



U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

DOT Auto Safety Hotline  
**Vehicle Owner's Questionnaire**  
TO REPORT VEHICLE SAFETY DEFECT  
1-888-DASH-2-DOT  
1-888-327-4236  
INTERNET: <http://www.nhtsa.dot.gov>

Form Approved 04-18-99 2127-0008  
FOR AGENCY USE ONLY  
RECEIVED

Date Received

02 FEB -2 AM 12:00

OFFICE  
DEFECTS INVESTIGATION

Ord. or

rt. dt

od. rt

up. tr

Reference No.

550641

OWNER INFORMATION (Type or Print)

Dealership 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

01/26/2000

VEHICLE INFORMATION

|                                                                                                                                                                                                                  |                                                                                |                                                                                                                                                                                                                                                                    |                                                                                                   |                                                                                                                              |                                                                                                                                                                                                                                                                      |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Vehicle Ident. No. (VIN)<br>(17 Digits)<br><b>1B3ES47Y4WD684587</b>                                                                                                                                              | (Located at bottom of<br>windshield on driver's side)                          | Vehicle Make<br><b>DODGE</b>                                                                                                                                                                                                                                       | Vehicle Model<br><b>NEON</b>                                                                      | Vehicle Year<br><b>1998</b>                                                                                                  | Current Odometer Reading<br><b>28800</b>                                                                                                                                                                                                                             |
| Purchased Date<br><b>05-26-98</b>                                                                                                                                                                                | Dealer's Name<br><b>DADELAND DODGE, INC</b>                                    | Engine Size (CID/GAL)<br><b>2.0</b>                                                                                                                                                                                                                                | <input type="checkbox"/> Turbo<br><input type="checkbox"/> Diesel<br><input type="checkbox"/> Gas | No. Cylinders<br><b>4</b>                                                                                                    | <input checked="" type="checkbox"/> Fuel Injection                                                                                                                                                                                                                   |
| <input checked="" type="checkbox"/> New <input type="checkbox"/> Used                                                                                                                                            | Dealer's City<br><b>MIAMI</b>                                                  | State<br><b>FL</b>                                                                                                                                                                                                                                                 | Zip Code<br><b>33143</b>                                                                          |                                                                                                                              |                                                                                                                                                                                                                                                                      |
| Transmission Type<br><input type="checkbox"/> Manual<br><input checked="" type="checkbox"/> Automatic                                                                                                            | Antilock Brakes<br><input type="checkbox"/> Yes<br><input type="checkbox"/> No | Restraint System<br><input checked="" type="checkbox"/> Driverside Airbag <input type="checkbox"/> Motorbelt<br><input checked="" type="checkbox"/> Passengerside Airbag <input type="checkbox"/> 2-Point Belt<br><input checked="" type="checkbox"/> 3-Point Belt | Cruise Control<br><input type="checkbox"/> Yes<br><input checked="" type="checkbox"/> No          | Drivetrain<br><input checked="" type="checkbox"/> Front<br><input type="checkbox"/> Rear<br><input type="checkbox"/> 4-Wheel | Vehicle Type<br><input checked="" type="checkbox"/> Car <input type="checkbox"/> Sport Ult.<br><input type="checkbox"/> Van <input type="checkbox"/> Truck<br><input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle<br><input type="checkbox"/> Other |
| Body Style<br><input type="checkbox"/> 2-Door<br><input checked="" type="checkbox"/> 4-Door<br><input type="checkbox"/> Stationwagon<br><input type="checkbox"/> Pick Up Truck<br><input type="checkbox"/> Other |                                                                                |                                                                                                                                                                                                                                                                    |                                                                                                   |                                                                                                                              |                                                                                                                                                                                                                                                                      |

FAILED COMPONENT(S)/PART(S) INFORMATION

|                                   |                                              |                                                                                                                                                     |                                                                                                        |
|-----------------------------------|----------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|
| Component<br><b>Belt</b>          | Part Name(s)<br><b>POWER STEERING SYSTEM</b> | Location<br><input type="checkbox"/> Left <input type="checkbox"/> Right<br><input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear | Failed Part(s)<br><input checked="" type="checkbox"/> Original<br><input type="checkbox"/> Replacement |
| No. of Failures<br><b>SEVERAL</b> | Date(s) of Failure(s)<br><b>6-9/1999</b>     | Failed Part(s) Available?<br><input type="checkbox"/> Yes <input type="checkbox"/> No                                                               | NHTSA Previously Contacted?<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No     |
|                                   | Mileage at Failure(s)<br><b>19900</b>        |                                                                                                                                                     |                                                                                                        |
|                                   | Vehicle Speed at Failure(s)<br><b>15</b>     |                                                                                                                                                     |                                                                                                        |

