

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 117

Date Received

20-JAN-2000

Oid_or _____
rt_dt _____
od_rt _____
up_ltr _____

Reference No.

855167

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) <small>(Listed at front of windshield or drivers side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1B3ES27C4SD178020	DODGE	NEON	1995	

Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
<input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbell <input checked="" type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	<input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other _____	<input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07300000	Par. Name(s) POWER TRAIN:TRANSMISSION:AUTOMATIC	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Frnt <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failures	Date(s) of Failure(s) 17-DEC-1999 Mileage at Failure(s) 32 Vehicle Speed at Failure(s) _____	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)


Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

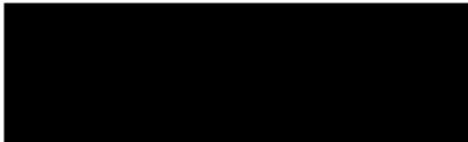
VEHICLE WOULD FAIL TO SHIFT INTO REVERSE WHEN WEATHER IS COLD OUTSIDE. PREVIOUS OWNER HAD TRANSMISSION REBUILT FOR SAME PROBLEM IN 1995. OWNER NOW HAD TRANSMISSION REBUILT FOR HARD SHIFTING INTO REVERSE. INSURANCE COMPANY REFUSED TO COVER DUE TO DESIGN FLAW FROM MANUFACTURER. THE MANUFACTURER IS NOT COVERING EVENTHOUGH A NEW UPDATED PART IS AVAILABLE. *AK

CONTINUED ON BACK PLEASE

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

Auto Safety Hotline		FOR AGENCY USE ONLY 117	
 U.S. Department of Transportation National Highway Traffic Safety Administration	Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		Date Received 20 JAN 2000
	OWNER INFORMATION (Type or Print)		Office Investigation Reference No. 855167
Signature of Owner _____		Date 2/1/00	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) <small>(located at bottom of windshield or driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year
1B3ES27C4SD176020	DODGE	NEON	1995
Current Odometer Reading 32501		Current Odometer Reading 32501	
Purchase Date 6/99	Dealer's Name D.D. not a Dealer	Engine Size (CID/CC/L) 2.0	<input type="checkbox"/> Turbo Diesel <input checked="" type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City _____ State _____ Zip Code _____	No Cylinders 4	
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input checked="" type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
		Drive Train <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input checked="" type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other
			Body Style <input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 07300000	Part Name(s) POWER TRAIN:TRANSMISSION:AUTOMATIC	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input checked="" type="checkbox"/> Replacement
No of Failures 2	Date(s) of Failure(s) 17-DEC-1999	Mileage at Failure(s) 32	Vehicle Speed at Failure(s)
		Failed Part(s) Available? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
APPLICATION INCIDENT INFORMATION			
(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies) on the back of this form)			
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities
		Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
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December 21, 1999



RE: Policy #: [REDACTED]
Date of Loss: December 3, 1999

Dear Ms. [REDACTED]

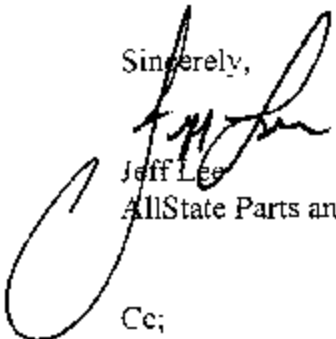
Thank you for your recent inquiry to AllState. We welcome correspondence from our customers and consider the concerns and suggestions of our policyholders to be especially valuable. I appreciate the opportunity to review our handling of this claim and to address the concerns you expressed.

Upon inspection of the vehicle by an independent third party mechanical inspector, it was verified that the failure to the transmission was due to long-term condition. The inspector found that there was a material failure to the forward piston seal due to a design flaw from the manufacturer. The forward piston has been updated as the part is positioned to close to the seal allowing the piston to come in contact with the seal causing damage to the seal and sub-sequent damage to the transmission. The policy does not cover design flaws from the manufacturer. Additionally, this is a condition that existed prior to the effective date of the policy and therefore not covered.

