

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT 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 335

Date Received

05-SEP-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

869513

 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) (Listed at front of windshield or driver's door)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1B3ED46T4RF198435	DODGE	INTREPID	1994	

Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	☐ 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 ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
--	---	---	--	--	--	---

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07300000	Part Name(s) POWER TRAIN:TRANSMISSION:AUTOMATIC	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) 10-AUG-2000 Mileage at Failure(s) 54000 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
--	---	---------------------------	----------------------	---------------------------	---

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

TRANSMISSION SKIPS AND JUMPS, SOMETIMES VEHICLE WON'T GO ANYWHERE, AND LOSS OF POWER.*AK

CONTINUED ON BACK (SEE)

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.



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

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4238

www.nhtsa.dot.gov/hotline

Form Approved: O.M.B. No. 2127-0008

FOR AGENCY USE ONLY 335

Date Received

OCT 12 AM 8:51

05 SEP 2000

EFFECTS INVESTIGATION

Od_or

rt_dt

od_rt

up_ltr

Reference No.

869513

Work Num

Home Num

OWNER INFORMATION (Type or Print)

633683

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 bottom of windshield on driver's side)

1B3ED46T4RF198435

Vehicle Mak

DODGE

Vehicle Mode

INTREPID

Vehicle Year

1994

Current Odometer Reading

66 002

Purchase Date

7-29-99

Dealer's Name M'Gee Toyota

Engine Siz

(CID/CC/L

☐ Turbo

☐ Diesel

☐ Gas

☐ Fuel Injection

☐ New ☒ Used

City HANOVER

State MA

Zip Code

02339

No Cylinders

4

Transmission Type

☐ Manual

☒ Automatic

Antilock Brakes

☐ Yes

☒ No

Restraint System

☐ 3-Point Belt

☒ Driverside Airbag

☐ Passengerside Airbag

☐ Motorbet

☐ 2-Point Bel

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

FAILED COMPONENT(S)/PART(S) INFORMATION

Component
07300000

Part Name(s)

POWER TRAIN:TRANSMISSION:AUTOMATIC

Location

☐ Left

☐ Front

☐ Right

☐ Rear

Failed Part(s)

☒ Original

☐ Replacemen

No of Failures

Date(s) of Failure(s) 10-AUG-2000

Mileage at Failure(s) 54000

Vehicle Speed at Failure(s)

Failed Part(s)

☐ Yes

☐ No

NHTSA Previously

☐ 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 Fatalite

Estimated Property Damag

Reported to Polic

☐ Yes

☒ No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

TRANSMISSION SKIPS AND JUMPS, SOMETIMES VEHICLE WON'T GO ANYWHERE, AND LOSS OF POWER.*AK

9/19/00 per "man" at Hanover Dodge "multiple Gear Ratio Errors"
They had a safety recall to install lower control arm re-inforcement brackets-we had this done then shortly after had this problem occur

CONTINUE ON BACK IF NEEDED

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 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.

DAIMLERCHRYSLER

SAFETY RECALL TO INSTALL LOWER CONTROL ARM REINFORCEMENT BRACKETS ON YOUR VEHICLE

Dear DaimlerChrysler Vehicle Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

DaimlerChrysler Corporation has determined that a defect, which relates to motor vehicle safety, exists in some 1993 through 1995 model year Dodge Intrepid, Eagle Vision, Chrysler Concorde, New Yorker and LHS vehicles.

The problem is...

The lower control arm attaching brackets on your vehicle (identified on the enclosed form) may crack and separate from the engine cradle. If this occurs, the transmission half-shaft may pull out of the transaxle and cause a loss of power. This will increase the risk of an accident in certain situations.

What DaimlerChrysler and your dealer will do...

DaimlerChrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will install reinforcement brackets over the lower control arm attaching brackets. The work will take about one hour to complete. However, additional time may be necessary depending on how dealer appointments are scheduled and processed.

What you must do to ensure your safety...

- Simply contact your dealer right away 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.

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 your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, DC 20590, or call the Toll Free Auto Safety Hotline at 1-800-424-9393. Washington, DC area residents may call 1-202-366-0123.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services Field Operations
DaimlerChrysler Corporation

837

*Buckle up
for Safety*



3EE WHOLESALE CARS, INC. D/B/A

HANOVER DODGE

HANOVER, IA



21505

DANIEL HAMM 337
LABOR RATE 85.00
VEHICLE PRICE
64/DODGE/ENTREPRENEUR/D
VIN: 1B3ED48T4RF198435

1773
58783

06/12/00
COLOR
GRAY
DELIVERY DATE
09/28/99

DOCS168725
STOCK NO.
88888
DELIVERY MILES
34888

06/11/00
MO: 58784

JOB# 1 CHARGES

LABOR
JOB# 1 710021 NISC RECALL HOURS: 0.90 TECH(\$):304
PERFORM RECALL 837
ADD REINFORCEMENT BRACKETS TO CONTROL ARMS.

WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
	1	PK8370	RECALL 837	
	1	NPN	NO PART NUMBER	
	1	CBIR8370	BRACKET SUSPENSION	
			TOTAL PARTS	

WARRANTY
WARRANTY
WARRANTY
0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX DOCS JOB# 1 TOTAL 0.00

TOTALS

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] CHARGE *

TOTAL LABOR... 0.00
TOTAL PARTS... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G... 0.00
TOTAL NISC CHG... 0.00
TOTAL NISC DISC... 0.00
TOTAL TAX... 0.00
TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS!!
ALL PARTS ARE DISCARDED, UNLESS REQUESTED!!!

