



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

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100192

Date Received **2004 SEP 20** Repository ☐
10-AUG-2004 Reference No.
10087825

OWNER INFORMATION (Type or Print)

Name _____ Daytime Telephone Number _____ E-mail Address _____
Address _____ Evening Telephone Number _____
City **DELMAR** State **MD** Zip Code _____

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date **9/20/04**

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side **3B7HC13Y1XM** Make **DODGE** Model **RAM** Model Year **1999**
Date Purchased **3-16-99** Dealer's Name and Telephone Number **800-638-2477** Engine: **8** Fuel Type: **Gas**
Nevoiser Toyota Dodge No: Cylinders **8** (unleaded)
Original Owner ☒ Dealer's City **Easton** State **MD** Zip Code **21601**
Transmission Type **AUTOMATIC** ☒ Antilock Brakes ☒ Cruise Control Powertrain **REAR WHEEL DRIVE**
Vehicle Component Code **180000 STRUCTURE**
Multiple Failure: **1**

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) **20-APR-2004** Failure Mileage **68790** Failure Speed _____
Dashboard is cracking in several areas

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make _____ Tire Model (Name or Number) _____ Tire Size (Example P215/65R16) _____
DOT No. (Example: DOTM1ABBC038) ☐ Original Equipment ☐ Prior Repair Failure Location: _____
Tire Component Code _____ Tire Failure Type _____

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: _____ Date Manufactured: _____ Model No./Name: _____
Seat Type: _____ Installation System: _____
Child Seat Component Code: _____ Failed Part: _____

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash ☐ Yes ☒ No Fire ☐ Yes ☒ No Number of Persons Injured **0** Number of Deaths **0** Reported to Police **N**

Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure;
i.e. parts repaired or replaced (and if old part is available).

RIGHT SIDE OF THE DASHBOARD WAS REMOVED TO REPAIR THE AIR CONDITIONING. DEALERSHIP DENIED THE PROBLEM, AND AGREED TO REPAIR IT FOR 50% OF THE COST. DEALERSHIP CAUSED THE DEFECT. *AK

Dashboard started to crack in March/April 2004. The service manager (John Dymon) refused to inspect the dashboard when I called & stopped by the dealership. He said it wasn't their fault. The crack initially started on the passenger side near the screws by the windshield now there are several cracks on both sides of the dash. →

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

There is a large crack that runs to the top of the passenger side air bag. I feel this is a safety issue because the air bag would not open properly in case of an accident. The truck dashboard was removed by the dealership to repair the air conditioning - the dashboard was not put back in properly - caused the cracks to form. The truck is under warranty still.

I called "Nate" on 8/19/04 at Daimler Chrysler (800-993-1997) to complain and to ask for their assistance. He said the dealerships are "independently owned & they cannot get involved."

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

ON

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
<http://www.safercar.gov/questionnaire>

The owner of Nevaizer Toyota, Larry Neviasser, told me I would have to pay 50% of the costs if I want them to repair the dash. I feel this is unfair/illegal, since they caused the damage in the first place.

Attached are:

- 1) photos of the dashboard
- 2) copy of the truck's warranty
- 3) copy of the work order when they fixed the air conditioner. It's proof they had to remove the dashboard

Thank You.

TOYOTA EXTRA-CARE

P.O. BOX 9550
CEDAR RAPIDS, IA 52409-9550

GOLD

VEHICLE SERVICE AGREEMENT INFORMATION

AGREEMENT NUMBER

02823885

AGREEMENT EFFECTIVE DATE

03/29/98

AGREEMENT HOLDER

TMIS-0007-2-1A

THIS AGREEMENT EXPIRES THE EARLIER OF MILEAGE / DATE

AGREEMENT EXPIRATION DATE

03/29/05

AGREEMENT EXPIRATION MILEAGE

100,000

DELMAR, MD

SELLING DEALER

NEVIASER TOYOTA DODGE INC

DEALER PHONE NUMBER

(410)822-8000

LIENHOLDER

CHRYSLER FINANCIAL
COMPANY LLC

PURCHASE PRICE

\$ 1,065.00

MAKE

DODGE

MODEL

RAM

YEAR

1998

VEHICLE IDENTIFICATION NO.

3B7HC13Y1XM658237

APPLICATION NO.