You are valued customer and we appreciate having the privilege of serving your insurance needs. We hope you will allow us to continue to provide you with the best quality and value in insurance protection for many years to come.

If you have any questions regarding this claim please call our claims office at 1-888-458-8538.

Sincerely,


Jeff Lee
AllState Parts and Labor Plus

Cc;



UTICA CHRYSLER-PLYMOUTH, INC.

5056 Commercial Drive
P.O. Box 214
Yorkville, New York 13495
Telephone (518) 338-1111



REF NO 13178	ADVISOR RICHARD TREUSDELL	TAG NO 267	INVOICE DATE 12/17/99	INVOICE NO. CHCS44274
LABOR RATE		RELEASE 31,220	COLOR GREY/	STOCK NO
YEAR MAKE MODEL 95/DODGE/NEON		DELIVERY DATE	PRODUCTION DATE	
VEHICLE NO 1B3ES27C4SD178020		SELLING DEALER NO NSD	PRODUCTION DATE	
P.P.F. NO		P.F. NO	P.O. DATE 12/03/99	
COMMENTS				

LABOR & PARTS
1 24CHZ1 TRANSMISSION AUTO TECH(S):194 29 685.00
 CUSTOMER STATES THAT THE CAR DELAYS GOING INTO REVERSE
 RECONDITIONED TRANSMISSION, REPLACED FRONT CLUTCH
 RETAINER, RESEALED TRANSMISSION, FLUSHED DIFFERENTIAL
 AND TRANS COOLER.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	4798215-AD	GSKT PKG 21004004	87.45	87.45
JOB # 1	1	4348854	RETAINER 21133007	79.50	79.50
JOB # 1	1	4659837	PISTON AD 21133015	14.84	14.84
JOB # 1	1	5010884-AA	SEALER RT 1081003	5.25	5.25
JOB # 1	7	6506408-AA	SCREW HEX 21139233	0.48	3.36
JOB # 1	1	5010125-AA	FLUID AFT 1081018	12.46	12.46
JOB # 1	3	5010124-AA	FLUID AFT 1081018	3.29	9.87
JOB # 1 TOTAL PARTS					212.73
JOB # 1 TOTAL LABOR & PARTS					897.73

2 09CHZ1 STEERING TECH(S):520 0.00
 CUSTOMER STATES THAT THE CAR STEERS HARD AT TIMES.
 NO PROBLM FOUND AT THIS TIME

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2 TOTAL PARTS					0.00
JOB # 2 TOTAL LABOR & PARTS					0.00

3 23CHZ1 ENG. EMISSION TECH(S):520 0.00
 CUSTOMER STATES THAT THERE IS A HIGH PITCHED NOISE BY
 COMPUTER AFTER CAR HAS BEEN DRIVEN FOR A WHILE
 NORMAL CONDITION

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3 TOTAL PARTS					0.00
JOB # 3 TOTAL LABOR & PARTS					0.00

4+22CHZCEL CHECK ENG LIGHT TECH(S):520 0.00
 CHECK ENGINE LIGHT IS ON
 NEEDS FLASH PROGRAM OF PCM

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 4 TOTAL PARTS					0.00
JOB # 4 TOTAL LABOR & PARTS					0.00

5+99CHZ CAMPAIGN/RECALLS TECH(S):13100 WARRANTY
 PERFORM RECALL 741 LOWER STEERING COLUMN COUPLER
 PERFORMED RECALL 741

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 5	1	CAB37412	COUPLING 19015004		WARRANTY
JOB # 5 TOTAL PARTS					0.00

N.Y. STATE
REPAIR SHOP #
R433-0035

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other 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.

LIMITED EXPRESS WARRANTY

Labor and parts are warranted for 90 days or 4000 miles whichever occurs first. The dealer hereby limits any limited warranties of merchantability and fitness to the same period.

