



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

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 1039

Date Received

08-MAR-2002

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

8005218

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) (Locate at bottom of windshield or driver's side door)		Vehicle Make DODGE	Vehicle Model NEON	Vehicle Year 1997	Current Odometer Reading
Purchase Date ☐ New ☒ Used	Dealer's Name _____ City _____ State _____ Zip Code _____		Engine Size (CID/CC/L) _____ No Cylinders _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection	
Transmission Type ☐ Manual ☒ Automatic	Antilock Brakes ☐ Yes ☐ No	Restraint System ☐ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	Cruise Control ☐ Yes ☐ No	Drive Train ☐ 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 07380000	Part Name(s) POWER TRAIN:TRANSMISSION:AUTOMATIC:COOLING UNIT AND	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure	Dates of Failure(s) 04-MAR-2002 Mileage at Failure(s) 24 Vehicle Speed at Failure(s) _____	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ 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	Number of Fatalities	Estimated Property Damag	Reported to Police ☐ Yes ☐ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE PARKED TRANSMISSION FLUID LEAKED OUT OF VEHICLE. DEALER CONTACTED. PLEASE ADD VIN. *AK

COPIES OF THIS FORM ARE:

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.

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4238

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1039

Date Received

08-MAR-2002

Od_or
rt_dt
od_rt
ap_ltr

Reference No.

V8005218

OWNER INFORMATION (Type or Print)

742403

Work Number

Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?

☒ YES☐ NO

In the absence of an authorized signature

Signature of Owner

Date 4/5/02

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of
windshield on driver's side)

1B3ES27C8VD226381

Vehicle Make

DODGE

Vehicle Model

NEON

Vehicle Year

1997

Current Odometer Reading

24,707

Purchase Date

April 28, 1997

Dealer's Name

Bothun Automotive

Engine Size
(CID/GC/L)

No Cylinders

☐ Turbo
☐ Diesel
☐ Gas
☒ Fuel Injection☒ New ☒ Used

City Eau Claire State WI Zip Code 54702

Transmission Type

☐ Manual☒ Automatic

Antilock Brakes

☐ Yes☒ No

Restraint System

☐ 3-Point Belt☐ Motorbelt☒ Driverside Airbag☐ 2-Point Belt☒ Passengerside Airbag

Cruise Control

☐ Yes☒ No

Drive Train

☒ Front☐ Rear☐ 4-Wheel

Vehicle Type

☒ Car☐ Van☐ Minivan☐ Other☐ Sport Utility☐ Truck☐ Motorcycle

Body Style

☐ 2-Door☒ 4-Door☐ Stationwagon☐ Pick Up☐ Truck

FAILED COMPONENT(S)/PART(S) INFORMATION

Component
07380000

Part Name(s)

POWER TRAIN: TRANSMISSION: AUTOMATIC: COOLING UNIT AND

Location

☐ Left☐ Front☐ Right☐ Rear

Failed Part(s)

☒ Original☐ Replacement

No. of Failures

Date(s) of Failure(s) 04-MAR-2002

Mileage at Failure(s) 24

Vehicle Speed at Failure(s)

Failed
Part(s)☐ Yes ☐ NoNHTSA
Previously☐ 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

