

NEF-010

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		AGENCY USE ONLY 100148	
		Date Received: 21-JUN-2017 AUG 8 2017		Repository ☐ Reference No. 11000478	
OWNER INFORMATION (Type or Print)					
Name: [REDACTED]				Daytime Telephone Number: [REDACTED]	
Address: [REDACTED]				E-mail Address: [REDACTED]	
City: MORGANTOWN		State: KY		Zip Code: [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: 2C3HD36J81H [REDACTED]				Make: CHRYSLER	
				Model: CONCORDE	
				Model Year: 2001	
Date Purchased: [REDACTED]		Dealer's Name and Telephone Number: [REDACTED]		Engine: No: Cylinders: [REDACTED]	
Original Owner: [REDACTED]		Dealer's City: [REDACTED]		Fuel Type: unleaded	
Transmission Type: [REDACTED]		Antilock Brakes: ☐ Powertrain: [REDACTED]		Multiple Failure: [REDACTED]	
Cruise Control: ☒				Incident Date(s): 16-NOV-2016	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 120000 LIGHTING (PWS), 110000 ELECTRICAL SYSTEM				Failure Mileage: 174878	
Failure Speed: [REDACTED]					
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make: [REDACTED]		Tire Model (Name or Number): [REDACTED]		Tire Size (Example P215/65R15): [REDACTED]	
DOT No. (Example: DOTM19ABC036): [REDACTED]		☐ Original Equipment ☐ Prior Repair		Failure Location: [REDACTED]	
Tire Component Code: [REDACTED]				Tire Failure Type: [REDACTED]	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make: [REDACTED]		Date Manufactured: [REDACTED]		Model No./Name: [REDACTED]	
Seat Type: [REDACTED]		Installation System: [REDACTED]			
Child Seat Component Code: [REDACTED]		Failed Part: [REDACTED]			
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: [REDACTED]	
				Number of Deaths: [REDACTED]	
				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 CONCORDE. WHILE DRIVING VARIOUS SPEEDS AT NIGHT, THE HEADLIGHTS INTERMITTENTLY ILLUMINATED. IN ADDITION, THE VEHICLE FAILED TO START AND HAD TO BE JUMPSTARTED. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC, MIKE CABOONE, WHO DIAGNOSED THAT THE WIRING IN THE LIGHT FAILED AND NEEDED TO BE REPLACED. THE CONTACT WAS INFORMED THAT THE VEHICLE WAS NOT SAFE TO DRIVE. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE, BUT DID NOT OFFER ASSISTANCE. THE APPROXIMATE FAILURE MILEAGE WAS 174,878.					
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.					

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Car failed to start so mechanic Mike Borden worked on
 battery alternator also jump cables & drove me to
 town neighbor jerry me to town too & Jeff & Jerry
 also drove me. Parkway looked at my car (ouch, shop)
 The car lights while off was coming on by
 themselves daytime & night time no keys in it
 no one in front seat either. This is my only car
 too travel Physicians or take aging Parents grocery Stores
 & Physicians too Batterys have been charged all night

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

EXECUTIVE SECRETARIAT
 RECEIVED
 NHTSA

2011 AUG - 7 P 2:20

BUSINESS REPLY MAIL

FIRST CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**U.S. Department of Transportation
 National Highway Traffic Safety Administration
 Office of Defects Investigation, NEF-100
 1200 New Jersey Avenue SE.
 Washington, D.C. 20077-9382**

NO POSTAGE
 NECESSARY
 IF MAILED
 IN THE
 UNITED STATES



**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

mechanic
shop
TOD

In Account With
PARKWAY CARS and TIRES, INC.
1015 South Main St. Morgantown, KY 42261
Phone: 270-526-5732 Fax: 270-526-5779

CUSTOMER'S ORDER NO.		DATE		7/8/16		
NAME		[REDACTED]				
ADDRESS		[REDACTED]				
SOLD BY	CASH	G.O.D.	CHARGE	ON ACCT.	MOSE. RETD.	PAID OUT
QUAN.	DESCRIPTION			PRICE	AMOUNT	
	O/C				57.00	
	greased everything					
	CK all Fluids + top off					
	CK [REDACTED]					
	oil change + filter					
				TAX		
				TOTAL	37.00	

CODE 15818

ALL claims and returned goods MUST be accompanied by this bill.

