

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

119

Date Received

12-JUN-2000

Od_or

rt_dt

od_rt

up_ltr

Reference No.

863397

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.) (located between or above door sill)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
2G1WH55K5Y9142042	CHEVROLET	IMPALA	2000	

Purchase Date	Dealer's Name	Engine Size (CID/CCL)	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
☒ New ☐ Used	City _____ State _____ Zip Code _____	No. Cylinders	

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other ☐ Sport Vlt ☐ Truck ☐ Motorcycle	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other
--	---	---	--	--	---	---

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03210000	Part Name(s) BRAKES:HYDRAULIC:PEDALS AND LINKAGES	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Date(s) of Failure(s) _____ Mileage at Failure(s) 10 _____ Vehicle Speed at Failure(s) _____	Failed Part(s) Available? Yes No	NHTSA Previously Contacted? Yes 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 ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
--	---	---------------------------	----------------------	---------------------------	---

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

WHEN DRIVING 40 MPH AND UPON ATTEMPTING TO COME TO A GRAUDAL STOP, THE CONNECTION WHICH WENT TO THE BRAKE PEDAL PISTON COLLAPSED, CAUSING TOTAL BRAKE FAILURE. CONSUMER HAS CONTACTED THE DEALER, NOT PARTS HAD BEEN REPLACED. PLEASE PROVIDE ANY FURTHER DETAILS. *AK

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.

RECEIVED

Form Approved: D.M.B. No. 2127-0005

 U.S. Department of Transportation National 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 119 Date Received: 07/30/2008 OFFICE OF DEFECTS INVESTIGATION Od_or rt_dt od_r1 up_itr Reference No. 863397 Work Number Home Number	
OWNER INFORMATION (Type or Print) [Redacted] 613792				Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of a signature, provide your name and address to the vehicle manufacturer. Signature of Owner: [Redacted] Date: 07/24/08	
VEHICLE INFORMATION					
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 2G1WH55K5Y9142042		Vehicle Make CHEVROLET		Vehicle Model IMPALA	
Vehicle Year 2000		Current Odometer Reading 15980 15,980			
Purchase Date ☒ New ☐ Used		Dealer's Name Scheithaver		Engine Size (CID/CC/L) 3800	
City Quaker Town		State PA		Zip Code 18951	
Transmission Type ☐ Manual ☒ Automatic		Antilock Brakes ☒ Yes ☐ No		Restraint System ☒ 3-Point Belt ☐ Motorbelt ☒ Driverside Airbag ☐ 2-Point Belt ☒ Passengerside Airbag	
Cruise Control ☒ Yes ☐ No		Drive Train ☒ Front ☐ Rear ☐ 4-Wheel		Vehicle Type ☒ Car ☐ Sport Utl ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other	
Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other					
FAILED COMPONENT(S)/PART(S) INFORMATION					
Component 03210000		Part Name(s) BRAKES:HYDRAULIC:PEDALS AND LINKAGES		Location ☒ Left ☐ Right ☒ Front ☐ Rear	
Failed Part(s) ☒ Original ☐ Replacement		No of Failures 1			
Date(s) of Failure(s) 10/15/2000		Mileage at Failure(s) 15,980		Vehicle Speed at Failure(s) 45 MPH	
Failed Part(s) Available? ☒ Yes ☐ No		NHTSA Previously Contacted? ☐ Yes ☒ 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 ☒ Yes ☐ No		Fire ☐ Yes ☒ No		Number of Persons Injured 0	
Number of Fatalities 0		Estimated Property Damage See Erie Insurance GRT Deisch 18003229026 EXT 204		Reported to Police ☒ Yes ☐ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)					
WHEN DRIVING 40 MPH AND UPON ATTEMPTING TO COME TO A GRADUAL STOP, THE CONNECTION WHICH WENT TO THE BRAKE PEDAL PISTON COLLAPSED, CAUSING TOTAL BRAKE FAILURE. CONSUMER HAS CONTACTED THE DEALER, NOT PARTS HAD BEEN REPLACED. PLEASE PROVIDE ANY FURTHER DETAILS. *AK When driving below Posted Speed Limit 45 MPH STOMP Pedal in panic STOP. 2 Other car were hit See Attachments ③					
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.					

RECEIVED

OFFICE OF DEFECTS INVESTIGATION

FORM NO. 101-108-01-0001



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-8393
DC METRO AREA (202) 360-0123
INTERNET: <http://www.nhtsa.dot.gov>

Use a No. 2 pencil or a blue
or black ink pen only.

