

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 258

Date Received

09-JUL-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

725170

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 front of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1B3EJ56X4VN537860	DODGE	STRATUS	1997	

Purchase Date 01-DEC-1996	Dealer's Name _____	Engine Size (CID/CC/L) <u>2.4L</u>	☐ 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 ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No	Drive Train ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05150021 06610000	Part Name(s) ENGINE:GASKETS:VALVE COVER EXHAUST SYSTEM:MANIFOLD:ENGINE	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 1	Date(s) of Failure(s) <u>02-FEB-2000</u> Mileage at Failure(s) <u>51837</u> Vehicle Speed at Failure(s) <u>47</u>	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
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

EXHAUST MANIFOLD - UPON DEALER REPLACING DEFECTIVE CYLINDER HEAD GASKET, WAS NOTIFIED BY DEALER THAT THE EXHAUST MANIFOLD HAS A CRACK AND SHOULD BE REPLACED. PRIOR TO TAKING TO DEALER ANOTHER GARAGE HAD DETERMINED THE CAUSE FOR OVERHEATING TO BE FROM A DEFECTIVE HEAD GASKET. THEY DID NOT MENTION ANYTHING ABOUT CRACK IN EXHAUST MANIFOLD DURING THEIR INSPECTION OF THE VEHICLE. OWNER FEELS DAMAGE WAS CAUSED BY THE DEALER UPON REMOVAL OF THE CYLINDER HEAD OR DUE TO EXCESSIVE HEAT CAUSED BY OVERHEATING FROM THE DEFECTIVE HEAD GASKET. DEALER REFUSED TO ACKNOWLEDGE RESPONSIBILITY AND REFUSED TO CONTACT DODGE FACTORY REPRESENTATIVE. THEY SAID IT WAS SAFE TO RE-INSTALL THE CRACKED EXHAUST MANIFOLD AND DRIVE THE VEHICLE. WE ARE CONCERNE

CONTINUED ON BACK OF FORM

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.