Rec'd by

JOBE PUBLISHING INC. - HORSE CREEK, KY 42748

31327092

MAC-4

PRINTED IN U.S.

mechanic
shop

Parkway Cars & Tires Inc.

1774 South Main
Morgantown, Ky. 42261
270-526-5732

Description

customer name

Address

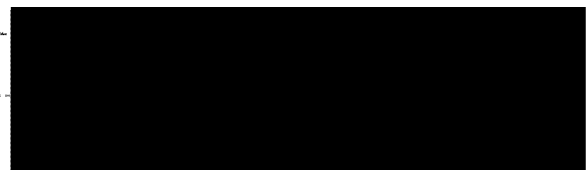
Phone

Qty

Description

Unit Price

ON the 2001 Chrysler
car [REDACTED] brought her car
to us to check out due to
not starting and the car
has ~~some~~ wiring problems
and it is not safe to drive.
While sitting in area by the
car was off and the head
light were flashing off + on
by itself



Listen I'm [redacted] owner of
cool Chrysler Concord I've had problems with
this car not starting since I drove it off of
Columbus Car Lot. I've had this car I looked at
it value my life & my passengers;

These car lights come on & off by them-
self & no one under driver seat no keys in
the car switch Day & night while in the
off position my neighbors & my friends
do had to pay to drive ~~to~~ me to
places to shop.

I've talked to Chypher about this
two mechanic looked at this
attorney General office
Better Business Bureau

Columbus Car Lot & Mike Burden

what it's in the wiring somewhere
what Parkview mechanic said
Mike Burden mechanic different
said it's the wiring problem
is it safe to you be driving?
not this car;



ACCT #	SOLD TO	DATE	TIME	STORE #	CM #	INVOICE NO.
SM #	EDEN CUSTOMER NO RETURN ON ELECTRICAL PARTS NO CASH REFUND AFTER 15 DAYS	PURCHASE ORDER #		ATTENTION		
AD #	MORGANTOWN, KY	TAX EXEMPTION				
		TERMS				
		DELIVERY		CASH		
PART NUMBER	LN	DESCRIPTION	QUANTITY	PRICE	NET	TOTAL
2001 Chrysler Concord 3.0 L 197 CID 217 8009		Body Alternator Front Standard	1.00	282.30	149.99	142.31

MORGANTOWN AUTO PARTS
PO 407 MORGANTOWN, KY
PH (270) 826 3000

SIGNATURE

ALL GOODS RETURNED MUST BE ACCOMPANIED BY THIS INVOICE

Subtotal
TAXES
TOTAL

142.31
0.00
0.00

142.31

Cash 142.31

INVOICE

Mike's Used Cars & Parts LLC
 144 Top Ten Lane
 Fayetteville, TX 77706
 870 773 8000

REFERENCE NO.	DATE	TIME
FAX ORDER		CUSTOMER NO.

SO
LD
TO

SH
IP
TO

SALESMAN

TYPE OF SALE

TAX CODE

SHIP VIA

QTY.	PART NUMBER AND DESCRIPTION	UNIT PRICE	EXTENSION
1	100% MOTOR OIL 10W-40 FULL SYNTHETIC MOTOR OIL 15.00	15.00	15.00
1	100% MOTOR OIL 10W-40 FULL SYNTHETIC MOTOR OIL 15.00	15.00	15.00
1	100% MOTOR OIL 10W-40 FULL SYNTHETIC MOTOR OIL 15.00	15.00	15.00
Thank You for your order! Please check the quantity and price of the items. Delivery Date: 10/10/10		TAX	1.10
RECEIVED BY		TOTAL	46.10

FORM NO. H1001M-2010

Walmart 
Save money. Live better.

