



U.S. Department of Transportation
National Highway Traffic Safety Administration

POSTED

**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

Date Received: **OC, CD**
 Oc_or: _____
 r_dt: _____
 od_n: _____
 up_tr: _____
 Reference No. _____

DEFEC 560685

OWNER INFORMATION (Type or Print)

Name: [Redacted]
 Street: [Redacted]
 City: [Redacted]

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: [Redacted] Date: **6/27/00**

PRODUCT INFORMATION

Vehicle Identification No. (VIN): [Redacted] Make: **Dodge** Model: **Neon** Year: **1995**
 Purchased Date: _____ Dealer's Name: **Liberty Dodge** Engine Size (CID/CC/L): _____ Turbo Diesel Gas Fuel Injection
 New Used Dealer's City: **Pittsburgh** State: **PA** Zip Code: _____ No. Cylinders: **4**
 Manufacture Date (on driver's door or pillar): _____ Transmission Type: Manual Automatic Restraint System: Driverside Air Bag Motorbelt Passengerside Air Bag 2-Point Belt 3-Point Belt Cruise Control: Yes No Drivetrain: Front Rear 4-Wheel Vehicle Type: Car Sport Utility Van Truck Minivan Motorcycle Other Body Style: 2-Door 4-Door Stationwagon Pick Up Truck Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s): **FUEL PUMP (FAILED 6 TIMES)** Location: Left Right Front Rear Failed Part(s): Original Replacement Handicap Adaptive Equip: Yes No

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand: _____ Tire Name: _____ Complete Tire Size: _____
 No. of Failures: _____ Date(s) of Failure(s): _____ Mileage at Failure(s): _____ Vehicle Speed at Failure(s): _____ Failed Part(s) Available? Yes No NHTSA Previously Contacted? Yes No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies). Attach photos if available.)

Crash: Yes No Fire: Yes No Number of Persons Injured: _____ Number of Fatalities: _____ Reported to Manufacturer: Yes No

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).
 The Fuel Pump failed 6 times - 3 times in intersections where accidents almost occurred because of stalled car.
 Dealer refused to replace the vehicle even after continual failings. Having a fuel pump that fails at any given time is definitely a safety issue.

Continue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If 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)

Dodge Customer Service also lied to me when I asked if there were any dealer concerns with this car. I later found out that there were many - including bad glue on the back windshield and lost of chip protection on the hood. These are problems I could have had fixed in time if the Dodge Customer Service department had not lied to me.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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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, NSA-10.01 400 7th Street, SW Washington, DC 20590



Complete and return or place in your car manual for future use



VEHICLE OWNER'S QUESTIONNAIRE (VOQ)

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS COMPLETE THIS FORM OR

DASH 2 DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

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