



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 1368

Date Received

16-FEB-2005

Repository ☐

Reference No.
10111756

OWNER INFORMATION (Type or Print)

Name

Address

City HANDOVER

State PA

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 communicate your name or address to the vehicle manufacturer.

Signature of Owner

Date 3-27-05

VEHICLE INFORMATION

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

Make

DODGE

Model

CARAVAN

Model Year

2001

1B86D25541B

Date Purchased

11/7/00

Dealer's Name and Telephone Number

BAUGHER MOTORS INC.

Engine:

No. Cylinders

Fuel Type:

PES

Original Owner

☒

Dealer's City

COOPER

State

PA

Zip Code

17233

Transmission Type

AUTO

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Vehicle Component Code

021000 SUSPENSION:FRONT

Multiple Failures: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

18-DEC-2004

Failure Mileage

~90000

Failure Speed

FROM THE BEGINNING

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: DOTM15ABC036)

☐ 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

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).

WHEN GOING OVER BUMPS IN THE ROAD THERE WOULD BE A LOUD RATTLING NOISE COMING FROM THE FRONT END. DEALERSHIP WAS NOTIFIED, BUT DID NOT RESOLVE THE PROBLEM. *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 responses, or a statistical summary thereof, may be used in support of the agency's action.

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

THIS HAS BEEN A ONGOING PROBLEM
WHICH THE MFG. TAKES NO RESPONSIBILITY
FOR! THEY SHOULD HAVE REPLACED
THE FRONT END AT THEIR EXPENSE
ORIGINALLY, WHILE IT WAS UNDER
WARRANTY!! I TRIED TO HAVE IT
REPAIRED THREE TIMES STILL NOT FIXED!!

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

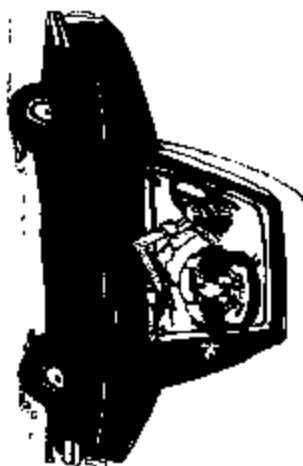
DASH2DOT

and dial toll free at

1-888-DASH-2

1-888-327-4200

DOT Auto Safety Hotline
(DASH) 2 DOT

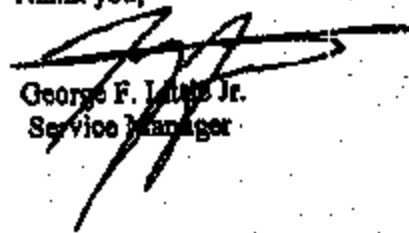


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www.nhtsa.dot.gov/online

Hanover Chrysler
735 Carlisle St.
Hanover, PA 17331

We ordered a power steering rack to replace power steering rack installed on 2001 Dodge Caravan VIN# 1B8GF25Q41E. We replaced original power steering rack at customers request. The replacement power steering rack reacts the same as the one we replaced. We will install factory Mopar steering rack under parts warranty, however do not guarantee that it will alleviate customers concern.

Thank you,



George F. Little Jr.
Service Manager

**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).**