

U.S. Department
of TransportationNational 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>

RECEIVED

Date Received

JUL 25 AM 11:28

OFFICE

DEFECTS INVESTIGATION

Reference No.

553182

OWNER INFORMATION (Type or Print)

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 04/03/2000

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) (17 Digits) 1B3ES27C0VD196678	(Located at bottom of windshield on driver's side)	Vehicle Make Dodge	Vehicle Model Neon	Vehicle Year 1997	Current Odometer Reading 79999
Purchased Date 04/08/1997	Dealer's Name Irondequoit Dodge	Engine Size (CID/CC/L) 2.0L	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection	No. Cylinders 4	
☐ New ☐ Used	Dealer's City Rochester	State NY	Zip Code 14622		
Transmission Type ☐ Manual ☒ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ Driverside Airbag ☐ Motorbelt ☒ Passengerside Airbag ☐ 2-Point Belt ☐ 3-Point Belt	Cruise Control ☐ Yes ☒ No	Drivetrain ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☒ Car ☐ Sport Util. ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other
					Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Part Name(s) Head gasket	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement
No. of Failures 2	Date(s) of Failure(s) June 16, 1999 original, April 3, 2000 replaced	Mileage at Failure(s) 57,571	NHTSA Previously Contacted? ☐ Yes ☒ No

APPLICABLE INCIDENT INFORMATION

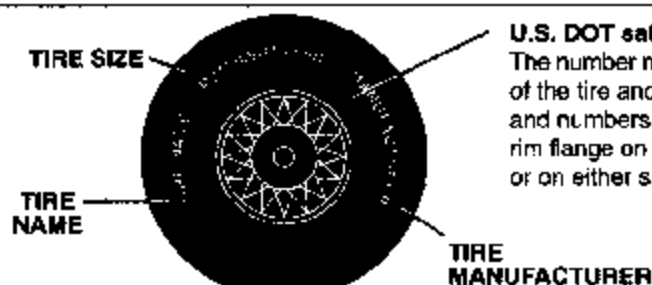
(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☐ No	Fire ☐ Yes ☒ No	Number Persons Injured	Number of Fatalities	Estimated Property Damage \$	Reported to Police ☐ Yes ☐ No
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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
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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)

oil leak was noticed and oil was found in spark plug cylinders in original Head gasket failure, Original was covered under warranty.

oil leak was noticed again and dealership found Head gasket failure again. This time no warranty coverage and I had to pay 150.00 before regional office would allow replacement of Head gasket.

if there is a problem with the Head gaskets why hasn't there been a recall? Nothing has been said Probably because the original parts are covered by warranty the complaints come when there is no warranty and when a part needs to be replaced after being replaced a year before. Lets look closely at this problem please. The internet has listed many cars w/ same problem ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
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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



**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

OR

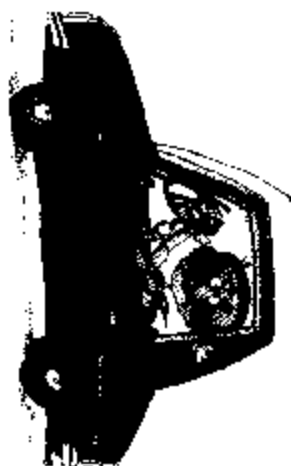
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and dial toll free at

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