
 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>DOT Auto Safety Hotline</p> <p><b>Vehicle Owner's Questionnaire (VOQ)</b></p> <p>NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline</p>		<p><b>FOR AGENCY USE ONLY</b> 758</p>	
<p>OWNER INFORMATION (Type or Print)</p>		<p>Date Received <b>27-DEC-2000</b></p>		<p>Od_or _____ rt_dt _____ od_rt _____ up_ftr _____</p>	
<p>663327</p>		<p>Reference No. <b>877077</b></p>		<p>Work Number _____ Home Number _____</p>	
<p>Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? <input type="checkbox"/> YES <input type="checkbox"/> NO In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.</p>					
<p>Signature of Owner _____ Date ____/____/____</p>					
<b>VEHICLE INFORMATION</b>					
<p>Vehicle Ident. No. (VIN.) (Located at bottom of windshield and on driver's side) <b>4C3AU42YXVE049450</b></p>		<p>Vehicle Make <b>CHRYSLER</b></p>	<p>Vehicle Model <b>SEBRING</b></p>	<p>Vehicle Year <b>1997</b></p>	<p>Current Odometer Reading</p>
<p>Purchase Date</p>	<p>Dealer's Name _____</p>		<p>Engine Siz (CID/CC/L) _____</p>		<p><input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injectio</p>
<p><input type="checkbox"/> New <input checked="" type="checkbox"/> Used</p>	<p>City _____ State _____ Zip Code _____</p>		<p>No Cylinders _____</p>		
<p>Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic</p>	<p>Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Bel <input type="checkbox"/> Passengerside Airbag</p>		<p>Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel</p>
		<p>Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Sport Ult <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other _____</p>		<p>Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up <input type="checkbox"/> Truck</p>	
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>					
<p>Component <b>Q2152000</b></p>	<p>Part Name(s) <b>SUSPENSION:INDEPENDENT FRONT CONTROL ARM:LOWER:BALL</b></p>		<p>Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear</p>		<p>Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement</p>
<p>No of Failures</p>	<p>Date(s) of Failure(s) <b>20-DEC-2000</b> Mileage at Failure(s) <b>73000</b> Vehicle Speed at Failure(s) _____</p>		<p>Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No</p>		<p>NHTSA Previously <input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<b>APPLICATION INCIDENT INFORMATION</b>					
(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)					
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured</p>	<p>Number of Fatalities</p>	<p>Estimated Property Damage</p>	<p>Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>
<b>NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)</b>					
<p><b>RECALL 97V201000; LOWER BALL JOINT WITH CONTROL ON PASSENGER'S SIDE NEEDS TO BE REPLACED. THERE IS A RECALL ON THIS MAKE/MODEL; BUT, THIS VEHICLE IS NOT INCLUDED DUE TO VIN. *AK</b></p>					
CONTINUE ON BACK IF NEEDED					
<p>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>					

 DOT Auto Safety Hotline U.S. Department of Transportation National Highway Traffic Safety Administration		<b>Vehicle Owner's Questionnaire (VOQ)</b> NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		<b>FOR AGENCY USE ONLY</b> 756	
<b>OWNER INFORMATION (Type or Print)</b> [Redacted] 63327		Date Received <b>27-DEC-2000</b>		Od. or rt. dl _____ od. rt _____ lp. str _____	
Signature of Owner <u>[Redacted]</u>		Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.		<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Date <u>1/15/01</u>		Work Number [Redacted]		Home Number [Redacted]	
<b>VEHICLE INFORMATION</b>					
Vehicle Ident. No. (VIN.) (Located at bottom of windshield on driver's side) <b>4C3AU42YXVE049450</b>		Vehicle Make <b>CHRYSLER</b>	Vehicle Model <b>SEBRING</b>	Vehicle Year <b>1997</b>	Current Odometer Reading <b>73000</b>
Purchase Date <input type="checkbox"/> New <input checked="" type="checkbox"/> Used		Dealer's Name <u>STAR CHEVY</u> City <u>CLYDE, OH</u> State <u>OH</u> Zip Code _____		Engine Size (CID/CC/L) _____ No. Cylinders <u>4</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 type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbelt <input type="checkbox"/> 2-Point Belt	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input checked="" type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other	<input type="checkbox"/> Sport UT <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle	Body Style <input checked="" type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other		
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>					
Component <b>02152000</b>	Part Name(s) <b>SUSPENSION:INDEPENDENT FRONT CONTROL ARM:LOWER:BALL</b>		Location <input checked="" type="checkbox"/> Left <input checked="" type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear		Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failures	Date(s) of Failure(s) <u>20-DEC-2000</u> Mileage at Failure(s) <u>73000</u> Vehicle Speed at Failure(s) _____		Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No	
<b>APPLICATION INCIDENT INFORMATION</b> (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
<b>NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)</b> <b>RECALL 97V201000; LOWER BALL JOINT WITH CONTROL ON PASSENGER'S SIDE NEEDS TO BE REPLACED. THERE IS A RECALL ON THIS MAKE/MODEL; BUT, THIS VEHICLE IS NOT INCLUDED DUE TO VIN. *AK</b> <b>BOTH LEFT &amp; RIGHT SIDE BAD - SEE ATTACHED.</b>					
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.					

