) 0	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 0	Number of Fatalities 0	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)

CONSUMER STATED THAT WHILE DRIVING, VEHICLE TIMING BELT WAS SHREDED FOR THE SIXTH TIME ACCORDING TO CONSUMER WITHOUT A WARNING.

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.

19 pages

 <p>DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration NATIONALWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline</p>	<p>FOR AGENCY USE ONLY 197</p> <p>Date Received: 00 JUN 20 PM 2:13 15-MAY-2000 OFFICE EFFECTS INVESTIGATION</p> <p>Od. or r_dt _____ od_rt _____ up_ftr _____</p> <p>Reference No. 861918</p> <p>Work Number _____ Home Number _____</p>
<p>OWNER INFORMATION (Type or Print)</p>	

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? YES NO
 in the absence of _____ address to the vehicle manufacturer.
 Signature of Owner _____ Date **6/1/00**

VEHICLE INFORMATION					
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) H JM1PC2219J0107237	Vehicle Make MAZDA	Vehicle Model 929	Vehicle Year 1988	Current Odometer Reading 161,774 ⁹/₁₀	
Purchase Date 08/88	Dealer's Name JAY MARKS MAZDA		Engine Size 2954cc <input type="checkbox"/> Turbo Diesel Gas <input checked="" type="checkbox"/> Fuel Injection		
<input checked="" type="checkbox"/> New <input checked="" type="checkbox"/> Used	City HOUSTON State TEXAS Zip Code 77074		No Cylinders _____		
Transmission Type <input checked="" type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" 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 checked="" type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input checked="" type="checkbox"/> 4-Wheel	Vehicle Type <input checked="" type="checkbox"/> Car <input type="checkbox"/> Sport UTV <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other _____
Body Style <input checked="" type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____					

FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 05161000	Part Name(s) ENGINE:TIMING GEAR AND CHAIN BELT	Location <input type="checkbox"/> Left <input 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 85	Date(s) of Failure(s) 13-MAY-2000, 24-SEP-98, 11-MAY-10, 30-MAY-98	Mileage at Failure(s) 152000 (SEE NARRATIVE)	Vehicle Speed at Failure(s) 0
Failed Part(s) Available? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		NHTSA Previously Contacted? <input type="checkbox"/> Yes <input checked="" 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 TIMING BELT SHEARED OFF FOR THE SIXTH TIME WITHOUT A WARNING. *AK
May 23, 1995 - Belt failed (was in shreds) @ highway speeds on interstate highway, coasted off
freeway to a stop. Engine restarted but would no longer pull. Replaced by Kinzel Ford Mazda
in Beaumont, TX 77704. (mileage: 80,629)
March 30, 1998 - Belt failed after replacement due to water pump breakage. Again died
while driving on an interstate highway @ highway speeds, this time in Lake Charles, LA.
Belt replaced by Radford Buick Mazda in Lake Charles, LA 70601. (mileage: 123,819)
(mileage: 123,831)
May 11, 1998 - Belt failed on an interstate highway @ highway speeds, coasted to a halt on
highway shoulder. Belt replaced again by Kinzel in Beaumont, TX 77704. (mileage: 126,006)

CONTINUE ON BACK IF NEEDED

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confidential
fax

To: [REDACTED]
Company:
Fax Number: + [REDACTED]
Business Phone:

From: *****
Fax Number: [REDACTED]
Business Phone:
Home Phone:

Pages: 3
Date/Time: 5/25/00 11:15:35 AM
Subject: Final Draft

Faxed Mr. Majors at 11:07a.m.

So you can have the exact draft he has in front of him if/when he calls. I was told he was in a meeting right now.

Good luck!

Tish

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May 25, 2000

Jim Majors
Mazda
North American Operations
Gulf Region
13100 Southwest Freeway
Stafford, Texas 77478-2897

Dear Mr. Majors,

Thank you for your recent involvement in what will hopefully lead to a successful resolution to my seven-year ordeal with my 1988 Mazda 929.

In response to our conversation on the afternoon of May 23rd, I am still in the process of exploring all remedial possibilities, but I must express what I feel should be the true importance of this episode.

I understand that it is in the best interest of all parties involved to bring to a close a dilemma that has been left to linger for far too long. But our conversation, in its entirety, displayed an air of urgency, but with regard to finding my car, not ensuring my safety. You proposed that I 'test' drive my 929 under the premise that I bring it into an agreed upon Mazda dealer to examine my timing belt periodically, with all costs incurred by Mazda. Even though it would serve to aid us in finding the true cause of the premature expiration of my timing belts, it leaves me to continue as I have for seven years, to drive around with uncertainty and insecurity in a two ton hazard. With all due respect Sir, I have been driving my 929 for seven years with all the risk of a stunt car driver, having no idea that the repairs were not successful. In getting behind the wheel of that car for seven years, my life, the lives of my husband and daughter, and that of the millions of people here in Houston and abroad for which I share the road have been at risk. For seven years, while driving my 929 on the word of certified technicians and Mazda North America that the timing belt was "properly" fixed, we (all parties involved, knowing and unknowing) are lucky that those timing belts broke on major highways, but without causing injury or death. You may not have intended to look past the sheer severity of this situation, but indeed, you have with this suggestion. Although your recommendations are amicable, I am sure that Mazda with all of its sophisticated technology and experience would feel more at ease with using test dummies to test this engine, rather than experiment with the lives of its customers.

Please understand Mr. Majors, I empathize with you. I realize that you have just received this case, as you have informed me that Bill Cochrane, Area Parts Manager, has recently departed. You being "new to the market" leaves you with even more work to do. Through my own experience, I know that this problem takes hours of research; conferring with colleagues, talking to experts, reading the invoices and correspondence, and days spent problem solving. Of course, lack of deep knowledge with regard to this particular situation will lead to confusion and contradiction, something for which was evident in our conversation. You spoke with conviction in response to my questions regarding the "cross-threaded" or "pulled threads" in the right hand pulley as diagnosed by Radford Buick Mazda in 1998. My concern, if you recall, was for the patch that was rendered by the application of a Helicoil Kit. I suggested that this fix may have only served its purpose temporarily, for it is a fact that aluminum and steel, for which the engine block and bolts are made, respectively, could never be welded permanently after that incident, because they expand and contract at different rates and temperatures. You completely absolved the bolt hole fix as the cause of the recurring problems with the timing belt, stating that 'the most recent repairs done at Jeff Haas Mazda netted me all the new parts necessary to finally resolve my timing belt breakage.' Later though, you admitted that you and your contingent still 'did not

know the exact cause of the problems with the belt" and thus the previous suggestion of periodic check ups would be best. I am confident though, that situations such as this will dissolve with time once you are able to fully digest this situation.

Finally, I would like to address what you said yesterday, your belief that 'the past is not your problem, you can only deal with the present' with regard to my timing belt problems. Mazda North America and its employees are afforded the duty of granting warranty on Mazda parts and service, and to ensure that the dealers perform justly and properly with regard to sales and service as representatives and agents of Mazda. Because the past has since repeated itself, I would hope that you could understand how it is your problem. Had this not happened five times before, you would not have to concern yourself with this problem today. My car, having approximately 160,700 miles, should have used no more than 2 timing belts at its current mileage. With so many possibilities left to ponder as to the cause of this problem, I should hope that you would want to ensure that you and your company's integrity, its reliability, and its ongoing commitments to safety and customer service remain intact. Out of concern for your obvious loyalty and respect for your company, I trust that all that you do to resolve this problem seeks to satisfy those objectives.

Again, my bottom-line is safety. I no longer want to be afraid to drive my 929. I want to be able to get into my car and drive the 450 miles to visit my enfeebled, elderly parents without apprehension. I've had to continually rent cars to visit my parents because my car has been rendered unreliable. I find it shameful that I own a car, yet I am forced to rent other vehicles because of the hazard that this car poses. I want my family to be able to ride in my 929 again with thoughts of its comfort, reliability, and safety, without worrying about the precarious positions we could find ourselves in when the timing belt falls yet again. Because I care about my community, I too would like to know that I am not putting the lives of friends, family, co-workers, fellow Houstonians and strangers alike at risk by sharing the road with them in a car that can fail at any moment. I am sure you have seen by reading my other letters concerning this issue that I love my 929! I sincerely hope that we can come to an agreement in the near future and bring this matter to a close.

I do appreciate the time and consideration that you have exerted concerning this matter. I look forward to your response.

Sincerely,

[Redacted signature]

May 15, 2000

Carlos,

Thanks for all the work you've been doing, trying to rectify this situation with my '88 Mazda 929. I know you have a million problems you have to deal with everyday, but I hope that I'm helping you, more than hurting.

I decided to fax a question in, to keep from tying you down on the phone, and so I wouldn't forget. :-)

Was just wondering if you all had checked the bushing and the bearings? I was told that the gray Teflon coating on the bushing encounters wear and tear to the point of exposing the bronze-colored metal underneath. This wear and tear is said to catch strands of the belt, which could be causing the belt shredding. There was a tech service bulletin posted for this problem, but it was reported under the '89 Mazda MPV. The engine is the same as the '88-'89 929. If you could please let me know if that was a part of your findings yesterday (Monday) I would greatly appreciate it. My concern lies with 2 parts in particular, JE1512750A and JF0112754.

I'm rooting for you all on this one! I hope it doesn't seem like I'm trying to do your job for you... But if anyone deserves the credit for solving this on going problem, it's you and your team! No one has worked harder in trying to assure our satisfaction in dealing with this timing belt! I hope, as I'm sure you do to that this will be the first and last time you have to deal with this problem.

Thanks again!



JEFF HAAS

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11222 OLD KATY ROAD • HOUSTON, TEXAS 77043 (713) 932-6004

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER, THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF 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 SAID PRODUCTS.

NOT RESPONSIBLE FOR ANY CB RADIOS, CB ANTENNAS, TAPE DECKS, TAPES, CELLULAR PHONES, CELLULAR ANTENNAS, OR ANY PERSONAL ITEMS LEFT IN VEHICLE.

TERMS: STRICTLY CASH OR APPROVED CREDIT CARD

CUSTOMER NO. 129375	ADVISOR CARLOS 276	TAG NO. 5R5	INVOICE DATE 05/16/00	INVOICE NO. MACS66222
	LABOR RATE	LICENSE NO.	COLOR RED	STOCK NO.
		MILEAGE 180782	DELIVERY DATE	DELIVERY MILES
	YEAR / MAKE / MODEL 88(MAZDA)9294DR AUTO		SELLING DEALER NO.	PRODUCTION DATE
	VEHICLE I.D. NO. JM1HC221810107237			
	F.Y.E. NO.	P.O. NO.	R.O. DATE 05/15/00	
COMMENTS				

