



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 335

Date Received

Repository ☐

2003 APR 25 AM 11:08
04 FEB 2003

Reference No.
10006434

OWNER INFORMATION (Type or Print)

Name

Address

City

NORTH WELLS

State PA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 1/1

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
NOT AVAILABLE

Make
DODGE

Model
GRAND CARAVAN

Model Year
2002

Date Purchased

4/1/98

Dealer's Name and Telephone Number

Kreft Dodge 215-646-2080

Engine:

No. Cylinders

6

Fuel Type:

Regular

Original Owner

☒

Dealer's City

Ambler

State

PA

Zip Code

19002

Transmission Type

Auto

☒ AntiLock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code:

060000 ENGINE AND ENGINE COOLING

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

09-SEP-2001

Failure Mileage

45,000

Failure Spread

2

The gas tank was leaking

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: DOTM15ABC036)

☐ 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:

Failure Point:

APPLICABLE INCIDENT INFORMATION

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

Crash

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

2

0

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 NOTICED AN OIL LEAK. THE MECHANIC STATED THE O-RINGS ARE LEAKING. CAUSE IS UNKNOWN. PLEASE PROVIDE ANY FURTHER INFORMATION. PH 6779

One day I filled the gas tank on my way home. The next day in the morning I smelled gas. I looked under my car and the tank had leaked about a gtr. of a tank and had eaten a hole in my drive way about 2'x1'. I called Chrysler Customer Service. First I called the Dealer where I purchased the car and they said they would see me in a week.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

if they could fit me in. I stated my car was leaking gas and was a hazard. They basically told me to go somewhere else. I then called Chrysler Customer Service where they told me the same thing. I filled out a recall form Chrysler on this particular problem and they stated since I had the work done somewhere other than a dealer - too bad. If this is a problem with many Chrysler Mini Vans I felt someone should be aware because it is a time bomb. Thank you.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
ON

DASH2DOT

and dial toll free at

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1-888-327-4238

DOT Auto Safety Hotline
(DASH) 2 DOT



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http://www.safercar.gov