



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 258

Date Received

22-MAY-2001

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

745689

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 door)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1P4GH54R5MX560053	PLYMOUTH TRUC	VOYAGER	1991	

Purchase Date 01-JAN-1996	Dealer's Name _____	Engine Size (CID/CC/L) <u>3.3 LI</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 ☐ 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 03271000 03233000	Part Name(s) BRAKES:HYDRAULIC:DISC:CALIPER BRAKES:HYDRAULIC:MASTER CYLINDER:PISTONS:CUPS:SPRIN	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure 2	Date(s) of Failure(s) <u>20-MAY-2001</u> 103000 Mileage at Failure(s) <u>55</u>	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 <u>0</u>	Number of Fatalities <u>0</u>	Estimated Property Damag <u>0</u>	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

VEHICLE IN QUESTION HAS ALWAYS BEEN EXPERTLY MAINTAINED. THE PROBLEM HERE, IS THE REPLACEMENT OF CALIPERS DURING A REBUILD SEQUENCE ALLOWS FOR THE REBUILDER, THE RIGHT TO REPLACE A METAL CYLINDER WITH A "PHENOLIC" LIKE CYLINDER, WHICH HAS FAILED TWICE WITHIN A 5 MONTH PERIOD ON BOTH FRONT WHEELS. WHILE ON OCCASION A CALIPER OR WHEEL CYLINDER MAY GO BAD-THIS DESIGN IS SERIOUSLY FLAWED IN IT'S ENGINEERING CONCEPT. THE PHENOLIC PISTONS DO NOT DISSIPATE HEAT PROPERLY, AND BECAUSE OF THE DESIGN FLAW OF WHERE THE CYLINDER PROTRACTS WHEN IT MEETS THE STEEL BACKING OF THE BRAKE PAD LEAVES FULLY 1/3 OF THE PISTON FULLY EXPOSED TO UNNECESSARY HYDRAULIC PRESSURES. IT IS EXACTLY AT THIS JUNCTURE WHERE A SERIOUS FRACTURE OCCURS ON THE PISTON, RENDERING THE BRAKE DANGEROUSLY INOPER.

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.