



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

**Auto Safety Hotline**

## Vehicle Owner's Questionnaire

**NATIONWIDE 1-800-424-9393  
DC METRO AREA (202) 366-0123  
INTERNET: <http://www.nhtsa.dot.gov>**

**FOR AGENCY USE ONLY 241**

Date Received

19-APR-2001

Od\_or \_\_\_\_\_  
rt\_dt \_\_\_\_\_  
pd\_rt \_\_\_\_\_  
rp\_lr \_\_\_\_\_

Reference No.

886350

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>(Location at bottom of and/or above windshield)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading		
1G2WJ52M4XF347024	PONTIAC	GRAND AM	1999			
Purchase Date <input type="checkbox"/> New <input checked="" type="checkbox"/> Used	Dealer's Name _____ City _____ State _____ Zip Code _____	Engine Size (CID/CC/L) _____	No Cylinders _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injectio		
Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Bel <input type="checkbox"/> Passengerside Airbag	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"/> Sport Util <input type="checkbox"/> Van <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 Truck <input type="checkbox"/> Other _____

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

Component 06410000 12420000	Part Name(s) FUEL THROTTLE LINKAGES AND CONTROL PEDAL INTERIOR SYSTEMS: INSTRUMENT PANEL: GAUGE: INDICATOR	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part's <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failure 9	Date(s) of Failure(s) 25-SEP-1999 Mileage at Failure(s) 38000	Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously <input type="checkbox"/> Yes <input 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 <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 Damag	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)

**ENGINE CHECK LIGHT REMAINED ON AND VEHICLE CONTINUED TO RUN ROUGH/HESITATED WHEN APPLYING ACCELERATOR PEDAL, AND WHILE DRIVING OFF, ECT. VEHICLE BEEN TO DEALER SHOP ON NINE OCCASIONS, AND PROBLEM STILL OCCURRING. FEEL FREE TO PROVIDE ANY FURTHER DETAILS ON THIS MATTER. \*AK**

CONTINUE ON 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.

 U.S. Department of Transportation National Highway Traffic Safety Administration	DOT Auto Safety Hotline <b>Vehicle Owner's Questionnaire (VOQ)</b> NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		<b>FOR AGENCY USE ONLY</b> 241	
	Data Received 19-APR-2001		Od. or rt_dt _____ od_yr _____ up_fr _____	
OWNER INFORMATION (Type or Print)			Reference No. 886350	
[Redacted]			Work Number [Redacted] Home Number [Redacted]	

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?  
 In the absence of an authorized signature, please provide your name and address to the vehicle manufacturer.

YES     NO

Signature of Owner \_\_\_\_\_

Date 5/1/01

#### VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) <small>(Located at bottom of windshield on driver's side)</small> 1G2WJ52M4XF347024	Vehicle Make PONTIAC	Vehicle Model GRAND AM	Vehicle Year 1999	Current Odometer Reading 38,000		
Purchase Date 9-16-01	Dealer's Name Cole Motors		Engine Size (CID/CC/L) 4.0?	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection		
<input checked="" type="checkbox"/> New <input checked="" type="checkbox"/> Used	City _____	State _____	Zip Code _____	No Cylinders <u>6</u>		
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input checked="" type="checkbox"/> Driverside Airbag <input checked="" type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbelt <input type="checkbox"/> 2-Point Belt	Cruise Control <input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input checked="" type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other	Body Style <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: 06410000 12420000	Part Name(s) FUEL THROTTLE LINKAGES AND CONTROL PEDAL INTERIOR SYSTEMS: INSTRUMENT PANEL: GAUGE: INDICATOR	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failures 9	Date(s) of Failure(s) 25-SEP-1999	Mileage at Failure(s) <del>25000</del> started as soon as Vehicle Speed at Failure(s) could see & continued until then.	Failed Part(s) Available? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
		NHTSA Previously Contacted? <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 <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)

ENGINE CHECK LIGHT REMAINED ON AND VEHICLE CONTINUED TO RUN ROUGH/HESITATED WHEN APPLYING ACCELERATOR PEDAL, AND WHILE DRIVING OFF, ECT. VEHICLE BEEN TO DEALER SHOP ON NINE OCCASIONS, AND PROBLEM STILL OCCURRING. FEEL FREE TO PROVIDE ANY FURTHER DETAILS ON THIS MATTER. \*AK

Fuel injectors keep failing they removed gas tank & air dried replaced Not Bad gas but service engine light comes on approx every 250-300 miles. Stop on for day or so gas off come back on whenever.

