

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

137

Date Received

18-JUN-2000

 Od_or _____
 Rt_dt _____
 Od_rt _____
 Up_ltr _____

Reference No.

863728

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

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) (located at front of vehicle or on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
KNDJA7238W5567697	KIA	SPORTAGE	1998	

Purchase Date	Dealer's Name _____	Engine Size (CID/CCL) _____	☐ Turbo
☐ New ☒ Used	City _____ State _____ Zip Code _____	No. Cylinders _____	☐ Diesel
			☐ Gas
			☐ Fuel Injection

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

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 01100000	Part Name(s) STEERING:WHEEL AND COLUMN	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures 0	Dates of Failure(s) 15-JUN-2000 Mileage at Failure(s) 21602 Vehicle Speed at Failure(s) 0	Failed Part(s) Available? Yes No	NHTSA Previously Contacted? Yes No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE DRIVING AT ANY SPEED STEERING WHEEL LOCKED UP, AND CONSUMER COULD NOT TURN OR DRIVE. *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.

 DOT Auto Safety Hotline U.S. Department of Transportation National Highway Traffic Safety Administration www.nhtsa.dot.gov/hotline 1-888-327-4236 NATIONWIDE 1-888-DASH-2-DOT 16-JUN-2000 OFFICE REFERENCE NO. 863728		Vehicle Owner's Questionnaire (VOQ) EFFECTS INVESTIGATION 00 JUL 26 AM 11:36 Date Received Od or n dt od nt up tr	
FOR AGENCY USE ONLY 197		OWNER INFORMATION (Type or Print) [Redacted]	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO		Signature of Owner [Redacted] Date	
VEHICLE INFORMATION Vehicle Ident. No. (VIN) [Redacted] Vehicle Make KIA Vehicle Model SPORTAGE Vehicle Year 1998 Current Odometer Reading		Purchase Date Dealer's Name City State Zip Code Engine Size (CID/CC/L) No Cylinders Fuel Injection	
TRANSMISSION TYPE ☐ Automatic ☒ Manual Restraint System ☐ 3-Point Belt ☐ 2-Point Belt ☒ Motorboat ☐ Unverside Airbag ☐ Passengerside Airbag Cruise Control ☐ No ☒ Yes Drive Train ☐ 4-Wheel ☐ Front ☐ Rear Vehicle Type ☐ Car ☐ Minivan ☐ Van ☐ Truck ☐ Motorcycle ☒ Sport Ute Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other		FAILED COMPONENT(S)/PART(S) INFORMATION Component 01100000 Part Name(s) Steering Wheel and Column Location ☐ Front ☐ Left ☐ Right ☐ Rear Failed Part(s) ☐ Original ☐ Replacement	
APPLICATION INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form) No of Failures 0 Date(s) of Failure(s) 15-JUN-2000 Mileage at Failure(s) 21802 Vehicle Speed at Failure(s) 0 Failed Part(s) Available? ☐ Yes ☐ No NHTSA Previously Contacted? ☐ Yes ☐ No		NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES) WHILE DRIVING AT ANY SPEED STEERING WHEEL LOCKED UP, AND CONSUMER COULD NOT TURN OR DRIVE. AK	
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.		CONTINUE ON BACK IF NEEDED	

[REDACTED]

[REDACTED]

[REDACTED]

June 29, 2000

Dear KIA Motors,

My 1998 KIA Sportage have not only been a great disappointment for me, it has made me feel very, very unsafe when traveling. It has left me stranded on more than one occasion because of either not starting up or because of other defects. One defect was that the stirring wheel would lock which kept me from turning my stirring wheel. This almost caused me to run into a wall when attempting to turn the stirring wheel that was suppose to have been operating automatically. My two year old son and I commute miles daily to our respective destinations and have been inconvenienced for the last time. When my car is in the shop I'm either forced to take a day off from work or use the CTA to drop my son off and commute from there to work, which seems to take a lot of time when I don't have CTA transportation near me. How can I work to pay my \$410.00 car payment when days are being taken off from work because the manufacturer of these KIA vehicles are sending these cars out to be sold to consumers and they are not fully inspected for minor and major defects. Does my son or I have to be fatally injured before something is done or is it because I'm a women complaining that I am being brushed off.

I have inserted copies of some of my serious defects that could have lead to serious traffic accidents. However, this does not include defects that were sent to me to come back in for a "free of charge fix". There will be three copies of this letter generated that will be forwarded to the "Better Business Bureau", the Media and the third to an attorney if these complaints are ignored.

