



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 100148

Date Received

12-AUG-2008

Repository ☐

Reference No.
10237837

OWNER INFORMATION (Type or Print)

Name

Address

City

WINDSOR

State MA

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 / /

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

2B3HD46R53H

Make

DODGE

Model

INTREPID

Model Year

2003

Date Purchased

05/30/03

Dealer's Name and Telephone Number

REDARD BROS

413 743-0014

Engine: 2.7 14

No: Cylinders 6

Fuel Type:

Original Owner

☒

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

☐ Cruise Control

Powertrain

Vehicle Component Code

061000 ENGINE AND ENGINE COOLING:ENGINE

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

08-2008

JAN

Failure Mileage

84173

Failure Speed

35

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).

TL*THE CONTACT OWNS A 2003 DODGE INTREPID. WHILE DRIVING APPROXIMATELY 35 MPH, THE ENGINE STALLED AND WOULD NOT RESTART. PRIOR TO THE FAILURE, THE ENGINE LIGHT ILLUMINATED ON THE INSTRUMENT PANEL. THE VEHICLE WAS TOWED TO AN INDEPENDENT MECHANIC AND THEY STATED THAT THE FAILURE WAS RELATED TO SLUDGE BUILD UP IN THE ENGINE. THE VEHICLE WAS REPAIRED. THE FAILURE MILEAGE WAS 84,173 AND CURRENT MILEAGE WAS 86,000.

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.

February 4, 2008

Chrysler LLC customer assistance center
P.O. Box 21-8004
Auburn Hills, MI 48321
Fax #1 865 425-1592

Ref #17178800

Attn: [REDACTED]

I have attached ten of the receipts for oil changes for my 2003 Dodge Intrepid as you requested. I am missing a couple but most are attached.

As we discussed, my motor seized last week. The car is only 4 1/2 years old. I have also attached a copy of the work done under warranty where they found MANY oil leaks and changed a lot of gaskets and seals at the dealership.

I have been told that Chrysler is aware of a motor problem because the catalytic converter was mounted too close to the engine. Is there a program set up to handle this?

Please call me at [REDACTED] or write me at [REDACTED] Windsor, MA [REDACTED] Let me know what else you need.

Thank you,

[REDACTED]

LEFT ME MESSAGE 2-12

2-13-08 LEFT MESSAGE

DECLINED DUE TO LACK OF RECEIPTS FOR OIL CHANGES.

INVOICE

06/13/2008

Print Date : 06/13/2008

ARROWHEAD PLUMBING

2003 Dodge - Intrepid

Odometer In : 84173

[REDACTED]
WINDSOR, MA [REDACTED]

Home [REDACTED] --- Office [REDACTED] AND Ext FAX

Lic # :

Unit # :

Vin # :

Hat # :

Ref # :

Part Description / Number	Qty	List	Extended	Labor Description	Extended
				ENGINE SIEZED UP DO TO LACK OF OIL TO UPPER PART OF ENGINE . DAVE KOKINDO	

LABOR
✓

Org. Estimate \$0.00

Revisions \$0.00

Current Estimate \$ 0.00

Additional Cost

Revised Estimate

Labor:	\$1,095.00
Parts:	\$428.22
Sublet:	\$0.00
Sub:	\$1,523.22

Tax:	\$21.41
Total:	\$1,544.63

[Payments -]

Warranty on labor is 90 days or 4000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of LABOR repair.

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. 5% INTREST PER MONTH ON TOTAL CHARGES ON PAST DUE .

SIGNATURE..... Date..... Time.....

<none>



Invoice
65482

10 Peach Street
Paterson, NJ 07503
Phone: (800) 422-6022 Fax: (973) 684-1212

Bill To:

PITTSFIELD, MA

Phone:

Ship To:

PITTSFIELD, MA

Phone:

Attention: RICK

Account:

Invoice Date	Customer P.O.	Terms	Sales Rep	
Mar 27 2008	VERBAL	NET DUE UPON	004	Page : 1
Item and Description		Quantity	Unit Price	Amount
PROMAR WEB SITE SALE PROMAR WEB SITE SALE		1	0.00	0.00
CR2.7-04 02-03 2.7 CONCORD & INTREPID,04-06 ALL LONG BLOCK		1	2,499.00	2,499.00
CORE CHARGE		1	0.00	0.00

IF VEHICLE IS EQUIPPED WITH OIL COOLER OR REMOTE OIL FILTER, THE LINES AND COOLER CANNOT BE REUSED. IT IS MANDATORY THAT YOU REPLACE THIS EQUIPMENT. ENGINE FAILURES RESULTING FROM CONTAMINATED OIL COOLER/LINES WILL VOID YOUR CUSTOMER'S WARRANTY. IF YOU HAVE ANY QUESTIONS, CALL FOR DETAILS BEFORE INSTALLING THIS ENGINE.

ALL ENGINES, CYLINDER HEADS, AND CRANKSHAFTS ARE SOLD ON AN EXCHANGE BASIS. WHILE THERE IS NO CORE DEPOSIT REQUIRED, ALL CORES MUST BE RETURNED. BY PURCHASING OUR PRODUCT YOU AGREE TO HAVE THE APPROPRIATE CORE READY FOR PICKUP WITHIN 30 DAYS. AFTER 30 DAYS YOU BE RESPONSIBLE FOR ANY CORE CHARGES, AS WE WILL NO LONGER ACCEPT YOUR CORE. YOUR WARRANTY WILL BE VOIDED UNTIL CORE CHARGES ARE PAID IN FULL. PLEASE CALL FOR IMMEDIATE PICK UP.

Sub Total	2,499.00
Freight	0.00
Sales Tax	0.00
Invoice total \$	2,499.00

BY ACCEPTANCE AND USE OF THE GOODS SOLD HERewith YOU HAVE AGREED TO THE LIMITED WARRANTY PROMAR PRECISION ENGINE OFFERS WHICH IS ATTACHED TO THIS INVOICE. ALL RETURNS ARE SUBJECT TO A 20% RESTOCKING FEE. ALL SHIPPING COSTS INCURRED FROM THE DELIVERY AND RETURN OF THE PRODUCT WILL BE CHARGED AGAINST THE CREDITED AMOUNT. NO RETURNS WILL BE ACCEPTED ON USED PRODUCTS, SPECIAL ORDERS AND NON STOCKING ITEMS. ALL RETURNS WILL BE INSPECTED FOR DAMAGES AND SUBJECT TO REPAIR CHARGES.

X

AUTHORIZED SIGNATURE

Motor