

## MINUTES OF THE SENATE TRANSPORTATION COMMITTEE.

The meeting was called to order by Chairperson Senator Les Donovan at 8:30 a.m. on February 20, 2002 in Room 245-N of the Capitol.

All members were present except:

Committee staff present: Hank Avila, Legislative Research Department  
Bruce Kinzie, Revisor of Statutes  
Marian F. Holeman, Committee Secretary

Conferees appearing before the committee: Dennis Haake, R. L. Polk & Co.

Others attending: See attached list

### **Overview of motor vehicle information services provided in Kansas**

Mr. Haake's presentation included information on the history of R. L. Polk & Co. which was established in 1870 and still remains in the hands of the Polk family. He wished to explain some of the products they offer, and what is done with data they acquire. Polk no longer produces city directories. They now focus exclusively on the automotive industry. Car Fax, a wholly owned subsidiary of R. L. Polk & Company, works closely with many Kansas state agencies. They do not release personal data. They deal with automotive statistics. Vehicle Identification Number (VIN) information is provided, free of charge, to law enforcement agencies. Anyone can access a certain amount of free information through their computers by going to [www.carfax.com](http://www.carfax.com). You must provide a VIN number and your zip code. Whatever you want to know about a used car can be obtained from Car Fax. They also provide information on motorcycles, RV's, tractor/trailer trucks, etc. They do not deal with airplanes and boats (Attachment 1).

Members wished to know about dealings with the State of Kansas. Mr. Haake advised that data is received on a weekly basis from Kansas and is very current, compared to some of the other states' data. Kansas data is on the upper end, as far as cost goes. Data does not go back prior to 1981. It was at that time the 17 digit VIN came into use. Every digit provides identification information and this is very beneficial to both dealers and customers. Information obtained thru this system lets people know what they are buying. Other means of transportation; i.e., aircraft, is not included in the data base. That can be obtained thru Aviation Data Processing in Wichita

Sheila Walker, Director, Division of Motor Vehicles, KDOR was in the audience and when asked, stated they enjoy a very professional relationship with Polk/Car Fax and hope to continue that relationship. The Company provides a good service. The recall program is just one example of where such service is invaluable. Mr. Haake stated that often there is a minimum turn around time for recall information required by manufacturers - as short as 72 hours. Don McNeely, Kansas Automobile Dealers Association, was also present and commented on the value of this service to his Association members. It is an especially valuable selling tool. .

### **Approval of minutes**

Senator Gooch moved to approve minutes of the February 14, 2002 meeting. Senator Salmans seconded the motion. Motion carried.

Meeting adjourned at 9:25 a.m.

Next meeting is scheduled for February 20, 2002.

SENATE TRANSPORTATION COMMITTEE  
GUEST LIST

DATE: FEBRUARY 20, 2002

NAME	REPRESENTING
DENNIS HAAKE	R.L. POLK & CO.
FAISAL HASAN	R.L. Polk & Co. (CARFAX)
John Pinegar	R.L. Polk & Co.
Don McMurtry	KDOT
Don L. McNEELY	KS AUTOMOBILE DEALERS ASSN.
Shirley J. Walker	KDOR - DMV



## Corporate Profile

R. L. Polk & Co. has a long and rich history in the Detroit area, dating back to 1870. Ralph Lane Polk founded the company under the name R.L. Polk & Co. The fledgling company began as an enumerated directory publishing firm. The first directory was a long, expensive, labor-intensive effort, culminating in a publication listing the combined populations of towns along the Detroit and Milwaukee railway. The initial sales department consisted of four persons.

The years from 1900 to 1930 saw R.L. Polk & Co. grow and expand as Ralph Lane Polk II assumed leadership responsibilities. Product offerings expanded to include a Banker's Encyclopedia and, in 1922, the first Car Registration Reports. This officially marked the birth of vehicle statistics operations.

As the economic and industrial climate changed as a result of the Depression, the 1930s saw R.L. Polk & Co. adapt and survive through difficult times. Ralph Lane Polk III steered the company through the Depression to the post-war boom, the introduction of the first computer, and the onset of foreign expansion.

The company grew rapidly during the 1960s, 1970s, and 1980s. The economy gave way to extensive domestic and foreign expansion. Carfax joined the Polk family in 1999 as a wholly owned subsidiary. On May 1, 2000, Polk sold the Consumer Information Solutions group. Polk made a clear strategic decision to focus on the global expansion of the transportation business; this historical event allows Polk to focus exclusively on the Automotive Industry. Polk is now positioned to grow all aspects of our automotive business, including car and truck manufacturers, vehicle suppliers, new and used car dealers, and consumer direct sales. This also strongly positions Polk in the critical market segments of analytics, market planning and analysis, marketing, data or performance management, and operations management.

Several key initiatives are integral to setting the tone and leading the market space. Our corporate transformation effort leads these strategic endeavors and becomes not only a fundamental strategic effort, but synonymous with what defines Polk. Polk is aggressively focusing on e-business and incorporating this model into everything we do; we are Web-enabling our entire core business. Polk's new vision is to be the unquestioned, pre-eminent supplier of information solutions to the Automotive Industry.

Today Polk is still a privately held company run by Stephen R. Polk, Chairman, President and CEO. Company headquarters are in Southfield, Michigan, with North America offices in Cincinnati, Ohio; Long Beach, California; Montvale, New Jersey; and Toronto, Ontario, Canada. European and other global office locations include France, Germany, Australia, Spain, Holland, China, and the United Kingdom.

SENATE TRANSPORTATION

COMMITTEE -DATE: 2-20-02

ATTACHMENT: 1

# CARFAX PROTECTS KANSAS CONSUMERS AND BUSINESSES

The majority of checks were performed through CARFAX's **FREE** lemon and record checks as well as through guest accounts provided to law enforcement officials at **NO** cost.

#### Problem Vehicles:

Vehicles that have a discrepancy in their history such as salvage, flood, or lemon title, accident, recalls, or odometer fraud.

#### Potential Savings:

Industry studies show that problems, such as those described, can affect the value of a used vehicle by about **\$2,500**.

Between October 1999 and October 2001 consumers, dealers, and law enforcement ran **130,392** free checks and **214,357** full reports on used cars in the State of Kansas



In Kansas CARFAX was used to identify **29,756** problem vehicles between October 1999 and October 2001.

Potential savings to KANSAS consumers and businesses thanks to CARFAX:

# \$74,390,000

(Oct 1999 - Oct 2001)

1-2

**CARFAX**<sup>®</sup>  
VEHICLE HISTORY REPORTS

A **POK** Company

## CARFAX OVERVIEW

### Friend of Carfax

We're proud of the role we play in protecting consumers, preventing fraud, and helping reputable businesses. The CARFAX mission is to be the one-stop source for vehicle history information to help buyers and sellers of pre-owned vehicles make better decisions.

A recent survey of our customers by our marketing research team showed that more than 95% of CARFAX customers are satisfied with the service and over 96% said they will purchase CARFAX reports again. Every day we hear from hundreds of consumers we've served. Linda Chemidlin (Belle Mead, New Jersey) is just one of the many customers we've heard from recently:

"We were about to purchase a questionable car from a private owner. We found out that this supposed 'great deal' had been in a flood and rebuilt! We saved over \$10,000 at a cost of \$20. CARFAX was the best investment we ever made."

In the past year alone, we delivered nearly 10 million CARFAX Reports to consumers and businesses. We helped these customers avoid buying used cars with hidden problems:

- ✓ Was the car totaled and rebuilt?
- ✓ Was there a major accident?
- ✓ Was the car a lemon?
- ✓ Was there odometer fraud?
- ✓ Was the car flood damaged?
- ✓ Was there title fraud?

We're proud of the consumer-friendly way we do business. For example:

- ✓ We offer free information to consumers about lemon (manufacturer buyback) vehicles.
- ✓ We provide free access to our service for law enforcement agencies and fraud investigators.
- ✓ We offer an instant, online money-back guarantee if a consumer isn't satisfied with their report.
- ✓ We back the accuracy of our title history information with a \$5,000 Clean Title Guarantee.

Finally, we absolutely **DO NOT** violate consumer privacy. CARFAX reports never reveal any name or address information. We are in business to provide information about cars, not people.

Protecting consumers, preventing fraud, assisting reputable businesses... that's our mission. We deliver on that mission daily, but we depend on continued access to affordable vehicle information. Without that access, consumers and businesses would be deprived of the protection we offer.

Implementation of new privacy laws may inadvertently limit our use of vehicle data. Our best response to that unintentional side-effect of the laws is to tell our story. That is why we have put together this booklet about CARFAX. Once the "CARFAX Story" is understood, those who favor consumer protection and fraud prevention will want to ensure CARFAX has access to the necessary vehicle history information.

Thank you for your consideration and support.



Richard Raines, President  
CARFAX, INC.

1-3

# SAMPLE REPORT



www.carfax.com

- RUN ANOTHER REPORT
- FIND A CAR
- FIND A DEALER
- CARFAX CASH BACK PROGRAM



**ALERT!** This 1988 Honda Prelude SI **does not have** a Clean Title History and does not qualify for the CARFAX Clean Title History Guarantee.

This section provides a top level summary of the detailed information contained in this CARFAX Report.

VIN:	<a href="#"><u>JHMBA4230JC059858</u></a>
Yr./Make/Model:	<a href="#"><u>1988 Honda Prelude SI</u></a>
Clean Title History Analysis:	<a href="#"><u>Clean Title History NOT Guaranteed</u></a>
Odometer Fraud Analysis:	<a href="#"><u>POTENTIAL Odometer Fraud Detected</u></a>
Last Reported Odometer Reading:	<a href="#"><u>120,406 miles on 08/15/2000</u></a>
Additional Vehicle History Analysis:	<a href="#"><u>Checked 10 history and usage areas</u></a>
Total History Records:	<a href="#"><u>9 Records Found</u></a>

### How CARFAX analyzed this vehicle's history:

The VIN for this 1988 Honda Prelude SI was checked against the nationwide CARFAX Vehicle History Database containing over 1.31 billion vehicle history records. The CARFAX database includes U.S. and Canadian title and registration activity, rental and lease usage, odometer readings from inspection stations, auto auctions and other sources. The detailed results of the CARFAX analysis appear below.

## **1** Vehicle Specifications

INFO TIP

VIN:	<b>JHMBA4230JC059858</b>
Yr./Make/Model:	1988 Honda Prelude SI
Body:	2D Cpe. Compact car
Engine:	2.0L LFI
Fuel:	Gasoline
Driveline:	Front-wheel Drive
Aspiration:	Normal
Country Mfg.:	Japan

1-4

## 2 Title Check

INFO TIP



**ALERT!** CARFAX analyzed the title history records for this 1988 Honda Prelude SI and determined that it **does not have** a Clean Title History and does not qualify for the CARFAX Clean Title History Guarantee. CARFAX checked this vehicle against its database to determine whether any title documents were designated or marked with the following types of problems:

### Problems Analyzed:

- Salvage/Junk Title
- Rebuilt/Reconstructed Title
- Flood Damage Title
- Damage Disclosure Title
- Manufacturer Buyback Title (LEMON)
- Exceeds Mechanical Limits Title
- Not Actual Mileage Title

### Results:



**Checked - Problem Found**



Checked - No Problem Found



Checked - No Problem Found



Checked - No Problem Found



Checked - No Problem Found



Checked - No Problem Found



Checked - No Problem Found

The Title Check section clearly identifies the salvage title.

Click [here](#) for a complete CARFAX Glossary containing terms used within this report.

## 3 Odometer Rollback Check

INFO TIP



### ALERT!

**A potential Odometer Rollback has been detected** in the CARFAX database for this 1988 Honda Prelude SI. Please refer to Section 5, [Vehicle History Details](#), for all reported odometer readings.

CARFAX analyzed these odometer readings to determine if any reported reading is less than a previous odometer reading.

### CALCULATION: POTENTIAL ODOMETER ROLLBACK

On 04/11/1996 the odometer reading was reported as:	127,800 miles
On 06/29/1998 the odometer reading was reported as:	94,658 miles
	-----
This represents a mileage decrease of:	33,142 miles

The Odometer Rollback Check section will identify potential rollbacks.

1-5

## 4 Problem Check

INFO TIP



**GOOD NEWS!** CARFAX conducted additional analysis on other important vehicle history records for this 1988 Honda Prelude SI and found no vehicle history in the areas listed below. This analysis reveals useful information to consider when purchasing this vehicle.

### Problems Checked:

### Results:

[Accident Records](#)

**OK** Checked - No Problem Found

[Salvage Auction Records](#)

**OK** Checked - No Problem Found

[Failed Emissions Inspection](#)

**OK** Checked - No Problem Found

[Fire Damage](#)

**OK** Checked - No Problem Found

[Crash Test Vehicle](#)

**OK** Checked - No Problem Found

[Grey Market Vehicle](#)

**OK** Checked - No Problem Found

**NOTE:** Click [here](#) for a complete Carfax Glossary.

## 5 Registration Check

INFO TIP



Carfax search results on this 1990 Volvo 740 (YV1FA8942L2420034) identify the types of state motor vehicle department registrations, other than private, that appear in this vehicle's history.

### Registrations Checked:

### Results:

[Lease](#)

**FYI** Checked - Lease Registration Found

[Rental](#)

**FYI** Checked - No Rental Registration Found

[Government](#)

**FYI** Checked - No Government Registration Found

[Taxi](#)

**FYI** Checked - No Taxi Registration Found

[Fleet](#)

**FYI** Checked - No Fleet Registration Found

[Commercial](#)

**FYI** Checked - No Commercial Registration Found

[Non-Profit](#)

**FYI** Checked - No Non-Profit Registration Found

1-6

**NOTE:** Click [here](#) for a complete Carfax Glossary.



# 6 Vehicle History Details

INFO TIP

The CARFAX database contains the following 9 records on this 1988 Honda Prelude SI:

DATE REPORTED	ODOMETER READING	INFORMATION SOURCE	GENERAL COMMENTS
08/17/1989		New Jersey Motor Vehicle Dept. Monmouth Junction, NJ Title #JHMB4230JC059858	Title issued
10/03/1989	12,889	Virginia Motor Vehicle Dept. Alexandria, VA Title #42750457	Title issued Exempt from odometer reporting
09/08/1994	100,189	Virginia Inspection Station Fairfax, VA	Passed emissions inspection
03/29/1996	127,507	Virginia Inspection Station Arlington, VA	Passed emissions inspection
04/11/1996	127,800	Virginia Motor Vehicle Dept. Alexandria, VA Title #60635468	Title or registration issued
06/29/1998	94,658	Maryland Motor Vehicle Dept. District Heights, MD Title #27421671	Title or registration issued <b>POTENTIAL ODOMETER ROLLBACK</b>
07/31/2000	120,388	Maryland Motor Vehicle Dept. Columbia, MD Title #29633904	Title or registration issued
08/15/2000	120,406	Maryland Motor Vehicle Dept. Baltimore, MD Title #29946493	Title or registration issued
Unknown		Maryland Motor Vehicle Dept.	<b>SALVAGE TITLE/CERTIFICATE ISSUED</b>

Carfax detects odometer discrepancy hidden in the vehicle's past.

