



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 758

Date Received

19-JAN-2001

Od\_or \_\_\_\_\_  
R\_dt \_\_\_\_\_  
Pd\_rt \_\_\_\_\_  
Ip\_ltr \_\_\_\_\_

Reference No.

878602

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) <small>(Located at bottom of windshield on driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading		
<b>ADD</b>	<b>DODGE</b>	<b>NEON</b>	<b>1996</b>			
Purchase Date <input checked="" type="checkbox"/> New <input type="checkbox"/> Used	Dealer's Name _____ City _____ State _____ Zip Code _____	Engine Size (CID/CCL) _____ No. Cylinders _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection			
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Sport Util <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other _____ <input type="checkbox"/> Other _____	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____

### FAILED COMPONENT(S)/PART(S) INFORMATION

Component 06450024	Part Name(s) ENGINE:GASKETS:VALVE COVER	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failures	Date(s) of Failure(s) 12-JAN-2001 Mileage at Failure(s) 47000 Vehicle Speed at Failure(s)	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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### NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

VEHICLE HAS A BLOWN HEADGASKET. CONSUMER WAITING TO HEAR FROM DODGE. \*AK

CONTINUE ON BACK IF NEEDED

The Privacy Act of 1974, Public Law 93-502. 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.

<b>DOT Auto Safety Hotline</b> <b>Vehicle Owner's Questionnaire (VOQ)</b> NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		<b>FOR AGENCY USE ONLY</b> 758	
U.S. Department of Transportation National Highway Traffic Safety Administration		Date Received 19 JAN 2001 19-JAN-2001 DEFECTS DIVISION	Od or r. or od. r. up. fr Reference No. 878602
<b>OWNER INFORMATION (Type or Print)</b>			
[Redacted]		668213	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.		<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Signature of Owner: [Redacted]		Date: 2/13/01	
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) ADD	Vehicle Make DODGE	Vehicle Model NEON	Vehicle Year 1996
		Current Odometer Reading 4,8000	
Purchase Date 11/15/1995 <input checked="" type="checkbox"/> New <input type="checkbox"/> Used	Dealer's Name: Reedman's World Auto Center City: Langhorne State PA    Zip Code:		Engine Size (CID/CC): 2.0L No Cylinders: 4 <input type="checkbox"/> Turbo Diesel Gas Fuel Injection
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input checked="" type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input checked="" type="checkbox"/> Passengerside Airbag	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
		Drive Train <input type="checkbox"/> Front <input checked="" type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input checked="" type="checkbox"/> Car <input type="checkbox"/> Sport Ut <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>			
Component 05150021	Part Name(s) ENGINE:GASKETS:VALVE COVER	Location <input checked="" type="checkbox"/> Left <input type="checkbox"/> Right <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failures	Date(s) of Failure(s): 12-JAN-2001 Mileage at Failure(s): <del>47,800</del> 47,800 Vehicle Speed at Failure(s): N/A	Failed Part(s) Available? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>APPLICATION INCIDENT INFORMATION</b> (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)			
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Fatalities 0
		Estimated Property Damage N/A	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)</b>			
VEHICLE HAS A BLOWN HEADGASKET, CONSUMER WAITING TO HEAR FROM DODGE. *AK See attached Memo			
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.			

February 13, 2001

Re: 1996 Dodge Neon  
VIN # 3B3ES47C1TT204483

My problems began in the beginning of December 2000.

I noticed my car running a little rough, and thought maybe it needed a tune up, no sooner that it started running rough it started to stall when I came to a stop or put it in reverse.

I had no warning of anything major being wrong and by warning I mean my check engine or oil light did not come on at any time. A few times in a row I went to the same gas station and thought maybe that it was a bad batch of gas. After changing my brand of gas the car ran smoother but after a few days it started to stall once again.

We had two mechanics look under the hood to see if something was maybe loose or if they could find anything wrong but they couldn't. We gave the car a basic tune up, again, for about a week the car was good after the tune up it seemed to begin to stall more often.

It would stall when I stopped, turned right or left, and went into reverse. Once the car was at the speed limit it ran fine. Again, none of my warning lights came on.

I took it to our local mechanic who knew exactly what it was because he had replaced the same thing in his daughter's 1997 Neon the week before. It was oil pressure sending unit. This switch acts like a kill switch when the car gets low on oil it automatically shuts it down. Apparently I was four quarts of oil down the car only holds five with a filter. The car always went in for scheduled oil changes in between those changes we checked the oil regularly and we stunned that it was so low. Again I had no warning as far as my lights were concerned. My mechanic did warn me to keep an eye underneath my car for any type of puddles.

The first day after having the car back and after letting it sit for eight hours while I was at work I came to find it with a puddle underneath. I took the car home and was surprised to find that I hadn't lost any oil so I thought that maybe the puddle wasn't from me. The second day after having the car parked for eight hours there was another large puddle underneath so I got in the car, backed it up, put two of my fingers in the fresh puddle and went to my mechanic. He thought it might have been transmission fluid because of the color and where it was leaking. I spent about a half-hour with the mechanic during that time I had three small puddles under the car. He suggested I bring it back the next day so he could give it a good going over.

The next day I got the phone call from him asking me if my car was still under warranty because it was the head gasket. The reason why he thought it was transmission fluid at first was because where the leak in the gasket was caused the oil to drop onto the

transmission, then out the bottom of the car. Now, this is a safety factor because motor oil on a red hot exhaust manifold is the perfect combination for a motor fire. Also, with the loss of oil it's very possible for the motor to seize especially at highway speed. This could cause front wheel lock up and loss of power steering and the brakes. Imagine that at 55mph.

Upon learning about my head gasket problem I called Reedman's which is where I purchased my car and took my car to while it was still under warranty for routine maintenance. I spoke to a woman by the name of Heather who informed that there were no recalls on my car at this time. I informed her that I had heard of a "silent recall" on the Neon's head gasket and while she wasn't quick to admit to anything after I told her I know a mechanic who works for Chrysler it was then that she admitted Chrysler was having a problem with the Neon's head gasket and were offering, in some cases not all, assistance in paying for the cost of the job.

I did have my car fixed, I've had it back for a week now, no more puddles underneath. When all was said and done I ended up taking my car to our own mechanic who was very good and kept us very much aware of what he was doing at all times during this job. My car was the third Neon he's had to fix the head gasket on.

After reading the Consumer Complaints section on your website I was amazed at how many people were having problems with the head gasket. I want Chrysler to take responsibility there are Neon's everywhere on the street with all different aged people driving them and this head gasket problem is very serious with some serious consequences if not fixed immediately.

I'm thankful to have learned of your website and I'm thankful that you take the time to listen to consumers.

Sincerely,

A black rectangular redaction box covers the signature area. Above the box, the word "Sincerely," is visible, and the beginning of a name, possibly "D. ...", is partially visible in cursive.

# CarCareCenter

The Best Combination of Automotive Services

**DANNY'S AUTO REPAIRS**  
 6301 Boreasdale Ave.  
 PHILADELPHIA, PENNSYLVANIA 19124  
 Phone (215) 437-8276

NAME: [REDACTED] PHONE: 5855594  
 STREET ADDRESS: [REDACTED] CITY, STATE, ZIP: [REDACTED]  
 DATE AND TIME RECEIVED: 7-09-01 DATE AND TIME PROCESSED: [REDACTED]  
 SERIAL NO./VIN NO.: [REDACTED] LICENSE NO.: [REDACTED] CUSTOMER'S CREDIT NO.: [REDACTED]

OPER. NO.: [REDACTED] AMOUNT: 498.08  
 REPAIR ORDER # - LASON INSTRUCTIONS:  
 LUBRICATE  CHANGE OIL  FLUSH TRANS.  FLUSH DIFF.  WASH

4	508303	oil send sud.	21.95
	QUARTS	oil	8.00
TOTAL PARTS			29.95

ESTIMATED COSTS		TOTAL \$
PARTS \$	LABOR \$	20.00
PARTS \$	LABOR \$	29.95

You are entitled to a copy of this order at the time of your signature.  
 I authorize you to perform the repairs above and furnish the necessary materials. I understand any cost quoted is an estimate. Your technicians may operate this vehicle for inspection, testing and delivery. You will not be responsible for loss or damage to vehicle or articles left in it in case of fire, theft or any other case beyond your control.  
 AUTHORIZED SIGNATURE: [Signature] SAVE OLD PARTS:  YES  NO

TOTAL LABOR	20.00
TOTAL PARTS	29.95
GAS, OIL, GREASE	
SPECIAL REPAIRS	
ENVIRONMENTAL CHARGES	
SUB-TOTAL	49.95
TAX	3.50
TOTAL	53.45

**Worry Free Guarantee** Hotline Number 1-800-616-PLUS.

