

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 119

Date Received

18-FEB-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

857211

 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 drivers side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
NOT AVAILABLE	DODGE	STRATUS	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 ☐ 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 05150022	Part Name(s) ENGINE:GASKETS:OIL PAN	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) _____ Mileage at Failure(s) _____ 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)

THERE IS A OIL LEAK AT THE CYLINDER HEAD AND OIL GALLEY PLUG, CAUSING A FIRE HAZARD. ALSO, THERE IS RECALL 96V006000/MANUFACTURER'S RECALL 671. BUT THIS VEHICLE NOT INCLUDED IN THE RECALL. CONSUMER HAS CONTACTED DEALER, PARTS HAS YET TO BE REPLACED. PLEASE PROVIDE ANY FURTHER DETAILS. *AK

CONTINUED ON BACK (RELEAS)

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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MAR 20 AM 7:15

18-FEB-2000

OFFICE

DEFECTS INVESTIGATION

Od. or

ft. dt

od. rt

up. ltr

Reference No.

857211

OWNER INFORMATION (Type or Print)

591597

Work Number

Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?
In the absence of a _____ address to the vehicle manufacturer.

☒ YES☐ NO

Signature of Owner

Date 3/9/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)
1B3EJ46X1TN
NOT AVAILABLE 248605

Vehicle Make

DODGE

Vehicle Model

STRATUS

Vehicle Year

1996

Current Odometer Reading

86621

Purchase Date

2-97

Dealer's Name

Chrysler Plymouth West

Engine Size
(CID/CC/L)

4

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

City

State

PA

Zip Code

15108

Transmission Type

☐ Manual☒ Automatic

Antilock Brakes

☐ Yes☒ No

Restraint System

☒ 3-Point Belt☐ Motorbelt☐ Driverside Airbag☐ 2-Point Belt☒ Passengerside Airbag

Cruise Control

☒ Yes☐ No

Drive Train

☒ Front☐ Rear☐ 4-Wheel

Vehicle Type

☒ Car☐ Van☐ Minivan☐ Other☐ Sport UT☐ Truck☐ Motorcycle

Body Style

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

FAILED COMPONENT(S)/PART(S) INFORMATION

Component
05160022

Part Name(s)

ENGINE:GASKETS:OIL PAN

Location

☐ Left☐ Front☐ Right☐ Rear

Failed Part(s)

☒ Original☐ Replacement

No of Failures

Date(s) of Failure(s)

Mileage at Failure(s)

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

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

THERE IS AN OIL LEAK AT THE CYLINDER HEAD AND OIL GALLEY PLUG, CAUSING A FIRE HAZARD. ALSO, THERE IS RECALL 96V006000/MANUFACTURER'S RECALL 671. BUT THIS VEHICLE NOT INCLUDED IN THE RECALL. CONSUMER HAS CONTACTED DEALER, PARTS HAS YET TO BE REPLACED. PLEASE PROVIDE ANY FURTHER DETAILS. *AK

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CYLINDER HEAD OIL GALLEY PLUG FAILURE - REPLACE

Stuart Brake and Auto Repair
Unlock The Power Of Information
409 S.E. Monterey Road
Stuart, Florida 34994 561.283.4445

Entire Article
1996 Dodge Stratus

ARTICLE BEGINNING

Katie Anderson

NHTSA RECALL BULLETIN

1800-992-1997

Model(s): 1995-96 Chrysler Cirrus
1995-96 Dodge Stratus
Campaign No.: 96V006000
Number of Affected Vehicles: 40000
Beginning Date of Manufacture: 1994 DEC
Ending Date of Manufacture: 1995 SEP

VIN # TN 248605

VEHICLE DESCRIPTION:

Passenger vehicles equipped with 2.4l engines.

789

DESCRIPTION OF DEFECT:

In certain vehicles, the engine cylinder head oil galley plug does not seal properly and engine cylinder head oil is not adequately retained.

SYSTEM:

Engine.

FAULT:

Assembly, Improperly installed, Location, Preparation

CONSEQUENCE OF DEFECT:

Inadequate sealing and retention of the plug can result in oil leakage which could cause a fire in the engine compartment.

CORRECTIVE ACTION:

Dealers will install an expansion plug and retaining bracket over the cylinder head oil galley plug.

NOTE:

Owners who take their vehicles to an authorized dealer on an agreed upon service date and do not receive the free remedy within a reasonable time, should contact Chrysler at 1-800-853-1493. Also contact the National Highway Traffic Safety Administration's Auto Safety Hotline at 1-800-424-9393.

800 992 1997

ADDITIONAL INFORMATION:

The National Highway Traffic Safety Administration operates Monday

CYLINDER HEAD OIL GALLEY PLUG FAILURE - REPLACE

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Stuart, Florida 34994 561.283.4445

Entire Article
1996 Dodge Stratus

through Friday from 8:00 AM to 4:00 PM, Eastern Time. For more information call (800) 424-9393 or (202) 366-0123. For the hearing impaired, call (800) 424-9153.

END OF ARTICLE

Page 1

Estimate 738

Printed: 03/03/2000 02:18 PM

STUART BRAKE & AUTO REPAIR 409 S.E. MONTEREY ROAD STUART, FL 34994 561-283-4445	
VEHICLE 1996 DODGE STRATUS 4-148 2.4L DOHC	WRITTEN BY BUREAU OF AUTO REPAIR NO. #MV-05423
ODOMETER IN 15740	VIN 1B3EJ46X1T2N48605
ODOMETER OUT 0	LICENSE NO B85H5K

Parts						Labor		
Qty	Mfg	Part	Description	Each	Extended	Hrs	Labor Operations (Jobs)	Extended
2			STUDS	2.20	4.40	8.4	R&R GASKET, CYLINDER HEAD	445.54
2			NUTS	1.70	3.40		includes Remove carbon, check surfaces for	
6			NUTS	0.80	4.80		warping, adjust	
1			HEAD SET	117.00	117.00		valves & ignition timing where necessary.	
1.5	MISC	FLUID CO	COOLANT/ANTIFREEZE	9.90	14.85	0.2	+ POWER STEERING INTERFERENCE	10.61
1	CFI	B241	RED OIL FILTER	3.99	3.99			
5	MISC	15W30 OIL	ENGINE OIL	1.74	8.70			

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control.

SIGNATURE

Thank you for your business.

Totals	
Parts:	157.14
Labor:	466.15
Shop Supplies:	12.27
Tax:	43.79
Total:	669.35

		VEHICLE		STUART BRAKE & AUTO REPAIR 409 S.E. MONTEREY ROAD STUART, FL 34994 561-283-4445	
		1996 DODGE STRATUS 4-148 2.4L DOHC			
		ODOMETER IN	VIN		
		85740	1B3EJ46XIT2N48605		
		ODOMETER OUT	LICENSE NO.	P.O. NUMBER	
		85740	B85HSK		
TECHNICIAN		KEY HOOK		PAID BY	BUREAU OF AUTO REPAIR NO.
TM				COUPON	#MV-05423
				INVOICED ON	
				02/18/2000	

Parts						Labor		
Qty	Mfg	Part	Description	Each	Extended	Hrs	Labor Operations (Jobs)	Extended
							CHECK OIL LEAK, CLEAN ENGINE	
						0.7	AND LEAK CHECK	37.13
							SEE NOTES BELOW.	

Any warranties on the products sold hereby are those made by the product manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

1# HEAVY OIL LEAK, ONE QUART EACH THREE DAYS

FOUND LEAK IN CYL. HEAD.
RESEARCH TSB'S FOUND
NHTSA RECALL BULLETIN.
SEE COPY WITH R/O. FREE
REPAIR AT DEALER.

Payments:	
COUPON	40.52
Total Paid:	40.52

Totals	
Estimate Total: 40.52	
Parts:	0.00
Labor:	37.13
Shop Supplies:	0.74
Tax:	2.65
Total:	40.52

SIGNATURE _____

Thank you for your business.



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OFFICE

DEFECTS INVESTIGATION

Od or
r alt
od-r
up-ltr

Assurance No.

857211

OWNER INFORMATION (Type or Print)

591697

Work Num

Home Num

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?
In the absence of an authorization, NHTSA will NOT provide your name and address to the vehicle manufacturer.

