



DOT Auto Safety Hotline

FOR AGENCY USE ONLY 100145

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

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

Date Received
DEC 31 2002

Repository
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OWNER INFORMATION (Type or Print)

Name
Address
City OAKCREEK State WI Zip Code

Daytime Telephone Number
Evening Telephone Number

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an Signature of Owner
 YES NO
Date 2.14.03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
PLEASE FILL IN

Make DODGE Model GRAND CARAVAN Model Year 1996

Date Purchased 2000 Dealer's Name and Telephone Number
Original Owner Dealer's City State Zip Code
Engine: No: Cylinders Fuel Type:

Transmission Type AUTO
 Antilock Brakes
 Cruise Control
Powertrain Vehicle Component Code
021400 SUSPENSION:FRONT:MACPHERSON STRUT
Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 01-SEP-2000 Failure Mileage 60000 Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make Tire Model (Name or Number) Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036) Original Equipment Prior Repair Failure Location:
Tire Component Code Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: Date Manufactured: Model No./Name:
Seat Type: Installation System:
Child Seat Component Code: Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash Yes No Fire Yes No
Number of Persons Injured Number of Deaths Reported to Police
N

Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure;
i.e., parts repaired or replaced (and if old part is available).

CONSUMER STATES FRONT STRUTS ARE RUSTING THROUGH, RESULTING IN THE WINDSHIELD CRACKING. DEALER CONTACTED. PLEASE PROVIDE ADDITIONAL INFORMATION. TS

- 1. RUST
- 2. STRUTS COMING THROUGH
- 3. DEALER FIXED PROBLEM FOR FREE
COST WOULD HAVE BEEN \$4,000.00
I WAS PLEASED WITH OUTCOME.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

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.