ALL PARTS INSTALLED ARE NEW
UNLESS OTHERWISE SPECIFIED.

THANK YOU!



UTICA CHRYSLER-PLYMOUTH, INC.

5056 Commercial Drive
P.O. Box 214
Yorkville, New York 13495
Telephone 315 738-6331



ORDER NO. 13178	ADVISOR RICHARD TREUSDOLL	TAG NO. 267	INVOICE DATE 12/17/99	INVOICE NO. CHCS44274
DEALER RATE	VEHICLE LEASE 31,220	COLOR GREY/	STOCK NO.	
YEAR MAKE MODEL 95/DODGE/NEON	DELIVERY DATE	DELIVERY MILES		
VEHICLE ID NO. 1 B 3 E S 2 7 C 4 S D 1 7 8 0 2 0	WILLARD DEALER NO. NSD	PRODUCTION DATE		
R. E. NO.	F. O. NO.	P. O. DATE 12/03/99		
COMMENTS				

JOB # 5 TOTAL LABOR & PARTS	0.00

TOTALS	

* [] CASH [] CHECK [] M/C [] VISA [] CHARGE *	
* DATE: RY: *	

TOTAL LABOR.....	685.00
TOTAL PARTS.....	212.73
TOTAL SUBLET.....	0.00
TOTAL G.O.G.....	0.00
TOTAL MISC CHG.....	0.00
TOTAL MISC DISC.....	0.00
TOTAL TAX.....	71.82
TOTAL INVOICE \$	969.55

**N.Y. STATE
REPAIR SHOP #
R433-0035**

**DISCLAIMER
OF WARRANTIES**

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other 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.

CUSTOMER SIGNATURE _____

LIMITED EXPRESS WARRANTY

Paint and parts are warranted for 90 days or 4000 miles whichever occurs first. The seller hereby limits any implied warranty of merchantability and fitness to use same period.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.

THANK YOU!

FORM 1000 (REV. 10/98)



Carbone Dodge-Nissan, Inc.

5017 Commercial Dr.
Yorkville, NY 13495
736-3371

NYS Registered Shop #R-4330154



LIMITED EXPRESS WARRANTY

Labor and parts are warranted for 12 months or 12,000 miles whichever occurs first. The dealer hereby limits any implied warranties of merchantability and fitness to the same period.

DISCLAIMER OF WARRANTIES

THE SELLER, CARBONE DODGE-NISSAN, INC., HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND CARBONE DODGE-NISSAN, INC. NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID SERVICE AND/OR PARTS.

SERVICE HOURS:

Monday - Friday
Saturday

7:30 a.m.-5:30 p.m.
8:00 a.m.-1:00 p.m.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW

1B3ES27C4SD178020 W F RO: W69049
95 DODGE NEON 4DR SDN GRAY
INVOICED AT: 03/01/95 15:43:42

DMC 004318025	SEALER MO	1	3.00	3.00
DMC 004207208	PLATE TRA	4	3.40	13.60
DMC 004567887	DISC ASSY	3	3.40	10.20
DMC 004269619	PLATE TRA	1	8.15	8.15
DMC 004659191	DISC ASSY	4	1.65	6.60
	PARTS COUNT	15		

PARTS AMOUNT 96.18
 LAB AMOUNT 318.20
 LINE TOTAL - DEPT D 414.38

LN 52 CUSTOMER STATES IN THE MORNING : TECH 117 LAB HRS .0 .00
 THE VEHICLE WILL NOT GO INTO REVERSE : LAUFER, JOHN
 X : OP-MM FC-X
 RELATED TO LINE 31 : FP-004467722

