

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

12-SEP-2000

 Od_or _____
 rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

870294

 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.) <small>(located at bottom of windshield or driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
NOT AVAILABLE	DODGE TRUCK	CARAVAN	1997	

Purchase Date	Dealer's Name _____	Engine Size (CID/CCL) _____	<input type="checkbox"/> Turbo
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	<input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
<input type="checkbox"/> Manual <input type="checkbox"/> Automatic	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driver Side Airbag <input type="checkbox"/> Passenger Side Airbag	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	<input type="checkbox"/> Car <input checked="" type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____	<input type="checkbox"/> Sport Util Truck <input type="checkbox"/> Motorcycle
		<input type="checkbox"/> 2-Point Belt <input type="checkbox"/> 2-Point Belt			<input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Station Wagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____	

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05150021	Part Name(s) ENGINE:GASKETS:VALVE COVER	Location	Failed Part(s)
		<input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	<input type="checkbox"/> Original <input type="checkbox"/> Replacement

No. of Failures	Date(s) of Failure(s) _____ Mileage at Failure(s) 100 Vehicle Speed at Failure(s) _____	Failed Part(s) Available? Yes No	NHTSA Previously Contacted? Yes No
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APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form.)

Crash	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No				<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

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

VEHICLE WAS TAKING TO DEALER FOR ROUTINE SERVICE. UPON INSPECTION OF VEHICLE, DEALER NOTICED OIL WAS LEAKING ONTO THE ENGINE COMPARTMENT. DEALER STATED HEAD GASKET WAS GOING BAD, NEEDED TO BE REPLACED. PLEASE PROVIDE ANY FURTHER DETAILS.*AK

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.

<p style="text-align: center;">DOT Auto Safety Hotline</p> <p style="text-align: center;">Vehicle Owner's Questionnaire (VOQ)</p> <p style="text-align: center;">NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline</p>	<p style="text-align: center;">FOR AGENCY USE ONLY 119</p> <p>Date Received: NOV 08 12-SEP-2000</p> <p style="text-align: center;">OFFICE OF SAFETY INVESTIGATIONS</p> <p>Reference No. 870294</p> <p>Work Number: [REDACTED]</p> <p>Home Number: [REDACTED]</p>
<p>OWNER INFORMATION (Type or Print)</p> <p>[REDACTED] 637561</p>	

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: [REDACTED] Date: **10/25/2000**

VEHICLE INFORMATION				
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) NOT AVAILABLE - 2G4EP25BXR3L9308	Vehicle Make DODGE TRUCK	Vehicle Model CARAVAN	Vehicle Year 1997	Current Odometer Reading 100,180
Purchase Date <input checked="" type="checkbox"/> New <input type="checkbox"/> Used	Dealer's Name City _____ State _____ Zip Code _____		Engine Size (CID/CC) _____ No. Cylinders 4	<input type="checkbox"/> Turbo Diesel Gas Fuel Injectio
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel
Vehicle Type <input checked="" type="checkbox"/> Car <input type="checkbox"/> Sport Ult Truck <input checked="" type="checkbox"/> Van <input type="checkbox"/> Motorcycle <input type="checkbox"/> Minivan <input type="checkbox"/> Other		Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck		

FAILED COMPONENT(S)/PART(S) INFORMATION			
Component ID 05150021	Part Name(s) ENGINE: GASKETS: VALVE COVER HEAD GASKET & CAM SHAFT	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failures	Date(s) of Failure(s) _____ Mileage at Failure(s) 100 Vehicle Speed at Failure(s) _____	Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously <input type="checkbox"/> Yes <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

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

VEHICLE WAS TAKING TO DEALER FOR ROUTINE SERVICE. UPON INSPECTION OF VEHICLE, DEALER NOTICED OIL WAS LEAKING ONTO THE ENGINE COMPARTMENT. DEALER STATED HEAD GASKET WAS GOING BAD, NEEDED TO BE REPLACED. PLEASE PROVIDE ANY FURTHER DETAILS.*AK

Above is correct, except vehicle was taken to mechanic, not dealer. Actually, 3 separate auto repair shops assessed same problem - both stating that the van's

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)

All 3

head gasket was going bad, ~~both~~ also stated that these model vans have this problem frequently. Both suggested follow-up with Chrysler. I called Chrysler. They denied problem with head gasket. However, 3 mechanics say there is problem. The auto shops are:

- 1) Boone's Automotive (410-867-4191)
- 2) Good Old Days Texaco (410-867-7998)

See attached estimates for repair.

