

APR - 3 2015

 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		
U.S. Department of Transportation National Highway Traffic Safety Administration			Date Received 08-JAN-2015		Repository ☐
			Reference No. 10671018		
OWNER INFORMATION (Type or Print)					
Name [REDACTED]			Daytime Telephone Number [REDACTED]		
Address [REDACTED]			E-mail Address [REDACTED]		
City NOBLEVILLE	State IN	Zip Code [REDACTED]	Evening Telephone Number [REDACTED]		
<i>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).</i>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2C4RC1BG7CR [REDACTED]			Make DODGE	Model GRAND CARAVAN	
			Model Year 2012		
Date Purchased	Dealer's Name and Telephone Number Champion Chrysler-Jeep-Dodge		Engine: No: Cylinders	Fuel Type: Unleaded	
Original Owner ☒	Dealer's City 4505 N. 96th St Indpls		State IN	Zip Code 46268	
Transmission Type	☒ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 01-JUL-2014	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: VISIBILITY/WIPER (PWS), 110000 ELECTRICAL SYSTEM			Failure Mileage	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: 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 <i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>					
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 GRAND CARAVAN. THE CONTACT RECEIVED A NOTICE FOR NHTSA CAMPAIGN NUMBER: 14V234000 (ELECTRICAL SYSTEM). THE CONTACT MENTIONED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE REPAIR. THE DEALER STATED THAT THE PARTS WERE NOT AVAILABLE FOR THE REPAIR. THE MANUFACTURER WAS MADE AWARE OF THE DELAY. THE VEHICLE WAS NOT REPAIRED. THE CONTACT HAD NOT EXPERIENCED A FAILURE. 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)

In Summer of 2014 They Unplugged Switch To Windows
on Drivers side. I Called Champion 3-4 times To Ask
Why They Wasen't Getting the Replacement part.
They just kept Telling me they Couldn't get the part. Its
been long enough. I don't believe they can't get a simple
small part from the factory. I don't think there even
trying.

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

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Penalty for Private Use \$300

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IN 460

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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