

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 241

Date Received

08-JAN-2001

Od_or
rt_dt
od_rt
up_ltr

Reference No.

877693

OWNER INFORMATION (Type or Print)

665429

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) 3B7KF2369XG192808		Vehicle Make DODGE TRUCK	Vehicle Model RAM 2500	Vehicle Year 1999	Current Odometer Reading
Purchase Date	Dealer's Name _____		Engine Size (CID/CC/L) _____	☐ 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 ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Utility ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____
Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☒ Pick Up Truck					

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 01000000	Part Name(s) STEERING	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Date(s) of Failure(s) 16-NOV-2000 Mileage at Failure(s) 8300 Vehicle Speed at Failure(s) _____	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
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

AT 7,865 MILES VEHICLE EXPERIENCED A LOSS OF STEERING WHILE APPLYING BRAKES AT A STOP POSITION. VEHICLE BEEN IN / OUT OF DEALER SHOP ON SEVERAL OCCASIONS, AND SOME REPAIRS WERE MADE, BUT PROBLEM STILL REOCCURRING. PLEASE FEEL FREE TO PROVIDE ANY FURTHER DETAILS ON THIS MATTER. *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.

U.S. Department of Transportation National 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 241	
OWNER INFORMATION (Type or Print)		Date Received 08-JAN-2001		Od_or rt_dt od_rt up_hr	
		Reference No. 877693			
[Redacted] 665429		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 a written authorization, NHTSA will NOT provide your name and address to the vehicle manufacturer.					
Signature of Owner [Redacted]		Date 01/17/01			
VEHICLE INFORMATION					
Vehicle Ident. No. (VIN.) (Located at bottom of windshield on driver's side) 3B7KF2369XG192608		Vehicle Make DODGE TRUCK		Vehicle Model RAM 2500	
Purchase Date		Vehicle Year 1999		Current Odometer Reading 8300	
Dealer's Name I. G. BURTON		Engine Size 24 VALVE CUMMINS DIESEL		☐ Turbo ☒ Diesel ☐ Gas ☐ Fuel Injection	
☒ New		City MILFORD State DE Zip Code		No Cylinders 6	
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 Util ☒ Truck ☐ Motorcycle	
Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☒ Pick Up Truck ☐ Other					
FAILED COMPONENT(S)/PART(S) INFORMATION					
Component 01000000		Part Name(s) STEERING		Location ☐ Left ☐ Right ☐ Front ☐ Rear	
No of Failures		Date(s) of Failure(s) 16-NOV-2000 Mileage at Failure(s) 8300 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	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)					
AT 7,865 MILES VEHICLE EXPERIENCED A LOSS OF STEERING WHILE APPLYING BRAKES AT A STOP POSITION. VEHICLE BEEN IN / OUT OF DEALER SHOP ON SEVERAL OCCASIONS, AND SOME REPAIRS WERE MADE, BUT PROBLEM STILL REOCCURRING. PLEASE FEEL FREE TO PROVIDE ANY FURTHER DETAILS ON THIS MATTER. *AK VEHICLE IS NOW LOOSING STEERING SITTING STILL WITHOUT FOOT ON BRAKE. STEERING ALSO LOCKED UP TWICE WHILE DRIVING.					
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.					

National Center for Dispute Settlement
DaimlerChrysler Motors Corporation
Customer Arbitration Process
P.O. Box 560208
Dallas, Texas 75356-0208

January 8, 2001

Vehicle ID# 3B7KF2369XG192608
1999 Dodge Truck 2500 (Diesel)

Seller: I.G. Burton, Milford, De
Servicing Dealership: BCP, Smyrna, De

Current Mileage: 8,300
Date of Purchase: September 1999

Mileage of first Service Visit for This Problem: 7,865 (11/16/00)
How many times serviced for this problem - 4

11/27/00 - Truck in for pump to be put on (power steering pump)

11/28/00 - 5:00 pm - I picked truck up from BCP, had same problem with steering.

12/11/00 - Replaced steering gear box.

I went in to BCP at 5:20 pm started truck and could not turn wheel. I talked to Charles Gray, Assistance Service Manager, and mechanic who worked on my truck and they could not turn the wheel either. They kept the truck and gave me a vehicle to use. They stated they would call Chrysler Corp.

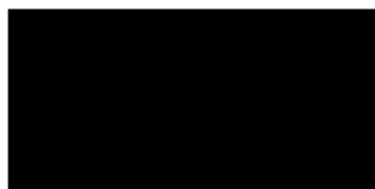
12/12/00 - Next they put a vacuum booster and this worked for a day and a half and then returned to the same problem again.

12/22/00 - A lady from Chrysler came down to check out the problem. She was to tell BCP what to do about the problem with the truck.

12/27/00 - 1:30 pm I returned to BCP to check on my truck. BCP stated they were waiting to hear from Chrysler and had not heard anything as yet. Joe, manager of BCP, had Beth, the secretary call Chrysler to find out what was going to be done about the truck. Beth was told, everyone was on vacation at Chrysler. Joe asked Pat, Assistance Manager, at BCP what could be done next to try and fix the problem because the truck has been at BCP for Fifteen days and not yet fixed.

01/02/01 - Next they put power steering lines on the truck. I called BCP and they stated they cannot do anymore with the truck and for me to pick it up. When I went to pick up my truck, I talked to Joe, the owner, and he stated he would try one more time to talk to Chrysler to see what more could possibly be done to fix the truck. Joe talked to Dallas Kalostervoer and Dallas told Joe that BCP should not have replaced anything on the truck, because there is nothing wrong with the truck. Joe told Dallas, that he agrees with the customer, that there is a problem with the steering. Joe told Dallas the customer is here, and Joe handed me the phone. Dallas told me in "strong terms" there is nothing wrong with the truck and BCP was not authorized to replace anything. I told Dallas there is something "seriously" wrong with the steering and three mechanics agreed there is something wrong. I test drove two other Dodge Diesel Trucks and neither had a problem with the steering. Dallas also told me "I don't know what I'm talking about". "It is normal for the Dodge to steer that way and I was not used to vacuum assist steering." Dallas stated they would not do anymore to the truck.

I told Dallas, since he feels this way, we have nothing more to discuss, especially since he did not come down and experience the steering for himself. I will be taking further steps such as turning it in to the Safety Board and go to Arbitration.



JANUARY 17, 2001

I had the opportunity to test the steering on a 95 Ford F 250 diesel truck, lic. no.- cl 12717. The truck belongs to Bruce Industrial co. phone no. 652 4331. There was no Resistance or problem of any kind felt with the steering, while holding the brake and sitting still. Wheel turned as a normal vehicle should.



01/08/2001
15:30:21

SUMMARY HISTORY PRINTOUT

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PAGE 1

CUSTOMER [REDACTED] SERIAL NO. 387KF2369XG192608
TOTAL R/O'S 8 TOTAL SERV. DAYS 42 MAKE OF DODGE TRUCK

LN#	RO. NO.	RO. DATE..	MILES.	ADV/TECH	JM	T	OPERATION CODE.	DESCRIPTION.....
1	50210	11/27/2000	8100	A	21			
				T	119	1	W 19CHZ	STEERING
2	49959	11/16/2000	7865	A	82			
				T	119	1	I 19CHZ	STEERING
3	46874	07/27/2000	6280	A	21			
				T	119	1	W 14CHZ	FUEL
				T	119	2	C 26CHZLOF	LUBE/OIL/FILTER
4	45060	05/15/2000	4992	A	82			
				T	47	1	W 05CHZ	BRAKE SYS
5	44836	05/08/2000	4600	A	65			
				T	78	1	W 50CHZ	CAMPAIGNS
6	44665	05/01/2000	4600	A	65			
				T	47	1	W 05CHZ	BRAKE SYS
7	41233	12/13/1999	2345	A	21			
				T	113	1	W 14CHZ	FUEL
				T	47			
8	40327	11/02/1999	1608	A	82			
				T	113	1	W 14CHZ	FUEL

01/08/2001
15:30:30

HISTORY LISTING

3651
PAGE 1

CUSTOMER NAME : [REDACTED] SERIAL NO. : 3B7KF2369XG192608

R.O NO. : 50210 R.O DATE : 11/27/2000 R.O TYPE : S
MILEAGE : 8100 ADVISOR NO. : 21

JOB NUMBER : 1 OPERATION 19CHZ OP. DESC. STEERING
SALE TYPE : W TECHNICIAN NO(S). 119
COMPLAINT : CUST STATES THAT THE POWER STEERING WILL NO OUT INTERM.THIS
EAS DIAG.LAST TIME IN AND A POWER STEERING PUMP WAS ORDERED
CAUSE : FOUND TRUCK NEEDS NEW POWER STEERING PUMP
CORRECTION : REPLACED POWER STEERING PUMP

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
50210 19700110

R.O NO. : 49959 R.O DATE : 11/16/2000 R.O TYPE : S
MILEAGE : 7865 ADVISOR NO. : 82

JOB NUMBER : 1 OPERATION 19CHZ OP. DESC. STEERING
SALE TYPE : I TECHNICIAN NO(S). 119
COMPLAINT : CUST STATES THERE IS AN INTERMITTING LOSE OF POWER STEERING
CORRECTION : ORDERED NEW STEERING PUMP

R.O NO. : 46874 R.O DATE : 07/27/2000 R.O TYPE : S
MILEAGE : 6280 ADVISOR NO. : 21

JOB NUMBER : 1 OPERATION 14CHZ OP. DESC. FUEL
SALE TYPE : W TECHNICIAN NO(S). 119
COMPLAINT : CUST STATES THAT THE VEH HAS A FUEL GAUGE THAT IS READING
FULL AND HAS APROX.162 MILES ON THE VEH.
CAUSE : FOUND THAT THE FUEL LEVELING UNIT IS NOT WORKING CORRECTLY
CORRECTION : REMOVED AND REPLACED FUEL LEVELING UNIT

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
46874 14500501

JOB NUMBER : 2 OPERATION 26CHZLOF OP. DESC. LUBE/OIL/FILTER
SALE TYPE : C TECHNICIAN NO(S). 119
COMPLAINT : LUBE/OIL/FILTER

CAUSE : CHECK ALL BELTS,HOSES,AND FLUIDS,SET TIRE PRESSURE TO 35 PSI
CHECK C/V BOOTS,COOLING SYSTEM AND EXHAUST
CORRECTION : LUBE/OIL AND FILTER CHANGE SPECIAL

R.O NO. : 45060 R.O DATE : 05/15/2000 R.O TYPE : S
MILEAGE : 4992 ADVISOR NO. : 82

01/08/2001
15:30:30

HISTORY LISTING

3651
PAGE 2

JOB NUMBER : 1 OPERATION 05CHZ OP. DESC. BRAKE SYS
SALE TYPE : W TECHNICIAN NO(S). 47
COMPLAINT : CUST STATES THERE IS A PULSATION IN THE BRAKES AT 35 MPH
CAUSE : FOUND THAT BOTH REAR DRUMS ARE WARPED
CORRECTION : REMOVED AND REPLACED BOTH REAR DRUMS

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
 45060 05202005 45060 05202004

R.O NO. : 44836 R.O DATE : 05/08/2000 R.O TYPE : S
 MILEAGE : 4600 ADVISOR NO. : 65

JOB NUMBER : 1 OPERATION 50CHZ OP. DESC. CAMPAIGNS
SALE TYPE : W TECHNICIAN NO(S). 78
COMPLAINT : RECALL 872
CORRECTION : PERFORMED RECALL

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
 44836 13872182

R.O NO. : 44665 R.O DATE : 05/01/2000 R.O TYPE : S
 MILEAGE : 4600 ADVISOR NO. : 65

JOB NUMBER : 1 OPERATION 05CHZ OP. DESC. BRAKE SYS
SALE TYPE : W TECHNICIAN NO(S). 47
COMPLAINT : VEHICLE HAS A BRAKE PULSATION
CAUSE : FOUND ROTORS OUT OF ROUND
CORRECTION : TURNED ROTORS AND BLEEE BRAKES

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
 44665 05000101 44665 05211110

R.O NO. : 41233 R.O DATE : 12/13/1999 R.O TYPE : S
 MILEAGE : 2345 ADVISOR NO. : 21

JOB NUMBER : 1 OPERATION 14CHZ OP. DESC. FUEL
SALE TYPE : W TECHNICIAN NO(S). 113 47
COMPLAINT : CUST STATES THAT THE FUEL GAUGE WILL NOT COME OFF OF FUEL
CAUSE : FOUND CLUSTER NOT WORKING CORRECTLY
CORRECTION : REMOVED AND REPLACED INSTRUMENT CLUSTER

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
 41233 08902001

01/08/2001
15:30:30

HISTORY LISTING

3651
PAGE 3

R.O NO. : 40327 R.O DATE : 11/02/1999 R.O TYPE : S
MILEAGE : 1608 ADVISOR NO. : 82

JOB NUMBER : 1 OPERATION 14CHZ OP. DESC. FUEL
SALE TYPE : W TECHNICIAN NO(S). 113
COMPLAINT : CUST STATES THE FUEL GAUGE IS READING FULL ALL THE TIME
CAUSE : TESTED INSTRUMENT CLUSTER OKAY, TESTED SENDING UNIT FOUND
TO BE OUT OF CALIBRATION
CORRECTION : REMOVED AND REPLACED FUEL SENDING UNIT

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
40327 85410000 40327 08453005

CUSTOMER NO.	ADVISOR	CARD NO.	INVOICE DATE	INVOICE NO.
	CHARLES L. BRAY		11/28/00	ENC-55213
	DEALER RATE	LICENSE NO. 23	COLOUR	STOCK NO.
		MILEAGE IN	RED/SILVER/	
	YEAR / MAKE / MODEL		DELIVERY DATE	DELIVERY MILES
	99/RODGE TRUCK/2500			
	VEH. ID.		SELLING DEALER NO.	PRODUCTION DATE
	3 7 F 3 9 D 9 6 8			
	P.T.E. NO.	P.O. NO.	R.O. DATE	
			11/27/00	
				MILEAGE OUT
				RO: 8106

LABOR & PARTS
JH 1 19CHZ

STEERING HOURS: 1.40 TECH(S):119
CUST STATES THAT THE POWER STEERING WILL GO OUT INTERN. THIS
EAS DIAG. LAST TIME IN AND A POWER STEERING PUMP WAS ORDERED
FOUND TRUCK NEEDS NEW POWER STEERING PUMP
REPLACED POWER STEERING PUMP

WARRANTY

PARTS	QTY	FF NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	4883960-AA	PUMP POME 19054002	
JOB # 1	1	4883077	OIL POME 1081039	

WARRANTY
WARRANTY
0.00

JOB # 1 TOTAL PARTS

JOB # 1 TOTAL LABOR & PARTS

0.00

TOTALS

* ALL WORK IS GUARANTEED FOR 12 MONTHS OR 12,000 MILES *
* LABOR RATE IS BASED ON FLAT RATE BOOK TIME OF \$59.00 *
* PER FLAT RATE HOUR. *

* ANY DISCOUNTS OR COUPONS MUST BE PRESENTED AT THE TIME *
* OF WRITE UP. ALL CHRYSLER EMPLOYEES MUST PRESENT THEIR *
* CARDS AT THIS TIME. *

TOTAL LABOR.....	0.00
TOTAL PARTS.....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

PAYMENT METHOD

* [] CASH [] CHECK # [] [] CHARGE *
* [] VISA [] M/CARD [] AMEX [] DISCOVER *

CUSTOMER NO. 5517	ADVISOR CHARLES L GRAY	CARD NO. 21	INVOICE DATE 11/28/00	INVOICE NO. 0050210
	LABOR RATE	LICENSE NO.	COLO. RED/SILVER	STOCK NO.
	YEAR / MAKE / MODEL 99/DODGE TRUCK/2500	RELEASE BY 8100	DELIVERY DATE	DELIVERY MILES
	VEH. ID. 3 7 F 3 9 0 9 6 8		SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	P.O. NO.	R.O. DATE 11/27/00	
				MILEAGE OUT NO: 8106

