



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  
NOV 19 2010  
06-AUG-2010

Repository   
Reference No.  
10347840

**OWNER INFORMATION (Type or Print)**

Name [Redacted]  
Address [Redacted]  
City SACRAMENTO State CA Zip Code [Redacted]

Daytime Telephone Number [Redacted]  
Evening Telephone Number  
Same

E-mail Address

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
2B3HD46R02H [Redacted] Make DODGE Model INTREPID Model Year 2002  
Date Purchased 03/04/2008 Dealer's Name and Telephone Number Phoenix Auto Sales (916)  
Original Owner  Dealer's City Citrus Heights State CA Zip Code 95621 Engine: 2.7L No: Cylinders 6 Fuel Type: Gasoline  
Transmission Type Automatic  Antilock Brakes  Cruise Control Powertrain Multiple Failure: water pump, thermostat head gasket Incident Date(s) 29-JUL-2010

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

Vehicle Component Code: 061000 ENGINE AND ENGINE COOLING: ENGINE Failure Mileage 103000 Failure Speed 30

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

Tire Make [Redacted] Tire Model (Name or Number) [Redacted] Tire Size (Example P215/65R15) [Redacted]  
DOT No. (Example: DOTM19ABC036)  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(s), failure(s), crash(es), and injury(ies).)

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).

TL\* THE CONTACT OWNS A 2002 DODGE INTREPID. WHILE TRAVELING 30 MPH, VEHICLE WOULD NO LONGER ACCELERATE. WITHIN SECONDS, THE VEHICLE STALLED AND SMOKE WAS SEEN COMING FROM UNDER THE HOOD. THERE WAS ALSO COOLANT LEAKING FROM THE VEHICLE. THE VEHICLE WAS TOWED TO A LOCAL MECHANIC WHERE THE CONTACT WAS INFORMED THAT THE HEAD GASKET AND WATER PUMP WOULD NEED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED AND THERE WERE NO PRIOR WARNINGS OF THE FAILURE. THE CURRENT AND FAILURE MILEAGES WERE 103,000.  
vehicle was just payed off June 2010 - after 27 months  
Auto cannot be driven at all & was charged over \$300 to replace & check coolant, oil, & thermostat, then told to replage engine (head gasket & water pump) which cannot afford to do.

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 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.

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

water in oil, will not hold coolant/water,  
it pours out almost immediately. Makes  
horrible sound when started, & smoke still  
comes out

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382

Official Business  
Penalty for Private Use \$300

SACRAMENTO CA 958

03 NOV 2010 PM 1 1

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**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  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382**



**Think your vehicle  
has a safety defect?**



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

**or visit:  
www.safercar.gov**

**or call:  
Vehicle Safety Hotline  
888-327-4236**



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





**AUTO CARE CENTERS**  
 WHERE YOU GET "QUALITY" EVERYTIME  
 STORE #  
 2501 Northgate Blvd, SACRAMENTO, CA, 95833

**INVOICE**  
 53002

AM236792 00221954  
 ARD #: [REDACTED] EPA #: [REDACTED] PHONE: [REDACTED] 7/30/2010  
 NAME: [REDACTED] YEAR: 2002  
 ADDRESS: Sacramento, CA [REDACTED] MAKE: DODGE  
 CITY, STATE, ZIP: [REDACTED] MODEL: INTREPID  
 PHONE: [REDACTED] ENGINE: E-U 6-C 2.7L (165) FI [R] EER DATE: [REDACTED]  
 PLATE #: [REDACTED]  
 MILEAGE: [REDACTED]  
 VIN #: [REDACTED]

VEHICLE MAINTENANCE SCHEDULE	
RECOMMENDED SERVICE	DATE/MILEAGE DUE
Cooling System	7/30/2015/293416 miles

SERVICES PERFORMED		TOTAL
Radiator Pressure Test		50.00
*Labor		50.00
Coolant Replacement Service		69.95
*Labor		40.00
2.0 - DEXCOOL Dexcool Long Life Coolant (T)		29.95
Premium -Coolants (T)		20.00
Thermostat Replacement		240.00
*Parts (T)		30.00
*Labor		210.00
Shop Coupon Bonus Bucks		-38.95
Waste Fee		2.00

**CHECKLIST**

CHECKLIST ITEM	STATUS
Pressure Test For Leaks	Ok
Check Temperature Gauge	Normal
Check Hoses	Checked
Check Belts	Checked
Perform Service	Completed
Recheck Temperature Gauge	Normal
Pressure Test Rad Cap	-
<i>Vehicle still leaking from water pump, and engine oil mixed with water. Advised customer to tow away vehicle, but customer choose to drive vehicle home.</i>	
(Vehicle) Observe For Leaks	Recommend
<b>Additional Notes</b>	
<i>Vehicle arrived on a tow truck with coolant leakage. Customer states water pours out of engine. Overheating diagnosis checked for coolant leaks, founds lots of coolant leaking form thermostat housing. Possible thermostat/gasket or housing. Recommend removing for futher inspection. Also possibility vehicle could have a blown head gasket due to vehicle overheating. After replacing thermostat end gasket repressure tested and found water pump leaking. Recommend a new water pump. Water pump \$104.00 Labor \$600.00/ Checked engine oil and found oil mixed with water, advised customer and recommend new engine. Customer declined and chose to drive vehicle, after customer was advised to tow it away.....</i>	
Comments	-
Additional	-

\*\*\*\*\* CONTINUED ON NEXT PAGE \*\*\*\*\*

Recommend Air Filter \$22.95  
 \*Rec Belt Replacement (2) \$129.95  
 \*Rec Transmission Fluid Exchange \$139.95  
 \*Rec Radiator Fluid Exchange \$89.95

"By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments which the Smog Check test indicates necessary."	PARTS TOTAL	
	LABOR TOTAL	
	DISCOUNTS/COUPONS	
	<b>SUBTOTAL</b>	
	TAX	
	<b>TOTAL</b>	
	TENDERED	
	CHANGE	

I hereby authorize the repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. PLEASE REFER TO SIGNS POSTED IN SHOP FOR PRICES ON INDIVIDUAL SERVICES. In the event a problem occurs with your service, telephone the QUALITY TUNE-UP SHOP where your car was serviced. There will be no reimbursement for repairs by others unless authorized in advance, in writing. **SMOG CHECK REPAIR REQUIREMENTS AND DOLLAR LIMITS ARE POSTED AT SHOP.**

AUTHORIZED BY:  X

(ONLY IF ADDITIONAL WORK IS NECESSARY) I Acknowledge Notice and Oral Approval of an Increase in the Original Estimated Price.

ADDITIONAL AMT. #1	REVISED TOTAL	DATE / TIME	PHONE	NAME	SIGNATURE

REASON: \_\_\_\_\_

ADDITIONAL AMT. #2	REVISED TOTAL	DATE / TIME	PHONE	NAME	SIGNATURE

REASON: \_\_\_\_\_

**GUARANTEE ON REVERSE SIDE. ALL PARTS NEW UNLESS SPECIFIED OTHERWISE.**

