



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

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

FOR AGENCY USE ONLY 100145

Date Received: **2003 MAR 26 AM 11:03**
Repository:
Reference No.: 10004523

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: **BARTLESVILLE** State: **OK** Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]
Evening Telephone Number: [REDACTED]

Do you authorize NHTSA to contact the manufacturer of your vehicle? YES NO
In the absence of an authorized signature, provide your name or address to the vehicle manufacturer.
Signature of Owner: [REDACTED] Date: **2/14/03**

VEHICLE INFORMATION

17 DOT Vehicle Identification Number Located at Bottom of Windshield on driver's side: [REDACTED]
PLEASE FILL IN: Make: **DODGE** Model: **GRAND CARAVAN** Model Year: **1999**
Date Purchased: **12/2001** Dealer's Name and Telephone Number: **USED** Engine: No. Cylinders: **6** Fuel Type: **UNLEADED**
Original Owner: Dealer's City: **TULSA** State: [REDACTED] Zip Code: [REDACTED]
Transmission Type: **AUTO** Antilock Brakes Cruise Control Powertrain: [REDACTED]
Vehicle Component Code: **141100 AIR BAGS:FRONTAL:SENSOR/CONTROL MODULE**
Multiple Failure: [REDACTED]

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): **03 JAN 2003 / 1-3-2003** Failure Mileage: **65000 / 54983** Failure Speed: **0-0** **NOTICED ON START UP**

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]
DOT No. (Example: DOTMALSABC036): [REDACTED] Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

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

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: **0** Number of Deaths: **0** 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 STATED: VEHICLE AIRBAG SENSOR LIGHT CONTINUES TO STAY ON, HORN AND CRUISE CONTROL IS UNABLE TO WORK. DEALER NOTIFIED. PLEASE PROVIDE ADDITIONAL INFORMATION. TS

REPAIR WAS MADE FOR A COST OF \$189.63 + \$7.37 TAX.
CARAVANS FROM 96-98 WERE RECALLED FOR THIS FAILURE OF THE CLOCK SPRING CONNECTOR IN STEERING COLUMN. WITHOUT THIS REPAIR THE AIR-BAGS WILL NOT WORK. I WANT REPAIR PAID FOR. THANKS

\$197.00

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 Administration 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.

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**