



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-4-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 111

Date Received: 13-AUG-2004
Repository:
Reference No.: 10087881

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: WILMINGTON State: DE Zip Code: [Redacted]

Daytime Telephone Number: [Redacted]
Evening Telephone Number: [Redacted]
E-mail Address: [Redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of a signature, please print your name or address to the vehicle manufacturer.
Signature of Owner: [Redacted] Date: 8/28/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1B4GP44G2XB [Redacted]
Make: DODGE Model: GRAND CARAVAN Model Year: 1999
Date Purchased: 9/18/01 Dealer's Name and Telephone Number: Brandywine Chrysler Plymouth 302-998-2271 service
Original Owner: Dealer's City: Wilmington State: DE Zip Code: [Redacted] Engine: No. of Cylinders: 6 Fuel Type: gas
Transmission Type: AUTOMATIC Antilock Brakes: Cruise Control:
Powertrain: [Redacted] Vehicle Component Code: 140000 AIR BAGS
Multiple Failure: Airbag, horn, cruise control

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 04-AUG-2004 Failure Mileage: 65,300 Failure Speed: 50 MPH
07-AUG-2004
Bell + Air Bag light, checked oil, etc. + didn't seem to be problem. 2 days later found horn not working. Checked on recalls + found many for same problem.

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: DOTM19ABC036): [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: 0 Number of Deaths: 0 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 AIR BAG LIGHT ILLUMINATED. CONSUMER PULLED OVER AND INSPECTED THE VEHICLE FOR ANY PROBLEMS. THE NEXT DAY THE HORN FAILED TO PERFORM. THE DAY AFTER THAT, A LITTLE PIECE OF PLASTIC CAME OUT WITH SOME NUMBERS THAT WERE RELATED TO THE AIR BAGS/CLOCK SPRING. CONSUMER WAS TOLD BY THE MANUFACTURER THAT VEHICLE WAS NOT INCLUDED IN THE RECALL FOR THE CLOCK SPRING. *AK

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.

* small piece flew out onto dash. *
Called Chrysler because dealer said mine wasn't covered on recall. MORE OVER ->

* See Attached photo

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

When I talked to Daniel ^{at Chrysler} he gave me file # 12550052. He said that my ID # is not part of recall as they do not have enough parts in place to handle more repairs yet. He said to get it fixed & maybe they will reimburse. I asked how often that occurs & he said have you had something fixed before, so I assumed they wouldn't reimburse. I was insisting on Chrysler's responsibility so he said try back customer service which I did. Spoke with Shene & told him about the small part with numbers AB324 on it & that this must be part of the clockspring failure I had read about on internet & that this was a safety problem not having a horn. He said he had my recording saying I knew it was problem so it was my problem & I would have to have it fixed. I called the NHTSA & explained what had happened. After the fact, I checked my cruise control as it was part of the clockspring failure, & it does not work either. I am enclosing photo of part that flew out onto dash.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W. Washington, D.C. 20590

