INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

AUG 28 2014

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	Repository ☐
29-MAY-2014	Reference No. 10594896

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number [redacted]	E-mail Address
Address	[redacted]	Evening Telephone Number	
City GLENVIEW	State IL	Zip Code [redacted]	

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
1D8HN541X9E[redacted]	DODGE	CARAVAN	2009

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City	State	Zip Code		

Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 01-MAY-2014

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 980000 UNKNOWN OR OTHER, 114000 ELECTRICAL SYSTEM: WIRING	Failure Mileage 89255	Failure Speed 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: DOTMAL9ABC036)	☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ 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 CARAVAN. THE CONTACT STATED WHILE DRIVING AT VARIOUS SPEEDS, THE REAR DRIVER'S SIDE SLIDING DOOR OPENED WITHOUT WARNING. THE CONTACT MENTIONED THAT THE FAILURE RECURRED WHEN MAKING A TURN. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE LEFT SLIDING DOOR WIRING AND THE HARNESS NEEDED TO BE REPLACED. IN ADDITION, THE MODULES WERE UPDATED AND THE FAULT CODES WERE CLEARED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 89,255.

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.

CUSTOMER #: P4017
UNIT# P4017

353659

INVOICE

PAGE 1

FIELDS Chrysler Jeep Dodge Ram

2800 Patriot Blvd.
Glenview, IL 60026
(847) 446-5100
www.fieldscjd.com

[redacted]
GLENVIEW, IL [redacted]
HOME: [redacted] CONT:
BUS: CELL: [redacted]

SERVICE ADVISOR: 120 COLLEEN MCKEOWN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	09	DODGE CARAVAN	1D8HN541X9B[redacted]		89255/89255	T225

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28OCT09 DD			18:00 14MAY14			COUP	15MAY14

R.O. OPENED	READY	OPTIONS:
07:43 14MAY14	12:02 15MAY14	SOLD-STK:P4017 DLR:FIELDS

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES THE LEFT SIDE SLIDING DOOR SLIDES ALL THE WAY OPEN WHILE DRIVING RANDOMLY - NO LIGHT ON DASH TO ALARM DOOR IS OPENED WHEN THIS HAPPENS - REPLACED LEFT SLIDING DOOR HARNESS 77 BOWNESS,ERIC LIC#: 77 C		278.00	278.00
1 68043333AB WIRING-SLIDING DOOR LEFT	233.59	233.59	233.59
89255 REPLACED LEFT SLIDING DOOR WIRING HARNESS ,UPDATED DOOR MODULES AND CLEARED FAULT CODES			
**********			
B COMPLIMENTARY LOANER CAR FOR FIELDS PURCHASE CUSTOMERS LNR COMPLIMENTARY LOANER CAR FOR FIELDS PURCHASE CUSTOMERS 99 C		0.00	0.00
**********			
C PERFORM 23-POINT VEHICLE CHECKUP 9023 PERFORM 23-POINT VEHICLE CHECKUP 77 BOWNESS,ERIC LIC#: 77 C		0.00	0.00
DEC CKE LIGHT ON INTERM FAILED EGR VALVE 530.00 PLUS TAX BEFORE DISCOUNT 77 BOWNESS,ERIC LIC#: 77 C		0.00	0.00
**********			
CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER			7.01

PAID MAY 15 2014

Chrysler Jeep Dodge RAM

SERVICE DEPT. HOURS
Monday - Friday
7:30 am - 6:00 p.m.

Saturday
7:30 a.m. - 4:00 p.m.

At Fields Chrysler Jeep Dodge Ram we are committed to your satisfaction. If you are not completely satisfied, please contact the Service Manager immediately.

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 neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. The following limited warranty applies: 90 days or 3000 miles on parts, 30 days from date of repair order on labor. We are not responsible for loss or damage to cars or articles left in cars in case of fire, theft, or any other cause beyond our control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter.

Signature x _____

DESCRIPTION	TOTALS
LABOR AMOUNT	278.00
PARTS AMOUNT	233.59
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	7.01
TOTAL CHARGES	518.60
LESS ADJUSTMENTS	102.31
SALES TAX	21.05
PLEASE PAY THIS AMOUNT	437.34

CUSTOMER COPY

FIELDS CHRY JEEP
ATTN NICHELLE KESSER 670 FRON
NORTHFIELD, IL 60093
(847) 446-5100

Sale

Merchant ID: 542929803170117
Term ID: LK615718
05/15/14 16:41:48
Batch#: 000333 Inv #: 000054
Ticket: 353659

AMEX Entry Method: S
XXXXXXXXXXX[redacted]
Seq.#: 0054 Appr Code: 542286
Total:$ 437.34

APPROVED

Customer Copy

THANK YOU!