


DOT Auto Safety Hotline		FOR AGENCY USE ONLY 117	
 U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline	
OWNER INFORMATION (Type or Print)		Date Received	Od_or
[REDACTED]		05-JAN-2001	rt_dt
665070			od_rt
			up_itr
		Reference No.	
		B77582	
		Work Number	
		Home Number	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? <input type="checkbox"/> YES <input type="checkbox"/> 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 bottom of windshield on driver's side)	Vehicle Mak	Vehicle Model	Vehicle Year
1G2NE52T8X2518608	PONTIAC	GRAND AM	1999
Current Odometer Reading			
Purchase Date	Dealer's Name	Engine Siz (CID/CCL)	<input type="checkbox"/> Turbo
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City State Zip Code	No Cylinders	<input type="checkbox"/> Diesel
			<input type="checkbox"/> Gas
			<input type="checkbox"/> Fuel Injectio
Transmission Type	Anti-lock Brakes	Restraint System	Cruise Control
<input type="checkbox"/> Manual	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> 3-Point Belt	<input checked="" type="checkbox"/> Yes
<input type="checkbox"/> Automatic	<input checked="" type="checkbox"/> No	<input type="checkbox"/> Motorbelt	<input type="checkbox"/> No
		<input type="checkbox"/> Driverside Airbag	Drive Train
		<input type="checkbox"/> 2-Point Bel	<input type="checkbox"/> Front
		<input type="checkbox"/> Passengerside Airbag	<input type="checkbox"/> Rear
			<input type="checkbox"/> 4-Wheel
			Vehicle Type
			<input type="checkbox"/> Car
			<input type="checkbox"/> Sport Ult
			<input type="checkbox"/> Truck
			<input type="checkbox"/> Minivan
			<input type="checkbox"/> Motorcycle
			<input type="checkbox"/> Other
			Body Style
			<input type="checkbox"/> 2-Door
			<input type="checkbox"/> 4-Door
			<input type="checkbox"/> Stationwagon
			<input type="checkbox"/> Pick Up
			<input type="checkbox"/> Truck
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component	Part Name(s)	Location	Failed Part(s)
08510000	ELECTRICAL SYSTEM:IGNITION:SWITCH	<input type="checkbox"/> Left <input type="checkbox"/> Right	<input type="checkbox"/> Original
08540000	ELECTRICAL SYSTEM:IGNITION:ELECTRONIC CONTROL UNIT	<input type="checkbox"/> Front <input type="checkbox"/> Rear	<input type="checkbox"/> Replacement
08100000	ELECTRICAL SYSTEM:BATTERY		
No of Failures	Date(s) of Failure(s)	Failed Part(s)	NHTSA Previously
	Mileage at Failure(s) 30	<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	Fire	Number of Persons Injured	Number of Fatalities
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
		Estimated Property Damag	Reported to Polic
			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
<p>WHILE DRIVING AT 65MPH ON FREEWAY VEHICLE STALLED. FINALLY RESTARTED . TOOK IT TO DEALERSHIP. MECHANIC REPLACED COMPUTER MODULE. DROVE FROM FLORIDA TO CALIFORNIA, MADE A STOP IN ARIZONA DUE TO BRAKE ROTORS WARPING. REPLACED AND ADJUSTED ROTORS AND BRAKES. WHILE DRIVING IN CALIFORNIA, VEHICLE STALLED AGAIN. FAILED TO RESTART AFTER BEING PARKED. BATTERY REPLACED AFTER BEING TOWED TO DEALERSHIP. KEY REFUSED TO BE RELEASED FROM IGNITION.*AK</p>			
CONTINUE ON BACK IF NEEDED			
<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>			

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

CONTINUE ON BACK IF NEEDED

WHILE DRIVING AT 65MPH ON FREEWAY VEHICLE STALLED, FINALLY RESTARTED, TOOK IT TO DEALERSHIP, MECHANIC REPLACED COMPUTER MODULE, DROVE FROM FLORIDA TO CALIFORNIA, MADE A STOP IN ARIZONA DUE TO BRAKE ROTORS WARPING, REPLACED AND ADJUSTED ROTORS AND BRAKES, WHILE DRIVING IN CALIFORNIA, VEHICLE STALLED AGAIN, FAILED TO RESTART AFTER BEING PARKED, BATTERY REPLACED AFTER BEING TOWED TO DEALERSHIP, KEY REFUSED TO BE RELEASED FROM IGNITION, AK

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

Crash Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Fire Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Number of Persons Injured NONE	Number of Fatalities NONE	Estimated Property Damage NONE	Reported to Police Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
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(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form.)

