

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Form Approved: O.M.B. No. 2127-0008

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		
U.S. Department of Transportation National Highway Traffic Safety Administration				Date Received SEP 17 2013 26-AUG-2013		Repository ☐
						Reference No. 10537244
OWNER INFORMATION (Type or Print)						
Name		Address		Daytime Telephone Number		E-mail Address
City	State	Zip Code	Evening Telephone Number			
MELROSE PARK	IL		SAME AS ABOVE			
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	
2C4RDGCG7CR			DODGE	CARAVAN	2012	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:		
MAY 17, 2013	AL PIEMONTE 708-345-9300		No: Cylinders	REG. GAS		
Original Owner ☐	Dealer's City	State	Zip Code			
	MELROSE PARK	IL	60164			
Transmission Type	☒ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)		
AUTO	☒ Cruise Control			19-AUG-2013		
FAILED COMPONENT(S)/PART(S) INFORMATION						
Vehicle Component Code: 162000 STRUCTURE: BODY				Failure Mileage	Failure Speed	
				49434	0	
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: 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:	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		
		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 2012 DODGE CARAVAN. THE CONTACT WAS MANUALLY OPENING THE PASSENGER AND DRIVER'S SIDE SLIDING DOORS WHEN HE NOTICED THAT THE DOORS WERE ROCKING ABNORMALLY. THE VEHICLE WAS TAKEN TO THE DEALER AND WAS DIAGNOSED WITH NEEDING A SOFTWARE UPDATE. THE MANUFACTURER WAS NOT MADE AWARE OF THE ISSUE. THE APPROXIMATE FAILURE MILEAGE WAS 49434.						
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.						

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

SAFTY ISSUE WITH SLIDING DOORS, I FEEL IT IS A SAFTY ISSUE AND SHOULD BE TAKEN CARE OF BY DEALER WITH NO COST TO CUSTOMER, IM WORRIED ONE OF MY GRAND KIDS MAY GET HURT BY DOOR.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

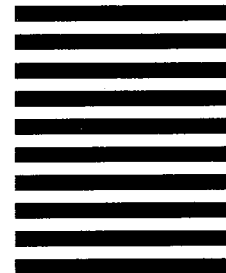
National Highway
Traffic Safety
Administration

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