CONTINUE ON BACK IF NEEDED

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2217

11698

# COLE MOTOR CO.

THREE RIVERS, MI

PONTIAC OLDSMOBILE CADILLAC DEB

1201 W. Michigan Ave.

Three Rivers, MI 49093

(616) 279-5293

(616) 273-9083 Fax

\*INVOICE\*

PAGE 1

SERVICE ADVISOR: 182 PAUL SCHOON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
RED	99	PONTIAC GRAND PRIX	1G2WJ52M4XF347024		16081/16081	
DEL DATE	PROD. DATE	WARR. EXP.	PRGMISED	PD NO.	RATE	PAYMENT
7SEP1999			12:00 25APR00		0.00	CASH

R.O. OPENED	READY	OPTIONS:	STK:9131 2)MOD#=2WJ69				
07:39 25APR00	09:52 25APR00						
LINE	OPCODE	TECH	TYPE	HOURS	JUST	NET	TOTAL

1 LUBE OIL & FILTER  
 CAUSE: SMARTCARE OIL CHANGE  
 M0011 LUBE, OIL AND FILTER  
 10 CAMERON R. BICKLE LIC#: M223467  
 W 0.30 (N/C)  
 1 25016792 OIL FLTR (N/C)  
 4 MOTOR OIL (N/C)  
 FC: 95 PART#: COUNT: 0  
 CLAIM TYPE: 0  
 AUTH CODE:  
 MF

3 ROTATE  
 CAUSE: SMARTCARE ROTATE  
 M0021 MAINTENANCE SERVICE TIRE ROTATION  
 10 CAMERON R. BICKLE LIC#: M223467  
 W 0.40 (N/C)  
 FC: 95 PART#: COUNT: 0  
 CLAIM TYPE: 0  
 AUTH CODE:  
 MF

\*\*\*\*\*  
 CASH  CHECK  CREDIT CARD  A/R CHARGE

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 111 YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item. 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 any liability in connection with the sale of this item/home.	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
SIGNED: DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	0.00

2217

12156

# COLE MOTOR CO.

THREE RIVERS, MI

PONTIAC OLDSMOBILE CADILLAC GMC  
1201 W. Michigan Ave.  
Three Rivers, MI 49093  
(616) 279-5293  
(616) 273-9063 Fax

\*INVOICE\*

PAGE 1

SERVICE ADVISOR: 182 PAUL SCHOON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
ED	99	PONTIAC GRAND PRIX	1G2WJ52M4XF347024		17991/17991		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
7SEP1999			12:00 18MAY00		0.00	CASH	18MAY2000
R.O. OPENED		READY	OPTIONS: STK: 9131 2) MOD# = 2WJ69				

7:42 18MAY00	12:15 18MAY00	LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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SERVICE ENGINE SOON LIGHT ON  
 AUSE: FOUND INJECTORS CLOGGED CAUSING MISS FIRE CODE  
 J5645 INJECTOR, FUEL DIAGNOSIS/CLEAN  
 10 CAMERON R. BICKLE LIC#: M223467  
 W 1.60

1 1050002 CARB CLNR  
 FC: 1H  
 PART#: 1050002  
 COUNT: 1  
 CLAIM TYPE:  
 AUTH CODE:  
 WG

(N/C)  
(N/C)

LEANNED INJECTORS PER TSB 99-06-04-805

UUBL GASOLINE

CP	6.00	6.00
[ ] CASH [ ] CHECK [ ] CREDIT CARD [ ] A/R CHARGE		

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

### STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this remanufactured. 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 any liability in connection with the sale of this remanufactured.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	6.00
MISC. CHARGES	0.00
TOTAL CHARGES	6.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	6.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

