

 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 05-MAR-2012	Repository ☐ Reference No. 10450286
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	E-mail Address
City		State	Zip Code	Evening Telephone Number	
BAKERSFIELD		CA			
<i>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).</i>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1C3EW65G61V			Make PLYMOUTH	Model PROWLER	Model Year 2001
Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City		State	Zip Code	
Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 01-JAN-2002	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 162000 STRUCTURE: BODY				Failure Mileage 20	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: DOTM49ABC036)		☐ 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 .	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 2001 PLYMOUTH PROWLER. THE CONTACT STATED THAT THE MECHANISM WHICH HELD THE HOOD OPEN FAILED AND THE HOOD DROPPED DOWN ONTO HIS HEAD. THE FAILURE RECURRED A TOTAL OF FIVE TIMES. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER ON FOUR OCCASIONS AND WAS REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND OFFERED TO ASSIST WITH THE REPAIR COSTS. THE VEHICLE WAS NOT REPAIRED AFTER THE FIFTH FAILURE. THE FAILURE MILEAGE WAS 20.					
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)

Please note that in January of this year I was cleaning the engine of my 2001 Prowler when the hood without warning came down on my head. Although I was not seriously injured this time, I do have a deep concern regarding the safety of these hood-pops. I have had an ongoing problem with the hood-pops going out; therefore, I'm seeking your help in getting this safety and liability issue addressed. Please find enclosed a schedule of the dates that I took my Prowler into the dealership regarding the hood-pops going out.

ATTACH ADDITIONAL SHEETS IF NECESSARY

Respectfully

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

SAVINGFIELD CA 950

MOJAVE CA

20 MAR 2012 PM 3:11

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

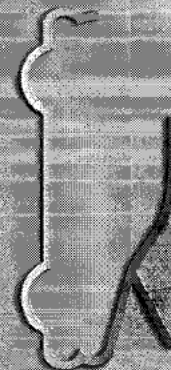
WASHINGTON, DC

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



Schedule of hood-pops going out:

2002 - Hood pops were not working when buying the Prowler. The hood-pops were fixed, but no invoice was provided.

2006 - Hood-pops failed again - (invoice enclosed)

2008 - " " " " (invoice enclosed)

~~2010~~ 2010 - " " " " (No invoice provided)

2012 " " " " (Not fixed to date)

36729

162576

CJM AUTOMOTIVE GROUP, INC dba
BAKERSFIELD CHRYSLER-JEEP
 3101 Cattle Drive Bakersfield, CA 93313
 PHONE (661) 832-3000

ACCOUNTING

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BAKERSFIELD, CA

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 316 TAMARA LEANNE MCCLUR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	01	CHRYSLER PROWLER	1C3EW65G61V [REDACTED]	[REDACTED]	2665/2665	T7260	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PONO.	RATE	PAYMENT	INV. DATE
09FEB02 IS		09FEB2009	17:30 15FEB06		0.00	CASH	16FEB06
R.O. OPENED		READY		OPTIONS: STK:C90014 ENG:3.5 LITER 24V SOHC MPI			

07:21 15FEB06 14:43 16FEB06
 LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL

A CUSTOMER STATES THAT HOOD WILL NOT STAY UP INSTALL PROPS AS NEEDED
 CUSTOMER PAYING 25.00 DED

CAUSE: PROPS WEAK

23402801 PROP, HOOD-Replace (C)

304	WC	0.20	0.20	200	1358			13.58	13.58
2	4865310AA	PROP/GAS		3310	4634	0	27.60	23.17	46.34

FC: 11 PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

3310 4634 TPARTS
 200 1358 TLABOR

GOODWILL WARR 25.00 DED

EST: 25.00 15FEB06 07:21 SA: 316

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
34220	1358	200		35210	4634	3310	
11410	3492	*****		10100	2500	*****	

CUSTOMER PAY DEDUCTIBLE FOR LINE A 25.00
 COST, SALE, & COMP TOTALS 3510 5992 0

ALL PARTS INSTALLED ARE NEW
 UNLESS SPECIFIED OTHERWISE.

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

SERVICE AND PARTS
 VEHICLES CANNOT BE RELEASED
 AFTER SERVICE DEPT. HOURS.

FOR YOUR CONVENIENCE
 SERVICE AND PARTS DEPT. HOURS:
 MONDAY THRU FRIDAY:

WE ACCEPT:

☐ CASH ☐ VISA
☐ DISCOVER ☐ MASTERCARD
☐ CHECKS ☐ AMERICAN EXPRESS

*Thank
 You!*

THANK YOU FOR THIS OPPORTUNITY
 TO SERVE YOU. IT IS OUR AIM TO
 PERFORM ALL THE REPAIRS REQUESTED
 ON THIS REPAIR ORDER TO YOUR
 COMPLETE SATISFACTION. IF OUR
 SERVICE WAS SATISFACTORY TELL
 YOUR FRIENDS, IF NOT, PLEASE TELL
 US IMMEDIATELY.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	25.00
TOTAL CHARGES	25.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	25.00

BAR# AM-237158

EPA# CAL000203260

36729

191369

CJM AUTOMOTIVE GROUP, INC dba
BAKERSFIELD CHRYSLER-JEEP
 3101 Cattle Drive Bakersfield, CA 93313
 PHONE (661) 832-3000

ACCOUNTING

PAGE 1

BAKERSFIELD, CA

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 324 LETICIA PEREZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	01	CHRYSLER PROWLER	1C3EW65G61V [REDACTED]	[REDACTED]	4337/4337	T1778	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09FEB02 DD		09FEB2009	17:30 07NOV08		0.00	CASH	07NOV08
R.O. OPENED		READY	OPTIONS: STK:C90014 ENG:3.5 LITER 24V SOHC MPI				
07:30 07NOV08		08:27 07NOV08					

LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL
 A CUST STATES HOOD PROPS WILL NOT HOLD HOOD PARTS ARE IN
 CAUSE:

01 ADJUSTMENTS

62726	CC	0.00	0.20	320	4820		48.20	48.20
2	4865310AA	PROP/GAS		3470	4830	0	28.90	24.15
4337 . TEC FOUND HOOD PROPS WEAK REPLACE HOOD PROPS								

EST: 100.00 07NOV08 07:30 SA: 324

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
34010	4820	320		35010	4830	3470	
21600	350	0		10100	10000	*****	

COST, SALE, & COMP TOTALS 3790 9650 0

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE. By law, you may choose another licensed smog check facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary. SERVICE AND PARTS VEHICLES CANNOT BE RELEASED AFTER SERVICE DEPT. HOURS.	FOR YOUR CONVENIENCE SERVICE AND PARTS DEPT. HOURS: MONDAY THRU FRIDAY: WE ACCEPT: ☐ CASH ☐ VISA ☐ DISCOVER ☐ MASTERCARD ☐ CHECKS ☐ AMERICAN ☐ EXPRESS	Thank You! THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY TELL YOUR FRIENDS, IF NOT, PLEASE TELL US IMMEDIATELY.	DESCRIPTION	TOTALS
			LABOR AMOUNT	48.20
PARTS AMOUNT	48.30			
GAS, OIL, LUBE	0.00			
SUBLET AMOUNT	0.00			
MISC. CHARGES	0.00			
TOTAL CHARGES	96.50			
LESS INSURANCE	0.00			
SALES TAX	3.50			
PLEASE PAY THIS AMOUNT	100.00			

BAR# ARD-237158 EPA# CAL000203290