



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 231

Date Received

Repository

03 MAR 28 2004 11: 29

Reference No.
10008909

OWNER INFORMATION (Type or Print)

Name

Address

City COLORADO SPRINGS

State CO

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to contact the manufacturer of your vehicle?
In the absence of a signature, please provide the name or address to the vehicle manufacturer.
Signature of Owner

YES NO
Date 3/4/03

VEHICLE INFORMATION

17 Digit Vehicle Identification Number (located on bottom of windshield or driver's side door)
134GP54L1TB377003

Make

DODGE

Model

GRAND CARAVAN

Model Year

1996

Date Purchased

1998

Dealer's Name and Telephone Number

PERKINS DODGE

Engine:

No. Cylinders V6

Fuel Type:

Gas

Original Owner

Dealer's City

COLORADO SPRINGS

State

CO

Zip Code

80906

Transmission Type

AUTOMATIC

Antilock Brakes

Cruise Control

Powertrain

Vehicle Component Code

136000 VISIBILITY: WINDSHIELD WIPER/WASHER

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

ON-
GOING

Failure Mileage

N/A

Failure Speed

N/A

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

N/A

Tire Model (Name or Number)

The Size (Example P215/63R15)

DOT No. (Example: DOTM1A9ABC036)

Original Equipment
 Prior Repair

Failure Location:

The Component Code

The Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: N/A

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).

THE WINDSHIELD WIPERS WORKED INTERMITTENTLY. *JB

SEE BACK FOR MORE DETAILS
& ACCOMPANYING DOCUMENTATION

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

WIND SHIELD WIPERS WORK INTERMITTENTLY WHICH IS

A SERIOUS SAFETY HAZZARD DURING INCLEMENT
WEATHER. MALFUNCTION IS DUE TO A FAULTY CIRCUIT
ON THE BODY CONTROL MODULE (BCM). IN ORDER TO
GET A SIMPLE PIECE OF MECHANICS WORKING, NAMELY
THE WINDSHIELD WIPERS, I HAVE TO REPLACE THE
ENTIRE BCM AT A COST OF \$500 - PARTS ALONE.

THE MFG. SURELY KNOWS THIS IS A SYSTEMIC, NOT ISOLATED
INCIDENT AS NHTSA HAS NUMEROUS COMPLAINTS OF THE
SAME NATURE & THE INTERNET IS LITTERED W/ OWNERS
COMPLAINING ABOUT THE SAME THING! CHEVYLET NEEDS TO
ISSUE A RECALL OR OFFER A CHEAPER FIX/ALTERNATIVE
OTHER THAN REPLACING THE ENTIRE BCM @ \$500.00! ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20580

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 20580



**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

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1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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**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).**