



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
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100192

Date Received

Repository ☐

09-NOV-2004

Reference No.
10089672

OWNER INFORMATION (Type or Print)

Name
Address
City LINCOLN State IL 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 an address to the vehicle manufacturer, Signature of Owner Date 11/13/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side
2B3HD46R830
Make DODGE Model INTREPID Model Year 1999
Date Purchased 10-02- Purchased from ASOU Steve Givens who purchased go from Sam Leman, 800-673-4477
Original Owner ☐ Dealer's Name and City Bloomington, IL State IL Zip Code 61701
Engine: No. Cylinders 4 Dr Highline Fuel Type: Gas
Transmission Type AUTOMATIC ☐ Antilock Brakes ☒ Powertrain FRONT WHEEL DRIVE
Vehicle Component Code 103300 POWER TRAIN: AUTOMATIC TRANSMISSION: GEAR POSITION
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 10/24/04 Failure Mileage 51217 Failure Speed 0- car malformed as ignition was turned on.

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: DOTM468BC038) ☐ 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, failure, crash, and injury.)

Crash ☐ Yes ☒ No Fire ☐ Yes ☒ No
Number of Persons Injured 0 Number of Deaths 0 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).

WHILE IN THE PARKING LOT VEHICLE WENT INTO REVERSE BY ITSELF AND WENT ACROSS THE PARKING LOT. CONSUMER RECEIVED A RECALL NOTICE FROM THE MANUFACTURER FOR THE TRANS AXLE FLOOR SHIFT INTERLOCK SYSTEM. CONSUMER TOOK THE VEHICLE TO A DEALER, AND WAS TOLD THAT THE VEHICLE WAS OUT OF WARRANTY. DEALER WANTED TO CHARGE CONSUMER \$2227.88 TO REPAIR THE TRANSMISSION. CURRENTLY, THE VEHICLE WILL NOT GO INTO REVERSE AT ALL. *AK

For additional - please see enclosed (complaint)

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

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.

COMPLAINT

To: National Highway Traffic Safety Administration

In August of 04, I, [REDACTED] Owens received a recall letter from DaimlerChrysler concerning my 99 Dodge Intrepid. (Exhibit A Enclosed).

I took my car to Row Motor Sales in Lincoln, Illinois and the recall service was completed by them on 9/9/04. The mileage was 51,217. (Exhibit B Enclosed).

On 10/24/04, the mileage on the vehicle was 52,095. I left the church parking lot with members of my congregation and we assembled at Wendy's, 2815 Woodlawn Rd., Lincoln, for a fellowship and evening snack. At approximately 10:00 p.m., I got into my car to leave. I placed my key into the ignition and turned on the ignition and my car shot like a bullet in reverse across the parking lot. I had not touched the shift gear. The recall letter states that this can happen. It would be nearly impossible for even a reckless driver to operate a vehicle in this manner and at such a terrific speed.

Occupants of one car, who were three members of my congregation had started to drive behind me but decided to wait and let me to leave first. This decision, these occupants state, may well have saved their lives as well as the lives of the two passengers in my vehicle. Fortunately, I was able to stop the car with my brakes and did not hit any of the parked cars or people walking in the parking lot. I missed hitting the vehicle waiting for me to leave by inches.

The witnesses/occupants of the car waiting for me to leave were: [REDACTED] and [REDACTED] Owens of Bloomington, Illinois [REDACTED] and [REDACTED] Normal, Illinois [REDACTED]. Witnesses/other occupants of my car were my wife, [REDACTED] Owens [REDACTED] and my daughter, [REDACTED] [REDACTED] both from Lincoln, Illinois. All occupants of both cars were extremely frightened because we nearly had a serious accident. All witnesses are willing to be contacted and give a statement.

Upon examination of my car, I discovered it **COULD NOT** be put into reverse. It would only go forward. This is very strange since it had just traveled in reverse the instant the ignition was turned on.

On 10/29/04, I took the car back to Row Motor Sales and although they had just serviced the car for the recall on 9/9/04, they would accept no responsibility. They said it was not their fault and they refused to discuss the near accident. They gave me an estimate to repair the car. (Exhibit C Enclosed).

About 2 weeks later, I contacted DaimlerChrysler on their 800 number and spoke to Chris (800/992-1997 Option 5). I was given the reference number of

12796373 for my complaint. (Exhibit D Enclosed). He explained that DaimlerChrysler were not willing to do any thing unless there was another recall on the vehicle. When I asked him if a company representative would talk to Row Motor Sales about the problem, he stated, "You're not hearing me - we will do nothing unless there is another recall on the vehicle."

My vehicle was repaired on 11/18/04 at Row Motor Sales for the price of \$2,248.17. (Exhibit E Enclosed).

My vehicle appeared to malfunction as stated could happen in the recall letter, under the section called: The problem is which I will restate below:

The problem is

[REDACTED]

In my opinion, DaimlerChrysler/Row Motor Sales have not alleviated the potentially dangerous situation stated in the recall letter. And DaimlerChrysler would not even speak to Row Motors about the situation. It is highly unlikely this circumstance is unrelated to the recall repairs. Instead, they ignored me and made the repair expenses my responsibility. I ask that they accept the responsibility of this repair. Also, another recall may be necessary as the possibility exists problems may remain even AFTER the vehicles are serviced for the current recall. Hopefully, action can be taken before there is a serious accident with injuries.