CORRECT MARK:

Form Approved: O.M.B. No. 2127-0008

FOR AGENCY USE ONLY

Date Received	Date
Reference No.	File No.
	Page No.

OWNER INFORMATION (Type or Print)

DAYTIME TELEPHONE NUMBER

ENTER ZIP CODE

ZIP CODE

1	8	0	5	5					
0	0	0	0	0	0	0	0	0	0
1	1	1	1	1	1	1	1	1	1
2	2	2	2	2	2	2	2	2	2
3	3	3	3	3	3	3	3	3	3
4	4	4	4	4	4	4	4	4	4
5	5	5	5	5	5	5	5	5	5
6	6	6	6	6	6	6	6	6	6
7	7	7	7	7	7	7	7	7	7
8	8	8	8	8	8	8	8	8	8
9	9	9	9	9	9	9	9	9	9

AREA CODE

6	1	0	8	3	8	6	8	6	6
0	0	0	0	0	0	0	0	0	0
1	1	1	1	1	1	1	1	1	1
2	2	2	2	2	2	2	2	2	2
3	3	3	3	3	3	3	3	3	3
4	4	4	4	4	4	4	4	4	4
5	5	5	5	5	5	5	5	5	5
6	6	6	6	6	6	6	6	6	6
7	7	7	7	7	7	7	7	7	7
8	8	8	8	8	8	8	8	8	8
9	9	9	9	9	9	9	9	9	9

Do you authorize NHTSA to
provide a copy of this 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

DATE

VEHICLE INFORMATION

VEHICLE IDENT. NO. (VIN) (Located at bottom of windshield on driver's side)

VEHICLE MAKE

VEHICLE MODEL

MANUFACTURE DATE

MODEL YEAR

2G1WH55K5Y9142042	Chevrolet	IMPALA	07/19/99	2000
-------------------	-----------	--------	----------	------

VEHICLE MANUFACTURER

☐ BMW ☐ Ford ☐ Honda ☐ Nissan ☐ Subaru ☐ Volvo ☐ Other
☐ DaimlerChrysler ☒ General Motors ☐ Hyundai ☐ Saab ☐ Toyota ☐ VW

PURCHASE DATE

☒ New
☐ Used

DEALER'S NAME

CITY

STATE

ZIP CODE

	Scheithauer	Quakertown	PA	18951
--	-------------	------------	----	-------

ENGINE SIZE

FUEL SYSTEM

FUEL TYPE

TRANSMISSION TYPE

ANTILOCK BRAKES

RESTRAINT SYSTEM

CRUISE CONTROL

(CID/CC/L) 3.8	☐ Turbo ☒ Fuel Injection	☐ Diesel ☒ Gas	☐ Manual ☒ Automatic	☒ Yes ☐ No	☒ Driver's Side Airbag ☐ 2-Point Belt ☒ Passenger's Side Airbag ☐ Motorbelt ☒ 3-Point Belt	☒ Yes ☐ No
----------------	---	---	---	---	--	---

DRIVETRAIN

VEHICLE TYPE

DOORS

BODY STYLE

☒ Front ☐ 4-Wheel ☐ Rear	☒ Car ☐ Minivan ☐ Truck ☐ Other ☐ Van ☐ Sport Utility ☐ Motorcycle	☐ 2 Door ☒ 4 Door	☐ Hardback ☐ Pick-Up Truck ☒ Sedan ☐ Station Wagon
--	---	--	---

FAILED COMPONENT(S)/PART(S) INFORMATION

COMPONENT

NO. OF FAILURES

To report defective or failed tires provide the following: Tire Brand, Tire Name, Tire Size (include all number and letters).

- ☐ Child Seat
☐ Electrical Lights & Alarms
☐ Engine & Cooling System
☐ Equipment
☐ Fuel System, Exhaust
☐ Heater, Defrost, Ventilator
☐ Interior
☐ Parking Brake
☐ Power Train
☐ Service Brakes
☐ Steering
☐ Structure
☐ Suspension
☐ Visual Systems
☒ Other **BRAKE**

0	1	2	3	4	5	6	7	8	9
0	1	2	3	4	5	6	7	8	9

INCIDENT DATE

TIRE NAME

COMPLETE TIRE SIZE

06/06/2000 6:45 PM

MILEAGE AT INCIDENT

TIRE BRAND

15,980

VEHICLE SPEED AT INCIDENT

- ☐ BF Goodrich
☐ Cooper
☐ Firestone
☐ Goodyear
☐ Kelly Springfield
☐ Michelin
☐ Yokohama
☐ Other

Below posted speed 45 mph

FAILED PART(S)

☐ Original
☐ Replacement

HANDICAPPED ADAPTIVE

FAILED PART(S) AVAILABLE?

