

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 252

Date Received

01-AUG-2000

Od_or _____
rt_dt _____
od_rt _____
up_ltr _____

Reference No.

866497

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
1G2WJ14T6PF246161	PONTIAC	GRAND PRIX	1993	

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 <input 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"/> Driver Side Airbag <input type="checkbox"/> Passenger Side Airbag <input type="checkbox"/> Inflator <input type="checkbox"/> 2-Point Belt	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other <input type="checkbox"/> Sport Utl <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle	Body Style <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	Part Name(s)	Location	Failed Part(s)
03270000	BRAKES:HYDRAULIC:SHOE:DISC BRAKE SYSTEM	<input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	<input type="checkbox"/> Original <input type="checkbox"/> Replacement

No. of Failures 4	Date(s) of Failure(s) 05-JUL-2000 Mileage at Failure(s) 96770 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)

BRAKES WERE REPLACED FOUR TIMES BY THE PONTIAC DEALERSHIP MECHANIC. WHEN CONSUMER APPLIED BRAKE PEDAL, STEERING WHEEL WILL VIBRATE AND BRAKES MAKE A GRINDING NOISE. *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.

All repairs were done at *Koonen Pontiac*
 4211 Van Dyke
 Sterling Hts, MI 48314
 810-239-9100 owner Kevin Koonen

Form Approved: O.M.B. No. 2127-0008

<p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>DOT Auto Safety Hotline</p> <p>Vehicle Owner's Questionnaire (VOQ)</p> <p>NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 252</p> <p>Date Received: 01-SEP-5 AM 11:05 01-AUG-2000 OFFICE DEFECTS INVESTIGATION</p>	
<p>OWNER INFORMATION (Type or Print)</p> <p>[Redacted] 824255</p>				<p>Reference No. 866497</p> <p>Work Number</p> <p>Home Number</p>	
<p>Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>In the absence of your name and address to the vehicle manufacturer.</p> <p>Signature of Owner: [Redacted] Date: 8/25/00</p>					
<p>VEHICLE INFORMATION</p>					
<p>Vehicle Ident. No. (VIN.) (Located at bottom of windshield or driver's side)</p> <p>1G2WJ14T6PF246161</p>		<p>Vehicle Make</p> <p>PONTIAC</p>	<p>Vehicle Model</p> <p>GRAND PRIX</p>	<p>Vehicle Year</p> <p>1993</p>	<p>Current Odometer Reading</p> <p>57630</p>
<p>Purchase Date</p> <p><input type="checkbox"/> New <input checked="" type="checkbox"/> Used</p>		<p>Dealer's Name</p> <p>City State Zip Code</p>		<p>Engine Size (CID/CC/L)</p> <p>No Cylinders</p> <p><input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection</p>	
<p>Transmission Type</p> <p><input type="checkbox"/> Manual <input type="checkbox"/> Automatic</p>	<p>Antilock Brakes</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Restraint System</p> <p><input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input checked="" type="checkbox"/> 2-Point Belt</p> <p><input type="checkbox"/> Driverside Airbag <input checked="" type="checkbox"/> Passengerside Airbag</p>		<p>Cruise Control</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Drive Train</p> <p><input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel</p>
		<p>Vehicle Type</p> <p><input checked="" type="checkbox"/> Car <input type="checkbox"/> Sport Utl <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle <input type="checkbox"/> Minivan <input type="checkbox"/> Other</p>		<p>Body Style</p> <p><input checked="" type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other</p>	
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
<p>Component 03270000</p>	<p>Part Name(s) BRAKES:HYDRAULIC:SHOE:DISC BRAKE SYSTEM</p>		<p>Location</p> <p><input checked="" type="checkbox"/> Left <input checked="" type="checkbox"/> Right <input checked="" type="checkbox"/> Front <input checked="" type="checkbox"/> Rear</p>		<p>Failed Part(s)</p> <p><input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement</p>
<p>No of Failures 4</p>	<p>Date(s) of Failure(s) 05-JUL-2000</p> <p>Mileage at Failure(s) 56778</p> <p>Vehicle Speed at Failure(s) 0</p>		<p>Failed Part(s) Available?</p> <p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>NHTSA Previously Contacted?</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	
<p>APPLICATION INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)</p>					
<p>Crash</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured</p> <p>0</p>	<p>Number of Fatalities</p> <p>0</p>	<p>Estimated Property Damage</p>	<p>Reported to Police</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>
<p>NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)</p>					
<p>BRAKES WERE REPLACED FOUR TIMES BY THE PONTIAC DEALERSHIP MECHANIC. WHEN CONSUMER APPLIED BRAKE PEDAL, STEERING WHEEL WILL VIBRATE AND BRAKES MAKE A GRINDING NOISE. *AK 1st repair - 37813 - replace front brake pads & caliper shoes. Turn Rotor. Cost \$399.62. Additional charges for the rot boot & harness and tapes \$332.28. After complaining the dealership agreed to reimburse 2/3 cost of the calipers 173.62</p> <p>2nd repair 45639 - replaced rear shoes & resurfaced drums - \$172.70</p> <p>3rd repair 55365 - replaced brake pads & rotors \$279.00</p>					
<p>The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.</p>					

