



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 100148

Date Received

01-OCT-2008

Repository ☐

Reference No.

10244147

OWNER INFORMATION (Type or Print)

Name

Address

City UBA CITY

State CA

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 an authorization NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date 1/6/09

VEHICLE INFORMATION

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

1C3XV56LXN

Make

CHRYSLER

Model

IMPERIAL

Model Year

1992

Date Purchased

Dealer's Name and Telephone Number

John L Sullivan

Engine:

No: Cylinders

Six

Fuel Type:

Gasoline

Original Owner

☐

Dealer's City

Marysville CA

State

CA

Zip Code

95993

Transmission Type

Automatic

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Front wheel dr

Vehicle Component Code

030000 SERVICE BRAKES, HYDRAULIC

Multiple Failure:

Service Failure

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

23-JUL-2008

Failure Mileage

162021

Failure Speed

60

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

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).

TL*THE CONTACT OWNS A 1992 CHRYSLER IMPERIAL. WHILE DRIVING APPROXIMATELY 60 MPH, THE BRAKE PEDAL EXTENDED TO THE FLOOR WHEN IT WAS DEPRESSED. THE VEHICLE SWERVED OFF THE ROAD INTO A VINEYARD. THERE WERE NO OTHER VEHICLES INVOLVED IN THE CRASH. THE CONTACT SUSTAINED MAJOR INJURIES. A POLICE REPORT WAS FILED. THE MANUFACTURER WAS NOT NOTIFIED. AFTER THE CRASH, THE VEHICLE WAS TAKEN TO A LOCAL REPAIR SHOP AND THEY STATED THAT THE BRAKES FAILED DUE TO THE RETAINING CLIP BEING IMPROPERLY INSTALLED. THE DEALER ALSO STATED THAT THE VEHICLE WAS REPAIRED ACCORDING TO NHTSA CAMPAIGN ID NUMBER 96V099000 (SERVICE BRAKES, HYDRAULIC;ANTILOCK). HE CALLED THE DEALER AND HAD THE VEHICLE TOWED TO ANOTHER DEALER. THE VEHICLE HAS NOT BEEN REPAIRED AT THIS TIME. THE FAILURE MILEAGE WAS 162,021.

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.

October 2, 2008

To Whom It May Concern:

I respectfully submit the following statements of fact regarding my traffic accident of July 23, 2008.

There was a recall issued by the Chrysler/Dodge Corporation concerning my vehicle, a 1992 Chrysler Imperial, License number [redacted] The recall was numbered 685 and it was to correct a problem with the ABS braking system, in particular the actuator piston and pump assemblies.

I scheduled an appointment and authorized John L Sullivan Chrysler Dodge Jeep of Marysville, California to perform the stated recall service and repair. This was completed on June 16, 2008. I have attached the signed work order for your review.

On July 23rd, 2008 I was working on a job site in Ukiah, California on Highway 253/Booneville Road. While driving back to my hotel my brakes completely failed. I was going downhill when the traffic started to slow down. As I was preparing to stop at the intersection of highway 101 and 253 I applied my brakes and the pedal went directly to the floor with no resistance and no slowing power. There were a number of vehicles in the roadway in front of me as well as oncoming traffic in the opposing lane. I swerved to avoiding hitting the cars in front of me and could do nothing more than veer to the right off the roadway and the shoulder and into a vineyard causing undetermined damage to the vineyard rather than risk a collision with any other drivers.

The injuries I sustained have yet to be fully assessed and I am currently under a doctors care but no one else was injured. The accident could have been so much worse and there could have been major injuries.

On July 28th I contacted Chuck Taylor, the service manager of John L Sullivan Chrysler Dodge Jeep of Marysville where I had the brake work performed and explained to him the events that took place with the accident. He assured me that John L Sullivan would do the right thing and stand behind their work and that nothing like this had happened in the past.

Chuck Taylor made arrangements to have my vehicle towed to Lithia Chrysler Dodge in Ukiah California to be inspected. The vehicle arrived there on July 29th. Lithia Dodge inspected my vehicle and informed me that the retaining pin that connects the brake pedal to the brake piston rod had fallen out due to a missing retainer clip. Lithia's service manager, Cheri Orr, then contacted Mr. Taylor at John L Sullivan and advised him of their findings. Mr. Taylor then made arrangements to have my vehicle towed to John L Sullivan's Marysville facility to be inspected again.

The first contact with Mr. Taylor after he received my vehicle was on August 5th at which time he gave me his insurance provider's name and phone number and told me to contact them regarding this matter.

Since that time I have had only one personal meeting with Mr. Taylor during which time I had dropped off parts for my vehicle at the dealership. I asked him if and when the inspection would occur and he conveyed that there was no need as the cause of the accident was evident. He tried to have me sign some papers, however, due to my injuries and the medications I was taking, I did feel able to sign any legal papers.

If you need more information or if I can be of further assistance in bringing this matter to a close please feel free to contact me at home at _____ or on my cell phone at _____



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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216fb

As a result of your report to the Vehicle Safety Hotline (VSH), we have recorded that report on the enclosed Vehicle Owner Questionnaire (VOQ) form. Please review the form and make changes, additions, and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the driver's side door or the driver's side door jam. It may also be listed on the dealer's repair invoices. When reporting a tire problem, the brand name, tire name and complete tire size should be included. If possible also provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

The Privacy Act prohibits our agency from identifying you to the manufacturer without your permission. If you wish to give us that permission, please mark the appropriate authorization box and sign the form to allow us to provide your name to the manufacturer. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in a vehicle or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236. Thank you for your cooperation.

Frank S. Borris, II, Acting Chief
Correspondence Research Division
Enforcement

Enclosure: VOQ

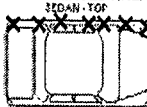


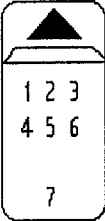
TRAFFIC COLLISION REPORT
CHP 555 CARS PAGE 1 (REV 11-06) OPI 065

(JUL 30 2008)

Richard

PAGE 1 OF 5

SPECIAL CONDITIONS		NUMBER INJURED 0	HIT & RUN FELONY ☐	CITY UNINCORPORATED	JUDICIAL DISTRICT		LOCAL REPORT NUMBER 200807036				
		NUMBER KILLED 0	HIT & RUN MISDEMEANOR ☐	COUNTY MENDOCINO	REPORTING DISTRICT		BEAT 15	DAY OF WEEK WEDNESDAY	TOW AWAY ☐ YES ☒ NO		
LOCATION	COLLISION OCCURRED ON: S.R. 253				MO 07/23/2008	DAY 1659	TIME (2400)	NCIC # 9150	OFFICER I.D. 017300		
	MILEPOST INFORMATION: 40 FEET WEST OF 253 MEN 16.730				GPS COORDINATES LATITUDE		LONGITUDE				
	AT INTERSECTION WITH: ☒ OR: 40 FEET WEST OF DONNA WAY				STATE HWY REL ☒ YES ☐ NO		PHOTOGRAPHS BY: ☒ NONE				
PARTY 1	DRIVER'S LICENSE NUMBER		STATE CA	CLASS C	AIR BAG A	SAFETY EQUIP. G	VEH. YEAR 92	MAKE / MODEL / COLOR CHRYSLER IMPERIAL BLU		LICENSE NUMBER	STATE CA
DRIVER ☒	NAME(FIRST, MIDDLE, LAST)										
PEDES- TRIAN ☐	STREET ADDRESS										
PARKED VEHICLE ☐	CITY / STATE / ZIP MARYSVILLE CA										
BICY- CLIST ☐	SEX M	HAIR BRN	EYES BRN	HEIGHT	WEIGHT	MO DAY	BIRTHDATE YEAR	RACE	DISPOSITION OF VEHICLE ON ORDERS OF: ☐ OFFICER ☒ DRIVER ☐ OTHER		