APPLICATION INCIDENT INFORMATION

No of Failures 2	Date(s) of Failure(s) 3/20/01	Mileage at Failure(s) 30	Vehicle Speed at Failure(s) 65	Failed Part(s) Available? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	NHTSA Previously Contacted? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Component 02610000 08540000 02100000	Part Name(s) ELECTRICAL SYSTEM:IGNITION:SWITCH ELECTRICAL SYSTEM:IGNITION:ELECTRONIC CONTROL UNIT ELECTRICAL SYSTEM:BATTERY	Location Left <input checked="" type="checkbox"/> Right <input type="checkbox"/>	Failed Part(s) Original <input checked="" type="checkbox"/> Replacement <input type="checkbox"/>		

FAILED COMPONENT(S)/PART(S) INFORMATION

Transmission Type Automatic <input checked="" type="checkbox"/> Manual <input type="checkbox"/>	Articlock Brakes Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Restraint System 3-Point Belt <input checked="" type="checkbox"/> 2-Point Belt <input type="checkbox"/> Majorbet <input type="checkbox"/> Driver'side Airbag <input type="checkbox"/> Passenger'side Airbag <input type="checkbox"/>	Drive Train Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel <input type="checkbox"/>	Vehicle Type Car <input checked="" type="checkbox"/> Truck <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other <input type="checkbox"/>	Body Style 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other <input type="checkbox"/>
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Purchase Date New <input checked="" type="checkbox"/> Used <input type="checkbox"/>	Dealer's Name DE VOE	City BENTON SPRING MS	Zip Code 39130	Engine Size (CID/CYL) No Cylinders <input type="checkbox"/> 4 <input checked="" type="checkbox"/>	Fuel Injection Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input checked="" type="checkbox"/>
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Vehicle Ident. No. (VIN) 1G2NE52T8X2518608	Vehicle Make PONTIAC	Vehicle Model GRAND AM	Vehicle Year 1999	Current Odometer Reading 32688
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VEHICLE INFORMATION

Signature of Owner
Date 1/11/01
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?
YES NO

Work Number 665070	Home Number 87582
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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	Vehicle Owner's Questionnaire (VOQ) Date Received 05-JAN-2001 Reference No. 87582
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[REDACTED]
[REDACTED]

A Department of
Consumer Affairs
400 R
Sacramento, California

TO WHOM IT MAY CONCERN:

I appreciate your help and advice in determination of the Pontiac Dealer in this area, Courtesy Motors Auto Center at 252 Consett Rd., Chico, Ca. 95973- Tel 530-345-9444, had the right to charge me \$554.4 for a 30,000 mile check-up that I requested in order to fulfill the warranty which is still in effect (3 year warranty, 50,000 miles) that I was allowed when I purchased the car in October 1990 and which is about to expire because of limit in the mileage.

When I bought the car I was told that the transmission oil did not have to be changed for 100,000 miles, the coolant also and no tune-up needed for 100,000 miles also. Driving conditions could reduce the miles. I bought this car in Florida and recently drove to Chico. They did reduce the amount \$75.00 when I complained because originally they wanted \$620.00. They had recently rotated the tires.

I talked to the Manager, Mr. Joe DeDrick, but he didn't say much.

I was charged \$400.00 labor. I thought they had diagnostic machines that could remove any warranty problem, which it does have like the keys getting stuck in the cylinder as describes in the invoice. The oil sensor has been coming on before the 3000 miles needed to change the oil. It stalling a couple of times. Once in Florida and once here in Chico. I had an hour times each time at the dealership in Florida and here. As he I was sold a lemon. The first time stalling was on a Freeway in Ft. Lauderdale, Fl.

Enclosed copies of invoices and copies of what the manual requires according to GM. They tell us they have additional requirements, enclosed.

I appreciate your help in this regard because I feel I paid too much and others have said the same at another dealership, and friends.

Yours very truly,
[REDACTED]

Encl: Copy of Smog check recently done.

