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

2004 APR -8 AM 11:53

FOR AGENCY USE ONLY 335

Date Received: 16-MAR-2004

Repository ☐

Reference No. 10063920

OWNER INFORMATION (Type or Print)

Name [redacted]

Address [redacted]

City CLEARWATER | State FL | Zip Code [redacted]

Daytime Telephone Number [redacted]

Evening Telephone Number

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 a[redacted]ovide your name or address to the vehicle manufacturer.
Signature of Owner [redacted] Date / /

VEHICLE INFORMATION

17-digit Vehicle Identification Number (Located at bottom of windshield on driver's side): 1B4GP44R4VB276409

Make: DODGE

Model: GRAND CARAVAN

Model Year: 1997

Date Purchased: 6-6-2000

Dealer's Name and Telephone Number: DIAMOND MOTORS 603-335-5432

Engine: No. Cylinders 6

Fuel Type: GAS

Original Owner ☐

Dealer's City: ROCHESTER | State: NH | Zip Code: 03867

Transmission Type

☐ Antilock Brakes
☐ Cruise Control

Powertrain

Vehicle Component Code
081110 ENGINE AND ENGINE COOLING:ENGINE:GASOLINE:BELTS AI

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)	Failure Mileage	Failure Speed	
5-2-03	77715	5 MPH	461289H-AE-TENSIONER-BELT A/L900300
2-24-04	86965	20-MPH	

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: DOTMAL9ABC036) | ☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			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 BACKING OUT OF THE DRIVEWAY CONSUMER HEARD A LOUD BANG. VEHICLE WOULD NOT STEER. THE PULLEY BROKE OFF, CAUSING THE DRIVE BELT TO FALL ONTO THE STREET. *AK

GOING AROUND CURVE ALL POWER STOPPED, I COULD NOT TURN OFF THE ROAD. THERE WAS ANOTHER DODGE 97 IN THE SHOP WITH THE SAME PROBLEM

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 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.

(1) MARCH 30-2004

Dear Sir
On 5-2-03 coming out of my driveway I heard a loud bang I could not move my wheels When the wrecker came the man knew what was wrong before he even looked at it He said it happens all the time with this model

On 2-24-04 turning a corner I lost all power steering to the van. trying to get off the road, the car hated days when I went to the Garage there was another Dodge van same year with the same problem. I feel if I was on the inside lane on a highway I could never make it to the breakdown lane

OVER

(2)

All I want is to have this problem fixed.

Roy Frost

My address till April 30-004 will be [redacted]

Clearwater, FL [redacted]

Aft[redacted]

Barrington, NH [redacted]

Thank You

[redacted]

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).