Please Note:

This is not a complaint on the Oak Lawn Service team. They have worked hard to fix every problem that My KIA has had, no matter how long it had to take them. This complaint is for the Manufacturer of KIA vehicles who is just concerned about making a buck and not the safety of the consumer.

Sincerely,

[REDACTED]

[REDACTED]

36634

1 3 4 4 4 2



INVOICE

DUPLICATE 1
PAGE 16750 West 95th Street
OAK LAWN, IL 60463
708-430-1515

SERVICE ADVISOR: 471 ROBERT J PAS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GREEN	98	KIA SPORTAGE	KNDJA7238W5567697		16970/16970	T126
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
10JAN1998	10JAN1998	17:00	23FEB00		0.00	CASH
R.O. OPENED	READY	OPTIONS: 1) CALL PAGER#(312)713-1221 LATOYA CAMPBELL-STANSEURY 2) ELMHURST KIA				
12:49 15FEB00	14:15 23FEB00					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET
					TOTAL	

A CUSTOMER STATES: STEERING IS VERY HARD. WHEEL FIGHTS CUSTOMER TO
TURN, HAD ROADSIDE TOW VEHICLE IN.

CAUSE: PER EXTENSIVE DIAGNOSIS

03 STEERING SYSTEM

450 WK 3.60
1 0K022-32-920B GEAR ASSY-P/S
1 1050017 P/S FLD

without vehicle
5 Days. Before Rental Car

(N/C)
(N/C)
(N/C)

REPLACE STEERING GEAR ASSEMBLY AS REQUIRED TO CORRECT 32P03001-32P03X

B** RENTAL EXPENSE DUE TO PARTS DELAY-PO#023078

CAUSE: RENTAL STARTING DATE 2/22/00

01 SAFETY CHECKS & INSPECTION

450 WK 0.00

(N/C)

SUBL ENTERPRISE RENTAL PO#023078

WK

(N/C)

DUE TO PARTS DELAY MIKE SWARTZ AUTH REQUIRED PWA#MS2224

C** STEERING FLUID LEAK PRESENT

CAUSE: PER DIAGNOSIS

03 STEERING SYSTEM

450 WK 0.30
1 0K022 32 480A PIPE-RETURN

(N/C)

(N/C)

REPLACE FAULTY STEERING LINE AS REQUIRED 32P05005

D** SEVERE NOISE FROM STEERING PUMP

CAUSE: PER DIAGNOSIS

02 FRONT SUSPENSION

450 WK 0.90

(N/C)

RENTAL CARS AVAILABLE UPON REQUEST	YOU MAY RECEIVE A CUSTOMER SERVICE SURVEY IN THE NEXT FEW WEEKS. IF YOU CANNOT RATE US "COMPLETELY SATISFIED", PLEASE CONTACT YOUR SERVICE MANAGER IMMEDIATELY. THANK YOU JEFF FACCOLA, SERVICE MANAGER	The seller, WILLIAM BUICK hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and WILLIAM BUICK neither assumes nor authorizes any other person to assume for it any liability in connection with the sale.	DESCRIPTION	TOTALS
SERVICE HOURS MON-FRI 7:30 am - 6:00 pm Vehicle pick up until 9:00 pm CLOSED SATURDAY			LABOR AMOUNT	
			PARTS AMOUNT	
			GAS, OIL, LUBE	
			SMILET AMOUNT	
			MISC. CHARGES	
			TOTAL CHARGES	
			LESS INSURANCE	
			SALES TAX	
ALL SERVICE WORK IS GUARANTEED FOR 12 MONTHS OR 12,000 MILES. GENUINE PARTS GUARANTEED FOR 12 MONTHS OR 12,000 MILES.	CUSTOMER SIGNATURE		PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

36634

1 3 4 4 2



INVOICE

 DUPLICATE
PAGE 2

 6750 West 95th Street
OAK LAWN, IL 60453
708-430-1515

SERVICE ADVISOR: 471 ROBERT J PAS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GREEN	98	KIA SPORTAGE	KNDJA723BW5567697		16970/16970	T126	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PD NO.	RATE	PAYMENT	INV. DATE
10JAN1998		10JAN1998	17:00 23FEB00		0.00	CASH	23FEB2000
R.O. OPENED		READY	OPTIONS: 1)CALL PAGER#(312)713-1221 LATOYA CAMPBELL-STANSBURY 2)ELMHURST KIA				
12:49 15FEB00		14:15 23FEB00					
LINE OPCODE TECH TYPE HOURS				LIST	NET	TOTAL	
1 CK022-32-680B BRKT-OIL PUMP						(N/C)	

