



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

2005 MAR 27 AM 9:05  
02-MAR-2005

FOR AGENCY USE ONLY 241

Date Received  
02-MAR-2005

Repository   
Reference No.  
10113247

**OWNER INFORMATION (Type or Print)**

Name [Redacted]  
Address [Redacted]  
City MARION State WI Zip Code [Redacted]

Daytime Telephone Number  
715/754-5381  
Evening Telephone Number

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 an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.  
Signature of Owner \_\_\_\_\_ Date 1/1

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Location at bottom of vehicle is on driver's side Make DODGE Model GRAND CARAVAN SE Model Year 2000  
Date Purchased 07-DEC-04 Dealer's Name and Telephone Number Engine: No. Cylinders 6 Fuel Type: Gas  
Original Owner  Dealer's City State Zip Code  
Transmission Type AUTOMATIC  Antilock Brakes  Cruise Control Powertrain FRONT WHEEL DRIVE Vehicle Component Code 103000 POWER TRAIN: AUTOMATIC TRANSMISSION Multiple Failure: 2

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

Incident Date(s) 01-MAR-2005 Failure Mileage 36000 Failure Speed 50  
Transmission. Was going along heard a loud noise and lost power. The motor just died.

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make \_\_\_\_\_ Tire Model (Name or Number) \_\_\_\_\_ Tire Size (Example P215/85R15) \_\_\_\_\_  
DOT No. (Example: DOTM19ABC038)  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 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 50-55 MPH TRANSMISSION EXPLODED. BROKEN PIECES OF THE TRANSMISSION SPREAD OUT ONTO THE ROADWAY. VEHICLE WAS TOWED TO A REPAIR SHOP, AND MECHANIC STATED THAT THE CAUSE OF THIS PROBLEM WAS UNDETERMINED. THE DEALER WAS NOT NOTIFIED. \*AK We let Chrysler know of the problem. When the transmission was taken out it looked like a bunch of holes shot into it. The mechanic said the pin came out of the differential from what he could see. We were lucky we could get off the road.

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 OWNER'S QUESTIONNAIRE



**DOT AUTO SAFETY HOTLINE**

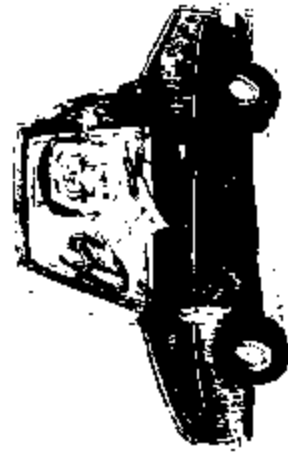
**TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM  
ON**

**DASH2DOT**

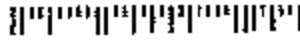
and dial toll free at

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DOT Auto Safety Hotline  
(DASH) 2 DOT



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

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

**BUSINESS REPLY MAIL**  
FIRST CLASS PERMIT NO 79179 WASHINGTON, D.C.

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

**National Highway  
Traffic Safety  
Administration**

U.S. Department  
of Transportation

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



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We also had the same thing happen in Aug 2004 to a  
1994 Plymouth Voyager. I'm afraid to buy a Chrysler  
product now, after having this happen to two in 7 month's. The  
1994 had 90,000 at that time and is still not fixed.

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

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).