10115919

Jimenez, Alberto

From: Jimenez, Alberto
Sent: Thursday, March 17, 2005 2:40 PM
To: [redacted]
Subject: Recall, 1997 Dodge Intrepid

Dear [redacted] NVS-216 aaj

Thank you for your e-mail to NHTSA's Webmaster, which was received by NHTSA's Office of Defects Investigation. We apologize for the delay in answering your e-mail and use of this form letter; however, due to the number of e-mails received and limited resources, we are responding to your correspondence in this manner. A member of our staff may contact you if further information is needed.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, sufficient data must exist to warrant the expenditure of agency resources. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

Reports from motorists concerning vehicle problems are a very important source of information for us. If you wish to provide information with regard to motor vehicle or motor vehicle equipment problems or problems with regard to recall corrective actions and have not done so, please complete the vehicle owner's questionnaire that is available on NHTSA's Web site at www.nhtsa.dot.gov/ivoq <http://www.nhtsa.dot.gov/ivoq>. Each report is analyzed and compiled into a database to assist us in identifying potential safety problems or recall inadequacies that require our attention.

You may also obtain information about recalls, investigations, and other safety related information by accessing NHTSA website at *www.nhtsa.dot.gov/cars/problems <http://www.nhtsa.dot.gov/cars/problems>*. For other information please call our DOT Auto safety Hotline toll-free number at 1-888-327-4236.

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

Sincerely,

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

P.S. NHTSA was petitioned (Recall Petition RP04-001) to investigate an alleged fuel rail fuel leak problem after the recall (NHTSA Campaign No. 98V-184) corrective action was performed. The petition was denied. Below is the closing report of that petition.

DENY RECALL PETITION, RP04-001.

THE PETITIONER, PHILIP MCBROOM, ALLEGES THAT THERE WAS A FUEL LEAK IN THE FUEL RAIL, AND OR

FUEL O-RINGS, WHICH CAUSED AN ENGINE COMPARTMENT FIRE. THIS EVENT OCCURRED AFTER THE RECALL (98V-184) REMEDY WAS PERFORMED ON HIS VEHICLE. HE HAS PETITIONED THE NHTSA TO INVESTIGATE THE REMEDY ADEQUACY OF SAFETY RECALL 98V-184.

ON AUGUST 10, 1998, DAIMLERCHRYSLER NOTIFIED THE AGENCY THAT IT WOULD RECALL APPROXIMATELY 722,600 VEHICLES BUILT WITH 3.5L V6 ENGINES, INCLUDING THE 1997 INTREPID. DAIMLERCHRYSLER REPORTED THAT A FUEL LEAK COULD RESULT FROM DETERIORATED O-RINGS OR HAIRLINE CRACKS IN THE PLASTIC FUEL RAILS. FOLLOW-UP INVESTIGATONS, RQ98-018 AND RP00-001, ESTABLISHED THAT POST REPAIR LEAKAGE COMPLAINTS WOULD LEVEL OFF TO APPROXIMATELY 20 PER YEAR AND MOST ARE NOT RELATED TO THE RECALL REMEDY. SINCE THESE INVESTIGATIONS, THERE HAS BEEN NO NEW INFORMATION THAT WOULD INDICATE ANY BASIS FOR INITIATING A NEW INVESTIGATION.

FOR THE FOREGOING REASONS, FURTHER EXPENDITURE OF THE AGENCY'S INVESTIGATIVE RESOURCES ON THE ISSUES RAISED BY THE PETITION DOES NOT APPEAR TO BE WARRANTED AND THE PETITION IS DENIED. FOR DETAILS, SEE FEDERAL REGISTER, VOL. 69, NO. 111 (JUNE 9, 2004).

[redacted]

NOV - 4 2004

My name is [redacted]. I live in Pearl City, Hawaii. I purchased a used vehicle in November of 2000 and have had so many problems with this vehicle. I purchased a 1997 Dodge Intrepid in which I have spent over $4,000 or more in repairs.

Apparently there was a recall of the vehicle before I even owned it. I was surfing the web and found a site that had a link to see if there were any recalls on vehicles. So I decided to check it out. I found that there was a recall on my o-rings for the fuel injectors and also the passenger fuel rail. I inquired to see if my vehicle was repaired and put in my VIN number and it came back with it being taken care of already.

I even went to the Dodge website to ask their online customer service to let me know if there was anyway for me to get a copy of the repair for the recall. They said they did not have such records. So I left it alone.

Later that year I'd say about 8 to 10 months my engine light came on. I called my certified Dodge technician that I use and he said that I just needed a tune up. He didn't have time to fix it then so I waited. I drove the vehicle for a couple of days before he came back and did the job. I noticed a strong gas smell coming from my engine. The technician said there was gas leaking. So he ended up determining that it was the o-rings.

At this point I did not recall that this might be or is the recall that I inquired about earlier. I didn't even know what a o-ring was much less a fuel rail. So after the repair it dawned on me to check and see if that was in fact the recall because it is safety related. Sure enough it was. I emailed Dodge headquarters to inquire if I could get a refund of what I paid out. But they ended up taking all my original receipts and said that they would not refund me because I knew about the recall and I did not go to a Dodge dealer.

Okay, I accepted that after a little fight. Just this last month I had the same problem again. Now this is the 3rd time that this car is going to get