

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 436

Date Received

17-MAR-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

858719

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 driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
00470045509	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 ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbell ☐ 2-Point Belt	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 ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05150021 05100000	Part Name(s) ENGINE:GASKETS:VALVE COVER ENGINE	Location ☐ Left ☐ Frnt ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) 16-DEC-2000 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)

CONSUMER WAS TRAVELING AT 35MPH AND HEARD A KNOCKING NOISE. PULLED OVER, CHECKED OIL, NOTHING SHOWED ON THE DIP STICK, AND IT WAS ONLY ENOUGH FOR THE OIL FILTER. TOOK IT TO THE DEALER WHO INDICATED THAT CONSUMER WAS RESPONSIBLE FOR THE CHARGES. CONSUMER PICKED IT UP THE NEXT DAY. DEALER TOLD HER THERE WAS A KNOCKING IN THE VEHICLE. HAD TO REPLACED HEAD GASKETS, AND PUT NEW MOTOR IN. MANUFACTURER AGREED TO GO HALF & HALF ON MOTOR.

CONTINUED ON BACK (REVERSE)

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 Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 436 Date Received 00 JUL 17 PM 12:00 17-MAR-2000 OFFICE DEFECTS INVESTIGATION Od_or _____ rt_dt _____ od_rt _____ bp_Mr _____ Reference No. 858719 Work Number _____ Home No. _____	
OWNER INFORMATION (Type or Print) 697066			
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. Signature of Owner _____ Date _____ YES ☐ NO			
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (located at bottom of windshield on driver's side) 00470045509		Vehicle Make DODGE	Vehicle Model STRATUS
		Vehicle Year 1996	Current Odometer Reading 51,490
Purchase Date 3-96 ☒ New ☒ Used	Dealer's Name Klaben Dodge City Kent State Ohio Zip Code _____		Engine Size (CID/CC/L) 2.0 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 Belt ☒ Passengerside Airbag	Cruise Control ☒ Yes ☒ No
		Drive Train ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☒ Car ☐ Sport Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 05160021 05100000	Part Name(s) ENGINE; GASKETS; VALVE COVER ENGINE		Location ☐ Left ☐ Right ☐ Front ☐ Rear Failed Part(s) ☐ Original ☐ Replacement
No of Failures Date(s) of Failure(s) 16-FEB-2000 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)			
CONSUMER WAS TRAVELING AT 35MPH AND HEARD A KNOCKING NOISE. PULLED OVER, CHECKED OIL, NOTHING SHOWED ON THE DIP STICK, AND IT WAS ONLY ENOUGH FOR THE OIL FILTER. TOOK IT TO THE DEALER WHO INDICATED THAT CONSUMER WAS RESPONSIBLE FOR THE CHARGES. CONSUMER PICKED IT UP THE NEXT DAY. DEALER TOLD HER THERE WAS A KNOCKING IN THE VEHICLE. HAD TO REPLACED HEAD GASKETS, AND PUT NEW MOTOR IN. MANUFACTURER AGREED TO GO HALF & HALF ON MOTOR.			
CONTINUE ON BACK IF NEEDED			
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NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL
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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

U.S. GOVERNMENT PRINTING OFFICE: 1985 - 629-090



I took my car to Lube stop for oil change they
changed it. Less the 3000⁰⁰ miles my oil wasn't showing
on my dip stick. I was putting oil into it thought
it was funny this car wasn't burning oil where was the
oil going?
The head gasket was Blowing oil out the
back. Not only was my head gasket gone
my Small Block had to be replaced.
I had to pay for the Small Block + Head, I
was reimbursed for the head gasket, but not
the small block, which was messed up by
the head gasket, which is a fault
part in Chrysler part.
Note paper work enclosed
News paper clipping enclosed.
Thank you

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)									



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

400 Seventh Street, S.W.
Washington, D.C. 20590

Dear Consumer:

As a result of your recent inquiry to the National Highway Traffic Safety Administration's Auto Safety Hotline, we developed the enclosed Vehicle Owner's Questionnaire. Please review the form and supply any additional information you have that you believe is relevant to your safety problem(s). You may also include copies of repair bills, letters to manufacturers, or any other documents related to the problem(s).

Please complete the questionnaire, fold, staple, or tape it so that the pre-addressed portion is on the outside.