2217

13506

# COLE MOTOR CO.

THREE RIVERS, MI

PONTIAC OLDSMOBILE CADILLAC GMC

1201 W. Michigan Ave.  
Three Rivers, MI 49093  
(616) 279-6293  
(616) 273-9063 Fax

INVOICE

PAGE 1

SERVICE ADVISOR: 182 PAUL SCHOON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MI LEAGE IN/ OUT	TAG	
ED	99	PONTIAC GRAND PRIX	1G2WJ52M4XF347024		23808/23808		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
7SEP1999			12:00 10AUG00		0.00	CASH	16AUG2000
R.O. OPENED		READY	OPTIONS: STK:9131 2)MOD#=2WJ69				
0:19 10AUG00	17:04 16AUG00						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

LUBE OIL & FILTER  
 LOF LUBE OIL & FILTER  
 50 WILLIAM P. FRISBIE LIC#: M192921  
 ISP 0.30 (N/C)  
 1 25010792 OIL FLTR (N/C)  
 5 AC 10W30 (N/C)

CHECK WARM A/C  
 CAUSE: IMPROP SEAL  
 D3045 SEALS, REFRIGERANT O-RING - REPLACE  
 ACCUMULATOR

50 WILLIAM P. FRISBIE LIC#: M192921  
 W. 1.20 (N/C)  
 1 52454646 SEAL-A/C (N/C)  
 2 R134A FREON (N/C)  
 FC: 2K  
 PART#: 52454646  
 COUNT: 1  
 CLAIM TYPE:  
 AUTH CODE:  
 OJ

\*\*\*\*\*  
 CASH  CHECK  CREDIT CARD  A/R CHARGE

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 111 YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER  
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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUELET 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

SIGNED: DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

All parts and repairs listed were furnished in compliance with the Michigan Auto Repair Act P.A. 300.

REGISTRATION NO. F 150521

2217

14960

# COLE MOTOR CO.

THREE RIVERS, MI

PONTIAC OLDSMOBILE CADILLAC GMC  
1201 W. Michigan Ave.  
Three Rivers, MI 49093  
(616) 279-5293  
(616) 273-9033 Fax

INVOICE

PAGE 1

SERVICE ADVISOR: 172 MARC REARDON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
ED	99	PONTIAC GRAND PRIX	1G2WJ52M4XP347024		29371/29371		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PC NO.	RATE	PAYMENT	INV. DATE
7SEP1999			17:00 10NOV00		0.00	CASH	10NOV2000
R.O. OPENED		READY	OPTIONS: STR:9131 2)MOD#=2WJ69				
7:16 08NOV00	11:36 10NOV00						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

STARTS HARD AND RUNS ROUGH CHECK ENGINE LITE ON  
CAUSE: PLUGED

J5650 INJECTOR, FUEL - REPLACE

90 W 3.80  
1 12480824 GASKET KI  
5 17113572 W-INJECTOR  
1 25163148 SPARKPLUG

(N/C)  
(N/C)  
(N/C)  
(N/C)

FC: 1H  
PART#: 17113572  
COUNT: 7  
CLAIM TYPE:  
AUTH CODE: P  
OJ

IGNITION SYSTEM FOUND 5 OF 6 INJECTORS PLUGGED UNABLE TO CLEAN EVEN WITH HIGH PRESSURE REPLACED AOL L BUT #6 SEE TACH CASE 4329984

\*\*\* CHECK HARD SHIFT FROM DRIVE TO PARK

CAUSE: INTERMITANT

K5225 CONTROL ASSEMBLY, FLOOR SHIFT - REPLACE

90 W 0.60  
1 12568210 CONT ASM

(N/C)  
(N/C)

FC: 6D  
PART#: 12568210  
COUNT: 1  
CLAIM TYPE:  
AUTH CODE:  
OL

INTERMITANTLY SHIFTER LOCKS UP, REPLACE ASSEMBLY

\*\*\* REMOVE GAS TANK AND INSPECT

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

#### STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of the 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(s).

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

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

All parts and repairs listed were furnished in compliance with the Michigan Auto Repair Act P.A. 300.

