

POSTED



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

Date Received

RECEIVED

QCd

FEB 20 AM 9:07

OFFICE
DEFECTS INVESTIG

559930

Daytime Telephone Number

OWNER INFORMATION (Type or Print)

Name _____
Street _____
City _____

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 01/01/01

PRODUCT INFORMATION

Vehicle Identification No. (VIN) (Located at bottom of windshield on driver's side)										Make		Model		Year	
1 B 3 H D 5 6 F 3 8 F 5 6 1 2 4 5										DODGE		INTREPID		95	
Purchased Date FEB 95		Dealer's Name POINTE DODGE						Engine Size (CID/CC/L) 3.5		☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection					
☐ New ☐ Used		Dealer's City DETROIT						State MI		Zip Code		No. Cylinders 6			
Manufacture Date (on driver's door or pillar)		Transmission Type ☐ Manual ☒ Automatic		Restraint System ☒ Driverside Air Bag ☐ Motorball ☒ Passengerside Air Bag ☐ 2-Point Belt ☐ 3-Point Belt		Cruise Control ☒ Yes ☐ No		Drivetrain ☒ Front ☐ Rear ☐ 4-Wheel		Vehicle Type ☒ Car ☐ Sport Utility ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other		Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other			

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s)		Location ☒ Left ☐ Right ☒ Front ☐ Rear		Failed Part(s) ☒ Original ☐ Replacement		Handicap Adaptive Equip ☐ Yes ☐ No	
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TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand		Tire Name		Complete Tire Size	
No. of Failures		Date(s) of Failure(s)		Failed Part(s) Available? ☐ Yes ☐ No	
		Mileage at Failure(s)		NHTSA Previously Contacted? ☐ Yes ☐ No	
		Vehicle Speed at Failure(s)			

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Crash(es), and Injury(ies). Attach photos if available.)

Crash ☐ Yes ☐ No		Fire ☐ Yes ☐ No		Number of Persons Injured		Number of Fatalities		Reported to Manufacturer ☒ Yes ☐ No	
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Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).

I purchased my Dodge Intrepid Feb 95. In Nov 96 Water pump replaced at Colonial Dodge (under warranty). Summer 98 Water pump replaced along with timing belt. November 2000 Water pump replaced again. (The last two time I paid myself) 2ND time at Pointe Dodge I paid over \$1,100.00 then I go to a local garage and pay \$460.00 for the same work that Pointe Dodge did in 1998. That's 3 water pumps in 4 yrs. The only answers I got from Dealer Chrysler was "You got a lot of miles on your car and we can't help you. So! Are they saying if you have a lot of miles on your car you just have to continue getting the same repair for the same." Continue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Mail postage free or fax to 202-368-7882

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

Problems over & over again, well anyway I take care of my car & keep it running until I can buy another one. 2ND Problem. My front drivers seat has been broken since 1997 (summer). Daimler Chrysler have had a recall on front drivers seats for 1993 & 1994 Dodge Intrepid, Eagle, Vision and Chrysler Concorde, New Yorker and LH 1 with power driver's seat. Well I have a 95 Intrepid with the same problem but all I got from Daimler Chrysler is "Well we haven't had a recall for 95 Intrepids so we can't help you." Also in 1995 I had a fuel regulator problem while in Wisconsin on military duty, Vehicle down 16 days because the dealer had no parts for the problem, in 2000 I got a letter 4 yrs after my problem to bring my car in for this recall problem. When does it end. I paid my car payments for 6 months why can't Daimler Chrysler stop jerking people around. (I'm Out).

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590



Complete and return or place in your car manual for future use

**VEHICLE
OWNER'S
QUESTIONNAIRE
(VQQ)**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH 2 DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration

www.nhtsa.dot.gov/hotline

1-800-424-9393
17800
982
DAIMLERCHRYSLER

CUSTOMER SATISFACTION NOTIFICATION TO REPAIR YOUR VEHICLE'S POWER SEAT ADJUSTER IF NECESSARY

Dear DaimlerChrysler Vehicle Owner:

The satisfaction of our customers is very important to DaimlerChrysler. Because of this, we are notifying owners of some 1993 and 1994 model year Dodge Intrepid, Eagle Vision and Chrysler Concorde, New Yorker and LHS vehicles equipped with a power driver's seat to contact their dealer to have the following service procedure performed if necessary.

The problems are...

The driver's side power seat adjuster on your vehicle (identified on the enclosed form) may develop a slight fore and aft movement and/or the inboard pivot bracket may break. The fore and aft movement is not detrimental to the seat track function but may cause a minor "chucking" noise. However, a broken inboard pivot bracket will cause the seat back to become loose and lean rearward on the inboard side. If a broken inboard pivot bracket is not repaired in a timely manner, it may cause the outboard pivot bracket to also break.

What you should do...

- > If your driver's seat is operating properly and the above conditions are not present, no action is necessary at this time. However, if either of these conditions develop in the future, you should contact your dealer for a free repair. *Keep this letter with your vehicle's other owner information for future use if necessary.*
- > Owners of vehicles that experience the one of the above driver's seat adjuster conditions should contact their dealer to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. Bring the enclosed Owner Notification Form with you to your dealer. It identifies the required service to the dealer.

**What DaimlerChrysler
and your dealer will do...**

DaimlerChrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace the driver's seat adjuster pivot brackets and seat tracks. The work will take about 1½ hours to complete. However, additional time may be necessary depending on how dealer appointments are scheduled and processed.

If you need help...

If you have questions or concerns which the dealer is unable to resolve, please contact the DaimlerChrysler Customer Assistance Center at 1-800-992-1997. A representative will assist you. If you have already experienced the condition described above and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement:

DaimlerChrysler Customer Assistance Center
P.O. Box 1040
St. Charles, MO 63302-1040
Attention: Recall Center

We are sorry for any inconvenience, but we believe that this service will help to ensure your continuing satisfaction with your vehicle. Thank you for your attention to this important matter.

Customer Services Field Operations
DaimlerChrysler Corporation
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*Buckle up
for Safety*