Number of Fatalities

Estimated Property Damage

Reported to Police

☐ Yes☐ No

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

WHILE PARKED TRANSMISSION FLUID LEAKED OUT OF VEHICLE. DEALER CONTACTED. PLEASE
ADD VIN. *AK

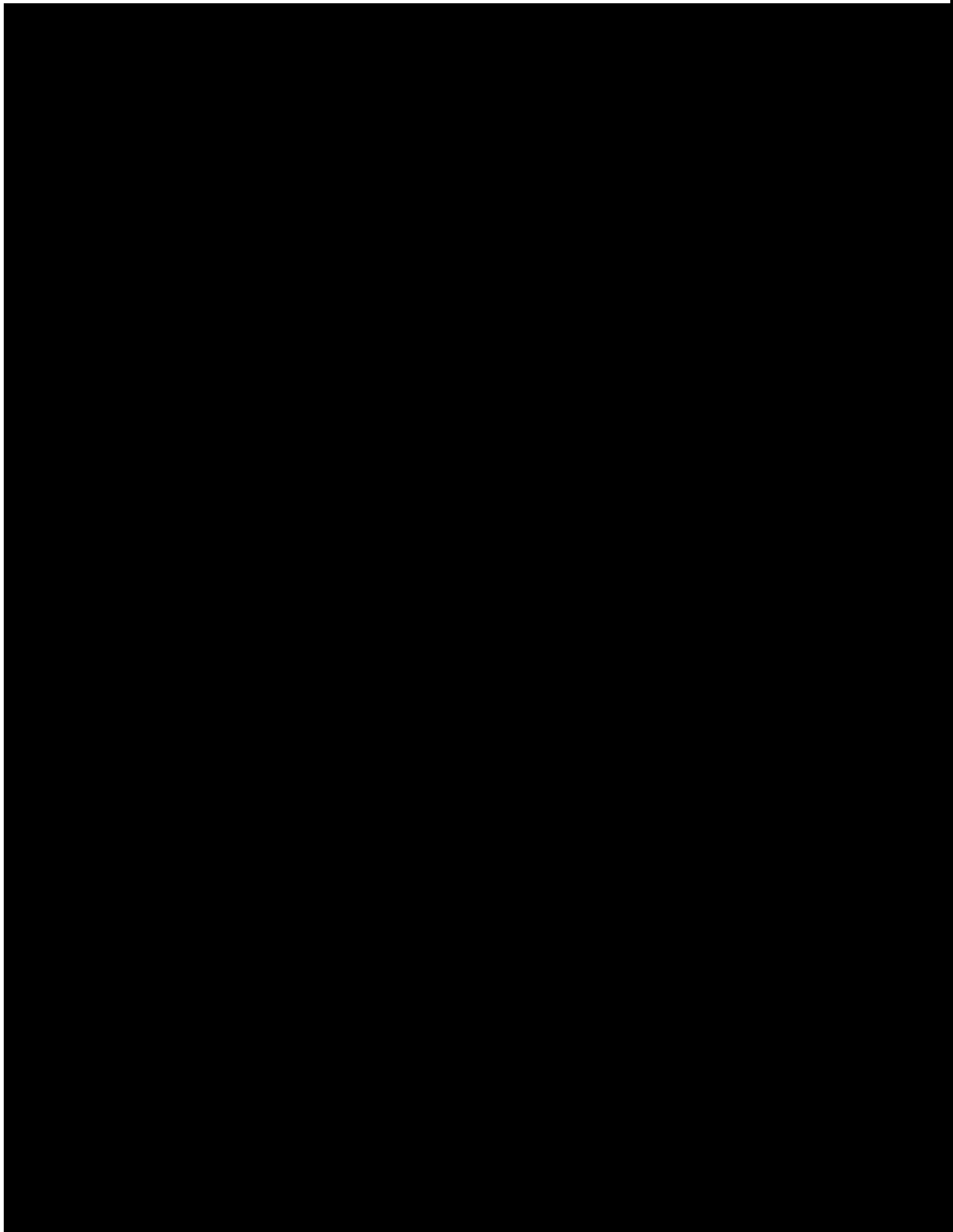
See attached letter addressed to dealer

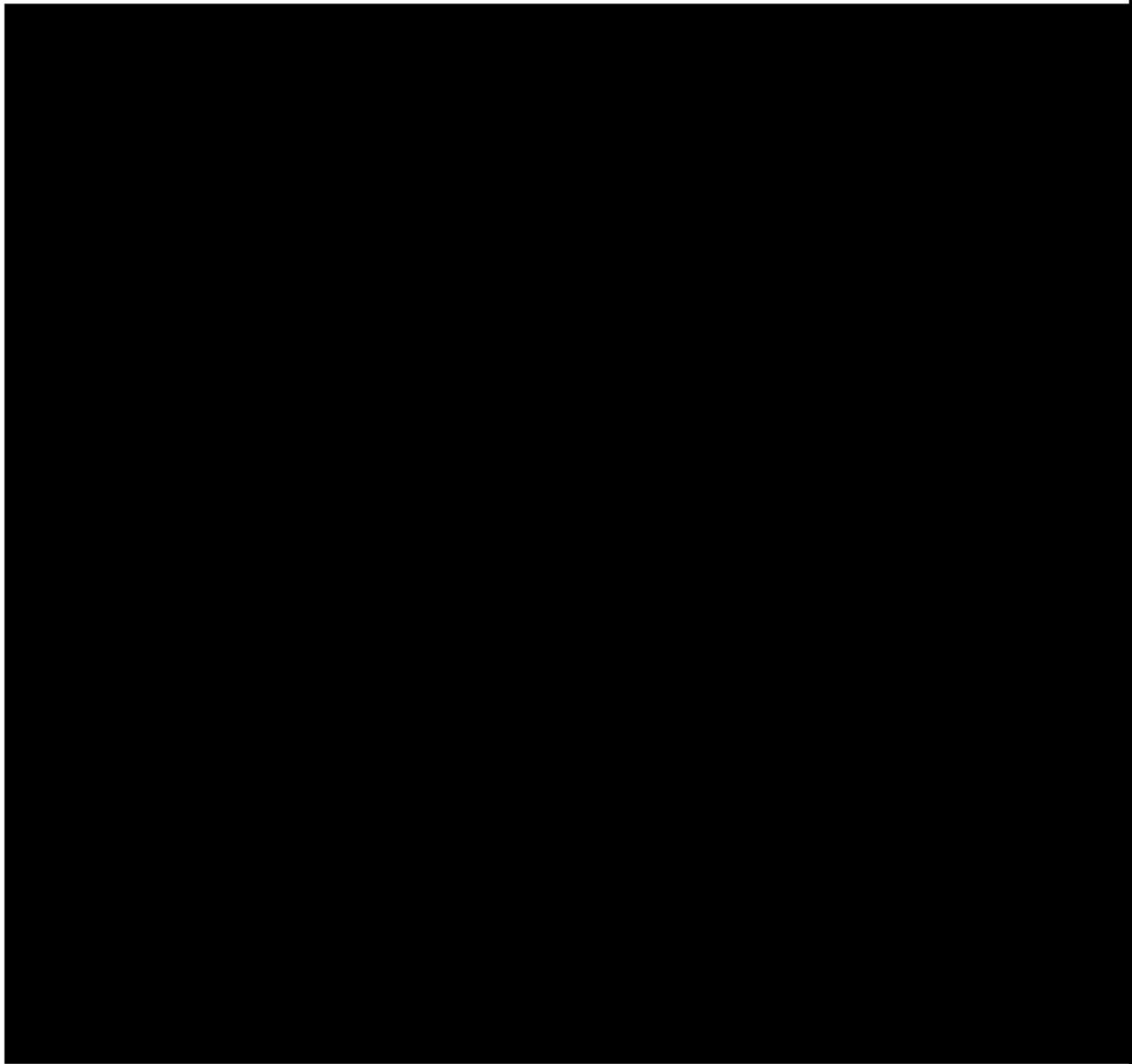
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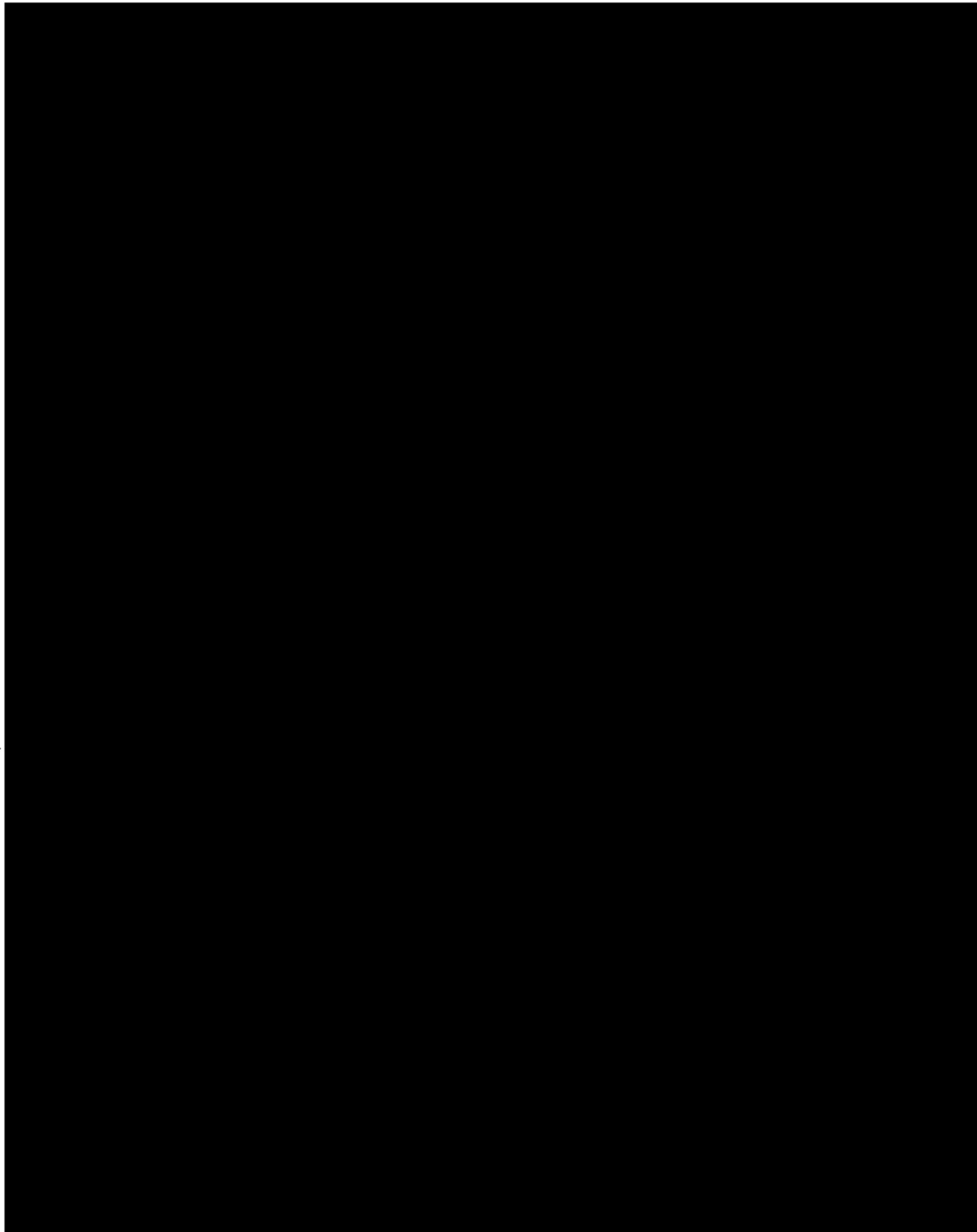
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether 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.

