



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

07-JUN-2002

Ord. or
rt. dt
pd. rt
up. hr

Reference No.

762768

Work Number 919 705 6091

Home Number 919 242 6985

OWNER INFORMATION (Type or Print)

MICHELE BASS 757250
580 LINDELL ROAD
STANTONSBURG NC 27883

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) (Location at bottom of and/or driver's door hinge) 2B3HD56J9XH622530	Vehicle Make DODGE	Vehicle Model INTREPID	Vehicle Year 1999	Current Odometer Reading
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Purchase Date 01-DEC-2099	Dealer's Name _____	Engine Size (CID/CC/L) 2.7	☐ 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 ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No	Drive Train ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 01400000	Part Name(s) STEERING:GEAR:RACK AND PINION	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure 1	Date(s) of Failure(s) 01-JUN-2002	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ No
	Mileage at Failure(s) 50000		
	Vehicle Speed at Failure(s) 55		

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 0	Number of Fatalities 0	Estimated Property Damag 0	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CAR STARTED MAKING A NOISE IN THE FRONT END. IT WOULD ONLY START AFTER DRIVING THE VEHICLE FOR MORE THAT 45 MINUTES. NOISE WAS SO BAD AT TIMES THAT IT SOUNDED AS IF THE FRONT END WAS GOING TO FALL OUT. SHORTLY AFTER, THE STEERING GOT EXTREMELY LOOSE FROM LEFT AND RIGHT. STEERING IS SO BAD, YOU CAN'T KEEP THE CAR IN BETWEEN THE LINES ON THE ROAD. TOOK TO DEALER AND THEY DIAGNOSED IT AS THE RACK AND PINION STEERING. THERE ARE PROBLEMS WITH OTHER INTREPIDIS AND TIE-ROD END BUSHINGS, HOWEVER, THAT IS NOT THE CASE WITH MINE. I GOT A SECOND OPINION FROM ANOTHER REPUTABLE TECHNICIAN AND HE CAME TO THE SAME CONCLUSION. I HAVE HAD SEVERAL TECHS TELL ME THEY HAVE NEVER SEEN A RACK WEAR OUT

CONTINUE ON REVERSE

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 agrees to work with a manufacturer to correct a safety defect, the manufacturer should take appropriate action to correct a safety defect.