



US 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

Date Received

RECEIVED

OCT 12 AM 8:48

OFFICE
DEFECTS INVESTIGATION

FOR AGENCY USE ONLY

POSTED
COPIED
COPIES
up_ltr

Reference No.

QC'd 555770

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City [REDACTED] State [REDACTED] Zip [REDACTED]
Home [REDACTED] FL 33030

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an authorization, NHTSA will NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 9/30/2000

PRODUCT INFORMATION

Vehicle Identification No. (VIN.) (17 Digits) 1B4GH44R4NX326452		Make Dodge	Model Grand Caravan	Year 1992
Purchased Date 10/19/96	Dealer's Name Spitzer Dodge		Engine Size (CID/CC/L)	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
☐ New ☐ Used	Dealer's City Homestead	State FL	Zip Code 33030	No. Cylinders
Manufacture Date (on driver's door or plate)	Transmission Type ☐ Manual ☒ Automatic	Restraint System ☒ Driver's Side Air Bag ☐ Motorized ☐ Passenger's Side Air Bag ☐ 2-Point Belt ☐ 3-Point Belt	Cruise Control ☐ Yes ☐ No	Drivetrain ☒ Front ☐ Rear ☐ 4-Wheel
Vehicle Type ☐ Car ☐ Sport Utility ☐ Van ☐ Truck ☒ Minivan ☐ Motorcycle ☐ Other		Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other		

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s) Anti Lock Pump	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement	Handicap Adaptive Equip ☐ Yes ☒ No
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TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand	Tire Name	Complete Tire Size
No. of Failures	Date(s) of Failure(s) 4/98 Mileage at Failure(s) JUST UNDER 100,000 Vehicle Speed at Failure(s):	8/99 TO PRESENT 190,000 Failed Part(s) Available? ☐ Yes ☐ No NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies). Attach photos if available.)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Reported to Manufacturer ☒ Yes ☐ No
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Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).

SEE ATTACHED

Continue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Mail postage free or fax to 202-366-7882

9/30/2000

To Whom It May Concern:

I purchased my 1992 Dodge Grand Caravan from Spitzer Dodge in Homestead, FL 33030 on 10/19/1996.

When test driving the van the brakes were squeaking. Miguel, my salesman said he got me approved to go to Banner Tire on Monday which I did. I was told by Banner Tire my brakes were new but Gene from Spitzer had told him there was a recall on those anti-lock brakes. I called Gene the next day & he did not recall this but made me an appointment to check it out.

What you need to understand I knew nothing about anti-lock brakes being it's aux system I thought there was something in the brakes that kept them from locking up. I was also NEVER TOLD THAT THIS WAS A MAJOR RECALL (SAFETY ISSUE). Now, that I think back, Spitzer Dodge knew of this major recall & sold me a van on 10/19/1996 without doing the recall & let me drive around knowing this system could fail at anytime. I bought the van on 10/30/96 & the recall on the anti-lock pump not done & wasn't even checked till 2/11/97. (Attached letter & show's).

According to my invoices Spitzer never did the recall & I never received any recall notice in the mail.

In April of 1998 my ABS/ANTI-LOCK light came on & my brake pedal was very hard so I called my mechanic at Dino's Automotive & had my van towed there as he told me NOT to drive the van. He told me that this being a safety issue a dealer had to fix it so he sent it to Dade Jeep Chrysler Plymouth, Miami 33157. They replaced the anti-lock system on 4/14/98, the light came back on it it was back there on 4/16/98 & again on 4/27/98. (Receipts (INVS) attached). I was still not told there was a MAJOR RECALL on this system. When I picked the van up I was told these parts were under warranty for 1 year but sometimes Chrysler does extend the warranty since it's a safety issue.

In August of 1999 my anti-lock light ~~starting~~ started coming on every week or so. Then when trying to stop, you didn't stop like you should, it hesitated & kind of jumped. I had the van towed to Spitzer Dodge & called Chrysler. Chrysler gave me file #6139590. Spitzer could not duplicate the problems. They informed me rear wheel cylinders leaking. They wanted to charge me \$200⁰⁰ + 50 I had

it towed to my mechanic & had them fixed.
 The reason I had it towed in was that
 my daughter went to stop & the brake went
 to the floor & she couldn't stop. Our
 mechanic at JTS Hossain fixed it, # 33030
 went & got the van & put it on his machine
 & it showed the ABS pump not working.
 I told the people at Spitzer Dodge this
 & asked them to call him but they would
 not. Both Chrysler & Spitzer just told me
 they were sorry but the problem could not
 be duplicated. The man at Spitzer told me
 I should bring it back to Dade Jeep Chrysler
 Plymouth where the anti-lock system was replaced.
 I called Economy Towing & the person who ^(ENCLOSURE ATTACHED)
 wrote the tow bill put Dadeland Dodge but
 the address was Dade Jeep Chrysler Plymouth. It
 took me 2 days to find my van. I think
 Dadeland Dodge should have called me. Since
 it was there I told them the problem & the
 Chrysler file #. Once again I was told they
 could not duplicate the problem but that
 the front calipers were frozen & for \$400+
 they would fix & that this would cause
 "brake-fade". I had it towed to my mechanic
 at JTS Hossain & had the calipers replaced
 at a 1/3 of the cost.

What I left out was that on 9/1/99 I had

Dade Jeep Chrysler Plymouth give me a print out of my service history on the Van.