On December 26, 2000 I took my car to a Shell service station to find out what was wrong with it. I was told that it appeared to be the front passenger side lower ball joint with control. I opted to purchase the part myself from a Chrysler dealer (only place it was available) to try and save a little on the expense. I called Deluca Chrysler and spoke with John in parts. When I told him what part I needed, he said "there was a recall on those". He then transferred me to service. I was told by service that there was no recall on MY VIN NUMBER. I was transferred back to John in parts and he seemed surprised that I was told that by service. He asked me to hold on a moment, he then returned and told me my cost for the part would be \$177.00 plus tax. I then phoned the shell station to find out when they would be able to fix my car, I also mentioned the recall I was told about. The service technician felt this problem should be covered by Chrysler also. He then printed a recall bulletin off the computer. This bulletin came from the National Highway Traffic Safety Administration. (See copy) I called an 800 number that evening for Chrysler Corp. and spoke with a gentlemen named Scott. I explained my problem to him. He proceeded to tell me that there were no recalls issued on the 1997 Chrysler Sebring Coupe at all. I did not believe him. I was told by him that a recall was issued on the convertible not the coupe. I asked why do I have a recall bulletin in my hand for the coupe not convertible and why do I have this problem with my car? His answer was "it's a coincidence". I ended our conversation.

I purchased the part on December 27, 2000 from Deluca Chrysler. I once again asked someone in service about my car and the recall. I was blown off and sent to parts. The gentleman in parts once again told me he was really surprised this was not covered. I took the part along with my car to the Shell station to have it repaired. I was called later that day to be told that they did not want to put the part on because they could not be sure that was the only bad part. I then had to make an appointment with the dealer (4 days later).

I dropped my car and the part I had already purchased off at the dealer on Jan. 2, 2001. I was informed that afternoon that I needed both left and right ball joints with arms, a new right side rotor, and brake pads. I said to go ahead and fix it, I need my car. (I only have one) I was given an estimate of approx. \$640.00 plus tax. (I already paid \$190.00 for the right ball joint). Cost \$830.00 plus tax. They had to keep my car overnight. The next morning when I arrived to work there was a message for me to call the dealer service dept. I was told I also needed a caliper replaced, that would be another \$75.00. I said fix it, I have no other choice.

Total cost for repairs: \$936.46. See attached. I do not feel that the major of these problems (less the brake pads) should have been wrong with this car. I take pretty good care of my vehicles. I have never had a piece a crap like this. Now I am told that I have an oil leak somewhere. I can't afford to take care of that right now. By the way, all locks no longer work - both doors and the truck. I had let the lock thing go because it was not high on my priority list, until the passenger side went bad Saturday, January 13, 2001.

Druscilla Dabila

1/15/01

**97V201000: INSPECT BALL JOINT END HOUSING**

**Article Text**

1997 Chrysler Sebring Coupe  
For Turney Town Shelf Auto Care 5095 Turney Rd. Garfield Hts. Ohio 44125  
Copyright © 1998 Mitchell Repair Information Company, LLC  
Tuesday, December 26, 2000 03:48PM

**ARTICLE BEGINNING**

**NHTSA RECALL BULLETIN**

Model(s): 1995-97 Chrysler Cirrus  
1995 Chrysler Sebring  
1995-97 Dodge Stratus  
1996-97 Chrysler Sebring Coupe  
1996-97 Plymouth Breeze  
Campaign No: 97V201000  
Number of Affected Vehicles: 599000  
Beginning Date of Manufacture: 1994 JUL  
Ending Date of Manufacture: 1997 JUL

**VEHICLE DESCRIPTION:**

Passenger vehicles.

**DESCRIPTION OF DEFECT:**

The lower control arm ball joint can separate due to loss of lubrication.

