

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 118

Date Received

23-MAY-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

862367

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 driver's side) 1B7KF2363XJ6D1037	Vehicle Make DODGE TRUCK	Vehicle Model RAM	Vehicle Year 1999	Current Odometer Reading
Purchase Date ☒ New ☐ Used	Dealer's Name _____ City _____ State _____ Zip Code _____		Engine Size (CID/CC/L) _____ No Cylinders _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
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 _____		

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 01000000	Part Name(s) STEERING	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Date(s) of Failure(s) 31-MAR-1999 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)

WHILE DRIVING THE TRUCK AT ANY SPEED, IT WANDERS TO THE LEFT OR RIGHT. THE DRIVER IS CONSTANTLY FIGHTING WITH THE STEERING WHEEL TO KEEP THE TRUCK ON THE ROAD. THE TRUCK WAS TAKEN TO FOUR OR FIVE DEALERSHIPS. THE DEALER WAS NOT ABLE TO CORRECT THIS PROBLEM. THE STEERING BOX WAS CHANGED, A CHIM WAS PUT IN THE RIGHT FRONT WHEEL, SOME WHEEL ALIGNMENT WAS DONE, ETC BUT NONE OF THIS CORRECTED THE PROBLEM. PLEASE PROVIDE ANY FURTHER INFORMATION.

CONTINUED ON BACK (11888)

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.

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Reference No.

862367

 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 driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1B7KF2363XJ6D1037	DODGE TRUCK	RAM	1999	

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 02100000 01200000	Part Name(s) SUSPENSION:INDEPENDENT FRONT STEERING:GEAR BOX	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) 31-MAR-1999 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)

WHILE DRIVING AT ANY SPEED VEHICLE WANDERS TO THE LEFT OR RIGHT. DRIVER IS CONSTANTLY FIGHTING WITH THE STEERING WHEEL TO KEEP THE TRUCK ON THE ROAD. TRUCK WAS TAKEN TO FOUR OR FIVE DEALERSHIPS, AND DEALERS WERE NOT ABLE TO CORRECT THIS PROBLEM. ALSO, STEERING BOX WAS CHANGED, A CHIME WAS PUT IN THE RIGHT FRONT WHEEL, AND SOME WHEEL ALIGNMENT WAS DONE. BUT NONE OF THIS CORRECTED THE PROBLEM. PLEASE PROVIDE ANY FURTHER INFORMATION. *AK

CONTINUED ON BACK (11888)

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1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 118

Date Received

AUG 29 AM 10:56

23-MAY-2000

OFFICE
S INVESTIGATION

Oid_or

rt_dt

od_rt

up_lr

Reference No.

862367

OWNER INFORMATION (Type or Print)

Work Number

Home Number

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 01/21/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) (located at bottom of windshield on driver's side)		Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1B7KF2363XJ601037		DODGE TRUCK	RAM	1999	
Purchase Date	Dealer's Name		Engine Size (CID/CC/L)	☒ Turbo ☒ Diesel ☐ Gas ☐ Fuel Injection	
March 31, 1999	Dave Smith				
☒ New ☐ Used	City Kellogg State Id Zip Code		No Cylinders		
Transmission Type	Antilock Brakes	Restraint System		Cruise Control	Drive Train
☐ Manual ☒ Automatic	☒ Yes ☐ No	☒ 3-Point Belt ☐ Motorbelt ☒ Driverside Airbag ☐ 2-Point Belt ☒ Passengerside Airbag		☒ Yes ☒ No	☐ Front ☐ Rear ☒ 4-Wheel
Vehicle Type		Body Style			
☐ Car ☐ Van ☐ Minivan ☐ Other		☐ Sport Utl ☒ Truck ☐ Motorcycle		☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other	

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02100000 01200000	Part Name(s) SUSPENSION: INDEPENDENT FRONT STEERING: GEAR BOX	Location ☒ Left ☒ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Date(s) of Failure(s) 31-MAR-1999 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)

