

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

117

Date Received

20-JUN-2000

Od\_or \_\_\_\_\_  
rt\_dt \_\_\_\_\_  
od\_rt \_\_\_\_\_  
up\_ltr \_\_\_\_\_

Reference No.

863882

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
1GKBT13WXS2508504	GMC	JIMMY	1995	

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 checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" 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 checked="" type="checkbox"/> Yes <input 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"/> Station Wagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____

## FAILED COMPONENT(S)/PART(S) INFORMATION

Component 13100000	Part Name(s) STRUCTURE:FRAME:MEMBERS AND BODY	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
-----------------------	--	--	---

No. of Failures 1	Date(s) of Failure(s) _____ Mileage at Failure(s) 43 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
--	---	--------------------------------	---------------------------	---------------------------	---

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

VEHICLE EXPERIENCING EXCESSIVE RUST ON THE VEHICLE'S FRAME, THE GAS & FUEL LINE & THE DOORS. TAKEN VEHICLE TO DEALERSHIP & MECHANIC COULD GIVE NO INDICATION OF REASON FOR SEVERE RUSTING.

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.



**Vehicle Owner's Questionnaire (VOQ)**  
 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

00 AUG -1 PM 2:00  
 20-JUN-2000  
 OFFICE  
 EFFECTS INVESTIGATION  
 863882

FOR AGENCY USE ONLY 117

Home Number  
 Work Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?  
 YES  NO  
 Signature of Owner  
 Date 7/11/00

**VEHICLE INFORMATION**  
 Vehicle Ident. No. (VIN) (located at bottom of windshield on driver's side) 1GKBT13W32508504  
 Vehicle Make GMC  
 Vehicle Model JIMMY  
 Vehicle Year 1995  
 Current Odometer Reading

Purchase Date  
 Dealer's Name BIB KRIHUN  
 City/State/Zip code WILMINGTON DE 19094  
 Engine Size (CID/CAL) No Cylinders  
 Fuel Injection  Turbo  Diesel  Gas  Fuel Injection  
 Transmission Type  Automatic  Manual  
 Antilock Brakes  Yes  No  
 Restraint System  3-Point Belt  2-Point Belt  Motorbelt  
 Cruise Control  No  Yes  
 Drive Train Front  Rear  4-Wheel  
 Vehicle Type  Sport UT  Car  Van  Minivan  Other  
 Body Style  2-Door  4-Door  Stationwagon  Pick Up Truck  Other

**FAILED COMPONENT(S)/PART(S) INFORMATION**  
 Component 13130000  
 Part Name(s) STRUCTURE:BODY  
 Location  Left  Right  
 Failed Part(s)  Original  Replacement  
 No of Failures 1  
 Date(s) of Failure(s) SEE ENCLOSURE 3  
 Mileage at Failure(s) 43  
 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 the form)  
 Crash  Yes  No  
 Fine  Yes  No  
 Number of Persons Injured 0  
 Number of Fatalities 0  
 Estimated Property Damage  
 Reported to Police  Yes  No

**NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)**  
 EXCESSIVE RUST WAS FOUND ON FRAMES/ GAS & FUEL LINES AND DOORS. TAKEN VEHICLE TO DEALERSHIP & MECHANIC COULD GIVE NO INDICATION OF REASON FOR SEVERE RUSTING. 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.

03/21/2000 at 11:09 AM  
44576

Job Number:

PRELIMINARY ESTIMATE  
1995 GMC JIMMY 4X4 6-4.3L-P1 4D UTV WHITE Int:

Parts		30.60
Body Labor	2.3 hrs @ \$ 34.00/hr	78.20
Paint Labor	4.6 hrs @ \$ 34.00/hr	156.40
Paint Supplies	4.6 hrs @ \$ 19.00/hr	87.40
Body Supplies	2.3 hrs @ \$ 2.50/hr	5.75
<hr/>		
SUBTOTAL		\$ 358.35
Sales Tax	\$ 358.35 @ 5.7500%	20.61
<hr/>		
GRAND TOTAL		\$ 378.96
 ADJUSTMENTS:		
Deductible		0.00
<hr/>		
CUSTOMER PAY		\$ 0.00
INSURANCE PAY		\$ 378.96

ANY PERSON WHO, WITH INTENT TO DEFRAUD OR KNOWING THAT HE IS FACILITATING A FRAUD AGAINST AN INSURER, SUBMITS AN APPLICATION OR FILES A CLAIM CONTAINING A FALSE OR DECEPTIVE STATEMENT IS GUILTY OF INSURANCE FRAUD.

