



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

137

Date Received

12-FEB-2001

Od_or

rt_dt

pd_rt

ip_ltr

Reference No.

880402

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	Vehicle Model	Vehicle Year	Current Odometer Reading
1B3HD46T7SF596175	DODGE	INTREPID	1995	

Purchase Date ☐ New ☒ Used	Dealer's Name _____ City _____ State _____ Zip Code _____	Engine Size _____ (CID/CCL) _____ No Cylinders _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
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Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☒ 3-Point Belt ☐ Driveside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	Cruise Control ☒ Yes ☐ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other _____ ☐ Sport Util ☐ Truck ☐ Motorcycle	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
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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
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No. of Failures 0	Date(s) of Failure(s) 12-FEB-2001 Mileage at Failure(s) 35503 Vehicle Speed at Failure(s) 0	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ 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 ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE DRIVING COULD TRY TO SLOW DOWN AND VEHICLE WILL START FEELING LIKE ANOTHER VEHICLE WAS PUSHING FROM REAR. MANUFACTURER WAS CONTACTED. *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.



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
1-888-327-4236
www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 197

Data Received

12-FEB-2001
DEFECTS DIVISION

Od_or
ri_dt
od_rt
up_ltr

Reference No.

880402

OWNER INFORMATION (Type or Print)

674238

Work Number

Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?
In the absence of an authorized, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

☒ YES ☐ NO

Signature of Owner

Date 2/2/01

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 1B3HD46T7SF596175	Vehicle Make DODGE	Vehicle Model INTREPID	Vehicle Year 1995	Current Odometer Reading 36,875 as of 2-1-01
Purchase Date 1-17-95	Dealer's Name Natick Dodge	Engine Size (CID/CC/L) 3.3	No Cylinders 6	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection
☒ New ☒ Used 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		Body Style		
☒ Car ☐ Van ☐ Minivan ☐ Other		☐ Sport Utl ☐ Truck ☐ Motorcycle ☐ 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 ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement
No of Failures 0	Date(s) of Failure(s) Mileage at Failure(s) Vehicle Speed at Failure(s)	Failed Part(s) Available?	NHTSA Previously Contacted?
Complaint (12-FEB-2001) Failure		☐ Yes ☐ No	☒ 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 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE DRIVING COULD TRY TO SLOW DOWN AND VEHICLE WILL START FEELING LIKE
ANOTHER VEHICLE WAS PUSHING FROM REAR. MANUFACTURER WAS CONTACTED. *AK

CONTINUE ON BACK IF NEEDED

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Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.*

D O T

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)

Attachments:

- 1. Invoice from Good Bros. Dodge for services performed.*
- 2. Copy of letter I sent to Chrysler on Feb 15, 2001*

Evidently Chrysler is well aware of the transmission problems and is willing to accept some responsibility after warranty has expired. I received a check from Chrysler, dated 02/23/00, for \$945.42 which is one half of my total bill from Good Bros.

★ U.S. G.P.O. 1992-020-977/0000

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

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL HWY TRAFFIC SAFETY ADMIN.

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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**Chrysler Customer Center
P. O. Box 302
Center Line, MI 48015**



Feb 15, 2001

Attn. Customer Relations

**Subject: Transmission Failure
1995 Dodge Intrepid
VIN 1B3HD46T7SF596175**

Ref. Complaint No. 8204228

Dear Sir/Madam,

This letter confirms my telephone conversation of January 19, 2001.

I purchased a new 1995 Dodge Intrepid on January 17, 1995 from Natick Dodge in Natick, Massachusetts. The car has been well maintained, garaged, and as I am retired, average less than 6000 driving miles per year.

Last fall I experienced an erratic shifting between gears and a very noticeable "jerk" to the car when slowing down or accelerating. The jerk felt like someone was hitting the car lightly from behind.

I took the car to Good Brothers Dodge in South Weymouth, Massachusetts for an evaluation. The mileage on the car was 35,500. Good Brothers diagnosed the condition as a defective transmission and recommended an overhaul. I had the work performed and the transmission appears to be working fine now.

I am enclosing a copy of the dealer's invoice of which \$1,862.62 is for the transmission overhaul.