Carfax detects prior salvage/rebuilt title brands hidden in the vehicle's past.

1-7



**NOTES:**

- Click [here](#) for a complete Carfax Glossary.
- You have significantly reduced your risk of purchasing a vehicle with a hidden problem. However, Carfax has not inspected this vehicle. There could be other potential problems with this vehicle that have not been reported to Carfax.
- Not all titles issued represent a change in vehicle ownership. For example, a title could be issued to reflect an address change or correction.

If this Vehicle had a clean title history, the report would include a \$5,000 Clean Title Guarantee like this one:

-----  
PRINT AND SAVE THIS GUARANTEE ALONG WITH THE FULL REPORT



# \$5,000

## Clean Title History Guarantee

A Three-Year, Transferable Protection Plan

Carfax's \$5,000 Guarantee confirms this 1988 Honda Prelude SI (JHMBA4230JC059858) has a Clean Title History. This certificate is valid for **three years** from date of issue, and is **transferable!**

**Carfax \$5,000 Clean Title History Guarantee Terms:**

Vehicle ID Number (VIN):	<b>JHMBA4230JC059858</b>
Year/Make/Model:	<b>1988 Honda Prelude SI</b>
Issue Date:	<b>08/15/2001</b>
Expiration Date:	<b>08/15/2004</b>

**Three-year Protection Plan:**  
During the next three years, should you discover a problem title in this vehicle's history which was not included in this Carfax Report, Carfax will pay you 10% of the vehicle's wholesale value - up to \$5,000!

**Transferable Protection:**  
This Guarantee is transferable should you sell this vehicle prior to the Guarantee expiration date. The new owner receives the same protection plan coverage for the balance of the Guarantee's term.

\*Carfax agrees to pay to the holder of this report 10% of the wholesale value of the car, up to \$5,000 if Section 2 of this report indicates a Clean Title History and a Problem Title actually exists for this vehicle. A Problem Title is defined as a passenger motor vehicle ownership document issued by the state that bears the word or symbol signifying that the vehicle was salvaged or junked; rebuilt or reconstructed; flood damaged; disclosed as damaged; bought back by the manufacturer; odometer exceeds mechanical limits; odometer was not the actual mileage; or any other symbol or word of like kind. Guarantee Certificate along with corresponding full report must be presented in order to be eligible for payment.

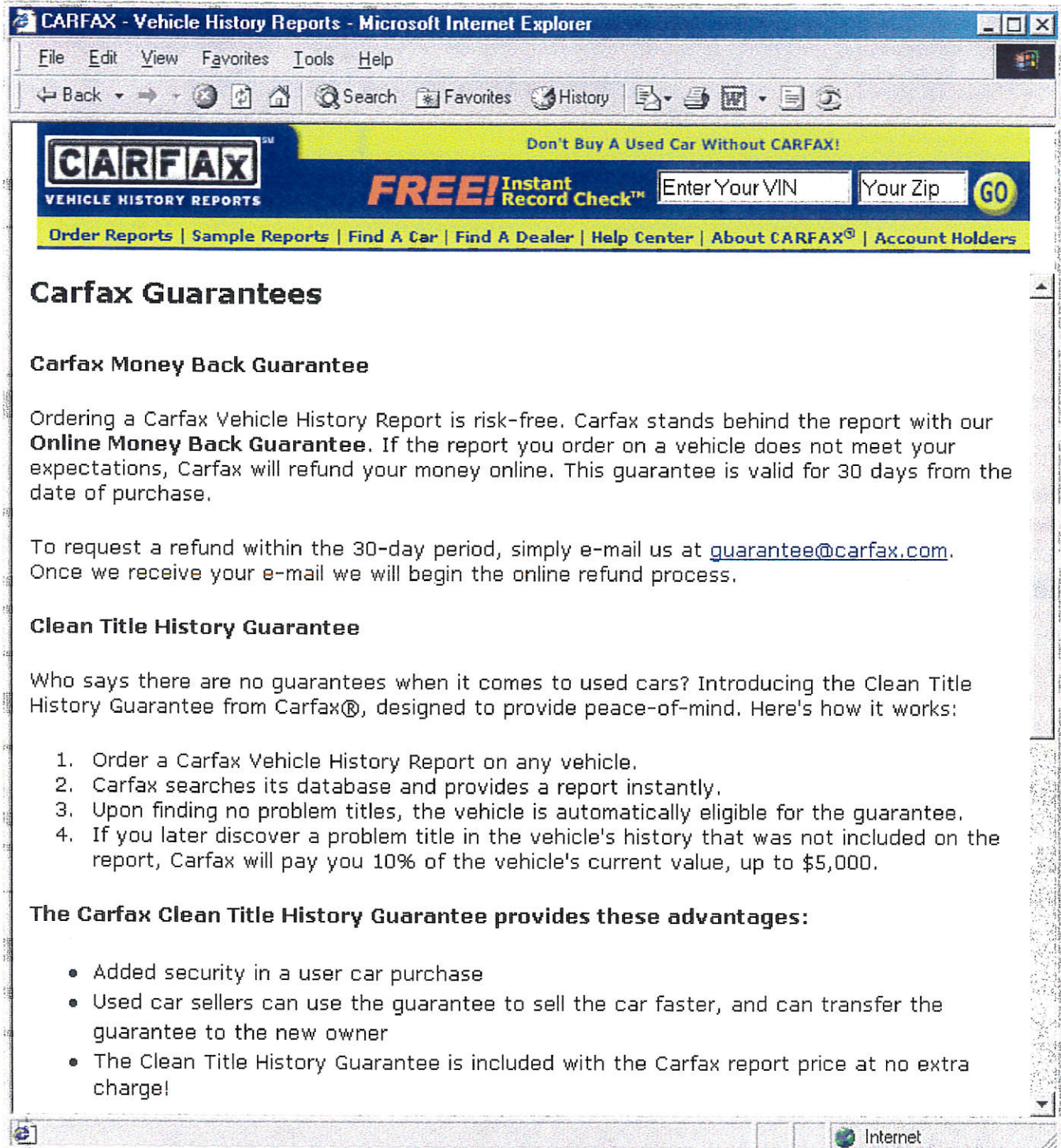
[View complete Terms and Conditions.](#)



1-8

# CARFAX.COM

## Guarantees



**CARFAX** - Vehicle History Reports - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites History Print

**CARFAX** VEHICLE HISTORY REPORTS

Don't Buy A Used Car Without CARFAX!

**FREE!** Instant Record Check™ Enter Your VIN Your Zip **GO**

Order Reports | Sample Reports | Find A Car | Find A Dealer | Help Center | About CARFAX® | Account Holders

### Carfax Guarantees

#### Carfax Money Back Guarantee

Ordering a Carfax Vehicle History Report is risk-free. Carfax stands behind the report with our **Online Money Back Guarantee**. If the report you order on a vehicle does not meet your expectations, Carfax will refund your money online. This guarantee is valid for 30 days from the date of purchase.

To request a refund within the 30-day period, simply e-mail us at [guarantee@carfax.com](mailto:guarantee@carfax.com). Once we receive your e-mail we will begin the online refund process.

#### Clean Title History Guarantee

Who says there are no guarantees when it comes to used cars? Introducing the Clean Title History Guarantee from Carfax®, designed to provide peace-of-mind. Here's how it works:

1. Order a Carfax Vehicle History Report on any vehicle.
2. Carfax searches its database and provides a report instantly.
3. Upon finding no problem titles, the vehicle is automatically eligible for the guarantee.
4. If you later discover a problem title in the vehicle's history that was not included on the report, Carfax will pay you 10% of the vehicle's current value, up to \$5,000.

#### The Carfax Clean Title History Guarantee provides these advantages:

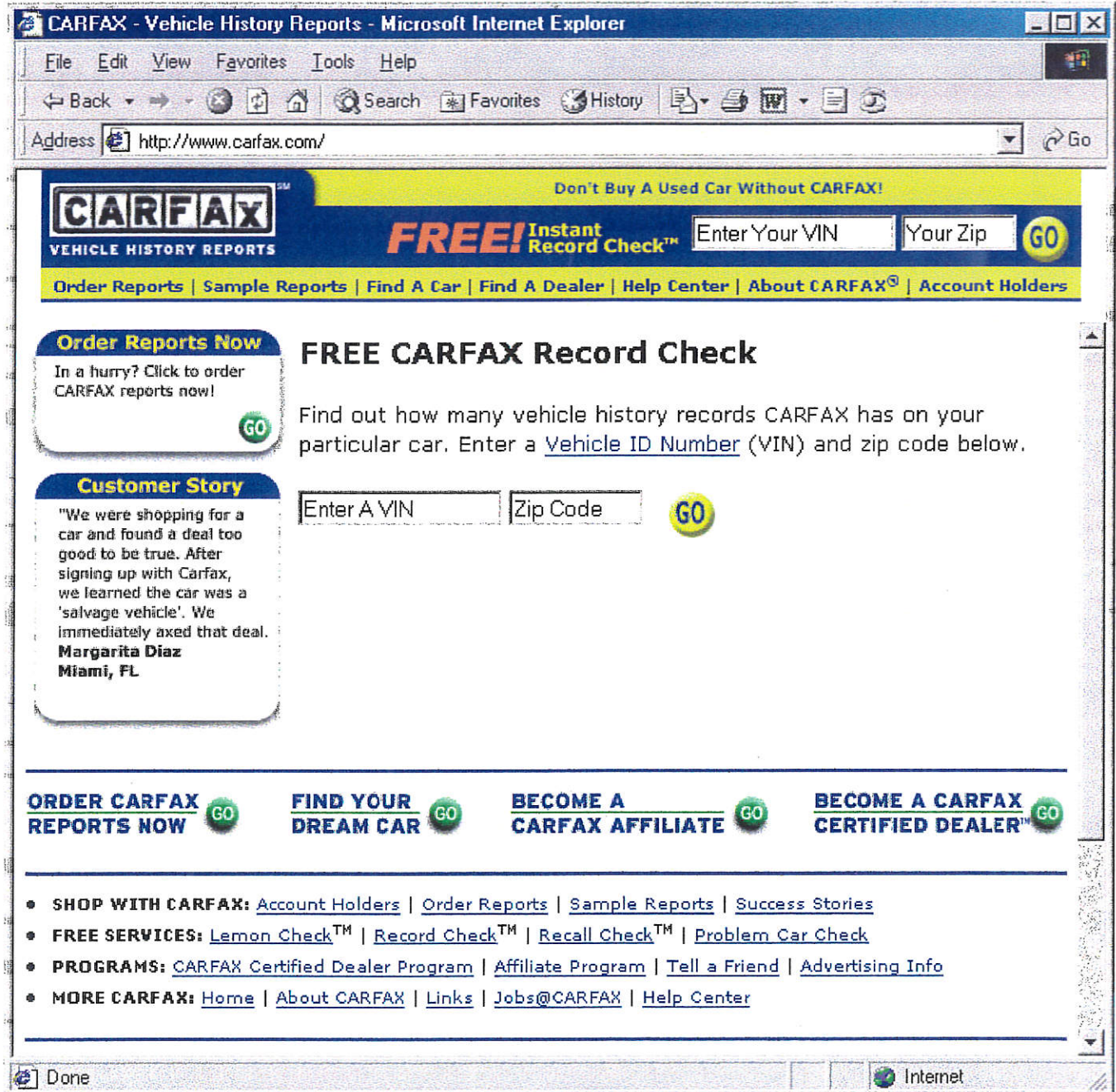
- Added security in a user car purchase
- Used car sellers can use the guarantee to sell the car faster, and can transfer the guarantee to the new owner
- The Clean Title History Guarantee is included with the Carfax report price at no extra charge!

Internet

1-9

# CARFAX.COM

## Free Checks: Record



**CARFAX**  
VEHICLE HISTORY REPORTS

Don't Buy A Used Car Without CARFAX!

**FREE! Instant Record Check™** Enter Your VIN Your Zip **GO**

[Order Reports](#) | [Sample Reports](#) | [Find A Car](#) | [Find A Dealer](#) | [Help Center](#) | [About CARFAX](#) | [Account Holders](#)

**Order Reports Now**  
In a hurry? Click to order CARFAX reports now! **GO**

**Customer Story**  
"We were shopping for a car and found a deal too good to be true. After signing up with Carfax, we learned the car was a 'salvage vehicle'. We immediately axed that deal.  
**Margarita Diaz**  
Miami, FL

**FREE CARFAX Record Check**  
Find out how many vehicle history records CARFAX has on your particular car. Enter a Vehicle ID Number (VIN) and zip code below.