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Non-asterisk(\*) items are derived from the Guide ORIG95. Database Date 3/2000. Double asterisk(\*\*) items indicate parts supplied by a supplier other than the original equipment manufacturer. Pound sign (#) items indicate manual entries. CAPA items have been certified for fit and finish by the Certified Auto Parts Association. NAGS Part Numbers, Prices and Labor times are provided from National Auto Glass Specifications, Inc.

Pathways - A product of CCC Information Services Inc.



May 19, 2000

Mr. G. Richard Wagoner:  
300 Renaissance Center  
Detroit MI 48202-3091  
General Motors,

Dear Mr. Wagoner:

I am writing to you again concerning my ongoing troubles with my 1995 GMC Jimmy. After I have contacted you in the past, Latonia Jones contacted me again and told me like everyone else that your company does not stand behind their word and what they have told me they will not honor their word. I took the car into Freidman Buick to EGR valve replaced and after I left the day after the cars brakes failed twice and the engine light came on. I called them back and they said the valve was not bad and the carbon would have to be cleaned out for \$125.00 and they would not guarantee the EGR valve. This more of the same run around you have given me in the past.

Sincerely, *A*



# SEARS

Auto Center

CUSTOMER INFORMATION		TAG #		VEHICLE INFORMATION		YEAR / MAKE / MODEL		INITIAL ESTIMATE		REVISED ESTIMATE		CREATED BY	
NAME		ADDRESS		CITY		STATE		PARTS \$491.94		\$651.89		233221	
STORE INFORMATION		TIME IN		TIME OUT		COLOR		LABOR \$467.47		\$524.99		REVISED BY	
2000 - 5 E. W. M. S.		12:23:0000		12:23 PM		White		OTHER \$0.00		\$0.00		233221	
2000 - 5 E. W. M. S.		DOORMETER IN		DOORMETER OUT		LOCATION		TAX \$54.23		\$67.67			
EPA Number:		0000						TOTAL \$1,035.76		\$1,244.55			
DATE/TIME OF ESTIMATE		DATE/TIME OF REVISED		PROMPT TYPE		AUTHORIZATION BY		IN PERSON <input checked="" type="checkbox"/>		PHONE <input type="checkbox"/>		PHONE NUMBER CA	
01/23/2000		01/23/2000		DASH <input type="checkbox"/>		CONTACTED BY				DATE		TIME	
12:23 PM		03:09 PM		CREDIT <input type="checkbox"/>								CHECK <input type="checkbox"/>	
WAITING		DROP-OFF		PROMISED TIME		TIRE INSTALLATION INSTRUCTIONS		LOCKS					
0		YES		01/23/2000 05:00 PM		<input checked="" type="checkbox"/> LF <input type="checkbox"/> RF <input type="checkbox"/> SP <input type="checkbox"/> BW <input type="checkbox"/> WW <input type="checkbox"/> LR <input type="checkbox"/> RR <input type="checkbox"/> SAVE OLD TIRES <input type="checkbox"/> Y <input type="checkbox"/> RWL <input type="checkbox"/> N		<input checked="" type="checkbox"/> Y					
REFERENCE NUMBER		PRINTED ON											
INWENT		01/23/2000 06:07 PM											

CUSTOMER COMMENTS		AIR PRESSURE FRONT / REAR		See reverse for Important warranty terms and other information.	
		WHL TORQUE SPECIFICATION		CUSTOMER APPROVAL	
				X	

