



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 336

Date Received

19-MAR-2001

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

883370

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 windshield and driver's side)		Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
2B3HD56F4SH643077		DODGE	INTREPID	1995	
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	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type
☐ Manual ☐ Automatic	☐ Yes ☒ No	☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	☐ Yes ☒ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Van ☐ Minivan ☐ Other _____ ☐ Sport Util ☐ Truck ☐ Motorcycle
				Body Style	
				☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____	

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 0	Date(s) of Failure(s) 09-MAR-2001 65000 Mileage at Failure(s) 0	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 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 SWITCHING LANES LOST CONTROL OF STEERING MOMENTARILY. CONSUMER HAD TO USE FORCE TO GET VEHICLE UNDER CONTROL. TOOK VEHICLE TO TWO MECHANICS, AND THEY SAID THAT RACK AND PENION STEERING HAD MANUFACTURING DESIGN FLAW. *AK

COPIES OF REPORTS - FREE -

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 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

19-MAR-2001

Od_or

Mod_it

Sup_itr

Reference No.

883370

Work Num

Home Num

OWNER INFORMATION (Type or Print)

680990

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 4/2/01

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) (Located at bottom of
windshield on driver's side)

Vehicle Make

DODGE

Vehicle Model

INTREPID

Vehicle Year

1995

Current Odometer Reading

Purchase Date

2/27/95

Dealer's Name Dodge City

Engine Size
(CID/CC/L)☐ Turbo☐ Diesel☒ Gas☐ Fuel Injection☒ New ☐ Used

City Dodge City State KS Zip Code 66607

No Cylinders

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☐ Van☐ Minivan☐ Other☐ Sport Utv☐ Truck☐ Motorcycle

Body Style

☐ 2-Door☒ 4-Door☐ Stationwagon☐ Pick Up Truck☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component

01400900

Part Name(s)

STEERING GEAR RACK AND PINION

Location

☒ Left☒ Front☒ Right☐ Rear

Failed Part(s)

☐ Original☐ Replacement

No of Failures

0

Date(s) of Failure(s) 09-MAR-2001

Mileage at Failure(s) 65000

Vehicle Speed at Failure(s) 0

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

0

Number of Fatalities

0

Estimated Property Damage

Reported to Police

☐ Yes☒ No

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

WHILE SWITCHING LANES LOST CONTROL OF STEERING MOMENTARILY. CONSUMER HAD TO USE FORCE TO GET VEHICLE UNDER CONTROL. TOOK VEHICLE TO TWO MECHANICS, AND THEY SAID THAT RACK AND PENION STEERING HAD MANUFACTURING DESIGN FLAW. *AK