I realize that the transmission is out of warranty but am of the opinion that these transmissions are unreliable and some monetary reimbursement should be made. My opinion has been substantiated by the poor ratings documented by independent sources. A transmission failure at 35,503 miles should be of concern to Chrysler Corporation.

Please review and advise. Thank you.

Sincerely,

A large black rectangular redaction box covering the signature area.

6177671248

61738

INVOICE

GOOD BROTHERS DODGE, INC
577 COLUMBIAN STREET
SOUTH WEYMOUTH MA 02190

DUPLICATE 1
PAGE 1

SERVICE ADVISOR: 1539 JOHN C FERNANDES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WILDBERRY	95	DODGE INTREPID	1B3HD46T7SF596175	161833	35503/35503	T818	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN1995			16:00 05DEC00		62.00	CASH	11DEC2000
R.O. OPENED		READY	OPTIONS: DLR:44368 1)3/36 3.3 V6				

11:47 05DEC00 15:44 11DEC00

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A LUBE, OIL AND FILTER CHANGE

1 LUBE, OIL AND FILTER CHANGE

7836 ED TATELBAUM LIC#: 7836

CM 0.30

11.95 11.95

1 5281090 FILTER

6.50 5.00 5.00

5 NPN OIL 10W30 MOPAR OIL

1.10 1.00 5.00

1 NPN LUBE LUBE

1.00 1.00 1.00

PARTS: 11.00 LABOR: 11.95 OTHER: 0.00 TOTAL LINE A: 22.95

35503

B CUST STATES WHEN DRIVING BUMP TYPE FEELS LIKE SOMEONE HITTING LIGHTLY
FROM BEHIND CHECK AND ADVISE
DRB TEST FOR BUMP TYPE FEELING.

7836 ED TATELBAUM LIC#: 7836

CC 1.00

69.95 69.95

1 R4626644 CONVERTER

178.20 178.20 178.20

1 4883877AG SEAL PKG

243.00 243.00 243.00

1 R4741659 PUMP-TRANSMISSION OIL

99.36 99.36 99.36

1 5010884AA SEALER

4.95 4.95 4.95

2 5010125AA OIL-TRANS AFT +3 GALLON

12.50 12.50 25.00

1 4431610 PISTON-TRANS UNDERDRIVE

36.40 36.40 36.40

1 5010124AA OIL-TRANS AFT +3 QUART

3.25 3.25 3.25

BA REMOVE OVERHAULD TRANNY AND INSTALLED.

7836 ED TATELBAUM LIC#: 7836

CC 17.00

1173.00 1173.00

PARTS: 590.16 LABOR: 1242.95 OTHER: 0.00 TOTAL LINE B: 1833.11

35503 INSPECT6 OVER HAULED TRANNY PERFORMED QUICK LEA

ENVIRONMENTAL CHARGE

4.50

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 1 YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

SIGNED: DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this vehicle. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this vehicle.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
AMSC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

6177671248

61738

INVOICE

DUPLICATE 1
PAGE 2GOOD BROTHERS DODGE, INC.
577 COLUMBIAN STREET
SOUTH WEYMOUTH MA 02190

SERVICE ADVISOR: 1539 JOHN C FERNANDES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WILDBERRY	95	DODGE INTREPID	1B3HD46T7SP596175	161833	35503/35503	T818	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN1995			16:00 05DEC00		62.00	CASH	11DEC2000
R.O. OPENED		READY	OPTIONS: DLR:44368 1)3/36 3.3 V6				
11:47 05DEC00		15:44 11DEC00					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

GOOD BROTHERS DODGE WANTS TO THANK YOU
FOR SERVICING YOUR VEHICLE WITH US.IF YOU HAVE ANY QUESTIONS AT ALL, PLEASE
FEEL FREE TO CALL US AT (781) 331-8300

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 11 YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/vehicle. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/vehicle.

DESCRIPTION	TOTALS
LABOR AMOUNT	1254.90
PARTS AMOUNT	601.16
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	4.50
TOTAL CHARGES	1860.56
LESS INSURANCE	0.00
SALES TAX	30.29
PLEASE PAY THIS AMOUNT	1890.85

(SIGN) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY