

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 137

Date Received

20-JAN-2000

 Od_or _____
 Rt_dt _____
 Od_rt _____
 Up_ltr _____

Reference No.

855219

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

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Listed at front of windshield or drivers side) 2B3HD56J3WH144071	Vehicle Make DODGE	Vehicle Model INTREPID	Vehicle Year 1998	Current Odometer Reading
---	------------------------------	----------------------------------	-----------------------------	--------------------------

Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
☐ New ☒ Used	City _____ State _____ Zip Code _____	No Cylinders _____	

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbell ☒ 2-Point Belt	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other _____ ☐ Sport Ult ☐ Truck ☐ Motorcycle	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 10121000	Part Name(s) VISUAL SYSTEMS:GLASS:POWER WINDOW DOOR AND SIDE	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 6	Date(s) of Failure(s) 02-JAN-2000 Mileage at Failure(s) 11000 Vehicle Speed at Failure(s) 0	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

POWER WINDOW ON THE DOORS SOMETIMES WON'T WORK WHERE DEALER HAD TOLD THE CONSUMER THERE WAS SOME PROBLEMS WITH THE MOTOR. *AK

CONTINUED ON BACK

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.

 Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 197 Date Received: <u>20 JAN 2000</u> OFFICE OF DEFECTS INVESTIGATION Reference No. 855219 Work Number _____ Home Number _____	
OWNER INFORMATION (Type or Print) 			
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☒ YES ☐ NO In the absence of an authorized address to the vehicle manufacturer, Signature of Owner _____ Date <u>2/3/00</u>			
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 2B3HD56J3WH144071		Vehicle Make DODGE	Vehicle Model INTREPID
		Vehicle Year 1998	Current Odometer Reading 12,057
Purchase Date 7/98	Dealer's Name Lamarque Dodge		Engine Size (CID/CC/L) _____ No Cylinders 6
☒ New ☒ Used ☐ Void	City Metairie State LA Zip Code 70003		☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
Transmission Type ☐ Manual ☒ Automatic	Antilock Brakes ☒ Yes ☒ No VOID	Restraint System ☐ 3-Point Belt ☒ Driverside Airbag ☒ Passengerside Airbag ☐ Motorbelt ☒ 2-Point Belt	Cruise Control ☒ Yes ☒ No VOID
☒ Front ☐ Rear ☐ 4-Wheel	Drive Train		Vehicle Type ☒ Car ☐ Van ☐ Minivan ☐ Other
		☐ Sport Utl ☐ Truck ☐ Motorcycle	Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 10121000	Part Name(s) VISUAL SYSTEMS:GLASS:POWER WINDOW DOOR AND SIDE		Location ☒ Left ☒ Front ☒ Right ☒ Rear
		Failed Part(s) ☒ Original ☒ Replacement	
No of Failures 6	Date(s) of Failure(s) <u>02 JAN 2000</u> Mileage at Failure(s) <u>11,000</u> Vehicle Speed at Failure(s) <u>0</u>		Failed Part(s) Available? ☐ Yes ☒ No
		NHTSA Previously Contacted? ☐ Yes ☒ No	
APPLICATION INCIDENT INFORMATION			
(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)			
Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Fatalities 0
		Estimated Property Damage 0	Reported to Police ☐ Yes ☒ No
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
POWER WINDOW ON THE DOORS SOMETIMES WON'T WORK WHERE DEALER HAD TOLD THE CONSUMER THERE WAS SOME PROBLEMS WITH THE MOTOR. *AK I HAVE ALL 4 of my window motors replaced and the Front driver and passenger window motors have been replaced twice on each side making it a total of 6 repairs. I called Chrysler to inquire about the problem on 9/24/99 which was by second call to them about my windows and they told me there was no problem with the window motors and that my problem is an isolated incident. Then on			
CONTINUE ON BACK IF NEEDED			
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Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.*

D O T

MANUFACTURER/TIRE NAME

SIZE

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

January 3, 2000 I went to pick up my car from Commerce Dodge after having my front two window motors replaced again. I was told that there was a design problem with the motors in the window and when they malfunction it locks the window in the up position. The motors have supposedly been redesigned and they replaced my motors with the new design but my two rear windows still have the old replacements installed and these are the motors that are malfunctioning. I again called Chrysler on 1/20/2000 the same day that I contacted your agency and asked them how why I was not notified that my window motors were defective and needed to be replaced and I was told again that there were no problems with windows in other cars when the service dept at Commerce Dodge had just given me this information when I told the representative that he had no comment. My file # at Chrysler is [REDACTED]

