



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 1367

Date Received

11-APR-2002

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

8007420

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)		Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1B4GP54L1TB460169		DODGE TRUCK	CARAVAN	1996	
Purchase Date	Dealer's Name		Engine Size (CID/CC/L)	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection	
☐ New ☒ Used	City _____ State _____ Zip Code _____		No Cylinders _____		
Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type
☐ Manual ☐ Automatic	☐ Yes ☐ No	☐ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	☐ Yes ☐ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ 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 05150000	Part Name(s) ENGINE: OTHER PARTS	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure	Dates of Failure(s) _____ Mileage at Failure(s) 893000 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
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

ENGINE KNOCKING DUE TO RIGHT HEAD ROCKER ARM RETAINER BEING BROKEN OFF HEAD, AND BENT
ROCKER ARM/ SHAFT BENT.*AK

COPIES OF REPORTS ARE KEPT

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

FOR AGENCY USE ONLY

1367

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

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT
1-888-327-4236
www.nhtsa.dot.gov/hotline

Date Received

11-APR-2002

OFFICE INVESTIGATION

Od_or
rt_dt
od_rt
up_ltr

Reference No.

8007420

OWNER INFORMATION (Type or Print)

Work

Home Number

Do you authorize NHTSA to provide information to the public in the absence of your signature?

☒ YES ☐ NO

Vehicle manufacturer

Date 4/16/02

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Indicated at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1B4GP54L1TB460169	DODGE TRUCK	CARAVAN	1996	100,010
Purchase Date 12/15/99	Dealer's Name Frontier Car Store		Engine Size (CID/CC/L)	☐ Turbo ☐ Diesel ☒ Gas ☒ Fuel Injection
☐ New ☒ Used	City Burlington	State Vt	No. Cylinders 6	
Transmission Type ☐ Manual ☒ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Motorbelt ☒ Driverside Airbag ☐ 2-Point Bag ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel
Vehicle Type ☐ Car ☒ Van ☐ Minivan ☐ Other		Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up ☐ Truck		

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05150000	Part Name(s) ENGINE: OTHER PARTS	Location ☐ Left ☐ Front ☒ Right ☒ Rear	Failed Part(s) ☐ Original ☒ Replacement
No. of Failures	Date(s) of Failure(s) 5/20/02	Mileage at Failure(s) 98,208	Vehicle Speed at Failure(s) 60 mph
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 Damage \$2,900	Reported to Police ☐ Yes ☐ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

ENGINE KNOCKING DUE TO RIGHT HEAD ROCKER ARM RETAINER BEING BROKEN OFF HEAD, AND BENT ROCKER ARM/ SHAFT BENT.*AK

No evidence of failure other than blunked 3 times, I was on I-5 doing 65 mph, semi trucks all around me, with my kids & wife plus mother in law. The car w/o reaction. Flare pull over on right shoulder. I got Kreened by on 18 wheelers. Will not purchase a chaster product, have had 3 trucks back with 150,000 miles. They keep going. Do the maintenance.

2900 miles over intended life expectancy

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

Was with Mr. Farnham in the vehicle when the check engine light flashed 3 times, I was on vacation on I-5 southbound, Los Angeles. There was an Exit and I pulled over in Pitter on CA. The engine smok and I immediately shut down the car. I had AAA Tow to Turbock Chrysler Dodge. It was Easter Sunday, waiting AAA and USA were through, my family continued our vacation to Disney land and picked up the van on Friday at 3:00 we could not take possession of the van because the upper end had to be re-assembled again. So we waited till 6:30 pm. To get the van. Then to pay for the broken had clear charge 200⁰⁰, had to wait 4 hours for them to re-install exhaust manifold. But the old broken one in, after I said to replace it. That was the extra time to finish the Repair.

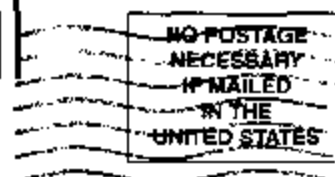
Failure was in Cast Rocker arm on Head Stamped off
A flaw in the casting, or moldings. Design flaw. ATTACH ADDITIONAL SHEETS IF NECESSARY
2900⁰⁰ Repair 700⁰⁰ Van Rental 180⁰⁰ for 2 night in Hotel.

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



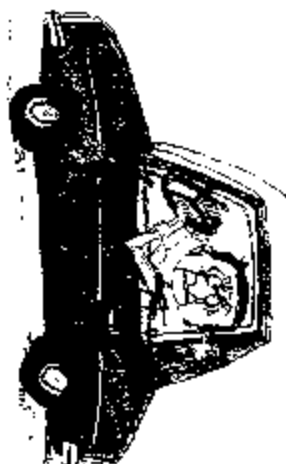
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POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
DOT Auto Safety Hotline, NSA-10.1
400 7th Street, SW
Washington, DC 20590

20590-0000



U.S. Department of Transportation
National Highway Traffic Safety
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<http://www.nhtsa.dot.gov/hotline>

DOT Auto Safety Hotline
(DASH) 2 DOT

1-888-DASH-2-DOT
1-888-327-4236

DASH2DOT
and dial toll free at

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DOT AUTO SAFETY HOTLINE

QUESTIONNAIRE

**VEHICLE
OWNER'S**