 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p><b>DOT Auto Safety Hotline</b></p> <p><b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects</p> <p>1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline</p>		FOR AGENCY USE ONLY 100148	
		<p>Date Received <b>SEP 28 2010</b></p> <p>06-JUL-2010</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 10341664</p>	
<b>OWNER INFORMATION (Type or Print)</b>					
Name		Address		Daytime Telephone Number	
City		State		Zip Code	
NASHVILLE		AR		[REDACTED]	
<p>The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).</p>					
<b>VEHICLE INFORMATION</b>					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make		Model	
1GCHC29K17E [REDACTED]		CHEVROLET		SILVERADO 2500	
Date Purchased		Dealer's Name and Telephone Number		Engine:	
7/11/07		ORR		No: Cylinders	
Original Owner <input type="checkbox"/>		Dealer's City		State	
		TEXARKANA		8	
Transmission Type		Powertrain		Multiple Failure:	
<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control				Incident Date(s) 12-MAY-2010	
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>					
Vehicle Component Code: 140000 AIR BAGS				Failure Mileage	
				30149	
				Failure Speed	
				45 (35) - wrong	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM49ABC036)		<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair		Failure Location:	
Tire Component Code				Tire Failure Type:	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
<b>APPLICABLE INCIDENT INFORMATION</b>					
(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)					
Crash <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Number of Persons Injured	
				1	
				Number of Deaths	
				0	
				Reported to Police	
				Y	
<p><b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b> Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).</p>					
<p>TL*THE CONTACT OWNS A 2007 CHEVROLET SILVERADO 2500 HEAVY DUTY TRUCK. WHILE DRIVING APPROXIMATELY 35 MPH ON WET ROAD CONDITIONS, THE CONTACT LOSS CONTROL OF THE VEHICLE. THE CONTACT LOST CONTROL OF THE VEHICLE WHICH CRASHED INTO A FENCE POST AND SURROUNDING TREES. THE DRIVER SUSTAINED AN INJURY TO THE NOSE, FACE AND SUFFERED A BLACK EYE. THE AIR BAGS FAILED TO DEPLOY WITH THE LEVEL OF IMPACT. A POLICE REPORT WAS FILED. THE VEHICLE WAS BEING REPAIRED FOR DAMAGES WHEN THE COMPLAINT WAS FILED. THE FAILURE MILEAGE WAS APPROXIMATELY 30,149.</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. <span style="float: right;">ATTACH ADDITIONAL SHEETS IF NECESSARY.</span></p>					
<p>The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond 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>					

**Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)**

AN AMALIE CROSSED ROAD IN FRONT OF ME. I TAPPED BRAKES  
REAR END BROKE LOSE WHILE TRYING TO CORRECT WHEENT OFF ROAD  
HIT GATE POST AND 4" TO 6" SAPLING TREES IN FENCE ROW

TRUCK HIT IN CENTER TO LEFT FRONT CORNER IMPACT WAS  
RIGHT AT SENSEOR FOR AIR BAGS

THERE WAS A 2009 SILVERADO 2500 THAT HIT A PHONE POLE  
WITH SAME DAMAGE AS MY TRUCK

I THINK THIS IS EVERYTHING YOU NEED IF NOT

ATTACH ADDITIONAL SHEETS IF NECESSARY CALL

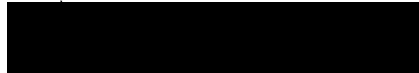
OR WRITE

U.S. Department  
of Transportation

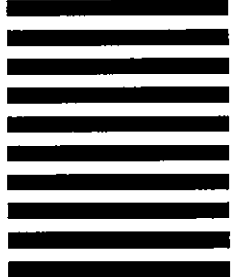
National Highway  
Traffic Safety  
Administration

1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382

Official Business  
Penalty for Private Use \$300



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382**



**Think your vehicle  
has a safety defect?**



**If so:**

**Use the enclosed  
form to file a report.**

**or visit:**

**www.safercar.gov**

**or call:**

**Vehicle Safety Hotline  
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration

ENTERPRISE LEASING COMPANY - SOUTHWEST, 4202 SUMMERHILL ROAD, TEXARKANA, TX 755032734 (903) 793-5556

RENTAL AGREEMENT REF#  
357897 7D3KG3

**RENTER**

[REDACTED]

**DATE & TIME OUT**  
05/04/2010 02:51 PM  
**DATE & TIME IN**  
08/21/2010 09:46 AM

**BILLING CYCLE**  
CALENDAR DAY

**VEH #1 2009 HYUN ACNT 4GLS**  
VIN# KMHCN46C19U [REDACTED]  
LIC# [REDACTED]  
MILES DRIVEN 2000

**BILL TO ACCOUNT**  
21ST CENTURY-MAITLAND FL\*\*  
ATTN: WILLIS, KAVELL  
P. O. BOX 952917  
LAKE MARY, FL 32795

**CLAIM INFO**

[REDACTED]  
INSURED: [REDACTED]  
INSURED [REDACTED]  
SHOP: TOTALED-51CC\*\*  
PHONE: (888) 201-9541  
ATTN: UNKNOWN

**SUMMARY OF CHARGES**

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	05/04 - 08/21	110	DAY	\$22.24	\$2,446.40
REFUELING CHARGE	05/04 - 08/21				\$0.00
<b>Subtotal:</b>					<b>\$2,446.40</b>