**CONSEQUENCE OF DEFECT:**

Separation of the ball joint could cause a loss of steering control increasing the risk of a vehicle crash.

**CORRECTIVE ACTION:**

Dealers will inspect the ball joint end housing cover seal for leakage with a high pressure air tester and the rubber boot will be visually inspected for damage. If the cover seal leaks or the boot is damaged, the lower control arm will be replaced.

**OWNER NOTIFICATION:**

Chrysler has not yet provided an owner notification schedule. Owners who take their vehicles to an authorized dealer on an agreed upon service date and do not receive the free remedy within a reasonable time should contact Chrysler at 1-800-992-1997. Also contact the National Highway Traffic Safety Administration's Auto Safety Hotline at 1-800-424-9393.

**ADDITIONAL INFORMATION:**

The National Highway Traffic Safety Administration operates Monday

*I BELIEVE  
MY CAR WAS  
MANUFACTURED  
Oct. 1996*



# DeLUCA CHRYSLER-PLYMOUTH-JEEP, Inc.

## A Friendly Place To Do Business

18180 Rockside Road  
BEDFORD, OHIO 44148  
Phone: (440) 232-0880



### "Serving The Public Since 1960"

#### DEALER RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

#### SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO.

S E R V I C E

STATE REG# 18-299770

VEHICLE ID NO	YEAR MAKE/MODEL <b>CHRYSLER/</b>	PRODUCTION DATE	STOCK NO	LICENSE NO	R.O. NO <b>53927</b>
<b>[REDACTED]</b>	CUSTOMER NO <b>18763</b>	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO
<b>[REDACTED]</b>	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	YES NO	<b>DABI</b>
TURBO	M/MC	AIR COND.	P. S.	TRANS	MILEAGE <b>73,000</b>
					ADVISOR NO <b>243</b>
					SALESPERSON <b>CHRIS AVONDET</b>

I hereby authorize the repair work to be done along with the necessary material, and 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 thereto. Dealer not responsible for unavailability of parts or delays in parts shipments beyond dealers control. I understand that DeLuca Chrysler-Plymouth-Jeep, Inc. is not responsible against loss occasioned by theft, accident, fire or vandalism while the property remains with the dealer. Customer states no articles of personal property have been left in this vehicle, and the dealer is not responsible for retention thereof.

TIME RECEIVED: **08:06am** DATE/TIME PROMISED: **01/02/01 06:00pm** PRIORITY: **4**

APPOINTMENT:  YES  NO LABOR RATE: **X**

ORIGINAL CUSTOMER ESTIMATE: TOTAL 70.00

COMMENTS : CALL WHEN READY

**C 18CHZ DRIVEABILITY**  
CUSTOMER STATES THERE IS A METAL GRINDING IN FRONT WAS TOLD IT WAS BALL JOINT-CHECK UNDERSIDE

ESTIMATE (UNDER OHIO LAW) YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE.

WRITTEN ESTIMATE

ORAL ESTIMATE

DO NOT REQUEST AN ESTIMATE

ORIGINAL ESTIMATE

CUSTOMER'S ACCEPTANCE

AUTHORIZED ADDITIONS

PAYAL NEW  
DATE \_\_\_\_\_  
TIME \_\_\_\_\_  
BY \_\_\_\_\_

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly of partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE DISCARD  
Parts repaired pursuant to manufacturer's warranty and core parts are repaired by DeLuca Chrysler-Plymouth-Jeep, Inc. for inspection by manufacturer.

The Seller, DeLuca Chrysler-Plymouth-Jeep, Inc. hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and DeLuca Chrysler-Plymouth-Jeep, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the parts and/or accessories.

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE BY REBUILT (R.B.) OR USED (U).

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge. Parts and Labor.



# DeLUCA CHRYSLER-PLYMOUTH-JEEP, Inc.

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BEDFORD, OHIO 44146  
Phone: (440) 232-0880



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CUSTOMER NO <b>18763</b>	ADVISOR <b>CHRIS AVONDET</b>	TAB NO. <b>243</b>	DABI	INVOICE DATE <b>01/03/01</b>	INVOICE NO. <b>CHCS53927</b>
	LABOR RATE	LICENSE NO. <b>CLN5954</b>	MILEAGE <b>73,121</b>	COLOR <b>WHITE/</b>	STOCK NO.
	YEAR / MAKE / MODEL <b>97/CHRYSLER/SEBRING/2 DOOR COUPE</b>			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. <b>4 C 3 A U 4 2 Y X V E 0 4 9 4 5 0</b>			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE <b>01/02/01</b>	
COMMENTS					NO: 73123

