



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 100148

Date Received

2006 AUG 19 AM 3:18
13-JUN-2009

Repository ☐

Reference No.
10125113

OWNER INFORMATION (Type or Print)

Name

Address

City

JACKSONVILLE

State FL

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?

In the absence of a signature, name or address to the vehicle manufacturer.

Signature of Owner

Date 8/9/05

☒ YES ☒ NO

VEHICLE INFORMATION

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

284GP44R

Make

DODGE

Model

CARAVAN

Model Year

1997

Date Purchased
14-NOV-99

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

114200 ELECTRICAL SYSTEM: WIRING: INTERIOR/UNDER DASH

Multiple Failure: 5

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

15-JAN-2004

Failure Mileage

70000

Failure Speed

80

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R16)

DOT No. (Example: DOTM18AC038)

☐ 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 other(s).)

Crash

☐ Yes ☒ No

Fine

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

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

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).

DT: CONSUMER COMPLAINED ABOUT ELECTRICAL PROBLEMS. INSTRUMENT PANEL DID NOT WORK. THE INSTRUMENT CLUSTER WAS DIGITAL. BUTTONS FOR AIR CONDITIONER AND REAR DEFROSTER FLASHED CONSTANTLY. CONSUMER TOOK VEHICLE TO GARAGE, AND THEY RECOMMENDED DODGE DEALER. ALSO, WINDSHIELD WIPERS CAME ON THEIR OWN. VEHICLE DID NOT HAVE TO BE ON RUNNING FOR WINDSHIELD WIPERS TO COME ON. THEY CAME ON ABOUT EVERY TWO WEEKS. ALSO, TRAVELING INTERIOR LIGHTS CAME ON. CONSUMER STOPPED LIGHTS FROM COMING ON BY PUTTING TAPE ON DOOR. CONSUMER BELIEVED THESE WERE DIFFERENT ISSUES. HE REPLACED ERM CONTROL MODULE LAST YEAR, AND THAT DID NOT HELP. *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.

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

IN recent weeks it was determined that if you
paying on the dashboard the illuminated dash will come
on. Aug 8, 2005.

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



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QUESTIONNAIRE**

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OR

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and dial toll free at

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(DASH) & DOT



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