<b>Taxes &amp; Surcharges</b>					
TEXAS PPT REIMBURSEMENT	05/04 - 08/21	110	DAY	\$1.70	\$187.00
TX MOTOR VEHICLE TAX	05/04 - 08/21			6.25%	\$164.59
<b>Total Charges:</b>					<b>\$2,797.99</b>

**Bill-To / Deposits**

<b>21ST CENTURY-MAITLAND FL**</b>					
TIME & DISTANCE	05/04 - 08/21	110	DAY		
REFUELING CHARGE	05/04 - 08/21				
TEXAS PPT REIMBURSEMENT	05/04 - 08/21	110	DAY		
TX MOTOR VEHICLE TAX	05/04 - 08/21	1	PERCENT	6.25%	
<b>Subtotal:</b>					<b>(\$2,797.99)</b>

**Total Amount Due** **\$0.00**

**PAYMENT INFORMATION**

AMOUNT PAID      TYPE      CREDIT CARD NUMBER



# York Gary



1420 West Leslie P.O. Box 266  
Nashville, AR 71852  
(870) 845-1536

54893	1GCHC29K17E								DATE	06/29/10
2007	CHEVROLET	C2500HD SI	COLOR						TIME IN	09:02
20152	30153	00/00/00	AR						CLOS	16:00
										08/17/10
										2063
SEE ALSO				REV H:		W:			WRITER	A SELF

(1) RECALL 10153  
 DISABLE/REMOVE WASHER FLUID HEATER MODULE V2281 9090 MA T10 3 17.72  
 ASSM. Total Labor ..... 17.72  
 ISSUED CUSTOMER 100.00 CHECK FOR LOSS OF  
 FEATURE  
 (10-7822 GREG MANASCO-) A Total Repair (Warranty) ..... 17.72

(2) AFTER ACCIDENT TO FRONT OF TRUCK THE CHECK  
 ENGINE LIGHT COME ON & ENGINE POWER REDUCED  
 MESSAGE ON & POOR ACCELERATION  
 DON WHITE BROUGHT TRUCK INTO SHOP FOR REPAIR  
 REPLACED TRANSMISSION AND TEST DROVE, FOUND  
 OUTSIDE TEMP SENSOR MASHED, REPLACED ECM AND  
 PROGRAMMED, CHARGED A/C SYSTEM.  
 THIS IS ALL SUPPLEMENT - TRUCK NEEDS ALIGN-  
 MENT - RETURNING TO ORIGINAL BODY SHOP BE-  
 CAUSE THEY HAVE BEEN PAID FOR ALIGNMENT.

Labor		T10	70	413.56
12356150	(REFRIG)		1	12.50
B0117	(C CLEANER)		1	3.58
A/M	(CONNECTORS)		4	2.80
24226851	(PAN)		1	21.93
88861003	(FLUID)		7	60.41
19210738	(MDL REM)		1	241.28
17804006	(TRANS RE)		1	2282.48
AT200	(FLUSH)		1	20.52
15077362	(SEAL)		1	15.82
15890981	(SEAL)		1	17.13
15709703	(NUT-MUFF)		6	8.52
15936931	(SENSOR)		1	5.82
Total Labor				413.56
Total Parts				2692.79
Total Repair (Customer)				3106.35

(10-7822 GREG MANASCO-) A

	WC	INT	CUSTOMER
Next Service JAN '11 Lube-Oil-Filter	17.72	.00	Labor 413.56
	.00	.00	Parts 2692.79
	.00	.00	Sublet .00
	.00	.00	Shop Supp./d .00
	.00	.00	Oil/Grease .00
	17.72	.00	Sub Total 3106.35
	.00	.00	Tax 302.87
	17.72	.00	Total (Cash) 3409.22

**DISCLAIMER OF WARRANTIES**  
 Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

X CUSTOMER SIGNATURE \_\_\_\_\_

Page 1 of 1 Job 54893  
**54893** Customer Copy Labor Rate 59.08

ARKANSAS MOTOR VEHICLE CRASH REPORT

Report # 5021010 Unit Assigned H10 Premises Lat/Long District

Mo/Day/Yr 5/2/10 Day of Week Sun Time Of Crash 1:26 AM No. Of Vehicles 1 Time Notified 1:26 AM Time Arrived 1:32 AM Hit & Run Yes No Direction Of Travel V# 1 W V# Nashville City Limits Speed Limit 45

Not At Intersection, But 0 Distance Reference Point

VEHICLE # 1 (PEDESTRIAN # ) Also Complete Truck and Bus Crash Report for each qualifying vehicle, if crash involves fatality, injury or tow. Driver's Name, Address, City, State, Zip Code, Additional Information, Test Blood, Breath, Urine, Toxicology, Vehicle Owner's Name, Address, City, State, Zip Code, Vehicle Description, Year, Make, Model, Body Style, Color, Vehicle Identification Number, Estimated Damage, Vehicle License Plate, Year, State, Number, Trailers, Prior Vehicle Damage, Vehicle Damage As Result Of Crash, Towed, Address Vehicle Removed To, City, State, Zip Code, Insurance Company, Policy #, EMS Notified, EMS Arrived, Injured Transported To

VEHICLE # (PEDESTRIAN # ) Also Complete Truck and Bus Crash Report for each qualifying vehicle, if crash involves fatality, injury or tow. Driver's Name, Address, City, State, Zip Code, Additional Information, Test Blood, Breath, Urine, Toxicology, Vehicle Owner's Name, Address, City, State, Zip Code, Vehicle Description, Year, Make, Model, Body Style, Color, Vehicle Identification Number, Estimated Damage, Vehicle License Plate, Year, State, Number, Trailers, Prior Vehicle Damage, Vehicle Damage As Result Of Crash, Towed, Address Vehicle Removed To, City, State, Zip Code, Insurance Company, Policy #, EMS Notified, EMS Arrived, Injured Transported To