MO: 160788

LABOR & PARTS	TECH(S)	CHARGE
J# 1 04MAZ ENGINE CUSTOMER STATES ENGINE TURNS OVER BUT WILL NOT START. REPLACED TIMING BELT	GRDD	288.04
PARTS		
JOB # 1 QTY 1 FP-NUMBER JF01-12-2050 DESCRIPTION BELT, TIMIN UNIT PRICE 71.96		71.96
JOB # 1 TOTAL PARTS		71.96
JOB # 1 TOTAL LABOR & PARTS		360.00
J# 2 03MAZ SUSPENSION CUSTOMER STATES STEERING STIFF STEERING NOT SMOOTH BUT STILL ABLE TO STEER FREELY	GRDD	0.00
PARTS		
JOB # 2 QTY 1 FP-NUMBER DESCRIPTION UNIT PRICE		0.00
JOB # 2 TOTAL PARTS		0.00
JOB # 2 TOTAL LABOR & PARTS		0.00
J# 3 04MAZDR1 DRIVEABILITY CUSTOMER STATES STALLS WHILE DRIVING REPLACED WATERPUMP, IDLER PULLEYS, TENSIONER PULLEY, CAMSHAFT AND CRANKSHAFT OIL SEALS, SAVED OLD PARTS	GRDD	133.00
PARTS		
JOB # 3 QTY 2 FP-NUMBER JF01-12-602A DESCRIPTION OIL SEAL UNIT PRICE 10.83		21.66
JOB # 3 QTY 1 FP-NUMBER JF01-10-602A DESCRIPTION OIL SEAL UNIT PRICE 8.93		8.93
JOB # 3 QTY 1 FP-NUMBER JE15-12-750A DESCRIPTION TENSIONER UNIT PRICE 84.64		84.64
JOB # 3 QTY 1 FP-NUMBER JF01-12-754 DESCRIPTION SPACER, TEN UNIT PRICE 7.03		7.03
JOB # 3 QTY 1 FP-NUMBER 8A43-15-01DE DESCRIPTION PUMP, WATER UNIT PRICE 93.13		93.13
JOB # 3 QTY 2 FP-NUMBER JF01-12-7300 DESCRIPTION IDLER UNIT PRICE 86.25		172.50
JOB # 3 QTY 1 FP-NUMBER 0000-77-2200 DESCRIPTION COOLANT, MA UNIT PRICE 13.75		13.75
JOB # 3 TOTAL PARTS		401.64
JOB # 3 TOTAL LABOR & PARTS		534.64
J# 4-09MAZRENT RENT CAR CUSTOMER REQUEST RENTAL COUPON COUPON 1521578971HU 1 DAY	GRDD	0.00
PARTS		
JOB # 4 QTY 1 FP-NUMBER DESCRIPTION UNIT PRICE		0.00
JOB # 4 TOTAL PARTS		0.00
JOB # 4 TOTAL LABOR & PARTS		0.00
SUBLET		
JOB # 4 PO# 51678 VEND INV# 152157897 INV. DATE 05/16/00 DESCRIPTION RENTAL		30.00
TOTAL - SUBLET		30.00
G.O.G. & SUPPLIES		
JOB # 1 FREIGHT (PARTS)		17.25
TOTAL - GOG		17.25

The following information is for your reference only.

JEFF HAAS

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TERMS: STRICTLY CASH OR APPROVED CREDIT CARD

CUSTOMER NO. 129375	ADVISOR CARLOS 278	TAG NO. 565	INVOICE DATE 05/16/00	INVOICE NO. MAC86222
LABOR RATE	LICENSE NO.	MILEAGE 160782	COLOR RED	STOCK NO.
YEAR, MAKE / MODEL 88 MAZDA / 1929 / 4DR AUTO		DELIVERY DATE	DELIVERY MILE	
VEHICLE I.C. NO. JM1HC2218J0 107237		SELLING DEALER NO.	PRODUCTION DATE	
F.T.E. NO.	P.O. NO.	R.O. DATE 05/15/00		
COMMENTS		MO: 160788		

MISC	CODE	DESCRIPTION	CONTROL NO.	
JOB # A	SS	55 EPA		15.00
JOB # 1	CL	COUPON LABOR		-40.00
JOB # 1	CL	COUPON PARTS		-10.00
JOB # 3	CL	COUPON LABOR		-15.00
JOB # 3	CL	COUPON PARTS		-15.00
TOTAL - MISC				-65.00

TOTALS						
TOTAL LABOR						421.04
TOTAL PARTS						473.60
TOTAL SUBLET						30.00
TOTAL G.O.G.						17.25
TOTAL MISC CHG.						15.00
TOTAL MISC DISC						-80.00
TOTAL TAX						40.49
TOTAL INVOICE \$						917.38

CASH CHECK AMEX DISC M/C VISA

CUSTOMER SIGNATURE

February 26, 1999

Mazda North America Corp.
Attn: Customer Assistance
P. O. Box 19734
Irvine, California 92623-9734


Dear Customer Service;

I am a Mazda owner for over ten years. I very much enjoy driving my 1988 929 and 1998 626 V6.

I need your help. I have been trying to get reimbursement from one of your Mazda dealers since last year. I feel if though history is repeating its self. In 1998 the timing belt on my 1988 929 broke three times. It started with replacement of a water pump and the timing belt. The second, third, and fourth replacement was due to the belt breaking. I have recovered the cost of two repairs only.

1. Itzy's auto, Houston, Texas, repair originally replaced the water pump & belts. (reimburse cost of timing belt parts and labor).
2. Radford Buick Mazda, in Lake Charles, Louisiana., replaced the timing belt (2188 miles later) due to breakage (cost \$648.87)
3. Kinsel, in Beaumont, Texas, replaced the timing belt (3,000 miles later) due to breakage (cost \$466.77) (Service Manager Mr. Bill Modisette- talked with him 2/25/99 he said that he would talk with the Regional Mazda Rep. And I should try talking with Radford again. I have not heard from Radford yet).
4. Jay Marks Mazda, in Houston, Texas, replaced the timing belt (6,000 miles later) cost warranty due to previous dealer.

I've paid \$1,115.64 for this service. Kinsel did not claim warranty of repair on Radford Buick. And, Radford will not respond to my letter to clarify why all of the cost should be picked up by the customer. I've written both dealers. I don't know what to do at this point. Please help. This same situation happen in 1993 and I paid twice for a timing belt replacement within 28,000 miles and I never received reimbursement (dealers Jay Marks & Kinsel Mazda). I would appreciate any help you could give me. I just believe something is not fair with this.