WHILE DRIVING AT ANY SPEED VEHICLE WANDERS TO THE LEFT OR RIGHT. DRIVER IS CONSTANTLY FIGHTING WITH THE STEERING WHEEL TO KEEP THE TRUCK ON THE ROAD. TRUCK WAS TAKEN TO FOUR OR FIVE DEALERSHIPS, AND DEALERS WERE NOT ABLE TO CORRECT THIS PROBLEM. ALSO, STEERING BOX WAS CHANGED, A CHIME WAS PUT IN THE RIGHT FRONT WHEEL, AND SOME WHEEL ALIGNMENT WAS DONE. BUT NONE OF THIS CORRECTED THE PROBLEM. PLEASE PROVIDE ANY FURTHER INFORMATION. *AK

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)

We have went to 1-800-4-A-DODGE - but they
Chrysler dealers who tried to fix problem couldn't fix major design
defects. We have taken the truck to *private mechanics and they
say there is definitely something wrong. We would have passed
the truck but my husband had a heart attack in January
(1992). At no time were we ever informed of the
shims put in our right front wheel. We went to a dealer
and he told us of a bulletin that Dodge put out - trying to
correct problem of steering. Chrysler knows of steering
problems but don't want to correct problem or can't.
Enclosed are the ~~the~~ letter & ~~hope~~ we took vehicle care
* Names provided upon request

★ U.S. G.P.O.: 1992 - R27-097 / 50086

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



September 27, 1999

To Whom It May Concern:

Regarding: 1999 Dodge Ram 2500 4X4

Problem:

1. Pulls to the left.
2. On rough roads it is hard to control. There is danger of losing control.
3. It doesn't seem to have center point to return to.
4. When we back up, occasionally the power steering doesn't work with foot off brake
5. When towing a trailer problem is magnified.

The problem with our truck is the steering. When driving down the road, the truck will hardly stay on the road without a lot of correcting. It's back and forth on the steering wheel. If you are not aware every second, the truck will pull to the left and end up on the other lane, possibly causing a collision. It's tiring and dangerous.

1) I took it to Oroville Motors (see attached) at around 1,100 miles and they drove it and told me there was nothing wrong. At that time it pulled to the left so bad I could hardly keep it on the road.

2) I took it to Autowest (see attached) and they centered steering wheel and said it was okay. ~~It was not!~~

3) At 5,000 miles I took it to Crown Motors (see attached). They set the alignment. They said it was okay. ~~It was not!~~

4) I went back to Crown Motors (see attached), and the mechanic said it was okay. I had the shop foreman drive it. He said that there was something wrong. They took it in and checked and found the steering box was faulty. They replaced it. This helped, but it still had to be corrected all the time. It still pulled to the left. They, of course said it was okay.

5) I took it back to Autowest (see attached). I put it in at 9 a.m. and got it back at 4:30 p.m. I came in approximately 4:15 p.m. and they were taking it out for a test drive. They said it was okay.

6) We contacted our dealer and a Chrysler Representative. The Rep. (Mr. Roy) told us to take it to Chuck Patterson (see attached), and he would fix it. They kept it for 2 days and found nothing wrong. They said it drove consistent with other Dodges.

Pg. 2

REF: 1999 Dodge Ram 2500 4X4

When I am towing our 6,000 lb. trailer, the front wheels of the truck follow every rut in the road giving an unstable feeling. When I go around a curve and hit any kind of bump it feels like we are going to lose control of the rig. I pulled this same trailer with our old truck (6200 GVWR), and never had this problem. This new (8600 GVWR) truck should be more stable. It is not. ~~It is unsafe.~~

I test drove other Dodge trucks before I bought ours. They drove great, so I ordered one. I have also test drove 2 other trucks, (just like mine) during the time ours was being worked on. They drove satisfactorily.

I feel I should get my money back plus the cost of accessories or another truck.

\$30,300.00 .

