



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 197

Date Received

10-APR-2001

Od_or

rt_dt

od_rt

ip_lr

Reference No.

885590

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) (Location at bottom of windshield and driver's side) 2B4HB15S11K503493	Vehicle Make DODGE TRUCK	Vehicle Model RAM	Vehicle Year 2001	Current Odometer Reading
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 ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel
Vehicle Type ☐ Car ☐ Sport Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____		Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☒ Pick Up Truck ☐ Other _____		

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 08110000 03250000	Part Name(s) FUEL:FUEL TANK ASSEMBLY BRAKES:HYDRAULIC:ANTI-SKID SYSTEM	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure 0	Date(s) of Failure(s) 05-APR-2001 Failure(s) 900 Mileage at Failure(s) 0	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 Damag	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE DRIVING COULD STEP ON THE BRAKES PEDAL AND NOISE WILL COME FROM BOTTOM OF VEHICLE, AND ANOTHER NOISE FROM FUEL TANK THAT MAKES A LOT OF NOISE ,LIKE BOUNCING. COULD NOT BE CORRECTED BY DEALER. *AK

COPIES OF THIS FORM ARE:

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) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 197	
		Date Received 10-APR-2001	Od_or _____ r_d _____ od_r _____ up_ltr _____ Reference No. 885590
OWNER INFORMATION (Type or Print)		Work Number _____ Home Number _____	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of a signature, please print name and address to the vehicle manufacturer.		☒ YES ☐ NO Date <u>4/25/01</u>	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (located at bottom of windshield on driver's side) 2B4HB15S11K503493	Vehicle Make DODGE TRUCK	Vehicle Model RAM	Vehicle Year 2001
Current Odometer Reading 		Engine Size (CID/CC/L) _____ ☐ Turbo ☐ Diesel ☐ Gas No Cylinders _____ ☐ Fuel Injection	
Purchase Date 2/3/01	Dealer's Name <u>West Covina Dodge</u> City <u>West Covina</u> State <u>CA</u> Zip Code <u>91791</u>		Transmission Type ☒ New ☒ Used
Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel
Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other	Sport Ult ☐ Truck ☐ Motorcycle	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☒ Pick Up Truck ☐ Other	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 06110000 03260000	Part Name(s) FUEL:FUEL TANK ASSEMBLY BRAKES:HYDRAULIC:ANTI-SKID SYSTEM	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 0	Date(s) of Failure(s) <u>05-APR-2001</u> Mileage at Failure(s) <u>900</u> 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 0	Number of Fatalities 0
Estimated Property Damage 		Reported to Police ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
WHILE DRIVING COULD STEP ON THE BRAKES PEDAL AND NOISE WILL COME FROM BOTTOM OF VEHICLE, AND ANOTHER NOISE FROM FUEL TANK THAT MAKES A LOT OF NOISE ,LIKE BOUNCING. COULD NOT BE CORRECTED BY DEALER. *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 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.			

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.*

D O T

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)

WE ARE STILL CONCERNED ABOUT THE FUEL TANK
NOISE, AND WE WOULD LIKE IT THOROUGHLY INVESTIGATED.
The noise from the brake system to be less (adjusted)

★ U.S. G.P.O.: 1982-625-887/60086

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



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



11K503493

59431

CERRITOS DODGE

18227 STUDEBAKER ROAD
CERRITOS, CALIFORNIA 90703
(562) 402-5335 * (800) 419-9958
Service Fax (562) 924-8275
BAR# AF-110557 DEALER# 7143012
EPA# CAD 981650690

INVOICE

PAGE 1

ALL PARTS LISTED ARE NEW UNLESS OTHERWISE INDICATED.

SERVICE ADVISOR: 409 NIKOGOS GEVORKIAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	WRECKAGE IN/OUT	AGE
RGANDY	01	DODGE VAN	2B4HB15X1K5D3493		900/902	E2238
DEL DATE	PRG DATE	WARR EXP	PROMISED	PC NO	RATE	PAYMENT
3APR2001			17:00	04APR01		CASH
R.O. OPENED	READY	OPTIONS	DLR:43012 ENG:3.9 Liter MPI			
						03APR2001

0:50 03APR01 13:18 03APR01

INE OPCODE TECH TYPE HOURS

LIST NET TOTAL

CUST. STATES WHEN COMING SLOW TO STOP, REAR END SUSPEN. MAKE 2 TIME
BANG NOISE <<< CK & ADVISE

AUSE:

85411400 DIAGNOSTIC PROCEDURE

181 WC
FC: YN PART#: COUNT:
CLAIM TYPE:
AUTH CODE:
4981

(N/C)

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

902 ROAD TESTED NO BANG HEARD FEEL THUMP SENSATION FROM FUEL SLOSH W/C
N.A.M. 05 YN'OK'D GARRARD 5 LABOR INST. INSPECTED BRAKES & FOUND NO
ABNORMAL WEAR & NOTHING LOOSE. CALLED STAR & SPOKE TO RICH & HE STATED
VANS HAVE A NORMAL THUMP FROM FUEL MOVING INSIDE GAS TANK. HE ALSO
STATED WAS DIAGNOSED AT WEST COVINA DODGE FOR SAME COMPLAINT & IS
NORMAL FUEL THUMP.

B CUST. STATES WHEN BRAKING & COMING TO STOP, FROM REAR AIR & FUEL TANK
AIR & U CAN HEAR BANGING NOISE <<< CK & ADVISE

CAUSE:

400 SEE LINE A

181 WC

(N/C)

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

902 REFER TO LINE A SAME AS LINE A

NO VEHICLES RELEASED AFTER 7:00 P.M. ON WEEKENDS SERVICE RECEPTION HOURS MON THROUGH FR 7:00 A.M. TO 7:00 P.M. SATURDAY 8:00 A.M. TO 1:00 P.M. PICKUP & DROP OFF ONLY SERVICE CASHIER HOURS MON THROUGH FR 7:30 A.M. TO 7:00 P.M. SATURDAY 8:00 A.M. TO 1:00 P.M.		VEHICLES NOT PICKED UP WITHIN 2 DAYS AFTER REPAIRS ARE COMPLETED, WILL BE SUBJECT TO A STORAGE FEE OF \$20.00 PER DAY.		ORIGINAL ESTIMATE \$	REVISED ESTIMATE \$	DESCRIPTION LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC. CHARGES TOTAL CHARGES LESS INS./ADJ. SALES TAX PLEASE PAY THIS AMOUNT	TOTALS
FOR YOUR CONVENIENCE WE OFFER FREE PICKUP & DELIVERY SERVICE DROP OFF AVAILABLE		OFFICIAL State of California LICENSED SMOK CHIEF INSPECTION & REPAIR SECTION		I acknowledge notice and oral approval of an increase in the original estimated price. X CUSTOMER SIGNATURE *HAZARDOUS WASTE MANAGEMENT* which includes such items as engine oil, automatic transmission fluid, antifreeze, differential fluid, filters, batteries, etc. will be charged as a separate charge if removed in the servicing of your vehicle. CUSTOMER SIGNATURE			

CUSTOMER COPY

West Covina DODGE *Expect The Best*

000 EAST GARVEY AVE. SOUTH • WEST COVINA, CA 91791-1911 • (626) 331-0041 FAX# (626) 332-8763

Factory Authorized:
Parts and Service for



Jeep

0121100C827856



INVOICE NO. 01228	ADVISOR ALFONSO ACEVES 1727	TAG NO. 1285	INVOICE DATE 02/16/01	INVOICE NO. 00CS27856
	LABOR RATE 141	UT LENSE NO. 141	COLOR DIRECTOR RE	STOCK NO. 01228
	PLANT MAKE & MODEL 01/DODGE TRUCK/RAM WAGON/WGN SWB B15		DELIVERY DATE 02/03/01	DELIVERY MILES 19
	VEHICLE NO. 2B4HB16X11K5D3483		SELLING DEALER NO.	PRODUCTION DATE
	F.T. NO.	F.T. NO.	P.O. DATE 02/09/01	REPRINT# 1
COMMENTS			MO: 226	

LABOR & PARTS		TECH(S): 1513		WARRANTY	
J# 1 3000201	AUTO TRANS CONCERN	CUSTOMER STATES: THERES A CLUNKING NOISE ON TAKE OFF OR STOPING			
TRANS MOUNT AND CROSS MEMBER		REPLACED TRANS MOUNT, ADJUSTMENT TO CROSS MEMBER.			
PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 1	1	52019615	INSULATOR		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00
J# 2 6000201	INT TRIM CONCERN	TECH(S):		WARRANTY	
CUSTOMER STATES: THERES WHITE MARKINGS ON HORN COVER.		CLEANED			
PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 2					0.00
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00
TOTALS					

