



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 1367

Date Received

2004 DEC 15
17-NOV-2004

Repository

Reference No.
10101160

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: RAYMOND State: NH Zip Code: [REDACTED]

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 authorized signature, your name and address to the vehicle manufacturer.
Signature of Owner: [REDACTED] Date: 11-22-04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 2B6H B21X7VK [REDACTED]
Make: DODGE Model: VAN Model Year: 1997
Date Purchased: 07/1997 Dealer's Name and Telephone Number: FOSS MOTORS
Original Owner: Dealer's City: EXETER State: NH Zip Code: 03833
Engine: No. Cylinders: 6 Fuel Type:
Transmission Type: AUTOMATIC Antilock Brakes Cruise Control Powertrain: REAR WHEEL DRIVE
Vehicle Component Code: 130120 VISIBILITY: DEFROSTER/DEFOGGER SYSTEM: WINDSHIELD:H
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 05-NOV-2004
Failure Mileage: 98023
Failure Speed: 65

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/85R15): [REDACTED]
DOT No. (Example: DOTMALDABC036): [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), condition, 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).

THE HEATER CORE SPRUNG A LEAK WHILE DRIVING WHICH RENDERED THE DEFROSTER SYSTEM INOPERATIVE. VEHICLE IMMEDIATELY FOGGED UP. THIS REDUCED THE DRIVER'S VISIBILITY BECAUSE THE DRIVER WAS UNABLE TO SEE OUT OF THE WINDSHIELD. CONSUMER PULLED OVER AND CUT THE WINDSHIELD OFF, AND DROVE THE REST OF THE TRIP WITH THE WINDOWS DOWN, AND DEFOGGER SWITCH IN THE OFF POSITION. THE HEATER CORE WAS REPLACED BY A MECHANIC WHO HAD DIFFICULTY FINDING THE PART. THIS MAY BE DUE TO FAULTY MANUFACTURING DESIGN. *AK

We owned 3 Dodge vans 1996, 1997, & 2000
The 2000 van had the problem which is
dangerous when at 70 MPH on a crowded highway
all of a sudden you can't see out of the windshield!

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.