Form Approved: O.M.B. No. 2127-0038

U.S. Department of Transportation
National Highway Traffic Safety Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: http://www.nhtsa.dot.gov

FOR AGENCY USE ONLY	120
Date Received: 25-JAN-2001	Od_or ____ ____ rt_dt ____ ____ od_rt ____ ____ ip_ltr ____ ____
	Reference No. 879059

[redacted]

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)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
	PLYMOUTH TRUC	VOYAGER	1991	

Purchase Date: ☐ New ☒ Used

Dealer's Name _____

City _____ State _____ Zip Code _____

Engine Size (CID/CC/L) _____ No Cylinders _____

☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
☐ Manual ☐ Automatic	☐ Yes ☒ No	☐ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	☐ Yes ☒ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Sport Utl ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other ☐	☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Part Name(s)	Location	Failed Part(s)
1031 0000	VISUAL SYSTEMS:WINDSHIELD WIPER	☐ Left ☐ Right ☐ Front ☐ Rear	☐ Original ☐ Replacement

No of Failures	Dates) of Failure(s) / Mileage at Failure(s) / Vehicle Speed at Failure(s)	Failed Part(s) Available?	NHTSA Previously Contacted?
0	06-JAN-2001 0	☐ Yes ☐ No	☐ 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	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)

RIGHT WINDSHIELD WIPER FELL OFF. CONSUMER RECEIVED A RECALL FOR LEFT WINDSHIELD WIPER, AND RIGHT ONE CAME OFF. *AK

CONTINUE ON BACK IF NEEDED

Form Approved: O.M.B. No. 2127-0008

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 120	
Date Received	Od_or
25-JAN-2001	od_rt
	up_ir
	Reference No.
	879059

OWNER INFORMATION (Type or Print)

[redacted] 70075

Work Number [redacted]
Home Number [redacted]

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 Ow[redacted] Date 01/05/01

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
2P4GH4534MR342573	PLYMOUTH TRUC	VOYAGER	1991	

Purchase Date: 3-18-2000 ☐ New ☒ Used

Dealer's Name ______ City ______ State ______ Zip Code ______

Engine Size (CID/CC/L) ______ No Cylinders 4 ☐ Turbo ☐ Diesel ☒ Gas ☐ Fuel Injection

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 Ult ☐ Truck ☐ Motorcycle	☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☑ Other 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Part Name(s)	Location	Failed Part(s)
10310000	VISUAL SYSTEMS:WINDSHIELD WIPER	☐ Left ☑ Right ☑ Front ☐ Rear	☑ Original ☐ Replacement

No of Failures		Failed Part(s) Available?	NHTSA Previously Contacted?
0	Date(s) of Failure(s) 06-JAN-2001 Mileage at Failure(s) ______ Vehicle Speed at Failure(s) 0	☐ Yes ☑ No	☐ 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	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)

RIGHT WINDSHIELD WIPER FELL OFF. CONSUMER RECEIVED A RECALL FOR LEFT WINDSHIELD WIPER, AND RIGHT ONE CAME OFF. *AK

CONTINUE ON BACK IF NEEDED

Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.*	MANUFACTURER/TIRE NAME	SIZE
D O T		

* 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)

It was raining the day my wiper fell. If it had happened on the Highway I would not been able to see clear enough to go on into town. I had to wait until it quit raining to go back home. I live 27 miles from where it fell off. The dealer in Hays didn't have the part. It took them a week to get the part. If this happens to any one else- They might jerk the wheel and wreck. Thought you should know about the problem- so it can be corrected.

Thank you.

[redacted]

☆ U.S. G.P.O.: [illegible]

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

RUSSELL KS
AM
FEB 8

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL HWY TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590

15191 41089

INVOICE

PAGE 1

LEWIS
CHRYSLER, INC.
1000 EAST HWY 40 BY PASS
(785) 628-3359
HAYS, KANSAS 67601

[redacted] US:

SERVICE ADVISOR: 4292 JASON ROHR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	91	PLYMOUTH VOYAGER	2P4GH4534MR242573		108781/108781	T060

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16APR1991			WAIT 24JAN01			CASH	24JAN2001

R.O. OPENED	READY	OPTIONS: ENG:3.0 Liter EFI
24JAN01	24JAN01	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A PASSENGER SIDE WINDSHIELD WIPER BROKE OFF			
2600 REPLACED WIPER PIVOT AND ARM			
8547 HECKER,DANIEL LIC#: 8547			
CPS		82.50	82.50
1 5017773AA PIVOT	6.88	6.88	6.88
1 4389437 ARM-W/WPR(TRICO)BLACK NZZ	18.43	18.43	18.43
PARTS: 25.31 LABOR: 82.50 OTHER: 0.00		TOTAL LINE A:	107.81

****

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER 8.25

"IMPORTANT NOTICE"Soon you may be receiving a "CUSTOMER ONE QUESTIONAIRE" from CHRYSLER CORPORATION regarding your recent service visit here at LEWIS CHRYSLER. If there is any reason you cannot grade us "COMPLETELY SATISFIED" on each question, please call BRAD CHRIS OR JASON FOR ASSISTANCE

CK. NO. 2521

DATE 1-24-01

Thank you for your business

Your complete satisfaction is our #1 concern. If you have any questions, comments, or if we can be of further assistance please contact us

Dodge Dodge Trucks CHRYSLER Plymouth

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 warranties either express or implied, including any implied warranty 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. THERE WILL BE A $10 FEE CHARGED ON ALL RETURNED CHECKS.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	82.50
PARTS AMOUNT	25.31
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	8.25
TOTAL CHARGES	116.06
LESS INSURANCE	0.00
SALES TAX	7.43
PLEASE PAY THIS AMOUNT	123.49

CUSTOMER COPY