

U.S. Department
of TransportationNational 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

Date Received

RECEIVED

DEFECT INVESTIGATION

QC

od. n

Reference No.

560054

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: [Redacted]
State: [Redacted]
Zip: [Redacted]

Dealers Telephone Number

[Redacted]

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: 2/22/01

PRODUCT INFORMATION

Vehicle Identification No. (VIN)
(17 Digits)(Located at bottom of
windshield on driver's side)

Make

Model

Year

1 B 4 H S 2 8 2 0 Y F 7 5 7 8 9 1 Dodge Durango 2000

Purchased Date

Nov. 1999

Dealer's Name

Riverhead Dodge

Engine Size

(CID/CCL)

☐ Turbo☐ Diesel☒ Gas☐ Fuel Injection☒ New ☐ Used

Dealer's City

Riverhead

State

NY

Zip Code

11901

No. Cylinders

8

Manufacture Date
(on driver's door or pillar)

11/99

Transmission Type

☐ Manual☒ Automatic

Restraint System

☒ Driverside Air Bag☐ Motorbell☒ Passengerside 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)

see copy B Attached
Pull's - Left & Right / Rec'd

Location

☐ Left☒ Front☐ Right☐ Rear

Failed Part(s)

☒ Original☐ Replacement

Handicap Adaptive Equip

☐ Yes☒ No

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand

Tire Name

Complete Tire Size

No. of Failures

Date(s) of Failure(s)

Mileage at Failure(s)

Vehicle Speed at Failure(s)

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

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

please see Attached Sheets - service M's work

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

RIVERHEAD DODGE, INC.



642 West Main St. RIVERHEAD, N. Y. 11901
Sales (516) 727-1041



Service (516) 727-1041

0102050822741



CUSTOMER NO. 18103	ADVISOR MARY E HEBQUEST 5713	TAX	INVOICE NO. DTCS22768
	LABOR RATE 75.00	LICENSE NO.	BOOK NO. 00188
	YEAR / MAKE / MODEL 00/DODGE TRUCK/DURANGO/SUBN	DELIVERY DATE 11/11/89	DELIVERY MILES 05
	VEHICLE ID. NO.	SELLING DEALER NO.	PRODUCT DATE 09/07/89
		P. O. NO.	R. O. DATE 12/27/89
COMMENTS E/V8		MO: 2631	

LABOR & PARTS
JOB # 1 2600Z LUBE/MAINTENANCE HOURS: TECH(S): 8342 12.95
PERFORM LUBE OIL AND FILTER
LUBE OIL AND FILTER COMPLETED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	5281090	FILTER EN 9057096	6.50
JOB # 1 TOTAL PARTS				6.50
JOB # 1 TOTAL LABOR & PARTS				19.45

JOB # 2 2600Z MISCELLANEOUS HOURS: 0.90 TECH(S): 8342 WARRANTY
DOOR PANELS
3 DOOR PANELS DAMAGED FROM DELIVERY - PARTS IN
REPLACED RE AND BOTH REAR DOOR PANELS FOR WHITE MARKS FROM
INITIAL INSTALLATION

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	1	T6681K5-AA	PANEL REA 23092005		
JOB # 2	1	T6691K5-AA	PANEL REA 23092005		
JOB # 2	1	T6661K5-AA	PANEL FRD 23092005		
JOB # 2 TOTAL PARTS				0.00	
JOB # 2 TOTAL LABOR & PARTS				0.00	

JOB # 3 2200Z HOURS: 1.10 TECH(S): 8342 WARRANTY
CUSTOMER REQUESTS KEY MADE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3 TOTAL PARTS				0.00
JOB # 3 TOTAL LABOR & PARTS				0.00

JOB # 4 0300Z HOURS: TECH(S): 8342
CUSTOMER STATES ENGINE IN REAR - GO FOR RIDE WITH CUSTOMER
NO PROBLEM FOUND

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 4 TOTAL PARTS				0.00
JOB # 4 TOTAL LABOR & PARTS				0.00

JOB # 5 2600Z MISCELLANEOUS HOURS: TECH(S): 5498
CUSTOMER REQUESTS KEY MADE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 5	1	KEY-CUT	KEY	3.60
JOB # 5 TOTAL PARTS				3.60
JOB # 5 TOTAL LABOR & PARTS				3.60

G.O.B. & SUPPLIES
JOB # 1 5.0 MOTOR OIL @ 2.000 /UNIT 10.00

ANY WARRANTIES ON THE PRODUCT SOLD
HEREBY ARE THOSE GRANTED BY THE
MANUFACTURER. THE MANUFACTURER 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
SAID PRODUCTS.

LABOR AND PARTS ARE WARRANTED FOR 90
DAYS OR 4000 MILES, WHICHEVER OCCURS
FIRST.
ALL PARTS INSTALLED ARE NEW OR FACTORY
REBUILT UNLESS SPECIFIED OTHERWISE.

TERMS: CASH OR CERTIFIED CHECK

CUSTOMER ACKNOWLEDGES RECEIPT OF
COPY.

CUSTOMER SATISFACTION
IS OUR
NUMBER 1 CONCERN

Thank You
for this opportunity to serve you.

NYS-MV R/S REG. NO. R 162 1830

CUSTOMER CALLED UPON
COMPLETION:

DATE
TIME
BY

HOURS OF OPERATION

MONDAY TO FRIDAY
8:00 AM TO 5:00 PM

SATURDAY
8:00 AM TO 12:00 PM

14:29:42



RIVERHEAD  DODGE, INC.



Fax (516) 727-2073

642 West Main St. RIVERHEAD, N.Y. 11901
Sales (516) 727-1040

Service (516) 727-1041

01010PC922768

CUSTOMER NO. 16103	ADVISOR MARY E HEGQUIST 5713	TAG NO.	INVOICE DATE 12/27/89	INVOICE NO. DTCS22788
	LABOR RATE 75.00	LICENSE NO.	COLOR BROWN/AGATE	STOCK NO. 00166
	YEAR / MAKE / MODEL 00/DODGE TRUCK/DURANGO/SUBN		DELIVERY DATE 11/11/89	DELIVERY MILES 05
			SELLING DEALER NO.	PRODUCTION DATE 09/07/88
	F. T. E. NO.		P. D. NO.	R. O. DATE 12/27/89
COMMENTS EM V8		MD: 2531		

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$36.00 (+TAX)

TOTALS
[] CASH [] CHECK [] CHARGE [] MASTERCARD [] VISA
[] AMEX [] DISCOVER [] DINERS [] CARTE

TOTAL - GOG 10.00

TOTAL LABOR... 12.95
TOTAL PARTS... 10.10
TOTAL SUBLET... 0.00
TOTAL G.O.G... 10.00
TOTAL MISC CHG... 0.00
TOTAL MISC DISC... 0.00
TOTAL TAX... 2.74
TOTAL INVOICE \$ 35.79

ANY WARRANTIES ON THE PRODUCT SOLD
HEREBY ARE THOSE MADE 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
SAID PRODUCTS.

LABOR AND PARTS ARE WARRANTED FOR 90
DAYS OR 4000 MILES, WHICHEVER OCCURS
FIRST.
ALL PARTS INSTALLED ARE NEW OR FACTORY
REBUILT UNLESS SPECIFIED OTHERWISE.

TERMS: CASH OR CERTIFIED CHECK

X
CUSTOMER ACKNOWLEDGES RECEIPT OF
COPY.

CUSTOMER SATISFACTION
IS OUR
NUMBER 1 CONCERN

Thank You
for this opportunity to serve you.

NYS-NV R/S REG. NO. R 152 1830

CUSTOMER CALLED UPON
COMPLETION:

DATE

TIME

BY

HOURS OF OPERATION

MONDAY TO FRIDAY
8:00 AM TO 5:00 PM

SATURDAY
8:00 AM TO 12:00 PM

SALES
516-473-4800
SERVICE
516-473-5454



Jeep

PARTS
516-473-9400
FAX
516-473-4846



Thomas DODGE/SUBARU

1201 RT 112 • PORT JEFFERSON STA, NY 11778

CUSTOMER NO
7328034

ADVISOR
DOMINIC AVANZATO 20866

LEAD NO

INVOICE DATE
04/10/00

INVOICE NO
CHCS24758

LABOR RATE
78.00

LICENSE NO
11850MW

MILEAGE
8408

COLOR
BROWN

STOCK NO.

YEAR / MAKE / MODEL
00/DODGE/DURANGO

DELIVERY DATE
11/11/99

DELIVERY MILES

VEHICLE NO.

SELLING DEALER NO.
RIVERHEAD D

PRODUCTION DATE

P.O. NO.

R.O. DATE
04/10/00

COMMENTS

MO: 8418

LABOR & PARTS

J# 1 4500Z01 STEERING CONCERN UNITS: 0.40 TECH(S):1776
CUSTOMER STATES: CAR DRIFTING TO LEFT
DOES DRIFT
X SWITCH ALL TIRES

WARRANTY

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 6100Z01 EXT TRIM CONCERN UNITS: 1.60 TECH(S):1776
CUSTOMER STATES: CJK UPPER DOOR HING CRACKED
HING NOT CRACKED
NO REPAIRS DONE AT THIS TIMES

WARRANTY

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 5100Z01 BODY ELECT CONCERN UNITS: 0.40 TECH(S):1776
CUSTOMER STATES: HEAD LIGHT SWITCH GETS VERY HOT
SWITCH GETTING HOT
REPLACED SWITCH

WARRANTY

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
JOB # 3 1 56021676-AE SWITCH HE 8053059

JOB # 3 TOTAL PARTS 0.00

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 4500Z03 SUSPENSION CONCERN UNITS: TECH(S):1776
CUSTOMER STATES: CUST HEARS CHATTERING NOISE UNDER ACCLERA-
TION
AIR GAP ON ABS
RESET

WARRANTY

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
JOB # 4 TOTAL PARTS 0.00

JOB # 4 TOTAL LABOR & PARTS 0.00

J# 5 4000Z01 BRAKE CONCERN UNITS: TECH(S):1776
CUSTOMER STATES: BRAKES CHATTER WHEN STOPPING

WARRANTY

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
JOB # 5 TOTAL PARTS 0.00

JOB # 5 TOTAL LABOR & PARTS 0.00

J# 6 0000Z0F \$19.95 L.O.F. UNITS: TECH(S):1776
CUSTOMER REQUESTS: SPECIAL \$19.95 LUBE, OIL AND FILTER.
CHECK AND TOP OFF ALL FLUIDS. CHECK AND SET TIRE PRESSURE.
REQUIRED MAINTENANCE FOR PROPER VEHICLE OPERATION.

8.95

ANY WARRANTIES ON THE PRODUCT SOLD HEREBY
ARE THOSE MADE 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 SAID
PRODUCTS

LABOR AND PARTS ARE WARRANTED FOR
90 DAYS OR 4000 MILES, WHICHEVER
OCCURS FIRST.

TERMS: CASH OR APPROVED CREDIT CARDS

X
CUSTOMER ACKNOWLEDGES RECEIPT OF COPY.

CUSTOMER SATISFACTION
IS OUR
NUMBER 1 CONCERN

Thank you
for this opportunity to serve you.

NYB REV RAB REG. NO. R7053708

SALES
516-473-4800
SERVICE
516-473-5454



Thomas DODGE/SUBARU

1201 RT 112 • PORT JEFFERSON STA, NY 11776



Jeep

PARTS
516-473-9400
FAX
516-473-4848



CUSTOMER NO. 7328034	ADVISOR DOMINIC AVANZATO 20665	TAG NO.	INVOICE DATE 04/10/00	INVOICE NO. CHCS24758
	LABOR RATE 78.00	LICENSE NO. 11B50MW	MILEAGE 8408	COLOR BROWN
	YEAR / MAKE / MODEL 00/DODGE/DURANGO		DELIVERY DATE 11/11/99	STOCK NO.
			SELLING DEALER NO. RIVERHEAD D	DELIVERY MILES
		P. O. NO.	R. O. DATE 04/10/00	PRODUCTION DATE
PHONE	COMMENTS			

MO: 8418

DRAIN AND REFILL WITH APPROPRIATE MOTOR OIL, REPLACE FILTER
ELEMENT AND LUBRICATE WHERE REQUIRED.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 6	1	5281090	FILTER EN 9057006	5.07
JOB # 6	1	OIL	5 QTS	5.98
JOB # 6 TOTAL PARTS				11.05
JOB # 6 TOTAL LABOR & PARTS				20.00

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	EPA	EPA COMPLIANCE	2.00
JOB # A	SS	SHOP SUPPLIES	2.00
JOB # 2	RENTAL	RENTAL CARS LOANER CARS	4.00
TOTAL - MISC			4.00

TECHNICIAN CERTIFICATION
1776 JOSE L. HERNANDEZ 6824

TOTALS	
[] CASH [] VISA [] MASTER CARD [] AMEX	TOTAL LABOR
[] DISCOVER [] CHARGE [] CHECK#	TOTAL PARTS
We appreciate your business!	TOTAL SUBLET
*****	TOTAL G.O.G.
WE LIKE TO KEEP ALL OUR CUSTOMERS SMILING, SO PLEASE TAKE A	TOTAL MISC CHG.
MOMENT AND FILL OUT THE CHRYSLER SURVEY YOU WILL BE	TOTAL MISC DISC
RECEIVING AND REMEMBER TO CHECK OFF ALL THE HAPPY FACES ON	TOTAL TAX
THE SURVEY. YOUR COMMENTS ARE IMPORTANT TO US !!!!	TOTAL INVOICE \$
AS ALWAYS, THANK YOU FOR CHOOSING THOMAS DODGE/SUBARU	

ANY WARRANTIES ON THE PRODUCT SOLD HEREBY
ARE THOSE MADE 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 SAID
PRODUCTS

LABOR AND PARTS ARE WARRANTED FOR
90 DAYS OR 4000 MILES, WHICHEVER
OCCURS FIRST.

TERMS: CASH OR APPROVED CREDIT CARDS

CUSTOMER'S RECEIPT OR COPY

CUSTOMER SATISFACTION
IS OUR
NUMBER 1 CONCERN

Thank you
for this opportunity to serve you.

