



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 436	
Data Received	Ocl_or _____ rt_dt _____ od_rt _____ up_ltr _____
11-OCT-2000	Reference No. 872708

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		
1G1LV1540TY121030	CHEVROLET	BERETTA	1996			
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 type="checkbox"/> Automatic	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbell <input type="checkbox"/> 2-Point Belt	<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"/> Other _____	<input type="checkbox"/> Sport Ult Truck <input type="checkbox"/> Motorcycle <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	Part Name(s)	Location	Failed Part(s)
03250000 03273000 05150021	BRAKES:HYDRAULIC:ANTI-SKID SYSTEM BRAKES:HYDRAULIC:DISC:ROTOR:DISC HUB ENGINE:GASKETS:VALVE COVER	<input type="checkbox"/> Left <input type="checkbox"/> Frnt <input type="checkbox"/> Right <input type="checkbox"/> Rear	<input type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failures	Date(s) of Failure(s) _____ Mileage at Failure(s) _____ 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	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No				<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

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

CONSUMER HAS MULTIPLE PROBLEMS WITH THE VEHICLE. BRAKES & ROTORS HAD TO BE REPLACED AT 17,495 MILES. DEALER SAID IT WAS NORMAL WEAR. ON OCTOBER 5TH, THE VEHICLE WAS IN FOR A LUBE JOB, AND DEALER NEVER DETECTED THAT HEAD GASKET & FREEZE PLUG WERE LEAKING. CONSUMER TOOK IT TO A MECHANIC TO BE CHECKED. VEHICLE HAS NOW 19,000 MILES.*AK

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.

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

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Date Received

11-OCT-2000

Ocd_or _____
rt_dt _____
od_rt _____
up_ltr _____

Reference No.

872708

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
1G1LV1540TY121030	CHEVROLET	BERETTA	1996	

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 type="checkbox"/> Automatic	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbell <input type="checkbox"/> 2-Point Belt	<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"/> Other _____ <input type="checkbox"/> Sport Ult <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle	<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	Part Name(s)	Location	Failed Part(s)
03250000 03273000 05150021	BRAKES:HYDRAULIC:ANTI-SKID SYSTEM BRAKES:HYDRAULIC:DISC:ROTOR:DISC HUB ENGINE:GASKETS:VALVE COVER	<input type="checkbox"/> Left <input type="checkbox"/> Frnt <input type="checkbox"/> Right <input type="checkbox"/> Rear	<input type="checkbox"/> Original <input type="checkbox"/> Replacement

No. of Failures	Date(s) of Failure(s) 08-MAY-2000	Failed Part(s) Available?	NHTSA Previously Contacted?
	Mileage at Failure(s) _____	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Vehicle Speed at Failure(s) _____		

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
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No				<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

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

CONSUMER HAS MULTIPLE PROBLEMS WITH THE VEHICLE. BRAKES & ROTORS HAD TO BE REPLACED AT 17,495 MILES. DEALER SAID IT WAS NORMAL WEAR. ON OCTOBER 5TH, THE VEHICLE WAS IN FOR A LUBE JOB, AND DEALER NEVER DETECTED THAT HEAD GASKET & FREEZE PLUG WERE LEAKING. CONSUMER TOOK IT TO A MECHANIC TO BE CHECKED. VEHICLE HAS NOW 19,000 MILES.*AK

CONTINUED ON BACK PLEASE

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DOT Auto Safety Hotline		FOR AGENCY USE ONLY 436	
 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]		Date Received: 11-OCT-2000 OFFICE DEFECTS INVESTIGATION Reference No. 032708	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of an authorized signature to the vehicle manufacturer		<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO Date: 10/27/00	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN.) (Located at bottom of windshield or driver's side)	Vehicle Make	Vehicle Model	Vehicle Year
1G1LV1540TY121030	CHEVROLET	BERETTA	1996
Purchase Date 2-96	Dealer's Name DOUG CHEVROLET	Engine Size (CID/CC/L)	Current Odometer Reading 19,075
<input checked="" type="checkbox"/> New	City AKRON State OH Zip Code 44319	No. Cylinders 4	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injection
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input 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 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 0325000# 0327300# 06150021	Part Name(s) BRAKES:HYDRAULIC:ANTI-SKID SYSTEM BRAKES:HYDRAULIC:DISC:ROTOR:DISC HUB ENGINE:GASKETS:VALVE COVER	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 type="checkbox"/> Replacement
No of Failures 2	Date(s) of Failure(s) 08-MAY-2000 Mileage at Failure(s) 17,495 + 19,002 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	Fup <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)			
CONSUMER HAS MULTIPLE PROBLEMS WITH THE VEHICLE. BRAKES & ROTORS HAD TO BE REPLACED AT 17,495 MILES. DEALER SAID IT WAS NORMAL WEAR. ON OCTOBER 5TH, THE VEHICLE WAS IN FOR A LUBE JOB, AND DEALER NEVER DETECTED THAT HEAD GASKET & FREEZE PLUG WERE LEAKING. CONSUMER TOOK IT TO A MECHANIC TO BE CHECKED. VEHICLE HAS NOW 19,000 MILES.*AK			
CONTINUE ON BACK IF NEEDED			
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128048

196244
CUSTOMER COPY
INVOICE*



3281 SOUTH ARLINGTON ROAD
AKRON, OHIO 44312-5214
AKRON (330) 844-7500 * CANTON (330) 492-8300
CLEVELAND (800) 845-3445
NIGHT TOWING 895-0500

