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

2003 OCT 20 PM 2:01

FOR AGENCY USE ONLY 100079

Date Received	Repository
22-AUG-2003	☐
	Reference No. 10034353

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number	E-mail Address
Address	[redacted]	[redacted]	[redacted]
City PHILADELPHIA	State PA	Zip Code [redacted]	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 ex[redacted]T provide your name or address to the vehicle manufacturer.
Signature of Owner [redacted] Date 9.4.03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
2B3HD46R41H502092	DODGE	INTREPID	2001

Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:
4/25/01	Team Dodge (Jesse Sparks)	215 276-7900	No. Cylinders V6	injected
Original Owner ☒	Dealer's City Philadelphia	State PA / Zip Code 19124		

Transmission Type		Powertrain	Vehicle Component Code
	☒ Antilock Brakes ☒ Cruise Control	Power Steering	061000 ENGINE AND ENGINE COOLING:ENGINE Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)	Failure Mileage	Failure Speed	
22-AUG-2003			

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: DOTMALSABC036)	☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	N	N	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).

WHILE DRIVING AT 35 MPH AND WITHOUT ANY WARNING, VEHICLE WAS MAKING KNOCKING NOISES FROM THE ENGINE. TOOK IT TO DEALER, AND THEY STATED ENGINE WENT OUT, AND NEEDED REPLACEMENT. *AK due to Sludge build up. Engine is known to build up Sludge. Dealer (Brandow + Fairway claim knocking mean front engine Mechanic found lower end knock. Original dealer no longer at above location.

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 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)

Engine failure. Car is only 3yrs old with 39,000 miles. Complained in the year of 2001 (Oct.) of a low knocking sound. Dealer could not hear the sound. Went back year of 2002 (Oct.) with the same complaint dealer replace reservoir pump. Buyer continues to hear the knocking. Passenger Side Front window begin to malfunction. (Does not close all the way to the top. (Made lots of noise). Warning signals of malfunction did not give off. Oil light sometimes stayed on when driving - (Cause sometime of leaking from underneath car. Buyer continues to hear knocking. This time it's louder. Take to Team Dodge on 66th & Broad - No longer there - No Notice send out to me, Team Kia referred to Brandon and Pair way took car there on 7/12/03 states knocking sound. Brandon claim oil changed into Sludge. Car is at Leslie's Auto now (Sept. 5, 2003 X245) 844-0699 found car w/a bad engine.

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

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

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

VEHICLE OWNER'S QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS COMPLETE THIS FORM OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety HotLine (DASH) 2 DOT

U.S. Department of Transportation
National Highway Traffic Safety Administration
http://www.nhtsa.dot.gov/hotline

PENNSYLVANIA
OFFICE OF ATTORNEY GENERAL

[redacted]

CONSUMER COMPLAINT FORM

[redacted]

MIKE FISHER
ATTORNEY GENERAL

www.attorneygeneral.gov

[redacted] Investigator:	Code 1	Code 2
Complaint #		

Bureau of Consumer Protection
Philadelphia Regional Office
21 South 12th Street, 2nd Floor
Philadelphia, PA 19107
(215) 560-2414

[redacted]

YOUR NAME

ADDRESS Philadelphia Pa

CITY [redacted] STATE ZIP CODE [redacted] COUNTY Cathe

HOME PHONE NUMBER BEST NUMBER TO CALL DURING THE DAY

Team Dodge - 6633 N. Broad St - Phila. Pa. 19126

NAME OF BUSINESS COMPLAINT IS AGAINST

Daimler Chrysler

NAME OF OWNER OR OTHER INDIVIDUAL TO KNOW YOU COMPLAINED

P.O. Box 7086

ADDRESS

Troy . MI 48007-7086

CITY STATE ZIP CODE COUNTY

(1-800) 521-9922

PHONE

PRODUCT(S) OR SERVICE(S) PURCHASED	DATE OF PURCHASE	PURCHASED PRICE
Brakes + Service (State Inspection)	10/30/01	302.45
State Inspection Service + Parts	6/26/02	20.15
Service Service	10/30/02 12/30/02	58.79

To what other agencies have you complained? Brandon v. Murray/Gary Barbara Dolphin

What action was taken? Complaining + his contract w/ Daimler Chrysler

Have you retained an attorney? ☐ Yes ☒ No Not at this time. Don't know what to actually do. Suggested that I start here.

If yes, please provide your attorney's name, address and telephone number

Have you filed a court action? ☐ Yes ☒ No

If yes, please state WHEN, WHERE and WHAT decision was made?

[redacted] SEE THE REVERSE SIDE OF THE C[redacted]

[redacted] [redacted]

Please explain your complaint. You may use additional sheets if necessary. Please print or type clearly. Try to be brief, but be sure to tell **WHAT** happened, **WHEN** it happened and **WHERE** it happened. Be specific about any oral statements the business made to you, **ESPECIALLY** those that influenced you to deal with the company. Describe events in the order in which they happened. Attach **COPIES** of all contracts, letters, receipts, canceled checks (front & back), advertisements or any other papers that relate to your complaint.

On April 25, 2001, I purchased a 2002 Dodge Intrepid, serial # 2B3HD46R21H502092 from Team Dodge. Instead of obtaining a car off the floor, Team Dodge offered an Intrepid that was on the roof for a lesser price. Female + not knowing I said ok + it was cheaper price. Once I obtained the car + took it off the lot, I notice the car was used 4/36 miles. (but not by it any mind.) As I returned home I was looking over paper work (saw that the dealership offered extended warranty. I went to obtain my car's manual. (There was none. Complained for 1½ yrs to Team Dodge (Managers + my Car Sales person Jesse Sparks + contacted Daimler Chrysler. (Kept getting the run around) Received manual 3/03. I have taken my car several times to Team Dodge complaining of a knocking/thumping sound. Reported they could not find anything. I also informed that I do not get any readouts of lights on dash board when something is malfunctioning.

WHAT WOULD YOU LIKE THE BUSINESS TO DO TO SETTLE YOUR COMPLAINT?

I would like for them to look into this matter, see if there has been more complaints of such w/any car or company, or compensate my [redacted] expenses of a new engine for of this car, which has been causing problems. I believe Team Dodge saw the coming and they misled me when buying the vehicle.

[redacted]

[redacted] 9/1/03

YOUR SIGNATURE DATE

[redacted] REVISED JUNE 2002 [redacted]

On July 16, 2003, I took car back to Team Dodge and found it to have changed into Team Kia. (No longer Team Dodge) My complaint has been on going now, asking others what could possibly be wrong with my car. My passenger side window motor continue to malfunction + it was to be replaced.

Team Kia, recommend that I take my car to Brandon Auto Group, in Jenkintown Pa. I took my car there to be serviced, only to find out now I need an engine. (My reply was, "this is ridiculous". Since I had extended warranty I told the service man to work on it. Come to find out Daimler Chrysler refused my service due to the finding of slug in the engine. (Therefore it was left up to me to have the service done with me paying for it. (I refused).

Now, I am approaching you for help. My car is on 3yrs old. My basic ran out in the 3yrs. My extend is to carry until 5yrs or 60,000 miles on car. (my mileage is 37,000+).

I believe there are more problems going on w/ my car and I believe my car was not properly serviced by Team Dodge. I have taken my car to Gary Barbera in Roxborough with no satisfaction. Now my car is at Leslie Auto Shop located at Germantown + Queen Lane - Phila. (215) 844-0699.

[redacted]
Philadelphia, Pa. [redacted]

September 4, 2003

Mr. Peter Zetche, President
PO Box 21-80004
Auburn, Mich. 48321

Dear Mr. Zetche:

On April 25, 2001, I purchased a Dodge Intrepid, serial number2B3HD46R41H502092, from Team Dodge, an authorized dealership at 66th N. Broad Street in Philadelphia Pa. I have put 10,000 miles on the car and maintained maintenance to the best of my ability. (Due to the fact a car manual was not given to me until a year later.) Although I continued to complain about not having a book, my sale representative was negligent in satisfying my need.

I have taken my car several times to Team Dodge for a faint knocking sound, car malfunction indicators not working and other existing problems. Brakes window rotation and reservoir pump. The trouble started October of 2001. I continued to take my car for service of the knocking sound in the year of 2002 and 2003. In the year of 2001 and 2002 Team Dodge claim no sound heard and everything was good. Meanwhile, window rotation was not fixed and the reservoir pump had to be replaced. Replacement to me appeared too soon for a brand new car. Once again June 2003 I took my car back for the same above complaint and Team Dodge went out of business. There was no notice or mailing send to me. I took my car to Brandow and Fairway Auto Group to be serviced only to find out that an engine is needed. (Due to sludge)

Although I have extended warranty, Daimler refuses to pay, because they claim lack of maintenance. The theory is not correct. I have well taken care of my vehicle. (Copies attached)
I feel my car was not properly serviced and repaired. I count on you as president to demonstrate the reliability of DaimlerChrysler. My request is for the company to replace my engine or reimburse my expenses. I am aware there are several problems or malfunctions dealing with the engine/motor etc…and not solely due to sludge.

I hope that the company will act responsible and accordingly to my need. I look forward to hearing from you soon.

Sincerely,

[redacted]

THE ATTACHMENTS TO THIS DOCUMENT HAVE BEEN REMOVED TO PROTECT UNWARRANTED INVASION OF PERSONAL PRIVACY PURSUANT TO EXEMPTION 6 OF THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6).