

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 231

Date Received

27-MAR-2000

 Od_or _____
 Rt_dt _____
 Od_rt _____
 Up_ltr _____

Reference No.

859224

 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 DODGE	Vehicle Model NEON	Vehicle Year 1998	Current Odometer Reading
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Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	☐ 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 ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 12111300	Part Name(s) INTERIOR SYSTEMS: PASSENGER RESTRAINTS: AIR BAG: FRONT A	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) _____ Mileage at Failure(s) _____ Vehicle Speed at Failure(s) _____	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	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CONSUMER NOTICED THAT PASSENGER'S AIR BAG WAS TRYING TO COME OUT OF COVER. DEALER HAS BEEN NOTIFIED. PLEASE PROVIDE FURTHER INFORMATION. *AK

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.

DOT Auto Safety Hotline		FOR AGENCY USE ONLY 231	
 Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		Date Received: 27-MAR-2000 Office: EFFECTS INVESTIGATION Od_or: _____ rt_dt: _____ od_rt: _____ up_itr: _____ Reference No.: 859224 Work Number: _____ Home Number: _____	
OWNER INFORMATION (Type or Print)			
[Redacted]		599200	
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: [Redacted]		Date: 04/05/00	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year
1B3ES47CWW062168	DODGE	NEON	1998
Purchase Date: Sept 98	Dealer's Name: Carolina Dodge		Engine Size (CID/CC/L): _____
☐ New ☒ Used	City: Stateville State: IL Zip Code: 62867	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 Belt ☐ Passengerside Airbag	Cruise Control: ☐ Yes ☒ No Drive Train: ☒ Front ☐ Rear ☐ 4-Wheel
Vehicle Type: ☒ Car ☐ Sport UT ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other		Body Style: ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component: 12111300	Part Name(s): INTERIOR SYSTEMS: PASSENGER RESTRAINTS: AIR BAG: FRONT	Location: ☐ Left ☒ Right ☒ Front ☐ Rear	Failed Part(s): ☒ Original ☐ Replacement
No of Failures: 4	Date(s) of Failure(s): _____ Mileage at Failure(s): _____ Vehicle Speed at Failure(s): _____	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: _____	Number of Fatalities: _____
Estimated Property Damage: _____		Reported to Police: ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
CONSUMER NOTICED THAT PASSENGER AIRBAG WAS TRYING TO COME OUT OF COVER. DEALER HAS BEEN NOTIFIED. PLEASE PROVIDE FURTHER INFORMATION. *AK Dealer "fixed" air bag. The safety factor of the fixed airbag still questions me. If the airbag was to emerge, then it could cause an accident.			
CONFIRM 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.			

Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.*

D O T

MANUFACTURER/TIRE NAME

SIZE

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

Wiring - already described

gear shift - slides up & down while key out of ignition

steering wheel - makes a buzzing noise due to some electrical shortage, makes interior light flash on & off, lights on dash flash also.

oil - leaks badly

back door - missing stopper; door ajar light is always on

U.S. Government Printing Office: 1985 - 623-380

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

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL HWY TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Auto Safety Hotline, NEF-11 HL
400 7th Street, SW
Washington, DC 20590





CUSTOMER NO. 11780	LIC. NO. WALLY 452		TAB NO. 680	INVOICE DATE 04/06/00	INVOICE NO. D0CS20913
	LICENSE NO.		MILEAGE 45955	COLOR 1	STOCK NO.
	YEAR / MAKE / MODEL 98/DODGE/NEON/4DR			DELIVERY DATE 09/23/98	DELIVERY MILES 14009
	VEHICLE ID. NO. 1B3ES47C0W0021819			SELLING DEALER NO.	PRODUCTION DATE
	F. I. E. NO.		P. O. NO.	Q. O. DATE 04/05/00	
	COMMENTS				

MD: 45956

LABOR & PARTS

1# 1 60002

 CUSTOMER STATES THAT THE GEAR SHIFT CAN BE MOVED OUT OF PARK WITH OUT THE KEY IN THE IGNITION
 SHIFTER ASSEMBLY WILL HAVE TO BE REPLACED. THE INTERLOCK SYS. IS BROKEN ON IT.
 WE DISASSEMBLED UNIT FOR VERIFICATION TO DETERMINE NEEDED REPLACEMENT.

JOB # 1 TOTAL LABOR & PARTS

60.00

JE 2 8100Z01

TECH(S):99
BODY ELECT CONCERN
CUSTOMER STATES THAT THE PASSENGER AIR BAG IS WARPING
AIR BAG CAME OUT OF POSITION.
TUCKED AIR BAG BACK INTO POSITION.

JOB # 2 TOTAL LABOR & PARTS

0.00

J# 3 41DQZ04

FLUID LEAK-ENGINE TECH(S):99
CUSTOMER STATES THAT THERE IS FLUID LEAKING FROM THE ENGINE
HEAD GASKET IS LEAKING OIL
GASKET WILL HAVE TO BE REPLACED TO CORRECT CONCERN.

