

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

INFORMATION ACT (EOIA) 5 U.S.C. 552(B)(6)

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

14-SEP-2016

NOV - 1 2016
NOV - 1 2016Repository ☐Reference No.
10906298

OWNER INFORMATION (Type or Print)

Name			
Address			
City	SPRINGFIELD	State	IL
Zip Code			

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make ISUZU	Model RODEO	Model Year 1999
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City	State	Zip Code	
Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 30-JUN-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 100000 POWER TRAIN	Failure Mileage 239990	Failure Speed
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type:	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Deaths	Reported to Police N
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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).

TL* THE CONTACT OWNS A 1999 ISUZU RODEO. WHILE DRIVING VARIOUS SPEEDS, THE VEHICLE LOST POWER AND THE CHECK TRANSMISSION WARNING INDICATOR ILLUMINATED. THE VEHICLE WAS TAKEN TO THE DEALER, BUT WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 239,990. THE VIN WAS NOT AVAILABLE.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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.

**Temporary Registration Plate
CUSTOMER'S COPY**

TRP PLATE #



Agency: Carter Family Auto Sales, Inc.
Date Issued: 3/16/2016

AGENTS #



DL

Expiration Date: 6/14/2016

Name of First Purchaser:

Drivers License #:

Address:

Springfield, Illinois

Name of Second Purchaser: None

Drivers License #: N/A

Vehicle Year: 1999

VIN #: 4S2CM58W6X4

Make: Isuzu

Model: Rodeo

Fee Paid: \$196.00

Signature of Issuing Agent:

Confirmation #:

Application and Fee
Forwarded to
Secretary of State
Springfield, Illinois

**TRP Instructions**

1. Affix Temporary Registration Plate to plate area on rear of car.
2. Upon receipt of License Plates, remove Temporary Registration Plate and attach License Plates. Temporary Registration Plate must be destroyed and discarded.
3. Improper display of the Temporary Registration Permit is a violation of the Illinois Vehicle Code and you may be subject to fines and penalties.
4. In case of loss or theft of Temporary Registration Plate, you should immediately contact your local law enforcement agency and report the loss or theft, then go to a Secretary of State Facility to receive a replacement.

**THE CUSTOMER RECEIPT MUST BE CARRIED IN THE VEHICLE AS LONG AS
THE TRP PLATE IS BEING DISPLAYED.**

CARTER FAMILY AUTO SALES
600 E. CARROLL ST.
PAWNEE, IL 62558
217-625-7574
BUY SMARTER CALL CARTER

AGREEMENT/BILL OF SALE

SOLD TO [REDACTED]			ADDRESS [REDACTED]		
CITY, STATE, ZIP Springfield, IL [REDACTED]			PHONE [REDACTED]		
SALESPERSON [Signature]			DATE 3/16/16		
DESCRIPTION OF PURCHASE					
YEAR	MAKE	MODEL	YEAR	MAKE	MODEL
1999	ISUZU	Kodak			
BODY TYPE	COLOR	MILEAGE	BODY TYPE	COLOR	MILEAGE
	Green				
VEHICLE NUMBER/SERIAL NUMBER		ENGINE NUMBER	VEHICLE NUMBER/SERIAL NUMBER		ENGINE NUMBER
452cm 58W6X4					
LICENSE OR TITLE NO.		LIENHOLDER'S NAME	LICENSE OR TITLE NO.		LIENHOLDER'S NAME
LIENHOLDER'S ADDRESS			LIENHOLDER'S ADDRESS		

I agree to accept delivery 3/16 2016

Failure on my part to take vehicle on specified date forfeits my deposit as liquidated damages for your expense and efforts in the matter and permits you to otherwise dispose of the car without liability to me whatsoever. I also certify that I am of legal age at the making of this contract. I hereby accept and acknowledge receipt of copy.

The information you see on the window form (Buyers Guide) for this vehicle is part of this contract.

Information on the window form (Buyers Guide) overrides any contrary provisions in the contract of sale.

BUYER'S SIGNATURE: X [Signature]

DATE: 3/16/16

MANAGER'S SIGNATURE: X [Signature]

DATE: 3/16/16

This contract is not valid unless signed by an Authorized Representative of this Company

SETTLEMENT

CASH PRICE of VEHICLE	\$ 1600.00
LESS TRADE IN ALLOWANCE	\$
DIFFERENCE	\$ 1600.00
Tax, Title, Lic. & Doc	\$ 412.00
TOTAL CASH PRICE	\$ 2,012.00
LESS DEPOSITS	\$
BALANCE DUE ON DELIVERY	\$ 2,012.00
DATE BALANCE RECEIVED	☐ CASH ☒ CHECK
BALANCE RECEIVED BY	
[Signature]	

Buyer's Signature: X [Signature] Date: 3/16/16



Illinois Department of Revenue

ST-556 Sales Tax Transaction Return

(R-01/15)

(For Sales of Vehicles, Watercraft, Aircraft, Trailers, and Mobile Homes - Do not use for leases.)

Do not write above this line.

NS CA ED RC TL

Tax return no.:

Account ID:

Taxable location no.: 084-0020-2 002

Taxable location name: Pawnee

Dealer's license no.: DL 1141

Rev: 05

Form: 016

CARTER FAMILY AUTO SALES INC.

600 CARROLL PO BOX 1092

600 CARROLL

PAWNEE IL 62558-1092

(217) 625-7574

Electronic filing is FREE when you use
MyTax Illinois at tax.illinois.gov

1 Enter the purchaser's name and address

Name(s)

Street

City Springfield

State IL

ZIP

2 Describe the item sold

☒ A Vehicle ☐ B Watercraft ☐ C Aircraft

☐ D Trailer ☐ E Mobile Home ☐ F

☐ New

☒ Used

Identification no. 452CM58W6X4

Year 1999

Make ISUZU

Body style and model Rodeo

6 Enter the price, and figure the tax (Round to nearest dollar)

(Round to nearest dollar)

You must complete Lines 1 and 2 even if no tax is due.

1 Total price (include accessories, federal excise taxes,

freight and labor, dealer preparation, documentary fees,

and dealer-reimbursed rebates or incentives)

\$6600.00

2 Total trade-in credit or value

\$1600.00

3 Amount subject to tax [Line 1 - Line 2]

4 Tax [Line 3 X .0625] (if you made this sale

from a temporary sales location, see the instructions.)