IT WAS THEN THAT I LEARNED THAT THERE WAS A MAJOR RECALL on my van on the anti lock system. On my invoice it says nothing about my van being fixed under a Recall in 1998 but on the vehicle history it does. Also, Spitzer never replaced the pump as it was supposed to — they just tested it. They put me on the road in an unsafe vehicle.

It has been over 1 year now that I have been complaining ^{AGAIN} about this. The light comes on every now & then but the pedal gets hard & no warning lights come on which I have complained about & no one cares.

At this point my van is at Phil Smith Chrysler Plymouth Jeep Eagle. I brought the van in while the light (ANTI-LOCK WARNING) was on. DeWitt told me to bring it back in on Monday & he would take care of it. He asked if the pedal was hard & I said yes. He said it's the pump. Of course, I said to him the light might not be on when I bring it back & he

told me it's OK. I see it on. I came home & took a picture of it on. He called me at work & said the right front ABS wheel sensor was broken so he replaced it. He also said this sensor could cause the problem & said could cause the winding sound I hear right before the brake gets hard & I don't stop right away. I believed him. I then drove the van to work & it happened again 2 times on the way there & 2 times on the way home. I called DeWitt & he said to bring it back in.

I have asked, Chrysler, Spitzer, Dodeland Dodge & Phil Smith to please drive the van down USI how I drive to work. Get in the bumper to bumper stop & go traffic up to the falls area where you are riding your brake & stopping & starting all the times. None of them would do this. DeWitt told me he had talked to Chrysler & he was going to do this as I had called Chrysler & complained again (file # 7742750) & they called DeWitt & told him to have the van drive in stop & go traffic. DeWitt called me & said he clocked 32 miles & it did not fail. This means he drove it down USI to approx. Cutler Ridge & turned around & drove it back. There is no stop & go traffic on

USI tell you get past the Cutter Ridge area & go on up no matter what time of day. There's very few stop lights. At this point I have put a call into Phil Smith for Ken Menard, Service Manager to call me back. My van is still there & I am afraid to drive it & I am going to ask him if they could please drive the van to the falls & back. (I am sending letter) → called 10: AM & now 2:37PM NO CALL BACK)
Bottom line more important than (life).

What I don't understand is how Chrysler gets away with this. Everytime I see a Dodge Minivan in an accident, I wonder if it's a 91-93 year van having this problem & since everyone was killed - who can say the van's brakes failed. This ANTI-LOCK PUMP is the hydraulics of the van. This is a dangerous safety issue & if someone is complaining as much as I have why the don't just replace the pump. It seems it keeps failing.

I guess I'll have to be a static like innocent people driving on firestone tires / Ford Vehicles before anything will be done. My husband told me to trade it in but I can't do that because they

will just sell it to a family & this family not knowing will probably get killed because of the brake-system failing.

I am a middle-class working person who lives week to week & cannot afford to miss work. These big corporations are getting away with murder legally. This needs to stop. I know I'm not the only person who's complaining about this. There's probably thousands of us driving in these Dodge Vans & praying all the way to & from work. The powers that be need to do something about these vans. Chrysler needs to be more responsible about these vans. Not only are they endangering the lives of those who drive the vans, but our families & other innocent drivers on the road. (just like Ford & Firestone).

We have been told that dealers really don't want to deal with this problem. Spitzer told me they don't even have a mechanic certified in this brake system any longer. He said it was put in 3 years of vans (91-93) & they had so many problems that they changed the system & that's why it's a lifetime warranty. He saw the light on & sent me across the street to Phil Smith because they

P₀

have a certified mechanic on this anti-lock system. By Spitzer not informing me of this safety issue, they have caused me to miss work, be afraid to drive - holding my breath everytime I need to stop. This is unfair & totally unethical.

HOW ARE THEY GETTING AWAY WITH THIS?

Sincerely,

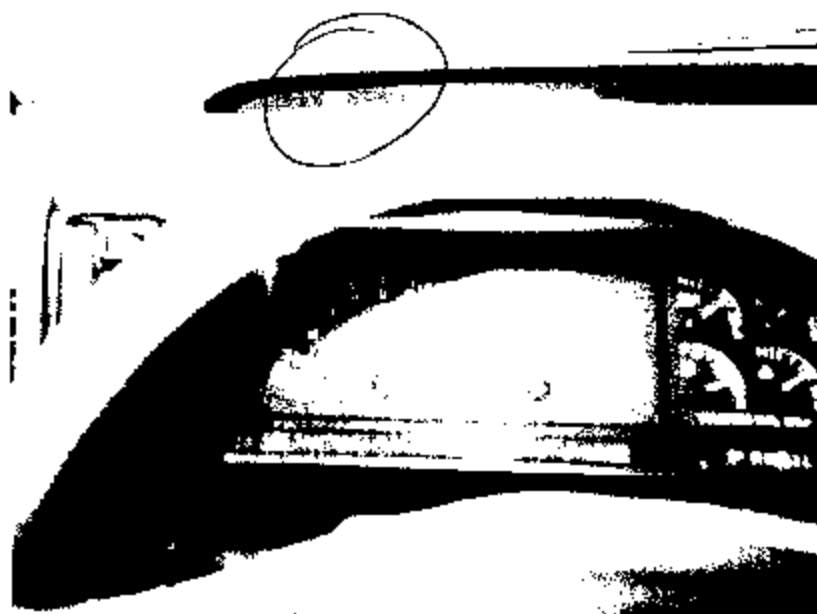


cc: National Highway Traffic Safety Administration
Robert EATON, CHAIRMAN Chrysler Corp.
SENATOR BOB GRAHAM
CARRIE MEEK, US HOUSE OF REPRESENTATIVES
CENTER FOR AUTO SAFETY

9/7/00

Picture
Anti-Lock
Warning
Light on

after getting
home from
Phil Smith,
DeWitt saw
light on



CHRYSLER MINIVAN FACT SHEET

See reverse side on how to obtain Chrysler Technical Service Bulletin listed in brackets below.

