

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

284

Date Received

11-AUG-2000

 Od_or _____
 Rt_dt _____
 Od_rt _____
 Up_ltr _____

Reference No.

867482

 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 or driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1B3ES47C9WD614538	DODGE	NEON	1998	

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	Body Style ☐ Sport Vlt ☐ Truck ☐ Motorcycle ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other
--	---	---	--	--	--	--

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 01100000	Part Name(s) STEERING:WHEEL AND COLUMN	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Date(s) of Failure(s) 00-AUG-2000 Mileage at Failure(s) 34 Vehicle Speed at Failure(s) 55	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 1	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
--	---	--------------------------------	----------------------	---------------------------	---

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

WHILE DRIVING 50-55MPH STEERING WHEEL LOCKED, CAUSING DRIVER TO LOSE CONTROL, RESULTING IN A COLLISION WITH MINOR INJURIES. *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) 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		FOR AGENCY USE ONLY 284 Date Received: SEP 11 PM 12:56 11-AUG-2000 OFFICE DEFECTS INVESTIGATION Reference No. 867482 Work Number: _____ Home Number: _____	
OWNER INFORMATION (Type or Print) 626188			
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of an answer, we will use the name and address to the vehicle manufacturer. Signature of Owner: _____ YES ☐ NO Date: 8/25/00			
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 1B3ES47C9WD614638		Vehicle Make DODGE	Vehicle Model NEON
		Vehicle Year 1998	Current Odometer Reading 34,600
Purchase Date 3/21/99 ☐ New ☒ Used	Dealer's Name Aviation Beach Dodge City Aviation State CA Zip Code 92707		Engine Size (CID/GC/L) No Cylinders 4 ☐ 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 Utl ☐ 2-Door ☐ Van ☐ Truck ☒ 4-Door ☐ Minivan ☐ Motorcycle ☐ Stationwagon ☐ Other ☐ Pick Up Truck ☐ Other
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component D1100000	Part Name(s) STEERING WHEEL AND COLUMN - POSSIBLE FRONT SUSPENSION, ACCELERATOR PAGES LOCKED		Location ☐ Left ☐ Right ☒ Front ☐ Rear
		Failed Part(s) ☐ Original ☐ Replacement	
No of Failures 34	Date(s) of Failure(s) 08-AUG-2000 Mileage at Failure(s) 34 Vehicle Speed at Failure(s) 55-50		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 1	Number of Fatalities 0
		Estimated Property Damage TOTAL - \$10,000	Reported to Police ☒ Yes ☐ No
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
WHILE DRIVING 50-55MPH STEERING WHEEL LOCKED, CAUSING DRIVER TO LOSE CONTROL, RESULTING IN A COLLISION WITH MINOR INJURIES. *AK CAR SEEMED TO ACCELERATE MORE. THE STRUCTURE & BODY OF THE CAR VERY INTERIOR - COULD NOT BE REPAIRED. REPORTED TO CHRYSLER, THEY SENT THEIR OWN "INVESTIGATOR" WHO DID A VISUAL - CHRYSLER DENIES DEFECTS. CAR WAS NOT SOLD AS IS - CAR WAS SOLD WITH 36,000 MILE / BY A WARRANTY FROM CHRYSLER (ALSO BRAKES LOCKED)			
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)

I WAS TOLD TO CONTACT DEALER. THIS CAR WAS SOLD ORIGINALLY BY UNSUBTLE DODGE/CHRYSLER DEALER WITH BADGERING/DECEPTIVE TACTICS. HAVE BEEN STONEWALLED BY DEALER FOR OVER A YEAR - + NOW, EVEN THOUGH CHRYSLER HAS BOUNCED ME BACK TO THIS DEALER, THE DEALER REFUSES TO SUPPLY ME WITH THE SERVICE RECORDS. I SUSPECT THIS CAR WAS A CHRYSLER BUY BACK OR CUSTOMER DISAPPOINTMENT TAKE BACK, ALSO THAT THE DEALER SOLD ME A CAR INVOLVED IN A PRIOR UNREPORTED ACCIDENT. THE DEALER'S SERVICE RECORDS WOULD GIVE ME AN INDICATION OF THIS. I ASKED CHRYSLER'S HELP IN GETTING THRU TO THIS DEALER. NOW, THE DEALER HAS THREATENED ME. IF I KEEP ASKING + STAYING I WILL REPORT TO NHTSA + OTHER AGENCIES. WILL CHRYSLER PLEASE AT LEAST GIVE ME A "GOOD WILL" ASSISTANCE WITH THIS DISHONEST DEALERSHIP. THEY TOLD ME I HAD A MANUFACTURER'S WARRANTY.

☆ U.S. G.P.O.: 1992 - 625-697 / 62588

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



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
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590