NHTSA PREVIOUSLY CONTACTED?

☐ Yes ☒ No	☒ Yes ☐ No	☐ Yes ☐ No
---	---	--

APPLICABLE INCIDENT INFORMATION

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

CRASH

NUMBER OF PERSONS INJURED

CAUSE OF INCIDENT

RESULT OF INCIDENT

☒ Yes
☐ No

0	1	2	3	4	5	6	7	8	9
0	1	2	3	4	5	6	7	8	9

FIRE

NUMBER OF FATALITIES

☐ Wear/Corrosion/Rust
☒ Weak/Faulty Home
☐ Cul/Tam
☐ Disconnect/Fell Off
☐ Erratic/Poor Performance
☐ Excessive Effort

☐ Noisy
☐ Leaks
☐ Short
☐ Loose/Sticks/Grabs
☐ Stability/Vibration
☐ Broken

☐ Exposure/Fire
☒ Loss of Control
☐ Poor Visibility
☐ Inadvertent Start
☐ Roll over
☐ Stalls
☐ Sudden Acceleration

☐ Yes
☒ No

0	1	2	3	4	5	6	7	8	9
0	1	2	3	4	5	6	7	8	9

2000 IMPALA LS SEDAN
3.8L V6 ENGINE

AUTOMATIC TRANS. W/OVERDRIVE

EXTERIOR BRIGHT WHITE

INTERIOR MEDIUM GRAY LEATHER ACCENT



GENUINE CHEVROLET

MSRP includes destination, tax, title, license, dealer fees, and optional equipment.

MSRP includes destination, tax, title, license, dealer fees, and optional equipment.

STANDARD EQUIPMENT

Items Featured Below are included at NO EXTRA CHARGE in the Standard Vehicle Price Shown at Right

- 3.8L V6 125 HP SFI V6 ENGINE
- FRT WHEEL DRIVE W/ELECTRONIC CONTROLLED 4-SPD OD AUTO TRAN
- RIDE AND HANDLING SUSPENSION
- POWER STEERING
- SAFETY SEATBELT
- DRIVER & PASS FRONT AIR BAG
- DRIVER SIDE IMPACT AIR BAG
- 4-WHEEL ANTI-LOCK DISC BRAKES
- ELECTRONIC TRACTION CONTROL
- PASSTOCK THEFT DETERRANT SYS
- CHILD SECURITY HI DOOR LOCKS
- AUTO DAYTIME RUNNING LAMPS
- RR CHILD SEAT TETHER ANCHORS
- EXTERIOR MIRRORS
- 16" ALUM WHEELS W/P225/50HR16N BLACKWALL TUBING TIRES
- POWER TRUNK OPENER
- VARIABLE INTERMITTENT WIPERS
- FOG LAMPS
- REAR DECKLID SPOILER
- BODY SIDE MOLDINGS
- INTERIOR:
- DUAL-ZONE AIR CONDITIONING
- POWER WINDOWS AND DOOR LOCKS
- ADJ TILT STEERING WHEEL
- REMOTE KEYLESS ENTRY SYSTEM
- DUAL ELECTRIC REMOTE HEATED OUTSIDE REARVIEW MIRRORS
- REAR WINDOW DEFOGGER
- AM/FM STEREO CASSETTE RADIO WITH 6 SPEAKER SYSTEM
- SPORT CLOTH FRONT BUCKETS W/ FLOOR SHIFT & CENTER CONSOLE
- 6-WAY POWER DRIVER SEAT WITH MANUAL LUMBAR
- SPLIT FOLDING REAR SEAT
- DUAL ALUM VISCOR W/EXTENSORS CARPETED FLOOR MATS FR & RR
- POLLEN FILTER
- O/H CONSOLE W/ASSIST GRIPS

Compare this vehicle to others in the FREE FUEL ECONOMY GUIDE available at the dealer.