REPLACE FALLTY STEERING PUMP AS REQUIRED 32P05006

 PRE INVOICED,COPY TO FOLLOW
W/DPCM AUTH FOR EXCESSIVE
RENTAL


RENTAL CARS AVAILABLE UPON REQUEST		YOU MAY RECEIVE A CUSTOMER SERVICE SURVEY IN THE NEXT FEW WEEKS. IF YOU CANNOT RATE US 'COMPLETELY SATISFIED', PLEASE CONTACT YOUR SERVICE MANAGER IMMEDIATELY. "THANK YOU JEFF TACCOLA, SERVICE MANAGER	The seller, WILLIAM BUICK hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and WILLAM BUICK neither assumes nor authorizes any other person to assume for it any liability in connection with the sale	DESCRIPTION		TOTALS	
SERVICE HOURS MON-FRI 7:30 am - 6:00 pm Vehicle pick up until 9:00 pm CLOSED SATURDAY				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			
ALL SERVICE WORK IS GUARANTEED FOR 12 MONTHS OR 12,000 MILES. GENUINE PARTS GUARANTEED -OR 12 MONTHS OR 12,000 MILES.			CUSTOMER SIGNATURE				

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36634

130821



INVOICE

6750 West 95th Street

OAK LAWN, IL 60453

708-430-1515

PAGE 1

SERVICE ADVISOR: 468 EDWARD CARY HARTNEY

SERVICE ADVISOR: 488 EDWARD CARY HARTNEY							
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GREEN	98	KIA SPORTAGE	KNDJA7238W5567697		15203/15203	T733	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
10JAN1998		10JAN1998	WAIT 26NOV99		0.00	CASH	26NOV1999

R.O. OPENED

READY

OPTIONS:

08:38 26NOV99 09:37 26NOV99

LINE OF CODE TECH TYPE HOURS

LIST

NET

TOTAL

A WIPER WASHER BOTTLE KEEPS LEAKING FLUID, CHECK

CAUSE: WASHER LINE POOR FITTING

23 WIPER & WASHER SYSTEM

440 WK 0.20

(N/C)

REPAIR HOSE AS REQUIRED TO CORRECT

B** PERFORM CAMPAIGN # SC010

CAUSE: PER CAMPAIGN

31 CAMPAIGNS

440 WK 0.20

(N/C)

COMPLETE CAMPAIGN 51112012

RENTAL CARS
AVAILABLE
UPON REQUEST

SERVICE HOURS

MON-FRI 7:30 am - 6:00 pm

Vehicle pick up until 9:00 pm

CLOSED SATURDAY

YOU MAY RECEIVE A CUSTOMER
SERVICE SURVEY IN THE NEXT
FEW WEEKS.

IF YOU CANNOT RATE US
"COMPLETELY SATISFIED",
PLEASE CONTACT YOUR
SERVICE MANAGER
IMMEDIATELY. THANK YOU
JEFF TACCOLA,
SERVICE MANAGER

The seller, WILLIAM BUICK
hereby expressly disclaims all
warranties, either express or
implied, including any implied
warranty of merchantability or
fitness for a particular purpose,
and WILLIAM BUICK neither
assumes nor authorizes any
other person to assume for it
any liability in connection with
the sale.

CUSTOMER SIGNATURE

ALL SERVICE WORK IS GUARANTEED FOR 12 MONTHS OR 12,000 MILES.
GENUINE PARTS GUARANTEED FOR 12 MONTHS OR 12,000 MILES.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, FLUID	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

36634

140552



INVOICE

 DUPLICATE 2
 PAGE 2

 6750 West 95th Street
 OAK LAWN, IL 60453
 708-430-1515

SERVICE ADVISOR: 471 ROBERT J PAS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GREEN	98	KIA SPORTAGE	KNDJA7238W5567697		21608/21695	T351
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	DATE	INVT. DATE
10JAN1998		10JAN1998	17:00 20JUN00		0.00 CASH	21JUN2000
R.O. OPENED	READY	OPTIONS: 1)CALL PAGER#(312)713-1221 LATOYA CAMPBELL-STANSBURY 2)ELMHURST KIA				
09:55 16JUN00	13:04 21JUN00					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
				WK			(N/C)

 1 DAY RENTAL EXPENSE FOR CUSTOMER SATISFACTION ATTN:CAROLYN P.W.A.#9894
 FOR RENTAL EXPENSE

 E** PERFORM CAMPAIGN SC014-REPAIR FUEL INJECTION WIRE HARNESS-
 CAUSE: COMPLETED FUEL INJECTION WIRE HARNESS RECALL/CAMPAIGN SC014
 SC014 PERFORM CAMPAIGN SC014-REPAIR FUEL

 INJECTION WIRE HARNESS-
 460 WK 1.30

- 1 CL85 CONTACT
- 2 QK08A-67-SC1 SPRING CLIP
- 1 OK013-13-135 GASKET-SURGE TANK
- 1 OK08A-13-235A GASKET-AIR FUNNEL
- 1 OK01D-13-655 GASKET-THROTTLE BODY

 (N/C)
 (N/C)
 (N/C)
 (N/C)
 (N/C)
 (N/C)

 FC: PART#: COUNT:
 CLAIM TYPE:
 AUTH CODE:

 COMPLETED FUEL INJECTION WIRE HARNESS RECALL/CA MPAIGN SC014 AS
 REQUIRED LABOR CP-(001002R0)- NC6/C29

 F** GAS REQUIRED FOR EXTENSIVE TEST DRIVING
 01 SAFETY CHECKS & INSPECTION
 460 WK 0.00

(N/C)

RENTAL CARS AVAILABLE UPON REQUEST	YOU MAY RECEIVE A CUSTOMER SERVICE SURVEY IN THE NEXT FEW WEEKS. IF YOU CANNOT RATE US "COMPLETELY SATISFIED", PLEASE CONTACT YOUR SERVICE MANAGER IMMEDIATELY. THANK YOU JEFF TACCOLA, SERVICE MANAGER	The seller, WILLIAM BUICK hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and WILLIAM BUICK neither assumes nor authorizes any other person to assume for it any liability in connection with the sale.	DESCRIPTION	TOTALS
			LABOR AMOUNT	0.00
SERVICE HOURS MON-FRI 7:30 am - 6:00 pm Vehicle pick up until 9:00 pm CLOSED SATURDAY	ALL SERVICE WORK IS GUARANTEED FOR 12 MONTHS OR 12,000 MILES. GENUINE PARTS GUARANTEED FOR 12 MONTHS OR 12,000 MILES.	CUSTOMER SIGNATURE	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

To Open Envelope, Pull Tab Slowly From Either Side

Attach the Airborne Express Shippers Label within the dotted lines.

Please place
special services sticker here
if necessary

PLEASE TYPE OR PRINT

Sender Account Number 134524599		Billing Format No. 89377257		Origin NDU		Airbill Number 344936957J	
FROM (Company) WILLIAM BUICK KIA		Street Address 6750 W 95TH ST		City OAK LAWN		State IL	
Sent by (Name/Dept)		Phone		ZIP CODE (Required) 60453		ZIP CODE (Required) 60453	
To (Company) Kia Motor American Inc		Street Address 1000 Oak Deer Drive		City Lombard		State IL	
Attention (Name/Dept) Mike J. Jantz		Phone (Important) (630) 932-8500		ZIP CODE (Required) 60148-4453		ZIP CODE (Required) 60148-4453	
Sender's Signature 		Sender's Stamp SENDERS COPY		Drop Box #		Airborne Terminal	
Special Instructions Saturday Delivery Extra charge Notifiable in a carrier Lab Pack Service		Full Insurance Valuation \$.00		Signature Mike J. Jantz		Date 11/20/93	
Special Services Saturday Delivery Extra charge Notifiable in a carrier Lab Pack Service		Full Insurance Valuation \$.00		Signature Mike J. Jantz		Date 11/20/93	
Special Services Saturday Delivery Extra charge Notifiable in a carrier Lab Pack Service		Full Insurance Valuation \$.00		Signature Mike J. Jantz		Date 11/20/93	

United States Shipping

1. Complete applicable white sections of the U.S. Airbill. Sign and date the Airbill at the Sender's Signature line. Please press hard.
2. Peel off protective covering from back of Airbill.
3. Affix Airbill to envelope within dotted lines shown.
4. When using a Drop Box - follow special instructions on the Drop Box.