VEN PART NUMBER	DESCRIPTION	NOTE	QTY	PRICE @	EXTENDED
DMC 004467722	FLUID MOP		2	6.75	13.50
	PARTS COUNT		2		

PARTS AMOUNT 18.90
 LINE TOTAL - DEPT D 18.90

LN 53 CUSTOMER WOULD LIKE KEY MADE : TECH 117 LAB HRS .0 .00
 X : LAUFER, JOHN
 MADE KEY FOR CUSTOMER : OP-MM AUTH-JK FC-X
 LINE TOTAL - DEPT D

PARTS 115.08
 LAB-MECHANICAL 318.20
 TOTAL - CHARGES 433.28
 FAC WARRANTY 433.28

123473

ONLINE SERVICE INVOICING BY UCS

CUSTOMER COPY



Carbone Dodge-Nissan, Inc.

5017 Commercial Dr.
Yorkville, NY 13495
736-3371



NYS Registered Shop #R-4330154



LIMITED EXPRESS WARRANTY

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8:00 a.m.-1:00 p.m.

I ACKNOWLEDGE RECEIPT OF
THE PARTS AND LABOR
LISTED BELOW X



W P RD: W6904
1B3E827C4SD176020 GRAY
95 DODGE NEON 4DR SDN
INVOICED AT: 03/01/95 15:43:42
LIC: [REDACTED] STK#: 00952070

DATES: BEGIN: 022195 DONE: 030195 INSV: 112994 SOLP: 112994
ADV: 148 DC: CMC 29H00
HOME: (315) 735-0500
WORK: (315) 737-7017
DODGE METER IN: 3372 OUT: 3391 TX: 11

LN	DESCRIPTION	TECH	LAB HRS	PRICE	EXTENDED
51	CUSTOMER STATES THAT THE VEHICLE SHIFTS REALLY HARD CLUTCH DEFECT REMOVED TRANSMISSION FOR RECONDITION	TECH 117	2.1	90.30	
				LAUFER, JOHN	
				OP-21000539	FC-19
				FP-004419616	
51-1	REMOVED TRANSMISSION FOR RECONDITION	TECH 117	3.9	167.70	
				LAUFER, JOHN	
				OP-21910256	FC-19
				FP-004419616	
51-2	REMOVED TRANSMISSION FOR RECONDITION	TECH 117	.4	17.20	
				LAUFER, JOHN	
				OP-21334056	FC-19
				FP-004419616	
51-3	REMOVED TRANSMISSION FOR RECONDITION	TECH 117	.5	21.50	
				LAUFER, JOHN	
				OP-21334156	FC-19
				FP-004419616	
51-4	REMOVED TRANSMISSION FOR RECONDITION	TECH 117	.5	21.50	
				LAUFER, JOHN	
				OP-21334356	FC-19
				FP-004419616	

VEN PART NUMBER	DESCRIPTION	NOTE	QTY	PRICE @	EXTENDED
CMC 004419616	GSKT PKG		1	24.00	24.00
CMC 004549623	CLEANER B		1	3.15	3.15
JK					

123472

ON LINE SERVICE INVOICING BY UCS

CUSTOMER COPY



Carbone Dodge-Nissan, Inc.

