



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 100148

Date Received *2004 10/21*
14-OCT-2004

Repository
Reference # *05*
10095758

OWNER INFORMATION (Type or Print)

Name
Address
City DASSEL State MN Zip Code

Daytime Telephone Number
Evening Telephone Number
E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an authorized signature, provide your name or address to the vehicle manufacturer.
Signature of Owner Date *11/11/04* YES NO

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
2D4GP44L43R
Make DODGE Model GRAND CARAVAN Model Year 2003
Date Purchased 31-DEC-02 Dealer's Name and Telephone Number LITCHFIELD CHRYSLER 320-893-7951 Engine: No: Cylinders 6 Fuel Type: Gas
Original Owner Dealer's City LITCHFIELD State MN Zip Code 55355
Transmission Type Antilock Brakes Cruise Control Powertrain FRONT WHEEL DRIVE Vehicle Component Code 160000 STRUCTURE *glass side windows*
Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 19-JUL-2004 Failure Mileage 24188 Failure Speed 50

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: DOTM19ABC036) 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 Yes No Fire Yes No
Number of Persons Injured 0 Number of Deaths 0 Reported to Police Y

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).

INCIDENT #1: 1. WE WERE RETURNING HOME FROM A WEEKEND VISIT TO IOWA. WE HAD BEEN TRAVELING ABOUT 5 HOURS. WE WERE SLOWING DOWN TO EXIT OFF HIGHWAY 212 NEAR GLENCOE, MN. 2. THE PASSENGER SIDE WINDOW EXPLODED AT ABOUT 4:00 PM AS WE WERE SLOWING DOWN TO MAKE OUR TURN. GLASS WAS SPREAD THROUGHOUT THE INSIDE OF THE VEHICLE (2003 DODGE GRAND CARAVAN) AND CHIPPED THE PAINT ALONG THE SIDE OF THE VAN. 3. THE WINDOW WAS REPLACE BY OUR INSURANCE COMPANY (PROGRESSIVE) AND THE VAN WAS REPAINTED AND DETAILED (VACUUMED) TO REMOVE THE GLASS INSIDE THE VAN. INCIDENT #2: 1. ON THE SAME VEHICLE (2003 GRAND CARAVAN) A SECOND WINDOW EXPLODED ON OCTOBER 7, 2004. THIS TIME IT WAS THE PASSENGER SIDE SLIDING DOOR WINDOW. I WAS ACCELERATING INTO A PASSING LANE EAST OF CORATO, MN. 2. THE WINDOW EXPLODED AT 6:45 AM. GLASS CHIPPED THE PAINT ON THE SIDE OF THE VAN AND WAS SPREAD THROUGHOUT THE INSIDE OF THE VAN - AGAIN. 3. THE SIDE WINDOW ON THE SLIDING DOOR WAS REPLACE BY OUR INSURANCE COMPANY (PROGRESSIVE) AND THE VAN WILL BE PAINTED AGAIN SOON. *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.

Vehicle

Checkup

LITCHFIELD CHRYSLER CENTER
320-693-7851

640 EAST HWY.12
LITCHFIELD MN.55355

Customer Name

Phone

Service Advisor

Vehicle Year/Model

32
VIN Number

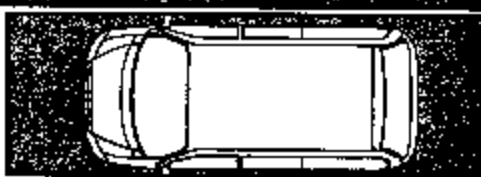
3843
License

NAME 1
33429
NO Number

03 C. Cam
10-13-04
Date

16-POINT VEHICLE CHECKUP

23-POINT VEHICLE CHECKUP



16-POINT VEHICLE CHECKUP

LEFT FRONT TIRE
Pressure _____ lbs
Wear Pattern _____
Tread Depth 3 32nds

LEFT REAR TIRE
Pressure _____ lbs
Wear Pattern _____
Tread Depth 7 32nds

RIGHT REAR TIRE
Pressure _____ lbs
Wear Pattern _____
Tread Depth 7 32nds

RIGHT FRONT TIRE
Pressure _____ lbs
Wear Pattern _____
Tread Depth 3 32nds

FLUIDS

ENGINE OIL

COOLANT

BRAKE

POWER STEERING

TRANSMISSION

WIPER WASHER

BELTS • HOSES • FILTERS • COOLING • WIPERS • LAMPS • BATTERY

BELTS
Serpentine _____
Power Steering _____
Other _____

HOSES
Radiator Hoses _____
Heater Hoses _____
Power Steering Hoses _____
Air Conditioning Hoses _____

AIR FILTER

COOLING SYSTEM Mixture/Locks

WINDSHIELD WIPERS & BLADES

LAMPS Head Lamps _____
Turn Signal Lamps _____
Tail Lamps _____
Parking Lamps _____

BATTERY

23 POINT VEHICLE CHECKUP INCLUDES ITEMS LISTED ABOVE

FRONT BRAKES
Left Front _____
Right Front _____

SHOCKS/STRUTS
Front _____
Rear _____

TRANSFER CASE N/A

DIFFERENTIAL N/A

CV JOINT BOOTY
Left Front N/A
Right Front N/A

REAR BRAKES
Left Rear _____
Right Rear _____

STEERING COMPONENTS

U-JOINTS N/A

SUSPENSION
Front _____
Rear _____

EXHAUST SYSTEM

Note: Vehicle must be on a level surface. All items checked are subject to change without notice.

NOTES:

Stick with the Specialists™

• Special Techniques • Qualified Personnel • Genuine Mopar Parts • Competitive Prices

Checkup Performed By:

Appointment Date:

ORIGINAL - CUSTOMER COPY, CASHIER - DEALER FILE, PHONE - FOLLOW-UP FILE

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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).**