


DOT Auto Safety Hotline		FOR AGENCY USE ONLY 335	
 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	
OWNER INFORMATION (Type or Print) [Redacted] 588286		Date Received FEB 17 AM 10:30 03-FEB-2000 OFFICE DEFECTS INVESTIGATION	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.		Reference No. 856139	
Signature of Owner [Redacted]		Work Number Home Number [Redacted]	
Date <u>02/15/00</u>			
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) <small>(Located at bottom of windshield on driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year
1G1LV1541RY149170	CHEVROLET	BERETTA	1994
Current Odometer Reading			
76,900			
Purchase Date	Dealer's Name	Engine Size (CID/CC/L)	<input type="checkbox"/> Turbo Diesel Gas <input checked="" type="checkbox"/> Fuel Injection
12-8-93	NEWMAN CHEVROLET	No Cylinders <u>4</u>	
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used <i>Bought New</i>	City <u>E. HARTFORD</u> State <u>CT.</u> Zip Code <u>06108</u>		
Transmission Type	Antilock Brakes	Restraint System	Cruise Control
<input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input 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	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Drive Train	Vehicle Type		Body Style
<input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	<input checked="" type="checkbox"/> Car <input type="checkbox"/> Sport Ut <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other		<input checked="" 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	Part Name(s)	Location	Failed Part(s)
06160021	ENGINE:GASKETS:VALVE COVER	<input type="checkbox"/> Left <input type="checkbox"/> Right <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear	<input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement FIRST TIME
No of Failures	Date(s) of Failure(s)	Mileage at Failure(s)	Vehicle Speed at Failure(s)
0	27-FEB-1997	96000	0
Failed Part(s) Available?	NHTSA Previously Contacted?		
<input type="checkbox"/> Yes <input type="checkbox"/> No	<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	Fire	Number of Persons Injured	Number of Fatalities
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	0	0
Estimated Property Damage	Reported to Police		
	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
CAR IS LEAKING ANTI-FREEZE BECAUSE OF A BAD ENGINE HEAD GASKET. DEALER REPLACED HEAD GASKET, AND IT BROKE AGAIN. CONSUMER HAS REPLACED 3 HEAD GASKETS WITHIN A YEAR. *AK FROM 12-26-96 THRU 01-27-00 PLEASE SEE OTHERSIDE			
CONTINUE ON BACK IF NEEDED			
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.			

CUSTOMER NO. 1032	ADVISOR SERALD E. YOMLINSU 5487	CARD NO. 752	INVOICE DATE 12/26/96	INVOICE NO. CUG312570
	LABOR RATE 54.90	LICENSE NO. 278GKL	MILEAGE IN 50206	COLOR GREY
	YEAR / MAKE / MODEL SA/DEL/BUCKET BEAETTA/CPE 2MR		DELIVERY DATE 12/08/93	DELIVERY MILES 3
	VEH. ID.		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 12/26/96	
				MILEAGE OUT

LABOR & PARTS
 JH 1 12CVZHEADGAS HEAD GASKET R&R HOURS: 8.00 TECH(S):1675 924.00
 CUSTOMER STATES:COOLANT LEAK VERIFY HEAD GASKET AND REPAIR
 AS NECESSARY ADVISE IF ANYTHING ELSE
 QUOTED CUSTOMER \$475.00 FOR REPAIR LYNN ORDERED PARTS
 12/20
 REPLACE HEAD GASKET

PARTS	QTY	PP-NUMBER	DE	LIST PRICE	UNIT PRICE	
JOB # 1 PART ON SPECIAL ORDER	1	24576546	GA	23.40	23.40	23.40
JOB # 1	1	24570693	SE	18.30	18.30	18.30
JOB # 1	1	24575855	GA	13.44	13.44	13.44
JOB # 1	1	10093148	GASKET-EX 3.270	22.92	22.92	22.92
JOB # 1	1	774409	GASKET-IN 3.270	5.64	5.64	5.64
JOB # 1	1	10093148	GASKET-EX 3.270	2.64	2.64	2.64
JOB # 1	1	774409	GASKET-IN 3.270	2.50	2.50	2.50
JOB # 1	6	10093148	GASKET-EX 3.270	15.00	15.00	15.00
JOB # 1	6	774409	GASKET-IN 3.270	15.00	15.00	15.00
						101.34
						425.34



ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ORIGINAL ESTIMATE OF \$425.34
 APPROVED REVISED ESTIMATE (H 1) BY SUE AT 12:52pm
 COMMENTS
 NIGHT WORK

TOTALS:	TOTAL LABOR..	924.00
	TOTAL PARTS..	101.34
	TOTAL SUBLET..	0.00
	TOTAL G.D.G..	0.00
	TOTAL MISC...	0.00
	TOTAL TAX....	25.52
	TOTAL INVOICE \$	450.86

