



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 336

Date Received

11-FEB-2002

Od_or _____
rt_dt _____
od_rt _____
rp_lr _____

Reference No.

8003886

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 DODGE TRUCK	Vehicle Model 2500	Vehicle Year 1998	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 Utl ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____ Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☒ Pick Up Truck ☐ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03273000	Part Name(s) BRAKES:HYDRAULIC:DISC:ROTOR:DISC HUB	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure	Dates of Failure(s) 01-DEC-1999 Mileage at Failure(s) 17000 Vehicle Speed at Failure(s) _____	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 _____	Number of Fatalities _____	Estimated Property Damag _____	Reported to Police ☐ Yes ☐ No
---	--	---------------------------------	----------------------------	--------------------------------	--

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

THERE WAS A SQUEAK NOISE WHEN BRAKING. TOOK VEHICLE TO DEALER, AND THEY STATED THAT ROTORS NEEDED TURNING. AT 9000 MILES DEALER STATED ROTORS WERE CRACKED. CAUSE WAS UNKNOWN. PLEASE PROVIDE ANY FURTHER INFORMATION.*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.



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 335

Date Received

11-FEB-2002
OFFICE
DEFECTS INVESTIGATION

Od or

rt dt

od rt

sp ltr

Reference No.

8003886

OWNER INFORMATION (Type or Print)

738375

Work Number

Home Number

Do you authorize
in the absence
Signature of

of your vehicle?

☒ YES☐ NO

and address to the vehicle manufacturer.

Date 2/20/02

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)

10TKC3304WT109428

Vehicle Make

DODGE TRUCK

Vehicle Model

2500

Vehicle Year

1998

Current Odometer Reading

29253

Purchase Date

11-4-97

Dealer's Name

LIBERTY DODGE

Engine Siz
(CID/CC/L)

5.1

☐ Turbo
☒ Diesel
☐ Gas

Fuel Injection

☐ New ☒ Used

City GRASS VALLEY

State CA

Zip Code 95949

No Cylinders 6

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☐ Van☐ Minivan☐ Other☒ Sport Ult☐ Truck☐ Motorcycle

Body Style

☐ 2-Door☐ 4-Door☐ Stationwagon☒ Pick Up☐ Truck

FAILED COMPONENT(S)/PART(S) INFORMATION

Component
03273000

Part Name(s)

BRAKES:HYDRAULIC:DISC:ROTOR:DISC HUB

Location

☒ Left☒ Front☒ Right☐ Rear

Failed Part's

☒ Original☐ Replacement

No of Failures

Date(s) of Failure(s) 01-DEC-1999

Mileage at Failure(s) 17000

Vehicle Speed at Failure(s) N/A

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

Number of Fatalities

Estimated Property Damage

Reported to Police

☐ Yes☐ No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

THERE WAS A SQUEAK NOISE WHEN BRAKING. TOOK VEHICLE TO DEALER, AND THEY STATED THAT ROTORS NEEDED TURNING. AT 9000 MILES DEALER STATED ROTORS WERE CRACKED. CAUSE WAS UNKNOWN. PLEASE PROVIDE ANY FURTHER INFORMATION. *AK - DEALER WANTED TO RESURFACE ROTORS AT 17595 MILES AT OWNERS EXPENSE - ON 11-28-01 AT 28000 MI I CONTACTED CHRYSLER CO. CUSTOMER RELATIONS REP. SCOTT WHITTINGTON WHO ASKED THAT I SEE A DEALER FOR CONFIRMATION OF CRACKED ROTORS. I RECEIVED A CONFIRMATION OF CRACKED ROTORS AFTER PAYING \$45.95. I CALLED CHRYSLER CUSTOMER RELATIONS TO ADVISE

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 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.

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)

THEM THAT I HAD RECEIVED CONFIRMATION OF
CRACKED ROTORS, AND WAS TOLD "SORRY, YOU ARE OUT OF WARRANTY"
I HAD TO REPLACE ROTORS (\$216.29) PLUS INSTALLATION (\$55.00)

I KEPT OLD ROTORS

☆ U.S. G.P.O. 1982-522-8871/8000

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

**THE FOLLOWING PAGES ARE WITHHELD 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)**

(Page 1 through Page 5)

