

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

U.S. Department
of TransportationNational 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

12-JUN-2014

Repository ☐Reference No.
10597986

OWNER INFORMATION (Type or Print)

Name

Address

City WARREN

State MI

Zip Code

Daytime Telephone Number

E-mail Address

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
2D8HN54PX8RMake
DODGEModel
GRAND CARAVANModel Year
2008

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

Powertrain

Multiple Failure:

Incident Date(s)
02-JUL-2012☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: ENGINE (PWS), BRAKES (PWS), 010000 STEERING

Failure Mileage
55000Failure Speed
35

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

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).

THIS PROBLEM HAS BEEN INTERMITTENT AND GETTING WORSE. SOMETIMES IT HAPPENS WHEN WE' DRIVING AND SOMETIMES WHEN IT'S PARKED WITH THE ENGINE OFF. THE ENGINE DIES, HORNS BLOW, WIPERS GO CRAZY AND LIGHTS GO ON. ALL YOU CAN DO IS COAST TO A SAFE SPOT, WAIT FOR A WHILE, THEN RESTART THE VAN. TODAY AS MY HUSBAND DROVE TO WORK, THE POWER BRAKES WENT OUT. HE WAS ABLE TO STOP BUT IT WAS VERY HARD AND DANGEROUS. I DON'T KNOW IF IT'S RELATED BUT WE HAVE HAD A PROBLEM WITH THE BLOWER FOR THE AIR CONDITIONER/ HEATER GOING OUT SINCE ABOUT 2010.

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.



Thank you for your Vehicle Safety Complaint

Your Complaint Information has been successfully submitted.

Your Confirmation Number (ODI Number) is: 10597988.

Your Complaint will be available within 72 hours at <http://www-odi.nhtsa.dot.gov/complaints/>.

An acknowledgement was sent to [REDACTED]

JUL - 1 2014

1. Vehicle Information

Vehicle Identification Number (VIN):

2D8HN54PX8R [REDACTED]

Make / Model / Year:

DODGE GRAND CARAVAN 2008

2. Incident Information

Approximate Incident Date:

07/02/2012

Vehicle mileage at time of incident:

55,000

Vehicle speed at time of incident:

35 (mph)

Affected Parts:

Engine, Steering, Brakes

Fire:

No

Crash:

No

Injury or Fatality:

No

Tell us what happened:

This problem has been intermittent and getting worse. Sometimes it happens when we're driving and sometimes when it's parked with the engine off. The engine dies, horns blow, wipers go crazy and lights go on. All you can do is coast to a safe spot, wait for a while, then restart the van. Today as my husband drove to work, the power brakes went out. He was able to stop but it was very hard and dangerous. I don't know if it's related but we have had a problem with the blower for the air conditioner/ heater going out since about 2010.

3. Personal Information

Name:

Email:

Daytime Phone:

Evening Phone:

Address1:

Address2:

City, State, Zip:

warren, MI [REDACTED]

1200 New Jersey Avenue, SE, West Building Washington DC 20590 USA 1.888.327.4236 TTY 1.800.424.9153

CUSTOMER #: 5867787132

62762

INVOICE



Mike Riehl's

ROSEVILLE CHRYSLER DODGE JEEP RAM
25800 GRATIOT AVE.
Between 10 & 10 1/2 mile
ROSEVILLE, MICHIGAN 48066
PHONE (586) 859-2500
www.mikeriehls.com

WARREN, MI

HOME:

CONT:

BUS:

CELL:

PAGE 1

SERVICE ADVISOR: 7509 PAULETTE DAVIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	08	DODGE CARAVAN	2D8HN54PX8R		69469/69490	T2647
DEL DATE	PROD. DATE	WARR EXP.	ESTIMATED COMPLETION	PO NO.	RATE	PAYMENT
01JAN08 DE			17:00 17JUN14			CASH
R.O. OPENED	READY	OPTIONS: DLR:64077 ENG:3.8_Liter_SMPI				
17JUN14	18JUN14					

