



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 100182

Date Received **2004 DEC 21 10 36** Repository
19-NOV-2004 Reference No. 10101385

OWNER INFORMATION (Type or Print)

Name _____ Daytime Telephone Number _____ E-mail Address _____
Address _____
City **HARRISON** State **AR** Zip Code _____ 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 **12/7/04**

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: **1B3ES56C54C** Make **DODGE** Model **NEON** Model Year **2004**
Date Purchased **7-8-04** Dealer's Name and Telephone Number **Carroll County Chrysler 910-423-2100** Engine: No. Cylinders _____ Fuel Type: Gas
Original Owner Dealer's City **Berryville** State **AR** Zip Code **72616**
Transmission Type **AUTOMATIC** Antilock Brakes Cruise Control Powertrain **FRONT WHEEL DRIVE** Vehicle Component Code **330000 INTERIOR LIGHTING**
Multiple Failure: **4**

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) **11-NOV-2004** Failure Mileage **12900** 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: DOTM18ABC0316) 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).

CONSUMER STATED THAT THE DOME LIGHT AND THE POWER DOOR LOCKS LOCKED OFF AND ON INADVERTENTLY. CONSUMER TOOK THE VEHICLE TO THE DEALERS ON 3 OCCASIONS. HOWEVER, THE PROBLEM RECURRED. *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 the 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.

Harrison, AR.

Daimler Chrysler Motors
P.O. Box 21-8004
Auburn, MI. 48321-8004

November 18, 2004

Dear Sir or Madam:

I believe that my passenger vehicle is a "lemon" under the Arkansas New Motor Vehicle Quality Assurance Act (Act 297 of 1993). I am hereby making a written demand for relief under this Act.

I purchased a Dodge Neon 2004 on July 8, 2004 from Carroll County Chrysler Inc. in Berryville, AR. Since I bought the vehicle, I have had to return it to the dealership a total of three times. My vehicle has been out of service for repairs for a total of 7 calendar days.

My vehicle has been in Carroll County Chrysler Inc. on the following dates for repair of the following defects:

Approximately 10/26/2004

Door locks not working

11/11/2004

Door locks not working

11/15/2004

Door locks not working.

I am currently having the following problems with my vehicle at this time:

Doors keep locking and unlocking while the car is running and without key in the ignition, dome light keeps coming on and off. Passenger side back door came open due to the locks..

So due to the safety issues of my vehicle, I am hereby demanding that the loan on the car is paid off, and a full refund of my down payment and sales tax that I have paid, in accordance to the Arkansas New Vehicle Quality Assurance Act.

I look forward to hearing from you soon. You can reach me during the day at

and in the evening at

Sincerely,

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**