REGISTRATION NO. F 150521

2217

14912

# COLE MOTOR CO.

THREE RIVERS, MI

PONTIAC OLDSMOBILE CADILLAC GMC

1201 W. Michigan Ave.  
Three Rivers, MI 49093  
(616) 279-5293  
(616) 273-9063 Fax

INVOICE

PAGE 2

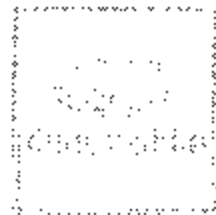
SERVICE ADVISOR: 182 PAUL SCHOON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
ED	99	PONTIAC GRAND PRIX	1G2WJ52M4XF347024		28970/28970		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
7SEP1999			16:00 03NOV00		0.00	CASH	07NOV2000
R.O. OPENED	READY	OPTIONS: STK:9131 2)MOD#-2WJ69					
0:46 03NCV00	08:41 07NOV00						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

COUNT: 6  
CLAIM TYPE: 0  
AUTH CODE:  
MF

\*\*\*\*\*

CASH  CHECK  CREDIT CARD  A/R CHARGE



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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

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

All parts and repairs listed were furnished in compliance with the Michigan Auto Repair Act P.A. 300.

REGISTRATION NO. F 150521

2217

14912

# COLE MOTOR CO.

THREE RIVERS, MI

PONTIAC OLDSMOBILE CADILLAC GMC

1201 W. Michigan Ave.  
Three Rivers, MI 49093  
(616) 279-5293  
(616) 273-9063 Fax

INVOICE

PAGE 1

SERVICE ADVISOR: 182 PAUL SCHOON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
ED	99	PONTIAC GRAND PRIX	1G2WJ52M4XF347024		28970/28970		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
7SEP1999			16:00 03NOV00		0.00	CASH	07NOV2000

R.O. OPENED	READY	OPTIONS: STK:9131 2)MOD#=-2WJ69
0:46 03NOV00	08:41 07NOV00	

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

CHECK HARD SHIFT FROM DRIVE TO PARK  
 SOP SPECIAL ORDER NEW PART  
 90 CP 0.00 0.00 0.00  
 \*\*\*\*\*

SERVICE ENGINE SOON LIGHT ON  
 CAUSE: CONNECTOR CORRODED  
 J4345 COIL, ELECTRONIC IGNITION CONTROL (DIS/3CI)  
 - REPLACE  
 90 W 1.00 (N/C)  
 3 10472401 W-COIL ASM, (N/C)  
 FC: 6J

PART#: 10472401  
 COUNT: 3  
 CLAIM TYPE:  
 AUTH CODE:  
 WG



J4206 WIRES, SPARK PLUG  
 90 W 1.10 (N/C)  
 1 12192069 W-WIRE KIT (N/C)  
 FC: 6J  
 PART#: 12192069  
 COUNT: 1  
 CLAIM TYPE:  
 AUTH CODE:  
 WG

\*\*\*\*\*  
 LUBE OIL & FILTER  
 CAUSE: MAINTENANCE  
 M0014 LUBE, OIL AND FILTER  
 90 WPP 0.00 (N/C)  
 FC: 95  
 PART#: 25010792

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS	
	The factory warranty constitutes all of the warranties with respect to the sale of this merchandise. 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 merchandise.	LABOR AMOUNT		
		PARTS AMOUNT		
		GAS, OIL, LUBE		
		SUBLET AMOUNT		
		MISC. CHARGES		
		TOTAL CHARGES		
		LESS INSURANCE		
SIGNED: DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT		

All parts and repairs listed were furnished in compliance with the Michigan Auto Repair Act P.A., 300.

