

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 294

Date Received

13-NOV-2000

 Od_or _____
 Rt_dt _____
 Od_rt _____
 Up_ltr _____

Reference No.

874841

 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 windshield on drivers side) 1G2HZ52K5VH229873	Vehicle Make PONTIAC	Vehicle Model BONNEVILLE	Vehicle Year 1997	Current Odometer Reading
--	--------------------------------	------------------------------------	-----------------------------	--------------------------

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

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☐ 3-Point Belt ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 09010100	Part Name(s) LIGHTING:FLASHER:TURN SIGNAL	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) _____ Mileage at Failure(s) 43 Vehicle Speed at Failure(s) _____	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	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHEN ACTIVATED BOTH TURN SIGNALS WILL BLINK. THE DEALER HAS REPAIRED THE VEHICLE HOWEVER, THE PROBLEM REOCCURED.

CONTINUED ON BACK (REVERSE)

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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of Transportation
National Highway
Traffic Safety
Administration

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DOT Auto Safety Hotline

NATIONWIDE 1-888-DASH-2-DOT
1-888-327-4236
www.nhtsa.dot.gov/hotline

OWNER INFORMATION (Type or Print)

654950

Work Num
Home Num

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?
☒ YES ☐ NO

Date 11/22/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) 1G2H252K5VH229873

Vehicle Make PONTIAC

Vehicle Model BONNEVILLE

Vehicle Year 1997

Current Odometer Reading 49,000

Purchase Date 11-96

☒ New ☐ Used

Dealer's Name GUYSON & SONS, INC.

City EVANSTON State IL Zip Code

Engine Size 3.8L

No Cylinders 6

☐ Turbo ☐ Diesel ☒ Gas ☒ Fuel Injection

Transmission Type

☐ Automatic ☒ Manual

Antilock Brakes

☒ Yes ☐ No

Restraint System

☒ 3-Point Belt ☐ Motorbell

☒ Driver's Side Air Bag ☐ Passenger Side Air Bag

Cruise Control

☒ Yes ☐ No

Drive Train

☒ Front ☐ Rear ☐ 4-Wheel

Vehicle Type

☒ Car ☐ Minivan ☐ Other

Body Style

☒ 2-Door ☐ 4-Door ☐ Station Wagon ☐ Pick Up Truck ☐ Other

Component 09010100

Part Name(s)

LIGHTING: FLASHER, TURN SIGNAL

Location

☐ Front ☐ Left ☐ Right

Failed Part(s)

☒ Original ☐ Replacement

No of Failures

Date(s) of Failure(s) 1/98, 2/99, 3/99 and Beyond

Mileage at Failure(s) 96352, 24800, 25663

Vehicle Speed at Failure(s) Have a problem with the engine

Failed Part(s)

☒ Yes ☐ No

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

Number of Fatalities

Estimated Property Damage

Reported to Police

☐ Yes ☒ No

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

WHEN ACTIVATED BOTH TURN SIGNALS WILL BLINK. DEALER HAS REPAIRED VEHICLE HOWEVER, PROBLEM REOCCURRED. AK DEGRADING UPON CONDITIONS, RIGHT SIGNAL BLINKS WHEN LEFT TURN AND LEFT SIGNAL BLINKS WITH RIGHT TURN. OTHER TIMES BOTH SIGNALS BLINK TOGETHER REGARDLESS OF POSITION OF TURN SIGNAL LEVER, CONFUSING AND SERIOUS CONDITION WITHOUT PROPER VISUAL FEEDBACK TO DRIVER. SEE ATTACHMENT FOR FURTHER HISTORY AND DETAILS.

CONTINUE ON BACK IF NEEDED

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TYPE OR PRESS HARD USING BLACK BALL POINT PEN

BETTER BUSINESS BUREAU

330 N. Wabash
Chicago, Illinois 60611
(312) 832 0500

COMPLAINT FORM

PLEASE FOLLOW ENCLOSED INSTRUCTIONS

ROY S. ROBERTS

Date of Transaction 11-96 Date You Complained To Company 3-13-00 To Whom GEN. MGIL - PONTIAC
Sales Person _____ Identity Product/Service AUTO-PONTIAC If Advertised, When _____
Where (Enclose Ad) _____ Receipt, Contract or Policy Number VIN1G2H352KSVH229873

