

MAR 10 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	
				Date Received 09-JAN-2015	Repository ☐ Reference No. 10671356
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	E-mail Address
City NEW ORLEANS		State LA	Zip Code	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 2C4RDGCG9CR			Make DODGE	Model GRAND CARAVAN	Model Year 2012
Date Purchased 12-12	Dealer's Name and Telephone Number Burgeron Chrysler			Engine: No: Cylinders 6	Fuel Type: Flyx
Original Owner ☒	Dealer's City Metairie, LA		State LA	Zip Code 70001	
Transmission Type Auto	☒ Antilock Brakes	Powertrain Front wheel drive	Multiple Failure: Switch		Incident Date(s) 03-SEP-2014
☒ Cruise Control					
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 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					
(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 2012 DODGE GRAND CARAVAN. THE CONTACT STATED THAT NHTSA CAMPAIGN NUMBER: 14V234000 (ELECTRICAL SYSTEM) EXCEEDED A REASONABLE TIME FOR THE RECALL REPAIR. THE VEHICLE WAS TAKEN TO A DEALER, WHO DISCONNECTED THE SWITCH BUT THE NEW DESIGN PART WAS NOT AVAILABLE. THE MANUFACTURER INFORMED THAT THE PART WAS ON BACK ORDER. THE CONTACT DID NOT EXPERIENCE A FAILURE.					
True hazard and waiting for part replacement over a year.					
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.					