

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 436

Date Received

21-AUG-2000

 Od_or _____
 rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

868240

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
1G2NW52E5XM803226	PONTIAC	GRAND AM	1999	

Purchase Date	Dealer's Name _____	Engine Size (CID/CCL) _____	<input type="checkbox"/> Turbo
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	<input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection

Transmission Type <input type="checkbox"/> Manual <input checked="" 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 Bell <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 01310000 07300000	Part Name(s) STEERING:POWER ASSIST:PUMP POWER TRAIN:TRANSMISSION:AUTOMATIC	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	Date(s) of Failure(s) 01-APR-1999	Failed Part(s) Available?	NHTSA Previously Contacted?
	Mileage at Failure(s) _____	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Vehicle Speed at Failure(s) _____		

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form.)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
--	---	---------------------------	----------------------	---------------------------	---

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

CONSUMER HAS HAD THE STEERING PUMP REPLACED 4 TIMES. RACK WAS LEAKING, AND ANOTHER LEAK WAS FOUND. DEALER SAID NOTHING WAS WRONG WITH VEHICLE. VEHICLE WAS BEING REPAIRED UNDER WARRANTY. ALSO, TRANSMISSION WAS SLIPPING, AND THERE WAS A TRANSMISSION LEAK ABOUT 4 MONTHS AGO. DEALER WAS SUPPOSE TO HAVE REPAIRED THE PROBLEMS, BUT THE PROBLEMS KEEP REOCCURRING. *AK

CONTINUED 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.



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FOR AGENCY USE ONLY		436
Date Received	00 OCT 12 AM 8:55	Od_or
	21-AUG-2000	Od_pt
	OFFICE	Od_rt
	DEFECTS INVESTIGATION	up_Ar
		Reference No.
		868240
Work Number	22	
Home Number		

OWNER INFORMATION (Type or Print)

628029

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date 9/15/00

YES NO

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1G2NW52E5XMB03226	PONTIAC	GRAND AM	1999	22103
Purchase Date	Dealer's Name	Engine Size (CID/CC/L)	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injection	
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders 6 cyl		

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
<input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	<input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> 3-Point Belt <input checked="" type="checkbox"/> Driverside Airbag <input checked="" type="checkbox"/> Passengerside Airbag	<input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	<input checked="" type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other	<input 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	Part Name(s)	Location	Failed Part(s)
01310000 07300000	Power Steering Pump, Hoses STEERING: POWER ASSIST: PUMP POWER TRAIN: TRANSMISSION: AUTOMATIC oil leak trans leak	<input type="checkbox"/> Left <input checked="" type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	<input type="checkbox"/> Original <input checked="" type="checkbox"/> Replacement Both

No. of Failures	Date(s) of Failure(s)	Failed Part(s) Available?	NHTSA Previously Contacted?
3 power steering	01 APR 1999 - OCTOBER 1999 Mileage at Failure(s) 10,000 Vehicle Speed at Failure(s)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<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	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	~~~~~	~~~~~	~~~~~	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

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

CONSUMER HAS HAD THE STEERING PUMP REPLACED 3 TIMES. RACK WAS LEAKING, AND ANOTHER LEAK WAS FOUND. DEALER SAID NOTHING WAS WRONG WITH VEHICLE. VEHICLE WAS BEING REPAIRED UNDER WARRANTY. ALSO, TRANSMISSION WAS SLIPPING, AND THERE WAS A TRANSMISSION LEAK ABOUT 4 MONTHS AGO. DEALER WAS SUPPOSE TO HAVE REPAIRED THE PROBLEMS, BUT THE PROBLEMS KEEP REOCCURRING. *AK

3 times replaced 4th one in now
I have had alot more problems than this one. I stapled RO'S on on BACK Please look through

CONTINUE ON BACK IF NEEDED

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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)

I have had more problems than one on this vehicle. I am scared to drive my car on the road. My horn works when it feels like it. I feel that is a safety issue! The horn has been repaired twice. It has been working this way for months. The dealership thinks I am crazy. I just ~~don't~~ want this car any more. (don't) It has been in the shop 13 times. Please help me!

★ U.S. G.P.O.: 1982-629-897/8008

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





JAY PONTIAC - BUICK

18800 Rockside Road
Bedford, Ohio 44146
(440) 232-5000



CUSTOMER NO. 11625		ADVISED BY JAMES SECREST 188		TAB NO.	INVOICE DATE 04/18/90	INVOICE NO. PNCSS8256
AUTO NATION USA 18161 ROCKSIDE RD.		LABOR RATE	LICENSE NO.	MILEAGE 17531	COOPER CODE GOLD	STOCK NO.
BEDFORD, OH 44146		YEAR / MAKE / MODEL 80 PONTIAC / GRAND AM / 4 DOOR SEDAN		VEHICLE I.D. NO. 1G2XW52E5XM803226	DELIVERY DATE 02/06/90	DELIVERY MILES
PRESIDENCE PHONE	BUSINESS PHONE	COMMENTS		P.O. NO.	R.D. DATE 04/18/90	PRODUCTION DATE
[REDACTED]				MO: 17531		

LABOR & PARTS	QTY	FP-NUMBER	DESCRIPTION	HOURS	TECH(S)	PRICE	WARRANTY
J# 1 51PNZ08 FOG LIGHTS FOG LIGHTS HOLDING MOISTURE SPECIAL ORDER FOG LAMP CAPSULES... WILL CONTACT WHEN IN					452	0.00	
JOB # 1 TOTAL PARTS						0.00	
JOB # 1 TOTAL LABOR & PARTS						0.00	
J# 2 51PNZ06 TAILLIGHTS ONE REVERSE LIGHT INOP ONE REVERSE LIGHT BULB BURNED OUT REPLACE TAILLIGHT BULB				0.20	452		WARRANTY
JOB # 2 TOTAL PARTS						0.00	
JOB # 2 TOTAL LABOR & PARTS						0.00	
J# 3 85PNZ13 SOUND SYSTEM SPEAKER ON PASSENGER SIDE STAGYIC INTERNAL FAILURE IN SPEAKER REPLACE RT FRONT DOOR SPEAKER				0.70	452		WARRANTY
JOB # 3 TOTAL PARTS						0.00	
JOB # 3 TOTAL LABOR & PARTS						0.00	
J# 4 99PNWASH WASH COURTESY WASH				0.00	452		0.00
JOB # 4 TOTAL PARTS						0.00	
JOB # 4 TOTAL LABOR & PARTS						0.00	



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COMPUTERIZED PRICING GUIDE ESTIMATE AVAILABLE UPON REQUEST

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Service Hours:
Monday - Friday
7:30 am - 6:00 pm
SATURDAY
8:00 am - 4:00 pm

Parts Hours:
Monday - Friday
8:00 am - 5:30 pm
SATURDAY
8:00 am - 4:00 pm

Hours shown does not always reflect total time to complete service.

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SERVICE WORK 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.

12:41:27
CUSTOMER SIGNATURE



JAY PONTIAC - BUICK

18800 Rockside Road
Bedford, Ohio 44146
(440) 232-5000



CUSTOMER NO. 17868	ADVISOR JOHN HURLBY	TAG NO. 28	INVOICE DATE 08/08/00	INVOICE NO. PNC667572
	LICENSE NO. E27	MILEAGE 21504	DELIVERY DATE 07/06/00	DELIVERY MILES
	YEAR / MAKE / MODEL 00 PONTIAC GRAND AM 4 DOOR SEDAN		SECURITY DEALER NO.	PRODUCTION DATE
	VEHICLE ID. NO. 1E2NW52E5XM803226	P. O. NO.	R. C. DATE 08/07/00	
	COMMENTS			

MO-21504

TOTALS

 * [] CASH [] CHECK CK NO. [] *
 * [] VISA [] MASTERCARD [] DISCOVER *

TOTAL LABOR	0.00
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	0.00
TOTAL INVOICE \$	0.00

 DEAR CUSTOMER: THANK YOU FOR CHOOSING JAY PONTIAC FOR YOUR
 SERVICING DEALER. YOU MAY GET A CUSTOMER SATISFACTION SURVEY
 FROM G.M. PLEASE FILL IT OUT -COMPLETELY SATISFIED- IT IS
 OUR REPORT-CARD IF YOU CANT FOR SOME REASON PLEASE CALL*
 *RON RICHMAVSKY SERVICE DIRECTOR AT 440-232-5000 EXT-120 *