SYSTEM RUN REG. NO. 42082 / 08

CUSTOMER SIGNATURE

DUPLICATE INVOICE

As per Cost Report
re provided cost
8/28/00

SALES
516-473-4800
SERVICE
516-473-5454

Thomas DODGE/SUBARU

1201 RT 112 • PORT JEFFERSON STA, NY 11776

PARTS
516-473-9400
FAX
516-473-4846



Jeep



CUSTOMER NO. 7328034	ADVISOR GREGORY DUGIN 20875	INVOICE DATE 08/11/00	INVOICE NO. CHCS29737
	LABOR RATE 78.00	DOBSE NO. 11950MW	STOCK NO.
	YEAR / MAKE / MODEL 00/DODGE/DURANGO	DELIVERY DATE 11/11/88	DELIVERY MILES
		SELLING DEALER NO. RIVERHEAD	PRODUCTION DATE
	P. T. E. NO.	P. D. NO.	R. D. DATE 08/11/00
COMMENTS			

MO: 14211

LABOR & PARTS
JOB # 1 4500Z03 SUSPENSION CONCERN UNITS: TECH(S):1776 0.00
CUSTOMER STATES: TRUCK DRIFTS TO RIGHT
SET TIRE PRESSURE

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
JOB # 1 TOTAL PARTS 0.00
JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 0000ZLOF1 \$29.95 L.O.F. UNITS: TECH(S):1776 15.27
CUSTOMER REQUESTS: SPECIAL \$29.95 LUBE OIL AND FILTER.
REQUIRED MAINTENANCE FOR PROPER VEHICLE OPERATION.
DRAIN AND REFILL WITH APPROPRIATE MOTOR OIL. REPLACE FILTER
ELEMENT. LUBE WHERE REQUIRED, CHECK AND SET TIRE PRESSURE.

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
JOB # 2 1 52B1090 FILTER EM 9057006 7.80
JOB # 2 TOTAL PARTS 7.80
JOB # 2 TOTAL LABOR & PARTS 23.07

J# 3 4000Z01 BRAKE CONCERN UNITS: TECH(S):1776 0.00
CUSTOMER STATES: CHECK BRAKE CHATTER AND SQUEAKING
CHECK BRAKES NO PROBLEM FOUND

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
JOB # 3 TOTAL PARTS 0.00
JOB # 3 TOTAL LABOR & PARTS 0.00

G.O.G. & SUPPLIES
JOB # 2 5.0 1 QT OF 10 W 30 SPECIAL @ 1.375 /UNIT 6.88
TOTAL - GOG 6.88

TECHNICIAN CERTIFICATION
1776 JOSE L HERNANDEZ 6824

ANY WARRANTIES ON THE PRODUCT SOLD HEREBY
ARE THOSE MADE BY THE MANUFACTURER. THE
SELLER HEREBY EXPRESSLY DISCLAIMS ALL
WARRANTIES, OTHER EXPRESS OR IMPLIED
INCLUDING ANY IMPLIED WARRANTY OF
MERCHANTABILITY OR FITNESS FOR A PARTICULAR
PURPOSE AND NEITHER ASSURES NOR AUTHORIZES
ANY OTHER PERSON TO ASSUME FOR IT ANY
LIABILITY IN CONNECTION WITH THE SALE OF SAID
PRODUCTS.

LABOR AND PARTS ARE WARRANTED FOR
90 DAYS OR 4000 MILES, WHICHEVER
OCCURS FIRST.

TERMS: CASH OR APPROVED CREDIT CARD

X
CUSTOMER ACKNOWLEDGES RECEIPT OF COPY.

CUSTOMER SATISFACTION
IS OUR
NUMBER 1 CONCERN

Thank you
for this opportunity to serve you.

MYE-MY BUS REG. NO. 87093708

8/12/00 7³⁰am. pick up Durango. now it pull to the left. *Steering wheel not centered in middle while driving.*
8/11/00 4⁵⁰pm. Greg in Service said "Due to the Crown in
the Road the car will
pull to the Right."
*Right twist, due to
pulling to LEFT.*

SALES
516-473-4800
SERVICE
516-473-5454

Thomas
DODGE/SUBARU
1201 RT 112 • PORT JEFFERSON STA, NY 11776

PARTS
516-473-9400
FAX
516-473-4848



Jeep



CUSTOMER NO. 7328034	ADVISOR GREGORY DUGIN 20875	TRAC NO. [REDACTED]	INVOICE DATE 08/11/00	INVOICE NO. CHCS28737
[REDACTED]	LABOR RATE 78.00	LICENSE NO. 1T950MW	WREAGE 14210	COLOR BROWN
	YEAR / MAKE / MODEL 00/DODGE/DURANGO			DELIVERY DATE 11/11/99
	[REDACTED]			SELLING DEALER NO. RIVERHEAD 0
	P. O. NO.			N. C. DATE 08/11/00
COMMENTS MO: 14211				

TOTALS

[] CASH [] VISA [] MASTER CARD [] AMEX
[] DISCOVER [] CHARGE [] CHECK#

We appreciate your business!