5017 Commercial Dr.
Yorkville, NY 13495
736-3371

NYS Registered Shop #R-4330154



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LISTED BELOW

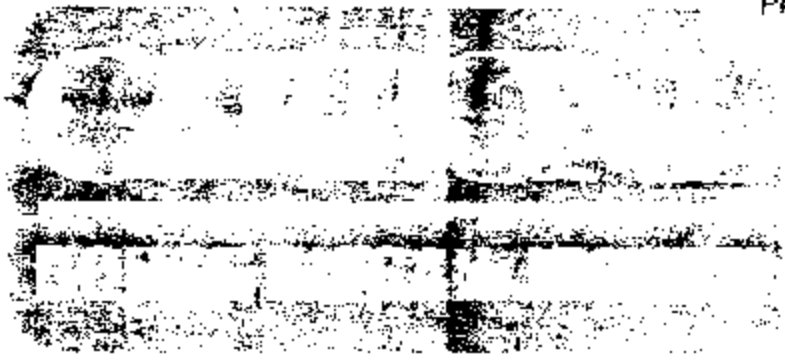


W P RO: W69049
1B3ES27C4SD178020 GRAY
95 DODGE NEON 4DR 5DN
INVOICED AT: 03/01/95 15143:42


LAB RATE: 46.00
PREFERRED TREATMENT

IF YOU HAVE ANY QUESTIONS - PLEASE SEE JEFFREY KOC
WE USE MITCHELL MECHANICAL LABOR ESTIMATING
GUIDE TO CALCULATE FLAT RATE HOURS
JK

PAGE 3 OF 3



2nd Request

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>	<p>Auto Safety Hotline</p> <p>Vehicle Owner's Questionnaire (VOQ)</p> <p>NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline</p>	<p>RECEIVED</p> <p>Date Received AUG 18 PM 1:32</p> <p>20 JAN 2000 OFFICE DEFECTS INVESTIGATION</p>	<p>117</p> <p>Od_or _____ rt_at _____ od_rt _____ up_fr _____</p>
	<p>OWNER INFORMATION (Type or Print)</p> <p>M [REDACTED] 585745</p> <p>1- [REDACTED]</p> <p>UTCA [REDACTED]</p>	<p>Reference No. 855167</p> <p>Work Number [REDACTED]</p> <p>Home Number [REDACTED]</p>	

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? YES NO
 In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner [REDACTED] Date 2/1/00

VEHICLE INFORMATION						
Vehicle Ident. No. (VIN) 1B3E527C4SD178020	Vehicle Make DODGE	Vehicle Model NEON	Vehicle Year 1995	Current Odometer Reading 32507		
Purchase Date 6/99	Dealer's Name O.D. mot. buy home Dealer		Engine Size (CID/CC/L) 2.0	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection		
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City _____	State _____	Zip Code _____	No. Cylinders 4		
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input checked="" type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbelt <input type="checkbox"/> 2-Point Belt	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input checked="" type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other	Body Style <input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other

FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 07300000	Part Name(s) POWER TRAIN:TRANSMISSION:AUTOMATIC	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input checked="" type="checkbox"/> Replacement
No of Failures 2	Date(s) of Failure(s) 17-DEC-1999	Mileage at Failure(s) 32	Vehicle Speed at Failure(s) _____
Failed Part(s) Available? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		NHTSA Previously Contacted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	

APPLICATION INCIDENT INFORMATION					
(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)					
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

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

VEHICLE WOULD FAIL TO SHIFT INTO REVERSE WHEN WEATHER IS COLD OUTSIDE. PREVIOUS OWNER HAD TRANSMISSION REBUILT FOR SAME PROBLEM IN 1995. OWNER NOW HAD TRANSMISSION REBUILT FOR HARD SHIFTING INTO REVERSE. INSURANCE COMPANY REFUSED TO COVER DUE TO DESIGN FLAW FROM MANUFACTURER. THE MANUFACTURER IS NOT COVERING EVENTHOUGH A NEW UPDATED PART IS AVAILABLE. *AK

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Sent via

December 21, 1999



RE: Policy #: A916107050
Date of Loss: December 3, 1999

Dear Ms. 

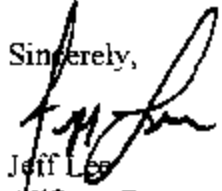
Thank you for your recent inquiry to AllState. We welcome correspondence from our customers and consider the concerns and suggestions of our policyholders to be especially valuable. I appreciate the opportunity to review our handling of this claim and to address the concerns you expressed.

Upon inspection of the vehicle by an independent third party mechanical inspector, it was verified that the failure to the transmission was due to long-term condition. The inspector found that there was a material failure to the forward piston seal due to a design flaw from the manufacturer. The forward piston has been updated as the part is positioned to close to the seal allowing the piston to come in contact with the seal causing damage to the seal and sub-subsequent damage to the transmission. The policy does not cover design flaws from the manufacturer. Additionally, this is a condition that existed prior to the effective date of the policy and therefore not covered.