I certainly think that Chrysler should replace this bad head gasket ^{+ cam shaft} at their expense, not mine. Thanks for your help.

- 3) Phipps Automotive (410-867-7315)

P.S. Regardless of warranty/mileage, I believe Dodge should be held responsible. See TSB's 9-5-98 + 9-7-98.

★ U.S. G.P.O.: 1982-623-897/90086

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

2.0L/2.4L - OIL SEEPAGE AT CAM POSITION SENSOR

PHIPPS AUTOMOTIVE SERVICE
4444 SOLOMONS ISLAND RD.
HARWOOD, MD 20776-9504 410-867-7315

Entire Article
1997 Dodge Caravan

ARTICLE BEGINNING

TECHNICAL SERVICE BULLETIN

OIL SEEPAGE AT CAM POSITION SENSOR/MISINTERPRETED HEAD GASKET

Model(s): 1995-99 Chrysler (JA) Cirrus
1995-99 Dodge (JA) Stratus
1995-99 Plymouth (JA) Breeze
1996-99 Chrysler (JX) Sebring Convertible (Export Market)
1995-99 Dodge (PI) Neon
1995-99 Plymouth (PL) Neon
1997-99 Chrysler (GS) Voyager (Export Market)
1997-99 Dodge (GS) Caravan (Export Market)
1996-99 Chrysler (NS) Town & Country
~~1996-99 Dodge (NC) Caravan~~
1996-99 Plymouth (NS) Voyager

Group: Engine
Bulletin No.: 09-07-98
Date: December 11, 1998

← Why no notification to customers?!

NOTE: This bulletin supersedes Technical Service Bulletin 09-02-94 dated March 18, 1994.

NOTE: This information applies to models with a 2.0L SOHC/DOHC or a 2.4L engine.

DISCUSSION

Whenever performing oil leak diagnosis on one of these models, carefully inspect the cam sensor area to determine if the leak originates from the seal or from other sources. A leak in this area can be mis-interpreted as a leaking head gasket. Additionally, whenever a head gasket is replaced, the cam seal should always be replaced to prevent the possibility of the vehicle returning with oil seepage.

WARRANTY INFORMATION

POLICY: Information Only

END OF ARTICLE

2.0/2.4L ENG MULTI LAYER STEEL HEAD GASKET INSTALL

PHIPPS AUTOMOTIVE SERVICE
4444 SOLOMONS ISLAND RD.
HARWOOD, MD 20776-9504 410-867-7315

Entire Article
1997 Dodge Caravan

ARTICLE BEGINNING

TECHNICAL SERVICE BULLETIN

MULTI-LAYER STEEL (MLS) HEAD GASKET INSTALLATION PROCEDURES

Model(s): 1995-99 Chrysler (JA) Cirrus
1995-99 Dodge (JA) Stratus
1995-99 Plymouth (JA) Breeze
1996-99 Chrysler (JX) Sebring Convertible
1996-99 Chrysler (NS) Town & Country
* ~~1997-99 Dodge (NS) Caravan~~
1996-99 Plymouth (NS) Voyager
1995-99 Dodge (PL) Neon
1995-99 Plymouth (PL) Neon
1997-99 Chrysler (GS) Chrysler Voyager
(International Market)

Group: Engine

Bulletin Number: 09-05-98

Date: November 6, 1998 ← Why no notification to customers?

NOTE: This information applies to models with a 2.0L SOHC/DOHC or 2.4L engine.

DISCUSSION

A new Multi-Layer Steel (MLS) head gasket has been developed and is being implemented into production vehicles. Additionally, it has been approved for service applications.

This new gasket will provide superior sealing characteristics, but will require extra care in its installation where a composite gasket was previously in place. The following steps will assist service technicians in the proper installation of this MLS gasket.

CAUTION: Aluminum engine components are very susceptible to metal transfer and surface damage when old gasket material is removed from them. Exercise extreme care when cleaning these components. The MLS gasket CANNOT properly seal if gouging of the surfaces, metal transfer has taken place, or composite gasket material is left on the head or block surfaces.

