Form Approved: OMB No. 2127-0001

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 ____ ____
od_rt ____ ____
up_ltr ____ ____

Reference No. 8005218

[redacted]

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.)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Readin
	DODGE	NEON	1997	

Purchase Dat

☐ New ☒ Used

Dealer's Name_____

City_____ State_____ Zip Code_____

Engine Size (CID/CC/L ____

No Cylinders _____

☐ Turbo
☐ Diesel
☐ Gas
☐ Fuel Injectio

Transmission Type	Antilock Brakes	Restraint System	Cruise Contro	Drive Trai	Vehicle Type	Body Style
☐ Manual ☒ Automatic	☐ Yes ☐ No	☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Bel	☐ Yes ☐ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Van ☐ Minivan ☐ Other_____ ☐ Sport Ult ☐ Truck ☐ Motorcycle	☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other_____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Part Name(s	Location	Failed Part(s
07380000	POWER TRAIN:TRANSMISSION:AUTOMATIC:COOLING UNIT AND	☐ Left ☐ Right ☐ Front ☐ Rear	☐ Original ☐ Replacement

No of Failure	Dates of Failure(s)	Failed Part(s)	NHTSA Previously
	04-MAR-2002 Mileage at Failure(s 24 Vehicle Speed at Failure(s)	☐ Yes ☐ No	☐ 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	Fire	Number of Persons Injured	Number of Fatalitie	Estimated Property Damag	Reported to Polic
☐ Yes ☐ No	☐ Yes ☐ No				☐ 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

CONTINUE ON 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 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.

Form Approved. O.M.B. No. 2127-0008

U.S. Department of Transportation
National 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 1039

Date Received: 08-MAR-2002

Od_or ____ ____
rt_dt ____ ____
od_rt ____ ____
ap_ltr ____ ____

Reference No. V8005218

OFFICE DEFECTS INVESTIGATION

OWNER INFORMATION (Type or Print)

[redacted] 742403

Work Number

Home Numb [redacted]

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an aud[redacted] vehicle manufacturer.

Signature of Owner [redacted] Date 4/5/02

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) (Located at bottom of windshield on driver's side)	Vehicle Mak	Vehicle Mode	Vehicle Year	Current Odometer Readin
1B3ES27C8VD226381	DODGE	NEON	1997	24,707

Purchase Date: April 28, 1997 ☒ New ☒ Used

Dealer's Name: Bothun Automotive
City: Eau Claire State: WI Zip Code: 54702

Engine Siz (CID/CC/L ____ No Cylinders ____ ☐ Turbo ☐ Diesel ☒ Gas ☒ Fuel Injectio

Transmission Type: ☐ Manua ☒ Automatic

Antilock Brakes: ☐ Yes ☒ No

Restraint System: ☐ 3-Point Belt ☐ Motorbelt ☒ Driverside Airbag ☐ 2-Point Bel ☒ Passengerside Airbag

Cruise Contro: ☐ Yes ☒ No

Drive Trai: ☒ Front ☐ Rear ☐ 4-Wheel

Vehicle Type: ☒ Car ☐ Sport Uti ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other ____

Body Style: ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up ☐ Truck

FAILED COMPONENT(S)/PART(S) INFORMATION

Component: 07360000

Part Name(s): POWER TRAIN:TRANSMISSION:AUTOMATIC:COOLING UNIT AND I

Location: ☐ Left ☐ Right ☐ Front ☐ 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 ☐ 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	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No				☐ 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

CONTINUE ON BACK IF NEEDED

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 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 ***)***

[redacted]

1324

8349847

55831

INVOICE

PAGE 2

Bothun AUTOMOTIVE
3100 MALL DRIVE
P.O. BOX 1648
EAU CLAIRE, WI 54702
(715) 833-7777

GLORIA J. KOSHOSHEK
601 SPRINGS ST.
EAU CLAIRE, WI 54703
HOME: 834-9847 BUS:

SERVICE ADVISOR: 6 THOMAS ERTZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE 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

R.O. OPENED	READY	OPTIONS:
08:14 20APR00	17:07 20APR00	STK:4274 DLR:65524

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	AUTH CODE: 8810						

REMOVED AN BLOCK ASSY AND CYLINDER HEADGASKET AN D HEAD BOLTS AND CAM

[redacted]

CUSTOMER COPY

```
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.............................
6     21    W95   09350120              HEAD, CYLINDER-Replace (A)
6     99    W95   09950151              VALVES-All-Grind or replace
6     21    W95   09800113              ROCKER ARM-Replace (B)
6     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)
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