GM Vehicle Inquiry System Summary

Home - Summary - Claim History - Vehicle Buidd - Delivery Information - Dealer Information - Service Contract
Warranty Block - Branded Title

Heig

VIN:	1G2NE53T8X0518608
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VEHICLE INFORMATION

Merchandising Model:	2NE69 - 1999 GRAND AM SE SEDAN	Warranty Start Date:	10/20/1998
BARS Order Type	N/A		
Delivering Dealer:	DEVOE PONTIAC-BUICK-GMC	Selling Source:	16 - PONTIAC
	P O BOX 2647	Site Code:	08508
	BONITA SPRINGS, FL 34133-2647 (941) 948-7771	Business Associate Code:	16272
Service Contract:	Yes	Branded Title:	No
		Warranty Block:	No
		PDF Status:	Paid

CAMPAIGN ELIGIBILITY

Campaign Number	Description	Owner Notified	Campaign Status
00036	CONSOLE COVER LATCH	N/A	Closed

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
3636 BUMPER TO BUMPER - NO DEDUCTIBLE	10/20/1998	7 miles	10/20/2001	36007 miles
7200 SHEET METAL RUST-THROUGH	10/20/1998	7 miles	10/20/2004	100007 miles
3536 CORROSION	10/20/1998	7 miles	10/20/2001	36007 miles
0680 PCM/OC EMISSIONS	10/20/1998	7 miles	10/20/2006	80007 miles
3636 FEDERAL EMISSIONS	10/20/1998	7 miles	10/20/2001	36007 miles

CLAIM HISTORY

R.O. Date	R.O. Number	Type	Labor Operation	Odometer Reading
07/17/2000	035158	#	N0106 - BATTERY REPLACE ONE	26554 miles
07/14/2000	044695	#	T2020 - WARRANTY TOWING	24123 miles
07/03/2000	024618	#	V0508 - 1999-2000 ALERO, GRAND AM - REPLACE CONSOLE COVER LATCH	26102 miles
05/10/2000	033537	#	D1322 - A/C MOT/FAN R&R/RPL	25636 miles
05/01/2000	045274	#	H0127 - ROTOR ASSEMBLY - R&R OR REPLACE/BOTH	24913 miles
05/01/2000	045284	0	M0013 - LUBE, OIL, FILTER CHANGE	24910 miles
05/24/2000	029942	0	M0014 - LUBE, OIL, FILTER CHANGE	20767 miles
04/17/2000	028428	0	M0014 - LUBE, OIL, FILTER CHANGE	18258 miles
04/17/2000	028428	0	M0021 - SCHED MAINTENANCE/TIRE ROTATION	18238 miles

04/17/2000	028428	#	H0127 - ROTOR ASSEMBLY - R&R OR REPLACE BOTH	18238 miles
02/29/2000	026485	0	M0014 - LUBE, OIL, FILTER CHANGE	15229 miles
02/18/2000	026099	#	C4640 - RR FLR TRIM R&R/RPL	14823 miles
12/07/1999	023631	#	C9041 - L/F ST BELT R&R/RPL	12596 miles
11/17/1999	023044	0	M0014 - LUBE, OIL, FILTER CHANGE	12131 miles
11/17/1999	023044	0	M0021 - SCHED MAINTENANCE/TIRE ROTATION	12131 miles
08/17/1999	020675	0	M0014 - LUBE, OIL, FILTER CHANGE	9229 miles
06/01/1999	018868	#	R3011 - PKE SYST COMP RPL	6997 miles
05/24/1999	018685	#	N6410 - MN BDY/FUS BLOC REP	6460 miles
05/24/1999	018685	#	Z7903 - DEALER SERVICE LOANER REIMBURSEMENT (THREE DAYS)	6460 miles
05/10/1999	018308	#	I6360 - CONTROLLER, PCM/VCM-REPLACE	6460 miles
05/10/1999	018308	#	T2020 - WARRANTY TOWING	6460 miles
05/06/1999	018217	0	M0014 - LUBE, OIL, FILTER CHANGE	6050 miles
05/06/1999	018217	0	M0021 - SCHED MAINTENANCE/TIRE ROTATION	6050 miles
01/18/1999	014694	0	M0013 - LUBE, OIL, FILTER CHANGE	2944 miles
11/09/1998	012968	#	N2355 - MULTIFUNCTION SWITCH - RPL	794 miles
11/09/1998	012968	#	N2355 - MULTIFUNCTION SWITCH - RPL	794 miles
11/09/1998	012968	#	Z7902 - COURTESY TRANSPORTATION DAY 2	794 miles
11/09/1998	012968	#	Z7902 - COURTESY TRANSPORTATION DAY 2	794 miles
11/09/1998	012968	#	N1590 - RT TURN SIG LMP RPL	794 miles
11/09/1998	012968	#	N1590 - RT TURN SIG LMP RPL	794 miles
11/09/1998	012968	#	Z5001 - VIP FREIGHT/POSTAGE REIMBURSEMENT	794 miles
11/09/1998	012968	#	Z5001 - VIP FREIGHT/POSTAGE REIMBURSEMENT	794 miles
08/14/1998	A18608	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	0 miles
08/14/1998	A18608	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	0 miles