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

77769

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INVOICE

 DUPLICATE 1
 PAGE 1

 4848 VETERANS BLVD. METAIRIE, LA 70008
 (504) 888-4888

 WE'RE BRIDGING THE GAP...
 Quality service on both sides of the River and Lake

SERVICE ADVISOR: 305 SHELIA KAUFMANN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
DEEP SLATE	98	DODGE INTREPID	2B3HD56J3WH144071		1442/1442	T967	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
11JUL98			13:12 21SEP98		0.00	CASH	23SEP98
R.O. OPENED		READY	OPTIONS: STK:144071 DLR:44622 1)NO EXT WARR				

14:48 17SEP98 13:59 23SEP98

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A PULSATES WHEN BRAKES ARE APPLIED

CAUSE: VIBRATION

05211004 DISC (ROTOR), BRAKE-Replace (B)

1908 WC95

2 4779101AA ROTOR

TERRY B

FC: 2X

PART#: 4779101AA

COUNT:

CLAIM TYPE:

AUTH CODE:

1908

(N/C)

(N/C)

05211005 DISC (ROTOR), BRAKE-Replace (B)

1908 WC95

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

1908

(N/C)

 1442 AT HIGH INTERSTATE SPEEDS & SLOW BRAKING SLIGHT VIBRATION THROUGH
 STEERING WHEEL IS FELT, REPLACED BOTH FRONT ROTORS & TEST DROVE NO
 VIBRATION FELT

B DRIVERS SIDE FRONT WINDOW INOP.

CAUSE: INOP

08522005 MOTOR, WINDOW LIFT-Test and replace (B)

1908 WC95

1 5012545AA MOTOR-WINDOW REGULATOR

TERRY B

FC: UC

PART#: 5012545AA

COUNT:

CLAIM TYPE:

(N/C)

(N/C)

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 11 YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

DISCLAIMER WARRANTIES

The seller hereby expressly disclaims all warranties, either expressed 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.

DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

 PLEASE PAY
 THIS AMOUNT

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY

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DODGE

INVOICE

 DUPLICATE 1
 PAGE 2

 4848 VETERANS BLVD. METAIRIE, LA 70006
 (504) 888-4888

 WE'RE BRIDGING THE GAP...
 Quality Service on both sides of the River and Lake

SERVICE ADVISOR: 305 SHELIA KAUFMANN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
DEEP SLATE	98	DODGE INTREPID	2E3HD56J3WH144071		1442/1442	T967	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	
11JUL98			13:12 21SEP98		0.00	CASH	
R.O. OPENED	READY	OPTIONS: STK:144071 DLR:44622 1)NO EXT WARR					
14:48 17SEP98	13:59 23SEP98						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
AUTH CODE:							
1908							

1442 TESTED & REPLACED FRONT LEFT WINDOW MOTOR

 C PASS SIDE DOOR SPEAKERS FADES IN AND OUT/ INTERMITTENTLY SOME TIME
 STATIC/ IF BASS REMOVE STILL MAKES RATTLE / SEE MIKE FOR
 DETAILS /

CAUSE: STATIC

 08608002 SPEAKER, STEREO RADIO FRONT-Test and
 replace (B)

1908 WC95

1 4760374 SPEAKER-FRONT DOOR

TERRY B

FC: UC

PART#: 4760374

COUNT:

CLAIM TYPE:

AUTH CODE:

1908

(N/C)

(N/C)

 08608108 SPEAKER, STEREO RADIO REAR-Test and
 replace (B)

1908 WC95

1 4760373AC SPEAKER

TERRY

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

1908

(N/C)

(N/C)

 1442 PASSENGER DOOR SPEAKERS HAD STATIC WHEN RADIO WAS LOUD WIRING ALL
 OK, REPLACED TOP SPEAKER & MAIN SPEAKER (ALL SOUND IS OK)

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

CUSTOMER SIGNATURE

 PLEASE PAY
 THIS AMOUNT

CUSTOMER COPY

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 DUPLICATE 1
 PAGE 3

 4846 VETERANS BLVD. METAIRIE, LA 70006
 (504) 888-4888

 WE'RE BRIDGING THE GAP...
Quality service on both sides of the River and Lake

SERVICE ADVISOR: 305 SHELIA KAUFMANN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
DEEP SLATE	98	DODGE INTREPID	2B3HD56J3WH144071		1442/1442	T967	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
11JUL98			13:12 21SEP98		0.00	CASH	23SEP98
R.O. OPENED		READY	OPTIONS: STK:144071 DLR:44622 1)NO EXT WARR				
14:48 17SEP98		13:59 23SEP98					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

Soon you will receive a survey from Chrysler regarding this visit to our Service Center. If our score is not "completely satisfactory" please ask to speak to a manager.

WE APPRECIATE YOUR BUSINESS...THANK YOU

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE

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

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY

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INVOICE

PAGE 1

4848 VETERANS BLVD. METAIRIE, LA 70006
(504) 888-4888WE'RE BRIDGING THE GAP...
Quality service on both sides of the River and Lake.

SERVICE ADVISOR: 305 SHELLIA KAUFMANN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
DEEP SLATE	1998	DODGE INTREPID	2B3HD56J3WH144071		7993/7993	T828	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
11JUL1998	27JAN98		16:00 27JUL99		0.00	CASH	28JUL1999
R.O. OPENED		READY	OPTIONS: STK:144071 DLR:44622 ENG:3.2L TRN:4SPD				

R.O. OPENED READY OPTIONS: STK:144071 DLR:44622 ENG:3.2L TRN:4SPD
1) NO EXT WARR

08:18 27JUL99 16:38 28JUL99

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CHECK POWER WINDOWS LEFT FRONT WORKS SOMETIMES/RIGHT FRONT AND LEFT
REAR WINDOW INOP

CAUSE: SHORTED

08522004 MOTOR, WINDOW LIFT-Test and replace (B)
298 TECH 298 LIC#: 7112
WC95

1 5012544AB MOTOR-WINDOW REGULATOR

JOSEPH C

6 6505534AA RETAINER-DOOR TRIM PANEL

JOSEPH C

FC: 48

PART#: 5012544AB

COUNT:

CLAIM TYPE:

AUTH CODE:

7112

(N/C)

(N/C)

(N/C)

08522011 MOTOR, WINDOW LIFT-Test and replace (B)
298 TECH 298 LIC#: 7112
WC95

1 5012545AB MOTOR-WINDOW REGULATOR

JOSEPH C

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

7112

(N/C)

(N/C)

7993 FAULTY/SHORTED RIGHT FRONT & LEFT REAR WINDOW LIFT MOTORS.
REPLACED RIGHT FRONT WINDOW LIFT MOTOR REPLACED LEFT REAR WINDOW LIFT
MOTOR. REPLACED MOUNTING CLIPS DAMAGED DURING DIS- ASSEMBLY.

B CHECK RIGHT FRONT SPEAKER FADES IN AND OUT

UTV UNABLE TO VERIFY CUSTOMER CONCERN AT THIS
TIME.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE
INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE
SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO
OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE
VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED
UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY
ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS
CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT
NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY
MANUFACTURER'S REPRESENTATIVE.

DISCLAIMER WARRANTIES

The seller hereby expressly
disclaims all warranties,
either expressed 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.

DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY
THIS AMOUNT

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY

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INVOICE

 4848 VETERANS BLVD. METAIRIE, LA 70005
 (504) 888-4888

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 Quality service on both sides of the River and Lake.

PAGE 2

SERVICE ADVISOR: 305 SHELIA KAUFMANN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
DEEP SLATE	1998	DODGE INTREPID	2B3HD56J3WH144071		7993/7993	T828	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
11JUL1998	27JAN98		16:00 27JUL99		0.00	CASH	28JUL1999
R.O. OPENED		READY	OPTIONS: STK:144071 DLR:44622 ENG:3.2L TRN:4SPD				
08:18 27JUL99		16:38 28JUL99	1)NO EXT WARR				
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

298 TECH 298 LIC#: 7112

CP

0.00 0.00

7993 UNABLE TO VERIFY CUSTOMER CONCERN. CHECKED BOTH RIGHT FRONT DOOR SPEAKERS FOR OPER ATION, WIGGLE TESTED DOOR WIRING HARNESS & CHECKED RADIO GROUND. WAS UNABLE TO DUPLICATE CUSTOMER CONCERN AT THIS TIME.

C AIR CONDITION DOES NOT WORK PROPERLY / NO COLD /
 UTV UNABLE TO VERIFY CUSTOMER CONCERN AT THIS TIME.

298 TECH 298 LIC#: 7112

CP

0.00 0.00

7993 OPERATES NORMALLY AT THIS TIME. PERFORMANCE TESTED AC SYSTEM, COMPRESSOR HEAD PRESURES AND DUCT DISCHARGE TEMPERATURE NORMAL. CHECKED ATC CONTROLLER AND BODY CONTROL MODULE FOR DTC'S, NONE PRESENT.

Soon you will receive a survey from Chrysler regarding this visit to our Service Center. If our score is not "completely satisfactory" please ask to speak to a manager.

