

 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 758	
OWNER INFORMATION (Type or Print) 663108		Date Received 27-DEC-2000	Od or rt_dt od_rt up_ltr Reference No. 877027
		Work 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 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 bottom of windshield on driver's side) ADD	Vehicle Make DODGE TRUCK	Vehicle Model RAM	Vehicle Year 1999
Current Odometer Reading 		Engine Size (CID/CC/L) _____ No. Cylinders _____	
Purchase Date ☒ New ☐ Used		Dealer's Name _____ City _____ State _____ Zip Code _____	
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 Util Truck ☐ Van ☐ Motorcycle ☐ Minivan ☐ Other _____	
Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☒ Pick Up Truck			
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 03250000	Part Name(s) BRAKES:HYDRAULIC:ANTI-SKID SYSTEM	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 	Date(s) of Failure(s) <u>01-OCT-2000</u> Mileage at Failure(s) <u>24000</u> Vehicle Speed at Failure(s) <u>30</u>		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 	Number of Fatalities
Estimated Property Damage 		Reported to Police ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
BRAKE PROBLEMS; CONSUMER TOOK VEHICLE TO DEALER 4 TIMES, BUT DEALER COULDN'T FIND CAUSE. WHEN APPLYING BRAKES PEDAL WENT DOWN TO FLOORBOARD, BUT THERE WAS NO BRAKING ACTION. ACCIDENT OCCURRED WITH \$4100 DAMAGE. *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.			

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		Date Received <u>01 JAN 17 PM 1:27-DEC-2000</u> OFFICE EFFECTS INVESTIGATION Od_or _____ rt_d _____ od_rt _____ up_tr _____ Reference No. <u>877027</u>	
OWNER INFORMATION (Type or Print) 663108			
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 <u>1/12/01</u>			
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (located at bottom of windshield on driver's side) <u>ADD3B7HC13Z7XG184546</u>		Vehicle Make <u>DODGE TRUCK</u>	Vehicle Model <u>RAM</u>
		Vehicle Year <u>1999</u>	Current Odometer Reading <u>26283</u>
Purchase Date ☒ New ☐ Used	Dealer's Name <u>Dan Schmid Dodge</u> City <u>Wichita</u> State <u>Ks</u> Zip Code <u>67278</u>		Engine Size (CID/CCAL) <u>360</u> No Cylinders <u>8</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 ☐ 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 <u>03250000</u>	Part Name(s) <u>BRAKES:HYDRAULIC:ANTI-SKID SYSTEM</u>		Location ☒ Left ☒ Right ☒ Front ☒ Rear Failed Part(s) ☒ Original ☐ Replacement
No of Failures <u>4+</u>	Date(s) of Failure(s) <u>01-OCT-2000</u> Mileage at Failure(s) <u>84000</u> <u>unk</u> Vehicle Speed at Failure(s) <u>30</u>		Failed Part(s) Available? ☐ Yes ☒ No <u>call Dealer</u> 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 <u>None</u>	Number of Fatalities <u>None</u>
		Estimated Property Damage <u>4100 + Ram</u> <u>unk to other</u>	Reported to Police ☐ Yes ☒ No
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
BRAKE PROBLEMS; CONSUMER TOOK VEHICLE TO DEALER 4 TIMES, BUT DEALER COULDN'T FIND CAUSE. WHEN APPLYING BRAKES PEDAL WENT DOWN TO FLOOR , BUT THERE WAS NO BRAKING ACTION. ACCIDENT OCCURRED WITH \$4100 DAMAGE. *AK <u>went to a normal pedal But No Brakes</u>			
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 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.			

