



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 1368

Date Received  
2003 OCT -1 PM 2:25  
04-AUG-2003

Repository   
Reference No.  
10032012

OWNER INFORMATION (Type or Print)

Name [Redacted]  
Address [Redacted]  
City LOMPOC State CA 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  
In the absence of a signature, address to the vehicle manufacturer. Date 9/10/03

VEHICLE INFORMATION

17 digit vehicle identification number: Located at bottom of windshield or driver's side  
2FALP52425G129461 Make DODGE Model GRAND CARAVAN Model Year 1996  
Date Purchased [Redacted] Dealer's Name and Telephone Number [Redacted] Engine: No. Cylinders 6 Fuel Type: GAS  
Original Owner  Dealer's City [Redacted] State [Redacted] Zip Code [Redacted]  
Transmission Type  Antilock Brakes Powertrain [Redacted] Vehicle Component Code 103000 POWER TRAIN: AUTOMATIC TRANSMISSION  
 Cruise Control Multiple Failure: 1

FAILED COMPONENT(S) / PART(S) INFORMATION

Incident Date(s) 29-JUL-2003 Failure Mileage 92,200 Failure Speed 65 MPH TRANSMISSION FAILED AT HIGHWAY SPEED. NO LAMP, NO NOISE, ENGINE RASING AS IF IN NEUTRAL.

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: DOTM3A8C036)  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 [Redacted] Number of Deaths [Redacted] Reported to Police \* YES

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 STATED THAT WHILE DRIVING AT ANY SPEED AND WITHOUT WARNING TRANSMISSION FAILED, CAUSING A DISTRACTION TO THE CONSUMER. DEALER NOTIFIED. \*AK

SEE ATTACHED LETTER.

OUR FAMILY FEELS THAT THIS WAS A NEAR DEATH EXPERIENCE. TRUCKS, 18 WHEELERS MOVING OUR VEHICLE WITH AIR AT 65/75 MPH AS WE WERE STRANDED IN FAST LANE ROUTE 5, CA.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoices. 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 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 synthesized summary thereof, may be used in support of the agency's action.

July 29, 2003

Dear Sirs:

*We bought a Dodge Grand Caravan, new in 1996. When I checked on this vehicle, the prior year models a bad history of transmission failure. We were told at that time that Chrysler Corporation had put in a new transmission in the 96 model, that was a different type and would not have the troubles of the older model transmission.*

*Now we find out all you did was rename the same faulty transmission. I call that a cover up.*

*We bought the extended warranty for 7 years or 75,000 miles. We kept our vehicle for travel only in our retirement years. As it turns out we probably should have used this unit more as just recently we had a major problem with this car. In fact it was a very harrowing experience. We were coming home from Disneyland with our sons and little grandsons on Route 5 (an eight lane highway, one of the most traveled in our state) We were in the fast lane when all of a sudden without a warning light or noise our car just slowed down rapidly with the motor racing as if in neutral. . We were trapped in the fast lane with cars and many large trucks sailing by at 70 MPH +. Everyone in the van was scared and in fear of our lives, especially we feared for our grandchildren.*

*We were lucky that we had a cell phone. We called 911 and reported our situation. They immediately got the CHP into action. They had to block off the total Highway on our side. Then the CHP helped push our van by hand to the shoulder of the road and they called AAA for us. Thanks to the CHP our family was taken to safety. But because of Chrysler's cover up of the transmission we were in serious trouble. Now I feel that I can no longer trust the word of your sales people, and your Corporation.*

*We found out that there have been 12 fixes on this transmission yet, no recall has been made by your Company, and you still put lives in peril.*

*When we called your Company Representative, we felt like he was so pleased that our warranty had expired and you would not have to foot the bill. We had our transmission serviced at 35,000 miles and again at 70,000 miles. We took very good care of our vehicle. We have documentation of everything. We looked in the Consumers Guide and it shows this Dodge Grand Caravan V6 as a very poor rating on the transmission.*

*I am of the opinion that a transmission, if properly cared for and serviced should last the lifetime of the vehicle. In my lifetime I have never had transmission problems. But this is our first Chrysler Product. Bottom*

*line ,I think your company owes us at least a portion of the repair cost, and apology for the lack of a warning and,recall on this especially because of the safety factor.*