QTY.	ITEM #	DESCRIPTION OF MERCHANDISE	PRICE EA.	EXTENSION	TECH.
1	02854572	BALL JOINT, K5289	\$74.99	\$74.99	
1	19013050	4WD BALL JT. INSTALL	\$67.50	\$67.50	
1	02854541	BALL JOINT, K5280	\$80.99	\$161.98	
1	19013050	4WD BALL JT. INSTALL	\$67.50	\$135.00	
1	19013016	ALIGN. 4WD/LT. THRUST	\$49.99	\$49.99	
1	02854510	PIV/BCLR ARM, L6201	\$59.99	\$59.99	
1	19013019	IDLER ARM, INSTA	\$30.00	\$30.00	
1	02811232	REAR 1/2-SHAFT L&L FUPC	\$119.99	\$119.99	
1	19013046	CV HALF SHFT. INSTALL EA.	\$77.50	\$77.50	
1	02811208	TOWING	\$40.00	\$40.00	
1	02811232	LEFT FRT HALF SHFT	\$119.99	\$119.99	
1	19013046	CV HALF SHFT. INSTALL EA.	\$77.50	\$77.50	
1	02854572	BALL JOINT, K5289	\$74.99	\$74.99	
1	19013050	4WD BALL JT. INSTALL	\$67.50	\$67.50	

ALL NEW, NON-OEM PARTS UNLESS OTHERWISE SPECIFIED

ITEM / WARRANTY INFORMATION / CSA COMMENTS / TECHNICIAN COMMENTS


**TECH NOTES:**  
 1. FRONT WHEEL DRIVE & LIGHT TRUCK ALIGNMENT: ALIGNMENT SERVICES ARE PERFORMED ONLY IF VEHICLE MEASUREMENTS ARE WITHIN MANUFACTURER'S ALIGNMENT SPECIFICATIONS. INFORMATION REGARDING YOUR VEHICLE'S SERVICE TAGS MUST BE USED BEFORE AND AFTER SERVICE MEASUREMENTS.  
 2. ALL LOCAL PURCHASED PARTS ARE NEW OR REMANUFACTURED, UNLESS OTHERWISE SPECIFIED.  
 3. NEVER USE USED PARTS. PLEASE USE NEW GENERIC PART NUMBERS!

SEARS  
 Member, GM #5320  
 01/23/2000 06:08 PM


RETAIN FOR COMPARISON WITH MONTHLY STATEMENT OR FOR RETURN OR EXCHANGE

02854572	QTY:1	BALL JOINT, K5289	\$74.99
19013050	QTY:1	4WD BALL JT. INS	\$67.50
02854541	QTY:2	BALL JOINT, K5280	\$161.98
19013050	QTY:2	4WD BALL JT. INS	\$135.00
19013016	QTY:1	ALIGN. 4WD/LT. THR	\$49.99
02854510	QTY:1	PIV/BCLR ARM, L6	\$59.99
19013019	QTY:1	IDLER ARM, INSTA	\$30.00
Competitive Discount			
02811232	QTY:1	REAR 1/2-SHAFT	\$119.99
19013046	QTY:1	CV HALF SHFT. IN	\$77.50
02811208	QTY:1	TOWING	\$40.00
02811232	QTY:1	LEFT FRT HALF SH	\$119.99
19013046	QTY:1	CV HALF SHFT. IN	\$77.50
02854572	QTY:1	BALL JOINT, K5289	\$74.99
19013050	QTY:1	4WD BALL JT. INS	\$67.50


TOTALS ON NEXT PAGE



**ALL LUG NUTS ON CUSTOM AND ALLOY WHEELS MUST BE RE-TORQUED AFTER 25 MILES AND CHECKED PERIODICALLY.**



**APPLYING TIRES TO YOUR VEHICLE WITH A LOWER SPEED RATING THAN THE ORIGINAL EQUIPMENT TIRE FOR YOUR VEHICLE IS NOT RECOMMENDED AND MAY CHANGE THE HANDLING AND PERFORMANCE OF THE VEHICLE. YOUR VEHICLE SHOULD NOT BE OPERATED AT SPEEDS IN EXCESS OF THE REPLACEMENT TIRE'S SPEED RATING.**



**LEADING TIRE MANUFACTURERS RECOMMEND THAT THE TIRES WITH THE BEST TRACTION BE MOUNTED ON THE REAR OF THE VEHICLE, EVEN ON FRONT WHEEL DRIVE VEHICLES, FOR BETTER PERFORMANCE ON WET AND SLICK ROADS.**

(Page 1 of 2)

RETURN OLD PARTS TO CUSTOMER

# SEARS

Auto Center



CUSTOMER INFORMATION		TAG #	VEHICLE INFORMATION		YEAR / MAKE / MODEL	INITIAL ESTIMATE	REVISED ESTIMATE	CREATED BY
NAME	[REDACTED]		1995 GMC TRUCK JIMMY V6-262		4.3L	PARTS \$491.94	\$651.89	233221
ADDR	[REDACTED]		LICENSE #		COLOR	LABOR \$487.49	\$524.99	WOIKED BY
CITY	[REDACTED]		VIN		WHITE	OTHER \$0.00	\$0.00	233221
HOME	[REDACTED]		MILEAGE		LOCATION	TAX \$56.33	\$67.67	
STORE INFORMATION			TIME IN		TIME OUT	TOTAL \$1,035.76	\$1,244.55	
[REDACTED]			01/23/2000 12:23 PM		0000	DATE/TIME OF ESTIMATE	DATE/TIME OF REVISED	PAYMENT TYPE
[REDACTED]			0000		0000	01/23/2000	01/23/2000	CASH <input type="checkbox"/>
[REDACTED]			[REDACTED]		[REDACTED]	12:23 PM	03:09 PM	CREDIT <input type="checkbox"/>
[REDACTED]			[REDACTED]		[REDACTED]			CHECK <input type="checkbox"/>
WAITING	DROP-OFF	PROMISED TIME	TIRE INSTALLATION INSTRUCTIONS		LOCKS	AUTHORIZATION BY		
NO	YES	01/23/2000 05:00 PM	<input type="checkbox"/> LF <input type="checkbox"/> RF <input type="checkbox"/> SP <input type="checkbox"/> BW <input type="checkbox"/> WW <input type="checkbox"/> Y <input type="checkbox"/> LR <input type="checkbox"/> RR <input type="checkbox"/> SAVE OLD TIRES <input type="checkbox"/> Y <input type="checkbox"/> ROWL <input type="checkbox"/> N			IN PERSON <input type="checkbox"/> PHONE <input type="checkbox"/>		
REFERENCE NUMBER	PRINTED ON		AIR PRESSURE FRONT / REAR		CONTACTED BY			
14-20077	01/23/2000 04:07 PM		[REDACTED]		DATE TIME			
CUSTOMER COMMENTS			WHL TORQUE SPECIFICATION		See reverse for important warranty terms and other information.			
[REDACTED]			[REDACTED]		CUSTOMER APPROVAL			
[REDACTED]			[REDACTED]		X			

QTY.	ITEM #	DESCRIPTION OF MERCHANDISE	PRICE EA.	EXTENSION	TAX.

Parts SubTotal : \$651.89  
 Labor SubTotal : \$524.99  
 Expeditions SubTotal : \$0.00  
 Subtotal : \$1,176.88  
 Tax : 5.25% \$67.67  
 Total : \$1,244.55

Credit Tendered : \$1,244.55

CARDTYPE : SEARS ACCOUNT  
 ACCT # : [REDACTED]  
 SEARS ACCOUNT TOTAL : \$1,244.55




PURCHASED UNDER MY SEARS ACCOUNT AND SECURITY AGREEMENT. INCORPORATED BY REFERENCE. I GRANT SEARS A SECURITY INTEREST IN THIS MERCHANDISE UNTIL PAID. ~~WARRANTY~~ PROHIBITED BY LAW.

PURCHASED BY [REDACTED]  
 SALES CHECK # 063200462219  
 SATISFACTION GUARANTEED

ALL NEW, NON-OEM PARTS UNLESS OTHERWISE SPECIFIED.

ITEM / WARRANTY INFORMATION / GSA COMMENTS / TECHNICIAN COMMENTS

[REDACTED]

**ALL LUG NUTS ON CUSTOM AND ALLOY WHEELS MUST BE RE-TORQUED AFTER 25 MILES AND CHECKED PERIODICALLY.**

**APPLYING TIRES TO YOUR VEHICLE WITH A LOWER SPEED RATING THAN THE ORIGINAL EQUIPMENT TIRE FOR YOUR VEHICLE IS NOT RECOMMENDED AND MAY CHANGE THE HANDLING AND PERFORMANCE OF THE VEHICLE. YOUR VEHICLE SHOULD NOT BE OPERATED AT SPEEDS IN EXCESS OF THE REPLACEMENT TIRE'S SPEED RATING.**

