



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

FOR AGENCY USE ONLY 100148

Date Received

OCT 17 2012
29-AUG-2012

Repository ☐

Reference No.
10472906

OWNER INFORMATION (Type or Print)

Name

Address

City NORTH CHARLESTON

State SC

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
2D4GP44LX6R

Make
DODGE

Model
GRAND CARAVAN

Model Year
2006

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders 6

Fuel Type:

GAS

Original Owner

Dealer's City

State

Zip Code

Transmission Type

AUTO
MATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain V-6
ENGINE, REAR
WHEEL DRIVE

Multiple Failure:

Incident Date(s)

08-MAY-2012

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 162300 STRUCTURE: BODY: DOOR

Failure Mileage

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

NA

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

NA

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 2006 DODGE GRAND CARAVAN. THE CONTACT STATED THAT THE SIDE DOORS WOULD OPEN AND CLOSE WITHOUT THE BUTTON BEING DEPRESSED. THE DEALER STATED THAT THE DOORS WERE NOT UNDER RECALL. THE VEHICLE HAD NOT BEEN INSPECTED. THE FAILURE MILEAGE WAS UNKNOWN, BUT THE CURRENT MILEAGE WAS 170,000.

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 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.

PLEASE HELP US WITH THIS PROBLEM!

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

These side doors pose a serious safety hazard. They will not close sometimes and sometimes they close by themselves.

They could seriously injure passengers, especially children. I went to Hoover Chrysler Dodge - Summerville, S.C. and told me there was not a recall on the doors. AND I would have to incur any cost, which I do not agree with. This is a serious manufacturer's engineering bad design (defect).

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National
Traffic Safety
Administration

4th Avenue SE,
Washington, DC 20077-9382

Official Business
Penalty for Private Use \$300

CHARLESTON SC 29401

09 OCT 2012 PM 2:17

NO POSTAGE
NECESSARY
IF MAILED
IN THE UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

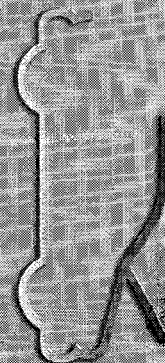
WASHINGTON, DC

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 Owners' Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

safercar.gov

8/12/2012

ATTENTION Dodge TRUCK ceo,

Dear Sir, Ralph Miller

I contacted Hoover Dodge at
Summerville S.C. and they refused to
fix the safety hazard of a dashboard
in my 1999 Dodge Ram 350 Dually
Pickup VIN# 1B7MC3366XJ [REDACTED]

your representative ~~said~~ ^{said} he would
put a dash cover over it when you
folks replaced the factory defective
seat belts. But he did not do it
and I feel it is a factory safety
hazard. That plastic cracked dash pieces
would become missiles if there was ~~a~~ a
accident. Someone could get hurt very
badly or killed or maimed for life.

Please help us and replace
they cracked and very hazardous factory
defective dash. I understand Dodge
Truck Corporation had a recall to replace
fix them. Please help us!! we remain



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Date Manufactured:

Model No./Name:

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Installation System:

Child Seat Component Code:

Failed Part:

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☐ Yes ☒ No

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Number of Deaths

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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216rr

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

Dear Ralph Miles
Dodge Truck Corp CEO

April 8, 2012

I am writing concerning the plastic dash in my 1999 Dodge D350 Dually pickup truck serial no. ^{VIN} 1B7MC3366X5 [REDACTED]

The plastic dash cracks ^{off} in very sharp pieces. This is a safety hazard especially during an accident. I understand you had a recall on these dangerous dashes!!!!!!!!!!!!

Please send me my recall notice so I can take it to my Dodge Truck dealer to have it repaired. I never got mine.

The sharp plastic dash pieces could penetrate the human body during an accident. I see these cracked up dashes in lots of Dodge Trucks everywhere I go.

My family owns 4 Dodge Trucks, we love them with that Cummins Diesel.

I really appreciate Dodge Truck Corp. and everything they do for me and my family.

Please do the right thing and send me dashboard recall notice or pay to have my dashboard replaced at my local Dodge Truck Dealer. They do great work there - great!!!

Ralph please help me as I am retired on a very low fixed income. I fear for the safety of my truck passengers. Ralph do the right thing and let your heart tell you what to do and trust in the Lord. Yours truly [REDACTED]