



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 SEP 12 PM 1:09
15-AUG-2003

Repository
Reference No.
10034045

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: SEATTLE State: WA Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] 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 authorized signature, please print your name or address to the vehicle manufacturer.
Signature of Owner: [REDACTED] Date: 8/25/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1BAGP55L1VB317983
Make: DODGE Model: CARAVAN Model Year: 1997
Date Purchased: Dealer's Name and Telephone Number: Engine: No. Cylinders: Fuel Type:
Original Owner: Dealer's City: State: Zip Code:
Transmission Type: Antilock Brakes Powertrain: Vehicle Component Code: 136300 VISIBILITY: WINDSHIELD WIPER/WASHER: LINKAGES
 Cruise Control Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 04-AUG-2003 Failure Mileage: Failure Speed:

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: DOTM19A9C036) 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 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).

WHEN MAKING A LEFT TURN AND WITHOUT WARNING WINDSHIELD WIPERS WOULD SHUT OFF, CAUSING A DISTRACTION TO CONSUMER'S VIEW. DEALER HAS BEEN NOTIFIED. *AK

ABOVE STATEMENT INCORRECT
SEE NARRATIVE ON BACKSIDE.

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 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.

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

1997 DODGE CARAVAN ES

THE WINDSHIELD WIPERS TURN ON AUTOMATICALLY THOUGH SPORADIC WHEN THE STEERING WHEEL IS TURNED OR THE TURN SIGNALS CLICK OFF (AFTER MAKING A TURN) THIS WILL HAPPEN ABOUT 4 TIMES WHEN YOU DRIVE ABOUT 5 MILES. THEY WILL TURN ON AND GO BACK AND FORTH ABOUT 3 TIMES OR SOMETIMES STAY ON UNTIL YOU ACTIVATE THE THE TURN SIGNALS OR TURN THE WIPERS ON AND OFF. THIS CAN CAUSE A SERIOUS ACCIDENT BECAUSE YOU TAKE YOUR EYES OFF THE ROAD WHEN YOU TRY TO FIGURE OUT WHAT'S HAPPENING AND TRY TO STOP IT. I'VE TALKED WITH OTHER DODGE CARAVAN OWNERS AND THEY HAVE THE SAME PROBLEM. BDC DODGE IN SEATTLE SAY IT WILL COST OVER \$2000 TO FIX THE PROBLEM

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W. Washington, D.C. 20590

Official Business Penalty for Private Use \$300

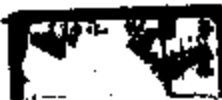


BUSINESS REPLY MAIL

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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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(DASH) 2 DOT



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OWNER'S
QUESTIONNAIRE

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TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at