Enter A VIN Zip Code **GO**

**ORDER CARFAX REPORTS NOW** **GO**    **FIND YOUR DREAM CAR** **GO**    **BECOME A CARFAX AFFILIATE** **GO**    **BECOME A CARFAX CERTIFIED DEALER™** **GO**

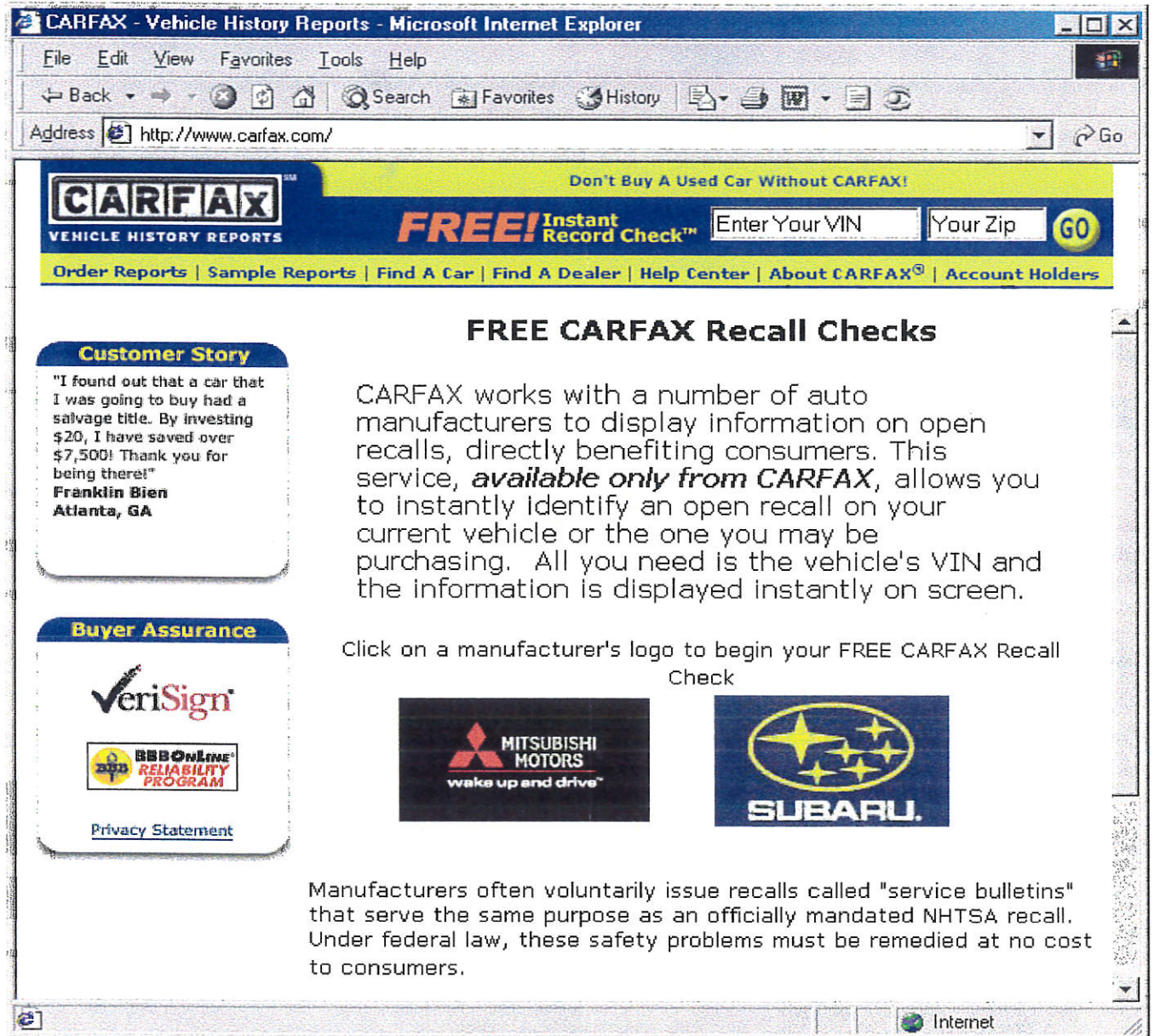
- **SHOP WITH CARFAX:** [Account Holders](#) | [Order Reports](#) | [Sample Reports](#) | [Success Stories](#)
- **FREE SERVICES:** [Lemon Check™](#) | [Record Check™](#) | [Recall Check™](#) | [Problem Car Check](#)
- **PROGRAMS:** [CARFAX Certified Dealer Program](#) | [Affiliate Program](#) | [Tell a Friend](#) | [Advertising Info](#)
- **MORE CARFAX:** [Home](#) | [About CARFAX](#) | [Links](#) | [Jobs@CARFAX](#) | [Help Center](#)

Done Internet

1-10

# CARFAX.COM

## Free Checks: Recall



**CARFAX** - Vehicle History Reports - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Search Favorites History

Address <http://www.carfax.com/> Go

**CARFAX** VEHICLE HISTORY REPORTS

Don't Buy A Used Car Without CARFAX!

**FREE!** Instant Record Check™ Enter Your VIN Your Zip GO

Order Reports | Sample Reports | Find A Car | Find A Dealer | Help Center | About CARFAX® | Account Holders

### FREE CARFAX Recall Checks

CARFAX works with a number of auto manufacturers to display information on open recalls, directly benefiting consumers. This service, *available only from CARFAX*, allows you to instantly identify an open recall on your current vehicle or the one you may be purchasing. All you need is the vehicle's VIN and the information is displayed instantly on screen.

Click on a manufacturer's logo to begin your FREE CARFAX Recall Check

**Customer Story**

"I found out that a car that I was going to buy had a salvage title. By investing \$20, I have saved over \$7,500! Thank you for being there!"  
Franklin Bien  
Atlanta, GA

**Buyer Assurance**

VeriSign

BBB Online Reliability Program

Privacy Statement

MITSUBISHI MOTORS  
wakes up and drive™

SUBARU

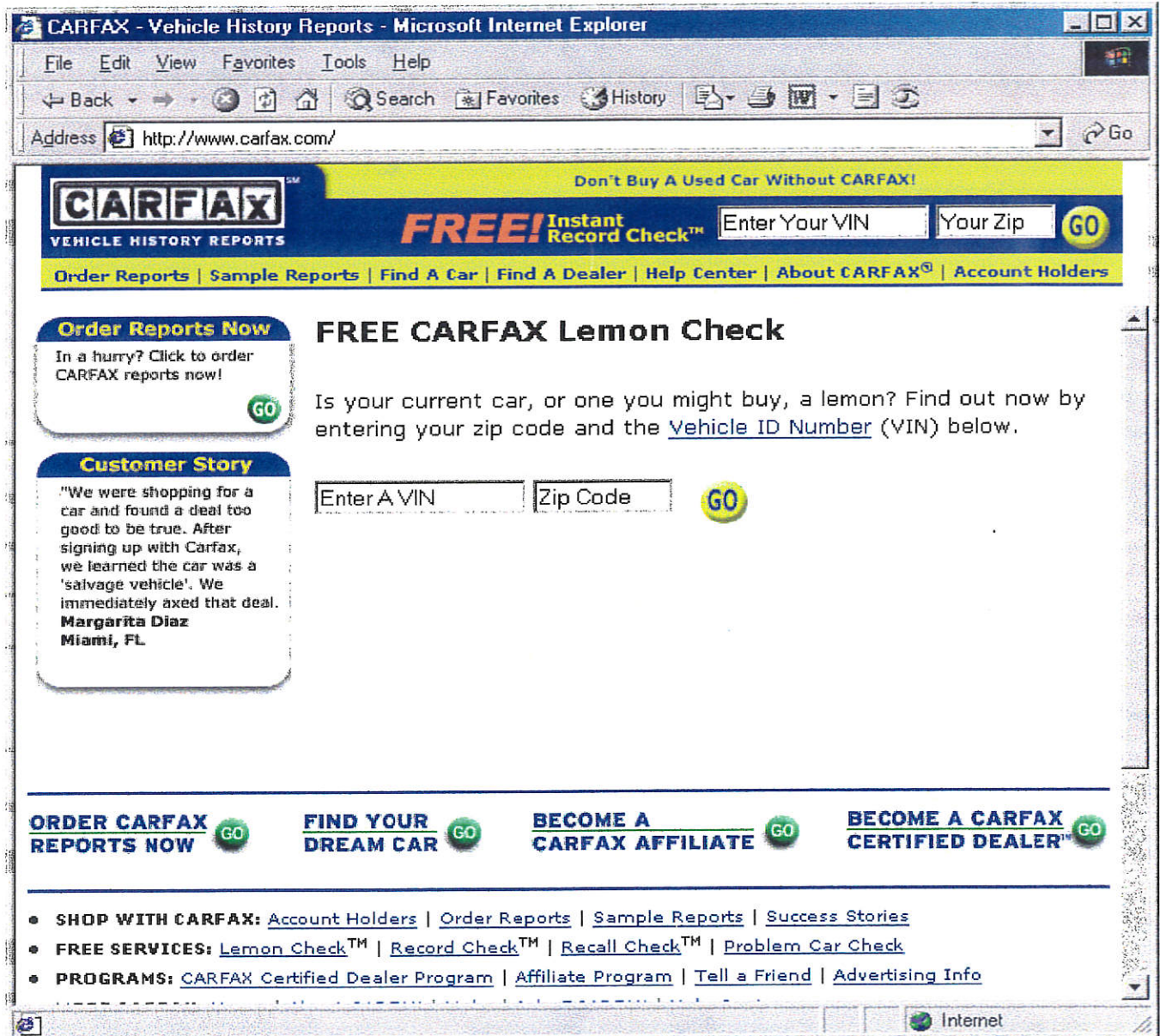
Manufacturers often voluntarily issue recalls called "service bulletins" that serve the same purpose as an officially mandated NHTSA recall. Under federal law, these safety problems must be remedied at no cost to consumers.

Internet

1-11

# CARFAX.COM

## Free Checks: Lemon



**CARFAX**  
VEHICLE HISTORY REPORTS

Don't Buy A Used Car Without CARFAX!

**FREE! Instant Record Check™** Enter Your VIN Your Zip **GO**

[Order Reports](#) | [Sample Reports](#) | [Find A Car](#) | [Find A Dealer](#) | [Help Center](#) | [About CARFAX®](#) | [Account Holders](#)

**Order Reports Now**  
In a hurry? Click to order CARFAX reports now! **GO**

**Customer Story**  
"We were shopping for a car and found a deal too good to be true. After signing up with Carfax, we learned the car was a 'salvage vehicle'. We immediately axed that deal.  
**Margarita Diaz**  
Miami, FL

**FREE CARFAX Lemon Check**  
Is your current car, or one you might buy, a lemon? Find out now by entering your zip code and the [Vehicle ID Number \(VIN\)](#) below.

Enter A VIN Zip Code **GO**

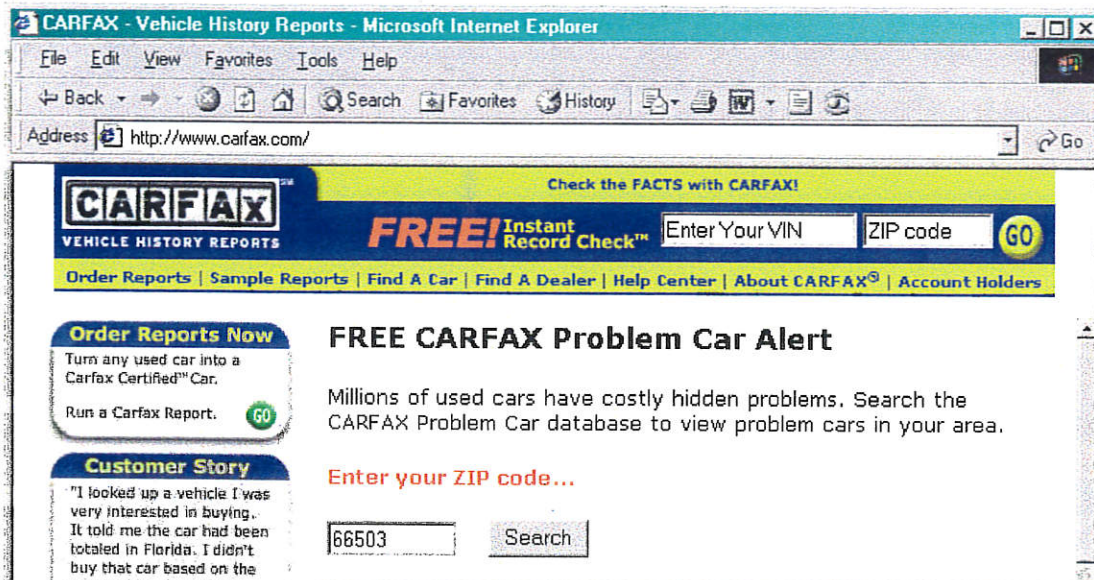
**ORDER CARFAX REPORTS NOW** **GO**    **FIND YOUR DREAM CAR** **GO**    **BECOME A CARFAX AFFILIATE** **GO**    **BECOME A CARFAX CERTIFIED DEALER™** **GO**

- **SHOP WITH CARFAX:** [Account Holders](#) | [Order Reports](#) | [Sample Reports](#) | [Success Stories](#)
- **FREE SERVICES:** [Lemon Check™](#) | [Record Check™](#) | [Recall Check™](#) | [Problem Car Check](#)
- **PROGRAMS:** [CARFAX Certified Dealer Program](#) | [Affiliate Program](#) | [Tell a Friend](#) | [Advertising Info](#)

1-12

# CARFAX.COM

## Free Checks: Problem Car Alert



CARFAX - Vehicle History Reports - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: http://www.carfax.com/

Check the FACTS with CARFAX!