\$100.00

3 Enter the date of delivery

03/16/2016

(This return is due no later than 20 days after the date of delivery.)

4 Describe the trade-in, if any

Item traded in

Identification no.

Year

Make

Body style and model

5 Exempt or sale to nonresident

If so, check the correct box below, and see instructions for Section 6.

☐ A Nonresident purchaser (NOT an out-of-state dealer) See instructions.
Drive-away permit no./Lic. plate no. State

☐ B Sold for resale to a DEALER
(Write either the Illinois dealer's Account ID or "Out-of-state dealer")

☐ C Exempt organization (government, school, religious, or charitable)
Tax-exempt no. E

☐ D Sold to an interstate carrier for hire for use as rolling stock
Certificate of authority no.

☐ E Sold for rental use
Purchaser's account ID no.

☐ F Other (describe)

ATTACH PAYMENT HERE

Under penalties of perjury, we state that we have examined this return, including any schedules and statements, and to the best of our knowledge, it is true, correct, and complete. If the seller has taken a qualified trade-in, we also state that the purchaser has properly assigned and surrendered the title of the trade-in to the seller.

Signature of purchaser

Signature of seller

Date 3-16-16

This form is authorized as outlined by the Illinois tax laws and the Illinois Vehicle Code. Disclosure of this information is required. Failure to provide information may result in this form not being processed and may result in a penalty.

5 Use tax for certain districts - (see instructions)

Do not report home rule use tax below.

a. County

b. City

c. Township

6 Total tax [Line 4 + Line 5]

7 Retailer's allowance if filed on time

[Line 6 X .0175]

8 Net tax due [Line 6 - Line 7]

9 Prior overpayment (see instructions)

10 Previously leased vehicle credit

By signing this return, I affirm that I meet all

requirements to claim this credit. (See instructions.)

Tax return no.:

11 Excess tax collected

12 Total tax due

[Line 8 - Line 9 - Line 10 + Line 11]

13 Credit memorandum (see instructions)

14 Amount due [Line 12 - Line 13]

Dealer's check no.

Do not write below this line.

Date received by Illinois state government

RECEIPT

date 4-9-16 No. [REDACTED]

received from [REDACTED] \$ 55.00

_____ dollars

for payment of Repair on Isuzu [REDACTED]

amount due	
amount paid	<u>55.00</u>
balance	

☐ cash
☐ money order
☒ credit card
☐ check # _____

from _____ to _____

signature [Signature]

SCI188UV

CARTER 3001 L

SPRINGFIELD
(217) 620-1044

SALE

Item # 0011-7412

TID: 001

Bank ID: 601

Batch #: 071113

03/12/16

APPR CODE

VISA

Swipe

AMOUNT \$2,072.01

APPROVED

CUSTOMER COPY

PETTY CASH

NO. _____ AMOUNT \$ 200.00

DATE 5-21-16 FOR _____

ACCOUNT NO. ISUZU Rodeo Repairs

APPROVED BY _____

RECEIVED BY [Signature]

adams
SC1156

BRAHLER LUBE CENTER #22
1557 WABASH
SPRINGFIELD, IL 62704
217-546-0234

DATE	4/26/2016 5:04 PM
TRANSACTION NO	[REDACTED]
INVOICE NO	[REDACTED]
VEHICLE ID	[REDACTED]

Customer Information				Service History		
SPRINGFIELD, IL				DATE	MILEAGE SERVICES	
				4/26/16	238166 FS	
Vehicle Information						
1999 ISUZU RODEO 6cyl 3.2L FI						
VIN		MILEAGE				
ALT ID		238166				
Employees				Service Comments		
UPPER	LOWER	GASKET CHK	CASHIER	RECOMMEND FUEL INJ SERVICE RECOMMEND TRANSMISSION SERVICE RECOMMEND RADIATOR SERVICE RECOMMEND 4X4 SERVICE NEEDS SERPENTINE BELT OIL LEAK THANK YOU		
SY	JN	SY	CT			
Service Checklist				Description	Qty.	Price
1. REPLACE ENGINE OIL		REPLACED		VALVOLINE MAXLIFE	1.00	47.99
2. REPLACE OIL FILTER		REPLACED		OIL FILTER VO106	1.00	0.00
3. CHASSIS LUBRICATION		SEALED		VALVOLINE MAXLIFE 5W30	5.00	0.00
4. CLUTCH FLUID		N/A		SUBTOTAL		\$47.99
5. POWER STEERING FLUID		FULL		\$7 OFF REMINDER CARD (RC7)		-7.00
6. TRANS/TRANSAXLE FLUID		N/A		SALE		\$40.99
7. FINAL DRIVE FLUID		N/A				
8. BATTERY FLUID		N/A				
9. RADIATOR FLUID		N/A				
10. WINDSHIELD WASHER FLUID		ADDED		STATE PARTS TAX		2.36
11. FRT DIFFERENTIAL FLUID		FULL		TOTAL		\$43.35
12. TRANSFER CASE FLUID		FULL		VISA 0606 AUTH: 1		43.35
13. REAR DIFFERENTIAL FLUID		FULL				
14. BELTS		CHECKED OK		CHANGE		\$0.00
15. WIPER BLADES		CHECKED OK				
16. AIR FILTER		CHECKED OK				
17. TIRE PRESSURE		CORRECTED				
18. TIRE CONDITION		FRTS WORN				
19. VACUUM INTERIOR		COMPLETED				
20. EXTERIOR WINDOWS		COMPLETED				
VISIT US AT WWW.THINKBRAHLERS.COM				X		
				Cardholder acknowledges receipt of goods and/or services in the amount shown hereon and agrees to perform the obligations set forth in the Cardholder's agreement with the issuer.		
Recommend next service on 07/25/2016 or 241166						

04/26/2016

BRAHLER LUBE CENTER #22
1557 WABASH
SPRINGFIELD IL 62704

IL-

1999

ISUZU
RODEO
6cyl 3.2L FI

238166

SPRINGFIELD

IL

AC Air Conditioner Serv
ADD Additives
AF Air Filter
ATS Auto Trans Service
BR Breather Element
CAF Cabin Air Filter
FDS Front Diff Service
FF Fuel Filter
FIC Fuel Injector Cleani
FS Full Service
INS Inspection
LGT Light Bulb
MTS Manual Trans Service
PCV PCV Valve
RAD Radiator Service
RDS Rear Diff Service
SBT Serpentine Belt
TCS Transfer Case

30,000

89⁹⁴

Full Service 3,000 miles
Air Filter Replace as needed
Breather Replace as needed

____ O/S
____ O/S

Transfer Case
- Change Lubricant Every 20,000 miles.

