

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

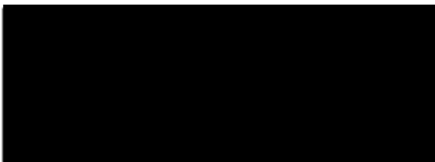
 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148 Date Received: NOV 25 2013 11-SEP-2013		Repository ☐ Reference No. 10543058	
OWNER INFORMATION (Type or Print)							
Name				Daytime Telephone Number		E-mail Address	
Address							
City FAYETTEVILLE		State OH		Zip Code		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 2C4RDGBG0CR				Make DODGE		Model CARAVAN	
Date Purchased		Dealer's Name and Telephone Number				Model Year 2012	
Original Owner ☐		Dealer's City		State		Zip Code	
Transmission Type AUTO		☒ Antilock Brakes		Powertrain		Engine: No: Cylinders 6	
☒ Cruise Control				Multiple Failure:		Fuel Type: GAS	
				Incident Date(s) 08-SEP-2013			
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Code: BRAKES (PWS)						Failure Mileage 32958	
						Failure Speed	
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		Failure Location:			
☐ Prior Repair							
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 2012 DODGE CARAVAN. THE CONTACT STATED THAT DRIVER OF THE VEHICLE ATTEMPTED TO SLOW DOWN BUT HEARD A WHISTLE LIKE NOISE AS THE BRAKES WERE APPLIED. THE VEHICLE WAS TAKEN TO THE DEALER FOR INSPECTION WHERE STATED THAT THE REAR BRAKE PADS, ROUTES AND CALIPERS NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 32,958.							
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.							

ADDITIONAL COMMENTS

As an automotive repair shop we have encountered this problem with Chrysler Vans in the past several years. The customer complaint is shaking, vibrating and wheel smoking not even during braking. Upon inspection of these vehicles we have found that the problem is with the rear disc brake calipers which does not release when they should. Of the vans owned and operated by The Catholic Charities of South Western Ohio this problem has been predominant between 30,000 - 40,000 miles and more than 1 van has had this problem.

Den's Body Shop
513-875-2652

*Returned to National Highway Safety Administration
From:*



Fayetteville, Ohio





Catholic Charities
South Western Ohio®

Providing Help. Creating Hope.

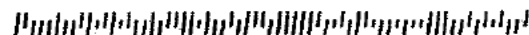
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US Dept. of Transportation
National Highway
Traffic Safety Administration
Office of Defect Investigation NVS-210
1200 New Jersey Ave. SE.
Washington D.C. 20077-9382

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Fayetteville, Ohio

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