



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

Auto Safety Hotline

## Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393  
DC METRO AREA (202) 366-0123  
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 284

Date Received

23-JAN-2001

Od\_or \_\_\_\_\_  
R\_dt \_\_\_\_\_  
Pd\_rt \_\_\_\_\_  
Ip\_lfr \_\_\_\_\_

Reference No.

876811

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>(Located at bottom of dashboard on driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1G1JF5248S7214057	CHEVROLET	CAVALIER	1995	

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

Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input 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 type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____ <input type="checkbox"/> Sport Util Truck <input type="checkbox"/> Motorcycle	Body Style <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 06420000	Part Name(s) FUEL:THROTTLE LINKAGES:ACCELERATOR:RIGID	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	Date(s) of Failure(s) 15-DEC-2000 Mileage at Failure(s) 45 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 checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 1	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)

**INTERMITTENTLY WHEN APPLYING BRAKES VEHICLE ACCELERATES SUDDENLY AND UNEXPECTEDLY, RESULTING IN A COLLISION/ MINOR INJURIES. DEALER AND MANUFACTURER HAVE BEEN NOTIFIED. \*AK**

CONTINUE ON BACK IF NEEDED

The Privacy Act of 1974 (Public Law 93-502) 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 284	
 U.S. Department of Transportation National Highway Traffic Safety Administration		<b>Vehicle Owner's Questionnaire (VOQ)</b> NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline	
<b>OWNER INFORMATION (Type or Print)</b> [Redacted] 668690		Date Received 23-JAN-2001 Reference No. 875811	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of an authorized signature, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.		<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO Date 1/21/01	
<b>VEHICLE INFORMATION</b>			
Vehicle Ident. No. (VIN) <small>(Located at bottom of windshield on drivers side)</small> 1G1JF5248S7214057	Vehicle Make CHEVROLET	Vehicle Model CAVALIER	Vehicle Year 1995
Purchase Date 11/25/00 <input type="checkbox"/> New <input checked="" type="checkbox"/> Used		Dealer's Name HALCY PONTIAC GMC TRUCK City Richmond State VA Zip Code 23235	Current Odometer Reading 46484
Engine Size (CID/COIL) No Cylinders 4	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" 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 checked="" type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbelt <input checked="" type="checkbox"/> 2-Point Belt	Cruise Control <input checked="" type="checkbox"/> Yes <input 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	<input type="checkbox"/> Sport Ult <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle	Body Style <input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>			
Component 08420000	Part Name(s) FUEL:THROTTLE LINKAGES:ACCELERATOR:RIGID	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failures 2	Date(s) of Failure(s) 15-DEC-2000 & 1/21/01 Mileage at Failure(s) 45879 & 46484 Vehicle Speed at Failure(s) 100 MPH - Both	Failed Part(s) Available? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>APPLICATION INCIDENT INFORMATION</b> (Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies) on the back of this form)			
Crash <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 1	Number of Fatalities 0
Estimated Property Damage \$1,500.00		Reported to Police <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
<b>NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)</b> INTERMITTENTLY WHEN APPLYING BRAKES VEHICLE ACCELERATES SUDDENLY AND UNEXPECTEDLY, RESULTING IN A COLLISION/ MINOR INJURIES. DEALER AND MANUFACTURER HAVE BEEN NOTIFIED. *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.

E

FEB 22 2004

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Information Management Staff NSA-10.01  
400 7<sup>th</sup> Street, SW  
Washington, D.C. 20590

Dear Sir:

Please note the attached document reflecting my complaint regarding an unsafe vehicle that, though I am forced to continue payment for, it is considered unsafe to operate. The second document confirms that I have also notified the Department of Transportation.

Your attention is now invited to the third document that was address to Ms. Cunningham. This document explains some of my plight. Moreover, there is documentation (attachment F) which clearly reflects that Haley Pontiac is culpable. Any assistance your department may be able to provide in eradicating this problem will be greatly appreciated.

Sincerely,

A large black rectangular redaction box covers the signature area. A handwritten checkmark is visible to the right of the box.

Encl:  
Ltr to Cunningham

RECEIVED  
FEB 25 - 1 40 58 PM  
OFFICE  
OF PUBLIC AFFAIRS

**VIRGINIA DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES  
OFFICE OF CONSUMER AFFAIRS  
OFFICIAL CONSUMER COMPLAINT FORM**

Please type or print clearly in dark ink. Send copies, NOT originals, of any supporting documentation. Please mark out your credit card or bank account number, your Social Security Number, or any other personal financial information, but do NOT mark out order, customer or account number assigned to you by the company involved.

**SECTION 1 - Your Information**

Mr. Mrs. Ms Mr.	Last name	First name	M.d. Initial
Mailing address		Apt. or suite number	
		N/A	
		Country, if not US	
		N/A	
Work number, including area code		Your e-mail address	
If necessary, should we contact you at home, at work, or by e-mail? Work/home		If necessary, best time to reach you	
(202) 218-3089		0900-1750	
City or county of residence	(Optional) Year of birth	(Optional) Are you currently a student? Yes [ ] or No [x]	
Prince William	2/19/40	If yes, check one: High School [ ] - College [ ] - Other [ ]	

**SECTION 2 - Company Information:** Your complaint may involve more than one company, such as sub-contractors, banks, finance or insurance companies, issuers of warranties or extended service contracts, etc. If applicable, list the first company with which you dealt under Company 1 and the second company under Company 2. List any other companies involved on a separate sheet.