Vehicle # <u>1</u> Point Of Initial Contact 	Vehicle # _____ Point Of Initial Contact 
---	--

Damage To Property Other Than Vehicle <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Object Struck Corner Post 4 T posts 20ft. fence	Owner's Name [Redacted] Address (City/State/Zip Code) [Redacted] Nashville, AR [Redacted]	Damage Estimate \$ Owner Notified <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
---	--	--	---

Witness Name(s) (First/MI/Last Name)	Address (City/State/Zip Code)

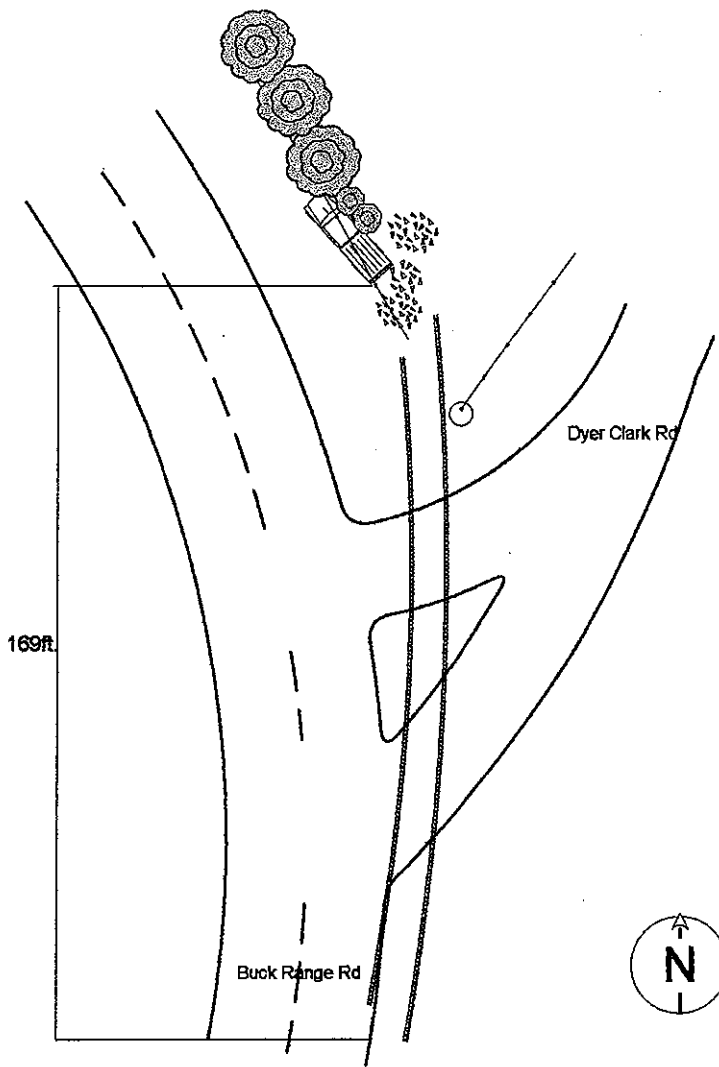
Citation(s) Issued To (First/MI/Last Name)	Charge(s) And Statute Number(s)	Citation Number

**Narrative** Vehicle 1 was west bound on Buck Range Road. The vehicle failed to negotiate the curve at the junction with Dyer Clark Road. The vehicle left the roadway and travelled 90 feet through the grass median. It then slid across the west entrance of the junction 25feet. The vehicle then entered the north ditch of Buck Range Road and impacted a fence post, fence and trees. The vehicle came to rest 54 feet off the west Dyer Clark Road entrance onto Buck Range Road facing west.

The driver said he lost control of his vehicle due to the wet pavement. [Redacted] had a bloody nose but refused medical treatment.

Officer's Name (Rank/First/MI/Last Name)	Badge No.	Department	Reviewing Officer	Date Filed	Photos <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Deputy Randy S. Bohn	H10	Howard County Sheriff		5/2/10	

