

MAR 10 2015

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|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|----------------------------------------|--|
| <br>U.S. Department of Transportation<br><b>National Highway Traffic Safety Administration</b>                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                      | <b>INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)</b><br>DOT Auto Safety Hotline                                                                            |                                | FOR AGENCY USE ONLY 100148             |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                      | <b>Vehicle Owner's Questionnaire</b><br>To Report Vehicle Safety Defects<br>1-888-DASH-2-DOT<br>(1-888-327-4236)<br>INTERNET: www.nhtsa.dot.gov/hotline |                                | Date Received<br><br>13-JAN-2015       |  |
| Repository <input type="checkbox"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                      | Reference No.<br>10672087                                                                                                                               |                                | Daytime Telephone Number<br>[REDACTED] |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                      |                                                                                                                                                         |                                | Evening Telephone Number<br>SAME       |  |
| <b>OWNER INFORMATION (Type or Print)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                      |                                                                                                                                                         |                                |                                        |  |
| Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                      | [REDACTED]                                                                                                                                              |                                |                                        |  |
| Address                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                      | [REDACTED]                                                                                                                                              |                                |                                        |  |
| City                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | State                                                                                | Zip Code                                                                                                                                                | E-mail Address                 |                                        |  |
| PACE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | FL                                                                                   | [REDACTED]                                                                                                                                              | [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).                                                                                                                                                                                                                                                                   |                                                                                      |                                                                                                                                                         |                                |                                        |  |
| <b>VEHICLE INFORMATION</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                      |                                                                                                                                                         |                                |                                        |  |
| 17 digit Vehicle Identification Number Located at bottom of windshield on driver's side                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                      | Make                                                                                                                                                    | Model                          | Model Year                             |  |
| 2D4RN5DG0BR [REDACTED]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                      | DODGE                                                                                                                                                   | GRAND CARAVAN                  | 2011                                   |  |
| Date Purchased                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Dealer's Name and Telephone Number                                                   |                                                                                                                                                         | Engine:                        | Fuel Type:                             |  |
| 9/28/2011                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | (850)623-6866<br>MELTON DODGE, CHRYSLAR, JAP INC.<br>(800)854-0637                   |                                                                                                                                                         | No: Cylinders                  |                                        |  |
| Original Owner                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Dealer's City                                                                        | State                                                                                                                                                   | Zip Code                       |                                        |  |
| <input checked="" type="checkbox"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | MELTON                                                                               | FL                                                                                                                                                      |                                |                                        |  |
| Transmission Type                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <input checked="" type="checkbox"/> Antilock Brakes                                  | Powertrain                                                                                                                                              | Multiple Failure:              | Incident Date(s)                       |  |
| AUTOMATIC                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <input checked="" type="checkbox"/> Cruise Control                                   |                                                                                                                                                         |                                | 04-APR-2014                            |  |
| <b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                      |                                                                                                                                                         |                                |                                        |  |
| Vehicle Component Code: 110000 ELECTRICAL SYSTEM                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                      |                                                                                                                                                         | Failure Mileage                | Failure Speed                          |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                      |                                                                                                                                                         |                                |                                        |  |
| <b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                      |                                                                                                                                                         |                                |                                        |  |
| Tire Make                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Tire Model (Name or Number)                                                          |                                                                                                                                                         | Tire Size (Example P215/65R15) |                                        |  |
| DOT No. (Example: DOTM49ABC036)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <input type="checkbox"/> Original Equipment<br><input type="checkbox"/> Prior Repair |                                                                                                                                                         | Failure Location:              |                                        |  |
| Tire Component Code                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                      |                                                                                                                                                         | Tire Failure Type:             |                                        |  |
| <b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                      |                                                                                                                                                         |                                |                                        |  |
| Make:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Date Manufactured:                                                                   |                                                                                                                                                         | Model No./Name:                |                                        |  |
| Seat Type:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Installation System:                                                                 |                                                                                                                                                         |                                |                                        |  |
| Child Seat Component Code:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Failed Part:                                                                         |                                                                                                                                                         |                                |                                        |  |
| <b>APPLICABLE INCIDENT INFORMATION</b><br>(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                     |  |
| <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No                  | 0                                                                                                                                                       | 0                              | N                                      |  |
| 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 GRAND CARAVAN. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 14V234000 (ELECTRICAL SYSTEM) AND STATED THAT THE PART WAS NOT AVAILABLE FOR SEVERAL MONTHS. THE CONTACT STATED THAT THE DEALER DISCONNECTED THE VENT WINDOW SWITCH. THE DEALER DID NOT GIVE A SPECIFIC DATE FOR WHEN THE PART WOULD BECOME AVAILABLE. THE MANUFACTURER WAS ALSO CONTACTED AND COULD NOT PROVIDE AN ESTIMATED DATE FOR WHEN THE CONTACT'S VEHICLE WOULD RECEIVE THE RECALL REPAIR. THE CONTACT HAD NOT EXPERIENCED A FAILURE.                          |                                                                                      |                                                                                                                                                         |                                |                                        |  |
| 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. |                                                                                      |                                                                                                                                                         |                                |                                        |  |

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

I received notification of a recall on my 2011 Dodge  
Grand Caravan for a window switch that could overheat  
+ start a fire. We learned that we should contact the Dodge  
dealer + have the switch disconnected until replacement  
parts were available to correct the problem. We had the  
switch disconnected last summer + to date the dealer has  
not had parts to repair the switch.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US 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



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



**BUSINESS REPLY MAIL**

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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