**Company 1**

Full name of company			
Haley Pontiac, GMC Truck, INC.			
Mailing address			Room or suite number
9811 Midlothian Pike			N/A
City	State	Zip code	Country, if not US
Richmond	VA	23235	N/A
Phone number, including area code	Fax number, including area code	City or county where company is located	
(804) 320-9054	( )	Richmond	
Company's web site address (URL):		How did you learn about this company? (Phone book, TV, radio, newspaper, mail, telemarketer, Internet, etc.)	
www.haleyauto.com		Family member	

**Company 2**

Full name of company			
General Motors Customer and Relationship Services			
Mailing address			Room or suite number
P.O. Box # 436008			N/A
City	State	Zip code	Country, if not US
Pontiac, Michigan	MI	48343-6008	N/A
Phone number, including area code	Fax number, including area code	City or county where company is located	
(800) 222-1020	( )	Pontiac	
Company's web site address (URL):		Relationship to company 1: Sub-contractor, lender, issuer of extended service contract or warranty, etc.	
unknown		Consumer	

**SECTION 3 - Complaint Information**

Date of order, purchase or lease	Type of product or service involved		
Manufacturer of product	Model	Serial, VIN, or auction item number	Year
Did you sign a contract or a lease? Yes [ ] or No [x]	If yes, please indicate the following:		Expiration date.
	Starting date:		N/A
Total amount paid	Total amount in dispute	How was payment made? (cash, check, credit card, money order, etc.)	

**SECTION 4 - Full Description of Complaint (Use additional sheets if necessary)**

See complaint of Willy J. Hardin attached

**SECTION 5 - Use this section for AUTOMOBILE and other MOTOR VEHICLE complaints ONLY**

Did you buy or lease this vehicle? Buy	Is this a new or used vehicle? Used	Is it used for personal or commercial purposes? Personal
Did the dealer arrange financing? Yes [ ] or No [X] If yes, please list finance company or bank in Section 2, previous page		
Did you buy an extended service or warranty contract? Yes [ ] or No [X] If yes, list contract provider in Section 2, previous page		
If your complaint refers to a repair, type of repairs performed: (A/C, brakes, transmission, etc.) none - see COMPLAINT		
Before any work was performed, did you ask for and receive a written copy of the cost estimate? Yes [ ] or No [ ] N/A		
Did you authorize any changes to the original estimate? Yes [ ] or No [ ] If yes, provide details in Section 4, above N/A		
Were the completed repairs different from what you had authorized? Yes [ ] or No [X] If yes, provide details in Section 4, above N/A		

**SECTION 6 - Resolution Attempts You Have Made**

Have you contacted the company? Yes [X] or No [ ]	If yes, name of person most recently contacted Mr. Bruce Harris	Their phone number, incl. area code (804) 320-9054
Results none, other than consistently referred to Chevrolet Company		
What resolution would you consider mutually fair? Replace vehicle with one comparable; will not feel safe otherwise.		
List any other organizations you have contacted (i.e. Other consumer protection offices, Better Business Bureau, etc.) NHTSA		
Do you have an attorney in this case? Yes [ ] or No [X]	If yes, name of your attorney N/A	Attorney's number, incl. area code ( ) N/A
Is your complaint scheduled to be heard in a court of law? Yes [ ] or No [ ] If yes, where and what is the status of the case? N/A		

**SECTION 7 - Disclaimers and Affidavits**

- The Office of Consumer Affairs does not require you to provide credit card or bank account numbers, Social Security Number, or any other personal financial information. You should keep that information private.
- When necessary, please provide COPIES of supporting documentation. Do NOT send originals.
- The information requested on this form, and all subsequent requests by this Office for additional information, are subject to the Virginia Privacy Protection Act of 1976, Virginia Code Section 2.1-377, et seq.
- All information provided to this Office is available for public inspection under the Virginia Freedom of Information Act, Virginia Code Section 2.1-340.1, et seq., except in the case of

- ongoing investigations. Closed complaints will be retained for three years after closure and then destroyed.
- If applicable, your complaint may be referred to other local, state, or federal agencies with proper jurisdiction over your case. By signing this form, you authorize said agencies to evaluate your complaint on the basis of the information provided herein, to contact you, and to take whatever actions those agencies deem appropriate to attempt to resolve your complaint.
- I hereby certify that the statements made on this form and on any attached documentation are true and complete to the best of my knowledge, information and belief.

Signature: 

Date: February 2, 2001

Ms. Constance Cunningham  
One GEICO Landing  
Virginia Beach, VA 23454

FEB 21 2001

RE: (1) Policy No. 409-93-04

(2) Claim No. 0100863910101061

Dear Ms. Cunningham:

Please find attached documentation pertaining to the claim mentioned supra. Your attention is invited to the content and your assistance is requested in reconciling this matter as soon as the situation will dictate.