742207

192486

INVOICE



DODGE, JEEP, OLDSMOBILE
8215 EAST KELLOGG, P.O. BOX 780047
WICHITA, KANSAS 67278-0047
LOCAL 316-885-0211

PAGE 2

BUS:

SERVICE ADVISOR: 2542 DANIEL K FOX

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MI/AGE IN/OUT	TAG	
MAROON	1999	DODGE RAM PICKUP	3B7HC13Z7XG184546		20792/20792	T432	
DEL DATE	PRDO DATE	WASH EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN1999			17:18 07NOV00			CASH	08NOV2000
R.O. OPENED		READY	OPTIONS:				
06NOV00		08NOV00					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

PARTS 0.00 LABOR 0.00 OTHER 0.00 TOTAL LINE C: 0.00

20792 HORNS INOP NO SOUND. 08-40-01-00 .2 HRS (18) CHECK OUT THE HORN
AND THERE ARE WORKING GREAT. HIGH AND LOW NOTES ARE WORKING.

BE SAFE,
BE COURTEOUS,
ALWAYS BUCKLE UP!

1-800-585-7623 KANSAS ROAD CONDITIONS

THANK YOU FOR YOUR PATRONAGE
WWW.DAVIS-MOORE.COM

IMPORTANT

You may receive a customer
satisfaction survey from Davis-Moore Corp.
in the next few weeks. If for any reason
you intend to return the vehicle, please
contact our service advisor immediately. Your satisfaction is
our number 1 concern. Thank you.
DAVIS-MOORE CORP. 316-885-0211
NOTE: Manufacturer will send
copy of survey to dealer
to put in your service file.

PROTECT AND ENHANCE YOUR VEHICLE.
SEE OR CALL OUR ACCESSORY EXPERT,
AT 316-818-2080

WE OFFER PAINT AND FABRIC PROTECTION,
FACTORY AUTHORIZED ACCESSORIES
WITH MANUFACTURER'S WARRANTY
AND PROFESSIONAL INSTALLATION.

STATEMENT OF DISCLAIMER

The factory warranty constitutes
all of the warranties with respect
to the sale of this item/items.
The seller hereby expressly
disclaims all express warranties
including any express warranties
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/items.

CUSTOMER SIGNATURE

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

CUSTOMER COPY

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INVOICE

DODGE, JEEP, OLDSMOBILE
6215 EAST KELLOGG, P.O. BOX 780047
WICHITA, KANSAS 67278-0047
LOCAL 316-686-0211

PAGE 1

BUS:

SERVICE ADVISOR: 2542 DANIEL K FOX

SERVICE ADVISOR: 2542 DANIEL R FOX

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
MAROON	1999	DODGE RAM PICKUP	3B7HC13Z7XG184546		20792/20792	T432	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN1999			17:18 07NOV00			CASH	08NOV2000
R.O. OPENED	READY	OPTIONS:					
06NOV00	08NOV00						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUST. STATES INTERMITTENTLY THE BRAKES WILL FAIL OR FADE WHEN BRAKING HARD OR DOING AN EMERG. BRAKE ALSO IN JUST NORMAL USE PEDAL GETS HARD BUT VEH. WILL NOT STOP.

CAUSE: E

05600103	BOOSTER/POWER BRAKE UNIT-Replace (B)						(N/C)
21	WC40						(N/C)
1	4882866 BOOSTER-POWER BRAKE						
05600162	Antilock brakes equipped						(N/C)
21	WC40						

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

20792 BRAKE WILL FAIL OR FADE WHEN BRAKING. 05-60-01-03 .5 HRS
05-60-01-62 .6 HRS (68) CHECK OUT THE TRUCKS BRAKE SYSTEM AND FOUND THAT THE BRAKE BOSTER IS LEAKING INSID THE TRUCK. I REPLACED THE BOSTER AND REFEET DROVE THE TRUCK AND IT IS NOT LEAKING NO MORE AND THE TRUCK IS STOPPING VERY GOOD.

B AUTO INN PO#91619

CAUSE: E

900	SUBLET						(N/C)
99	WC40						

SUBL AUTO INN 3148164							(N/C)
WC40							

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C** CUST. STATES THE HORN IS INOP.

CAUSE: N

08400100	HORN-Repair (C)						(N/C)
21	WC40						

PROTECT AND ENHANCE YOUR VEHICLE.
SEE OR CALL OUR ACCESSORY EXPERT.