3/2001

CONTINUE ON BACK IF NEEDED

Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.*

D O T

MANUFACTURER/TIRE NAME

SIZE

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED): 4th repair July 2000 2nd & rear brakes - 56778

replaced rotor because of rust & pitting \$384.92. I complained about the cost of repairs & the fact that this was the 4th repair job the car needed in spite of the low mileage. I complained to Steve (head of service) to Phil Mosley (supervisor) & to Kevin Moran (owner of Moran Parts). I complained to G.M. Service Dept and was given case # C06601684 & then was referred to the G.M. litigation. I filed a Proof of claims after the 3rd repair and I am going to file an amended claim to include the 4th repair. Total cost of 4 brake repairs \$1236.26. The lawsuit will not solve the brake problem on this vehicle and will continue to have bad brakes & repeated repairs.

8/25/00

U.S. G.P.O.: 1992-923-897 / 50098

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

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL HWY TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590

1st repair
Front Brakes

PAGE 1
NOONAN PONTIAC

4217 VAN DYKE AT 1/2 MILE * UTHERLAND HEIGHTS, MICHIGAN 48064

739-9100



739-8710

Thank you for bringing your car to Noonan Pontiac Inc., for service.

DEALER REGISTRATION NO. F14004

SERVICE ADVISOR **KATHLEEN MENNE**

REPAIR ORDER NUMBER	GATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE NUMBER	MYCAGE NO.
L8MAR97	19MAR97		1G2WJ14T6PF246161	9394325	T445		19MAR97	124293
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUSTOMER LABOR RATE	DEPOSIT DATE	FINANCE NO.	FINANCE
15:54	15:09	93	PONTIAC GRAND PRIX		0.00	01JAN93	6195	1340
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
37813	37818							

A CK ON BRAKE APPLICATION CAN HEAR A RUMBLE NOISE FROM LEFT FRT AREA
 24N REPLACE ~~FRONT~~ BRAKE PADS TURN-ROTORS
 44 DURNELL, JAMES LIC# M166321
 CPT 1.50 87.23 87.23
 1 18024931 PAD KIT 51.95 51.95 51.95
 22 REPLACE CALIPER SLIDES
 44 DURNELL, JAMES LIC# M166321
 CPT 1.80 168.00 168.00
 2 3494589 CALIPER KIT 46.22 46.22 92.44
 22 REPLACE LEFT INNER TRI POT BOOT
 44 DURNELL, JAMES LIC# M166321
 CPT 2.00 120.00 120.00
 22 REPAIR WIRE HARNESS AT TRI POT
 44 DURNELL, JAMES LIC# M166321
 CPT 1.00 60.00 60.00
 37818 REPL. FRONT BRAKES 1.5;; REPL. REAR CALIPER SLIDES 2.8;; REPL. LT INNER TRI POT BOOT 2.0;; REPAIR WIRE HARNESS AT TRI POT, RUBBED THROUGH 1.0;;
 B** CK GLOVE BOX CANNOT BE UNLOCKED BY CUSTOMER, STATES WAS LOCKED DURING PREVIOUS REPAIR WHEN HOOD PAINTED

IF YOU ARE NOT COMPLETELY SATISFIED
 PLEASE CALL **ART MORLEY** AT **739-9100**



DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
GROUP SUPPLIES	
HAZARDOUS WASTE REMOVAL	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

STATEMENT OF DISCLAIMER
 The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE
 X

Mr. Goodwrench

ALL PARTS NEW UNLESS INDICATED OTHERWISE
 Dealer Registration No. F-140046

- CERTIFICATION -

ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT (P.A. 300).

OUR SERVICE GUARANTEE:
 We guarantee our service work for 1 year or 12,000 miles whichever comes first. If our repair or replacement fails in normal service within that time, we will fix it free of charge.
OUR CERTIFIED PRICE:
 OUR CERTIFIED PRICE. Before any work is done, you will be given a guaranteed maximum cost for the work or repair requested. In those few cases where an extensive diagnosis is require, you will be given the maximum cost, including that of any teardown and reassembly. As soon as a diagnosis is completed, you will be telephoned and informed of the maximum cost of the repair. And no additional repairs will be made without your prior approval in writing or by a waiver signed.

CUSTOMER COPY

*1st repair
remained 1/3 of cost
for calipers*

NOONAN PONTIAC

739-9100

739-9710

*Thank you for bringing your car
to Noonan Pontiac for service*

SERVICE ADVISOR **STEVE HERSTON**



REPAIR DATE	DATE READY	DATE WORKING	VEHICLE IDENTIFICATION	CUSTOMER NO.	TAG NO.	DATE	DATE
24MAR97	24MAR97		1G2WJ14T6PF246161	9394325	T.	24MAR97	124540
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	QUOTA FOR LABOR	RELEASE DATE	PREPARED BY
16:36	16:42	93	PONTIAC GRAND PRIX		0.00	01JAN93	24 24
MILEAGE IN	MILEAGE OUT	ODOMETER NO.					
37819	37819						


A REIMBURSE OWNER \$173.62 CHARGE WARR. \$86.81
 CHARGE CUST \$86.81 PER SO 124293
 CAUSE: CALIPERS FROZEN
 HC097 REIMBURSE OWNER FOR CALIPER REPAIRS
 1/20/93 1/3
 1 WAR 0.00 (N/C)
 EC: 5W PARTS COUNT:
 CLAIM TYPE:
 AUTH CODE:
 EST: 0:00 24MAR97 16:39 SA: 24

**IF YOU ARE
 NOT COMPLETELY
 SATISFIED
 PLEASE CALL
 ART MORLEY
 AT
 739-9100**

Morley


**** PRE-INVOICE ****



**GM QUALITY
 SERVICE PARTS**

GENERAL MOTORS CORPORATION



Mr Goodwrench

ALL PARTS NEW UNLESS INDICATED OTHERWISE
 Dealer Registration No. F-140046

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP SUPPLIES HAZARDOUS WASTE REMOVAL	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE
 X

- CERTIFICATION -

ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT (P.A. 300).

St. G. H.

FACILITY NO. F-140046

OUR SERVICE GUARANTEE:
 We guarantee our service work for 1 year or 12,000 miles whichever comes first. If our repair or replacement fails in normal service within that time, we will fix it free of charge.

OUR CERTIFIED PRICE:
 OUR CERTIFIED PRICE. Before any work is done, you will be given a guaranteed maximum cost for the work or repair requested. In those few cases where an extensive diagnosis is required, you will be given its maximum cost, including that of any teardown and reassembly. As soon as diagnosis is completed, you will be telephoned and informed of the maximum cost of the repair. And no additional repairs will be made without your prior approval in writing or waiver signed.

*Find, equal
first time
rear brakes
repair*

DUPLICATE 1 PAGE
NOONAN PONTIAC
4211 VAN DYKE AT 16 1/2 MILE - STERLING HEIGHTS, MICHIGAN 48314
(810) 739-9100 (810) 739-9710

PONTIAC
THANKS FOR BEING
A NOONAN PONTIAC
CUSTOMER!