KH4457

AGREEMENT TYPE

NEW

AGREEMENT TERM

72 MONTHS / 100,000 MILES

DEDUCTIBLE

\$0

TRANSFERABLE

YES

TOWING BENEFITS

\$50 PER OCCURRENCE

SUBSTITUTE TRANSPORTATION

\$35/DAY, 5 DAYS PER REPAIR VISIT

DISLOCATION BENEFIT

\$50/DAY, 4 DAYS OVER THE LIFE
OF AGREEMENT

VEHICLE SERVICE AGREEMENT

This Agreement is between the Agreement Holder ("You" or "Your") specified in the Agreement Information and Toyota Motor Insurance Services, Inc. ("TMIS"). It provides for the repair of mechanical failures of components specified in this Agreement. TMIS has the sole and exclusive administrative responsibility for this Agreement. TMIS is sometimes referred to in this Agreement as the "Administrator".

COVERAGE UNDER THIS AGREEMENT

Subject to the terms and conditions of this Agreement, if a covered component mechanically fails, TMIS will pay for the repair or replacement of the component(s), as well as any applicable towing, substitute transportation, and/or dislocation benefits listed in the Agreement Information, less Your deductible. Any repair or replacement of a covered component may be made with a functionally equivalent component, as determined by the Administrator.

The coverage provided by this Agreement, less Your deductible, shall be secondary to any other valid repair agreement, manufacturer's warranty, roadside assistance program, limited warranty, or insurance policy covering the vehicle. If other coverage fully pays a claim covered by this Agreement, less a deductible, then You are entitled to reimbursement under this Agreement for only the other coverage's deductible up to \$150. If a manufacturer's warranty may be transferred with the vehicle, and the transfer requires payment of a fee, then You are entitled to reimbursement under this Agreement of that fee up to \$150. Your deductible does not apply to these benefits.

If Your Agreement Type is indicated as NEW in the Agreement Information Section above, then the Agreement Effective Date shown above is the date the vehicle was first put into service via retail sale, lease, fleet sale, or dealer demonstrator. Your Agreement will expire the earlier of (a) midnight of the AGREEMENT EXPIRATION DATE shown above, or (b) when Your vehicle odometer reading equals the AGREEMENT EXPIRATION MILEAGE shown above.

If Your Agreement Type is indicated as USED in the Agreement Information Section above, then the Agreement Effective Date shown above is the date You purchased the identified vehicle. Your Agreement will expire the earlier of (a) midnight of the AGREEMENT EXPIRATION DATE shown above, or (b) when Your vehicle odometer reading equals the AGREEMENT EXPIRATION MILEAGE shown above.

Covered repairs must be authorized by the Administrator, prior to the expiration of the agreement.

DEDUCTIBLE

The deductible indicated in the Agreement Information is the dollar amount You pay for all covered repairs made in a single repair visit.

LIMITATIONS OF LIABILITY

TMIS' liability under this Agreement shall never exceed either of the following:

Over The Life Of This Agreement: If the Agreement Type is defined as NEW in the Agreement Information Section above then TMIS' liability is limited to the Manufacturer's Suggested Retail Price of the covered vehicle, at the time of purchase or lease. In all other cases, TMIS' liability is limited to the fair market value of the vehicle, as determined by TMIS, at the time this Agreement was purchased.

Per Repair Visit: TMIS' liability is limited to the cost of the covered repair(s) or the fair market value of the vehicle determined by TMIS at the time of the repair(s), whichever is less.

TOWING BENEFIT:

If a covered component mechanically fails, You are entitled to reimbursement for Your towing expenses to the nearest dealership or authorized repair facility, up to the limit specified in the Agreement Information. Licensed professional towing agencies' or auto dealers' receipts will be required for reimbursement. Your deductible does not apply to this benefit. For reimbursement please refer to the "How to Submit Claims" section.

SUBSTITUTE TRANSPORTATION BENEFIT:

If Your vehicle is inoperable and is undergoing a repair covered by this Agreement, or a repair covered by the manufacturer's warranty which would be covered by this Agreement, then You are entitled to reimbursement for Your substitute transportation expenses up to the limit specified in the Agreement Information. Licensed professional rental agencies' or auto dealers' receipts will be required for reimbursement. Your deductible does not apply to this benefit. For reimbursement please refer to the "How to Submit Claims" section.

DISLOCATION BENEFIT: (If indicated in the Agreement Information)

If You are over 150 miles from Your principal residence and Your vehicle is inoperable and requires overnight repairs covered by this Agreement, You are entitled to reimbursement for Your food and lodging expenses up to the limit specified in the Agreement Information. Valid food and lodging receipts will be required for reimbursement. Your deductible does not apply to this benefit. This benefit requires prior approval of the Administrator.

