



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

DOT Auto Safety Hotline  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1388

Date Received

Repository

17 APR 2003 -9

10011823

**OWNER INFORMATION (Type or Print)**

Name

Address

City MARYSVILLE

State WA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 1/1

**VEHICLE INFORMATION**

Make DODGE

Model NEON

Model Year 1998

Date Purchased 10-27-02

Dealer's Name and Telephone Number  
CARTIME 425-355-1908

Engine: 2.0L  
No. Cylinders 4

Fuel Type: Gas

Original Owner

Dealer's City IOWA

State

Zip Code

SOHC SUMP  
R.V. L9 SH

Transmission Type

Antilock Brakes

Powertrain

AUTO

Cruise Control

Vehicle Component Code

114100 ELECTRICAL SYSTEM: WIRING: FRONT UNDERHOOD

Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s) 11-MAR-2003

Failure Mileage 83,000

Failure Speed 55 mph

I am the fourth owner in six years, maybe this is why everyone keeps selling it... All my gauges die for a couple of hours, then sometimes

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

Original Equipment  
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

Yes  No

Yes  No

Narrative Description of Incident(s), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

THE VEHICLE EXPERIENCED THE SAME PROBLEM AS STATED IN RECALL #96V026000, HOWEVER THE VEHICLE IDENTIFICATION NUMBER WAS NOT INCLUDED IN THE RECALL. \*#

The car runs great, some times I will be driving and all my gauges will stop, oil, speedometer, temp, everything! sometimes I have to restart the engine to reset it all. AND THIS CAR HAS A REALLY POOR PAINT JOB. IT IS ALL PEELING OFF DOWN TO THE PRIMER. EVERYTIME IT RAINS I LOSE MORE PAINT!

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

I called the manufacturer and they said there was no recalls on this car. I just wanted to know if there was anyone else out there who also has this problem? This year of car, that has the same symptoms. And about the paint job, what's up with that? I will have more paint left in another year - - - right down to the primer - - - I have had a CarFax Vehicle History Report Done and I am the fourth owner since it was first sold in 1986. The car is only 7 years old now, but four owners. Did I buy a lemon? I keep waiting for it to die one of these days, but I must say it is running great now. Thank you - [REDACTED]

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

**BUSINESS REPLY MAIL**

FIRST CLASS PERMIT NO 79173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-216  
400 7th Street, SW  
Washington, DC 20590



**VEHICLE OWNER'S QUESTIONNAIRE**

**DOT AUTO SAFETY HOTLINE**

TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM  
OR

**DASH2DOT**

and dial toll free at

**1-888-DASH-2-DOT**

**1-888-327-4238**

DOT Auto Safety Hotline  
(DASH) 2 DOT



U.S. Department of Transportation  
National Highway Traffic Safety Administration  
http://www.dhs.gov/odot