CUSTOMER SIGNATURE

DUPLICATE INVOICE



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JAY PONTIAC - BUICK

18800 Rockside Road
Bedford, Ohio 44148
(440) 232-5000



CUSTOMER NO 17068	ADVISOR JOHN HUBBY 527	TAG NO. 38	INVOICE DATE 08/08/00	INVOICE NO. PNCSS7572
	LICENSE NO.	MILEAGE 21504	BOOK NO.	BOOK NO.
	YEAR / MAKE / MODEL 00 / PONTIAC / GRAND AM 4 DOOR SEDAN		DELIVERY DATE	DELIVERY MILES
	VEHICLE ID. 1G2NW52E6XM803226		02/05/00	PRODUCTION DATE
	FILE NO.	P. O. NO.	SELLING DEALER A.D.	
	COMMENTS		R. O. DATE 08/07/00	

MO: 21504

LABOR & PARTS		HOURS:		TECH(S):		WARRANTY	
J# 1	51PNZ03	1.00		51			
HORN HORN IS NOT WORKING. DIAGNOSED, FOUND HORN WIRE PINCHED UNDER SIR COIL ASSEMBLY. DISASSEMBLE, REPAIR PINCHED WIRE, REASSEMBLE AND RECHECK.							
PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE		
				JOB # 1 TOTAL PARTS		0.00	
				JOB # 1 TOTAL LABOR & PARTS		0.00	
J# 2	11PNZ04	1.00		509		WARRANTY	
FLUID LEAK-ENGINE CHECK FOR ENGINE OIL LEAK. POSSIBLE REAR SEAL. DYE TEST SYSTEM, OIL LEAKING FROM OIL PAN AREA, RETOURQUE ALL BOLTS, CLEAN AND RECHECK.							
PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE		
JCB # 2	1	12345795	DYE-FLUOR			WARRANTY 0.00	
				JOB # 2 TOTAL PARTS		0.00	
				JOB # 2 TOTAL LABOR & PARTS		0.00	
J# 3	70PNZ03	.99		99		WARRANTY	
RENTAL ENTERPRISE RENTAL							
PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE		
				JOB # 3 TOTAL PARTS		0.00	
				JOB # 3 TOTAL LABOR & PARTS		0.00	
SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION		WARRANTY	
JOB # 3	85231		08/08/00	RENTAL		0.00	
					TOTAL - SUBLET		0.00



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Parts Hours:

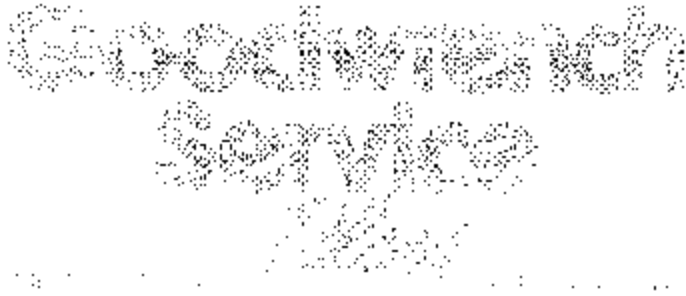
Monday - Friday
8:00 am - 5:30 pm
SATURDAY

8:00 am - 4:00 pm

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SERVICE WORK 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.





JAY PONTIAC - BUICK

18800 Rockside Road
Bedford, Ohio 44146
(440) 232-5000



CUSTOMER NO. 17888	ADVISOR MICHELLE GAY 526	TAG NO. 034	INVOICE DATE 08/05/00	INVOICE NO. PNC970089
	LIBRARY NO.	MILEAGE 22210	DELIVERY DATE 02/08/00	DELIVERY MILES
	YEAR / MAKE / MODEL 99 PONTIAC GRAND AM 4 DOOR SEDAN		SECOND DELIVERY DATE	PRODUCTION DATE
	VEHICLE ID # 1G2NW52E5XM003226	P. O. NO.	R. O. DATE 08/05/00	
	COMMENTS			

MO-22210

LABOR & PARTS
 J# 1 51PN203 HORN HOURS: 1.00 TECH(S): 51 WARRANTY
 HORN INOP
 REMOVED AIR BAG TO REPAIR CONTACT FOUND HORN BUTTON
 WIRE TO CANCEL CAM ON STEERING WHEEL CONNECTOR

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 45PNZ12 P/S FLUID LEAK HOURS: TECH(S): 51 0.00
 CUSTOMER STATES POWER STEERING FLUID LEAKING
 CHECKED FOR POWER STEERING LEAK NONE FOUND

