



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 DEC 31 AM 11: 21  
28-NOV-2007Repository Reference No.  
10210183**OWNER INFORMATION (Type or Print)**

Name

Address

City ROCHESTER

State NY

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 provide your name or address to the vehicle manufacturer.

Signature of Owner \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

**VEHICLE INFORMATION**

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

1B4GP54L2

Make  
DODGEModel  
GRAND CARAVANModel Year  
1997Date Purchased  
13-AUG-96Dealer's Name and Telephone Number  
DONE DODGEEngine:  
No: Cylinders 6Fuel Type:  
GasOriginal Owner  
Dealer's City  
ROCHESTERState  
NY

Zip Code

Transmission Type  
AUTOMATIC Antilock Brakes  
 Cruise ControlPowertrain  
FRONT WHEEL DRIVE

Vehicle Component Code

034100 SERVICE BRAKES, HYDRAULIC: FOUNDATION COMPONENTS

Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**Incident Date(s)  
10-JUN-2007Failure Mileage  
112000Failure 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: DOTM9ABC036)

 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 OWNS A 1997 DODGE GRAND CARAVAN. THE CONTACT STATED THAT FLUID HAS DRAINED INTO THE BRAKE SYSTEM. THE DEALER STATED THAT NOTHING WAS WRONG WITH THE VEHICLE AND NO RECALLS WERE ISSUED. THE CONTACT NOTIFIED THE DEALER MONTHS LATER AND THEY STATED THAT HE WAS NOT INCLUDED IN NHTSA CAMPAIGN ID NUMBER 96V215000 (SERVICE BRAKES, HYDRAULIC: FOUNDATION COMPONENTS: MASTER CYLINDER). HE TOOK THE VEHICLE TO ANOTHER MECHANIC AND THEY DISCOVERED FLUID LEAKING INTO THE RESERVOIR OF THE SERVICE BRAKES FROM THE MASTER CYLINDER; HOWEVER, NO FLUID WAS LEAKING. AS A RESULT, THE FLUID BEGAN TO ENTER INTO THE INSTRUMENT PANEL. THE FAILURE MILEAGE WAS 112,000 AND CURRENT MILEAGE WAS 113,000.

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)**

While pulling out of DMV on EAST HENRIETTA ROAD I depressed THE BRAKE PEDAL ONLY to FIND THAT I DID NOT have normal Breaking power. THE PEDAL WENT ALL THE WAY TO THE floor. I had noticed diminished braking the past few weeks BUT this time the Brake light illuminated AND no matter what I DID, BOTH conditions remained, WENT to mechanic - told ALL FLUID WAS GONE NONE LEAKING - immediately checked for recall (indicated) HAD SAME OEMAL ISSUE regarding fuel rails which needed ATTACH ADDITIONAL SHEETS IF NECESSARY Replacement / MAMP.

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

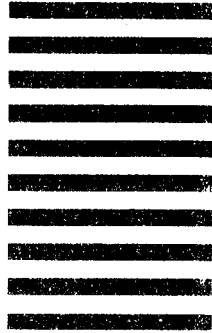


NO POSTAGE  
NECESSARY  
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IN THE  
UNITED STATES

**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-210  
400 7th Street, SW  
Washington, DC 20590



**Think your vehicle has a safety defect?**



**If so:**

**Use the enclosed form to file a report.**

**or visit:**

**www.safercar.gov**

**or call:**

**Vehicle Safety Hotline**

**888-327-4236**



Vehicle Owner's Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration