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Courtesy Motors AUTO CENTER, INC.
 2520 CHASSET ROAD • CHICO, CA 95973-1307
 PHONE (530) 893-1300

B.A.R. # AJ182865
 E.P.A. CAB 981439839

CUSTOMER NO. 17039	ADVISOR JOSEPH LAURENCE 387	CARD NO. 621	INVOICE DATE 11/10/00	INVOICE NO. PNCS40493
	VEHICLE NO. UP106K	MILEAGE IN 30328	COLOR RED	STOCK NO.
	YEAR/MAKE/MODEL 99/PONTIAC/GD AM		DELIVERY DATE	DELIVERY MILES
	VEHICLE ID. NO. 1G2BE523BKCB18609		SELLING DEALER NO.	PRODUCTION DATE
	F.C.E. NO.	P.C. NO.	R.O. DATE 11/10/00	
WEBB PHONE				MILEAGE OUI NO. 30328

JOB# 1 CHARGES

LABOR
 J# 1 30PHZ AUTO TRANSMISSION TECH(S) #14 **WARRANTY**
 C/S SHIFT LEVER IS HARD TO MOVE
 "SOP"
 COMPUTERS DOWN ON CUSTOMERS FIRST VISIT TSB'S NOT AVAIL-
 TSB 00-07-30-012 HARD TO SHIFT DOWN TO LEVER OPERATION
 ORDERED NEW SHIFT LEVER

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX PNCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
 J# 2 43PNZZO STEERING CONCERN TECH(S) #14 **WARRANTY**
 C/S IGNITION KEY GETS STUCK IN IGNITION CHECK AND ADVISE
 COULD NOT DUPLICATE CONCERN MAY BE LINKED TO SHIFTER TSB

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX PNCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
 J# 3 40FNZ BRAKES TECH(S) #14 **WARRANTY**
 C/S BRAKES FEEL WARPED
 VERIFIED CONCERN DURING TEST DRIVE FELT PULSATION CHECKED
 ROTORS FOR THICKNESS VARIATION AT .002" MAX SPEC .001"
 REFERED TO TSB 00-05-23-002
 INSTALLED NEW ROTORS AND PADS PER TSB 00-05-23-002
 VERIFIED DURING TEST DRIVE PULSATION IS GONE
 LABOR OP H0042

PARTS	QTY	PP NUMBER	DESCRIPTION	UNIT PRICE	
	2	18040442	ROTOR 5.809		WARRANTY
	3	18044437	PAD KIT 3.017		
				TOTAL - PARTS	0.00

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX PNCS JOB# 3 TOTAL 0.00

Check the Manual Requiries

Scheduled Maintenance

30,000 Miles (50,000 km)

- Check Oil Life Monitor. If engine oil and filter are changed, reset monitor. See "Engine Oil" in the Index. *AN EMISSION CONTROL SERVICE.* (See footnote +.)
 - Rotate tires. See "Tire Inspection and Rotation" in the Index for proper rotation pattern and additional information. (See footnote +.)
 - Replace air cleaner filter. *AN EMISSION CONTROL SERVICE.*
 - Inspect fuel tank cap and lines for damage or leaks. Inspect fuel cap gasket for any damage. Replace parts as needed. *AN EMISSION CONTROL SERVICE.* (See footnote +.)
- 37,500 Miles (62,500 km) DANGER! LIMIT**
- Check Oil Life Monitor. If engine oil and filter are changed, reset monitor. See "Engine Oil" in the Index. *AN EMISSION CONTROL SERVICE.* (See footnote +.)
 - Rotate tires. See "Tire Inspection and Rotation" in the Index for proper rotation pattern and additional information. (See footnote +.)