**LEADING TIRE MANUFACTURERS RECOMMEND THAT THE TIRES WITH THE BEST TRACTION BE MOUNTED ON THE REAR OF THE VEHICLE, EVEN ON FRONT WHEEL DRIVE VEHICLES, FOR BETTER PERFORMANCE ON WET AND SLICK ROADS.**

(Page 2 of 2)

RETURN OLD PARTS TO CUSTOMER  YES  NO

**EXCELERATION, INC.**  
 Ford's Car Repair Specialists  
 849 S.O.M. Center Road  
 MAYFIELD VILLAGE, OHIO 44143  
 (440) 461-0444

**31958**

1 PUMP		130.00
1 SENDING UNIT		301.00
1 DAWM PUMP		50.00

NAME: [REDACTED] PHONE: [REDACTED]  
 ADDRESS: [REDACTED]  
 CITY, STATE, ZIP: [REDACTED]  
 HOME PHONE: [REDACTED] FAX: [REDACTED]  
 YEAR, MAKE AND MODEL: 95 Jimmy  
 SERIAL NUMBER: [REDACTED] MOTOR NUMBER: [REDACTED] VIN: [REDACTED]  
 LICENSE NUMBER: [REDACTED]

DATE: 5/5/00 TIME: 4:30 P.M.  
 CHECK WRITTEN BY: [REDACTED]  
 ESTIMATE NO. 43000

DESCRIPTION OF WORK: CHECK MONT START PUMP, SENDER, PUSATOR (DAMPERS)

LUBE  CHANGE OIL  OIL FILTER  TUNE-UP  TRANS.  DIFF.

TOTAL LABOR 150.00

5/5  
~~5/5~~

PART NO. CONTINUED ON OTHER SIDE	DESCRIPTION	PRICE	TOTAL PARTS	TOTAL LABOR	TOTAL PARTS	TOTAL LABOR	TOTAL
	SCHEM SERIES	481.00	481.00	150.00	481.00	150.00	631.00
	TOTAL PARTS		481.00		481.00		481.00
	TOTAL LABOR			150.00		150.00	150.00
	TOTAL ACCESSORIES						44.17
	TOTAL						675.17

I hereby authorize the above repair work to be done along with the necessary maintenance. You and your employees may create above vehicle for purposes of testing, inspection, or delivery at my risk. An express warranty has been acknowledged on above vehicle to secure the amount of repair charges. It is also understood that you will not be held responsible for loss or damage to cars or vehicles left in care of this shop or any other cause beyond your control.

TAX: 44.17  
 TOTAL: 675.17  
 THANK YOU



# BOB Krihwan PONTIAC-GMC, INC.

36933 Vine St. • Willoughby, Ohio 44094  
Phone (440) 946-9460  
www.krihwan.com



**Goodwrench Service Plus**



CUSTOMER NO. 07600	ADDRESS THOMAS M LOPEZ 108	TAG NO. 863	INVOICE DATE 04/28/00	INVOICE NO. GCCS107160
	LABOR RATE	RELEASE 43406	COLOR FROST WHITE	STOCK NO.
	YEAR/MARKET MODEL 05/GMC/JIMMY/4DR 4WD		DELIVERY DATE 11/21/94	DELIVERY MILES 470
	VEHICLE ID. NO. 1GKDT13WXS2508504		SELLING DEALER NO.	PRODUCTION DATE
			R.O. DATE 04/25/00	REPRINT# 2

### TOTALS

Parts designated with an asterisk (\*) indicates LIFETIME GUARANTEE applies for customer pay repairs.

\$10 DISCOUNT VOUCHER

Pontiac-GMC Div. may send you a survey regarding this service visit.

As a "Thank You" for each completed and returned corporate survey, we will mail you a \$10 discount voucher.

Our goal is for you to be

COMPLETELY SATISFIED!

CUSTOMER SIGNATURE

TOTAL LABOR	70.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC. CHG.	0.00
TOTAL MISC. DISC.	0.00
TOTAL TAX	4.03
TOTAL INVOICE \$	74.03

**Your One Stop Facility  
for Complete Service  
Mechanical Repairs •  
Collision Repairs •  
Parts Department**

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly of partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

The Seller, BOB KRIHWAN PONTIAC-GMC, INC. hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and BOB KRIHWAN PONTIAC-GMC, INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale.

