

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p align="center">DOT Auto Safety Hotline</p> <p align="center">Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline</p>		<p align="center">FOR AGENCY USE ONLY 100148</p>	
		<p>Date Received MAR 25 2011 28-FEB-2011</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 10384737</p>	
<p align="center">OWNER INFORMATION (Type or Print)</p>					
Name		Address		Daytime Telephone Number	
City		State		Evening Telephone Number	
NORTH LITTLE ROCK		AR			
<p><i>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).</i></p>					
<p align="center">VEHICLE INFORMATION</p>					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side			Make	Model	Model Year
2HGES16554H			HONDA	CIVIC	2004
Date Purchased	Dealer's Name and Telephone Number		Engine:		Fuel Type:
Feb 2004	Bale Honda 227-7000		No: Cylinders		unleaded
Original Owner	Dealer's City		State	Zip Code	
<input checked="" type="checkbox"/>	WHITE ROCK		AR	72211	
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:		Incident Date(s)
	<input type="checkbox"/> Cruise Control	N/A	N/A		27-FEB-2011
<p align="center">FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
Vehicle Component Code: 010000 STEERING				Failure Mileage	Failure Speed
				0	20
<p align="center">ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
XXXXXXXXXX		XXXXXXXXXX		XXXXXXXXXX	
DOT No. (Example-DOTM1A9ABC036)		<input type="checkbox"/> Original Equipment	Failure Location:		
XXXXXXXXXX		<input type="checkbox"/> Prior Repair	XXXXXXXXXX		
Tire Component Code		Tire Failure Type:			
XXXXXXXXXX		XXXXXXXXXX			
<p align="center">ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>					
Make:		Date Manufactured:		Model No./Name:	
XXXXXXXXXX		XXXXXXXXXX		XXXXXXXXXX	
Seat Type:		Installation System:			
XXXXXXXXXX		XXXXXXXXXX			
Child Seat Component Code:		Failed Part:			
XXXXXXXXXX		XXXXXXXXXX			
<p align="center">APPLICABLE INCIDENT INFORMATION <i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i></p>					
Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		0	N	
<p>Narrative Description of Incident(S), Crash(es), and Injury(ies). 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 2004 HONDA CIVIC. THE CONTACT STATED THAT WHILE DRIVING 20 MPH THE STEERING WHEEL LOCKED CAUSING THE CONTACT TO LOSE CONTROL OF THE VEHICLE AND CRASH INTO A DITCH LANDING ON ITS SIDE. THERE WERE NO INJURIES. THE POLICE WERE NOT NOTIFIED. THE VEHICLE WAS TOWED TO HER RESIDENCE AND WILL BE DRIVEN TO THE DEALER AT A LATER DATE. THE DEALER AND MANUFACTURER WAS NOT CONTACTED. THE FAILURE MILEAGE WAS UNKNOWN. THE VIN WAS UNKNOWN.</p>					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.			ATTACH ADDITIONAL SHEETS IF NECESSARY		
<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>					

TEAM 1 AUTO BODY & GLASS #102
 Federal ID #:710786793
 7100 Landers Rd.
 No. Little Rock, AR 72117
 (501)834-4008 Fax: (501)834-1321

PRELIMINARY ESTIMATE

Written By: Neal Richardson
 Adjuster:

Insured:		Claim #
Owner:		Policy #
Address:		Deductible:
	North Little Rock, AR	Date of Loss:
Evening:		Type of Loss:
Other:		Point of Impact:

Inspect
 Location:

Insurance -
 Company:

Days to Repair

2004 HOND CIVIC LX 4-1.7L-FI 4D SED GRAY Int:

VIN: 2HGES16554H Lic: AR Prod Date: Odometer:

Air Conditioning	Rear Defogger	Tilt Wheel
Cruise Control	Intermittent Wipers	Keyless Entry
Tinted Glass	Body Side Moldings	Dual Mirrors
Console/Storage	Clear Coat Paint	Power Steering
Power Brakes	Power Windows	Power Locks
Power Mirrors	AM Radio	FM Radio
Stereo	CD Player	Driver Air Bag
Passenger Air Bag	Cloth Seats	Bucket Seats
Automatic Transmission	Overdrive	Full Wheel Covers

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
1		FRONT BUMPER				
2	Repl	Bumper cover	1	239.02	1.8	2.8
3		Add for Clear Coat				1.1
4	Repl	Lower deflector	1	77.35	0.3	
5		FENDER				
6	Repl	RT Fender	1	195.22	2.0	2.0
7		Overlap Major Non-Adj. Panel				-0.2
8		Add for Clear Coat				0.4
9		Add for Edging				0.5
10	Repl	RT Fender liner	1	59.32	Incl.	
11		HOOD				
12	Blnd	Hood				1.3
13		WINDSHIELD				
14	R&I	RT Washer nozzle			0.2	
15	R&I	LT Washer nozzle			0.2	

