

U.S. Department
of TransportationNational 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

JUN 10 2010
19-MAR-2010Repository ☐Reference No.
10320938**OWNER INFORMATION (Type or Print)**

Name

Address

City

EVANSTON

State

WY

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

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

2B4GP44302R

Make

DODGE

Model

GRAND CARAVAN

Model Year

2002

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

State

Zip Code

6

Gas

Transmission Type

Automatic

☐ Antilock Brakes☐ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

18-MAR-2010

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 141000 AIR BAGS: FRONTAL

Failure Mileage
80000

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: 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

1

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).

TL* THE CONTACT OWNS A 2002 CHRYSLER GRAND CARAVAN. WHILE THE VEHICLE WAS IDLING WHEN THE DRIVER GOT INTO THE VEHICLE, THE PASSENGER AIRBAG DEPLOYED HITTING THE PASSENGER IN THE FACE. THE PASSENGER WAS ELDERLY AND HAD A MENTAL DISABILITY AND SUFFERED GREAT EMOTIONAL TRAUMA, HOWEVER HE DID NOT SUSTAIN ANY INJURIES. THE DEALER WAS INFORMED AND THEY STATED THAT THERE WAS NOTHING THEY COULD DO AND THERE WAS NO ONE THEY COULD CALL AND FILE COMPLAINT. THE VINE WAS NOT AVAILABLE. THE APPROXIMATE FAILURE AND CURRENT MILEAGES WERE 80000.

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.

**INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**



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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216fb

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ



[REDACTED]
Evanston, WY
[REDACTED]
[REDACTED]

June 1, 2010

Chrysler
J. S. Susalla
Special Investigations
PO Box 21-8004
Auburn Hills, MI 48321-8004

Re: VIN: 2B4Gp44302R [REDACTED]
Reference No: 19408148

Dear Mr. Susalla:

I found your explanation of the spontaneous deployment of the passenger side air bag on our 2002 Dodge Grand Caravan totally unsatisfactory.

You stated that the Data Trouble Code indicated that a malfunction existed with the Air Bag System for over 80 hours on this vehicle. You also stated that if the air bag warning light in the dashboard stays on, the air bag should be checked right away. The warning light on the dashboard of this vehicle never came on or stayed on and therefore we did not have the air bag system checked. The passenger side air bag deployed spontaneously while the vehicle was being loaded with passengers and was sitting in our parking lot idling. The air bag crashed into the face of a relaxed passenger (with autism), exploding as to traumatize all passengers loaded and being loaded.

It is our position that Chrysler owes [REDACTED] the full cost of the repair and would ask full remittance of said cost before we engage our legal counsel to collect said cost.

Sincerely,
[REDACTED]



Chrysler Group LLC

March 30, 2010

[REDACTED]
Evanston, WY [REDACTED]

Reference No.: 19408148

VIN: 2B4GP44302R [REDACTED]

Dear [REDACTED]

This will acknowledge the inspection that was performed on the 2002 Dodge Grand Caravan referenced above.

Naturally, we were sorry to learn of this incident, especially in view of the inconvenience and expense involved. Unfortunately, after a thorough inspection of the vehicle, we are unable to determine a manufacturing responsibility in this incident.

Our inspection revealed the existence of Data Trouble Code(s) indicating that a malfunction existed with the Air Bag System in this vehicle for over 80 hours of ignition on time.

As stated in the Owner's Manual, if the air bag warning light in the dashboard stays on after start up, the air bag system should be checked right away. We believe this warning provided ample time and opportunity to have this issue addressed. In view of this, we are unable to accept responsibility in this matter.

Thank you for allowing us the opportunity to review this matter for you.

Sincerely,

A handwritten signature in black ink, appearing to read "JSS" followed by a stylized flourish.

J. S. Susalla
Special Investigations
(248) 944-7149

JSS/kat

127 Bear River Dr.
Evanston, WY 82930

Date	Invoice #
5/5/2010	10886

Bill To
[REDACTED] Evanston, WY [REDACTED]

P.O. No.	Terms	Project
24145	Due on receipt	

Description	Quantity	Rate	Amount
Dash and Rt side air bag, LT Buckle end occupant module, Labrum Auto		683.34	683.34T
Body Labor	4.8	55.00	264.00T
Mechanical Labor	1.1	65.00	71.50T

02 dodge grand caravan	Subtotal	\$1,018.84
	Sales Tax (5.0%)	\$50.94
	Total	\$1,069.78
	Payments/Credits	\$0.00

05/14/2010 at 07:38 PM
25504

Job Number:

RIVERSIDE COLLISION
Federal ID #:640962837
127 Bear River Drive
Evanston, WY 82930
(307)789-4519 Fax: (307)789-4251

PRELIMINARY ESTIMATE

Written By: BJ Langford
Adjuster:

Insured: [REDACTED] PO # 24145
Owner: [REDACTED] PO # 24145
Address: [REDACTED]
EVANSTON, WY [REDACTED]
Cellular: [REDACTED]

Claim #
Policy #
Deductible:
Date of Loss:
Type of Loss:
Point of Impact:

Inspect RIVERSIDE COLLISION
Location: 127 Bear River Drive
Evanston, WY 82930

Business: (307)789-4519

Insurance
Company:

Days to Repair

2002 DODG GRAND CARAVAN 4X2 SPORT 6-3.3L-FI 4D VAN Int:

VIN: 2B4GP44302R [REDACTED]	Lic: [REDACTED]	Prod Date: [REDACTED]	Odometer: [REDACTED]
Air Conditioning	Rear Defogger	Tilt Wheel	
Cruise Control	Intermittent Wipers	Rear Window Wiper	
Body Side Moldings	Dual Mirrors	Console/Storage	
Clear Coat Paint	Power Steering	Power Brakes	
Power Windows	Power Locks	Power Mirrors	
Heated Mirrors	AM Radio	FM Radio	
Stereo	Cassette	Search/Seek	
Anti-Lock Brakes (4)	Driver Air Bag	Passenger Air Bag	
Cloth Seats	Bucket Seats	3rd Row Seat	
Automatic Transmission	Overdrive	Full Wheel Covers	

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
1		INSTRUMENT PANEL				
2*	Repl	LKQ DASH & RT SIDE AIRBAG- LARUM AUTO 188-522-7862 (GRAY)	1	533.34	4.0	
3		RESTRAINT SYSTEMS				
4**	Repl	RECOND LT Retractor assy taupe	1	75.00	0.8	
5	Repl	System diagnosis	1		m 0.5	M
6*	Repl	Occupant module	1	0.00	m 0.6	M
7#		SHIPPING	1	75.00		
Subtotals ==>				683.34	5.9	0.0

05/14/2010 at 07:38 PM
25504

Job Number:

PRELIMINARY ESTIMATE

2002 DODG GRAND CARAVAN 4X2 SPORT 6-3.3L-FI 4D VAN Int:

Parts		683.34
Body Labor	4.8 hrs @ \$ 55.00/hr	264.00
Mechanical Labor	1.1 hrs @ \$ 65.00/hr	71.50

SUBTOTAL		\$ 1018.84
Sales Tax	\$ 1018.84 @ 5.0000%	50.94

GRAND TOTAL		\$ 1069.78
ADJUSTMENTS:		
Deductible		0.00

CUSTOMER PAY		\$ 0.00
INSURANCE PAY		\$ 1069.78

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR3TE01, CCC Data Date 05/10/2010, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. Non-Original Equipment Manufacturer aftermarket parts are described as AM, Qual Repl Parts or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are described as LKQ, Qual Recy Parts, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries. Some 2010 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The Pathways estimator has a complete list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

CCC Pathways - A product of CCC Information Services Inc.

Randy L. Lee

ORIGINAL

LABRUM AUTO WRECKING, INC.

3508 South 300 West
Salt Lake City, Utah 84115
(801) 266-3541

HOURS
9:00-12:00, 1:00-5:00
Monday thru Friday
Closed Saturday
and Sunday

*30 Day warranty on most parts
*Invoice must accompany all returns
* **NOT RESPONSIBLE FOR LABOR**
*No refunds after 30 days
*20% restocking fee, 30% on electrical
*Deposits forfeited after ten days

REFERENCE #	DATE
120372	4/29/2010 16:46
PO #	CUSTOMER #
	7894519

3 RIVERSIDE COLLISION
127 BEAR RIVER DRIVE
EVANSTON, WY 82930
307-789-4519

SALESMAN	TYPE
1 - 1 WDL	COUNT
QUANTITY	PART

1 253-03136 1Y-AIR BAG;
VIN# 1B4GP4436
COVER ; Requested:200
D:64993

1 253-03134 1Y-AIR BAG; Stk# 8007; CYL
VIN# 1B4GP44362B GRAY,PRICE FOR SET,DASH COVER ;
Requested:2002 CARAVAN; CARAVAN 02-03 driver, (whl),
w/cruise cont; D:64993

1 210.CH8602 1U-Seat Belt Assm Stk# 8119
VIN# 2B4GP44392 SPORT BELT;
CARAVAN ; D:64993

Cash	.00	Check	.00	Discount	.00
Charge	.00	C/Card	385.00	Sub Total	385.00
D/Card	.00			Taxable	.00

RECEIVED BY _____

LABRUM AUTO WRECKING
3508 S 300 W
SALT LAKE CITY, UT, 84111

TERMINAL I.D.: 00754210021002315001
MERCHANT #: 63300090002315

UTAH
STANDARD
SALE
RECORD # 14
DATE: APR 29, 10
TIME: 17:55
BATCH: 300

AUT# 045925
AUB RESPONSE: Y
CUBZ RESPONSE: N
ADDRESS AND 5 Digits ZIP-NATCH

TOTAL \$385.00

Please order

I AGREE TO PAY ABOVE TOTAL AMOUNT
ACCORDING TO CARD ISSUED AGREEMENT
(MERCHANT AGREEMENT IF CREDIT TOUCHER)

MERCHANT COPY

Page 1	
EXTENSION	350.00
	.00
	.00
	35.00
	35.00
TAX	0.00
TOTAL	385.00

FAX NO. :

Nov. 11 2009 05:44PM P1

Posted to RO # 10306



[REDACTED]
[REDACTED]
Evanston, Wyoming [REDACTED]



National Highway Traffic Safety Administration
Randy Reid, Chief
1200 New Jersey Avenue SE
Washington, DC 20590