


INFORMATION Redacted PURSUANT TO THE FREEDOM OF 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 06-JUN-2017 OCT 18 2017		Repository <input type="checkbox"/> Reference No. 10993491		
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City	State	Zip Code			
VALLEJO	CA				
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	
1C4GJ25321B		CHRYSLER	VOYAGER	2001	
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:	
Original Owner <input type="checkbox"/>	Dealer's City		6	Regular	
State	Zip Code				
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
<input checked="" type="checkbox"/> Cruise Control				02-JAN-2017	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 140000 AIR BAGS, 110000 ELECTRICAL SYSTEM, 341000 COMMUNICATIONS: HORN ASSEMBLY			Failure Mileage	Failure Speed	
Failed: Clockspring in steering wheel			105000		
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)	<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), and injury (ies).)					
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 2001 CHRYSLER VOYAGER. WHEN OPERATING THE VEHICLE, THE HORN WOULD OCCASIONALLY STOP WORKING AND EVENTUALLY STOPPED OPERATING PERMANENTLY. IN ADDITION, THE AIR BAG SENSOR INTERMITTENTLY ILLUMINATED WHILE OPERATING THE VEHICLE. THE SENSOR PERMANENTLY REMAINED ILLUMINATED AFTER STARTING THE VEHICLE. THE CAUSE OF THE FAILURES WAS NOT DIAGNOSED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 105,000. Took to repair shop: diagnosed problem as failed clockspring Repaired by replacing failed clockspring. Part # DOE 525-101 CLOCK SPRING-N (see enclosure)					
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.					



Invoice No.



Order Date 06/07/17 08:19 am
Completed: 06/07/17 02:28 pm
Ref: SHIPPED pm
I hereby acknowledge notice & oral approval of an increase in the original estimated price.

BAR #: AC251945
HAZMAT #: CA000324031
515 Tuolumne Street
Vallejo, CA 94590
Phone: 707-643-7548 FAX: 707-643-2930

SIGNATURE

VALLEJO CA
Mobile:
Work Phone:

01 CHRYSLER VOYAGER WHITE
Mileage in: 112560 out:
Lic: CA V6Cyl 3.3
Vin: 1C4GJ25321B 01/01
Eq: AT AC PS FI

Quotes
1 06/07/17 08:35am 263.53
MAX in person.
2 06/07/17 03:09pm 538.64
MAX by phone
REQUIRED REPAIRS

Job01 FCI Labor: \$0.00

FREE COURTESY INSPECTION. THIS IS A GENERAL COURTESY DONE FOR THE CUSTOMER. WE ARE NOT TO BE HELD LIABLE FOR ITEMS DISCOVERED OR OVERLOOKED.

TIRE PRESSURES: FRONT 35 REAR 35 TIRE WEAR: FRONT OK REAR OK
FRONT BRAKES: SEE LINE 3 REAR BRAKES SEE LINE 3 AIR FILTER:
FLUID LEVELS: COOLANT X BRAKE OK TRANS OK PS OIL X

OTHER: BATTERY SERVICE, RECOMMEND COOLANT FLUSH, OIL DIRTY STICKER SHOWS DUE AT 110234, ALL TIRES WEATHER CRACKED, RIGHT FRONT INNER ANTI RATTLE CLIP

Job Subtotal: \$0.00

Job02 R&R CLOCKSPRING Labor: \$119.00

CUSTOMER REQUESTS WE REPLACE CLOCKSPRING, HE SELF DIAGNOSED ISSUE. DECLINED FOR US TO PERFORM DIAGNOSTIC.

CUSTOMER STATES THAT HAD INTERMITTENT WORKING OF HORN, AFTER 3 MONTHS HORN STOPPED WORKING, THEN AIR BAG LIGHT CAME ON INTERMITTENTLY, 2 WEEKS AGO AIR BAG LIGHT STAYS ON AND HORN DOES NOT WORK.

REPLACED CUSTOMER SUPPLIED PART, HORN NOW WORKS AND AIR BAG LIGHT IS NO LONGER ILLUMINATED

DOE 525-101 CLOCK SPRING-N 1.0 @ 78.00 =\$ 78.00
Job Subtotal: \$197.00

Job03 BRAKE INSPECTION Labor: \$60.00

CUSTOMER STATES THAT HE HEARS A NOISE UNDER BRAKING AT LOW SPEEDS, TOOK IT TO JIFFY LUBE AND THEY INFORMED HIM THAT DRIVERS SIDE REAR WHEEL CYLINDER MAY BE LEAKING, PLEASE CHECK AND ADVISE.

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I hereby authorize the above repair work to be done with the necessary material and hereby grant you and/or your employees permission to operate the car, truck or vehicle herein described on street, highways or elsewhere for the purpose of testing and/or inspection. An express mechanics lien is hereby acknowledged on above car, truck or vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, accident or any other cause beyond your control.

(Signature) _____