☒ YES☐ NO

Signature of Owner

Date 3/19/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) (Locates at bottom of
windshield on driver's side)
1B 3E J 46 X 1 TN
NOT AVAILABLE 248605

Vehicle Make

DODGE

Vehicle Model

STRATUS

Vehicle Year

1996

Current Odometer Reading

86621

Purchase Date

2-97

Dealer's Name Chrysler Plymouth West

Engine Size
(CID/CC/L)

No Cylinders 4

☐ Turbo
☐ Diesel
☐ Gas
☒ Fuel Injection

☐ New ☒ Used

City Coraopolis State PA Zip Code 15108

Transmission Type

☐ Manual☒ Automatic

Antilock Brakes

☐ Yes☒ No

Restraint System

☒ 3-Point Belt☐ Motorbelt☒ Driverside Airbag☐ 2-Point Belt☒ Passengerside Airbag

Cruise Control

☒ Yes☒ No

Drive Train

☒ Front☐ Rear☐ 4-Wheel

Vehicle Type

☒ Car☐ Van☐ Minivan☐ Other☐ Sport Ut☐ Truck☐ Motorcycle

Body Style

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

FAILED COMPONENT(S)/PART(S) INFORMATION

Component

05150022

Part Name(s)

ENGINE:GASKETS:OIL PAN

Location

☐ Left☐ Front☐ Right☐ Rear

Failed Part(s)

☒ Original☐ Replacement

No of Failures

Date(s) of Failure(s)

Mileage at Failure(s)

Vehicle Speed at Failure(s)

Failed Part(s)

Available?

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Number of Fatalities

Estimated Property Damage

Reported to Police

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Stuart, Florida 34994 561.283.4445

Entire Article
1996 Dodge Stratus

through Friday from 8:00 AM to 4:00 PM, Eastern Time. For more information call (800) 424-9393 or (202) 366-0123. For the hearing impaired, call (800) 424-9153.

END OF ARTICLE

Page 1

Estimate 738

Printed: 03/03/2000 02:18 PM

		VEHICLE		STUART BRAKE & AUTO REPAIR 409 S.E. MONTEREY ROAD STUART, FL 34994 561-283-4445	
		1996 DODGE STRATUS 4-148 2.4L DOHC			
METER IN		VIN		WRITTEN BY _____ BUREAU OF AUTO REPAIR NO. #MV-05423	
85740		1G3EJ46XT12N48605			
METER OUT		LICENSE NO		TECHNICIAN _____ KEY _____	
		B85H8K			
HOME PHONE		P.O. NUMBER			
561					

Parts						Labor		
Qty	Mfg	Part	Description	Each	Extended	Hrs	Labor Operations (Jobs)	Extended
2			STUDS	2.20	4.40	8.4	R&R GASKET, CYLINDER HEAD	445.54
2			NUTS	1.70	3.40		Includes Remove carbon check surfaces for	
6			NUTS	0.80	4.80		warpage, adjust	
1			HEAD SET	117.00	117.00		valves & ignition timing where necessary.	
1.3	MISC	FLUID CO	COOLANT/ANTI-FREEZE	9.90	14.85	0.2	+ POWER STEERING INTERFERENCE	10.61
1	CFI	B241	RED OIL FILTER	3.99	3.99			
5	MISC	10W70 OIL	ENGINE OIL	1.74	8.70			

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control.

Totals	
Parts:	157.14
Labor:	466.15
Shop Supplies:	12.27
Tax:	43.79
Total:	689.35

SIGNATURE _____

Thank you for your business.

CYLINDER HEAD OIL GALLEY PLUG FAILURE - REPLACE

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Stuart, Florida 34994 561.283.4445

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1996 Dodge Stratus

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END OF ARTICLE

VEHICLE
1996 DODGE STRATUS 4-148 2.4L DOHC

STUART BRAKE & AUTO REPAIR
409 S.E. MONTEREY ROAD
STUART, FL 34994
561-283-4445

ODOMETER IN VIN
85740 1B3EJ46XIT2N48605

ODOMETER OUT LICENSE NO. P.O. NUMBER
85740 B85HSK

WRITTEN BY

BUREAU OF AUTO REPAIR NO.
#MV-05423

TM

PAID BY
COUPON

INVOICED ON
02/18/2000

Parts

Qty	Mfg	Part	Description	Each	Extended

Labor

Hrs	Labor Operations (Jobs)	Extended
	CHECK OIL LEAK, CLEAN ENGINE	
0.7	AND LEAK CHECK	37.13
	SEE NOTES BELOW.	

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1# HEAVY OIL LEAK, ONE
QUART EACH THREE DAYS

FOUND LEAK IN CYL.
HEAD.
RESEARCH TSB'S FOUND
NHTSA RECALL BULLETIN.
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REPAIR AT DEALER.

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Total Paid:	40.52

Totals

Estimate Total: 40.52

Parts:	0.00
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Total:	40.52

SIGNATURE

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