COMPONENTS COVERED BY THIS AGREEMENT**Engine Components: ALL internally lubricated components and:**

Timing Belt • Timing Cover • Timing Chain • Timing Gears • Turbo Wastegate • Engine Oil Reservoir • Exhaust Manifold • Intake Manifold • Turbo Intercooler • Turbocharger • Flexplate • Engine Oil Reservoir Pump • Flywheel • Oil Pump • Seals & Gaskets • Crankshaft Pulley • Equipment Drive Shaft • Supercharger • Supercharger Intercooler • Engine Mounts • Cylinder Heads • Balance Shaft & Belt • Piston • Crankshaft • Camshaft • Water Pump

Engine Block, Oil Pan, and Valve Covers, but only if damaged as a direct result of a mechanical failure of a covered engine component.
Rotary engine components including Rotor, Bearings, Apex Seal, and Eccentric Shaft.

Manual Transmission - Transfer Case Components: ALL internally lubricated components and:

Transmission Mounts • Seals & Gaskets • Gears & Shafts • Clutch Master Cylinder • Clutch Release Cylinder • Shift Linkage

Case, but only if damaged as a direct result of a mechanical failure of a covered manual transmission/transfer case component.

Automatic Transmission - Transfer Case Components: ALL internally lubricated components and:

Torque Converter • Transmission Mounts • Vacuum Modulator • Solenoids • Shift Linkage • Seals & Gaskets

Case, but only if damaged as a direct result of a mechanical failure of a covered automatic transmission / transfer case component.

Axle Assembly Components (Front, Rear, Four-wheel & All-wheel Drive): ALL internally lubricated components and:

Drive Shaft • Universal Joints • Thrust Washers • Seals & Gaskets • Axles and Bearings • Locking Hubs • Constant Velocity Joints & Boots • Center Support Bearing • Viscous Coupling

Drive Axle Housing, but only if damaged as a direct result of a mechanical failure of a covered drive axle assembly component.

Suspension Components (Front & Rear):

Upper & Lower Control Arms • Control Arm Shafts • Radius Arm • Bushings • Spindle Support • Spindles • Upper Ball Joints • Lower Ball Joints • Steering Knuckle • Electronic Modulated Suspension Actuator

Steering Components: Gear Box Internal components and:

Rack & Pinion • Seals & Gaskets • Power Steering Pump • Idler Arm • Center Link • Tie Rod End • Pitman Arm • Steering Column Shaft • Steering Column Coupling • Steering Damper • Steering Column Assembly

Steering Gear Box and Pump Housings, but only if damaged as a direct result of a mechanical failure of a covered steering component.

Brake Components:

Master Cylinder • Brake Booster • Seals & Gaskets • Wheel Cylinders • Disc Brake Calipers • Parking Brake Cable • Proportioning Valve • Load-sensing Proportioning Valve • Anti-Lock Braking Actuator

Fuel System:

Fuel Pressure Regulator • Diesel Fuel Injection Pump • Fuel Injectors • Fuel Sensors • Air Flow Meter • Fuel Pump • Fuel Tank • Carburetor • Electronic Fuel Injection System • Throttle Body

Cooling System:

Engine Fan Shroud • Seals & Gaskets • Engine Fan Clutch • Radiator • Engine Fan Motor • Engine Fan • Fan Bracket Subassembly

Conditioning/Heating:

Condenser • Evaporator • Compressor • Compressor Clutch Assembly • Pressure Regulator Assembly • A/C Pressure Switches • Expansion Valve • Seals & Gaskets • Blower Motor Resistor • Blower Motor • Condenser Fan & Motor • Heater Control Valve • Receiver/Dryer

Electrical:

Power Door Lock Actuator • Power Window Motor/Regulator • Starter Solenoid • Power Seat Motors • Power Mirror Motor • Automatic Temperature Control Module • Automatic Shoulder Belt Motor & Switches • Power Antenna Motor • Alternator • Distributor • Starter Motor • Wiper Motor • Sunroof Motor • Blower Motor • Blower Motor Resistor • Cruise Control Actuator/Servo • Power Mirror Defogger • Cruise Control Vacuum Motor • Windshield Washer Pump • Defogger Relay • Automatic-Off Headlamp Sensor, Timer and Switches • Headlamp Washer • Manually Operated Switches • Electric Fuel Pump • Engine Cooling Fan Motor • Retractable Headlamp Motor • Clutch Starter Interlock Switch • Convertible Top Motor • Lamp Failure Indicator Sensor

Computers and Electronics:

Variable Induction System • Vehicle Security Computer and Sensor • Electronically Modulated Suspension Computer • Progressive Power Steering Computer • Power Seat Computer • Power Mirror ECU • Cruise Control Computer • Trip Computer • Electronic Ignition Module • Tilt/Telescoping Steering Computer • Anti-Lock Braking Computer & Sensors • Automatic Shoulder Belt Computer • Sunroof Control Computer and Relay • Engine Control Computer • Electronically Controlled Transmission/Transfer Case Computer & Sensors • Knock Sensor

COVERAGE APPLIES ONLY TO THE ABOVE LISTINGS OF COMPONENTS FOR THE VEHICLE SPECIFIED.

EXAMPLES OF COMPONENTS NOT COVERED INCLUDE, BUT ARE NOT LIMITED TO

Engine Components: Thermostat; Hoses; Lines & Tubes; Belts; Fittings; Linkage; Core Expansion Freeze Plug; Filters; Exhaust Pipes; Muffler; Catalytic Converter; Engine Oil Cooler.

Transmission Components: Clutch Disc & Pressure Plate; Pilot Bearing; Release Bearing; Transmission Cooler; Cooler Lines & Fittings; Hoses; Lines & Tubes.

Suspension Components: Springs; Shock Absorbers; MacPherson Struts; MacPherson Housing or Cartridges; Shock Absorber Inserts or Springs.

Steering Components: Hoses; Lines & Tubes.

Air Conditioning/Heating Components: Hoses; Lines & Tubes; Heater Core; Refrigerant, unless required due to the failure of a covered component.

Brake Components: Hoses; Lines & Tubes; Pads & Shoes; Lining; Rotors; Drums; Securing Hardware; Brake Triggers.

Electrical Components: Spark Plugs; Distributor Cap; Ignition Wires; Ignition Lock Cylinders and Tumblers; Gauges; Wiring; Harnesses; Radio; Equalizer; Tape Player and CD Player; Supplemental Restraint Systems; Ignition Coils; Clock; Navigation Systems.

Fuel System Components: Fuel Hoses; Lines & Tubes; Seals & Gaskets; Fuel Tank Sending Unit.

Axle Assembly Components: Constant Velocity Boot Band.

Sealing System: Cooling Fan Sensor; Cooling Fan Relay; Hoses; Lines & Tubes; Coolant Radiator Reservoir Tank.

General: Fasteners; Nuts and Bolts; Securing Hardware; Bands; Clips; Brackets; Hoses; Lines & Tubes; Alignment Keys/Pins; Dowel Pins; Sunroof Cables.

EXCLUSIONS AND RESTRICTIONS:

- 1 This Agreement covers repairs to covered components which have mechanically failed. This Agreement does not cover any breakdown, mechanical failure or expenses which are due to, result from, or are caused by any of the following:
 - A condition that occurred prior to the Agreement Effective Date or repairs to vehicles with damage caused by a previous improper repair.
 - Failures caused by modifications or parts not authorized or supplied by the vehicle manufacturer or Administrator.
 - Any component which has not failed, but which a repair facility recommends or requires to be repaired, replaced, or adjusted.
 - Abuse, damage by collision, upset or falling objects, larceny or attempted larceny, theft or attempted theft, fire, explosion, or negligence.
 - Lack of normal maintenance (for example: adjustments, alignment, tune-up, oil and filter change, etc.).
 - Not maintaining proper levels of coolant, oil and/or lubricants or proper coolant/water ratio as specified by the manufacturer in Your Owner's Manual, Supplement and/or Guide.
 - Contamination of fluids, fluids, coolants, oils or lubricants, including sludge, as well as rust, corrosion or other damage.
 - Any alteration to Your vehicle or any component thereof that does not meet the manufacturer's specifications.
 - A use of Your vehicle not recommended by the manufacturer in Your Owner's Manual, Supplement and/or Guide.
 - Acts of God, war, riot, insurrection, natural disasters including, but not limited to: freezing, extreme heat, windstorms, rainstorms, nuclear contamination, lightning, dust storms, hailstorms, snowstorms, ice storms, earthquakes or floods.
 - Normal wear, including but not limited to, excessive oil consumption, loss of compression, or a gradual reduction in operating performance due to burned or leaking valves or worn piston rings.
- 2 Nor does coverage under this Agreement apply if Your vehicle:
 - Has been used for plowing snow, competitive driving, racing, or for towing a trailer whose weight exceeds the manufacturer's recommendations for Your vehicle.
 - Has been used for hire to public, or to transport people for hire.
 - Has been used for municipal or professional emergency or police services.
- 3 This Agreement does not cover the cost of the normal maintenance recommended in Your Owner's Manual, Supplement and/or Guide, or this Agreement.
- 4 If any material information provided to the Administrator cannot be verified as accurate or is found to be deceptive, no coverage will apply under this Agreement.

