

INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148	
U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline	
Date Received		Repository <input type="checkbox"/>	
20-DEC-2013		Reference No. 10556798	
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	
Address		E-mail Address	
City	State	Zip Code	
DEQUEN	AR		
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		Make	Model
VIN: 1D8HN44E99B		DODGE	GRAND CARAVAN
Date Purchased	Dealer's Name and Telephone Number	Model year	Fuel Type:
5-2009	Lenders 501-316-5273	2009	SE
Original Owner	Dealer's City	Engine:	No: Cylinders
<input checked="" type="checkbox"/>	Benton	3.3	6
State	Zip Code	FLEX-Fuel	
AR	72015		
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:
Automatic	<input checked="" type="checkbox"/> Cruise Control	yes	yes
		Incident Date(s)	
		16-DEC-2013	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 010000 STEERING		Failure Mileage	Failure Speed
56046497 AD Steering angle sensor		40000	10
		49930	
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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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	Fire	Number of Persons Injured	Number of Deaths
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	0	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 2009 DODGE GRAND CARAVAN. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 10 MPH, THE STEERING WHEEL SEIZED AND MADE THE VEHICLE VERY DIFFICULT TO CONTROL WITHOUT WARNING. THE VEHICLE WAS TAKEN TO DEALER WHERE IT WAS DIAGNOSED THAT THE STEERING SENSOR NEEDED TO BE REPLACED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE VEHICLE WAS REPAIRED. THE APPROXIMATE FAILURE AND CURRENT MILEAGE WAS 40,000. THE VIN WAS NOT AVAILABLE.			
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.			

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

I left my private drive and took a left when I drove into the street I was pulled to the left onto the shoulder of the street before I could stop. I moved the steering wheel to the right and drove about a block. The van tried to jump to the left again. I drove slowly to work (about 1/2 mile) I called my husband. He drove the van to the McQueen Ford-Dodge dealership and they put it on the computer. He said it tried 4 times to pull off the road on his way to the dealership, the service manager told us the steering sensor was going out. The van made a grinding noise - we had Sanders in Burton look at the van, maybe 2 times but he couldn't find the noise because it happened only occasional and when sensor went out!

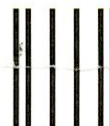
ATTACH ADDITIONAL SHEETS IF NECESSARY

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



De Queen Ford Chrysler

863 East Collin Raye Dr.
 P.O. Box 386
 De Queen, AR 71832
 (870) 642-3604
 Fax: (870) 642-4567



SERVICE DEPARTMENT HOURS
 8:00 a.m. to 5:00 p.m.
 Monday - Friday
 8:00 a.m. to 12:00 p.m. Saturday

R/O Open Date	R/O Number
12/17/13	6012813/1
R/O Close Date	Status
12/20/13	Pre-Invoice
Mileage In	Mileage Out
49930	49931
Service Advisor / Tag #	
JOSE B. HERNANDEZ	

[Redacted]		Work Phone	[Redacted]	
DE QUEEN, AR [Redacted]		Home Phone	[Redacted]	
Year	Make	Model	Body	Color
2009	DODGE	GRAND CARAVAN	4DR WGN SE	WHITE
Vehicle Identification Number			1D8HN44E99B [Redacted]	
Delivery Date		In-Service Date		
License Number				

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [Redacted]	
#1 - Customer Reports: ABS LIGHT ON Work performed by John Terrell (511) Installed 56046497AD :CLKSPRING: STEERING ANGLE560 1@277.00 PERFORMED DIAG, FOUND STEERING ANGLE SENSOR BAD. REPLACED SENSOR IN COLUMN. RELEARNED SENSOR, CLEARED CODE. Sub Total: 532.00	255.00 277.00

PAID

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	255.00
PARTS	277.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	10.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	53.52
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	595.52

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X