

NNS-200

CL-10273369-3199

HELMS AUTO SERVICE (7042109)

11/28/2006

3721 Military Rd.
Niagara Falls, Ny 14305
(716) 297-6674

Estimate

TOW-EM IN & DRIVE-EM OUT

[Redacted]
Youngstown NY
[Redacted]

1997 PLYMOUTH VOYAGER -GRAND VOYAGER - TRUCK # 2
201 3.3L MULTIPORT FI
Tag: [Redacted] Mileage: 101,223
ID: 2P46P25RXVR [Redacted]

Labor	Hours	Rate	Amount
STATE INSPECTION (NO HORN ABS)			\$0.00
DIAGNOSTIC TRACEING WIREING FOR HORN	2.00	\$55.00	\$110.00
R & R AIR BAG CLOCK SPRING	2.10	\$55.00	\$115.50
			<u>\$225.50</u>

Part No.	Parts	Quantity	Each	
ER-5093329AA-5	AIR BAG CLOCK SPRING (ER-24CA00-5)	1.00	\$116.62	\$116.62
	NYS EMISSION INSPECTION	1.00	\$21.00	\$21.00
				<u>\$137.62</u>

Subtotal	<u>\$363.12</u>
Tax	<u>\$29.05</u>
Total	<u>\$392.17</u>

CUSTOMER BROUGHT IN VEHICLE FOR STATE INSPECTION, HORN NO
OPPERATE, AIR BAG LIGHT ON.
TEC FOUND AFTER DIAGNOSTIC TEST & TRACEING WIRES CKECKING RELAY
AND HORN ASSY. THE CLOCK SPRING DEFECTEVE. CALL CUSTOMER SAID TO
REPAIR. WE DISMANTLE STEARING COLLUM TO REPLACE CLOCK SPRING.
.....Thank You For Your Continued Business.....

ANYONE OF YOUR SHOP IS AUTHORIZED, TO DRIVE MY VEHICLE --(TESTING PURPOSES).
An express mechanics lien is acknowledged on the above vehicle to secure the
amount of repairs thereto, until such time as cash payment has been made in
full. I will pay late fees and collection costs. It is understood that you
will not be held responsible for loss or damage to Vehicle or articles left
in Vehicle in case of fire, theft or any other cause. Upon signing this
repair order it is accepted as a complete and comprehensive description
of the repair work done on this vehicle.

(I RECEIVED MY VEHICLE ON DATE SIGNED BELOW AND THIS IS ACCEPTABLE)

DATE _____ SIGNED _____
(A \$30.00 A DAY STORAGE FEE-- WILL BE APPLIED IF LEFT OVER 3 DAY'S)

2009 JUN -3 PM 2:24
EXECUTIVE SECRETARY
2009 MAY 28
RECEIVED-NHTSA

NHTSA
2:24
6/3/09
NJ

SAFETY RECALL TO REPLACE YOUR MINIVAN'S CLOCKSPRING 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 1996 through 1998 model year Dodge Caravan/Grand Caravan, Plymouth Voyager/Grand Voyager and Chrysler Town & Country minivans.

The problem is...

The clockspring assembly that connects the steering wheel mounted electrical components to the electrical system on your minivan (identified on the enclosed form) may lose the electrical connection to those components. This could cause the driver's airbag, horn and/or speed control system (if equipped) to be inoperative. An inoperative driver's airbag will not deploy and can result in increased injury to the driver in a frontal crash.

What you must do to ensure your safety and what DaimlerChrysler and your dealer will do...

You can detect a failed airbag clockspring by checking the AIRBAG warning light on your minivan's instrument panel. The AIRBAG warning light normally illuminates for a few seconds after you start your minivan, and then goes out if the airbag system is functioning properly.

- **A failed clockspring will cause the AIRBAG warning light to either remain on** (beyond the normal few seconds after you start your minivan), **or illuminate intermittently while you are driving.** If this occurs, contact your dealer immediately to have the airbag system inspected. If your dealer determines that the clockspring has failed, it will be replaced without charge to you (diagnosis, parts and labor).
- **If your minivan currently has 70,000 miles or LESS,** contact your dealer to have the clockspring assembly replaced without charge to you (diagnosis, parts and labor), even if it appears to be functioning properly.

When contacting your dealer, ask to have a clockspring held for your minivan or to order one before your appointment. **Bring the enclosed form with you to your dealer.** It identifies the required service to the dealer. The work will take less than one hour to complete. However, additional time may be necessary, depending on how dealer appointments are scheduled and processed.

*Buckle up
for Safety*

(Over)

- **If your minivan currently has MORE than 70,000 miles and the AIRBAG light operates normally (illuminates for a few seconds after you start your minivan, and then goes out), the clockspring in your vehicle is functioning properly and no further action is necessary at this time. If the clockspring assembly fails at any time in the future, regardless of mileage, your dealer will replace it without charge to you (diagnosis, parts and labor). Remember to check the AIRBAG warning light to be sure that the airbag system is functioning properly. Keep this letter with your minivan's other owner information for future reference.**

This recall does **NOT** include replacement of **other** airbag system components. If other components cause illumination of the AIRBAG warning light, the associated repair costs are the owner's responsibility.

If you need help...

If you have questions or concerns which the dealer is unable to resolve, please contact the DaimlerChrysler Customer Assistance Center at 1-800-853-1403. A representative will assist you.

If you have already experienced the problem described above and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: DaimlerChrysler Customer Assistance Center, P.O. Box 1040, St. Charles, MO 63302-1040, Attention: Reimbursement.

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 1-888-327-4236.

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

Customer Services Field Operations
DaimlerChrysler Corporation
B24

☒ This service was previously performed on my vehicle (check one if applicable):

- ☐ My vehicle was inspected and found to be ok.
☒ My vehicle was repaired.

☐ This vehicle was (check one if applicable):

- ☐ scrapped ☐ stolen ☐ exported

☐ This vehicle was sold to (check one if applicable):

- ☐ A dealer, or someone whose name and address is unknown.
☐ Someone other than a dealer (type or print the new owner's name and address below).

Date of sale: _____

RE: CLOCKSPRING - SEE ATTACHED

☒ Updated name and address (type or print the new owner's name and address or your new name and/or address if it has changed):

Owner's title (check one if applicable):

- ☐ Mr. ☐ Miss ☐ Mr. & Mrs. ☐ Dr.
☐ Mrs. ☒ Ms. ☐ Rev. ☐ Business

First Name _____ MI _____

Last Name *NO LONGER* _____

Street Address *SAME* _____

City *SAME* _____

State *N.Y.* _____ Zip Code _____

Vehicle Identification No.
2P4GP25RXVR

Notification No.
B09

YOUNGSTOWN, NY



*Thank you in
advance for
your assistance
in this matter.*

Respectfully

NO LONGER

Veramyst™
(fluticasone furoate)
Nasal Spray