



**DOT Auto Safety Hotline  
Vehicle Owner's Questionnaire (VOQ)**

**NATIONWIDE 1-888-DASH-2-DOT  
1-888-327-4236  
www.nhtsa.dot.gov/hotline**

**FOR AGENCY USE ONLY 258**

|                                  |              |
|----------------------------------|--------------|
| Data Received<br><br>20-JUL-2000 | Od_or _____  |
|                                  | rt_dt _____  |
|                                  | od_rt _____  |
|                                  | up_ltr _____ |
| Reference No.<br><br>725721      |              |

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

**VEHICLE INFORMATION**

|   |                              |                              |                             |                          |
|---|------------------------------|------------------------------|-----------------------------|--------------------------|
| Vehicle Ident. No. (VIN) <small>(Listed at front of windshield or drivers side)</small><br><b>1B3ES22C4TD692412</b> | Vehicle Make<br><b>DODGE</b> | Vehicle Model<br><b>NEON</b> | Vehicle Year<br><b>1996</b> | Current Odometer Reading |
|---|------------------------------|------------------------------|-----------------------------|--------------------------|

|   |                                       |                                    |   |
|---|---------------------------------------|------------------------------------|---|
| Purchase Date<br><b>01-JAN-2000</b>                                   | Dealer's Name _____                   | Engine Size (CID/CC/L) <b>2.0L</b> | <input type="checkbox"/> Turbo<br><input type="checkbox"/> Diesel<br><input type="checkbox"/> Gas<br><input checked="" type="checkbox"/> Fuel Injection |
| <input type="checkbox"/> New <input checked="" type="checkbox"/> Used | City _____ State _____ Zip Code _____ | No. Cylinders _____                |   |

|  |   |   |  |   |   |  |
|--|---|---|--|---|---|--|
| Transmission Type<br><input type="checkbox"/> Manual<br><input type="checkbox"/> Automatic | Antilock Brakes<br><input type="checkbox"/> Yes<br><input checked="" type="checkbox"/> No | Restraint System<br><input type="checkbox"/> 3-Point Belt<br><input checked="" type="checkbox"/> Driverside Airbag<br><input type="checkbox"/> Passengerside Airbag<br><input type="checkbox"/> Motorbell<br><input checked="" type="checkbox"/> 2-Point Belt | Cruise Control<br><input type="checkbox"/> Yes<br><input checked="" type="checkbox"/> No | Drive Train<br><input checked="" type="checkbox"/> Front<br><input type="checkbox"/> Rear<br><input type="checkbox"/> 4-Wheel | Vehicle Type<br><input type="checkbox"/> Car<br><input type="checkbox"/> Van<br><input type="checkbox"/> Minivan<br><input type="checkbox"/> Other _____<br><input type="checkbox"/> Sport Ult Truck<br><input type="checkbox"/> Motorcycle | Body Style<br><input checked="" type="checkbox"/> 2-Door<br><input 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>05150021</b> | Part Name(s)<br><b>ENGINE:GASKETS:VALVE COVER</b> | Location<br><input type="checkbox"/> Left <input type="checkbox"/> Right<br><input type="checkbox"/> Frnt <input type="checkbox"/> Rear | Failed Part(s)<br><input type="checkbox"/> Original<br><input type="checkbox"/> Replacement |
|------------------------------|---|---|---|

|                            |  |   |                                    |   |
|----------------------------|--|---|------------------------------------|---|
| No of Failures<br><b>1</b> | Date(s) of Failure(s) <b>19-JUL-2000</b> | Failed Part(s) Available?<br><input type="checkbox"/> Yes <input type="checkbox"/> No | Mileage at Failure(s) <b>78000</b> | NHTSA Previously Contacted?<br><input type="checkbox"/> Yes <input type="checkbox"/> No |
|                            | Vehicle Speed at Failure(s) <b>25</b>    |   |                                    |   |

**APPLICATION INCIDENT INFORMATION**

(Please describe in detail the incident(s), Failure(s), Crashes, and injury(ies) on the back of this form)

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

**NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)**

**CAR STALLED AFTER OVERHEATING. VEHICLE RESTARTED AND WAS BLOWING WHITE SMOKE FROM TAILPIPE. DEALER STATED HEAD GASKET FAILURE, BUT NOT COVERED UNDER WARRANTY BECAUSE IT WAS BLOWING ANTIFREEZE INSTEAD OF OIL. VEHICLE HAD JUST HAD CYLINDER COVER, SPARK PLUG SEALS AND TUBES REPLACED AND ENGINE TUNEUP 6 DAYS PRIOR TO HEAD GASKET FAILURE. DEALERSHIP WAS INFORMED AT THAT TIME THAT VEHICLE WAS OVERHEATING, BUT THEY STATED THEY COULDN'T FIND ANYTHING WRONG OTHER THAN IT NEEDING A TUNE UP.\*AK**

CONTINUED ON BACK (REVERSE)

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.