We will share this information with the appropriate manufacturer may help resolve your problem(s). It is helpful to be thorough in your report so that our ability to use your information will be maximized. It is not necessary to complete all boxes if you are not sure of the information. It is very difficult to pursue complaints unless the Vehicle Identification Number (VIN) is known, and when reporting a tire problem, the DOT Identification is needed. The VIN is located inside the vehicle adjacent to the left of the windshield pillar (driver's side). The tire identification number contains 7 to 11 characters and is preceded by the letters "DOT" on the tire between the maximum width section and the bead, usually near the rim flange on the opposite side of the whitewall or on either side of a blackwall tire.

Any information you provide on this questionnaire is ENTIRELY VOLUNTARY. There is NO CONSEQUENCE or PENALTY of any kind if you DO NOT wish to provide it. We seek this information so that this agency can help you and other owners with similar problems and to allow us to combine this information with similar owner reports to develop both statistical and investigatory evidence which will help identify potential safety-related problems in motor vehicles or items of motor vehicle equipment.

Sincerely,

Information Management Branch
Auto Safety Hotline

2 Enclosures:
Self-addressed Questionnaire
Auto Safety Hotline Pamphlet



AUTO SAFETY HOTLINE
(800) 424-9393
Wash. D.C. Area 366-0123

4125

10525

INVOICE



FRED MARTIN DODGE, INC.

910 Sunnyside Street
Fairville, OH 44632-8093
1330) 677-7777
Fax 1330) 677-7791

PAGE 2

DODGE DEALER CODE: 44873

SERVICE ADVISOR: 104 DAMIEN WAGLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GREEN	96	DODGE STRATUS	1B3EJ46X8TN292309		51485/51485	
DEL DATE	PROD. DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT
13 FEB 2000			17:00 02MAR00		0.00	CASH
R.O. OPENED	READY	OPTIONS:				
02MAR00	16MAR00					
LINE	OF	CODE	TECH	TYPE	HOURS	LIST
						NET
						TOTAL

SHOP CHARGES INCLUDED ON ORDER ARE FOR THE
ENVIRONMENTALLY SAFE REMOVAL OF CHEMICALS,
FLUIDS, OIL, CLEANERS, COOLANT, FREON,
FILTERS, TOWELS, RAGS, WASH SOAPS, AND TO
COVER COST OF NUTS, BOLTS, WHEEL WEIGHTS, ETC.
A SMALL COST FOR THE SAFETY OF OUR FUTURE
THANK YOU . . . FRED MARTIN DODGE STAFF

"Note"

March 16, 2000

April

12 month,

12,000 miles.

D.J.

Dec.

51490

March

16, 2000

4:00

(Started Car, car
turned off.)Return Car.
more parts to
pay for.Return Car steering wheel
Vibrates \$66.18Please Note
NO-one knows
why even Chrysler

CUSTOMER PAY DEDUCTIBLE FOR LINE A

Discipline of 26 results
Any warranty on the product and
service are limited by the
manufacturer of these products. Sales
to the company. In return,
warranties either express or implied,
including any implied warranties of
merchantability or fitness for a
particular purpose, regarding any
products or services available, unless
otherwise indicated on the service
repair order. This dealership neither
accepts nor authorizes any other
person to assume for it any liability in
connection with the sale of said
products or services. This notice
by the dealer to be on all the
terms or performance of the
manufacturer's warranty.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LLBE	0.00
SHUTTLE AMOUNT	0.00
MISC. CHARGES	1366.18
TOTAL CHARGES	1366.18
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	1366.18

CUSTOMER
SIGNATURE X

CUSTOMER

4125

10997

INVOICE



FRED MARTIN DODGE, INC.

910 Sunnyside Street
Hartsville, OH 44632-9093
(330) 877-7777
Fax (330) 877-7797

PAGE 1

DODGE DEALER CODE: 44873

SERVICE ADVISOR: 104 DAMIEN WAGLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	AMILEAGE IN/ OUT	TA	
GREEN	96	DODGE STRATUS	1B3EJ46X8TN292309		51661/51661		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
23FEB2000			17:00 21MAR00		0.00	CASH	21MAR2000
N.O. OPENED		READY	OPTIONS				
21MAR00		21MAR00					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A WHEN STARTING THE CAR STALLS WHEN SETTING A STOP THE CAR VIBRATES

93 CHECKED OUT AND REPLACED AIS MOTOR AND

PERFORMED THROTTLE BODY SERVICE

100 C 2.50

1	4861084	MOTOR-AIR IDLE SPEED	77.50	77.50	150.00	150.00
1	4300071	GASKET-THROTTLE BODY TO 1	3.00	3.00	3.00	3.00
1	4669020	LABEL-AUTHORIZED SOFTWARE	0.95	0.95	0.95	0.95
1	4275086	LABEL-GENERAL INFORMATION	3.95	3.95	3.95	3.95
1	4318001	*CLEANER-COMBUSTION CHAMB	5.75	5.75	5.75	5.75