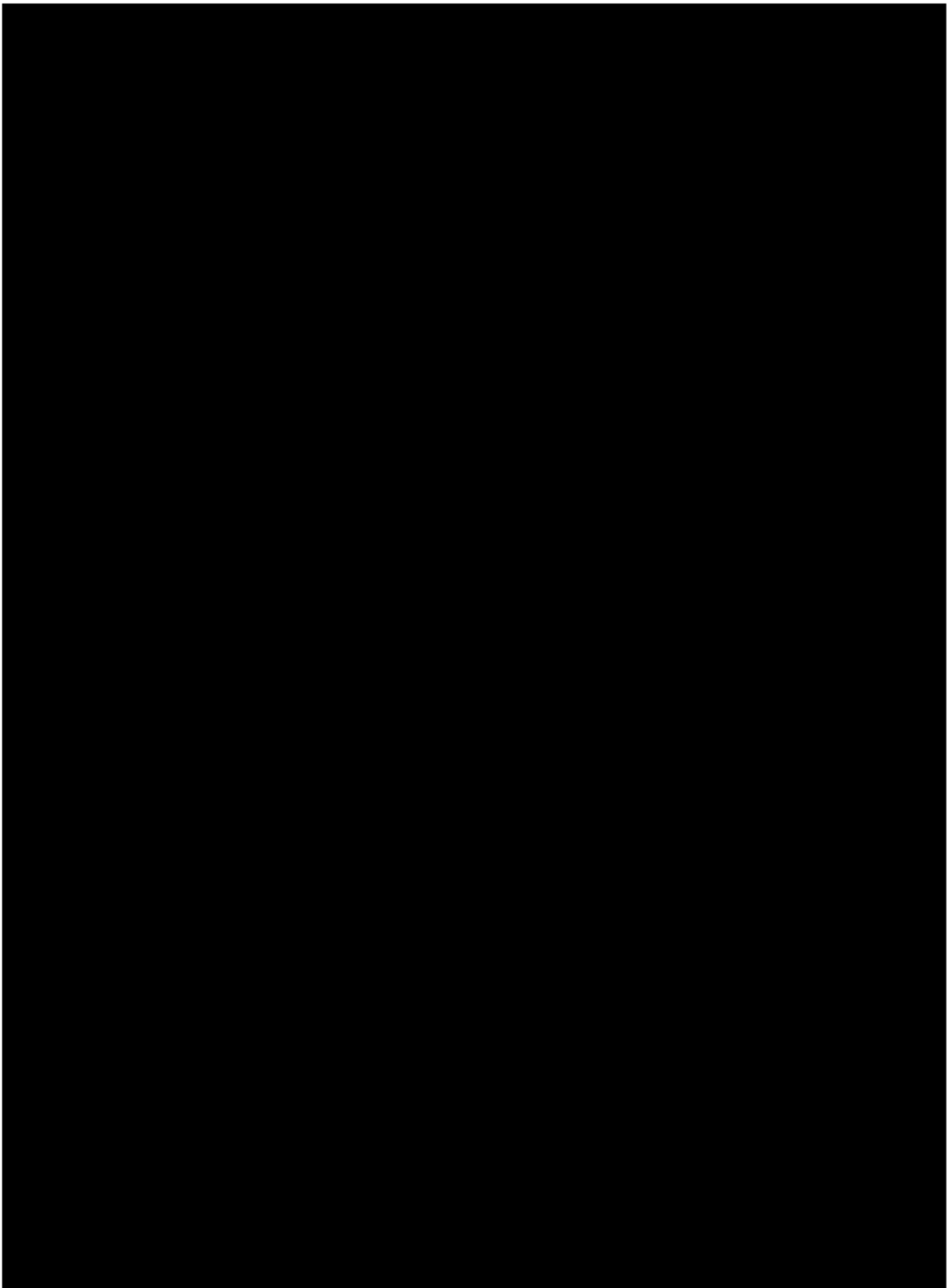
See attachments

CONTINUE ON BACK IF NEEDED

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THE FOLLOWING PAGES ARE WITHHELD TO
PROTECT UNWARRANTED INVASION OF
PERSONAL PRIVACY PURSUANT TO
EXEMPTION 6 OF THE FREEDOM OF
INFORMATION ACT, 5 U.S.C. 552(b)(6)

(Page 1 through Page 6)