You are valued customer and we appreciate having the privilege of serving your insurance needs. We hope you will allow us to continue to provide you with the best quality and value in insurance protection for many years to come.

If you have any questions regarding this claim please call our claims office at 1-888-458-8538.

Sincerely,


Jeff Lee
AllState Parts and Labor Plus

Cc;



Carbone Dodge-Nissan, Inc.

5017 Commercial Dr.
Yorkville, NY 13495
736-3371

NYS Registered Shop #R-4330154



LIMITED EXPRESS WARRANTY

Labor and parts are warranted for 12 months or 12,000 miles whichever comes first. The dealer hereby waives any implied warranties of merchantability and fitness for the same period.

DISCLAIMER OF WARRANTIES

THE SELLER CARBONE DODGE NISSAN, INC. HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND CARBONE DODGE NISSAN, INC. NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID SERVICE AND/OR PARTS.

SERVICE HOURS:

Monday - Friday
Saturday

7:30 a.m. - 5:30 p.m.
8:00 a.m. - 1:00 p.m.

I ACKNOWLEDGE RECEIPT OF
THE PARTS AND LABOR
LISTED BELOW

W P R01 W6904
1995 DODGE P50N 4DR SDN
INVOICED AT: 03/01/95 15:43:42
STK# 112

LN	DESCRIPTION	QTY	UNIT PRICE	EXTENDED PRICE
51	CUSTOMER STATES THAT THE VEHICLE SHIFTS REAL CLUTCH DEFECT REMOVED TRANSMISSION FOR RECONDITION			
51-1	REMOVED TRANSMISSION FOR RECONDITION	1	167.70	167.70
51-2	REMOVED TRANSMISSION FOR RECONDITION	1	17.20	17.20
51-3	REMOVED TRANSMISSION FOR RECONDITION	1	21.50	21.50
51-4	REMOVED TRANSMISSION FOR RECONDITION	1	21.50	21.50

VEN PART NUMBER	DESCRIPTION	NOTE	QTY	PRICE	EXTENDED
004419616	TECH 117 LAB HRS		1	24.00	24.00
004419616	CLEANER B		1	3.15	3.15

123472



Carbone Dodge-Nissan, Inc.

5017 Commercial Dr.
Yorkville, NY 13495
736-3371

NYS Registered Shop #R-4330154



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Monday - Friday
Saturday

7:30 a.m.-5:30 p.m.
8:00 a.m.-1:00 p.m.

I ACKNOWLEDGE RECEIPT OF
THE PARTS AND LABOR
LISTED BELOW

W P R01 M69049
03/01/95

PARTS AMOUNT
LAB AMOUNT
LINE TOTAL - DEPT D

CUSTOMER STATES IN THE MORNING
THE VEHICLE WILL NOT GO INTO
REVERSE

TECH 117 LAB HRS .0
LAUFER, JOHN
FC-X

RELATED TO LINE 31

VEN PART NUMBER
CMC 004467722

DESCRIPTION
FLUID TOP
PARTS COUNT

NOTE QTY PRICE @ EXTENDED
2 6.75 13.50
2 18.90

PARTS AMOUNT
LINE TOTAL - DEPT D

CUSTOMER WOULD LIKE KEY MADE
MADE KEY FOR CUSTOMER
LINE TOTAL - DEPT D

TECH 117 LAB HRS .0
LAUFER, JOHN
AUTH-UK FC-X

PARTS 115.08
LAB-MECHANICAL 318.20
TOTAL-CHARGES 433.28
FAC WARRANTY 433.28



UTICA CHRYSLER-PLYMOUTH, INC.