SHOP SUPPLIES

10.00

SHOP CHARGES INCLUDED ON ORDER ARE FOR THE
ENVIROMENTALLY SAFE REMOVAL OF CHEMICALS,
FLUIDS, OIL, CLEANERS, COOLANT, FREON,
FILTERS, TOWELS, RAGS, WASH SOAPS, AND TO
COVER COST OF NUTS, BOLTS, WHEEL WEIGHTS, ETC
A SMALL COST FOR THE SAFETY OF OUR FUTURE
THANK YOU . . . FRED MARTIN DODGE STAFF

(Cleaning Air Filter-) where it hooks into motor.

CH#

5601

51661

miles

CUSTOMER
SIGNATURE X

Disclaimer of Warranties
Any warranties on the products sold herein are those made by the manufacturer of those products. Seller hereby expressly disclaims all warranties, either express or implied, including any written warranties of merchantability or fitness for a particular purpose, regarding any products or services provided unless otherwise indicated on the service order. The customer neither can nor authorizes any other person to make for him any liability in connection with the use of said products or services. This disclaimer as to the duration of the validity of the terms and conditions of the manufacturer's warranty.

DESCRIPTION	TOTALS
LABOR AMOUNT	150.00
PARTS AMOUNT	97.15
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	10.00
TOTAL CHARGES	257.15
LESS INSURANCE	0.00
SALES TAX	13.20
PLEASE PAY THIS AMOUNT	254.35

CUSTOMER

#6866949)
#6921868)

June 30, 2000

Dear Mr. Ward:

I have sent you receipts
for this Small Block for \$1366.¹⁸
Like you ask for months ago, I
have not heard nothing from
you or Chrysler.

I have talk to my Attorney
showed him the News Paper
clipping And he Agree's the
malfunctioning part which
was the Falty head Gasket,
Error on Chrysler's part Caused
this problem to start in the
first place He fills I should
try one more time to make
this right before we take
Legal Action.

I am a honest person, but this WAS not my fault I didn't build this car with a faulty part that should have lasted the life time of the car.

But due to this faulty part I had to pay \$1366.¹⁸ for A Small Block.

Something is wrong here I Am being penalized for An error on Chrysters part.

I took my CAR to the closest Dealer, which became A Night Mare, Not only did I HAVE to use other people's cars I had to go to my Doctor for Nerve meds, that had me so upset. I made A CAR Payment

2. Your Dealer Slip had my CAR that month more than me.

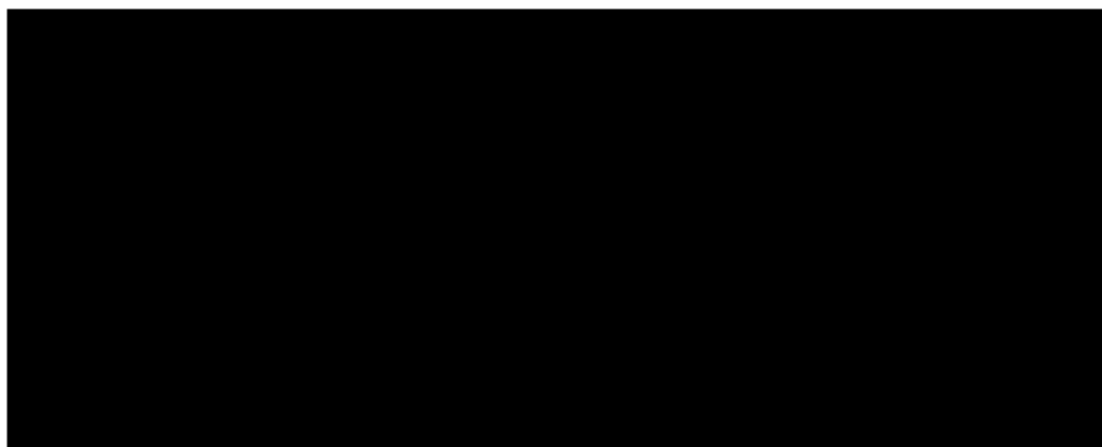
I know that has nothing to do with this but I DO know And many people will testify if need be I take better care of my car than some men do.

This has been An Awful experience but I do hope we CAN resolve this.