<b>ATMOSPHERIC CONDITIONS</b> 0 Clear 4 Fog 8 Dust 1 Rain 5 High Winds 9 Mist 2 Sleet 6 Smoke 98 Other 3 Snow 7 Smog 99 Unknown										<b>RELATION TO JUNCTION</b> 0 Non-Junction 4 Alley 8 Crossover Lane 1 Intersection 5 Exit Lane 98 Other 2 Intersection Related 6 Entrance Lane 99 Unknown 3 Driveway 7 R.R. Crossing										2
<b>LIGHT CONDITIONS</b> 1 Daylight 3 Dawn 5 Dark/But Lighted 98 Other 2 Dark 4 Dusk 6 Dark/Light Not Functional 99 Unknown					<b>TRAFFIC CONTROLS</b> 0 No Traffic Controls 5 R.R. Crossing W/Gate & Signals 11 Traffic Lanes Marked 1 Flashing Beacon 6 R.R. Crossing W/Flashing Signals Only 12 No Passing Signal 2 Traffic Signal 7 R.R. Crossing W/Crossbuck Only 13 Slow Or Warning Sign 3 Stop Sign 8 School Zone 14 Officer Or Flagman 4 Yield Sign 9 Pedestrian Signal 98 Other 10 Lane Symbols Painted on Roadway 99 Unknown					0										
<b>ACCIDENT LOCALE</b> 1 Rural 2 Urban 99 Unknown										<b>TRAFFIC CONTROL DEVICE</b> 0 Device Not Present 1 Device Not Functioning 2 Device Functioning Properly 3 Device Not Functioning Properly										0
<b>ROADWAY SURFACE CONDITION</b> 1 Dry 4 Sand 98 Other 2 Wet 5 Dirt 99 Unknown 3 Ice 6 Oil					<b>TYPE OF COLLISION</b> 0 Single Vehicle / Non Collision With Motor Vehicle In Transport 2 Rear End 4 Sideswipe Same Direction 6 Backing 1 Head On 3 Angle 5 Sideswipe Opp. Direction 98 Other					0										
<b>ROAD SYSTEM</b> 1 Interstate 5 City Street 2 U.S. Highway 6 Frontage Road 3 State Highway 7 Ramp 4 County Road 99 Unknown					<b>CONTRIBUTING FACTORS</b> 0 None 11 Improper Right Turn 22 Cutting In 1 Too Fast For Conditions 12 Improper Left Turn 23 Impeding Traffic 2 Failure to Yield 13 Improper Lane Change 24 Improperly Parked 3 Driving Without Lights 14 Improper Passing 25 Crowded Off Road 4 Failure To Dim Headlights 15 Prohibited U Turn 26 Alcohol 5 Disregard Stop Sign 16 Defective Lights 27 Drugs 6 Disregard Yield Sign 17 Defective Brakes 28 Careless/Prohibited Driving 7 Disregard Traffic Signal 18 Other Defective Equipment 29 Crossing Median 8 Wrong Side Of Road 19 Improper Backing 98 Other 9 Wrong Way/One Way Traffic 20 Failure Or Improper Signal 99 Unknown 10 Following Too Close 21 Disregard Officer/Flagman					1 V1 V2										
<b>ROAD SURFACE</b> 1 Concrete 3 Gravel 98 Other 2 Asphalt 4 Dirt 99 Unknown					<b>VEHICLE ACTION</b> 1 Going Straight 9 Making Right Turn 17 Avoiding Animal 98 Other 2 Negotiating Curve 10 Making Right Turn On Red 18 Avoiding Other Object 99 Unknown 3 Slowing 11 Making Left Turn 19 Passing 4 Stopped In Traffic Lane 12 Making Left Turn On Red 20 Changing Lanes 5 Merging 13 Making U Turn 21 Ran Off Road-Right 6 Enter Parked Position 14 Backing 22 Ran Off Road-Left 7 Exiting Parked Position 15 Avoiding Vehicle 23 Crossing Median 8 Parked 16 Avoiding Pedestrian					2 V1 V2										
<b>ROAD ALIGNMENT</b> 1 Straight 2 Curve					<b>FIRST HARMFUL EVENT COLLISION WITH / NON COLLISION</b> 1 Pedestrian 9 Unknown Obj. Not Fixed 17 Utility Pole 25 Concrete Barrier 2 Pedalcycle 10 Overturned 18 Fence or Fence Post 26 Culvert/Ditch 3 Train 11 Fire 19 Guard Rail or Post 27 Bridge Rail 4 MV in Transport 12 Immersion 20 Bridge or Underpass 28 Other Fixed Object 5 MV in Other Roadway 13 Fall From Vehicle 21 Sign/Traffic Signal 98 Other 6 Parked Vehicle 14 Jackknife 22 Impact Cushion Device 99 Unknown 7 Animal 15 Bank or Edge 23 House/Building 8 Other Object Not Fixed 16 Tree(s) 24 Light/Luminary Pole					18 V1 V2										
<b>ROAD PROFILE</b> 1 Level 3 Hillcrest 98 Other 2 Grade 4 Sag 99 Unknown					<b>FIRST HARMFUL EVENT LOCATION</b> 1 On Roadway 3 Median 5 Outside Traffic Way 2 Shoulder 4 Roadside 99 Unknown					V1 V2										
<b>CONSTRUCTION/MAINTENANCE ZONE</b> 1 Yes 2 No					<b>DRIVER DISTRACTION</b> 0 Not Distracted 1 Electronic Communication Device (cell phone, pager, etc.) 2 Other Electronic Device (navigation device, palm pilot, etc.) 3 Other Inside the Vehicle 4 Other Outside the Vehicle 99 Unknown					V1 V2										
<b>TRAFFIC FLOW</b> 1 Not Divided 98 Other 2 Divided By Median - No Barrier 99 Unknown 3 Divided By Perm. Barrier 4 Divided By Temp. Barrier 5 One Way Traffic					<b>VEHICLE DEFECTS</b> 0 No Defects 6 Bumps 1 Obstruction Warning 7 Defective Shoulder 2 Obstruction No Warning 8 No Markings 3 Loose Materials On Surface 9 Reduced Width 4 Holes 98 Other 5 Ruts 99 Unknown					V2										
<b>NUMBER OF TRAFFIC LANES</b> 1. 1 3. 3 5. 5 7. 7 2. 2 4. 4 6. 6 8. 8					<b>DRIVER VISION OBSCURED</b> 0 Not Obscured 5 Building 11 Dirty Windshield 1 Rain/Snow/Sleet On Windshield 6 Billboard 12 Obscured By Vehicle Load 2 Fog 7 Trees/Shrub/ Etc 13 Hillcrest 3 Sunlight 8 Parked Vehicle(s) 98 Other 4 Headlights 9 Moving Vehicle(s) 99 Unknown 10 Broken Windshield					0 V1 V2										
<b>DRIVER DISTRACTION</b> 0 Not Distracted 1 Electronic Communication Device (cell phone, pager, etc.) 2 Other Electronic Device (navigation device, palm pilot, etc.) 3 Other Inside the Vehicle 4 Other Outside the Vehicle 99 Unknown					<b>VEHICLE DEFECTS</b> 0 No Defects 3 Defective Steering 6 Windshield/Mirrors 1 Defective Lights 4 Worn/Slick Tires 98 Other 2 Defective Brakes 5 Motor Trouble 99 Unknown					0 V1 V2										
<b>OCCUPANCY</b> 0 Non-Motorist 1-999 Vehicle Number of Occupant					<b>PEDESTRIAN ACTION/LOCATION</b> 1 Crossing At Intersection With Signal 13 Waiting On Roadway With Traffic/ 2 Crossing At Intersection Against Sidewalks Not Available 3 Crossing At Intersection No Signal 14 Walking On Roadway Against Traffic/ 4 Crossing At Intersection Diagonally Sidewalks Available 5 Crossing Not At Intersection/Rural 15 Walking On Roadway Against Traffic/ 6 Crossing Not at Intersection/Urban Sidewalks Not Available 7 Coming from Behind Parked Car 16 Working In Roadway 8 Unloading/Loading on School Bus 17 Standing In Roadway 9 Playing in Roadway 18 Not in Roadway 10 Unloading/Loading on Other 98 Other 11 Lying in Roadway 99 Unknown 12 Walking on Roadway with Traffic/ Sidewalks Available					0 V1 V2										
<b>POSITION IN/ON VEH</b> 10 <table border="1"> <tr><td>X</td><td>2</td><td>3</td></tr> <tr><td>4</td><td>5</td><td>6</td></tr> <tr><td>7</td><td>8</td><td>9</td></tr> </table> 10 10 Riding Or Hanging Outside 11 Bed Of Pickup 12 Trailing Unit 13 Sleeper Section 98 Other Enclosed 99 Unknown					X	2	3	4	5	6	7	8	9	<b>CONDITION OF DRIVERS AND PED</b> 1 Appeared Normal 98 Other 2 Illness 99 Unknown 3 Fatigue 4 Fell Asleep 5 Physical Disability / Disease/Disorder 6 Mental Disability / Disease/Disorder 7 Defective Sight 8 Defective Hearing 9 Seizure / Blackout					1 V1 V2	
X	2	3																		
4	5	6																		
7	8	9																		
<b>SAFETY EQUIPMENT USED</b> 0 None Used 7 Helmet 1 Shoulder Belt 8 Helmet W/Face shield 2 Lap Belt 9 Eye Protection 3 Lap & Shoulder Belt 98 Other 4 Child Restraint 99 Unknown					<b>ALCOHOL/DRUGS IMPAIRMENT</b> 1 None 3 Not Impaired 2 Impaired 4 Unknown					3 V1 V2 Ped										
<b>AIR BAG</b> 0 Not Applicable 5 Deployed Air Bag 6 No Air Bag Deployment					<b>EJECTION FROM VEHICLE</b> 0 Not Ejected 1 Totally Ejected 2 Partially Ejected 99 Unknown					3 V1 V2 Ped										
<b>PASSENGER/PEDESTRIAN</b> Race Sex Age					<b>23 Name Of Passenger(s)/Pedestrian(s) Address, City, State, Zip Code</b>															
13	14	15	16	17	18	19	20	21	22											