CITY MPG

20



HIGHWAY MPG

29

ACTUAL MILEAGE

WILL VARY WITH OPTIONS, DRIVING CONDITIONS, DRIVE HABITS AND VEHICLE CONDITION. RESULTS REPORTED TO EPA INDICATE THAT THE MAJORITY OF DRIVERS WITH THESE ESTIMATES WILL ACHIEVE BETWEEN

17 AND 24 MPG IN THE CITY AND BETWEEN 24 AND 34 MPG ON THE HIGHWAY.

FOR COMPARISON SHOPPING, ALL VEHICLES EXCEPT ALL

LARGE

2000 IMPALA
3.8L LITER V6 ENGINE
FUEL INJECTION, AUTOMATIC
4 SPD ELECTRONIC TRANS
CATALYST, FEEDBACK FUEL SYSTEM

ESTIMATED ANNUAL FUEL COST: \$760

NOT AVAILABLE

MSRP

STANDARD VEHICLE PRICE

\$22,365.00

Options Installed by Manufacturer

SUNROOF, ELECTRIC
LEATHER ACCENT BUCKET SEATS
IMPALA LS PREFERRED EQUIPMENT
GROUP INCLUDES:

- DRIVER INFORMATION CENTER
- UNIVERSAL GARAGE OPENER
- ALARM SYSTEM
- ELECTROCHROMIC INSIDE REAR VIEW MIRROR
- STEERING WHEEL RADIO CONTROLS
- COMFORT SEATING PACKAGE:
- 8-WAY POWER PASSENGER SEAT
- HEATED PASSENGER AND DRIVER
- AM/FM STEREO W/CD & CASSETTE, SEEK-SCAN, DIGITAL CLOCK, AUTO TONE CONTROL, THEFT-LOCK, SPEED COMPENSATED VOLUME, RADIO DATA SYSTEM AND 6 SPEAKER SYSTEM (REPLACES STD/OPT PKG RADIO)

3.8L V6 ENGINE
AUTOMATIC TRANS. W/OVERDRIVE
NORTHEAST STATE EMISSIONS

TOTAL OPTIONS

NO CHARGE
NO CHARGE
NO CHARGE

2,490.00

TOTAL VEHICLE & OPTIONS \$24,855.00
DESTINATION CHARGE \$80.00
TOTAL VEHICLE PRICE* \$25,415.00

DEALER TO WHOM DELIVERED: BENTLEY & BENTLEY, INC.
7701 WEST 5TH AVE
GRAND RAPIDS MI 49508

FINAL ASSEMBLY: CANADA MI, CN CANADA

VIN: 2G1WH65K6Y942042

MSRP NO BUCKLE
MSRP NO BUCKLE
SALE PRICE
DEALER NO. 16-607

This vehicle has been certified by General Motors to meet the 1990 EPA 130,000 mile warranty.
This vehicle has been certified by General Motors to meet the 1990 EPA 130,000 mile warranty.
This vehicle has been certified by General Motors to meet the 1990 EPA 130,000 mile warranty.

4J
1GAT198811

Unusual suspect in police lineup of cars

By AL HAAS
Of KRT News Service

■ Can GM come back by trying to sell a front-drive car?

PHILADELPHIA — General Motors Corp.'s attempt to get back into the police car business with the new Chevy Impala raises an obvious question: Can the company make the comeback by trying to sell a front-drive car to traditional rear-drive lovers?

Until the mid-'90s, GM shared top billing with Ford Motor Co. in a national sales drama titled "America's Police Cars." Both the Chevy Caprice and the Ford Crown Victoria were just what cops love: big, roomy, rear-drive sedans motivated by powerful V-8s. And each had about half of the police market, which totals roughly 70,000 cars a year.

But Chevy lost its half of that profitable pie with the demise of the Caprice four years ago. Although this large sedan was beloved by police departments, its homely styling wouldn't allow enough civilian sales to make a strong business case for its continued production. So General Motors decided to stop building the car, and use its assembly plant to make hot-selling trucks and sport-utility vehicles.

In addition to ending a long Ford-Chevy tradition of rear-drive police cars, the death of the Caprice left the Crown Vic with a corner on the market.

It quickly became evident in GM high councils that losing all those police sales to that bunch of off-roadies in Detroit was not a source of boneless amusement. There are, after all, some serious bucks at stake here.

"I think there is a couple-thousand-dollar profit in each of those Crown Vics," observes Jim Hossack, vice president of AutoPacific Group, an industry research firm in Tustin, Calif.

Hossack adds that overall plant profitability is enhanced by police-car production because making those vehicles increases plant utilization, which, in turn, decreases the cost of building each unit.

"There is also an image issue here," Hossack adds. "The police image is a very positive one."

So just when we thought the



Chevrolet lost its half of the police car market with the demise of the Caprice, shown here, four years ago. Now GM is pinching the Impala for use as a police car.

the Chevrolet division has rolled the stone away from the mouth of the sepiolcher — and begun to pitch the Impala for use as a police pursuit vehicle.

