



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 100216

Date Received

Repository

2004 DEC 21 AM 9:35
22-NOV-2004

Reference No.
10101525

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: HALLIDAY State: ND Zip Code: [REDACTED]

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorized signature, NHTSA will not accept your name or address to the vehicle manufacturer.
Signature of Owner: [REDACTED] Date: 12/7/2004

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1P4GHHR3R3 [REDACTED]
Make: PLYMOUTH Model: GRAND VOYAGER Model Year: 1994
Date Purchased: 9-2004 Dealer's Name and Telephone Number: Heiser Motor Sales, Inc. (701) 227-0202
Engines: No: Cylinders: 6 Fuel Type: Unkntd
Original Owner: Dealer's City: Dickinson State: ND Zip Code: 58001
Transmission Type: AUTOMATIC Antilock Brakes Cruise Control
Powertrain: [REDACTED] Vehicle Component Code: 141000 AIR BAGS:FRONTAL
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 14-NOV-2004 Failure Mileage: 155,975 Approx. Failure Speed: 70 Airbags and seatbelts

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]
DOT No. (Example: DOTM19ABC036) Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

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

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: 1 Number of Deaths: 0 Reported to Police: Y

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).

WHILE DRIVING 70 MPH, THE VEHICLE WAS INVOLVED IN A FRONTAL COLLISION. BOTH FRONTAL AIR BAGS FAILED TO DEPLOY AND BOTH FRONTAL SEAT BELTS FAILED TO LOCK. THIS CAUSED THE PASSENGER TO SUSTAINED MINOR INJURIES AND WAS TRANSPORTED TO THE HOSPITAL. THE VEHICLE WAS TOWED TO A GARAGE. THE CAUSE HAS NOT BEEN DETERMINED AT THIS TIME. PLEASE PROVIDE FURTHER DETAILS. *JB

Both front and rear seatbelts failed to lock.
The vehicle was declared a total loss.
See attach papers.
cant get police report

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.

State Farm Insurance Companies



December 3, 2004

State Farm Insurance
PO Box 83106
Lincoln, NE 68601

Phone: (888) 248-6961 Ext. 2879
Fax: (600) 423-0474

[REDACTED]
Halliday, ND [REDACTED]

RE: Claim Number: [REDACTED]
Date of Loss: November 14, 2004
Our Insured: [REDACTED]

Dear [REDACTED]

This letter is in follow up to our conversation on December 3, 2004. Enclosed you will find copies of the prior damage estimate, accident related estimate and two photos.

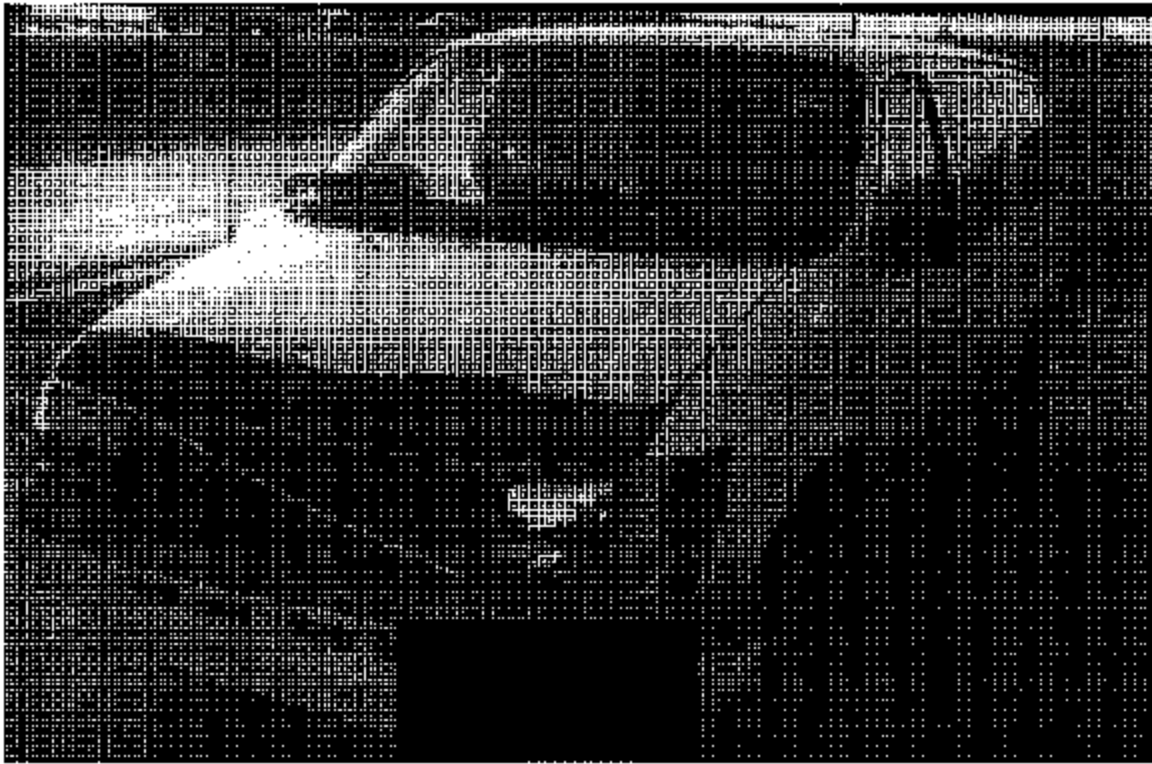
If you are able to locate any comparable vehicles for sale or recently sold in your market area that may support a different value, please fax those to us for our consideration.