**J# 1 1BCHZ** DRIVEABILITY HOURS: 3.50 TECH(S): 243 49 231.00  
 CUSTOMER STATES THERE IS A METAL GRINDING IN FRONT  
 WAS TOLD IT WAS BALL JOINT-CHECK UNDERSIDE  
 REPLACED BOTH BALL JOINTS AND ARMS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	NR296295	ARM FR SUSP LA	105.00	105.00
JOB # 1	1	10-1016	CALIPER	70.00	70.00
JOB # 1 TOTAL PARTS					175.00
JOB # 1 TOTAL LABOR & PARTS					406.00

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.

**J# 2+05CHZ** BRAKE SYS HOURS: 1.50 TECH(S): 49 76.50  
 RIGHT SIDE BRAKE PAD WORN OUT/DAMAGED ROTOR  
 REPLACE RIGHT ROTOR, MACHINE LEFT AND REPLACE PADS  
 REPLACED RT. FT. ROTOR, MACHINED THE LEFT AND REPLACED FT. PADS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	NR389724	ROTOR BRAKE	104.00	104.00
JOB # 2	1	V1013143	PAD KIT FRONT	46.75	46.75
JOB # 2 TOTAL PARTS					150.75
JOB # 2 TOTAL LABOR & PARTS					227.25

The Seller, DeLuca Chrysler - Plymouth Jeep, Inc. hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and DeLuca Chrysler - Plymouth - Jeep, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the parts and/or accessories.

**J# 3+02CHZALIGN** WHEEL ALIGNMENT FWD HOURS: TECH(S): 49 54.95  
 SUGGESTED MAINTENANCE  
 MAINTENANCE  
 ALIGN FRONT WHEELS TO FACTORY SPECS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3 TOTAL PARTS					0.00
JOB # 3 TOTAL LABOR & PARTS					54.95

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge. Parts and Labor.

MISC	CODE	DESCRIPTION	CONTROL NO.	
JOB # A		SS SHOP SUPPLIES		10.00
TOTAL - MISC				10.00

ESTIMATE  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$750.00 (+TAX)  
 COMMENTS  
 CALL WHEN READY

RECEIPT OF VEHICLE BY:  
 \_\_\_\_\_  
 CUSTOMER SIGNATURE

Copyright © 1995 The Reynolds and Reynolds Company



# DeLUCA CHRYSLER-PLYMOUTH-JEEP, Inc.

*A Friendly Place To Do Business*

18700 Rockside Road  
BEDFORD, OHIO 44146  
Phone: (440) 232-0890



*"Serving The Public Since 1960"*

CUSTOMER NO <b>18763</b>	ADV/SOR <b>CHRIS AVONDET</b>	243	TAG NO. <b>DABI</b>	INVOICE DATE <b>01/03/01</b>	INVOICE NO <b>CHCS53927</b>
	LABOR RATE	LICENSE NO <b>CLN5954</b>	MILEAGE <b>73,121</b>	COLOR <b>WHITE/</b>	STOCK NO
	YEAR / MAKE / MODEL <b>97 / CHRYSLER / SEBRING / 2 DOOR COUPE</b>	DELIVERY DATE		DELIVERY MILES	
	VEHICLE ID NO <b>4 C 3 A U 4 2 Y X V E 0 4 9 4 S 0</b>	SELLING DEALER NO.		PRODUCTION DATE	
	FTF NO	P.O. NO	R.O. DATE <b>01/02/01</b>		
COMMENTS					MO: 73123

TOTALS	
CHARGE [ ]	TOTAL LABOR.... 362.45
CHECK [ ]	TOTAL PARTS.... 325.75
CASH [ ]	TOTAL SUBLET... 0.00
AMEX [ ]	TOTAL G.O.G.... 0.00
DISCOVER [ ]	TOTAL NISC CHG. 10.00
MSTR/VISA [ ]	TOTAL NISC DISC 0.00
	TOTAL TAX..... 48.87
	<b>TOTAL INVOICE \$ 747.07</b>

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.

The Seller, DeLuca Chrysler - Plymouth Jeep, Inc. hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and DeLuca Chrysler - Plymouth - Jeep, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the parts and/or accessories.

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge. Parts and Labor.