**Not to Scale**

D & S SERVICE CENTER  
P.O. BOX 1784, 500 WEST MUSGRAVE  
NASHVILLE, AR 71852  
OFFICE: (870)845-4886 FAX: (870)845-4806  
FED ID #: 62-1687319

CD LOG NO 5228-1      DATE 08/20/10

SHOP: D & S SERVICE CENTER	INSP DATE: 06/21/10
ADDRESS: P.O. BOX 1784	CONTACT: DON WHITE, MGR.
500 WEST MUSGRAVE	PHONE 1: (870)845-4886
CITY STATE: NASHVILLE, AR	CELL PHONE: (870)845-8748
ZIP: 71852-	FAX: (870)845-4806
EMAIL: REVWHITE808@YAHOO.COM	

OWNER: [REDACTED]

CLAIM#: [REDACTED]      FILE HANDLER: KAVELL WILLIS  
POINT OF IMPACT: 3

LIC#:	STATE:	VIN: 1GCHC29K17E <span style="background-color: black; color: black;">[REDACTED]</span>
BODY COLOR:		MILEAGE:
CONDITION:		ACCTNG CTL#:

*=USER-ENTERED VALUE	E=REPLACE OEM	NG=REPLACE NAGS
EC=REPLACE ECONOMY	UE=REPLACE OE SURPLUS	UC=RECONDITIONED PRT
UM=REMAN/REBUILT PRT	EU=REPLACE SALVAGE	EP=REPLACE PXN
OE=REPLACE PXN OE SRPLS	PC=PXN RECONDITIONED	PM=PXN REMAN/REBUILT
TE=PARTL REPL PRICE	ET=PARTL REPL LABOR	IT=PARTIAL REPAIR
I=REPAIR	L=REFINISH	BR=BLEND REFINISH
TT=TWO-TONE	CG=CHIPGUARD	SB=SUBLET
N=ADDITIONAL LABOR	RI=R&I ASSEMBLY	P=CHECK
AA=APPEAR ALLOWANCE	RP=RELATED PRIOR	UP=UNRELATED PRIOR

2007 CHEVROLET SILVERADO C25 HD    LT1 4DOOR EXT CAB    8CYL GASOLINE 6.0  
CODE: U8745G/A OPTNS N/24DPHATU

OPTIONS:

TWO-STAGE - EXTERIOR SURFACES	TWO-STAGE - INTERIOR SURFACES
POWER DOOR LOCKS	POWER WINDOWS
HEATED BACK GLASS	REAR BUMPER
AIR CONDITIONING	CRUISE CONTROL

OP	GDE	MC	DESCRIPTION	MFG. PART NO.	PRICE	AJ%	B%	HOURS	R
I	1639		PANEL, BEDSIDE OUTER RT	REPAIR				4.5	*1
L	1639		PANEL, BEDSIDE OUTER RT	REFINISH				3.6	4
I	0582		PANEL, BED FRONT	REPAIR				2.0	*1
L	0582	13	PANEL, BED FRONT	REFINISH				2.9	4
E	0534		TAILLAMP ASSEMBLY	RT 25958483 GM PART	157.52			0.3	1
E	0579		EXTN, RR BUMPER OUTE	RT 15284308 GM PART	268.07			1.0	1
E	0591		REINF, REAR BUMPER U	RT 15822922 GM PART	52.29			INC	1
E	0574		BRACE, REAR BUMPER	RT 15284318 GM PART	48.35			0.2	1

2007 CHEVROLET SILVERADO C25 HD LT1 4DOOR EXT CAB  
CD LOG NO 5228-1

E 1098	PAD, REAR BUMPER STE RT	15284316 GM PART	113.95	INC 1
L M01	CLEAR COAT	REFINISH		1.0*4
SBM60	HAZARD. WSTE. REM.	SUBLET REPAIR	4.50*	1

11 ITEMS

MC MESSAGE(S)  
13 INCLUDES 0.6 HOURS FIRST PANEL TWO-STAGE ALLOWANCE

FINAL CALCULATIONS & ENTRIES

GROSS PARTS	640.18
PAINT MATERIAL	210.00
PARTS & MATERIAL TOTAL (TAXABLE)	850.18

LABOR	RATE	REPLACE HRS	REPAIR HRS	
1-SHEET METAL	42.00	1.5	6.5	336.00
2-MECH/ELEC	68.00			
3-FRAME	45.00			
4-REFINISH	42.00	7.5		315.00
5-PAINT MATERIAL	28.00			
LABOR TOTAL (TAXABLE)				651.00
SUBLET REPAIRS (TAXABLE)				4.50
TOWING (TAXABLE)				
STORAGE (TAXABLE)				

TAXABLE TOTAL	1,505.68			
TIERED TAX 1	1,505.68 @		9.750%	146.80
TIERED TAX 2	@		6.000%	
TIERED TAX 3	@			
TIERED TAX TOTAL				146.80
GROSS TOTAL				1,652.48
NET TOTAL				1,652.48

SHOPLINK UB596 ES CD LOG 5228-1 DATE 08/20/10 09:29:41AM R6.37 CD 05/10  
PXN: Y/00/00/00/00/00 CUM 00/00/00/00/00 GEOCODE 71852  
EDU: 0615 HOST LOG  
(C) 1998 - 2008 AUDATEX NORTH AMERICA, INC.

1.6 HRS WERE ADDED TO THIS EST. BASED ON AUDATEX TWO-STAGE REFINISH FORMULA.

-----  
THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF AFTERMARKET CRASH PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. THE AFTERMARKET CRASH PARTS USED IN THE PREPARATION OF THIS ESTIMATE ARE WARRANTED BY THE MANUFACTURER OR DISTRIBUTOR OF SUCH PARTS INSTEAD OF THE MANUFACTURER OF YOUR VEHICLE. AS REQUIRED BY ARKANSAS CODE TITLE 23, CHAPTER 89, SUB-CHAPTER 2, (23-89-216), THE FOLLOWING NOTICE IS PROVIDED, AND IS APPLICABLE TO YOU IF YOU ARE INSURED ON THE POLICY UNDER WHICH PAYMENT IS BEING MADE FOR DAMAGE TO THIS VEHICLE: FAILURE TO USE THE INSURANCE PROCEEDS

•2007 CHEVROLET SILVERADO C25 HD LT1 4DOOR EXT CAB  
CD LOG NO 5228-1

IN ACCORDANCE WITH A SECURITY AGREEMENT BETWEEN YOU AND A LIENHOLDER, IF ANY, MAY CONSTITUTE THE CRIMINAL OFFENSE OF DEFRAUDING A SECURED CREDITOR IN VIOLATION OF ARKANSAS CODE SECTION 5-12 37-203. IF YOU HAVE ANY QUESTIONS, CONTACT YOUR LIENHOLDER.

THIS VEHICLE HAS BEEN REPAIRED TO THE BEST OF OUR KNOWLEDGE AND SPECS THIS IS A REBUILT VEHICLE AND REGARDLESS OF AGE COULD RECIEVE A REBUILT OR SALVAGE TITLE. DAMAGE HAS BEEN DISCLOSED TO BUYER VIA THIS EST.

