

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

120

Date Received

01-SEP-2000

Od_or

rt_dt

od_rt

up_ltr

Reference No.

869390

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 vehicle or on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
	CHRYSLER	CONCORDE	1994	

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

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 05130000	Part Name(s) ENGINE:PULLEY:CRANKSHAFT	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
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No. of Failures 0	Date(s) of Failure(s) 17-AUG-2000	Failed Part(s) Available?	NHTSA Previously Contacted?
	Mileage at Failure(s)	☐ Yes ☐ No	☐ Yes ☐ No
	Vehicle Speed at Failure(s)		

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	0	0		☐ Yes ☒ No

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

CONSUMER STATES WHILE HE WAS DRIVING THE AUTOMOBILE CUT OFF COMPLETELY-LOST ALL POWER. IT QUICKLY STARTED BACK UP AGAIN AFTER CONSUMER MANAGED TO PULL TO THE SIDE OF THE ROAD. THEN 2 DAYS LATER THE SAME THING HAPPENED TO CONSUMER'S WIFE.

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 Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 120 Date Received _____ 09 OCT -2 01-SEP-2000 OFFICE INVESTIGATION	
OWNER INFORMATION (Type or Print) [Redacted]		DEFECTS 533178	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of an authorized signature, NHTSA will NOT provide your name and address to the vehicle manufacturer. Signature of Owner [Redacted]		YES ☒ NO ☐ Date 9/26/00	
Vehicle Ident. No. (VIN) (located on bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Current Odometer Reading
2C3EL56T9RH139102	CHRYSLER	CONCORDE	59233
Purchase Date MARCH 1994	Dealer's Name COUNTY CHRYSLER UPPER City HARRISBURG State MD Zip Code	Engine Size (CID/CC/L) 2.3 No Cylinders 6	☐ Turbo ☐ Diesel ☒ Gas ☐ Fuel Injection
☒ New ☒ Used 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 ☐ Van ☐ Minivan ☐ Other Sport Utility Vehicle ☐ Truck ☐ Motorcycle Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up ☐ Truck
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 05130000	Part Name(s) ENGINE:PULLEY:CRANKSHAFT	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement
No of Failures 0	Date(s) of Failure(s) 17-AUG-2000 8-19-00 Mileage at Failure(s) 38585 Vehicle Speed at Failure(s) 55	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ 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 0	Number of Fatalities 0 Estimated Property Damage Reported to Police ☐ Yes ☒ No
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
WHILE DRIVING AUTOMOBILE CUT OFF COMPLETELY/ LOST ALL POWER. IT QUICKLY STARTED BACK UP AGAIN AFTER CONSUMER MANAGED TO PULL TO THE SIDE OF THE ROAD. THEN 2 DAYS LATER, THE SAME THING HAPPENED TO CONSUMER'S WIFE. *AK			
CONTINUE ON BACK IF NEEDED			

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NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



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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 St., S.W.
Washington, D.C. 20590
Official Business
Penalty for Private Use \$300

U.S. GPO: 1980-530-887 / 40000

THE CAR JUST CUT OFF WITHOUT ANY SIGN OF TROUBLE. THE ROAD
I WAS ON Rte 2-4 ^{NORTH} HAS TWO LANES AND I WAS IN THE RIGHT
LANE AND THERE WASN'T MUCH TRAFFIC. WHEN MY WIFE DROVE
IT AGAIN ON Rte 2-4 NORTH AND IN THE RIGHT LANE
I FELT IF THESE CUT OFFS HAD HAPPENED ON A
HEAVILY TRAVELED ROAD SUCH AS THE WASHINGTON
BELTWAY, THERE COULD HAVE BEEN TRAGIC CONSEQUENCES
I EXPRESSED MY CONCERN AT THE CAR DEALER (ROBE)
AND TO MYSELF. LORE AND NO ONE SHOWED ANY CONCERN
I DECIDE THEY FIXED THE PROBLEM BUT I AM STILL
WAY OF DRIVING THE CAR, ESPECIALLY IN HEAVY
TRAFFIC. NONE OF MY FAMILY AND FRIENDS HAD EVER
HEARD OF CRANK SENSOR FAILURE.