999.77 fees

665.90 J.C. Whitney

62.61 mud flaps

685.75 Pac brake

105.53 Book repair manual

32,819.16

message)

RO		VIN		CUST. NO.		DATE	
YEAR		MAKE		MODEL		LIC.	
MILES		FIRST USE		SVC. ADY.		JOB NO.	
☐ YES ☐ NO				WRITTEN		☐ CASH ☐	
1st REV. ESTIMATE \$		APPROVED BY		2nd REV. ESTIMATE \$		APPROVED BY	
TIME		DATE		TIME		DATE	
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.							
CUST. SIGN. _____ DATE _____							

OPER.	UNIT	TEC	INSTRUCTIONS	SALE
			(12) TEST SYSTEM OPERATION ALL OK, RD TEST - OK (12) RD TEST WITH CUSTOMER - OK (12) CHECK TIRMS WHEN GOING INTO OR OUT OF SHOP (12) OK TIRMS OPERATION WITH CUSTOMER (12) NO PROBLEM FOUND FOR THIS TIME (12) ALL OK - OK IN SPOT + NORMAL W/SLIP	

L	PART NO.	DESC.	QTY.	SALE

WE RECOMMEND THE FOLLOWING	W/C	COST	C/P
ORIGINAL ESTIMATE			
MILES OUT			
DATE COMPLETE			
LABOR			
PARTS			
SUBLET			
GAS-OIL			
TOTAL			
TAX			
CHARGE			
CASH			

50491

NOTICE TO CONSUMER: PLEASE READ
IMPORTANT INFORMATION ON BACK.

OROVILLE MOTORS, Inc.
2700 LINCOLN - P.O. BOX 2006
OROVILLE, CALIFORNIA 95962-2006
(530) 833-2535
FAX: (530) 833-1472
BART # AC 010336
EPA # CAD 96234453

A HAZARDOUS WASTE CHARGE MAY BE APPLIED TO YOUR INVOICE.
ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE
REQUESTED PRIOR TO BEGINNING WORK.

ALL PARTS INSTALLED ARE NEW
UNLESS SPECIFIED OTHERWISE

I SAVE PARTS X

DISCLAIMER OF WARRANTIES
Any warranties on the parts and/or accessories sold
hereby by the undersigned by the undersigned. The seller,
OROVILLE MOTORS, Inc. hereby expressly disclaims
all warranties other express or implied, including all
implied warranties of merchantability or fitness for the
particular purpose, and OROVILLE MOTORS, Inc. shall
not be responsible for any other person or entity
suing for any liability in connection with the sale of
these parts and/or accessories.

50491

The Reynolds and Reynolds Co. P-22261

601037

1775

CHRISLER Dodge Jeep
Plymouth Dodge Trucks Eagle

INVOICE

AUTOWEST CHRYSLER PLYMOUTH JEEP/

AUTOWEST DODGE

230 AUTOMALL DRIVE, ROSEVILLE, CA 9

PAGE 1

916)791-9100 FROM SACRAMENTO 969

BAR # AA107514 EPA # CAD 993590134

SERVICE ADVISOR: 555 LIANE L PECK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT
RED	1999	DODGE RAM	1B7KF2363XJ601037		3163/3168
IN SERVICE DATE	PRCD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT
01JAN1999			07:48 28JUN99		CASH
DATE OPENED	DATE CUST. NOTIFIED	OPTIONS:			
24JUN99	24JUN99				

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
 A CUSTOMER STATES THAT THE TRUCK PULLS TO THE LEFT AND THE STEERING WHEN
 GOING TO THE RIGHT IS HARDER-CHECK AND ADVISE
 CAUSE: F
 02F *FRONT SUSPENSION AND RELATED REPAIRS
 310 W93 (N/C)

CHECKED AND FOUND STEERING WHEEL OFF CENTER- CENTERED STEERING WHEEL
 AND TEST DROVE VEHICLE CHECKS OK AT THIS TIME-SOME TIGHTNESS IN THE
 STEERING IS NORMAL FOR DIESEL TRUCKS-

X

X

ANY SERVICE RECOMMENDATIONS ARE THE DEALER'S
 RECOMMENDATIONS AND MAY DIFFER FROM
 MANUFACTURER'S

X

on work order
 has been added to
 and understand.
 D.L. Knight

AUTOWEST CHRYSLER PLYMOUTH JEEP/EAGLE AUTOWEST DODGE		ORIGINAL ESTIMATE:	AUTHORIZED REVISED ESTIMATE:	DESCRIPTION	TOTALS
\$		\$		LABOR AMOUNT	0.00
I ACKNOWLEDGE NOTICE AND DIAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE		CUSTOMER INITIAL		PARTS AMOUNT	0.00
X				GAS, OIL, LUBE	0.00
I ACKNOWLEDGE RECEIPT OF VEHICLE AND HAVE RECEIVED A COPY OF THIS INVOICE				SUBLET AMOUNT	0.00
CUSTOMER SIGNATURE				MISC CHARGES	0.00
				TOTAL CHARGES	0.00
				ADJUSTMENTS	0.00
				SALES TAX	0.00
				PLEASE PAY THIS AMOUNT	0.00

DLR CODE: 73 47
 DLR CODE: 73-68

CUSTOMER COPY



CROWN MOTORS

Where You're King Of The Road



555 WEST CYPRESS • REDDING, CALIFORNIA 96001 • (530) 241-4321

CUSTOMER NO. 41705	ADVISOR DANIEL E. JACKSON	53	CARD NO. 5224	INVOICE DATE 06/12/99	INVOICE NO. DUC55
	LABOR RATE		5561	COLOR RED	STOCK NO.
	YEAR/MAKE/MODEL 99/DODGE TRUCK/RAM 2500			DELIVERY DATE	DELIVERY MILES
	VEHICLE ID. NO. 1F8R236PXJ601037			SECOND DEALER NO.	PRODUCTION NO.
	F.T.E. NO.		P.O. NO.	R.O. DATE 06/12/99	REMARKS

APPROX. 100,000 MILES
 1. FRONT END NOISE - FRONT WHEELS ASSESSED AND ALIGNED ON 6-9-99
 2. OIL CHANGED
 3. FRONT STRUT RODS STILL WORN, SHOCK TIGHTENED
 4. TEST DRIVE WITH CUSTOMER
 5. NOISE, COMPLAINT TO THE STEERING WAS NOT WORKING PROPERLY
 6. REPAIRS NEEDED FOR STEERING AND FLUSHED OIL AS NECESSARY
 7. VEHICLE BEING TESTED OK

QTY	DESCRIPTION	UNIT PRICE
1	SEAL AXLE 17014001	
1	WHEEL HUB 17014001	
1	OIL 10W-40	
JOB # 1 TOTAL LABOR 2.00 HRS		

1. FRONT END NOISE - FRONT WHEELS ASSESSED AND ALIGNED ON 6-9-99
 2. OIL CHANGED
 3. FRONT STRUT RODS STILL WORN, SHOCK TIGHTENED
 4. TEST DRIVE WITH CUSTOMER
 5. NOISE, COMPLAINT TO THE STEERING WAS NOT WORKING PROPERLY
 6. REPAIRS NEEDED FOR STEERING AND FLUSHED OIL AS NECESSARY
 7. VEHICLE BEING TESTED OK

QTY	DESCRIPTION	UNIT PRICE
1	HUB BRAKE 5005006	
1	WHEEL HUB 17014001	
1	SEALER KIT 1061003	
JOB # 2 TOTAL PARTS		

JOB # 2 TOTAL LABOR 2 PARTS

TOTAL LABOR...
 TOTAL PARTS...
 TOTAL SUBST...
 TOTAL TAX...
 TOTAL MISC...
 TOTAL TRUCKING...

RO	VIN	CUST. NO.
1-12-77	1B7LEP33BY1601037	K1160103
YEAR	MAKE	MODEL
1990	DODGE	RAM
MILES	FIRST USE	SVC. ADV. (00)
7618		
CALL	WRITTEN	
☐ YES ☒ NO	RICK	
LADON		☐ CASH ☐ CREDIT CARD ☐ FLEET ☐ OTHER
APPROVED BY	NOTIFIED BY	DATE

RECEIVED BY	TOTAL	DATE
APPROVED BY	NOTIFIED BY	TIME

L	OPER.	UNIT	TEC	INSTRUCTIONS	SALE
				CUST STATES STEERING WANDERS ON ASPHALT ROADS FOLLOWS RIDGES IN ROAD-CHK & ADV A B C D CUST STATES TRUCK DRIFTS LEFT- CHK & ADV	

