



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 10083

Date Received

2003 AUG 15 PM 3:40
07-JUL-2003

Repository

Reference No.

10026705

OWNER INFORMATION (Type or Print)

Name

Address

City

MACOMB

State IL

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 Signature of Owner and/or address to the vehicle manufacturer.

Date 08/02/03

VEHICLE INFORMATION

17 digit vehicle identification number. Located at bottom of windshield or door sill.

1B4GP44ROT8260740

Make

DODGE

Model

GRAND CARAVAN

Model Year

1996

Date Purchased

OCT 1995

Dealer's Name and Telephone Number

WAYNE WOODRUM

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

Dealer's City

MACOMB

State

IL

Zip Code

61455

Transmission Type

AUTOMATIC

Antilock Brakes

Cruise Control

Powertrain

Vehicle Component Code

114100 ELECTRICAL SYSTEM: WIRING: FRONT UNDERHOOD

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

JULY 1, 2003

Failure Mileage

88,000

Failure Speed

N/A

THE PASSENGER SIDE STRUT TOWER HOUSING HAS RUSTED SEVERELY. NO OTHER RUST ON VEHICLE. A RUST-THROUGH COULD CAUSE FRONT STRUT TO COLLAPSE.

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: DOTM19ABC036)

Original Equipment

Prior Repair

Failure Location:

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

Crash

Yes No

Fire

Yes No

Number of Persons Injured

NONE

Number of Deaths

NONE

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).

CONSUMER CALLED COMPLAINING ABOUT HAVING PROBLEMS UNDER HOOD PROBLEMS. MANUFACTURER WAS CONTACTED, AND STATED THAT THEY HAVE NEVER SEEN SOMETHING LIKE THAT. *AK

THE FRONT PASSENGER SIDE STRUT TOWER HOUSING HAS RUSTED SEVERELY ON THE TOP OF THE HOUSING. A COMPLETE RUST-THROUGH WILL RESULT IN THE STRUT HOUSING TO FAIL, CAUSING A COLLAPSE OF THE STRUT. THIS COULD CAUSE LOSS OF STEERING CONTROL, AND COULD RESULT IN A CRASH OR ROLL OVER. CAUSE OF RUST IS UNDETERMINED, THERE IS NO OTHER RUST ANYWHERE ON VEHICLE.

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-570) 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 responses 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 responses, or a statistical summary thereof, may be used in support of the agency's action.