The Impala promises to be a tough sell, even though it also is a large sedan with plenty of room, boasts performance comparable to the Crown Vic's, and costs less. Its chief drawback is the fact that it is a front-drive car, and police have traditionally preferred the handling characteristics and durability of big rear-wheel-drive cars.

"There have been other efforts to sell front-drive cars for police work, and they haven't worked out well," Hossack notes, "but that doesn't mean it can't be done."

According to Bruce Wiley, who's in charge of Chevy police-car sales, the Impala's front-drive layout is a formidable sales impediment that will take time to combat because it will take time for police officers to get accustomed to it and share their good experiences with colleagues.

On the other hand, Wiley suggests that the Impala also will benefit from the brand loyalty engendered by its Chevy

That loyalty is part of the reason he expects to sell 9,500 Impalas to police forces during the 2000 model year, and 12,000 in 2001.

That's not the 61,000 sales Ford anticipates, but Wiley feels it's a decent start.

Ultimately, the acceptance of the Impala depends on how receptive local police departments will be to a front-drive car.

In Philadelphia, for example, the Police Department does have a limited number of front-drive Ford Tauruses. But these are used only by detectives and commanders. Rear-drive Crown Vics do all patrol work.

"The rear-drive, body-over-frame car (like the Crown Vic) is more durable," says Lt. Eamon McWilliams, commanding officer of the Philadelphia police tow squad. He also feels the police version of the Crown Vic, with its beefed-up frame, is safer in accidents.

And, he adds, the city's police officers prefer it to the Impala. "We actually tested one (Impala). We sent it around to all

McWilliams cites the Baltimore department's patrol-car experiment with an earlier-generation Taurus, which he termed "a total disaster."

"The Taurus is a fine automobile, no doubt about it," he concludes. "But is it a fine patrol vehicle? In my opinion, I don't think so."

"The Baltimore cops hated those front-drive Tauruses because the force didn't train them in their use," counters Bob Senefsky, whose California company, Automotive West Group, tests police vehicles and consults with law-enforcement agencies. In the Detroit area, "Wayne County police loved them."

"Our staff believes there is room for both vehicles," Senefsky adds, noting that a smaller front-driver such as the Impala is more maneuverable in the streets of cities such as Philadelphia and Detroit.

GM's Wiley admits there were some "disasters" when the automakers first tried to place front-wheel-drive cars in the police market. But, he contends, the Impala won't have that problem because it was designed from the start for police work.

"The Impala is the first car designed for law-enforcement use from conception," Wiley says. The result is a special engine cradle to beef up the front of the car, as well as heavy-duty brake and suspension systems.

Even with these basic features, the Impala, like the Ford Crown Vic, undergoes extensive modification for police work. The upgrades range from heavy-duty batteries and high-output alternators to stiffer, better-handling suspensions and speedometers with certified calibrations (for timing speeders). According to Bob Williams, in charge of Ford's police sales, the police Vic even has an "anti-stab plate" in the back of the driver's seat so passengers in the rear seat can't poke the driver in the back with something sharp.

Once you get past their drive-wheel differences, the Impala and Vic are pretty close in a lot of ways.

There isn't much difference in price. The base Impala police car lists for \$21,740, while the Crown Vic is pegged at \$23,175. That's also true of performance: The 215-horsepower V-8 in the Vic and the

