

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

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

Date Received

25-JUL-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

725978

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) _____ (located at front of windshield on drivers side)	Vehicle Make PLYMOUTH	Vehicle Model NEON	Vehicle Year 1996	Current Odometer Reading
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Purchase Date 01-NOV-1997	Dealer's Name _____	Engine Size (CID/CC/L) 2L	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
☐ New ☒ Used	City _____ State _____ Zip Code _____	No Cylinders _____	

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbell ☒ 2-Point Belt	Cruise Control ☐ Yes ☒ No	Drive Train ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other _____ ☐ Sport Ult ☐ Truck ☐ Motorcycle	Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 06540000 05150021 07300000	Part Name(s) EXHAUST GAS RECIRCULATION VALVE (EGR VALVE) ENGINE GASKETS VALVE COVER POWER TRAIN: TRANSMISSION: AUTOMATIC	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) 15-DEC-1998 Mileage at Failure(s) 60000 Vehicle Speed at Failure(s) 25	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICATION 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 of Persons Injured 2	Number of Fatalities 0	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

TRANSMISSION WAS REPLACED AT ABOUT 35,000 MILES UNDER WARRANTY, NEW TRANSMISSION IS BEGINNING TO SLIP. HEADGASKET HAS FAILED TWICE CAUSING INTERNAL DAMAGE THAT THE DEALERSHIP WON'T ADMIT TO. ENGINE BLOCK OR OTHER PART IS CRACKED, LEAKING OIL INTO CYLINDERS 1 AND 3, PROBLEM WASN'T CORRECTED LAST TIME IN SHOP. BRAKES FAIL REGULARLY, ESPECIALLY UNDER QUICK STOPPING ATTEMPTS, EVEN THOUGH THE PADS/SHOES ARE STILL GOOD. THERE IS A GAS LEAK THAT ALLOWS FUMES TO ENTER THE CAR. EGR VALVE IS BROKEN AND WON'T BE FIXED UNDER WARRANTY EVEN THOUGH IT'S PART OF THE ENGINE. PAINT IS CHIPPING ON THE BOTTOM HALF OF THE CAR AND THE PANELS ARE NOW RUSTING. CAR STALLS IN REVERSE. CAR IDLES ROUGHLY EVEN AFTER TUNE-UPS. HEAT/AC KNOBS ARE CRACKED DUE TO IMPROPER DRILLING

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.