

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

118

Date Received

12-SEP-2000

 Od_or _____
 rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

870293

 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 at front of vehicle or on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1GBDM19WXS270996	CHEVROLET TRU	ASTRO	1995	

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	Body Style ☐ Sport Vlt ☐ Truck ☐ Motorcycle ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 06310000	Part Name(s) ELECTRICAL SYSTEM;WIRING;HARNES;FRONT;UNDERHOOD	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Date(s) of Failure(s) 23-AUG-2000 Mileage at Failure(s) _____ 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)

WHILE DRIVING ABOUT 40 MPH, THERE WAS AN ELECTRICAL FIRE UNDER THE HOOD. VAN LOST ALL POWER. DRIVER AND DAUGHTER WAS ABLE TO GET OUT OF THE VAN SAFELY. PRIOR TO THE VAN CATCHING ON FIRE, IT WAS BROUGHT TO THE DEALERSHIP ONCE A MONTH FROM APRIL TO AUGUST FOR NUMEROUS ELECTRICAL PROBLEMS. VAN PASSED A FIRE SAFETY INSPECTION IN JUNE WHICH WAS GIVEN BY THE DEALERSHIP. VAN WAS TOTALLED IN FIRE. PLEASE PROVIDE ANY FURTHER INFORMATION.*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.

DOT Auto Safety Hotline				FOR AGENCY USE ONLY 118	
 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 12-SEP-2000 OFFICE OF INVESTIGATION	
OWNER INFORMATION (Type or Print) [Redacted] 637554				Od_or rt_dt od_rt up_itr Reference No. 870293	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of an authorized signature, please print name and address to the vehicle manufacturer. Signature of Owner [Redacted] Date 1/1/					
VEHICLE INFORMATION					
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)		Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1GBDM19WXS8270986		CHEVROLET TRU	ASTRO	1995	
Purchase Date	Dealer's Name		Engine Siz (CID/CO/L	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injectio	
March 96	Bill Heard Chev.		No Cylinders		
☒ New ☐ Used	City	State	Zip Code		
Columbus	GA	31906			
Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type
☐ Manual ☒ Automatic	☐ Yes ☒ No	☒ 3-Point Belt ☐ Motorbelt ☒ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	☒ Yes ☐ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☒ Van ☐ Minivan ☐ Other
					☐ Sport Ult ☐ Truck ☐ Motorcycle ☒ 3-door
FAILED COMPONENT(S)/PART(S) INFORMATION					
Component	Part Name(s)	Location		Failed Part(s)	
08310000	ELECTRICAL SYSTEM:WIRING:HARNES:FRONT:UNDERHOOD	☐ Left ☐ Front ☐ Right ☐ Rear		☒ Original ☐ Replacemen	
No of Failures	Date(s) of Failure(s)	Failed Part(s)		NHTSA Previously	
	23-AUG-2000			☐ Yes ☐ No ☐ 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	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
☐ Yes ☒ No	☒ Yes ☐ No		0	Total 1055	☒ Yes ☐ No
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)					
[Redacted]					
Please see attached description of events					
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 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.					

TO WHOM IT MAY CONCERN:

RE: 1995 CHEVY ASTRO VAN

On April 21 1999 I brought my Chevy Astro van to the Bill Heard service dept. because the right rear blinker was not working also the back hatch would not open because the door was locked shut and would not open. My invoice for that day was \$92.13.

On May 5 1999 I brought my Chevy Astro van to the Bill Heard service dept. because the VCP was not working. The service dept. informed me that the van was out of warranty and that I needed to go else where for repairs.

On June 7 1999 I brought my Chevy Astro van to the Bill Heard service dept. with the some kind of noise and something killing the new battery. The service dept found the "alternator was inop" This was electrical. I also had repair work done such as replace Serpentine belt, service rear defferential. I was also given a free safety maint. inspection, my bill came to \$503.72

On July 8 1999 I brought my Chevy Astro van to the Bill Heard service dept. This time the rear end was roaring and the air conditioner would stop blowing They fixed the rear end but could not find anything wrong with the air conditioner I was concerned that this too may be electrical, I was told all connections and relays had been checked and no problem had been found. My bill for that day was \$1256.11.

On July 14 1999 I brought my Chevy Astro van to the Bill Heard service dept. The oil pressure was going to zero! All my gages were bouncing back and forth! Again the service dept. could not find out why this was happening, they said they "could not duplicate the problem" that day my invoice was \$127.45

On Aug 11 1999 I brought my Chevy Astro van to the Bill Heard service dept. I told them that the van would skip and miss going down the road. I live 25 miles from town and I was concerned I would not make it into town.

The service dept. replaced spark plugs and wires also distributor cap. The service dept told me that "when they removed the engine cover, they found plug wires shorting to the cyclinder head." The invoice for this day was \$415.54. "Again, this is electrical"

On Aug 14 1999 I had to bring my Chevy Astro van into the service dept. again, this time, because the van would turn but would not start. By this time I am known in Bill Heard service dept. as "the woman with the Chey Astro van!!" The service dept. found the fuel pump shorting out. This time my invoice was \$416.05 for another electrical problem!!!

On Aug 23 1999 I was driving home with my daughter (age 10) all of a sudden all the lights on the dash started blinking, all indicator needles were jumping back and forth and the gages jumping back and forth and the oil pressure bouncing to zero again. (Something I had taken the van in for before.) As I approached my driveway smoke started coming out the the air vents. I tried to stop the van by applying the brakes but the brakes were gone and I did not have any steering now. I was not traveling very fast so the van rolled to a stop. As soon as the van come to a stop I told my daughter Falon who is 10, to get out of the van quickly. She was sitting in the back seat of the van. Falon got out of her seat belt to come up a row of seats to get to the cargo door. This is a door that slides. She was unable to open the door, it was locked and there was no power to unlock the door. She tried to unlock it manually and cried " Mommy, help I can't unlock my door. We are going to burn!" Tears, were streaming down her face. I told Falon, to get to the front quickly, I thought I could open my door. She did so and we left the van and ran towards the house. Smoke was now all over the van and coming from under the hood. Fire was now shooting 20 feet up in the air I was afraid that the fuel tanks were going to catch on fire. Once, inside the house I dialed 911, to report the van was on fire. My husband, drove up to see the van on fire he thought we were still inside as smoke had filled the van. We got his attention, he ran and got water buckets to put the fire out. My husband later told me that he had seen smoke and fire almost 1/2 mile away but did not know that it was his family in danger.

