



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 §20

Date Received

06-JUN-2001

Ord. or
rt. dt
pd. rt
rp. ltr

Reference No.

889869

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) (Location at bottom of windshield and driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1B3ES42C8TD615585	PLYMOUTH	NEON	1996	

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	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
☐ Manual ☐ Automatic	☐ Yes ☒ No	☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Bel	☐ Yes ☒ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Van ☐ Minivan ☐ Other	☐ Sport Util ☐ Truck ☐ Motorcycle ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05150020	Part Name(s) ENGINE:GASKETS	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
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No of Failure	Date(s) of Failure(s) 01-JUN-1998 142000 Mileage at Failure(s)	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ 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 0	Number of Fatalities 0	Estimated Property Damag	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CONSUMER COMPLAINT IS THAT THE ENGINE HEAD GASKET DEVELOPED A CRACK WHICH ALLOWED OIL TO LEAK FROM THE ENGINE. THE CONSUMER HAD THIS REPAIRED IN 1998 AND IN MAY OF 2001 IS HAVING THE SAME PROBLEM WITH THE VEHICLE. THE HEAD GASKET HAS DEVELOPED ANOTHER CRACK AND IS LEAKING OIL. PLEASE PROVIDE ANY ADDITIONAL INFORMATION/ATTACHMENTS.

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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 920 Date Received _____ 01 JUL -9 AM 10:43 06 JUN 2001 OFFICE DEFECT INVESTIGATION Reference No. 889869 Work Number _____ Home Number _____	
OWNER INFORMATION (Type or Print) 695877			
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 6/7/01			
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 1B3ES42C8TD615585		Vehicle Make PLYMOUTH	Vehicle Model NEON
		Vehicle Year 1996	Current Odometer Reading
Purchase Date ☐ New ☒ Used	Dealer's Name <u>Honda of Erie</u> City _____ State _____ Zip Code _____		Engine Size (CID/CC/L) <u>2.0</u> 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 Utl ☐ 2-Door ☐ Van ☐ Truck ☐ 4-Door ☐ Minivan ☐ Motorcycle ☐ Stationwagon ☐ Other _____ ☐ Pick Up Truck ☐ Other _____
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 05160021	Part Name(s) ENGINE: GASKETS VALVE COVER <u>Head Gasket</u>		Location ☐ Left ☐ Right ☐ Front ☐ Rear Failed Part(s) ☒ Original ☒ Replacement
No of Failures 	Date(s) of Failure(s) <u>01-JUN-1998</u> Mileage at Failure(s) <u>142000</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 0	Number of Fatalities 0
		Estimated Property Damage 	Reported to Police ☐ Yes ☒ No
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
ENGINE HEAD GASKET DEVELOPED A CRACK WHICH ALLOWED OIL TO LEAK FROM ENGINE. CONSUMER HAD THIS REPAIRED IN 1998, AND IN MAY OF 2001 WAS HAVING SAME PROBLEM WITH VEHICLE. HEAD GASKET HAS DEVELOPED ANOTHER CRACK AND WAS LEAKING OIL. PLEASE PROVIDE ANY ADDITIONAL INFORMATION/ATTACHMENTS. <i>AK Engine heats up hot enough that if just a little bit of oil spills on the engine it will catch fire. It's happened 2x to me. Sorry to complain but I don't believe anyone should have to change a head gasket every 2-3 years. Ask anyone who has a Neon and 80% will have the same problem</i>			
CONTINUE ON BACK IF NEEDED			
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Updated



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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 920

FILED

01 JUL -9 AM 10:43
06 JUN 2001

OFFICE
INVESTIGATION

Od_or
rt_dt
od_rt
up_itr

Reference No.

889869

695877

Work Number

Home Number

In the absence of an owner, provide a copy of report to the manufacturer of your vehicle?
Signature of Owner [Redacted] Date 6/7/01

VEHICLE INFORMATION

Vehicle (Plant) No. (VIN) (If located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
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Purchase Date ☐ New ☒ Used	Dealer's Name <u>Honda of Erie</u>	Engine Size (CID/CC/L) <u>2.0</u>	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection	
City State Zip Code	No Cylinders			
Transmission Type ☐ Manual ☒ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☐ 3-Point Belt ☒ Driverside Airbag ☐ Motorbelt ☐ 2-Point Belt ☒ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☒ Front ☐ Rear ☐ 4-Wheel
Vehicle Type ☒ Car ☐ Van ☐ Minivan ☐ Other	Sport Util Truck Motorcycle	Body Style ☒ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other		

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05150021	Part Name(s) ENGINE: GASKETS, VALVE COVER Head Gasket	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☒ Original ☒ Replacement
No. of Failures	Date(s) of Failure(s) 01-JUN-1998 Mileage at Failure(s) 142000 Vehicle Speed at Failure(s)	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☒ Yes ☐ No

APPLICATION INCIDENT INFORMATION

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Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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Engine heats up hot enough that if just a little bit of oil spills on the engine it will catch fire. It's happened 2x to me, sorry to complain but I don't believe anyone should have to change a head gasket every 2-3 years. Ask anyone who has a neon and 85% will have the same problem.

CONTINUE ON BACK IF NECESSARY

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