As needed
- Change fluid Every 30,000 miles.

Rear Differential Service
- Front & rear: Change Lubricant at 15,000 miles & 30,000 miles, then Every 30,000 miles.

Radiator Service
- Change Coolant Every 30,000 miles.

Automatic Transmission
- Change fluid and filter Every 20,000 miles.

IL-
07/25/2016
241166
MXL530

BRANDER LUBE CENTER
1551 WABASH
SPRINGFIELD, IL 62704
217-546-6244

Receipt No: 8022168158
Term ID: 0017390000802218815001

Sale

XXXXXXXXXX
DEBIT

Entry Method: Swiped

Total: \$ 43.35

04/26/16 17:04:48

Inv #: [REDACTED] Appr Code: 568284

Apprvd: Online
Ref ID: 83179c7b

Customer Copy

THANK YOU!

BUYERS GUIDE

IMPORTANT: Spoken promises are difficult to enforce. Ask the dealer to put all promises in writing. Keep this form.

VEHICLE MAKE Jeep MODEL Roadster YEAR 1999 VIN NUMBER 4S2CM58W6X4

DEALER STOCK NUMBER (Optional)

WARRANTIES FOR THIS VEHICLE:



AS IS - NO WARRANTY

YOU WILL PAY ALL COSTS FOR ANY REPAIRS. The dealer assumes no responsibility for any repairs regardless of any oral statements about the vehicle.



WARRANTY

- ☐ FULL ☐ LIMITED WARRANTY. The dealer will pay _____% of the labor and _____% of the parts for the covered systems that fail during the warranty period. Ask the dealer for a copy of the warranty document for a full explanation of warranty coverage, exclusions, and the dealer's repair obligations. Under state law, "implied warranties" may give you even more rights.

SYSTEMS COVERED:

DURATION:

- ☐ SERVICE CONTRACT: A service contract is available at an extra charge on this vehicle. Ask for details as to coverage, deductible, price, and exclusions. If you buy a service contract within 90 days of the time of sale, state law "implied warranties" may give you additional rights.

PRE-PURCHASE INSPECTION: ASK THE DEALER IF YOU MAY HAVE THIS VEHICLE INSPECTED BY YOUR MECHANIC EITHER ON OR OFF THE LOT.

SEE THE BACK OF THIS FORM for important additional information, including a list of some major defects that may occur in used motor vehicles.

Below is a list of some major defects that may occur in used motor vehicles.

Frame & Body

Frame-cracks, corrective welds, or rusted through
Dogtracks -- bent or twisted frame

Engine

Oil leakage, excluding normal seepage
Cracked block or head
Belts missing or inoperable
Knocks or misses related to camshaft lifters and push rods
Abnormal exhaust discharge

Transmission & Drive Shaft

Improper fluid level or leakage, excluding normal seepage
Cracked or damaged case which is visible
Abnormal noise or vibration caused by faulty transmission or drive shaft
Improper shifting or functioning in any gear
Manual clutch slips or chatters

Differential

Improper fluid level or leakage, excluding normal seepage
Cracked or damaged housing which is visible
Abnormal noise or vibration caused by faulty differential

Cooling System

Leakage including radiator
Improperly functioning water pump

Electrical System

Battery leakage
Improperly functioning alternator, generator, battery or starter

Fuel System

Visible leakage

Inoperable Accessories

Gauges or warning devices
Air conditioner
Heater & Defroster

Brake System

Failure warning light broken
Pedal not firm under pressure (DOT specs)
Not enough pedal reserve (DOT specs)
Does not stop vehicle in straight line (DOT specs)
Hoses damaged
Drum or rotor too thin (Mfg. specs)
Lining or pad thickness less than 1/32 inch
Power unit not operation or leaking
Structural or mechanical parts damaged

Steering System

Too much free play at steering wheel (DOT specs)
Free play in linkage more than 1/4 inch
Steering gear binds or jams
Front wheel aligned improperly (DOT specs)
Power unit belts cracked or slipping
Power unit fluid level improper

Suspension System

Ball joint seals damaged
Structural parts bent or damaged
Stabilizer bar disconnected
Spring broken
Shock absorber mounting loose
Rubber bushings damaged or missing
Radius rod damaged or missing
Shock absorber leaking or functioning improperly

Tires

Tread depth less than 2/32 inch
Sizes mismatched
Visible damage

Wheels

Visible cracks, damage or repairs
Mounting bolts loose or missing

Exhaust System

Leakage

DEALER

ADDRESS

SEE FOR COMPLAINTS

CUSTOMER SIGNATURE
(Dealer's Option)

I hereby acknowledge receipt of the Buyer's Guide at the closing of this sale.

IMPORTANT: The information on this form is part of any contract to buy this vehicle. Removal of this label before consumer purchase (except for purpose of test driving) is a violation of federal law (15 C.F.R. 455).

Vehicle History You Can
Trust

Feedback Report Bug

Vehicle History Report (Page 1 of 17)

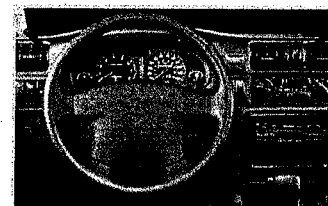
→ [Search Another Vehicle VIN \(.../vehicle/land.php\)](#)

Vehicle Identification Number:

Report Date:

4S2CM58W6X4 [REDACTED]

September 13, 2016



/1998/oem
/1998_isuzu_rodeo_4dr-
suv_ls_d_oem_1_500.jpg)

Report Summary (Page 1 of 17)

ISUZU 1999 Isuzu Rodeo

4S2CM58W6X4 [REDACTED]

VIN 4S2CM58W6X4 [REDACTED]	Make Isuzu	Model Rodeo	Year 1999	Trim S 4WD
Body Type SPORT UTILITY 4-DR	Engine 3.2L V6 DOHC 24V	Manufactured In UNITED STATES	Vehicle Age 17 year(s)	