5056 Commercial Drive
P.O. Box 214
Yorkville, New York 13495



13178

ADVISOR RICHARD TREUSDELL	TAG NO 267	INVOICE DATE 12/17/99	INVOICE NO CHCS44274
YEAR MAKE MODEL 95/DODGE/NEON	MSRP 31,220	COLOR GREY/	STOCK NO
VEHICLE ID 1 B 3 E S 2 7 C 4 S D 1 7 8 0 2 0	REGISTRATION	SALES TAX	FINANCE CHARGE
COMMENTS			

LABOR & PARTS

J# 1 24CHZ1 TRANSMISSION AUTO TECH(S):194 29 685.00
 CUSTOMER STATES THAT THE CAR DELAYS GOING INTO REVERSE
 RECONDITIONED TRANSMISSION. REPLACED FRONT CLUTCH
 RETAINER, RESEALED TRANSMISSION. FLUSHED DIFFERENTIAL
 AND TRANS COOLER.

N.Y. STATE
REPAIR SHOP #
R433-0035

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 1	1	4798215 AD	GSKT PKG 21004004	87.45	87.45
JOB # 1	1	4348854	RETAINER 21133007	79.50	79.50
JOB # 1	1	4659837	PISTON AU 21133015	14.84	14.84
JOB # 1	1	5010884-AA	SEALER RT 1081003	5.25	5.25
JOB # 1	1	6506408-AA	SCREW HEX 21139233	0.48	3.36
JOB # 1	1	5010125-AA	FLUID AFT 1081018	12.46	12.46
JOB # 1	3	5010124-AA	FLUID AFT 1081018	3.29	9.87

DISCLAIMER OF WARRANTIES

No warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other 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.

JOB # 1 TOTAL PARTS 212.73
JOB # 1 TOTAL LABOR & PARTS 897.73

J# 2 09CHZ1 STEERING TECH(S):520 0.00
 CUSTOMER STATES THAT THE CAR STEERS HARD AT TIMES.
 NO PROBLEM FOUND AT THIS TIME

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 2	TOTAL PARTS				0.00
JOB # 2	TOTAL LABOR & PARTS				0.00

J# 3 22CHZ1 ENG. EMISSION TECH(S):520 0.00
 CUSTOMER STATES THAT THERE IS A HIGH PITCHED NOISE BY
 COMPUTER AFTER CAR HAS BEEN DRIVEN FOR A WHILE
 NORMAL CONDITION

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 3	TOTAL PARTS				3.00
JOB # 3	TOTAL LABOR & PARTS				3.00

LIMITED EXPRESS WARRANTY

Labor and parts are warranted for 90 days or 4000 miles whichever occurs first. The dealer hereby limits any implied warranties of merchantability and fitness to the same period.

J# 4+22CHZCEL CHECK ENG LIGHT TECH(S):520 3.00
 CHECK ENGINE LIGHT IS ON
 NEEDS FLASH PROGRAM OF PCM

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 4	TOTAL PARTS				0.00
JOB # 4	TOTAL LABOR & PARTS				0.00

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.

J# 5+99CHZ CAMPAIGN/RECALLS TECH(S):13100 WARRANTY
 PERFORM RECALL 741 LOWER STEERING COLUMN COUPLER
 PERFORMED RECALL 741

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 5	1	CAB27412	COUPLING 19C15004		WARRANTY
JOB # 5	TOTAL PARTS				0.00

THANK YOU!



UTICA CHRYSLER-PLYMOUTH, INC.

