

 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 100148	
		Date Received NOV 15 2013 22-OCT-2013	Repository ☐ Reference No. 10548879
OWNER INFORMATION (Type or Print)			
Name [REDACTED]		Daytime Telephone Number [REDACTED]	
Address [REDACTED]		Evening Telephone Number [REDACTED]	
City LUSBY	State MD	Zip Code [REDACTED]	
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).			
VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1P3ES42C8WD [REDACTED]		Make PLYMOUTH	Model NEON
Date Purchased	Dealer's Name and Telephone Number	Engine: No: Cylinders	Model Year 1998
Original Owner ☐	Dealer's City	State	Zip Code
Transmission Type ☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 02-AUG-2013
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 110000 ELECTRICAL SYSTEM		Failure Mileage 74000	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: DOTM19ABC036)	☐ 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).			
TL* THE CONTACT OWNS A 1998 PLYMOUTH NEON. THE CONTACT STATED THAT THE SPEEDOMETER FAILED AND WOULD NOT DISPLAY THE SPEED BEING TRAVELED. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE SPEEDOMETER CIRCUIT BOARD RESISTOR WAS REPLACED. THE FAILURE RECURRED, THE FAILURE AND CURRENT MILEAGE WAS 74,000. THIS VEHICLE WAS INSPECTED AT GRANADOS TIRE AND AUTO 11550 H.G. TRUMAN RD LUSBY MD 20657. AFTER REPLACING THE FRONT BRAKES AND CALIPERS IT PASSED? INSPECTION CERTIFICATE #5333506. ON JULY 31, 2013 SINCE THEN IN 3 MONTHS IT HAS REGISTERED ONLY 60 MILES. THIS AN ONGOING ISSUE WITH THESE NEONS, ALMOST 10 YEARS AND I CANNOT BELIEVE (OVER)			
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)

THERE HAS NEVER BEEN A RECALL. THE MILEAGE ON MY 15 YEAR OLD VEHICLE INSPECTION STATES 73,816 AND FOR ALL I KNOW IT COULD BE 173,816? THIS SEEMS TO BE AN OUT-OF-OUT SAFETY ISSUE WITH NO IDEA OF THE SPEED AT WHICH YOU ARE DRIVING. PLUS WITHOUT THE ODOMETER MOVING YOU HAVE NO IDEA OF WHEN MAINTENANCE IS DUE. WHEN GOOGLED THIS IS AND HAS BEEN AN ISSUE FOR OVER 10,000 NEON OWNERS THROUGH THE YEARS AND LOTS OF COMPANIES SELLING REMEDIES THAT RARELY WORK. I AM WAITING FOR A CIRCUIT BOARD (\$50.00) FROM GALAXY CAR PARTS IN HOUSTON, TX. WHY WAS PLYMOUTH/DODGE NEVER

ATTACH ADDITIONAL SHEETS IF NECESSARY

HELD ACCOUNTABLE!!

THIS IS DANGEROUS!!

U.S. Department
of Transportation

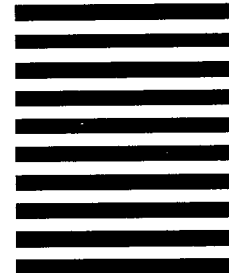
National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

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National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

safercar.gov