Type of Record	Number of Records	Report Page Number
Accident Records	❗ No Record Found	Next Page
Theft Data	❗ No Record Found	Next Page
Vehicle Specifications	✓ 24 Records Found	Page 2

Sales Records

Date	Seller Name	Detail
02-15-2016	Carter Family Auto Sales (http://)	Listing for : sale Listing Price : \$1,995 Vehicle Mileage : 236,195 miles Vehicle Color : Green

Vehicle Recalls

Recalls: 5
Service Bulletins: 5

Recall Subject: Suspension:rear

Report Receipt Date:
NHTSA Campaign: 10V436000
Manufacture: ODI

Summary:

Isuzu Is Recalling Certain Model Year 1998-2002 Isuzu Rodeo And Model Year 2002 Isuzu Axiom Vehicles, And Honda Is Recalling Certain 1998-2002 Honda Passport Vehicles, That Were Originally Sold, Or Are Currently Registered, In The States Of Maine, New Hampshire, Vermont, Massachusetts, Rhode Island, Connecticut, New York, New Jersey, Pennsylvania, Delaware, Maryland, The District Of Columbia, West Virginia, Ohio, Indiana, Michigan, Illinois, Wisconsin, Minnesota, Iowa, Missouri, And Kentucky. Vehicles That Have Experienced Sustained Exposure To Highly Corrosive Materials Used In Some Jurisdictions For Road Deicing Purposes May Experience Excessive Corrosion In The Vicinity Of The Forward Mounting Point Bracket For The Left Or Right Rear Suspension Lower Link Prior To The Time That Such Corrosion Would Normally Be Expected.

Consequence:

Excessive Corrosion May Result In The Left Or Right Rear Suspension Lower Link Bracket Becoming Detached From The Frame, Which Can Affect Vehicle Handling And Potentially Cause A Crash.

Remedy:

Dealers Will Inspect The Rear Suspension Lower Link Bracket Area. For Vehicles In Which Little Or No Corrosion Is Found, The Area Will Be Treated With An Anti-corrosive Compound.

For Vehicles In Which Corrosion Has Damaged The Rear Suspension Lower Link Bracket And Affected Its Connection To The Vehicle Frame, A Reinforcement Bracket Will Be Installed. In The Rare Event The Corrosion Is So Severe That The Reinforcement Bracket Remedy Would Not Be Appropriate, Isuzu And Honda Will Develop An Appropriate Remedy. All Inspections And Remedies Will Be Provided Free Of Charge For Vehicles That Are 10 Years Old Or Less. For Vehicles Older Than 10 Years, Isuzu Will Offer A Free Remedy, But Only If The Vehicle Is Presented To An Isuzu Service Facility, Or Honda Dealer (as Applicable), Dealer Within 12 Months Of When Owner Notifications Were Issued. The Safety Recall Is Expected To Begin Early December 2010. Isuzu Owners May Contact Isuzu At 1-800-255-6727. Honda Owners May Contact Honda At 1-800-999-1009.

Recall Subject: Service Brakes, Hydraulic:antilock

Report Receipt Date: 07-13-2003

NHTSA Campaign: 02I002000

Manufacture: ODI**Summary:**

On Certain Sport Utility Vehicles That Are Equipped With An Anti-lock Braking System (abs), The Vehicles Can Experience Extended Stopping Distances In Certain Types Of Braking Events.

Consequence:

Extended Stopping Distance Could Result, Increasing The Risk Of A Crash.

Remedy:

Dealers Will Provide A Replacement Computer Algorithm For The Abs That Is Based On The Algorithm Used In Isuzu's My 2000 And 2001 Vehicles, Which Have Not Had The Problem. This Campaign Will Be Conducted In Phases, With The My 1998 2wd Vehicles Covered First, Since They Have Experienced The Most Problems. Owner Notification Began March 20, 2003. Owners Who Take Their Vehicles To An Authorized Dealer On An Agreed Upon Service Date And Do Not Receive The Free Remedy Within A Reasonable Time Should Contact Isuzu At 1-800-643-4070.

Recall Subject: Engine And Engine Cooling:engine

Report Receipt Date: 06-21-2001

NHTSA Campaign: 01I002000

Manufacture: MFR**Summary:**

This Is Not A Safety Recall In Accordance With The Safety Act. However, It Is Deemed A Safety Improvement Campaign By The Agency. Vehicle Description: 1998-2000 Rodeo (ue) And Amigo (ua) Models Equipped With 2.2l 4-cylinder Engines. The Timing Belt Could Break Before The Recommended Scheduled Maintenance.

Consequence:

This Condition Could Cause The Engine To Crank But Will Not Start Or The Engine Could Stall While Driving And Will Not Restart.

Remedy:

Dealer Will Inspect The Vehicle To Determine The Condition Of The Timing Belt And

Tensioner. The Dealer Will Replace The Timing Belt. Depending On The Condition Or Model Of The Timing Belt Tensioner, The Tensioner May Also Be Replaced. Isuzu Has Decided To Conduct A Service Campaign To Replace The Timing Belt. Owner Notification Began June 22, 2001. Owners Can Contact Isuzu At 1-800-643-4070, Ext. 426, Concerning This Program.

Recall Subject: Structure:body

Report Receipt Date: 08-09-2000

NHTSA Campaign: 00V121001

Manufacture: OVSC

Summary:

Vehicle Description: Sport Utility Vehicles. These Vehicles Fail To Comply With The Performance Requirements Of Fmvss No. 201, "occupant Protection In Interior Impact."

Consequence:

In The Event Of A Crash, Personal Injury Could Occur.

Remedy:

Dealers Will Modify The Interior Of Your Vehicle.

Recall Subject: Suspension:rear

Report Receipt Date: 03-30-2000

NHTSA Campaign: 00V058000

Manufacture: MFR

Summary:

Vehicle Description: Sport Utility Vehicles. Paint Was Applied Unevenly On The Rear Axles, Resulting In Insufficient Paint Hardness. Should This Occur On The Surface That Contacts The Rear Axle Lower Link Bracket Bolt Head And/or Nut, The Nut May Loosen.

Consequence:

The Bolt Could Detach Fully, Causing Separation Of The Lower Link From The Rear Axle, Increasing The Risk Of Loss Of Vehicle Control.