Air Conditioner/Heater: A/C clutch failure & improved clutch assembly design '85-86 (24-01-85, 24-02-86); Coolant seepage at connectors '95-96 (24-04-96A); A/C lines crack '96-97 (24-15-96); Bump during A/C compressor engagement '96-98 (18-19-97A).

Body/Paint: For info on paint, body noise or leaks send 55¢ SAE to CAS-Chrysler Paint @ address below.

Brakes: '91-93 w/Bendix 10 ABS can have total brake failure without warning & were recalled three times with 3rd recall including 100,000 mile warranty on all ABS components. TSBs include: Redesigned parts available '91-93 (05-24-94), '91-92 (05-14-92); ABS warning light comes on '93 (05-10-93); ABS warning light stays on, antilock disabled '93-94 (05-22-94); Brake pedal fails to release '91-92 (05-08-92A); Rear brake howl '96-97 (05-01-97).

Electrical: Wiring harness damage causes various engine problems '96-97 (08-38-97); Remote entry dies '97-98 (08-39-97); Radiator fan relay fails '96-97 (08-34-96).

Engine: Timing chain guide failure in '84-86 w/Mitsubishi 2.6L can destroy engine. (09-02-85); Driveway stall, rough idle, power loss, hesitation '87-97 w/3.0L (18-05-97); Timing belt damage '96 (09-11-96A); Vibration, drill crankshaft to balance '97 w/3.8L (09-10-96); New oil filter to prevent road damage '96 w/2.4L (09-03-96); No start, cam/crank sensor failure '97 (18-24-97).

Steering: Saginaw & TRW steering units in '84-86 prone to fluid leaks, rack & pinion failure; consumers report problems in '87-89's. Chrysler sent repair procedures in 1983 TSB (19-01-83); P/assist loss with A/C or defroster on '96-98 (19-01-97A); Steering column vibration '96-97 (19-04-97); Front end pop, clunk, snap '96-98 (19-14-97); Honk noise in parking lot turns '96-97 (19-07-96);

Transmission: Column-mounted automatics jump out of Park. NHTSA investigated many '81-90 Chrysler models; despite hundreds of accidents, closed investigation without recall. For info on trouble prone 4-speed electronic overdrive (Ultradrive or A-604 from '89-92 & 41TE thereafter, send 55¢ SAE to CAS-Ultradrive @ address below. Other: 41TE/42LE transaxle shudder during EMCC shift '89-97 (21-05-97); 41TE/42LE 1-2 upshift shudder '95-96 (21-11-96); 41TE/42LE design changes '89-97 (21-18-96); Slips in Reverse at low temperature '89-95 (21-06-96)

Other: Fuel tank thud '96-97 (14-09-96).

MAJOR RECALLS

Copies of recalls may be obtained from NHTSA's Technical Reference Division at 800-445-0197.

Brakes: 264,000 '84-85 - Proportioning valve failure increases stopping distance (85V-053); 10,000+ '91 - ABS hose leaks, detaches (91V-191); 10,492 '92 - ABS pump leaks (92V-030); 277,000 '91-93 - ABS pump motor deteriorates (96V-099); 11,000 '97 - Master cylinder rear seals leak (96V-215).

Fires: 50,000+ '84-85 - Engine compartment fuel line leaks (NHTSA 84V-150); 4,375 '88 - Fuel tank leaks (88V-010, 88V-107); 200,000+ '89-90 - Valve cover gasket leaks oil onto hot engine (89V-237); 3,000 '92 - Fuel tank mounting straps break (92V-147); 80,000 '96 - Rollover valve leaks (95V-236); 265,000 '96 - Static electric charge builds up on filler neck during fueling (96V-002).

Seat Belts: 200,000+ '89-90 - Inboard front buckle straps fail (91V-053); 1,100,000 '91-93 Release button sticks on stalk mounted buckles (97V-148); 1,100,000 '91-93 Rear seat belt anchor clip comes loose (97V-149).

Other: **Shaded Glass** 10,800 '84 - Optional rear shaded glass too dark, passenger side mirror installed (85V-164); **Steering** 5,000+ '92 - Upper steering column coupling bolt fractures, steering loss (92V-015); 500,000+ '91-92 - Steering wheel comes loose (96V-229); **Turn Signal** 1,300 '91 - Turn signal indicator lamps fail (91V-041); **Wheels** 690 '93-94 15" stamped steel wheels have misformed lug nut seats (93V-098, 93V-215) 60 '97 Steel wheel damaged (97V-070); **Seat track** 20,000 '96 Dodge/Plymouth - Rear bench seat comes loose (95V-225); **Child seat** 200 '96 - Integrated child seat attachment bolt fails (96V-136); 25,900 '98 - Integrated child seat shoulder harness improperly routed (97V-231); **Tailgate** 436,000 '92 - Strut bolt breaks (97V-079); **Tires** 25,000 '97 Lose pressure (97V-200).