OTHER ☐	HOME PHONE		BUSINESS PHONE		ALL IN ONE TOWING - (707)468-0991						
INSURANCE CARRIER ESURANCE		POLICY NUMBER									
DIR OF TRAVEL E		ON STREET OR HIGHWAY S.R. 253				SPEED LIMIT 55					
PARTY 2	DRIVER'S LICENSE NUMBER		STATE	CLASS	AIR BAG	SAFETY EQUIP.	VEH. YEAR	MAKE / MODEL / COLOR		LICENSE NUMBER	STATE
DRIVER ☐	NAME(FIRST, MIDDLE, LAST)										
PEDES- TRIAN ☐	STREET ADDRESS										
PARKED VEHICLE ☐	CITY / STATE / ZIP										
BICY- CLIST ☐	SEX	HAIR	EYES	HEIGHT	WEIGHT	MO DAY	BIRTHDATE YEAR	RACE	DISPOSITION OF VEHICLE ON ORDERS OF: ☐ OFFICER ☐ DRIVER ☐ OTHER		
OTHER ☐	HOME PHONE		BUSINESS PHONE		PRIOR MECHANICAL DEFECTS ☐ NONE APP. ☐ REFER TO NARRATIVE						
INSURANCE CARRIER		POLICY NUMBER									
DIR OF TRAVEL		ON STREET OR HIGHWAY				SPEED LIMIT					
VEH. YEAR		MAKE / MODEL / COLOR		LICENSE NUMBER		STATE					
OWNER'S NAME		SAME AS DRIVER									
OWNER'S ADDRESS		SAME AS DRIVER									
DISPOSITION OF VEHICLE ON ORDERS OF:		☐ OFFICER ☐ DRIVER ☐ OTHER									
PRIOR MECHANICAL DEFECTS		☐ NONE APP. ☐ REFER TO NARRATIVE									
VEHICLE IDENTIFICATION NUMBER:											
VEHICLE TYPE		DESCRIBE VEHICLE DAMAGE		SHADE IN DAMAGED AREA							
01		☒ MOD ☐ MAJOR ☐ ROLL-OVER									
CA		DOT									
CAL-T		TCP/PSC		MC/MX							
PARTY 3	DRIVER'S LICENSE NUMBER		STATE	CLASS	AIR BAG	SAFETY EQUIP.	VEH. YEAR	MAKE / MODEL / COLOR		LICENSE NUMBER	STATE
DRIVER ☐	NAME(FIRST, MIDDLE, LAST)										
PEDES- TRIAN ☐	STREET ADDRESS										
PARKED VEHICLE ☐	CITY / STATE / ZIP										
BICY- CLIST ☐	SEX	HAIR	EYES	HEIGHT	WEIGHT	MO DAY	BIRTHDATE YEAR	RACE	DISPOSITION OF VEHICLE ON ORDERS OF: ☐ OFFICER ☐ DRIVER ☐ OTHER		
OTHER ☐	HOME PHONE		BUSINESS PHONE		PRIOR MECHANICAL DEFECTS ☐ NONE APP. ☐ REFER TO NARRATIVE						
INSURANCE CARRIER		POLICY NUMBER									
DIR OF TRAVEL		ON STREET OR HIGHWAY				SPEED LIMIT					
VEH. YEAR		MAKE / MODEL / COLOR		LICENSE NUMBER		STATE					
OWNER'S NAME		SAME AS DRIVER									
OWNER'S ADDRESS		SAME AS DRIVER									
DISPOSITION OF VEHICLE ON ORDERS OF:		☐ OFFICER ☐ DRIVER ☐ OTHER									
PRIOR MECHANICAL DEFECTS		☐ NONE APP. ☐ REFER TO NARRATIVE									
VEHICLE IDENTIFICATION NUMBER:											
VEHICLE TYPE		DESCRIBE VEHICLE DAMAGE		SHADE IN DAMAGED AREA							
JUVENILE		☐ UNK ☐ NONE ☐ MINOR ☐ MOD ☐ MAJOR ☐ ROLL-OVER									
CA		DOT									
CAL-T		TCP/PSC		MC/MX							
PREPARER'S NAME G. A. BUCHHOLZ 017300											
DISPATCH NOTIFIED ☐ YES ☐ NO ☒ N/A											
REVIEWER'S NAME [Signature]											
DATE REVIEWED 7.30.8											