JOB # 2 TOTAL LABOR & PARTS 0.00

TOTALS

 * [] CASH [] CHECK CK NO. [] *
 * [] VISA [] MASTERCARD [] DISCOVER *
 * * * * *
 TOTAL LABOR... 0.00
 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... 0.00
 TOTAL INVOICE \$ 0.00

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CUSTOMER SIGNATURE

DUPLICATE INVOICE



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8:00 am - 4:00 pm

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JAY PONTIAC - BUICK

18800 Rockside Road
Bedford, Ohio 44146
(440) 232-5000



CUSTOMER NO. 17888	ADVISOR LOUIS MERKER EG	TAG NO. 873	INVOICE DATE 07/19/00	INVOICE NO. PNC66029
	LABOR RATE	LICENSE NO.	COLOR GOLD	STOCK NO.
		MILEAGE 20771	DELIVERY DATE 02/06/99	DELIVERY MILES
	YEAR / MAKE / MODEL 99 PONTIAC GRAND AM 4 DOOR SEDAN		SELLING DEALER NO.	PRODUCTION DATE
	VEHICLE ID. NO. 1G2NW52E5XM803226		R. O. GATE	
	F. T. E. NO.	P. O. NO.	07/19/00	
COMMENTS				

MO-20771

TOTALS

 * [] CASH [] CHECK CK NO. [] *
 * [] VISA [] MASTERCARD [] DISCOVER *

TOTAL LABOR	0.00
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	0.00
TOTAL INVOICE \$	0.00

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18800 Rockside Road
Bedford, Ohio 44146
(440) 232-5000



CUSTOMER NO. 17868	ADVISOR LOUIS MERKER	TAG NO. 979	INVOICE DATE 07/18/00	INVOICE NO. PNC566029
	YEAR/MAKE/MODEL 00/PONTIAC/GRAND AM/4 DOOR SEDAN	20771	DELIVERY DATE 07/06/00	DELIVERY MILES
	VEHICLE IDENTIFICATION NO. 1G2NW52E5XMB03226	P.C. NO.	REPAIR ORDER NO.	PRODUCTION DATE
	COMMENTS		R.O. DATE 07/19/00	

MO-20771

LABOR & PARTS-----
 J# 1 51PNZ BODY ELECTRICAL HOURS: 0.30 TECH(S):51 WARRANTY
 RADIO DISPLAY IS SCRAMBLED/INSTALL SOP RADIO
 INTERNAL SHORT
 REPLACE RADIO ASSEMBLY

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-
 JOB # 1 TOTAL PARTS 0.00
 JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 51PNZ10 POWER WINDOWS HOURS: 0.50 TECH(S):51 WARRANTY
 RIGHT REAR POWER WINDOW SWITCH INOP/INSTALL SOP
 WEAK ROCKER SWITCH
 REPLACE RIGHT REAR WINDOW SWITCH

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

J# 3 51PNZ03 HORN HOURS: TECH(S):51 0.00
 HORN IS INOPERATIVE
 CK OPERATION OF HORN. HORN IS OPERATING AS DESIGNED
 PRESSED DOWN ON HORN PAD NUMEROUS TIMES/HORN SOUNDED OFF

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-
 JOB # 3 TOTAL PARTS 0.00
 JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 10PNZ DRIVEABILITY HOURS: TECH(S):51 0.00
 ENGINE HAS EXCESSIVE CRANK/MUST USE GAS PEDAL TO START
 SCAN TESTED/NO CODES/VEHICLE SAT OUTSIDE FOR 7 HOURS
 ENGINE STARTED WITH NO PROBLEM

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-
 JOB # 4 TOTAL PARTS 0.00
 JOB # 4 TOTAL LABOR & PARTS 0.00

J# 5 45PNZ STEERING/SUSPENSION HOURS: TECH(S):51 0.00
 CK OPERATION OF POWER STEERING/LOUD NOISE FROM PUMP
 CK OPERATION OF POWER STEERING/NO ABNORMAL NOISE
 DETECTED/POWER STEERING PUMP AND RACK AND PINION
 ARE OPERATING AS DESIGNED

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-
 JOB # 5 TOTAL PARTS 0.00
 JOB # 5 TOTAL LABOR & PARTS 0.00



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SATURDAY

8:00 am - 4:00 pm

Parts Hours:

Monday - Friday

8:00 am - 5:30 pm

SATURDAY

8:00 am - 4:00 pm

Hours shown does not always

reflect total time to complete

service.

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JAY PONTIAC - BUICK

18800 Rockside Road
Bedford, Ohio 44146
(440) 232-5000



CUSTOMER NO. 17988	ADVISOR JOHN HRUBY	TAG NO. 905	INVOICE DATE 06/26/00	INVOICE NO. PUSC04187
	LICENSE NO. E27	MI LICENSE 20028	DELIVERY DATE 02/06/00	DELIVERY MILES
	YEAR / MAKE / MODEL 00/PONTIAC GRAND AM 4 DOOR SEDAN		SECOND DEALER NO.	PRODUCTION DATE
	VEHICLE IDENTIFICATION 1G2NW52E5XM003226	P. O. NO.	R. O. DATE 06/26/00	
	COMMENTS			

MO: 20026

LABOR & PARTS
 J# 1 99PMV0508 REP/CONSOLE/LATCH HOURS: 0.30 TECH(S):509 WARRANTY
 00036 CAMPAIGN REPLACE CONSOLE COVER LATCH PLATE
 PERFORM 00036 CAMPAIGN

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	22633837				0.00
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2 85PNZ13 SOUND SYSTEM HOURS: TECH(S):99 0.00
 CHECK RADIO, LCD IS NOT DISPLAYING PROPERLY.
 SPECIAL ORDER PARTS.
 #0937027

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

TOTALS

*****	TOTAL LABOR	0.00
*	TOTAL PARTS	0.00
* [] CASH [] CHECK CK NO. []	TOTAL SUBLET	0.00
*	TOTAL G.O.G.	0.00
* [] VISA [] MASTERCARD [] DISCOVER	TOTAL MISC CHG.	0.00
*	TOTAL MISC DISC	0.00
*	TOTAL TAX	0.00

***** TOTAL INVOICE \$ 0.00 *****

DEAR CUSTOMER: THANK YOU FOR CHOOSING JAY PONTIAC FOR YOUR
 SERVICING DEALER YOU MAY GET A CUSTOMER SATISFACTION SURVEY
 FROM G.M. PLEASE FILL IT OUT - COMPLETELY SATISFIED - IT IS
 OUR REPORT CARD - IF YOU CANT FOR SOME REASON PLEASE CALL
 RON RICHMAVSKY SERVICE DIRECTOR AT (440) 232-5000 EXT 123

CUSTOMER SIGNATURE _____
 ***** DUPLICATE INVOICE *****



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 SATURDAY
 8:00 am - 4:00 pm

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SERVICE WORK 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.

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CUSTOMER NO. 17868	ADVISOR JOHN HRUBY	TAG NO. 462	INVOICE DATE 05/30/00	INVOICE NO. PNCS61830
	LICENSE NO. 527	MILEAGE 18902	ORDER GOLD/	
	YEAR / MAKE / MODEL 00 PONTIAC GRAND AM 4 DOOR SEDAN		DELIVERY DATE 02/08/00	DELIVERY MILES
	VEHICLE IDENT. NO. 1G2NW52E5XM803226		DEALER DEALER NO.	PRODUCTION DATE
	P. O. NO.		R. O. DATE 05/30/00	REPRINT# 1
COMMENTS			MO: 18902	

TOTALS.....

*****	TOTAL LABOR.....	0.00
*	TOTAL PARTS.....	0.00
* [] CASH [] CHECK CK NO. []	TOTAL SUBLET.....	0.00
*	TOTAL G. O. G.....	0.00
* [] VISA [] MASTERCARD [] DISCOVER	TOTAL MISC CHG.....	0.00
*	TOTAL MISC DISC.....	0.00
*	TOTAL TAX.....	0.00
*****	TOTAL INVOICE \$	0.00

 DEAR CUSTOMER: THANK YOU FOR CHOOSING JAY PONTIAC FOR YOUR
 SERVICING DEALER. YOU MAY GET A CUSTOMER SATISFACTION SURVEY
 FROM 6 A.M. PLEASE FILL IT OUT - COMPLETELY SATISFIED- IT IS
 OUR REPORT-CARD". IF YOU CANT FOR SOME REASON PLEASE CALL
 RON RICHNAVSKY SERVICE DIRECTOR AT 440-232-5000 EXT-120

