

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) 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-AUG-2015		Repository ☐ Reference No. 10746376	
OWNER INFORMATION (Type or Print)							
Name				Daytime Telephone Number		E-mail Address	
Address							
City		TUKWILA		State		WA	
Zip Code				Evening Telephone Number			
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	
2B4GP44R92R				DODGE		GRAND CARAVAN	
Date Purchased		Dealer's Name and Telephone Number				Model Year	
		BOUGHT FROM INDIVIDUAL				2002	
Original Owner		Dealer's City		State		Zip Code	
☐							
Transmission Type		☒ Antilock Brakes		Powertrain		Multiple Failure:	
Auto		☐ Cruise Control				TWO AIRBAGS	
				Incident Date(s)		05-AUG-2015	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Code: 140000 AIR BAGS						Failure Mileage	
						142000	
						Failure Speed	
						3	
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		Failure Location:			
		☐ 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		Fire		Number of Persons Injured		Number of Deaths	
☒ Yes ☐ No		☐ Yes ☒ No		0		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).							
I ROLLED INTO THE WOMAN IN FRONT OF ME AND MY AIRBAGS DEPLOYED. THERE WAS NO DAMAGE TO EITHER CAR EXCEPT FOR THE AIRBAGS. THE DRIVER AIRBAG SMACKED ME IN THE FACE AND CHEST AND THUMB. I WAS ONLY GOING ABOUT 3 MPH BECAUSE I HAD STOPPED AND THE WOMAN IN FRONT OF ME HAD STOPPED AND WE WERE BOTH GOING FORWARD TO MERGE INTO TRAFFIC AT A REALLY SLOW SPEED. I ROLLED INTO HER AND A SECOND OR TWO LATER THE AIRBAG DEPLOYED.							
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.							

CARSTAR HAMMER AUTO REBUILD1209 S BAILEY ST, PO Box 80832, SEATTLE, WA
98108

Phone: (206) 767-4929

FAX: (206) 767-0911

Workfile ID:

Federal ID:

91-1510161

Estimate of Record**RO Number:** [REDACTED]Written By: Nicole Isotalo, 8/7/2015 3:52:37 PM
Adjuster: BENTLEY, SHANNON

Insured: [REDACTED]

Policy #:

Claim #:

Type of Loss: COL-Collision

Date of Loss: 8/5/2015 6:25 AM

Days to Repair: 2

Point of Impact: 15 Total Loss

Owner:

Seattle, WA [REDACTED]

Evening

Cell

Inspection Location:

CARSTAR HAMMER AUTO REBUILD

1209 S BAILEY ST

PO Box 80832

SEATTLE, WA 98108

Repair Facility

(206) 767-4929 Business

Insurance Company:

ESURANCE

PHOENIX CLAIM UNIT

PO Box 5970

MESA, AZ 85211

VEHICLE

Year: 2002

Body Style: 4D VAN

VIN: 2B4GP44R92R [REDACTED]

Mileage In: 145107

Make: DODG

Engine: 6-3.3L-FI

License: [REDACTED]

Mileage Out:

Model: GRAND CARAVAN 4X2
SPORT

Production Date: 12/2001

State: WA

Vehicle Out: 8/6/2015

Color: Burgandy Int: Grey

Condition:

Job #:

TRANSMISSION

Automatic Transmission

Overdrive

POWER

Power Steering

Power Brakes

Power Windows

Power Locks

Power Mirrors

Heated Mirrors

DECOR

Dual Mirrors

Body Side Moldings

Console/Storage

CONVENIENCE

Air Conditioning

Intermittent Wipers

Tilt Wheel

Cruise Control

Rear Defogger

Rear Window Wiper

RADIO

AM Radio

FM Radio

Stereo

Search/Seek

Cassette

SAFETY

Drivers Side Air Bag

Passenger Air Bag

Anti-Lock Brakes (4)

SEATS

Cloth Seats

Bucket Seats

3rd Row Seat

WHEELS

Wheel Covers

PAINT

Clear Coat Paint

Estimate of Record

RO Number: [REDACTED]

Vehicle: 2002 DODG GRAND CARAVAN 4X2 SPORT 4D VAN 6-3.3L-FI Burgandy

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
1		INSTRUMENT PANEL					
2	*	Repl Instrument panel taupe	UR181L5AA	1	2,300.00	0.0	
3		RESTRAINT SYSTEMS					
4		Repl Driver air bag Dodge, w/cruise cntrl taupe	WC321L8AC	1	524.00 m	Incl.	
5		Repl Psngr air bag	4680530AI	1	795.00 m	Incl.	
6	*	Repl RT Buckle end sandstone	RK961T5AD	1	219.00	0.0	
7	*	Repl LT Buckle end sandstone	RK971T5AD	1	394.00	0.0	
8	*	Repl Clockspring	5082050AC	1	132.00 m	0.0	
9	#	Subl Install all air bag & seat belt components +25%		1	1,228.06		
SUBTOTALS					5,592.06	0.0	0.0

ESTIMATE TOTALS

Category	Basis	Rate	Cost \$
Parts			5,592.06
Subtotal			5,592.06
Sales Tax	\$ 5,592.06 @	9.6000 %	536.84
Grand Total			6,128.90
Deductible			500.00
CUSTOMER PAY			500.00
INSURANCE PAY			5,628.90

You have the right to choose any repair facility to have your vehicle repaired

THIS IS NOT AN AUTHORIZATION TO REPAIR ALTHOUGH IT IS AGREED BETWEEN THE REPAIR FACILITY AND ESURANCE THAT THE ABOVE VEHICLE CAN BE REPAIRED BY THE REPAIR FACILITY FOR THE AMOUNT STATED IN THE GROSS TOTAL SECTION. ONLY THE VEHICLE OWNER CAN AUTHORIZE THE REPAIR OF THE VEHICLE AND ALL COSTS OF REPAIR ARE THE SOLE RESPONSIBILITY OF THE VEHICLE OWNER.

THIS APPRAISAL WAS BASED ON VISIBLE OR CERTAIN DAMAGES AT THE TIME OF INSPECTION. TO REQUEST A SUPPLEMENT, PLEASE CALL (866) 514 4788. PLEASE FAX THE SUPPLEMENT AND ALL SUPPORTING DOCUMENTS WITH CLAIM NUMBER TO (866) 454 0890. THE REPAIR FACILITY AND ESURANCE WILL REACH AN AGREED PRICE PRIOR TO BEGINNING ANY OF THE SUPPLEMENTAL REPAIRS. THE REPAIR FACILITY WILL THEN SEEK AUTHORIZATION FROM THE VEHICLE OWNER FOR THE ADDITIONAL REPAIRS. NO SUPPLEMENTS WILL BE HONORED UNLESS APPROVED IN ADVANCE BY ESURANCE.

REPAIR FACILITY MUST BE PROVIDED A COPY OF THIS ESTIMATE PRIOR TO COMMENCEMENT OF REPAIR. FAILURE TO DO SO MAY SUBJECT THE VEHICLE OWNER TO ADDITIONAL EXPENSE.

IT IS A CRIME TO KNOWINGLY PROVIDE FALSE, INCOMPLETE, OR MISLEADING INFORMATION TO AN INSURANCE COMPANY FOR THE PURPOSE OF DEFRAUDING THE COMPANY. PENALTIES INCLUDE IMPRISONMENT, FINES, AND DENIAL OF INSURANCE BENEFITS.

Estimate of Record

RO Number: [REDACTED]

Vehicle: 2002 DODG GRAND CARAVAN 4X2 SPORT 4D VAN 6-3.3L-FI Burgandy

Estimate based on MOTOR CRASH ESTIMATING GUIDE and potentially other third party sources of data. Unless otherwise noted, (a) all items are derived from the Guide DE3TE01, CCC Data Date 8/3/2015, and potentially other third party sources of data; and (b) the parts presented are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor data provided by third party sources of data may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. The symbol (<>) indicates the refinish operation WILL NOT be performed as a separate procedure from the other panels in the estimate. Non-Original Equipment Manufacturer aftermarket parts are described as Non OEM, A/M or NAGS. Used parts are described as LKQ, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries.

Some 2016 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The CCC ONE estimator has a list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

The following is a list of additional abbreviations or symbols that may be used to describe work to be done or parts to be repaired or replaced:

SYMBOLS FOLLOWING PART PRICE:

m=MOTOR Mechanical component. s=MOTOR Structural component. T=Miscellaneous Taxed charge category. X=Miscellaneous Non-Taxed charge category.

SYMBOLS FOLLOWING LABOR:

D=Diagnostic labor category. E=Electrical labor category. F=Frame labor category. G=Glass labor category. M=Mechanical labor category. S=Structural labor category. (numbers) 1 through 4=User Defined Labor Categories.

OTHER SYMBOLS AND ABBREVIATIONS:

Adj.=Adjacent. Algn.=Align. ALU=Aluminum. A/M=Aftermarket part. Blnd=Blend. BOR=Boron steel. CAPA=Certified Automotive Parts Association. D&R=Disconnect and Reconnect. HSS=High Strength Steel. HYD=Hydroformed Steel. Incl.=Included. LKQ=Like Kind and Quality. LT=Left. MAG=Magnesium. Non-Adj.=Non Adjacent. NSF=NSF International Certified Part. O/H=Overhaul. Qty=Quantity. Refn=Refinish. Repl=Replace. R&I=Remove and Install. R&R=Remove and Replace. Rpr=Repair. RT=Right. SAS=Sandwiched Steel. Sect=Section. Subl=Sublet. UHS=Ultra High Strength Steel. N=Note(s) associated with the estimate line.

CCC ONE Estimating - A product of CCC Information Services Inc.

The following is a list of abbreviations that may be used in CCC ONE Estimating that are not part of the MOTOR CRASH ESTIMATING GUIDE:

BAR=Bureau of Automotive Repair. EPA=Environmental Protection Agency. NHTSA= National Highway Transportation and Safety Administration. PDR=Paintless Dent Repair. VIN=Vehicle Identification Number.

SEATTLE WA 980

neopost

09/15/2015

US POSTAGE

FIRST-CLASS MAIL

\$00.48



ZIP 98004
041L13818810

TUKWILA
WA.

U.S. Department of Transportation
National Hwy Safety administration
ATTN: Office of Defects & Investigation (NVS-210)
1200 New Jersey Ave SE.
West Building
Washington DC

20590

20590

