


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		<b>DOT Auto Safety Hotline</b> <b>Vehicle Owner's Questionnaire</b> 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	Repository <input type="checkbox"/>	15-FEB-2013	Reference No. 10498286
<b>OWNER INFORMATION (Type or Print)</b>				<b>MAR 10 2013</b>	
Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City	State	Zip Code			
LEMONT	IL				
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).					
<b>VEHICLE INFORMATION</b>					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model	Model Year	
2D8HN54X89R		DODGE	GRAND CARAVAN	2009	
Date Purchased	Dealer's Name and Telephone Number		Engine	Fuel Type	
JULY-09	NAPERVILLE DODGE		4.0L	REG. GAS.	
Original Owner	Dealer's City	State	No: Cylinders		
<input checked="" type="checkbox"/>	NAPERVILLE	ILL	6		
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
AUTO	<input checked="" type="checkbox"/> Cruise Control	FRONT WHEEL DRIVE	ALWAYS FAILS.	08-OCT-2012	
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>					
Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 170000 LATCHES/LOCKS/LINKAGES			Failure Mileage	Failure Speed	
			55000	ANY	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM9ABC036)		<input type="checkbox"/> Original Equipment	Failure Location:		
		<input type="checkbox"/> Prior Repair			
Tire Component Code			Tire Failure Type:		
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>					
Make:		Date Manufactured:	Model No./Name:		
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
<b>APPLICABLE INCIDENT INFORMATION</b> <i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>					
Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	0	0	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 2009 DODGE GRAND CARAVAN. THE CONTACT STATED THAT THE DOORS WOULD NOT OPEN USING THE KEYLESS ENTRY FOB. THE DOORS COULD ONLY BE OPENED MANUALLY WITH THE KEY OR FROM MANUALLY ENGAGING THE INTERIOR DOOR HANDLE. THE VEHICLE WAS NOT TAKEN TO THE DEALER. THE VIN WAS NOT AVAILABLE. THE FAILURE MILEAGE WAS 55,000 AND THE CURRENT MILEAGE WAS 60,000.					
NONE OF DOOR (FRONT, SIDE & REAR) WILL OPEN OR CLOSE WITH KEY FOB. NONE OF DOORS (FRONT, SIDE, REAR) WILL LOCK OR UN-LOCK WITH KEY FOB. OPENING/CLOSING AND LOCKING/UN-LOCKING ONLY WORKS WITH BUILT IN BUTTONS					
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.					