SERVICE ADVISOR **DAVID HARRIS**

DEALER REGISTRATION NO. F140046

REPAIR ORDER NUMBER	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE MONTH	INVOICE NO.
02JUL98	06JUL98		1G2WJ14T6PF246161	9394325	T312		06JUL98	145125
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CASH PAY LATEST DATE	DELIVERY DATE	PREPARED BY	SA
17:36	15:10	93	PONTIAC GRAND PRIX		0.00	01JAN93	6195	2758
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
45639	45639							

A REPAIR KNOCKING NOISE IN REAR BRAKES WHEN STOPPING.
24P REPLACE REAR SHOES & RESURFACE DRUMS
40 ALAMPI, JOHN LIC#: M194806
CPT 1.50 98.00
1 18024934 PAD KIT 70.47 70.47
45639 REPLACE REAR BRAKES REFACE ~~BOTH ROTORS~~
1.5

B CHECK LEFT FRONT DOOR GLASS INOP. SEE HISTORY
N.T.F VEHICLE IS OPERATING TO FACTORY SPECIFICATIONS
36 BROZOWSKI, DAVID LIC#: M181256
CPT 0.00 0.00

45639 N.T.F OPERATE 50 PLUS TIMES - WINDOW WORKED EVERYTIME V.O.T.S

EST: 155.00 06JUL98 09:23 SA: 275
CONTACT: MRS ALBERTS
A416108585861

5090

98.00
70.47
0.00




JUL 06 1998

IF YOU ARE NOT COMPLETELY SATISFIED


5090 = 86.35

PLEASE CALL ART MORLEY AT (810) 739-9100

**** PRE-INVOICE ****

GENERAL MOTORS CORPORATION



Goodwrench Service Plus

ALL PARTS NEW UNLESS INDICATED OTHERWISE
Dealer Registration No. F-140046

DESCRIPTION	TOTALS
LABOR AMOUNT	98.00
PARTS AMOUNT	70.47
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP SUPPLIES / HAZARDOUS WASTE REMOVAL	0.00
SUB TOTAL	168.47
INSURANCE PAYS THIS AMOUNT	0.00
SALES TAX	4.23
CUSTOMER PAY THIS AMOUNT	172.70

FACTILITY NO. F-140046

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CUSTOMER SIGNATURE
X

- CERTIFICATION -
ALL REPAIRS AND PARTS (IF SHOWN) WERE FURNISHED IN COMPLIANCE WITH MICHIGAN ALL TO REPAIR ACT (P.A. 300).

OUR SERVICE GUARANTEE:
We guarantee our service work for 1 year or 12,000 miles whichever comes first. If our repair or replacement fails in normal service within that time, we will fix it free of charge.

OUR CERTIFIED PRICE:
Before any work is done, you will be given a guaranteed maximum cost for the work or repair requested. In those few cases where an explorative diagnosis is required, you will be given its maximum cost, including that of any teardown and reassembly. As soon as diagnosis is completed, you will be telephoned and informed of the maximum cost of the repair. And no additional repairs will be made without your prior approval in writing or waiver signed.

St. GPH

CUSTOMER COPY

8109394325

174111

NOONAN PONTIAC

42111 VAN DYKE AT 18 N MILE - STERLING HEIGHTS, MICHIGAN 48314
(810) 739-8100 (810) 739-9710

INVOICE

DUPLICATE 1
PAGE 1



THANKS FOR BEING
A NOONAN PONTIAC
CUSTOMER!

DEALER REGISTRATION NO. F400

BUS:

SERVICE ADVISOR: 6363 WENDI FOGAL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
RED	93	PONTIAC GRAND PRIX	1G2WJ14T6PF246161		55365/55365	T947	
DEL DATE	PROG DATE	WARR EXP	PROMISED	PC NO	RATE	PAYMENT	INV DATE
01JAN1993			17:00 31MAR00		0.00	6500	31MAR2000
R.O. OPENED	READY	OPTIONS	DLR: USED				
10:07 30MAR00	12:04 31MAR00						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	
A CK FOR RUMBLING NOISE FROM DRIVERS FRONT WHEN BRAKING FIRMLY								
GTSBR REPLACE BRAKE PADS								
145 MCGRAW, JAMES LIC#: M188236								
CPT 0.00								
2	18027857	ROTOR			83.44	83.44	166.88	
1	18038492	PAD KIT			63.76	63.76	63.76	
GTSBR LABOR FOR REPLACEMENT								
145 MCGRAW, JAMES LIC#: M188236								
CPT 1.50								
PARTS: 230.64					LABOR: 66.23		OTHER: 0.00	TOTAL LINE A: 296.87