DATE	ACTUAL MILEAGE	SERVICED BY:
	260	11/7/00

37,500 or 37,500 miles

DATE	ACTUAL MILEAGE	SERVICED BY:

CRD BY:

CRD BY:

CRD BY: 7

COURTESY MOTORS AUTO CENTER, INC.

2520 Cohasset Road • Chico, CA 95926
(916) 345-9444 • 1-800-655-3535
Chico's Only Factory Authorized Service Center

Ice Department Hours
Monday through Friday
8:00 a.m. to 5:30 p.m.

Parts Department Hours
Monday through Friday
8:00 a.m. to 5:00 p.m.

PONTIAC
What else require

Service Suggestions

Preventive Maintenance Saves Costly Repairs

30,000 and 60,000 Mile Menu Service

* Our maintenance is guaranteed for 12 months or 12,000 miles, whichever comes first.

- Change Engine Oil *Previously done*
- Change Oil Filter
- Inspect Fluid Levels
- Inspect Drive Axles and Boots
- Inspect Hoses and Belts
- Rotate Tires *Previously done*
- Inspect Brakes Front _____% Rear _____%
- Pack Front Wheel Bearings *
- Computer Balance Tires

- Service Automatic Transmission *not done*
- Drain and Replace Engine Coolant
- Emissions Service Replace Spark Plugs
- Replace Air Filter
- Replace Fuel Filter
- Inspect Emission Controls
- Replace Wiper Refills
- Inspect Exhaust System
- Road Test

NOTE! Timing Belt Replacement recommended at 60,000 miles

Estimate \$ _____

- 4 Cylinder
- 6 Cylinder
- 8 Cylinder
- Van

* Some models slightly higher

* SHOP SUPPLIES • Hazardous Waste Disposal Additional

* All prices do not include state or local taxes. Prices may vary due to year and model usage. These prices are subject to change without notice.

This schedule is to assist local owners in our maintenance. Following it will protect you from major breakdown due to lack of maintenance and extend the life of major components. The recommendations are made from factory suggestions and road experiences.

sheet is a supplement to the description
prices of services/work/parts shown on
r Order/Invoice # _____
uggested maintenance by Courtesy
s equals or exceeds most factory
mendations and was prepared by

*Terms: Courtesy Motors warrants all labor performed to your motor vehicle as set forth on the Repair Order for a period of 12 months, 12,000 miles or the next scheduled maintenance interval, whichever comes first. This *time period and mileage determination shall commence from the date the labor has been completed.

All warranty work must be performed by Courtesy Motors at its place of business located at 2520 Cohasset Road. To obtain any warranty work you must bring your motor vehicle to this address prior to the expiration of your warranty.

This warranty is effective only if the motor vehicle is operated in a normal and ordinary manner.

This warranty is not transferable and may be enforced only by you so long as you own the motor vehicle to which this labor has been performed.

Any implied warranties you may be entitled to by law shall be limited in duration of the above described express warranty.

Courtesy Motors AUTO CENTER, INC.

2520 COHASSET ROAD • CHICO, CA 95973-1307

PHONE (530) 893-1300

B.A.R. # AJ162865
E.P.A. CAD 981439839

CUSTOMER NO. L7039	ADVISOR DUANE WOHNELL	CARD NO. 111	INVOICE DATE 12/07/00	INVOICE NO. PNCS40276
[REDACTED]	LICENSE NO. SP 9240	MILEAGE IN 30266	CO. OR REN/	STOCK NO.
	YEAR / MAKE / MODEL 99 / PONTIAC / OB SR	DELIVERY DATE	DELIVERY MILES	
	VEHICLE ID. NO. 1G7NL52T8X2519200	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.C. NO.	R.O. DATE 11/07/00	REPRINT# 1
BUSINESS PHONE				MILEAGE OUP NO# 30266

JOB# 1 CHARGES

LABOR

J# 1 51PNZ BODY ELECTRICAL TECH(S) 14
 C/A THE IGNITION KEY WILL NOT COME OUT OF THE CYLINDER INTER
 BITTERLY OK AND ADVISE
 SFE DUANE
 VERIFIED THE CUSTOMER CONCERN
 PARTS ARE ORDERED-SHIFTER CABLE