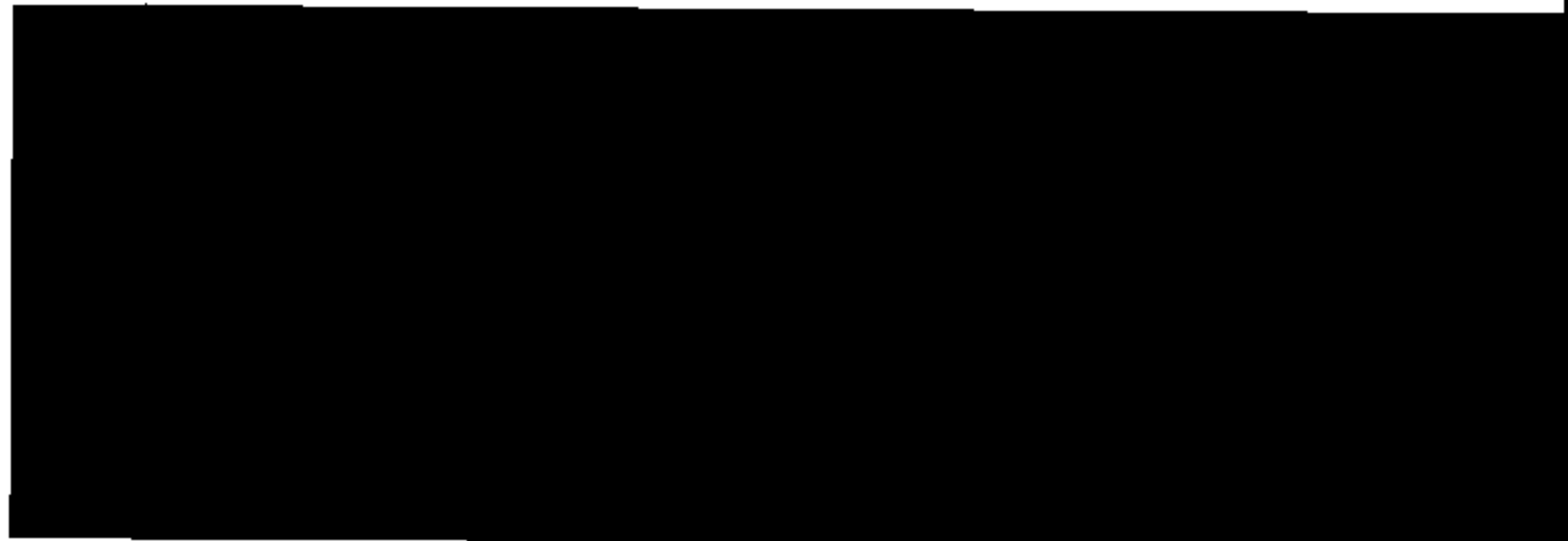
**THE FOLLOWING PAGES ARE WITHHELD TO
PROTECT UNWARRANTED INVASION OF
PERSONAL PRIVACY PURSUANT TO
EXEMPTION 6 OF THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6)**

