



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 231

Date Received

2003 AUG 05 AM 7:34

Repository ☐

Reference No.

10022691

OWNER INFORMATION (Type or Print)

Name

Address

City

MARCO ISLAND

State

FL

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

To the absence of a signature or address to the vehicle manufacturer.

Signature of Owner

Date 01/21/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

2B3HD46 R0XH680977

Make

DODGE

Model

INTREPID

Model Year

1999

Date Purchased

3/26/1999

Dealer's Name and Telephone Number

NAPLES DODGE

Engine:

No. Cylinders

6

Fuel Type:

INJECTION

Original Owner

☒

Dealer's City

NAPLES

State

FL

Zip Code

34109

Transmission Type

AUTO

☒ Antilock Brakes

☒ Cruise Control

Powertrain

?

Vehicle Component Code

121000 EXTERIOR LIGHTING: HEADLIGHTS

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

BEGAN ABOUT
6 MO. AGO

Failure Mileage

44,000

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: DOTM19ABC036)

☐ 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(ies).)

Crash

☐ Yes

☒ No

Fire

☐ Yes

☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

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).

HEADLIGHT LENS HAS DISCOLORED GIVING POOR VISIBILITY. MANUFACTURER HAS BEEN CONTACTED. *AK

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 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.

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

HEADLIGHTS LENSES ARE DISCOLORED, I WENT TO THE DEALER TO TRY AND
RECTIFY THIS PROBLEM, I HAVE A 6 YEAR 10,000 MILE WARRANTY THEY TOLD
ME PLASTIC AND GLASS ARE NOT COVERED BY MY POLICY. I WROTE TO DAIMLER
CHRYSLER'S MICHIGAN OFFICE. (REPLY ENCLOSED). I AM VERY APPRENSIVE ABOUT
DRIVING MY CAR AT NIGHT BECAUSE I BELIEVE THE PROBLEM IS A SAFETY
PROBLEM FOR ME OR OTHER MOTORISTS. WHEN I WENT TO MY DEALER THEY
TOLD ME THE PROBLEM WITH THE LENSES IS BECAUSE OF THE HEAT IN
FLORIDA. I HAVE HAD NUMEROUS PROBLEMS WITH THIS CAR BUT MY DEALER
ALWAY TOOK CARE OF THEM. TWO YEARS AGO I FILED A LEMON LAW
REQUEST BECAUSE THE CAR WAS IN THE SHOP BEING REPAIRED SO OFTEN,
THE CAR THEN HAD 26,000 MILES ON IT AND THEY TOLD ME THE MILEAGE
WAS TO HIGH TO ENACT THE LEMON LAW, I TOOK THE EXTENDED WARRANTY
BECAUSE MY WIFE AND WE DIDN'T NEED ANY ADDED EXPENSES. ATTACH ADDITIONAL SHEETS IF NECESSARY

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



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FIRST CLASS PERMIT NO 78173 WASHINGTON, D.C.

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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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ON

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DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
Washington, D.C. 20590

DAIMLERCHRYSLER

June 2, 2003

DaimlerChrysler
Motors Company LLC

[REDACTED]
Marco Island, FL [REDACTED]

Reference # 11218578

Dear [REDACTED]

We have received your letter and fully appreciate the concerns you have raised.

After thoroughly reviewing your request and our files on this matter, we respectfully concur with the decision rendered by our Senior Staff.

We appreciate your taking the time to write to DaimlerChrysler Motors Corporation. We are sorry we cannot provide a more favorable reply.

Sincerely,



Dennis

Senior Staff

Agent ID: 193

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