



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 258

Date Received

16-NOV-2000

Od_or _____
rt_dt _____
od_rt _____
up_ltr _____

Reference No.

736422

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) _____ (located at front of windshield or driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
2B3HD46F7VH764197	DODGE	INTREPID	1997	

Purchase Date 01-APR-1997	Dealer's Name _____	Engine Size (CID/CC/L) 3.5	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection
☐ New ☒ Used	City _____ State _____ Zip Code _____	No Cylinders _____	

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

Component 01430000	Part Name(s) STEERING:GEAR:RACK	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) 01-APR-1997 Mileage at Failure(s) 68000 Vehicle Speed at Failure(s) _____	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

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

Crash ☐ Yes ☐ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

DEALER ADVISED CLUNKING FROM FRONT OF VEHICLE WAS BAD STEERING RACK. STEERING RACK SHOULD NOT BE BAD ON A CAR THAT IS ONLY 3 YR OLD. DEALER WOULD BE HAPPY TO REPLACE IT FOR \$1200. NOT! THIS IS A SERIOUS SAFETY ISSUE AFFECTING THE DIRECTIONAL STABILITY OF THE VEHICLE. THIS VEHICLE HAS NOT BEEN ABUSED IN THE LEAST AND FOR THE STEERING RACK TO BE BAD AFTER ONLY 3 YRS AND 60,000 MILES IS ABSURD AND CERTAINLY INDICATIVE OF A DEFECT. THERE ARE 3 TSB'S AND 8 OTHER ODI COMPLAINTS THAT DIRECTLY ADDRESS THIS DEFECT. THE ONLY THING WORSE THAN NOT BEING ABLE TO STEER A CAR IS NOT BEING ABLE TO STOP IT. I CANNOT STRESS THE SERIOUSNESS OF THIS DEFECT ENOUGH. I HOPE CHRYSLER WILL DO THE RIGHT THING AND REPLACE THESE BAD RACKS AND MAKE THE INTREPID A SAFE CAR TO DRIVE.*AK

CONTROLLER (DO NOT REMOVE)

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.