

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



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
OCT 27 2011
30-AUG-2011

Repository
Reference No.
10422577

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City RENTON State WA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Evening Telephone Number [REDACTED]

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
2B3HD46R64H [REDACTED] Make DODGE Model INTREPID Model Year 2004
Date Purchased Jan' 2011 Dealer's Name and Telephone Number Sunset Motors Engine: No: Cylinders 6 Fuel Type: Unleaded
Original Owner Dealer's City Renton/Auburn, WA State WA Zip Code 98056
Transmission Type Automatic Antilock Brakes Cruise Control Powertrain Multiple Failure: Incident Date(s) 20-JUL-2011

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 103000 POWER TRAIN: AUTOMATIC TRANSMISSION Failure Mileage 141000 Failure Speed 6

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15)
DOT No. (Example: DOTM9ABC036) Original Equipment Prior Repair Failure Location:
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).) *Not yet - thank goodness!*

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 2004 DODGE INTREPID. THE CONTACT STATED THAT WHILE DRIVING ON AN INCLINE, SHE ENGAGED THE ACCELERATOR PEDAL BUT INSTEAD OF THE VEHICLE MOVING FORWARD IT ROLLED BACKWARD WITH AN INCREASE IN ENGINE RPMS. THE CONTACT ALSO MENTIONED THAT THE VEHICLE WOULD NOT SHIFT INTO GEAR IMMEDIATELY. THE VEHICLE WAS TAKEN TO THE DEALER WHO DIAGNOSED THAT THE TRANSMISSION WAS DEFECTIVE AND NEEDED TO BE REPLACED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE WHO DID NOT OFFER ANY ASSISTANCE SINCE THE VEHICLE WAS NO LONGER UNDER WARRANTY. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 141,000 AND CURRENT MILEAGE WAS 143,000.

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.

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

I purchased this vehicle in January. During the test drive, there was no noticeable problem with the transmission. I started experiencing trouble 6 months after purchasing the vehicle. There were no recalls on the transmission, however, I have now found that numerous consumers have reported the same problems with this particular year. I believe that the manufacturer has a responsibility to produce a product that is more reliable and should not continue to allow these vehicles to be on the road because they are unsafe to drive as you have to wait for the transmission to engage in the middle of traffic. I think that a recall should be in effect to PREVENT someone from serious harm.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US 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

SEATTLE WA 98101

21 OCT 2021 PM 3:17

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

167



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

INVOICE

Invoice #: 305879



Tag #: T2197

LITHIA DODGE CHRYSLER JEEP OF RENTON #71
585 RAINIER AVENUE SOUTH · RENTON, WA 98057-2412
(425) 430-1000 · FAX: (425) 227-5297

RENTON, WA

Home: [REDACTED] Bus:

Customer #92304

Cell: [REDACTED] Email: [REDACTED]

Service Advisor: 74044 MICHELLE WELLNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
WHITE	04	DODGE INTREPID	2B3HD46R64H [REDACTED]	[REDACTED]	143914	143914			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
18AUG11			17:00 18AUG11		0.00	CASH	18AUG11	07:04 18AUG11	13:20 18AUG11

OPTIONS: ENG:2.7 Liter DOHC

ASSURED SERVICE
RIGHT NOW SERVICE
QUALITY SERVICE WHEN YOU NEED IT.
THE WAY YOU WANT IT.

UP FRONT PRICING
THE PRICE YOU'RE QUOTED IS THE
PRICE YOU'LL PAY... PERIOD

**3 YEAR/50K MILE
REPAIR WARRANTY**
IF IT BREAKS, WE FIX IT... FREE



WE SELL TIRES
WITH EVERY TIRE PURCHASE
YOU RECEIVE:
■ FREE TIRE REPLACEMENT
■ FREE TIRE ROTATION
■ FREE FLAT REPAIRS

**HOW'S OUR
DRIVING ?**

LITHIA Cares.com
[877] 867-6121

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
A CUSTOMER STATES THAT TRANSMISSION IS SLIPPING IN LOWER GEARS, AT STOPS TAKES A MINUTE TO GAGE TO MOVE FORWARD AND SAME THING ON HILLS PLEASE CHECK AND ADVISE							
	D1		STAGE ONE	DIAGNOSTICS			
			16014	CDR		113.83	113.83
PARTS:		0.00	LABOR:	113.83	OTHER:	0.00	TOTAL LINE A:
							113.83
143914 CONFIRMED COMPLAINT, THERE ARE THREE CODES. P0736, P0731, P1790, GEAR RATIO ERROR AND FAULT AFTER SHIFT. THE FLUID IS BURNT, CVI REV 105-OD 140 I DID A CLUTCH TEST AND THEY ARE SLIPPING, THE TRANY NEEDS OVER HAULED OR REPLACED. DECLINED REPAIRS							

B							
B PERFORM COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S.							
	VI		PERFORM	COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S.			
			16014	IDM			(N/C)
PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:
							0.00
143914 WIPER BLADES, UPPER RAD HOUSING LEAKS, OIL PAN AND OIL SENDER LEAKS.							