The fire dept. arrived, the fire dept. was not able to open the hood of the van because it had melted shut. Fire chief Tom Ward took a report, moments later a Harris County Deputy arrived Pete Weldon came and took a report. See attached.

The next morning, I had the van towed, back to Bill Heard. When I

arrived at the service dept. All of a sudden, I was not the woman with the Chevy Astro van. They directed me to the collision dept. This dept declared my van as a total loss.

I was then without transportation!! I am a mother of four children, needless to say I am the main taxi driver for all my children and their after school activities. This van is our way to and from town. (we live 25 miles out of town).

I contacted my insurance company, to report this claim. It did not pay off the loan. I have to take another \$700.00 out of pocket to pay off the loan.

I am still with out transportation, I still have to have some way to get back an forth to work and get my children to school. I contacted Bill Heard service dept. and ask them about some form of reimbursement. They told me I would have to talk to one of the general managers. I called the front desk to ask who I would need to speak with. The operator said , she could take my name and number find out who needs to talk to me about this and someone could call me back. I agreed, I waited for two days, I called back to Bill Heard and was shuffled around several times. No one could tell me who I needed to speak with regarding this matter.

I do not have any choice at this point, I need another vechile, I went to another dealership I now have to spend \$639.91 on leased vechile. Now my payments just went from \$485.00 per month that was budgeted in our account to \$618.91. This is another additional amount of \$133.91 of expense that I now must pay out for the loss of my Chevy Astro van.

I believe that all of this could have been avoided, had your service dept repaired the van properly.

The service dept not only did not repair the van properly, but endangered me and my 10 year old child. We could have very easily been trapped and burned alive that day. This was no accident, this was improper repairs at exorbiat prices that almost got us killed. My daughter, has had terrible dreams about burning and has been experiencing chest pain ever since. I have been in the ER with her for this and also have seen her peditrician concerning the pain in her chest.

My daughter and I were very fortunate, however; who is to say this will

not happen again with someone who will trust the Bill Heard service dept. and not be as fortunate.

I have done some research on this make and model and their has been problems related to this make and model of van. It seems , NHTSA had a recall on 1995 Chev Astro vans for fuel lines not being properly tightened. I will enclose this article.

I am asking Bill Heard for \$4150.91 that I believe should, in good faith be reimbursed to a customer that trusted the Bill Heard service dept. for all repairs done on this van in this time frame. The problem was not fixed and as a result the van was declared a total loss by your collison dept.

Thank-you



CC: Better Business Bureau of Columbus
CC: U.S Dept. of Transportation

CERTIFICATE OF ORIGIN FOR A VEHICLE



DATE
02/28/96

VEHICLE IDENTIFICATION NO.
1GBDM19WXS270996

BODY TYPE
ASTRO (CARGO) VAN

H.P. (S.A.E.)
38.4

G.V.W.R.
5950

YEAR
1995

NO. CYLS.
06

INVOICE NO.
RBLPC006
1AD65838459

MAKE
CHEVROLET

SHIPPING WEIGHT
3700

SERIES OR MODEL
CM11005

N.T.R.
1/2

I, the undersigned authorized representative of the company, firm or corporation named below, hereby certify that the new vehicle described above is the property of the said company, firm or corporation and is transferred on the above date and under the invoice number indicated to the following distributor or dealer.

NAME OF DISTRIBUTOR, DEALER, ETC.

BILL HEARD CHEVROLET COMPANY
PO BOX 3888
COLUMBUS

GA 31908-8888

08276 569L93

It is further certified that this was the first transfer of such new vehicle in ordinary trade and commerce.

* THIS VEHICLE *
* HAS A *
* 50-STATE *
* EMISSION *
* SYSTEM *

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION

David E. Kriger

BY (SIGNATURE OF AUTHORIZED REPRESENTATIVE)

(AGENT)

G0102001

WARREN

MI 48093-2350

CITY - STATE

2521-0505-5210 Vehicle Continuous Manufacturing Logbook

GM 521 REV. 7-95

STANDARD EQUIPMENT

Items Featured Below are Included at NO EXTRA CHARGE in the Standard Vehicle Price Shown at Right
OPERATING/DURABILITY FEATURES:

- 4.3L CPI V6 ENGINE
- ELECTRONICALLY CONTROLLED 4 SPD AUTO TRANSMISSION W/OD
- VARIABLE RATIO POWER STEERING
- INDEPENDENT FRONT SUSPENSION
- FRONT STABILIZER BAR
- DELCO H. D. FREEDOM BATTERY
- SAFETY FEATURES:
 - DRIVER'S FACIAL AIR BAG
 - SIDE DOOR GUARD BEAMS
 - FOUR WHEEL ANTI-LOCK
 - DISC DRUM POWER BRAKES WITH FRONT DISC BRAKE WEAR SENSORS
 - BRAKE TRANSMISSION SHIFT INTERLOCK
- CONVENIENCE FEATURES:
 - AIR CONDITIONING - FRONT
 - NO DEDUCTIBLE BUMPER-BUMPER 3 YEAR/36,000 MILE LIMITED WARRANTY
 - 24 HOUR ROADSIDE ASSISTANCE AT PARTICIPATING DEALERS
 - DELUXE MIRRORS
 - TINTED GLASS
 - BASE COAT/CLEAR COAT PAINT
 - GRAVEL ANTI-CHIP PROTECTION
 - 27 GALLON FUEL TANK
 - DELCO AM/FM STEREO ETR RADIO W/LOCK
 - INTERMITTENT WIPER SYSTEM
 - GAGES AND TRIP ODOMETER
 - HALOGEN HEAD LAMPS
 - REAR STEP BUMPER
 - COMPLIMENTARY TOUCH-UP PAINT
 - BEVERAGE TRAY
 - INTERIOR ASSIST HANDLE
 - COLOR KEYED HEADLINER ABOVE DRIVER AREA
 - TWO-SIDED GALVANIZED BODY PANELS (EXCEPT ROOF)

