



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 100145

Data Received

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Repository

Reference No.  
10108710

OWNER INFORMATION (Type or Print)

Name \_\_\_\_\_  
Address \_\_\_\_\_  
City ROANOKE State TX 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 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  
2B3HD46RX4H Make DODGE Model INTREPID Model Year 2004

Date Purchased 3/2/04 Dealer's Name and Telephone Number DON DAVIS 817-588-5493  
Original Owner  Dealer's City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_ Engine: No: Cylinders 6 Fuel Type: Gas

Transmission Type AUTOMATIC  Antilock Brakes  Cruise Control  Powertrain AUTO  
Vehicle Component Code 001000 ENGINE AND ENGINE COOLING:ENGINE  
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 22-NOV-2004 Failure Mileage 63000 Failure Speed N/A

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 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).

THE OIL SENSOR LIGHT STAYED ON. CONSUMER WAS CONCERNED THAT THE ENGINE WILL FAIL. \*AK

AT LOW RPM

ENGINE IS FULL OF SLUDGE, PULLED RIGHT VALVE COVER OFF.  
TYPICAL OF THIS MOTOR FLAW & PROBLEM. NOT DRIVEABLE  
IN THIS CONDITION. MOTOR (2.7) HAS BAD REPUTATION  
FOR THIS BACK TO 1992. DODGE NEEDS TO ADDRESS DESIGN FLAW.

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.

**SHAPERO & ROLOFF CO., L.P.A.**  
**DAVID ROLOFF, ATTORNEY AT LAW**

**CONFIDENTIAL QUESTIONNAIRE**

**1350 Euclid Avenue, Suite 1550**

**Cleveland, OH 44115-1828**

**Phone: (216) 781-1700 or (800) 321-9199**

**Fax: (216) 781-1972**

**[droloff@shaperoroloff.com](mailto:droloff@shaperoroloff.com)**

I am investigating problems associated with your automobile. I am seeking to determine if your problem fits into an established pattern in order to determine if an action should be filed against the manufacturer.

Please take your time to answer the following questions as accurately and completely as possible. Feel free to attach additional pages if necessary. Please attach copies of documents that may assist us in reviewing your situation.

**INFORMATION ABOUT YOU**

1. Your Full Name and Address:

**Roanoke, Texas**

Your Home and Work Telephone Numbers (with Area Code):

Home Phone

Work Phone:

Cell Phone:

E-Mail Address:

2. Date of Birth:
3. Social Security Number:

**INFORMATION ABOUT YOUR EMPLOYMENT**

4. Employer: **I do not see the relevance of this information at this time.**
5. Current Job Title: **I do not see the relevance of this information at this time.**
6. Rate of Hourly or Annual Compensation: **I do not see the relevance of this information at this time.**

**INFORMATION ABOUT THE VEHICLE**

7.  Dodge Intrepid \_\_\_\_\_ Dodge Stratus  
\_\_\_\_\_ Chrysler Concorde \_\_\_\_\_ Chrysler Sebring
8. \_\_\_\_\_ 1998 \_\_\_\_\_ 1999 \_\_\_\_\_ 2000 \_\_\_\_\_ 2001  
\_\_\_\_\_ 2002 \_\_\_\_\_ 2003  2004
9.  2.7 Liter \_\_\_\_\_ 3.2 Liter \_\_\_\_\_ 3.5 Liter
10. Have you complained to the National Highway Traffic Safety Administration (NHTSA)? Yes  
When? Jan 4, 2005 Reference # 10106710  
Complained to others? Yes Who? Dealer  
When? Last of November.  
  
**While the vehicle was at the dealer I encountered a customer of Don Davis and she told me they had her vehicle in for diagnostics and she was billed for a fee to "Find the problem using special equipment." Costing her over \$400.00 to diagnose what she told them was wrong with it. I called and told them not to do anything that would cost money. I was informed they needed to pull the oil pan, hinting at a possible charge if they did not get to do the repair work. Having done some research already, I had a good idea what the problem was so I picked up the vehicle.**
11. Vehicle Identification Number (VIN): 2B3HD46RX4H
12. Purchased \_\_\_\_\_ new -or-  used, and from whom: Don Davis
13. Purchased when? March 2004
14. Have you sold the car? \_\_\_ Yes  No  
If so, at what price? \$ \_\_\_\_\_, when? \_\_\_\_\_
15. Mileage when purchased? 24,000
16. Current mileage: 53,000

17. General Problem

- Engine Failure – if so, at what mileage \_\_\_\_\_
- Excessive oil usage – if so, beginning at what mileage \_\_\_\_\_
- Engine overheating – if so, beginning at what mileage \_\_\_\_\_

**Other: Oil light comes on at low RPM when motor is warm, this indicates no oil in the top of the motor. This is an early indicator of pending motor failure, from what I have learned I was lucky to get a warning. I have removed the driver side valve cover and found copious amounts of oil sludge clogging the return drains as well as coating everything. What I saw was consistent with other pictures I have seen of motor failure on the net.**

18. Specific Problem

- Oil Pick-up Tube     Timing Chain     Chain Tensioner
- Oil Sludge or foaming     Other (specify) \_\_\_\_\_
- Don't know

19. Who diagnosed the problem?

Name: **Me, along with a mechanic at Don Davis who pulled me aside and told me to "Get rid of it, there is no fixing it." And several other friends and sources tapped in the process of figuring out this motor is flawed, and has been from 1992.**

Address \_\_\_\_\_

Phone No.(s) \_\_\_\_\_

20. Has engine been replaced or rebuilt?  Yes     No

When? \_\_\_\_\_

At what mileage: \_\_\_\_\_

21. Cost of repair? \_\_\_\_\_

22. If you didn't repair the car, why not?

**It is out of the manufactures warranty, so they won't touch it.**

**The extended warranty people say it's not broke and that it is a maintenance item, they won't touch it. And as my mechanic friend at Don Davis told me "They know it has a problem now, if you drive it and it blows up they will hold me as negligent in the car care and not pay. Damned if you do, damned if you don't. I do not have the money to flush out the motor which would only postpone the problem, nor do I have the money to rebuild the motor which the dealer told me there would be NO warranty on.**

**I owe way to much money on this car to put another 7 or 8 thousand dollars into it.**

**Also, the warranty people told me that if I do not have commercial receipts for the service work and or oil changes, as far as they are concerned it was not done. I do my own "Service Work" which is why this problem was caught before it went to far. For them to call me a liar to my face and accuse me of being irresponsible is outrageous. I have a 1964 Chevy C-10 truck that is ORIGINAL right down to the motor, it has been in my family since it was driven off the showroom floor. NEVER rebuilt, NEVER modified, and purrs like a kitten. Now, can I (my family) take care of vehicles???? Seems so..... 41 years of use and still going.**

23. Is the car still running?

**Yes, but with what I know at this point it could fall at any time.**

24. Who paid for repair?

\_\_\_\_\_ Warranty

\_\_\_\_\_ Extended Warranty

\_\_\_\_\_ Owner

25. Please attach *copies* of the following: (DO NOT SEND ORIGINAL DOCUMENTS)

a) Repair order(s)

b) Repair estimates **All verbal at this point, all seemed very uninterested in helping me.**

c) Proof of payment **Of what, car payments? Repair payments, upkeep records, what?**

d) Registration **When the need arises.**

e) Title **Wells Fargo Bank has the car financed and the title.**

## Confidential Questionnaire

26. The names, addresses and phone numbers of other owners who have experienced similar problems.

**Only what I have seen on the net, from what I can tell it seems anyone who has the 2.7 motor has been screwed or soon will be.**

27. Did you suffer other damages as a result of the problem other than the cost of repair?  
If so, what?

**I am currently filing for bankruptcy, if that is not a personal damage then I don't know what is. \$540.00 a month for a car that can't be driven, sorry, I tried to rebuild my credit but this situation killed it. Thanks Dodge.....**

~~CONFIDENTIAL INFORMATION - NOT TO BE RELEASED~~

If you have done half the research I have the facts speak for themselves. The average life of this motor is 55,000 to 65,000 miles before failure due to the same problem, motor oil sludge. It does not matter if the oil changes are done by the book, it will happen. I have owned 6 vehicles in my lifetime and all of them had over 150 -- 200 thousand miles on them when they were sold or in one case totaled. When I buy a car I expect to have something that will last, at a minimum 125 -- 175 thousand miles before any motor rebuild or other major problems. For a 2004 car to not get past what I consider the break-in stage (53K) is unacceptable. For the manufacturer to tell people they did not follow the recommendations when people have ALL receipts proving care as indicated is unimaginable. For a manufacturer to tell people that if they do their own upkeep the warranty is void is or should be against the law. The point that needs to be made is that every auto manufacturer has a 'dog' every now and then, what the manufacturer does with his 'dog' is up to him. I know people with Dodge's who are very happy with them. Chevy's, Ford's, Audi, Volkswagen, the list can go on and on. But they have all bit the bullet and accepted responsibility for a design flaw. The problem is obvious and Dodge will give in eventually, there are too many of these things on the road. And one thing is for sure, the failure numbers will keep growing.

Signature \_\_\_\_\_

Date 1/25/05