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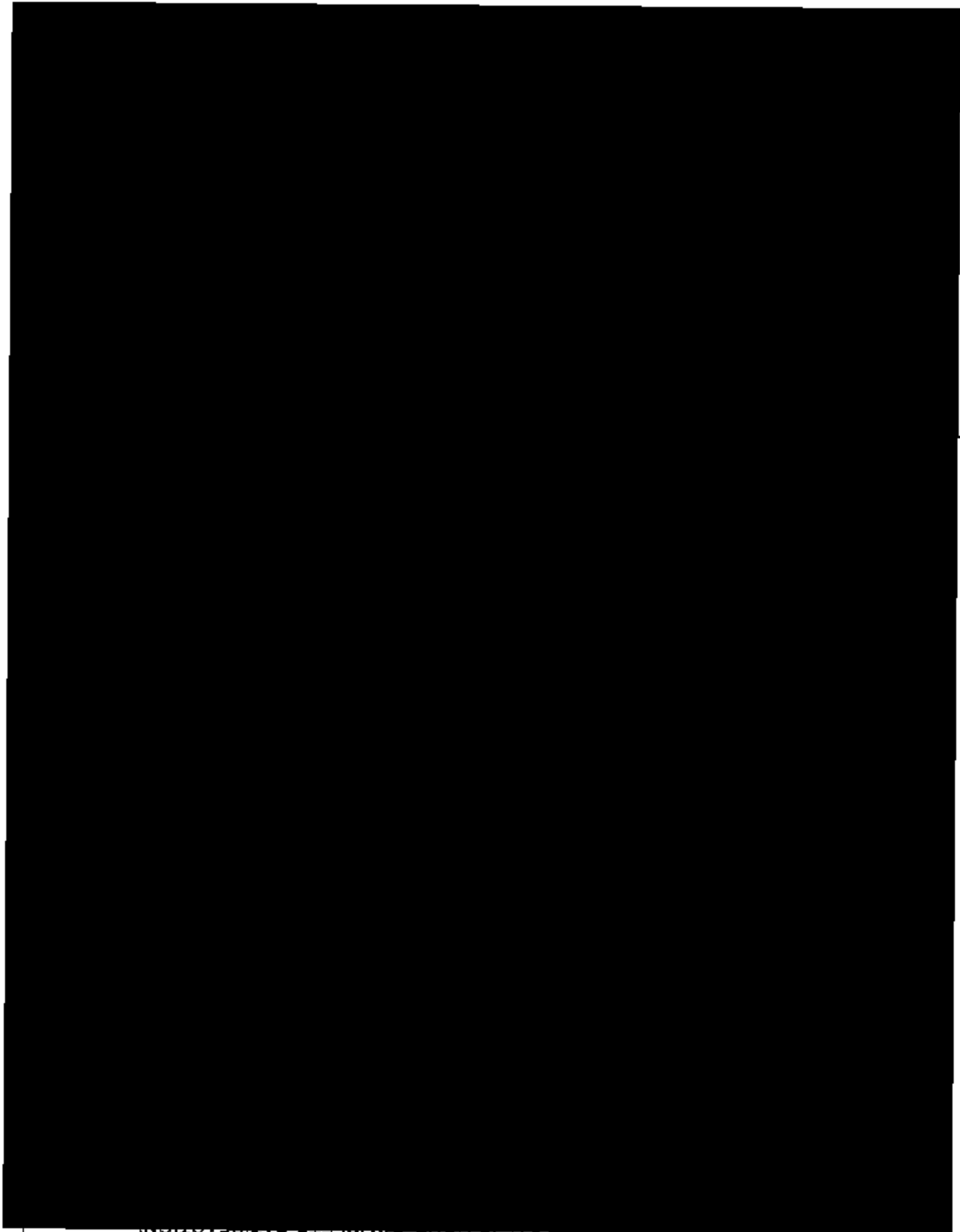
a car next to mine for comparison. The mechanic and service manager said see the steering mechanism is moving too. **I said this car must be a different year since the design is completely different.** For instance, the steering box had no bushings and was no longer mounted on the frame next to the strut mounting; in fact it was not mounted to anything as mine was which may be part of the problem. They were comparing a 1996 Interpid to my 1995 Intrepid. Apples to oranges. They made no attempt to clarify the matter further. I asked the service manager and mechanic if I replaced the bushings as they stated would this car be safe enough to drive especially since I was going to give it to my son for college. Neither mechanic nor service manager would respond in any way to eliminate my concerns. This caused me great concern. If they had said this will take care of the sound and sensation, and you should not be worried about the safety of the car with the movement in the steering mechanism as designed and manufactured, I would have replaced the bushings. There seemed to be little concern or customer orientation at all on their part as well. With this in mind I left, furthermore, I was told that they would need to order the bushings before repairs could be made.

As requested by the NHTSA representative I am completing this questionnaire as at NHTSA in order to assist with a possible investigation, especially if others have had this problem. I hope this helps and something is discovered with the initial design and/or manufacturing of the rack and pinion steering mechanism for the 1995 Dodge Intrepid. Unfortunately, the dealer feels that I am having the problem not them.

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INFORMATION REPORT