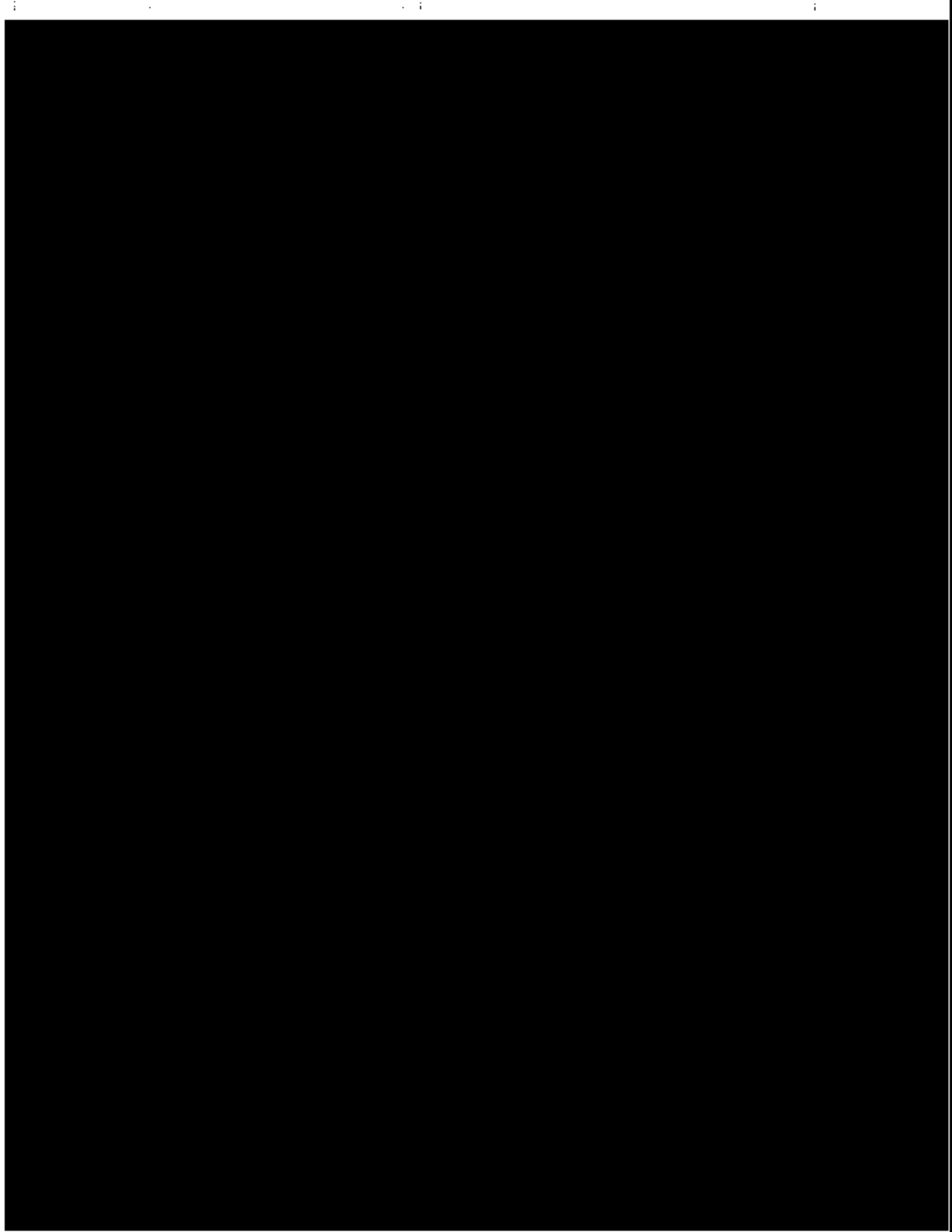
(Page 1 through Page 19)

