

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6)



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

DOT Auto Safety Hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

10-JUL-2015

AUG 2 / 2015

Reference No.
10733261

OWNER INFORMATION (Type or Print)

Name

Address

City KANSAS

State KS

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

1DSHN54P68E

Make

DODGE

Model

CARAVAN

Model Year

2008

Date Purchased

May 22, 2011

Dealer's Name and Telephone Number

CAR MAX 913-384-6697

Engine:

No: Cylinders

6

Fuel Type:

Reg.

Original Owner

☐

Dealer's City

Merriman, KS

State

KS

Zip Code

66204

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

yes

Multiple Failure:

yes

Incident Date(s)

08-JUL-2013

numerous times

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 110000 ELECTRICAL SYSTEM

See invoice. They Replaced the Ignition System + Program Key. So far I have not had any problems.

Failure Mileage

52800

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

NA

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:

NA

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 2008 DODGE CARAVAN. THE CONTACT STATED THAT THE IGNITION KEY REMAINED STUCK IN THE IGNITION SWITCH. THE VEHICLE WAS TAKEN TO A DEALER WHERE THE FAILURE WAS UNABLE TO BE DETERMINED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 52,800.

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)

There are so many times I can't count them.
I go to Run errands and when I get where I am
going I put car into park and go to shut it
off and you cannot get the Key out of Ignition
It locks up in reverse - you can't remove the Key.
Sometimes you can start up again + go forward 6" + turn off the
Ignition after placing it in park + the Key will come out, But
mostly it won't, or you can go in Reverse + then put in park with
luck some times But most of the time no - you get lucky if the key
comes out

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

KANSAS CITY

NO 640

22 AUG '15

PM 6 L



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

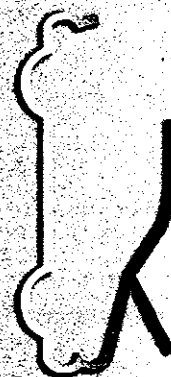
WASHINGTON, DC

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**



**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 (VOC)
U.S. Department of Transportation
National Highway Traffic Safety Administration

CUSTOMER #:

Victory Chrysler Dodge Jeep Ram

INVOICE

6640 State Avenue
Kansas City, KS 66102
Phone: (913) 334 2700

KANSAS CITY, KS

PAGE 1

HOME: [REDACTED]

CONT: [REDACTED]

BUS:

CELL: [REDACTED]

SERVICE ADVISOR: 50029 DMARILLIO HOLLAND

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
SILVER	08	DODGE GRAND CARAVAN		1D8HN54P68B		53879/53879		T532
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE
01JAN08 DD			WAIT 30JUL15			0.00	CASH	30JUL15
R.O. OPENED		READY		OPTIONS: ENG:3.8 LITER SMPI				

08:30 30JUL15 09:44 30JUL15

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A PERFORM RECCALL R03

CAUSE:

08R03182 R03

50014 W

1 CBXZR036AA RECEIVER-TRANSMITTERS AND WIN

(N/C)

FC: PART#: COUNT:

(N/C)

CLAIM TYPE: W

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

,,,53879 08R03182 0.80 R03 RECALL--REPLACE AND PROGRAM WIN MODULE

Thank you for choosing Victory. We strive to be sure you are completely satisfied with your visit. If you have any questions or concerns, please contact your Service Advisor or Service Manager, Wendi Kendrick. All installed Mopar OEM parts carry 24 month warranty on manufacturer's defect.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

I authorize the retrieval of on-board data as needed to facilitate vehicle repair, as well as sharing of that data with the manufacturer for diagnostic and research purposes.

PREMIER REWARDS

Every visit to our Service Department earns you, our valued customer, 10% towards the purchase of your next vehicle or a discount on future service visits.

Today you earned 10% of \$ _____ which is \$ _____ of Premier Rewards (Some restrictions apply. Ask your service advisor for details.)

Thank You

For this opportunity to serve you!! It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00