Looking forward to hearing from you in the immediate future, I remain.

Sincerely,

A solid black rectangular redaction box covering the signature area.

Encl:  
Request for redress

In November 25, 2000, I purchased the vehicle reflected in attachment (A). My family and I were pleased with it until December 14, 2000. On the evening of December 14, 2000, circa 2100 (9 p.m.), my wife returned from the store driving the Chevrolet. Upon pulling into a parking spot, the vehicle surged forward violently, hitting the curb, throwing my wife into the steering wheel, injuring her shoulder and her knee which was thrust forward into the dash board. The vehicle continued forward hitting our neighbor's tree, damaging the vehicle and breaking the tree off at its base. The vehicle sustained considerable damage to its front end. Attachment (B) is provided to substantiate type repairs made to the vehicle subsequent to it hitting the tree, aforementioned.

On January 21, 2001, I returned home from a store and, in the process of parking the vehicle, it violently surged again. This is an extremely frightening experience and the surge occurs without warning. I came to a complete stop with my foot remaining on the brake and the vehicle still in the "D" mode. Within two or three seconds after coming to a complete stop, the vehicle surged forward violently, jumping over the curb heading towards the basement window of my home. Fortunately, I managed to get the vehicle under control, avoiding additional damage, but I have

forbidden all of my family members from driving the vehicle.

Attachment (C) is provided to show the warranty information pertaining to the vehicle in question. What is significant about attachment (C) is "Duration": 30 days or 1,000 miles; dealer will pay 100% labor and parts.

As can be gleaned from review of attachment (A), the vehicle had mileage of 45414 when I purchased it. Attachment (B) reveals 45879 miles when the vehicle was towed to the body shop for repairs as indicated. This means that the vehicle had been driven about 464 miles at the time it "surged", causing my wife to lose control of it resulting in the accident aforementioned. Since the vehicle was purchased November 25, 2000, and the incident occurred on December 14, 2000, this reflects compelling evidence that the incident occurred within the 30 day limit set by attachment (C). The vehicle currently has 46484 miles on the odometer. Several telephone calls were made, however, to Mr. Bruce Harris, the individual who sold me the vehicle, representing Haley Pontiac, GMC Truck, Inc., resulting in a "dead end". Mr. Harris consistently suggested that I contact Chevrolet in an attempt to resolve the matter.

I contacted Chevrolet on 1-800-1020 and was finally assigned, after three phone calls, a claim number of 02976985. On January 29, 2001, I contacted Chevrolet and was informed that Chevrolet was denying liability since I already had the body damage repaired on the vehicle in question. Attention is invited to attachment (D) for edification. I was somewhat taken aback by that response in addition to finding it rather curious inasmuch as the body damage resulted from hitting a tree caused by "surge" of the vehicle. My review of attachment (B) fails to reveal any repair work relating to the "Failed Component(S)/Part(S) Information" reflected in the Department of Transportation (DOT) Vehicle Owner's Questionnaire (VOQ). Chevrolet suggested that I go back to the dealer who sold the vehicle in an attempt to resolve the problem.

Pursuant to Chevrolet's suggestion to get back to Haley Pontiac, I contacted Haley Pontiac again on January 29, 2001, to inform them what Chevrolet directed me to do. Mr. Harris, again, suggested I go back to Chevrolet.

I made arrangements with Mr. John Gleason, Lindsay Chevrolet-Oldsmobile, Woodbridge, VA, on February 2, 2001, to check the vehicle out in an attempt to determine what caused it to "surge". Attachment E is evidence of my

having the vehicle towed to Lindsay Chevrolet. Attachment F is the results of Mr. Gleason's findings. Based on those findings, it is my contention that Haley Pontiac is at least guilty of negligence inasmuch as they failed to secure the cruise control cable prior to releasing the vehicle for sale. Mr. Gleason, however, could not assure me the vehicle would not surge again (emphasis added).

At this juncture, I am in a state of quandary as to whom I must turn to resolve the problem. In the interim, I am having to pay for a "defective" product which is **UNSAFE** (emphasis added) to use. Consequently, the vehicle continues to sit at my home not being used, essentially, reducing me to a one-car family.

My wife did sustain injury, and is having considerable problems walking and/or doing things that require her to use her arm. While I am obviously concerned about her injuries, the other pressing issue at the moment is being unable to use our second vehicle, though having to pay for it. It is my contention that Haley Pontiac should provide a comparable vehicle pending resolution of the surging problem of the one sold to me. If Haley Pontiac is unable to create the surge problem and certify, in writing, that the problem has been repaired, then I should retain the comparable vehicle in place of the unsafe vehicle.

Regarding my wife's injuries as well as other costs associated with property damage, please regard this as official request for redress. There is absolutely no way that the cost of medical attention can be ascertained at this time. Consequently, your advice is requested.

Respectfully,

A large black rectangular redaction box covers the signature area. A small handwritten mark is visible below the box.