November 29, 1998

Mr. Chester Batchelor
Radford Buick, Inc.
2113 E. Broad Street
Lake Charles, Louisiana 70601

Dear Mr. Batchelor,

I'm writing in regards to repairs done by your service department on my 1988 Mazda 929, March 30, 1998 (invoice no. 127212, mileage 123,819). I was awaiting a written response and reimbursement on the repairs which caused a timing belt failure less than two months and three thousand miles after it was replaced due to a water pump breakage (this by another repair service). Radford Mazda mechanics said to have replaced a shredded timing belt, and after cleaning belt debris behind pulley, they also had to replace a helicoil bolt hole because the threads were pulled out.

Itzy's Auto Repair Service did the original timing belt replacement. After Radford looked over the 929, we were told that the service was inadequate. We quickly informed Itzy's as to what happened to the 929 and he agreed to cover the cost of any repeated expense to us. All repairs, parts and labor surrounding the timing belt service from Itzy's Auto Repair Service was reimbursed back to me at full cost.

On May 9th, 1998, at 126,007 miles, my 929 broke down in Beaumont, Texas. I had my car towed to Kinsel Mazda for repairs. We immediately contacted Radford and informed you of this troubling situation. We faxed you all the information from Kinsel Ford Mazda after the repairs were performed, in order to give you an opportunity to address the failed repairs done to my car. Even to this day, I still have not received any response and reimbursement from Radford concerning my 929.

I should be expecting something from Radford. I should hope, that as a Mazda dealer you are honorable and you do treat your customer's right.

Mazda Corporation is committed to providing superior automotive service. I look forward to receiving my reimbursement on all parts and services because they failed to meet these standards.

Sincerely,

[Redacted Signature]

[Redacted Name] - owner (Invoice # 127212/ Job No. 383)

[Redacted Address]

November 29, 1998

Mr. Darrell Lowe



3355 Baston Drive,
Beaumont, TX 77706-7948

Dear Mr. Lowe,

I received a generous letter soliciting fine service from your dealership today. I compliment you on a great ad. Thanks for the coupons too!

I am a long time customer of Kinsel Mazda, since 1993. I'm what you call a pass-through customer. My 1988 Mazda 929 broke down twice in Beaumont, in '93 and '98. In 1993 Kinsel's service department replaced a timing belt and tensioner. This repair followed a 28,000 mile timing belt replacement by Jay Marks Mazda in Houston. Your service department found that Jay Marks' replacement of the timing belt was the reason why the belt failed in Beaumont. After Kinsel's repair, I drove my car for another 70,000 miles. It was great.

On, March 24, 1998 my water pump broke on my 929, which warranted timing belt replacement.

On March 30, 1998 (123,819 miles) my 929 broke down due to a shredded timing belt. Radford Mazda in Lake Charles, Louisiana, replaced the shredded timing belt, and after clearing belt debris behind pulley, they also had to replace a helicoil bolt hole because the threads were pulled out.

We quickly informed Itzy's what had happened to the 929 and he agreed to cover the cost of any repeated expense to us. All repairs, parts and labor, surrounding the timing belt service from Itzy's Auto Repair Service was reimbursed back to me at full cost.

On May 11th, 1998 - invoice #86053 (126,007 miles) my 929 broke down in Beaumont, Saturday, May 9, 1998. I had my car towed to Kinsel, filled out a trouble form stating the car stopped pulling, to replace the timing belt and tensioner. On Monday morning, my husband called Kinsel, to get a status and report on the car, spoke with Darrell Lowe (name on invoice). I personally faxed copies of Radford Buick Mazda invoice to give you a clear picture of the problems found and service performed on the 929. I repeatedly mentioned that the tensioner was the very vital part in 1993 that corrected a shredded belt repaired by your team. It was successful. Mr. Darrell told me that his service engineer analyzed the problem and that the tensioner had a spring problem and he recommended replacing the spring. I said no way, I would pay for the tensioner to be replaced so that we could at least eliminate that part as the problem. Darrell confirmed that this would be no problem if that is what the customer wants. On Tuesday, May 12, 1998 my husband, Donald, delivered the rental car (Ms. Debbie at Kinsel Ford L.M. on 11th St. & Hollywood shop so graciously helped us obtain May 9th and called towing for use too. She was absolutely wonderful. Excellent employee.) and picked up the 929 from Kinsel. My husband questioned why the tensioner part was omitted from the invoice. He was told that the invoice would be corrected, that the tensioner had been replaced. He was told that the engineer/service technician may have forgotten to mention it as an item on the bill. We trusted that.

We waited for a correction on the bill. On May 15th I faxed a note to you (Darrell Lowe) in regards to the invoice correction/omission of the tensioner replacement. I expected that the total bill may change, but that was not a problem. I spoke to you at 1:30pm regarding the incomplete bill and how this would cause confusion and future problems with car repairs to come. And, that is was imperative to correct

December 7, 1998

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the bill for auditing purposes (mine and yours). It's important and necessary that we both keep track of the vehicle's repairs.

After a number of phone calls from my husband and myself, you told us that the tensioner was not replaced. But a spring on the tensioner was replaced, this also was not denoted on the original service invoice. That was contrary to the bill and to all previous agreements made by me and my husband in repairing the car. I was upset. You assured me that your engineers, the experts, knew more than me. That the timing belt problem was repaired and we should have no further problems. I trusted that.

And... 6,000 miles later the timing belt broke again! I lost confidence in Kinsel at that moment. My daughter phoned me from the University parking lot on September 30, 1998, late in the evening to say, "Mother the timing belt is broke again!" I cried. I was heartbroken, because I love my car! I was afraid that it was on its last leg, and nothing more could be done for it. I was devastated!

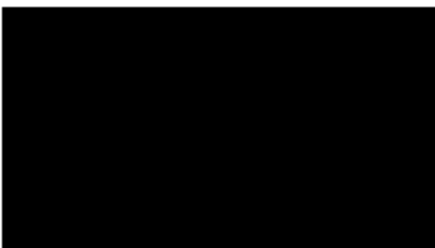
I called Jay Marks Mazda, and they told me to bring the car in. I spoke with the Service Manager And Mr. Jay Marks and expressed the problem with them. And, because we recently bought a car from the dealer they agreed to check the car out and repair it at no cost. Jay Marks' service manager requested all previous invoices related to this problem. We kindly passed the papers along. Mean while, my husband called Kinsel's service department to acknowledge the problem and was told to send paper work from the Jay Marks repairs. We expeditiously sent the paper work as soon the job was completed. As of today I have not received a response and reimbursement.

I should be expecting something from Kinsel. I know that you are honorable and you do treat your customers right. As I said, I've had excellent service from Kinsel in the past. I've spoken highly of Kinsel Mazda over the last five years and would like to continue to.

As you said in your ad "We at Kinsel Mazda are committed to providing superior automotive service that will ensure that my 1988 Mazda 929 continues to operate for years to come". Please stand by your ad, your honor, and your words. I know you can do it, you've done before. I have faith and respect for Kinsel and I love my Mazda 929!

Please don't hesitate to call and write me so that we can resolve this misunderstanding.

Sincerely,



(53) Service Advisor: #8287 Darrell Lowe

107237

229989



JAY

MARKS

MAZDA-HYUNDAI

(713) 772-6601

INVOICE

"A FAMILY TRADITION SINCE 1955"

10475 SOUTHWEST FREEWAY
P.O. BOX 740466
HOUSTON, TEXAS 77274-0466

PAGE 1

BUS: 713-990-7853

SERVICE ADVISOR: 280 ELVIN BRUGHA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BROWN	88	MAZDA 929	JMLHC2219J0107237		32338/132338	T7637
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
08AUG88	01AUG87	08AUG91	19:00 24SEP98			CASH
R.O. OPENED		READY	OPTIONS:			INV. DATE
						30SEP98

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

A CUST STATES DIED WHILE DRIVING WONT RESTART
CAUSE: INTERNAL FAILURE

B0213XRK REPLACE TIMING TENSIONER, SPACER, AND
TIMING BELT

- 215 WM
- 1 JE15-12-750A TENSIONER (N/C)
- 1 JF01-12-754 SPACER, TENSIONER (N/C)
- 1 JF01-12-20SD BELT, TIMING (N/C)

B0216XRT REMOVE AND REPAIR CROSSTHREAD BOLT HOLE
FOR PULLEY

215 WM (N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE: PARTS WARRANTY

B RENT CAR CHARGES

CAUSE: RENTAL

R RENT CAR CHARGES

215 WM (N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

C VEHICLE TOWED IN

CAUSE: TOW IN

T VEHICLE TOWED IN

215 WM (N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The Seller, JAY MARKS MAZDA-HYUNDAI, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and JAY MARKS MAZDA-HYUNDAI neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

I hereby authorize the repair work to be done along with the necessary material, and 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. Dealer not responsible for unavailability of parts or delays in parts shipments beyond dealer's control. Receipt of vehicle described above for repair or inspection is hereby acknowledged by the dealer. Said customer is hereby notified that the said property is not insured or protected to the amount of the actual cash value thereof, or otherwise, by the dealer against loss occasioned by theft, fire or vandalism while the property remains with the dealer. Customer states no articles of personal property have been left in the vehicle, and the dealer is not responsible for inspection thereof.

Notice Pursuant to Sec. 70.001, Texas Property Code

I am the person or agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with Sec. 9.603, Texas Business and Commerce Code, if a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account or the account on which it is drawn has been closed.

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

CUSTOMER SIGNATURE

Signature of Person Responsible or Agent for Person Responsible

CUSTOMER COPY

THANK YOU

107237

230295

JAY

(713) 772-6601

MARKS

MAZDA-HYUNDAI

INVOICE

"A FAMILY TRADITION SINCE 1955"

10475 SOUTHWEST FREEWAY
P.O. BOX 740466
HOUSTON, TEXAS 77274-0466

PAGE 1

SERVICE ADVISOR: 280 ELVIN BRUGHA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BROWN	88	MAZDA 929	JM1HC2219J0107237		132338/132338	T7637	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
08AUG88	01AUG87	08AUG91	19:00 30SEP98			CASH	30SEP98
R.O. OPENED		READY	OPTIONS:				
17:24 30SEP98		17:27 30SEP98					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
						0.00	0.00

						25.30	25.30

THE CUSTOMER LABOR RATE IS \$60.00 PER FLAT RATE HOUR USING THE CHELTON MANUAL. PEUGEOT LABOR RATE IS \$60.00 PER FRH JAY MARKS MAZDA WARRANTS THE REPAIR LABOR FOR 90DAYS OR 4,000 MILES WHICH EVER OCCURS FIRST ALL PARTS INSTALLED ARE WARRANTED BY THE RESPECTIVE MANUFACTURER/VENDOR.

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The Seller, JAY MARKS MAZDA-HYUNDAI, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and JAY MARKS MAZDA-HYUNDAI neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

I hereby authorize the repair work to be done along with the necessary material, and 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. Dealer not responsible for unavailability of parts or delays in parts shipments beyond dealer's control. Receipt of vehicle described above for repair or alteration is hereby acknowledged by the dealer. Said customer is hereby notified that the said property is not insured or protected to the amount of the actual cash value thereof, or otherwise, by the dealer against loss occasioned by theft, fire or vandalism while the property remains with the dealer. Customer states no articles of personal property have been left in the vehicle, and the dealer is not responsible for inspection thereof.