LABOR & PARTS
JH 1 19CHZ

STEERING HOURS: 1.40 TECH(S): 119
CUST STATES THAT THE POWER STEERING WIRE GO OUT INTERN. THIS
EAS DIAG. LAST TIME IN AND POWER STEERING PUMP WAS ORDERED.
FOUND TRUCK NEEDS NEW POWER STEERING PUMP
REPLACED POWER STEERING PUMP

PARTS	QTY	NUMBER	DESCRIPTION	U/CDS	E/CST	U/PRICE
JOB # 1	1	4883960-AA	PUMP POME 19054002	170.00	170.00	238.00
JOB # 1	1	4883077	OIL POWER 1001039	2.80	2.80	8.92
JOB # 1 COST TOTAL				172.80		
JOB # 1 TOTAL PARTS						246.92
JOB # 1 TOTAL LABOR & PARTS						313.88

R/O TAX 0.00
R/O TOTALS 313.88

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
50210	313.88
CLAIM TOTALS	313.88

APPROVED BY SIGNATURE

DCS AUDIT SLIP

2N-DLR: 00-44444 VIN: 3B7KF269-X-619260B MC-DT: MCC:
CLAIM-NO: 050210 (WRD) REF-N AUTH-NO:
DT-RECVD: 11/27/00 DT-OWNER NOTFU: 11/ MILEAGE: 008100
DEALER CLAIM AMOUNT: 313.88 ADVISOR ID: 4598AG

LINE COND J FP PART-NO PART-NAME QTY TOT-PRICE

010 1 01 X 048 3960AA 01 170.00

011 1 01 X 048 3077 01 8.92

LINE COND J LABOR-OP FC MRS MECHANIC DUAL CD

030 1 19280110 37 1.40 1965

11/28 @ 5:00 PM finished up truck from BCP & Terry would
not turn all the way it should 1965 took it back one

TERMS		VEHICLE NO. 3878		YEAR/MAKE/TYPE 99/DOHGE TRUCK/2500		STOCK NO.		LICENSE NO.	
CASH	☐	CREDIT CARD		CUSTOMER NO. 5519		DELIVERY DATE		DELIVERY MILES	
CHECK	☐	OTHER		COLOR SILVER/		CONTRACT NO.		EXPIRATION DATE	
CALL WHEN READY	☐	APPOINTMENT		07:42am		12/11/00		06:30pm	
YES	☐	NO		STATE REQ# 0		LABOR RATE		FINANCY	
YES ☒ NO ☐		JOB #							

BRANDYWINE SMYRNA, INC.
 19 S. DuPont Blvd. P.O. Box 308
 SMYRNA, DELAWARE 19977
 Phones: (302) 653-8521 • 1 (800) 448-6500

Oil 4136

CHARGE 1	6123
TRANS	M
AIRCOND	Y
TURBO	
P.S.	

LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: TOTAL

TERMS - STRICTLY CASH UNLESS ARRANGEMENTS MADE
 I hereby authorize the repair work, labor and parts to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicles or articles left in vehicles by order of this, then or any other cause beyond your control or for any change caused by unavailability of parts or delay in parts shipments by the supplier or manufacturer. I hereby grant you and/or your employees permission to operate the vehicle which described on this estimate, however, or otherwise for the purpose of testing, study, inspection. An express receipt is sent to properly acknowledge the vehicle to secure the amount of repairs made.

PLEASE READ CAREFULLY:
 CHECK ONE OF THE STATEMENTS BELOW AND SIGN.
 I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE.

I REQUEST A WRITTEN ESTIMATE.
 I REQUEST AN ORAL ESTIMATE.
 I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$_____
 I EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
 I WAIVE MY RIGHT TO AN ESTIMATE.