05/26/2010 AT 04:47 PM  
5846

AISM-1401120002-1  
04CJ0650

21ST CENTURY NORTH AMERICA INSURANCE  
21ST CENTURY INSURANCE  
10600 COLONEL CIEN RD STE 200  
LITTLE ROCK, AR 72204  
(888)244-6163 FAX: (501)217-3742

*"Wayne" Supervisor*  
*48470*

SUPPLEMENT OF RECORD 1 WITH SUMMARY

WRITTEN BY: BRIAN MCMILLAN 05/26/2010 04:39 PM  
ADJUSTER: KAREL WILTS (501) 217-3742

*13722*

INSURED:  
OWNER:  
ADDRESS:  
CITY:  
STATE:  
ZIP:

[REDACTED]

CLAIM # [REDACTED]  
POLICY # [REDACTED]  
DATE OF LOSS: 05/03/2010 AT 12:00 AM  
TYPE OF LOSS: COLLISION  
POINT OF IMPACT: 12. FRONT

INSPECT SALVOR  
LOCATION: 703 HIGHWAY 64 EAST  
CONWAY, AR 72032-0000

DRY 1870342-7665  
NOTE: WIVE IN

REPAIR D & S SERVICE CENTER  
FACILITY: 500 W MUSGRAVE ST  
NASHVILLE, AR 71852

OTHER: (870) 845-4866  
11 DAYS TO REPAIR  
LICENSE #

2007 CHEV C2500 4X2 EXT LT NEW 9-6 CL FI 40 LONG WHITE INT:BLACK  
VIN: 12CHC29K178 [REDACTED] LIC: [REDACTED] AR PROD DATE: 03/2007 ODOMETER: 33150

AIR CONDITIONING  
CRUISE CONTROL  
ALARM  
BODY SIDE MOLDINGS  
CLEAR COAT PAINT  
POWER WINDOWS  
HEATED MIRRORS  
STEREO  
ANTI-LOCK BRAKES (4)  
4 WHEEL DISC BRAKES  
REAR STEER BUMPER  
STYLED STEEL WHEELS

REAR DEFROGGER  
INTERMITTENT WIPERS  
MESSAGE CENTER  
DUAL MIRRORS  
POWER STEERING  
POWER LOCKS  
AM RADIO  
SEARCH/SEEK  
DRIVER AIR BAG  
COMMUNICATIONS SYSTEM  
AUTOMATIC TRANSMISSION

TILT WHEEL  
KEYLESS ENTRY  
TINTED GLASS  
OVERHEAD CONSOLE  
POWER BRAKES  
POWER MIRRORS  
FM RADIO  
CD PLAYER  
PASSENGER AIR BAG  
CLOTH SEATS  
OVERDRIVE

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1#		FRAME - SET UP CONVENTIONAL/TRUCK-BUY	1			3.0	P
2#		FRAME	1			6.0	F
3#		FRAME BACKET	1			4.0	F
4		FRONT BUMPER					
5		O/H FRONT BUMPER					
6**		REPL RECOND BUMPER	1	156.00			
7**		REPL A/M RT INNER BRACKET	1	46.00			INCL.
8**		REPL A/M LT INNER BRACKET	1	46.00			INCL.
9		REPL RT MOUNT BRACKET REBAR KIT	1	34.15			0.3

05/26/2010 AT 04:47 PM  
8645

WTGM-1401100002-1  
04000280

SUPPLEMENT OF RECORD 1 WITH SUMMARY  
2007 CHEV CRUSS 4X2 EXT LT NEW 8-6-01-PI 4D LOWE WHITE INT-BLACK

NO	OP.	DESCRIPTION	QTY	EXT.	PRICE	LAB
55	REPL	R/M CAPA LT FENDER CHEVROLET	1	358.00	2.6	2.0
56		OVERLAP MAJOR ADJ. PANEL				-0.4
57		ADD FOR CLEAR COAT				0.3
58		ADD FOR DUAL BATTERY			0.3	
59		ADD FOR EDGING				0.3
60		ADD FOR CLEAR COAT				0.1
61		ADD FOR INSIDE				2.5
62		ADD FOR CLEAR COAT				0.1
63	REPL	LT FENDER LINER CHEVROLET 1/4 & 1 TON	1	51.85		INCL.
64*	RPR	RT FENDER CHEVROLET			4.0*	0.0
65		OVERLAP MAJOR ADJ. PANEL				-0.4
66		ADD FOR CLEAR COAT				0.3
67		FRONT DOOR				0.3
68#		BASE COAT REDUCTION	1			0.3
69	RPR	LT BELT W/STRIPE				0.3
70*	RPR	LT OUTER PANEL			1.0*	2.4
71		OVERLAP MAJOR ADJ. PANEL				-0.4
72		ADD FOR CLEAR COAT				0.3
73*	RPT	LT EMBLEM			0.3*	0.3
74	REPL	LT MIRROR COVER BLACK	1	45.00		
75	RPT	LT R/M TRIM PANEL			0.4	
76	RPT	LT HANDLE, OUTSIDE BLACK, W/KEYLESS ENTRY ELECTRICAL			0.4	
77	REPL	LT BATTERY TRAY	1	28.80		INCL.
78#	REPL	UPPER COVER	1	3.00		
80#	REP	HOUNT BRACKET	1	12.00		
81	301	REPL LT SUPPORT	1	34.46		0.2
82		STEERING GEAR & DAMAGE				
83	REPL	LT INNER TIE ROD	1	109.00		M 0.8 M
84	REPL	LT OUTER TIE ROD	1	91.70		MINCL. M
85		WINDSHIELD				
86	REPL	WASHER RESERVOIR	1	3.87		INCL.
87#	SUBL	WHEEL ALIGNMENT	1	51.00		
88#	SUBL	HAZ WASTE	1	3.00		
89#		COVER CAR	1	5.00		0.2
90#		CORROSION PROTECTION	1	10.00		0.2
91#	SUBL	STRIP - TAPE	1	30.00		
92	301	FRAME	1			
93	301	REPL TRANS C MEMBER	1	105.55		0.8
94#	301	REPL BRAKE BOOSTER	1	331.42		1.0 M
95		OTHER CHARGES				
96#		TOWING	1	445.00		
SUBTOTALS				560.44	37.7	6.3