Please call me with any additional questions.

Sincerely,

Todd A. Noakes
Team Manager
1-(888) 248-6961
Team #:

State Farm Mutual Automobile Insurance Company



WADE'S AUTOBODY, INC.
1200 20TH AVE., S.W.
MINOT, ND. 58701
OFFICE: 701-852-2367 FAX: 701-839-7393
FED ID# 45-0447539

34-5067-979

CD LOG NO 12706-1 DATE 11/15/04

SHOP: WADE'S AUTOBODY
ADDRESS: 1200 20TH AVE SW
CITY STATE: MINOT, ND
ZIP: 58701-

INSP DATE: 11/15/04
CONTACT: WADE
PHONE 1: (701) 852-2367
FAX: (701) 839-7393

OWNER: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE: HALLIDAY, ND
ZIP: [REDACTED]

HOME PHONE: [REDACTED]

CLAIM#: [REDACTED]
INSURED: [REDACTED]
LOSS DATE: 11/14/04
POINT OF IMPACT: 15

CLAIM REP: SWIATEK, RON
TYPE OF LOSS: COMPREHENSIVE/SERVICE
FIRST

INS. CO: STATE FARM
ADDRESS: P O BOX 82542
CITY STATE: LINCOLN, NE
ZIP: 68501-

CONTACT: SWIATEK, RON
PHONE 1: (888) 249-7768
FAX: (888) 249-7760

LIC#: [REDACTED]
BODY COLOR: WHITE
CONDITION:

STATE: ND

VIN: 1P4GH44R3R [REDACTED]
MILEAGE: 156,005
ACCTG CTL#:

DRIVEABLE: NO
PROD. DATE: 09/93

VEH. INSP#: [REDACTED]
PAINT CODE:

*-USER-ENTERED VALUE	E=NEW PART	NG=REPLACE NAGS
EC=QUALITY REPLACEMENT PART		UC=RECONDITIONED PRT
UM=REMAN/REBUILT PRT	EU=QUALITY RECYCLED PART	EP=SEE PX REPORT
PC=PXN RECONDITIONED	PM=PXN REMAN/REBUILT	TE=PART/PARTIAL REPLACE
ET=LABOR/PARTIAL REPLACE	IT=LABOR/PARTIAL REPAIR	I=REPAIR
L=REFINISH	BR=BLEND REFINISH	TT=TWO-TONE
CG=CHIPGUARD	SB=SUBLET	N=ADDITIONAL OPERATION
RI=R&I ASSEMBLY	F=CHECK	AA=APPEARANCE ALLOWANCE
RP=RELATED PRIOR DAMAGE	UP=UNRELATED PRIOR DAMAGE	