- 5 Coverage under this Agreement will not apply if You are not the owner/lessee of the covered vehicle and the owner of this Agreement at the time repairs are performed.
- 6 Coverage under this Agreement will not apply to any repairs performed outside the United States of America or Canada.
- 7 Coverage under this Agreement will not apply to any diagnostic charges made in connection with a covered repair.
- 8 You must obtain prior authorization from the Administrator before You have repairs made. If Your vehicle becomes inoperable outside of normal business hours and You cannot reach the Administrator, You may proceed with necessary repairs, but all other terms and conditions of this Agreement will apply. Reimbursement amounts will be based on standard industry practices.

YOUR RESPONSIBILITIES:

In order for coverage to apply under this Agreement You must do all of the following:

- In the event of a mechanical failure, You must take immediate action to protect the vehicle from further damage.
- You must have your vehicle serviced as recommended by the manufacturer as provided in the Manufacturer's Owners Manual, Supplement and/or Guide, including but not limited to:
 - 1) Change engine oil & filter
 - 2) Check and maintain all fluid levels
 - 3) Service Automatic Transmission
 - 4) Inspect front suspension and steering linkage
 - 5) Inspect drive axle boots

KEEP ALL RECORDS OF MAINTENANCE FOR YOUR VEHICLE ON THE ATTACHED MAINTENANCE LOG FORM. THE MAINTENANCE LOG FORM MUST BE AVAILABLE FOR REVIEW BY THE REPAIR FACILITY. IF YOU PERFORM YOUR OWN MAINTENANCE, YOUR RECORDS MUST INDICATE WORK PERFORMED, DATE, PARTS REPLACED AND ODOMETER READING AT TIME OF SERVICE. RECEIPTS FOR PURCHASES OF PARTS AND FLUIDS OR SERVICE AND MAINTENANCE MUST BE RETAINED WITH THIS AGREEMENT FOR THE ENTIRE PERIOD OF THIS AGREEMENT. FAILURE TO PROVIDE MAINTENANCE LOGS MAY RESULT IN THE DENIAL OF CLAIMS. THE ADMINISTRATOR'S RETENTION OF BROKEN PARTS, FOR INSPECTION OR OTHER USE, MAY BE REQUIRED FOR ANY REPAIR WORK.

HOW TO SUBMIT CLAIMS:

You must obtain prior authorization from the Administrator before You have repairs made. If Your vehicle becomes inoperable outside of normal business hours and You cannot reach the Administrator, You may proceed with necessary repairs, but all other terms and condition of this Agreement will apply. You or Your dealer must contact the Agreement Administrator the next business day for determination of coverage.

Any reimbursement amounts will be based on standard industry practices.

- STEP 1** Contact Your selling dealer for all repair work. If this is not possible, then You must contact the Administrator **PRIOR TO PROCEEDING WITH REPAIRS** by calling **TOLL FREE: 1-800-332-0712**.
- STEP 2** Present Your Vehicle Service Agreement and Maintenance Log to Your dealer when requesting repairs on Your vehicle.
- STEP 3** Present Your valid towing and substitution transportation receipts to Your dealer.
- STEP 4** Your dealer or repair facility must call to obtain authorization on Your behalf prior to proceeding with repairs.
- STEP 5** Upon completion of covered repairs You pay only Your deductible (if applicable), plus any charges for non-covered repairs or services.
- STEP 6** Keep Your Repair Order and all other service-related documents with Your Agreement for future reference.

