



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

Repository ☐

18-NOV-2008

Reference No.
10249094

OWNER INFORMATION (Type or Print)

Name

Address

City

HOUSTON

State TX

Zip Co

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 representative, provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 11/15/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
WD5PD64454

Make
DODGE

Model
SPRINTER

Model Year
2004

Date Purchased

11/05

Dealer's Name and Telephone Number

Spring Dodge 281-651-3600

Engine:

No: Cylinders

Fuel Type:

Diesel

Original Owner

☒

Dealer's City

Houston

State

TX

Zip Code

77090

Transmission Type

Auto

☐ Antilock Brakes

☐ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

18-NOV-2006

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 120000 EXTERIOR LIGHTING

Brake Light Fuse Blows Out at Anytime Leaving NO
Functioning Brake Lights.

Failure Mileage

40 K

Failure Speed

0

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 2004 DODGE SPRINTER. WITHIN TWO MONTHS OF PURCHASING THE VEHICLE, THE REAR BRAKE LIGHTS FAILED. THE CONTACT HAD TO CONSTANTLY TAKE THE VEHICLE TO THE DEALER FOR REPAIR. THE MANUFACTURER WAS NOTIFIED, BUT THERE WAS NO RESOLUTION. A BLOWN TAIL LIGHT FUSE WAS REPAIRED, BUT IT CONTINUES TO FAIL. THE MANUFACTURER HAS NOT SENT THE PARTS FOR THE LIGHTS TO BE REPAIRED. THE FAILURE MILEAGE WAS UNKNOWN.

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)

I Purchased My Sprinter From Spring/Chrysler Dodge (Tim)
My Service Rep Was Named Bruce And everytime I Took
It In for Service He Told Me That Dodge Could Not
Fix This Problem Because It Was Intermittant
I Drove Over 50K W/No Brake Lights! Finally
When I Was In Austin, Tx, The Dealership There
Fixed My Brake Lights 2/12 (P.S. Now my transmission ^{is Acting up})
Bruce & Tim Were Told Each Time I Had Service That My Brake Lights
Do Not Work

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



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

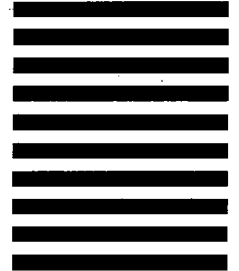
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WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 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

140661

INVOICE



P.O. BOX 203305
AUSTIN, TEXAS 78720-3305
(512) 219-3634

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CONT:N/A

CELL:

SERVICE ADVISOR: 2511 TIMOTHY GLEN MONTGOM

MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
DODGE SPRINTER	WD5PD64454		105281/105281	
MOD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE
DD10JUL04		18:00 16SEP08		
OPENED	READY	OPTIONS:	PAYMENT	INV. DATE
		DLR:68484 ENG:2.7_Liter_Turbo	A/S	17SEP08
LINE	OPCODE	TECH	TYPE	HOURS

A CUSTOMER SAYS ONE BELT IS BROKEN GET PRICE TO REPLACE ALL BELTS
600 REPLACE BELT AND TENSIONER

95 COLVIN,JEFF LIC#: 4240
CP

1 68001798AA CHAIN	192.00	192.00	192.00
1 5127258AB BELT-ACCESSORY DRIVE	65.00	65.00	65.00
1 40017385 BELT	25.00	25.00	25.00

PARTS: 282.00 LABOR: 434.88 OTHER: 0.00 TOTAL LINE A: 716.88

105281 3.90 REPLACED TENSIONER AND BOTH BELTS

B G27 RECALL - DOME LAMPS
CAUSE: F

08G27182 RECALL G27 - REPLACE THE CENTER AND REAR
DOME LIGHT ASSEMBLY

95 COLVIN,JEFF LIC#: 4240
WCC

1 2A2G270 LAMP

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

(N/C)
(N/C)
0.00

105281 0.20 REPLACED

C CUSTOMER SAYS BRAKE LIGHTS OUT HAS BEEN ONGOING ISSUE SINCE HAD 30K
400 DIAGNOSE AND REPLACE RIGHT LAMP ASSEMBLY3

95 COLVIN,JEFF LIC#: 4240
CP

1 5104649AA BULB	2.50	2.50	2.50
1 5103597AA LAMP-TAIL STOP TURN	121.00	121.00	121.00
4 ATC15 FUSE	1.25	1.25	5.00

PARTS: 128.50 LABOR: 21.95 OTHER: 0.00 TOTAL LINE C: 150.45

105281 2.00 DIAG AND REPLACED RIGHT REAR LAMP ASSY

D REAR AXLE DIFFERENTIAL SERVICE (1/2 TON) \$119.95

DISCLAIMER OF WARRANTIES

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER, MAXWELL DODGE, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND MAXWELL DODGE NEITHER ASSUMES NOR ACCEPTS ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS. HEREBY AUTHORIZES THESE REPAIRS ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR REPAIR AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON THE ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERE TO. CONDITIONS: NOT RESPONSIBLE FOR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND OUR CONTROL. STORAGE WILL BE CHARGED FOR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE AFTER REPAIRS ARE COMPLETED. PAYABLE IN AUSTIN, TEXAS. IN THE EVENT LEGAL ACTION IS NECESSARY TO ENFORCE THIS CONTRACT, I WILL PAY REASONABLE ATTORNEY'S FEES AND COURT COSTS. TERMS STRICTLY CASH UNLESS PRIOR ARRANGEMENTS WERE MADE. THE SIGNATURE OF THE CUSTOMER, AUTHORIZES COMMENCEMENT BUT DO NOT AUTHORIZE COMPLETION OF A REPAIR OR SERVICE. A CHARGE WILL BE IMPROVED FOR DISASSEMBLY, REASSEMBLY OR PARTIALLY COMPLETED WORK. SUCH CHARGE WILL BE DIRECTLY RELATED TO THE ACTUAL AMOUNT OF LABOR AND PARTS INVOLVED IN THE INSPECTION, REPAIR OR SERVICE.

NOTICE PURSUANT TO 870.001, TEXAS PROPERTY CODE

By the person or agent acting in behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the repair contract, I understand that this vehicle is subject to repossession in accordance with 89.009, Texas Business and Commerce Code, if a written order for payment for repair of the vehicle is not received because of insufficient funds, no cash, or because the drawer or maker of the order has no account or the account on which it is drawn has been closed. I understand that the property in exchange for a credit card payment that was authorized on the credit card account has been closed or if the customer had no legal credit card account.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

X
CUSTOMER SIGNATURE

In addition to the charges for parts, labor, tax, etc., Maxwell Dodge also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, nuts, bolts, screws, hand cleaner, small amounts of lubricant, etc. This charge is calculated as a percentage of the total labor charge.

CUSTOMER COPY