PAGE 1

SERVICE ADVISOR: 4040 MARK WARDLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
DK GREEN-G	96	CHEVROLET BERETTA	3C1LV540TY121030		17495/17495	T436
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	DOC NO.	RATE	PAYMENT
28FEB996		08:30	08MAY00			08MAY2000
R.O. OPENED	READY	OPTIONS: STK:21215 DLR:28-47 ENC:LN2 TRN:MX				
05MAY00	08MAY00	1) 4-4-4DEC99				

LINE	QCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A. CUST STATES: CHECK ENGINE LIGHT ON & RUNNING OK							
63 ENGINE DRIVEABILITY AND EMISSIONS							
			4535	CPVE	2100.00	150.00	150.00
			1	2532199	W-SENSOR-OK	132.09	132.09
PARTS:					152.09	LABOR:	130.00
OTHER:					0.00	TOTAL LINE A:	
					282.09		

SCAN TESTED VEH. FOR CODES P0141 C2 SENSOR #2 WAS NOT MOVING UP AND DOWN REPLACED SENSOR CLEARED CODE AND ROAD TESTED VEH. 2.0

B** REPLACE FRONT BRAKE PADS & RESURFACE ROTORS \$139.95
5 REPLACE FRONT BRAKE PADS AND ROTORS CLEAN SLIDERS

			4535	CPVM	2.00	100.00	100.00
			2	13028007	ROTOR	60.60	121.20
			1	13029073	PAD KIT	39.95	39.95
PARTS:					161.15	LABOR:	100.00
OTHER:					0.00	TOTAL LINE B:	
					261.15		

FRONT BRAKE JOB REPLACED ROTORS CLEANED UP SLIDERS 2.0

C** GOODWRENCH QUICK LUBE PLUS \$24.50
01LOFSP GOODWRENCH QUICK LUBE PLUS \$24.50

			4535	CPVM	0.50	13.81	13.81
			1	25010792	OIL FLTR	4.99	4.99
			5	12345615	OIL 5W30B	1.14	5.70
PARTS:					10.69	LABOR:	13.81
OTHER:					0.00	TOTAL LINE C:	
					24.50		

LOF .5

PAID
MAY 08 2000
DU 60



Mr Goodwrench

Thank You

FOR BRINGING YOUR CAR
TO US FOR SERVICE

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, written 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.

CUSTOMER SIGNATURE:

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

128048

196244
CUSTOMER COPY
INVOICE



328 SOUTH ARLINGTON ROAD
AKRON, OHIO 44312-5215
AKRON (330) 544-7500 CANTON (330) 499-6900
CLEVELAND (800) 645-6445
NIGHT TOWING 888-0500

PAGE 2

SERVICE ADVISOR: 4040 MARK WATLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENS	MILEAGE IN/OUT	TAG
DK GREEN-G	96	CHEVROLET BERETTA	1G1LV540TY121030		17495/17495	T426
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	EQ-NO.	RATE	PAYMENT
28 FEB 1996			08:30 08MAY00			COUP
R.O. OPENED	READY	OPTIONS: STK:21215 CLR:28-147 ENG:LN2 TRN:MX1				
08MAY00	08MAY00	1)4-4-4DRC99				

LINE	CODE	TECH	TYPE	HOURS	EST	NET	TOTAL

* VISIT US ON THE WEB WWW.DOUGCHEVROLET.COM *							
* MONDAY THRU FRIDAY 7:00 AM TO 6:00 PM *							
* CLOSED SATURDAY AND SUNDAY *							
* THANK YOU FOR YOUR PATRONAGE *							
* YOUR SERVICE TEAM AT DOUG CHEVROLET! *							



Mr Goodwrench

Thank You
FOR BRINGING YOUR CAR
TO US FOR SERVICE

STATEMENT OF DISCLAIMER
The factory warranty comprises 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 in this sale for a particular purpose. Seller neither assumes nor authorizes any other person to assume for any liability in connection with the sale of this item.

DESCRIPTION	TOTALS
LABOR AMOUNT	263.87
PARTS AMOUNT	303.93
GAS OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	577.71
LESS INSURANCE/ADJ.	56.77
SALES TAX	35.23
PLEASE PAY THIS AMOUNT	485.20

CUSTOMER SIGNATURE

SHULTZ AUTO

(330)753-6675


(330)753-6676

REPAIR & DETAILING

74 8th Street
Barberton, OH 44203

Invoice

DATE	INVOICE #
10/19/2000	7410

BILL TO		TERMS		
		Due on receipt		
		LICENSE PLATE	MILEAGE	YR MAKE MODEL
		753-2834	19002	96 Beretta
DESCRIPTION	QTY	RATE	AMOUNT	
gasket only-6 months on labor				
bolts-labor				
Oil Change		9.99	9.99T	
antifreeze	2	8.97	17.94T	
shop supplies		22.95	22.95T	
1 year or 12000 miles whichever comes first warranty on head gasket only-6 months on labor		0.00	0.00T	
Sales Tax		5.75%	27.94	
PICK # 2695				
Thank you for your business.			Total \$513.82	

I request an estimate in writing before you begin repairs _____

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs

thereof

Shultz's Auto and its employees are not responsible for loss or damage to cars or articles left in cars in case of fire, theft or any other cause beyond our control.