I should have never had to pay for that small block due to your malfunctioning part. Like your Dodge machine said it's not dripping out it's blowing out the head gasket, No wonder why I had damage I sure hope we have resolve this, I want to buy that

Dodge OverAngo, but this
has left a bad taste in my
mouth And my family, + friends,
And Customers I run into
daily.

Thank you!



And you know what's even
worse my car still isn't the
same as before this all happened
I hope you can fix this
problem this isn't fair to you
customers. That have faith in
your cars.

Lube Stop Site #47
980 East Waterloo Rd.
Akron, OH 44306
(330) 724-0440

VEHICLE ID: 00470045503
TAX ID.....
PLATE#..... OH-SRL872

DRIVER.: DEBBIE
FLEET#.:
PLAN...: 1

INVOICE
CONTROL# 191361

NAME...
ADDRESS...

YEAR...: 95
MAKE...: DODGE
MODEL...: STRATUS
ODOMETR: 47,463

INV#: 0181430
DATE: 10/21/1999
TIME: 14:28:16
EMP#: FQ, FQ

W1/W2 STATUS	DESCRIPTION	PART CODE	QTY	PRICE
FJ/06	Full-Service Oil Change			25.99
2WD	Vehicle Type			N/C
10W30B	10W30 Bulk	SU:10W30B	4.50	N/C
REPLACED	Oil Filter PH241	SC:OF241	1.20	N/C
SEALED	Chassis			N/C
N/A	Rear Differential Fluid			N/C
FULL	Transmission Fluid			N/C
OK	Power Steering Fluid			N/C
OK	Brake Fluid			N/C
SEALED	Battery			N/C
ADDED	Windshield Solvent			N/C
OK	Air Filter			N/C
NO CHECK	Breather Element			N/C
OK	PCV Valve			N/C
OK	Coolant Reservoir			N/C
ADJUSTED	Tire Pressure (Front/Rear)			N/C
OK	Drivers Wiper Blade			N/C
OK	Passengers Wiper Blade			N/C
	Oil Change Environmental Fee			1.00

VEHICLE NOTES

PAYMENTS

CHARGE SUMMARY

Cash	30.00	Taxable.....	26.99
		Non-Taxable.....	0.00
		Taxable Discount	0.00
CHANGE	1.46	Non-Tax Discount	0.00
		Total tax.....	1.55
		TOTAL DUE.....	28.54

Lube Stop Site #47
980 East Waterloo Rd.
Akron, OH 44306
(330) 724-0440

VEHICLE ID: 00470045509
TAX ID: :
PLATE#: : OH-SRL872

DRIVER.: DEBBIE
FLEET#: :
PLAN.: 1

INVOICE
CONTROL# 179843

NAME: :
ADDRESS: :

YEAR.: 96
MAKE.: DODGE
MODEL.: STRATUS
ODOMETR: 51,357

INV#: 0105507
DATE: 02/18/2000
TIME: 12:57:28
CMP#: FR,

=====

WI/W2 STATUS	DESCRIPTION	PART CODE	QTY	PRICE
--------------	-------------	-----------	-----	-------

FO/LV	CUSTOMER SERVICE REPORT			N/C
	CUSTOMERS REASON FOR RETURN			N/C
YES	OIL LEAKING?			N/C
YES	OIL LEVEL?			N/C
	CONDITION OF VEHICLE RETURNED			N/C

customer returned saying that she had to add
4 quarts of oil to car .its been about 3000
miles since the last oil change and
everything looks to be good and tight.after
inspecting the vehicle it appears to be
leaking from the rear of the motor near the
top.Explained to the customer that she
should take the vehicle to the dealer and
have them take a look at it .I do apologize
for any inconvenience and hope we can
continue doing business in the future.

YES	DRAIN PLUG TIGHT?			N/C
YES	OIL FILTER TIGHT?			N/C
NO	OIL LEVEL FULL?			N/C
YES	ALL FITTINGS LUBED?			N/C
YES	Sundco 10W30 Bulk			N/C
YES	PLEASE SEND THE CUSTOMER A			N/C
YES	\$5.00 COURTESY COUPON			N/C

(Handwritten notes and stamps)
Packing
494-4898
Spend
494-2194
7:00-3:30
MOM-FR
7:30
7:25
Tina
Canton

VEHICLE NOTES

PAYMENTS

CHARGE SUMMARY

	Taxable.....	0.00
	Non-Taxable.....	0.00
	Taxable Discount	0.00
	Non-Tax Discount	0.00
	Total tax.....	0.00
	TOTAL DUE.....	0.00

(-Pittsburg RD)
494-4898