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
A CHECK WHILE DRIVING, VEHICLE CUTS OFF, HORN BLOWS, WIPERS GO ON,
LIGHT FLASHING ON DASH AND EVEN WHEN PARKED AND RUNNING IT WILL
HAVE WIPERS GOING, HORN OFF, AND CK ENG LIGHT IS NOW ON
231 MINOR REPAIRS

376 SERIANNI, JOHN LIC#: M223230

C

1 RL049720AT MODULE-TOTALLY INTEGRATED POWER	647.00	647.00	647.00
CORE CHARGE C		125.00	125.00
-1 RL049720AT CORE RETURN	125.00	125.00	125.00

69490

VEHICLE WAS TEST DRIVEN TWICE WITHOUT ANY SYMPTOMS OCCURRING.

HOWEVER, ALL OF THESE PROBLEMS SEEM TO HAVE A COMMON FACTOR OF THE

TIEM. ADVISED CUSTOMER TO START WITH A NEW TIEM

1.5 HOURS DROVE 21 MILES NO PROBLEMS AFTER REPAIRS

B BLOWER MOTOR QUIT WORKING BUT SHUT CAR OFF AND SOMETIMES RESTART IT

BLOWER WILL START WORKING AND SOMETIME WILL CUT OFF WHILE
DRIVING

231 MINOR REPAIRS

376 SERIANNI, JOHN LIC#: M223230

C

69469 see line #a

C DR FRT DOOR, REAR BUMPER BOTH MIRRORS MARKS, FRT BUMPER MARKS

VA VEHICLE ASSESSMENT

7509

C

0.00

0.00

D OTHER DAY DIED ON WAY TO WORK, 6-7 TIMES WOULD NOT RESTART DID

NOTHING NO SOUND, GOT OFF MIDNIGHT DROVE HOME NEXT DAY WOULD

NOT START BUT YOU HAD POWER

231 MINOR REPAIRS

376 SERIANNI, JOHN LIC#: M223230

C

0.00

0.00

69469 SEE LINE #A

TECHNICIAN	ORIGINAL ESTIMATE SUMMARY			TOTAL HOURS	AUTHORIZED ADDITIONS	TIME/DATE	DESCRIPTION	TOTALS
1	PARTS	LABOR	TOTAL				LABOR AMOUNT	
2	REPAIRS PROPERLY COMPLETED AND CHECKED BY:			PARTS RETURN STATUS			PARTS AMOUNT	
3	ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE			☐ SAVE ☐ DISCARD			GAS, OIL, LUBE	
	AUTHORIZED REPRESENTATIVE X						SUBLET AMOUNT	
	SHOP SUPPLIES: A 10% charge is included for supplies used on your vehicle. Applicable items are: Nuts, bolts, washers, tape, pins, aerospray, shellac, solvent, tags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, etc.			AUTHORIZATION NUMBER F-102474 4264077			MISC. CHARGES	
				CERTIFICATION: ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT (P.A. 300) REPAIRS PROPERLY COMPLETED & CHECKED BY			TOTAL CHARGES	
							LESS ADJUSTMENT	
							SALES TAX	
							PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

CUSTOMER #: 5867787132

62762

INVOICE



Mike Riehl's

ROSEVILLE CHRYSLER DODGE JEEP RAM
25800 GRATIOT AVE.
Between 10 & 10 1/2 mile
ROSEVILLE, MICHIGAN 48066
PHONE (586) 859-2500
www.mikeriehls.com