MARYLAND PROVISION

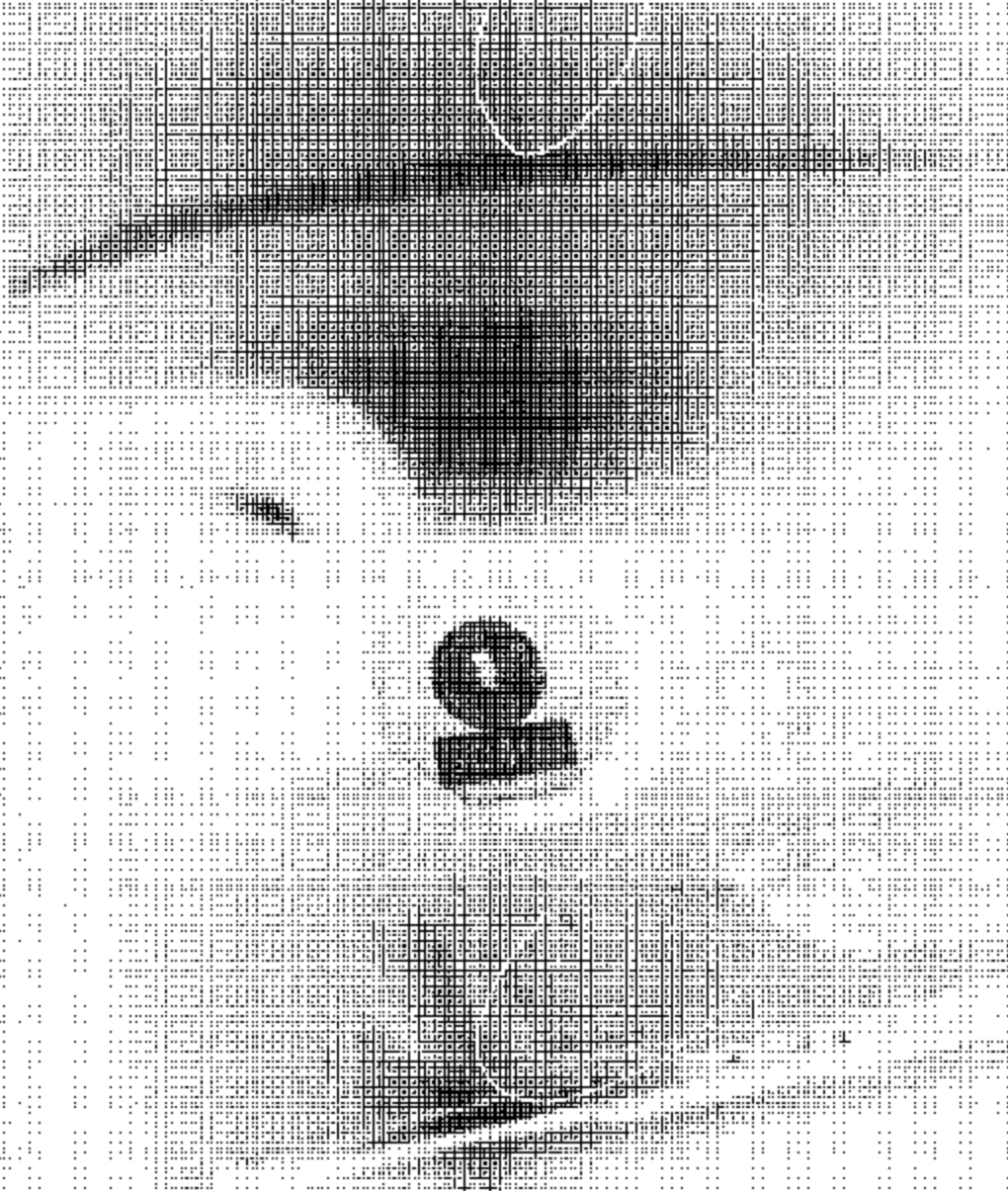
Obligations of TMIS under this Vehicle Service Agreement are guaranteed under a contractual liability insurance policy. Should TMIS fail to pay on any claim or provide a refund within sixty (60) days after proof of loss has been filed, You are entitled to make a claim directly against the insurance company.

