



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 100148

Date Received

MAR 20 PM 2:44  
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Repository ☐

Reference No.  
10149285

### OWNER INFORMATION (Type or Print)

Name [REDACTED]  
Address [REDACTED]  
City OZARK State MO Zip Code [REDACTED]

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?  
In the absence of your name or address to the vehicle manufacturer. ☒ YES ☐ NO  
Signature of Owner [REDACTED] Date 3/14/08

### VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
2B3HD45R2 [REDACTED] Make DODGE Model INTREPID Model Year 1998  
Date Purchased Dealer's Name and Telephone Number HERITAGE CHRYSLER DODGE  
Original Owner ☐ Dealer's City OZARK State MO Zip Code [REDACTED] Engine: No. Cylinders 6 Fuel Type: Gas  
Transmission Type AUTOMATIC ☒ Antilock Brakes ☒ Cruise Control Powertrain FRONT WHEEL DRIVE  
Vehicle Component Code 081000 ENGINE AND ENGINE COOLING:ENGINE  
Multiple Failure: 30

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

Incident Date(s) 01-NOV-2005 Failure Mileage 130000 Failure Speed [REDACTED]

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

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R16)  
DOT No. (Example: DOTM1SABC036) ☐ Original Equipment ☐ Prior Repair Failure Location: [REDACTED]  
Tire Component Code [REDACTED] Tire Failure Type [REDACTED]

### ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]  
Seat Type: [REDACTED] Installation System: [REDACTED]  
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

### APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident, failure, condition, and remedy.)

Crash ☐ Yes ☒ No Fire ☐ Yes ☒ No Number of Persons Injured [REDACTED] Number of Deaths [REDACTED] 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).

DT\*: THE CONTACT STATED WHILE DRIVING THE ENGINE STARTED OVER HEATING. THE VEHICLE WAS TAKEN TO THE DEALERSHIP TO BE INSPECTED; UPON INSPECTION THE HEAD GASKETS WERE BLOWN. THE GASKETS WERE REPLACED. AFTER DRIVING THE VEHICLE FOR A PERIOD OF TIME THERE WAS A LOUD KNOCKING NOISE COMING FROM THE ENGINE. THE VEHICLE IS HAVING THE SAME PROBLEMS AS BEFORE THE REPAIRS WERE MADE. NO REPAIRS HAVE BEEN MADE.

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.

In 2002 I purchased a 1998 Dodge Intrepid, with a 2.7L, DOHC, 24 valve, V6 engine in it, from Heritage Chrysler in Ocala, mo. Less than 30 days later, and less than 500 miles, the shifter cable broke. When I called them and asked for help, they said since I bought the car used and (as is) there was nothing they would do. That's when I took the car to Central Dodge in Springfield, mo. and from then on they did all the work on the car from 2002 to Oct 2006 when the head gaskets blew. They charged me \$1450<sup>00</sup> to repair the car it had approx 140,000 miles on it at that time. I purchased the car for \$8000<sup>00</sup> in 2002 and from that point on until Oct 2006 had spent \$6000<sup>00</sup> in repairs on the engine alone. At approx that time is when I purchased a 2005 Dodge Stratus from Central Dodge, and decided to repair the 1998 Intrepid and keep <sup>it</sup> to give to my daughter when she turned 17. At that time is when I found out that the engine was junk and was that way from the factory. I talked to a mechanic friend of mine in Ocala, SRC auto in Springfield, mo. and if you go to Yahoo, type in 1998 Dodge Intrepid on the computer go to complaints, and you will see how wide spread it is, at this point I have \$14,000<sup>00</sup> invested in a 1998 Dodge Intrepid with 150,000 miles and it is junk. That engine is about as dependable as a screen door in a submarine.

3/4/06

I know Chrysler knew that the engine was no good before they even put them in the cars, this is the only engine that will fit in the Intrepid, and they test them to spec. them out. Now I feel that central dodge stabbed me in the back. at NO time did they ever say a word to me about the problems with that engine. My father would never let one of his customers sink \$6000<sup>00</sup> into an engine that he knew was no good. I have owned 12 Chrysler vehicles in my life. 1969 roadrunner, 1971 Plymouth Satellite, reborn, 73 dodge charger, 77 dodge powerwagon, 92 dodgamerica, 95 dodge Neon, 96 Ram 1500 SLT, (X) 97 Plymouth Breeze, 97 Plymouth grand voyager, 98 dodge Intrepid, 05 dodge Stratus. This is a terrible way to treat a long time customer. This has hurt me financially big time.

Sincerely,

Ozark, MO