

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**

130

Date Received

11-AUG-2000

Od_or _____

rt_dt _____

od_rt _____

up_ltr _____

Reference No.

867503

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
3B7ME33C7PM173693	DODGE TRUCK	RAM	1993	

Purchase Date	Dealer's Name _____	Engine Size (CID/CCL) _____	☐ Turbo
☐ New ☒ Used	City _____ State _____ Zip Code _____	No. Cylinders _____	☐ Diesel
			☐ Gas
			☐ Fuel Injection

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
☐ Manual ☐ Automatic	☐ Yes ☒ No	☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	☐ Yes ☒ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Van ☐ Minivan ☐ Other ☐ Sport Vlt ☐ Truck ☐ Motorcycle	☐ 2-Door ☐ 4-Door ☐ Stationwagon ☒ Pick Up Truck ☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 08510000	Part Name(s) ELECTRICAL SYSTEM:IGNITION:SWITCH	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Dates 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)

IGNITION SWITCH AND POSSIBLE WIRING KEEPS FAILING. CONSUMER HAD REPLACED IGNITION AND PART OF WIRING 4 TIMES, BUT DEFECT KEEPS REOCCURRING. PLEASE PROVIDE FURTHER INFORMATION. *AK

CONTINUED 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 U.S. Department of Transportation National Highway Traffic Safety Administration www.nhtsa.dot.gov/hotline 1-888-DASH-2-DOT 1-888-327-4236 11-AUG-2000 OFFICE DEFECTS INVESTIGATION SEP-7 AM 11:28 Date Received		Vehicle Owner's Questionnaire (VOQ) FOR AGENCY USE ONLY 160	
Reference No. 867503		Work Number 626218	
Home 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 your signature, the name and address to the vehicle manufacturer.			
Signature of _____ Date 8/29/00			
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (located at bottom of windshield on driver's side) 3B7ME33C7PM173693	Vehicle Make DODGE TRUCK	Vehicle Model RAM	Vehicle Year 1993
Current Odometer Reading 79049	Purchase Date 8-19-93 Used ☒ New ☐		
Dealer's Name V & H Automot. & Equip	City Marshfield	State WI	Zip Code 54449
Engine Size 5.9	Engine Cylinders 6	Fuel Injection Turbo ☒ Diesel ☒ Gas ☐	Body Style 2-Door ☒ 4-Door ☐ Station Wagon ☐ Pick Up Truck ☐ Other ☐
Vehicle Type Car ☐ Van ☐ Minivan ☐ Other ☐	Drive Train Front ☒ Rear ☐ 4-Wheel ☐	Restraint System 3-Point Belt ☒ Motor Belt ☐ 2-Point Belt ☐	Transmission Type Manual ☒ Automatic ☐
Antilock Brakes Yes ☒ No ☐	Cruise Control Yes ☒ No ☐	Airbag Driver's Side ☐ Passenger's Side ☐	Airbag Yes ☒ No ☐
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 00810000 Part Name(s) ELECTRICAL SYSTEM:IGNITION:SWITCH	Location Left ☐ Right ☐ Front ☐ Rear ☐	Failed Part(s) Original ☒ Replacement ☐	No of Failures 4
Date(s) of Failure(s) 4-12-96-11-21-97-1-1-99-8-10-00	Mileage at Failure(s) 33347-50010-66133-78899	Vehicle Speed at Failure(s) While Stopped, Engine Off	Available? ☒ Yes ☐ No Contacted? ☐ 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)			
Class ☒ Yes ☐ No Fatal ☒ 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) IGNITION SWITCH AND POSSIBLE WIRING KEEPS FAILING. CONSUMER HAD REPLACED IGNITION AND PART OF WIRING 4 TIMES, BUT DEFECT KEEPS REOCCURRING. PLEASE PROVIDE FURTHER INFORMATION. *AK THIS PROBLEM ALSO CAUSED SO MUCH HEAT THAT IT WARMED THE PLASTIC UNDER THE IGNITION SWITCH. ALSO PARTLY DAMAGED THE FUSE HOLDER AFTER THE PART WIRING HARNESS WAS PUT IN THAT BURNED OUT. THE EMERGENCY FLASHER TO BURN OUT. THE FLASHER CAME ALL A PART WHEN I HAD TO REPLACE IT. THIS PROBLEM WITH THE IGNITION IS STILL GOING ON, AND COULD CAUSE A FIRE WHILE ON THE ROAD.		
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 Problem has been going on to long and NO ONE
Seem to be able to Fix it. ON NOV 21 1997 Replaced
Ignition Switch and Fuse Link. Chrysler did Refund me
117.79 out of Good Faith. But on 4/8/99 I had to Pay For
Labor and some parts \$120.11 that Chrysler would Not Pay
For, as you can Note that service Advisor noted at Bottom
of Invoice about Ignition over Heating. I have had the
Vehicle tood in 3 times because of this same problem.
I am Sending all copies of Repairs that were done.
also on 4/12/96 it was Fix For this problem with the
Ignition Switch.