WE APPRECIATE YOUR BUSINESS...THANK YOU

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DESCRIPTION

TOTALS

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

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY

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112363

LAMARQUE

DODGE

INVOICE

PAGE 1

4848 VETERANS BLVD. METAIRIE, LA 70006

(504) 888-4888

WE'RE BRIDGING THE GAP

Quality work at a reasonable price. All the time.

SERVICE ADVISOR

5663 PETER COMEAUX

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN-OUT	TAG
DEEP SLATE	1998	DODGE INTREPID	2B3HD56J3WH144071		11710/11710	177
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
11JUL1998	27JAN98		08:36 01JAN00		0.00	CASH
R.O. OPENED	READY	OPTIONS: STK:144071 DLR:44622 ENG:3.2L TRN:4SPD				
17:00 31DEC99	10:52 03JAN00	1) NO EXT WARR				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A LEFT FRONT WINDOW INOP

CAUSE: SEIZED

23341009 REGULATOR, FRONT DOOR GLASS-Replace (B)

148 TECH 148 LIC#: 2489

WC95

1 4574093AN REGULATOR-FRONT DOOR WIND

148TL

FC: 07

PART#: 4574093AN

COUNT:

CLAIM TYPE:

AUTH CODE:

2489

(N/C)

(N/C)

11710 LEFT FRT WINDOW INOP TESTED AND FOUND GOOD SWITCH AND POWER AND
GROUND PRESENT TO MOTOR. FOUND MOTOR LOCKED IN UP POSITION. REPLACED
LEFT FRT POWER WINDOW MOTOR AND REGULATOR ASSY. AS PER TSB 08-40-99

B RIGHT FRONT WINDOW INOP

CAUSE: SEIZED

23341008 REGULATOR, FRONT DOOR GLASS-Replace (B)

148 TECH 148 LIC#: 2489

WC95

1 4574092AN REGULATOR-FRONT DOOR WIND

148 TL

FC: 07

PART#: 4574092AN

COUNT:

CLAIM TYPE:

AUTH CODE:

2489

(N/C)

(N/C)

Peter Comeaux my
Service Advisor was the
person who told me about
the factory defective
window motors.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE	DISCLAIMER WARRANTIES The seller hereby expressly disclaims all warranties, either expressed 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.	DESCRIPTION	TOTALS
		LABOR AMOUNT	
		PARTS AMOUNT	Adrianne
		GAS, OIL, LUBE	
		SUBLET AMOUNT	Robyn
		MISC CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
SIGNED: DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

77769

1 1 2 3 6 3

LAMARQUE

DODGE

INVOICE

PAGE 2

4848 VETERANS BLVD. METAIRIE, LA 70006

(504) 888-4888

WE'RE BRIDGING THE GAP...

Quality service on both sides of the River and Lake

SERVICE ADVISOR:

5863 PETER COMEAUX

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
DEEP SLATE	1998	DODGE INTREPID	2E3HD56J3WH144071		11710/11710	T77	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
11 JUL 1998	27 JAN 98		08:36 01 JAN 00		0.00	CASH	03 JAN 2000
R.O. OPENED		READY	OPTIONS: STK:144071 DLR:44622 ENG:3.2L TRN:4SPD				
17:00 31 DEC 99		10:52 03 JAN 00	1) NO EXT WARR				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
11710			RIGHT FRT POWER WINDOW INOP TESTED AND FOUND GOOD SWITCH, POWER AND GROUND PRESENT TO MOTOR. MOTOR LOCKED IN UP POSITION REPLACED RIGHT FRT POWER WINDOW MOTOR AND REGULATOR ASSY. AS PER TSB 08-40-99				

C CHECK REAR WINDOW / SEE HISTORY OF WINDOW PROBLEMS /

UTV UNABLE TO VERIFY CUSTOMER CONCERN AT THIS TIME.

149 TECH 148 LIC#: 2489

CP

C.00

0.00

11710 TESTED OPERATION OF ALL WINDOWS ALL OPERATING PROPERLY AT THIS TIME

Soon you will receive a survey from Chrysler regarding this visit to our Service Center. If our score is not "completely satisfactory" please ask to speak to a manager.

WE APPRECIATE YOUR BUSINESS...THANK YOU

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DESCRIPTION

TOTALS

LABOR AMOUNT	C.00
PARTS AMOUNT	C.00
GAS, OIL, LUBE	C.00
SUBLET AMOUNT	C.00
MISC. CHARGES	C.00
TOTAL CHARGES	C.00
LESS INSURANCE	C.00
SALES TAX	C.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER'S SIGNATURE

PLEASE PAY THIS AMOUNT

C.00

CUSTOMER COPY