Notes Pursuant to Sec. 79.001, Texas Property Code
I am the person or Agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with Sec. 9.503, Texas Business and Commerce Code, if a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account or the account on which it is drawn has been closed.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	25.30
MISC. CHARGES	0.00
TOTAL CHARGES	25.30
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	25.30

CUSTOMER SIGNATURE

Signature of Person Responsible or Agent for Person Responsible

CUSTOMER COPY

THANK YOU

107237

229989



JAY

MARKS

MAZDA-HYUNDAI

(713) 772-6601

INVOICE

"A FAMILY TRADITION SINCE 1955"

10475 SOUTHWEST FREEWAY

P.O. BOX 740486

HOUSTON, TEXAS 77274-0466

PAGE 2

SERVICE ADVISOR: 280 ELVIN BRUGHA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BROWN	88	MAZDA 929	JM1HC2219J0107237		132338/132338	T7637	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
08AUG88	01AUG87	08AUG91	19:00 24SEP98			CASH	30SEP98
R.O. OPENED		READY	OPTIONS:				
19:00 24SEP98		17:29 30SEP98					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

THE CUSTOMER LABOR RATE IS \$60.00 PER FLAT RATE HOUR USING THE CHILTON MANUAL. PEUGEOT LABOR RATE IS \$60.00 PER FRH JAY MARKS MAZDA WARRANTS THE REPAIR LABOR FOR 90 DAYS OR 4,000 MILES WHICH EVER OCCURS FIRST ALL PARTS INSTALLED ARE WARRANTED BY THE RESPECTIVE MANUFACTURER/VENDOR

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CUSTOMER SIGNATURE

Signature of Person Responsible or Agent for Person Responsible

Notice Pursuant to Sec. 70.001, Texas Property Code

I am the person or agent acting on behalf of the person, who is obliged to pay for the repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with Sec. 9.503, Texas Business and Commerce Code, if a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account or the account on which it is drawn has been closed.

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

CUSTOMER COPY

THANK YOU

109781

86053

409 800 02014 Joe Bob 14
Kinsel
3355 EASTEX FREEWAY
P.O. BOX 2470
BEAUMONT, TEXAS 77704
(409) 899-4000
Fax 409 868-0235

INVOICE

PAGE 1

SERVICE ADVISOR: 8287 DARRELL LOWE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	88	MAZDA 929	JM1HC2219J0107237		126006/126007	T7042	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01AUG87			13:42:11MAY98			CASH	11MAY98
R.O. OPENED	READY	OPTIONS:					
07:12 11MAY98	14:45 11MAY98						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	
A* CUST STATES WHILE DRIVING AT HWY SPEEDS ALL THE LIGHT CAME ON ENGINE STOP PULING								
	G050	REPLACED	TIMING BELT AND FRONT SEAL					
		9827	CSZ	5.00		324.00	324.00	
	1	JF01-12-205D	BELT, TIMING		62.00	62.00	62.00	
	1	JF01-10-602A	OIL SEAL		7.50	7.50	7.50	
PARTS:		69.50	LABOR:	324.00	OTHER:	0.00	TOTAL LINE A:	393.50

REPLACED TIMING BELT AND FRONT SEAL								

B** TOWING								
	S10	TOWING						
	9827	CSZ	0.00		0.00	0.00	0.00	
SUBL NETT BROS. WRECKER INV. 102029 5.9.98								
PO#321262								
		CSZ				50.00	50.00	
PARTS:		0.00	LABOR:	0.00	OTHER:	50.00	TOTAL LINE B:	50.00

CUSTOMER PAY HAZ MAT FOR REPAIR ORDER							16.20

* CASH		CHECK					*
* VISA		MC					*
* AE		DISCOVER					*
* CHG		Charge account no.					*
* DATE		Cashiers initials					*

MAY 12

Master Card
Pony
Customer's
4/15/98
409 414 727 6703

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The seller, Kinsel Ford Motors, Inc. hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Kinsel Ford, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE. I hereby authorize the repair, removal of the motor vehicle with necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery of my job. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control.

PAYABLE IN BEAUMONT, JEFFERSON COUNTY, TEXAS.

I have read, understand and accept all provisions of this repair order.

DESCRIPTION	TOTALS
LABOR AMOUNT	324.00
PARTS AMOUNT	69.50
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	50.00
MISC. CHARGES	16.20
TOTAL CHARGES	459.70
LESS INSURANCE	0.00
SALES TAX	7.07
PLEASE PAY THIS AMOUNT	466.77

SIGNED

NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE

I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT. I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH §8.503, TEXAS BUSINESS AND COMMERCE CODE, IF A WRITTEN ORDER FOR PAYMENT FOR REPAIR ON THE VEHICLE IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE DRAWER OR MAKER OF THE ORDER HAS NO ACCOUNT OR THE ACCOUNT ON WHICH IT IS DRAWN HAS BEEN CLOSED.

Signature of Person Responsible or Agent for Person Responsible

CUSTOMER COPY

ITZY'S AUTO REPAIR SERVICE
6703 BISSONNET
HOUSTON, TEXAS 77074-6129
713-777-2727 FAX-713-777-2755

Invoice

DATE	INVOICE NO.
3/27/98	4093

BILL TO

Mileage	YEAR	MAKE	MODEL	LICENSE TAG	ENGINE SIZE	PHONE#-H	PHONE#-W
123,431	1988	Mazda	929	WPNN 31F	3.0L		

Service performed	PARTS AND SUPPLIES	QTY	AMOUNT
Runs ruff , stalls , lost much water .	<-----Customer's co...		0.00
Stall problem not present at this time .	<-----commentes		0.00
Renew water pump & timing belt		4.5	289.31
	Water pump	1	149.52T
	Timing belt		85.30T
	AC belt	1	19.35T
	P.S. belt		18.50T
	Alt belt		19.25T
Renew camshaft and crankshaft seal		0.8	51.43
	Camshaft seal	2	23.44T
	Crankshaft seal -		9.13T
Gallon Coolant		2	15.90T
Total inshop service and parts			681.13
Hazardous Waste Fee			27.25
Sales Tax			28.08

Paid
ck # 9839
\$ 736.46

I hereby authorize the above repairs.
 An express mechanic's lien is acknowledged.
 X

