



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 758

Date Received

Repository ☐

2003 AUG -1 PM 2:02
14-JUL-2003

Reference No.
10027150

OWNER INFORMATION (Type or Print)

Name

Address

City

AUGUSTA

State ME

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

SAME

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an authorized signature, please print your address to the vehicle manufacturer.

Signature of Owner

Date 7/21/03

VEHICLE INFORMATION

Make

DODGE

Model

INTREPID

Model Year

1999

Date Purchased

9-30-98

Dealer's Name and Telephone Number

BLOUIN MOTORS

Engine: 2.7

No. Cylinders

6

Fuel Type:

GASOLINE

Original Owner

☒

Dealer's City

AUGUSTA, ME

State

ME

Zip Code

04300

Transmission Type

AUTOMATIC

☒ Antilock Brakes

Powertrain

☒ Cruise Control

200 H-P.

Vehicle Component Code

014000 STEERING: RACK AND PINION

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

15-JUL-2000

Failure Mileage

18000

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: DOTM15ABC036)

☐ 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), condition(s), 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. (e.g., parts repaired or replaced (and if old part is available)).

A LOUD CLUNKING SOUND WAS HEARD WHEN DRIVING. RACK AND PINION WAS REPLACED. AT THIS TIME, THE SAME CLUNKING SOUND IS HEARD AGAIN. *AK

THIS RACK + PINION WAS REPLACED AT 18000 MILES. WE HAVE HAD 2 COMPLAINTS SINCE THE REPLACEMENT. I HAD THE SAME NOISE AGAIN + THIS TIME IT WAS THE SWAY BARS ON BOTH SIDES THAT HAD TO BE REPLACED. MY COST + IS PART OF THE STEERING. IT IS MY OPINION THAT THIS WILL CONTINUE TO PLAGUE ME.

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)

MY WIFE IS NOW AFRAID TO DRIVE THE CAR. WE
THEN WENT TO THE WEB & FOUND AN ENORMOUS
AMOUNT OF INFORMATION PARTICULARLY ON THE
DODGE ENTREPRENEUR CRASHES & INJURIES WHICH IT
SEEMS YOU HAVE NOT ADHERED TO. DALLAS -
CHRYSLER DIDN'T LET ANYONE KNOW ABOUT THESE
"GOODWILL WARRANT @ 50,000 MILES". SA JUST WHAT
IS GOING ON. I FEEL OR INSIST ON SOME ANSWERS

SINCERELY

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



BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 7173 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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OWNER'S
QUESTIONNAIRE**

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TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

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(DASH) & DOT



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Administration
<http://www.safercar.gov>