



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 1375

Date Received
28 JUN 08
26-JUN-2003

Repository

Reference No.
10025005

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: TIVERTON State: RI Zip Code: [Redacted]

Daytime Telephone Number: [Redacted]
Evening Telephone Number: [Redacted]

E-mail Address

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, provide your name or address to the vehicle manufacturer.
Signature of Owner: [Redacted] Date: 7/7/08

VEHICLE INFORMATION

[Redacted]		Make DODGE	Model GRAND CARAVAN	Model Year 2003
Date Purchased 9-27-02	Dealer's Name and Telephone Number Dartmouth Dodge (508) 984-1900		Engine: No. Cylinders 6	Fuel Type: Gas
Original Owner <input checked="" type="checkbox"/>	Dealer's City Dartmouth	State MA	Zip Code 02747	
Transmission Type Automatic	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Vehicle Component Code 103000 POWER TRAIN: AUTOMATIC TRANSMISSION	
Multiple Failures: 3				

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 6/19/08 6/19/08 6/30/08	Failure Message S.O.B. 15,130 15,130	Failure Speed 25 mph 30 mph	"Quicklearn" computer adjustment between computer & transducer Replaced pump & seal in transmission INSTALL TRANSMISSION pkg.	
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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: DOT H4SABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	The 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 describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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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 STATES THAT THE VEHICLE DOWN SHIFTS VERY ROUGHLY WHEN DECELERATING. VEHICLE MAKES A LOUD GRINDING NOISE WHEN STARTED AFTER BEING PARKED FOR AN EXTENDED TIME PERIOD. DEALER HAS ATTEMPTED TO REPAIR TRANSMISSION PROBLEMS 3 TIMES SINCE VEHICLE PURCHASE. *AK

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.

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

When the Dodge Caravan was only 2 months old, the car would downshift hard around 20mph. (3,026 mileage) On Nov. 7, 2002 the lead mechanic & myself went for a roadtest. A computer adjustment called a "Quick learn" was performed on the car. The lead mechanic said the computer & the transmission were not communicating properly, but the "quick learn" fixed the problem. On June 19, 2003 the car was brought back in for service because it was downshifting VERY EARLY at 30mph. (17,120 mileage) The pump & seal were replaced on the transmission. On June 30, 2003 the car was brought back in because of delayed engagement when put into gear; additionally the car was hesitating and downshifting funny again. A transmission pkg. was ordered and installed on July 10, 2003 (17,716 mileage)

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

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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 75173 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



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and dial toll free at

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(DASH) & DOT



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www.safercar.gov