



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 252

Date Received  
*2005 FEB*  
03-JAN-2005

Repository   
Reference No.  
10106882

**OWNER INFORMATION (Type or Print)**

Name \_\_\_\_\_  
Address \_\_\_\_\_  
City TOLEDO State OH Zip Code \_\_\_\_\_

Daytime Telephone Number \_\_\_\_\_ F-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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner \_\_\_\_\_ Date *1/1*

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 2B3HD46R9YH Make DODGE Model INTREPID Model Year 2002

Date Purchased \_\_\_\_\_ Dealer's Name and Telephone Number: *CHARLIE'S Dodge 419-893-0041* Engine: No. Cylinders *8* Fuel Type: *Gas*

Original Owner  Dealer's City *MAUMEE* State *OH* Zip Code *43537*

Transmission Type: *AUTOMATIC*  Antilock Brakes  Cruise Control Powertrain: FRONT WHEEL DRIVE Vehicle Component Code: 081000 ENGINE AND ENGINE COOLING:ENGINE Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s): 03-JAN-2005 Failure Mileage: *46,686* Failure Speed: 35 *see attached invoice.*

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make \_\_\_\_\_ Tire Model (Name or Number) \_\_\_\_\_ Tire Size (Example P215/B5R15) \_\_\_\_\_

DOT No. (Example: DOTM18A8C038)  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: 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 DRIVING VEHICLE STALLED. CONSUMER WAS UNABLE TO RESTART VEHICLE, AND HAD IT TOWED TO DEALER. MECHANIC DETERMINED THAT ENGINE NEEDED TO BE REPLACED DUE TO SLUDGE BUILD UP. \*AK

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-502) 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.

Toledo, Ohio

January 3, 2005

Albert P. Motta  
Customer Advocate Manager  
DaimlerChrysler Corporation  
800 Chrysler Drive  
Auburn Hills, Mich. 48326-2757

Dear Mr. Motta,

I'm writing this letter in response to a decision that was made by your company concerning a repair of the engine on my 2000 Dodge Intrepid. On December 30, 2004 the following occurred. While driving to work, I heard a knocking sound in the vehicle. I drove the vehicle home on my lunch hour for my husband to look at it. I turned the car off and it would not restart. We had it towed to the dealership and the mechanic initially stated it was the timing chain. After he further inspected the vehicle, we were told that there was sludge in the engine. This vehicle has regular oil changes so this didn't make sense to us, as it was implied lack of maintenance caused the sludge. Also, there were no oil lights or engine problem warning lights to indicate a problem. DaimlerChrysler refused any assistance with the repair that was to cost \$6700.00.

After several phone calls on January 3, 2005 to the consumer services office for a resolution to this problem, there was no resolution except for us to pay \$6700.00 to replace the engine. The reference number corresponding to our phone calls is 12995808. We feel this is unreasonable for a 4-year old vehicle that has undergone regular maintenance to require payment of \$6700.00 for a new engine. We have a 1993 mini-van that was purchased by us brand new (as also the Dodge) and it has undergone the same regular maintenance as the Intrepid. Yet, I have no major problems with my mini-van and certainly have never had problems with the engine. It has over 140,000 miles. I should be able to say the same for the Intrepid with less than 47,000 miles! In doing some research, we have found that we are not alone. There are hundreds of other owners of the 2000 Dodge Intrepid that have had similar engine problems with scenarios that are very similar to ours. According to the information from The Center for Auto Safety there have been more than 400 complaints regarding the engines in the Dodge Intrepid. I understand that they have also contacted you with information with these complaints. Apparently, there is a problem with the engine in this vehicle. DaimlerChrysler states that consumer satisfaction is a priority. However, up to the point this has not been our experience. I understand that you review these incidents on a case-by-case basis. I would appreciate it if you would review our case and hope to have a reasonable resolution to this problem.

If you need any other information, feel free to contact us at

Expecting to hear from you,

**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).**