



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
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100192

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OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: GREENSBORO State: FL Zip Code: [Redacted]

Daytime Telephone Number: [Redacted] Email Address: [Redacted]
Evening Telephone Number: [Redacted]

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: 5/22/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1B4GP44R7VB331435
Make: DODGE Model: GRAND CARAVAN Model Year: 1997
Date Purchased: 3/23/98 Dealer's Name and Telephone Number: Thomas Chrysler Dodge
Engine: 3.3 Fuel Type: Gasoline
No. Cylinders: 6
Original Owner: No Dealer's City: Quincy FL Zip Code: 32351
Transmission Type: Auto
 Antilock Brakes Powertrain
 Cruise Control
Vehicle Component Code: 141100 AIR BAGS:FRONTAL:SENSOR/CONTROL MODULE
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): [Redacted] Failure Mileage: 150000 Failure Speed: [Redacted]

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: DOTM18ABC036): [Redacted] 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: 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).

VEHICLE IS BEING RECALLED FOR A CLOCK SPRING FAILURE. HOWEVER, PARTS ARE CURRENTLY NOT AVAILABLE. *AK
I was told when I received the recall notice to just wait until my car broke since it had over 70,000 miles at that time. Now I have waited. It is broken. They have no parts in the whole world. My cruise does not work. My airbag light stays on. My ABS brake light stays on. Both of these are intermittent. How long must I wait now I am being discriminated against because

Include, if available, Police/Fire Department Report, Photos, and Repair Invoices. 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.

my car had a lot of miles. Why couldn't they have fixed it back when they had the parts?