

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

333

Date Received

03-JUL-2000

Od_or	_____
rt_dt	_____
od_rt	_____
up_ltr	_____

Reference No.

864671

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.) <small>(located at bottom of windshield or on vehicle)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
VW3AH8704WH120442	VOLKSWAGEN TF	EUROVAN	1998	

Purchase Date	Dealer's Name _____	Engine Size (CID/CCL) _____	<input type="checkbox"/> Turbo
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	<input type="checkbox"/> Diesel
			<input type="checkbox"/> Gas
			<input type="checkbox"/> Fuel Injection

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
<input type="checkbox"/> Manual <input type="checkbox"/> Automatic	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driver Side Airbag <input type="checkbox"/> Passenger Side Airbag	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	<input type="checkbox"/> Car <input checked="" type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____	<input type="checkbox"/> Sport Vlt <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle
		<input type="checkbox"/> 2-Point Belt <input type="checkbox"/> 2-Point Belt				<input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Station Wagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____

## FAILED COMPONENT(S)/PART(S) INFORMATION

Component 01100000	Part Name(s) STEERING:WHEEL AND COLUMN	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failures	Date(s) of Failure(s) _____ Mileage at Failure(s) 2000 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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## NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CONSUMER WAS IN THE DRIVEWAY BACKING OUT, AND ALL OF A SUDDEN STEERING WHEEL CAME OFF. HAD VEHICLE TOWED TO THE DEALER, AND HE REPAIRED THE STEERING WHEEL.\*AK

CONTINUE ON BACK IF NEEDED

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.

DOT Auto Safety Hotline		FOR AGENCY USE ONLY 333	
 U.S. Department of Transportation National Highway Traffic Safety Administration		<b>Vehicle Owner's Questionnaire (VOQ)</b> NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline	
<b>OWNER INFORMATION (Type or Print)</b> [Redacted] ID 617897 POST FALLS ID 83854		Date Received: 03 JUL 2000 Office: DEFECTS INVESTIGATION Reference No.: 864671 Work Number: [Redacted] Home Number: [Redacted]	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO In the absence of an authorization, NHTSA will NOT provide your name and address to the vehicle manufacturer.			
Signature of Owner: [Redacted]		Date: 7/28/00	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) VW3AH8704WH120442	Vehicle Make VOLKSWAGEN T	Vehicle Model EUROVAN	Vehicle Year 1998
Purchase Date 3-30-00		Dealer's Name R N R RV CENTER	Current Odometer Reading 2937
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City SPOKANE	State WA	Zip Code 99212
Engine Size (CID/CCIL) 170CID	No. Cylinders 6	<input type="checkbox"/> Turbo Diesel Gas <input checked="" type="checkbox"/> Fuel Injection	
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input checked="" type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input checked="" type="checkbox"/> Passengerside Airbag	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Drive Train <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input checked="" type="checkbox"/> Car <input type="checkbox"/> Sport Utl <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input checked="" type="checkbox"/> Other MOTORHOME	Body Style <input checked="" type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 01100000	Part Name(s) STEERING:WHEEL AND COLUMN	Location <input checked="" type="checkbox"/> Left <input checked="" type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failures	Date(s) of Failure(s) MID MAY 2000 Mileage at Failure(s) 2000 Vehicle Speed at Failure(s) LESS THAN 5 MPH	Failed Part(s) Available? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Fatalities 0
Estimated Property Damage N/A		Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
CONSUMER WAS IN THE DRIVEWAY BACKING OUT, AND ALL OF A SUDDEN STEERING WHEEL CAME OFF. HAD VEHICLE TOWED TO THE DEALER, AND HE REPAIRED THE STEERING WHEEL.*AK THIS IS A NEW VEHICLE. EVEN THOUGH IT IS ON A 1998 VOLKSWAGEN CHASSIS WINNEBAGO SOLD IT AS A NEW 1999 RIALTA MOTORHOME.			
CONTINUE ON BACK IF NEEDED			
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 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.			

# THE APPLEWAY GROUP

WH120442

828411



TOYOTA

MAZDA

\*INVOICE\*



SUBARU



TOW IN

PAGE 1

CHEVROLET · TOYOTA  
SUBARU · VW · AUDI  
MAZDA · MITSUBISHI

HOME:

BUS:

SERVICE ADVISOR: 700 JEFF SCHMALTZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	OUT	T-3	
WHITE	1998	WINNEBAGO RIALTA	NV3AH8704WH120442	3174M	2/2		T379	
DEL DATE	WARR EXP	PROMISED	PC NO	DATE	PAYMENT	INV DATE		
		09:06 26MAY00		EST	CASH	3JUN2000		
R.O. OPENED		READY	OPTIONS: DLR:14246 ENG:VR6 TRN:AUTO AXL:2WD					

09:18 22MAY00 10:21 09JUN00

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A/CUST STATES STEERING WHEEL IS FALLING OFF STEERING COLUMN

CAUSE: 0

481451A DIMG UPPER STEERING COLUMN & STEERING WHEEL

1 250 WV94 (N/C)

1 164-12 NUT (N/C)

1 N-904-485-01 WASHER (N/C)

1 N-904-542-01 WASHER (N/C)

1 N-904-341-A THRU (N/C)

1 NOL-419-331-B BUSHING (N/C)

1 701-419-331 BUSHING (N/C)

1 N-014-733-2 BOLT (N/C)

4810110 REMOVE AND INSTALL STEERING WHEEL (N/C)

1 250 WV94 (N/C)

1 701-419-091-B-01C STEERING SHAFT (N/C)

4814110 REMOVE AND INSTALL STEERING SHAFT (N/C)

1 250 WV94 (N/C)

1 701-419-505-F STEERCO (N/C)

2810210 REPAIR STEER LOCK CYLINDER (N/C)

1 250 WV94 (N/C)

1 701-905-851-A IGN LOC (N/C)

PC: 481451BKWZ

PART#:

COENT:

CLAIM TYPE: WC

AUTH CODE:

2: REMOVE STEERING WHEEL AND AIR BAG COLUMN COVER, ETC. EST DAMAGE AND GIVE S/O SHEET TO ADVISOR. 9960 T3 INSTALLED SO STEERING WHEEL, FOUND THAT IT DRAG QED ON DIRECT SW. TRIED TO ADJ. COULD NOT. CALLED TECH GERRADO. SAID UPPER COLUM HAD COLLAPSED. ORDERED NEW COLUM. FOUND

DESCRIPTION	TOTAL
Appleyway Chevrolet East 8500 Sprague Spokane, WA 99212 (509) 924-1150	Appleyway Toyota East 8500 Sprague Spokane, WA 99212 (509) 924-1444
Appleyway Subaru-VW-Audi-Mazda East 10000 Sprague Spokane, WA 99206 (509) 924-6900	Appleyway Mitsubishi East 8400 Sprague Spokane, WA 99212 (509) 927-3850
STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of the item(s). The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the item(s).	
CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	

The information contained on the estimate, worksheet, and/or repair order is incorporated herein by reference.

CUSTOMER COPY

East 8500 Sprague	East 8500 Sprague	The factory warranty constitutes all of the warranties with respect to the sale of the item(s).	LABOR AMOUNT	0.00
			PARTS AMOUNT	0.00

# THE APPLEWAY GROUP

WH120442

828411



TOYOTA



\*INVOICE\*



SUBARU



TOW IN

PAGE 2

CHEVROLET · TOYOTA  
SUBARU · VW · AUDI  
MAZDA · MITSUBISHI

HOME:

BUS:

SERVICE ADVISOR: 700 JEFF SCHMALTZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	RELEASE N/BOB	TAG	
WHITE	1998	WINNEBAGO RIALTA	WV3AH8704WH120442	3174M	2/2	T379	
DEL DATE	PRG DATE	WARR EXP	PROMISED	PO NO	DATE	PAYMENT	INV DATE
			09:06 26MAY00		EST	CASH	09JUN2000
R.O. OPENED	READY	OPTIONS:	DLR:14246 ENG:VR6 TRN:AUTO AXL:2WD				
09:18 22MAY00	10:21 09JUN00						

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL  
 THAT UPPER COLUMN IS SOLID, CALLED BILL ME TECH TO INFORM THEM. I TESTED THE CAR AND FOUND THE UPPER COLUMN WAS SCORED FROM THE UPPER SPRING CATCH NOT HOLDING ON THE SHAFT. I ALSO FOUND THE UPPER BEARING WAS DAMAGED BY THE RETAINER RING HITTING IT. I REMOVED THE ASSEMBLY AND INSTALLED A NEW UPPER SHAFT AND A NEW IGNITION LOCK ASSEMBLY, TRANSFERRING THE IGN TUMBLER. AFTER REASSEMBLY THE WHEEL AND ALL COMPONENTS OPERATED NORMALLY. TECH 250. VEHIC CODE TRC

*****	*****	*****	*****
B**	LABOR CHARGE	0.00	0.00
SUBL	APPL TOWING 312360	75.00	75.00
*****			

Appleyway Chevrolet East 8500 Sprague Spokane, WA 99212 (509) 924-1150	Appleyway Toyota East 8600 Sprague Spokane, WA 99212 (509) 924-1444
Appleyway Subaru-VW-Audi-Mazda East 10000 Sprague Spokane, WA 99208 (509) 924-8900	Appleyway Mitsubishi East 8400 Sprague Spokane, WA 99212 (509) 927-3850

STATEMENT OF DISCLAIMER	NET TOTAL
The factory warranty constitutes all of the warranties with respect to the sale of this item. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item.	
CUSTOMER SIGNATURE	
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	75.00
MISC. CHARGES	0.00
TOTAL CHARGES	75.00
LESS INSURANCE	0.00
SALES TAX	6.08
PLEASE PAY THIS AMOUNT	

The information contained on the estimate, worksheet, and/or repair order is incorporated herein by reference

CUSTOMER COPY

*[Handwritten signature]*