06/12/2000 AT 09:44 AM

Req: HAFTL ,E
010180463580001

ERIE INSURANCE GROUP
ALLENTOWN OFFICE
P.O.BOX 4286
ALLENTOWN, PA 18018
(215)529-0861 FAX: (215)529-0862

ESTIMATE OF RECORD

WRITTEN BY: THOMAS GERO #130833 06/12/2000 09:30 AM
ADJUSTER: THOMAS GERO #130833

INSURED
OWNER
ADDRESS

CLAIM #010180463580001
POLICY #Q031805228
DATE OF LOSS: 06/06/2000 AT 06:45 PM

EVENING
DAY

TYPE OF LOSS: COLLISION
POINT OF IMPACT: 11. LEFT FRONT

INSPECT SCHEITHAUER
LOCATION: 780 S WEST END BLVD
QUAKERTOWN, PA 18951-0000

DAY: (215)536-2100
CTHER

REPAIR CHALFONT COLLISION
FACILITY: 74 E PARK AVE
HARTZELIS VILLAGE
CHALFONT, PA 18914

BUSINESS: (215)822-8810
8 DAYS TO REPAIR
LICENSE #

2000 CHEV IMPALA LS 6-3.8L-FI 4D SED WHITE INT:
VIN: 2G1WH55K5Y9142042 LIC: ZED*879 PA PROD DATE: 07/1999 ODOMETER: 15980
AIR CONDITIONING REAR DEFOGGER TILT WHEEL
CRUISE CONTROL INTERMITTENT WIPERS ELEC. INSTRUMENTATION
KEYLESS ENTRY THEFT DETERRENT/ALARM TINTED GLASS
BODY SIDE MOLDINGS DUAL MIRRORS ROOF CONSOLE
ELECTRIC GLASS SUNROOF TRACTION CONTROL CLEAR COAT PAINT
POWER STEERING POWER BRAKES POWER WINDOWS
POWER LOCKS POWER DRIVER SEAT POWER MIRRORS
AM RADIO FM RADIO STEREO
CASSETTE SEARCH/SEEK ANTI-LOCK BRAKES (4)
DRIVER AIRBAG PASSENGER AIRBAG 4 WHEEL DISC BRAKES
LEATHER SEATS HIBACK BUCKET SEATS RECLINE/LCUNGE SEATS
AUTOMATIC TRANSMISSION OVERDRIVE ALUMINUM WHEELS

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1		INFORMATION LABELS					
2		RPL INFORMATION LABELS				0.3	
3		REPL EMISSION LABEL 3.8 LITER FEDER	1	7.92		INCL.	
4		REPL LABEL FAN CAUTION	1	7.92		INCL.	
5		REPL LABEL RADIATOR FILL	1	7.92		INCL.	
6		FRONT BUMPER					
7		C/H FRONT BUMPER				2.0	
8		REPL BUMPER COVER LS	1	325.00		INCL.	2.8

06/12/2000 AT 09:44 AM

Req: HAFTL ,E

010180463580001

ESTIMATE OF RECORD
2000 CHEV IMPALA LS 6-3.8L-FI 4L SED WHITE INT:

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
9		ADD FOR CLEAR COAT				1.1
10	REPL	ENERGY ABSORBER	1	94.97	INCL.	
11	REPL	IMPACT BAR	1	103.80	INCL.	
12	REPL	LT MOLDING	1	3.90	INCL.	
13*	REPL	RT MOLDING	* 1	3.90	INCL.	
14	REPL	GRILLE	1	101.00	0.3	
15		FRONT LAMPS				
16	REPL	LT HEADLAMP ASSY	1	227.00	0.3	
17		AIM HEADLAMPS			0.5	
18	REPL	LT FOG LAMP ASSY	1	51.50	INCL.	
19	REPL	LT FOG LAMP ASSY RETAINER SCRE	1	0.60		
20		COOLING				
21*	RPR	SUPPORT ASSY			S 4.0*	1.0*
22#	R&I	SUPPORT COMPONENTS			1.5	
23	REPL	AIR BAFFLE UPPER	1	9.16	0.2	
24		AIR CONDITIONER & HEATER				
25	REPL	CONDENSER 3.8 LITER	1	226.54	M 2.7	
26		EVACUATE & RECHARGE			M 1.4	
27		REFRIGERANT RECOVERY			M 0.4	
28#		FREON	1	25.00		
29		HOOD				
30	REPL	HOOD	1	425.00	1.0	3.0
31		ADD FOR CLEAR COAT				1.2
32		ADD FOR UNDERSIDE (COMPLETE)				1.5
33	REPL	SEAL	1	13.01		
34	REPL	LT SEAL RETAINER	5	1.90		
35	REPL	LOCK	1	19.02	0.3	
36	REPL	SUPPORT	1	14.30		
37*	REPL	COVER	1	3.75*		
38*	RPR	RT HINGE HOOD SIDE			0.5*	
39*	RPR	LT HINGE HOOD SIDE			0.5*	
40		FENDER				
41	REPL	LT FENDER	1	199.00	2.5	2.0
42		OVERLAP MAJOR ADJ. PANEL				-0.4
43		ADD FOR CLEAR COAT				0.3
44		ADD FOR EDGING				0.5
45		ADD FOR CLEAR COAT				0.1
46	REPL	LT BODY SIDE MLDG	1	3.90	0.2	
47	REPL	LT LINER	1	25.37	INCL.	
48*	RPR	LT WHEELHOUSE LOWER			S 2.5*	0.7
49		ADD FOR CLEAR COAT				0.1
50*	RPR	RT FENDER			1.5*	2.0
51		OVERLAP MAJOR NON-ADJ. PANEL				-0.2
52		ADD FOR CLEAR COAT				0.4
53	REPL	RT BODY SIDE MLDG	1	3.90	0.2	
54		ENGINE / TRANSAXLE				
55*	R&I	HOUSING UPPER			M 0.5*	
56		WINDSHIELD				

