

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

02-AUG-2000

 Od\_or \_\_\_\_\_  
 rt\_dt \_\_\_\_\_  
 od\_rt \_\_\_\_\_  
 up\_ltr \_\_\_\_\_

Reference No.

866581

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 driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
	DODGE TRUCK	CARAVAN	1997	

Purchase Date	Dealer's Name _____	Engine Size (CID/CCL) _____	<input type="checkbox"/> Turbo
<input checked="" type="checkbox"/> New <input 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 checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driver Side Airbag <input type="checkbox"/> Passenger Side Airbag <input type="checkbox"/> Inflation Bell <input type="checkbox"/> 2-Point Belt	<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 Util Truck <input type="checkbox"/> Motorcycle <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 01340000 05250000	Part Name(s) STEERING:POWER ASSIST:BELT ENGINE COOLING SYSTEM:BELTS	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failures	Date(s) of Failure(s) 25-JUL-2000 Mileage at Failure(s) 39500 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)

WHILE DRIVING LESS THAN 30 MPH SERPENTINE BELT TENSIONER PULLEY BROKE, CAUSING ALL POWER STEERING TO BE LOST. VAN WAS TOWED TO THE DEALERSHIP, WHERE THE BELT TENSIONER ASSEMBLY AND POWER STEERING PULLEY WAS REPLACED AT OWNER'S EXPENSE. DEALERSHIP STATED THAT THIS WAS A COMMON PROBLEM, AND HAPPENED ALL THE TIME. OWNER VERY CONCERNED FOR THE SAFETY OF HIMSELF AND OTHERS. PLEASE PROVIDE ANY FURTHER INFORMATION. \*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.

<p style="text-align: center;"><b>DOT Auto Safety Hotline</b>  <b>Vehicle Owner's Questionnaire (VOQ)</b>                  NATIONWIDE 1-888-DASH-2-DOT                  1-888-327-4236                  www.nhtsa.dot.gov/hotline</p>	<p><b>FOR AGENCY USE ONLY</b> 118</p> <p>Date Received: <b>02-AUG-2000</b>                  00 SEP -7 PM 2:00                  OFFICE OF EFFECTS INVESTIGATION</p> <p>Od. or _____                  rd. dt _____                  od. n _____                  up. ltr _____</p> <p>Reference No. <b>866581</b></p> <p>Work Number _____                  Home Number _____</p>
<p><b>OWNER INFORMATION (Type or Print)</b></p> <p>_____ <b>624405</b></p>	

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?  YES  NO  
 In the absence of an authorized signature, your name and address to the vehicle manufacturer.  
 Signature of Owner \_\_\_\_\_ Date 09/05/00

VEHICLE INFORMATION						
Vehicle Ident. No. (VIN.) (Located at bottom of windshield on driver's side) <u>1B4GP64L7NB472877</u>	Vehicle Make <u>DODGE TRUCK</u>	Vehicle Model <u>CARAVAN</u>	Vehicle Year <u>1997</u>	Current Odometer Reading <u>40127</u>		
Purchase Date <u>11/07/97</u> <input checked="" type="checkbox"/> New <input type="checkbox"/> Used	Dealer's Name <u>FLAGLER CHRYS. PLY. DODGE</u> City <u>BUNNELL</u> State <u>FL</u> Zip Code _____		Engine Size (CID/GCC/L) <u>3.8</u> No. Cylinders <u>6</u>	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input 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 type="checkbox"/> Car <input type="checkbox"/> Sport Utl <input checked="" type="checkbox"/> Van <input type="checkbox"/> Truck <input checked="" type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other _____	Body Style <input type="checkbox"/> 2-Door <input checked="" 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 <u>01340000</u> <u>06250000</u>	Part Name(s) <u>STEERING:POWER ASSIST:BELT</u> <u>ENGINE COOLING SYSTEM:BELTS</u>	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failures <u>2</u>	Date(s) of Failure(s) <u>29-JUL-2000</u> Mileage at Failure(s) <u>39500</u> Vehicle Speed at Failure(s) _____	Failed Part(s) Available? <input checked="" type="checkbox"/> Yes <input 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 <u>N/A</u>	Number of Fatalities <u>N/A</u>	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

**NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)**

**WHILE DRIVING LESS THAN 30 MPH SERPENTINE BELT TENSIONER PULLEY BROKE, CAUSING ALL POWER STEERING TO BE LOST. VAN WAS TOWED TO THE DEALERSHIP, WHERE THE BELT TENSIONER ASSEMBLY AND POWER STEERING PULLEY WAS REPLACED AT OWNER'S EXPENSE. DEALERSHIP STATED THAT THIS WAS A COMMON PROBLEM, AND HAPPENED ALL THE TIME. OWNER VERY CONCERNED FOR THE SAFETY OF HIMSELF AND OTHERS. PLEASE PROVIDE ANY FURTHER INFORMATION. \*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.

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)

All Power ASSIST for the operator quits when BELT comes off. The vehicle becomes totally DISABLED & can't be driven w/o OVERHEATING & CAUSING ADDITIONAL DAMAGE. If disabled in a remote AREA OR ROAD with CURVES (mountains, water etc); the failure could RESULT in INJURIES OR DEATH. The tensioner pulley had obvious CRACK DAMAGE for some time. The final ~~crack~~ BREAK, which WAS APPROX 1/8" of the DIAMETER of the shaft, WAS SHINY & CHIPPED the fresh BREAK. I WAS TOLD part in STOCK HAPPENS ALL THE TIME. Could quote the price to repair w/o looking it up. The DAMAGE WAS WELL before the warranty ran out. The tensioner pulley defect ALSO CAUSED DAMAGE to the Power Steering Pulley. I'VE BEEN A chevrolet buyer for 40 years now, I question the INTEGRITY AND CONCERN for the safety of their customers.

★ U.S. G.P.O.: 1982 - 623-897 / 60086

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





U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

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

Dear Consumer:

As a result of your recent inquiry to the National Highway Traffic Safety Administration's Auto Safety Hotline, we developed the enclosed Vehicle Owner's Questionnaire. Please review the form and supply any additional information you have that you believe is relevant to your safety problem(s). You may also include copies of repair bills, letters to manufacturers, or any other documents related to the problem(s).

Please complete the questionnaire, fold, staple, or tape it so that the pre-addressed portion is on the outside.

We will share this information with the appropriate manufacturer may help resolve your problem(s). It is helpful to be thorough in your report so that our ability to use your information will be maximized. It is not necessary to complete all boxes if you are not sure of the information. It is very difficult to pursue complaints unless the Vehicle Identification Number (VIN) is known, and when reporting a tire problem, the DOT Identification is needed. The VIN is located inside the vehicle adjacent to the left of the windshield pillar (driver's side). The tire identification number contains 7 to 11 characters and is preceded by the letters "DOT" on the tire between the maximum width section and the bead, usually near the rim flange on the opposite side of the whitewall or on either side of a blackwall tire.

Any information you provide on this questionnaire is ENTIRELY VOLUNTARY. There is NO CONSEQUENCE or PENALTY of any kind if you DO NOT wish to provide it. We seek this information so that this agency can help you and other owners with similar problems and to allow us to combine this information with similar owner reports to develop both statistical and investigatory evidence which will help identify potential safety-related problems in motor vehicles or items of motor vehicle equipment.

Sincerely,

Information Management Branch  
Auto Safety Hotline

2 Enclosures:

Self-addressed Questionnaire  
Auto Safety Hotline Pamphlet



AUTO SAFETY HOTLINE  
(800) 424-9393  
Wash. D.C. Area 366-C123



1997 MODEL YEAR

**GRAND CARAVAN ES**

THE NEW DODGE

**PRICE INFORMATION****MANUFACTURER'S SUGGESTED RETAIL PRICE OF THIS MODEL INCLUDING DEALER PREPARATION****Base Price: \$26,495****Dodge Grand Caravan ES FWD****Exterior Color:** Candy Apple Red Metallic Clear Coat**Interior Color:** Mist Gray**Interior:** Leather Faced Lowback Bucket Seats**Engine:** Engine - 3.8L SMPI V-6**Transmission:** Transmission - 4 Speed Automatic**STANDARD EQUIPMENT (UNLESS REPLACED BY OPTIONAL EQUIPMENT)**

