



DOT Auto Safety Hotline

FOR AGENCY USE ONLY 100148

U.S. Department of Transportation  
National Highway Traffic Safety Administration

**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET:www.nhtsa.dot.gov/hotline

2008 JUL -8 AM 10:02  
11-JUN-2008

Date Received  
Repository   
Reference No.  
10230738

**OWNER INFORMATION (Type or Print)**

Name  
Address  
City SHELBY State OH 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: 2D4GP44L67F Make: DODGE Model: GRAND CARAVAN Model Year: 2007  
Date Purchased: 6/10/07 Dealer's Name and Telephone Number: Spitzer Dodge Engine: No. Cylinders: Fuel Type:  
Original Owner: [initials] Dealer's City: Mansfield, OH State: OH Zip Code: 44902  
Transmission Type: Automatic Antilock Brakes: [ ] Powertrain: Vehicle Component Code: 103000 POWER TRAIN:AUTOMATIC TRANSMISSION  
Cruise Control: [ ] Multiple Failure: [ ]

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

Incident Date(s): 13-SEP-2007 Failure Mileage: 2500 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: [ ] Failure Location:  
Prior Repair: [ ] 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 [x] No Fire: [ ] Yes [x] 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 2007 DODGE GRAND CARAVAN. FROM DECEMBER OF 2007 UNTIL APRIL OF 2008, THE VEHICLE WAS TAKEN TO THE DEALER THREE TIMES FOR TRANSMISSION FAILURE. WHILE ATTEMPTING TO ACCELERATE FROM A RED LIGHT, THE TRANSMISSION FEELS AS IF IT WILL DROP TO THE GROUND WHEN SHIFTING FROM FIRST TO SECOND GEAR. ON MAY 14, 2008, THE TRANSMISSION WAS FINALLY REPAIRED UNDER WARRANTY. THE VEHICLE WAS TAKEN TO THE DEALER FOR INSPECTION BECAUSE PAINT WAS PEELING FROM THE REAR PASSENGER SIDE QUARTER PANEL. THE DEALER STATED THAT TAR ADHERED TO THE PAINT; THEREFORE, THEY WASHED THE QUARTER PANEL AND SCRAPED OFF THE PAINT. WHEN THE VEHICLE AND HEADLIGHTS ARE TURNED OFF, THE INSTRUMENT PANEL LIGHTS, FOG LIGHTS, AND HEADLIGHTS WOULD REMAIN ILLUMINATED, EVEN THOUGH THE SWITCH WAS IN THE OFF POSITION. WHILE THE VEHICLE WAS PARKED, THE EXTERIOR LIGHTS WOULD ILLUMINATE AUTOMATICALLY, WHICH DRAINED THE BATTERY. THE DEALER STATED THAT THE HEADLAMP SWITCH SHORTED OUT. THE VEHICLE WAS REPAIRED, BUT THE FAILURE RECURRED. THE CONTACT STATED THAT THE SWITCH ON THE PANEL TO SHUT THE VEHICLE DOORS DID NOT WORK FOR TWO DAYS. IT HAS BEGUN TO WORK AGAIN, BUT THE CONTACT BELIEVES IT IS ONLY A MATTER OF TIME BEFORE THE SWITCH FAILS AGAIN. THE CURRENT MILEAGE WAS 7,000 AND FAILURE MILEAGE WAS 2,500.

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.

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

The transmission still isn't fixed to this day. I will have to take it back to the dealership for this. Also, the paint that had tar adhered to it was the size of a quarter. They didn't touch this area up and now the paint area is worse. Instead of the size of a quarter, the spot is the size of a dollar bill now. I have had tar on other vehicles before and this has not happened. The paint shouldn't flake off for no reason. This is a 2007 vehicle and it shouldn't be doing this, Chrysler must have used a cheap brand of paint.

ATTACH ADDITIONAL SHEETS IF NECESSARY

MANSFIELD OH 44901

01 JUL 2008 PM 2

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

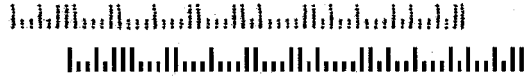
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382

Official Business  
Penalty for Private Use \$300

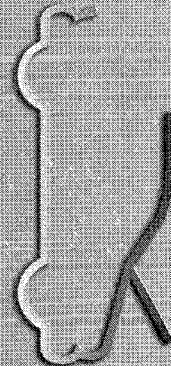
**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
1200 New Jersey Ave SE  
Washington, DC 20077-9382  
20077+9382**



**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

