



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

2004 JUN 26
21-JUN-2004

Repository ☐

PH 5-28
Reference No.
10079555

OWNER INFORMATION (Type or Print)

Name

Address

City

ALBUQUERQUE

State

NM

Zip Code

87108

Daytime Telephone Number

Evening Telephone Number

Email Address

Do you authorize NHTSA to use your vehicle?
In the absence of a signature of Owner

YES ☒ NO ☒
Signature of Owner

Date 7/5/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1P3ES42Y8VD

Make

PLYMOUTH

Model

NEON

Model Year

1997

Date Purchased

Aug 2000

Dealer's Name and Telephone Number

MELODY DODGE

Engine:

No. Cylinders

NA

Fuel Type:

NA

Original Owner

☐

Dealer's City

ALBUQUERQUE

State

NM

Zip Code

87104

Transmission Type

NA

☐ Antilock Brakes

NA

Powertrain

NA

Vehicle Component Code

121000 EXTERIOR LIGHTING:HEADLIGHTS

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

18-JUN-2001

Failure Mileage

50000

Failure Speed

NA

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: DOTM19ABC36)

☐ 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

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).

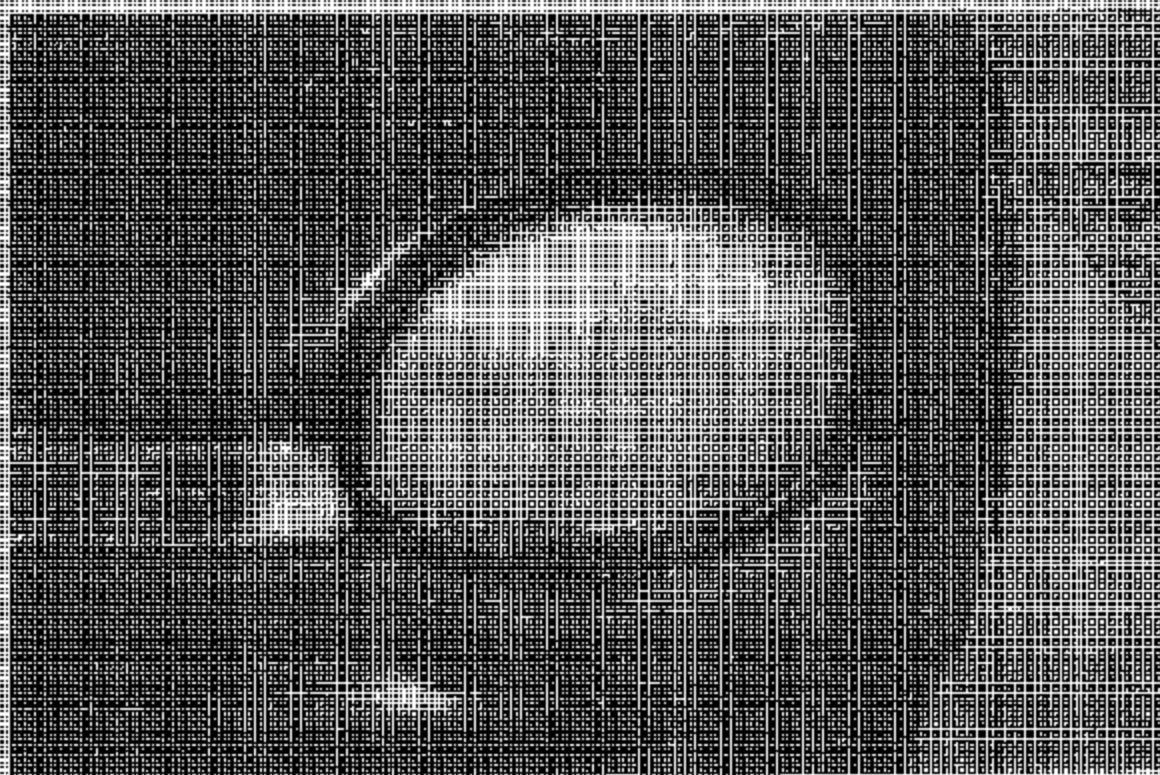
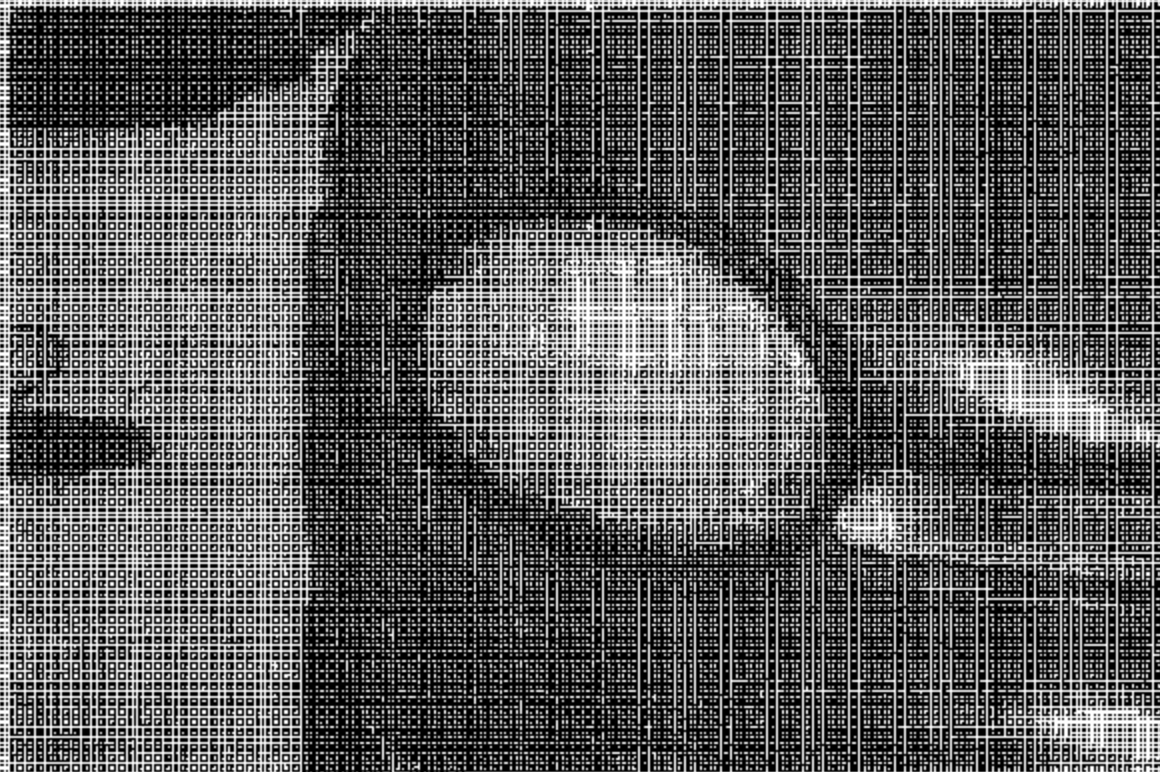
HEADLIGHT LENS COVER IS DISCOLORED AND DETERIORATED. THE LENS HAS BECOME OPAQUE TO THE POINT WHERE IT DOES NOT ILLUMINATE THE HIGHWAY PROPERLY. DEALER EXAMINED THE VEHICLE, BUT HAS NOT TRIED TO FIX THE PROBLEM. *AK