★ U.S. G.P.O. 1982 - 625-8071/8000

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

55886

102552

HOUSE of RYAN DODGE

2300 Auto Plaza Way

Green Bay, WI 54302

1-414-468-1212

INVOICE

PAGE 1

BUS:

SERVICE ADVISOR: 61 RICK CORNELISSEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	1993	DODGE D35C TRUCK	3B7ME33C7PM173693	610664	78899/78899	T5156
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN1993			16:30 14AUG00			16AUG2000

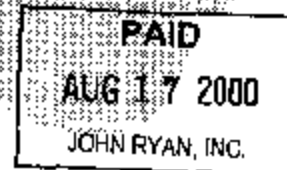
R.O. OPENED	READY	OPTIONS:					
16:06 10AUG00	08:04 16AUG00						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A TURNED OVER WOULD NOT START-NOW WILL NOT TURN OVER
 9996 TRUCK STARTED UP FOR US. FOUND LOOSE BATTERY
 TERMINALS. TIGHTENED AND CHRYSLER REP
 STARTED VEHICLE AND SPOKE WITH CAC
 REPRESENTATIVE.

PARTS: 10 C 0.50 33.00 OTHER: 0.00 TOTAL LINE A: 33.00

78899 TRUCK STARTED RIGHT UP FOR ME, FOUND LOOSE BATTERY CONNECTIONS.
 TIGHTENED TERMINALS AND FOUND NO MORE PROBLEMS.

SHOP SUPPLIES AND MATERIALS: *There was NO loose battery terminals
 as I had the same problem the same
 day after picking up the vehicle.* 1.98



Service Dept. Hours:
 Monday - Friday
 7:30 am - 6:00 pm

SHUTTLE
 SERVICE
 AVAILABLE

FULL
 SERVICE
 BODY
 SHOP

Easily found behind East Town Mall

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/vehicle. 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/vehicle.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	33.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	1.98
TOTAL CHARGES	34.98
DISCOUNT/SUPP.	0.00
SALES TAX	1.75
PLEASE PAY THIS AMOUNT	36.73

CUSTOMER COPY

THANK YOU!

HOUSE of RYAN DODGE

CUSTOMER #:56686

102552

WORKORDER

2300 Auto Plaza Way
Green Bay, WI 54302
1-414-468-1212

PAGE 1

SERVICE ADVISOR: 61 RICK CORNELISSEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	1993	DODGE D350 TRUCK	3B7ME33C7PM173693	610664	78899/	T5156
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	PAYMENT	INV DATE
01JAN1993			16:30 14AUG00			
R.O. OPENED		READY		OPTIONS:		
10AUG2000 16:06						

LINE OF CODE TECH TYPE DESCRIPTIONS/INSTRUCTIONS
A C TURNED OVER WOULD NOT START-NOW WILL NOT TURN OVER

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

1. I request an estimate in writing before you begin repairs.

X

2. Please proceed with repairs, but call me before continuing if the price will exceed

6

X

3. I do not want an estimate. X

THIS PRICE FOR THE AUTHORIZED REPAIRS WILL NOT BE EXCEEDED IF THE MOTOR VEHICLE IS DELIVERED TO THE SHOP WITHIN 8 DAYS. 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. Not responsible for damages from freezing due to lack of antifreeze. I understand that all charges are due upon delivery of the vehicle. I acknowledge receipt of a copy of this agreement.

