Form Approved: O.M.B. No. 2127-0038

U.S. Department of Transportation
National 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 117	
Date Received: 28-SEP-2000	Od_or ____ ____ rt_dt ____ ____ od_rt ____ ____ up_ltr ____ ____
	Reference No. 871517

[redacted]

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 bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
FILL IN	MACK	CH600	1997	

Purchase Date
☐ New ☒ Used

Dealer's Name _____
City _____ State _____ Zip Code _____

Engine Size (CID/CC/L) _____
No Cylinders _____
☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection

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

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Part Name(s)	Location	Failed Part(s)
13100000 07450000 05150000	STRUCTURE:FRAME:MEMBERS AND BODY POWER TRAIN:DRIVELINE:DIFFERENTIAL UNIT ENGINE:OTHER PARTS	☐ Left ☐ Right ☐ Front ☐ Rear	☐ Original ☐ Replacement

No of Failures		Failed Part(s) Available?	NHTSA Previously Contacted?
	Dates) of Failure(s) _____ Mileage at Failure(s) 218 Vehicle Speed at Failure(s) _____	| |Yes | |No	| | 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	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	0	0		☐ Yes ☒ No

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

CHASSIS HAS FAILED. CROSS MEMBERS HAD BROKEN. REAR END DIFFERENTIALS WERE SHATTERED & BORED THROUGH THE CASINGS & LEAKED OIL. ENGINE HEAD & INTAKE VALVE BROKE & CAME OUT THE EXHAUST. TRANSMISSION GEARS BROKE & COULD NOT BE SHIFTED.*AK

CONTINUE ON BACK IF NEEDED

Form Approved: O.M.B. No. 2127-0009

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FOR AGENCY USE ONLY 117

Date Received: 00 OCT 31 PM 3:21
25-SEP-2000
OFFICE OF DEFECTS INVESTIGATION

Od_or
rf_rt
od_rt
up_ltr

Reference No.
871517

OWNER INFORMATION (Type or Print)

[redacted] 641925

Work Num [redacted]
Home Num [redacted]

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 10/24/2000

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
FILL IN 1M1A18Y4VW071949	MACK	CH600	1997	232,500

Purchase Date 5/1/97 ☐ New ☒ Used
Dealer's Name Ballard Mack
City Worcester State MA Zip Code
Engine Size (CID) CC/L 427 No Cylinders 6
☒ Turbo ☒ Diesel ☐ Gas ☒ Fuel Injection

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 (circled)	☐ Front ☒ Rear ☐ 4-Wheel	☐ Car ☐ Sport Ut ☐ Van ☒ Truck ☐ Minivan ☐ Motorcycle ☐ Other Semi	☒ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other Semi

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Part Name(s)	Location	Failed Part(s)
13100000 07460000 05150000	STRUCTURE:FRAME:MEMBERS AND BODY POWER TRAIN:DRIVELINE:DIFFERENTIAL UNIT ENGINE:OTHER PARTS	☒ Left ☒ Right ☐ Front ☒ Rear	☒ Original ☐ Replacement

No of Failures		Failed Part(s) Available?	NHTSA Previously Contacted?
4 to Date Expect more	Date(s) of Failure(s) 4/10/99 ~ 7/1/2000 Mileage at Failure(s) 218 110,000 Vehicle Speed at Failure(s) From 0 mph to 65 mph	☐ Yes ☒ No	☐ 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	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	0	0	30,000 lost wages $20,000 in Repairs	☐ Yes ☒ No

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

CHASSIS HAS FAILED. CROSS MEMBERS HAD BROKEN. REAR END DIFFERENTIALS WERE SHATTERED & BORED THROUGH THE CASINGS & LEAKED OIL. ENGINE HEAD & INTAKE VALVE BROKE & CAME OUT THE EXHAUST. TRANSMISSION GEARS BROKE & COULD NOT BE SHIFTED.*AK Had to be towed to Dealer for $250.00 which I had to pay for. I have lost all faith I this truck and I'm sure It will break down very soon. The Dealer Blames me for these problems and always finds a way to Charge me for something before I can have my truck back.

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 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.

Peter: I took Photos of Truck and Never got them back so I took more 10/22/2000 as soon as some come back I'll send them along
I Also talked to some other owners There Reluctant!!!

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Date Received: 00 DEC -4 PM 5:0 28-SEP-2000 OFFICE OF DEFECTS INVESTIGATION

Od_or / rd_dt / ed_rt / lrp_ltr

Reference No. 871517

OWNER INFORMATION (Type or Print)

[redacted] 641925

Work Number [redacted]
Home Number [redacted]

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? [X] 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 10/21/2000

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
FILL IN 1M1AJ8Y4VW011949	MACK	CH600	1997	232,500

Purchase Date 5/1/97 [ ] New [X] Used
Dealer's Name Ballard Mack
City Worcester State MA Zip Code
Engine Size: (CID) CC/L 427 No Cylinders 6
[X] Turbo [X] Diesel [ ] Gas [X] Fuel Injection

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
[X] Manual [ ] Automatic	[ ] Yes [X] No	[X] 3-Point Belt [ ] Motorbelt [ ] Driverside Airbag [ ] 2-Point Belt [ ] Passengerside Airbag	[X] Yes [X] No (circled)	[ ] Front [X] Rear [ ] 4-Wheel	[ ] Car [ ] Sport Ut [ ] Van [X] Truck [ ] Minivan [ ] Motorcycle [ ] Other Semi	[X] 2-Door [ ] 4-Door [ ] Stationwagon [ ] Pick Up Truck [X] Other Semi

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Part Name(s)	Location	Failed Part(s)
13160000 / 07450000 / 06150000	STRUCTURE:FRAME:MEMBERS AND BODY / POWER TRAIN:DRIVELINE:DIFFERENTIAL UNIT / ENGINE:OTHER PARTS	[X] Left [X] Right [ ] Front [X] Rear	[X] Original [ ] Replacement

No of Failures: 4 to Date Expect more
Date(s) of Failure(s) 4/10/99 - 7/1/2000
Mileage at Failure(s) 218 110,000
Vehicle Speed at Failure(s) From 0 mph to 65 mph
Failed Part(s) Available? [ ] Yes [X] No
NHTSA Previously Contacted? [ ] Yes [X] 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	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
[ ] Yes [X] No	[ ] Yes [X] No	0	0	30,000 lost wages $20,000 in Repairs	[ ] Yes [X] No

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CHASSIS HAS FAILED. CROSS MEMBERS HAD BROKEN. REAR END DIFFERENTIALS WERE SHATTERED & BORED THROUGH THE CASINGS & LEAKED OIL. ENGINE HEAD & INTAKE VALVE BROKE & CAME OUT THE EXHAUST. TRANSMISSION GEARS BROKE & COULD NOT BE SHIFTED.'AK Had to be towed to Dealer for $250,00 which I had to pay for. I have lost all faith I this truck and I'm sure It will break down very soon. The Dealer Blames me for these problems and always finds a way to Charge me for something before I can have my truck back.

CONTINUE ON BACK IF NEEDED

Letter I Sent Photos of Truck and Never got them back ...