WE LIKE TO KEEP ALL OUR CUSTOMERS SMILING, SO PLEASE TAKE A
MOMENT AND FILL OUT THE CHRYSLER SURVEY YOU WILL BE
RECEIVING AND REMEMBER TO CHECK OFF ALL THE HAPPY FACES ON
THE SURVEY. YOUR COMMENTS ARE IMPORTANT TO US !!!
AS ALWAYS, THANK YOU FOR CHOOSING THOMAS DODGE/SUBARU

TOTAL LABOR.... 15.27
TOTAL PARTS.... 7.80
TOTAL SUBLET.... 0.00
TOTAL G.O.G.... 6.88
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 2.48
TOTAL INVOICE \$ 32.43

ANY WARRANTIES ON THE PRODUCT SOLD HEREBY
ARE THOSE MADE 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 BMW
PRODUCTS.

LABOR AND PARTS ARE WARRANTED FOR
90 DAYS OR 4000 MILES, WHICHEVER
OCCURS FIRST.

TERMS: CASH OR APPROVED CREDIT CARDS

X
CUSTOMER ACKNOWLEDGES RECEIPT OF COPY.

CUSTOMER SATISFACTION
IS OUR
NUMBER 1 CONCERN

Thank you
for this opportunity to serve you.

RYE-MY RM REG. NO. R7052708

CUSTOMER SIGNATURE

Paul Mc Nally



Fax (631) 727-2073

RIVERHEAD  DODGE, INC.642 West Main St. RIVERHEAD, N. Y. 11901
Sales (631) 727-1040

Service (631) 727-1041

0101KPTC826892



CUSTOMER NO. 16103	ADVISED MARY E HEGQUIST 5713	TAG NO. 2	INVOICE DATE 08/25/00	INVOICE NO. DTC826892
	LABOR RATE 75.00	LICENSE NO.	COPIES BROWN/AGATE	STOCK NO. 00166
	YEAR / MAKE / MODEL 00/DODGE TRUCK/DURANGO/SUBN		DELIVERY DATE 11/11/99	DELIVERY MILES 05
	F. T. E. NO.		SELLING DEALER NO.	PRODUCTION DATE 09/07/99
	P. O. NO.		R. O. DATE 08/25/00	
COMMENTS E# V8		MO: 14936		

LABOR & PARTS
J# 1 0200Z FRONT SUSPENSION HOURS: TECH(S):8956 0.00
CUSTOMER STATES PULLS TO THE LEFT-CHECK
WHILE DRIVING
ROTATED TIRES AND RESET AIR PRESSURE. AIR PRESSURE WAS VERY
LOW ALSO RIGHT FT TIRE HAD SIDEWALL SCRAPES

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

[] CASH [] CHECK [] CHARGE [] MASTERCARD [] VISA
[] AMEX [] DISCOVER [] DINERS [] CARTE

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

CUSTOMER SIGNATURE

ANY WARRANTIES ON THE PRODUCT SOLD
HEREBY ARE THOSE MADE 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
SAID PRODUCTS.

LABOR AND PARTS ARE WARRANTED FOR 90
DAYS OR 4000 MILES, WHICHEVER OCCURS
FIRST
ALL PARTS INSTALLED ARE NEW OR FACTORY
REBUILD UNLESS SPECIFIED OTHERWISE.

TERMS: CASH OR CERTIFIED CHECK

X
CUSTOMER ACKNOWLEDGES RECEIPT OF
COPY.

CUSTOMER SATISFACTION
IS OUR
NUMBER 1 CONCERN

Thank You
for this opportunity to serve you.

NYS-MV R/S REG. NO. R 152 1830

CUSTOMER CALLED UPON
COMPLETION:

DATE

TIME

BY

HOURS OF OPERATION

MONDAY TO FRIDAY
8:00 AM TO 5:00 PM

SATURDAY
8:00 AM TO 12:00 PM



Fax (631) 727-2073

RIVERHEAD DODGE, INC.

842 West Main St. RIVERHEAD, N. Y. 11901
Sales (631) 727-1040

Service (631) 727-1041

0101100020007



CUSTOMER NO. 16103	ADVISOR MARY E HEGQUIST 5713	TAG NO.	INVOICE DATE 10/30/00	INVOICE NO. OTCS28067
	LABOR RATE 75.00	LICENSE NO.	DEALER BROWN/AGATE	STOCK NO. 00166
	YEAR / MAKE / MODEL 00/DODGE TRUCK/DURANGO/SUBM	MILEAGE 18549	DELIVERY DATE 11/11/99	DELIVERY MILES 05
			SELLING DEALER NO.	PRODUCTION DATE 09/07/99
	P. O. NO.	P. O. NO.	R. O. DATE 10/30/00	
COMMENTS E# V8		MO: 18564		

