



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
2005 AUG -6 11 5: 58
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Repository
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OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City GLENDALE State CA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Evening Telephone Number [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an address to the vehicle manufacturer. YES NO
Signature of Owner [REDACTED] Date 09.12.05

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side
2B4GP24R7XR [REDACTED] Make DODGE Model GRAND CARAVAN Model Year 1999
Date Purchased 05-JAN-01 Dealer's Name and Telephone Number JACK ELLIS GLENDALE DODGE 818-242-4161 Engine: No: Cylinders 6 Fuel Type: Gas
Original Owner Dealer's City GLENDALE State CA Zip Code 91204
Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain FRONT WHEEL DRIVE Vehicle Component Code 140000 AIR BAGS
Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 18-JUL-2005 Failure Mileage 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: DOTMAL9ABC036) 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).

DT: CONSUMER TOOK VEHICLE TO JACK ELLIS DODGE IN GLENDALE, CALIFORNIA FOR RECALL REPAIR OF THE CLOCK SPRING, D17. CONSUMER HAD BEEN HAVING PROBLEM WITH PASSENGER FRONT WINDOW NOT ROLLING DOWN OR UP SOMETIMES. CONSUMER HAD THIS PROBLEM 3 MONTHS PRIOR TO RECALL REPAIR. CONSUMER ASKED DEALER IF THIS MAY BE RELATED TO RECALL REPAIR, AND DEALER CHECKED IT AND SAID HE WAS NOT SURE IF IT WAS RELATED. MANUFACTURER SAID IT COULD BE A PART OF THE CLOCK SPRING PROBLEM. CONSUMER SAYS THAT WHEN AIR CONDITIONER WAS ON POWER WINDOW WORKED, BUT WHEN IT WAS OFF WINDOW WILL NOT WORK. DEALER TOLD CONSUMER THAT MOTOR FOR WINDOW WAS ON ITS WAY OUT, AND REPAIR WOULD COST \$500. CONSUMER BELIEVED THAT PROBLEM WAS RELATED TO CLOCK SPRING. CONSUMER MARKED DOOR PANEL TO SEE IF DEALER WOULD TAKE PANEL OFF TO CHECK MOTOR, AND SAID THAT DOOR PANEL WAS NOT REMOVED TO CHECK MOTOR.*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.