**CARFAX**  
VEHICLE HISTORY REPORTS

**FREE!** Instant Record Check™ Enter Your VIN ZIP code **GO**

Order Reports | Sample Reports | Find A Car | Find A Dealer | Help Center | About CARFAX® | Account Holders

**Order Reports Now**  
Turn any used car into a Carfax Certified™ Car.  
Run a Carfax Report. **GO**

**Customer Story**  
"I looked up a vehicle I was very interested in buying. It told me the car had been totaled in Florida. I didn't buy that car based on the information. You saved me about \$15,000."  
**Keith LeBlanc**  
Boston, MA  
Read More Stories **GO**

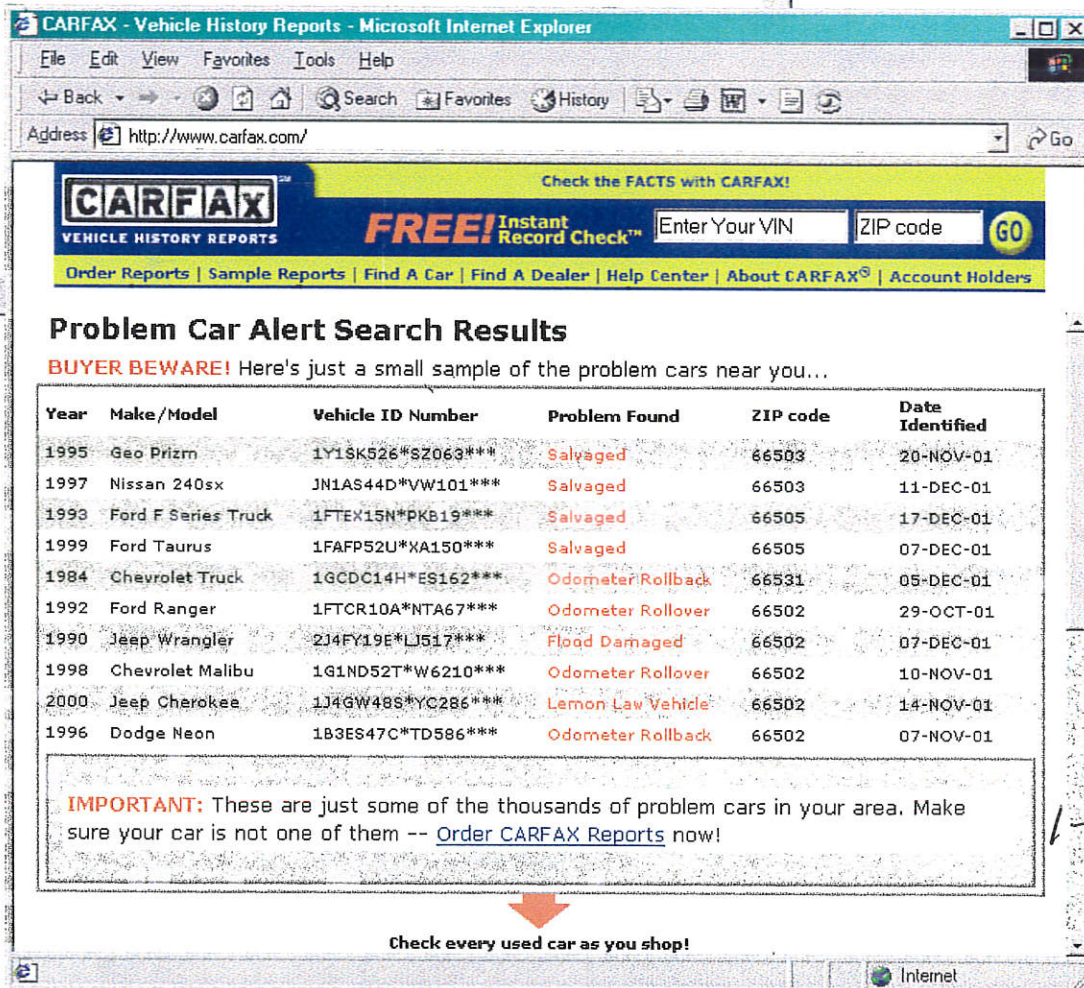
**Find A Dealer**  
Get a list of Carfax Certified Dealers near you. **GO**

**FREE CARFAX Problem Car Alert**

Millions of used cars have costly hidden problems. Search the CARFAX Problem Car database to view problem cars in your area.

Enter your ZIP code...

66503 Search



CARFAX - Vehicle History Reports - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: http://www.carfax.com/

Check the FACTS with CARFAX!

**CARFAX**  
VEHICLE HISTORY REPORTS

**FREE!** Instant Record Check™ Enter Your VIN ZIP code **GO**

Order Reports | Sample Reports | Find A Car | Find A Dealer | Help Center | About CARFAX® | Account Holders

**Problem Car Alert Search Results**

**BUYER BEWARE!** Here's just a small sample of the problem cars near you...

Year	Make/Model	Vehicle ID Number	Problem Found	ZIP code	Date Identified
1995	Geo Prizm	1Y1SK526*S2063***	Salvaged	66503	20-NOV-01
1997	Nissan 240sx	JN1AS44D*VW101***	Salvaged	66503	11-DEC-01
1993	Ford F Series Truck	1FTEX15N*PKB19***	Salvaged	66505	17-DEC-01
1999	Ford Taurus	1FAPP52U*XA150***	Salvaged	66505	07-DEC-01
1984	Chevrolet Truck	1GCDC14H*ES162***	Odometer Rollback	66531	05-DEC-01
1992	Ford Ranger	1FTCR10A*NTA67***	Odometer Rollover	66502	29-OCT-01
1990	Jeep Wrangler	2J4FY19E*LJ517***	Flood Damaged	66502	07-DEC-01
1998	Chevrolet Malibu	1G1ND52T*W6210***	Odometer Rollover	66502	10-NOV-01
2000	Jeep Cherokee	1J4GW48S*YC286***	Lemon Law Vehicle	66502	14-NOV-01
1996	Dodge Neon	1B3E547C*TD586***	Odometer Rollback	66502	07-NOV-01

**IMPORTANT:** These are just some of the thousands of problem cars in your area. Make sure your car is not one of them -- [Order CARFAX Reports](#) now!

Check every used car as you shop!

Internet

1-13

## CARFAX'S KANSAS PARTNERSHIPS

### Government, Consumer and Business

Carfax currently provides services to state, local, provincial and federal agencies in the United States and Canada. Below is a representative list of just some of those organizations, including those in Kansas.

- ✓ **Kansas Attorney General**
- ✓ **Kansas Highway Patrol**
- ✓ **Kansas Department of Revenue**
- ✓ **Kansas Alcohol and Beverage Control**
- ✓ **Overland Park Police Department**
- ✓ **Kansas Auto Dealer's Association**
- ✓ National Odometer and Title Fraud Enforcement Association
- ✓ American Automobile Association
- ✓ National Auto Dealer's Association
- ✓ Royal Canadian Mounted Police
- ✓ National Highway Traffic Safety Administration
- ✓ Canadian Automobile Association
- ✓ United States Department of Justice, Office of Consumer Litigation
- ✓ United States Customs Service
- ✓ United States Federal Bureau of Investigation
- ✓ Colorado Bureau of Investigation
- ✓ Detroit Police Department
- ✓ Florida Highway Patrol
- ✓ Michigan Department of State
- ✓ Nebraska State Patrol
- ✓ North Carolina Department of Transportation
- ✓ Texas Motor Vehicle Board, Enforcement Division
- ✓ Utah State Tax Commission
- ✓ West Virginia Consumer Protection Division
- ✓ Illinois State Police
- ✓ Mississippi Highway Patrol
- ✓ District of Columbia Police Department
- ✓ And more.

#### **CARFAX FACTOID**

Carfax provides reports at no charge to any federal, state or local investigative agency engaged in the detection and prosecution of vehicle fraud.

1-14



## TESTIMONIALS

### Partners

Iowa DOT



### Iowa Department of Transportation

Park Fair Mall, 100 East Euclid 515-237-3221  
P.O. Box 10473, Des Moines, IA 50306-0473 FAX: 515-237-3387

May 26, 2000

Mr. Richard Guerin, Manager  
Carfax  
82 Stoney Creek Drive  
Clifton Park, NY 12065

Re: Carfax Reports

Dear Rich:

It was a pleasure to see you again at the Midwest Odometer and Title Fraud Enforcement Association's (MOTFEA) conference in Omaha. I think that very few associations have the kind of relationship that our group has with Carfax. It is good to see industry and law enforcement working together for a common goal.

I didn't have a good chance to tell you how much our Investigative Unit appreciates the access to Carfax that you and your company have provided. The ability to do an instantaneous vehicle history query has proven to be an invaluable resource for the Investigators in my unit. I have been here thirty-one years, and I remember the tedious process for getting a title history in our own state, let alone a request for documents from another state. Having the ability to access this information has enabled us to complete criminal cases in a more timely manner, especially those that involve a multitude of vehicles. We are now able to quickly and accurately target the counties that possess the title documents that we need for our investigations. With 99 counties, it used to be quite a process. Of course doing it the "old way", we had to get to the first title issued in Iowa only to find out it came in from out of state and then the real frustration began.

The addition of customs information is also very important to our investigations. With the onslaught of vehicles coming into our state from foreign jurisdictions, the addition of these documents has been very helpful.

All of that just to say thanks for partnering with law enforcement nationwide, and for being involved in what we believe is a common problem. I look forward to seeing you in Denver at the national conference in August.

Sincerely,

A handwritten signature in black ink that reads "Kerry A. Kirkpatrick".

Kerry A. Kirkpatrick, Commander  
Iowa DOT - Office of Motor Vehicle Enforcement

1-15

## TESTIMONIALS

### Partners

State of Nebraska

## STATE OF NEBRASKA



Mike Johanns  
Governor May 16, 2000

Richard Guerin  
Carfax  
82 Stoney Creek Dr.  
Clifton Park, NY 12065

Dear Richard,


As the State Auto Fraud Coordinator for the Nebraska State Patrol I wanted to let you know the usefulness of Carfax for our agency and division.

During the last two to three years I have been observing the readouts of carfax as citizens have sent them in with other paperwork on Auto Fraud /theft complaints that they asked to have investigated. At first I was reluctant to put much faith into the readouts, not knowing where Carfax data and information came from. As these complaints were investigated the information provided in the carfax were verified through various independent sources. These investigations and their verification of the facts have helped us in deciding to use Carfax as one of our main tools in our investigations.

The use of Carfax has helped us cut time spent during the investigations. The Carfax reports help give us direction as to what states we need to focus our efforts and investigations. It also assist in providing title numbers when requesting certified copies of titles for court purposes.

The overall usefulness of Carfax has assisted us tremendously in our investigations and will be a tool that we plan on using for future investigations. If you have any questions regarding this matter please feel free to call me at 402/471-0111.

Respectfully,

  
Sergeant Alan Theobald  
State Auto Fraud Coordinator  
Nebraska State Patrol

cc: Lt Dishong

NEBRASKA STATE PATROL  
Colonel Tom Nesbitt  
Superintendent  
P.O. Box 94907  
Lincoln, Nebraska 68509-4907  
Phone (402) 471-4545



A NATIONALLY ACCREDITED LAW ENFORCEMENT AGENCY  
An Equal Opportunity/Affirmative Action Employer

Printed with soy ink on recycled paper



1-16

## TESTIMONIALS

### Partners

New York State Police

May 26, 2000

To: Rich Guerin, Carfax

From: Fran Hannigan

As you know, I am currently employed by the New York State Police, Special Investigations Unit, Auto Theft Unit in Buffalo, New York. One of my functions is to identify the criminal activity of individuals and organized groups who benefit from crime related to motor vehicles. Another function is to prevent the citizens of my community from becoming victims of car crime.

Often, unsuspecting persons or dealers purchase vehicles that have been modified by criminals. These include the "retagged" stolen vehicle with a salvage title, the salvage vehicle rebuilt with stolen parts, the title wash to disguise vehicle damage and the odometer rollback. These crimes are usually supported by forged documents, the false filing of business records and insurance fraud. All decrease the true value of the vehicle to the eventual owner and increase the profit of the criminal element.

Over the recent months, I have been permitted access to Carfax data for my investigations. One of these investigation included an organized ring exporting "odometer rollbacks" from Canada to the United States to be sold to unsuspecting persons. Carfax data quickly provided valuable investigative leads that I may not have found through conventional sources at my disposal.

For the consumer, a Carfax report can significantly reduce the risk of purchasing a problem vehicle. For the fraud investigator, leads can be developed towards the detection and prosecution of the criminal element.

Carfax grows stronger and becomes a more valuable tool as your company gains access to additional public and private data sources. I wish you success in your endeavors to build Carfax and I thank you for your continued support.

1-17

## TESTIMONIALS

### Partners

STATE OF MICHIGAN



CANDICE S. MILLER, Secretary of State  
MICHIGAN DEPARTMENT OF STATE  
LANSING, MICHIGAN 48918-0001

May 30, 2000

Richard Guerin  
Manager, Data and Information Acquisition  
82 Stoney Creek Drive  
Clifton Park, NY 12065

Dear Rich,

As per your request, here is a short testimonial for the use of Carfax. I hope this information helps you with your upcoming meeting.

The Michigan Department of State has used Carfax to help support our document review efforts for the last three years. When we find a title of questionable background, we can run it through the Carfax system to see if we need to go further with our investigation.

I think our most notable success came in a current investigation we are involved in with Indiana, Illinois and the U.S. Department of Transportation's, National Highway and Traffic Safety Administration. Indiana had identified a problem with mileage reading on titles coming into their state. They had generated a list of 149 suspected VIN's. They sent the VIN's to Michigan and we passed the 149 VIN's into the Carfax system. 120 of those 149 VIN's showed an odometer alteration on the paperwork. From there the case has mushroomed into approximately 600 cars. Quite the success, if you ask me.

Again, Rich, good luck in your meetings. Please let me know if I can help explain the value of using Carfax to enhance investigations.

Sincerely,

William R. Burton, Project Manager  
Bureau of Automotive Regulation  
Michigan Department of State  
208 N. Capitol Ave  
Lansing, MI 48918  
Phone : (517) 373-8826

1-18

## TESTIMONIALS

### Consumers

**Todd Coleman of Pittsburg, KS:** I located a 1997 Porsche 911 Turbo via autotrader. In my search I actually located about 25 different options and used CARFAX to narrow the field. I did find your service useful since this is a high end sports car and I was only interested in cars with no accident history with no more than one previous owner. The CARFAX service was very useful and I will undoubtedly use it again when I search for my next car.

**Glenn Lyons of Shawnee, KS:** I have found your service very helpful. We had been looking for a car for my son, using the internet for searches, and, invariably, when we would find what appeared to be too good a deal to pass up, we would run a CARFAX on the car, and find that car had some type of salvage title in its past.

**Josh Steinmetz of Lenexa, KS:** My old car had gotten rather high in mileage, so it was time to go shopping for a new one...I found a car that seemed to meet my needs and my budget. I went out to test drive a 1998 Ford Taurus, which was immaculate inside and out, but discovered a pull/shimmy when I hit about 60 mph. I figured it was a tire or alignment problem, but after jotting down the VIN and running it through CARFAX's system, I found that it had been involved in two accidents (one of the accident reports even specified there was front-end damage). I decided to pass on that car, and a couple weeks later I purchased a 1998 Mercury Sable (after running it through CARFAX, of course). CARFAX provided me with peace of mind, knowing that I had found a car with no accident history and a clean title.

**J. Moe of Overland Park, KS:** The first Mustang GT I ran through CARFAX showed up as having been given a salvage title. The seller said the 1991 car was pristine and wanted top dollar, \$9,000, big time top dollar for a '91! I wanted this car!! Turned out the car had been totaled, buckled roof, bent frame, busted windshield, airbag deployed. Needless to say, I told the guy what he could do with his salvage title. Twenty some odd CARFAX searches later, I own a PRISTINE 1991 Mustang GT with 46,000 miles. CARFAX confirmed everything!

**Gene Abramov of Kansas City, KS:** I was about to spend \$20,000 on a car. The person I was buying the car from told me that his sister owned the car and he bought her out of her lease. After running a CARFAX report on the car, I was made aware that it was sold at an auction just months earlier! That was just the tip of the iceberg. That made me suspicious and after some investigation, I found out the car had been wrecked and repainted. THANK YOU CARFAX!! You guys saved me a bundle!

**Lester & Sherry Rogge of Kansas:** Just wanted to let you know that CARFAX saved me \$5,500.00 on a car I thought was low mileage. CARFAX showed me that the odometer was rolled back more than 80,000 miles. THANKS CARFAX .

1-19

## TESTIMONIALS

### Consumers

*From Kansas:*

**Matt Trimmer of McPherson, KS:** Actually I did perform a search on a 1989 GMC Jimmy. It came back with a problem with the odometer reading when the title changed hands at one point. Initially it looked to be someone attempting to "roll-back" the mileage to present the car as having lower mileage. But after thinking about it for a minute it was simply that the truck did not have an odometer that indicated 100,000. So when the car rolled over the 100,000 mile mark it simply went back to zero. No big deal to me. But I will go on record to state that I will not purchase another vehicle without the use of your service. Why take the chance? Signed - Three-time Satisfied Customer

**Matthew Murtha of Wichita, KS:** If CARFAX taught me anything, it taught me used cars at the dealer[ship] come from all over the country. I was amazed that the majority of cars we were looking at were bought at auction sometimes over 1000 miles away...Thanks for the service, its a valuable tool for the vigilant consumer. It also allowed up to look at a much larger market of cars from our home. Its a great feeling not to be stuck with a handful of local dealers, but be able to shop and compare as far as you're willing to travel, which was 600 miles in our case. I'd also like to comment that CARFAX is priced in a way you'd have to be an idiot not to take advantage of it.

**Geoff Gobble of Lenexa, KS:** I was seeking a Lincoln Mark VIII on the internet. Found one the color and equipment I was looking for. When I ran the CARFAX, I found out that this vehicle had been totaled, issued a salvage title, and rebuilt for re-sale. I was both disappointed about the car, and relieved to know its history before I made a buying mistake. Thanks CARFAX.

**Shane Travis Hilt of Wichita, KS:** I was looking at a '92 Ford Mustang LX hatchback, and I drove down to Tulsa to drive it, came back and ran a CARFAX (guy said it had 77,000 miles, odometer read it), but CARFAX came back showing "exceeds mechanical limits". This helped me realize the car had a lot more than that on it.

**Ken Squires of Lawrence, KS:** We saw an ad in the classifieds for a 1990 Honda station wagon for \$2,150. We called to look at it and drive it. It seemed fine. We looked it up on the Kelly Blue Book to see if it was worth that. The KBB said almost twice that so we ran it through CARFAX. Were we surprised! It had been totaled with a salvage title in Florida when it was less than a year old and only 11K miles. It had been to at least 2 other states before coming here with a good Missouri title. We were very glad we checked.

**Clayton Seaman of Natoma, KS:** I was looking at a 1997 Chevy C1500 2WD extended cab pickup. It was on a used car dealer lot. The listed price was \$13,995. I thought the price was very cheap for a vehicle of that type and low miles(42,000). When I checked the VIN on CARFAX, it reported that a salvage title was issued in Texas(I think). Because of this, I did not purchase the vehicle. 1-20

## TESTIMONIALS

### Consumers

*Vehicle easily and often cross state borders, so included below are testimonials from surrounding states.*

**Ran Kitterman of Tulsa, OK:** I had a totally restored 74 Ford pickup, all leather -- the entire 9 yards. But, I had a desire for a convertible. I found a 94 Pontiac sunbird at reliable Chevrolet in Tulsa, Oklahoma. The salesman was so sweet he sucked: local trade on a new Chevrolet, lie, lie, lie, lie. I bought it. When I got the title, it was repossessed from a class -D- lender, the engine was full of "gunk." I lost my nice truck, gave them \$4,950 for the car in addition, and now I am [in need of] a motor in the amount of \$1,895 plus tax. I am telling everyone I know about "CARFAX." keep up the good work and spread the word!!!!

**Mick Diener of Loveland, CO:** I was looking for an older affordable passenger van. I received a call about a 1985 van with 59,000 miles on it. I offered \$5,500 and took it home. Two days later, I discovered my wife hated it and questioned the mileage. I tried to take it back to the dealership. They would not allow me to return it. I took it by to show one of my friends who was a used car salesmen. He said we should try CARFAX to see if the mileage was true...Carfax revealed that in 1993 in Illinois it was recorded to have 137,000 miles! I took the van back with CARFAX report in hand and received my money back...CARFAX helped me when a few days later I DID FIND A 1985 conversion van right in my neighborhood. It was just what I was looking for. It listed 52,397 miles and was in almost perfect shape. This time I ran a CARFAX on the VIN number and found it was correct. I bought this van for \$5,750. It was a little miracle for our family.

**Mark Thomas of Colorado:** Thanks! I must say, I recently bought 2 used cars BEFORE I used CARFAX. Lucky for me they both turned up with clean reports when I decided to check out their histories. Next time, I'm using your service first. Plus, I'll add my report to my papers when selling the car. Peace of mind is worth a lot more than \$19.95, especially when a \$17-thousand (or more) used car investment is concerned.

**Darla LeBlanc of Wylie, TX:** I purchased a Dodge Intrepid and thought the low mileage was too good to be true. I hooked up with CARFAX to find out if I got a good deal after all and I did. It was everything that the car dealer said it was. We purchased a truck for my son so I checked it out on CARFAX and it really was a great deal also. I am very happy that CARFAX is here for all of us. You have sure been a blessing to me!! Thank you so much for all of your help.

**Adrien LeBlanc of Plano, TX:** I was able to feel confident about a whole string of vehicles while searching for that one dream car that I would eventually find. The CARFAX report indicated a very clean history which coincided with the story I was receiving from the seller. I was also able to avoid wasting time by weeding out questionable vehicles. Well worth the price!

**Amie L. Dodd of Arlington, Texas:** What a wonderful service! I didn't even know this type of thing existed, but what a blessing for consumers. I told at least twenty people about your web site yesterday after finding out the car I wanted to purchase had been wrecked. Thank you for helping me to make a wise, informed decision about this car. I had asked the dealership repeatedly about any damages and the title, and was getting no answers. I will definitely use this again in the future!

1-21

## TESTIMONIALS

### Dealers

Carfax currently works with over 240 dealerships across Kansas – that's almost 50% of all Kansas dealerships.



(913) 780-9919 August 28, 2000  
Fax (913) 780-9614

P.O. Box 3445  
685 N. Rawhide  
Olathe, KS 66063-3445

Dan Wines  
Carfax  
10304 Eaton Place  
Fairfax, VA 22030

Dear Mr. Wines,

In July we left Carfax to try AutoCheck because they told us they were "cheaper" than your vehicle history reports. **We came back to you in August.**

The reason is that we got what we paid for. Not only were their reports missing important data that you had, but they were also confusing and not as comprehensive. This meant that we couldn't show them to customers – which is the main reason we run reports

I'm always talking to our sales people about building value with our customers, value that the other guys did not provide us. Carfax is the best value in vehicle history reports. We're glad to be back.

Sincerely,

A handwritten signature in black ink, appearing to read "Kenny Glasgow".

Kenny Glasgow  
Sales Manager  
Olathe Toyota

1-22



## TESTIMONIALS

### Dealers

Carfax currently works with over 240 dealerships across Kansas – that's almost 50% of all Kansas dealerships.



We at Lubbers Chevrolet Ford Mercury have incorporated the Carfax report as an integral part of our every day business. The detailed data contained on the History report has become an invaluable resource in finding information on a vehicle that would have otherwise gone undetected. We pride ourselves at being completely honest with our customers and the Carfax report is just one more tool that adds confidence to their purchase.

Our sales staff also used the report itself as a very effective sales tool. When consumers can track the life of the vehicle they wish to purchase, it alleviates any pre-conceived notions of what "pre-owned" means. With the addition of the Certified Cars program on their consumer website, we know that Carfax will be helping us sell cars for years to come.



Chris Luciers  
Sales Manager

## TESTIMONIALS

### Dealers

Carfax currently works with over 240 dealerships across Kansas – that's almost 50% of all Kansas dealerships.

## Salina Powersports

We at Salina Powersports use Carfax to help evaluate the trade ins that we receive. On several occasions since we've started using the vehicle history as a trade in tool, I've caught a couple of previous salvage vehicles that didn't show up on the Kansas title. If I didn't have Carfax, I would bet that those vehicles would have cost us big money to get them back from an unhappy customer. Carfax can't catch all of the problems out there, but it can account for 95% of what's out there.

We also use this as a sales tool to potential customers. The vehicle history can assure customers the previous history is clean on the car and the miles are correct. We use this as a closing tool all the time.

Thanks CARFAX for this service!

Sincerely,



Robert Bohm, manager  
Salina Powersports  
632 S. Broadway  
Salina, KS 67401

1-24

## TESTIMONIALS

### Dealers

Carfax currently works with over 240 dealerships across Kansas – that's almost 50% of all Kansas dealerships.



### CHEVROLET, INC.

Frye Chevrolet has incorporated the use of Carfax in our everyday business. Carfax is a report that contains data informing the consumer of valuable information on a vehicle they are purchasing. This report adds confidence to their vehicle purchase.

Our sales team used the report as an effective sales tool. Carfax alleviates any preconceived notions of what "pre-owned" means. We are confident that with this addition of certified car's program on their consumer website Carfax will be essential in our sale of more vehicles.



Don Unruh  
Sales Manager

(316) 775-5445  
(316) 775-5440 (FAX)  
603 W. SEVENTH  
AUGUSTA, KS 67010  
www.fryechevrolet.com



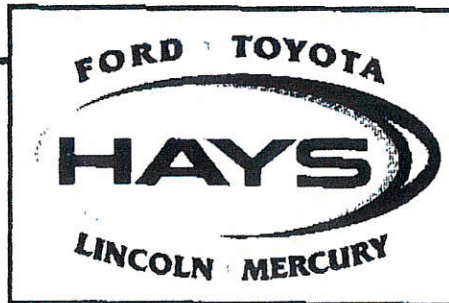
1-25

## TESTIMONIALS

### Dealers

Carfax currently works with over 240 dealerships across Kansas – that's almost 50% of all Kansas dealerships.

4450 Vine Street  
P.O. Box 36  
Hays, KS 67601



Business: (785) 625-3441  
Watts: 1-800-627-3441  
FAX: (785) 625-8201

JANUARY 31, 2001

TO: CARFAX

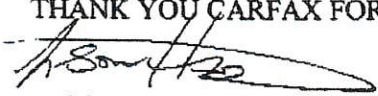
FR: JASON HADEN  
GENERAL MANAGER  
HAYS FORD TOYOTA LINCOLN MERCURY

WE HAVE FOUND THAT THE AVERAGE PRE-OWNED VEHICLE BUYER WHATS TO KNOW THE HISTORY OF ANY AUTOMOBILE THAT THEY PURCHASE. CARFAX HAS HELPED US PROVIDE THAT WITH THEIR DETAILED HISTORY REPORTS.

SHOWING A POTENTIAL BUYER THE HISTORY OF THE VEHICLE IS VERY REASSURING. SHOWING THE CUSTOMER THAT THE UNIT IS NOT A PREVIOUS SALVAGE, FLOOD, OR HAS HAD A PREVIOUS ODOMETER DISCREPANCY HAS HELP US BUILD A TRUSTING RELATIONSHIP WITH OUR CUSTOMERS. WE HAVE FOUND THAT OUR CUSTOMERS APPRECIATE THIS UPFRONT APPROACH.

CARFAX REPORTS DO A TREMENDOUS JOB IN PROTECTING THE DEALERSHIP. THERE ARE MANY VEHICLES THAT DO EXIST WITH HIDDEN PROBLEMS. CARFAX ENABLES US TO FIND THEM RIGHT AWAY BEFORE WE TRADE FOR A VEHICLE OR SELL A POTENTIAL PROBLEM UNIT.

THANK YOU CARFAX FOR YOUR ASSISTANCE,

  
JASON HADEN

1-26

## CARFAX IN THE NEWS

### Marion County Record - Marion, Kansas

November 24, 1999

#### Consumer Corner

## Avoid buying flood-damaged vehicles

Attorney General Carla J. Stovall offers this public service to help you avoid becoming a victim of consumer fraud. Although some of the details have been changed, the cases appearing in this column are based on actual complaints. For further information or to file a complaint, please write Attorney General Carla J. Stovall, Consumer Protection Division, Kansas Judicial Center, Topeka KS 66612, or call the toll-free Consumer Hot line, 1-800-432-2310. Leave your name, number and subject of your inquiry with the receptionist and an agent will return your call promptly.

#### **Dear Attorney General Stovall:**

I am a single parent with two children, one in grade school and one in pre-school. As you can guess I need a dependable car to transport kids, get to my job, and take care of the various errands that accompany the position of "working mother." I do not know a lot about the mechanics of a car, nor do I have a knowledgeable friend who can advise me.

Attorney General Stovall, I overheard a conversation a few days ago about flood damaged cars being

brought into Kansas from states where recent flooding was caused by hurricanes. I really cannot afford to get stuck with a car that has hidden or undisclosed damage. Are there some guidelines to follow when I look at a car? Is there any way to be sure a car had not been in a flood?

#### **Dear Kansas Consumer:**

There are certain things about a flood damaged car that should raise red flags in your mind. Usually flood damaged cars will have a musty or sewage odor or a strong scent of air fresheners that attempt to mask the odor. Check for rust, sand, silt, mud or salt deposits under the spare tire and under the seats. Check nook and crannies for mud and sand. Check the oil dip stick for signs that water has gotten into the system and contaminated it. These areas are often missed by crews that clean up flood damaged vehicles.