(270) 274 - 9608
MANAGER THUAN TRINH
1701 N MAIN ST
BEAVER DAM KY 42320
ST# 00333 OPM 000978 TEN 95 TR# 02317
AUTOMOTIVE BATTERY DATE VERIFICATION

U 601131442100
DESCRIPTION: MAXX-34N
DATE: 08/01/16 16:00:09

AUTOMOTIVE BATTERY RETURN REQUIREMENTS
RECEIPT IS NECESSARY TO VALIDATE DATE
OF PURCHASE FOR WARRANTY ADJUSTMENTS.
ADJUSTMENTS WITH OUT RECEIPT WILL BE
MADE USING THE MANUFACTURE DATE OF
BATTERY.

PLEASE KEEP RECEIPT FOR YOUR RECORDS

TC#

PLEASE

See back of receipt for your chance
to win \$1000

ID #: 7J269W3LVK3

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(270) 274 - 9608
MANAGER THUAN TRINH
1701 N MAIN ST
BEAVER DAM KY 42320
ST# 00333 OPM 000978 TEN 95 TR# 02317

*****	EXCHANGE SLIP	****
VP-24F	072111282187K	48.88-X
PRODUCT SERIAL #	JCH16001160292	
MAXX-34N	068113144218	104.97 X
BATT CORE FE	068113107867	12.00 0
	SUBTOTAL	68.09
	TAX 1 6.000 %	3.37
	TOTAL	71.46

ECA CHECK TEND	71.46
CHANGE DUE	0.00
WALMART MOBILEPAY TEND	0.00
NET REFUND ITEMS	48.88-
SUMMARY	
NET EXCH/SALE ITEMS	116.97
TOTAL TAX	6.30
NDSE TOTAL	123.27

ITEMS SOLD 2

TO


*****SHOE RECEIPT*****
* RETURN OLD BATTERY FOR PROPER *
RECYCLING AND REFUND OF BATTERY
* DEPOSIT WITH THIS RECEIPT *

Low Prices You Can Trust. Every Day.
08/01/16 16:00:11

Walmart 
Save money. Live better.

(270) 274 - 9608
MANAGER THUAN TRINH
1701 N MAIN ST
BEAVER DAM KY 42320
0333 0PN 000978 TEN 90 TR# 01929

AUTOMOTIVE BATTERY DATE VERIFICATION

U 721112821870

DESCRIPTION: UP-24F

DATE: 05/27/16 12:25:49

AUTOMOTIVE RETURN REQUIREMENTS

RECEIPT 1 TO VALIDATE DATE
OF PURCHASE WARRANTY ADJUSTMENTS.
ADJUSTMENTS WITH OUT RECEIPT WILL BE
MADE USING THE MANUFACTURE DATE OF
BATTERY.

PLEASE KEEP RECEIPT FOR YOUR RECORDS

FC# 6862



PLEASE KEEP R

See back of receipt for your chance
to win \$1000

ID #: 7JY8SV31U4L

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(270) 274 - 9608
MANAGER THUAN TRINH
1701 N MAIN ST
BEAVER DAM KY 42320
ST# 00333 0PN 000978 TEN 90 TR# 01929
PRODUCT SERIAL # JCH15007163813
UP-24F 072111282187 48.00 ~~48.00~~
BATT CORR BY 068113107867 12.00
BATT UTR 068113131911 19.87 X
BATT CORR FE 068113107867 12.00 0
SUBTOTAL 92.75
TAX 1 6.000 % 4.13
TOTAL 96.88
ECA CHECK TEND 96.88
CHANGE DUE 0.00

When you pay by check, you authorize
us to use its information to process
an Electronic Funds Transfer (EFT) or
a draft drawn on your account, or to
process the payment as a check. If
payment is returned unpaid, you
authorize collection of your payment
and the Return Fee below by EFT(s) or
draft(s) drawn on your account. Call
888-905-3388 with any questions
RETURN FEE AMOUNT 35.00

ITEMS SOLD 4



* RE
* REC

* DEPOSIT WITH THIS RECEIPT *

Low Prices You Can Trust. Every Day.
05/27/16 12:25:48



WAS

\$ 3900

NOW

\$ 3475