WARRANTY

Paul

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX PNCS JOB# 1 TOTAL

0.00

JOB# 2 CHARGES

LABOR

J# 2 01PNZ030 30000 MILE SERVICE TECH(S) 14
 CUSTOMER REQUESTS 30000 MILE SERVICE
 AND CK FOR A RUBBING NOISE COMING FROM WHEELS WHEN
 SLOWING DOWN
 SCHEDULED MAINTENANCE DUE TO TIME OR MILEAGE
 30000 MILE SERVICE PERFORMED

400.48

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	25010633	OIL FLTR 1.834	9.25	9.25
	1	25161977	FILTER 3.410	20.75	20.75
	1	25121942	FILTER 99 3.990	26.10	26.10
	1	12481105	BLADE 10.146	8.21	8.21
	1	12481110	BLADE 16.480	9.88	9.88
				TOTAL - PARTS	77.17

G.O.G. & SUPPLIES

5.0 10-20 OIL @ 2.250 /UNIT

TOTAL - GOG

11.25

11.25

HTRC

CODE DESCRIPTION CONTROL NO.
 HW HAZARDOUS WASTE
 OLD GR LABOR DISCOUNT

TOTAL - MISC

1.50

-75.00

-73.50

JOB# 2 TOTALS

LABOR 400.48
 PARTS 77.17
 G.O.G. 11.25
 MISC -73.50

JOB# 2 JOURNAL PREFIX PNCS JOB# 2 TOTAL

413.40

JOB# 3 CHARGES

LABOR

J# 3 30PNZ03 TRANSMISSION SERVICE TECH(S) 14
 PERFORM TRANS FLUSH
 COMPLETED

75.50

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	571	TRANS FLD	29.85	29.85
				TOTAL - PARTS	29.85

G.O.G. & SUPPLIES

8.0 ATF @ 2.950 /UNIT

23.60

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

LJHM ECU 2500 0PNR 00000

Devore



PONTIAC BUICK
 27460 Tomlam Trail South
 Bonita Springs, Florida 34134
 (941) 948-7771

INVOICE NUMBER: PNC518300
 CUE ORDER NUMBER: 380829

DATE: 200
 MILEAGE: 279

LABOR RATE: [REDACTED]
 MILEAGE: 8480

VEHICLE ID NO.: 1G2NE52T8XC518008

STOCK NO.: M8013

DELIVERY MILES: 7
 P.O. DATE: 05/0/99

PERMIT NUMBER: 10/20/98

STOCK NO.: M8013

PRODUCTION DATE: 10/20/98

LABOR & PARTS
 1 MOH(S)-188
 1 MOH(S)-188
 1 MOH(S)-188
 1 MOH(S)-188

CUSTOMER STATES CAR DIES WHILE DRIVING NON WORK START
 SCANNED SYSTEM-COE P288-THROTTLE OR & U10009 NO POWER FROM
 MOBILE CONTACTED TECHLINE-POSE 3215043
 RECOMMENDED PCM & RELEARN CRANKSHAFT SENSOR
 ROAD TESTED-O.K.

DRIVEABILITY
 1 MOH(S)-188
 1 MOH(S)-188
 1 MOH(S)-188
 1 MOH(S)-188

WARRANTY

Previous check-up

PARTS: QTY...FP NUMBER...DESCRIPTION...UNIT PRICE...WARRANTY

JOB # 1	1	9356459	COIL RETURN	3.670	0.00
JOB # 1	1	9356459	COIL RETURN	3.670	0.00
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

J# 2+14PNZTOW TOW IN TOW TECH(S)-188 WARRANTY

TRV #0221 P.O.#12272

PARTS: QTY...FP NUMBER...DESCRIPTION...UNIT PRICE...WARRANTY

JOB # 2	2	12272	DISCOVER []	0.00	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

COMMENTS: OFFERED CAR RENTAL 05-11-99 / 05-12-99 OWNER DECLINED

TOTALS: TOTAL LABOR 0.00
 TOTAL PARTS 0.00
 TOTAL MISC CHG 0.00
 TOTAL WARRANTY 0.00

CASH [] PAYMENT METHOD CHECK []
 NC / VISA [] DISCOVER []

WE AT DEVORE...
 PARTS INSTALLED WITH AN...
 QUANTITY...
 CUSTOMER SIGNATURE