Official Business Penalty for Private Use \$300

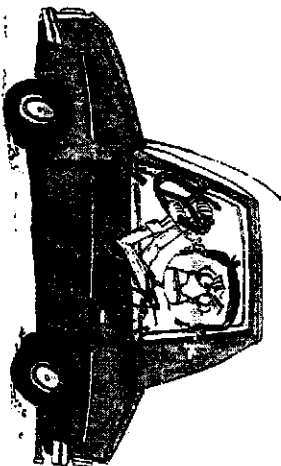


NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590



VEHICLE OWNER'S QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

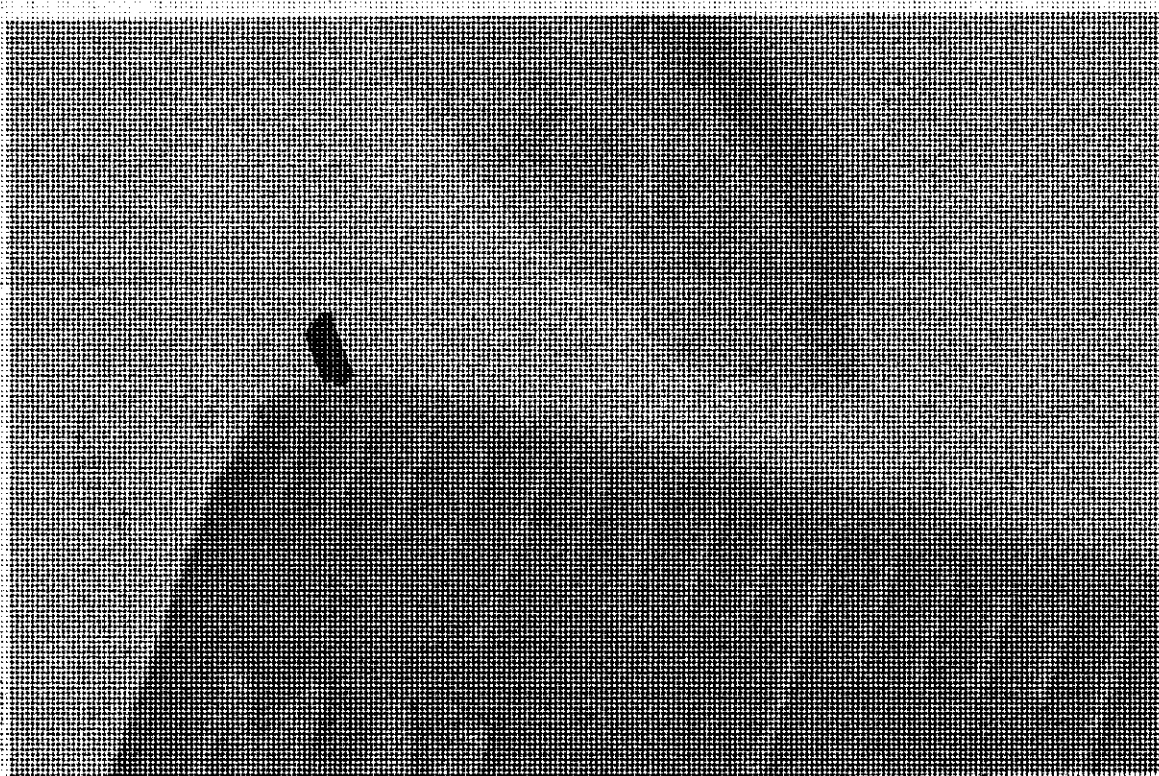
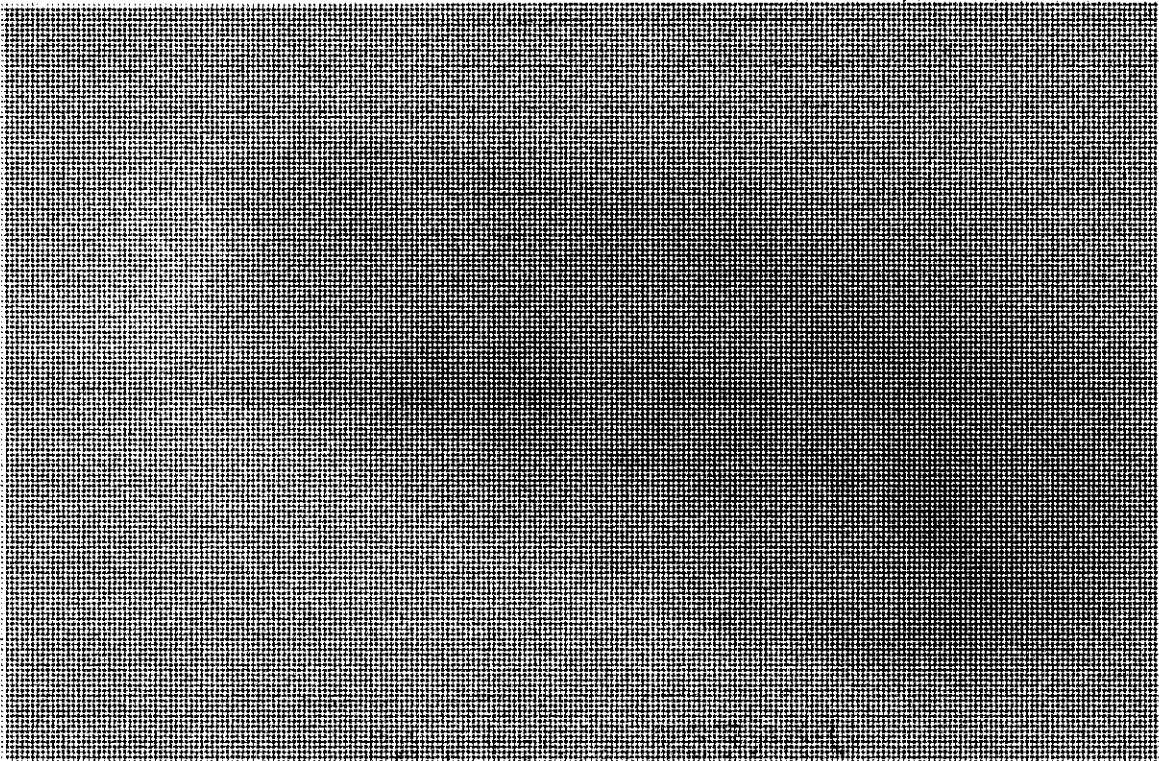
1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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This is a photo of the small part that flew out into desk about 4 days after initial air bag light & bell. The # is AP3324.



Note the size is in mm