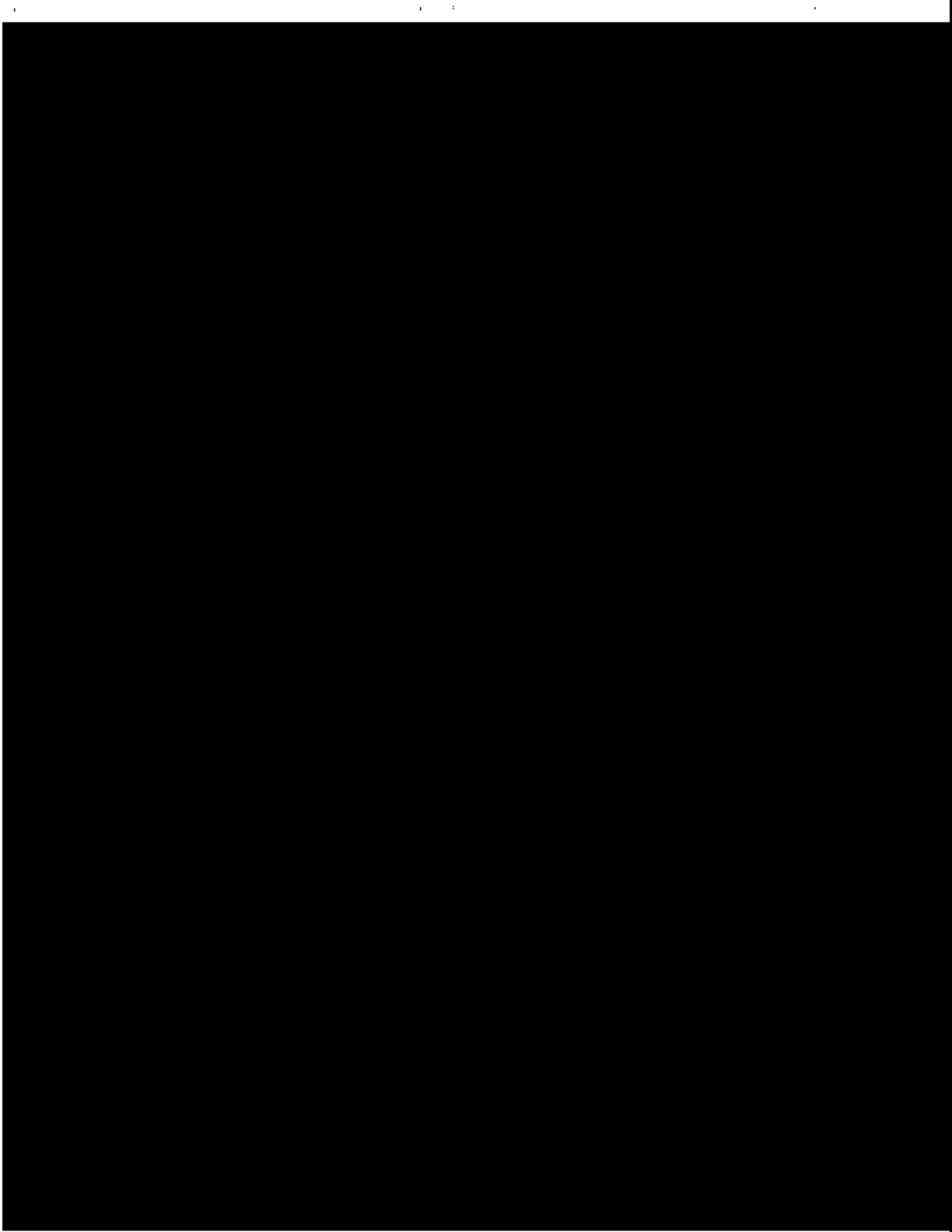












1324

8349847

55831

INVOICE

Bothun

3100 MALL DRIVE
P.O. BOX 1848
EAU CLAIRE, WI 54702
(715) 833-7777GLORIA J. KOSHOSHEK
601 SPRINGS ST.
EAU CLAIRE, WI 54703
HOME: 834-9847 BUS:

PAGE 2

AUTOMOTIVE



SERVICE ADVISOR: 6 THOMAS ERTZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MI/AGE IN/OUT	TAG	
RED	97	DODGE NEON	1B3ES27C8VD226381	CWJ936	16710/16710	T3667	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
28APR1997			17:00 20APR00			CASH	20APR2000
H.O. OPENED		READY	OPTIONS: STK:4274 DLR:65524				

08:14 20APR00 17:07 20APR00

LINE OPCODE TECH TYPE HOURS

LIST

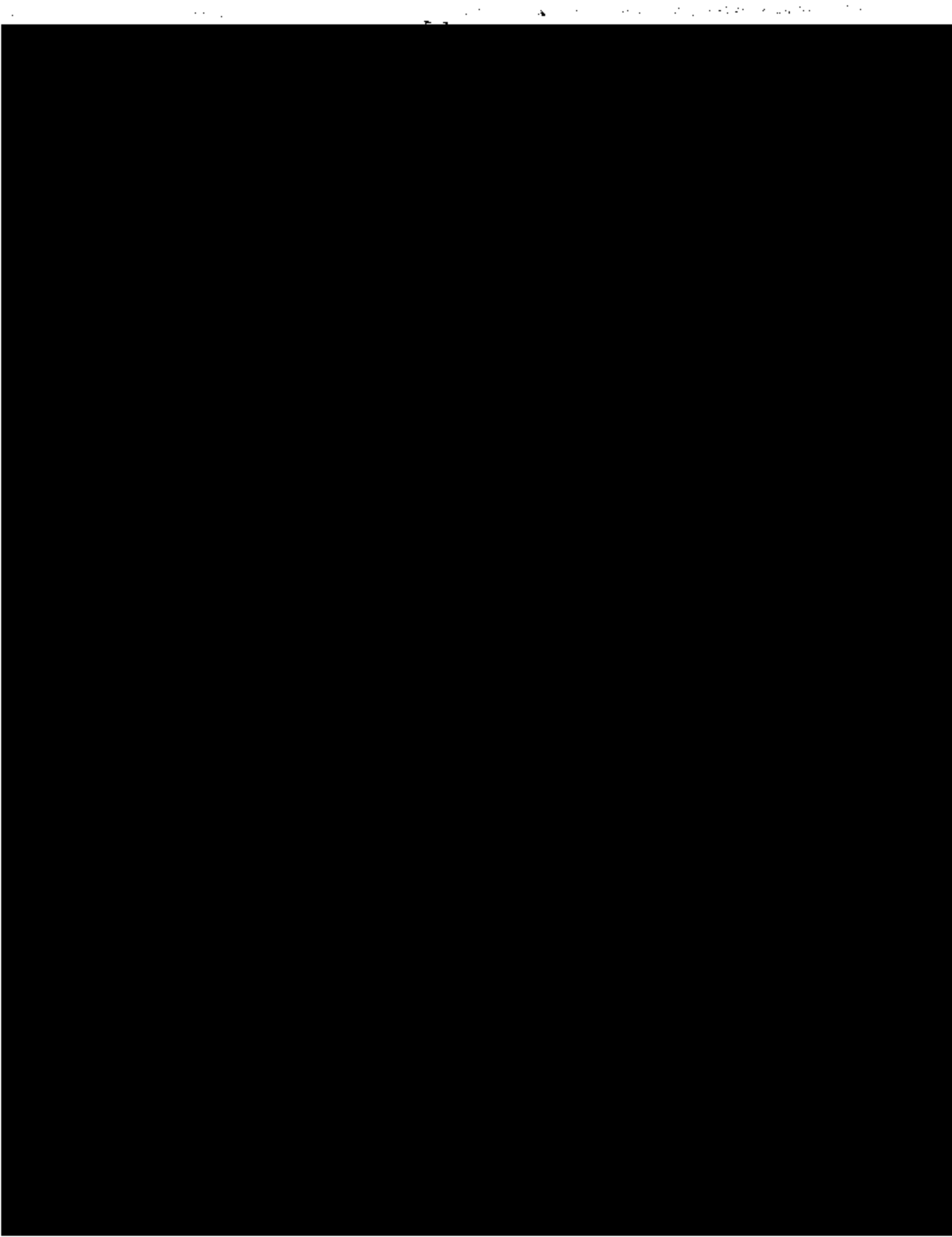
NET

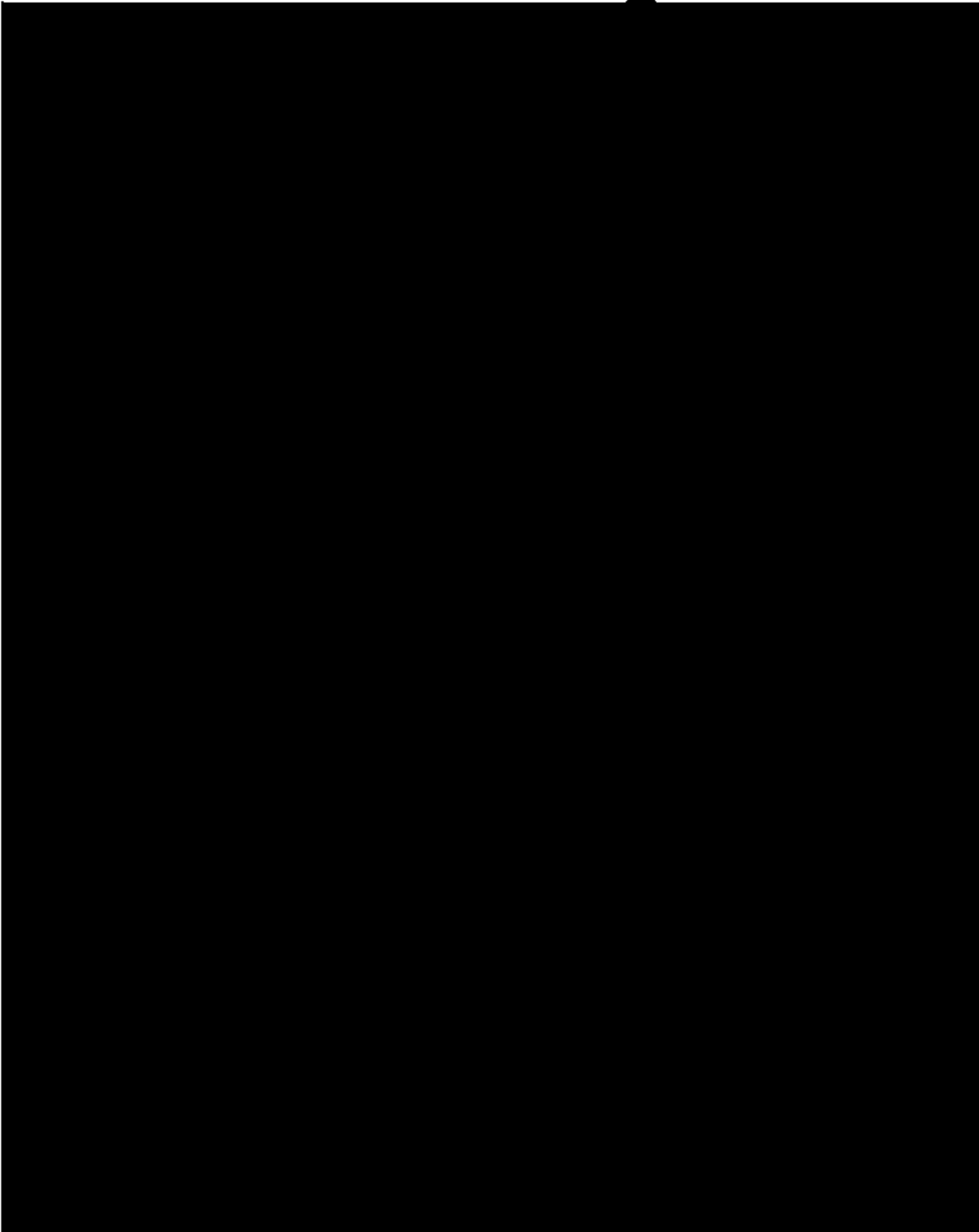
TOTAL

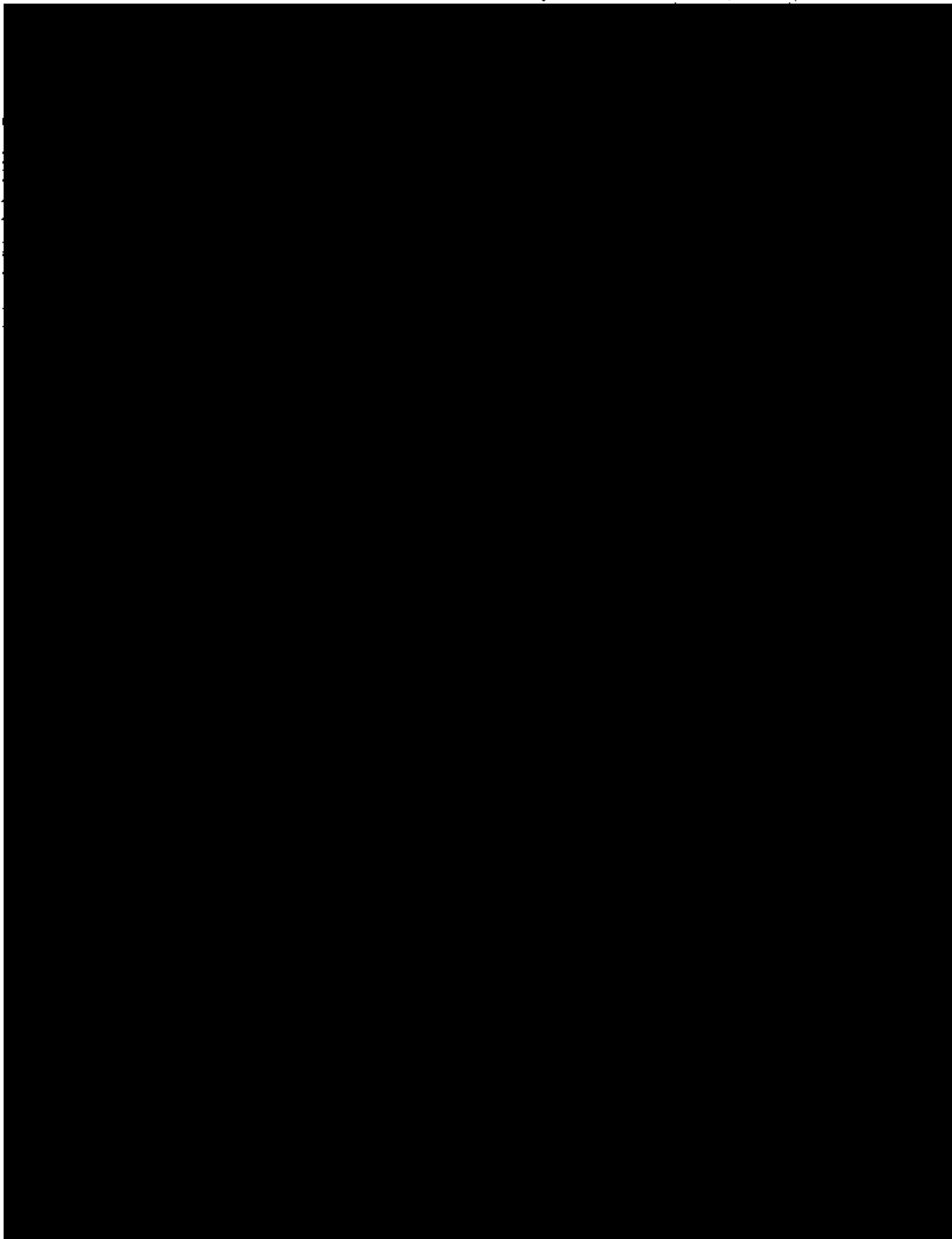
AUTH CODE:

8810

STANDARD LAMP BOLT ACTUATOR CYLINDER HEADCASKET AND D HEAD BOLTS AND CAM







the 1990s, the number of people in the UK who are employed in the public sector has increased by 1.5 million (from 2.5 million in 1980 to 4 million in 1998) and the number of people in the private sector has increased by 1.5 million (from 2.5 million in 1980 to 4 million in 1998) (Department of Health 1999).