CUSTOMER SIGNATURE



McGEE WHOLESALE CARS, INC. D/B/A

HANOVER DODGE

880 Washington St
HANOVER, MA 02339
Tel. (781) 829-9200



CUSTOMER NO. 21505	ADVISOR MARK ALLEN 341	TAX NO.	INVOICE DATE 08/16/00	INVOICE NO. DOCS175686
	LABOR RATE 65.00	LEASE VOL. 65000	COLOR GRAY	STOCK NO. 6686R
	YEAR / MAKE / MODEL 94/DODGE/INTREPID/INTREPID		DELIVERY DATE 09/28/99	DELIVERY MILES 34986
	VEHICLE I.C. NO. 1B3ED46T4RF198435		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.A. NO.	R.D. DATE 08/15/00	
COMMENTS				
MO: 65000				

JOB# 1 CHARGES

LABOR
J# 1 3000Z AUTO TRANSMISSION HOURS: 1.90 TECH(S): 323 65.00
CUSTOMER STATES THAT TRANS WON'T SHIFT PAST SECOND ALSO FEEL
1 KF SHIP HAS CHECK ENGINE LIGHT CHECK AND ADVISE
NEEDS UNIT CUSTOMER DECLINED REPAIR

JOB# 1 TOTALS

LABOR 65.00
JOURNAL PREFIX DOCS JOB# 1 TOTAL 65.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$65.00 (+TAX)
TOTALS

* [] CASH [] CHECK CK NO. []
* [] VISA [] MASTERCARD [] DISCOVER
* [] AMER XPRESS [] OTHER [] CHARGE

TOTAL LABOR 65.00
TOTAL PARTS 0.00
TOTAL SUBLET 0.00
TOTAL G.D.G. 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX 0.00
TOTAL INVOICE 65.00

THANK YOU FOR YOUR BUSINESS!!
ALL PARTS ARE DISCARDED UNLESS REQUESTED!!!

CUSTOMER SIGNATURE

UNST \$ 1800.00
FLUID \$ 300.00
TAXES \$ 220.00

TX 1850.00
92.30
PAID 1942.30

REPLACEMENT

\$ 2397.50

L 455.00

[REDACTED] Regarding File-7588624 VIN 1B3ED46T4RF198435

DaimlerChrysler Corporation
P O Box 21-8004
Arbor Hills, MI 48321
August 18, 2000

Dear Sir or Madame:

I will start this letter by stating that we have 4 vehicles in our family. Two Honda Accords (1989 & 1994), a 1989 Ford Mustang and my 1994 Dodge Intrepid. The two older cars have over 150,000 miles each on them and the 1994 Honda has 94,000 miles. We have never had any problem with any of our vehicles. They have all been properly and regularly maintained. When I received a safety recall from you for the Intrepid I was surprised because that car ran very well. I made an appointment to have the recall done at a local Dodge dealership. This was done at Hanover Dodge in Hanover, Massachusetts on May 12th of this year. The mileage on the Intrepid at that time was 56783 miles. It is now about 64,000 miles. In your recall you state that the problem is the lower control arm attaching brackets on the car may crack and separate from the engine cradle. If this occurs, the transmission half-shaft may pull out of the transaxle and cause a loss of power. This is exactly what my problem is with the car now. I can be starting up from a stop sign at a major intersection and the car may move a little but then it has no power. It is as if the car is in neutral. It is a very dangerous situation. I drive with my 3-year-old grandson in the car often and I value his life. My teenage son (19) also drives the car and he is frightened when this happens to him. I called Hanover Dodge back and my husband brought the car to them. They now tell me I need a new transmission at a cost of just under \$2400.00!! I cannot afford that. I need to have the vehicle to get to and from work every day. I feel it is the fault of DaimlerChrysler that the transmission has this problem. You seemed to be aware of it, I am sure, long before the recall was sent out. Hanover Dodge should have known there was the problem when they did the recall. Now they want the money for a new one. I have spoken to other owners of Dodge and Chrysler vehicles and was very surprised to learn that you have lousy transmissions on your vehicles. In your recall letter you state that you are sincerely concerned about my safety. I don't buy that for a minute. I believe you are fully aware of the problems with your transmissions and for one reason or another do not care enough to correct the situation. My Dodge Intrepid has little mileage and should not have this problem. My father bought this car new and kept excellent care of it. In the winters when he went to Florida he would keep the car in a warm barn and he would take the battery out of the car. In the spring when he would come up from Florida he would go into the barn, put the battery back in the car, hook it up and always the car would start immediately. No problems at all. That is the reason there is very little mileage on the vehicle. My father passed away and my stepmother decided to buy a smaller car. She was going to sell me my father's car and her dealer, McGee Toyota (which is owned by the same people as Hanover Dodge and they are both on the same property) said she could trade the Intrepid in and they would sell the car back to me at the price I was going to buy it from her. They did that. When I went to purchase the Intrepid I was never offered a service contract. I bought the car last October. I strongly feel that this transmission problem is a result of poor decision making at DaimlerChrysler. I feel that you have been aware of the many transmission problems with the Intrepid and continue to install faulty transmissions into your vehicles. Please respond to me within three days. I would like you to correct this situation that you have created and have Hanover Dodge install a new transmission at no cost to me. You may reimburse them for the labor and whatever else you have to pay. I am not a happy person. I am actually surprised that no one has had a class action suit against your Corporation for this problem. Thank you for your prompt attention to this very important problem. I have to drive this car and will hold your Corporation accountable if an accident occurs because of the defective transmission. Again, I cannot afford the money to fix a problem that you have created.

Sincerely,
[REDACTED]