



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 1368

Date Received

12-NOV-2004

Repository ☐

Reference No.  
1009867

## OWNER INFORMATION (Type or Print)

Name

Address

City ROCHESTER

State NY

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 contact your name or address to the vehicle manufacturer.  
Signature of Owner Date 11/18/04

## VEHICLE INFORMATION

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

2B4GP2537YR

Make

DODGE

Model

CARAVAN

Model Year

2001-2000

Date Purchased

8-00

Dealer's Name and Telephone Number

MAVINA DODGE 585-671-3000

Engine:

No. Cylinders

6

Fuel Type:

GAS

Original Owner

☐ NO

Dealer's City

WEBSTER N.Y.

State

NY

Zip Code

146

Transmission Type

AUTO.

☐ Antilock Brakes

☒ Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

140000 AIR BAGS

Multiple Failure: 1

REPLACE CLOCK SPRING

## FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

29-SEP-2004

Failure Mileage

23644

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: DOTM18ABC038)

☐ 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), condition(s), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

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).

CONSUMER EXPERIENCED THE SAME PROBLEMS AS MENTIONED IN RECALL 04V480000 CONCERNING AIR BAG CLOCK SPRING. DEALERSHIP WOULD NOT REPAIR FREE OF CHARGE BECAUSE THE VIN WAS NOT INCLUDED. \*AK

I think the clock spring is bad and the airbag module sent bad by replacing the clock spring will not correct the air bag module. I want a new one with. Doan Dodge want 536.00 To Replace The Air Bag module. I don't want to pay that much.

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 responses 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.

**THE ATTACHMENTS TO THIS  
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).**