



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

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100161

Date Received

Repository ☐

2003 JUL 23 AM 10:26
03-JUN-2003

Reference No.
10022222

OWNER INFORMATION (Type or Print)

Name

Address

City

SAINT LOUIS

State

MO

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of your signature, provide your name or address to the vehicle manufacturer.
Signature of Owner *[Signature]* Date *6/18/03*

VEHICLE INFORMATION

Make

DODGE

Model

INTREPID

Model Year

2002

Date Purchased

2-13-02

Dealer's Name and Telephone Number

Marty Canale Dodge 814 831-3300

Engine:

No: Cylinders

Fuel Type:

Original Owner

☒

Dealer's City

St. Louis

State

MO

Zip Code

63033

Transmission Type

☐ Antilock Brakes

Powertrain

☒ Cruise Control

Vehicle Component Code

353600 EQUIPMENT:ELECTRICAL/AIR CONDITIONER

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

Failure Mileage

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTN15ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(es).)

Crash

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

THE AIR CONDITIONER IS NOT WORKING. THE VEHICLE WAS TAKEN TO THE DEALER WHO STATED THE AIR CONDITIONER CONDENSOR WAS PUNCTURED BY A FOREIGN OBJECT. *AK

Last summer (2002) air conditioner did not seem to work like it should. However, I did not use the air conditioner last summer because it was not really needed. I tried the air conditioner this year (2003) and it does not work. The dealer states a foreign object punctured the condensor. I do not understand how that could be. I have not had any major accidents, I have not run over anything. I have never noticed anything leaking from my car. I am the only driver of my car. The Dealer states the puncture site is in the front of the condensor. With the way my car is designed, I do not see how that could happen. (continued)

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Administration and independent organizations. 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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

The dealer stated a rock could have damaged it. If a condensor can be damaged by a rock then a different material should be used. I believe the air conditioner never worked from the beginning. I bought my car during the winter month, so I did not notice it immediately. I think this is a manufacturing defect. Dealer states not covered under warranty because of puncture site. I spoke with customer service at DaimlerChrysler and was told it could not be a manufacturing defect. Explained to dealer and customer service that the air conditioner never worked since the car was purchased. The condensor has not yet been repaired.

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U.S. Department
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Traffic Safety
Administration

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

Official Business
Penalty for Private Use \$300



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
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590



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(DASH) & DOT



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<http://www.safercar.gov>