

Jordan, Michael

From: ODIWebUser@www-odi.nhtsa.dot.gov
Sent: Monday, April 12, 2004 10:11 PM ✓
To: Data, Odi
Subject: Comments from ODI web user

*Recall to
10063 839
INVO*

FULL NAME: [REDACTED]
EMAIL : [REDACTED]
SUBJECT : Criteria for safety complaint recalls

WEB USER COMMENTS:

After notifying Dodge regarding my wipers coming on by themselves years ago, I did some research here and found out that the model year previous to mine (1996) were reporting to same complaint. Why hasn't NHTSA issued a safety recall on this matter? Does it have to be a specific number of complaints? Basically, the wipers come on all by themselves and the distraction IS a safety issue.

Additionally, Dodge has elected to not address other problems with my van citing warranty and time issues. Is there nothing your agency can do to persuade Dodge to look at the complaints in NHTSA's database and address other defects?

My position is, no matter what the mileage is, they are chronic defects. Frankly, I am quite surprised at the number of complaints I found on this site and neither Dodge or the NHTSA (if applicable) has addressed the problems. Design defects should have no warranty/mileage stipulations attached.

Thank you

[REDACTED]

This mail was sent using the Contact form from <http://WWW-ODI.NHTSA.DOT.GOV> web site.

*NAR
ARD
5/27/06*



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 100148

Date Received

25-MAR-2004

Repository Reference No.
10063839**OWNER INFORMATION (Type or Print)**

Name

Address

City

WAYNESBORO

State

GA

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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date _____

VEHICLE INFORMATION

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

2B4GP4432VR

Make

DODGE

Model

GRAND CARAVAN

Model Year

1997

Date Purchased
01-NOV-98

Dealer's Name and Telephone Number

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

Dealer's City

State

Zip Code

Transmission Type

AUTOMATIC

 Antilock Brakes Cruise Control

Powertrain

UNKNOWN

Vehicle Component Code

110000 ELECTRICAL SYSTEM

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

25-MAR-2004

Failure Mileage

92000

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: DOTM15ABC036)

 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(es).)*

Crash

 Yes No

Fire

 Yes No

Number of Persons Injured

Number of Deaths

Reported to Police

0

0

N

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

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).

REPORTED PROBLEM TO DODGE CORP. SEVERAL YEARS AGO ABOUT WIPERS COMING ON BY THEMSELVES. WAS ADVISED THAT SINCE NO RECALL, NO REMEDY. ON THIS ISSUE, MY RESEARCH SHOWS THAT THERE HAVE BEEN ENOUGH COMPLAINTS AND THIS ISSUE SHOULD BE HANDLED BY A RECALL.
SECONDLY, AND MOST RECENTLY. BOTH DRIVER AND PASSENGER WINDOWS FAILED. DODGE REPRESENTS THAT TIME/MILEAGE PRECLUDES REPAIR AT THEIR COST. REAR WING WENT WINDOW QUIT WORKING APPROX. A WEEK AGO (MAR. 2004). VEHICLE SEEMS TO BE FALLING APART ELECTRONICALLY. MILEAGE/WARRANTY SHOULD NOT BE AN ISSUE. DEFECTS ARE DEFECTS. RECALL REQUESTED. *JB

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.