

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 JUL 26 2012 29-JUN-2012	Repository ☐ Reference No. 10463569
OWNER INFORMATION (Type or Print)			
Name [REDACTED]		Daytime Telephone Number [REDACTED]	E-mail Address
Address [REDACTED]		Evening Telephone Number SAME	
City RAHWAY	State NJ	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 2D4RN5D14AR		Make DODGE	Model CARAVAN
		Model Year 2010	
Date Purchased 2-21-11	Dealer's Name and Telephone Number MARANO & SONS AUTO SALES INC. 908-789-0555		Engine: 3-8
Original Owner ☐	Dealer's City GARWOOD, NJ	No: Cylinders 6	Fuel Type: REG-
State NJ	Zip Code 07027		
Transmission Type Lsp. Auto	☒ Antilock Brakes	Powertrain V-6	Multiple Failure: BRAKES COMPLETE FRONT + REAR
☒ Cruise Control			Incident Date(s) 9-30-11 ? (09-JUN-2011) PURCHASED 6-27-12
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: BRAKES (PWS)		Failure Mileage 21414	Failure Speed 20
9-30-11 AT 25211 m.i. REPLACE COMPLETE F+R WENT ON SHORT VACATION, FALIER, RETURNED + COMPLETE F+R REAR HAD TO BE REPLACED - 6-27-12 AT APP. 30756 m.i. FALIER, COMPLETE FRONT BRAKES REPLACED			
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 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 2010 DODGE CARAVAN. THE CONTACT STATED THAT THE VEHICLE WAS TAKEN FOR A ROUTINE BRAKE CHANGE. LESS THAN A MONTH LATER WHILE DRIVING 20 MPH, THE BRAKES NEEDED TO BE REPLACED AGAIN. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE CONTACT WAS ADVISED THAT HE NEEDED TO REPLACE THE BRAKES AND THE ROTORS. THE VEHICLE WAS REPAIRED BUT THE FAILURE RECURRED LESS THAN A MONTH LATER. THE MANUFACTURER WAS NOT CONTACTED. THE FAILURE MILEAGE WAS 21,414 AND THE CURRENT MILEAGE 30,756. SEE DATES & MILEAGE ABOVE FAILER INVOLVED BRAKES PULLING + SHAKING PULLING STEERING WHEEL ALMOST OUT OF MY GRIP. ENTIRE VAN SHOOK VIOLENTLY. HAD TO STAND ON BRAKE PEDDLE TO STOP OR SLOW DOWN BY TIME I RETURNED. TOLD ROTORS WARPED + PADS CRACKED. IN JUNE THIS YEAR THE VAN BEGAN TO SHAKE + WHEEL PULLING LEFT + RIGHT. HAD BRAKES CHECKED AGAIN - ROTORS WARPED, PADS CRACKED			
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.			

*
PURCHASE
MILEAGE

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

PURCHASED VAN 02-21-11 WITH 21,414 MILES - ON 9-30-11 BEFORE TRIP TO VT. I WENT TO PEP BOYS
FOR OIL CHANGE + LAUBE. HAD VAN CHECKED. WAS TOLD I NEEDED BRAKES FRONT + REAR (I WAS
SHOWN PARTS). I HAD JOB DONE THE FOLLOWING DAY. WHILE IN VT. I NOTICED THAT THE STEERING WHEEL
BEGAN TO PULL BACK + FORTH WHEN I APPLIED THE BRAKES ON THE HIGHWAY (ONLY AFTER BEING ON THE
ROAD AWHILE. THE NEXT DAY WE WENT OUT IT APPEARED FINE BUT ONCE AGAIN IT PULLED -
AS I PULLED OFF AN EXIT (STEEP DOWNGRADE) AS I CAME TO STOP SIGN THE WHEEL PULLED
SO BAD I COULD NOT HOLD ON. THE VAN SHOOK VIOLENTLY. (I'VE BEEN DRIVING SINCE 1963)
I HAVE NEVER EXPERIENCED ANYTHING LIKE THIS. AS STATED ELSE WHERE, TWO
ADDITIONAL REPAIRS HAVE BEEN NECESSARY. THIS IS NOT NORMAL. NOTE: CHRYSLER
HAS SINCE INCREASED THE WARENTE ON THE FRONT BRAKES ^{ATTACH ADDITIONAL SHEETS IF NECESSARY} FROM 12MO/12,000 MILES TO
36MO/36,000 MILES -
SO THEY KNOW THERE IS A PROBLEM

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

DM DANIELS

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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