*****WE'RE SORRY*****
 IT'S TOO COLD
 TO WASH YOUR VEHICLE!
 COMPLIMENTARY CAR WASH
 WILL RESUME IN THE SPRING.

CUSTOMER SIGNATURE: *Mr. Goodwrench*
QUICK LUBE
plus

CUSTOMER NO. 1032	ADVISOR GERALD E. TOMLINSO	CARD NO. 5487 698	INVOICE DATE 02/27/97	INVOICE NO. CVCS14330
	LABOR RATE 56.00	LICENSE NO. 276GKL	COLOR GREY	STOCK NO.
	YEAR/MAKE/MODEL 94/CHEVROLET/BERETTA/CPE 2DR	MILEAGE IN 53027	DELIVERY DATE 12/08/93	DELIVERY MILEAGE 3
	VEHICLE ID 11V51Y410		SELLING DEALER NAME CARD ASSIGN	PRODUCTION DATE
	P.T.E. NO.	P.O. NO.	R.O. DATE 02/26/97	
				MILEAGE OUT

LABOR & PARTS

J# 1 14CVZ COOLING SYSTEM HOURS: TECH(S):1675
 CUSTOMER STATES: LEAKING AROUND HEAD GASKET AREA
 (JUST REPLACED) TEMP GAUGE FLUCTUATES
 TECH # 1675
 PRESSURE CHECKED COOLING SYSTEM. LEAK UNDER PRESSURE
 REMOVE CYLINDER HEAD AND INSPECT. CHECK SURFACE WITH
 STRAIGHT EDGE AND BLOCK D.K. NO. W/ARCADE.
 REASSEMBLED. REPLACED 4 HEAD BOLTS TO SPECS.
 TOPPED OFF FLUID AND ROAD TESTED.

INTERNAL

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 1	1	1051687	ST...		
JOB # 1	1	10083148	GASKET-EX 3.270		
JOB # 1	1	2576546	GASKET-CY 0.289		
JOB # 1	4	1002752	BOLT		
JOB # 1	1	245752	BOLT		
JOB # 1	3	2576546	BOLT		
JOB # 1	1	2576546	BOLT		

INTERNAL
INTERNAL
INTERNAL
INTERNAL
INTERNAL
INTERNAL

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND INV#	INV#	INCREASE
JOB # 1	3098S	D458112	02/27/97	INTERNAL

INTERNAL

TOTAL - SUBLET 0.00

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # 1	POLICY2	SHOP POLICY	

INTERNAL

TOTAL - MISC 0.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$56.00 (+TAX)

COMMENTS
 WAITER

TOTALS

TOTAL LABOR..	0.00
TOTAL PARTS..	0.00
TOTAL SUBLET..	0.00
TOTAL G.O.G..	0.00
TOTAL MISC..	0.00
TOTAL TAX....	0.00
TOTAL INVOICE \$	0.00

*****WE'RE SORRY*****
 IT'S TOO COLD
 TO WASH YOUR VEHICLE!
 COMPLIMENTARY CAR WASHES
 WILL RESUME IN THE SPRING

Mr. Goodwrench
QUICK LUBE
plus



248 South Main Street P.O. Box 1013

EAST WINDSOR, CT 06088

(860) 292-1196

Toll Free 1-888-305-2886

CUSTOMER NO. 11323	ADVISOR ED CHAVES	155	INVOICE DATE 11/24/98	INVOICE NO. CVCS2145
	LABOR RATE 50.00	LICENSE NO. 278GKL	MILEAGE 74194	STOCK NO.
	YEAR MAKE MODEL 94/CHEVROLET/BERRETTA/		DELIVERY DATE	DELIVERY MILES 45710
	VEHICLE ID NO. 1G1LV1541RY149170		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		R.O. DATE 11/16/98	
BUSINESS PHONE	COMMENTS			MO: 75000

JOB# 1 CHARGES

LABOR
J# 1 11NAZ04 FLUID LEAK-ENGINE HOURS: 6.50 TECH(S):21 292.50
CUSTOMER STATES: DEALER TOLD HER HEAD GASKETS LEAK
ALSO MACHINE HEAD

PARTS QTY FP-NUMBER DESCRIPTION UNIT PRICE
1 31381 GASKET 7.25
TOTAL - PARTS 7.25

SUBLET PO# VEND INV# INV DATE DESCRIPTION
11298 2145 11/23/98 MACHINE SHOP SERVICE 210.00
TOTAL - SUBLET 210.00

JOB# 1 TOTALS

LABOR 292.50
PARTS 7.25
SUBLET 210.00

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 509.75

JOB# 2 CHARGES

LABOR
J# 2 45NAZ STEERING/SUSPENSION HOURS: 4.00 TECH(S):21 180.00
CUSTOMER STATES: POWER STEERING PUMP BAD
AND ALSO REPLACE FRONT BRAKES

PARTS QTY FP-NUMBER DESCRIPTION UNIT PRICE
1 20-30900 POWER STR 134.67
TOTAL - PARTS 134.67

JOB# 2 TOTALS

LABOR 180.00
PARTS 134.67

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 314.67

COMMENTS
DROP OFF



Return check fee of \$30.00 on all returned checks.

SERVICE DEPT. HOURS:

MONDAY - FRIDAY

7:30 A.M. TO 5:30 P.M.