TOWING FROM ACCIDENT TO TARGET WAS PAID BY OWNERS AAA,
TOWING FROM TARGET TO WADE'S INCLUDED IN THIS ESTIMATE

1994 PLYMOUTH VOYAGER GRAND SE 2DOOR PASSENGER VAN 6CYL GASOLINE 3.3
CODE: 06614B/D OPTNS K/34DGUPQTSW

OPTIONS:
TWO-STAGE - EXTERIOR USER DEFINED TWO-STAGE - INTERIOR SURFACES
ELEC REMOTE CONTROL MIRRORS POWER DOOR LOCKS

PLYMOUTH VOYAGER GRAND SE 2DOOR PASSENGER VAN
 LOG NO 12706-1

REAR WIPER
 AIR CONDITIONING
 CRUISE CONTROL

TILT STEERING WHEEL
 AUTOMATIC TRANS
 DRIVER SIDE AIR BAG

OP	GDE	MC	DESCRIPTION	MFG. PART NO.	PRICE	AJ%	B%	HOURS	R
E	0005		BUMPER, FRONT	4676434	214.00			0.5	1
EP	0018		COVER, FRONT BUMPER	** QUALITY REPL P	300.00			INC	1
L	0018	13	COVER, FRONT BUMPER	REFINISH				3.2	4
				2.2 SURFACE					
				0.6 TWO STAGE SETUP					
				0.4 TWO STAGE					
TT	0018	15	COVER, FRONT BUMPER	TWO-TONE				1.1	4
				0.4 TWO TONE SETUP					
				0.7 TWO TONE					
RI	0058	01	FRAME, LICENSE PLATE	R&I ASSEMBLY				0.2	1
E	0028		GRILLE ASSEMBLY	4576763	103.00			INC	1
E	0032		BRKT, GRILLE MOUNTIN LT	4576545	5.10				1
E	0033		BRKT, GRILLE MOUNTIN RT	4576544	6.25				1
E	0031		NAMEPLATE, GRILLE	4451675	20.20			0.2	1
N	0973		HEADLAMPS AIM	ADDITIONAL OPERAT				0.5	1
E	0045		BULB, HALOGEN HEADLA LT	154824	11.75				1
EP	0039		LENS, HEADLAMP	LT ** QUALITY REPL P	72.30			INC	1
EP	0040		LENS, HEADLAMP	RT ** QUALITY REPL P	72.30			INC	1
E	0043		ADJUSTER, HEADLAMP	LT 4451995	17.75				1
E	0064		ADJUSTER, HEADLAMP	LT 4451997	17.75				1
E	1009		SOCKET, HEADLAMP	LT 4414332	16.75				1
E	0119		MLDG, HEADLAMP UPPER	LT 4451743	46.85			0.2	1
E	0123		MLDG, HEADLAMP LOWER	LT 4451745	39.45			0.2	1
E	0047		PANEL, HEADLAMP MTG	LT 4515295	117.00			INC	1
EP	0049		PARKLAMP ASSEMBLY	LT ** QUALITY REPL P	81.05			INC	1
EP	0050		PARKLAMP ASSEMBLY	RT ** QUALITY REPL P	79.55			INC	1
E	1011	01	SOCKET, PARKLAMP	LT 4636360	10.70				1
E	0308	07	PANEL, RADIATOR SUPT	4674120	180.00			10.5	1
L	0308		PANEL, RADIATOR SUPT	REFINISH				1.2	4
				1.0 SURFACE					
				0.2 TWO STAGE					
E	0074	07	CRSMBR, RAD PANEL UPR	4673347	79.70			0.3	1
L	0074		CRSMBR, RAD PANEL UPR	REFINISH				0.1	4
				0.1 SURFACE					
E	0077		COVER, RAD SUPT PANEL	4451699	9.60			INC	1
E	0021	#	REINF, RAD SUPT PANEL	4673422	14.75			5.2	1
			# = 02, 07						
L	0021		REINF, RAD SUPT PANEL	REFINISH				0.4	4
				0.3 SURFACE					
				0.1 TWO STAGE					
EP	0755		RADIATOR	** QUALITY REPL P	194.98			INC	1
E	0733	46	FAN ASSY, ENG COOLING	4644367	397.00			INC	1
N	0977		A/C EVACUATE & RECHARG	ADDITIONAL OPERAT				1.4	2
EP	0731		CONDENSER, A/C	** QUALITY REPL P	150.73			0.2	2
EP	0103		FENDER, FRONT	LT ** QUALITY REPL P	90.00			2.2	1
L	0103		FENDER, FRONT	LT REFINISH				3.6	4

PLYMOUTH VOYAGER GRAND SE 2DOOR PASSENGER VAN
 LOG NO 12706-1

			2.5 SURFACE		
			0.5 EDGE		
			0.6 TWO STAGE		
RI 0161 01	MLDG, FENDER SIDE	L/R	R&I ASSEMBLY		0.1 1
L M14	CORROSION PROTECTION		REFINISH		0.3*4
SB	STRIPES		SUBLET REPAIR	35.00*	1*

