

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

284

Date Received

05-JUL-2000

 Od_or _____
 rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

864764

 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 or driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
2B3HD46T4SH656170	DODGE	INTREPID	1995	

Purchase Date	Dealer's Name _____	Engine Size (CID/CCL) _____	☐ 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 ☐ Motorized ☐ 2-Point Belt	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other _____ ☐ Sport Utl ☐ Truck ☐ Motorcycle	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03270000	Part Name(s) BRAKES:HYDRAULIC:SHOE:DISC BRAKE SYSTEM	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Date(s) of Failure(s) _____ Mileage at Failure(s) 70 _____ 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)

THE FRONT DISC BRAKES BECAME PITTED, CAUSING CORROSION. DEALER HAS BEEN NOTIFIED.*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.

 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 284 RECEIVED 00 JUL 28 AM 10:07 05 JUL 2000 OFFICE DEFECTS INVESTIGATION File No. 864764 Week 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 owner's signature, please print name and address to the vehicle manufacturer.					
Signature of Owner		Date <u>7/19/2000</u>			
VEHICLE INFORMATION					
Vehicle Ident. No. (VIN.) (Located at bottom of windshield on driver's side) 2B3HD46T4SH666170		Vehicle Make DODGE	Vehicle Model INTREPID	Vehicle Year 1995	Current Odometer Reading
Purchase Date ☒ New ☐ Used		Dealer's Name <u>Town & Country Dodge</u> City <u>HOPKINS</u> State <u>MN</u> Zip Code <u>55331</u>		Engine Size (CID/CC/L) <u>3.3</u> No Cylinders <u>6</u> ☐ Turbo ☐ Diesel ☒ Gas ☐ Fuel Injection	
Transmission Type ☐ Manual ☒ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☐ 3-Point Belt ☐ Motorbelt ☒ Driverside Airbag ☐ 2-Point Belt ☒ Passengerside Airbag		Cruise Control ☒ Yes ☒ NO	Drive Train ☒ Front ☐ Rear ☐ 4-Wheel
Vehicle Type ☒ Car ☐ Sport Ut ☐ Truck ☐ Motorcycle ☐ Van ☐ Minivan ☐ Other		Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other			
FAILED COMPONENT(S)/PART(S) INFORMATION					
Component 03270060	Part Name(s) BRAKES:HYDRAULIC;SHOE:DISC BRAKE SYSTEM		Location ☒ Left ☐ Right ☒ Front ☐ Rear		Failed Part(s) ☒ Original ☐ Replacement
No of Failures 1	Date(s) of Failure(s) Mileage at Failure(s) <u>75621</u> 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
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)					
THE FRONT DISC BRAKES BECAME PITTED, CAUSING CORROSION. DEALER HAS BEEN NOTIFIED.*AK <i>The braking and handling went from good to hazardous within less than 500 odometer miles. Could not be driven safely.</i> <i>The inboard left disk was the most severely pitted. Both front disks required resurfacing to their minimum allowable thickness. (Rd were ok but replaced)</i> <i>This was the first brake service on this vehicle. (over)</i>					
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)

Work was performed at "Penske Auto Center"
- Copy of customer invoice enclosed -

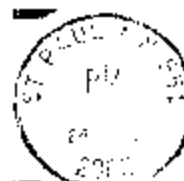
☆ U.S. G.P.O.: 1982 - 423-897 / 80086

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
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590





STORE # 3031
2849 UNIVERSITY AVE.
LAINE, MN 55434

TELEPHONE NO. 612-786-9010
REGISTRATION NO.

PAGE 1
STEVE BUNDHOREG THANK YOU!!
06/02/00 10:24 AM 3031 55 6338 90

HOME PHONE

06/02/00

INTREPTD 95 945LVH

AUTHORIZATION

YOU ARE LIMITED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE
WORK WILL BE COMPLETED WITHIN THE ESTIMATE. IF THE ESTIMATE IS NOT MET, YOU WILL
BE RESPONSIBLE FOR THE COST OF THE REPAIRS. OLD PARTS REQUESTED BY CUSTOMER

YES ☐ NO ☐

HN 75,621 2B3HD46T4SH656170

QTY	U.P.C. CODE	PS	DESCRIPTION	KEY	UNIT PRICE	AMOUNT	TIME	TECH	S
1	0072000802694		CHECK BRAKES AND ADVISE CKBR PULSATES BAD*****	2	.00	.00		58545	
1	0072000895436		CK LEAK IN BACK BY PROP VALVE	2	.00	.00		58540	
1	841027014		PAC COURTESY INSPECTION	2	.00	.00		58545	
1	UP*AE7470AM	S	BASIC BRAKES FRONT DISC	4	57.25	57.25		58540	
1	0072000129401		OC1 DISC BRAKE	2	1.65	1.65		58545	
1	0072000129357		BRAKES ENVIRONMENTAL FEE FRONT DISC BRAKE LABOR INCLUDES: NEW BRAKE PADS RESURFACE ROTORS 12 MONTHS/12,000 MILES, PARTS & LABOR WARRANTY	6	42.74	42.74		58545	
1	0072000801604		TIRE ROTATION W/O PENSKE TIR ROTORS ARE AT MINIMUM HAD TO TURN RUST OFF***** WE SEALED UP PROP VALVE NO CHG THANKS HAVE A GREAT DAY!	6	10.00	10.00	1.0	58645	

CUSTOMER
DEDUCTIBLE

TOTAL

TECHNICIAN

STATE CERTIFICATION NO

CERTIFICATION: THE REPAIRS LISTED ON THIS DOCUMENT HAVE BEEN
PROPERLY PERFORMED
MANAGER'S SIGNATURE X

ADDITIONAL REPAIR AUTHORIZATION

I AUTHORIZE YOU TO PERFORM THE REPAIRS ABOVE AND FURNISH NECESSARY MATERIALS. I UNDERSTAND ANY COST QUOTED IS AN
ESTIMATE. YOUR TECHNICIAN MAY OPERATE THIS VEHICLE FOR INSPECTION, TESTING AND DELIVERY. YOU WILL NOT BE RESPONSIBLE FOR
LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN IT IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.
AN EXPRESS TECHNICIAN USE IS ACKNOWLEDGED ON ABOVE
VEHICLE TO SECURE AMOUNT OF REPAIRS X

ABOVE MERCHANDISE
RECEIVED BY X

CUSTOMER'S SIGNATURE

"THE LEADER IN AUTOMOTIVE SERVICE"

CUSTOMER COPY

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		OWNER INFORMATION (Type or Print) JUANITA RICHARDSON 588588 P O BOX BOX 755 WYANDOTTE WYANDOTTE MI 48192		Reference No. 856276 Work Number _____ Home Number 734 281 8968 0962			
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 <u>Juanita & Richardson</u>				Date <u>2/29/00</u>			
VEHICLE INFORMATION							
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 1J4FJ78S5RL213781		Vehicle Make JEEP		Vehicle Model CHEROKEE		Vehicle Year 1994	
				Current Odometer Reading 114,000			
Purchase Date 4-30-99 ☐ New ☒ Used		Dealer's Name <u>Jeff Benson</u> City <u>Wayne</u> State <u>MI</u> Zip Code <u>48184</u>		Engine Size (CID/CC/L) <u>4.0</u> No Cylinders <u>6 cyl.</u>		☐ Turbo ☐ Diesel ☒ Gas ☒ Fuel Injection	
Transmission Type ☐ Manual ☒ Automatic		Antilock Brakes ☒ Yes ☐ No		Restraint System ☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt		Cruise Control ☒ Yes ☐ No	
				Drive Train ☐ Front ☐ Rear ☒ 4-Wheel		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 13420000		Part Name(s) STRUCTURE:DOOR ASSEMBLY:HINGE AND ATTACHMENTS		Location ☒ Left ☒ Front ☐ Right ☐ Rear		Failed Part(s) ☒ Original ☐ Replacement	
No of Failures 2		Date(s) of Failure(s) <u>12-NOV-1999</u> Mileage at Failure(s) <u>10015</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 _____		Number of Fatalities _____	
				Estimated Property Damage _____		Reported to Police ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)							
DOOR HINGES PULLED AWAY FROM THE DOOR FRAME. DOOR CAME UNWELDED FROM THE REST OF THE DOORS. *AK Body This caused the door not to close properly. I had to pay to get the hinge welded back on to prevent further damage. If it was not fixed, the door would fall off.							
CONTINUE ON BACK IF NEEDED							
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