WARREN, MI

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

PAGE 2

SERVICE ADVISOR: 7509 PAULETTE DAVIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	08	DODGE CARAVAN	2D8HN54PX8R [REDACTED]		69469/69490	T2647
DEL DATE	PROD. DATE	WARR. EXP.	ESTIMATED COMPLETION	PO NO.	RATE	PAYMENT
01JAN08 DD			17:00 17JUN14			CASH
R.O. OPENED		READY	OPTIONS: DLR:64077 ENG:3.8_Liter_SMPI			
17JUN14		18JUN14				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
E				SOMETIMES WHEN HIT KEY FOB AT TIMES WILL NOT WORK TO OPEN DOORS , THEY CHANGED BATTERIES			
				231 MINOR REPAIRS			
				376 SERIANNI, JOHN LIC#: M223230			
				C		0.00	0.00
				69469 SEE LINE #a			

				F** 15% OFF			
				INFO INFORMATION ONLY			
				7509 C		0.00	0.00

				15PERC 15 % DISCOUNT			
				C		-101.14	-101.14
				SHOP SUPPLIES/HAZARDOUS WASTE			12.94

DID YOU KNOW WE OFFER NITROGEN, A SAFER
ALTERNATIVE FOR YOUR TIRES. USING NITROGEN
REDUCES THE RISK OF CATASTROPHIC BLOW OUTS,
EXTENDS TIRE LIFE, REDUCES OVERHEATING, LESSENS
WHEEL AND VALVE CORE CORROSION. SAVE UP TO
\$228.00 A YEAR IN FUEL COSTS. ASK YOUR
SERVICE ADVISOR FOR DETAILS TODAY.

"Serving You Since 1967"

WE SERVICE DODGE CARS AND TRUCKS AND HONOR FACTORY WARRANTIES

TECHNICIANS	ORIGINAL ESTIMATE SUMMARY			TOTAL HOURS	AUTHORIZED ADDITIONS	TIME/DATE	DESCRIPTION	TOTALS
1	PARTS	LABOR	TOTAL			BY	LABOR AMOUNT	152.28
2							PARTS AMOUNT	647.00
3	REPAIRS PROPERLY COMPLETED AND CHECKED BY:				PARTS RETURN STATUS		GAS, OIL, LUBE	0.00
							SUBLET AMOUNT	0.00
	ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE				☐ SAVE ☐ DISCARD		MISC. CHARGES	12.94
	AUTHORIZED REPRESENTATIVE X						TOTAL CHARGES	812.22
	AUTHORIZATION NUMBER				-CERTIFICATION-		LESS ADJUSTMENT	101.14
	F-102474 4264077				ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT (P.A. 300) REPAIRS PROPERLY COMPLETED & CHECKED BY		SALES TAX	42.40
							PLEASE PAY THIS AMOUNT	753.48

SHOP SUPPLIES: A 10% charge is included for supplies used on your vehicle. Applicable items are: Nuts, bolts, washers, tape, pins, aerospray, shellac, solvent, tags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, etc.

CUSTOMER COPY

444222241007

RECEIVED CHEVROLET

2000 CREDIT

RECEIVED CHEVROLET

500-879-2300

TERMINAL I.D.:

2241007

USA

XXXXXXXXXX

SALE

BATCH 00000000000000000000

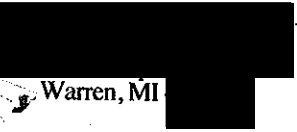
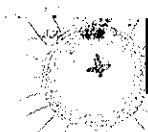
DATE: JUN 18 14 TIME: 09:29:56

CUST REF: 62702

AUTH NO: 103142

TOTAL \$753.48

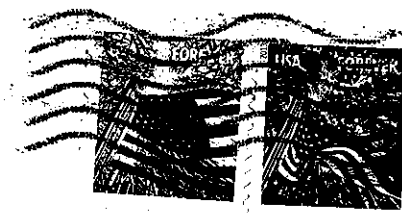
I AGREE TO PAY ABOVE TOTAL AMOUNT
ACCORDING TO CARD ISSUER AGREEMENT
(WITHHOLD RECEIPT IF CARD NUMBER)



Warren, MI

NETDPLEX MI 490

21 JUN 2014 PM 21



NHTSA
1200 New Jersey Ave, SE
West Bldg.
Washington, D. C. 20590

20590