REGISTRATION NO. F 150521

2217

14960

# COLE MOTOR CO.

THREE RIVERS, MI

PONTIAC OLDSMOBILE CADILLAC GMC  
1201 W. Michigan Ave.  
Three Rivers, MI 49083  
16161 279-5293  
(616) 273-8063 Fax

INVOICE

PAGE 2

SERVICE ADVISOR: 172 MARC REARDON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
ED	99	PONTIAC GRAND PRIX	1G2WJ52M4XF347024		29371/29371		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
7SEP1999			17:00 10NOV00		0.00	CASH	10NOV2000

R.O. OPENED	READY	OPTIONS: STK:9131 2)MOD#-2WJ69
7:16 08NOV00	11:36 10NOV00	

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

CAUSE: PER TACH  
 L1000 FUEL SYSTEM - CLEAN AND FLUSH  
 90 W 1.10 (N/C)  
 FC: 9Z PART#: COUNT: 0  
 CLAIM TYPE:  
 AUTH CODE: B  
 PG

TECH ASSIST REQUESTED FUEL TANK PULLED TO CHECK FOR DIRT OR WATER NONE  
 FOUND PER TACH CASE #432

\*\*\*\*\*  
 \*\*\* RENTAL CAR  
 CAUSE: RENTAL  
 Z7902 RENTAL 2 DAYS  
 999 W 0.00 (N/C)  
 FC: 98 PART#: COUNT: 0  
 CLAIM TYPE:  
 AUTH CODE:  
 PJ

\*\*\*\*\*  
 CASH  CHECK  CREDIT CARD  A/R CHARGE

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STATEMENT OF DISCLAIMER

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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
ISS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

2217

16485

# COLE MOTOR CO.

THREE RIVERS, MI

PONTIAC OLDSMOBILE CADILLAC GMC  
1201 W. Michigan Ave.  
Three Rivers, MI 49093  
(616) 279-5293  
(616) 273-9063 Fax

INVOICE

PAGE 1

SERVICE ADVISOR: 182 PAUL SCHOON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
ED	99	PONTIAC GRAND PRIX	1G2WJ52M4XF347024		35446/35446		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PD NO.	RATE	PAYMENT	INV. DATE
7SEP1999			16:00 21FEB01		0.00	CASH	23FEB2001
R.O. OPENED		READY	OPTIONS: STK:9131 2)MOD#=2WJ69				
7:30 21FEB01	15:05 23FEB01						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

CAUSE: SERVICE ENGINE SOON LIGHT ON  
CAUSE: OUT OF BALANCE

C5650 INJECTOR, FUEL - REPLACE  
22 TOD CHAPMAN LIC#: M164958  
W 2.60

1 17113572 W-INJECTOR  
FC: BK  
PART#: 17113572  
COUNT: 1  
CLAIM TYPE:  
AUTH CODE: B  
WG

(N/C)  
(N/C)

SCAN SYSTEM P0300 MISSFIRE CODE STORED #6 INJ F AILED BAL TEST UNABLE  
TO CLEAR W HIGH PRESSURWE NEC TO REPLACE INJ.

CAUSE: LUBE OIL & FILTER  
MAINTENANCE

M0013 LUBE, OIL AND FILTER  
22 TOD CHAPMAN LIC#: M164958  
W 0.00

1 25010792 OIL FLTR  
FC: 95 PART#: COUNT: 0  
CLAIM TYPE: O  
AUTH CODE:  
MF

(N/C)  
(N/C)

LUBE 45 QT 10-W-30

W

(N/C)

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

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

All parts and repairs listed were furnished in compliance with the Michigan Auto Repair Act P.A. 300.

REGISTRATION NO. F 150521

2217

16485

# COLE MOTOR CO.

THREE RIVERS, MI

PONTIAC OLDSMOBILE CADILLAC GMC

1201 W. Michigan Ave.

Three Rivers, MI 49093

(616) 279-5293

(E16) 279-8063 Fax

## INVOICE

PAGE 2

SERVICE ADVISOR: 182 PAUL SCHOON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
ED	99	PONTIAC GRAND PRIX	1G2WJ52M4XF347024		35446/35446		
DEL DATE	PRCD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
7SEP1999			16:00 21FEB01		0.00	CASH	23FEB2001
R.O. OPENED		READY	OPTIONS: STK:9131 2)MOD#=2WJ69				
7:30 21FEB01	15:05 23FEB01						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

CASH  CHECK  CREDIT CARD  A/R CHARGE

\*\*\*ALL GM PARTS CARRY 12,000 MILE OR 12 MONTH WARRANTY\*\*\*



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		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
SIGNED: DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE		

All parts and repairs listed were furnished in compliance with the Michigan Auto Repair Act P.A. 300.