CITY MPG

17



HIGHWAY MPG

22

ACTUAL MILEAGE

WILL VARY WITH OPTIONS, DRIVING CONDITIONS, DRIVING HABITS AND VEHICLE'S CONDITION. RESULTS REPORTED TO EPA INCORPORATE THE MAJORITY OF VEHICLES WITH THESE ESTIMATES WILL ACHIEVE BETWEEN

14 AND 20 MPG IN THE CITY AND BETWEEN

18 AND 26 MPG ON THE HIGHWAY.

1994 ASTRO 2VD (CARGO)

4.3 LITER V6 ENGINE

FUEL INJECTION, AUTOMATIC

4 SPD ELECTRONIC TRANS

CATALYST, FEEDBACK FUEL SYSTEM

FOR COMPARISON SHOPPING.

ALL VEHICLES CLASSIFIED AS

VAN

HAVE BEEN ISSUED MILEAGE RATINGS BASED ON EPA ESTIMATES FROM

14 TO 18 MPG CITY AND

14 TO 23 MPG HIGHWAY.

ESTIMATED ANNUAL FUEL COST: \$1063

STANDARD VEHICLE PRICE

Options Installed by Manufacturer

PREFERRED EQUIPMENT GROUP 1SPX CONSISTS OF:

- UPRITTER PKG WHICH INCLUDES:
 - TILT WHEEL STEERING
 - SPEED CONTROL
 - SWING OUT GLASS - SLIDING
 - SIDE DOOR & REAR PANEL DOOF
 - AM/FM STEREO, CASSETTE
 - DELUXE GRILL
 - COMPOSITE HEADLAMPS
 - TEMPORARY DRIVER'S SEAT
 - ACOUSTICAL INSULATORS
 - POWER WINDOWS & DOOR LOCKS
 - RALLY WHEELS
 - DEEP TINTED GLASS
 - ELECTRIC REMOTE EXT. MIRRORS
 - ILLUMINATED VISOR MIRROR
 - LEATHER WRAPPED STRG WHEEL

• BUTCH DOOR W/ULT GATE & REMOTE RELEASE & REAR

WINDOW WIPER/WASHER

GLASS - COMPLETE BODY

DEEP TINTED GLASS

TRES P215/75R 15 ALL SEASONS

STEEL BELT WHITE LETTER

G/VV RATING 4,950 LB

50 STATE EMISSIONS

REAR AXLE 3.23 RATIO

4 SPEED ELECTRONIC AUTOMATIC

TRANSMISSION WITH OVERDRIVE

TOTAL OPTIONS

TOTAL VEHICLE & OPTIONS

DESTINATION CHARGE

TOTAL BEFORE SAVINGS

RECREATIONAL VEHICLE

OUR HEARTS

DATE	DEALER	FIELD	ACQUISITION
23 MAR 1996	BARKER, STA	1299	
DEALER	UNIT		
EAVER			DEAL 62881

CUSTOMER	ANIMAL CARE CLINIC	HOME PHONE	-4169	OFFICE PHONE	
BILLING ADDRESS	2540 WYNTON RD	COLUMBUS	GA	ZIP 31906	COUNTY MUSCOGEE
TITLE ADDRESS				ZIP	

NEW ☐	USED ☐	DEMO ☐	95	CHEVROLET	E-Z RIDE C	1080H190XR273996
WHITE				9AM		637195

CUSTOMER		SALES TAXES		SALES TAX		SALES TAX	
CUSTOMER		SALES TAXES		SALES TAX		SALES TAX	
1				TAXABLE AMOUNT	17750.00		
2	NO ADDS	\$					
3	REBATE ON DISCOUNT	\$					
4		\$					
5		\$					
6		\$					
				SUB-TOTAL		31990.00	
				TAX		1064.28	
				TOTAL		18.00	

DODGE CHRYSLER CREDIT CORP						DOD FEE	129.00
4	CSEV	SPRIN				WARRANTY RIGHTS & FEE	3.00
						3 Year / 50,000 Miles Power	\$ 39264.28
16109.00						EQUITY OR NET ALLOW.	9074.51
6806.05							

PAYOFF		CHECK	DATE	EARNEST MONEY	
ADDRESS			ZIP	CASH ON DEL	
PAYOFF QUOTED BY		CC NO		CREDIT MEMO	

PHYSICAL DAMAGE INSURANCE CO.		LIABILITY INSURANCE CO.			
FINANCING LENDER	LEADIA FINANCIAL LTD	NO.			90/4.95
LIENHOLDER ADDRESS	5901R P-TREE-DUN ATLANTA	GA	ZIP	30328	24129.33

PURCHASE DISCLOSURE STATEMENT		DATE	
ODOMETER DISCLOSURE STATEMENT 1. BILL HEARD CHEVROLET, INC., state that the odometer now reads _____ (or initial) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, subject only to the following statements, if applicable: ☐ (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limit. ☐ (2) I hereby certify that the odometer reading is NOT the actual mileage. WARNING - ODOMETER DISCREPANCY.			
X TRANSFEROR'S SIGNATURE _____ PRINTED NAME _____ TRANSFEROR'S ADDRESS (STREET) _____ CITY _____ STATE _____ ZIP CODE _____ DATE OF STATEMENT _____		X TRANSFEREE'S SIGNATURE _____ PRINTED NAME _____ TRANSFEREE'S ADDRESS (STREET) _____ CITY _____ STATE _____ ZIP CODE _____ DATE OF STATEMENT _____	

WARRANTY OF MERCHANTABILITY

Buyer hereby warrants that the Goods conform to all the terms and conditions on both the face and reverse side hereof, that the Goods are new and conform to any prior agreement and as to the time that the Goods were sold to Buyer, and that the Goods are free from any defect in material and relating to the subject matter of the contract hereby.