5056 Commercial Drive
P.O. Box 214
Yorkville, New York 13495



13178
RICHARD TREUSDELL 267
R4M421 32,752
95/DODGE/NEON
1 B 3 E S 2 7 C 4 S D 1 7 8 0 2 0
02/18/00
CHCS45929
NSD
02/17/00

LABOR & PARTS
JOB # 1 24CHZ1 TRANSMISSION AUTO TECH(S):29 41.60
CUSTOMER STATES THAT AT 20MPH RPM GAUGE GOES UP AND THEN
WILL SHIFT
INSTALLED BRACKET FOR TRANSMISSION LINKAGE

Table with columns: PARTS, QTY, FP-NUMBER, DESCRIPTION, UNIT PRICE. Includes JOB # 1 TOTAL LABOR & PARTS 49.76

JOB # 2+22CHZSENSOR OXYGEN SENSOR TECH(S):29 52.00
CHECK ENGINE LIGHT IS ON
CODE FOR DOWNSTREAM O2 SENSOR
REPLACED DOWNSTREAM OXYGEN SENSOR AND RETEST OK

Table with columns: PARTS, QTY, FP-NUMBER, DESCRIPTION, UNIT PRICE. Includes JOB # 2 TOTAL LABOR & PARTS 162.24

COMMENTS:
NOTE : CAR NEEDS BATTERY

TOTALS

* [] CASH [] CHECK [] M/C [] VISA [] CHARGE *
* DATE: BY: *

TOTAL LABOR... 93.60
TOTAL PARTS... 118.40
TOTAL SUBLET... 0.00
TOTAL G.O.G... 0.00
TOTAL MISC CHG... 0.00
TOTAL MISC DISC... 0.00
TOTAL TAX... 16.97
TOTAL INVOICE \$ 228.97

CUSTOMER SIGNATURE

N.Y. STATE
REPAIR SHOP #
R433-0035

DISCLAIMER
OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose...

LIMITED EXPRESS WARRANTY
Labor and parts are warranted for 90 days or 4000 miles whichever occurs first. The dealer hereby limits any implied warranties of merchantability and fitness to the same period.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.

THANK YOU!



UTICA CHRYSLER-PLYMOUTH, INC.

5056 Commercial Drive
P.O. Box 21
Yorkville, New York 13495



13178

ADVISOR RICHARD TREUSDELL	TAC. NO. 267	INVOICE DATE 12/17/99	INVOICE NO. CHCS44274
REPAIR NO. R4M421	SALES TAX 31,220	COLOR GREY/	STOCK NO.
YEAR MAKE MODEL 95/DODGE/NEON	DELIVERY DATE	DELIVERY MILES	
VEHICLE ID NO. 1 B 3 E S 2 7 C 4 S D 1 7 8 0 2 0	PRD. NO. DEALER NO.	PRD. CK. DATE	
FIN. PLAN	FIN. RATE 12/03/99		

COMMENTS

JOB # 5 TOTAL LABOR & PARTS 0.00

TOTALS

 * [] CASH [] CHECK [] M/C [] VISA [] CHARGE *
 * DATE: BY: *

TOTAL LABOR.... 685.00
 TOTAL PARTS.... 212.73
 TOTAL SUBLET.... 0.00
 TOTAL G.O.G.... 0.00
 TOTAL MISC CHG. 0.00
 TOTAL MISC DISC 0.00
 TOTAL TAX..... 71.82

TOTAL INVOICE \$ 969.55

CUSTOMER SIGNATURE

**N.Y. STATE
REPAIR SHOP #
R433-0035**

DISCLAIMER OF WARRANTIES

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LIMITED EXPRESS WARRANTY

Labor and parts are warranted for 90 days or 1000 miles whichever occurs first. The seller hereby limits any express warranties of merchantability and fitness to the same period.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED

THANK YOU!

Carbone Dodge-Nissan, Inc.



5011 Conover Rd
Yorkville, NY 13155



SERVICE HOURS

MON - FRI
9:00 AM - 5:00 PM

ALL COLLECT PARTS AND LABOR
LISTED BELOW X

OPTION WITH THE SALE OF SAID SERVICE APPROX PARTS.



183ES27C4SD178020
95 DODGE NEON 4DR SUN
INVOICED ATY 09/01/05 1514314

IF YOU HAVE ANY QUESTIONS
WE USE MITCHELL MECHANICAL
GUIDE TO CALCULATE FLAT RATE HOURS

128474

ON IN 6 2005