



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

2007 AUG 27 PM 12:17
27-JUL-2007

Repository ☐

Reference No.
10197638

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City OXFORD

State OH

Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

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, provide your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 8/14/07

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
2D4GP44L7F [REDACTED]

Make
DODGE

Model
CARAVAN

Model Year
2007

Date Purchased

01-MAY-07

Dealer's Name and Telephone Number

King's Dodge

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

222000 SEATS:MID/REAR ASSEMBLY

Multiple Failure: 30

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
01-JUN-2007

Failure Mileage
300

Failure Speed
0

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: DOTM19ABC036)

☐ 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).

TL*THE CONTACT'S SON OWNS A 2007 DODGE CARAVAN. THE CONTACT STATED THAT THE HEAD RESTRAINT IN THE MIDDLE ROW SEATS FAILED TO SECURE. SHE STATED THAT THE HEAD RESTRAINT GAVE THE APPEARANCE THAT IT WAS LOCKED, HOWEVER, IT WOULD ONLY LOCK IN THE HIGH POSITION. THE DEALER STATED THAT THEY WOULD BE UNABLE TO REPAIR IT BECAUSE THAT IS HOW THE VEHICLE WAS DESIGNED. THE CURRENT MILEAGE WAS 3,749 AND FAILURE MILEAGE WAS 300.

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 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.

Attention: NHTSA
Date: 8-11-2007
Ref: Vehicle Design Flaw/Safety Hazard to Children
From: [REDACTED] Child Car Seat Technician

The headrests in the center section on both captain chairs in the 2007 Dodge Caravan do not secure except in the most upright position. The headrests have holes drilled in the metal bars that slide into sleeves giving the appearance that they will secure, but do not do so. The customer's five year old daughter and her friend were found pushing the headrests up and down while sitting in child car seat restraints (they were reaching behind and lifting the headrests up and down.) The headrests are easily moved up and down when not secured in the uppermost position. When the child is using a backless booster, the head is above the headrest and since the headrest cannot be secured in any position other than the uppermost, presents a safety hazard in case of a crash.

After several calls where the service manager of King's Dodge directed a call to be made to customer service at an 800 number and the customer service sending us back to the service manager, it was determined that there was no way to fix this problem. Apparently this is the new design for the Dodge Caravan, and even though the service manager also stated he would not secure his child in this vehicle in this manner (off the record) he cannot get any info as to why this change was made and no answer as to how to fix the problem. He is also told by the tech he is supposed to contact that this is how the headrest is designed to function and basically there is nothing that can be done. The captain's chairs cannot be replaced either.

The manager did go and check older Dodge Caravans on the lot and found an exact match in a 2005 model where the sleeves to the headrest were broken. He put these headrests in the 2007 model and they did secure. Another option the customer was given was for the service personnel to drill on the holes of the headrest to try and make the headrest secure. They could not promise this would be effective, but would attempt this as a fix for the problem/design flaw.

This customer is fortunate that the service manager went an extra step to help them make a vehicle noted for its family friendliness safer for their children. However, there are many other customers who may not yet realize this design flaw and may not be as fortunate to get help to make the vehicle safer for child transport. Please review this design as I feel this is a safety hazard to children secured in backless boosters while traveling in the 2007 Dodge Caravan.

Thank you for your time and consideration.

Oxford, Ohio

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXAMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**