PARTS INFORMATION

PARTS INFORMATION TABLE

Part Number	Description	Qty.
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2.0/2.4L ENG MULTI LAYER STEEL HEAD GASKET INSTALL

PHIPPS AUTOMOTIVE SERVICE
 4444 SOLOMONS ISLAND RD.
 HARWOOD, MD 20776-9504 410-867-7315

Entire Article
 1997 Dodge Caravan

5014127AA	Package, Head Gasket 1995-99 2.0L SOHC (Includes Head Gasket & Instruction Sheet)	1
5014131AA	Package, Head Gasket 1995-99 2.0L DOHC (Includes Head Gasket & Instruction Sheet)	1
5014173AA	Package, Head Gasket 2.1 (Includes Head Gasket & Instruction Sheet)	1
5014132AA	Package, Upper Gasket 1995 2.0L SOHC (Includes following seals/gaskets: cam sensor, cam front, head, valve cover, spark plug tube, EGR - cover/tube/flange, intake manifold, throttle body & instruction sheet)	1
5014133AA	Package, Upper Gasket 1996-99 2.0L SOHC (Includes following seals/gaskets: cam sensor, cam front, head, valve cover, spark plug tube, EGR - cover/tube/flange, intake manifold, throttle body & instruction sheet)	1
5014134AA	Package, Upper Gasket 1995-98 2.0L DOHC (Includes following seals/gaskets: cam sensor, cam front, head, valve cover, spark plug tube, EGR - cover/flange, intake manifold, exhaust manifold & instruction sheet)	1
5014136AA	Package, Upper Gasket 2.4L (Includes following seals/gaskets: cam front, head, valve cover, spark plug tube, intake manifold, exhaust manifold & instruction sheet)	1
04316035	Sealant, Aerosol Gasket	1
NPN	Solvent	AR
NPN	Plastic/Wooden Scraper	1
07528	2", 3M Roloc Bristle Disk White (for aluminum engine surfaces)	AR 1
07525	2", 3M Roloc Bristle Disk Yellow (aluminum/cast iron/steel surfaces)	AR 1
05539	2", 3M Roloc Bristle Disk Arbor	1
NPN	Drill Motor	1

2.0/2.4L ENG MULTI LAYER STEEL HEAD GASKET INSTALL

PHIPPS AUTOMOTIVE SERVICE
4444 SOLOMONS ISLAND RD.
HARWOOD, MD 20776-9504 410-867-7315

Entire Article
1997 Dodge Caravan

REPAIR PROCEDURE

This bulletin explains the proper procedures for preparing head/block surfaces for MLS gasket installation.

1. Following service manual procedures, remove the head.
2. Remove as much of the loose composite gasket material with a plastic or wooden scraper.

NOTE: Prior to additional cleaning, inspect the cooling passages of the head. Replacement of the head may be required if pitting/erosion has taken place that will compromise the sealing surfaces around the passages.

3. Cover coolant and oil passages and apply solvent or a commercially available gasket cleaner to the head/block surfaces. Allow the solvent to soften the remaining composite gasket residue.
4. Using a plastic or wooden scraper, scrape any large amounts of gasket residue from the surfaces. If necessary, apply additional solvent/gasket remover to ease removal.
5. If additional cleaning is needed, use a drill, motor and 3M Roloc Bristle Disc P/N 07528 (white) carefully remove remaining gasket material from head/block surfaces.

NOTE: If difficult to remove residue is left, the yellow Roloc Bristle Disk 3M P/N 07525 can be used. Use extreme care when power cleaning aluminum surfaces. Excess cleaning pressure or high RPM can cause aluminum transfer.

6. Inspect the sealing surfaces for any composite gasket residue. Carefully remove remaining material.
7. The head and block must be checked for flatness. Follow service manual procedures/specifications where applicable. Machine or replace components as necessary.
8. Spray both sides of the MLS gasket with a coat of MOPAR spray gasket sealant P/N 04318035.
9. Re-assemble the engine as outlined in the appropriate service manual. Pay particular attention to head bolt torque and torquing procedures.

CAUTION: The 2.0L DOHC cylinder head bolt torque and torquing procedure has changed for the MLS gasket. The torque

2.0/2.4L ENG MULTI LAYER STEEL HEAD GASKET INSTALL

PHIPPS AUTOMOTIVE SERVICE
4444 SOLOMONS ISLAND RD.
HARWOOD, MD 20776-9504 410-867-7315

Entire Article
1997 Dodge Caravan

specifications and procedures for the 2.0L DOHC MUST be changed as follows: All head bolts should be oiled prior to assembly, the four short bolts are installed in the corner holes. Torque sequence is shown in Fig. 1.

