

 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		INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)	
		FOR AGENCY USE ONLY 100148	
U.S. Department of Transportation National Highway Traffic Safety Administration		Date Received 07-DEC-2010	Repository ☐ Reference No. 10369517
OWNER INFORMATION (Type or Print)			
Name [REDACTED]		Daytime Telephone Number [REDACTED]	E-mail Address [REDACTED]
Address [REDACTED]		Evening Telephone Number [REDACTED]	
City MCGRAW	State NY	Zip Code [REDACTED]	
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 2B4GP2438YR [REDACTED]		Make DODGE	Model GRAND CARAVAN
		Model Year 2000	
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders
Original Owner ☐	Dealer's City	State	Fuel Type:
Transmission Type ☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 06-DEC-2010
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 120000 EXTERIOR LIGHTING		Failure Mileage 127000 129,989	Failure Speed 5
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	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 2000 DODGE GRAND CARAVAN. THE CONTACT WAS REVERSING LESS THAN 5 MPH INTO A RESIDENTIAL DRIVEWAY WHEN THE CONTACT NOTICED THAT THE TAILLIGHTS WERE NOT ILLUMINATED. THE VEHICLE WAS TAKEN TO A LOCAL REPAIR FACILITY WHERE IT WAS DIAGNOSED THAT THE BACK UP SWITCH HAD FAILED. THE MECHANIC ADVISED THAT THE SWITCH WAS LOCATED WITHIN THE TRANSMISSION AND THE ENTIRE TRANSMISSION WOULD NEED TO BE REMOVED TO PERFORM THE REPAIR. THE VEHICLE WAS NOT REPAIRED. THE FAILURE AND CURRENT MILEAGE WAS 127,000. 129,989.			
JAN 31 2011			
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.			

Because the vehicle was no longer under warranty,
Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

A case worker from Chrysler/Dodge instructed me to take the vehicle to an authorized Dodge dealer for confirmation of the repair needed. Once this was complete and confirmed, the repair was done. Chrysler/Dodge Corporation paid for 1/2 of the repair invoice. The vehicle's back-up lights are now working and the vehicle was able to pass the NYS inspection.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The transmission was removed to access and replace the range sensor for the back up lights to work. My out of pocket loss was \$250.67.

this problem is not consumer friendly to easily replace a bulb or switch without having to remove the transmission.

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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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 Avenue SE.
Washington, D.C. 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

Mc Graw NY

SYRACUSE NY 133

24 JAN 2011 PM 24



U.S. Dept. of Transportation
National Hwy. Traffic Safety Admin.
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue, S.E.
Washington, D.C. 20077-9382