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies) on the back of this form)

|                                                                              |                                                                             |                                    |                                   |                                              |                                                                                           |
|------------------------------------------------------------------------------|-----------------------------------------------------------------------------|------------------------------------|-----------------------------------|----------------------------------------------|-------------------------------------------------------------------------------------------|
| Crash<br><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | Fire<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Number Persons Injured<br><b>2</b> | Number of Fatalities<br><b>No</b> | Estimated Property Damage<br><b>\$ 30.00</b> | Reported to Police<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
|------------------------------------------------------------------------------|-----------------------------------------------------------------------------|------------------------------------|-----------------------------------|----------------------------------------------|-------------------------------------------------------------------------------------------|

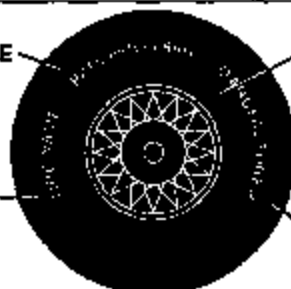
INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

To report defective or failed tires provide the following: DOT Number, Tire Manufacturer, Tire Name, Tire Size (include all numbers and letters).  
Note: This information not required for normal operation tires.

|     |              |           |                    |
|-----|--------------|-----------|--------------------|
| DOT | Manufacturer | Tire Name | Complete Tire Size |
|-----|--------------|-----------|--------------------|

TIRE SIZE

TIRE NAME



TIRE MANUFACTURER

U.S. DOT safety standard code

The number may be on the inner side of the tire and have up to 11 letters and numbers. Usually located near rim flange on side opposite whitewall or on either side of blackwall tire.

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 administration 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)

My wife was driving on a rainy day and was going to turn right, when suddenly the power steering system failed and she ran in to the median.

This neon does not have a cover on the power steering pump and when it rains water goes under hits the belts on the power steering pump and causes it to slip and the pump does not work.

This is happening over and over when it rains and is hazardous to our health and seriously dangerous.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US 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 NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
DOT Auto Safety Hotline, NSA-10.1  
400 7th Street, SW  
Washington, DC 20590

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

33 USA



**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



US Department of Transportation  
National Highway Traffic Safety  
Administration  
<http://www.nhtsa.dot.gov/hotline>

900932

11-5 4-4



INVOICE

THE WORLD'S FIRST DODGE DISCOUNT OUTLET

16601 South Dixie Highway

Miami, Florida 33157

(305) 278-8994

www.dadelanddodge.com

Dade County Reg. #MVR-83100119

State of Florida Reg. #MY-00522

FAX (305) 278-0895

PAGE 1

SERVICE ADVISOR: 75 LUIS GARCIA

| COLOR     | YEAR      | MAKE/MODEL | VIN               | LICENSE | MILEAGE IN/OUT | TAG     |           |
|-----------|-----------|------------|-------------------|---------|----------------|---------|-----------|
| RED       | 1998      | DODGE NEON | 1B3ES47Y4WD684587 |         | 20047/20047    | T1313   |           |
| DEL DATE  | PROD DATE | WARR EXP   | PROMISED          | PO NO   | RATE           | PAYMENT | INV DATE  |
| 01JAN1998 |           |            | 17:00 11JUN99     |         | 0.00           | CASH    | 11JUN1999 |

R.O. OPENED: READY: OPTIONS:

08:08 11JUN99 11:18 11JUN99

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A CUST STATES STEERING IS LOCKING UP WHEN TURNING

CAUSE: F

VON VEHICLE OPERATING NORMALLY AT THIS TIME. WE  
WERE UNABLE TO DUPLICATE OWNERS CONCERN AT  
THE PRESENT TIME. NO REPAIRS MADE.

58 W

(N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

0386

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

\*\*\*\*\*

PROPER CAR REPAIR AND YOUR SATISFACTION  
ARE BOTH IMPORTANT TO US. THE WORK WE  
PERFORMED IS IN ACCORDANCE WITH THE  
MANUFACTURER'S SPECIFICATIONS,  
GOVERNMENT REGULATIONS AND OUR PRIDE OF  
WORKMANSHIP.

