

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

130

Date Received

04-AUG-2000

 Od_or _____
 rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

866801

 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 vehicle or on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1P3ES47C3TD659744	PLYMOUTH	NEON	1996	

Purchase Date	Dealer's Name _____	Engine Size (CID/CCL) _____	☐ 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 ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	Cruise Control ☒ Yes ☐ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other ☐ Sport Utl ☐ Truck ☐ Motorcycle	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05150021	Part Name(s) ENGINE GASKET VALVE COVER	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
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No. of Failures	Dates of Failure(s) _____ Mileage at Failure(s) 11707 Vehicle Speed at Failure(s) _____	Failed Part(s) Available? Yes No	NHTSA Previously Contacted? Yes No
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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)

ENGINE HEAD GASKET KEEPS FAILING, CAUSING OIL TO LEAK ONTO ENGINE, AND POTENTIAL FIRE HAZARD. DEALER HAS REPLACED GASKET TWICE, BUT DEFECT KEEPS OCCURRING. *AK

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.

DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) NATIONALWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 160 RECEIVED DOT-2 AUG-17 04-AUG-2000 OFFICE DEFECTS INVESTIGATION	
		Od or _____ Rt. dl _____ Od. rt _____ up. ltr _____ Reference No. 866801	
OWNER INFORMATION (Type or Print) 624840			
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 bottom of windshield on driver's side) 1P3ES47C3TD659744		Vehicle Make PLYMOUTH	Vehicle Model NEON
Purchase Date ☐ New ☒ Used		Dealer's Name <u>Marina Dodge</u> City <u>Rochester</u> State <u>NY</u> Zip Code <u>146</u>	Vehicle Year 1998 Engine Size (CID/CC/L) <u>SOHC</u> No. Cylinders <u>4</u> ☐ 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 ☐ Van ☐ Minivan ☐ Other	Body Style ☐ Sport Utl ☐ Truck ☒ Motorcycle ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 08160021	Part Name(s) ENGINE:GASKETS:VALVE COVER	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☒ Original ☒ Replacement-2
No of Failures _____	Date(s) of Failure(s) _____ Mileage at Failure(s) <u>11787</u> 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)			
ENGINE HEAD GASKET KEEPS FAILING, CAUSING OIL TO LEAK ONTO ENGINE, AND POTENTIAL FIRE HAZARD. DEALER HAS REPLACED GASKET TWICE, BUT DEFECT KEEPS OCCURRING. *AK Car was a "Lemon" twice by Chrysler & was bought back twice before I purchased this vehicle. Chrysler refuses to disclose info. Cust. Serv. Rep stated, "you will sue us & I tell you this info". I told him I didn't want to sue - just wanted to know why it was a lemon - he then stated "you will sue & I tell you"			
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.			

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

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SIZE

NARRATIVE DESCRIPTION CONTINUED

What is stated here. Marina Dodge, had me sign something @ time of purchase that stated car was a buyback because it pulled on acceleration I signed I had a car w/ pep. It also stated that ~~the~~ something was replaced but I just had a major ~~it~~. Told I was wonderful @ that time I got Carfax[™] report that stated I was a lemon not once, but twice. I would not have bought the car knowing that. The disclosure note was extremely vague I feel it was very misleading. Marina Dodge's owner John Gabrielle is not returning my phone calls after a very cordial discussion on this matter. Car has been nothing but problems - I take very good care of my car - oil chgs every 2,000 mi. & I have plenty of shop receipts to prove when its been out of service.

* U.S. G.P.O.: 1962 - 629-697 / 6000

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National Highway Traffic Safety Administration
Information Management Staff NSA-10.01
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Washington, DC 20590

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