I thank you in advance for your prompt attention to this matter.

[REDACTED]

Lincoln, IL

Attachments:

- Exhibit A:** DaimlerChrysler Recall Letter
- Exhibit B:** Row Motor Sales Recall Repair Statement on 9/9/04
- Exhibit C:** Estimate of Repair from Row Motor Sales on 10/29/04
- Exhibit D:** Notes from conversation with DaimlerChrysler on complaint
- Exhibit E:** Repair of Car from Row Motor Sales on 11/18/04

DAIMLERCHRYSLER

SAFETY RECALL - TRANSAXLE FLOOR SHIFTER IGNITION/PARK INTERLOCK

Dear DaimlerChrysler Vehicle Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

DaimlerChrysler Corporation has decided that a defect, which relates to motor vehicle safety, exists in some of the following vehicles equipped with a floor mounted shifter and an automatic transaxle:

- > 1993 through 1999 model year Chrysler Concorde, LHS and 300M, Dodge Intrepid and Eagle Vision
- > 1993 through 1999 model year Chrysler Cirrus and Dodge Stratus
- > 1996 through 1999 model year Chrysler Sebring Convertible and Plymouth Breeze

NOTE: Some of the above vehicles were involved in a previous recall which did not fully correct the ignition/park interlock system.

The problem is...

The transaxle floor shifter ignition/park interlock system on your vehicle (identified on the enclosed form) may become inoperative. This may allow the shifter to be moved out of the "Park" position with the ignition key removed (or in the "Lock" position). It may also allow the ignition key to be removed when the shifter has not been placed in the "Park" position. If the shifter is not in the "Park" position, these conditions could allow the vehicle to roll away and cause a crash without prior warning.

What DaimlerChrysler and your dealer will do...

DaimlerChrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will inspect the shift interlock system and either modify or replace the transaxle shifter as required. Shifter modification will take about 1/2 hour to complete. Shifter replacement, if necessary, will take about one hour. However, additional time may be necessary depending on how dealer appointments are scheduled and processed.

What you must do to ensure your safety...

- > Simply contact your dealer right away to schedule a service appointment.
- > Bring the enclosed form with you to your dealer. It identifies the required service to the dealer.

If you need help...

If you have questions or concerns which your dealer is unable to resolve, please contact DaimlerChrysler at 1-800-853-1403.

If you have already experienced this condition and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: DaimlerChrysler, P.O. Box 618207, Fort Huron, MI 48061-0207, Attention: Reimbursement.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, DC 20590, or call the toll-free Auto Safety Hotline at 1-888-327-4236.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

**Back to
for Safety**

Customer Services Field Operations
DaimlerChrysler Corporation
C45

Note to owners receiving this recall: Federal regulation requires that you forward this recall notice to the dealer within 10 days.

Exhibit D 1807 853 16 03
IF YOU NEED CONSUMER ASSISTANCE 215

This is why you should always talk to your dealer's service manager first. Most matters can be resolved with this process.

- If for some reason you are still not satisfied, talk to the general manager or owner of the dealership. They want to know if you need assistance.
- If your dealership is unable to resolve the concern, you may contact the DaimlerChrysler Motors Corporation Customer Center.

Any communication to the DaimlerChrysler Motors Corporation Customer Center should include the following information:

- Owner's name and address
- Owner's telephone number (home and office)
- Dealership name
- Vehicle identification number
- Vehicle delivery date and mileage

DaimlerChrysler Motors Corporation Customer Center

P.O. Box 21-8004
Auburn Hills, MI 48321-8004
Phone: (800) 992-1997

2,372

DaimlerChrysler Corporation Canada Customer Service

Chrysler Center
P.O. Box 1621
Windsor, Ontario N9A 4H6
Phone — Refer to your Warranty Booklet

In Mexico contact:

Lago Alberto #520
Mexico 11320, D. F.
In Mexico (515) 729-1248 or 729-1240
Outside Mexico (525) 729-1248 or 729-1248

file

Chris

127 96373

reference number

Assistance no. 1-800 992 1997 on



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

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

Dear Consumer:

As a result of your recent report to the DOT Auto Safety Hotline (DOT Hotline), we have recorded that report on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe is(are) relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar. When reporting a tire problem, the brand name, tire name and complete tire size should be included. If possible also provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

The Privacy Act prohibits our agency from identifying you to the manufacturer without your permission. If you wish to give us that permission, please mark the appropriate authorization box and sign the form to allow us to provide your name to the manufacturer. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicle or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-address portion of the form is on the out side. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-address portion of the form is showing.

If further assistance is needed, please contact Mr. Michael J. Jordan, Safety Defects Program Assistant, Correspondence Research Division, Office of Defects Investigation, at (202) 493-0576.

Thank you for your cooperation.

Sincerely,

Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Reinforcement

Enclosures: VOQ
DOT Hotline Pamphlet



DOT AUTO SAFETY HOTLINE
888-DASH-2-DOT
888-927-4238

**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).**