L	PART NO.	DESC.	QTY.	SALE

ORIGINAL ESTIMATE	MILES OUT	DATE COMPLETED
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE I hereby authorize the repair work herein 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 above vehicle to secure the amount of repairs thereon.		
200 East Avenue, Chico CA 95926 SERVICE 530-895-1771 FAX 530-895-8050 B.A.R. No. AH-11218 EPA 1 CAD 02007706		
ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE NOTED NOTICE TO CUSTOMERS: PLEASE RETURN ALL PARTS TO US FOR REUSE OR DISCARD BY LAW, YOU MAY CHOOSE ANOTHER FACILITY TO PERFORM NEEDED REPAIRS OR ADJUSTMENTS WHICH THE TRUCK CHECK TEST INDICATES IS NECESSARY.		
LABOR PARTS SUBLET GAS-OIL TOTAL TAX CHARGE CASH		

12001

CUSTOMER #:601037

59839



WORKORDER

AUTOWEST CHRYSLER-PLYMOUTH JEEP/EAGLE
AUTOWEST DODGE

PAGE 1

230 AUTOMALL DRIVE * ROSEVILLE, CA 95661
(916) 781-8100 FROM SACRAMENTO 969-5100

BAR # AA107514 EPA # CAD 983590134

SERVICE ADVISOR: 365 HANSEN, JOE Y

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	TAG
RED	99	DODGE RAM	1B7KF2363XJ601037		6994	T1005
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	PAYMENT	INV DATE
01JAN1999			08:00 16SEP99		CASH	

R.O. OPENED READY OPTIONS:

02SEP1999 08:46

LINE OF CODE TECH TYPE DESCRIPTIONS/INSTRUCTIONS

A 23 WD CHECK CUSTOMER WHEN YOU PUSH BUTTON FOR OVERDRIVE ON
TRANSMISSION -TRANS SLIPS# B 23 WD CHECK PULLS LEFT * ALSO IF YOU HIT A BUMP IN THE ROAD
FRONT END WANDERS AND STEERING FEELS LOOSE LIKE THERE
IS NO CENTER POINT

MO/DAY/YR

THIS IS NOT AN INVOICEBY LAW, YOU MAY CHOOSE ANY OTHER LICENSED AUTO CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS
OR ADJUSTMENTS WHICH THE SAAD CHECK TEST INDICATES ARE NECESSARY

SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE

I, the registered vehicle owner, hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for any delay caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you (dealer) your employee's permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of safety and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repair thereto. I hereby appoint AUTOWEST CHRYSLER-PLYMOUTH OF ROSEVILLE, AUTOWEST DODGE, OR AUTOWEST JEEP/EAGLE as my attorney in fact and approve you to negotiate and cash any draft of payment issued in payment of the repair order by my third party in my right and to sign my name thereto. Receipt of vehicle described herein for repair is acknowledged by customer. Said customer has hereby advised that the said property, at its contents, is not insured or protected in the amount of actual cash value thereof, or otherwise, by the undersigned owner against loss or destruction by theft, fire or vandalism while the property remains with the dealer. Customer states no articles of personal property have been left in the vehicle, and the dealer is not responsible for inspection thereof. Customer will be responsible for payment of reasonable attorney fees and costs in the event suit is brought for collection. I authorize suitable work to be performed on my vehicle. In the event that any work performed is not accepted for warranty payment by the manufacturer, then I, the customer, will be held responsible for the outstanding balance. This agreement is no way limits your warranty coverage if the situation does occur that you will receive documentation of limited warranty for your repairs.

PRELIMINARY
ESTIMATEWHICH INCLUDES A
SMALLER PARTSALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED
PRIOR TO BEGINNING WORK. I REQUEST THAT PARTS BE SAVED.☐ **SAVE PARTS** X

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

DATE	TIME	PHONE #	AUTHORIZED BY	ADDITIONAL AMOUNT	REVISED TOTAL

AUTHORIZED BY:

TERMS: CASH OR APPROVED CREDIT CARDS
UNLESS PRIOR ARRANGEMENTS HAVE BEEN MADE.**CUSTOMER COPY**DLR CODE: 73-42947
DLR CODE: 73-68087