AT 316-618-2080

WE OFFER PAINT AND FABRIC PROTECTION,
FACTORY AUTHORIZED ACCESSORIES
WITH MANUFACTURER'S WARRANTY
AND PROFESSIONAL INSTALLATION.

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all express warranties including any express warranties 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/items.

CUSTOMER SIGNATURE

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

CUSTOMER COPY

Owner	[REDACTED]
Purchased	Dodge Ram 1500
Year	1999
Purchase date	July 31, 2000
Mileage	12,702

Sept. 22, 2000 - Going south on K-15 in Derby, KS about 8:00p.m. I applied the brakes when the stop light changed to yellow. The truck didn't stop it went into the intersection. The pedal seemed to be normal. My wife was with me when this occurred. The roadway was damp, it was the first rainfall in about two months. We thought the roads were oily and sleek and that is why the truck didn't stop properly.

Sept. 28, 2000 - Winfield, KS I was going west bound at the intersection of 9th and College. The light turned red and I went to stop there were no brakes. The pedal again seemed normal. I went into the intersection and hit another vehicle. The police showed the brakes didn't work until 7 to 11 feet before I hit the other vehicle. The police reported the cause as brake failure. I had the truck towed to my home in Douglass, KS. B & L Towing charged \$75.00. My stepson was with me when this occurred.

Sept. 28, 2000 - I called Don Schmid Doodge and Jim Maddox (my insurance agent) Jim Maddox gave me the number to State Farm (1-888-650-1917 ext 5174) to obtain a claim number and to get approval where to have the truck taken to. Claim #16N138398 and I took it to Don Schmid Dodge Body Shop. Jim Duncan is the shop forman there. Auto Inn Wrecker towed it in for Don Schmid.

Sept. 28, 2000 thru Oct. 24, 2000 - Don Schmid did the body repairs and also tried to find the brake problem. They couldn't find anything wrong with the brakes.

Oct. 28, 2000 - I was told to take my truck to Davis Moore Dodge they had a special machine and factory rep. that would look at it. They called me and told me it needed to have the Power Booster Brake replaced, which they did. All of the work was covered under warranty.

Nov. 20, 2000 - I had gone to the Post Office after the mail. When I went to stop the truck didn't and it went over the curb. I called Davis-Moore and took my truck back to them. They had it about two weeks and couldn't find anything wrong this time.

Dec. 24, 2000 - I was heading east on US54 (by Parks of Augusta). I went to stop to make a left hand turn and the brakes didn't catch as they should. Again the pedal seemed normal. My wife was with me again when this occurred.

Dec. 27, 2000 - I called State Farm and talked with Brannon Debbicht. He gave me the number to the National Transportation Board. 1-800-424-9393.

Dec. 28, 2000 - The truck only has 24,243 miles.

742207

193511

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LOCAL 316-685-0211

PAGE 1

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SERVICE ADVISOR: 2542 DANIEL K FOX

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
MAROON	1999	DODGE RAM PICKUP	3B7HC13Z7XG184546		21990/21990	T275
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
01 JAN 1999			08:42 24 NOV 00			ASH 22 NOV 2000
READY	READY	OPTIONS				
20 NOV 00	22 NOV 00					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUST	STATES THE BRAKE PEDAL IS STILL GOING DOWN AND NOTHING HAPPENING.					

CAUSE:	400 STEERING/SUSP/BRAKES						
	21 WC40					(N/C)	

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL	0.00
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21990 SA PUT ABOUT 120 MILES ON TRUCK AND IT NEVER ACTED UP AT ALL. N/C

B** ENTERPRISE RENTAL PO#225334

CAUSE:	900 SUBLET						
	99 WC40					(N/C)	

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL	0.00
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THANK YOU FOR YOUR PATRONAGE

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SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
SALES TAX	0.00
PLEASE PRINT THIS AMOUNT	0.00

CUSTOMER COPY