TOYOTA MOTOR INSURANCE COMPANY
P.O. BOX 9530
CEDAR RAPIDS, IA 52409-9530
1-800-332-0712

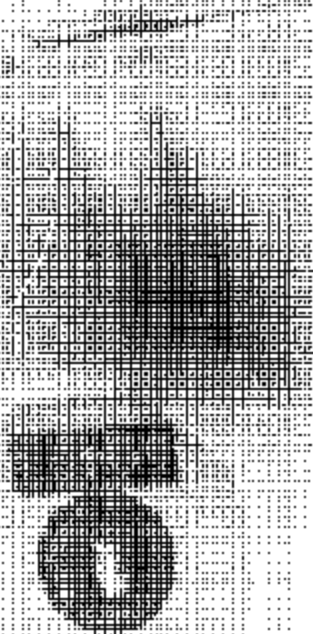
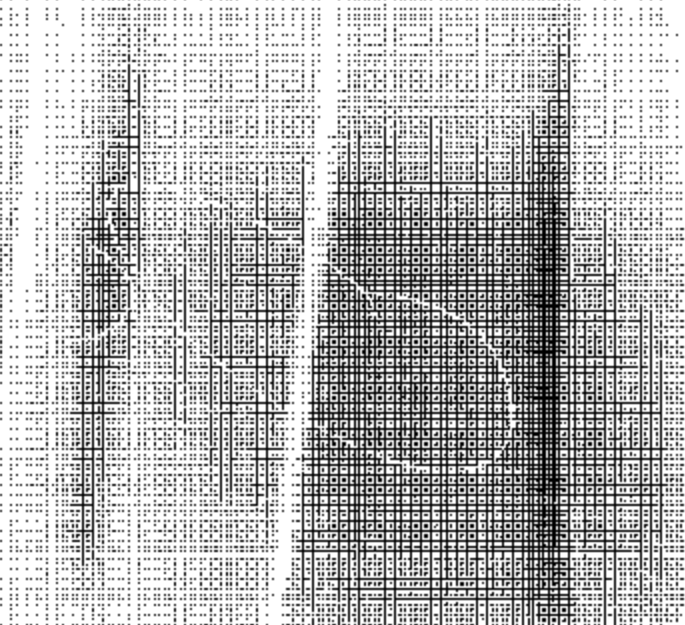
SHOULD YOU NEED ADMINISTRATOR ASSISTANCE:

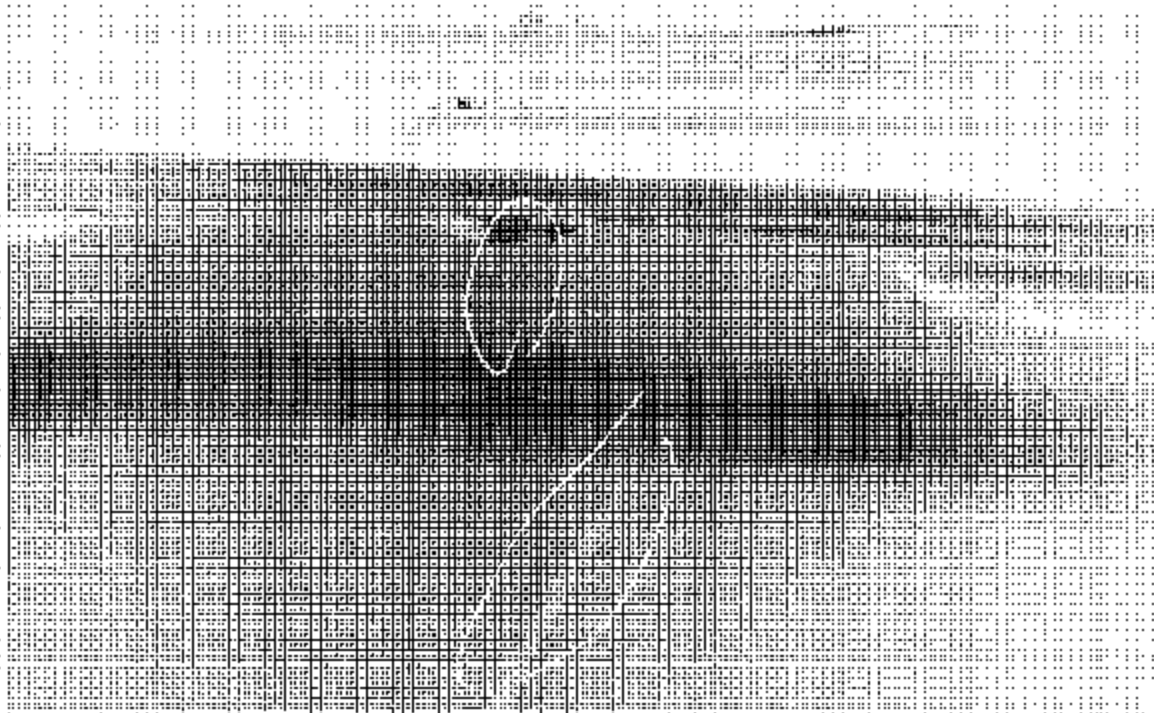
Regarding Customer Service or Claims please call **TOLL FREE: 1-800-332-0712**, from 8 a.m. to 7 p.m. Central Time, Monday - Friday.