COMPANY GENERAL MOTORS
PONTIAC DIVISION YOUR NAME [REDACTED]
ADDRESS ONE PONTIAC PLAZA ADDRESS 146 MAPLE
CITY PONTIAC MICH. 48340-2952 CITY WOOD DALE IL 60191
State Zip Code State Zip Code

YOUR EMPLOYER'S FIRM NAME: _____ YOUR DAYTIME PHONE NO. _____

BRIEFLY EXPLAIN YOUR COMPLAINT AND FOLLOW THE ENCLOSED INSTRUCTIONS:

DURING THE WARRANTY PERIOD, I RETURNED MY 1987 PONTIAC BONNEVILLE SEVERAL TIMES
TO TWO SEPERATE DEALERS TO CORRECT A TURN SIGNAL PROBLEM. THE PROBLEM REMAINED
CORRECTED FOR A SHORT INTERVALS OF TIME ^{AND} ~~THE~~ HAD TO BE RETURNED ONE AGAIN
FOR REPAIR. THE DEALERS WERE COURTEOUS AND HELPFUL BUT COULD NOT FIND A PERMANENT
SOLUTION. THE AUTOMOBILE IS NOW OUT OF WARRANTY WITH THE IDENTICAL PROBLEM THAT
SHOULD HAVE BEEN CORRECTED UNDER WARRANTY. SEVERAL LETTERS TO THE PONTIAC GEN. MGIL
AND GM CORPORATE DEPT WERE UNEVENTFUL. THEY REMAINED MUTE AND DIDN'T
ACKNOWLEDGE MY PROBLEM. TELEPHONE CALLS TO PONTIAC CUSTOMER SERVICE RESULTED
IN ONLY OPENING A FILE # (C01316064). NO ACKNOWLEDGEMENT OR FEEDBACK.

What Adjustment Do You Consider Mutually Fair? A FINAL AND PERMANENT REPAIR TO THE
TURN SIGNALS.

BELOW THIS LINE FOR COMPANY RESPONSE

Your Signat [REDACTED] Date 11-13-00

TO THE COMPANY: This complaint has been forwarded by one of your customers. BBB has been furnished a copy and is prepared to assist both parties in reaching a satisfactory resolution of it. Please provide your position with regard to the facts or action taken by you to resolve the matter on the "Number 1 copy" (type or black ball point pen); and send it to the Bureau. Also advise your customer of your action. Arbitration is available through the Bureau if both parties wish this service.

Have Adjusted (Date) _____ Will Adjust By (Date) _____ Other (Explain Below) _____

Comments: _____

Pontiac Division
General Motors Corporation
Mr. Roy S. Roberts
General Manager
One Pontiac Plaza
Pontiac, Michigan 48340-2952

March 13, 2000

Dear Mr. Roberts,

I am the owner of a 1997 Pontiac Bonneville SSE which I purchased new in November 1996. This is the first Pontiac I have ever owned and decided upon it's purchase only after reviewing similar competitive models both domestic and foreign. Friends and acquaintances also recommended the Bonneville as a very fine automobile. Ownership of the SSE, for me however, has been a bittersweet experience. I too have enjoyed the styling, responsiveness, ride control and the great convenience features. However, electrical problems on your product have been extremely frustrating, persistent, and annoying.

The problem I make reference to involves a sporadic or intermittent turn signal malfunction which manifests itself by both dash turn indicators blinking together when either the left or right turn lever is engaged. In some cases, the dash indicators come on but in the reverse order. (Right is left and visa versa) This problem has occurred sporadically throughout the three years I have owned the automobile. I have brought the car to two separate dealers during the warranty period only to find that the problem resurfaced again. One dealer took 3-4 visits to "repair" the problem at a personal expense to me on time and of course the expense to General Motors. I cast no dispersions on the dealers because they were very courteous, understanding and genuinely tried to correct the situation.

This malfunction has occurred again but this time at 3000 miles out of the original miles warranty and three and a half months out of the time warranty. If this problem could have been corrected by the dealer, I am certain they would have done so. I am of the strong opinion that this problem rests with the integrity of the electrical design or a latent manufacturing defect. I have no desire to return the automobile to the dealer once again, at my cost, only to have a repeat occurrence. This defect should have been corrected under the original warranty period.

I am enclosing copies of the service reports for your review. I believe it remains Pontiac's responsibility to correct this situation once and for all. I look forward to receiving your comments on resolution of this problem. Thanks for your attention in this matter.

