



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

2004

FOR AGENCY USE ONLY 335

Date Received
MAR 10 - FEB 2004: 39

Repository

Reference No.
10057898

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: ORRVILLE State: OH Zip Code: [REDACTED]

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: / /

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1P3E342C6S [REDACTED] Make: DODGE Model: NEON Model Year: 1995

Date Purchased: 12-MAY-03 Dealer's Name and Telephone Number: _____ Engine: _____ Fuel Type: _____
No. Cylinders: _____

Original Owner: Dealer's City: _____ State: _____ Zip Code: _____

Transmission Type: Antilock Brakes Powertrain: _____ Vehicle Component Code: 133000 VISIBILITY:POWER WINDOW DEVICES AND CONTROLS
 Cruise Control Multiple Failures: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 10-JAN-2004 Failure Mileage: 60000 Failure Speed: _____

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: DOTM18A8C038) 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 Yes No Fire Yes No
Number of Persons Injured: _____ Number of Deaths: _____ 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).

DRIVER'S SIDE FRONT WINDOW HAS PARTS THAT STOP THE WINDOW FROM SLIDING. THOSE PARTS FELL OUT. CONSUMER FEELS THAT THE WINDOW MAY SLIDE AND BREAK, INJURING PASSENGERS.*AK

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)

The window has 2 devices (1 on front, 1 on back of window) that enable the window to roll up in the correct position. The rear device bolts through the window. The front device has a clamp style setup with plastic pads to hold the window. After rolling the window up and down so many times, the device in the front falls off. This causes the window to have extra slack enabling the screws to come loose and fall off of the rear device. After this happens, the window still rolls up, but it also slides back and fourth. I can see this being a problem because if that window is partially rolled down and the driver has to make a quick, sudden stop, the window could slide violently forward and shatter causing an eye injury or worse. People who may not be familiar with the mechanics of a motor vehicle may keep trying to roll up the window when it doesn't line up with the rest of the door jam causing more damage and, once again, another eye injury due to a broken window. I keep putting the devices back on the window, but they fall off. 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



BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NHTL, 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



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and dial toll free at

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