Always have the vehicle inspected by a qualified mechanic. Ask to see the title. The state where the car is coming from may require flood/salvage disclosure on its titles. Check to see if the factory warranty is still in effect. Factory warranties are often voided after flood damage. Ask your insurance agent to check for insurance claims on the specific 17 digit Vehicle Identification Number (VIN) for the vehicle in question. Insurance companies compile information on insurance claims and

your agent should have access to that information.

Some general tips that apply to buying a car include the following: Ask the seller to put all representations and promises in writing. Do not buy a car on impulse or response to high pressure sales. Ask for a vehicle history, title history or carfax. If possible, talk to the former owners about the car's prior history and performance record. Always have the vehicle inspected before buying it. Examine extended warranties. Ask the seller about prior damage or mechanical problems. Inspect the vehicle to ascertain whether the normal wear and tear on the vehicle agrees with the mileage showing on the odometer. Do your homework so you can make an informed decision and avoid unexpected surprises.

1-27

## CARFAX IN THE NEWS

### Press Releases

#### **A Lemon by Any Other Name is Still a Lemon; Carfax.com Adds Kansas Lemon Title Data to Database**

FAIRFAX, VA—(BUSINESS WIRE)—March 5, 2001 – Used car buyers can now rest even easier. Carfax.com, the leading provider of vehicle history information, announced the addition of Kansas lemon car data to its database of more than one billion unique records. A new vehicle is labeled as a “lemon,” a.k.a. manufacturer buyback, when it is bought back by the manufacturer because of a recurring defect.

Carfax.com, in an effort to protect used car buyers, is constantly expanding their database with the most reliable and current vehicle data available. Knowing a vehicle’s history empowers the purchaser—benefiting both private consumers and dealers purchasing vehicles. Those considering purchasing a used car or light truck can check to see if it is a lemon by using Carfax’s Free Lemon Check at [www.Carfax.com](http://www.Carfax.com). Additionally a complete Carfax Vehicle History Report can provide additional information such as past use, accidents, flood damage, odometer readings or salvage-title information.

While looking for a vehicle for her 19 year-old son, Mary Hawkins of Chattanooga, TN, used the service to uncover the pasts of several cars. “We have already weeded out three or four salvage/junk titles and one lemon title,” says Hawkins. “We still haven’t found the right one, but we feel we have an advantage because of Carfax.com.”

###

1-28

## CARFAX IN THE NEWS

The Olathe Sun - Overland Park, Kansas

November 13, 1998

# Industry news

**W**hile Corvettes have appeared on racetracks ever since they were introduced, they have never received official support from the factory.

While all U.S. companies participated in NASCAR, Trans Am and drag racing, GM only officially sanctioned their products' involvement during the last two decades.

Ford had their official endurance racing programs in the '60s that culminated with wins at LeMans with the GT-40s, and Chrysler has recently gained similar success with their Vipers.

Racing Corvettes such as the Sebring SS, the StingRay and the Gran Sports came out of the back door of Chevrolet Engineering, and were raced by private teams. Now the bow tie guys are preparing a team of factory-sponsored cars, utilizing skills of such racing gurus as Indianapolis-based Riley and Scott.

The cars will use the same basic engine and frame structure, but will have lighter carbon fiber/kevlar bodies adapted to aerodynamics and use revised suspension and racing transmissions. These will compete in U.S. endurance races such as Daytona, Sebring, Road Atlanta and Laguna Seca in 1999, and hopefully go overseas to places like LeMans, Spa and Motegi the following year.

Despite noble efforts of Corvette privateers like Baker, Morrison, Cunningham, Greenwood and Callaway, the lack of a sports car championship trophy in the corporate case must rankle Chevy. (photo)

\*\*\*

One of the concerns facing buyers of used cars is the history of the vehicle.

Too many damaged and repaired cars are represented as cherry, little old lady cars. At best, mileage may be reported wrong ... at worst, the car may be stolen, and the buyer may lose the car and his payment if the police confiscate it.

Carfax Vehicle History Service has developed partnerships with some top Internet auto sites. Consumers can now access the Carfax database of over 750 million vehicle records at DigitalCities.com, Autoweb.com, AutoByTel.com, InfoSpace.com and CarTalk.com.

Each partner site will be offering the Carfax Free Lemon Check,

which takes the 17-digit VIN number and provides a detailed report that confirms the vital statistics on a car and reveals any undisclosed manufacturer buyback titles.

In addition to lemon titles, the database contains valuable information on potential odometer rollbacks, or previous salvage titles.

After running a Lemon Check, consumers can purchase a more detailed report that contains information on other potential problems including salvage and flood titles, auction records and odometer fraud.

The cost for the complete report over the Internet is \$19.50. Purchasing a Carfax report that confirms a clean title history gives the customer a Clean Title History Guarantee worth 10 percent of the value of their vehicle up to \$1,000.

Consumers can purchase Carfax reports directly at www.Carfax.com or by calling 1-888-4-CARFAX.

\*\*\*

I am one of those who is uncomfortable with the warm sensation of heated car seats, but like the cool breezes through wicker or mesh chairs in the summer.

Look for seats in a model-year 2000 luxury vehicle featuring active temperature controls for heating, cooling and ventilation.

Johnson Controls is working with California-based Amerigon Inc. to deliver both heating and cooling through a compact heat pump mounted inside the seat structure.

A small fan circulates cabin air through the device to the seat surface through perforated leather or cloth fabric covers.

This is a step up from the benefits offered by dual zone airborne climate controls, and should be a soothing influence on many marriages where husbands and wives have different metabolisms.

Johnson Controls is a global market leader in automotive interiors.

Bob welcomes comments or questions at [bstork@sprynet.com](mailto:bstork@sprynet.com).



**BOB STORK**  
SUN AUTOMOTIVE WRITER

## CARFAX IN THE NEWS

### Press Releases

#### **CARFAX® Offers Tips to Avoid Scams in a Buyer's Market**

FAIRFAX, VIRGINIA – (February 11, 2002) – CARFAX, an industry leader and creator of the vehicle history report, warns consumers that a recent glut in the used car market means a greater opportunity for scam artists to take advantage of unassuming, unsuspecting buyers and offers tips on how to avoid their scams.

Following the events of September 11th and fueled by concern over a shaky economy, automobile manufacturers successfully pumped up sales with zero-interest incentive offers for new car buyers resulting in record-breaking sales months. While good for the ailing U.S. economy, the result of this boom is a glut of used—pre-owned and leased—vehicles on lots across the country. CARFAX warns bargain hunters that while deals seem good, some may be too good to be true.

“No one wants to buy someone else’s problems,” says consumer advocate and vice president of CARFAX, Scott Fredericks. “CARFAX reports, with their \$5,000 clean title guarantees, protect dealers and consumers alike from problem cars and questionable people looking to cash in.”

One of the most common scams used car buyers face is odometer fraud. Recent studies estimate that up to 50% of used cars may have had their odometers rolled back. Industry experts put the cost of odometer fraud at 10-cents per rolled back mile with an average rollback (per vehicle) around 32,000 miles. This means odometer fraud may cost car buyers up to \$10-million a year, according to the National Highway Traffic Safety Administration.

“Now the old scam of rolling back odometers has gone high-tech,” says Fredericks. “Almost as soon as odometers joined the digital age, scammers were finding ways to alter them,” he continues. For this reason, CARFAX offers bargain hunters the following advice to avoid becoming a victim of odometer fraud:

- **Do the math.** Industry standard say the average vehicle accumulates about 12,000 miles per year. If the mileage seems excessively high or low in comparison – find out why.
- **Ask to see maintenance records.** Compare them with the mileage on the odometer itself.
- **Examine the vehicle for telltale signs.** Note whether wear on the vehicle’s pedals, tires and seats are consistent with the miles displayed on the odometer.
- **View a CARFAX report.** Either ask the seller to see one or purchase one online using the car’s 17-character vehicle identification number. CARFAX tracks the vehicle’s mileage history through title changes, registrations and vehicle inspections; the report then flags potential rollbacks.

“Car buyers shouldn’t gamble on whether or not an odometer has been clocked,” says Fredericks. “A little investigation now can save them money and headaches down the road.”

###

1-30



The New York Times  
July 29, 2001

"All the News  
That's Fit to Print"

# The New York Times

Washington Final  
Washington and Baltimore: Rain.  
Heavy at times, high near 50. Tonight:  
evening showers, low near 60. Tues-  
day: clearing partly sunny, high near  
60. Weather map is on Page 30.

VOL. CL... No. 51,629

Copyright © 2001 The New York Times

SUNDAY, JULY 29, 2001

\$3.75

## Playing Used-Car Detective, Online

By MICHELINE MAYNARD

**I**N February, months after he started searching the Internet for a limited-production Audi S6, Lee Rosenthal thought he had found his dream car. A dealership in Minneapolis said it had one — a 1995-model sedan in mint condition with just 67,000 miles.

Mr. Rosenthal, 33, a marketing executive from Chicago, was about to set off for the Twin Cities when he found a link to Carfax.com, a Web site that lets consumers check a vehicle's title history. After typing in the Audi's vehicle identification number, or V.I.N., he was startled to see the reply: "Potential odometer rollback."

According to Carfax, a previous owner had registered the car in 1998 with an odometer reading of 114,000, nearly double the mileage the dealership claimed three years later. Although a salesman vowed no knowledge of tampering, "that was a walk-away for me," Mr. Rosenthal said.

After finding a similar Audi from a private owner closer to home, he visited the Carfax site again. "It was the only way to confirm the guy wasn't lying to me," Mr. Rosenthal said.

This time, the data checked out. He

bought the car for \$20,000, about \$6,000 less than the price the Minneapolis dealership had been asking.

Buying a used car is always a gamble, but consumers can improve their odds through the type of vehicle background checks that Mr. Rosenthal conducted.

While much historical information is kept at state motor vehicle departments, perhaps the most comprehensive data available right now comes from Carfax. The company, based in Fairfax, Va., depends on the vast databases kept by its owner, R. L. Polk & Company of Southfield, Mich., a source of automotive registration statistics. Carfax has more than 1.4 billion records compiled from over 170 separate sources, including motor vehicle departments in the United States and Canada, emissions inspection stations, auto auctions, fire and police departments and insurance companies. Carfax also supplements the Polk numbers with its own research, including accident reports and, increasingly, auto company recall notices.

About 20 million people are expected to visit Carfax.com this year, and about three-quarters of them are expected to buy a used car, according to Richard Raines, Carfax's chief executive. "We answer the question, 'what would you like to know about a specific car before you buy it?'" he said.

Carfax has actually been around since the early 1980's. It was founded in Columbia, Mo., still home to its data center, as a resource for dealers to check the titles on used cars acquired at auctions or as trade-ins. In those days, dealers' computers had to dial directly into Carfax's computer system, a time-consuming process but still faster than standing in line at motor vehicle departments. The Carfax online service was offered to consumers in 1996.

To check on a car on Carfax today, site visitors need to have only the V.I.N., found just inside the vehicle's windshield. The site has information on nearly 900 million vehicles in the United States that were in operation during the last two decades. (At any given time, there are about 240 million vehicles on the road across the country; the Carfax total also includes cars and trucks that have been scrapped.)

Without paying a fee, site visitors can get a simple answer about whether there are any problems with

the vehicle, although no specifics are provided. For \$14.95, they can get a more detailed report explaining any problems. (For \$19.95, they can have 60 days of unlimited access to the site.)

In the more detailed report, there may be information on possible odometer fraud, whether a vehicle had been used commercially and whether it was damaged in a fire or a flood. A search can turn up vehicles damaged by the North Carolina floods after Hurricane Floyd in 1999, for example, Mr. Raines said.

However, not every state provides such information, which means that a consumer may not always get a complete picture about a vehicle.

The Carfax report can detect whether a V.I.N. number is valid or false, as is possible in the case of a stolen car. It can also determine if a vehicle has been rebuilt after having been totaled in an accident, if it has been used in an auto company crash test, if it has failed an emissions inspection or if it was shipped illegally into the United States.

The report says whether a vehicle has been used as a lease, rental or corporate car. And it states where and when the vehicle was registered, allowing a potential owner to see how many times its ownership has changed hands.

**I**F a title is declared clean, Carfax offers a three-year guarantee that is transferable to its future owners. The company pledges to pay up to 10 percent of the purchase price, to a maximum of \$5,000, if a vehicle is found to have had a title problem that Carfax did not detect. (Mr. Raines says that happens only occasionally.)

Despite the range of information already available on the site, Mr. Raines is pushing for more. The company does not have access to routine repair information from dealers and gasoline stations, for example, so it cannot say whether a car's owner has followed a regular maintenance schedule. But in recent months, Mitsubishi and Subaru have been providing the recall histories of individual cars, and Mr. Raines wants other auto companies to start doing the same.

He relishes the thought of more data.

"In a 9-inning ballgame, we're in inning 3," he said. □

### When Happy Hour Seems Like Overtime

Sometimes, work extends beyond your hours at the office, spilling into social settings. Maybe you've run into the boss at a nightclub or spotted a gossipy colleague unexpectedly at a cocktail party. And sometimes you see your boss, or an employee, outside the office on purpose — at a dinner to discuss the future, perhaps. What unusual experiences have you had at these encounters? Send your stories to On the Job, Money & Business, The New York Times, 229 West 43rd Street, New York, N.Y. 10036-3959. E-mail: onthejob@nytimes.com. Include your name and telephone number. All submissions become the property of The Times and may be republished in any medium.

1-31

## **CARFAX IN THE NEWS**

### Press Releases

#### **CARFAX Alerts Consumers To Delinquent Cars In Their Area Problem Car Alert On Carfax.com Protects Consumers From Costly Mistakes**

Fairfax, VA – November 26, 2001 [Business Wire] – Carfax, the leading provider of vehicle history reports, unveiled today a new feature on Carfax.com--the "Problem Car Alert." This new tool allows website visitors to instantly obtain a top ten list of vehicles in their area with bad histories.

"The free 'Problem Car Alert' functions as a watch dog for used car buyers," says Vice President of Carfax, Scott Fredericks. "It points to a sampling of actual problem cars in a particular area that should be avoided. Car buyers can use the list and eliminate those cars immediately from their search without ever having to run a report—it doesn't get much easier than that!"