CUSTOMER SIGNATURE

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SATURDAY

8:00 am - 4:00 pm

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CUSTOMER SIGNATURE



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CUSTOMER NO. 17988	ADVISOR JOHN MURPHY	TAG NO. 482	INVOICE DATE 05/30/00	WARRANTY NO. PNC881930
	LAST NAME / FIRST NAME MURPHY / JOHN	USAGE NO. 527	MILEAGE 18902	DELIVERY DATE 02/06/00
	YEAR / MAKE / MODEL 99 PONTIAC GRAND AM 4 DOOR SEDAN		DELIVERY MILES	PRODUCTION DATE
	VIN 1G2NW52E5XM803228		REPRINT# 1	
	COMMENTS			

MO: 18902

LABOR & PARTS
 J# 1 51PNZ BODY ELECTRICAL HOURS: 0.50 TECH(S): 452 WARRANTY
 DISPLAY ON RADIO IS NOT CORRECT, WILL NOT SHOW NUMBERS
 PROPERLY DIAGNOSED, ORDER EXCHANGE RADIO.
 WILL CONTACT WHEN IN.
 #09370222

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
						0.00
						JOB # 1 TOTAL PARTS
						0.00
						JOB # 1 TOTAL LABOR & PARTS
						0.00

J# 2 61PNZ EXTERIOR TRIM HOURS: 0.30 TECH(S): 452 WARRANTY
 FOG LAMPS ARE FILLING WITH WATER, BOTH SIDES
 INSPECTED. RIGHT SIDE LENS ASSEMBLY FULL OF WATER.
 REPLACE RIGHT SIDE FOG LAMP LENS ASSEMBLY

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 2	1	22613881	LAMP 2.725			0.00
						JOB # 2 TOTAL PARTS
						0.00
						JOB # 2 TOTAL LABOR & PARTS
						0.00

J# 3 52PNZ TRIM ELECTRICAL HOURS: TECH(S): 452
 PASS SIDE REAR WINDOW SWITCH FALLS OUT OF DOOR.
 SPECIAL ORDER PARTS

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
						0.00
						JOB # 3 TOTAL PARTS
						0.00
						JOB # 3 TOTAL LABOR & PARTS
						0.00

J# 4 51PNZ03 HORN HOURS: TECH(S): 452
 HORN WILL NOT WORK WHEN DEPRESSING PAD, MOST TIMES.
 INSPECTED. TRIED HORN NUMEROUS TIMES.
 ALL O.K. AT THIS TIME.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
						0.00
						JOB # 4 TOTAL PARTS
						0.00
						JOB # 4 TOTAL LABOR & PARTS
						0.00

J# 5 51PNZ08 FOG LIGHTS HOURS: 0.30 TECH(S): 452 WARRANTY
 FOG LAMPS ARE FILLING WITH WATER.
 INSPECTED. FOUND LEFT SIDE FOG LAMP LENS ASSEMBLY FILLING
 WITH WATER. REPLACE LENS ASSEMBLY

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 5	1	22613882	LAMP 2.725			0.00
						JOB # 5 TOTAL PARTS
						0.00
						JOB # 5 TOTAL LABOR & PARTS
						0.00



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CUSTOMER NO. 11625		ADVISOR JAMES SECREST	TAG NO.	INVOICE DATE 04/18/00	INVOICE NO. PNC658256
AUTO NATION USA 18161 ROCKSIDE RD. BEDFORD, OH 44146		LICENSE PLATE OH	WILEAGE 17631	DELIVERY DATE GOLD	STOCK NO.
RESIDENCE PHONE 232-0900		YEAR / MAKE / MODEL 00 PONTIAC / GRAND AM / 4 DOOR SEDAN	R. O. NO.	DELIVERY MILES	PRODUCTION DATE
BUSINESS PHONE 440-232-0900		VEHICLE IDENT. NO. 1G2NW62E5XM803226	R. O. DATE 04/18/00	COMMENTS	
DUPLICATE INVOICE		MO: 17631			

TOTALS

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*****
* [ ] CASH [ ] CHECK CK NO. [ ] *
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *
* [ ] AMER/EXPRESS *
*****
TOTAL LABOR ... 0.00
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 ... 0.00
TOTAL INVOICE $ 0.00