SIGNED	DATE
ESTIMATE	ADDITIONAL AMOUNT
THIS ESTIMATE IS BASED ON ORAL INITIAL INSPECTION AND DOES NOT INCLUDE ANY ADDITIONAL PARTS OR LABOR WHICH MAY BE REQUIRED AFTER THE WORK HAS BEEN COMPLETED.	
PHONE	IN PERSON
DATE	

ALL PARTS REPAIRED WILL BE GUARANTEED UNLESS SPECIFIED OTHERWISE. ☐ SAVE
 ALL PARTS INSTALLED ARE NEW OR REMANUFACTURED UNLESS SPECIFIED OTHERWISE.
 VEHICLES ARE RELEASED ONLY DURING SERVICE HOURS AND AFTER PAYMENT OF ALL CHARGES.

THANK YOU

Replaced Steering Gear

2601

CUSTOMER NO.
FV17

ADVISOR

ARTHUR P. GILL

CARD NO.

INVOICE DATE

01/02/01

INVOICE NO.

CHRYSLER

LABOR RATE

LICENSE NO.

MILEAGE IN

3182

COLOR

RED SILVER

STOCK NO.

YEAR/MAKE/MODEL

99/BUICK TRUCK/2500

DELIVERY DATE

DELIVERY MILE

VEHICLE ID NO.

9 2 7 2 3 2 6 9 6 9 8

SELLING DEALER NO.

PRODUCTION DATE

F.T.E. NO.

P.O. NO.

R.O. DATE

12/1/00

MILEAGE OUT

30.00

LABOR & PARTS

JOE # 19042

STEERING

HOURS:

TECH(S):119 3/

CUSTOMER STATES THE STEERING IS UNRESPONSIVE
WE ORDERED NEW STEERING GEAR
CALLED CHRYSLER AND WAS TOLD TO PERFORM BRAKE BOOST KICK
BACK TEST. IT FAILED
ORDERED BOOSTER AND LINES. REPLACED BOOSTER AND LINES
AFTER REPLACING THEM IT WORKED FINE FOR 1 1/2 DAYS THEN
WENT BACK TO THE WAY IT WAS

WARRANTY

QTY	DESCRIPTION	UNIT PRICE
1	STEERING GEAR POME 19001010	
1	BOOSTER P 3100002	
1	LINE POME 19058007	
1	LINE POME 19058007	
1	G RING PC 19015009	
1	LINE POME 19058007	
1	LINE POME 19058007	

JOE # 1 TOTAL PARTS

0.00

JOE # 1 TOTAL LABOR & PARTS

0.00

COMPLETION DATE: 12/1/00

BY

WILLIAM C. KAMLERES III

AGE

MASTER

ALL WORK IS GUARANTEED FOR 12 MONTHS OR 12,000 MILES
LABOR RATE IS BASED ON FLEET RATE BOOK TIME IN \$40.00
PER HOUR RATE BOOK.
ANY DISCOUNTS ON COUPONS MUST BE PRESENTED AT THE TIME
OF WORK. ALL CHRYSLER EMPLOYEES MUST PRESENT THEIR
CARDS AT THIS TIME.

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL S.G.O.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC MISC	0.00
TOTAL TAX	0.00

TOTAL INVOICE \$ 0.00

PAID BY CASH

PAID BY CHECK

PAID BY CREDIT CARD

PAID BY DISCOUNT

PAID BY OTHER



Thank You. We appreciate your business!

BRANDYWINE SMYRNA, INC. 814 01 1000 01

1000 01

1000 01

BRANDYWINE SMYRNA, INC. • SMYRNA, DELAWARE 19977

TOOK TRUCK TO INDEPENDENT SERVICE REPAIR FOR 1 MONTH,

opinion!

