



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 100147

Date Received

Repository ☐

2004 FEB 17 14 10 03
21-JAN-2004

Reference No.
10056457

OWNER INFORMATION (Type or Print)

Name

Address

City SIOUX FALLS

State SD

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 address, please provide a mailing address to the vehicle manufacturer.

Signature of Owner

Date 2/10/04

VEHICLE INFORMATION

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

1B4GP44R3TB459796

Make

DODGE

Model

Grand CARAVAN SE

Model Year

1998

Date Purchased

4/96

Dealer's Name and Telephone Number

Tuffe (Lithia, now) Dodge 605-336-1238

Engine:

No. Cylinders

6

Fuel Type:

gas

Original Owner

Dealer's City

SIOUX FALLS

State

SD

Zip Code

57106

Transmission Type

auto 4/00

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

D21520 SUSPENSION:FRONT:CONTROL ARM:UPPER BALL JOINT

Multiple Failure: 1 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

30-DEC-2003

Failure Mileage

70000

Failure Speed

Lower front ball joints & bushings replaced 11/30/03
Front axle replaced 12/30/03

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: DOTM15ABC038)

☐ 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), condition(s), 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).

WHILE DRIVING DRIVER HEARD A LOUD NOISE COMING FROM THE FRONT OF THE VEHICLE. CONSUMER TOOK VEHICLE TO THE REPAIR SHOP AND MECHANIC INFORMED THE DRIVER THAT THE UPPER BALL JOINTS WERE WEARING OUT PREMATURELY ~~and~~ and replaced front ball joints & front sway bar bushings on 11/30/03. I drove my van another 575 miles and the front axle broke, had to have it towed and front axle replaced on Dec. 31, 2003. What next? This is not normal failure for a well maintained vehicle with 71,000 mi. on it. I was fortunate to be in the city and coast out of traffic when it happened. These problems need to be investigated.

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.

Please forward this form, along w/ copies of parts replacement to Chrysler Corp. Hopefully, I won't have to seek legal recourse. Thank you, Jan. 4, 2004

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**