Center for Auto Safety, 2001 S Street NW, Washington DC 20009
www.autosafety.org

-----VEHICLE INFORMATION PLUS SUMMARY REPORT-----

09/01/1999 11:11

SPITZER DODGE INC.

PAGE 1

VIN: 1B4GH44R4NX326452 WCC: 136 1ST-OWN Current Odometer: 128045 Miles
Yr/Model: 1992 DODGE GRAND CARAVAN SE LWB WAGON In-Serv Date: 07/28/1992

-----VEHICLE SUMMARY-----

BodyStyle: ASKH53 Build Date: 07/06/1992 Hour: 06
Color 1: PM4 - CLARET RED PEARL COAT PRI PNT - GM4
2: QM4S - CLARET RED PEARL COAT SEC PNT - GM4
Engine: ENGINE - 3.3L V-6 GAS (MPI) CMC BOOK: F
Trans: 4SPD AUTO TRANS A604 - ELECTRONIC CARLINE: S
Seller: 41299 SPITZER DODGE INC Zone: 66
Address: 30101 S FEDERAL HWY
City: HOMESTEAD
State/Province: FL Desc: FLORIDA
Postal Code: 33030
Country: USA Desc: UNITED STATES
Phone: 305.248.5880
Sale Type: 1-DIRECT RETAIL Last Odometer: 101314 Miles on 04/27/1998

-----CUSTOMER NAME AND ADDRESS-----

**** CURRENT OWNER NAME ****

Title Code
First Name
Preferred Name
Middle Initial
Last Name
Address CT
City
Province/State
Postal Code:
Phones - Home
Fax
Language Pref: 010 ENGLISH
Country: USA UNITED STATES

Bus:

-----ORIGINAL OWNER NAME-----

First Name: SANDRA
Middle Initial: S
Last Name: GLINN

-----SERVICE HISTORY (LAST 24 MONTHS)-----

Repair Date	Dealer/Payee	Claim #	Transaction Type
04/27/1998	23962-	020672	WARRANTY REPAIR
	LOP: 05400702 HYDRAULIC ASSY-ABS		
03/30/1998	23962-DADE JEEP CHRYSLER PLYMO	018779	WARRANTY REPAIR
	LDP: 05400702 HYDRAULIC ASSY-ABS		
03/25/1998	23962-DADE JEEP CHRYSLER PLYMO	018460	RECALL REPAIR
	LOP: 05685183 RECALL #685		

-----E N D O F P A G E-----

-----VEHICLE INFORMATION PLUS SUMMARY REPORT-----

09/01/1999 11:11

SPITZER DODGE INC.

PAGE 2

VIN: 1B4GH44R4NX326452 WCC: 136 1ST-OWN Current Odometer: 128045 Miles
Yr/Model: 1992 DODGE GRAND CARAVAN SE LWB WAGON In-Serv Date: 07/28/1992

-----WARRANTY COVERAGE SUMMARY-----

WCC: 136	Original	Deduct (USD)	Expires	Remaining
BASIC: 12 Mos or 12000 Miles		0	07/28/1993	*** EXPIRED (MONTHS)
POWERTRAIN: 12 Mos or 12000 Miles		0	07/28/1993	*** EXPIRED (MONTHS)
PERFORATION: 84 Mos or 100000 Miles		0	07/28/1999	*** EXPIRED (MONTHS)
EMISSIONS: 60 Mos or 50000 Miles		0	07/28/1997	*** EXPIRED (MONTHS)
ADJUSTMENTS: 12 Mos or 12000 Miles		0	07/28/1993	*** EXPIRED (MONTHS)
AIR COND.: 12 Mos or 12000 Miles		0	07/28/1993	*** EXPIRED (MONTHS)

In-Service Odometer: 273 Miles Roadside Assistance : NO
Master Shield : N/A Transferable - Warranty : NO
Veh. Restrictions : NO RESTRICTIONS - Service Contract: NO

*** Above info has been adjusted in accordance to local laws ***

-----CURRENT VEHICLE TRANSFER INFORMATION-----

NO WARRANTY TRANSFER INFORMATION FOR THIS VEHICLE

-----SERVICE CONTRACT-----

NO SERVICE CONTRACTS FOR THIS VEHICLE

-----RECALL INFORMATION-----

Recall Number	Description	Launch Date	Repair Date
-----INCOMPLETE RECALLS-----			
730	LIFTGATE SUPPORT WASHERS	08/06/1997	
742	SEAT BELT BUCKLE/ANCH. CLIP	12/05/1997	
-----COMPLETE RECALLS-----			
6406	LIFTGATE LATCH PN CFXR6406	03/22/1996	07/16/1996
685	ABS ACT/PISTON&PUMP/MTR ASSY.	08/27/1995	03/25/1998
708	STEERING WHEEL ANTI-SEP. PLATE	12/16/1996	02/11/1997

-----E N D O F R E P O R T-----

December 5, 1996

ATTN: Fred
Spitzer Dodge, Inc.
30101 South Dixie Highway
Homestead, Fl 33030

Dear Fred:

I am writing to you today as I have not have the time to come in and talk to you during your business hours.