Sincerely,



VIN 1G2HZ52K5VH229873

SECOND SUBMISSION

Pontiac Division
General Motors Corporation
Mr. Roy S. Roberts
General Manager
One Pontiac Plaza
Pontiac, Michigan 48340-2952

May 3, 2000

Dear Mr. Roberts,

I wrote to you on March 13, 2000 regarding a persistent and dangerous in-warranty problem that has not been fully corrected on my 1997 SSE Bonneville. My original letter is attached. I would very much appreciate it if you would once again review my complaint and inform me what course of action Pontiac will take to correct this problem. This latent flaw in your electrical system design can be very dangerous, for the only indication of the turn signal condition is the mechanical position of the turn signal lever. Furthermore, since all visual feedback on the state of the signals is lost, this could result in a very serious judgment error on the part of the driver.

To compound this very serious condition even further, if the front seat belt is unbuckled, the left turn signal flashes normally when the right turn indicator is on and the exact opposite occurs with left turns. If the seatbelt is again buckled, both signals operate together but at a very low light output which is nearly imperceptible.

I am therefore, once again, looking forward to receiving your response to this very serious problem and the ultimate resolution by Pontiac.

Sincerely,

A black rectangular redaction box covering the signature of the sender.

VIN 1G2HZ52K5VH229873

Pontiac Division
Correspondence Department
P.O. Box 33172
Detroit Mich. 48232

September 12, 2000

To Whom It Should Concern:

I have written to the General Manager of the Pontiac Division twice within the past six months regarding an electrical defect on my Bonneville SSE. Within that time, I have not even received a simple acknowledgment of my correspondence nor a reply regarding my problem. The two letters that were sent to Mr. Roberts are attached and self explanatory. I would suggest they be read fully to understand the problem.

My complaint is simple. I would like Pontiac to repair my defective turn signals properly once and for all. Dealer repairs during the warranty period gave only temporary relief since the defect continued to return to plague this automobile. It became very clear to me early on, that returning the vehicle three or four times for the same defect is more than a simple dealer corrected problem but rather a latent defect that required a factory or engineering solution.

I am extremely disappointed in the way this matter has been handled. I have only asked that Pontiac correct my turn signals to operate in the same manner as any other car on the road today and that the correction be permanent. If Pontiac continues to be elusive and mute to my complaint, I will have no other choice but to refer this matter to higher agencies that are chartered to protect the rights of the consumer. It makes me wonder how many other Bonneville SSE owners have the same or similar problems in the country today?

I hope your speedy response will help me restore faith in your product again.

Regards,



VIN 1G2HZ52K5VH229873
File # CO1316064

P7668872

143294

Patrick

PONTIAC/GMC TRUCKS/CHRYSLER PLYMOUTH

1120 S. Milwaukee Ave.
LIBERTYVILLE, IL 60048
(847) 680-6000

INVOICE

PAGE 1

SERVICE ADVISOR: 85 JOHN CRAIG

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MI/AGE IN/OUT	TAG
SILVER	97	PONTIAC BONNEVILLE	1G2HZ52K5VH229873	HVG338	25655/25655	T295
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
01JAN97		17:00	16MAR99			CASH
REG OPENED	READY	OPTIONS: ENG:3.8 Liter MFI FLT				
07:24	16MAR99	14:33	16MAR99			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER STATES TURN SIGNALS WHEN ON BOTH BLINK TOGETHER CHECK AND REPORT							

CAUSE: LOOSE CONNECTION
N6360 WIRING AND/OR CONNECTOR - REPAIR INSTRUMENT

PANEL

430 INCIARDI, GREG LIC#: 9999

WVP

FC: 7B PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

GJ

(N/C)

B** COURTESY TRANSPORTATION MANUFACTURER'S ASSISTANCE REQUESTED.

CAUSE: RENTAL

77901 RENTAL COVERAGE

430 INCIARDI, GREG LIC#: 9999

WVP

RENTAL

(N/C)

* THANK YOU FOR YOUR PATRONAGE *

* OUR SERVICE HOURS ARE MON-FRI 7:00AM-6:30PM *

* SATURDAYS 8:00AM-5:00PM *

* PLEASE CONTACT DEE DALTON TO SCHEDULE YOUR *

* NEXT SERVICE VISIT. (847) 680-5794 *

You are hereby authorized to furnish all necessary material and labor to make repairs. I further agree that in the event possession of the car is given to me before payment has been made or before uncanceled checks have cleared, I will immediately pay the amount due upon demand and to secure said payment I authorize any attorney of my court of record to appear on my behalf in any such court and confess judgment without process against me in your favor for the amount due, together with cost and reasonable attorney's fees, and to waive and release all errors which they intervene in any such proceedings and to consent to immediate execution upon any such judgment hereby ratifying and confirming all that said attorney may do by virtue hereof.

The following limited warranty applies: 80 days or 4000 miles on parts, 30 days labor from date of repair order. The seller, Patrick, expressly disclaims all other warranties either express or implied and any implied warranties are limited to the duration of this limited warranty. We will not be responsible for any loss or damage caused by fire or theft, or any cause beyond our control. Customer's cars are driven by our employees at owner's risk. By signing the authorization below you authorize storage of the vehicle at your expense at a public garage twenty-four hours after you are notified to pick up this vehicle.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/line. 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/line.

CUSTOMER 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

CUSTOMER COPY

P7668872

142331

Patrick

PONTIAC/GMC TRUCKS/CHRYSLER PLYMOUTH

INVOICE

1120 S. Milwaukee Ave.
LIBERTYVILLE, IL 60048
(847) 680-5000

-PAGE 1

SERVICE ADVISOR: 85 JOHN CRAIG

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SILVER	97	PONTIAC BONNEVILLE	1G2HZ52K5VH229873	HVG338	25052/25052	T8334	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN97			17:00 25FEB99			CASH	26FEB99
R.O. OPENED	READY	OPTIONS: ENG:3.8 Liter MPI FLT					

07:21 25FEB99 17:04 26FEB99

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
CUSTOMER STATES WHEN TURN SIGNALS TURNED ON EITHER DIRECTION BOTH LIGHTS ON DASH COME ON. THE INSIDE WARNING LIGHTS ARE REVERSED RIGHT LIGHT ON LEFT WARNING LIGHT ON							
CAUSE: INOP							

R3588 LIGHT MONITORING SYSTEM COMPONENTS

REPLACE ADAPTIVE LAMP MONITOR MODULE

401 WWP

1 12362231 MODULE KI

FC: 60

PART#: 12362231

COUNT: 1

CLAIM TYPE:

AUTH CODE: E

OJ

(N/C)

(N/C)

C CHECK BOTH DOORS INSIDE SEAM FOR RUST

TO INFORMATION LINE ONLY

401 CPB

0.00

D SHUTTLE BOTH WAYS

CAUSE: COURTESY

Z7910 COURTESY SHUTTLE SERVICE

401 WWP

FC: 98 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

MJ

(N/C)

E** COURTESY TRANSPORTATION MANUFACTURER'S ASSISTANCE REQUESTED

CAUSE: RENTAL

You are hereby authorized to furnish all necessary material and labor to make repairs. I further agree that in the event possession of the car is given to me before payment has been made or before unperfected checks have cleared, I will immediately pay the amount due upon demand and to secure said payment I authorize any attorney of any court of record to appear on my behalf in any court and seek redress without process against me in your favor for the amount due, together with cost and reasonable attorney's fees, and to waive and release all errors which may intervene in any such proceeding and to consent to immediate execution upon any such judgment hereby nothing and confirming all that said attorney may do by virtue hereof.

The following limited warranty applies: 90 days or 4000 miles on parts, 90 days labor from date of repair order. The seller, Patrick, expressly disclaims all other warranties either express or implied and any implied warranties are limited to the duration of this limited warranty. We will not be responsible for any loss or damage caused by fire or theft, or any cause beyond our control. Customer's cars are driven by our employees at owner's risk. By signing the authorization below you authorize storage of the vehicle at your expense at a public garage twenty-four hours after you are notified to pick up this vehicle.