International Shipping

Includes Canada & Puerto Rico
Must be typed

1. Complete applicable white sections of the International Express Airbill. Sign and date the Airbill at the Sender's Signature line.
2. Place Airbill in plastic sleeve.
3. Peel off bottom portion from back of plastic sleeve. Do not seal top

Limitation on Contents

The maximum acceptable contents of a Letter Express is forty (40) 8-1/2 x 11 pages. If the gross weight of the contents, envelope and airbill exceeds 1/2 pound, the next higher rate will apply. Contents must be of a size and shape which fit the envelope and allow it to be securely sealed without damage. Cash or cash equivalents should not be shipped. Items of high intrinsic value should not be shipped in Letter Express packaging.

Limitations of Liability

Liability of Airborne Express is limited on Letter Express to \$100.00 U.S.D., unless a higher value is declared for carriage on our airbill. The maximum declared value on the Letter Express is \$500.00 U.S.D. Airborne Express shall not be liable in any event for special, incidental or consequential damages, insofar as not limited to these



**AIRBORNE
EXPRESS**

PO BOX 662, SEATTLE, WA 98111-0662
1-800-231-7270

36634

140552



INVOICE

 DUPLICATE 2
 PAGE 1

 6750 West 85th Street
 OAK LAWN, IL 60453
 708-430-1515

SERVICE ADVISOR: 471 ROBERT J PAS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GREEN	98	KTA SPORTAGE	KNDJA7238W5567697		21608/21695	T351	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
10JAN1998		10JAN1998	17:00 20JUN00		0.00	CASH	21JUN2000
B.O. OPENED		READY		OPTIONS: 1)CALL PAGER#(312)713-1221 LATOYA CAMPBELL-STANSBURY 2)ELMHURST KIA			
08:55 16JUN00		13:04 21JUN00					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A VEHICLE TOWED IN AND DROPPED OFF. NO EXPLANATION FOR DROP OFF.

01 SAFETY CHECKS & INSPECTION

460 CPKB 0.00

0.00

0.00

EXPLANATION ON LINES B & C

 B** VEHICLE WOULD NOT START. NO CRANK. AFTER 3 HOURS CUSTOMER STATED
 VEH STARTED. HAS HAPPENED IN PAST FEW WEEKS.

 CAUSE: INSPECTED ELECTRICAL, CHARGING AND STARTING SYSTEMS-TECHNICIAN
 FOUND POOR CONNECTION AT STARTER

20 ELECTRICAL SYSTEM.

460 WK 1.10

(N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

 TRACED AND REPAIRED POOR CONNECTION AT STARTER MOTOR WIRING AS REQUIRED
 TO CORRECT PER DIAGNOSIS LAOR CP-(36100R00)- DIAGNOSIS-(36100RY0)-
 N01/C15 TEST DROVE VEHICLE 90 MILES TO CONFIRM REPAIR PROCESS

 C** (ADD-ON) PAST FEW DAYS WHEN TRYING TO START VEHICLE CUST STATES ODD
 CRANKING NOISE.

NPF COMPLAINT UNABLE TO BE VERIFIED AT THIS TIME

460 CPKB 0.00

0.00

0.00

POSSIBLY RELATED TO REPAIR ON LINE -B-

D** RENTAL EXPENSE, -P.O.#03681-

CAUSE: -1- DAY RENTAL EXPENSE FOR CUSTOMER SATISFACTION

RENTAL RENTAL EXPENSE

460 WK 0.00

(N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

SUBL ENTERPRISE RENTALS, -P.O.#036811-

RENTAL CARS AVAILABLE UPON REQUEST		YOU MAY RECEIVE A CUSTOMER SERVICE SURVEY IN THE NEXT FEW WEEKS. IF YOU CANNOT RATE US "COMPLETELY SATISFIED", PLEASE CONTACT YOUR SERVICE MANAGER IMMEDIATELY. THANK YOU JEFF TACCOLA, SERVICE MANAGER	The seller, WILLIAM BUICK hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and WILLIAM BUICK neither assumes nor authorizes any other person to assume for it any liability in connection with the sale.	DESCRIPTION	TOTALS
SERVICE HOURS MON-FRI 7:30 am - 8:00 pm Vehicle pick up until 9:00 pm CLOSED SATURDAY				LABOR AMOUNT	
				PARTS AMOUNT	
		GAS, OIL, LUBE			
		SUBLET AMOUNT			
		MISC. CHARGES			
		TOTAL CHARGES			
		LESS INSURANCE			
		SALES TAX			
		ALL SERVICE WORK IS GUARANTEED FOR 12 MONTHS OR 12,000 MILES. GENUINE PARTS GUARANTEED FOR 12 MONTHS OR 12,000 MILES.		CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT

CUSTOMER COPY