55365 NECC. TO REPLACE TWO FRT ROTORS AND FRT BRAKE PADS 1.5HRS

EST: 320.00 31MAR00 10:45 SA: 636
CONTACT: CAROLE
AUTH FOR BRAKES

FACILITY NO. F-140046

MAR 11 2000

4254 2930 5028 4810

5307210

CAROLE ALBERTS 01/02 V

10894 0530042
NOONAN PONTIAC
STERLING HTS MI

033100



DATE	AUTHORITY	CLERK	PRICE	AMOUNT
	0743073			
DESCRIPTION	PRICE	AMOUNT		
77444		847.00		
SIGN HERE X <i>Carole Alberts</i>		SUB TOTAL	19.00	
		SALES TAX	3.84	
		TOTAL	22.84	

SALES SLIP
CUSTOMER COPY

TOTALS	
23	
1.64	
0.00	
0.00	
6.87	
1.71	
3.84	
19.00	
739 9100	

8109394325

178609

NOONAN PONTIAC

4211 VAN DYKE AT 18 1/2 MILE - ETERLING HEIGHTS MICHIGAN 48214

(810) 739-9100

(810) 739-9110



THANKS FOR BEING
A NOONAN PONTIAC
CUSTOMER!

DEALER REGISTRATION NO. F140046

INVOICE

PAGE 1

SERVICE ADVISOR: 4654 STEPHANIE . RISCH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
ED	93	PONTIAC GRAND PRIX	1G2WJ14T6PF246161		56778/56778	T4805	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
1JAN1993			17:00 05JUL00		0.00	CASH	06JUL2000
R.O. OPENED	READY	OPTIONS: DLR:USED					
9:25 05JUL00	14:13 06JUL00						

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

CK VEHICLE FOR BRAKE PULSATION AND NOISE SEEMS WORSE ATER BRAKE REPALCEMENT

S10 MAINTENANCE, BRAKES EXHAUST, HEATING REPAIR

146 CRAIG, TIM LIC#: M225775

CPR3 2.00

1 10091792 NUT-WHL 1.35

2 18017537 ROTOR ASM 113.73

1 9591978 BOLT/SCRW 2.25

ARTS: 231.06 LABOR: 140.00 OTHER: 0.00 TOTAL LINE A: 371.06

6778 RR ROTORS RUSTED & PITTED - RR LUG NUT AND STUD STRIPPED - NECC TO EPLACE BOTH RR ROTORS AND LUG NUT AND STUD - 2.0 LABOR - TEST DROVE OK

OFFERED TRANSPORTION OPTION
S SHUTTLE SERVICE

24 CPT 0.00

ARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

EST: 0.00 05JUL00 09:25 SA: 465

FACILITY NO. F-140046

isa

CERTIFICATION
ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR TIP # 300.

OUR SERVICE GUARANTEE:
We guarantee our service work for 1 year or 12,000 miles whichever comes first. If our repair or replacement fails in normal service within that time, we will be free of charge.

OUR CERTIFIED PRICE: Before any work is done, you will be given a guaranteed maximum cost for the work or repair requested. In those few cases where an extensive diagnosis is required, you will be given the maximum cost, including that of any readown and reassembly. As soon as diagnosis is completed, you will be telephoned and informed of the maximum cost of the repair. And no additional costs will be made without your prior approval in writing or verbal consent.

POWER OF ATTORNEY FOR REPAIRS ONLY

I, ANDREW T. MORLEY, DO hereby certify that the repair performed on the NOONAN PONTIAC, is in full compliance with the Michigan Auto Repair Tip # 300.

Signature: _____ Date: _____

Signature: _____ Date: _____

Signature: _____ Date: _____

Signature: _____ Date: _____

Signature: _____ Date: _____

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor imposes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE
X _____

DESCRIPTION	TOTALS
LABOR AMOUNT	140.00
PARTS AMOUNT	231.06
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	371.06
LESS INSURANCE	0.00
SALES TAX	13.86
PLEASE PAY THIS AMOUNT	384.92

IF YOU ARE NOT COMPLETELY SATISFIED PLEASE CALL ART MORLEY AT 739-9100
CUSTOMER COPY