Buyer warrants that the Goods are being sold to Buyer and that Buyer hereby that it is over 18 years of age.

Buyer acknowledges having read and understood all the provisions on both side of this contract and hereby agrees to the terms and conditions of this contract.

WARRANTY OF MERCHANTABILITY

Buyer hereby warrants that the Goods conform to all the terms and conditions on both the face and reverse side hereof, that the Goods are new and conform to any prior agreement and as to the time that the Goods were sold to Buyer, and that the Goods are free from any defect in material and relating to the subject matter of the contract hereby.

Buyer warrants that the Goods are being sold to Buyer and that Buyer hereby that it is over 18 years of age.

Buyer acknowledges having read and understood all the provisions on both side of this contract and hereby agrees to the terms and conditions of this contract.

ACCEPTED *[Signature]* BUYER'S SIGNATURE *[Signature]*
NOT VALID UNLESS SIGNED BY A MANAGER OF THE COMPANY
NOTICE: IN SUCH CASE, MANAGER'S SIGNATURE IS REQUIRED FOR ANY CASH TENDER

Service Parts Identification

10108227

DO NOT REMOVE

1G80M19WXS B270996

111-0

CM11005

ABZ	AJ1	AU3	AQ8	A19	A31	BAL	C6M	D48	D64	E54	FE9	GU5
JM4	K34	K60	L35	M30	NF2	NP5	N33	QCM	R6J	R6P	SLM	TL1
UM6	UQ1	U73	VK5	VXT	V73	XCM	X8B	YB9	YCM	YD3	YD5	YD6
YF7	ZJ7	ZP0	ZQ2	ZQ3	ZW6	ZY1	1SP	1TC	1OU	15P	6U3	64I

64W 7U5
BC/CC

WA-

U9225

64W
569L93

60029

258979

INVOICE



3615 N. MANCHESTER EXPRESSWAY

 BILL HEARD CHEVROLET CO. DIRECT LINE (706) 322-082
 P.O. BOX 8998 COLUMBUS, GEORGIA 31908
 SWITCHBOARD (706) 322-888

PAGE 1

SERVICE ADVISOR: 60 STEVE LEDDON

COLOUR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	YAS
WHITE	1995	CHEVROLET C/EZRIDE	1GBDM19WXS270996		74151/74151	16765
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PG. NO.	RATE	PAYMENT
23MAR1996			11:18 21APR99			CASH
R.O. OPENED	READY	OPTIONS: STK:537195 DLR:08276				
21APR99	21APR99					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	100	RIGHT REAR BLINKER NOT WORKING MIGHT NEED BULB					
		N0680 BULBS, LAMP - REPLACE PARK AND TURN SIGNAL					
		RIGHT					
		371 CM 0.20				13.40	13.40
		1 9417866 BULB			1.47	1.47	1.47
		1 9438848 BULB			1.98	1.98	1.98
74151		TWO BULBS BURNED OUT REMOVED AND REPLACED TWO BULBS					

B	100	REAR HATCH WILL NOT OPEN					
		N3227 ACTUATOR ASSEMBLY - REPLACE DOOR LOCK BACK					
		371 CM 1.00				67.00	67.00

74151 ACTUATOR LATCH ROD RETAINERS WORN OUT DIASSEMBLED DOOR FRAME
 PANELS, UNLOCKED DOOR, DIASSEMBLED LATCH ACTUATOR AND REMOVED AND
 INSTALLED NEW ROD RETAINERS

CUSTOMER PAY HAZ MAT PICKUP REPAIR ORDER 8.04

THANK YOU FOR YOUR PATRONAGE. BILL HEARD TO SERVICE
 YOUR NEEDS. WE WANT TO EXCEED YOUR
 EXPECTATIONS. WE HAVE ALL YOUR FRIENDS.
 IF WE HAVE NOT, PLEASE CALL 322-8888 AND ASK
 FOR OUR SERVICE MANAGER.
 AGAIN, THANK YOU FOR YOUR PATRONAGE

ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE
 INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE
 SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO
 OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE
 VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED
 UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY
 ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS
 CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT
 NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY
 MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all
 of the warranties with respect to
 the sale of this item. The
 Seller hereby expressly disclaims all
 warranties, either express or
 implied, including any implied
 warranty of merchantability or
 fitness for a particular purpose.
 Seller neither assumes nor
 authorizes any other person to
 assume for it any liability in
 connection with the sale of this
 item.

DESCRIPTION	TOTALS
LABOR AMOUNT	80.40
PARTS AMOUNT	3.45
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	8.04
TOTAL CHARGES	91.89
LESS INSURANCE	0.00
SALES TAX	0.24
PLEASE PAY THIS AMOUNT	92.13

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

DATE/CUSTOMER SIGNATURE

60029

260756

INVOICE



3616 N. MANCHESTER EXPRESSWAY

 BILL HEARD CHEVROLET CO. DIRECT LINE (706) 322-082
 P.O. BOX 8888 SWITCHBOARD (706) 322-888
 COLUMBUS, GEORGIA 31908

PAGE 1

SERVICE ADVISOR: 60 STEVE LEDDON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHITE	1995	CHEVROLET C/EZRIDE	1GBDM19WYSB270996		75149/75149	T6090
DEL DATE	PROG. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
23MAR1996			12:18 06MAY99			CASH
						05MAY1999
R.O. DRENED	READY	OPTIONS: STK:537195 DLR:08276				
05MAY99	05MAY99					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A NEED ARM REST PUT BACK ON.							
PTS IT WAS NECESSARY TO SPECIAL ORDER PARTS TO							
COMPLETE YOUR REPAIRS. YOU WILL BE NOTIFIED.							
	424	CM		0.00		0.00	0.00
75149 SENT ARM REST OFF FOR REPAIR.							

C CUSTOMER STATES VCP IS NOT WORKING.							
NWD NO WORK DONE							
	424	CM		0.00		0.00	0.00
75149 PROBLEM IS INSIDE THE VCP. CUSTOMER NEED TO TAKE TO A VCP REPAIR							
SHOP.							