I purchased my 1992 Dodge Caravan from you on 10/19/96. At the time I told Miguel, my salesman, that the brakes were squeaking and that the van shook in the front when accelerating. Also, the passenger seat side was falling apart. Miguel told me you approved for me to go to Banner Tire the following Monday which I did. Banner Tire told me that the brakes were new and that Gene told him there was a recall on my 92 Caravan for the anti-lock brakes and that it needed to be taken care of and that I was to call Gene and bring the van to Spitzer. I called Gene the following day and he did not recall this and said to make an appointment to bring the van in and you would check it out. I could not get an appointment till October 30, 1996 of which I have enclosed a copy of what was done.

At this point, the part for the passenger seat was ordered, but no hardware to attach it to the seat. Also, the van still shakes when turning and accelerating. The brakes still make noise.

I know I should have called or come back in right a way, but I work 6 days a week, 10 hours a day and just have not had the time. Please help me resolve this as I do like the van. You can call me at work and if I cannot talk at the time you call I will tell you and will try to call you back. Thank you.

Sincerely,

[Redacted Signature]

S 52391

PLEASE READ CAREFULLY. CHECK ONE OF THE STATEMENTS BELOW, AND SIGN:

I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE. IF MY FINAL BILL WILL EXCEED \$50.00.

I REQUEST A WRITTEN ESTIMATE.

I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$_____ THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

I DO NOT REQUEST A WRITTEN ESTIMATE.

Signed: Spitzer Dodge Date: 10-30-76

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.

I hereby authorize my dealer repair work to be done using such necessary materials, parts and your employees may operate below vehicle for purposes of testing, inspection or delivery at my risk. All express warranties and implied warranties are hereby rejected to secure the removal of repair charges. You will not be held responsible for loss or damage to vehicle or contents in case of fire, theft, accident or any other cause beyond your control.

Signed: Spitzer Dodge

CITY: Alhambra ADDRESS: 11111 PHONE: 626-291-1111

MAKE: Ford MODEL: Mustang YEAR: 1976

ENGINE: 302 TRANSMISSION: 3 Speed

VEHICLE IDENTIFICATION NO. (VIN): 1F07A11111111111

DATE OF PURCHASE: 10-30-76

DEALER'S NAME: Spitzer Dodge

DEALER'S ADDRESS: 11111

DEALER'S PHONE: 626-291-1111

DEALER'S FAX: 626-291-1111

DEALER'S E-MAIL: spitzerdodge@att.net

DEALER'S WEBSITE: www.spitzerdodge.com

DEALER'S CREDIT: 10-30-76

DEALER'S LICENSE: 10-30-76

DEALER'S TAX: 10-30-76

DEALER'S INSURANCE: 10-30-76

DEALER'S FINANCING: 10-30-76

DEALER'S LEASE: 10-30-76

DEALER'S RENTAL: 10-30-76

DEALER'S SALES: 10-30-76

DEALER'S SERVICE: 10-30-76

DEALER'S TOTAL: 10-30-76

ALL PARTS SOLD OR USED ARE SUBJECT TO THE MANUFACTURER'S WARRANTY AND THE FACTORY WARRANTY OR THE MANUFACTURER'S WARRANTY IN THE EVENT OF A DEFECTIVE PART OR PARTS.

INSTRUCTIONS: Replace motor mounts.

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UNIVERSAL REPAIR ORDER
 019065
 18445 4448 4008 306458
 211 14 41114

PITZER DODGE, INC.
 0101 S. Federal Highway
 COMESTEAD, FL 33030

6 41299

DATE RECEIVED: 12/19/91
 DATE OWNER NOTIFIED: 12/19/91
 MAKE: Dodge
 MODEL: 6135
 LICENSE NO.:
 VIN: 1B445 4448 4008

LINE	QTY	DESCRIPTION	UNIT	PRICE	TOTAL
1	1	CONV. LAMP			
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					

708
Anti Sp Plate

TECH. NO. INSTRUCTIONS TO TECHNICIAN

SPECIAL SERVICES/CHARGES

INVT. NO. INVT. NO.

LABOR 3
 PARTS 3
 TOTAL 6

DESCRIPTIVE CONDITION & CAUSE
Recall completed

DECREASE CONDITION & CAUSE

DECREASE CONDITION & CAUSE

ARTICLES LEFT IN CAR'S IN
 FULL, WITH OR WITHOUT OTHER CALLS, BEYOND OWNER CONTROL.

In The Owner: Keep this Repair Order as part of the history of service on your vehicle.

DEBITABLE	CREDITABLE	TOTAL	DEALER
LABOR			
PARTS			
DEDUCTIBLE			
SPECIAL SERVICES/CHARGES			
TOTAL			

Dade Jeep Chrysler Plymouth

15895 South Dixie Hwy. (US1)
Miami, Florida 33157

Dade: (305) 254-JEEP Broward: (954) 792-JEEP



CUSTOMER NO. 41693		ADVISOR CARLOS A TEJEDO 9930		TAG NO. 843	INVOICE DATE 04/14/88	INVOICE NO. CHCS18779
OWO AUTOMOTIVE 18631 SW 105TH PL		LABOR RATE 59.00		LICENSE NO.	RELEASE 100111	STOCK NO.
MIA, FL 33157		YEAR / MAKE / MODEL 92/DODGE/		DELIVERY DATE		DELIVERY MILES
		VEHICLE ID. NO. 1B4GH44R4NX326452		SELLING DEALER NO.		PRODUCTION DATE
RESIDENCE PHONE		BUSINESS PHONE 305-263-3888		P.O. DATE 03/30/88		
		COMMENTS		MO: 100111		