MAY 27 2010 13:12 4078331812

Religious Claims - like Mary #2000 0000 000

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04000190

SUPPLEMENT OF REPORT 1 WITH SUMMARY  
2007 INEV C2800 4X2 EXT BT NEW 886.01-PI 4D LONG WHITE INT.BLACK

PARTS				5251.91
BODY LABOR	22.8 HRS	19	12.00/HR	457.60
MECHANICAL LABOR	3.9 HRS	46	60.00/HR	234.00
FRAME LABOR	11.0 HRS	48	60.00/HR	550.00
PAINT SUPPLIES	6.3 HRS	25	28.00/HR	176.40
OTHER CHARGES				446.00
-----				
SUBTOTAL				5780.54
SALES TAX	TIER 1 @ 2.499 5%			144.78
SALES TAX	TIER 2 @ 4.914 5%			284.12
-----				
TOTAL COST OF REPAIRS				6309.44
ADJUSTMENTS:				
DEDUCTIBLE				500.00
-----				
TOTAL ADJUSTMENTS				500.00
NET COST OF REPAIRS				5809.44

5/26/2010 AT 04:47 PM  
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AIGN-140110000-1  
740M580

SUPPLEMENT OF RECORD 1 WITH SUMMARY  
2007 CHEV C2500 4X2 EXT LT NEW 3-6-05-01 42 LONG WHITE INT-BLACK

NO.	QTY	DESCRIPTION	EXT.	PRICE	LABOR	PAINT
10	1	REPL LT MOUNT BRACKET REPAIR KIT		34.15	0.3	
11	1	REPL RT END CAP W/O FOG LAMPS		176.63	INCL.	
12	1	REPL LT END CAP W/O FOG LAMPS		276.63	INCL.	
13**	1	REPL A/M LT SIDE EXTN		49.00	INCL.	
14**	1	REPL RECOND AIR DEFLECTOR		187.00	INCL.	
15**	1	REPL A/M RT OUTER FILLER 6.0 LITER		13.00	INCL.	
16#		A/M LOCATED				
17*	1	REPL LT TOW HOOK		10.00*	0.2*	
18**S01	1	REPL A/M LT OUTER FILLER 6.0 LITER		13.00	INCL.	
19		GRILLE				
20**	1	REPL A/M GRILLE 3/4 & 1 TON		183.00	INCL.	
21*		R&I EMBLEM			INCL. *	
22		FRONT LAMPS				
23**	1	REPL RECOND RT HEADLAMP ASSY		143.75	INCL.	
24		A/M HEADLAMPS			1.5	
25**	1	REPL A/M CAPS LT HEADLAMP ASSY		118.00	INCL.	
26**	1	REPL A/M LT FOG LAMP ASSY		77.00	1.4	
27		A/M FOG LAMPS			1.3	
28		RADIATOR SUPPORT				
29**	1	REPL A/M RADIATOR SUPPORT		172.00	5.0	
30		EVACUATE & RECHARGE			M 1.4 M	
31		ADD FOR TRANS COOLER			M 1.2 M	
32	1	REPL LOWER SHIELD		22.00	INCL.	
33	1	REPL LT RADIATOR SUPPORT LOWER INSULATOR		12.00		
34 S01	1	REPL STOP SPACKET		47.00	1.2	
35 S01	1	REPL LT RADIATOR SUPPORT UPPER INSULATOR		14.00		
36		COOLING				
37**	1	REPL A/M RADIATOR 6.0 LITER 3/4 & 1 TON		126.00	MINCL.	M
38	1	REPL UPPER PANEL CHROMOLET		34.51	INCL.	
39	1	REPL LT SIDE BAMPLE CHROMOLET		78.00	0.1	
40**S01	1	REPL A/M UPPER SHROUD		34.00	MINCL.	
41**S01	1	REPL A/M LOWER SHROUD		19.00	INCL.	
42		AIR CONDITIONER REFRIG				
43#	1	RECOVERY NECESSARY				
44**	1	REPL A/M CONDENSER		164.00	MINCL.	M
45		REFRIGERANT RECOVERY			M 0.4 M	
46		HOOD				
47	1	REPL HOOD		144.00	1.5	1.3
48		ADD FOR CLEAR COAT				1.3
49		ADD FOR UNDERSIDE				1.5
50		ADD FOR CLEAR COAT				0.3
51	1	REPL PAINT MOLDING		4.44	0.2	
52 S01	1	REPL LT HINGE ASSY		62.00	INCL.	1.3
53 S01		ADD FOR CLEAR COAT				0.1
54		FENDER				