JOB # 3 TOTAL LABOR & PARTS

0.00

4 81DQZ02

BODY ELECT CONCERN TYPE OF INTERTECH(S): 99
CUSTOMER STATES THAT THE INSTRUMENT CLUSTER LIGHTS WILL
FLASH ON AND OFF AT A RANDOM PACE. ~~THE~~ A
RAN ELECTRICAL DIAGNOSTICS TO DETERMINE CAUSE OF CONCERN.
UNABLE TO DUPLICATE CONCERN PER CUSTOMER'S INSTRUCTIONS.

JOB # 4 TOTAL LABOR & PARTS

0.00

JF 5 0800Z

ELECTRICAL TECH(S):99
CUSTOMER STATES THAT THE INTERIOR LIGHTS STAY ON AND WILL GO
OFF WHEN OPENING THE DOOR
DOOR AJAR SWITCH BUMPER ON LEFT REAR DOOR MISSING.
BUMPER WILL HAVE TO BE INSTALLED TO CORRECT CONDITION.

JOB # 5 TOTAL LABOR & PARTS

0.00

JF 6 0800Z01

ELECTRICAL CONCERN TECH(S):99
CUSTOMER STATES THAT ALL THE SPEAKERS ARE DISTORTING
ALL SPEAKERS ARE NOISY
ALL SPEAKERS WILL HAVE TO BE REPLACED TO CORRECT CONDITION

JOE # 6 TOTAL LABOR & PARTS

0.00

DISCLAIMER OF WARRANTY

DISCOURAGE OF WARRANTY
The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The Seller expressly disclaims all warranties, either express or implied, including any implied warranty of MERCHANTABILITY or fitness for a particular purpose, and NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. This disclaimer by the Seller in no way affects the terms of the manufacturer's warranty. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

SHOP SUPPLIES, HAZARDOUS WASTE

A standard charge for pickup and materials is made on each repair order. A LARGE PORTION OF THIS CHARGE INCLUDES SAFE DISPOSAL OF ANY HAZARDOUS MATERIALS AS DIRECTED BY NORTH CAROLINA ENVIRONMENTAL PROTECTION AGENCY. This will be shown on a separate line on the repair order.

THANK YOU FOR
YOUR PATRONAGE!
PLEASE COME AGAIN

CHRYSLER WARRANTY

12 MONTHS ON PARTS AND LABOR OR 12,000 MILES WHICHEVER OCCURS FIRST ON INSTALLED PARTS & LABOR. DAMAGE OR ABUSE AFFECTING THESE REPAIRS VOIDS THIS WARRANTY. (A COPY OF THIS REPAIR ORDER INVOICE MUST BE PRESENTED.)



CAROLINA DODGE LLC
1003 FOLGER DRIVE
STATESVILLE, NC 28677
TELEPHONE (704) 924-7070



CUSTOMER NO. 11780	WARRANTY NO. 680	TAG NO. 680	INVOICE DATE 04/06/00	SERVICE NO. DOPS20813
	LICENSE NO.	45955	COLOR	STOCK NO.
	YEAR / MAKE / MODEL 98/DODGE/NEON/4DR		DELIVERY DATE 09/23/98	DELIVERY MILES 14009
	F.T.E. NO.	P.O. NO.	SELLING DEALER NO.	PRODUCTION DATE
	COMMENTS		R.O. DATE 04/05/00	

MO-45956

TOTALS

* X CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] CHARGE *

TOTAL LABOR.... 60.00
TOTAL PARTS.... 0.00
TOTAL SUBLET.... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00
TOTAL INVOICE \$ 60.00

THANK YOU FOR ALLOWING US TO SERVE YOUR VEHICLE
NEEDS. IF YOUR SERVICE EXPERIENCE WAS ANYTHING
BUT EXCELLENT PLEASE INFORM DOUGLAS LARSON
WE ARE COMMITTED TO 100% CUSTOMER RETENTION.

CUSTOMER SIGNATURE

DUPLICATE INVOICE



APR 10 2000
Cathy

DISCLAIMER OF WARRANTY
The only warranties, if any, applying to this part(s) and/or service are those offered by the manufacturer. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of MERCHANTABILITY or fitness for a particular purpose, and NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. THE disclaimer by the Seller in no way affects the terms of the manufacturer's warranty. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

SHOP SUPPLIES/HAZARDOUS WASTE
A standard charge for supplies and materials is made on each repair order. A LARGE PORTION OF THIS CHARGE INCLUDES SAFE DISPOSAL OF ANY HAZARDOUS MATERIALS AS DIRECTED BY NORTH CAROLINA ENVIRONMENTAL PROTECTION AGENCY. This will be shown on a separate line on the repair order.

**THANK YOU FOR
YOUR PATRONAGE!
PLEASE COME AGAIN**

CHRYSLER WARRANTY

12 MONTHS ON PARTS AND LABOR
OR 12,000 MILES WHICHEVER
OCCURS FIRST ON INSTALLED PARTS
& LABOR, DAMAGE OR ABUSE
AFFECTING THESE REPAIRS VOIDS
THIS WARRANTY. (A COPY OF THIS
REPAIR ORDER INVOICE MUST BE
PRESENTED.)