* [] CASH [] CHECK CK NO. [] *					
* [] VISA [] MASTERCARD [] DISCOVER *					
* [] AMER XPRESS [] OTHER [] CHARGE *					

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					

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

FOR YOUR CONVENIENCE
SERVICE AND PARTS DEPT. HOURS
MONDAY THRU FRIDAY
7:00 A.M. to 6:00 P.M.
CLOSED SATURDAY AND SUNDAY

SERVICE FAX # (626) 331-7281



WE EMPLOY CHRYSLER
CERTIFIED TECHNICIANS

AUTHORIZED MOPAR PERFORMANCE DEALER



West Covina Dodge's mission is to be recognized in the community as a quality business, employing quality people selling quality products. We will accomplish our goal by fulfilling our customer automotive needs with competitive pricing, quality service and a honest attempt to achieve 100% customer satisfaction.

ALL PARTS NEW UNLESS SPECIFIED OTHERWISE

WEST COVINA DODGE

7. Please rate your satisfaction with your Service Advisor on the following:

- a. The promptness with which you were greeted
- b. Courtesy in dealing with you
- c. Overall dress and grooming
- d. Consideration of your time
- e. Ability to listen, understand, and answer your questions
- f. Providing a clear explanation of the repairs and/or charges
- g. Fulfilled all commitments made to you



Very Satisfied



Very Dissatisfied

Doesn't Apply

YES

NO

8. a. Was it easy to schedule your service visit?
- b. From the time you arrived at the dealership to pick up your 2001 Ram Wagon, how long did it take to receive your vehicle?

Less than 10 Minutes

10-20 Minutes

More than 20 Minutes

About the Service Work Performed

9. a. How many visits to West Covina Dodge did it take to have your most recent service need corrected?
- b. If your vehicle was not fixed on the first visit, why not? (check all that apply)

1 Visit

2 Visits

3 Visits

4 or More

- ☐ Parts were not in stock
- ☐ Service Department could not duplicate the condition
- ☒ Work performed did not correct the condition
- ☐ Other (please specify)

☐ Service Department's schedule too full

About the Handling of Your Telephone Calls

10. a. Did you contact West Covina Dodge by phone to inquire about the progress of your service work?
- b. If you were put on hold, did you consider the length of time acceptable?
- c. Did you feel that the person handling your call was:
- 1. Professional and courteous?
 - 2. Responsive?
 - 3. Knowledgeable?

Doesn't Apply

YES

NO

Dealership Follow-Up / Concerns Handling

11. Have you been contacted by the dealership regarding your satisfaction with the service received?
12. a. Did you have any concerns regarding your service experience that you brought to the attention of the dealership?
- b. If YES, how satisfied are you with the dealership's resolution of your concerns?

YES

NO

Very Satisfied

Very Dissatisfied

Overall Comments:

My vehicle is still having the same banging problem from the engine the first day I bought it.

PLEASE LET US KNOW HOW WE'RE DOING...

Ms. Grace E. Sargeant
12522 Eckleson St
Cerritos, CA 90703-7848
(562)830-1836

Name & Address correction area

Phone ()
Date

Please be sure to darken circles completely using a blue or black ball point pen. Correct Mark: ●

Based on your satisfaction with this vehicle, how would you rate your chances of buying another DaimlerChrysler product?

 Definitely Will
 Probably Will
 Do Not Know
 Probably Will Not
 Definitely Will Not

Your Overall Service Experience

1. How satisfied are you with your recent service experience at West Covina Dodge?

Very Satisfied




 Very Dissatisfied

About the Service Staff at

WEST COVINA DODGE

2. I was satisfied with the treatment I received from the service staff.
3. The service staff listened and understood my needs.

Strongly Agree




 Strongly Disagree

The Service Work Performed

4. How satisfied are you with the quality of the service work performed on your vehicle?
5. How satisfied are you with the service staff's ability to have your vehicle ready when promised?

Very Satisfied




 Very Dissatisfied

The Dealership Facility

6. a. Was the service write up area neat and clean?
b. Was the waiting area/customer lounge neat and clean?
c. Were the restrooms neat and clean?

Doesn't Apply YES NO










Approximately, how many miles are on your vehicle? 989

Comments about your service experience:

Our van was in the service dept. for one week, and was not offered any vehicle for alternative use. To drive.