LABOR & PARTS	COOLING	HOURS:	TECH(S):	WARRANTY
J# 1 0700Z	CUSTOMER STATES LEAK-CHECK THERMOSTAT HOUSING-CHECK AND REPORT REPLACED LEAKING THERMOSTAT GASKET	0.90	15510	
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
			JOB # 1 TOTAL PARTS	0.00
			JOB # 1 TOTAL LABOR & PARTS	0.00
J# 2 2600Z	MISCELLANEOUS CUSTOMER STATES VEHICLE IS PULLING BOTH WAYS-NOT CROWN IN ROAD HE STATES RECURRENT TESTES ON JFK RUNWAY WHERE THERE IS NO CROWN CHECK AND REPORT CHECKED FOR PULL EC ROAD TESTED WITH CUSTOMER AND VEHICLE TRACKED STRAIGHT NO PULLS FOUND OPERATING AS DESIGNED		TECH(S):2395 5498	0.00
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
			JOB # 2 TOTAL PARTS	0.00
			JOB # 2 TOTAL LABOR & PARTS	0.00
J# 3 0500Z	BRAKES CHECK BRAKES GRINDING NOISE CHATTER CHECKED BRAKES ALL OK EC ROAD TESTED WITH CUSTOMER AND VEHICLE OPERATES AS DESIGNED NO NOISE FROM BRAKES	1.20	TECH(S):2395	WARRANTY
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
			JOB # 3 TOTAL PARTS	0.00
			JOB # 3 TOTAL LABOR & PARTS	0.00
J# 4 2800Z0NYSI	NEW YORK STATE INSP. PERFORM NEW YORK STATE INSPECTION INSPECTION COMPLETED		TECH(S):2395	10.00
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
			JOB # 4 TOTAL PARTS	0.00
			JOB # 4 TOTAL LABOR & PARTS	10.00
J# 5 2600Z	MISCELLANEOUS CUSTOMER STATES LATCH ON SECOND ROW PASSENGER THE ONE THAT FOLDS DOWN STICKS-REPORT ADJUSTED CABLE FOR LATCH		TECH(S) 8010	0.00
PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
			JOB # 5 TOTAL PARTS	0.00
			JOB # 5 TOTAL LABOR & PARTS	0.00

ANY WARRANTIES ON THE PRODUCT SOLD
HEREBY ARE THOSE MADE 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
SAID PRODUCTS.

LABOR AND PARTS ARE WARRANTED FOR 90
DAYS OR 4000 MILES, WHICHEVER OCCURS
FIRST.
ALL PARTS INSTALLED ARE NEW OR FACTORY
REBUILT UNLESS SPECIFIED OTHERWISE.

TERMS: CASH OR CERTIFIED CHECK

☒ CUSTOMER ACKNOWLEDGES RECEIPT OF
COPY.

CUSTOMER SATISFACTION
IS OUR
NUMBER 1 CONCERN

Thank You
for this opportunity to serve you.

NYS-MV R/S REG. NO. R 152 1830

CUSTOMER CALLED UPON
COMPLETION:

DATE
TIME
BY

HOURS OF OPERATION

MONDAY TO FRIDAY
8:00 AM TO 5:00 PM

SATURDAY
8:00 AM TO 12:00 PM

16:26:37



Fax (631) 727-2073

RIVERHEAD DODGE, INC.



642 West Main St. RIVERHEAD, N. Y. 11901
Sales (631) 727-1040



Service (631) 727-1041

010117TCB28067



CUSTOMER NO. 18103	ADVISOR MARY E HEGQUIST 5713	TAG NO.	INVOICE DATE 10/30/00	INVOICE NO. DTCS28067
	LABOR RATE 75.00	LICENSE NO.	COLOR BROWN/AGATE	STOCK NO. 00186
	YEAR / MAKE / MODEL 00/DODGE TRUCK/DURANGO/SUBN	MILEAGE 18549	DELIVERY DATE 11/11/99	DELIVERY MILES 05
			SELLING DEALER NO.	PRODUCTION DATE 09/07/99
			R.O. DATE 10/30/00	
COMMENTS E# V8		MO: 18564		

LABOR & PARTS
J# 6 2100Z TRANSMISSION HOURS: TECH(S): 5498 0.00
CUSTOMER STATES 1ST AND 2ND GEAR FEELS LIKE IT GRABS THEN
LOSES THEN GRABS AGAIN-REPORT
CHECKED FLUID LEVEL AND CONDITION ALL OK ROAD TESTED WITH
CUSTOMER AND EC AND EXPLAINED LOCK UP NORMAL OPERATION

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
JOB # 6 TOTAL PARTS 0.00
JOB # 6 TOTAL LABOR & PARTS 0.00

J# 7 2800Z LUBE/MAINTENANCE HOURS: TECH(S): 2395 12.95
PERFORM LUBE OIL AND FILTER
LUBE OIL AND FILTER COMPLETED.