## \* Safety Features

- \*Supplemental Driver & Front Passenger Air Bags
- \*Front & Rear Side-Guard Door Impact Beams
- \*Four-Wheel Antilock Brake System (FT Disc/R Drum)
- \*Lap/Shoulder Belts All Outboard Seating Positions
- \*Height-Adjustable Belts Front/Second Row Seats
- \*Child-Protection Sliding Door Locks
- \*Five-MPH Bumpers

## \* Functional Features

- \*Front Wheel Drive
- \*Air Conditioning - Non-CFC Refrigerant
- \*Power Assisted Rack & Pinion Steering
- \*P215/65R15 All Season Steel Belted Radial Tires
- \*Compact Spare Tire
- \*Dual Note Horn
- \*Stainless Steel Exhaust System
- \*Side Window Demisters
- \*20 Gallon Fuel Tank With Tethered Gas Cap
- \*12-Volt Power Outlets, Front Console/RR Cargo Area
- \*Low Step-Up Entry & Exit Height
- \*Electronic Speed Control
- \*Power Door Locks, Front/Skidding Door and Liftgate
- \*Rear Window Defroster
- \*Dual Exterior Power Remote Heated Mirrors
- \*Electric Windshield Wiper De-Icer
- \*Remote Keyless/Illum. Entry w/Headlamp time delay

## \* Interior Features

- \*Easy Out Roller Seats TM
- \*Seven-Passenger Deluxe Seating incl. recline/fold
- \*AM/FM Stereo Cassette With Four Speakers & Clock
- \*Overhead Console w/Trip Comp./Map/Reading Lights
- \*Center Console W/ Adjustable Cupholders
- \*Dual Illuminated Visor Vanity Mirrors W/Extensions
- \*Deluxe Sound Insulation Package
- \*Intermittent Windshield & Liftgate Wipers/Washers
- \*172 Cubic Foot Maximum Cargo Volume
- \*Tilt Steering Column
- \*Locking Passenger Seat Storage Drawer

**PRICE INFORMATION (cont'd)****OPTIONAL EQUIPMENT**Candy Apple Red Metallic Clear Coat \$200  
Leather Faced Lowback Bucket Seats \$890**Customer Preferred Group (29M)****\$1,510**

- \* ES Decor Group
  - Bodycolor Fascias, Bodyside Moldings & Appliques
  - Gold Accent Stripe
  - Fog Lights
  - 16" Cast Aluminum Wheels
  - P215/65 R16 A/S Touring Tires
  - Touring Handling Group
- \* Dual Zone Temperature Control Feature on Air Conditioning
- \* 8-Way Power Driver Seat
- \* Sunscreen/Solar Glass
- \* Radio - AM/FM w/Cassette, Equalizer, CD Changer Control & 10 Infinity Speakers in 8 Locations
- \* Traction Control
- \* Leather Wrapped Steering Wheel
- \* Rear View Mirror w/Automatic Day/Night Feature
- \* Passenger Assist Strap

Climate Group II \$405  
\* Rear Heat & Air ConditioningConvenience/Security Group V \$150  
\* Security Alarm7 Passenger Seating w/Quad Buckets \$625  
Engine - 3.8L SMPI V-6 \$325w/Platinum Tipped Plugs  
Luggage Rack \$175

Radio - AM/FM w/Cassette, CD Player, Equalizer &amp; 10 Infinity Speakers in 8 Locations \$395

Load Leveling Suspension \$290

**DESTINATION CHARGE \$580****TOTAL BEFORE DISCOUNT \$32,040****Dodge Discount\* -\$760****TOTAL PRICE: \* \$31,280**

Assembly Plant/Port of Entry: FENTON, MISSOURI, U.S.A.

VIN: 1B4-GP54L7VB-472877

LA-VIN: 2902

OR01

SHIP TO: 43184 10  
FLAGLER CHRY PLYM DOD INC  
POB 352048, STATE RD 100  
PALM COAST FL 32135SOLD TO: 95 43184  
FLAGLER CHRY PLYM DOD INC  
POB 352048, STATE RD 100  
PALM COAST FL 32135

THIS LABEL IS ADDED TO THIS VEHICLE TO COMPLY WITH FEDERAL LAW. THE LABEL CANNOT BE REMOVED OR ALTERED PRIOR TO DELIVERY TO THE ULTIMATE PURCHASER.

\* STATE AND/OR LOCAL TAXES IF ANY, LICENSE AND TITLE FEES AND DEALER SUPPLIED AND INSTALLED OPTIONS AND ACCESSORIES ARE NOT INCLUDED IN THIS PRICE DISCOUNT IF ANY. IS BASED ON PRICE OF OPTIONS IF PURCHASED SEPARATELY.



THIS VEHICLE IS MANUFACTURED TO MEET SPECIFIC UNITED STATES REQUIREMENTS. THIS VEHICLE IS NOT MANUFACTURED FOR SALE OR REGISTRATION OUTSIDE OF THE UNITED STATES.

#### PARTS CONTENT INFORMATION

FOR VEHICLES IN THIS CARLINE:

U.S./CANADIAN PARTS CONTENT: 80 %

FOR THIS VEHICLE:

FINAL ASSEMBLY POINT:

FENTON, MISSOURI, U.S.A.

COUNTRY OF ORIGIN:

ENGINE PARTS: UNITED STATES

TRANSMISSION PARTS: UNITED STATES

NOTE: PARTS CONTENT DOES NOT INCLUDE FINAL ASSEMBLY, DISTRIBUTION, OR OTHER NON-PARTS COSTS.

#### PERFORMANCE LEVELS:

- \* Peak Horsepower 166 h.p./4300 rpm
- \* Peak Torque 227 ft.-lb./3100 rpm



1-800-343-7566

Compare this vehicle to others in the FREE FUEL ECONOMY GUIDE available at the dealer.

CITY MPG

17



HIGHWAY MPG

24

Actual Mileage will vary with options, driving conditions, driving habits and vehicle's condition. Results reported to EPA indicate that the majority of vehicles with these estimates will achieve between

14 and 20 mpg in the city, and between 20 and 28 mpg on the highway.

1997 CARAVAN 2WD  
6 CYL, 3.8 L (231 CID),  
MULTIPOINT FUEL INJECTION,  
4-SPEED AUTOMATIC TRANS,  
W/ LOCKUP TORQUE CONVERTER.

Estimated Annual Fuel Cost:  
\$ 900

For Comparison Shopping,  
all vehicles classified as  
SPECIAL PURPOSE  
have been issued mileage ratings  
ranging from 12 to 24 mpg city  
and 15 to 28 mpg highway.



2280 W. INTERNATIONAL SPEEDWAY BLVD.  
 DAYTONA BEACH, FLORIDA 32114  
 904-255-0571 OR TOLL FREE 1-800-487-5393  
 STATE OF FLORIDA REGISTRATION # BV-01634

CUSTOMER NO. 20540	ADVISOR DERRICK FERGUSON 488	TAG NO. 707	INVOICE DATE 08/01/00	INVOICE NO. DMCS38057
	LABOR RATE	LICENSE NO.	MILEAGE 38578	COLOR
	YEAR / MAKE / MODEL 87/DODGE/			DELIVERY DATE
	VEHICLE I.D. NO. 1B4GP54L7YB472877			DELIVERY MILES
	F. T. E. NO.			SELLING DEALER NO.
	P. O. NO.			PRODUCTION DATE
BUSINESS PHONE	COMMENTS			P. O. DATE 07/31/00

MO: 38578

**JOB# 1 CHARGES**

LABOR  
 J# 1 1000Z MINOR ENG DIAG/REP TECH(S):460 472 74.95  
 TENSIONER IS BROKE AND SITTING IN THE FRONT SEAT  
 REPLACE THE TENSIONER

QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	PRICE
1	4612894-AE	TENSIONER 9020002	58.97	58.97
TOTAL - PARTS			58.97	58.97

**JOB# 1 TOTALS**  
 LABOR PARTS 74.95 58.97

**JOB# 2 CHARGES**      **JOB# 1 JOURNAL PREFIX DOCS**      **JOB# 1 TOTAL**      133.92

LABOR  
 J# 2+0100Z-30K 30000 "D" SERVICE TECH(S):472 189.95  
 90000 MILE "D" SERVICE 4299.95 NEXT SERVICE DUE ON  
 LOF ROT BKS TS AF FF CSS INSP  
 SERVICE COMPLETED-THANK YOU

QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	PRICE
1	PK090	OIL CHANGE	12.00	12.00
5	WV	MOTOR OIL	****	****
1	5281090	FILTER EN 9057006	****	****
1	AFC1	COOLANT	13.00	13.00
1	4213583	FILTER AI 14029008	17.95	17.95
1	4809118-AB	FILTER FU 14029003	33.00	33.00
1	4003	B CLEAN	3.00	3.00
1	PK505	604 TRANS KIT	30.00	30.00
1	4864505-AB	FLTR PKG 21170002	****	****
1	5010884-AA	SEALER RT 1081003	****	****
4	ATF	TRANS FL	****	****
TOTAL - PARTS			108.95	108.95

**JOB# 2 TOTALS**  
 LABOR PARTS 189.95 108.95

**JOB# 3 CHARGES**      **JOB# 2 JOURNAL PREFIX DOCS**      **JOB# 2 TOTAL**      298.90

LABOR  
 J# 3+1900Z STEERING DIAG/REP TECH(S):472 164.89  
 P/S PUMP PULLEY BROKEN  
 REPLACE THE PUMP PULLEY

QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	PRICE
1	5281262	PULLEY 6- 19054086	26.66	26.66
TOTAL - PARTS			26.66	26.66

**SHOP SUPPLIES AND HAZARDOUS WASTE DISPOSAL CHARGES**  
 This charge represents costs and profits to the motor vehicle repair facility for items such as miscellaneous shop supplies and/or waste disposal.

**12 MONTHS/12,000 MILES WARRANTY ON MOPAR PARTS. SEE DEALER FOR DETAILS**

**- PAID -**  
 OR. CARD *me*  
 CASH  
 OK. # \_\_\_\_\_

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2280 W. INTERNATIONAL SPEEDWAY BLVD.  
 DAYTONA BEACH, FLORIDA 32114  
 904-255-0571 OR TOLL FREE 1-800-487-5393  
 STATE OF FLORIDA REGISTRATION # MV-01634

CUSTOMER NO. 20540	ADVISOR DERRICK FERGUSON 488	TAG NO. 707	INVOICE DATE 08/01/00	INVOICE NO. DQCS39057
	LABOR RATE	LICENSE NO.	COLOR J	STOCK NO.
	YEAR / MAKE / MODEL 97/DODGE/	MILEAGE 39576	DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1B4GP54L7VB472877		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 07/31/00	
BUSINESS PHONE	COMMENTS			

MQ: 39576

JOB# 3 TOTALS-----

LABOR	164.89
PARTS	26.66
JOB# 3 JOURNAL PREFIX DQCS JOB# 3 TOTAL	191.55

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----

JOB # A	SS	SUPPLIES/DISPOSAL		25.00
TOTAL - MISC				25.00

TOTALS-----

THANK YOU FOR CHOOSING SPEEDWAY DODGE & KIA

IT'S OUR RESPONSIBILITY TO YOU TO STRIVE FOR 100% SATISFACTION, TO INSURE THIS. ANY CONCERN, NO MATTER HOW SMALL, CALL US.  
 THANKS AGAIN, BRUCE R. ANDREWS SERVICE DIRECTOR  
 \*\*\*\*\*THANK YOU\*\*\*\*\*

CREW CHIEFS -- WALT, DERRICK, FRANK AND MARK

-----  
 CUSTOMER SIGNATURE

**SHOP SUPPLIES AND HAZARDOUS WASTE DISPOSAL CHARGES**

This charge represents costs and profits to the motor vehicle repair facility for items such as miscellaneous shop supplies and/or waste disposal.

**12 MONTHS/12,000 MILES WARRANTY ON MOPAR PARTS. SEE DEALER FOR DETAILS**

TOTAL LABOR.....	429.79
TOTAL PARTS.....	194.58
TOTAL SUBLET.....	0.00
TOTAL G.D.S.....	0.00
TOTAL MISC CHG.....	25.00
TOTAL MISC DESC.....	0.00
TOTAL TAX.....	38.97
<b>TOTAL INVOICE \$</b>	<b>688.34</b>



2280 W. INTERNATIONAL SPEEDWAY BLVD.  
 DAYTONA BEACH, FLORIDA 32114  
 904-255-0571 OR TOLL FREE 1-800-497-5393  
 STATE OF FLORIDA REGISTRATION # MV-01634

CUSTOMER NO. 20540	ADVISOR FRANK ROJAS 484	TAG NO. 881	INVOICE DATE 05/25/00	INVOICE NO. DOCS36408
	LABOR RATE	LICENSE NO.	MILEAGE 35505	COLOR 1
	YEAR / MAKE / MODEL 87/DODGE/		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1B4GP54L7VB472877		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 05/24/00	
BUSINESS PHONE	COMMENTS			

MO: 35505

JOB# 1 CHARGES

LABOR  
 J# 1 2400Z A/C OR HEAT DIAG/REP TECH(S): 12802 WARRANTY  
 CHECK A/C DOESN'T COOL ENOUGH  
 BAD O-RINGS  
 A.C. PERFORMANCE AND LEAK TEST, EVAC/RECHARGE, REPLACED  
 COMP O-RINGS

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	4796564	O RING A/ 24025172		
	1	4796565	O RING A/ 24025172		
	3	82300329	REFRIDGR1		
				TOTAL - PARTS	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX DOCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR  
 J# 2 2100Z TRANSAXLE TECH(S): 12802 WARRANTY  
 TRANSMISSION JERKS WHILE TAKIN OFF FROM STOP  
 BAD FRONT MOTOR MOUNT  
 REPLACED FRONT MOTOR MOUNT

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	4612427	SUPPORT F 9043003		
				TOTAL - PARTS	0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX DOCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR  
 J# 3 0800Z ELECTRICAL SYSTEMS TECH(S): 12802 WARRANTY  
 SOMETIMES WHEN KEYLESS ENTRY IS ACTIVATED, RIGHT FRONT LOCK  
 DOES NOT RELEASE  
 BAD ACTUATOR/LATCH  
 ORDERED ACTUATOR/LATCH ASSY, CUSTOMER TO BRING BACK WHEN  
 PARTS REC'D

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	0	4717472-AB	LATCH FRD 23018005		
PART ON SPECIAL ORDER					
** QUANTITY 1 IS SPECIAL ORDERED **					
				TOTAL - PARTS	0.00

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX DOCS JOB# 3 TOTAL 0.00

SHOP SUPPLIES AND HAZARDOUS WASTE DISPOSAL CHARGES

This charge represents costs and profits to the motor vehicle repair facility for items such as miscellaneous shop supplies and/or waste disposal.

12 MONTHS/12,000 MILES WARRANTY ON MOPAR PARTS. SEE DEALER FOR DETAILS

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2280 W. INTERNATIONAL SPEEDWAY BLVD.  
 DAYTONA BEACH, FLORIDA 32114  
 904-255-0571 OR TOLL FREE 1-800-487-5393  
 STATE OF FLORIDA REGISTRATION # MV-01634

CUSTOMER NO 20540	ADVISOR FRANK ROJAS 484	TAG NO. 881	INVOICE DATE 05/25/00	INVOICE NO. D0CS36408
	LABOR RATE	LICENSE NO.	MILEAGE 35505	COLOR /
	YEAR / MAKE / MODEL 87/DODGE/		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1B4GP54L7VB472877		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.C. DATE 05/24/00	
BUSINESS PHONE	COMMENTS			

MO: 35505

TOTALS

THANK YOU FOR CHOOSING SPEEDWAY DODGE & KIA

IT'S OUR RESPONSIBILITY TO YOU TO STRIVE FOR 100% SATISFACTION. TO INSURE THIS, ANY CONCERN, NO MATTER HOW SMALL, CALL US. THANKS AGAIN, BRUCE R. ANDREWS SERVICE DIRECTOR  
 \*\*\*\*\*THANK YOU\*\*\*\*\*

CREW CHIEFS -- WALT, DERRICK, FRANK AND MARK

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.D.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00

TOTAL INVOICE \$ 0.00

SHOP SUPPLIES AND HAZARDOUS WASTE DISPOSAL CHARGES

This charge represents costs and profits to the motor vehicle repair facility for items such as miscellaneous shop supplies and/or waste disposal.

12 MONTHS/12,000 MILES WARRANTY ON MOPAR PARTS. SEE DEALER FOR DETAILS

CUSTOMER SIGNATURE



2280 W. INTERNATIONAL SPEEDWAY BLVD.  
 DAYTONA BEACH, FLORIDA 32114  
 904-255-4571 OR TOLL FREE 1-800-487-5383  
 STATE OF FLORIDA REGISTRATION # NV-01634

CUSTOMER NO 20540	ADVISOR DERRICK FERGUSON 489	TAG NO. 385	INVOICE DATE 08/02/00	INVOICE NO. DCCS38743
[REDACTED]	LABOR RATE	TIC/MSR NO	MILEAGE 35686	COLOR /
	YEAR / MAKE / MODEL 97/DODGE/			DELIVERY DATE
	VEHICLE ID NO 1B4GP54L7VB472877			SELLING OFFER NO
	F. T. E. NO		P. O. NO.	R. O. DATE 08/02/00
BUSINESS PHONE	COMMENTS MO: 35686			

JOB# 1 CHARGES-----  
 LABOR-----  
 J# 1 0800Z ELECTRICAL SYSTEMS TECH(S):12802 WARRANTY  
 PART CAME IN FOR RIGHT FRONT LOCK LATCH 4717472AB  
 INTER. INOP. POSSIBLE OPEN CIRCUIT  
 REPLACE RF DOOR LATCH  
 PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----  
 1 4717472-AB LATCH FRG 23018005 TOTAL - PARTS 0.00  
 WARRANTY  
 JOB# 1 TOTALS-----  
 JOB# 1 JOURNAL PREFIX DOCS JOB# 1 TOTAL 0.00

**SHOP SUPPLIES AND HAZARDOUS WASTE DISPOSAL CHARGES**  
 This charge represents costs and profits to the motor vehicle repair facility for items such as miscellaneous shop supplies and/or waste disposal.  
**12 MONTHS/12,000 MILES WARRANTY ON MOPAR PARTS. SEE DEALER FOR DETAILS**

COMMENTS-----  
 WAIT  
 TOTALS-----  
 THANK YOU FOR CHOOSING SPEEDWAY DODGE & KIA  
 IT'S OUR RESPONSIBILITY TO YOU TO STRIVE FOR 100% SATISFACTION. TO INSURE THIS, ANY CONCERN, NO MATTER HOW SMALL, CALL US.  
 THANKS AGAIN, BRUCE R. ANDREWS SERVICE DIRECTOR  
 \*\*\*\*\*THANK YOU\*\*\*\*\*  
 CREW CHIEFS -- WALT, DERRICK, FRANK AND MARK  
 TOTAL LABOR.... 0.00  
 TOTAL PARTS.... 0.00  
 TOTAL SUBLET.... 0.00  
 TOTAL G.O.G.... 0.00  
 TOTAL MISC CHG. 0.00  
 TOTAL MISC DISC 0.00  
 TOTAL TAX..... 0.00  
 TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE



# DANNY'S TOWING, INC.

1170 N. Hwy US 1 - Ormond Beach, FL 32174

(904) 257-3020



NAME:		[REDACTED]						DATE:	8-2-00	A.M. P.M.					
ADDRESS:		[REDACTED]						PO. #							
CITY:		[REDACTED]						STATE:	FL	32119					
YEAR:	97	MAKE:	Dodge	TYPE:	Caravan	TAG:	SORCE	STATE:	FL	POLICE	SHERIFF	F.M.R.	CUST.	CASH	CHG.
DRIVER:	James	VIN:		VEH. #		TR. #		COLOR:	Black	AMOUNT					
FROM:		96		Class ct						45					
TO:		Speedway Garage													
MILEAGE:		FINISH:		START:		TOTAL:									
KEYS		Paid Danny's									TAX				
Yes <input checked="" type="checkbox"/>											TOTAL		45		
Thank You															
52638											AUTHORIZED SIGNATURE				

18212-1