[illegible]

UNIT

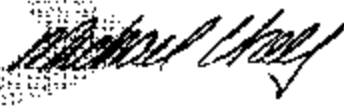
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January 10, 2001

To whom it concerns:

I'm writing this letter not as a mechanic, but as a person who has 35+ years of driving, 8 of those years of operating heavy equipment. I also own a Dodge Ram 2500, 4x4, powered by Cummins. The other day (01/09/01) Mr. Lepkowski stopped by my home and asked me to sit in his truck to see if my steering was like his. So I did. With the motor running, in neutral I turned the steering wheel with one hand and it was extremely difficult to say the least. Then Mr. Lepkowski asked me to do the exact same thing, but, this time to push on the brake pedal and turn the steering wheel, same situation, motor running in neutral, and this task required both hands and a struggle at that, a struggle to the point where this was down right ridiculous. I then started my truck up, put in neutral, and let Mr. Lepkowski turn my steering wheel; this task could be done with 2 fingers, with foot on brake pedal or not, made no difference. To sum this up, in my opinion, after comparing my truck, and the Dodge Ram's I test-drove with the diesels, Mr. Lepkowski's trucks steering is no way normal. I would not ~~MYSELF~~ if I would I let ANYBODY else drive this truck under these conditions if it were mine, and I would not hesitate to say Mr. Lepkowski's truck is a safety hazard to himself and possibly to ~~someone else~~ on the road.

Sincerely,


Michael Chelf
901 Blackbird-Greenspring Rd.
Smyrna, Delaware

19977

CUSTOMER ARBITRATION PROCESS APPLICATION

Did you contact dealership management regarding your complaint?

Yes ☒ No ☐

Did you contact DaimlerChrysler Motors Corporation directly regarding your complaint?

Yes ☒ No ☐

Have you met with the Factory Representative regarding your complaint?

Yes ☐ No ☒

AR Consumers Only: Indicate if you are requesting a Panel review

Yes ☐ No ☐

I want (check one only)

☒ a single decision maker and an oral hearing

☐ a 3-person panel and a documents only review

Your Name

Date 01/04/01

Address

19234

(Street)

(City)

(State)

(Zip)

Selling Dealer I G BURTON

Servicing Dealer BCP

Vehicle: Year 99 Make DODGE DIESEL Model RAM 2500 Delivery Date 10/21/99

Identification No. 3 B 7 K F 2 3 6 9 X G 1 9 2 6 0 8

Is this a leased vehicle? Yes ☐ No ☒

If yes

(lessor's name and address)

Mileage at time of dispute 7865

Current Mileage 8200

VERY IMPORTANT: Be very specific in describing your current unresolved problems. Include copies of any receipts, service repair orders, complaint letters to the dealer or Zone Representative and any other relevant documents.

Nature of current unresolved problem: *TRUCK LOOSES STEERING WITH FOOT ON BRAKE - AT ONE POINT - NO STEERING EVEN WITH FOOT NOT APPLIED TO BRAKE AND SOMETIMES NO STEERING AT ALL. AND ~~AND SOMETIMES NO STEERING AT ALL~~

Number and dates of repair attempts (if any):

(1) 11/14/2000

(2)

(3)

If more, specify

What do you feel should be done to resolve your problem: *BUY BACK THIS TRUCK, OR TRADE IT FOR A NEW ~~TRUCK~~ TRUCK WITH SAME OR MORE OPTIONS AND A WRITTEN APOLOGY TO MYSELF + TO THE PEOPLE IN BCP FROM ONE OF YOUR EMPLOYEES

ARBITRATION AGREEMENT

I understand that I am not bound by the decision of the Process unless I accept it. I also understand, however, that if I accept the decision, the DaimlerChrysler Motors Corporation dealer involved and DaimlerChrysler Motors Corporation will be bound by the decision. I further understand neither I nor the dealer nor DaimlerChrysler Motors Corporation will be represented by legal counsel (except AR, KY, and MN consumers) at the hearing on the dispute. If I am dissatisfied with the decision or the dealer's or DaimlerChrysler Motors Corporation's eventual performance, I understand that I may pursue other legal remedies, including the use of small claims court. I understand, however, that whether or not I accept the decision, the decision may be admissible in any subsequent legal proceeding concerning the dispute. This dispute is not subject to state or federal legal remedies available to me.

Signed by

Please use additional sheets of paper as necessary to use