

DEC 3 3 2014

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

29-OCT-2014

Repository ☐

Reference No.
10651004

Daytime Telephone Number

E-mail Address

Evening Telephone Number

OWNER INFORMATION (Type or Print)

Name

Address

City

INVERGROVE HEIGHTS

State

MN

Zip Code

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

2D4RN3DG2BR

Make

DODGE

Model

CARAVAN

Model Year

2011

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)

17-APR-2014

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: ENGINE (PWS), 112000 ELECTRICAL SYSTEM:
ALTERNATOR/GENERATOR/REGULATOR

Failure Mileage

63724

Failure Speed

40

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).

TL* THE CONTACT OWNS A 2011 DODGE CARAVAN. THE CONTACT STATED THAT WHILE DRIVING 40 MPH, THE VEHICLE STALLED WITHOUT WARNING. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE ALTERNATOR AND THE PCM NEEDED TO BE REPAIRED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 63,724.

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)

Van would lose power while driving, lights would dim, radio would go off then Van would Kill. was able to start with a jump. Replaced battery. Van did it again (Killed while driving) had to be towed to Chrysler dealership. PCM was dead - Replaced, Alternator was also fried - Stalls happened while driving 30-40mph with our children in the car!

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

MINNEAPOLIS MN 554

16 DEC 2014 PM 0 1

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**



safecar.gov

**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safecar.gov

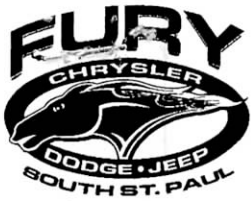
or call:

**Vehicle Safety Hotline
888-327-4236**



www.nhtsa.gov

Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



1000 S. Concord Street
South St. Paul, MN 55075
(651) 451-1313
1-800-936-0028
Fax: (651) 251-8266
www.furymotors.com

258 20574

SERVICE DEPARTMENT HOURS
7:00 a.m. to 5:30 p.m.
Monday - Saturday

R/O Open Date	R/O Number
4/18/14	
R/O Close Date	Status
4/21/14	Pre-Invoice
Mileage In	Mileage Out
63724	63728
Service Advisor / Tag #	
MATT T./2862	
Vehicle Identification Number	
2D4RN3DG2BR	
Delivery Date	In-Service Date
3/14/12	
Color	License Number
CHARCOAL	

1-800-992-1997

INVER GROVE HEIGHTS, MN

Year	Make	Model	Body	Color	License Number
2011	DODGE	GRAND CARAVAN	MAINSTREET	CHARCOAL	

DESCRIPTION OF SERVICE AND PARTS

AMOUNT

Cell: Email:

#1 - CVCN: PERFORM COURTESY INSPECTION

Work performed by MP

(982)

Sub Total: .00

ID Complaint
10651004

#2 - 18D: DRIVEABILITY REPAIRS

TOWED IN FOR A NO START, JUST HAD A NEW BATTERY
PUT IN. CALL HER AFTER DIAG

Corrected by (58)

Work performed by MP

(982)

Corrected by

Work performed by MP

(982)

Installed RL150562AC (FP):MODULE: POWERTRAIN CONTR

Qty: 1

Installed SKIM :KEY CODE

Qty: 1

CODE

SCAN TEST FOR NO START.MULTIPLE CODES AGAINST PCM.
PCM IS DEAD ON THE BUS.CHECK POWER AND GROUND TO P
CM-NO B POWER TO PCM.CHECK FUSES FOUND BLOWN FUSE
M28 B TO PCM.REPLACE FUSE PCM STILL DEAD.TEST BU
S WIRES TO PCM-OK.REPLACE PCM AND PROGRAM.PCM IS A
CTIVE NOW AND VAN RUNS

Warranty

Warranty

Warranty

Warranty

#3 - 08E: ELECTRICAL REPAIRS

REPLACE ALTERNATOR

Work performed by MP

(982)

Work performed by MP

(982)

Installed RL801624AD (FP):GENERATOR: ENGINE

1@421.80

Installed ATM10 :FUSE: MINI

5@2.05

114.95

317.88

421.80

10.25

1858 327
41236

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

PARTS

DEDUCTIBLE

SUBLET

SHOP SUPPLIES

HAZARDOUS MATERIALS

SALES TAX OR TAX I.D.

SPECIAL ORDER DEPOSIT

DISCOUNTS

TOTAL DUE

Recall - 1800-853-1403

line 160 amp

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

FURY MOTORS
1000 S CONCORD ST
SOUTH SAINT PAUL MN 55075
651-451-1313

Terminal ID: 00684858 0003
1/14 5:48 PM

ISA
ACT #: [REDACTED]
CREDIT SALE
ID: 411110870859 REF #: 3801
ACT #: 212 AUTH #: 021100
AMOUNT \$895.66

APPROVED

WWW.FURYMOTORS.COM

THANK YOU!

CUSTOMER COPY

