



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

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

2008 SEP 19 11:48:25
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: 25-JUN-2008
Repository:
Reference No.: 10232315

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: ANTLERS State: OK 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? YES NO
In the absence of a signature, your name or address to the vehicle manufacturer.
Signature of Owner: [Redacted] Date: 8/25/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 2B4GP44G6XR [Redacted]
Make: DODGE Model: GRAND CARAVAN Model Year: 1999
Date Purchased: 5/19/1999 Dealer's Name and Telephone Number: JAMES Hodge (Dodge) 903- [Redacted]
Original Owner: yes Dealer's City: Paris, Texas State: [Redacted] Zip Code: [Redacted] Engine: No: Cylinders: 6 Fuel Type: Gas
Transmission Type: auto matic Antilock Brakes Powertrain: [Redacted] Vehicle Component Code: 121000 EXTERIOR LIGHTING: HEADLIGHTS
 Cruise Control Multiple Failure: [Redacted]

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 01-MAR-2007 Failure Mileage: 230000 Failure Speed: 0

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/65R15): [Redacted]
DOT No. (Example: DOTMAL9ABC036): [Redacted] Original Equipment Prior Repair Failure Location: [Redacted]
Tire Component Code: [Redacted] Tire Failure Type: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]
Seat Type: [Redacted] Installation System: [Redacted]
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

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 1998 DODGE GRAND CARAVAN. EVER SINCE THE VEHICLE WAS PURCHASED NEW IN 1999, THE CONTACT NOTICED THAT THE HEADLAMPS WERE DIM. WHEN SHE TOOK THE VEHICLE TO THE DEALER, THEY LAUGHED AT HER. THE FAILURE PROGRESSIVELY WORSENEDED. SHE HAD THE BULBS REPLACED AND RECENTLY HAD THE HEADLAMPS POLISHED; HOWEVER, THE FAILURE WAS NOT CORRECTED. THE MANUFACTURER STATED THAT THE VEHICLE WAS OUT OF WARRANTY AND IS THE CONTACT'S PROBLEM. THE FAILURE MILEAGE WAS 230,000 AND CURRENT MILEAGE WAS 280,000.

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 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)

Lights (Head Turn - Blinker) on front of 1999 Dodge Van
lens are made of a composite of baking soda
which crystallizes with time - have had them cleaned
and buffed to remove crystallization. They have crystallized
to the point it creates shadows on road and also -
makes lights shine up to tree tops instead of on
road - also make lights very dim - like a failing battery
the shadows are so bad on a road you think
there is something in the road - you are constantly

ATTACH ADDITIONAL SHEETS IF NECESSARY

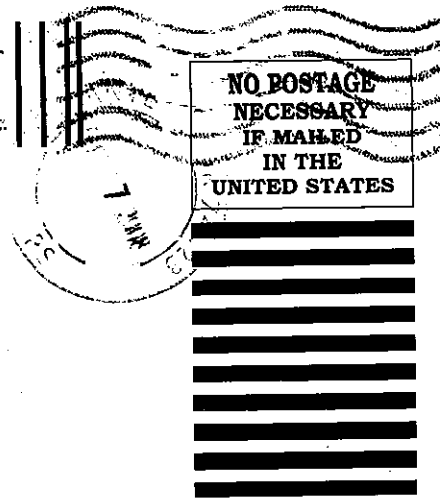
U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

Official Business
Penalty for Private Use \$300

27 AUG 2008 PM 7



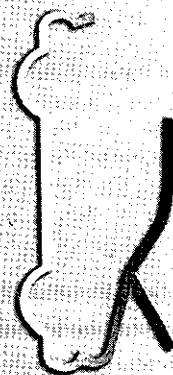
BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

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**



**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



When I went ~~back~~ back to the dealership²
about this problem - in June 2008. (Headlights)
I found out they had claimed the recall on
this vehicle in 2005 after I had it repaired
at another dealership at my expense -

Then I got a recall notice about this.
I have also had to have the tail gate
sensor replaced 3 times at my expense
it locks the vehicle you can not open the
2 slide doors from inside of vehicle.
It needs to be replaced again because
they will not unlock or open from inside now.
This is some bad safety features of this
vehicle. I am the only owner - from
road ~~new~~ so there is no excuse that
the recalls - were mailed to previous owner
s (P) address since Aug 1973. so that also
is not an excuse -

The headlights on this Dodge will cost
almost \$700.00 per light to replace - this is a
hardship on a person on disabled social security.
This does not include labor to have installed.
The James Dodge dealership insisted I drive 125 miles
for them to tell me they would not be responsible
for these lights even when I told them there
was a recall on this vehicle.

hitting brakes this is a serious. ①
problem to people in traffic behind you.
The reflective lens in the light is
inadequate also - the light goes back
into the vehicle. instead of reflecting
to the road - when this vehicle was
new just off of showroom floor - I
complained about lights not shining far
enough down road - they will not shine
2 car lengths - I complained to dealership
where purchased - they laughed - they
told me I was getting old - I told them
that the 1979 Mercury Zephyr (20 yrs old)
that I had just traded in had better
lights than the 1989 Dodge I had just
bought - they never tried to resolve the
issue - I even had the lights adjusted
up - to see if this would help vision. the
lights are so bad - that if I forget to hit
the dimmer switch - on coming traffic never
ask for me to dim the lights.

The clock spring failed on this vehicle
in 2004 I had to pay for this my self over