DATE OF COLLISION (MO. DAY YEAR) 07/23/2008		TIME(2400) 1659	NCIC # 9150	OFFICER I.D. 017300	NUMBER 200807036
PROPERTY DAMAGE	OWNER UKIAH, CA		OWNER ADDRESS*		NOTIFIED ☒ YES ☐ NO
	DESCRIPTION OF DAMAGE 1 BROEKN GRAPE VINE				
SEATING POSITION		OCCUPANTS		SAFETY EQUIPMENT	
 1 - DRIVER 2 TO 6 - PASSENGERS 7 - STA. WGN REAR 8 - RR. OCC TRK. OR VAN 9 - POSITION UNKNOWN 0 - OTHER		L - AIR BAG DEPLOYED M - AIR BAG NOT DEPLOYED N - OTHER P - NOT REQUIRED		M/C BICYCLE - HELMET DRIVER PASSENGER V - NO X - NO W - YES Y - YES	
		CHILD RESTRAINT Q - IN VEHICLE USED R - IN VEHICLE NOT USED S - IN VEHICLE USE UNKNOWN T - IN VEHICLE IMPROPER USE U - NONE IN VEHICLE		EJECTED FROM VEHICLE 0 - NOT EJECTED 1 - FULLY EJECTED 2 - PARTIALLY EJECTED 3 - UNKNOWN	
		INATTENTION CODES		A - CELL PHONE HANDHELD B - CELL PHONE HANDSFREE C - ELECTRONIC EQUIPMENT D - RADIO / CD E - SMOKING F - EATING G - CHILDREN H - ANIMALS I - PERSONAL HYGIENE J - READING K - OTHER	
ITEMS MARKED BELOW FOLLOWED BY AN ASTERISK (*) SHOULD BE EXPLAINED IN THE NARRATIVE.					
PRIMARY COLLISION FACTOR LIST NUMBER (#) OF PARTY AT FAULT		TRAFFIC CONTROL DEVICES		1 2 3	SPECIAL INFORMATION
A VC SECTION VIOLATED: CITED ☐ YES ☐ NO		A CONTROLS FUNCTIONING			A HAZARDOUS MATERIAL
B OTHER IMPROPER DRIVING*		B CONTROLS NOT FUNCTIONING*			B CELL PHONE HANDHELD IN USE
C OTHER THAN DRIVER*		C CONTROLS OBSCURED			C CELL PHONE HANDSFREE IN USE ☒
D UNKNOWN*		D NO CONTROLS PRESENT / FACTOR*		☒	D CELL PHONE NOT IN USE
		TYPE OF COLLISION			E SCHOOL BUS RELATED
		A HEAD - ON			F 75 FT MOTORTRUCK COMBO
		B SIDE SWIPE			G 32 FT TRAILER COMBO
		C REAR END			H
WEATHER (MARK 1 TO 2 ITEMS)		D BROADSIDE			I
☒ A CLEAR		E HIT OBJECT			J
☐ B CLOUDY		F OVERTURNED			K
☐ C RAINING		G VEHICLE / PEDESTRIAN			L
☐ D SNOWING		H OTHER*:			M
☐ E FOG / VISIBILITY FT.					N
☐ F OTHER*:		MOTOR VEHICLE INVOLVED WITH			O
☐ G WIND		A NON - COLLISION			P
		B PEDESTRIAN			Q
LIGHTING		C OTHER MOTOR VEHICLE		1 2 3	OTHER ASSOCIATED FACTORS (MARK 1 TO 2 ITEMS)
☒ A DAYLIGHT		D MOTOR VEHICLE ON OTHER ROADWAY			A VC SECTION VIOLATED: CITED ☐ YES ☐ NO
☐ B DUSK - DAWN		E PARKED MOTOR VEHICLE			B VC SECTION VIOLATED: CITED ☐ YES ☐ NO
☐ C DARK - STREET LIGHTS		F TRAIN			C VC SECTION VIOLATED: CITED ☐ YES ☐ NO
☐ D DARK - NO STREET LIGHTS		G BICYCLE			D
☐ E DARK - STREET LIGHTS NOT FUNCTIONING*		H ANIMAL:			E VISION OBSCUREMENT:
					F INATTENTION*:
ROADWAY SURFACE		I FIXED OBJECT: GRAPE VINE			G STOP & GO TRAFFIC
☒ A DRY		J OTHER OBJECT:			H ENTERING / LEAVING RAMP
☐ B WET					I PREVIOUS COLLISION
☐ C SNOWY - ICY					J UNFAMILIAR WITH ROAD
☐ D SLIPPERY (MUDDY, OILY, ETC.)					K DEFECTIVE VEH. EQUIP.: CITED ☐ YES ☐ NO
ROADWAY CONDITION(S) (MARK 1 TO 2 ITEMS)		PEDESTRIAN'S ACTIONS			L UNINVOLVED VEHICLE
☐ A HOLES, DEEP RUT*		☒ A NO PEDESTRIANS INVOLVED			M OTHER*:
☐ B LOOSE MATERIAL ON ROADWAY*		B CROSSING IN CROSSWALK AT INTERSECTION			N NONE APPARENT
☐ C OBSTRUCTION ON ROADWAY*		C CROSSING IN CROSSWALK - NOT AT INTERSECTION			O RUNAWAY VEHICLE
☐ D CONSTRUCTION - REPAIR ZONE					
☐ E REDUCED ROADWAY WIDTH					
☐ F FLOODED*		D CROSSING - NOT IN CROSSWALK			
☐ G OTHER*:		E IN ROAD - INCLUDES SHOULDER			
☒ H NO UNUSUAL CONDITIONS		F NOT IN ROAD		☒	
		G APPROACHING / LEAVING SCHOOL BUS			
SKETCH		FOR SKETCH DIAGRAM, SEE PAGE 3		MISCELLANEOUS	
		INDICATE NORTH			