# HALEY PONTIAC-GMC TRUCK, INC.

9811 MIDLOTHIAN PIKE  
RICHMOND, VIRGINIA 23235  
TELEPHONE (804) 320-9054  
www.haleyauto.com

STOCK NO. 207020A

DATE 11/25/2000

DEAL #: 50610

PURCHASER'S NAME: [REDACTED] HOME ADDRESS: [REDACTED]  
 CO/PURCHASER NAME: [REDACTED] CITY, STATE Z: [REDACTED]  
 PLEASE ENTER MY ORDER FOR THE FOLLOWING:  
 NEW  USED  DEMO  
 COUNTY: [REDACTED] HOME PHONE: [REDACTED]

YEAR: 1995 MAKE: CHEVROLET MODEL: CAVALIER TYPE/DOORS: SD COLOR: AQUA  
 MILEAGE: 45414 VIN: 1G1JF5248S7214057 IN SERVICE DATE:

SELLING PRICE	5500.00
*** PRO-PAC	
*** 10-JACK	
*** SUBJECT TO VA STATE SALES TAX	

PURCHASE PRICE	
TRADE IN ALLOWANCE	N/A
LESS BALANCE OWING (EST.)	N/A
NET ALLOWANCE	N/A
SERVICE CONTRACT FIRST EXTENDED PRICE	
TAX	
VEHICLE CASH PRICE	
PROCESSING FEE	125.00
DEDUCTIBLE MILES WHICHEVER FIRST TOTAL	
LICENSE FEE 28.50	
TITLE FEE 10.00	
DEALER BUSINESS LICENSE TAX 11.00	49.50

FOR "AS IS" SALE ONLY: UNDERSTAND THAT THIS VEHICLE IS BEING SOLD "AS IS" WITH ALL FAULTS AND IS NOT COVERED BY ANY DEALER WARRANTY. I UNDERSTAND THAT THE DEALER IS NOT REQUIRED TO MAKE ANY REPAIRS AFTER I BUY THIS VEHICLE. I WILL HAVE TO PAY FOR ANY REPAIRS THIS VEHICLE WILL NEED. (SEE #16 ON REVERSE SIDE)	3% VA TITLE TAX	168.75
DATE: _____ SIGNATURE: _____	TOTAL SELLING PRICE	
DESCRIPTION OF TRADE-IN: _____ STOCK #: _____	PARTIAL PAYMENT	100.00
YEAR: _____ MAKE: _____ MODEL: _____ COLOR: _____ TYPE/DOORS: _____	ADDITIONAL DOWN PAYMENT UPON DELIVERY	N/A
MILEAGE USED: _____ VIN: _____ TAG NO: _____	BALANCE DUE ON DELIVERY	

**THE FRONT AND BACK OF THIS ORDER COMPRISE THE ENTIRE AGREEMENT AFFECTING THIS PURCHASE.** By executing this Order, Purchaser acknowledges he has read all of its terms and has received a fully completed copy. Purchaser certifies he/she is 18 years of age or older. If this transaction is to be a retail installment sale, this contract is not effective unless financing is obtained on terms satisfactory to the parties.

**ALL VEHICLES MUST BE PAID WITHIN 2 WORKING DAYS**

## NO LIABILITY INSURANCE INCLUDED UNLESS SPECIFICALLY INDICATED

**SECURITY AGREEMENT:** Purchaser hereby grants Seller, its successors and assigns, a security interest in the motor vehicle, equipment and accessories to be purchased pursuant to this agreement, and such security interest shall remain in effect until all sums due hereunder have been paid in full.

**FOR SALES INVOLVING DEALER ARRANGED FINANCING ONLY:**  
This sale is conditioned upon approval of your proposed retail installment sale contract as submitted to or through the dealer. If that proposed retail installment sale contract is not approved under the terms agreed to with the dealer, you may cancel this sale and any down payment and/or trade-in you submitted will be returned to you, provided that any vehicle delivered to you by the dealer pursuant to this agreement is returned to the dealer in the same condition as delivered to you, normal wear and tear excepted, within twenty-four hours of written or oral notice.

Signed (1) [Signature] Social Security Number: 578642159  
 Salesperson: HARRIS, BRUCE  
 Signed (2) [Signature] Social Security Number: 347321113  
 Purchaser

Date: 11/25/2000 Approved: [Signature] Dealer or Authorized Representative

# AUTO BODY REPAIR ORDER



**2600 Huntbody & Paint**  
 2600 Huntington Avenue  
 Alexandria, Virginia 22303  
 (703) 960-3777  
 Fax (703) 960-6851

3817

QTY	PART NO. & DESCRIPTION	AMOUNT
	ADJ	
1	RAD. LINE HOSE	

DATE: 11/5/01  
 CITY: [REDACTED] STATE: [REDACTED]  
 YEAR MAKE MODEL: 1996 Cavalier  
 VIN: 1G9196 [REDACTED]  
 INS. CO.: GEICO  
 ADJUSTER: [REDACTED] CLAIM NO.: [REDACTED]

