

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 333

Date Received

26-JAN-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

855738

 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) (Listed at front of windshield or drivers side) 1B3HD46TXSF592234	Vehicle Make DODGE	Vehicle Model INTREPID	Vehicle Year 1995	Current Odometer Reading
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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 ☐ 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 13720000	Part Name(s) STRUCTURE:HOOD ASSEMBLY:HINGE AND ATTACHMENTS	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) <u>26-JAN-2000</u> Mileage at Failure(s) <u>02000</u> Vehicle Speed at Failure(s) _____	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)

PULLED UP HOOD TO CHECK OIL THE PNEUMATIC CYLINDER DOESN'T SUPPORT THE HOOD. THE HOOD STARTED TO SLIDE DOWN. *AK

CONTINUED ON BACK (SEE)

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.



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Date Received

09 MAR 27 PM

28-JAN-2000

OFFICE
DEFECTS INVESTIGATION

Od or

rt 2R

od rt

up tr

Reference No.

855738

OWNER INFORMATION (Type or Print)

586924

Work Number

Home Number

Do you authorize NHTSA to contact the manufacturer of your vehicle?
in the absence of a signature, provide your name and address to the vehicle manufacturer.

☒ YES☐ NO

Signature of Owner

Date 2/23/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1B3HD46TXXF592234	DODGE	INTREPID	1995	83,000

Purchase Date

JAN. 95

Dealer's Name NORWOOD PARK DODGE

Engine Size

(CID/CO/L) 3.3L

☐ Turbo☐ Diesel☐ Gas☒ Fuel Injection☒ New ☐ Used

City CHICAGO State IL Zip Code 60631

No Cylinders

6

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
☐ Manual ☒ Automatic	☒ Yes ☒ No	☒ 3-Point Belt ☐ Motorbelt ☒ Driverside Airbag ☐ 2-Point Belt ☒ Passengerside Airbag	☒ Yes ☒ No	☒ Front ☐ Rear ☐ 4-Wheel	☒ Car ☐ Van ☐ Minivan ☐ Other	☐ Sport Utl ☐ Truck ☐ Motorcycle ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 13720000	Part Name(s) STRUCTURE:HOOD ASSEMBLY:HINGE AND ATTACHMENTS	Location ☐ Left ☐ Right ☒ Front ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement
No of Failures 1	Date(s) of Failure(s) 28-JAN-2000 Mileage at Failure(s) 82000 Vehicle Speed at Failure(s) 0	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 NONE	Number of Fatalities NONE	Estimated Property Damage NONE	Reported to Police ☐ Yes ☒ No
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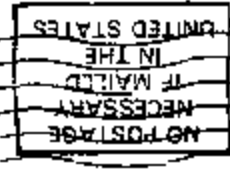
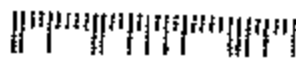
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

PULLED UP HOOD TO CHECK OIL THE PNEUMATIC CYLINDER DOESN'T SUPPORT THE HOOD. THE HOOD STARTED TO SLIDE DOWN. *AK

(SEE OTHER SIDE)

CONTINUE ON BACK IF NEEDED

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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
Auto Safety Hotline, NEF-11 HL
400 7th Street, SW
Washington, DC 20590

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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The hood is maintained in the raised position solely by two pneumatic cylinders. Several seconds after the hood is raised, it silently starts to fall down because the cylinders do not provide enough force to keep the hood raised. Since the hood does not start to fall immediately, a person may lean over under the hood unaware that it will soon start falling down. Once it starts to fall it does so without any noise, and it accelerates on the way down.

When this problem first occurred the car was five years old and had been driven 82,000 miles. However, these faulty components (the cylinders) are very seldom used. The hood is raised on the average, perhaps, once every two weeks. So there should be negligible wear resulting from the normal usage of the cylinders. Perhaps there are internal seals that have deteriorated with age. When the problem first occurred in January 2000 the ambient temperature was quite cold. Under higher ambient temperatures the problem is not as severe, the retaining force provided by the cylinders is greater, although, not enough to reliably keep the hood raised.

This is not a fail-safe condition. Failure of the cylinders results in a quietly falling hood, which can be falling on an unsuspecting person who has had no warning of an imminent bodily injury.

In my case I did not sustain any injuries because I did not immediately bend over under the hood. I was standing to the side when I saw the hood starting to fall several seconds after it was raised. I then verified that the hood falls even though it is raised to the fullest height.

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. *									
DOT									
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)									