

**784492**

**From:** siracusa@publicinteractive.com  
**To:** Young, Beverly <NHTSA>, Jimenez, Alberto <NHTSA>, Chiang, George <NHTSA>  
**Date:** 2/8/00 11:03AM  
**Subject:** Car Talk VOQ submission

\* This data was submitted via a fill-in form at the Cartalk web site  
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SUBMISSION DATE: Tuesday, February 8th 2000 at 9:47:24 AM

**VEHICLE OWNER'S QUESTIONNAIRE**  
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**OWNER INFORMATION**  
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NAME: [REDACTED]  
ADDRESS: [REDACTED]  
TELEPHONE: [REDACTED]

NHTSA authorized to send a copy of this report to the manufacturer: Yes

**VEHICLE INFORMATION**  
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VIN:  
MAKE: Dodge  
MODEL: Neon Highline  
YEAR: 1996

ODOMETER: 63,000  
PURCHASE DATE: NEW OR USED: New

DEALER NAME: Tobin Crysler Plymouth Dodge  
ADDRESS: Clinton, NY 13323

ENGINE SIZE:  
CYLINDERS: 4

FUEL INJECTION: No  
TURBO: No  
FUEL TYPE:  
ANTILOCK BRAKES: Yes  
CRUISE CONTROL: Yes  
DRIVETRAIN: Front

DRIVER AIRBAG: Yes  
PASSENGER AIRBAG: Yes  
3-POINT BELT: No  
MOTOR BELT: No  
2-POINT BELT: No  
BODY STYLE: Other

FAILED COMPONENT(S)/PART(S) INFORMATION

COMPONENT: Transmission failure while in route to work.

PART NAME(S): Total Transmission  
Front Disk Brakes  
Front Rotors

LOCATION:

NUMBER OF FAILURES: Front Disk Brakes and Rotors. Have had to remove and replace these items twice and they are due again for replacement. The repairs cost an average of \$375 each time. The repairs occur around every 20,000 miles. I do a lot of long distance driving so it is NOT due to continuous city driving where breaking is required very frequently. For an economy vehicle this can become very expensive. The reason(s) given for these failures, "Strick Environmental Protection Agency (EPA) rules and regulations. We are not allowed to use asbestos in our products." 20,000 miles that seems TOO frequent.

TRANSMISSION, at 63,000 miles the transmission failed completely. accelerating from a stop at an intersection I increased the vehicle speed to around 45 to 50 miles per hour when

without warning the forward gears (Drive (D), Drive 2 and Drive 1 did not function. The REVERSE responded as it should. Contacting the dealer I purchased the vehicle from I was told SORRY but our warranty only extends 3 years or 36,000 miles, TOO BAD.

DATE(S) OF FAILURES: Feb. 6, 2000

MILEAGE AT FAILURE(S): 63,000

SPEED AT FAILURE(S): 45 to 50 Miles Per Hour

MANUFACTURER CONTACTED: Yes

NHTSA CONTACTED: No

APPLICABLE ACCIDENT INFORMATION

ACCIDENT: No

FIRE: No

NUMBER OF PERSONS INJURED:

NUMBER OF FATALITIES:

ESTIMATED PROPERTY DAMAGE: \$

DRIVER AIRBAG DEPLOYED:

PASSENGER AIRBAG DEPLOYED:

REPORTED TO POLICE:

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

DOT NUMBER: DOT

TIRE MANUFACTURER:

TIRE NAME:

TIRE SIZE:

ADDITIONAL COMMENTS

The Dodge Neon Highline I purchased is highly advertised as an excellent economical vehicle for transportation. It is supposed to be reliable for commuting place to place. When the added expenses I have required while having ownership of this Auto it probably would have been just as expensive to purchase a more luxurious car. A question concerning the

make and model of car. "

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END OF FORM  
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