- * Torque all center bolts to 34 N.m (25 ft-lb.), torque the 4 corner bolts to 27 N.m (20 ft-lb.).
- * Torque all center bolts to 68 N.m (50 ft-lb.), Torque the 4 corner bolts to 47 N.m (35 FT-lb).
- * Re-torque all center bolts to 68 N.m (50 ft-lb), torque the 4 corner bolts to 47 N.m (35 ft-lb).
- * Tighten all bolts in the specified sequence an additional 90° (1/4 turn).

10. Be sure to install a new cam sensor seal on all engine applications.

NOTE: A new cam sensor seal MUST be installed during the head gasket replacement procedure. Oil seepage from this seal can be misinterpreted as a head gasket leak.

Fig. 1: Torque Sequence

WARRANTY INFORMATION

POLICY: Information only.

END OF ARTICLE

PHIPPS AUTOMOTIVE SERVICE, INC
 4444 SOLOMONS ISLAND RD
 HARWOOD MD 20778
 (410) 867-7315

MARYLAND STATE INSPECTION STATION 8501-AM
 ASK US ABOUT PURCHASING NEW TIRES
 NAPA AUTO CARE CENTER 72-207-07052

Inv# 3193
Pool
Est # 6367
10.23.00
\$131.07

Estimate #3195

Vehicle : 1997 Dodge Truck Caravan 148CI 2.4Liter L4

Tag/State : 989968M / MD

Created : 10/23/2000 2:32:52 PM

Odometer In : 103790

Odometer Out : 103790

Labor/Notes

Code	Reference	Description		Price
GUIDE	-	GASKET, CYLINDER HEAD - R&R	M	\$450.00

Includes: Remove carbon, check surfaces for warpage, adjust valves and ignition timing.

Parts

Qty	Code	Reference	Description	Condition	Unit Price	Price
1	NPN	-	HEAD GASKET SET		\$121.00	\$121.00
1	NPN	-	SPRAY SEALANT		\$11.50	\$11.50
1	NPN	-	CAM SENSOR SEAL		\$3.00	\$3.00
5	10W30SP	SJ MOTOR	ENGINE OIL	New	\$2.00	\$10.00
1	COOLANT	-	P-2300	New	\$9.00	\$9.00
1	1348	FIL	OIL FILTER		\$8.58	\$8.58
1	208	THM	THERMOST		\$10.88	\$10.88
1	1067ST	THM	GASKET		\$0.68	\$0.68

Sublet/Misc.

Qty	Code	Reference	Description	Unit Price	Price
1	HAZ	-	Hazardous Waste	\$3.00	\$3.00

Note: M - Labor Database, Copyright, Mitchell International, All Rights Reserved

Labor	\$450.00
Parts	\$174.64
Sublet/Misc.	\$0.00
Shop Supplies	\$16.26
Charges	\$3.00
Sales Tax	Tax @ \$190.90 * 5.0000% \$9.55
Estimate	\$653.45

PHIPPS AUTOMOTIVE SERVICE, INC

4444 SOLOMONS ISLAND RD

HARWOOD MD 20776

(410) 867-7315

MARYLAND STATE INSPECTION STATION 6501-AM

ASK US ABOUT PURCHASING NEW TIRES

NAPA AUTO CARE CENTER 72-207-07052

page 2

Estimate #3195

Vehicle : 1997 Dodge Truck Caravan 148CI 2.4Liter L4

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express garagekeeper's lien is hereby acknowledged on above vehicle to secure the amount or repairs thereto. All Vehicles left over 72 hrs. after repairs are completed WILL INCURE A \$15.00 PER DAY STORAGE FEE. 6 Month or 6,000 Mile Limited Warranty On Repairs excluding body work & paint.

Customer Signature _____

Estimates are valid for 120 days.

Good Old Days Service Center

5891 Deale Churchton Road

Deale, Maryland 20751

(410) 867-7988

Estimate For: 1997, Dodge, Caravan LE

Date Printed: 09/27/2000

DESCRIPTION	TIME	PARTNO	QTY	UNIT PRICE	PRICE
1 GASKET, CYLINDER HEAD - R&R [B] 1994-99 Caravan, Town & Country Four 2.4L Eng Includes: Remove carbon, check surfaces for warpage, adjust valves and ignition timing.	7.20				374.40
2 01. GASKET SET, Valve Grind 1996-99 2.4L Eng (Caravan		4897239AB	1.00	114.00	114.00
Parts :	\$114.00	Labor :	\$374.40	Total :	\$488.40