AUTH. BY X

Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8811, Madison, Wisconsin 53708-8811.

SHOP REPRESENTATIVE

SIGNATURE X

REPLACEMENT PARTS ☐ YES ☐ NO

ADDITIONAL WORK AUTHORIZED BY X:

A.M.

NAME

DATE

TIME

P.M.

NO CALLED

NEW TOTAL ESTIMATE

AUTHORIZED BY X

REVISED
ESTIMATE (1)

DATE

TIME

BY

DISCLAIMER OF WARRANTIES

The dealer is not a party to any Manufacturer's warranty on parts or service contained herein. THE DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE WITH RESPECT TO ANY PARTS, LABOR OR DIAGNOSTIC SERVICES FURNISHED UNDER THIS ORDER. Notice: You are entitled to inspect or receive any components, parts or accessories replaced or removed by the shop.

This vehicle received without face to face customer contact.

CUSTOMER COPY

8662592

2 2 6 2 9

Earning your Business
for Life!GILLAND •   

INVOICE

P.O. BOX 1030 (HWY 431 SOUTH)
EUFAULA, AL 36072-1030
(334) 687-7016

PAGE 1

BUS:

SERVICE ADVISOR: 446 GREG LEE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
RED	1993	DODGE D250 TRUCK	3B7ME33C7PM173693		66123/66123	T671	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01 JAN 1993			17:00 01 APR 99				08 APR 1999

DATE OF REPAIR	DATE CUSTOMER NOTIFIED	OPTIONS
07:20 01 APR 99	13:12 08 APR 99	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CHECK VEH. AFTER DRIVING FOR PERIOD OF TIME VEH SHUTS OFF AND HAS LOSS OF POWER TO WINDOWS AND OTHER ACCESSORIES-GETS VERY HOT UNDER DASH-PROBLEM HAS BEEN REPAIRED TWICE BEFORE BY REPLACING IGNITION SWITCH CUST. STATES-CUSTOMER HAS SPOKEN TO Scott at Chrysler							
CAUSE: SHORTED HARNESS							
0893TC00 WIRING HARNESS, STEERING COLUMN-Test and repair (A)							
				2WCH94	2.50		(N/C)
1 56017449 HARNESS-MAIN I/PANEL (DIE							
08804503 SWITCH, IGNITION Test and replace (B)							
				2WCH94	0.40		(N/C)
1 4797401 SWITCHPKG							
MISC. CUSTOMER PAY LABOR ON GOODWILL CLAIM							
				2 CPT	0.00	115.20	115.20

FC: 4W

PART#: 56017449

COUNT: 2

CLAIM TYPE:

AUTH CODE:

SHOP SUPPLIES

6.91

Chrysler Customer satisfaction agreed to pay for parts due to repeated failure — It should be noted that plastic trim under steering column @ Ignition switch has been melted from heat of shorting wires —

See Mrs. [Signature]

AUTHORIZATION		IF NOT ACCEPTED RETURN MAIL TO CLERK		PUT X IN BOX BELOW IF TRANSIENT		DISCLAIMER OF WARRANTIES		DESCRIPTION		TOTALS	
ADJUSTED	DEALER					Any warranties on the product sold hereby are those made by the manufacturer. The Seller, GILLAND CHRYSLER-PLYMOUTH DODGE, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and GILLAND CHRYSLER-PLYMOUTH DODGE, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.		LABOR AMOUNT		115.20	
	DEALER LABOR			CUSTOMER SIGNATURE _____ CUSTOMER		PARTS AMOUNT		0.00			
	DEALER PARTS					GAS, OIL, LUBE		0.00			
	SUBLET					SUBLET AMOUNT		0.00			
						OTHER LABOR & MATERIALS		6.91			
	TOTAL					TOTAL CHARGES		122.11			
						LESS INSURANCE/DISCOUNTS		0.00			
						SALES TAX		0.00			
						PLEASE PAY THIS AMOUNT		122.11			

ON BEHALF OF SERVICES DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AS NO CHARGE TO CUSTOMER. THERE WAS NO DEVIATION FROM THE APPEARANCE OF THE VEHICLE OR EQUIPMENT. THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH AN ACCIDENT, NEGLIGENCE OR BREACH. INCLUSIVE SUPPORTING THIS CLAIM ARE AVAILABLE FOR 11 YEARS FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICE DEALER OR WORKSHOP BY MANUFACTURER'S REPRESENTATIVE.

[Signature]
 TRUCKER
 GREG LEE (GENERAL MANAGER OR AUTHORIZED PERSON)

CUSTOMER

104161

7499

26220

Ken Poindexter Autoplex

INVOICE

CHRYSLER • PONTIAC • DODGE • JEEP • RAM

1803 EAST GRAND AVENUE / POST OFFICE BOX 878

MARSHALL, TEXAS 75671

PHONE (803) 935-9355

PAGE 1

S:

SERVICE ADVISOR: 10700 AMERICA R, KENNEDY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	93	DODGE D350 TRUCK	3B7ME33C7PM173693	610664	50010/50010		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PD NO	RATE	PAYMENT	INV DATE
					50.00		21NOV97

R.O. OPENED

READY

OPTIONS:

09:16 21NOV97 10:22 21NOV97

LINE OPCODE TECH TYPE HOURS

LIST

NET

TOTAL

A VEHICLE STALLED ON ROAD

77 REPLACE IGNITION SWITCH-BURNED UP

3792 BARRON, SCOTT LIC# S BARRON

CP 1.00

1 4797401 SW PKG

33.00

50.00 50.00

33.00 33.00

33 REPAIR FUSIBLE LINK-TEST-ALL OK

3792 BARRON, SCOTT LIC# S BARRON

CP 0.40

1 4364878 LINK PKG

6.25

20.00 20.00

6.25 6.25

CUSTOMER PAY SHOP SUPPLIES-RTA/HW FOR REPAIR ORDER

4.90

1999 YR
5646889 Kill # / Fill 7565870
New 2000 YR

1-800-853-1403 Consumer Complaints

1-800-521-9922 warranty & info.

1-800-992-1997 Richard Wagner
Consumer Complaints

Scott (248) 944-7183

EX # NHISA 1-800-424-9393

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

"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 other delay 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 that amount of repairs thereto."

The only warranties applying to these parts and/or service are those which may be offered by the manufacturer. KEN POINDEXTER AUTOPLEX hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said parts and/or service. Buyer shall not be entitled to recover from the KEN POINDEXTER AUTOPLEX any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit or income, or any other incidental damages.

Notice Pursuant to § 79.001, Texas Property Code

I am the person or agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with 19,803, Texas Business and Commerce Code, if a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account or the account on which it is drawn has been closed.

Signature of Person Repossessible or Agent for Person Repossessible

DESCRIPTION	TOTALS
LABOR AMOUNT	70.00
PARTS AMOUNT	39.25
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	4.90
TOTAL CHARGES	114.15
LESS INSURANCE	0.00
SALES TAX	3.64
PLEASE PAY THIS AMOUNT	117.79

CUSTOMER COPY

U.S. Census Bureau

DATE	LABOR INSTRUCTIONS
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W. Beckmann

100

[illegible]

Journal

[illegible]

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48221

10387

7008

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1990

22

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Year	United States	Japan	Germany
1950	10	5	15
1960	11	6	16
1970	12	7	17
1980	13	10	17
1990	14	15	17
2000	14.5	18	17.5
2010	15	19	18
2020	15.2	20	18.2
2030	15.4	20	18.4
2040	15.6	20	18.6
2050	15.8	20	18.8

1. $\frac{1}{2}$

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