

 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		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) FOR AGENCY USE ONLY 100148	
		Date Received OCT 27 2011 06-OCT-2011		Repository ☐ Reference No. 10428912	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	E-mail Address
City		State	Zip Code	Evening Telephone Number	
SAGINAW		MI			
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		Make	Model	Model Year	
2DN4RN5D11AR		DODGE	GRAND CARAVAN	2010	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
June 2011	Garber Buick (989) 497-4444		No: Cylinders	Unleaded	
Original Owner	Dealer's City	State	Zip Code		
☐	Saginaw	Mi	48603		
Transmission Type	☒ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
automatic	☒ Cruise Control	Front wheel drive	Brakes	15-JUN-2011	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 030000 SERVICE BRAKES, HYDRAULIC				Failure Mileage	Failure Speed
				30000	55
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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
☐ Yes ☒ No	☒ Yes ☐ No			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 OWN A 2010 DODGE GRAND CARAVAN. THE CONTACT STATED THAT WHILE DRIVING 55 MPH, THE PARKING BRAKE ENGAGED AND THE BRAKES BEGAN TO SMOKE. THE BRAKES ALSO EMITTED A BURNING ODOR. THE VEHICLE WAS MANEUVERED TO THE SHOULDER AND STOPPED. AFTER ALLOWING THE BRAKES TO COOL DOWN, THE CONTACT WAS ABLE TO CONTINUE DRIVING AND THE PARKING BRAKE DISENGAGED. THE FAILURE HAD SINCE RECURRED ON AN INTERMITTENT BASIS. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER ON FIVE OCCASIONS, BUT THEY WERE UNABLE TO DIAGNOSE THE FAILURE. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND THE CONTACT WAS AWAITING A RESPONSE. THE FAILURE MILEAGE WAS 30,000. THE VIN WAS UNAVAILABLE.					
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.					

This is an intermittent problem that has occurred since purchasing the vehicle in June of this year. It doesn't always occur at highway speeds it has also occurred while driving at city speeds. Stopping the vehicle and engaging the parking brake doesn't always fix the problem. When it has occurred I have made every attempt to take the vehicle in as soon as possible to be checked. The mechanics at Chrysler have not been able to diagnose the problem after five attempts. However the first time that I took the vehicle in the rear brakes were replaced as they had burned up when the brakes engaged while driving, I was informed at that time that there was a recall on the parking brake system as they tended to engage by themselves. Chrysler has informed me that there was never a recall on the brakes at all.

The problem has not happened in the past two weeks, however I feel that with the information that I have been able to obtain from my own mechanic there is definitely a problem that Chrysler needs to address. My mechanic also informed me that he has repaired several Chrysler mini-vans with the same problem.

After contacting Chrysler and the NHTSA, I contacted my local mechanic and informed them of the problem I was experiencing with my mini-van. Over the phone he informed me that it actually sounded as if the anti-lock brake system was telling itself that the van was going into a skid and engaging the brakes while driving. I then contacted Chrysler again and informed them of what my mechanic had told me they told me to take the van to their facility and they would check that out but since the warranty has now expired I would have to pay for it myself. I informed that this has been an ongoing problem since purchasing the vehicle and they should cover the repairs, they insist that the best they could possibly do is a co-pay.