


INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)  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 SEP 20 2011 21-JUL-2011		Repository <input type="checkbox"/> Reference No. 10413998	
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City	State	Zip Code			
SHELTON	CT				
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model	Model Year	
JN1DA31A53T		NISSAN	MAXIMA	2003	
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:	
	Oneonta's Foreign Nissan 1-607-4820560		6	Gasoline	
Original Owner	Dealer's City	State	Zip Code		
<input checked="" type="checkbox"/>	Oneonta	NY	13820		
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
automatic	<input checked="" type="checkbox"/> Cruise Control			20-JUL-2011	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 140000 AIR BAGS			Failure Mileage	Failure Speed	
			145000	40 MRP	
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: DOTM9ABC036)	<input type="checkbox"/> Original Equipment	Failure Location:			
	<input type="checkbox"/> Prior Repair				
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 <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police	
		1	0	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 2003 NISSAN MAXIMA. THE CONTACT WAS IN A HEAD ON CRASH WHERE THE CONTACT STRUCK THE WINDSHILED, BECUASE THE DRIVER'S SIDE AIR BAG DID NOT DEPLOY. THE CONTACT STATED THAT THE PASSENGER SIDE AIR BAG DID DEPLOY. THE VEHICLE WAS TAKEN TO A REPAIR SHOP, BUT THE CONTACT DID NOT KNOW IF THE VEHICLE WOULD BE REPAIRED. THE VIN WAS UNKNOWN. THE FAILURE MILEAGE AND CURRENT MILEAGES WERE 145,000.					
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 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)

Going down hill animal ran in front my car swerved to miss animal, ran off road hit rocks and wedged in between to large trees. Left front fender and front end smashed right front fender and door smashed. Right airbag deployed ~~Right~~ airbag on drivers side didn't deploy. My head smashed the ~~windshield~~ windshield. I had my ~~seat~~ seatbelt on at the time.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US 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



SOUTHERN CT 064

14 SEP 2011 PM 5 T

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 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



SEP 20 2011



(803) 461-7710



Galeana Chrysler Jeep, Inc. dba Galeana Kia
180 Greystone Boulevard • COLUMBIA, SC 29210
ONLINE at www.galeanasc.com



(803) 727-1510

CUSTOMER NO. 103753	ADVISOR REVIN COOK	1555	TAG NO. 1602	INVOICE DATE 09/12/11	INVOICE NO. CHCS341694
	LABOR RATE		MILEAGE 124,642	COLOR GREEN/	STOCK NO.
IRMO, SC	YEAR/MAKE/MODEL 05/CHRYSLER/TOWN & COUNTRY/4 DOOR VA			DELIVERY DATE 11/09/05	DELIVERY MILES
	VEHICLE I.D. NO. 1C4GP45RX5B			SELLING DEALER NO. 6900	PRODUCTION DATE 01/21/05
	F.T.E. NO.		P.O. NO.	R.O. DATE 09/12/11	

COMMENTS MO: 124645

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
			JOB # 5 TOTAL PARTS	0.00
			JOB # 5 TOTAL LABOR & PARTS	28.95
MISC	CODE	DESCRIPTION	CONTROL NO.	
JOB # A	1.5	REGULATORY COMPLIANCE EXPENSE		1.65
JOB # A	1	SHOP SUPPLIES		16.18
JOB # 1	DEPOSIT1	DEPOSIT FOR WORK TO BE DONE		-199.55
			103753	
			TOTAL - MISC	-181.72



ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$52.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF \$375.00 (+TAX) ON 09/12/11 AT 11:01am
BY SUMIE SNEAD COMMENTS
HIGHWAY SAFETY COUNCIL
BSA CREDIT CARD
MC
5568620495042580
EXP 5/12
CODE 071
ZIP 20590
TAX EXEMPT# 52-0937396
CALLED CUST @ 4:35PM - LM VEHICLE IS COMPLETED

DISCLAIMER OF WARRANTIES

Galeana Chrysler Jeep, Inc. dba Galeana Kia provides a 3 month / 4000 mile (whichever comes first) warranty on all labor we perform. The only warranties applying to this part(s) are those which may be offered by the manufacturer. Galeana Chrysler Jeep, Inc. dba Galeana Kia is not a party to any manufacturer's warranty on parts or service contained herein. Galeana Chrysler Jeep, Inc. dba Galeana Kia hereby disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose with respect to any part(s), labor or diagnostic service furnished under this order, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from Galeana Chrysler Jeep, Inc. dba Galeana Kia any consequential damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages. See reverse for details of MOPAR warranty.

TOTALS

CHECK.... CASH.... CREDIT CARD.... CHARGE.... AMRXP....	TOTAL LABOR....	269.70
	TOTAL PARTS....	69.05
	TOTAL SUBLET....	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	17.83
	TOTAL MISC DISC	-199.55
	TOTAL TAX.....	4.83
	TOTAL INVOICE \$	161.86

Thank You very much for your business!
Important! You may receive a customer satisfaction survey from Chrysler / KIA corporation within the next few weeks. If for any reason you cannot rate us "Very Satisfied" please contact our Service Director, Jeffrey Smith, at 803-461-7704 or at service@galeanasc.com
See our website @ galeanasc.com for money savings coupons.