LABOR & PARTS
JOB # 1 08CHZ088RA ABS LIGHT ON TECH(S): 9064 9520 9637 WARRANTY
ABS LIGHT COMES ON
DRB III TEST PRESSUR TEST CALL STAR LINE
R&R ABS HYDROLOCK UNIT

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1		R4683398	HYD ASSY 5- 39- 3			WARRANTY
JOB # 1	1		R4683398	CORE RETURN			WARRANTY
JOB # 1	4		4318080	FLUID BRA 1- 81- 6			WARRANTY
JOB # 1	1		4294036	RETAINER 5- 56- 2			WARRANTY
JOB # 1	1		4300071	GASKET TH 14- 62- 2			WARRANTY
JOB # 1 TOTAL PARTS						0.00	
JOB # 1 TOTAL LABOR & PARTS						0.00	

TECHNICIAN CERTIFICATION
9520 JEROME C. MCGLAUGHLIN C9605704

TOTALS
ALL CHRYSLER INSTALLED PARTS CARRY A 1 (ONE) YEAR OR 12,000 MILE WARRANTY WHICHEVER COMES FIRST.

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC.	0.00
TOTAL TAX	0.00
TOTAL INVOICE \$	0.00

CUSTOMER SIGNATURE

Cashier-> DL 14:30
REPRINT # . 1



SPITZER DODGE, INC.

30101 South Dixie Hwy. (So. U.S. Rte. 1)
HOMESTEAD, FLORIDA 33030
Phone: (305) 248-5880



Since 1904... Serves You Better... Saves You More

CUSTOMER NO. 326452	LICENSE #	STOCK # 5679	DEALER # 41299	INVOICE DATE 08/24/1999	INVOICE # 015792
CUSTOMER NAME & ADDRESS	MILEAGE IN 128045H	MILEAGE OUT 128050H	LOT # / HAT # 533	COLOR RED	DELIVERY DATE 10/19/1996
	YEAR/MAKE/MODEL 92/DODGE G CARAVAN			PROD. DATE 08/24/1999	R.O. DATE 08/23/1999
	VEHICLE ID# 1B4GH44R4NX326452			TECH & #	R.O.#
	VERRIDE	SERVICE WRITE UP 00850L		B.W. INT. EST.	
	POLICY #		DEDUCTIBLE 0.00	AUTHORIZATION #	ADJUSTOR
	SERVICE WRITER DELIVERY SIGNATURE				

CP	PSHOURSADJ CODE	TECH RATE	COMPLAINT/CAUSE/CLAE	CHARGE
WARRANTY CODE		FBI CODE		
PART QUANTITY		PART NUMBER		PART DESCRIPTION

A X.X. 000
ORD RECALL 685. ABS SYSTEM. FILE #6139590 CHRIS @ DAIMLER CHRYSL
TOWED IN. CUST. STATES BRAKE PEDAL WENT TO THE FLOOR.
CAN'T DUPLICATE CUST'S CONCERN.
REAR WHEEL CYL'S LEAKING BRAKE FLUID. CUST. AWARE AND
DECLINED WORK. CLEAN REAR BRAKE SHOES.

NC

or
ts
s & Labor

THANKS FOR CHOOSING SPITZER DODGE
30101 SOUTH DIXIE HWY
HOMESTEAD, FL 33030

EXTENDED WARRANTY PAY	FACTORY WARRANTY PAY	ALL LABOR CHARGES ARE BILLED ON FLAT RATE HOURS UNLESS OTHERWISE NOTED.	FINAL ESTIMATE	TOTAL CUSTOMER PAY
	0.00			0.00

MVR-94100464

DISCLAIMER OF WARRANTY

It is understood and agreed by the undersigned purchaser that the product described herein, is sold by the dealer "AS IS" and that dealer makes no warranty of merchantability of the product and makes no warranty that such product is fit for any particular purpose and that any express written warranty relating to the product is a contract solely between the factory and the purchaser

X

Customer Signature

902398

51038

INVOICE

THE WORLD'S FIRST DODGE DISC

PAGE 1

SERVICE ADVISOR: 65 BRIAN CUMMONS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	RELEASE
RED	1992	DODGE CARAVAN	1B4GH44R4NX326452		128105/128106/16090
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE
01JAN1992			17:00 21SEP99		0.00
R.O. OPENED	READY	OPTIONS: ENG:3.3 Liter MPI 1)CEL 786-473-6632			

07:48 09SEP99 11:54 23SEP99

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A VEHICLE TOWED IN, CUSTOMER STATES INTERMITTENTLY THE BRAKES FAIL, PLEASE ADVISE

DIAG DIAGNOSTIC INSPECTION. CUSTOMER DECLINED NECESSARY REPAIRS.

5 MILAN, JACK LIC#: 2172

PARTS:	0.00	LABOR:	69.00	OTHER:	0.00	TOTAL LINE A:	69.00
--------	------	--------	-------	--------	------	---------------	-------

CUSTOMER DECLINES ESTIMATE TO REPLACE FRONT CALIPERS.

PROPER CAR REPAIR AND YOUR SATISFACTION ARE BOTH IMPORTANT TO US. THE WORK WE PERFORMED IS IN ACCORDANCE WITH THE MANUFACTURER'S SPECIFICATIONS, GOVERNMENT REGULATIONS AND OUR PRIDE OF WORKMANSHIP. PREVENTATIVE MAINTENANCE IS THE LEAST EXPENSIVE COST OF OPERATING YOUR CAR. LET US SERVICE YOUR CAR REGULARLY TO PREVENT AS MANY MECHANICAL FAILURES AS POSSIBLE.