THANK YOU FOR TRUSTING BILL HEARD TO SERVICE
 YOUR AUTOMOBILE. OUR GOAL IS TO EXCEED YOUR
 EXPECTATIONS. WE WILL YOUR FRIENDS.
 IF WE ARE NOT, PLEASE CALL 322-8888 AND ASK
 FOR OUR SERVICE MANAGER.



FOR YOUR PROTECTION
 TRONAGE

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE/CUSTOMER SIGNATURE

60029

264843

INVOICE

PAGE 1

SERVICE ADVISOR: 35 MICHAEL ZIMMERMAN



3815 N. MANCHESTER EXPRESSWAY

 BILL HEARD CHEVROLET CO. DIRECT LINE (706) 322-082
 P.O. BOX 5588 SWITCHBOARD (706) 322-888
 COLUMBUS, GEORGIA 31906

VIN			LICENSE		MILEAGE INV. OUT		TAG
WHITE	1995	CHEVROLET ASTRO VAN	1GBDM19WXS270996		77700/77700		T3849
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
23MAR1996			16:36 09JUN99			CASH	09JUN1999
R&G OPENED		READY	OPTIONS: STK:537195 DLR:08276				

07JUN99

09JUN99

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUST	STATES	WHINNING TYPE NOISE AT ENGINE, KILLING NEW BATTERY.				

EST.

34100	GENERATOR ASSEMBLY - REPLACE						
284	CM	2.00			134.00	134.00	
10463633	W GENER REM				173.00	145.00	145.00
1	10210383 BELT				39.70	39.70	39.70

77700	KILLING NEW BATTERY ALTERNATOR INOP, REPLACED ALT. CHARGING FINE						
-------	--	--	--	--	--	--	--

B	CUST	STATES	TOLD OILLEAK AT PINION AREA, ADVISE				
F2022	SEAL, PINION SHAFT OIL - REPLACE FRONT						

DIFFERENTIAL

284	CM	1.50			100.50	100.50	
77700	PINION SEAL LEAKING REPLACED PINION SEAL						

C**	REPLACE SERP. BELT.						
C22	ROAD TESTED AND OPERATE CORRECTLY						

CORRECTLY

284	CM				0.00	0.00	
77700	REPLACE SERPENTINE BELT RE-ADDED SERPENTINE BELT						

D**	FREE SAFETY. MAINT INSPECTION						
C02	SAFETY INSPECTION						

284 IC 0.30

77700	INSPECTION ADVISED ON DIFFERENTIAL SERVICE						
-------	--	--	--	--	--	--	--

E**	SERVICE REAR DIFFERENTIAL.						
C08	SERVICE DIFFERENTIAL LIMITED SLIP						

284 CM 0.70

260	666 GASKET				11.16	11.16	11.16
-----	------------	--	--	--	-------	-------	-------

5 MISC GEAR OIL

2.00		2.00	10.00				
77700	SERVICE REAR DIFFERENTIAL SERVICED REAR DIFFERENTIAL						

CUSTOMER PAY HAZ MAT PICKUP FOR REPAIR ORDER						15.00	
--	--	--	--	--	--	-------	--

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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DESCRIPTION	TOTAL
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(SIGNED) CUSTOMER SIGNATURE

60029

264843

INVOICE



MAKING BILL HEARD CHEVROLET CO. DIRECT LINE (706) 322-087
ADDRESS P.O. BOX 8888 SWITCHBOARD (706) 322-888
COLUMBUS, GEORGIA 31908

PAGE 2

SERVICE ADVISOR: 35 MICHAEL ZIMMERMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MI/AGE IN/OUT	TAG	
WHITE	1995	CHEVROLET ASTRO VAN	1GBDM19WXS270996		77700/77700	T3849	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
23MAR1996			16:36 09JUN99			CASH	09JUN1999
R.O. OPENED		READY	OPTIONS: STK:537195 DLR:08276				
07JUN99		09JUN99					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
THANK YOU FOR TRUSTING BILL HEARD TO SERVICE YOUR AUTOMOBILE. OUR GOAL IS TO EXCEED YOUR EXPECTATIONS. IF WE HAVE, TELL YOUR FRIENDS. IF WE HAVE NOT, PLEASE CALL 322-8888 AND ASK FOR OUR SERVICE MANAGER. AGAIN, THANK YOU FOR YOUR PATRONAGE							



ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

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DESCRIPTION	TOTAL
LABOR AMOUNT	268.45
PARTS AMOUNT	205.86
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	15.00
TOTAL CHARGES	489.31
LESS INSURANCE	0.00
SALES TAX	14.41
PLEASE PAY THIS AMOUNT	503.72

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE) CUSTOMER SIGNATURE

60029

269379

INVOICE



3615 N. MANCHESTER EXPRESSWAY

 BILL HEARD CHEVROLET CO. DIRECT LINE (706) 322-082
 P.O. BOX 8888 SWITCHBOARD (706) 322-888
 COLUMBUS, GEORGIA 31906

PAGE 1

SERVICE ADVISOR: 60 STEVE LEDDON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE (INT OUT)	TAG
WHITE	1995	CHEVROLET ASTRO VAN	1GBDM19WXS8270996		79204/79210	T6733
DEL DATE	PROD DATE	WARR EXP	PROMISED	PG NO	RATE	PAYMENT
23MAR1996			16:24 09JUL99			CASH
R.D. OPENED	READY	OPTIONS: STK:537195 DLR:08276				
08JUL99	12JUL99					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER STATES REAR END IS ROARING							
F2383 RING GEAR AND PINION - REPLACE REAR							

DIFFERENTIAL							
	456	CM	7.00		476.00	476.00	
1	26046542	GEAR&PIN		499.00	499.00	499.00	
1	9417784	BEARING A		32.74	32.74	32.74	
1	22510042	BEARING		43.92	43.92	43.92	
3	1052271	LUBE		6.50	6.25	18.75	
1	26016661	GASKET		6.20	6.20	6.20	
1	26026792	SEAL		13.75	13.75	13.75	
2	9426085	BEARING		34.46	34.46	68.92	

79210 RING AND PINION GAULDED ALSO PINION BEARINGS ROUGH AND CARRIER BEARINGS PITTED REPLACED RING GEAR AND PINION ALSO REPLACED CARRIER BEARINGS AND PINION BEARINGS TEST DROVE NO REAR END NOISE OPERATES OK NOW

***** MR. BIG VOLUME *****							
B CUST STATES AC WILL STAY WITH NO							
C22 ROAD TESTED AND CHECKED ALL CONNECTIONS RELAYS & SWITCHES UNABLE TO DUPLICATE							
	338	CM	0.00		34.00	34.00	

79210 NO PROBLEM FOUND CHECKED ALL CONNECTIONS RELAYS & SWITCHES UNABLE TO DUPLICATE

C CUST NEEDS SOP ARMREST INSTALLED.							
AND NO WORK DONE							
	200	IC	0.00				(N/C)

CUSTOMER PAY HAZ MAT PICKUP FOR REPAIR ORDER 15.00

THANK YOU FOR TRUSTING BILL HEARD TO SERVICE YOUR AUTOMOBILE. OUR GOAL IS TO EXCEED YOUR EXPECTATIONS. IF WE HAVE, TELL YOUR FRIENDS. IF WE HAVE NOT, PLEASE CALL 322-8888 AND ASK FOR OUR SERVICE MANAGER.

AGAIN, THANK YOU FOR YOUR PATRONAGE

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty covers all of the vehicles with respect to the sale of this item. The dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Dealer neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item.

DESCRIPTION	TOTAL
LABOR AMOUNT	510.00
PARTS AMOUNT	683.28
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	15.00
TOTAL CHARGES	1208.28
LESS INSURANCE	0.00
SALES TAX	47.83
PLEASE PAY THIS AMOUNT	1256.11

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE) CUSTOMER SIGNATURE

60029

187897

INVOICE



3615 N. MANCHESTER EXPRESSWAY

 BILL HEARD CHEVROLET CO. DIRECT LINE (706) 322-042
 P.O. BOX 8888 SWITCHBOARD (706) 322-888
 COLUMBUS, GEORGIA 31908

PAGE 1

SERVICE ADVISOR: 30 SAM HALL

SERVICE REQUEST - 30 DAY									
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MI/AGE IN/OUT	TAG			
WHITE	95	CHEVROLET E-Z RIDE C	1GBDM19WXS270996		29108/29109	T9			
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE		
23MAR96			11:30 15JUL97			CASH	09JUL97		

R.O. OPENED

READY

OPTIONS: STK:537195 DLR:08276

07:24 09JUL97 10:15 09JUL97

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1	1	1	1	1	1	1	1
CAUSE: SEAL LEAKING OIL O.Z. TO INSPECT RIGHT SIDE ALSO. S.J.							
F1611 SEAL, AXLE SHAFT OIL - REPLACE REAR AXLE							

LEFT

379 WM4 1.00

51.89

51.89

1 26037309 SEAL ASM-

5.75

4.83

4.83

1 26016662 GASKET

4.82

4.05

4.05

4 1052271 TUMP

6.25

5.25

21.00

-1 26037309 SEAL ASM-

5.75

4.83

-4.83

-1 26016662 GASKET

4.82

4.05

-4.05

1 26011061 SEAL ASM

7.00

5.32

5.32

1 26016661 GASKET

6.05

5.08

5.08

FC: 2K

PART#: 26011061

COUNT: 6

CLAIM TYPE:

AUTH CODE:

VN


 29109 L/REAR AXLE SEAL LEAKING 1. REPLACE L/REAR AXLE SEAL 2. REMOVE
 R/SIDE WHEEL ASS DRUM FOR AXLE SEAL INSPECTION PER SERVICE ADVISOR

 THANK YOU FOR TRUSTING BILL HEARD TO SERVICE
 YOUR AUTOMOBILE. OUR GOAL IS TO EXCEED YOUR
 EXPECTATIONS. IF WE HAVE, TELL YOUR FRIENDS.
 IF WE HAVE NOT, PLEASE CALL 322-8888 AND ASK
 FOR OUR SERVICE MANAGER.
 AGAIN, THANK YOU FOR YOUR PATRONAGE

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

DATE/CUSTOMER SIGNATURE

60029

270270

INVOICE



3615 N. MANCHESTER EXPRESSWAY

 MAILING: BILL HEARD CHEVROLET CO. DIRECT LINE (706) 322-062
 ADDRESS: P.O. BOX 8888 SWITCHBOARD (706) 322-888
 COLUMBUS, GEORGIA 31908

PAGE 1

SERVICE ADVISOR: 60 STEVE LEDDON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHITE	1995	CHEVROLET ASTRO VAN	1GBDM19WXS270996		79269/79272	T6807	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
23MAR1996			12:12 15JUL99			CASH	15JUL1999
E.G. OPENED		READY		OPTIONS: STK:537195 DLR:08276			
14JUL99		15JUL99					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER STATES OIL PRESSURE GOING TO ZERO AND THERE IS NO OIL ON THE DIPSTICK.							
J0930 TUBE OIL LEVEL INDICATOR - REPLACE							
		144	CM	1.50		102.00	102.00
		1 25171377	FILTER		7.50	7.50	7.50
		5 12345610	OIL 5W30		2.32	1.35	6.75
79272 UPPER OIL TUBE SEPERATED FROM LOWER TUBE REPAIR OIL TUBE CHANGE OIL & FILTER COULDN'T DUPLICATE PROBLEM WITH OIL PRESSURE							

CUSTOMER PAY HAZ MAT PICKUP FOR REPAIR ORDER							10.20

THANK YOU FOR TRUSTING BILL HEARD TO SERVICE
 YOUR AUTOMOBILE. OUR GOAL IS TO EXCEED YOUR
 EXPECTATIONS. IF WE HAVE, TELL YOUR FRIENDS.
 IF WE HAVE NOT, PLEASE CALL 322-8888 AND ASK



ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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DESCRIPTION	TOTALS
LABOR AMOUNT	102.00
PARTS AMOUNT	14.25
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	10.20
TOTAL CHARGES	126.45
LESS INSURANCE	0.00
SALES TAX	1.00
PLEASE PAY THIS AMOUNT	127.45

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE) CUSTOMER SIGNATURE

60029

271337



3815 N. MANCHESTER EXPRESSWAY

 MAKING BILL HEARD CHEVROLET CO. DIRECT LINE (708) 322-062
 ADDRESS: P.O. BOX 8886 SWITCHBOARD (708) 322-886
 COLUMBUS, GEORGIA 31908

INVOICE

PAGE 1

SERVICE ADVISOR: 60 STEVE LEDDON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
WHITE	1995	CHEVROLET ASTRO VAN	1GBDM19WXS270996		79607/79607	T6880	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PD NO	RATE	PAYMENT	INV DATE
23MAR1996			12:12 21JUL99			CASH	21JUL1999
REG. OPENED		READY		OPTIONS: STK:537195 DLR:08276			
21JUL99		21JUL99					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUSTOMER NEEDS SOB ARM REST INSTALLED.						
	NWD NO WORK DONE						
	408 TC 0.00						(N/C)
	79607 NO WORK DONE						

THANK YOU FOR TRUSTING BILL HEARD TO SERVICE
 YOUR AUTOMOBILE. OUR GOAL IS TO EXCEED YOUR
 EXPECTATIONS. IF WE HAVE, TELL YOUR FRIENDS.
 IF WE HAVE NOT, PLEASE CALL 322-8886 AND ASK
 FOR OUR SERVICE MANAGER.
 AGAIN, THANK YOU FOR YOUR PATRONAGE



ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE
 INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE
 SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO
 OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE
 VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED
 UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY
 ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS
 CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT
 NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY
 MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

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 of the warranties with respect to
 the sale of this item/vehicle. The
 Seller hereby expressly disclaims all
 warranties, either express or
 implied, including any implied
 warranty of merchantability or
 fitness for a particular purpose.
 Seller neither assumes nor
 authorizes any other person to
 assume for it any liability in
 connection with the sale of this
 item/vehicle.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE) CUSTOMER SIGNATURE

60029

274324



3816 N. MANCHESTER EXPRESSWAY

 BILL HEARD CHEVROLET CO. DIRECT LINE (706) 322-082
 P.O. BOX 8888 SWITCHBOARD (706) 322-888
 COLUMBUS, GEORGIA 31908

INVOICE

 DUPLICATE 2
 PAGE 1

SERVICE ADVISOR: 35 MICHAEL ZIMMERMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	OUT	TAG
WHITE	95	CHEVROLET ASTRO VAN	1GBDM19WXS270996		81385	81385	T3803
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
23MAR1996			WAIT 12AUG99			CASH	11AUG1999
R.O. OPENED	READY	OPTIONS: STK:537195 DLR:08276					
11AUG99	11AUG99						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUST. STATES: FOT. SKIPS, MISSES UNDER LOAD.							
J4207 WIRES, SPARK PLUG - REPLACE ALL							
	232	CM	2.00		136.00	136.00	
	1	1997278	VALVE		24.03	24.03	24.03
	1	12074078	H-WIRE KIT		55.98	55.98	55.98
J4360 CAP, DISTRIBUTOR - REPLACE							
	232	CM	0.50		34.00	34.00	
	1	10497452	DISTR ROT		7.35	7.35	7.35
	1	10477182	CAP, DISTR		17.40	17.40	17.40
81385 REMOVED ENGINE COVER, FOUND PLUG WIRES SHORTING TO CYL HEAD, REPLACED ALL PLUG WIRES, REPLACED WORN DISTR CAP AND ROTATOR BUTTON.							

B** SERVICE INTAKE INJECTORS AND FUEL SYSTEM							
C20 INTAKE, THROTTLE BODY AND FUEL INJECTOR							
	232	CM	1		80.00	80.00	
	1	2101	INJECTORS		33.00	33.00	
	1	208	44K		16.95	16.95	
81385 SERVICED INTAKE S							

TAKE OFF SHOP SUPPLIES PER
 MIKE ZIMMERMAN CUSTOMER PAID
 WITH CHECK #8917

THANK YOU FOR TRUSTING BILL HEARD TO SERVICE
 YOUR AUTOMOBILE. OUR GOAL IS TO EXCEED YOUR
 EXPECTATIONS. IF WE HAVE, TELL YOUR FRIENDS.
 IF WE HAVE NOT, PLEASE CALL 322-8888 AND ASK
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DESCRIPTION	TOTALS
LABOR AMOUNT	250.00
PARTS AMOUNT	154.71
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	404.71
LESS INSURANCE	0.00
SALES TAX	10.83
PLEASE PAY THIS AMOUNT	415.54

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE) CUSTOMER SIGNATURE

60029

230823

INVOICE



3815 N. MANCHESTER EXPRESSWAY

 BILL HEARD CHEVROLET CO. DIRECT LINE (706) 322-082
 P.O. BOX 8888 SWITCHBOARD (706) 322-888
 COLUMBUS, GEORGIA 31908

PAGE 1

SERVICE ADVISOR: 30 SAM HALL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHITE	95	CHEVROLET C/EZRIDE	1GBDM19WXS270996		56387/56387	T334
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
23MAR96			12:48 14AUG98			CASH
R/O OPENED	READY	OPTIONS: STK:537195 DLR:08276				
12AUG98	14AUG98					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A ADVISE CUSE STATES NOT AFTER 9:11 HOUR NOT START THIS MORNING IT							
TURN BUT NOT START							
J5590 PUMP FUEL (IN TANK) - RAR ON REPLACE							
				277 CM 3.50		227.50	227.50
				1 25163473 W PUMP	101.45	101.45	101.45
				1 25175836 DAMPENER	67.22	60.75	60.75
56387 WILL NOT START CHECK AND FOUND FUEL PUMP SHORTING OUT REPLACE							
FUEL PUMP SYSTEM CHECK OK AT THIS TIME							

CUSTOMER PAY HAZ MAT PICKUP FOR REPAIR ORDER 15.00

THANK YOU FOR TRUSTING BILL HEARD TO SERVICE
 YOUR AUTOMOBILE. OUR GOAL IS TO EXCEED YOUR
 EXPECTATIONS. IF WE HAVE, TELL YOUR FRIENDS.
 IF WE HAVE NOT PLEASE CALL 322-8888 AND ASK



ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item.

DESCRIPTION	TOTAL
LABOR AMOUNT	227.50
PARTS AMOUNT	162.20
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	15.00
TOTAL CHARGES	404.70
LESS INSURANCE	0.00
SALES TAX	11.35
PLEASE PAY THIS AMOUNT	416.05

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

DATE/CUSTOMER SIGNATURE

60029

276074

INVOICE



3815 N. MANCHESTER EXPRESSWAY

 BILL HEARD CHEVROLET CO. DIRECT LINE (706) 322-082
 P.O. BOX 8888 SWITCHBOARD (706) 322-888
 COLUMBUS, GEORGIA 31906

PAGE 1

SERVICE ADVISOR: 2315 RACHEL JUDAH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHITE	95	CHEVROLET ASTRO VAN	1GBDM19WXS270996		82113/82113	T387
DEL DATE	PROD DATE	WARRANTY	PROMISED	PO NO	RATE	PAYMENT
23MAR1996			10:06 24AUG99			CASH
R.O. OPENED	READY	OPTIONS: STK:537195 DLR:08276				
24AUG99	30AUG99					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A REPAIR ESTIMATE							
C900 TOTAL LOSS							
			25	0.00		0.00	0.00

THANK YOU FOR TRUSTING BILL HEARD TO SERVICE
 YOUR AUTOMOBILE. OUR GOAL IS TO EXCEED YOUR
 EXPECTATIONS. IF WE HAVE, TELL YOUR FRIENDS.
 IF WE HAVE NOT, PLEASE CALL 322-8888 AND ASK
 FOR OUR SERVICE MANAGER.
 AGAIN, THANK YOU FOR YOUR PATRONAGE



ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR ABUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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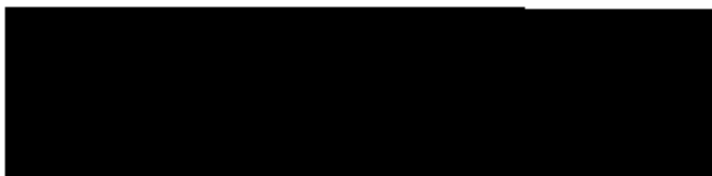
DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

DATE/CUSTOMER SIGNATURE

▲
ARCADIA FINANCIAL LTD

Date: 11-19-99



Dear Customer:

The insurance proceeds from the "Total Loss" of the vehicle listed below have been received and forwarded to your account.

Pursuant to the terms of your Retail Contract, you are responsible for the remaining amount due. If you have already made arrangements to pay this balance please disregard this notice.

This balance is accruing interest and will be reported to the credit bureau if arrangements are not made through our office.

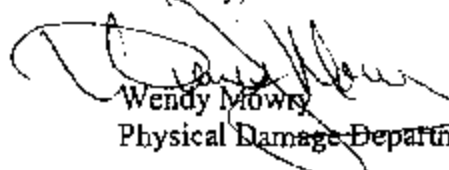
The balance listed below is a 15-day payoff. Please send this balance so it is received at our office no later than 12-4-99. If you have any questions please call our customer service department at 1-(800)-486-1750 between the hours of 8 a.m. and 8 p.m. CST Monday through Thursday, and 8 a.m. and 7 p.m. CST on Friday.

****Payments should be sent with your account number to the address below****

Arcadia Financial, Ltd.
P.O. Box 4367
Carol Stream, IL 60197-4367

888-350-9060
x4532

Sincerely,


Wendy Mowry
Physical Damage Department

Arcadia Financial Ltd.

Acct.#: 9990-0617-01
Vehicle: 95 Chevrolet Van
VIN#: _____

Balance Due: \$ 745.70

To Whom it May Concern

I recently called + spoke with
one of your rep. & was asked to send
this information

If you have any questions
please contact me.





U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

400 Seventh Street, S.W.
Washington, D.C. 20590

Dear Consumer:

As a result of your recent inquiry to the National Highway Traffic Safety Administration's Auto Safety Hotline, we developed the enclosed Vehicle Owner's Questionnaire. Please review the form and supply any additional information you have that you believe is relevant to your safety problem(s). You may also include copies of repair bills, letters to manufacturers, or any other documents related to the problem(s).

Please complete the questionnaire, fold, staple, or tape it so that the pre-addressed portion is on the outside.

We will share this information with the appropriate manufacturer may help resolve your problem(s). It is helpful to be thorough in your report so that our ability to use your information will be maximized. It is not necessary to complete all boxes if you are not sure of the information. It is very difficult to pursue complaints unless the Vehicle Identification Number (VIN) is known, and when reporting a tire problem, the DOT Identification is needed. The VIN is located inside the vehicle adjacent to the left of the windshield pillar (driver's side). The tire identification number contains 7 to 11 characters and is preceded by the letters "DOT" on the tire between the maximum width section and the bead, usually near the rim flange on the opposite side of the whitewall or on either side of a blackwall tire.

Any information you provide on this questionnaire is ENTIRELY VOLUNTARY. There is NO CONSEQUENCE or PENALTY of any kind if you DO NOT wish to provide it. We seek this information so that this agency can help you and other owners with similar problems and to allow us to combine this information with similar owner reports to develop both statistical and investigatory evidence which will help identify potential safety-related problems in motor vehicles or items of motor vehicle equipment.

Sincerely,

Information Management Branch
Auto Safety Hotline

2 Enclosures:
Self-addressed Questionnaire
Auto Safety Hotline Pamphlet



AUTO SAFETY HOTLINE
(800) 424-9393
Wash. D.C. Area 366-0123