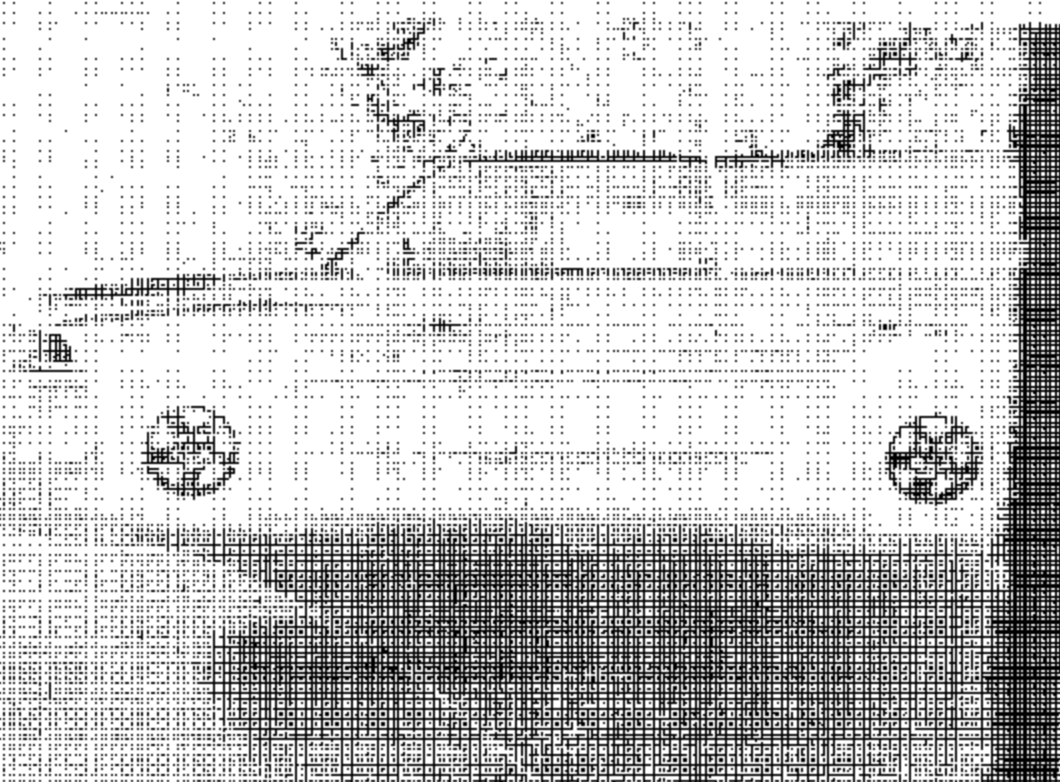
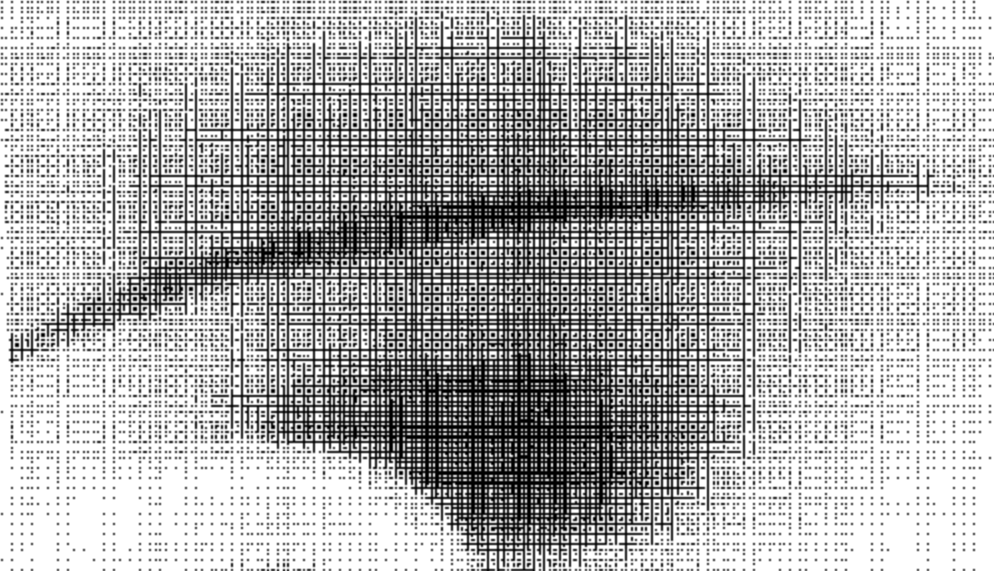
Or write to: **AGREEMENT ADMINISTRATOR**
P.O. BOX 9530
CEDAR RAPIDS, IA 52409-9530











**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**