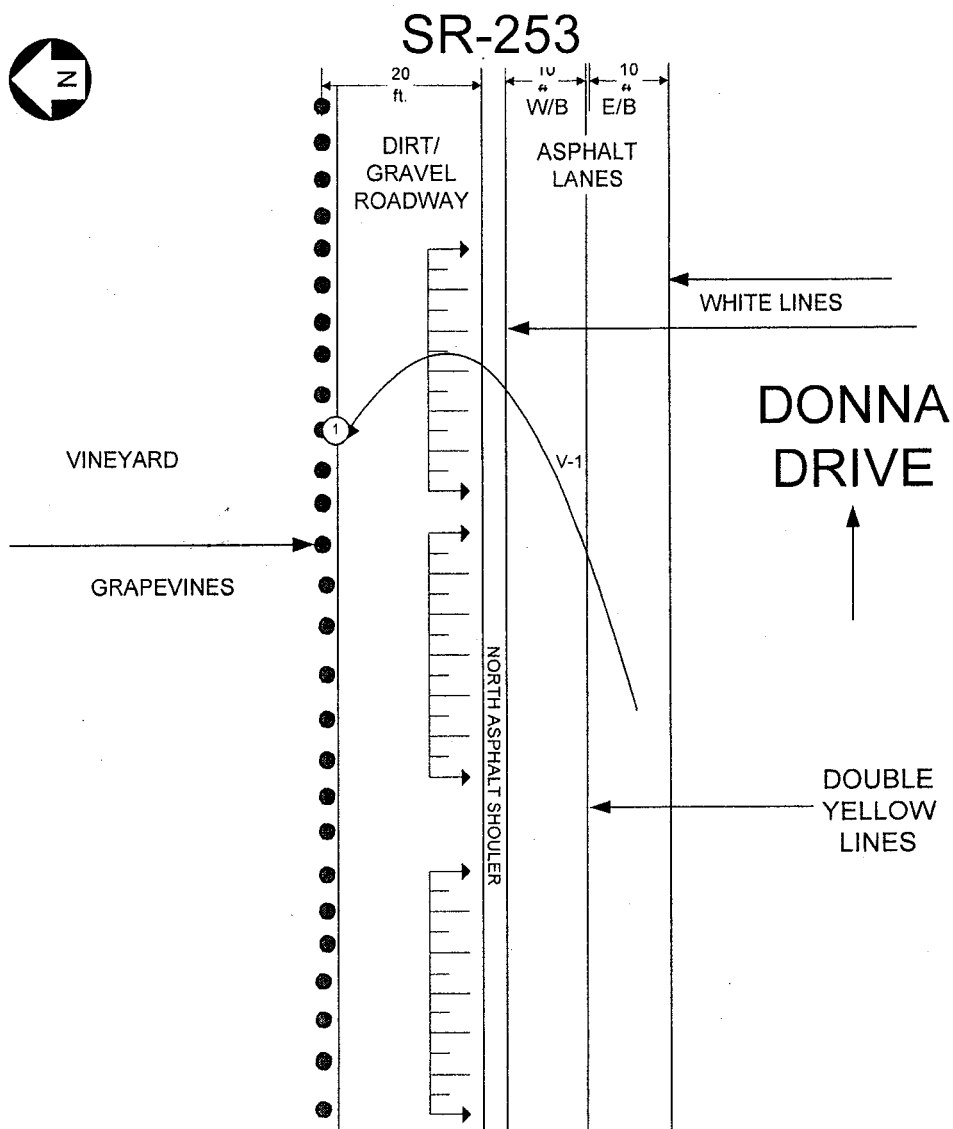
STATE OF CALIFORNIA
SKETCH DIAGRAM

CHP 555 Page 4(Rev. 8-97) OPI 042

PAGE 3 OF 5

DATE OF INCIDENT	TIME	NCIC NUMBER	OFFICER I.D.	NUMBER
07/23/2008	1659	9150	017300	200807036

ALL MEASUREMENTS ARE APPROXIMATE AND NOT TO SCALE UNLESS STATED (SCALE=)



PREPARED BY	I.D. NUMBER	DATE	REVIEWER'S NAME	DATE
G. A. BUCHHOLZ	017300	07/23/2008		

DATE OF INCIDENT	TIME	NCIC NUMBER	OFFICER I.D.	NUMBER
07/23/2008	1659	9150	017300	200807036

1 NOTIFICATION:

2

3 I monitored a radio call from CHP dispatch of a traffic collision without injuries on eastbound SR-
4 253 at 1700 hours. I responded from the CHP office and arrived on scene at approximately 1706
5 hours. When I arrived, I noticed a white Sedan off of the roadway in a vineyard facing a westerly
6 direction.

7

8 All times, speeds and measurements are approximate. All measurements were taken by roll-
9 meter.

10

11 STATEMENT:

12

13 P-1 relayed in essence:

14

15 He was driving V-1 on eastbound SR-253 west of Donna Street at 55 miles per hour. He said as
16 he approached Donna Street, he noticed slower moving vehicles ahead of him. He said he
17 applied the brakes of his vehicle, but the vehicles brakes were inoperative. The brake pedal went
18 to the floor, but the brakes did not work at all. He turned his vehicle sharply to the left to avoid a
19 collision with the slower moving vehicles. His vehicle left the roadway in a northerly direction,
20 went down a small hill, crossed over a dirt road rotating out of control in a counter clockwise
21 rotation. The right side of his vehicle came into contact with a grape vine. His vehicle came to rest
22 facing a westerly direction. P-1 stated that his vehicle brakes were replaced within the last 2-3
23 months due to a factory recall. He stated that John L. Sullivan (Marysville) had done the
24 replacement.

25

26 SUMMARY:

27

28 P-1 was driving V-1 eastbound on SR-253 west of Donna Drive at 55 miles per hour. P-1 noticed

PREPARED BY	I.D. NUMBER	DATE	REVIEWER'S NAME	DATE
G. A. BUCHHOLZ	017300	07/23/2008		

NARRATIVE/SUPPLEMENTAL

PAGE 5 OF 5

DATE OF INCIDENT	TIME	NCIC NUMBER	OFFICER I.D.	NUMBER
07/23/2008	1659	9150	017300	200807036

1 slower vehicles ahead of V-1. P-1 applied V-1's brakes attempting to slow down. The brakes
2 failed. Fearing a collision with the other vehicles, P-1 turned V-1 sharply to the left. V-1
3 proceeded out of control in a north easterly direction. V-1 veered off the roadway in a counter
4 clockwise rotation, went down a small dirt hill, crossed over a dirt/gravel road, and the right side of
5 V-1 collided with a grapevine. V-1 was located in the vineyard adjacent to the dirt/gravel road
6 facing a westerly direction upon my arrival.

