


 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**

Date Received

10081532

2004 JUN 29 PM 7:51

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 rt\_at \_\_\_\_\_  
 od\_rt \_\_\_\_\_  
 up\_jr \_\_\_\_\_

Reference No.

**OWNER INFORMATION (Type or Print)**

Name

Street No.

Apt. No.

City Fort Wayne

State IN

Zip Code

Daytime 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 \_\_\_\_\_ provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 06/11/04

**PRODUCT INFORMATION**

 Vehicle Identification No. (VIN.) (Located at bottom of  
windshield on driver's side)

Make

Dodge

Model

Sport  
Grand Caravan

Year

1999

284GP44G1XR

Purchased Date  
June 1999

Dealer's Name

Movin-On-Mobility - Rod Alf

Engine Size  
(CID/CCL)

3.3

 New  Used

Dealer's City

Fort Myers

State

FL

Zip Code

33912

No. Cylinders

6

 Turbo  
 Diesel  
 Gas  
 Fuel Injection
Manufacture Date  
(on driver's door or pillar)

April 1999

Transmission Type

 Manual  
 Automatic

Restraint System

 Driver's Side Air Bag  
 Motorized  
 Passenger's Side Air Bag  
 2-Point Belt  
 3-Point Belt

Cruise Control

 Yes  
 No

Drivetrain

 Front  
 Rear  
 4-Wheel

Vehicle Type

 Car  
 Sport Utility  
 Van  
 Truck  
 Minivan  
 Motorcycle  
 Other

Body Style

 2-Door  
 4-Door  
 Stationwagon  
 Pick Up Truck  
 Other

**FAILED COMPONENT(PART(S)) INFORMATION**

Part Name(s)

EMC Driving Equipment

Location

 Left  
 Right  
 Front  
 Rear

Failed Part(s)

 Original  
 Replacement

Handicap Adaptive Equip

 Yes  
 No

**TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Brand

Tire Name

Complete Tire Size

DOT No.

No. of Failures

Date(s) of Failure(s)

Mileage at Failure(s)

Vehicle Speed at Failure(s)

Failed Part(s)  
Available?
 Yes  No
NHTSA Previously  
Contacted?
 Yes  No

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies). Attach photos if available.)

Crash

 Yes  No

Fire

 Yes  No

Number of Persons Injured

0

Number of Fatalities

0

Reported to Manufacturer

 Yes  No

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

 Adaptive Equipment Manufacturer - EMC, 614 Crestmont Dr, Baton Rouge, LA  
70809

 Installing vendor: Movin On Mobility, 12530 Metro Parkway, Ft Myers, FL 33912  
Rodney Alf 239-275-1900

Continue on back.

The Privacy Act of 1974 - Public Law 93-578 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If 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.

Mail postage free or fax to 202-366-7882

NHTSA

Fort Wayne, IN

Van 1999 Dodge Grand Caravan VIN 2B4GP44G1XR

Modified in Florida at **Movin On Mobility, 12630 Metro Parkway, Fort Myers, Florida, 33912**  
**Rodney Alt 239-275-1900**

EMC DS2000 steering and EMC EGB

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November 2000	Moved from Florida to Indiana – Malfunction of system- accident. (see document)
December 2000	First system repair – towed to Modified Vehicle Specialists in Toledo, OH. Part of wiring harness removed and sent to EMC, reinstalled. Vehicle in shop for 2 months.
October 2002	Diagnostic alarms - Alarms started shortly after getting vehicle back from Toledo, pretty consistently—Parts sent to EMC by Director's Conversions (See EMC Letter re repairs)
August 2003	Electrical fire under steering column. Towed to Director's Conversions in Fort Wayne. Quote for repairs from Director's and Clock's Conversions. Suggestion to take out the wiring harness and replace (see my letter and affidavit August 2003)
December 2003	Van shipped in entirety to Movin On Mobility. Wiring harness replaced under warranty. Without van for 6 months. Shipped back to Ft Wayne February 2004
March 2004	Problem with steering wheel. Parts sent back to EMC by Director's Conversions. Reinstalled and wiring inspection – problem still exists. (see Director's note)...I had to buy new battery to be installed – as van would not start

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My van continues to have problems with the system and the wiring even though it has been worked on by several NMEDA QAP dealers including the original installer, and the manufacturer, EMC. Any help you can give me in resolving these issues is greatly appreciated. Thank you.