Consumers can access the "Problem Car Alert" service at [www.carfax.com](http://www.carfax.com) by clicking on the "Free Services/Problem Car Alert" link in the footer. Based on the entered zip code, Carfax instantly pulls a list of cars in that area with questionable title histories. Carfax expects consumers will utilize the new "Problem Car Alert" tool in conjunction with their existing free services such as "Carfax Certified Cars"—an online inventory of clean titled vehicles, listed by zip code, that includes free Carfax reports on those vehicles—and "Find a (Carfax certified) Dealer" to minimize their risk of purchasing potentially dangerous vehicles.

"This is one more tool in the Carfax toolbox strengthening our commitment of being the one-stop source for vehicle history," says Fredericks. "We have seen first hand that vehicles with questionable pasts can become, at least, money pit and, at worst, a death trap—we want to do whatever we can to inform the public before the buyer ever puts down a dime on a vehicle purchase."

###

1-32

## CARFAX IN THE NEWS

Journal - Salina, Kansas

July 12, 2000

### ▼ DAMAGED VEHICLES

# Hurricane Floyd returns

## This time he's in the form of flood-damaged cars

By Scripps Howard News Service

It is a car advertisement you are not likely to see:

"One owner, low mileage, briefly submerged by a hurricane tidal surge."

But tens of thousands of automobiles damaged by floods following Hurricane Floyd last fall are finding their way to unsuspecting buyers.

In North Carolina alone, according to the American Automobile Association, at least 75,000 cars were flooded by the storm. Thousands more were severely damaged elsewhere during the hurricane season.

And that has led to some wet lemons circulating among used-car buyers, experts said.

"We were contacted by a woman outside Philadelphia who bought a first car for her 17-year-old son, and within three weeks the engine blew because the head gasket had warped,"

### Flood check

- **WHAT:** Carfax.com will do a free check to see if a vehicle has been listed as flood-damaged.
- **HOW:** Go to the Web site and list the 17-digit vehicle identification number.
- **WHERE:** <http://www.carfax.com>.
- **MORE:** North Carolina Web site listing all flood- or water-damaged vehicles in the state: <http://www.jus.state.nc.us>.

said Larry Gamache, a spokesman for Carfax.com, a Fairfax, Va., company that researches car histories.

"It turned out that the car had been declared a flood loss in New Jersey that was retitled in Pennsylvania and sold without disclosing the flood damage. That was against the law," Gamache

said.

According to experts, consumers checking for signs of flood damage should:

- Examine the trunk, glove compartment, carpeting and under the dash for signs of discoloration or faded and stained upholstery.
- Smell for musty odors and look for a well-defined water line inside the car.
- Check the wiring under the hood to see if it cracks or bends. Wet wires become brittle upon drying and are susceptible to cracking.

North Carolina Attorney General Mike Easley said in a statement recently, "Last year, North Carolina was hit by three hurricanes, and 44 of our counties suffered devastating flooding. ... A byproduct of the flooding is often 'flood vehicles.' Unfortunately, once these vehicles leave North Carolina, the flood designation is washed from the title."

1-33

## CARFAX IN THE NEWS

### Press Releases

#### **CARFAX Alerts Consumers to Curbstoning; Experts Renew Warning of Scam in Light of Recent Events And Economy**

FAIRFAX, VIRGINIA [Businesswire] – November 19, 2001 – Given the current economy with more people opting to purchase pre-owned versus new vehicles, CARFAX, pioneer of the vehicle history report, warns that an illegal practice known as curbstoning could be putting more consumers into rebuilt wrecks.

CARFAX explains that these curbstoners – unlicensed dealers posing as private sellers – now have a new angle for foisting rebuilt wrecks onto a trusting public.

“Tragedies tend to bring out the best and, sadly, the worst in people,” says Scott Fredericks, a consumer advocate with CARFAX, Inc. Fredericks fears that scam-artists will manipulate consumers with “war stories” to elicit sympathy and make a sale. John Creel, a Consumer Investigator who has been busting curbstoners for years shares this concern.

“You may hear from the curbstoner that he's selling it for his relative or friend who's just been deployed overseas,” explains Creel, who concurs that a curbstoner will say whatever it takes to gain buyers' confidence and unload questionable cars on an unassuming public.

Curbstoners sell vehicles reputable dealers won't touch because of hidden problems—problems that can affect both safety and value of the vehicle such as salvage titles or rolled back odometers. According to law enforcement official estimates anywhere from 60 to 90-percent of the cars advertised in classified ads or sold at the curb may be curbstoned vehicles. Now, with more people looking for affordable used cars without payments, curbstoners are putting more people at risk with potentially dangerous vehicles.

“This is why CARFAX is an essential tool for the used car buyer,” explains Fredericks. “A CARFAX report can reveal hidden problem's in a car's past, it allows the consumer to be a detective.” The report, like an instant background check on the vehicle, will either confirm or refute the seller's story. “It lets the buyer know if the seller can be trusted,” he adds. Creel recommends that used car shoppers to do their “homework” and “not be in a rush” when buying a pre-owned vehicle.

Consumer investigators like Creel continue to crack down on curbstoners and, along with CARFAX, are working to protect and educate consumers about these rip-offs. For a detailed fact sheet with tips on how to avoid being taken by a curbstoner, contact Julie Atlas or Leigh-Anne Dennison at (703) 934-2664 or via email at [prsupport@carfax.com](mailto:prsupport@carfax.com). 1-34

###

## CARFAX IN THE NEWS

### Reader's Digest

October 2000

#### **Lots of Used Lemons** By Hal Karp

When Charles Kennedy's business took off in 1996, the 43-year-old jeweler decided to purchase his dream car, a Toyota Land Cruiser. After months of shopping, he found a 1991 model with some 64,000 miles on its odometer at a Dallas auto-leasing company. Kennedy says that when the salesman claimed it had only one prior owner, he snapped it up for \$22,376.

Within hours the fuel gauge malfunctioned. Later the transmission failed and the rear axle snapped. As the repair bills mounted, so did Kennedy's frustration. Hoping to discover the truth about his car, he tracked down the SUV's original owner, a biochemist in South Bend, Ind.

The man was surprised by Kennedy's call--in 1993 he'd been in a serious crash, totaling the SUV. "They told me not one piece could be re-used," he said. Yet any evidence of the accident had been removed from the SUV's title, and the car passed through five states and nine owners before Kennedy.

The Dallas company says it was unaware of the vehicle's salvage history.

Kennedy is hardly alone in his experience. [The Consumer Federation of America \(CFA\)](#) and [Consumers for Auto Reliability and Safety \(CARS\)](#) estimate that of the 45 million used cars sold each year, one out of every nine has hidden damage or potentially hazardous wear. Here's the annual breakdown:

Over a million cars are totaled, rebuilt and often sold as damage-free. Odometers on about three million autos are rolled back, hiding wear and tear. Hundreds of thousands of cars are concealing flood damage that compromises safety features such as air bags and brakes.

"People purchasing these vehicles lose more than their money," says Rosemary Shahan, president of CARS. "Their safety could be at stake."

And the possibility of getting stuck with a serious lemon has grown, because the used-car market has become so seductive. According to Art Spinella of [CNW Marketing/Research](#), the auto industry's leading consumer research firm, "The leasing boom pours over three million 24- to 36-month-old vehicles into the used-car market every year. Millions more enter from fleets of company or rental cars." As a result, there has never been a better time to find great deals. [ADT Automotive](#), a national vehicle auction firm, estimates that the next two or three years should see a record number of used cars sold.

Last year Colby Shapleigh of Dallas drove away with a formerly leased 1997 Toyota 4Runner for \$23,335. A new one cost around \$33,500. Oklahoma City's Destiny McAffrey put her family of three into a 1993 Chevy Astro for \$5200, which was \$1400 less than the minivan's book value.

But this bounty of used cars means consumers need to be especially wary. [Carfax](#), a private firm with the most comprehensive database of vehicle histories in the nation--250 million vehicles covering over 95 percent of what's on the road--has some chilling numbers. "One in ten vehicles we check has a problem in its history," says Larry Gamache of Carfax. That's 25 million cars.



1-35

# AUTO TRACKER STATISTICAL REPORT NEW PASSENGER CARS

SP50407

00001

30001A

## R. L. POLK & CO.

DECEMBER 2001

PAGE 1 OF 54

58

US SUMMARY

	DEC 2001	CYTD 2001	DEC 2000	CYTD 2000		DEC 2001	CYTD 2001	DEC 2000	CYTD 2000
	TOTAL	TOTAL	TOTAL	TOTAL		TOTAL	TOTAL	TOTAL	TOTAL
CL	1573	19474	1699	24205	<b>FERRARI TOTAL</b>	107	995	101	915
INTEGRA	100	15350	1395	26083	CONTOUR	38	2227	1915	53043
NSX	15	170	5	232	CROWN VICTORIA	6022	93049	6799	94359
RL	1032	11066	1467	14646	ESCORT	5846	93968	7065	110964
RSX	2329	14127			FOCUS	16506	275023	19131	287966
TL	5679	69710	4956	67375	MUSTANG	9303	172460	11681	175077
<b>ACURA TOTAL</b>	<b>10728</b>	<b>129897</b>	<b>9522</b>	<b>132541</b>	TAURUS	21138	359576	27418	392643
					THUNDERBIRD	1569	3874		
<b>ASTON MARTIN TOTAL</b>	<b>7</b>	<b>259</b>	<b>18</b>	<b>228</b>	<b>FORD TOTAL</b>	<b>60422</b>	<b>1000177</b>	<b>74009</b>	<b>1114052</b>
A4	3373	29188	2321	27884	<b>GEM TOTAL</b>	<b>159</b>	<b>303</b>		
A6	2252	32870	2414	31285	S2000	614	9749	556	6928
A8	147	1507	164	2391	ACCORD	31225	420895	28639	405442
CABRIOLET					CIVIC	23419	332843	20397	327286
S4	385	6280	443	6171	INSIGHT	278	4784	310	3426
S6	63	106			PRELUDE	812	9437	709	9740
S8	130	773			<b>HONDA TOTAL</b>	<b>56348</b>	<b>777708</b>	<b>50611</b>	<b>752822</b>
TT	847	13125	1125	11454	ACCENT	5891	80254	5108	65142
<b>AUDI TOTAL</b>	<b>7197</b>	<b>83849</b>	<b>6467</b>	<b>79185</b>	ELANTRA	8171	110742	5036	105415
<b>BENTLEY TOTAL</b>	<b>40</b>	<b>547</b>	<b>68</b>	<b>525</b>	SONATA	5624	61289	2590	46531
300 CLASS	8555	102698	8557	85069	TIBURON	1105	19397	1416	14781
500 CLASS	3393	38095	3134	36311	XG300	752	17333	1267	1307
700 CLASS	563	14427	1217	16964	XG350	631	662		
M3	912	5025	6	176	<b>HYUNDAI TOTAL</b>	<b>22174</b>	<b>289677</b>	<b>15417</b>	<b>233176</b>
M5	314	2348	245	3057	G20	891	11451	792	13564
M-COUPÉ	41	300	8	690	G35				
M-ROADSTER	142	783	9	2003	I30	579	28931	2472	39558
Z3	665	13792	847	13901	I35	2717	6442		
Z8	96	917	42	221	Q45	428	5554	245	4307
<b>BMW TOTAL</b>	<b>14681</b>	<b>178385</b>	<b>14065</b>	<b>158392</b>	<b>INFINITI TOTAL</b>	<b>4615</b>	<b>52378</b>	<b>3509</b>	<b>57429</b>
CENTURY	11363	142666	7857	147256	S-TYPE	1473	20134	1642	24481
LASABRE	9558	149169	11038	151026	V8	12	46		
PARK AVENUE	3022	37352	3474	48669	VDP	228	3172	323	3874
REGAL	2957	51384	3883	66320	X - TYPE	2646	7122		
<b>BUICK TOTAL</b>	<b>26900</b>	<b>380571</b>	<b>26255</b>	<b>413336</b>	XJ SERIES	589	7000	645	8298
CATERA*	197	11189	1202	16417	XK SERIES	368	5345	526	6632
CTS					<b>JAGUAR TOTAL</b>	<b>5316</b>	<b>42819</b>	<b>3136</b>	<b>43285</b>
DEVILLE	7447	95661	6737	105367	OPTIMA	2969	23732	20	20
ELDORADO	611	10834	1370	13077	RIO	4243	51091	2883	13896
PROFESSIONAL CHASSIS	151	2004	167	1898	SEPHIA	1938	55031	3704	70045
SEVILLE	2188	26328	2801	29878	SPECTRA	4144	27069	1985	10858
<b>CADILLAC TOTAL</b>	<b>10594</b>	<b>146016</b>	<b>12277</b>	<b>166637</b>	<b>KIA TOTAL</b>	<b>13294</b>	<b>156923</b>	<b>8592</b>	<b>94819</b>
CAMARO	2571	35919	2756	42106	<b>LAMBORGHINI TOTAL</b>	<b>3</b>	<b>86</b>	<b>8</b>	<b>103</b>
CAVALIER	17564	235761	17804	238744	ES SERIES	5695	43229	2702	41937
CORVETTE	2412	34210	2327	31840	GS SERIES	1804	25185	2139	28055
IMPALA	16130	208412	12876	173905	IS SERIES	1727	23279	1785	12766
LUMINA	55	22283	4703	45184	LS SERIES	2494	31832	2536	13784
MALIBU	9353	179954	12151	211933	SC SERIES	1696	12784	24	823
METRO	22	8512	2539	34931	<b>LEXUS TOTAL</b>	<b>13416</b>	<b>136309</b>	<b>9186</b>	<b>97365</b>
MONTÉ CARLO	5056	73158	4111	67737	CONTINENTAL	1385	21153	1573	22399
PRIZM	2551	47477	4232	51631	LS	2520	41741	3246	51405
<b>CHEVROLET TOTAL</b>	<b>55714</b>	<b>845686</b>	<b>63489</b>	<b>898011</b>	TOWN CAR	3917	71125	5400	81479
300M	3559	38717	3788	51192	<b>LINCOLN TOTAL</b>	<b>7822</b>	<b>134019</b>	<b>10219</b>	<b>155283</b>
CIRRUS	34	2635	824	39392	<b>LOTUS TOTAL</b>	<b>8</b>	<b>77</b>	<b>2</b>	<b>107</b>
CONCORDE	3732	33303	3695	51062	<b>MASERATI TOTAL</b>				
LHS	345	10296	1490	21838	626	3260	53351	4217	72056
PROWLER	137	936			MIATA	1128	16633	897	18435
SEBRING	9629	119478	4927	61014	MID				
<b>CHRYSLER TOTAL</b>	<b>17436</b>	<b>205365</b>	<b>14724</b>	<b>224498</b>	MILLENNIA	1156	20413	1511	16231
LANOS	953	15836	1859	21826	PROTEGE	6499	77894	4108	62382
LEGANZA	938	19039	1712	24099	RX8				
NUBIRA	728	14622	1376	20537	<b>MAZDA TOTAL</b>	<b>12043</b>	<b>168291</b>	<b>10733</b>	<b>169104</b>
<b>DAEWOO TOTAL</b>	<b>2619</b>	<b>49497</b>	<b>4947</b>	<b>66462</b>					
AVENGER	3	233	98	6311					
INTREPID	7865	113388	10977	145697					
NEON	8725	109438	6360	115153					
STRATUS	8416	103695	6787	93950					
VIPER	91	1371	74	1413					
<b>DODGE TOTAL</b>	<b>25100</b>	<b>328125</b>	<b>24296</b>	<b>362524</b>					

Visit us on the Internet at <http://www.polk.com> 9/01

© 2002 R. L. Polk & Co. All rights reserved.