There is a growing emphasis on the need to improve the quality of care and to ensure that the public sector is able to meet the needs of the population. This has led to a number of initiatives, including the introduction of the Health Care Act 1999, which aims to improve the quality of care and to ensure that the public sector is able to meet the needs of the population. The Act also aims to improve the efficiency of the public sector and to ensure that it is able to provide the best possible value for money.

The Health Care Act 1999 also aims to improve the quality of care and to ensure that the public sector is able to meet the needs of the population. This has led to a number of initiatives, including the introduction of the Health Care Act 1999, which aims to improve the quality of care and to ensure that the public sector is able to meet the needs of the population.

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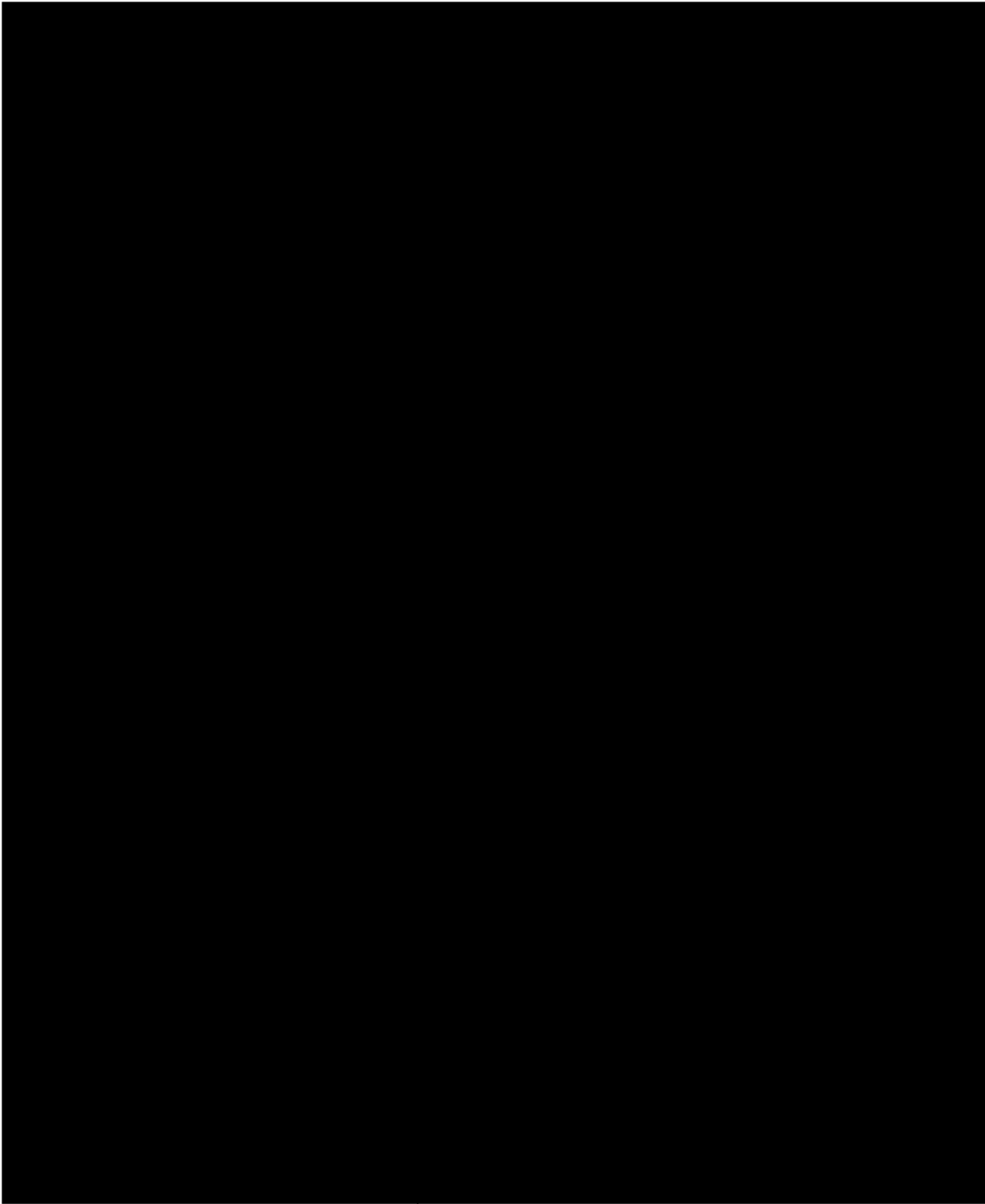
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Press return to continue, S to list the story for this RO, or E to exit: ?

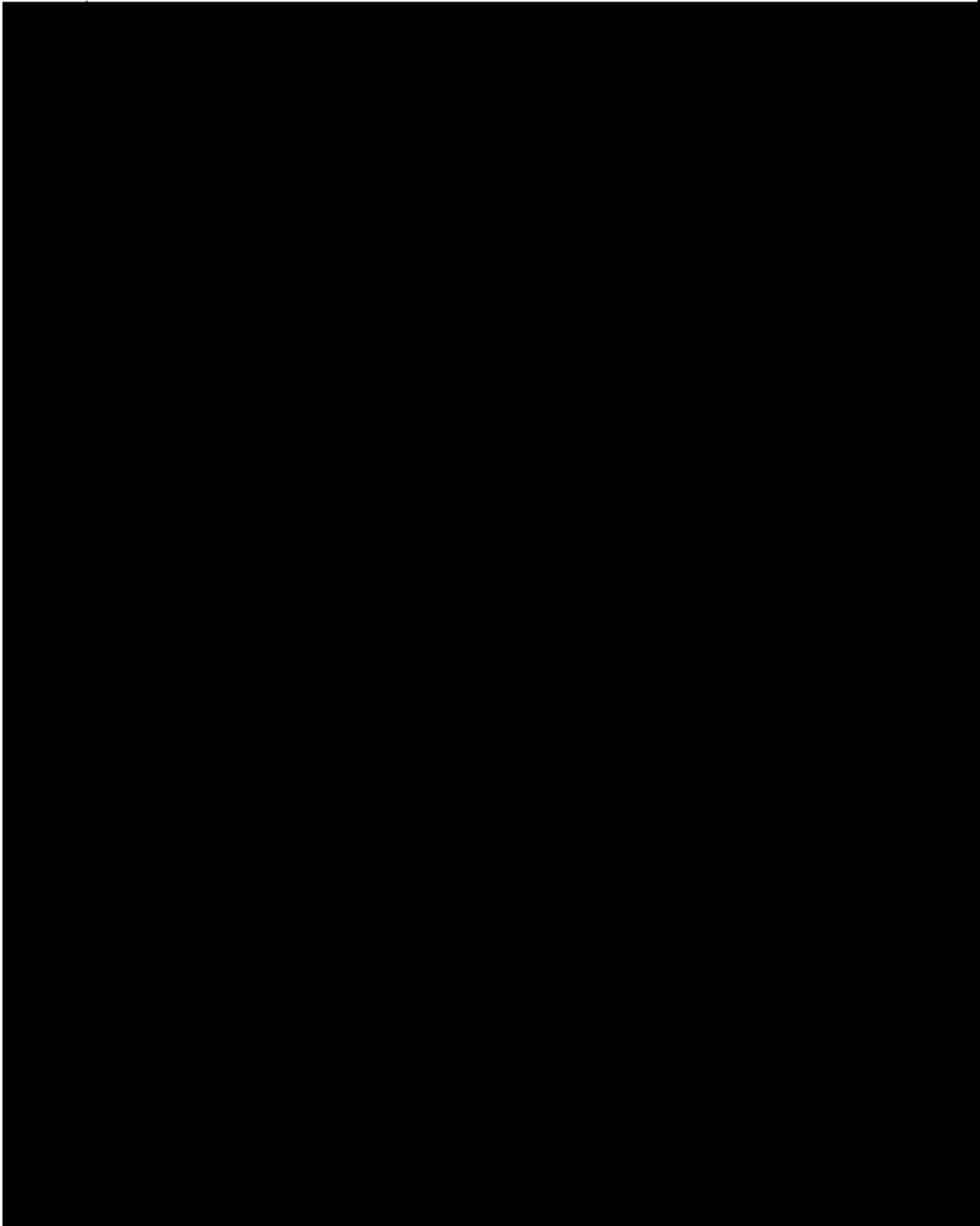
RO No: 55969 Opened: 25APR00 Closed: 09MAY00 Mileage: 16717
Line Code: A Booker: 1 Comeback: N
Complaint: CUSTOMER STATES ENGINE STILL RUNS VERY ROUGH// SEE HISTORY.
Cause: BURNED VALVES-ROCKER ARM FAILURE
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
5 21 W95 09350120 HEAD, CYLINDER-Replace (A)
6 99 W95 09950151 VALVES-All-Grind or replace
5 21 W95 09800113 ROCKER ARM-Replace (B)
5 21 W95 09301001 HELI/COIL, BOLT HOLE THREAD-Repair (B)
6 99 WRV 95400041 RENTAL VEHICLE
6 W95 9999 SUBLET REPAIRS

Press return to continue, S to list the story for this RO, or E to exit: ?

RO No: 55831 Opened: 20APR00 Closed: 28APR00 Mileage: 16710
Line Code: A Booker: 6 Comeback: N
Complaint: CUSTOMER STATES OIL LEAK FROM ENGINE AREA.
Cause: CYLINDER HEADGASKET FAILURE.
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
6 21 W95 09353010 GASKET, CYLINDER HEAD-Replace (B)
6 21 W95 09020501 SEAL, CAMSHAFT POSITION SENSOR-Replace (C)
6 21 W95 09051050 Cam seals-One or both
6 21 W95 09010001 DYE TEST-ENGINE OIL LEAK (B)
Line Code: B Booker: 6 Comeback: N
Complaint: 1 LUBE, OIL & FILTER CHANGE
Cause:
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
6 21 CPN 1 LUBE, OIL & FILTER CHANGE
Line Code: C Booker: 6 Comeback: N
Complaint: 11 PCV VALVE SERVICE
Cause:
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
6 21 C 11 PCV VALVE SERVICE

Press return to continue, S to list the story for this RO, or E to exit: ?

RO No: 55871 Opened: 21APR00 Closed: 26APR00 Mileage: 16717
Line Code: A Booker: 1 Comeback: N
Complaint: CUSTOMER STATES ENGINE RUNS VERY ROUGH.
Cause: CAMSHAFT DOWEL PIN BROKEN THAT LOCATES TIMING GEAR
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
6 21 W95 09050106 CAMSHAFT-Replace (A)



The first part of the paper discusses the importance of the research and the objectives of the study. It then presents a literature review of the existing research on the topic. The next section describes the methodology used in the study, including the data sources and the statistical techniques employed. The results of the study are then presented, followed by a discussion of the findings and their implications. The paper concludes with a summary of the main points and suggestions for future research.

The research was conducted using a quantitative approach, with data collected from a large sample of participants. The results show a significant positive correlation between the variables studied, indicating that the research hypothesis was supported. The findings have important implications for the field and suggest that further research is needed to explore the underlying mechanisms.

The study was limited by several factors, including the cross-sectional design and the self-reported nature of the data. Despite these limitations, the research provides valuable insights into the topic and contributes to the existing body of knowledge.

In conclusion, the research findings suggest that there is a strong relationship between the variables examined. This has important implications for both theory and practice, and highlights the need for further investigation in this area.