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CUSTOMER NO. 11625	ADVISOR JAMES SECREST	TAG NO. 816	INVOICE DATE 02/08/00	INVOICE NO. PNC964767
AUTO NATION USA 18151 ROCKSIDE RD. BEDFORD, OH 44146	LICENSE NO. 16415	MILEAGE 16415	DELIVERY DATE 02/08/00	DELIVERY MILES
RESIDENCE PHONE 232-0800	BUSINESS PHONE 440-232-0800	COMMENTS	R. O. DATE 03/08/00	PRODUCTION DATE
YEAR / MAKE / MODEL 99 PONTIAC GRAND AM 4 DOOR SEDAN		VEHICLE IDENTIFICATION NUMBER 1G2NW52E6XM803226		

LABOR & PARTS		WARRANTY	
J# 1 51PNZ	BODY ELECTRICAL TRUNK RELEASE INOP CHAFFED WIRE TO TRUNK RELEASE BUTTON REPAIR WIRE	HOURS: 0.50 TECH(S): 51	
PARTS	QTY	FP NUMBER	DESCRIPTION
JOB # 1 TOTAL PARTS 0.00			
JOB # 1 TOTAL LABOR & PARTS 0.00			
J# 2 10PN206	CHECK ENGINE LIGHT CUSTOMER STATES CHECK ENGINE LIGHT ON SCAN TEST FOR CODES... P0300 MISFIRE IN #4 CYLINDER CLEAN INJECTORS PER BULLETIN 99-06-04-005	HOURS: 1.60 TECH(S): 51	
PARTS	QTY	FP NUMBER	DESCRIPTION
JOB # 2 TOTAL PARTS 0.00			
JOB # 2 TOTAL LABOR & PARTS 0.00			
J# 3 99PNWASH	WASH COURTESY WASH	HOURS: 0.00 TECH(S): 51	
PARTS	QTY	FP NUMBER	DESCRIPTION
JOB # 3 TOTAL PARTS 0.00			
JOB # 3 TOTAL LABOR & PARTS 0.00			
TOTALS			
*****		TOTAL LABOR	0.00
*****		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	0.00
*****		TOTAL INVOICE \$	0.00



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CUSTOMER NO. 41825	ADVISOR DONALD RICHNAVECKY JR	TAG NO. 052	INVOICE DATE 01/21/00	INVOICE NO. PNC551662
	LABOR RATE	MEMBERSHIP	CLASS	STOCK NO.
		MILEAGE 16010	DELIVERY DATE 07/06/99	DELIVERY MILES
	YEAR MAKE MODEL 99 PONTIAC GRAND AM 4-DOOR SEDAN		SECOND DEALER NO.	PRODUCTION DATE
	VEHICLE ID NO. 1G2NW52E5XM803226	P. O. NO.	R. O. DATE 01/31/00	
	COMMENTS			

MO: 16010

LABOR & PARTS
 J# 1 30PNZ04 AUTO TRANS LEAK HOURS: 0.70 TECH(S): 55 WARRANTY
 CUSTOMER STATES TRANSMISSION FLUID LEAKING
 LEAKING
 REPLACE RIGHT AXLE SEAL/TOP OFF FLUID LEVEL

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	24201936	SEAL 6.061			0.00
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2 61PNZ EXTERIOR TRIM HOURS: 0.60 TECH(S): 55 WARRANTY
 INSTALL SPECIAL DRIVERS DOOR WINDOW RUN CHANNEL HOLDING
 WARPED
 WARPED
 REPLACE LEFT FRT DOOR WINDOW RUN CHANNEL

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 2	1	22623405	CHNL-FWDD 10.701			0.00
				JOB # 2 TOTAL PARTS		0.00
				JOB # 2 TOTAL LABOR & PARTS		0.00

TOTALS

TOTAL LABOR	0.00
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	0.00
TOTAL INVOICE \$	0.00

 * [] CASH [] CHECK CK NO. [] *
 * [] VISA [] MASTERCARD [] DISCOVER *
 * [] AMER/EXPRESS *

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CUSTOMER NO. 11625	ADVISOR JAMES SECREST	TAG NO. 548	INVOICE DATE 01/17/00	INVOICE NO. PNC 550622
AUTO NATION USA 18151 ROCKSIDE RD.	LICENSE NO. 186	VEHICLE NO. 14674	DELIVERY DATE 02/06/99	DELIVERY MILES
BEDFORD, OH 44146	YEAR / MAKE / MODEL 99 / PONTIAC / GRAND AM / 4 DOOR SEDAN	F.P.D. NO. 10225XMB03220	SALES DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE 232-8800	BUSINESS PHONE 440-232-8800	COMMENTS	P.O. DATE 01/17/00	