We guarantee our service work for 90 days or 4,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge. Parts and Labor. All parts are new except as noted.

LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or service sold under the terms of this estimate. Refer to the back of your customer copy for individual parts and labor guarantees. Seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE-MENTIONED VEHICLE AND RECEIPT OF INVOICE COPY HEREOF.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	69.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	69.00
LESS INSURANCE	0.00
SALES TAX	4.49
PLEASE PAY THIS AMOUNT	73.49

NOTE: SEE BACK OF REPAIR ORDER FOR ADDITIONAL INFORMATION AND WARRANTIES.

CUSTOMER COPY

A-1 REGION
ECONOMY TOWING OF HOMESTEAD INC
111 SW 2 ST
HOMESTEAD, FL 33030
(305) 246-0786

85144

Ending 915
Starting 895
Mileage 30

USAC

DATE OF TOW 9/7/99

TOWED FROM 30525 SW 193 CT

TIME

TOWED TO DADELAND DODGE 15445 A.D.W.E. Yards

DRIVER# 4410 TRUCK# 10

ADMINISTRATIVE FEE

YR 92 MAKE DODGE

TOWING CLASS (A) TYPE WRECKER 30

MODEL CANAVAN COLOR BURG

STORAGE DAYS AT 3 DAY

VEHICLE ID NUMBER

25 EXTRA MILES AT \$2 - MILE 50

1B46H44R4N X32645-2

EXTRA

TAG 768-11W ST FL

MIN AT MIN

MIN AT MIN

RECOVERY

P/O Authorizations

3599764-3

SAVAGE DIVER MIN AT MIN

CASH CHARGE P/O

PLUS NY AT

OLD

MISCELLANEOUS

Authorizations

Credit Card Type

Expiration Date

CREDIT CARD NUMBER

DADE COUNTY - ADMINISTRATIVE FEE

TAX TOTAL \$ 80

CardMember Signature

JOB OUT TYPE or FB

PPR REPORTED TO

AUTHORIZED

PRINTED NAME

STATE

The Owner/Agent of the vehicle has the right to request and review a complete schedule of charges and rates for towing services provided at police request. ADDRESS D.L.

PH# RELEASE BY SIGNATURE X

RELEASE TO Date Time Am Pm

RECEIVED BY X Date Time Am Pm

The property owner hereby agrees to hold harmless and fully identify Economy Towing from any and all alleged damages due to the towing or storage.

NOTATION

Signature Owner/Operator

Phil Smith

CHRYSLER • PLYMOUTH JEEP • EAGLE mazda

mazda

(305) 246-2280

P.O. BOX 900488
29700 SOUTH DIXIE HWY
HONESTEAD, FLORIDA 33080-0488
MAIN: (305) 248-4500

TOLL FREE:
1-800-520-2280

THANK YOU FOR YOUR BUSINESS
OUR HOURS OF OPERATION ARE:
MONDAY THRU FRIDAY - 7:30 AM TO 6:00 PM
SATURDAY - 8:00 AM TO 1:00 PM STATE REG.# MV21638
WE PROVIDE ALL TYPES OF SERVICE ON ALL CHRYSLER CORP VEHICLES
DODGE JEEP EAGLE CHRYSLER PLYMOUTH MAZDA AND GENERAL MOTORS

CUSTOMER NO. 29030	ADVISOR GUERNSEY DEWITT DU 759	CARD NO. 475	INVOICE DATE 09/15/00	INVOICE NO. 143434
	LABOR RATE	LICENSE NO.	MILEAGE 143432	COLOR RED/
	YEAR/MAKE/MODEL 92/DOUGL/CARAVAN SE		DELIVERY DATE 07/28/92	DELIVERY MILES
	VEHICLE NO. NO. 1 B 4 G H 1 4 R 4 N X 2 2 6 4 5 2		SELLING DEALER NO. 41299	PRODUCTION DATE 07/06/92
	STE NO.	P.O. NO.	R.O. DATE 09/12/00	

NO: 143434

TOTALS

THIS CHARGE REPRESENTS COSTS AND
PROFITS TO THE MOTOR VEHICLE REPAIR
FACILITY FOR ITEMS SUCH AS MISCELLANEOUS
SHOP SUPPLIES AND / OR MOST DISCREET

TOTAL LABOR	75.00
TOTAL PARTS	46.00
TOTAL SUBLET	0.00
TOTAL S.D.G.	0.00
TOTAL MISC CHG.	6.05
TOTAL MISC DISC.	0.00
TOTAL TAX	8.26
TOTAL INVOICE	135.31

CUSTOMER SIGNATURE

Patricia [Signature]
15.00

Phil Smith

CHRYSLER • PLYMOUTH JEEP • EAGLE Mazda

mazda

(305) 246-2280

P.O. BOX 800488
29700 SOUTH DIXIE HWY
HOMESTEAD, FLORIDA 33090-0488
MAIN: (305) 248-4500

TOLL FREE:
1-800-520-2280

THANK YOU FOR YOUR BUSINESS
OUR HOURS OF OPERATION ARE:
MONDAY THRU FRIDAY - 7:30 AM TO 6:00 PM
SATURDAY - 8:00 AM TO 1:00 PM STATE REG.# MV21635
WE PROVIDE ALL TYPES OF SERVICE ON ALL CHRYSLER CORP VEHICLES
DODGE JEEP EAGLE CHRYSLER PLYMOUTH MAZDA AND GENERAL MOTORS