REPAIRS TO BE DONE: [REDACTED]  
 Repair As Per Estimate  
 Supplementary Repairs  
 TOTAL: 1244.44

QTY	PART & MATERIALS	AMOUNT
<b>TOTAL</b>		

In. Co. Pays \$ [REDACTED]  
 Customer Pays \$ 1244.44  
 Insurance Check Pays To: [REDACTED]  
 DEDUCTIBLE PAID BY:  
 Cash  Check  Credit Card  
 MC  AMEX  VISA  
 Other: [REDACTED]  
 CC No.: [REDACTED]

TOTAL LABOR	
TOTAL PARTS	
PAINT & MATERIALS	
SUBLET	
TOWING / STORAGE	
EPA / WASTE DISPOSAL	
SUB-TOTAL	
TAX	
<b>TOTAL</b>	1244.44

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate vehicle for purpose of testing, inspection, or delivery at my risk. An express mechanics lien is acknowledged on above vehicle to secure the amount of repairs thereto. It is understood that you will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control. It is also understood that full payment for repairs is due upon release or delivery of vehicle, including supplemental charges.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

B

Thank You

01/04/2001 at 03:40 PM  
45425

0100863910101062-01

**GEICO**  
**GEICO CLAIMS OFFICE SPRINGFIELD**  
"FOR A FREE QUOTE CALL 1-800-947-AUTO"  
6198 A OLD FRANCONIA  
ROAD  
ALEXANDRIA, VA 22310  
(703)395-4597 Fax: (703)924-9254

**ESTIMATE OF RECORD**

Written by: BRIAN KELLER # 01/04/2001 03:40 PM  
Adjuster: F575 EXT: FCC: #

Insured  
Owner  
Address  
Evening  
Business

Claim #0100863910101062-01  
Policy #40993040  
Date of Loss: 12/15/2000 at 12:00 AM  
Type of Loss: Collision  
Point of Impact: 12. Front

Inspect HUNTINGTON A/B  
Location: 2600 HUNTINGTON AVE  
ALEX, VA 22303

Business: (703)960-3777  
REPAIR\_SHOP

Repair  
Facility:

6 Days to Repair  
License #

1995 CHEV CAVALIER LS 4-2.2L-FI 4D SED TEAL Int:  
VIN: 1G1JF5248S7214057 Lic: YKE 2120 VA Prod Date: Odometer: 45879  
Air Conditioning Intermittent Wipers Tinted Glass  
Body Side Moldings Dual Mirrors Custom Interior  
Clear Coat Paint Power Steering Power Brakes  
AM Radio FM Radio Stereo  
Cassette Search/Seek Anti-Lock Brakes (4)  
Driver Airbag Passenger Airbag Cloth Seats  
Bucket Seats Recline/Lounge Seats Automatic Transmission

ESTIMATE OF RECORD  
1995 CHEV CAVALIER LS 4-2.2L-FI 4D SED TEAL Int:

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1		FRONT BUMPER					
2**	Repl	RECOND Bumper cover standard t	1		152.00	1.5	2.6
3	Repl	License bracket	1		9.50	0.3	
4		COOLING					
5	Repl	Lower tie bar	1		42.00	s 0.5	0.5
6	Repl	Seal lower	1		2.33		
7	Repl	Lower deflector w/o Z-24	1		19.15	0.5	
8**	Repl	A/M Radiator	1		268.00	m Incl.	
9		Add for auto trans				m 0.2	M
10		Add for AC option				m 0.5	M
11#	Repl	ANTI FREEZE	1		6.00	T	
12		AIR CONDITIONER & HEATER					
13**	Repl	A/M Condenser	1		194.00	m 2.5	
14	Repl	Evacuate & recharge	1			m 1.4	M
15#	Subl	PULL SHEETMETAL	1		75.00	X	
16#	Subl	FLEX ADDITIVE	1		3.50	X	
17#	Subl	HAZ MAT	1		3.00	X	

Subtotals ==> 774.48 7.4 3.1

Parts		686.98
Parts Discount	\$ 72.98 -10.0%	-7.30
Body Labor	5.3 hrs @ \$ 32.00/hr	169.60
Paint Labor	3.1 hrs @ \$ 32.00/hr	99.20
Mechanical Labor	2.1 hrs @ \$ 58.00/hr	121.80
Paint Supplies	3.1 hrs @ \$ 18.00/hr	55.80
Sublet/Misc.		87.50

SUBTOTAL		\$ 1213.58
Sales Tax	\$ 685.68 @ 4.5000%	30.86
<b>TOTAL COST OF REPAIRS</b>		<b>\$ 1244.44</b>

01/04/2001 at 03:40 PM  
45425

0100863910101062-01

**ESTIMATE OF RECORD**

1995 CHEV CAVALIER LS 4-2.2L-FI 4D SED TEAL Int:

**ADJUSTMENTS:**

Deductible	200.00
-----	
TOTAL ADJUSTMENTS	\$ 200.00
NET COST OF REPAIRS	\$ 1044.44

IT IS A CRIME TO KNOWINGLY PROVIDE FALSE, INCOMPLETE OR MISLEADING INFORMATION TO AN INSURANCE COMPANY FOR THE PURPOSE OF DEERAUDING THE COMPANY. PENALTIES INCLUDE IMPRISONMENT, FINES AND DENIAL OF INSURANCE BENEFITS.