### SERVICE HOURS

Monday - 7:30 A.M. to 9:00 P.M.  
Thursday  
Friday 7:30 A.M. to 6:00 P.M.  
Saturday 8:30 A.M. to 4:30 P.M.



Thank You!

MERCHANDISE PURCHASED IS UNDER LIMITED WARRANTY OF 12 MONTHS OR 12,000 MILES BY THE MANUFACTURER. THE TERMS OF THE WARRANTY ARE AVAILABLE FOR YOUR INSPECTION.

ALL PARTS ARE NEW OR FACTORY RESULT UNLESS SPECIFIED OTHERWISE.

### NO-HASSLE SERVICE

"We guarantee your repairs and satisfaction!"  
14-05-23  
IF YOU ARE HAPPY, LET YOUR NEIGHBOR KNOW!  
IF YOU ARE UNHAPPY, CALL YOUR SERVICE ADVISOR.

AMOUNT \$74.03  
HOW CASH  
DATE 5-2-00  
INITIALS ST

April 14, 2000


To whom it may concern:

I am writing to you to complain about my 1995 GMC Jimmy. I have owned Toyota products for the last 12 years but I bought this Jimmy used at 25,000 miles. Since I have owned it I have been very dissatisfied.

1. Rusted transmission lines causing leak.
2. Ball Joint rusted out causing wheel to fall off causing \$1300.00 in repair bills.
3. Rusting around window trim, door frames and engine compartment.
4. The latest this week the fuel pump is bad after only 42,000 miles.

This product does not compare to the Toyota's product in reliability or quality, I will never buy another General Motors again.

Sincerely,

re: File 

508504

66829

DALE

\*INVOICE\*

FRIEDMAN BUICK/GMC TRUCK, Inc

6777 MAYFIELD ROAD AT SOM  
MAYFIELD HEIGHTS, OHIO 44124  
PHONE (440) 461-3000

PAGE 1

SERVICE ADVISOR: 3 EDWARD OROSZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	TAX	
WHITE	1995	GMC JIMMY	1GKDT13WXS2508504		43578/43578		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN1995			WAIT		60.00	CASH	12MAY2000
P.O. OPENED		READY		OPTIONS: ENG:W			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
SERVICE ENGINE LIGHT ON							
CAUSE: POLICY							
15520 EGR VALVE REPLACEMENT							

11WAR40 (N/C)  
 1 17113533 W-VALVE-EGR (N/C)  
 1 12555896 GASKET (N/C)  
 PCI 95  
 PART#: 17113533  
 COUNT: 2  
 CLAIM TYPE:  
 AUTH CODE:  
 MK

REPLACE EGR VALVE

\*\*\*\*\*

CUSTOMER COPY

UNDER THIS LAW YOU HAVE THE RIGHT TO AN ESTIMATE & THE EXACT COPY OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS, AT YOUR CHOICE.

WEATHER SERVICE

ESTIMATE

WEATHER SERVICE

ESTIMATE

TIME	DATE	BY

OUR MECHANICAL LABOR RATE IS \$ \_\_\_\_\_ PER HOUR

OUR BODY LABOR RATE IS \$ \_\_\_\_\_ PER HOUR

CLIENT SIGNATURE

ALL PARTS SHOWN ARE NEW UNLESS SPECIFIED OTHERWISE. REBUILT COMPONENTS MAY NOT CONTAIN OEM PARTS.

This Estimate reflects an average time required for the performance of quality vehicle repairs. Actual times may vary due to other items or type than the stated amount.

NOTICE: IF THESE REPAIRS ARE NOT SATISFACTORY YOU HAVE A MAXIMUM OF 90 DAYS IN WHICH TO HAVE THEM CORRECTED - THANK YOU.

ALL PARTS SHOWN OR USED ARE SUBJECT TO THE MANUFACTURER'S ACT AND THE MANUFACTURER'S WARRANTY IS UNDER

LIMITED WARRANTY

IF THE MANUFACTURER THE TERMS OF THE WARRANTY ARE AVAILABLE FOR YOUR INFORMATION.