38 ITEMS

MC MESSAGE(S)
 01 CALL DEALER FOR EXACT PART NUMBER / PRICE
 02 PART NO. DISCONTINUED, CALL DEALER FOR EXACT PART NO
 07 STRUCTURAL PART AS IDENTIFIED BY I-CAR
 13 INCLUDES 0.6 HOURS FIRST PANEL TWO-STAGE ALLOWANCE
 15 INCLUDES 0.4 HOURS FIRST PANEL TWO-TONE ALLOWANCE
 46 PRINTABLE PXN COMPARE

FINAL CALCULATIONS & ENTRIES

GROSS PARTS		1,307.60
OTHER PARTS		1,040.91
PAINT MATERIAL		316.80
PARTS & MATERIAL TOTAL		2,665.31
TAX ON PARTS & MATERIAL @	7.000%	186.57

LABOR	RATE	REPLACE HRS	REPAIR HRS	
1-SHEET METAL	47.00	19.6	0.5	944.70
2-MECH/ELEC	57.00	0.2	1.4	91.20
3-FRAME	57.00			
4-REFINISH	47.00	9.9		465.30
5-PAINT MATERIAL	32.00			
LABOR TOTAL				1,501.20
SUBLET REPAIRS				35.00
TOWING				64.00
STORAGE				

GROSS TOTAL	4,452.08
LESS: DEDUCTIBLE	250.00-
NET TOTAL	4,202.08

ADP SHOPLINK U2682 ES CD LOG 12706-1 DATE 11/15/04 05:36:52PM R6.35 CD 10/04
 FXN: Y/09/08/01/01/01 CUM 09/08/01/01/01 GEOCODE 58701
 HOST LOG
 (C) 1998 - 2004 ADP CLAIMS SOLUTIONS GROUP, INC.

1.9 HRS WERE ADDED TO THIS EST. BASED ON ADP TWO-STAGE REFINISH FORMULA.

WADE'S AUTOBODY, INC.
 1200 20TH AVE., S.W.
 MINOT, ND. 58701
 OFFICE: 701-852-2367 FAX: 701-839-7393
 FED ID# 45-0447539

Prior Damage Estimate

CD LOG NO 12710-1 DATE 11/15/04

SHOP: WADE'S AUTOBODY
 ADDRESS: 1200 20TH AVE SW
 CITY STATE: MINOT, ND
 ZIP: 58701-

INSP DATE: 11/15/04
 CONTACT: WADE
 PHONE 1: (701)852-2367
 FAX: (701)839-7393

OWNER: [REDACTED]
 ADDRESS: [REDACTED]
 CITY STATE: HALLIDAY, ND
 ZIP: [REDACTED]

HOME PHONE: [REDACTED]

LIC#: [REDACTED] STATE: ND
 BODY COLOR: WHITE
 CONDITION: [REDACTED]

VIN: 1P4GH46R3RX [REDACTED]
 MILEAGE: [REDACTED]
 ACCTG CTL#: [REDACTED]

PROD. DATE: 09/93

PAINT CODE:

- *=USER-ENTERED VALUE
- EC=REPLACE ECONOMY
- EU=REPLACE SALVAGE
- EM=PKN REMAN/REBUILT
- IT=PARTIAL REPAIR
- ER=BLEND REFINISH
- SB=SUBLET
- P-CHECK
- UP=UNRELATED PRIOR
- E=REPLACE OEM
- UC=RECONDITIONED PRT
- EP=REPLACE PKN
- TE=PARTL REPL PRICE
- I=REPAIR
- TT=TWO-TONE
- N=ADDITIONAL LABOR
- AA=APPEAR ALLOWANCE
- NG=REPLACE NAGS
- UM=REMAN/REBUILT PRT
- PC=PKN RECONDITIONED
- ET=PARTL REPL LABOR
- L=REFINISH
- CG=CHIPGUARD
- RI=R&I ASSEMBLY
- RP=RELATED PRIOR

1994 PLYMOUTH VOYAGER GRAND SE 2DOOR PASSENGER VAN 6CYL GASOLINE 3.3
 CODE: 06614B/D OPINS K/34DUPTS

OPTIONS:

- TWO-STAGE - EXTERIOR USER DEPIPED
- ELEC REMOTE CONTROL MIRRORS
- TILT STEERING WHEEL
- CRUISE CONTROL
- TWO-STAGE - INTERIOR SURFACES
- REAR WIPER
- AUTOMATIC TRANS