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF AUTOMOBILE PARTS NOT MADE BY THE ORIGINAL MANUFACTURER. PARTS USED IN THE REPAIR OF YOUR VEHICLE BY OTHER THAN THE ORIGINAL MANUFACTURER ARE REQUIRED TO BE AT LEAST EQUAL IN LIKE, KIND AND QUALITY IN TERMS OF FIT, QUALITY AND PERFORMANCE TO THE ORIGINAL MANUFACTURER PARTS THEY ARE REPLACING.

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Non-asterisk(+) items are derived from the Guide DR1CL95. Database Date 9/2000. Double asterisk(\*\*) items indicate parts supplied by a supplier other than the original equipment manufacturer. Found 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.

Pathways - A product of CCC Information Services Inc.

# BUYERS GUIDE

**IMPORTANT:** Spoken promises are difficult to enforce. Ask the dealer to put all promises in writing. Keep this form.

Chevrolet

VEHICLE MAKE

Cavalier LS

MODEL

1995

YEAR

1G1JF5248S7214057

VIN NUMBER

207020A

DEALER STOCK NUMBER (OPTIONAL)

00323

WARRANTIES FOR THIS VEHICLE:

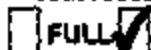


## AS IS-NO WARRANTY

YOU WILL PAY ALL COSTS FOR ANY REPAIRS. The dealer assumes no responsibility for any repairs regardless of any oral statements about the vehicle.



## WARRANTY



**LIMITED WARRANTY.** The dealer will pay 100 % of the labor and 100 % of the parts for the covered systems that fail during the warranty period. Ask the dealer for a copy of the warranty document for a full explanation of warranty coverage, exclusions, and the dealer's repair obligations. Under state law, "implied warranties" may give you even more rights.

SYSTEMS COVERED:

DURATION:

**Duration: 30 Days or 1,000 Miles  
(whichever occurs first)**

**Systems Covered:**

**Powertrain Items Listed on  
Reverse Side of This Guide.  
See Salesperson for Details.**

**All Repairs Covered Under Warranty Must be  
Performed in Our Shop.**

Haley Pontiac 9811 Midlothian Pike Richmond, Va 23235

See manager on duty for complaints.



**SERVICE CONTRACT.** A service contract is available at an extra charge on this vehicle. Ask for details as to coverage, deductible, price, and exclusions. If you buy a service contract within 90 days of the time of sale, state law "implied warranties" may give you additional rights.

**PRE PURCHASE INSPECTION:** ASK THE DEALER IF YOU MAY HAVE THIS VEHICLE INSPECTED BY YOUR MECHANIC EITHER ON OR OFF THE LOT.

SEE THE BACK OF THIS FORM for important additional information, including a list of some major defects that may occur in used motor vehicles.

**Below is a list of some major defects that may occur in used motor vehicles.**

**Frame & Body**

Frame-cracks, corrective welds, or rusted through  
Dogtracks-bent or twisted frame

**Engine**

Oil leakage, excluding normal seepage  
Cracked block or head  
Belts missing or inoperable  
Knocks or misses related to camshaft lifters and  
push rods  
Abnormal exhaust discharge

**Transmission & Drive Shaft**

Improper fluid level or leakage, excluding normal  
seepage  
Cracked or damaged case which is visible  
Abnormal noise or vibration caused by faulty  
transmission or drive shaft  
Improper shifting or functioning in any gear  
Manual clutch slips or chatters

**Differential**

Improper fluid level or leakage excluding normal  
seepage  
Cracked or damaged housing which is visible  
Abnormal noise or vibration caused by faulty  
differential

**Cooling System**

Leakage including radiator  
Improperly functioning water pump

**Electrical System**

Battery leakage  
Improperly functioning alternator, generator, battery,  
or starter

**Fuel System**

Visible leakage

**Inoperable Accessories**

Gauges or warning devices  
Air Conditioner  
Heater & Defroster

**Brake System**

Failure warning light broken  
Pedal not firm under pressure (DOT spec.)  
Not enough pedal reserve (DOT spec.)  
Does not stop vehicle in straight (DOT spec.)  
Hoses damaged  
Drum or rotor too thin (Mfr. Specs.)  
Lining or pad thickness less than 1/32 inch  
Power unit not operating or leaking  
Structural or mechanical parts damaged

**Steering System**

Too much free play at steering wheel (DOT spec.)  
Free play in linkage more than 1/4 inch  
Steering gear binds or jams  
Front wheels aligned improperly (DOT spec.)  
Power unit belts cracked or slipping  
Power unit fluid level improper

**Suspension System**

Ball joint seals damaged  
Structural parts bent or damaged  
Stabilizer bar disconnected  
Spring broken  
Shock absorber mounting loose  
Rubber bushings damaged or missing  
Radius rod damaged or missing  
Shock absorber leaking or functioning improperly

**Tires**

Tread depth less than 1/32 inch  
Sizes mismatched  
Visible damage

**Wheels**

Visible cracks, damage or repairs  
Mounting bolts loose or missing

**Exhaust System**

Leakage

DEALER

ADDRESS

SEE FOR COMPLAINTS

**IMPORTANT: The information on this form is part of any contract to buy this vehicle. Removal of this label before consumer purchase (except for purpose of test-driving) is a violation of federal law (16 C.F.R. 455).**

I hereby acknowledge receipt of the Buyers Guide at the closing of this sale.

Vehicle Buyers Signature

Date

# HALEY

**Toyota · Pontiac-GMC · Ford · Chevrolet · Buick**

**Buy with  
Confidence...  
Drive with  
Peace of Mind.**



This vehicle may qualify  
for a limited warranty.



Ask your salesperson for  
details on the extended  
coverage that may be  
available.



This 5-star vehicle has  
been hand picked. Only  
the highest quality pre-  
owned vehicles make it on  
the Haley lot.



**Satisfaction Guarantee.**  
Haley offers a liberal  
exchange policy.

See salesperson for details.

CITY MPG  
25



Hwy MPG  
32

Actual mileage will vary with options, driving  
conditions, driving habits and vehicle's  
condition. Gas mileage information is  
based on EPA rating at time of manufacture.

The information contained above was obtained by Dealer Specialties (DS) with the consent of the Dealership. While every effort has been made to provide accurate information, the customer should verify the condition and presence of all options and equipment before purchase. DS and The Dealer are not responsible for any errors or omissions on the sticker. Gas, license, taxes, processing fees, title fees and/or administrative fees are not included in the price or market value.

I have read and acknowledge the above statement. x \_\_\_\_\_

**1995 Chevrolet Cavalier LS 4 Dr Sedan**  
2.2 Liter 4 Cyl. Multi-pt Fuel Inj.

Mileage : 45,415

Transmission : Automatic

Color : Aqua

V.J.N.

: 1G1JF5248S7214057

Stock # : 287828A

## Comfort Equipment And Accessories

Power Steering

Power Brakes

Power Door Locks

AM/FM Stereo Radio

\*Cassette Player

Center Console

Dual Sideview Mirrors

Reclining Bucket Seats

Cloth Upholstery

Fold Down Rear Seat

Anti-lock Braking System

Gauge Cluster

Clock

Trip Odometer

Tachometer

\*Air Conditioning

Tilt Steering Wheel

\*Cruise Control

Interval Wipers

Rear Defroster

Remote Trunk Lid

Dual Air Bags

Map Lights

Body Side Moldings

Deluxe Wheel Covers

PLEASE NOTE: Carfax vehicle history report is available upon request. Haley automotive group makes every effort to present quality used cars. Some vehicles have had paint and/or collision repair, we make no guarantee, written or verbal, that this vehicle has not had previous paint or body repair.

**MARKET VALUE**

**\$6,995**

**\*ASK SALESPERSON FOR DETAILS\***



**GMC**

GENERAL MOTORS BUSINESS RESOURCE CENTER

January 25, 2001



RE: File Number: 02976985

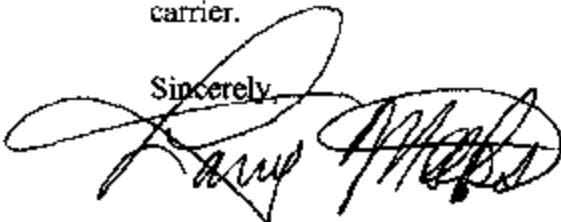
Vehicle Identification Number: 1G1JF5248S7214057

Dear 

Thank you for allowing us the opportunity to review the product allegation regarding your 1995 Chevrolet Cavalier.

We have completed our review and General Motors is unable to determine any manufacturing responsibility, due to the vehicle having already been repaired. Therefore, we will not assume responsibility for the allegation and suggest that you resolve this matter through your insurance carrier.

Sincerely,



Larry Meeks  
Customer Relationship Manager  
Product Allegation Resolution Team

D

# WAGGY'S TOWING & RECOVERY

P.O. BOX 185  
DUMFRIES, VA 22026  
(703) 670-0762



NO 17160

*Other Services Also Available*

THIS TRANSACTION CONSTITUTES AN AGREEMENT BETWEEN BUYER AND SELLER AND SIGNATURE OF BUYER IS ACKNOWLEDGEMENT OF SALE. ALL PAYMENTS MUST BE MADE WITHIN 30 DAYS OF SALE OR PAID IN CONSECUTIVE MONTHLY INSTALLMENTS AND CONSIDERED AN ANNUAL FINANCE CHARGE OF 14% PER MONTH, WHICH IS 18% ANNUAL PERCENTAGE RATE, WILL ACCRUE 60 DAYS FROM THE DATE OF SALE, EXCEPT THAT A MINIMUM FINANCE CHARGE OF \$50 WILL BE ASSESSED. FAILURE TO MAKE PAYMENT WITHIN 30 DAYS IS BASIS FOR LEGAL ACTION. CAUTION: IT IS IMPORTANT THAT YOU THOROUGHLY READ THE CONTRACT BEFORE YOU SIGN IT.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