NO: 14674

LABOR & PARTS
 J# 1 45PNZ01 STEERING CONCERN HOURS: 0.40 TECH(S):55 WARRANTY
 WHINING NOISE COMING FROM STEERING WHEN TURNING... POWER
 STEERING PUMP REPLACED THREE TIMES... SAME NOISE
 BULLETIN #99-02-32-002 ENLARGE SYTEM RESTRICTOR
 ENLARGE P/STEERING ORIFICE
 PER BULLETIN 99-02-32-002 ENLARGE SYSTEM RESTRICTOR
 OK NOW

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 60PNZ INTERIOR TRIM HOURS: TECH(S):55 0.00
 INSIDE DRIVER DOOR WINDOW HOLDING WARPED
 SPECIAL ORDERED WINDOW FRAME HOLDING
 WILL CONTACT CUSTOMER WHEN IN

JOB # 2 TOTAL LABOR & PARTS 0.00

TOTALS

 * [] CASH [] CHECK CK NO. [] *
 * [] VISA [] MASTERCARD [] DISCOVER *
 * [] AMER/EXPRESS *

TOTAL LABOR... 0.00
 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... 0.00

TOTAL INVOICE \$ 0.00



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CUSTOMER NO. 11625	ADVISOR LOUIS MERKER	TAG NO. 56	INVOICE DATE 11/11/90	INVOICE NO. PNGC45261
AUTO NATION USA 18151 ROCKSIDE RD. BEDFORD, OH 44146	YEAR/MAKE/MODEL 89 PONTIAC GRAND AM 4 DOOR SEDAN	MILEAGE 13042	DELIVERY DATE 02/06/89	DELIVERY MILES
RESIDENCE PHONE 232-8000	BUSINESS PHONE 440-232-8000	COMMENTS MD-13043	STOCK NO. 0206189	PRODUCTION DATE

LABOR & PARTS
 JOB # 1 45PNZ STEERING/SUSPENSION HOURS: 1.50 TECH(S): 452 WARRANTY
 CUSTOMER STATES HEARS WHINING NOISE WHEN TURNING AND
 HAS FLUID LEAK
 LEAKING
 REPLACE POWER STEERING PUMP ASSEMBLY

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	26072519	PUMP			WARRANTY
JOB # 1	1	1050017	P/S FLD			WARRANTY
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00

JOB # 2 99PNZ7910 SHUTTLE SERVICE HOURS: TECH(S): 452 WARRANTY
 COURTESY SHUTTLE

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

TOTALS

TOTAL LABOR	0.00
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	0.00
TOTAL INVOICE \$	0.00

 * [] CASH [] CHECK CK NO. [] *
 * [] VISA [] MASTERCARD [] DISCOVER *
 * [] AMER/EXPRESS *

CUSTOMER SIGNATURE _____
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09-14-00 04:19PM

P01

09/14/2000
16:29:14

SUMMARY HISTORY DISPLAY

3030
PAGE 1

CUSTOMER NAME MARY . DELIBERATO SERIAL NO. 102MM5F5XHH003716
TOTAL R/G'S 4 TOTAL SERV. DAYS 4 MAKE PN PONTIAC

LHE NO. NO.	NO. DATE..	MILES.	MY/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
1 95723	09/01/1999	9974	A			56	
			I	85	1	W 72PHZ	MINOR ENGINE REP - <i>Power Steering Pump (Replaced)</i>
			I	56	2	W 77PHZ	TRANSPORTATION
			I	35	3	W 80PHZ	BRAKES - <i>Rotor Resurface</i>
2 92764	04/24/1999	4150	A			54	
			I	49	1	W 92PHZ	BODY ELECTRICAL - <i>Left Tail Light</i>
3 91893	02/05/1999		A			56	
			I	53	1	I 83PHZCLEANZ	CLEAN FOR DELIVE
4 89362	11/10/1998		A			56	
			I	48	1	I 83PHZ	INITIAL NEW YEH

ATTN