RECEIPT OF VEHICLE BY:

X

CUSTOMER SIGNATURE

*700.00 cash  
check 47.00  
deposition  
Friday*

**PAID**  
JAN 08 2001



# DeLUCA CHRYSLER-PLYMOUTH-JEEP, Inc.

*A Friendly Place To Do Business*

18180 Rockside Road  
BEDFORD, OHIO 44146  
Phone (440) 232-0880  
www.delucacpj.com



*"Serving The Public Since 1960"*

PARTS DEPT HRS  
MON-FRI 8:00AM-6:00PM  
SAT CLOSED.  
SUN CLOSED.  
WWW.DELUCACPJ.COM

CUSTOMER NO.	TAX EXEMPT NUMBER	CUST P.O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE NO.
001				CASH	JOH SERO	12/27/00	25649 CHR

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CASH SALES  
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QUANTITY	PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT
1 0	HR296276 ARM LATERAL	118D	177.00	177.00	177.00

*POV # 2799*

**SPECIAL ORDERED PARTS REQUIRE PAYMENT IN ADVANCE AND ARE NOT RETURNABLE UNDER ANY CIRCUMSTANCES. NO RETURNS ON ELECTRICAL ITEMS. NOTICE: ALL CLAIMS & RETURNED GOODS MUST BE ACCOMPANIED BY THIS BILL. NO REFUNDS AFTER 15 DAYS. 10% HANDLING CHARGE ON ALL RETURNS.**

**DISCLAIMER OF WARRANTIES**

"The seller, DeLUCA CHRYSLER-PLYMOUTH-JEEP, Inc. hereby disclaims all warranties either expressed or implied including any implied warranty of merchantability or fitness for a particular purpose. The said goods are sold on an "as is" basis. DeLUCA CHRYSLER-PLYMOUTH-JEEP, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said goods."

SUB-TOTAL 177.00

TAX 12.39  
FREIGHT 0.00

**PAY THIS AMOUNT 189.39**

98V183000: INSPECT IGNITION-PARK INTERLOCK SYSTEM

Article Text (p. 2)

1997 Chrysler Sebring Coupe

For Turney Town Shell Auto Care 5095 Turney Rd. Garfield Hts. Ohio 44125

Copyright © 1998 Mitchell Repair Information Company, LLC

Tuesday December 26, 2000 03:51PM

ADDITIONAL INFORMATION:

The National Highway Traffic Safety Administration operates Monday through Friday from 8:00 AM to 4:00 PM, Eastern Time. For more information call (800) 424-9393 or (202) 368-0123. For the hearing impaired, call (800) 424-9153.

END OF ARTICLE

*Transfer Case oil leak  
passenger seat belt  
↓ these were other recalls*

# 98V183000: INSPECT IGNITION-PARK INTERLOCK SYSTEM

## Article Text

1997 Chrysler Sebring Coupe

For Turney Town Shell Auto Care 5095 Turney Rd. Garfield Hts. Ohio 44125

Copyright © 1998 Mitchell Repair Information Company, LLC

Tuesday, December 28, 2000 03:51PM

### ARTICLE BEGINNING

#### NHTSA RECALL BULLETIN

Model(s): 1995-98 Chrysler Cirrus  
1995-98 Dodge Stratus  
1996-97 Chrysler Sebring Coupe  
1996-98 Plymouth Breeze

Campaign No: 98V183000  
Number of Affected Vehicles: 688000  
Beginning Date of Manufacture: 1994 JUL  
Ending Date of Manufacture: 1998 JAN

#### VEHICLE DESCRIPTION:

Passenger vehicles equipped with automatic transmission.

#### DESCRIPTION OF DEFECT:

The adjustment of the cable connecting the console shifter mechanism to the ignition key can cause a trapped key condition which can result in a low force required to depress the shift button. A combination of applying a mis-adjusted release button with a low force attempt to shift out of park with the key in the locked position, can break the connecting pin in the shifter.

#### CONSEQUENCE OF DEFECT:

If this happens, the "ignition-park" interlock system will be nonfunctional.

#### CORRECTIVE ACTION:

Dealers will inspect for proper operation of the system. Any vehicles that are not functional after the inspection will have the shift mechanism and cable replaced with a "self-adjusting" design.

#### OWNER NOTIFICATION:

Owner notification is expected to begin during December 1998.

Owners who take their vehicles to an authorized dealer on an agreed upon service date and do not receive the free remedy within a reasonable time should contact Chrysler at 1-800-392-1997. Also contact the National Highway Traffic Safety Administration's Auto Safety Hotline at 1-888-dash-2-dot (1-888-327-4236).

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