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CUSTOMER SIGNATURE

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

CUSTOMER COPY

P7668872

142135

Patrick

PONTIAC/GMC TRUCKS/CHRYSLER PLYMOUTH

INVOICE

1120 S. Milwaukee Ave.
LIBERTYVILLE, IL 60048
(847) 680-5000

PAGE 2

SERVICE ADVISOR: 85 JOHN CRAIG

COLOR		YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SILVER		97	PONTIAC BONNEVILLE	1G2HZ52K5VH229873	HVG338	24880/24880	T8650
DEL DATE	PROC DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN97			17:00 22FEB99			CASH	22FEB99
R/O OPENED		READY	OPTIONS: ENG:3.8 Liter MFI FLT				

08:03 22FEB99	12:04 22FEB99	LIST	NET	TOTAL
LINE OPCODE	TECH TYPE HOURS			
D SHUTTLE				

TO INFORMATION LINE ONLY

430 INCIARDI, GREG LIC# 9999

CPA

0.00

0.00

E CUSTOMER STATES WHEN THE CAR IS COLD TURN ON THE TURN SIGNALS AND
THAT BOTH LIGHT UP CHECK AND REPORT
CAUSE: INTERNAL SHORT

N2988 RELAY - REPLACE RETAINED ACCESSORY POWER

NUMBER 1

430 INCIARDI, GREG LIC# 9999

WVP

1 10041074 FLASHER

PC: 68

PART#: 10041074

COUNT: 1

CLAIM TYPE:

AUTH CODE:

OF PONTIAC

(N/C)
(N/C)

TRUCKS



* THANK YOU FOR YOUR PATRONAGE *
* OUR SERVICE HOURS ARE MON-FRI 7:00AM-6:30PM *
* SATURDAYS 8:00AM-5:00PM *
* PLEASE CONTACT DEE DALTON TO SCHEDULE YOUR *
* NEXT SERVICE VISIT. (847) 680-5794 *

You are hereby authorized to furnish all necessary material and labor to make repairs. I further agree that in the event possession of the car is given to me before payment has been made or before specified checks have cleared, I will immediately pay the amount due upon demand and to secure said payment I authorize any attorney of my court of record to appear in any court in any such suit and exercise judgment without process against me in your favor for the amount due, together with cost and reasonable attorney's fees, and to waive and release all claims which may intervene in any such proceeding and to consent to immediate execution upon any such judgment hereby ratifying and confirming all that said attorney may do by virtue hereof.

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CUSTOMER 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

CUSTOMER COPY

16884

43140

INVOICE



RIDGE PONTIAC

1533 RIVER ROAD
DES PLAINES, IL 60018
847-824-3141

PAGE 1

SERVICE ADVISOR: 5 ROBERT PETERSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
TAN	97	PONTIAC BONNEVILLE	1G2HZ52K5VH229873	HVG338	9635/9639	T515	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
14NOV96			17:00 22JAN98		0.00		23JAN98

INVOICED OPENED: READY: OPTIONS: DLR:NOD

07:28 22JAN98 14:17 23JAN98

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

A C/S INTERMITTANT PROBLEM WHERE BOTH INTERIOR DIRECTIONALS WILL FLASH

WHEN L OR R TURN SIGNAL IS APPLIED

CAUSE: COMPONENT - INOPERATIVE

N4180 INSTRUMENT PANEL CLUSTER COMPONENTS

(DIGITAL/ELECTRO MECHANICAL) - R&R OR REPLACE

INSTRUMENT PANEL CLUSTER ASSEMBLY

25 W94, 0.50

FC: 6C PART#: COUNT: 0

CLAIM TYPE: B

AUTH CODE: G

07

(N/C)

DIAGNOSED AND REMOVED INSTRUMENT CLUSTER ASSEMBLY AND SENT OUT FOR REPAIR ON 1/22/98 A.M. D 1/23/98: REINSTALLED EXCHANGED CLUSTER AND VERIFIED ALL LIGHTS INTERNALLY & EXTERNALLY FUNCTIONING CORRECTLY. B-CLAIM REPAIR FROM RO# 42035, G-AUTH FOR SAME.

C COURTESY TRANSPORTATION (RENTAL)

CAUSE: RENTAL: 2 DAYS

27902 2 DAYS RENTAL

99 W94 0.00

FC: 98 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

MJ

IMPORTANT

You may receive a customer satisfaction survey from the manufacturer in the next few weeks. If for any reason you cannot grade us "COMPLETELY SATISFIED" please contact our service team immediately. Your satisfaction is our No. 1 concern. THANK YOU

SUBL RIDGE PONTIAC LOANER CONTRACT# 004726

WSL

PROVIDED CUSTOMER WITH COURTESY RENTAL WHILE VEHICLE IN FOR REPAIRS.

(N/C)

**SERVICE DEPT. HOURS:****MONDAY - THURSDAY**

7:00am - 7:00pm

FRIDAY:

7:00am - 6:00pm

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Customer Signature

X

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

CUSTOMER COPY