



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: 13 FEB 2003
Repository:

Reference No.
10007365

2003 MAR 28 13 FEB 2003 21 51:24

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: PEORIA State: AZ Zip Code: [Redacted]

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

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorized signature, please provide your name or address to the vehicle manufacturer.
Signature of Owner: [Redacted] Date: 3/12/03

VEHICLE INFORMATION

PLEASE FILL IN 1B46P44G54B740682
Make: CHRYSLER Model: VAN Model Year: 2000
Date Purchased: [Redacted] Dealer's Name and Telephone Number: BILL LUKE CRYSLER-PHYM
Engine: [Redacted] Fuel Type: GAS
Original Owner: Dealer's City: PHOENIX State: AZ Zip Code: [Redacted]
Transmission Type: Auto Antilock Brakes: Cruise Control:
Powertrain: [Redacted] Vehicle Component Code: 041200 SERVICE BRAKES, AIR:CONTROLS:HAND CONTROL
Multiple Failure: X 4

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 15-JAN-2003 Failure Mileage: 33000 Failure Speed: ANY SPEED Braking
BRAKES FAILED, PEDAL SOFT, Goes to floor, wheels not grab, when brake applied.

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: DOTM19ABC035): [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: NONE YET Number of Deaths: NONE YET 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).

THE VEHICLE EXPERIENCED EXTENDED STOPPING DISTANCE WHEN THE BRAKE WAS APPLIED. *18
MANY times,
LOW SPEED, OR HIGH SPEED,

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, for 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)

When DRIVING AT ANY SPEED, When PEDAL IS APPLIED
THE BRAKES ARE SOFT AND DO NOT GRAB VERY
WELL HAVE HAD IN SHOP FOR THIS REASON
AND SHOP ALWAYS SAYS IT'S FINE THEY ARE
ANTI-LOCK BRAKES. ANTI-LOCK BRAKES SHURLY
DOESN'T MEAN NO BRAKES AT ALL.

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



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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



**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
http://www.nhtsa.doe.gov/hotline