

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 1368

Date Received

30-OCT-2002

OFFICE
EFFECTS INVESTIGATION

Od_or

rt_dt

6d_rt

up_ltr

Reference No.

8021884

OWNER INFORMATION (Type or Print)

BASKING RIDGE

NJ

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 NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner

Date 12/2/02

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) Located on Dorsal of

1B3ES46C5YD536067
1B3ES46C5YD536067

Vehicle Make

DODGE

Vehicle Model

NEON

Vehicle Year

2000

Current Odometer Reading

30,000

Purchase Date

7/2000

Dealer's Name CLAYTON Dodge

Engine Size
(CID/CC/L)

No Cylinders

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

City Peapack State N.J. Zip Code

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 Ut☐ Truck☐ Motorcycle

Body Style

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

FAILED COMPONENT(S)/PART(S) INFORMATION

Component
03930500Part Name(s)
BRAKES: ROTOR

Location

☒ Left☒ Front☒ Right☐ Rear

Failed Part(s)

☒ Original☐ Replacement

No of Failures

Date(s) of Failure(s) 20-JUL-2002

Mileage at Failure(s) 24182

Vehicle Speed at Failure(s) when stopping

Failed Part(s)
Available?☐ 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)

CONSUMER STATED THAT WHILE DRIVING AT ANY SPEED THE BRAKE ROTORS ARE WARP DUE TO OVER HEATING CAUSING VIBRATION IN THE STEERING WHEEL WHEN APPLYING THE BRAKE.

DEALER NOTIFIED, TS BRAKE ROTORS WERE RESURFACE TWICE

SO FAR DUE TO EXCESSIVE WARPING. DEALER STATES THAT

THE CAUSE IS DUE TO DRIVING HABITS, HOWEVER MY 1998 NEON

HAD 40,000 MILES AND THE ROTORS HAVEN'T BEEN RESURFACED

YET! I UNDERSTAND THIS IS A COMMON PROBLEM W/ THE 2000 NEON.

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 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 ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
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).**