SEE ATTACHED LETTER AND PHOTO'S

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

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.





Albuquerque, New Mexico

Home/Office

Mobile

Fax

E-mail

Monday, July 12, 2004

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

RE: Reference # 10079555

Dear Mr. Jordan:

Enclosed is my Vehicle Owner's Questionnaire and photos for the defective headlight lenses on my 1997 Plymouth Neon. My daughter who is a junior at the University of New Mexico drives this car. These lenses are so far "gone" that the light projected is less than 50% of what it should be. In the pictures provided you cannot even see the headlight bulb behind the lenses. When you finally see the car coming down the road it looks like the headlights on an old Model T Ford or a car that is driving on a very weak battery. It is unsafe!!

I've been to the dealer a couple of times about this problem and I've called the Chrysler Customer Service Line and have gotten nowhere!! They say there is no re-call campaign and the car is out of warranty so they will not fix it. In my estimation it is a manufacture's safety issue. They used the wrong material to make these lenses and the lenses will not hold-up to the intense sunlight of the desert Southwest!! 90% of the early model Neon's and Plymouth Breezes I see on the road have discolored and deteriorated headlight lenses.

The manufacture's list price on one lens is \$220.00, \$440.00 plus tax for the pair!! The installation is probably another \$100.00. The car is only worth about \$2,250!! I do not have that kind of money to spend on this car right now, but I want the car to be in safe condition!! I hope you and your agency will be able to help me with this safety issue on my car. If you should need anything else please let me know. Thank you for your time, effort and support!!

Sincerely,

"A Hundred Years From Now, It Won't Matter What Kind Of Car I Drove, What Kind Of House I Lived In, Or How Much Money I Had In My Bank Account, But What Will Matter Is That I Was Important In The Lives Of Children."