



U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire To Report Vehicle Safety Defects

2007

FOR AGENCY USE ONLY 100148

Date Received JAN 29 AM 9:40 03-JAN-2007

Repository

Reference No. 10177711

OWNER INFORMATION (Type or Print)

Name, Address, City (KING OF PRUSSIA), State (PA), Zip Code

Daytime Telephone Number, Evening Telephone Number, E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO

VEHICLE INFORMATION

17 digit Vehicle Identification Number (1B3EJ56U31N), Make (DODGE), Model (STRATUS), Model Year (2001)

Date Purchased (19-AUG-01), Dealer's Name (PENSKY DODGE CHRYSLER), Engine: No. Cylinders (6), Fuel Type: Gas

Transmission Type (AUTOMATIC), Antilock Brakes, Cruise Control, Powertrain (FRONT WHEEL DRIVE), Vehicle Component Code (062000 ENGINE AND ENGINE COOLING:COOLING SYSTEM)

Multiple Failure: 5 at least 5 times engine failure

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) (15-DEC-2006), Failure Mileage (51000), Failure Speed (65)

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make, Tire Model, Tire Size, DOT No., 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), condition(s), 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;

TL* - THE CONTACT OWNS A 2001 DODGE STRATUS. THE CONTACT WAS DRIVING 65 MPH WHEN THE CONTACT SMELLED A STRONG SMELL OF FUEL IN THE CAR AND THE ENGINE WARNING INDICATOR LIGHT CAME ON.

\$1,000

After several try, can start the vehicle.

Not sure if it is successful.

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

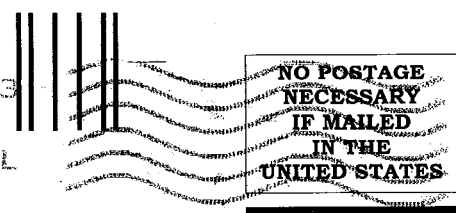
Dodge Stratus 2.7L VE

This car is basically a lemon. From the day I purchased it for \$23,000 on 19th Aug 2001, I had to fill a quarter of engine oil for every 1000 miles or 1500 miles (if lucky), because the engine oil became out to empty for every 1200 miles. Actually, I have to do a lot of oil change at repair shop, or just fill up a quarter by myself. Now with less than 52,000 miles driven, it has had at least 5 times engine failure on 3 occasions, it stopped or decelerated on highway and I was almost hit by the vehicle behind me. Air conditioner mal-functions also. . . . Basically a lemon. . .

ATTACH ADDITIONAL SHEETS IF NECESSARY

DOT
NATIONAL HIGHWAY
TRAFFIC SAFETY ADM
400 7TH ST SW
WASHINGTON DC 20590
OFFICIAL BUSINESS

SOUTHEASTERN PA 193
16 JAN 2007 PM 4 L



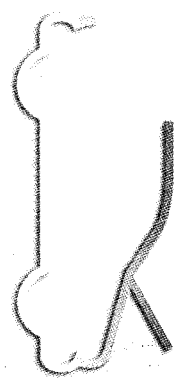
BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO 1888 WASHINGTON DC

POSTAGE WILL BE PAID BY ADDRESSEE

US DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
OFFICE OF DEFECTS INVESTIGATION, NVS-210
400 7TH ST SW
WASHINGTON DC 20077-8214



Think your vehicle has a safety defect?



If so:
Use the enclosed form to file a report.

or visit:
www.saferecar.gov

or call:
Vehicle Safety Hotline
888-327-4236

www.nhtsa.gov
NHTSA

Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

Officials at U.S. Department
of Transportation:

Jan 15, 2007.

Here is a copy of a letter sent to

Dodge Dealer near my
apartment.

King of Prussia, PA
Jan 12, 2007

Murray Dodge,
1402 Ridge Pike,
Conshohocken, PA 19428
Tel: 610-279-3020

Re: the 2001 Dodge Stratus, 2.7L, 6V.
VIN: 1B3EJ56U31N

Dear Service Manager at Murray Dodge,

I formally request that:

(1) Please provide me a written and detailed report on the diagnosis of the problems and the estimates of the cost for repairing under two scenarios (low cost and high cost). On Dec 15, 2006, I dropped the Stratus to your dealership for repair due to severe engine problem (the engine light staying on, and car shaking up and down while driving, and strong smell of gasoline was sensed in the car). Age at service: about 5 years and 4 months, mileage: about 51K miles.

(2) Please also provide me a written and detailed report on the diagnosis of the problem happened back in Sept 2006 and what kind of repair was done on this car. In middle Sept 2006, the engine light flashed on, and I sent the car to your dealership for repair. The car stayed in your repair shop about 8 days and cost me about \$660 in repair and \$230 in rental. I picked it up on Sept 19th, 2006 after repair was done.

Here are the facts:

Dec 15th, 2006: The 2001 Dodge Stratus experienced a severe engine problem while on the way to airport on Dec 15th, 2006. I drove the car to your dealership for diagnosis and repair as soon as the problem happened. This was the engine problem for a second time in 2006.

Jan 3th, 2007: I got a phone call from a receptionist (or customer service representative), recommending engine ~~re-build~~ replacement.

Jan 4th, 2007: I called and spoke to you, the service manager at Murray Dodge, requesting a detailed, written report on the diagnosis of the problems and cost estimates

for repair. You promised that it will be given. I said that when it is ready, please have the receptionist call me, and I will go over to pick it up.

Jan 12th, 2007: I am sending out this letter formally requesting the true information regarding the nature of the engine problems and cost estimates be provided to me.

When the itemized report is ready, please have it faxed to me at the following name and number:

[REDACTED]

Or sent to me at the above address by mail,

Or: just call me at [REDACTED] so I can pick it up by myself.

Regards,

[REDACTED]