Total \$736.46

TRUCK SERVICE

KINSEL FORD MAZDA
3755 HOLLYWOOD P.O. BOX 2470
BEAUMONT, TEXAS 77704
MAIN PHONE: 838-6611
TRUCK SERVICE PHONE: 838-3073

10681

20692

INVOICE*



PAGE 1

SERVICE ADVISOR: 5842 GRAY HYDE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BROWN	88	MAZDA 929	JM1HC2219J0107237		80628/80638	13868	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN88			17:00 23MAY95			CASH	25MAY95
R.O. OPENED	READY	OPTIONS: DLR:52M084					
14:56 23MAY95	17:33 25MAY95						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NEW	TOTAL
A CUST STATES ENG LOST POWER WHILE DRIVING HWY SPEEDS 60MPH GRADUALLY DECLINED CAME TO STOP UPON TRYING TO RESTART VEH WOULD NOT RESTART (RESTARTED)							
	ZL						
						175.00	175.00
	1	JF01-12-205A	BELT, TIMING	3	91.65	91.65	91.65
	1	JF01-12-770B	TENSIONER		164.90	164.90	164.90
SUBL TOWING							
PO#189296							
						40.00	40.00
CUSTOMER PAY HAZ MAT FOR REPAIR ORDER							
							9.99

Jim Majors
#281-682-2115

 CASH CHECK
 VISA MC
 DISCOVER
 CHRG: Charge account no. _____
 DATE: _____ Cashier Initials: _____

 LACK OUT OF WORK

DATE COMPLETED MAY 25 1995

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The seller, Kinsel Ford Mazda hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Kinsel Ford Mazda neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE. I hereby authorize the above repair work to be done along with necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident, or any other cause beyond your control.
PAYABLE IN BEAUMONT, JEFFERSON COUNTY, TEXAS.
I have read, understood and accept all provisions of this repair order.

SIGNED _____

NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE

I am the person or agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with §9.503, Texas Business and Commerce Code, if a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account or the account on which it is drawn has been closed.

Signature of Person Responsible or Agent for Person Responsible _____

CUSTOMER COPY

DESCRIPTION	TOTALS
LABOR AMOUNT	175.00
PARTS AMOUNT	256.55
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	40.00
MISC. CHARGES	9.99
TOTAL CHARGES	481.54
LESS INSURANCE	0.00
SALES TAX	21.99
PLEASE PAY THIS AMOUNT	503.53

1-800-222-5500

Fax # 714-222-5537

JAY

(713) 772-6601

112142

MARKS

MAZDA

INVOICE

"A FAMILY TRADITION SINCE 1955"
10475 SOUTHWEST FREEWAY
P.O. BOX 740466
HOUSTON, TEXAS 77274-0466

PAGE 1

SERVICE ADVISOR: 204 JED NEWSOM

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BROWN	88	MAZDA 929	JMLHC2219J0107237		60492/60496	T918	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
08JUL88			18:00 19JUL93		61.10	CASH	19JUL93

R.O. OPENED	READY	OPTIONS:
08:06 19JUL93	15:41 19JUL93	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	REPLACE	TIMING	BELT				
	125	REPLACE	TIMING BELT AND REPLACE				
		FRONT ENGINE SEALS	(CAM/CRANKSHAFT)				
		224	CM			306.00	306.00
	1	JF01-12-205	BELT, TIMING		98.70	98.70	98.70
	1	JF01-12-602A	OIL SEAL		11.00	11.00	11.00
	1	JF01-10-602A	OIL SEAL		9.00	9.00	9.00
B	INSPECT	TIMINGBELT	IDLER				
	100	REPLACE	IDLER				
		224	CM			0.00	0.00
	1	JF01-12-730B	IDLER		71.04	71.04	71.04
C	MAJOR	TUNE-UP	SEE ATTACHED LIST				
	011	PERFORM	ENGINE TUNE-UP (MAJOR)				
		224	CM			102.00	102.00
	1	JF01-18-V00	CAP, DIST		37.13	37.13	37.13
	1	JF01-18-V05A	DIST ROTOR		16.13	16.13	16.13
	6	F201-18-110	SPARK PLUG		5.50	5.50	33.00
	1	E301-13-890A	VALVE, PCV		18.00	18.00	18.00
	1	JE15-13-Z40	AIR FILTER		24.19	24.19	24.19
	1	JE01-20-490A	FUEL FILTER		39.15	39.15	39.15
		CUSTOMER PAY SHOP/HAZWASTE CG FOR REPAIR ORDER					24.48

THE CUSTOMER LABOR RATE IS \$51.00 PER FLAT RATE HOUR USING THE CHILTON MANUAL.
 PEUGEOT LABOR RATE IS \$55.00 PER HOUR
 JAY MARKS MAZDA WARRANTS THE REPAIR LABOR FOR 90 DAYS OR 4,000 MILES WHICH EVER OCCURS FIRST ALL PARTS INSTALLED ARE WARRANTED BY THE RESPECTIVE MANUFACTURER/VENDOR.

I hereby authorize the repair work to be done along with the necessary material, and 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 fee is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Dealer not responsible for unavailability of parts or delays of parts shipments beyond dealer's control. Receipt of vehicle described above for repair or alteration is hereby acknowledged by the dealer. Said customer is hereby notified that the said property is not insured or protected to the amount of the actual cash value thereof, or otherwise, by the dealer against loss occasioned by theft, fire or vandalism while the property remains with the dealer. Customer states no articles of personal property have been left in the vehicle, and the dealer is not responsible for inspection therefor.