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
JOB # 7 1 5281090 FILTER EN 9057006 6.50
JOB # 7 TOTAL PARTS 6.50
JOB # 7 TOTAL LABOR & PARTS 19.45

G.O.G. & SUPPLIES
JOB # 7 5.0 MOTOR OIL @ 2.000 /UNIT 10.00
TOTAL - GOG 10.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$55.00 (+TAX)

TOTALS
[] CASH [] CHECK [] CHARGE [] ☒ MASTERCARD [] VISA
[] AMEX [] DISCOVER [] DINERS [] CARTE

TOTAL LABOR... 22.95
TOTAL PARTS... 6.50
TOTAL SUBLET... 0.00
TOTAL G.O.G... 10.00
TOTAL MISC CHG... 0.00
TOTAL MISC DISC... 0.00
TOTAL TAX... 3.27
TOTAL INVOICE \$ 42.72

CUSTOMER SIGNATURE

Paul

ANY WARRANTIES ON THE PRODUCT SOLD
HEREBY ARE THOSE MADE 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
SAID PRODUCTS.

LABOR AND PARTS ARE WARRANTED FOR 90
DAYS OR 4000 MILES, WHICHEVER OCCURS
FIRST.

ALL PARTS INSTALLED ARE NEW OR FACTORY
REBUILD UNLESS SPECIFIED OTHERWISE.

TERMS: CASH OR CERTIFIED CHECK

CUSTOMER ACKNOWLEDGES RECEIPT OF
COPY.

CUSTOMER SATISFACTION
IS OUR
NUMBER 1 CONCERN

Thank You
for this opportunity to serve you.

NYS-MV R/S REG. NO. R 152 1830

CUSTOMER CALLED UPON
COMPLETION:

DATE

TIME

BY

HOURS OF OPERATION

MONDAY TO FRIDAY
8:00 AM TO 5:00 PM

SATURDAY
8:00 AM TO 12:00 PM

16:26:37



Fax (631) 727-2073

RIVERHEAD DODGE, INC.

642 West Main St. RIVERHEAD, N. Y. 11901
Sales (631) 727-1040

Service (631) 727-1041

0101DTC528214



CUSTOMER NO. 18103	ADVISOR MARY E HEGQUIST 5713	INVOICE DATE 11/07/00	INVOICE NO. DTC528214
	LABOR RATE 75.00	COLOR BROWN/AGATE	STOCK NO. 00166
	LICENSE NO.	DELIVERY DATE 11/11/99	DELIVERY MILES 05
	YEAR / MAKE / MODEL 00/DODGE TRUCK/DURANGO/SUBN	SELLING DEALER NO.	PRODUCTION DATE 08/07/99
	F.T.E. NO.	P.O. NO.	R.O. DATE 11/07/00
COMMENTS EF V8		MO: 18940	

LABOR & PARTS

J# 1 05002

BRAKES HOURS: 0.30 TECH(S): 15510
CUSTOMER STATES GRINDING NOISE AND FRONT RIGHT ROTOR HAS
GAUGE IN IT-CUSTOMER PULLED WHEEL
EC ROAD TESTED NO NOISES HEARD FROM BRAKES EC AND JAMES
CHECKED ROTORS FOR GROOVE COMPLAINT BUT THERE WAS NO PR
OBLEM AT ALL WITH BRAKES EC SHOWED CUSTOMER IN SHOP

JOB # 1 TOTAL LABOR & PARTS

0.00

TOTALS

[] CASH [] CHECK [] CHARGE [] MASTERCARD [] VISA

[] AMEX [] DISCOVER [] DINERS [] CARYE

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET.... 0.00
TOTAL G.D.G.... 0.00
TOTAL MISC CHG.... 0.00
TOTAL MISC DISC.... 0.00
TOTAL TAX..... 0.00
TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

Ed- stated- Dodge will not pay for repair-
So he could not do the repair. - If they
do not get paid- he could not do the work.

WARRANTY

ANY WARRANTIES ON THE PRODUCT SOLD
HEREBY ARE THOSE MADE 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
SAID PRODUCTS.

LABOR AND PARTS ARE WARRANTED FOR 90
DAYS OR 4000 MILES, WHICHEVER OCCURS
FIRST.
ALL PARTS INSTALLED ARE NEW OR FACTORY
REBUILT UNLESS SPECIFIED OTHERWISE.

TERMS: CASH OR CERTIFIED CHECK

X
CUSTOMER ACKNOWLEDGES RECEIPT OF
COPY.

CUSTOMER SATISFACTION
IS OUR
NUMBER 1 CONCERN

Thank You
for this opportunity to serve you.

NYS-MV R/S REG. NO. R 152 1830

CUSTOMER CALLED UPON
COMPLETION:

DATE

TIME

BY

HOURS OF OPERATION

MONDAY TO FRIDAY
8:00 AM TO 5:00 PM

SATURDAY
8:00 AM TO 12:00 PM

10:55:10



RIVERHEAD DODGE, INC.

