



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 100184

Date Received
FEB 19 AM 11:09
07-JAN-2004

Repository ☐

Reference No.
10053620

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City SUGAR LAND State TX Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]
E-mail Address [REDACTED]
Evening Telephone Number [REDACTED]

Do you authorize NHTSA to provide copies of this report to the manufacturer of your vehicle?
In the absence of an authorized signature, provide your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 2/18/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1B3ES47Y5WD608294
Make DODGE Model NEON Model Year 1998
Date Purchased 6/2001 Dealer's Name and Telephone Number
Original Owner ☐ Dealer's City State Zip Code
Engine: No. Cylinders 4 Fuel Type: REGULAR
Transmission Type ☐ Antilock Brakes Powertrain
AUTOMATIC ☐ Cruise Control Vehicle Component Code
050000 ENGINE AND ENGINE COOLING
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 30-DEC-2003 Failure Mileage 50000 Failure Speed
LEAKING HEAD GASKET

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: DOTM15ABC038) ☐ Original Equipment Failure Location:
☐ Prior Repair
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 ☐ Yes ☒ No Fire ☐ Yes ☒ No
Number of Persons Injured 0 Number of Deaths 0 Reported to Police N

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).

CONSUMER NOTICED OIL LEAKING FROM HEAD GASKET. VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC, WHO REPLACED THE HEAD GASKET AND THE HEAD BOLTS. *AK

LETTER SENT TO MANUFACTURER IS ATTACHED.

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-578) 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.

February 8, 2004

DaimlerChrysler Customer Assistance Center
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

Dear Customer Assistance,

SUBJECT: COMPLAINT # 11947778 HEAD GASKET FAILURE, 98 NEON

I am the owner of two Chrysler vehicles, a 97 Town & Country LXI and a 98 Neon Sport. I am writing to you regarding the Neon Sport (VIN # 1B3ES47Y6WD608294). I purchased this vehicle second hand from a friend in June 2001. In 2003 the car began to drip oil. In late December I took it to my mechanic. The car had only 80,477 miles on it at this time. He advised me that the problem was the head gasket. He stated that this was a common problem with this car. I advised him to correct the problem. In the meantime, I did a little research and discovered that this problem is very common with this engine. I have owned many cars and been driving for over 30 years and this is the first time I have experienced a failure of this type. I spent \$1570.59 to repair the vehicle. Of this amount \$903.69 is specifically for the replacement of the head gasket.

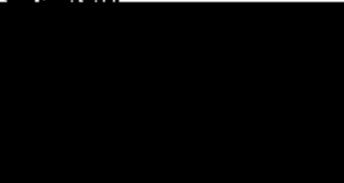
Looking on the NHTSA website I found that out of 128 recorded engine and engine cooling complaints for the 98 Neon 124 were head gasket complaints; 97% of all motor complaints for this make and model were due to leaking head gasket. In my opinion this failure is due to a design flaw with this engine. I ask DaimlerChrysler to reimburse to me the full amount I am out of pocket for this problem, \$903.69. I have kept the failed head gasket and can send it to you if you require it.

I have attached the following documentation:

- 1) Invoice 5699 Larry's Automotive for Head Gasket Repair
- 2) Invoice 5710 Larry's Automotive for other work carried out at the same time
- 3) NHTSA Listing of 128 Complaints for 98 Dodge Neon: Engine or Engine Cooling

Finally, I would like you to know that I called your Customer Service number regarding this problem on Jan 7th. My experience with your representative was one of the worst experiences I have ever had with an individual in customer service.

Sincerely,



Sugar Land, TX

Office:

Home:

cc: National Highway Traffic & Safety Administration