



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

Repository

2003 MAR 28 24 AM '03

Reference No.  
10009126

**OWNER INFORMATION (Type or Print)**

Name

Address

City CRANDON

State WI

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 an  
Signature of Owner

YES  NO  
Date 3-1-03

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield or driver's side

PLEASE FILL IN

1B4GP4467YB638543

Make

DODGE

Model

GRAND CARAVAN

Model Year

2000

Date Purchased

2/22/00

Dealer's Name and Telephone Number

DODGE CITY 417 281-9100

Engine:

No. Cylinders

6

Fuel Type:

Gas

Original Owner

Dealer's City

State

Zip Code

Transmission Type

Antilock Brakes

Powertrain

AUTOMATIC

Cruise Control

AUTOMATIC

Vehicle Component Code

103000 POWER TRAIN-AUTOMATIC TRANSMISSION

Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s)

21-FEB-2003

Failure Mileage

69000

Failure Speed

50

DIFFERENTIAL PIN LOOSENED - CONTINUED OPERATION OF VEHICLE WITH PENETRATE HOUSING & SPILL TRANSMISSION FLUID

**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: DOTM4LSABC036)

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 check all that apply)*

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 replaced or repaired (and if old part is available).

THE TRANSMISSION PIN POPPED OUT, WHICH CAUSED THE NOISE WHEN VEHICLE COASTS. DIFFERENTIAL DRIVE VEHICLE TO CHRYSLER DEALER IN HAYWARD WI. HE INDICATED, CONTINUED DRIVING WOULD RESULT IN PIN PENETRATING TRANSMISSION CASE, THEREBY SPILLING TRANS. FLUID ON ROADWAY & BARRICADE.

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)

My wife and three infant grandchildren traveled to Hayward WI to participate in the American "Birtheoderm" XC Ski Race. This 35 mile event requires a reliable vehicle, because of dropping the ski-off in early WI & picking the skier up, 35 miles away in Hayward, with below 0° temperatures & Precip. Cargo aboard we could ill afford a problem. After we heard a noise in the front left of the vehicle, we immediately drove to Gillis Chrysler in Hayward WI. Gillis informed us that they have had several Dodge's with loose differential pins which make this some sound. Left to go the pin will wipe out the differential & transmit case & subsequent fluid spill & break down. Gillis replaced the transmission/differential the same day for \$2200. Expensive pin!! We are currently attempting to determine responsibility for pin design. Chrysler doesn't think a 2400cc vehicle has to go beyond 36,000 miles 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

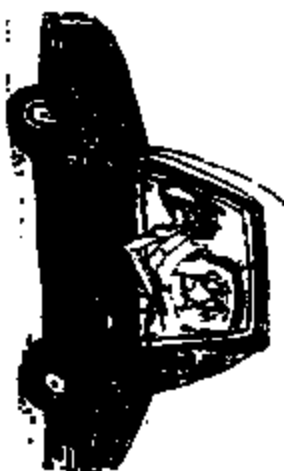
DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4238

DOT Auto Safety Hotline (DASH) 2 DOT



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