Fax (631) 727-2073

642 West Main St. RIVERHEAD, N. Y. 11901
Sales (631) 727-1040



Service (631) 727-1041

9191ZD00829739



CUSTOMER NO. 16103	ADVISOR JOHN 17878	INVOICE DATE 02/14/01	INVOICE NO. D00CS29739
	LABOR RATE 75.00	LICENSE NO.	STOCK NO.
	YEAR / MAKE / MODEL 08/DODGE/DURANGO/2 DOOR	MILEAGE 23896	COLOR BROWN/AGATE
		DELIVERY DATE 11/11/99	DELIVERY MILES 05
		SELLING DEALER NO.	PRODUCTION DATE 08/07/99
		R.O. DATE 02/14/01	
COMMENTS E# V8		MO: 24023	

LABOR & PARTS			
J# 1 05D0Z	BRAKES	HOURS: TECH(S):5498	0.00
GRINDING NOISE WHEN BRAKES ARE APPLIED. EC ROAD TESTED WITH CUSTOMER AND TECH AND VEHICLE STOPS AS D ESIGNED WITH NO ABNORMAL NOISE COMING FROM BRAKES			
PARTS	QTY	FP-NUMBER	DESCRIPTION
			JOB # 1 TOTAL PARTS
			JOB # 1 TOTAL LABOR & PARTS
J# 2 02D0Z	FRONT SUSPENSION	HOURS: TECH(S):5498	0.00
VEHICLE PULLS TO RIGHT AT NORMAL DRIVE CONDITIONS. VEHICLE OPERATES AS DESIGNED EC ROAD TESTED WITH CUSTOMER AND VEHICLE TRACKED STRAIGHT FOR THE ELEVEN MILE ROAD TEST ALSO WITH TECH 8956			
PARTS	QTY	FP-NUMBER	DESCRIPTION
			JOB # 2 TOTAL PARTS
			JOB # 2 TOTAL LABOR & PARTS
J# 3 10D0Z	ENGINE LUBRICATION	HOURS: TECH(S):8956	12.95
LOF PERFORMED LUBE OIL AND FILTER			
PARTS	QTY	FP-NUMBER	DESCRIPTION
JOB # 3	1	5281050	FILTER EM 9057006
			JOB # 3 TOTAL PARTS
			JOB # 3 TOTAL LABOR & PARTS
J# 4 23D0Z	BODY	HOURS: TECH(S):5498	0.00
DRIVER DOOR HINGE MAKES LOUD CREEKING NOISE. LUBED HINGE TWICE BEFORE NOISE COMES BACK. CHECKED DOOR HINGE AND HINGE IS WORKING AS DESIGNED LUBED HINGE TODAY AND OPERATES AS DESIGNED			
PARTS	QTY	FP-NUMBER	DESCRIPTION
			JOB # 4 TOTAL PARTS
			JOB # 4 TOTAL LABOR & PARTS
J# 5 23D0Z3	BODY	HOURS: TECH(S):8956	0.00
REAR MIDDLE RIGHT SEAT RELEASE LATCH VERY HARD TO OPERATE. CHECKED SEAT LATCH OPERATION AND IT IS WORKING AS DESIGNED			
PARTS	QTY	FP-NUMBER	DESCRIPTION
			JOB # 5 TOTAL PARTS
			JOB # 5 TOTAL LABOR & PARTS
G.O.G. & SUPPLIES			
JOB # 3	5.0	MOTOR OIL	@ 2.000 /UNIT 10.00

ANY WARRANTIES ON THE PRODUCT SOLD
HEREBY ARE THOSE MADE 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
SAID PRODUCTS.

LABOR AND PARTS ARE WARRANTED FOR 90
DAYS OR 4000 MILES, WHICHEVER OCCURS
FIRST.
ALL PARTS INSTALLED ARE NEW OR FACTORY
REBUILT UNLESS SPECIFIED OTHERWISE.

TERMS: CASH OR CERTIFIED CHECK

☒ CUSTOMER ACKNOWLEDGES RECEIPT OF
COPY.

CUSTOMER SATISFACTION
IS OUR
NUMBER 1 CONCERN

Thank You
for this opportunity to serve you.

NYS-MV R/S REG. NO. R 152 1830

CUSTOMER CALLED UPON
COMPLETION:

DATE
TIME
BY

HOURS OF OPERATION

MONDAY TO FRIDAY
8:00 AM TO 5:00 PM

SATURDAY
8:00 AM TO 12:00 PM

15:50:35

1. The first step in the process is to identify the problem or issue that needs to be addressed. This involves gathering information and understanding the context of the problem.

CUSTOMER NO. 16103	ADVISOR JOHN	17878	INVOICE DATE 02/14/01	INVOICE NO. D0C529739
	LABOR RATE 75.00	UNDEC NO. 23998	COLOR BROWN/AGATE	STOCK NO.
	YEAR / MAKE / MODEL 00/00GEEDURANGO/2 DOOR		DELIVERY DATE 11/11/99	DELIVERY MILE 05
			SELLING DEALER NO.	PRODUCTION DATE 09/07/99
		D. NO.	R. G. DATE 02/14/01	
	COMMENTS E# V8		MO: 24023	

15:50:35

15:50:35