PRELIMINARY ESTIMATE

2004 HOND CIVIC LX 4-1.7L-FI 4D SED GRAY Int:

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
16		FRONT DOOR				
17	Blnd RT	Outer panel				1.0
18	R&I RT	Belt w'strip USA built			0.3	
19	R&I RT	Mirror assy w/power, body color black pearl			0.4	
20	R&I RT	Handle, outside black USA built			0.3	
21	R&I RT	R&I trim panel			0.3	
22		FRONT LAMPS				
23	R&I RT	Lens & housing			0.3	
24	R&I LT	Lens & housing			0.3	
25#	Subl	HAZARDOUS WASTE DISPOSAL	1	3.00		
26#	Refn	COVER CAR TO PREVENT OVERSPRAY				0.3
27#	Subl	FLEX ADDITIVE	1	8.00		
Subtotals ==>				581.91	6.4	9.2
		Parts				581.91
		Body Labor	6.4 hrs @	\$ 45.00/hr		288.00
		Paint Labor	9.2 hrs @	\$ 45.00/hr		414.00
		Paint Supplies	9.2 hrs @	\$ 30.00/hr		276.00
SUBTOTAL						\$ 1559.91
Sales Tax Tier 1 \$ 1559.91 @ 8.0000%						124.79
GRAND TOTAL						\$ 1684.70

Failure to use the insurance proceeds in accordance with a security agreement between you and a lien holder, if any, may constitute the criminal offense of defrauding a secured creditor in violation of Arkansas Code # 5-37-203. If you have any questions, contact your lien holder."

ANY PERSON WHO KNOWINGLY PRESENTS A FALSE OR FRAUDULENT CLAIM FOR PAYMENT OF A LOSS OR BENEFIT OR KNOWINGLY PRESENTS FALSE INFORMATION IN AN APPLICATION FOR INSURANCE IS GUILTY OF A CRIME AND MAY BE SUBJECT TO FINES AND CONFINEMENT IN PRISON.

FAILURE TO USE THE INSURANCE PROCEEDS 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 5-37-203. IF YOU HAVE ANY QUESTIONS, CONTACT YOUR LIENHOLDER.

PRELIMINARY ESTIMATE

2004 HOND CIVIC LX 4-1.7L-FI 4D SED GRAY Int:

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide ARG4440, CCC Data Date 02/01/2011, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. Non-Original Equipment Manufacturer aftermarket parts are described as AM, Qual Repl Parts or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are described as LKQ, Qual Recy Parts, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries. Some 2010 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The Pathways estimator has a complete list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

CCC Pathways - A product of CCC Information Services Inc.

CUSTOMER #: 4H [REDACTED]

395032

Bale HONDA

10 Colonel Glenn Court · Little Rock, AR 72210
1-800-489-4663 · 501-227-7000
www.balehonda.com

ACCOUNTING

LR AR [REDACTED]
HOME: [REDACTED] CONT:N/A
BUS: [REDACTED] CELL: [REDACTED]

PAGE 1
** PRE-INVOICE **
SERVICE ADVISOR: 418 SCOTT KRISSELL

YEAR	MAKE	MODEL	VIN	LICENSE	W/PLATE	IN/OUT	TAG
04	HONDA	CIVIC 4DR	2HGES16554H [REDACTED]		118318/118318		T6197
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO No	RATE	PAYMENT	INVT DATE
03MAR11 DE			15:00 03MAR11		0.00	CASH	07MAR11
W/O OPENED	READY	OPTIONS: DLR:208159 ENG:1.7_Liter					
03MAR11	07MAR11						

LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL

A CUSTOMER STATES WAS DRIVING AROUND 20MPH AND THE STEERING LOCKED UP AND WOULD NOT TURN AT ALL RAN INTO DITCH ADVISE 100 TEST DROVE 10MILES NOT DUPLICATED NO CAUSE SEEN CHECKED STREERING LOCK, JOINTS, RACK, SUSPENSION, IGNTION, AND INTERLOCK

603 ICC 0.50 725 0 0.00 0.00

B QUALITY CONTROL INSPECTOR DATE TIME *****ACT

IVE DELIVERY COMPLETED

QC QUALITY CONTROL INSPECTOR DATE TIME *****ACT

E DELIVERY COMPLETED

603 IU 0.00 0 0.00 0.00

VICE NO. MEN ON SATURDAYS FROM 9 A.M. TO .M.

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
4540	0	725		0620	0	*****	
2500	0	*****					

HONDA

COST, SALE, & COMP TOTALS 725 0 0

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 item/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/items.

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

FILE COPY