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DESCRIPTION	TOTALS
LABOR AMOUNT	408.00
PARTS AMOUNT	357.34
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	24.48
TOTAL CHARGES	789.82
LESS INSURANCE	0.00
SALES TAX	31.50
PLEASE PAY THIS AMOUNT	821.32

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

CUSTOMER SIGNATURE

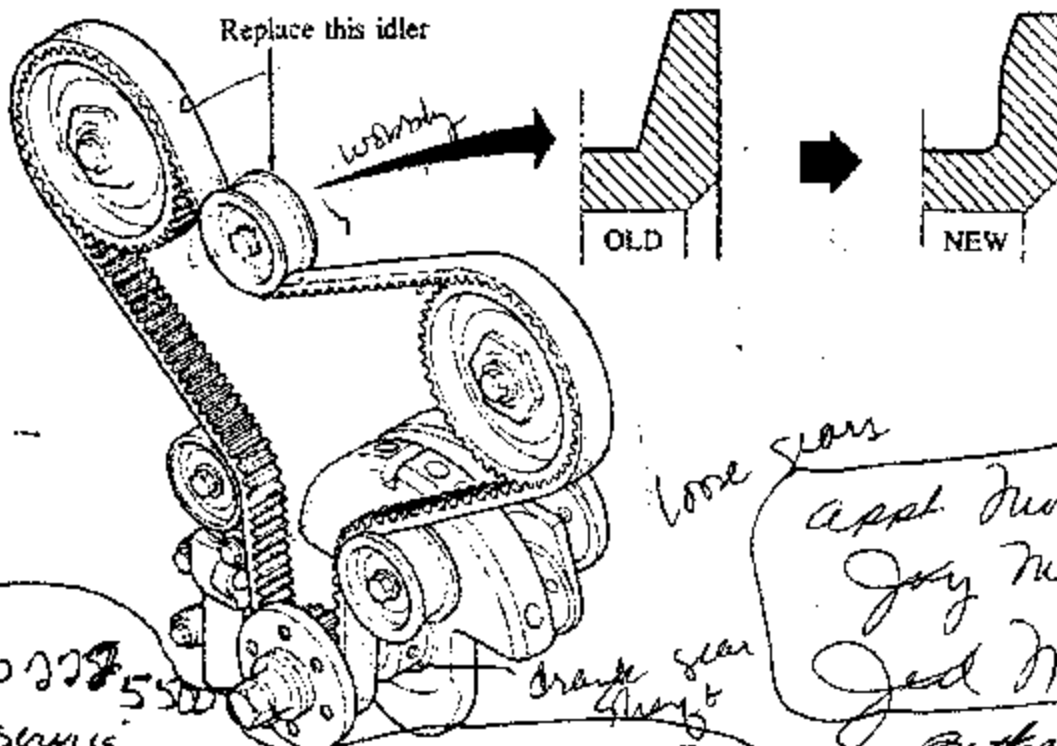
CUSTOMER COPY

TIMING BELT IDLER

Category Applicable Model/s
1988 929

Subject
TIMING BELT IDLER

Bulletin No. 332/88
Issued 2/11/88
Revised



1-800-228-5500
Customer Service
MAZDA AMERICA CORP.
Fords, California
Lante - 5/15/88 @ 2:03pm

loose gears
appt Monday 7/19/93
Joy Markers (54)
Jed Newson (SE)
Peter Bus Barber
Dan Parson Hand JR
713-867-4910

To prevent frictional wear of the timing belt edge, the configuration of the timing belt idler has been changed. If you encounter a problem where excessive timing belt noise is heard, please inspect the timing belt. If premature wear is found on the timing belt edge, please replace the timing belt with a new one and replace the upper side timing belt idler with the modified one listed below.

VIN OF PRODUCTION CHANGE

929: JM1HC221 J0115693 November, 1987

PART NUMBER		DESCRIPTION	INTERCHANGEABILITY
NEW	OLD		
JF01 12 730A	JF01 12 730	Timing Belt Idler	OLD → NEW

1993 INFORMATION \$650.00
730(B) upgrade

work needed
TUNE UP
Renew FUEL Filter
Renew timing Belt.

Parts Needed
6 Spark Plugs
1 Cap
1 Rotor
1 PCV Valve
1 Fuel Filter
1 Air Filter
1 Timing Belt

1 timing belt IDL if needed
(per the above description)

Metro Networks
Fax: 713-407-6347
2800 Post Oak Boulevard
Suite 4000
Houston, TX 77056-6199
713-407-6000

KRIV-TV
3395 Westheimer
Houston, TX 77027
713-479-2747

New order

Client: TEAS NURSERY
Con ID: 12763
Remarks:

Contract Date: 10/12/99
Start Date: 06/26/00
Stop Date: 09/24/00

Insertion Order

Lin	Num	Netwrk	Zone	Start Date	Stop Date	Start Time	Stop Time	Days	Auth	Len	Spots Week	Tot
	1	KRIV/F	Houston	06-26-00	09-22-00	07:00a	08:00a	MTWTF--		30	2	26
Total											26	

Please send confirmations and notarized
Affidavits to:
Metro Networks
Fax: 713-407-6347
2800 Post Oak Boulevard
Houston, TX 77056-6199



System Official

**METRO TRAFFIC CONTROL
2800 POST OAK BLVD., #4000
HOUSTON, TX 77056-6199**



DATE: June 1, 2000
TO: [REDACTED]
FAX: [REDACTED]
STATION: KRIV
MARKET: HOUSTON
FROM: KIM JONES 713-407-6406 FAX# 713-407-6347
RE: NEW ORDER—TEAS NURSERY

NUMBER OF PAGES (INCLUDING THIS COVER PAGE) 2

The following is A NEW ORDER FOR TEAS NURSERY FOR THE THIRD QUARTER. Please apply the insertions against our trade agreement.

We ask that you please confirm by fax within 48 hours, that the order has been received and booked. We also ask that you mail all system generated contract confirmations to the above address. All spots must run in ordered time periods and flight dates. Should a spot be missed we must be notified and makegoods need to be scheduled.

If you have any questions at all please call me at your convenience. My direct line is 713-407-6406.

I thank you very much for all your time and assistance.