



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 2008 JUL 15
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

9:44
17-JUN-2008

Reference No.
10231273

OWNER INFORMATION (Type or Print)

Name

Address

City

CHILLICOTHE

State IL

Zip Code

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 a signature, provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 6/17/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

2C8GF78455R

Make
CHRYSLER

Model
PACIFICA

Model Year
2005

Date Purchased

8/15/06

Dealer's Name and Telephone Number

SAWLEHMAN DODGE CITY

Engine:

No: Cylinders

Fuel Type:

GAS

Original Owner

☐

Dealer's City

PEORIA, IL

State

IL

Zip Code

61615

6

Transmission Type

Autom.

☒ Antilock Brakes

☒ Cruise Control

Powertrain

AWD

Vehicle Component Code

134000 VISIBILITY: SUN ROOF ASSEMBLY

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
30-MAY-2008

Failure Mileage
30607

Failure Speed
45

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ 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).

TL*THE CONTACT OWNS A 2005 CHRYSLER PACIFICA. WHILE DRIVING 45 MPH, THE CONTACT'S VEHICLE WAS PASSED BY AN 18-WHEELER TRACTOR TRAILER AND HER SUN ROOF SUDDENLY EXPLODED WITH A LOUD BANG. SHE WAS ABLE TO MAINTAIN CONTROL OF THE VEHICLE. THE DEALER AND THE MANUFACTURER STATED THAT THEY COULD NOT ASSIST WITH THE REPAIR COSTS. THE CONTACT HAD TO WAIT UNTIL JUNE 16, 2008 FOR THE PARTS TO ARRIVE FOR THE REPAIR, AND THE DEALER REPLACED THE SUN ROOF AT THE COST OF \$343.74. THE FAILURE MILEAGE WAS 30,607 AND CURRENT MILEAGE WAS 30,652.

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.

6/24/08 Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)
ON MAY 30, 2008 at 8:20 AM I [REDACTED] WAS DRIVING 45 MPH
WHEN AN 18 WHEELER PASTED ME THEN THERE WAS A EXPLOSION
AND THE SUN ROOF WAS GONE. I WAS COVERED WITH GLASS AS WAS
THE INTERIOR OF CAR. I DID KEEP VEHICLE UNDER CONTROL DURING THIS
EVENT. I PROCEEDED A SHORT DISTANCE WHERE I COULD PULL OVER
AS LOOK OVER SITUATION. ADDED INFO (1) IT WAS 70° & DRY OUT, (2) THE
CAR HAD BEEN IN THE GARAGE PRIOR TO DRIVING IT (3) ALL WINDOWS
& SUN ROOF WERE CLOSED.

ATTACHED: PICTURES (4), COPY WORK INVOICE [REDACTED]

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

PEORIA IL 616

25 JUN 2008 PM 2 L

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

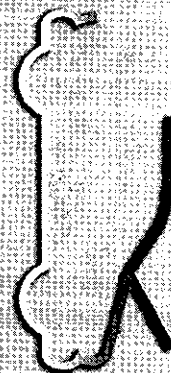
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Ave SE
Washington, DC 20077-9382



Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

safercar.gov

Sam Leman's Dodge City

FOR REF. # 10231273

1801 W. Pioneer Parkway

Peoria Illinois 61615

(309) 692-1801



CUSTOMER NO.	ADVISOR JON HALLER	TAG NO. 8027	INVOICE DATE 06/16/08	INVOICE NO. DOCS178399
CHILLICOTHE, IL	LABOR RATE	LICENSE NO.	MILEAGE 30,626	COLOR SILVER/
	YEAR / MAKE / MODEL 05/CHRYSLER/PACIFICA LTD/4DR AWD L R			DELIVERY DATE 08/15/06
	VEHICLE I.D. NO. 2 C 8 G F 7 8 4 5 5 R			DELIVERY MILES 16,121
	P.T.E. NO.			SELLING DEALER NO.
BUSINESS PHONE	P.O. NO.			R.O. DATE 06/16/08
COMMENTS				

MO: 30626

LABOR & PARTS
J# 1 23DOZ BODY DIAGNOSIS TECH(S): 6556 129.00
 CUSTOMER STATES MOONROOF GLAS BROKE WHEN TRUCK DROVE BY ON
 HIGHWAY. SOP HERE
 CHRYSLER REF# 17553761
 REPLACED MOONROOF GLASS. CLEANED TRACK. TESTED. OK.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	5102848-AA	GLASS SUN 23064309	190.47
JOB # 1 TOTAL PARTS				190.47
JOB # 1 TOTAL LABOR & PARTS				319.47

MISC	CODE	DESCRIPTION	CONTROL NO.
JOB # A	EF	SHOP SUPPLIES/ENVIRONMENTAL	
TOTAL - MISC			9.03

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$0.00 (+TAX)
RECOMMENDATIONS
 30,000 MILE SERVICE.

TOTALS
☐ CASH ☐ CHARGE ☐ CHECK/CHECK #
☒ VISA ☐ MASTERCARD ☐ DISCOVER

TOTAL LABOR	129.00
TOTAL PARTS	190.47
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	9.03
TOTAL MISC DISC	0.00
TOTAL TAX	15.24

TOTAL INVOICE \$ 343.74

THANKS YOU FOR YOUR BUSINESS!
 YOU MAY BE RECEIVING A SURVEY FROM CHRYSLER SOON
 WE WOULD APPRECIATE YOU FILLING IT OUT AND SENDING IT BACK
 TO CHRYSLER. IF FOR ANY REASON YOU ARE NOT COMPLETELY
 HAPPY WITH YOUR SERVICE PLEASE CONTACT KAREN WALDEN
 CUSTOMER RELATIONS MANAGER AT (309)692-1801 OR YOU CAN CALL
 DIRECTLY AT (309)303-5073.
 PLEASE VISIT OUR WEBSITE AT WWW.SAMLEMANPEORIA.COM.
 YOU CAN ALSO CONTACT ME AT KWALDENSAMLEMAN@YAHOO.COM

CUSTOMER SIGNATURE

DISCLAIMER OF WARRANTIES
 The sellers, Sam Leman's Dodge City, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Sam Leman's Dodge City, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle or product.

TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE
 I hereby authorize all such repair work, including installation of necessary parts, materials and equipment as may be reasonably necessary to alleviate the complaint set forth herein. I hereby agree that I shall pay your customary price for such labor, parts, materials and equipment. All sums due you shall be paid immediately upon completion of the necessary repairs; any unpaid balance shall bear interest at the rate of 1 1/2% per month (which is an annual percentage rate of 18%) computed from the date of such repairs. In the event I fail to pay any such amount due you, I agree that your costs of collection, including court costs and reasonable attorney's fees, shall be recoverable from me. I hereby agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs.

THIS BUSINESS IS REQUIRED TO BE LICENSED BY THE SECRETARY OF STATE, PURSUANT TO ILLINOIS REVISED STATUTES, CHAPTER 96 1/2 SEC. 5-301. ANY COMPLAINTS AS TO THE QUALITY OF SERVICE OBTAINED HERE MAY BE BROUGHT TO THE ATTENTION OF THE ATTORNEY GENERAL.

