

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

FOR AGENCY USE ONLY 100148



U.S. Department of Transportation
National Highway Traffic Safety Administration

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

Date Received: 30-NOV-2015
Repository:
Reference No.: 10807467
FEB 08 2016

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: WAKEENEY State: KS Zip Code: [Redacted]
Daytime Telephone Number: [Redacted] E-mail Address:
Evening Telephone Number: [Redacted]

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: 1B7GL22XCY5 [Redacted]
Make: DODGE Model: DAKOTA Model Year: 2000
Date Purchased: 7-19-03 Dealer's Name and Telephone Number: LEWIS CHRYSLER 785-628-3359
Engine: No. of Cylinders: 6 Fuel Type: Reg
Original Owner: Dealer's City: HAYS, KANSAS State: KS Zip Code: 67601
Transmission Type: Antilock Brakes Powertrain: Multiple Failure: Incident Date(s): 01-DEC-2006
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: ENGINE (PWS), 110000 ELECTRICAL SYSTEM
Failure Mileage: 118795 Failure Speed:

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: 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 2000 DODGE DAKOTA. THE CONTACT STATED THAT WHEN THE IGNITION WAS TURNED TO THE ON POSITION, STEAM APPEARED FROM THE VENTS. THE FAILURE RECURRED SEVERAL TIMES. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS DIAGNOSED THAT THE HEATING COIL SPRING NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE VIN WAS UNAVAILABLE. THE APPROXIMATE FAILURE MILEAGE WAS 118,795.

Heater coil was replaced 4 times

12-1-06 - 7-3-07 - 7-9-08 - 11-10-15

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.

Repair Order Detail - Internal Copy

4

RO Number: [REDACTED]

RO Status:

Customer: [REDACTED]

Click to View Cust Copy

Phone(s): Contact:

Cell:

Vehicle: 1B7GL22X6YS [REDACTED]

Main:

2000 DAKO

Mileage: 61,418

Payment type:

Waiter: No

Service advisor: 8702

Estimate:

Tag number:

Promised date: 12/01/2006

Customer Comments: No

A	NO HEAT IN CAB				
1300	CP5	PULLED THE DASH AND REPLACED THE HEATER CORE, REFILLED WITH FRESH COOLANT , BACK FLUSHED REST OF THE SYSTEM	7.00		455.00
	Tech(s): 3056				
		1			69.00
Pts:	69.00	Lbr:	455.00	Other:	0.00
				Total Line A:	524.00

Customer Pay	
Labor	455.00
Parts	69.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge*	0.00
Total Charges**	524.00

*Miscellaneous/Shop Charge includes tax and/or deductible originally on RO.

**Total Charges includes any Insurance/Adjustment originally on RO.

Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status:

Customer: [REDACTED]

Click to View Cust Copy
Cell:

Phone(s): Contact:

Main:

Vehicle: 1B7GL22X6YS [REDACTED]

2000 DAKO

Mileage: 65,453

Payment type:

Waiter: No

Service advisor: 8702

Promised time: 06:00 PM

Estimate:

Tag number:

Promised date: 07/03/2007

Customer Comments: No

A	EVAP REPLACE 2000 CP5	RE-CHECK DYE TEST REPLACE AC EVAPORATER EVAC AND CHARGE	6.00	355.00
	Tech(s): 9374			280.60
Pts:	280.60	Lbr: 1	355.00	Other: 0.00
			Total Line A:	635.60

Customer Pay	355.00
Labor	355.00
Parts	280.60
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge*	0.00
Total Charges**	635.60

*Miscellaneous/Shop Charge includes tax and/or deductible originally on RO.

**Total Charges includes any Insurance/Adjustment originally on RO.

Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status:

Customer: [REDACTED]

[Click to View Cust Copy](#)

Phone(s): Contact:

Cell:

Vehicle: 1B7GL22X6YS [REDACTED]

Main:

2000 DAKO

Mileage: 72,896

Payment type:

Waiter: No

Service advisor: 8702

Promised time: 06:00 PM

Estimate:

Tag number:

Promised date: 07/09/2008

Customer Comments: No

A CUSTOMER HAS COOLANT LEAKING INTO THE CABIN ON THE PASSENGER SIDE//ALSO INSIDE THE CABIN FOGS OR STEAMS UP WHEN STARTED AND DRIVINGG

1000	CP5	PRESSURE TEST COOLIG SYSTEM REPLACE DEF HEATER CORE	6.50	345.00
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Tech(s): 9374

1

84.00

Pts:	84.00	Lbr:	345.00	Other:	0.00	Total Line A:	429.00
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Customer Pay	345.00
Labor	345.00
Parts	84.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge*	0.00
Total Charges**	429.00

*Miscellaneous/Shop Charge includes tax and/or deductible originally on RO.

**Total Charges includes any Insurance/Adjustment originally on RO.

CUSTOMER #:



LEWIS TOYOTA CHRYSLER DODGE JEEP OF HAYS
4440 N. Vine
(785) 628-3359
HAYS, KANSAS 67601
www.buylewis.com

INVOICE

DUPLICATE 1
PAGE 1

WAKEENEY, KS

HOME: CONT:

BUS: CELL:

SERVICE ADVISOR: 9502 KIRBY SCHLYER



COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	00	DODGE DAKO	1B7GL22X6YS		118761/118761	

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
28JUL00 DD			WAIT 15NOV15			CASH	10NOV15

R.O. OPENED: 09NOV15 READY: 10NOV15 OPTIONS: ENG:3.9_Liter_MPI

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A A/C AND HEATER ARE FROSTING THE WINDOWS AGAIN
2000 A/C AND HEATER ARE FROSTING THE WINDOWS AGAIN
9374 MCCALL, JUSTIN LIC#: 0679
CP5
1 4644228AB CORE-HEATER 165.00 165.00 165.00
1 4267020AC *COOLANT-COOLANT 33.25 33.25 33.25
PARTS: 198.25 LABOR: 731.50 OTHER: 0.00 TOTAL LINE A: 929.75
TECH FOUND VEHICLE NEEDS HEATER CORE, TECH REMOVED DASH AND REPLACED HEATER CORE, TECH PERFORMED EVAC AND CHARGE AND REPLACED AND BLED COOLANT

B MULTI-POINT INSPECTION
1002 MULTI-POINT INSPECTION
9374 MCCALL, JUSTIN LIC#: 0679
CP5 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

>>> NOW OPEN <<<
"Express Lane Oil and Filter Changes"
>>>> NO APPOINTMENT NECESSARY <<<<<
Pull up to the service drive and see Kirby or Brett for details
Hours Mon-Fri 8am - 5pm, Sat 8am - 11:30am
See Steve or Jeremy for Main Shop Service

Thank you for your business
Your complete satisfaction is our #1 concern. If you have any questions, comments, or if we can be of further assistance please contact us.



STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. THERE WILL BE A \$10 FEE CHARGED ON ALL RETURNED CHECKS.

DESCRIPTION	TOTALS
LABOR AMOUNT	731.50
PARTS AMOUNT	198.25
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	929.75
LESS INSURANCE	0.00
SALES TAX	81.36
PLEASE PAY THIS AMOUNT	1011.11



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