7

8 **ADDITIONAL INFORMATION:**

9

10 I inspected the brakes of V-1 after the collision. The brake pedal went to the floor with out any
11 resistance. I also checked the brake fluid which was full. After checking theses things, I came to
12 the conclusion that the brakes had failed on V-1.

13

14 **AREA OF IMPACT:**

15 Area of impact #1 V-1 vs grape vine was determined to be 40 feet west of the west roadway edge
16 prolongation of Donna Street and 22 feet north of the north road edge of SR-253.

17

18 **CAUSE:**

19

20 This collision was caused by a mechanical failure to V-1.

PREPARED BY	I.D. NUMBER	DATE	REVIEWER'S NAME	DATE
G. A. BUCHHOLZ	017300	07/23/2008		

58512



AMERICA'S CAR & TRUCK STORE

LITHIA CHRYSLER JEEP DODGE OF UKIAH #175

2500 N. STATE STREET

UKIAH, CA 95482

MAIN (707) 462-2948

INVOICE

PAGE 1

RUSSELL, IA

HOME:

CONT:N/A

BUS:

CELL:

SERVICE ADVISOR: 90646 RICHARD MALM

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLUE	92	CHRYSLER IMPERIAL	1C3XV56LXN		162021/162021	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN92 IS			18:00 29JUL08		CASH	30JUL08
R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: ENG:3.8_Liter_MPI				

14:19 29JUL08 15:23 30JUL08

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A VEHICLE TOWED IN CUST STATES BRAKES FAILED., STATES BRAKE BOOSTER NOT ATTACHED TO FIREWALL. RECALL 685 COMPLETED BY JOHN L SULLIVAN DODGE 6/16/2008. INSPECT AND ADVISE

BRAKES BRAKES

89862 CDR

123.26 123.26

SUBL TOWING

PO#4680

CDR

585.00 585.00

PARTS: 0.00 LABOR: 123.26 OTHER: 585.00 TOTAL LINE A: 708.26

162021 FOUND BRAKE PEDAL STUCK ON FLOOR AND DOESN'T APPLY BRAKES AT ALL FOUND CLIP THAT HOLDS BOOSTER PUSH ROD TO PEDAL FELL OFF AND IS MISSING WHICH CAUSED NO BRAKE ISSUE INSTALLED NEW CLIP AND TRIED TO RECHECK BUT WILL NOT START HAS NO POWER AT ALL WILL NEED TO DIAGNOSTIC REMOVED CLIP THAT WAS INSTALLED TO TAKE PICTURES. PER CHUCK TAYLOR @ JOHN L SULLIVAN DODGE, VEHICLE BEING PICKED UP AND RETURNED TO DEALERSHIP. PO# 8525 FOR INSPECTION AND TOWING.

B. COURTESY VEHICLE INSPECTION TO HELP PROTECT YOUR INVESTMENTS LONGEVITY. *

VI COURTESY VEHICLE INSPECTION TO HELP PROTECT YOUR INVESTMENTS LONGEVITY. *

89862 IDM

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

162021 FOUND SUSPENSION APPERS TO BE BENT RT SIDE IS SAGGING AND RT SIDE AXLE AND COMPONENTS ARE HITTING CRADDLE, BELT WAS THROWN OFF WATER PUMP HAS CONTACTED INNER PART OF FRAME AND P/S PULLY IS BROKEN, LT SIDE CV BOOT CLAMP WAS RIPPED OFF FROM CRADDLE AND THROWING GREASE, FRONT MOTOR MOUNT BENT, FRONT FACIA AND SPLASH SHIELD RIPPED AND BROKEN, ANTENNA BENT, PASANGERS MIRROR WAS RIPPED OFF, RADIATOR BROKEN AND LEAKING ATF AND COOLANT, OIL PAN HAS BEEN SMASHED UP COULD BE CONTACTING RODS WILL NEED TO REMOVE AND INSPECT, VEHICAL WILL NOT START HAS NO POWER AT ALL WILL NEED TO BE DIAGNOSTIC

I acknowledge notice and oral approval of an increase in the original estimated price.

Signature or initials"

STATEMENT OF DISCLAIMER AND ARBITRATION AGREEMENT

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. Any dispute between customer and the dealership arising from or related to this vehicle or this transaction will be settled by mandatory and binding arbitration pursuant to the Federal Arbitration Act 9 U.S.C § 1 et. seq. The arbitration shall be conducted by a single arbitrator. The arbitrator may grant whatever relief the parties may be entitled to at law or in equity.

CUSTOMER SIGNATURE

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

SIGNED: DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE):

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZARDOUS WASTE FEE	
TOTAL CHARGES	
LESS INS/DED/DIS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER #:

58512



AMERICA'S CAR & TRUCK STORE

LITHIA CHRYSLER JEEP DODGE OF UKIAH #175

2500 N. STATE STREET

UKIAH, CA 95482

MAIN (707) 462-2948

INVOICE

PAGE 2

RUSSELL, IA

HOME:

CONT:N/A

BUS:

CELL:

SERVICE ADVISOR: 90646 RICHARD MALM

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLUE	92	CHRYSLER IMPERIAL	1C3XV56LXN		162021/162021	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN92 IS			18:00 29JUL08		CASH	30JUL08

R.O. OPENED DATE CUST. NOTIFIED OPTIONS: ENG:3.8 Liter MPI

14:19 29JUL08 15:23 30JUL08

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
EST:	82.99			29JUL08 14:19	SA: 90646		

YOU MAY RECEIVE A SATISFACTION SURVEY BY MAIL OR PHONE. IF YOU'RE UNABLE TO ANSWER COMPLETELY SATISFIED TO ALL THE QUESTIONS, PLEASE CONTACT OUR SERVICE MANAGER, CHERI ORR YOUR SATISFACTION IS OUR #1 GOAL! THANK YOU FOR COMING TO LITHIA DODGE/CHRYSLER/JEEP! BAR AC 246062



DODGE

"I acknowledge notice and oral approval of an increase in the original estimated price.

Signature or initials"

STATEMENT OF DISCLAIMER AND ARBITRATION AGREEMENT

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ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

DESCRIPTION	TOTALS
LABOR AMOUNT	123.26
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	585.00
HAZARDOUS WASTE FEE	0.00
TOTAL CHARGES	708.26
LESS INS/DED/DIS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	708.26

CUSTOMER SIGNATURE

EPA# CAL000314154 BAR# AC246062

John L. 
SULLIVAN



DODGE

CHRYSLER



"WE'RE COMMITTED TO
KEEPING YOU COMPLETELY
SATISFIED."

A Member of the Sullivan Automotive Group

529 FIFTH STREET • MARYSVILLE, CA 95901
(530) 742-6406

BAR # AC247340

SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS
CONTRACT. PLEASE READ REVERSE SIDE.

EPA # CAL000311455

OUR MISSION STATEMENT: TO PROVIDE OUR CUSTOMERS WITH A SHOPPING, BUYING, SERVICE, AND OWNERSHIP EXPERIENCE THAT CONSISTENTLY SATISFIES EACH INDIVIDUAL'S NEEDS AND EXCEEDS THEIR EXPECTATIONS IN A COMFORTABLE, SUPPORTIVE ENVIRONMENT.

ORIGINAL ESTIMATE (PARTS AND LABOR)	\$	ADD'L REPAIRS OK'D BY	I acknowledge notice and oral approval of an increase in the original estimated price.	
AUTHORIZED ADD'L REPAIRS	\$	X		
TOTAL	\$	DATE	TIME	CUST INITIALS

10650 F

Adv: 092 JASON E. WRIGHT		Tag:	License:	1C3XV56LXNL	Page: 1	Invoice: W12808	
Invoice to			Driver/Owner Information				
YUBA CITY CA. YUBA CITY, CA Cell: Home:			YUBA CITY CA. YUBA CITY, CA Cell: Home:				
For Office Use			Vehicle Information				
Odometer in: 159140 Out: 159140			Dist: JB4 WAR W Prelim		92 CHRYSLER IMPERIAL 4DR SDN		
Begin: 06/16/08		Done: 06/16/08	Invoiced: 06/16/08 16:23 JW				
Customer Concern							
Concern 51	PERFORM RECALL 685 ABS PISTON/ACT PUMP/MTR ASSY..				Operation	Tech Units	Amount
Correction	PERFORMED RECALL 685 REPLACED PUMP AND PISTON IN MASTER CYLINDER. AND BLED BRAKE SYSTEM				51	033 0.0	
Parts	Part Number	PO#	Note	Description	Qty	Sell	
	CMC R4740084		R47400	PIST PKG ABS B REMFG	1		
	SPO R4723544			PUMP&MTR ABS B REMFG	1		
	CMC 04549625AC		454962	FLUID DOT 4	5		
	FP- R4723544						
	Line Auth: JW 06/16/08 16:22						
TOTAL CHARGE FOR CONCERN					0.00		
Summary of Charges for Invoice W12808				Payment Distribution for Invoice W12808			
If you have any questions - please see JASON E. WRIGHT ***** IMPORTANT ***** YOU MAY RECEIVE A SURVEY FROM DAIMLERCHRYSLER. IF FOR "ANY" REASON YOU CANNOT GIVE US THE BEST POSSIBLE SCORES, PLEASE CONTACT YOUR SERVICE CONSULTANT ASAP. IF YOU ARE COMPLETELY SATISFIED, PLEASE HELP US BY COMPLETING YOUR SURVEY AND RETURNING IT. THANK YOU DATE _____							Last Page

DISCLAIMER OF WARRANTIES

THE SELLER, SULLIVAN DODGE CHRYSLER, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS OTHERWISE SPECIFIED.

UCS02004

X

I ACKNOWLEDGE RECEIPT OF THE PARTS AND
LABOR LISTED ABOVE

CUSTOMER

TO REORDER FORMS OR SUPPLIES CALL 1-800-999-6348 EXT. 76214 © 1991

DATE		TOTAL REVISED ESTIMATE		DATE		TIME		BY														
CONTACTED BY		NAME OF PERSON CONTACTED		PHONE NO. CALLED																		
DATE		TIME		BY																		
CONTACTED BY		NAME OF PERSON CONTACTED		PHONE NO. CALLED																		
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23

INSTRUCTIONS ON WORK TO BE DONE

51* PAY TYPE: C

CUSTOMER STATES VEHICLE WORKED ON HERE 6/16/08 ON REPAIR ORDER 12808 FOR A 685 ABS RECALL STATES LOSS BRAKE OPERATION WHILE DRIVING IN UKIAH AREA, WENT ACROSS ROAD AND RAN INTO A GRAPE VINEYARD



529 FIFTH STREET
MARYSVILLE, CA 95901
(530) 742-6406

DISCLAIMER OF WARRANTIES
The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

PG 1 OF 1

B.A.R. # AC247340 E.P.A. # CAL000311455

NOTICE TO CONSUMER:
Please read important information on back.

OUR MISSION STATEMENT: TO PROVIDE OUR CUSTOMERS WITH A SHOPPING, BUYING, SERVICE, AND OWNERSHIP EXPERIENCE THAT CONSISTENTLY SATISFIES EACH INDIVIDUAL'S NEEDS AND EXCEEDS THEIR EXPECTATIONS IN A COMFORTABLE, SUPPORTIVE ENVIRONMENT. IF FOR ANY REASON YOU ARE NOT SATISFIED WITH ANY ASPECT OF OUR SERVICE, PLEASE CALL YOUR SERVICE ADVISOR IMMEDIATELY.

THANK YOU

I hereby authorize you to perform the repairs and furnish the necessary materials. Your employees may operate the vehicle for inspecting, testing, and delivery at my risk. You will not be responsible for loss or damage to vehicle or articles left in it. I agree to pay reasonable storage on vehicle left more than 48 hours after notification that repairs are completed.

I AGREE THAT YOU HAVE AN EXPRESS LIEN ON THE DESCRIBED VEHICLE FOR THE CHARGES FOR PARTS AND LABOR FURNISHED UNDER THIS REPAIR ORDER INCLUDING THOSE FROM ANY PRIOR REPAIR ORDERS ON THE VEHICLE. IF I FAIL TO PAY SUCH CHARGES, I AGREE THAT THE VEHICLE MAY BE HELD UNTIL ALL CHARGES ARE PAID IN FULL. IN THE EVENT OF LEGAL ACTION TO COLLECT ANY SUMS DUE, I AGREE TO PAY COSTS OF COLLECTION AND FEES INCLUDING REASONABLE ATTORNEY FEES.

By law, you may choose another facility to perform any needed repairs or adjustments which the smog check test indicates are necessary.

To our service customers, our charges for labor are not based on actual mechanic's time, but are established by multiplying our retail labor rate listed below by either an industry time allowance, or our own judgement of the time to be charged. However, if we discover that different or additional repairs are indicated, you will be contacted for your advance approval of a revised estimate.

ORIGINAL ESTIMATE (PARTS & LABOR)

X \$

RECEIPT OF A COPY OF THIS ORDER IS HEREBY ACKNOWLEDGED

TERMS: CASH OR APPROVED CREDIT CARD

ALL PARTS REPLACED WILL BE DISCARDED UNLESS OTHERWISE INSTRUCTED

RO 13666	*TAG	LIC:	SVC ADV: 027 CARMEN WEAVER
YUBA CITY CA.		CHRYSLER	92 **VIN: 1C3XV56LX NI
YUBA CITY		IMPERIAL	
CA		4DR SDN	
SUTTER		LICENSE:	CAR
CELL:		ODOMETER: LAST: 159140 CURRENT: 162021	
WORK:		AVG PER DAY: 26 PER MONTH: 780	
		DIST CODE: JB4	
		07/31/08 15:21:26	
		ESTIMATE: 2000.00	
*TAG	**RO 13666**	SVC ADV: 027	VIN: 1C3XV56LX NI

RO#	DATE	LAST SERVICE PERFORMED	RECOMMENDED SERVICE FOR YOUR CAR
		MILEAGE ADV PARTS LABOR	OPER EST LABOR EST PARTS DESCRIPTION
W12808	061608	159140 092	
TECH HRS	OP CODE	DESC	
033	0568518	PERFORMED RECALL 685 RE	

MANUFACTURER RECALL CAMPAIGNS APPLICABLE TO YOUR VEHICLE

CUSTOMER