INFORMATION ON TIRE FAILURE(S) IF APPLICABLE									
THE IDENTIFICATION NO.									
0	0	1							
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)									



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www.ralphsdodge.com

CHRYSLER
CO. #
7615138
8-22-00

CUSTOMER NO.	12973	ACT. SUM	SCOTT WOOLVERTON	214	TAG NO.	351	INVOICE DATE	08/18/00	INVOICE NO.	DOCS39184	
		LABOR RATE	367 AWE	MILEAGE		59,606	COUSE	GREEN/	STOCK NO.		
		YEAR, MAKE, MODEL	94/CHRYSLER/CONCORDE/4 DOOR SEDAN						DELIVERY DATE		DELIVERY MILE
		VEHICLE ID NO.	2 C 3 E L 5 6 T 9 R H 1 3 9 1 0 2						SELLING DEALER NO.		PRODUCTION DATE
		F. T. E. NO.			F. O. NO.			R 08/17/00			
		COMMENTS									
		MO: 59606									

LABOR & PARTS
J# 1 09DOZ ENGINE HOURS: TECH(S):226 142.95
CUSTOMER STATES VEH CUTS OFF WHILE DRIVING. WILL START BACK
UP BUT INT HARD START/LONG CRANK
CRANK SENSOR FAILURE
PERFORMED DRB AND DRIVABILITY TESTS, REPLACED CRANK SENSOR

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1	4509009	SENSOR CR 8037155	46.00	46.00	46.00
JOB # 1 TOTAL PARTS						46.00
JOB # 1 TOTAL LABOR & PARTS						188.95

J# 2+18DOZZ12-1 INDUCTION SERVICE HOURS: TECH(S):225 35.75
CUSTOMER REQUESTS PERFORM INDUCTION SERVICE
MAINTENANCE
PERFORM INDUCTION SERVICE

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 2	1	938	INDUCT SV	35.75	35.75	35.75
JOB # 2 TOTAL PARTS						35.75
JOB # 2 TOTAL LABOR & PARTS						79.75

J# 3+18DOZZ19 PLUGS 6 CYL HOURS: TECH(S):226 49.95
CUSTOMER REQUESTS REPLACE SPARK PLUGS
MAINTENANCE
REPLACED SPARK PLUGS

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 3	6	SPDRN14M-C5	PLUG NONE 8036114	3.10	3.10	18.60
JOB # 3 TOTAL PARTS						18.60
JOB # 3 TOTAL LABOR & PARTS						68.55

J# 4+09DOZY ENGINE HOURS: TECH(S):226 9.95
PCV HOSE CRACKED
REPLACED PCV HOSE

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 4	1	4573138	TUBE C CA 14089004	16.70	16.70	16.70
JOB # 4 TOTAL PARTS						16.70
JOB # 4 TOTAL LABOR & PARTS						26.65

MISC	CODE	DESCRIPTION	CONTROL NO.	PRICE
JOB # A	EPA	WASTE OIL, TIRES AND CHEMICALS		3.00
JOB # A	SS	SHOP SUPPLIES		12.34
TOTAL - MISC				15.34

LIMITED WARRANTY
MOPAR PARTS AND LABOR WARRANTY
12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST. THIS COPY MUST BE RETURNED FOR ALL ADJUSTMENTS.



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CUSTOMER NO	12973	REV. NO.	SCOTT WOOLVERTON	214	TAG NO	351	INVOICE DATE	08/18/00	INVOICE NO.	DOCS39184
		LAUNCH DATE	367AWE		MILEAGE	58,606	COLOR	GREEN/	STOCK NO	
		TRAILER MAIL ADDRESS	94/CHRYSLER/CONCORDE/4 DOOR SEDAN					DELIVERY DATE	DELIVERY MILE	
		VEHICLE I.D. NO.	2C3EL56T9RH139102					SELLING DEALER NO	PREDICTION DATE	
		ETC NO	P.O. NO.		E		08/17/00			
		COMMENTS								

TOTALS	
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* ATTENTION SERVICE CUSTOMERS! *
* The Service Dept. is now open Monday thru Friday from *
* from 8 a.m. to 5 p.m. In order to better serve you, *
* please call your Service Advisor for an appointment. We *
* have envelopes by the Service door for after-hour drops. *
* Cashier hours 8 a.m. - 7:30 p.m. M-F 9 a.m. - 5p.m. Sat. *

* FIVE STAR! IT'S BETTER. WE'LL PROVE IT! *
* We take pride in giving you outstanding Service. From *
* time to time, Chrysler will send you a survey. Please *
* take a minute to complete the survey and return it to *
* Chrysler. Please contact ED GASPER with any questions or *
* if you have a concern. *

TOTAL LABOR.....	246.85
TOTAL PARTS.....	117.05
TOTAL SUBLET.....	0.00
TOTAL G.O.G.....	0.00
TOTAL MISC CHG.....	15.34
TOTAL MISC DISC.....	0.00
TOTAL TAX.....	6.48

TOTAL INVOICE \$ 385.72

POSTER SIGNATURE

AUG 19 2007

By

LIMITED WARRANTY
MOFAR PARTS AND LABOR WARRANTY
 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST. THIS WARRANTY IS RETURNED TO CREDITORS AT THE