November 12, 2002

Mr. Jurgen Bahrad  
Rehabilitation Technology Associates, Inc.  
P.O. Box 640  
Kinderhook, NY 12106

Dear Mr. Bahrad,

Per your request, I wish to provide you with a written summary of our findings during a recent service inspection of [REDACTED] DS-2000 S/N 1984. We received the system from Directors Conversions late last week. The described problem was that the system "faulted" on a regular basis. In fact, after downloading the error log, we verified that the system had consistently logged faults for more than 300 hours of operation. Regrettably, we were not made aware of the problems earlier as we very quickly identified the source of the errors. What we found upon initial inspection was that the gear train of the encoder was damaged. This caused "Encoder", "Motion", and "Meshed" errors.

In conducting the repair, we replaced both encoder gears as well as the encoder assembly itself. We also conducted all necessary routine maintenance on the DS-2000 while we had it. The system is just beyond the three year warranty period but we extended the warranty to cover all work conducted during this return. There will be no charges from EMC and we anticipate shipping the system to Directors Conversions today. I hope that I have provided you with all necessary information. Please contact me directly if I can be of further assistance.

Respectfully,

A handwritten signature in black ink, appearing to read "Ric Raulat, Jr.", written in a cursive style.

Ric Raulat, Jr., P.E.  
VP / Operations

To: Gail/Jurgen (2 pages) FAX 518-758-8505

Aug. 22, 2003

Bought new 1999 Dodge Caravan w/howered floor/ramp in June 1999 - Movin-On-Mobility at Fort Myers, FL installed EMC Equipment (took 6 months to install) I received Van in December 1999 + took Driver Training. On Thanksgiving Weekend 2000, we moved back to Indiana (See page 2 for problem details). In December 2000, modified Vehicle Spec in Toledo, OH did repair - they had my van over 2 months. I got van back in February 2001 - within 3 months my alarms were occasionally going off. I drove with fear, as alarms got worse til October 2002 - took van to Directors Conversions - Fort Wayne, IN They had til middle of December 2002. Alarms started again within 2 to 3 months - I drove again (in fear) til August 2003 + van blew up (electrical fire) under steering column Aug. 8 - had to tow to Director's Conversion - they still have it - I'm without transportation again + have less than 21,000 miles on van + paying for it yet. Following are two attorney's that contacted me with similiar problem clients: Matthew Tyler (Aiken Bridges) So. Carolina phone 843-669-8787 + David Dunn (McDowell + Osborn) Manchester, NH phone: 603-623-9900. Please let me know if you need anything else - Thank You;

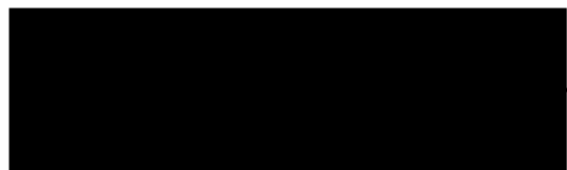
STATE OF INDIANA )  
 )  
COUNTY OF ALLEN )

AFFIDAVIT

Page 2

1. My name is [REDACTED] and I am currently a resident of Fort Wayne, Indiana.
2. On Thanksgiving weekend in 2000, my husband and I were relocating to Indiana from Florida. My vehicle is equipped with an Electronic Mobility Controls (EMC) DS2000 Steering Unit and an Electronic Gas/Brake (EGB) System.
3. As I was traveling in the left lane of a freeway at approximately 70 miles per hour, my Van began steering to the left without driver input. My braking system did not operate nor did I have any steering control for the Van. The Van crossed the roadway and went down an embankment. The Van did not provide any audible or visual warnings prior to this happening.
4. Rick at EMC said "manufacturer was not responsible for anything except for the product or component found to be defective and they found nothing defective upon examining".
5. To this day no one has ever explained why this happened.

**FURTHER AFFIANT SAYETH NOT.**



*William E. Ruppert* (L.S.)  
Notary Public for State of Indiana

My Commission Expires: 6-3-08

(MNT18873)

FTC -  
Ref: 1894453