

U.S. Department
of TransportationNational Highway
Traffic Safety
AdministrationDOT Auto Safety Hotline
Vehicle Owner's Questionnaire (VOQ)NATIONWIDE 1-888-DASH-2-DOT
1-888-327-4236
www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 258

Date Received

21-FEB-2000

Oid_or _____
rt_dt _____
od_rt _____
up_ltr _____

Reference No.

719044

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) <small>(Listed at front of windshield or drivers side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
2B3ED46T0PH688043	DODGE	INTREPID	1993	

Purchase Date 01-AUG-1993	Dealer's Name _____	Engine Size (CID/CC/L) <u>3.3 L.</u>	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injection
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbell <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Sport Ult <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other _____	Body Style <input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02400000	Part Name(s) SUSPENSION: SINGLE AXLE: REAR	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
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No. of Failures 1	Date(s) of Failure(s) <u>21-JAN-2000</u> Mileage at Failure(s) <u>7955C</u> Vehicle Speed at Failure(s) <u>45</u>	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No
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APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form.)

Crash <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

NO SUMMARY LISTED FOR ABOVE VEHICLE. *AK

CONTINUED ON BACK OF FORM

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.

From: Mary <NHTSA> Kimble
To: hubsmtg.gwhub [REDACTED]
Date: 6/30/00 2:15PM
Subject: Re: Safety recall complaint

~~784151~~

Add to
719044

Dear Mr. [REDACTED]

Thank you for your E-Mail correspondence concerning your 1993 Dodge Intrepid. It has been forwarded to the Office of Defects Investigation for us to respond. An answer to your E-Mail was delayed due to the volume of E-Mail we are currently receiving. We are answering each one in the order that they are received. We regret any inconvenience that this delay may cause.

The National Highway Traffic Safety Administration (NHTSA) is the government agency responsible for improving safety on our Nation's highways. As part of our efforts to achieve this goal, we are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety-related defects due to design, construction, or performance. In order for the agency to initiate a defect investigation, sufficient data must exist to warrant the expenditure of agency resources. Most of the information in our database comes from problems reported to us by consumers. However, we cannot act on isolated problems or disputes between individual owners and dealers or manufacturers.

We appreciate the report you have provided. Reports from motorists are a very important source of information for our investigations. Each report is analyzed and compiled into a computerized data system to assist us in identifying potential recall inadequacies and safety defects to determine whether an investigation is warranted. The information you have provided has been reviewed and entered into our data system. It will be used with other reports to identify recall inadequacies and safety-defect trends which require our attention. However, an investigator may have called you or may call you for more detailed information.

If you have not done so, we suggest you contact your local Consumer Protection Agency, Better Business Bureau, and the Office of the Attorney General in your state regarding your problem(s) and your rights under the Lemon Law of your state.

>> [REDACTED] /21/00 03:21PM >>>

I wish to inform you of a serious safety concern regarding the possible catastrophic rear wheel failure due to the breaking and therefore dislocation of a main rear suspension component.

On 1/21/00 while driving my Intrepid at approximately 45 miles per hour, I experienced a fairly loud thump under the vehicle which resulted in a negative effect on my ability to maintain steering control of the car. I drifted into the left lane but upon slowing down I was able to regain control. However, I continued to experience a loud thumping noise which upon arriving at home I saw was the rear driver's side control arm had become totally detached from the frame of the vehicle due to a cracked bracket and was dangling from the one end attached to the wheel. I had this condition repaired (at a cost of \$83.48) ASAP.

The nature of this complaint is extremely closely related to an

existing safety recall. Specifically, on 2/17/00 I received an official recall letter (notification # 837) from the Daimler Chrysler company with regard to the potential failure of a front "lower control arm attaching bracket" applicable to my 1993 Dodge Intrepid (vin I.D. number 2b3ed46toph688043). The recall letter states that the bracket may "crack and separate from the engine cradle" and could result in loss of power and the risk of accident. My specific complaint has to do with the fact that Daimler Chrysler is not addressing the rear control arm attaching brackets which, unfortunately, I have first hand knowledge that these rear brackets also fail.

I have contacted my dealership (Rinehart Dodge of Stroudsburg PA) and, based on the recall letter just received, I have scheduled an appointment to repair the front brackets which as of this date have not yet failed. I explained to the dealer about my concern regarding the rear brackets but his insistence that the recall only addresses the front brackets was very frustrating. I then contacted by phone the Daimler Chrysler Customer Assistance Center (1-800-992-1997) which also refused to address the safety concerns regarding the rear brackets.

I have just filed an electronic safety concern report on your NHTSA Website and have written this letter as a more detailed follow up. I am sure based on my above account that you share my safety concern with regard to the rear brackets. I shudder at the thought of my wife and children experiencing what I did at 65 miles per hour on a major highway. God knows what might occur at highway speeds. I hope you can lend all your pressure to bear on the Daimler Chrysler corporation and pressure them to address the rear bracket failure in addition to the front bracket failure. I would appreciate a response from you detailing the action you plan to take on this matter.

Please do not hesitate to contact me for any additional information. Thank you in advance for your prompt attention on this matter.

Sincerely,



From: [REDACTED]
To: Webmaster <NHTSA>
Date: 2/21/00 6:33PM
Subject: Safety recall complaint

I wish to inform you of a a serious safety concern regarding the possible catastrophic rear wheel failure due to the breaking and therefore dislocation of a main rear suspension component.

On 1/21/00 while driving my Intrepid at approximately 45 miles per hour, I experienced a fairly loud thump under the vehicle which resulted in a negative effect on my ability to maintain steering control of the car. I drifted into the left lane but upon slowing down I was able to regain control. However, I continued to experiance a loud thumping noise which upon arriving at home I saw was the rear driver's side control arm had become totally detached from the frame of the vehicle due to a cracked bracket and was dangling from the one end attached to the wheel. I had this condition repaired (at a cost of \$83.48) ASAP.

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Sincerely
[REDACTED]

Home
Work

