



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

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100147

Date Received: 2003 AUG -1 PM 1:16
Repository:
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OWNER INFORMATION (Type or Print)
Name: [Redacted]
Address: [Redacted]
City: TARENTUM State: PA Zip Code: [Redacted]

Daytime Telephone Number: [Redacted] E-mail Address: [Redacted]
Evening Telephone Number: [Redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner: _____ Date: 8/1/03

VEHICLE INFORMATION

Make: ~~FORD~~ Chrysler Model: CONTOUR Model Year: 1996
Date Purchased: 1/03 Dealer's Name and Telephone Number: private owner
Original Owner: Dealer's City: _____ State: _____ Zip Code: _____
Engine: 3-3 No. Cylinders: 6 Fuel Type: Unleaded Gas
Transmission Type: AUTO Antilock Brakes: Powertrain: _____
Cruise Control: Vehicle Component Code: D61000 ENGINE AND ENGINE COOLING:ENGINE
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 15-APR-2003 / 6/16/03 Failure Mileage: 52,000+ Failure Speed: 70mph
Broken cylinder head/rocker shaft mounting tower (left head-rear) bc

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: _____ Tire Model (Name or Number): _____ Tire Size (Example P215/65R15): _____
DOT No. (Example: DOTM15ABC036) Original Equipment: Failure Location: _____
Prior Repair: Tire Component Code: _____ Tire Failure Type: _____

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: _____ Date Manufactured: _____ Model No./Name: _____
Seat Type: _____ Installation System: _____
Child Seat Component Code: _____ Failed Part: _____

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Federal, State, and Injury(s).)
Crash: Yes No Fire: Yes No
Number of Persons Injured: 0 Number of Deaths: 0 Reported to Police: N

Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure.
La. parts repaired or replaced (and if old part is available).

CONSUMER STATES THAT WHILE DRIVING AT ANY SPEED AND WITH NO WARNING VEHICLE WOULD HEAVILY JERK, AND THEN ENGINE LIGHT WILL COME ON AND STAY ON THE REMAINDER OF THE TIME VEHICLE IS BEING OPERATED. DEALER NOTIFIED. *AK
Going 70 mph on freeway, car + steering wheel began to vibrate violently. Heard clanking noise + was able to exit freeway. Valve head was almost broken through due to rocker arm shaft mounting base breaking off & flying around inside. Chrysler was well aware of the problem & had issued bulletin to machine shops about what to do ~~first~~ to replace the bolt, which proved to be too short with a longer one. My mechanic told me this could have caused engine failure or catastrophic results going freeway speeds. Chrysler knew all

from the factory about it but never recalled it (over)

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.
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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

There was no indication that this was going to happen. It just went suddenly. By the time I could pull over, the valve head was almost broke through. My 2 children & I were stranded 3 1/2 hrs. from home. It cost me \$300 for towing & 1,441 for repair, plus it took 12 weeks, between the mechanic & the machine shop, to get it fixed. I'm just grateful the engine didn't go while I was going 70 mph, as it could have caused a bad accident.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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



BUSINESS REPLY MAIL

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POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590



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QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

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1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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<http://www.nhtsa.dot.gov/ohvs>

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**