



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

151

Date Received

31-JAN-2001

Od_or _____
rt_dt _____
pd_rt _____
ip_ltr _____

Reference No.

879447

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)	Vehicle Make DODGE	Vehicle Model INTREPID	Vehicle Year 1999	Current Odometer Reading
Purchase Date ☐ New ☒ Used	Dealer's Name _____ City _____ State _____ Zip Code _____		Engine Size (CID/CCL) _____ No Cylinders _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
Transmission Type ☐ Manual ☒ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☐ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Belt ☐ 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 _____		

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 0731 0000	Part Name(s) POWER TRAIN:TRANSMISSION:AUTOMATIC:INDICATOR:LEVER:GE	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Date(s) of Failure(s) Mileage at Failure(s) 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)

WHEN PUTTING VEHICLE INTO REVERSE OR DRIVE VEHICLE WILL NOT MOVE UNLESS DRIVER WIGGLES GEAR SHIFT. THEN VEHICLE WILL TAKE OFF IN REVERSE OR DRIVE ALL OF A SUDDEN. DEALER HAS SEEN SEVERAL TIMES, AND COULDN'T DUPLICATE PROBLEM.*AK

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 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.

 DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 151 Date Received <u>31 JAN 2001</u> 31-JAN-2001 DEFECTS INVESTIGATION Reference No. <u>879447</u> Work Number _____ Home No. _____	
OWNER INFORMATION (Type or Print) 671413			
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☒ YES ☐ NO In the absence of _____ e and address to the vehicle manufacturer. Signature of Owner _____ Date <u>2/18/01</u>			
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) <u>2B3HD46R3XH812498</u>	Vehicle Make <u>DODGE</u>	Vehicle Model <u>INTREPID</u>	Vehicle Year <u>1999</u>
		Current Odometer Reading <u>5,900</u>	
Purchase Date <u>6-21-99</u>	Dealer's Name <u>Rolling Acres Dodge</u>		Engine Size (CID/CCIL) <u>165</u>
☐ New ☒ Used	City <u>AKRON</u> State <u>OH</u> Zip Code <u>44320-4090</u>	No. Cylinders <u>6</u>	☐ Turbo ☐ Diesel ☒ Gas ☒ Fuel Injection
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		Body Style ☐ Sport Util ☐ Truck ☐ Motorcycle ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component <u>07310000</u>	Part Name(s) <u>POWER TRAIN:TRANSMISSION:AUTOMATIC:INDICATOR:LEVER:G</u>	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures <u>5</u>	Date(s) of Failure(s) <u>7-5-99, 5-14-00, 11-14-00, 2-19-01</u> Mileage at Failure(s) <u>5,900 to present 5,900</u> 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 <u>11,000</u> Reported to Police ☒ Yes ☐ No
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
WHEN PUTTING VEHICLE INTO REVERSE OR DRIVE VEHICLE WILL NOT MOVE UNLESS DRIVER WIGGLES GEAR SHIFT. THEN VEHICLE WILL TAKE OFF IN REVERSE OR DRIVE ALL OF A SUDDEN. DEALER HAS SEEN SEVERAL TIMES, AND COULDN'T DUPLICATE PROBLEM.*AK			

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U.S. Department of Transportation
National Highway Traffic Safety Administration
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590

POSTAGE WILL BE PAID BY MAIL HWY TRAFFIC SAFETY ADMIN.

BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO. 73172 WASHINGTON, D.C.

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



U.S. G.P.O. 1982-205-007/0000

I HAVE CONTACTED CHRYSLER CUSTOMER SERVICE ON THIS
problem SEVERAL TIMES. ROLLING BACK DODGE. WE CAN'T DO ANY
thing about it UNLESS you bring it in when the
problem EXIST. Now isn't that A stupid remark?
How CAN you bring something in when it doesn't
do it ALL the time? A CUSTOMER SERVICE REPRESENTATIVE
in Nov OF 2000 when I talked to by phone was
kind ENOUGH to contact FALTS DODGE AND she
ASSURED me that THE SERVICE MANAGER NEW what
THE problem was AND it would BE A slight adjustment
that he had cars with THE SAME problem I made
an apt. Dec 4th. brought this car in. And watched
through A window. THE MECHANIC put the car through A
SERIES OF shifting it back and forth

FOLD TO SHOW RETURN ADDRESS (no stamp needed) Fasten with tape or staples and mail									
INFORMATION ON THE FAILURE(S) (IF APPLICABLE)									
TIRE IDENTIFICATION NO.									
MANUFACTURER/TIRE NAME									
SIZE									
* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire. NARRATIVE DESCRIPTION (CONTINUED)									

BF Goodrich

Then took the car and drove it around.

the dealers area. The service manager called me in, and he claimed there was nothing wrong with that gear selector.

Now could this be a problem that is my fault? This morning 01-19-01 I almost got into another accident. The selector box was on [R] and the car was rolling back. Like it was in [N] stepped on the gas pedal and it still rolled back on its own.

I have a witness of this occurrence with someone in the car with me. My wife will not drive this car. She is afraid of it.

That is one reason of the low mileage on this car. I have had many new cars and never have I encountered such a situation. Please help. Thank you.