Form Approved: OMB No. 2127-0042

U.S. Department of Transportation
National Highway Traffic Safety Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: http://www.nhtsa.dot.gov

FOR AGENCY USE ONLY	920
Date Received: 12-APR-2001	Od_or ____ ____ rt_dt ____ ____ od_rt ____ ____ op_ltr ____ ____
	Reference No.: 885802

[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.) (Locate at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Readin
1XKADB9X5R825255	KENWORTH	T600	1999	

Purchase Dat	Dealer's Name / City / State / Zip Code	Engine Size (CID/CC/L) / No Cylinders	
☒ New ☐ Used	City_____ State_____ Zip Code_____	_____ / _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injectio

Transmission Type	Antilock Brakes	Restraint System	Cruise Contro	Drive Trai	Vehicle Type	Body Style
☐ Manual ☐ Automatic	☐ Yes ☒ No	☐ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	☐ 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
07300000	POWER TRAIN:TRANSMISSION:AUTOMATIC	☐ Left ☐ Right ☐ Front ☐ Rear	☐ Original ☐ Replacement

No of Failure	Date(s) of Failure(s) / Mileage at Failure(s)	Failed Part(s)	NHTSA Previously
	15-FEB-2001 271000	☐ 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 Fatalitie	Estimated Property Damag	Reported to Polic
☐ Yes ☒ No	☐ Yes ☒ No				☐ Yes ☒ No

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

DURING NORMAL OPERATION OF VEHICLE, THERE IS A NOISE BEING EMITTED FROM REAR DUE TO GEARS IN REAR HAVE BECOME STRIPPED. MANUFACTURER HAS INFORMED CONSUMER THAT THIS DEFECT WAS DUE TO "SHOCK LOAD" (DRIVER ABUSE). PLEASE PROVIDE TECHNICAL INFORMATION RELATING TO THIS DEFECT, AND ANY ADDITIONAL INFORMATION/ATTACHMENTS. THANKS! *AK

CONTINUE ON BACK IF NEEDED

Form Approved: O M B. No. 2127-0008

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 920

Date Received: 12-APR-2001

Od_or
rt_dt
od_rt
up_ltr

Reference No. 685802

OWNER INFORMATION (Type or Print)

[redacted] 686204

Work Number

Home Numbe [redacted]

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
In the absence of s[redacted]our name and address to the vehicle manufacturer.

Signature of Owne[redacted] Date 4 / 21 / 01

VEHICLE INFORMATION

Vehicle Ident No. (VIN.) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
[redacted]	KENWORTH	T600	1999	308,000

Purchase Date: 1-2000 ☒ New ☐ Used

Dealer's Name: Midwest Kenworth
City: OLathe State: KS Zip Code: 66061

Engine Size (CID/CC/L): 750 H.P. 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 Bet ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	☒ Yes ☒ No	☐ Front ☒ Rear ☐ 4-Wheel	☐ Car ☐ Sport Utl ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☒ Other TRACTOR	☒ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Part Name(s)	Location	Failed Part(s)
07300000	~~POWER TRAIN~~:TRANSMISSION:AUTOMATIC REAR END (Differential)	☐ Left ☐ Right ☐ Front ☐ Rear	☒ Original ☐ Replacement

No of Failures	Date(s) of Failure(s) / Mileage at Failure(s) / Vehicle Speed at Failure(s)	Failed Part(s) Available?	NHTSA Previously Contacted?
1	15-FEB-2001 / 271000 / N/A	☐ 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				☐ Yes ☒ No

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

DURING NORMAL OPERATION OF VEHICLE, THERE IS A NOISE BEING EMITTED FROM REAR DUE TO GEARS IN REAR HAVE BECOME STRIPPED. MANUFACTURER HAS INFORMED CONSUMER THAT THIS DEFECT WAS DUE TO "SHOCK LOAD" (DRIVER ABUSE). PLEASE PROVIDE TECHNICAL INFORMATION RELATING TO THIS DEFECT, AND ANY ADDITIONAL INFORMATION/ATTACHMENTS. THANKS! *AK

CONTINUE ON BACK IF NEEDED

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.*	MANUFACTURER/TIRE NAME	SIZE
D O T		

* 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)

I'm AN OWNER OPERATOR AND the only one who drives my truck. Absolutely NO driver abuse occurred to make this part fail. I believe that Eaton Mfg. Co. the maker of this differential unit possibly had defective Metal or Something IN this Component and just [redacted] Arbitrarily refuses warranty ON their product. [redacted] Supposedly 300,000 mile and extended mileage if you regularly change Synthetic fluid at Stated intervals.

To fix this Cost me approximately $4,000.00 and had to be done immediately as this truck is how I make my living. I'm Fileing this Complaint IN hopes of providing information as I don't think I'm alone [redacted] IN having this Problem.

thanks

[redacted]

☆ U.S. G.P.O.: 1992—629-807/60086

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

[redacted]

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