06/12/2000 AT 09:44 AM

Reg: HAPTL ,E
010180463580001ESTIMATE OF RECORD
2000 CHEV IMPALA LS 6-3.8L-FI 4D SED WHITE INT:

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
57	REPL	REVEAL MOLDING	1	13.10		2.0	
58	REPL	SEALING STRIP	1	1.40			
59		FRONT DOOR					
60*	RPR	LT CUTER PANEL				1.0*	2.2
61		OVERLAP MAJOR ADJ. PANEL					-0.4
62		ADD FOR CLEAR COAT					0.4
63*	R&I	LT MOLDING WINDOW MOLDING UPPE				0.3*	
64*	R&I	LT MOLDING WINDOW MOLDING LOWE				0.5*	
65	REPL	LT MOLDING DOOR	1	14.10		0.3	
66	REPL	LT NAMEPLATE WHITE	1	8.50		0.2	
67*	R&I	LT APPLIQUE				0.3*	
68*	R&I	LT SEALING STRIP				0.2*	
69*	R&I	LT HANDLE, OUTSIDE WHITE				0.3*	
70	R&I	LT DOOR TRIM PANEL PEWTER				0.4	
71#	R&I	LT MIRROR				0.4	
72#	SUBL	FOUR WHEEL ALICNMENT	1	69.95	T		
73#		CLEAN & DETAIL FOR DELIVERY	1		T	0.5	
74#		RESTORE CORROSION PROTECTION	1	10.00	T	0.3	
75#		COVER CAR	1	5.00	T	0.2	
76#		FLEX AGENT	1	12.00	T		
77#		FRAME/UNIBODY SET UP/GAUGE	1			2.0	
78#	RPR	REPAIR UNIBODY/FACTORY SPECS				4.0	F
79#		HAZARDOUS WASTE	1	3.00	X		
80#		TINT/COLOR MATCH	1				0.5
81#		MASK JAMES	1			0.5	
82#		NIB SAND AND POLISH	1			0.5	
83#	REPL	BRAKE PEDAL ROD (INVOICE)!!!	1				
SUBTOTALS ==>				2042.33		37.2	18.8

ESTIMATE NOTES:

NO SUPPLEEMNTS WITHOUT PRIOR APPROVAL!

DAMAGED BRAKE ROD TO BE REPLACED AND SAVED BY SHOP FOR

PICKUP BY ERIE APPRAISER ASAP!!!!

PARTS				1942.38
BODY LABOR	33.2 HRS	@ \$ 38.00/HR		1261.60
PAINT LABOR	18.8 HRS	@ \$ 38.00/HR		714.40
FRAME LABOR	4.0 HRS	@ \$ 40.00/HR		160.00
PAINT SUPPLIES	18.8 HRS	@ \$ 18.00/HR		338.40
SUBLET/MISC.				99.95
SUBTOTAL				\$ 4516.73
SALES TAX		\$ 4513.73 @ 6.0000%		270.82

06/12/2000 AT 09:44 AM

Req: HAFTL ,E
010180463580001

ESTIMATE OF RECORD
2000 CHEV IMPALA LS 6-3.8L-FI 4D SED WHITE INT:

TOTAL COST OF REPAIRS	\$ 4787.55
ADJUSTMENTS:	
DEDUCTIBLE	1000.00

TOTAL ADJUSTMENTS	\$ 1000.00
NET COST OF REPAIRS	\$ 3787.55

VEHICLE OWNER MUST AUTHORIZE ALL REPAIRS. ERIE INSURANCE RESERVES THE RIGHT TO REINSPECT ALL SUPPLEMENTS BEFORE PAYMENT IS MADE. THIS IS NOT AN AUTHORIZATION TO REPAIR.

ANY PERSON WHO KNOWINGLY AND WITH INTENT TO DEFRAUD ANY INSURANCE COMPANY OR OTHER PERSON FILES AN APPLICATION FOR INSURANCE OR STATEMENT OF CLAIM CONTAINING ANY MATERIALLY FALSE INFORMATION OR CONCEALS FOR THE PURPOSE OF MISLEADING, INFORMATION CONCERNING ANY FACT MATERIAL THERETO COMMITS A FRAUDULENT INSURANCE ACT, WHICH IS A CRIME AND SUBJECTS THE PERSON TO CRIMINAL AND CIVIL PENALTIES. THE FOLLOWING IS A LIST OF ABBREVIATIONS OR SYMBOLS THAT MAY BE USED TO DESCRIBE WORK TO BE DONE OR PARTS TO BE REPAIRED OF REPLACED: D - DISCONTINUED PART, A = APPROXIMATE PRICE B=BODY LABOR D=DIAGNOSTIC E=ELECTRICAL F=FRAME G=GLASS M=MECHANICAL P=PAINT LABOR S=STRUCTURAL T=TAXED MISCELLANEOUS X=NON TAXED MISCELLANEOUS ADJ=ADJACENT ALGN=ALIGN A/M=AFTERMARKET BLND=BLEND CAPA=CERTIFIED AUTO PARTS ASSOCIATION D&R=DISCONNECT AND RECONNECT EST=ESTIMATE EXT. PRICE=UNIT PRICE MULTIPLIED BY THE QUANTITY INCL=INCLUDED MISC=MISCELLANEOUS NON-ADJ=NON ADJACENT O/H=OVERHAUL OP.=OPERATION NO.=LINE NUMBER QTY=QUANTITY QUAL RECY=QUALITY RECYCLED PART QUAL REPL=QUALITY REPLACEMENT PART RECOND=RECONDITION REFN=REFINISH REPL=REPLACE R&I=REMOVE AND INSTALL R&R=REMOVE AND REPLACE RPR=REPAIR RT=RIGHT SECT=SECTION SUBL=SUBLET LT=LEFT W/O=WITHOUT W/_=WITH/_ # = MANUAL LINE ENTRY * - OTHER [IE..MOTORS DATABASE INFORMATION WAS CHANGED] . ** = DATABASE LINE WITH AFTERMARKET N = NOTES ATTACHED TO LINE. THE ATTACHED ESTIMATE REPRESENTS AN APPRAISAL OF THE COST OF REPAIR FOR THE VISIBLE DAMAGE TO THE VEHICLE NOTED AT THE TIME OF INSPECTION NECESSARY TO RETURN THE VEHICLE TO ITS PREDAMAGED CONDITION. COSTS ABOVE THE APPRAISED AMOUNT MAY BE THE RESPONSIBILITY OF THE VEHICLE OWNER. THERE IS NO REQUIREMENT THAT THE VEHICLE OWNER USE ANY SPECIFIED REPAIR SHOP. INFORMATION REGARDING REPAIR FACILITIES WHICH WILL BE ABLE TO REPAIR THE VEHICLE FOR THE APPRAISED AMOUNT MAY BE AVAILABLE FROM THE INSURANCE COMPANY. IF USED PARTS ARE SPECIFIED, THEY ARE REQUIRED TO BE OF LIKE KIND AND QUALITY TO THOSE BEING REPLACED. INCIDENTAL CHARGES SUCH AS TOWING, PROTECTIVE CARE, CUSTODY, STORAGE, DEPRECIATION, BATTERY AND TIRE REPLACEMENT ARE NOTED WHEN APPLICABLE.

ESTIMATE BASED ON MOTOR CRASH ESTIMATING GUIDE. NON-ASTERISK(*) ITEMS ARE DERIVED FROM THE GUIDE DRICB00. DATABASE DATE 3/2000. DOUBLE ASTERISK(**) ITEMS INDICATE PARTS SUPPLIED BY A SUPPLIER OTHER THAN THE ORIGINAL EQUIPMENT MANUFACTURER. POUND SIGN (#) ITEMS INDICATE MANUAL ENTRIES. CAPA ITEMS HAVE BEEN CERTIFIED FOR FIT AND FINISH BY THE CERTIFIED AUTO PARTS ASSOCIATION. NAGS PART NUMBERS, PRICES AND LABOR TIMES ARE PROVIDED FROM NATIONAL AUTO GLASS SPECIFICATIONS, INC.

06/12/2000 AT 09:44 AM

Req: HAFTH ,E
01018046358001

ESTIMATE OF RECORD

2000 CHEV IMPALA LS 5-3.8L-FI 4D SED WHITE INT:

PATHWAYS - A PRODUCT OF CCC INFORMATION SERVICES INC.

06/12/2000 AT 09:44 AM

Req: HAPTL ,E
010180463580001

ESTIMATE OF RECORD
2000 CHEV IMPALA LS 6-3.8L-FI 4D SED WHITE INT:

ALTERNATE PARTS USAGE

AFTERMARKET PARTS

AFTERMARKET SELECTION METHOD: AUTOMATICALLY LIST

NO. OF TIMES USER WAS NOTIFIED THAT AN AFTERMARKET PART WAS AVAILABLE: 3

NO. OF AFTERMARKET PARTS THAT APPEAR IN THE FINAL ESTIMATE: 0