Remedy:

Dealers Will Replace The Rear Axle Lower Link Joint Nut And Bolt.

The above recalls were issued for the 1999 Isuzu Rodeo by NHTSA.

Please call the National Highway Traffic and Safety Administration Auto Safety Hotline at

1-888-DASH-2-DOT (1-888-327-4236) to report safety defects or to obtain information on cars, trucks, child seats, and highway or traffic safety. We do not review, validate, or edit the data provided by the NHTSA.

Technical Service Bulletins (TSBs)

Your Vehicle Checks Out: These "secret warranties," TSBs cover known problems and provide repair instructions for service technicians and accordingly are distributed to all of the manufacturer's dealerships. Generally these repairs will be free of charge only if the vehicle is still under warranty.



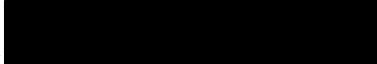
**46
SERVICE
RECORD
FOUND**

Date	Component	Details
12-01-1998	Service Brakes, Hydraulic:pedals And Linkages	Information On The Accelerator Pedal Pad Replacement Service Campaign. (Nhtsa Item Number - 603034)
02-01-1999	Power Train:axle Assembly:banjo Housing	A Condition May Exist Where Evidence Of Leaking Differential Lubricant On The Exterior Surface Of The Rear Axle Housing, And Rear Brake Dust Shield. (Nhtsa Item Number - 604564)
04-01-1999	Tires	Information On Tire Pressure - Workshop Manual Revisions. (Nhtsa Item Number - 606147)
04-01-1999	Seats	Information Regarding The Availability Of The Child Seat Tether Anchor Kit. (Nhtsa Item Number - 606029)
11-01-1999	Service Brakes, Hydraulic:foundation Components:drum:drum	Subject Regarding 2wd Rear Drum Brake Adjustment Procedure. (Nhtsa Item Number - 6088702)
01-01-2000	Fuel System, Gasoline	A Condition May Exist Where The P1441 Evaporative Emission Code. (Nhtsa Item Number - 610549)
01-01-2000	Service Brakes, Hydraulic:antilock:control Unit/module	Some Vehicles May Exhibit One Or More Abs Diagnostic Trouble Codes Such As: Rear Speed Sensor Open Or Shorted; Speed Sensor Missing; Wheel Speed Input Abnormality. (Nhtsa Item Number - 612588)

ILLINOIS DEPARTMENT OF
 Human Rights

Bruce Rauner, Governor
Janice Glenn, Acting Director

July 26, 2016


SPRINGFIELD, IL 

RE: Charge No.: 
Respondent: CARTER FAMILY AUTO SALES INC
Complaint or Civil Action Filing Dates: 7/21/2017 through 10/19/2017

Dear Complainant:

You have filed a discrimination charge under the Human Rights Act. A copy of the charge has been served on the Respondent. Keep this letter for reference if you need to telephone the Illinois Department of Human Rights ('IDHR'). If there is an 'A', 'E', or 'F' in your charge number, we are enclosing an important notice from the Federal Equal Employment Opportunity Commission ('EEOC') because your charge has been automatically filed with that agency.

If your charge involves the basis of disability, IDHR requires that two additional forms be completed to determine whether IDHR has jurisdiction over your identified medical condition. If we do not have copies of these documents in your file, we have included copies with this notice.

1) Verification of Disability.

Please give the Verification of Disability form to your physician for completion. Request your physician return the completed form by mail to IDHR's address below within 30 days of your receipt of this notice; and

2) Consent form.

The consent form allows IDHR to review your physician's documentation. Please fill out the consent form and return it to IDHR, again, within 30 days of your receipt of this notice.

If your charge does not involve the basis of disability, then the Verification of Disability and Consent Forms are not needed and are not enclosed.

When a fact-finding conference is scheduled, you will be advised of the date. It is your responsibility to cooperate with IDHR's investigation and provide all pertinent information you have concerning the case by the dates requested.

You have the right to file a complaint with the Human Rights Commission or commence a civil action in the appropriate circuit court if IDHR has not completed your case by issuing its report of findings within 365 days from the date you filed your PERFECTED signed and notarized charge or within any extension of that time to which you and the Respondent have agreed in writing.

Within 90 days of the expiration of the 365 days or extension (see above paragraph), if you choose, you may file a complaint with the Human Rights Commission or commence a civil action in the appropriate circuit court. We have calculated the time above (see Complaint or Civil Action Filing Dates). While we have made this calculation with the best of intentions, errors can occur. The Commission has ruled that it is your responsibility to count the number of days properly. If you file a complaint or commence a civil action in circuit court outside of this 90-day period, the Commission may dismiss your complaint; or, your civil action may be deemed untimely.

Once 455 days (or the extended time) have passed, IDHR must dismiss your charge with prejudice without any further right to proceed if you have not filed a complaint with the Commission, or commenced a civil action in the appropriate circuit court. Therefore, you may wish to contact an attorney to decide the best way for you to handle your case. If you file a complaint with the Human Rights Commission, the form of the complaint must be in accordance with Section (7A-102(F) of the Human Rights Act. You must serve a copy of the complaint filed with the Commission on IDHR, on the same day that you file a complaint with the Commission. The Commission will then schedule a hearing for your case before an Administrative Law Judge. If you commence a civil action in a circuit court, the form of the complaint must be in accordance with the Illinois Code of Civil Procedure. If you file a complaint with the Human Rights Commission, you may not later commence a civil action in circuit court.

You must advise IDHR of all changes of name, address, or telephone numbers. If you do not do so, IDHR may dismiss your case if it cannot locate you.

1509-0059 IN-6 NON-MED

Rev. 06/14

ILLINOIS DEPARTMENT OF
 Human Rights

Bruce Rauner, Governor
Janice Glenn, Acting Director

CREDIBILITY NOTICE

The Cooper v. Salazar injunction

The Illinois Department of Human Rights (IDHR) is under a federal-court injunction that, among other things, orders the IDHR:

'To cease permanently from relying on credibility determinations made without affording the rights of confrontation and cross-examination'.

See, Cooper v. Salazar, #98 C 2930, U.S. District Court for the Northern District of Illinois, order dated November 1, 2001, at p. 26, ¶1.