CUSTOMER NO. 29030	ADVISOR RHEENESY DEWITT DR 759	CARD NO. 473	INVOICE DATE 09/15/00	INVOICE NO. CHCS71697
	LABOR RATE	LICENSE NO.	COLOUR RED	STOCK NO.
	YEAR/MAKE/MODEL 92/DODGE/CARAVAN SE	MPLEAGE 144133	DELIVERY DATE 07/28/92	DELIVERY MILES
	VEHICLE ID. NO. 1 N 1 G 1 1 4 4 R 4 N X 3 2 6 4 5 2	SELLING DEALER NO. 41299	PRODUCTION DATE 07/06/92	
	R.T.E. NO.	R.O. NO.	R.O. DATE 09/12/00	
HO# 143404				

LABOR & PARTS
JOB 1 08CHZMISC MISC BRAKE REPAIR UNITS: TECH(S):30 75.00
CUSTOMER STATES ABS LIGHT WILL COME ON AND BRAKE PEDAL
WILL GET HARD....ADVISE
REPLACE RIGHT FRONT ABS WHEEL SENSOR

PARTS	QTY	FR	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1		4509212	SENSOR AN 5005005	46.00	46.00
JOB # 1 TOTAL PARTS						16.00
JOB # 1 TOTAL LABOR & PARTS						121.00

JOB 2 16CHZ CAMPAIGN UNITS: TECH(S):80 WARRANTY
RECALL# 730 LIFTGATE SUPPORT WASHERS
AS PER RECALL
PERFORMED RECALL# 730, REPLACE LIFTGATE SUPPORT WASHERS

PARTS	QTY	FR	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	4		CCX57200	WASHER WA 10050036	0.00	0.00
JOB # 2 TOTAL PARTS						0.00
JOB # 2 TOTAL LABOR & PARTS						0.00

JOB 3 16CHZZCAMP MISC. CAMPAIGN UNITS: 0.00 TECH(S):80 WARRANTY
RECALL# 742 SEAT BELT BUCKLE/ANCHOR CLIP
AS PER RECALL
PERFORMED RECALL# 742, REPLACE SEAT BELT BUCKLE/ANCHOR CLIP

PARTS	QTY	FR	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	1		CCXR7421	HARDWARE 23047005	0.00	0.00
JOB # 3 TOTAL PARTS						0.00
JOB # 3 TOTAL LABOR & PARTS						0.00

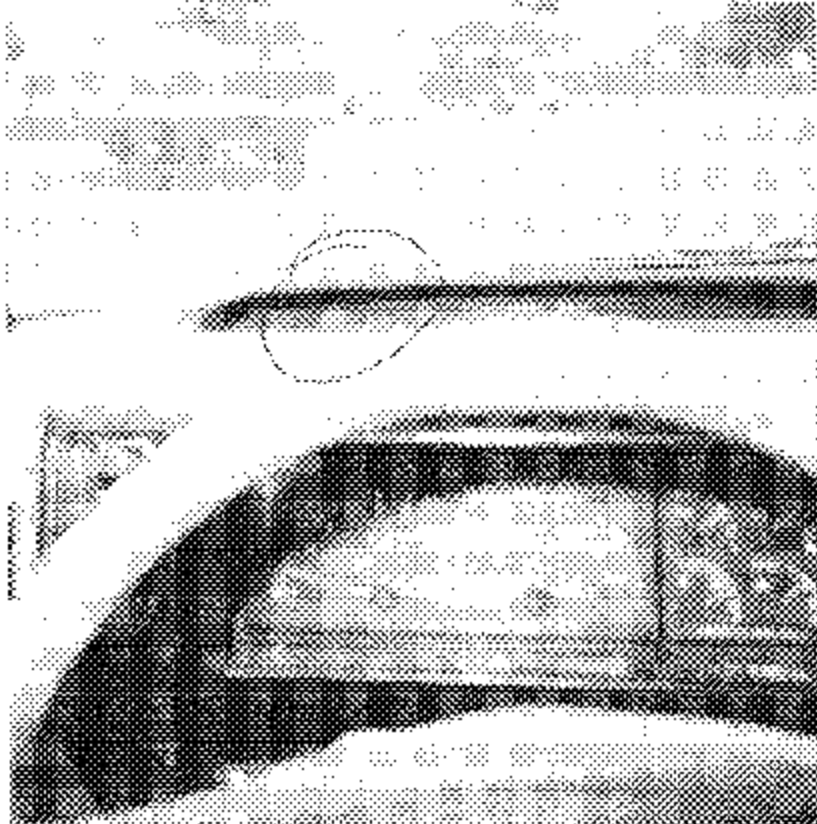
JOB 4 16CHZCAMP MISC. CAMPAIGN UNITS: 0.00 TECH(S):80 WARRANTY
RECALL# 836 LEFT WIPER PIVOT
AS PER RECALL
PERFORMED RECALL# 836, REPLACE LEFT WIPER PIVOT

PARTS	QTY	FR	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 4	1		CCXT0340	PIVOT WIP 23057006	0.00	0.00
JOB # 4 TOTAL PARTS						0.00

9/9/00

Police
Auto - Lock
Warning
Light on

After getting
home from
Phil Smith's
Deliver saw
light on



555770