



U.S. Department
of Transportation

National 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 255

Date Received

22-FEB-2000

Od_or _____
R_dt _____
od_rt _____
up_ltr _____

Reference No.

857331

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) _____ (located at front of windshield on drivers side)	Vehicle Make DODGE TRUCK	Vehicle Model RAM	Vehicle Year 1999	Current Odometer Reading
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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 ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 15300000	Part Name(s) EQUIPMENT: SPEED CONTROL	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
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

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

CRUISE CONTROL ENGAGES ON ITS OWN AND WITHOUT SWITCH BEING ACTIVATED. DEALER HAS BEEN CONTACTED. *AK

CONTINUED ON BACK (SEE)

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.

 U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire (VOQ) DOT Auto Safety Hotline 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		DEFECT INVESTIGATION OFFICE 22-FEB-2000 857331		FOR AGENCY USE ONLY 255	
U.S. Department of Transportation National Highway Traffic Safety Administration Administration		OWNER INFORMATION (Type or Print) 591886		Work Number Home Number		Do you and your family own and drive this vehicle? ☒ YES ☐ NO	
Vehicle Ident. No. (VIN) (located at bottom of windshield on driver's side) 1G7NF365X556624		Vehicle Make DODGE TRUCK		Vehicle Model RAM		Vehicle Year 1998	
Purchase Date 1-21-99		Dealer's Name PENCE CHRYSLER PLYMOUTH		Engine Size (CID/CCL) 6		Fuel Injection ☒ Turbo ☒ Diesel ☐ Gas	
☒ New ☐ Used		City ASHLAND		State VA		Zip Code 23005-2095	
Transmission Type ☒ Automatic ☐ Manual		Antilock Brakes ☒ Yes ☐ No		Restraint System ☒ 3-Point Belt ☒ Driver's Side Air Bag ☒ Passenger Side Air Bag		Cruise Control ☒ Yes ☐ No	
Drive Train ☒ Front ☐ Rear ☐ 4-Wheel		Vehicle Type ☒ Car ☐ Van ☐ Minivan ☐ Other		Body Style ☒ 2-Door ☐ 4-Door ☐ Station Wagon ☐ Pick Up Truck ☐ Other		Failed Component(s) Information Part Name(s) EQUIPMENT: SPEED CONTROL / TRANSMISSION Location ☐ Front ☐ Left ☐ Right ☒ Original ☐ Replacement	
No of Failures Every Day		Dates of Failure(s) DEC 99		Mileage at Failure(s) 35,000 PLUS		Vehicle Speed at Failure(s) ANY	
Application Incident Information (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)		Number of Persons Injured Number of Fatalities Estimated Property Damage Reported to Police		Crash ☐ Yes ☒ No		Failure ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES) ADVANCE CRUISE CONTROL ENGAGED ON ITS OWN AND WITHOUT SWITCH BEING ACTIVATED. DEALER HAS BEEN CONTACTED. AK TRANSMISSION UNLOCKS AND LOCKS BACK AT MY SPEED AND AT ANY TIME CRUISE CONTROL WHEN ACTIVATED WILL ADVANCE ON ITS OWN AFTER BEING ACTIVATED. WHEN LOCKED IN AT 55 IT MAY SLOWLY ADVANCE AS MUCH AS 5 MPH OR IT MAY NOT LOCK IN ON 55 MPH AND JUST KEEP ADVANCING AND NOT LOCKING UNTIL OR IT MAY JUST UNLOCK AT ANY TIME. THE TRANSMISSION WHEN GOING DOWN THE ROAD AT ANY SPEED WILL STAY UNLOCKING AND LOCKING BACK AT THE TARGET CONVERSION.							
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.							

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)

THIS TRUCK HAS BEEN TO THREE DIFFERENT DEALERS (CHASTAFIELD DODGE), (WILLIAM BARK POPPE) AND
IT IS NOW AT (RENCE CHRYSLER-PLYMOUTH) IT HAS BEEN AT RENCE FROM 3-7-00 TO DATE
~~IT~~ IT SEEMS THEY DON'T KNOW WHAT TO DO TO CORRECT THE PROBLEMS.

U.S. Government Printing Office: 1985 — 625-390

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



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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
Auto Safety Hotline, NEF-11 HL
400 7th Street, SW
Washington, DC 20590



**PENCE**PAGE 1
DEALERSHIP
35-85788**CHRYSLER-PLYMOUTH-DODGE**

11409 Washington Highway • P.O. Box 2095

ASHLAND, VIRGINIA 23005-2095

Phone: (804) 798-6071

www.penceauto.com

**BENJAMIN BURNETT**

SERVICE ADVISOR:

DATE ORDER WRITTEN 25FEB00	DATE READY 25FEB00	STOCK NO. X2406	VEHICLE IDENTIFICATION 1B7KF2365XJ568624	CUST. NO. 956B624	TAG NO. T2492	P.O. NO.	INVOICE PRINTED 25FEB00	INVOICE NO. 10077
TIME IN 12:04	TIME READY 14:23	YEAR 1999	MAKE & MODEL DODGE RAM 2500	TELEPHONE NO.	COST. PAY LABOR RATE 65.00	DELIVERY DATE 18JAN99	PREPARED BY 8945	S/A 8945
MILEAGE IN 49725	MILEAGE OUT 49728	LICENSE NO. ZNW2886	MISCELLANEOUS COMMENT / LOCATION					

CK CRUISE CONTROL IS SET AT 55MPH AND WILL
NOT STAY WILL INCREASE AND WILL NOT STOP
MISC MISC

64 SELF, KEN JR LIC# 9073

CP 1.00

65.00

65.00

1 4669020

LABEL-AUTHORIZED

SOFTWARE

0.95 0.95

0.95

1 4275086 LABEL-GENERAL

INFORMATION

2.95 2.95

3.95

B CK O/D SHIFTS IN AND OUT ON LEVEL GROUND

SLA SEE LINE A

64 SELF, KEN JR LIC# 9073

CP 0.00

0.00

0.00

CUSTOMER PAY SHOP SUPPLY AND ENVIRONMENTAL DISP

2.28



DESCRIPTION	TOTALS
LABOR AMOUNT	65.00
PARTS AMOUNT	4.90
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC CHARGES	2.28
TOTAL CHARGES	72.18
LESS INSURANCE	0.00
SALES TAX	0.22
PLEASE PAY THIS AMOUNT	72.40

I hereby authorize the repair work hereafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs thereto. PENCE intends to preserve its mechanic's lien on this repaired property and releases the property on the conditions that the full amount due hereunder is paid in cash or by check or credit transaction is honored and "Paid in Full" is stamped on this invoice.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X
PENCE CHRYSLER PLYMOUTH-DODGE, INC. Service Repairs are
guaranteed 90 days or 4000 miles, whichever comes first.

THANK YOU FOR CHOOSING PENCE CHRYSLER

(737) 564-9700
(800) 296-9700

.com

HONDA



0102110068207



CUSTOMER NO.		ADVISOR		TAG NO.		INVOICE DATE		INVOICE NO.	
[REDACTED]		JENNIFER HAYNES 2R		6826		03/02/00		DCCS6207	
LABOR RATE		LICENSE NO.		MILEAGE		COLOR		STOCK NO.	
ZMM2886		ZMM2886		50188					
YEAR / MAKE / MODEL		VEHICLE ID NO.		DELIVERY DATE		DELIVERY MILES			
98/DODGE TRUCK/BAM PH12500Z DODGE		187KE2365XJ568624							
F.T.E. NO.		P.O. NO.		SELLING DEALER NO.		PRODUCTION DATE			
						03/02/00			
COMMENTS									
NO: 50188 Billy Pavis was going to call him and call me back never called.									

LABOR & PARTS
JF 1 100201
DRIVEABILITY CONCERN
CUST STATES CHECK WHEN IN Q/D SHIFTS CONSTANTLY UP AND DOWN
CHECKED WITH 1008 NO CODES TEST DROVE FELT IT GOING IN AND
OUT OF LOCK UP WHICH IS NORMAL

TECH(S): 33

JOB # 1 TOTAL LABOR & PARTS 30.00
CONTROL NO. 1.50
TOTAL - MISC 1.50

ESTIMATE
CUSTOMER HERBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)
APPROVED REVISED ESTIMATE (JF 1) OF \$31.50 (+TAX) ON 03/02/00 AT 11:24am
BY NORMAN BOOZE COMMENTS

TOTALS

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD *
* [] AMEX XPRESS [] OTHER [] CHARGE *

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE
ALLEN WALKER
CHRYSLER CORPORATION
WAS TOLD HE WANTED THE TRUCK TO GO TO
PARENT NOT ANY ONE "PARENT WILL PAY THE TRUCK"

* FILE NO - (6893489)
PENCE 1-804-798-6071

PAIT
MAR 02 2000

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the
description with respect to the sale of this