SATURDAY

8:00 A.M. TO 12:00 NOON

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY TELL YOUR FRIENDS. IF NOT, PLEASE TELL US IMMEDIATELY.

14:50:12

Copyright © 1993 The Reynolds and Reynolds Company ERM2REV.06 07/20/94 (1098)



NATION AUTO USA, INC.

248 South Main Street P.O. Box 1013

EAST WINDSOR, CT 06088

(860) 292-1196

Toll Free 1-888-305-2885

CUSTOMER NO 11323	ADVISOR ED CHAVES 155	TAG NO	INVOICE DATE 11/24/98	INVOICE NO CVCS2145
	LABOR RATE 50.00	LICENSE NO 276GKL	MILEAGE 74194	COLOR GREY
	YEAR / MAKE / MODEL 94/CHEVROLET/BERRETTA/	VEHICLE ID NO 1G1LV1541RY149170	DELIVERY DATE	DELIVERY MILES 45710
	CT ID NO	P.O. NO.	SELLING DEALER NO	PRODUCTION DATE
	INVOICE PHONE	COMMENTS	INVOICE DATE 11/16/98	NO: 75000

TOTALS-----

 * CASH CHECK CK NO. [] *
 * VISA MASTERCARD DISCOVER *
 * AMER XPRESS OTHER CHARGE *

TOTAL LABOR.... 472.50
 TOTAL PARTS.... 141.92
 TOTAL SUBLET.... 210.00
 TOTAL G.O.G.... 0.00
 TOTAL MISC CHG. 0.00
 TOTAL MISC DISC 0.00
 TOTAL TAX..... 49.47
 TOTAL INVOICE \$ 873.89

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

[Handwritten Signature]



Return check fee of \$30.00 on all returned checks.

SERVICE DEPT. HOURS:
 MONDAY - FRIDAY
 7:30 A.M. TO 5:30 P.M.
 SATURDAY
 8:00 A.M. TO 12:00 NOON

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY TELL YOUR FRIENDS, IF NOT, PLEASE TELL US IMMEDIATELY.

14:50:12



NATION AUTO USA, INC.

248 South Main Street P.O. Box 1013
EAST WINDSOR, CT 06088
 (860) 292-1196
 Toll Free 1-888-305-2886

CUSTOMER NO 11323	ADVISOR KENNY 33	TAG NO	INVOICE DATE 01/27/00	INVOICE NO. CVCS12015
	LABOR RATE 60.00	LICENSE NO. 276GKL	MILEAGE 96031	COLOR GREY
	YEAR / MAKE / MODEL 94/CHEVROLET/BERRETTE/		DELIVERY DATE	STOCK NO
	VEHICLE ID. NO. 1G1LV1541RY149170		SELLING DEALER NO.	DELIVERY MILES 45710
	F.T.E. NO.	P.O. NO.	R.O. DATE 01/21/00	PRODUCTION DATE
BUSINESS PHONE	COMMENTS			

MO: 96031

JOB# 1 CHARGES

LABOR
 # 1 11MAZ04 FLUID LEAK-ENGINE HOURS: 7.50 TECH(S):2796 450.00
 CUSTOMER STATES: OIL LEAK, POSS HEAD GASKET
 REPLACED HEAD GASKETS AND VALVE SEALS

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	HS-5871-B	HEAD SET	77.06	77.06
	1	PK21040	OIL AND FILTER	8.50	8.50
	1	21040	OIL FILTE 21040 OIL	****	****
	6	OIL	MOTOR OIL OOIL MOTO	****	****
	1	ANTIF	ANTIFREEZ ANTIF ANT	8.39	8.39
TOTAL - PARTS					93.95

MISC	CODE	DESCRIPTION	CONTROL NO	
	S3	LABOR DISCOUNT-CARS		-100.00
TOTAL - MISC				-100.00

JOB# 1 TOTALS

LABOR 450.00
 PARTS 93.95
 MISC -100.00

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 443.95

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	A1	SHOP SUPPLIES		5.00
JOB # A	A4	HAZARDOUS WASTE		2.78
TOTAL - MISC				7.78

COMMENTS
 WAITING

TOTALS

*****				TOTAL LABOR	450.00
* [] CASH [] CHECK CK NO. []				TOTAL PARTS	93.95
* [] VISA [] MASTERCARD [] DISCOVER				TOTAL SUBLET	0.00
* [] AMER XPRESS [] OTHER [] CHARGE				TOTAL G.O.G.	0.00
*****				TOTAL MISC CHG	7.78
				TOTAL MISC DISC	-100.00
				TOTAL TAX	33.11
				TOTAL INVOICE \$	484.84

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

PAID

CK NO. _____
 DATE _____



Return check fee of \$30.00 on a returned checks.

SERVICE DEPT. HOURS:
 MONDAY - FRIDAY
 7:30 A.M. TO 5:30 P.M.
 SATURDAY
 8:00 A.M. TO 12:00 NOON

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THE REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY TELL YOUR FRIENDS. IF NOT, PLEASE TELL US IMMEDIATELY.

10:09:41