The undersigned represents that he is the owner of the Certificate of Title to the vehicle to be repaired, and hereby authorizes FRIEDMAN BUICK/GMC TRUCK, INC. to endorse the undersigned's name to any check or check received from any insurance company in payment of loss or in part for the vehicle as authorized on this repair order, and the undersigned hereby irrevocably assigns to any proceeds of insurance, whether it be for liability, collision or property damage, and if the undersigned further authorizes FRIEDMAN BUICK/GMC TRUCK, INC. or any authorized agent thereof, to receive any hours of repairs, or any other amounts that may be received by any insurance company in order to pay in full the charges as set forth on this repair order.

CLIENT SIGNATURE

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
REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE <input type="checkbox"/> DISCARD	

May 16, 2000



Thank you for your letter regarding your 1995 Jimmy 4X4. At General Motors, we value greatly the comments and opinions of our customers. Your input is essential in our continuous efforts to maintain the high quality of our products.

We are sorry to learn about your continuing concerns with the overall quality of your vehicle. Unfortunately, due to the age and mileage of your vehicle we are not in a position to offer any financial assistance regarding repairs made to your vehicle. At General Motors, our commitment to customer satisfaction is a top priority. In keeping with this commitment, we have taken note of your comments regarding our product and will consider your feedback as well as the feedback received from other customers, to continue in our efforts to maintain the high quality of our products.

Of course, should you wish to offer future feedback, you may contact our GMC Customer Assistance Center at 1-800-462-8782 between 8:00 a.m. and 8:00 p.m., weekdays Eastern Time. We appreciate you taking the time to write us.

Sincerely,

A handwritten signature in cursive script that reads "Litonya Jones".

Litonya Jones  
Executive Offices

C160B-T

ls/1

# WHY DOES IT RIGHT!

1076047

**WES**

Invoice #: 6850  
 Estimate #: 4377  
 Date: 8/9/79 11:46

Customer ID:  
 Customer Name:  
 Customer Address:  
 City/State/Zip:  
 Home Phone #:  
 Work Phone #:  
 Remarks: REPAIR

Year: 1978  
 Make: GMC  
 Model: 3100V  
 Engine:  
 Lic#: [REDACTED]  
 Mileage In: 0 Out:  
 VIN #:  
 PAGE: 1

**INVOICE**

LOC	PN	Description	Comments/QUANTITY	Part	Labor	Extended
		<b>FILTR</b>				
		LUBE/OIL/FILTER		19.95		19.95
		10 DISCOUNT		18.00		18.00
		<b>TOTAL LUBE/OIL/FILTR</b>				9.95
		<b>MEDUS</b>				
		CHECK TIRRY LINES				
		REPAIR TRAIRS LINES		26.00		26.00
		<b>TOTAL MISCELLANEOUS</b>				26.00

WARRANTY ONLY TO THE STATE OF MICHIGAN'S REGISTRATION. ALL REPAIRS AND PARTS WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT (O.A. 209).

I authorize the repair work to be done along with the necessary material, and hereby grant for 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 acknowledged on the vehicle to secure the amount of repairs therein. We are not liable for unavailability of parts or delays in parts shipments beyond our control, nor for damage to vehicle or articles left in vehicle beyond our control.

WE ARE ENTITLED TO A COPY OF THIS ORDER AT THE TIME OF YOUR SIGNATURE

PLEASE SELECT ONE AND INITIAL:  I request the return of parts replaced subject to one charge;  I do not want replaced parts returned to me.

WE ARE ENTITLED BY LAW TO THE RETURN OF ALL PARTS REPLACED, EXCEPT THOSE WHICH ARE TOO HEAVY OR LARGE, AND MUST BE RETURNED TO THE MANUFACTURER'S DISTRIBUTOR BECAUSE OF WARRANTY WORK OR AN EXCHANGE AGREEMENT. YOU ARE

THANK YOU FOR SHOPPING  
 AT TUFFY MENTON, OHIO  
 IF YOU EXPERIENCE ANY  
 DIFFICULTIES PLEASE  
 CONTACT ME AT  
 1-440-386-4751  
 THANK YOU SCOTT S.

PARTS TOTAL	95.95
SALES TAX	5.52
LABOR TOTAL	8.00
<b>GRAND TOTAL</b>	<b>109.47</b>

DISCOUNT 101.47

MAKE HOLL