TERMS CASH: UNLESS ARRANGEMENTS MADE
OUR CHARGES ARE BASED ON FLAT RATE TIME, HOURLY CHARGES, AND/OR A COMBINATION OF THESE.
SHOP SUPPLIES ARE CALCULATED AT 7% OF LABOR CHARGE - A COMPLETE EXPLANATION IS POSTED IN THE CASHIERS OFFICE.

CUSTOMER SIGNATURE

Thank You!

The Reynolds and Reynolds Company ER000014E CC061227 R (09/10)



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 180 Greystone Boulevard • COLUMBIA, SC 29210
 ONLINE at www.galeanasc.com



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CUSTOMER NO. 103753	ADVISOR KEVIN COOK	1555	TAG NO. 1602	INVOICE DATE 09/12/11	INVOICE NO. CHCS341694
	LABOR RATE		MILEAGE 124,642	COLOR GREEN/	STOCK NO.
IRMO, SC	YEAR/MAKE/MODEL 05/CHRYSLER/TOWN & COUNTRY/4 DOOR VA			DELIVERY DATE 11/09/05	DELIVERY MILES
	VEHICLE ID NO. IC4GP45RX5B			SELLING DEALER NO. 6900	PRODUCTION DATE 01/21/05
	F.T.E. NO.		P.O. NO.	R.O. DATE 09/12/11	
COMMENTS					MO: 124645

LABOR & PARTS
 # 1 08CHZ ELECTRICAL TECH(S): 1954 144.45
 CUST STATES HEADLIGHTS QUIT WORKING WHEN DRIVING AND DASH LIGHTS GO OFF CHECKED AND FOUND HEADLAMP SWITCH BADLY DAMAGED AND DUCT TAPED UP REPLACED SWITCH AND TESTED SYSTEM. ALL FUNCTIONS WORK

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	ZL671DV-AC	SWITCH LI 8053003	55.10
JOB # 1 TOTAL PARTS				55.10
JOB # 1 TOTAL LABOR & PARTS				199.55

2 27CHZ21 FREE MULTI-POINT TECH(S): 1954 0.00
 PERFORM FREE MULTI-POINT INSPECTION CUSTOMER REQUEST PERFORMED MULTI-POINT VEHICLE INSPECTION. PROVIDED ESTIMATE FOR ALL NEEDED REPAIRS.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2 TOTAL PARTS				0.00
JOB # 2 TOTAL LABOR & PARTS				0.00

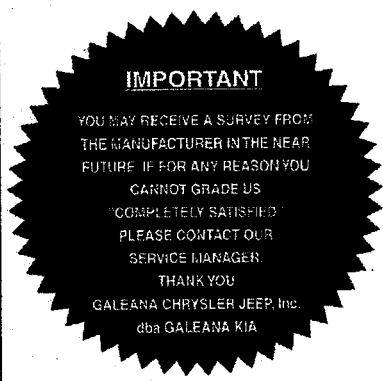
3 47CHZ QUALITY CONTROL TECH(S): 297 0.00
 Quality Control Vehicle Inspection. Quality Control for all listed repairs. Q/C performed by / date / time / mileage before/after Q/C VLR 9/12/11 12:20 124645

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3 TOTAL PARTS				0.00
JOB # 3 TOTAL LABOR & PARTS				0.00

4 28CHZ12 CLEAN THROTTLE BODY TECH(S): 1954 96.30
 Added Operation (KEVINC @ 09/12/2011 11:02)
 CLEAN THROTTLE BODY - MAINTENANCE MAINTAINCE REMOVED AND CLEANED THROTTLE BODY. REINSTALLED WITH NEW BASE GASKET.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 4	1	4897156-AB	CLEANER T 1081025	5.20
JOB # 4	1	4781579-AA	GASKET TH 9001004	8.75
JOB # 4 TOTAL PARTS				13.95
JOB # 4 TOTAL LABOR & PARTS				110.25

5 00CHZ91 BATTERY SERVICE TECH(S): 1954 28.95
 Added Operation (KEVINC @ 09/12/2011 11:02)
 BATTERY SVC: CLEAN TERMINALS, POSTS AND CASE. CK ELECTROLYTE LEVEL, WHERE APPLICABLE. TEST CAPACITY AND CHG SYSTEM OUTPUT MAINTENANCE

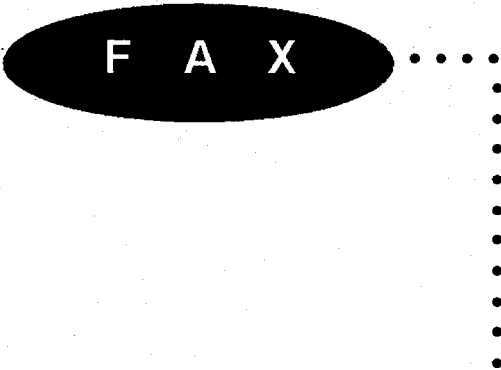


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The Reynolds and Reynolds Company EBANKS14E C0361727 Q (09/10)

Thank You!



To: Ali
Fax number: 12023661767

From:
Fax number:
Business phone:
Home phone:

Date & Time: 9/19/2011 7:42:42 PM
Pages: 3
Re:
