



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) JAN 26 AM 5:35
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1368

Date Received

Repository

04-JAN-2005

Reference No.
10106733

OWNER INFORMATION (Type or Print)

Name _____
Address _____
City ROSENHAYN State NJ 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 authorized signature, NHTSA will not include your name or address to the vehicle manufacturer.

Signature of Owner _____ Date 1/21/2005

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1B3ES56C64D Make DODGE Model NEON Model Year 2004

Date Purchased 29 May 2004 Dealer's Name and Telephone Number Spirit Chrysler Dodge
Original Owner Dealer's City State Zip Code
Spartanburg SC 29585 Engine: No: Cylinders 4 Fuel Type: Unleaded

Transmission Type Automatic Antilock Brakes Cruise Control Powertrain Front Wheel Drive
Vehicle Component Code 141000 AIR BAGS:FRONTAL
Multiple Failure: 1 (2nd Air Bag, Seatbelts)

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 22 Dec 2004 Failure Mileage 10000 Failure Speed 40
2 Dec 04 40-45 2nd Air Bags + Seatbelts (Did not Work)

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make _____ Tire Model (Name or Number) _____ Tire Size (Example P215/65R18)
DOT No. (Example: DOTM1SABC038) 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 2 Number of Deaths 0 Reported to Police Y

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).

WHEN HITTING A POLE AT 40 MPH IN THE FRONT END FRONT AIR BAGS DID NOT DEPLOY NOR DID THE FRONT SEAT BELT RESTRAIN THE CONSUMER. DRIVER SUFFERED MINOR INJURIES. DEALERSHIP WAS NOTIFIED, BUT DID NOT RESOLVE THE PROBLEM. *AK
Broken Absc.
Chrysler sent a man out to look at car. Results, nothing wrong with systems

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY
The Privacy Act of 1974-Public Law 93-502 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)

Swerved to right to avoid another car turning left in front of me. Started heading towards some trees on right side of the road. Turned to left to avoid trees, stepped on brakes went into skid & hit a telephone pole at between 40 & 45 mph. Air bags (both) & seat belts failed to work. No repairs made to car yet.

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 73173 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

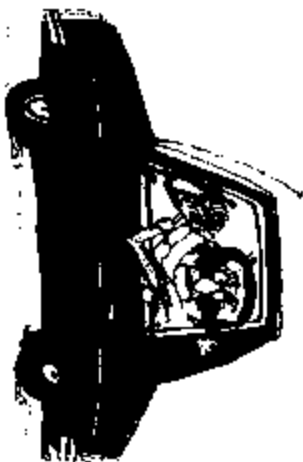
TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT
1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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Administration
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December 13, 2004

DaimlerChrysler Corporation
Customer Claims Resolution Group

Rosenhayn, NJ

Re: 2004 Dodge Neon

Dear:

Thank you for contacting DaimlerChrysler Corporation and raising concerns that you have with the above referenced vehicle. DaimlerChrysler Corporation conducted an investigation into the incident, inspected all of your concerns with the vehicle including the seat belts and air bag system, and interrogated its on-board computer. Based on the information we received, DaimlerChrysler Corporation must deny your claim.

In response to your particular concerns about why the air bags in your vehicle did not deploy:

The photographs illustrate that some sheet metal and engine component damage occurred during the accident. The impact, however, which did not significantly involve the frame, did not create the longitudinal (front to back) deceleration necessary to deploy the air bags. This conclusion was supported by the readings from the onboard computer that disclosed no codes - indicating that the air bag system was fully operational at the time of your accident.

Further, the seatbelts were tested and operated as designed.

I have enclosed an informational brochure pertaining to air bag systems should you have any further questions. We suggest further inquires be directed to your insurance company.

Very truly yours,

Customer Claims Resolution Group

Enclosure