TOWING SERVICE

04  
 CASH  
 CHARGE  
 ON ACCOUNT

DATE 2/2/01	TIME	REQUESTED BY	RELEASE BEFORE TOWING
YEAR 95	MAKE/MODEL/COLOR Chevy Car		
DRIVER	REGISTRATION NO.	TAG #	
		YKB	
LOCATION OF VEHICLE 13472 Lock loop		TOWED TO Lindsay	
MILEAGE		SERVICE TIME	EXTRA TIME
FINISH	FINISH	FINISH	
START	START	START	
TOTAL	TOTAL	TOTAL	

### DAMAGE RELEASE

I HAVE BEEN ADVISED THAT MY VEHICLE MAY BE DAMAGED IF WINCHED, TOWED, UNLOCKED OR LEFT ON UNATTENDED PREMISES. I RECOGNIZE THE DIFFICULTY INVOLVED AND I AGREE NOT TO HOLD THE TOWING SERVICE RESPONSIBLE FOR SUCH DAMAGE SHOULD IT RESULT.

SIGNATURE OF CAR OWNER OR AGENT

DATE

REMARKS:

MILEAGE CHG.	
TOWING CHG.	45
LABOR CHG.	
STORAGE CHG.	
TOTAL	45

SIGNATURE OF TOW OPERATOR

DATE

*Jacant # 9*



**LINDSAY CHEVROLET-OLDSMOBILE, LLC.**

15605 JEFFERSON DAVIS HWY.  
 WOODBRIDGE, VIRGINIA 22191  
 LOCAL PHONE 703-670-8181  
 METRO PHONE 703-273-3710  
 703-273-5901

**CUSTOMER SERVICE HOURS**  
 MONDAY - FRIDAY  
 7:00 A.M. - 6:00 P.M.  
 LATE PICK UP UNTIL 8:30 P.M.



02018CV00155660



CUSTOMER NO. <b>18625</b>	LABORER'S PIN <b>1864</b>	TAB NO.	INVOICE DATE <b>02/07/01</b>	INVOICE NO. <b>02018CV00155660</b>
YEAR MAKE MODEL <b>YK02130</b>	46484		DEALER DATE	DELIVERY MILES
VEHICLE IDENTIFICATION NUMBER <b>1G1JF5240S7214057</b>			SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	ORDER NO.	<b>02/02/01</b>	

**LABOR & PARTS**  
 JF 1 03CVZ ENGINE REPAIRS **77.95**  
 TOWED IN WAGGY'S HIGH RPM'S WHEN NOT CAN BEGETT DROD BACK  
 AT STOPS  
 UNABLE TO DUPLICATE CONDITION IN SHOP. CRUISE CABLE LAYING UNDER THROTTLE  
 HAVE HUNG THROTTLE OPER. REPAIRS

-----  
 TOTAL LABOR & PARTS **77.95**  
 MISC. CODE DESCRIPTION CONTROL NO. TOTAL MISC. **3.90**  
 JOB # A SS SHOP SUPPLIES **3.90**  
 TOTAL MISC. **3.90**

**TOTALS**  
 CASH  CHECK CK NO.  DISCOVER  
 VISA  MASTERCARD  AMER EXPRESS  OTHER CHARGE  
 SHORTLY YOU WILL BE RECEIVING A SURVEY FROM CHEVROLET MOTOR DIVISION. THIS IS OUR REPORT CARD. IF FOR ANY REASON YOU CANNOT ANSWER COMPLETELY SATISFIED PLEASE CONTACT JOHN GLEASON AT 703-670-8181. PLEASE COMPLETE YOUR CHEVROLET SURVEY AND RETURN IT. ANY LESS THAN COMPLETELY SATISFIED IS A FAILING GRADE FOR US. THANK YOU FOR YOUR BUSINESS!!  
 \*\*\*\*\*NEW SERVICE HOURS\*\*\*\*\*  
 \*\*\*\*\*7AM-7PM\*\*\*\*\*  
 \*\*\*\*\*SATURDAY 8AM-2PM\*\*\*\*\*

TOTAL LABOR	77.95
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	3.90
TOTAL MISC DISC	0.00
TOTAL TAX	0.00
<b>TOTAL INVOICE \$</b>	<b>81.85</b>

**LIMITED WARRANTY**

THIS INVOICE MUST ACCOMPANY ANY AND ALL ADJUSTMENTS OR CLAIMS. GM REPLACEMENT PARTS WARRANTY 1 YEAR OR 12,000 MILES. ALL ADJUSTMENT WORK MUST BE PERFORMED AT LINDSAY CHEV., LLC.

**THANK YOU  
 WE APPRECIATE  
 YOUR BUSINESS**

CUSTOMER SIGNATURE

**PAID**  
 FEB 0 2001  
*155 OF*  
*CRASH*