1-800-352-9216

THE STATES OF ALABAMA, CONNECTICUT AND NEW HAMPSHIRE WERE COMPILED USING MANUFACTURERS' SALES RECORDS. HISTORY DIFFERS FROM PREVIOUSLY ISSUED TOTALS BECAUSE IT REFLECTS ADJUSTMENTS.

1-36

# AUTO TRACKER STATISTICAL REPORT NEW PASSENGER CARS

00002

SP50408

30001B

DECEMBER 2001

PAGE 1 OF 54

## R. L. POLK & CO.

58

US SUMMARY

	DEC 2001	CYTD 2001	DEC 2000	CYTD 2000		DEC 2001	CYTD 2001	DEC 2000	CYTD 2000
	TOTAL	TOTAL	TOTAL	TOTAL		TOTAL	TOTAL	TOTAL	TOTAL
C CLASS	5324	49186	3357	33059	IMPREZA	3641	34294	1485	19062
CL/CLK CLASS	2684	22912	1648	20609	LEGACY	8759	97075	8856	95490
E CLASS	3442	45034	3380	49390	<b>SUBARU TOTAL</b>	<b>12400</b>	<b>131369</b>	<b>10341</b>	<b>114552</b>
S CLASS	2268	27063	2655	31020	AERIO				
SL/SLK CLASS	906	15874	1128	18154	ESTEEM	683	13471	965	16622
<b>MERCEDES TOTAL</b>	<b>14624</b>	<b>160069</b>	<b>12168</b>	<b>152232</b>	SWIFT	115	2680	325	3277
COUGAR	1777	30107	2257	41380	<b>SUZUKI TOTAL</b>	<b>798</b>	<b>16151</b>	<b>1290</b>	<b>19899</b>
GRAND MARQUIS	5815	114852	7034	123599	THINK TOTAL	3	3		
MARAUDER					AVALON	6282	85114	6861	105360
MYSTIQUE	22	574	200	18084	CAMRY	33886	399909	29918	418782
SABLE	5642	104465	7205	104118	CELICA	2093	36859	2998	53198
<b>MERCURY TOTAL</b>	<b>13256</b>	<b>249998</b>	<b>16728</b>	<b>288673</b>	COROLLA	20666	245795	15952	233106
<b>MINI TOTAL</b>					ECHO	2808	43389	3543	49271
DIAMANTE	2461	16397	764	9451	MATRIX				
ECLIPSE	6312	70944	4691	71981	MR2	427	6478	518	6557
GALANT	8820	97607	7977	95209	PRIUS	1608	14780	927	3668
LANCER	7170	18101			<b>TOYOTA TOTAL</b>	<b>67770</b>	<b>832324</b>	<b>60717</b>	<b>869942</b>
MIRAGE	735	33374	2480	49854	CABRIO	753	13450	739	14002
<b>MITSUBISHI TOTAL</b>	<b>25498</b>	<b>236423</b>	<b>15912</b>	<b>226495</b>	D1				
ALTIMA	14560	147203	9503	138985	GOLF	1530	21507	1720	18823
ALTRA	2	39		15	GTI	1399	10022	464	7202
MAXIMA	7387	104304	8138	132529	JETTA	11367	145711	10792	142348
SENTRA	10102	111584	8446	94794	NEW BEETLE	4479	67328	5511	81831
<b>NISSAN TOTAL</b>	<b>32051</b>	<b>363130</b>	<b>26087</b>	<b>366323</b>	PASSAT	9085	92714	5540	82927
ALERO	8210	112911	7955	125244	<b>VOLKSWAGEN TOTAL</b>	<b>28613</b>	<b>350732</b>	<b>24766</b>	<b>347133</b>
AURORA	1316	26795	2669	27177	C70	217	4363	302	5481
INTRIGUE	1900	42831	4193	66656	S40	1273	23872	2652	27824
<b>OLDSMOBILE TOTAL</b>	<b>11426</b>	<b>182537</b>	<b>14817</b>	<b>219077</b>	S60	2941	33953	913	1410
BREEZE	3	273	229	9073	S70	29	1654	528	22084
NEON	405	32752	3113	51821	S80	1452	20782	1893	29619
PROWLER	33	1019	136	2591	V40	226	3776	458	6867
<b>PLYMOUTH TOTAL</b>	<b>441</b>	<b>34044</b>	<b>3478</b>	<b>63485</b>	V70	3218	39008	2662	31311
BONNEVILLE	3165	50062	4083	65082	<b>VOLVO TOTAL</b>	<b>9356</b>	<b>127408</b>	<b>9408</b>	<b>124596</b>
FIREBIRD	1943	26137	1939	31404	MISC. DOMESTIC			10	344
GRAND AM	10788	186302	14700	222138	MISC. IMPORT				
GRAND PRIX	10006	130283	8285	151405	<b>GRAND TOTAL PASSENGER CARS</b>	<b>634670</b>	<b>8583903</b>	<b>615856</b>	<b>8900196</b>
SUNFIRE	3765	73472	5786	83468	<b>CORPORATION TOTALS</b>				
VIBE					DAIMLERCHRYSLER CORP.	42977	567534	42498	650507
<b>PONTIAC TOTAL</b>	<b>29667</b>	<b>466256</b>	<b>34793</b>	<b>553497</b>	FORD MOTOR COMPANY	81500	1384194	100956	1558208
911	926	10436	690	9174	GENERAL MOTORS CORP.	151683	2285314	170711	2522340
BOXSTER	724	11901	773	13653	HONDA MOTOR CO.	67076	907605	60133	885363
<b>PORSCHE TOTAL</b>	<b>1650</b>	<b>22337</b>	<b>1463</b>	<b>22827</b>	NISSAN MOTOR CORP.	36666	415508	29596	423752
<b>ROLLS ROYCE TOTAL</b>	<b>9</b>	<b>168</b>	<b>17</b>	<b>243</b>	TOYOTA MOTOR SALES	81186	968633	69903	967307
9-3	1158	18958	1449	18987	VOLKSWAGEN OF AMERICA	35810	434581	31233	426318
9-5	1825	19789	1681	19110	MISC. DOMESTIC	162	306	10	344
<b>SAAB TOTAL</b>	<b>2983</b>	<b>38747</b>	<b>3130</b>	<b>38097</b>	OTHER IMPORT	137610	1620228	110816	1466057
L	5508	85585	5233	15953	<b>GRAND TOTAL PASSENGER CARS</b>	<b>634670</b>	<b>8583903</b>	<b>615856</b>	<b>8900196</b>
LS	55	2197	700	63697	(MEMO) TOTAL DOMESTIC	276322	4237348	314175	4731399
LW	1012	11144	764	12858	(MEMO) TOTAL IMPORT	358348	4346555	301681	4168797
SC	2547	34985	2399	38325					
SL	8255	127976	9329	132100					
SW	5	2361	645	8849					
<b>SATURN TOTAL</b>	<b>17382</b>	<b>264248</b>	<b>19070</b>	<b>271782</b>					

VISIT US ON THE INTERNET AT [HTTP://WWW.POLK.COM](http://WWW.POLK.COM) 9/01

© 2002 R. L. Polk & Co. All rights reserved.  
1-800-352-9216

\* DOMESTIC SPONSORED

1-37

# AUTO TRACKER STATISTICAL REPORT NEW PASSENGER CARS

00040

SP50408

30020B

DECEMBER 2001

PAGE 20 OF 54

## R. L. POLK & CO.

20

STATE OF KANSAS

	DEC 2001	CYTD 2001	DEC 2000	CYTD 2000		DEC 2001	CYTD 2001	DEC 2000	CYTD 2000
	TOTAL	TOTAL	TOTAL	TOTAL		TOTAL	TOTAL	TOTAL	TOTAL
C CLASS	10	156	16	97	IMPREZA	16	162	13	81
CL/CLK CLASS	5	64	7	69	LEGACY	28	374	39	327
E CLASS	15	158	23	170	<b>SUBARU TOTAL</b>	<b>44</b>	<b>536</b>	<b>52</b>	<b>408</b>
S CLASS	2	72	11	122	AERIO				
SL/SLK CLASS	2	69	10	80	ESTEEM	4	23	4	34
<b>MERCEDES TOTAL</b>	<b>34</b>	<b>519</b>	<b>67</b>	<b>538</b>	SWIFT		8		8
COUGAR	24	391	40	431	<b>SUZUKI TOTAL</b>	<b>4</b>	<b>31</b>	<b>4</b>	<b>42</b>
GRAND MARQUIS	39	767	34	805	THINK TOTAL				
MARAUDER					AVALON	59	678	70	826
MYSTIQUE		2	2	121	CAMRY	235	2615	234	2694
SABLE	25	762	52	688	CELICA	20	313	46	480
<b>MERCURY TOTAL</b>	<b>88</b>	<b>1922</b>	<b>128</b>	<b>2055</b>	COROLLA	96	1454	95	1125
<b>MINI TOTAL</b>					ECHO	15	337	32	301
DIAMANTE	13	82	13	55	MATRIX				
ECLIPSE	57	502	52	473	MR2	2	38	5	50
GALANT	20	241	19	194	PRIUS	14	91	9	22
LANCER	18	40			<b>TOYOTA TOTAL</b>	<b>441</b>	<b>5526</b>	<b>491</b>	<b>5498</b>
MIRAGE	4	70	5	60	CABRIO	1	32	3	23
<b>MITSUBISHI TOTAL</b>	<b>112</b>	<b>935</b>	<b>89</b>	<b>782</b>	D1				
ALTIMA	64	531	64	426	GOLF	7	61	11	55
ALTRA					GTI	4	31	1	12
MAXIMA	49	595	42	632	JETTA	37	513	60	422
SENTRA	40	532	57	434	NEW BEETLE	37	517	63	551
<b>NISSAN TOTAL</b>	<b>153</b>	<b>1658</b>	<b>163</b>	<b>1492</b>	PASSAT	32	341	26	254
ALERO	24	757	79	848	<b>VOLKSWAGEN TOTAL</b>	<b>118</b>	<b>1495</b>	<b>164</b>	<b>1317</b>
AURORA	21	268	39	317	C70	2	21	2	31
INTRIGUE	13	303	37	439	S40	6	103	21	120
<b>OLDSMOBILE TOTAL</b>	<b>58</b>	<b>1328</b>	<b>155</b>	<b>1604</b>	S60	23	201	13	17
BREEZE		3	6	79	S70		5	9	99
NEON	5	143	14	203	S80	8	124	15	188
PROWLER	1	9		22	V40	5	19	4	26
<b>PLYMOUTH TOTAL</b>	<b>6</b>	<b>155</b>	<b>20</b>	<b>304</b>	V70	16	173	8	119
BONNEVILLE	34	556	52	746	<b>VOLVO TOTAL</b>	<b>60</b>	<b>646</b>	<b>72</b>	<b>600</b>
FIREBIRD	18	206	15	262	MISC. DOMESTIC				
GRAND AM	60	1504	146	1579	MISC. IMPORT				
GRAND PRIX	78	1306	110	1503	<b>GRAND TOTAL</b>				
SUNFIRE	39	508	51	534	<b>PASSENGER CARS</b>	<b>3905</b>	<b>56574</b>	<b>5149</b>	<b>57161</b>
VIBE					<b>CORPORATION TOTALS</b>				
<b>PONTIAC TOTAL</b>	<b>229</b>	<b>4080</b>	<b>374</b>	<b>4624</b>	DAIMLERCHRYSLER CORP.	274	3731	391	4534
911	5	29	3	30	FORD MOTOR COMPANY	628	11260	911	12087
BOXSTER	1	45	4	60	GENERAL MOTORS CORP.	1033	18240	1716	19245
<b>PORSCHE TOTAL</b>	<b>6</b>	<b>74</b>	<b>7</b>	<b>90</b>	HONDA MOTOR CO.	435	6005	549	5869
<b>ROLLS ROYCE TOTAL</b>					NISSAN MOTOR CORP.	171	1873	179	1752
9-3	10	98	9	94	TOYOTA MOTOR SALES	504	6108	548	5911
9-5	8	105	9	95	VOLKSWAGEN OF AMERICA	141	1728	184	1518
<b>SAAB TOTAL</b>	<b>18</b>	<b>203</b>	<b>18</b>	<b>189</b>	MISC. DOMESTIC	2	5		
L	37	900	65	111	OTHER IMPORT	717	7624	671	6245
LS		33	9	578	<b>GRAND TOTAL</b>				
LW	8	41	7	62	<b>PASSENGER CARS</b>	<b>3905</b>	<b>56574</b>	<b>5149</b>	<b>57161</b>
SC	22	391	44	416	(MEMO) TOTAL DOMESTIC	1937	33236	3018	35866
SL	51	961	93	1004	(MEMO) TOTAL IMPORT	1968	23338	2131	21295
SW		6	7	48					
<b>SATURN TOTAL</b>	<b>118</b>	<b>2332</b>	<b>225</b>	<b>2219</b>					

VISIT US ON THE INTERNET AT [HTTP://WWW.POLK.COM](http://www.polk.com) 9/01

© 2002 R. L. Polk & Co. All rights reserved.

1-800-352-9216

\* DOMESTIC SPONSORED

1-38