

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**

156

Date Received

21-AUG-2000

Od_or _____

rt_dt _____

od_rt _____

up_ltr _____

Reference No.

868205

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
2E3HG66F5SH549885	EAGLE	VISION	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 ☐ Motorbelt ☐ 2-Point Belt	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other	Body Style ☐ Sport Vlt ☐ Truck ☐ Motorcycle ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02152000	Part Name(s) SUSPENSION:INDEPENDENT FRONT CONTROL ARM:LOWER:BALL	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Date(s) of Failure(s) 15-MAR-2000 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)

99V215000, ON MARCH 1, 2000 THE DLR INSTALLED A BRACKET FOR THE ENGINE CRADLE RECALL. (DLR IS RICHARDSON EAGLE, 1376 EAST F STREET, OAKDALE, CA 209-847-3025) THREE WEEKS LATER, A LOUD HORRIBLE NOISE COMES FROM THE FRONT END. TOOK TO DLR AND DLR RETORQUE THE BRACKET. PROBLEM IS STILL OCCURRING AND DLR KEEPS RETORQUE THE BRACKET. SEEM THAT THE FIX DIDNT REMEDY THE RECALL. PLEASE PROVIDE FURTHER INFORMATION.

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.

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FOR AGENT USE ONLY 156

Date Received

00 SEP 12 AM 11:02

21-AUG-2000

OFFICE

DEFECTS INVESTIGATION

Od or

rt dt

od rt

up ltr

Reference No.

868205

OWNER INFORMATION (Type or Print)

627874

Work Num

Home Number same as work

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?

☒ YES☐ NO

In the absence of an _____ and address to the vehicle manufacturer.

Signature of Owner

Date 9/5/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
2E3H066F5SH549885	EAGLE	VISION	1995	65915

Purchase Date 4/6/19/1998	Dealer's Name TOWN & COUNTRY CRY/RY INC	Engine Size (CID/CC/L) 3.5	☐ Turbo ☐ Diesel ☒ Gas ☒ Fuel Injection
☐ New ☒ Used	City MILWAUKIE State OR Zip Code 97267	No Cylinders 6	

Transmission Type ☐ Manual ☒ Automatic	Antilock Brakes ☒ Yes ☒ No	Restraint System ☐ 3-Point Belt ☒ Driverside Airbag ☐ Motorbelt ☐ 2-Point Belt ☒ Passengerside Airbag	Cruise Control ☒ Yes ☒ No	Drive Train ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☒ Car ☐ Van ☐ Minivan ☐ Other	Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02132000 13180000	Part Name(s) SUSPENSION:INDEPENDENT FRONT CONTROL ARM:UNKNOWN T STRUCTURE:FRAME:MEMBERS AND BODY:OTHER PARTS	Location ☐ Left ☒ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☒ Replacement
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No of Failures	Date(s) of Failure(s) 15-MAR-2000 Mileage at Failure(s) 64,300 Vehicle Speed at Failure(s) 1-3 miles per hr	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No
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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)

RECALL 99V215000, ON MARCH 1, 2000 DEALER INSTALLED A BRACKET FOR ENGINE CRADLE RECALL. DEALER IS RICHARDSON EAGLE, 1376 EAST F STREET, OAKDALE, CA 209-847-3025. THREE WEEKS LATER, A LOUD HORRIBLE NOISE CAME FROM FRONT END. TOOK VEHICLE TO DEALER, AND HE RETORQUED THE BRACKET. PROBLEM IS STILL OCCURRING, AND DEALER KEEPS RETORQUING THE BRACKET. SEEMS THAT THE SOLUTION DIDNT REMEDY THE RECALL. PLEASE PROVIDE FURTHER INFORMATION.*AK

CONTINUE ON BACK IF NEEDED

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91076

79009


**FIRESIDE
DODGE**


INVOICE

FIRESIDE DODGE HYUNDAI

4820 N. McHENRY AVENUE • MODESTO, CA 95358-9535

(209) 524-6811

PAGE 1

SERVICE ADVISOR: 186 GEORGE YOHANA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	95	EAGLE VISION	2E3HD66F5SH549885	4DFS078	65913/65915	T497
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
12OCT1994		18:00 23AUG00		0.00	CASH	23AUG2000
R.O. OPENED		DATE CUST. NOTIFIED		OPTIONS: DLR:E ENG:3.5 TRN:4SPEEDAUTO		

07:44 23AUG00 09:16 23AUG00

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES AFTER RICHARDSON DODGE COMPLETED 837 RECALL LOWER CONTROL ARM NOW MAKE CRACKING NOISE WHEN TAKE OFF OR COME TO STOP OR CLUNK NOISE AND WHEN MAKE LEFT OR RIGHT MAKE CRACKING NOISE CHECK AND ADVISE

02 *FRONT SUSPENSION	110 CP	78.00	78.00
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CHECK AND VERIFY THE CUSTOMER COMPLANT AND CHECK THE RECALL LOWER CONTROL ARM IS OK CHECK ALL SUSPENSION BOLT AND TIGHTEN THE BOLT AND RECHECK OK ROAD TEST WITH CUSTOMER IS OK AT THIS TIME

B CUSTOMER NOTES THE VEHICLE KINKS CHECK AND ADVISE

02 *FRONT SUSPENSION	110 CP	0.00	0.00
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THANK YOU FOR CHOOSING FIRESIDE DODGE/HYUNDAI
 SERVICE HOURS MONDAY-FRIDAY 7:00AM - 6:00PM
 PARTS HOURS MONDAY-FRIDAY 7:30AM - 5:30PM
 YOUR SATISFACTION IS OUR GOAL
 SERVICE MANAGER JULIAN RUCKE
 ASST SERVICE MANAGERS
 BERT JOHNSON AND GEORGE YOHANA

PAID
 AUG 23 2000

☒ CASH
☒ CHECKS
☐ CREDIT CARD
 I RECEIVED A FULL EXPLANATION
 OF MY SERVICE VISIT TODAY

NOTICE TO CONSUMER:

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimate price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle. I also acknowledge receipt of additional consumer warranty and service information contained in the Parts & Service Warranty Disclaimer.

ORIGINAL
ESTIMATE #AUTHORIZED
REVISED ESTIMATE #

CUSTOMER SIGNATURE

X

PAYMENT IN FULL REQUIRED PRIOR
TO RELEASE OF VEHICLE

METHODS OF PAYMENT
 WE ACCEPT THE FOLLOWING:
 CASH MASTERCARD VISA AMX COMPANY
 OR PERSONALIZED CHECK \$2,000.00
 WITH THE FOLLOWING

- 1) CHECK GUARANTEE CARD
- 2) VALID DRIVERS LICENSE
- 3) NAME AND ADDRESS
AND P.O. IMPRINTED ON CHECK

DESCRIPTION	TOTALS
LABOR AMOUNT	78.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	78.00
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	78.00

BAR # AC-009527 EPA # 981678004
 DEALER CODE 78-25024

CUSTOMER COPY