OP	GDE	MC	DESCRIPTION	MFG. PART NO.	PRICE	AJ*	B†	HOURS	R
I	0389		PANEL, BODYSIDE OUTE	LT REPAIR				3.5*	1
L	0389	13	PANEL, BODYSIDE OUTE	LT REFINISH				6.1	4
I	0479		SHELL, TAILGATE	REPAIR				2.0*	1
L	0479		SHELL, TAILGATE	REFINISH				3.1	4
RI	0533		TAILLAMP ASSEMBLY	LT R&I ASSEMBLY				0.3	1
L	M14		CORROSION PROTECTION	REFINISH				0.3*	4
SB	M60		HAZARD. WSTE. REM.	SUBLET REPAIR	4.00*				1

7 ITEMS

994 PLYMOUTH VOYAGER GRAND SE 2DOOR PASSENGER VAN
 CD LOG NO 12710-1

MC MESSAGE(S)
 13 INCLUDES 0.6 HOURS FIRST PANEL TWO-STAGE ALLOWANCE

FINAL CALCULATIONS & ENTRIES

PAINT MATERIAL 304.00
 PARTS & MATERIAL TOTAL (TAXABLE) 304.00

LABOR	RATE	REPLACE HRS	REPAIR HRS	
1-SHRT METAL	47.00	0.3	5.5	272.60
2-MECH/ELEC	57.00			
3-FRAME	57.00			
4-REFINISH	47.00	9.5		446.50
5-PAINT MATERIAL	32.00			
LABOR TOTAL				719.10
SUBLET REPAIRS				4.00
TOWING				
STORAGE				

TAXABLE TOTAL	304.00			
TIERED TAX 1	304.00 @		7.000%	21.28
TIERED TAX 2	@		5.000%	
TIERED TAX 3	@			
TIERED TAX TOTAL				21.28

GROSS TOTAL 1,048.38
 NET TOTAL 1,048.38

ADP SHOPLINK U2682 SS CD LOG 12710-1 DATE 11/15/04 05:29:20PM R6.35 CD 10/04
 FEM:MO GEocode
 HOST LOG
 (C) 1998 - 2004 ADP CLAIMS SOLUTIONS GROUP, INC.

2.0 HRS WERE ADDED TO THIS EST. BASED ON ADP TWO-STAGE REFINISH FORMULA.

COPY

DAIMLERCHRYSLER

REFER TO
FILE [REDACTED]

SAFETY RECALL TO INSPECT THE WIRING IN YOUR MINIVAN'S AIRBAG SYSTEM AND REPAIR IT IF NECESSARY

Dear DaimlerChrysler Minivan Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

DaimlerChrysler Corporation has determined that a defect, which relates to motor vehicle safety, exists in some 1994 and 1995 model year Chrysler Town & Country, Dodge Caravan/Grand Caravan and Plymouth Voyager/Grand Voyager minivans.

The problem is...

The wiring that initiates the driver and/or passenger airbag on your minivan (identified on the enclosed form) may electrically short circuit to ground. A short circuit to ground that exists immediately after turning the ignition key to the "ON" or "START" position can cause the airbag(s) to inadvertently deploy. Inadvertent airbag deployment can injure a front seat occupant.

In addition, the rear wiper motor on your minivan can fail and cause a fuse to blow. Since this fuse is also used for the airbag system, it can cause the airbag warning light to turn on.

What DaimlerChrysler and your dealer will do...

DaimlerChrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will install a mastic patch and perform a diagnostic test of the airbag system. This test will determine if there have been short circuits to ground in the airbag initiator wiring or if the fuse for the airbag system and rear wiper motor has blown. Any initiator wiring shorts that are found will be repaired. If the rear wiper and airbag system fuse was blown due to a failed rear wiper motor, the rear wiper motor and the fuse will be replaced. Installing the mastic patch and performing the test will take about ½ hour to complete. Wiring repairs and rear wiper motor replacement, if necessary, may require another two hours to complete. However, additional time may be necessary depending on how dealer appointments are scheduled and processed.

What you must do to ensure your safety...

- Simply contact your dealer right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment.
- Bring the enclosed Owner Notification Form with you to your dealer. It identifies the required service to the dealer.

If you need help...

If you have trouble getting your vehicle inspected or repaired, please call the DaimlerChrysler Customer Assistance Center, toll free, at 1-800-992-1997. A representative will assist you in getting your vehicle serviced. If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, DC 20590, or call the Toll Free Auto Safety Hotline at 1-800-424-9393. Washington, DC area residents may call 1-202-366-0123.

We are sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.