PREVENTATIVE MAINTENANCE IS THE LEAST  
EXPENSIVE COST OF OPERATING YOUR CAR. LET  
US SERVICE YOUR CAR REGULARLY TO PREVENT  
AS MANY MECHANICAL FAILURES AS POSSIBLE.

We guarantee our service work for 90 days or 4,000 miles,  
whichever comes first. If our repair or replacement fails  
normal service within that period, we'll fix it free of charge.  
Parts and Labor. All parts are new except as noted.

LIMITED WARRANTY: The only warranties applying to the parts  
installed in accordance with this estimate are those that may be  
offered by the manufacturer. The seller hereby expressly disclaims  
all warranties, either express or implied, including any implied  
warranty of merchantability or fitness for a particular purpose, and  
neither assumes nor authorizes any other person to assume for it  
any liability in connection with the sale of products or services sold  
under the terms of this estimate. Refer to the back of your  
customer copy for individual parts and labor guarantees. Seller does  
not guarantee that the work performed in accordance with this  
estimate will correct any problem specified on the description of  
the complaint.

CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE-  
MENTIONED VEHICLE AND RECEIPT OF INVOICE COPY HEREOF.

| DESCRIPTION               | TOTALS |
|---------------------------|--------|
| LABOR AMOUNT              | 0.00   |
| PARTS AMOUNT              | 0.00   |
| GAS, OIL, LUBE            | 0.00   |
| SUBLET AMOUNT             | 0.00   |
| MISC CHARGES              | 0.00   |
| TOTAL CHARGES             | 0.00   |
| LESS INSURANCE            | 0.00   |
| SALES TAX                 | 0.00   |
| PLEASE PAY<br>THIS AMOUNT | 0.00   |

NOTE: SEE BACK OF REPAIR ORDER FOR ADDITIONAL INFORMATION AND WARRANTIES.

CUSTOMER COPY



12710 CAIRO LANE  
OPA-LOCKA, FL 33054  
(305) 688-4118  
1-(800) 209-4167  
FAX (305) 688-6984

|         |   |           |  |         |  |             |       |
|---------|---|-----------|--|---------|--|-------------|-------|
| SOLD TO | 1 | ACCT. NO. |  | SHIP TO |  | Invoice No. | 13443 |
|         |   |           |  |         |  |             |       |

|                |           |            |        |               |            |              |              |               |             |              |
|----------------|-----------|------------|--------|---------------|------------|--------------|--------------|---------------|-------------|--------------|
| TERMS          | CASH      | CHARGE     | C.O.D. | R.O.A.        | CREDIT     | PHONE NUMBER | ORDER BY     | DEPARTMENT    | P.O. NUMBER | DATE ORDERED |
|                | Cast      |            |        |               |            |              |              |               |             | 06/11/99     |
| WORK ORDER NO. | MAIL COPY | DISMANTLER | READY  | CORE EXCHANGE | R/O NUMBER | TRUCK LINE   | SALES PERSON | SHIPPING DATE |             |              |
| 16343          | N         |            |        |               |            |              | JOE          | 06/11/99      |             |              |

| ITEM / DESCRIPTION                                   | STOCK NO. | LOC. | AMOUNT  |
|------------------------------------------------------|-----------|------|---------|
| WHEEL<br>1 NEON (Extra Sale) 97 Int. 2053 14x5-1/2-- | N/A       |      | 28.17 T |

Visa

BUYER READ: inspect merchandise. It is sold as is. We are not responsible for damages or any loss caused from labor, installation, removal or use of this merchandise. We make no promise, guarantee or warranty other than what is shown on this form or displayed in this building. Returned merchandise that is accepted is limited to seller's option of replacement or refund.

BUYER: All claims and returned goods MUST be accompanied by this bill.

**LIMITED WARRANTY  
ON USED MOTORS  
WARRANTY FOR 30 DAYS  
NO WARRANTY IF OVER HEATED  
NO WARRANTY IF RUN  
WITHOUT OIL**

|                  |       |
|------------------|-------|
| SUB TOTAL        | 28.17 |
| SALES TAX        | 1.83  |
| SHIPPING CHARGES | 0.00  |
| TOTAL            | 30.00 |

Amount paid: 30.00  
Amount due: 0.00