Meaning of the Cooper Injunction

The IDHR cannot assess the credibility of Complainant's testimony, the testimony of Complainant's witnesses or the testimony of Respondent's representatives or the witnesses of Respondent where there is conflicting testimony. In other words, if the determination of substantial evidence turns on issues of credibility, the IDHR should make a finding of substantial evidence so that a trier of fact may resolve those issues of credibility. This means that if a determination of lack of substantial evidence requires the IDHR to make a finding of fact as to conflicting evidence, the IDHR will make a finding of substantial evidence so that credibility may be resolved by the Human Rights Commission at a Public Hearing.

The Illinois Human Rights Act defines 'substantial evidence' as:

'Evidence which a reasonable mind accepts as sufficient to support a particular conclusion and which consists of more than a mere scintilla but may be somewhat less than a preponderance'. Illinois Human Rights Act §7A-102(D)(2), codified at 775 ILCS 5/7A-102(D)(2).

The Meaning of Credibility

The Illinois Department of Human Rights is an investigatory agency. The IDHR's purpose is to gather all of the evidence from each of the parties as to whether Respondent may or may not have discriminated against the Complainant within the meaning of the Illinois Human Rights Act. The IDHR's purpose is to review all of the evidence and make a determination based upon the law as to whether there is sufficient evidence of discrimination to file a complaint against the Respondent with the Illinois Human Rights Commission. The IDHR will not make a finding that evidence submitted by a party is either believable or not believable. Thus, the IDHR will not base its findings on the fact that one of the parties is not telling the truth or that one party's evidence is not believable. If the resolution of the charge of discrimination requires believing the evidence of one party over another party, the IDHR will make a finding of Substantial Evidence and refer the matter to the Illinois Human Rights Commission so that a trier of fact may resolve the case.

Conflicting evidence exists when there are:

- 1) Statements of a person with material firsthand knowledge contradicted by statements of a different person with material firsthand knowledge.
- 2) Business records contradicted by oral statements of a person with material firsthand knowledge.
- 3) Business records of one person contradicted by business records of another person.

By the authority of the State of Illinois (2212013ENGChargeProcessing)

Charge Number: [REDACTED]

Complainant: [REDACTED]

Respondent: CARTER FAMILY AUTO SALES INC

COMPLAINANT QUESTIONNAIRE

In order to assist the IDHR in investigating your charge, please complete and return the following questionnaire to the IDHR within 30 days of the date you received this questionnaire.

- If you are represented by an attorney, consult with your attorney prior to completing this questionnaire.
- Provide your answers on a separate sheet of paper. Identify the question number for each response. Use additional sheets as necessary.
- If you are not sure of the answer to any question, you may leave the question blank and the investigator will follow up with you at a later time.

Provide a copy of any documents (such as letters, journals, emails, or other evidence), which relate to the charge allegations.

1. In your charge, you allege that Respondent denied you the full and equal enjoyment of the facility, goods and/or services. Describe the services and/or activities offered by Respondent.
2. What service or activity did you want or seek? Be specific.
3. What were the qualifications or eligibility requirements to receive the service or participate in the activity? Explain and provide a copy of any related documents, if available.
4. When did you seek or request the service or activity?
5. How did you seek or request the service or activity? Describe what you did and when you did it.
6. When and who denied you the service or activity? Include date, name, position and Race.
7. How did you become aware the service or activity was denied? (i.e. Orally, Written, etc.) Provide a copy of the written notice, if available.
8. List the reason(s) why you feel you were entitled to receive the service or activity. Be specific.
9. Did you file a complaint with Respondent about the denial of the service or activity? If yes, when and what was the result of the complaint? Provide any documents related to that complaint, if available.
10. Has anyone else received the service or activity? If yes, explain. Include date, name, position and Race.
11. How were you treated differently from persons who were not similar to you in Race? Be specific. Include dates, names, positions and Race.
12. Why do you believe Respondent denied you the service because of your Race?
13. What do you want to happen as a result of filing your charge?

STATE OF ILLINOIS
ILLINOIS DEPARTMENT OF HUMAN RIGHTS

CHICAGO OFFICE
100 RANDOLPH STREET
SUITE 10-100 INTAKE UNIT
CHICAGO, ILLINOIS 60601
(312) 814-6200
(312) 814-1579 TDD

SPRINGFIELD OFFICE
DEPARTMENT OF HUMAN RIGHTS
222 SOUTH COLLEGE, ROOM 101
SPRINGFIELD, ILLINOIS 62704
(217) 785-5100
(217) 785-5125 TDD

CHARGE #: [REDACTED]

CONTROL #: [REDACTED]

CHARGE OF DISCRIMINATION

I, [REDACTED] Springfield, Illinois, [REDACTED] believe that I have been personally aggrieved by a civil rights violation committed on June 30, 2016, by:

RESPONDENT

CARTER FAMILY AUTO SALES INC.
3001 East Ash Street
Springfield, Illinois
217-670-2611

The particulars of the alleged civil rights violation are as follows:

- I. A. ISSUE/BASIS
UNEQUAL TERMS AND CONDITIONS ON JUNE 30, 2016 BASED ON RACE, BLACK.
- B. PRIMA FACIE ALLEGATIONS
 - 1. My race is black.
 - 2. I was qualified to receive the benefits available at Respondent.
 - 3. Respondent is a place of public accommodation.
 - 4. On June 30, 2016, Respondent subjected me to unequal terms and conditions when I was refused service according to the agreed upon contract for the stated reason that it was not Respondent's fault.
 - 5. Similarly situated non-black people were not subjected to unequal terms and conditions under similar circumstances.

Charge Number: [REDACTED]
Complainant: [REDACTED]
Page 2

I, [REDACTED] on oath or affirmation state that I am the Complainant herein, that I have read the foregoing charge and know the contents thereof, and that the same is true and correct to the best of my knowledge.

[REDACTED]

7-21-16

Complainant's Signature/Date

Subscribed and Sworn to

Before me this 21st day

of July, 2016

Karen Bice

NOTARY PUBLIC SIGNATURE



SGRO, HANRAHAN, DURR, RABIN & BRUCE, L.L.P.
Attorneys at Law
1119 South 6th Street
Springfield, Illinois 62703

GREGORY P. SGRO
DONALD J. HANRAHAN
MICHAEL M. DURR
ALEX B. RABIN
ELLEN C. BRUCE
BENJAMIN M. SGRO
SEAN E. MILLER

Telephone: (217) 789-1200
Facsimile: (217) 525-8848

FACSIMILE MEMORANDUM

To: Sally Boyle, Citizen's Advocate
Illinois Attorney General – Consumer Protection Division
500 South Second Street
Springfield, Illinois 62706

Email Transmission
sboyle[atg.state.il.us

Number of Pages: 8

From: Michael M. Durr

Date: September 5, 2016

Re: Supplementary Response to Consumer Complaint, File No. 2016 [REDACTED]
Complainant: [REDACTED]

Dear Ms. Boyle:

This office is legal counsel for Carter's Family Auto Sales, which has forwarded to me your August 22, 2016 supplemental letter in the above-referenced matter, a copy of which is enclosed. Carter's Family Auto Sales has asked me to respond to it and I do so as set forth in this correspondence.

It is my understanding that Carter's Family Auto Sales has already disclosed to you that the sale of the motor vehicle in question was an 'as is-no warranty' transaction, and that nonetheless, it still tried to accommodate and assist [REDACTED]. A copy of the buyer's guide signed by [REDACTED] is enclosed.

In addition, I am unsure whether [REDACTED] has notified you that she has previously initiated a small claims complaint in Sangamon County Circuit Court in Case No. [REDACTED] and that the matter has been set for trial for September 13, 2016. A copy of the trial notice, signed by [REDACTED], is enclosed.

Moreover, [REDACTED] may not have informed you that she likewise has filed a complaint with the Department of Human Rights in case No. [REDACTED] and that matter is being handled on Carter's Family Auto Sales by attorney Carl Draper. A copy of the letter from the Department of Human Rights, is enclosed.

[REDACTED] has already initiated and is currently pursuing litigation in Sangamon County Circuit Court. Accordingly, as [REDACTED] has identified (and is using) a proper and neutral forum for the adjudication of the legal issues that are the basis of her dispute, which should be decided by the judicial trier of fact at trial, Carter Family Auto Sales requests that this matter be closed. The Human Rights proceedings provides even further support and basis for the foregoing request.

The information contained in this communication is confidential, may be attorney-client privileged, may constitute inside information and is intended only for the use of the addressee. Unauthorized use, disclosure or copying is strictly prohibited and may be unlawful. IF YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE IMMEDIATELY NOTIFY US AT 217-789-1200.

Page 2 of 2

Thank you as always for all of your assistance in these matters. As always, please do not hesitate to call me at (217) 789-1200 with any questions.

Sincerely,


Michael M. Durr

cc: Carter's Family Auto Sales

The information contained in this communication is confidential, may be attorney-client privileged, may constitute inside information and is intended only for the use of the addressee. Unauthorized use, disclosure or copying is strictly prohibited and may be unlawful. IF YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE IMMEDIATELY NOTIFY US AT 217-789-1200.

ILLINOIS DEPARTMENT OF
 Human Rights

Bruce Rauner, Governor
Janice Glenn, Acting Director

July 26, 2016

CARTER FAMILY AUTO SALES INC
3001 EAST ASH STREET
SPRINGFIELD, IL 62703

Complainant:

Charge No.:

Dear Respondent:

The above-named Complainant has filed the attached charge alleging that you have violated a provision of the Illinois Human Rights Act ("Act"). See the Illinois Compiled Statutes, 775 ILCS 5/1-101 et. seq. The Act prohibits discrimination in the areas of Employment, Financial Credit, Real Estate Transactions, Public Accommodations, and Sexual Harassment in Education.

There are three statutory requirements for a Respondent to a charge filed under the Act. First, you must file a Verified Response to each allegation in the attached charge within 60 days; the Act does not permit IDHR to grant an extension of the 60 days. A sample Verified Response and Certificate of Service is enclosed for your assistance. The Verified Response must:

- State for each allegation, either an affirmation, denial, or that Respondent is without sufficient information to form a belief with respect to such allegation;
- Contain a notarized statement that the Verified Response is true and correct;
- Be filed with IDHR within 60 days of the date of receipt of this notice; and
- Also be sent to Complainant or Complainant's representative with a Certificate of Service or similar document filed with IDHR.

Second, upon assignment, IDHR's investigator will advise you of the scheduled date for the fact-finding conference. Unless good cause is shown, the department may issue a Notice of Default to a Respondent for failing to file a timely Verified Response or for failing to attend the fact finding conference.

Third, you must provide pertinent information to IDHR upon request. IDHR requires that you file a Position Statement in response to the charge within 60 days of receipt of this notice. Your failure to provide pertinent information upon request may be construed against you.

IDHR also requires that within 60 days of receipt of this notice, you must provide a full Response to the enclosed Questionnaire. Please redact any Social Security Numbers from documents you submit to IDHR.

Please address (1) the Verified Response, (2) the Response to the Questionnaire, and (3) the Position Statement to: Illinois Department of Human Rights, Intake Unassigned Case Unit, 222 S College St, Room 101, Springfield, IL 62704.

IDHR strongly encourages the parties to settle the charge as an alternative to the investigation. Any settlement is treated confidentially and is not an admission of a violation of the Human Rights Act.

Sincerely,

Unassigned Case Unit
Intake Division
(312) 814-6207

Enclosures

INTAKE/IN-5 FC, PA, SH

REV 04/10



OFFICE OF THE ATTORNEY GENERAL
STATE OF ILLINOIS

Lisa Madigan
ATTORNEY GENERAL

July 18, 2016

[REDACTED]
Springfield, IL [REDACTED]

Re: Carter's Family Auto Sales
File No: [REDACTED]

Dear [REDACTED]

The Consumer Protection Division, of the Office of the Attorney General has received your consumer complaint. A copy of your complaint has been forwarded to the above named business for its review and response.

The business may contact you about a possible settlement after it receives our letter. We encourage you to consider any reasonable offer. If the business responds directly to our office, a copy of its response will be mailed to you.

This is an informal mediation process. We are unable to represent private citizens in legal disputes.

Please direct all correspondence to my attention, Office of the Attorney General, Consumer Protection Division, Consumer Fraud Bureau, 500 South Second Street, Springfield, IL 62701. Please reference your file number on all correspondence.

Sincerely,

ATTORNEY GENERAL
State of Illinois

Sally Boyle

Sally Boyle
Citizen's Advocate
Consumer Protection Division
(217) 782-9243



OFFICE OF THE ATTORNEY GENERAL
STATE OF ILLINOIS

Lisa Madigan
ATTORNEY GENERAL

August 10, 2016

[REDACTED]
Springfield, IL [REDACTED]

Re: Carter's Family Auto Sales
File No: [REDACTED]

Dear [REDACTED]

Enclosed please find a copy of the company's response to your complaint.

Please review this response and contact the undersigned in writing within ten (10) days of your receipt of this letter with your comments. Direct all correspondence to the Consumer Protection Division, Office of the Attorney General, 500 South Second Street, Springfield, IL 62701. Refer to the above mentioned file on all correspondence. If we do not receive written communication from you within this time, we will subsequently close your file.

Thank you for bringing this matter to our attention.

Sincerely,

ATTORNEY GENERAL
State of Illinois

Sally Boyle

Sally Boyle
Citizen's Advocate
Consumer Protection Division
sboyle@atg.state.il.us
(217) 782-9243

Enclosure



**OFFICE OF THE ATTORNEY GENERAL
STATE OF ILLINOIS**

Lisa Madigan
ATTORNEY GENERAL

September 28, 2016

[REDACTED]
Springfield, IL [REDACTED]

Re: Carter Family Auto Sales
File No: 2016 [REDACTED]

Dear [REDACTED]

I have reviewed all of the information and correspondence concerning your complaint. The matter has not been resolved and attempts at informal mediation have failed. Since formal enforcement action by this office is not warranted, we are closing your file at this time. Your file will be retained by this office. One of the most valuable ways we can learn of problems existing in the market place is by receiving complaints from concerned citizens.

If you wish to pursue this matter further, the following alternatives are suggested:

- (a) Discuss the matter with a private attorney.
- (b) Taking the matter to Small Claims Court.

Thank you for taking the time to express your concerns.

Sincerely,

ATTORNEY GENERAL
State of Illinois

Sally Boyle

Sally Boyle
Citizen's Advocate
Consumer Protection Division
(217) 782-9243

COMPLAINT ACTIVITY REPORT

Case #

Better Business Bureau of Central Illinois, Inc.

Consumer Info:

Springfield, IL

Business Info: Carter Family Auto Sales, Inc.

217 625-7574

Location Involved: (Same as above)**Consumer's Original Complaint :**

Initially purchased 97 Ford Thunderbird, serpentine belt was faulty. Exchanged for 99 Isuzu Rodeo 3 months 2 weeks truck transmission went. 3/12/2016 purchased 97 Ford Thunderbird, serpentine belt was faulty and defected and was unable to drive vehicle. Tow fees were \$270 to tow back to the shop. 3/16/2016 Exchanged for 99 Isuzu Rodeo. Few weeks later gas began to leak every time I would fill up. Repair cost was \$55.00. Weeks after that brakes were going bad repair cost was \$200. Weeks later transmission was slipping. 6/30/2016 Check Trans light flashing car was struck in traffic went to dealership for resolution, nothing they wanted to do because he could not re sell it. Want to finance another vehicle. Did not want to rectify the situation. Unprofessional left my car in front of my house unattended no notification that my truck was outside. Tried to get it repaired tow fee cost \$84. Now it wont even start. Only been 3 months and 2 weeks

Consumer's Desired Resolution:

This situation needs to be rectified and corrected so it will not happen again in the future.

BBB Processing

07/03/2016	web	BBB	Case Received by BBB
07/06/2016	cmpl	BBB	Case Determined to be INFO ONLY - No Wait
07/06/2016	Otto	EMAIL	Inform Consumer - Case Closed INFO ONLY
07/06/2016	Otto	MAIL	Inform Business of Case Closed INFO ONLY
07/06/2016	Otto	BBB	Case Closed INFO ONLY

July 25, 2016

Sally Boyle

Officer of the Attorney General

Consumer Protection Division

500 South Second St

Springfield, IL 62701

Re: [REDACTED]

File No: [REDACTED]

Dear Sir/Madam:

She originally purchased the 1997 Ford Thunderbird for \$1600.00 and it was sold AS-IS, as we will attach the buyers copy that she signed that shows her it didn't come with a warranty. She had some issues with the serpentine belt and even though it was sold as-is we tried resolving the issue for her, but then she informs us she would prefer to just switch it out with another vehicle because she makes a lot of longer trips to Chicago and such and wanted something else. We normally don't do this but with it being within just a few days we agreed to switch her out for the 1999 Isuzu Rodeo that she test drove and liked. The vehicle didn't have any of the issues she addressed in her complaint at the time of her purchase. A couple weeks later is when she noticed it started to have a small gas leak when she was pumping fuel into the car. We got it in the shop and found the filler neck was leaking so we ordered the part needed online. We split the cost of the part and didn't charge any labor to get this issue fixed. It only cost her \$55.00 out of her pocket. It was then over two months later she needed some brake work done, regular maintenance to the vehicle. She came to us and said that shops were wanting a large amount of money to do the brake job and she didn't have the money to pay them. So then we offered to fix the brakes for \$200 as to what the parts cost us to get them to help her out, which was a fraction of the cost it would of originally cost her. She was happy and satisfied and went on her way. She came back in a month and half later which is three and half months after purchasing the car and was having some transmission issues. We told her that we couldn't keep covering the cost of repairs because we sold the car as-is and we have already helped out a big amount on a cheap car. Now it has been over three months later but we would tow the vehicle free of charge to any shop that she wanted to take it to get looked at. She said she didn't have money to pay anyone to fix it so just to tow it back to her house, which we did free of charge

also. I feel like we stood behind the vehicle a lot more than most people would have with selling it for \$1600.00 as-is and wasn't obligated to cover any cost. We helped out all we could but approaching 4 months after the purchase and already allowing her to exchange her first vehicle in the beginning and covering a lot of labor cost and some parts I felt like we were at a stopping point of covering the cost of things. As any cheaper used cars repairs are going to be needed from time to time and we can't cover everything months on end, specially being it was sold AS-IS. If you have any questions you can call us at 217-670-2611.

Sincerely,

Carter Family Auto Sales, Inc.

3001 E Ash St

Springfield, IL 62703