EST: 114.00 18AUG11 07:04 SA: 74044

PROVISIONS AND MATERIALS

6.82
YOU MAY RECEIVE A SATISFACTION SURVEY BY MAIL OR PHONE, IF YOU'RE UNABLE TO MARK COMPLETELY SATISFIED PLEASE CONTACT JOHN HILEMAN, OUR SERVICE MANAGER, YOUR SATISFACTION IS OUR #1 GOAL, THANK YOU FOR CHOOSING LITHIA, " AMERICA'S CAR AND TRUCK STORE "

"I acknowledge notice and oral approval of an increase in the original estimated price. Signature or initials"

STATEMENT OF DISCLAIMER AND ARBITRATION AGREEMENT
In the course of servicing, OE equivalent parts may be used.
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. Any dispute between customer and the dealership arising from or related to this vehicle or this transaction will be settled by mandatory and binding arbitration pursuant to the Federal Arbitration Act 9 U.S.C § 1 et. seg. The arbitration shall be conducted by a single arbitrator. The arbitrator may grant whatever relief the parties may be entitled to at law or in equity.

CUSTOMER SIGNATURE

ON BEHALF OF SERVICING DEALER I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

SIGNED: DEALER GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

DESCRIPTION	TOTALS	LABOR AMOUNT	113.83
		PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	6.82
		TOTAL CHARGES	120.65
		LESS INS/DED/DIS	0.00
		SALES TAX	10.81
PLEASE PAY THIS AMOUNT		131.46	

LITHIA DODGE OF RENTON
585 RAINIER AVE S
RENTON, WA 98057
425-430-1000

WARENDODCC2
0017340009504793234021

Date: 08/18/2011 04:52:07 PM

CREDIT CARD SALE

CARD NUMBER: ***** [REDACTED] K
TRAN AMOUNT: \$131.46
APPROVAL CD: 255458
RECORD #: 033
CLERK ID: mw74044
Description: 305879

Customer Copy

TSBs (16)

1. 2004 Dodge Intrepid Power Train Service Bulletin 38387

NHTSA: Action Number: 10032556 Service Bulletin Number: 38387

Report Date: Jun 01, 2009 **Component:** Power Train

Summary: Chrysler\dodge\leagle service campaign: see document search button for owner letter. The catalytic converters on vehicles may become damaged from continued operation in limp in mode following a camshaft position sensor fault. The powertrain

2. 2004 Dodge Intrepid Power Train Service Bulletin 139825

NHTSA: Action Number: 10021684 Service Bulletin Number: 139825

Report Date: Apr 26, 2007 **Component:** Power Train

Summary: Generic powertrain control module (pcm) procedure. *kb

3. 2004 Dodge Intrepid Power Train Service Bulletin 201907

NHTSA: Action Number: 10021239 Service Bulletin Number: 201907

Report Date: Aug 25, 2006 **Component:** Power Train

Summary: Powertrain control module initialization. *kb

4. 2004 Dodge Intrepid Electrical System Service Bulletin 181266

NHTSA: Action Number: 10008383 Service Bulletin Number: 181266

Report Date: Oct 16, 2004 **Component:** Electrical System

Summary: Malfunction indicator lamp (mil) illumination -diagnostic trouble code (dtc) p1776 solenoid switch valve latched in Ir position. *mj this bulletin replaces 21-008-04 dated june 1, 2004. *tt

5. 2004 Dodge Intrepid Equipment Service Bulletin 119115

NHTSA: Action Number: 10009729 Service Bulletin Number: 119115

Report Date: Jul 30, 2004 **Component:** Equipment

Summary: Air conditioner and heater performance. *tt

6. 2004 Dodge Intrepid Power Train Service Bulletin 97466

NHTSA: Action Number: 10005981 Service Bulletin Number: 97466

Report Date: Apr 06, 2004 **Component:** Power Train

Summary: Generic powertrain control module (pcm) procedure. *tt *mj this bulletin supersedes bulletin 18-006-04a dated 04/06/2004. *tt

7. 2004 Dodge Intrepid Engine And Engine Cooling Service Bulletin 161437

NHTSA: Action Number: 10005587 Service Bulletin Number: 161437

Report Date: Jan 27, 2004 **Component:** Engine And Engine Cooling

Summary: Short duration cold engine start-up ticking like sound. This bulletin applies to vehicles built prior to march 31, 2003. *mn

8. 2004 Dodge Intrepid Power Train Service Bulletin 161392

NHTSA: Action Number: 10003541 Service Bulletin Number: 161392

Report Date: Aug 15, 2003 **Component:** Power Train

Summary: Generic powertrain control module (pcm) procedure. 2004 models included. *tt

9. 2004 Dodge Intrepid Power Train Service Bulletin 490

NHTSA: Action Number: 10003522 Service Bulletin Number: 490

Report Date: Aug 01, 2003 **Component:** Power Train

Summary: Transmission harsh 4-3 downshift. *tt

10. 2004 Dodge Intrepid Power Train Service Bulletin 58791

NHTSA: Action Number: 10003550 Service Bulletin Number: 58791

Report Date: Aug 01, 2003 **Component:** Power Train

Summary: Delayed or temporary loss of transmission engagement after initial start up on various models including the 2004 pacifica, sebring convertible, sebring sedan, intrepid and 2003 sx2. 0. *tt

11. 2004 Dodge Intrepid Service Brakes, Hydraulic Service Bulletin 306299

NHTSA: Action Number: 10003532 Service Bulletin Number: 306299

Report Date: Aug 01, 2003 **Component:** Service Brakes, Hydraulic

Summary: Front brake sound and / or pulsation when stopping. *tt

12. 2004 Dodge Intrepid Equipment Service Bulletin 78062

NHTSA: Action Number: 10003420 Service Bulletin Number: 78062

Report Date: Jul 01, 2003 **Component:** Equipment

Summary: Customer satisfaction notification to replace vehicle's air conditioning (a/c) drive belt tensioner bracket. *tt

13. 2004 Dodge Intrepid Structure Service Bulletin 97432

NHTSA: Action Number: 10003808 Service Bulletin Number: 97432

Report Date: Jul 01, 2003 **Component:** Structure

Summary: The engine compartment in the frame & bumpers - frame - specifications - frame dimensions section has been updated.
*tt

14. 2004 Dodge Intrepid Power Train Service Bulletin 467

NHTSA: Action Number: 10002281 Service Bulletin Number: 467

Report Date: Mar 14, 2003 **Component:** Power Train

Summary: Generic powertrain control module (pcm) procedure. *tt

15. 2004 Dodge Intrepid Engine And Engine Cooling Service Bulletin 201668

NHTSA: Action Number: 10002279 Service Bulletin Number: 201668

Report Date: Mar 14, 2003 Component: Engine And Engine Cooling

Summary: Engine stumble and/or misfire - malfunction indicator lamp illumination. *tt

16. 2004 Dodge Intrepid Suspension Service Bulletin 139506

NHTSA: Action Number: 10000901 Service Bulletin Number: 139506

Report Date: Jan 17, 2003 Component: Suspension

Summary: Squeaking sound from rear strut(s). *tt

RECALLS (2)

1. 2004 Dodge Intrepid Exterior Lighting Recall 09E025000

NHTSA: Action Number: N/A Service Bulletin Number: 09E025000

Report Date: May 11, 2009 Component: Exterior Lighting Potential Units Affected: 42540 Manufacturer: Dope, Inc.

Summary: Dope, inc. Is recalling 42,540 combination corner and bumper lamp assemblies of various part numbers sold for use as aftermarket equipment for various passenger vehicles. These headlamps fail to conform to the requirements of federal motor vehicle safety standard no. 108, "lamps, reflective devices, and associated equipment. " these lamps do not contain the required amber side reflectors.

Consequence: Decreased lighting visibility may result in a vehicle crash.

Remedy: Dope, inc. Will notify owners and offer a full refund for the noncompliant combination lamps. The safety recall began on July 28, 2009. Owners may contact dope, inc. At 1-626-272-1798.

Notes: This recall only pertains to aftermarket replacement equipment and has no relation to any original equipment installed on vehicles produced by the vehicle manufacturer. In order to determine if your aftermarket lamp assembly is affected by this noncompliance, please review the list of model numbers provided to us by dope, inc. The list can be found under "document search" located at the bottom of your screen. Owners may also contact the national highway traffic safety administration's vehicle safety hotline at 1-888-327-4236 (tty 1-800-424-9153), or go to http://www. Safercar. Gov.

2. 2004 Dodge Intrepid Exterior Lighting Recall 09E012000

NHTSA: Action Number: N/A Service Bulletin Number: 09E012000

Report Date: Apr 07, 2009 Component: Exterior Lighting Potential Units Affected: 16270 Manufacturer: Sabersport

Summary: Sabersport is recalling 16,270 combination corner and bumper lamp assemblies of various part numbers sold for use as aftermarket equipment for various passenger vehicles. These headlamps fail to conform to the requirements of federal motor vehicle safety standard no. 108, "lamps, reflective devices, and associated equipment. " these lamps do not contain the required amber side reflectors.

Consequence: Decreased lighting visibility may result in a vehicle crash.

Remedy: Sabersport will notify owners and offer a full refund for the noncompliant combination lamps. The safety recall began on May 11, 2009. Owners may contact sabersport at 1-909-598-7589.

Notes: This recall only pertains to aftermarket replacement equipment and has no relation to any original equipment installed on vehicles produced by the vehicle manufacturer. In order to determine if your aftermarket lamp assembly is affected by this noncompliance, please review the list of model numbers provided to us by sabersport. The list can be found under "document search" located at the bottom of your screen. Owners may also contact the national highway traffic safety administration's vehicle safety hotline at 1-888-327-4236 (tty 1-800-424-9153), or go to http://www. Safercar. Gov.