REGISTRATION NO. F 150521

Pontiac Division  
P.O Box 33172  
Detroit Mi 48232

To whom this concerns:

This letter is sent with a prayer for help, I leased a new 2000 Pontiac Grand Prix. Enclosed you will also find copies of service orders from dealership to verify repairs And the numerous issues/ problems I've experienced with this vehicle while leasing. I have spoke with Pontiac Division Customer Assistance they assured me 2 things Would help the situation.

- 1) Extend warranty to 60,000 miles to cover a period before turn in car.
- 2) Turn in car when get different car lined up.

I agreed thinking I could order different car but when I got the letter it read different then my conversation and what I believed would happen to correct this continuing problem. I called Pontiac yet again only this time I was told that Pontiac does not make those decisions to break a lease, and they would need the OK from a manager well my letter was signed by a manager so why didn't they put a release in that previous letter, I called GMAC thinking maybe they contacted them to let them know I would be turning car in early due to the problems I've had. GMAC told me that I would be penalized for a early return fee of 3611.09 I was astounded that I would be penalized for turning in vehicle I don't feel safe driving even with the extended warranty it doesn't give me the security to drive long distance. I called Pontiac back yet again hoping this was an easily solved issues NO! After much arguing I was told that Pontiac felt it was a Customer Sales issue not a Customer assistance issue. (Meaning argue with dealership) I believe this is a safety and reliability issue and should be resolved without the customer being penalized for wanting what I thought I was paying for in the first place.

The following problems have accrued some resolved others still recurring as follows.

1. Injectors all have at this point been replaced but the service engine light comes on consistently and I take it back they replace more injectors at each oil change also.
2. Gas tank removed and pressure dried and checked for bad gas replaced gas tank bad gas not the problem.
3. Air bag light stays on after the car is started, checked couldn't find why light came on, the manual states that if the light is on means the air bags are not activated so I'm suppose to feel safe driving when I'm not sure air bags work The dealership reassured me that to the best of their knowledge they should work. Well I'm not reassured enough that everything works correctly, It's my life not theirs.

4. Shifter or plate on shifting column replaced would shift very hard into gear shake the whole car when put into gear. Could hardly get shifter out of park.
5. Seal on air conditioner unit this was the first month I owned car I went to use the air conditioner but wouldn't work replaced seal.
6. Track light states track off when button is pushed on position was told they couldn't find anything in the computer in car that anything had misfired in computer?
7. Seat belt buckles not catching in lock on order as I write this letter to you and also compressor for the air conditioner unit making ticking sound,
8. Loud knocking noise car idles rough whole car will shake when started took in changed injectors again but couldn't find anything else.
9. Misfired thru carburetor it was so loud I thought I was being shot at, changed injectors again.

Each time I take car in I have to find a ride to work and back over to shop 32 miles away because the policy is can only give a ride if the service wont be done within working day I am currently riding with my daughter until my car be taken in again for the seat belts and compressor in air conditioner, I was given a rental once with out charge, I don't blame the service dept Mark Reardon the service manager was excellent and tried very hard to fix these reoccurring problems Since the repairs are usually done between the hours of 8-6 I still need to get ride to pick-up car.

I know this letter is rambling but these are legitimate problems and its not right for a customer to pay for a car that's not reliable no fault of mine, I'm afraid to drive this car in fear that something will happen to me or I'm supposed to drive around with out seat belts or worry that once their locked they wont unlock. Help me here please.

I'm paying for safety and I want it, the service manager at Cole Motor encouraged me to try turn the car in and the Sales Rep Tom Castle helped line up another vehicle for me but nobody wants to absorb the penalty for the early turn in fee. They told me they could put the fee on the new car value I still end up paying to turn in this car, Then I also have to put a down payment on another car this is outrageous, I don't want Pontiacs extended warranty I want a different car with out penalty turning in this car.

Again I want to turn this car in with out penalty forget the warranty It doesn't help me to feel secure. Please help me.

Sharon Love

Unsatisfied customer.

C/o Attorney General  
State of Michigan office of Consumer Protection Division

C/o Cole Motor.