

 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		FOR USE BY ONLY 100148 U.S.C. 552(B)(6)	
		Date Received 16-JUL-2015 FEB 25 2016		Repository ☐ Reference No. 10734590	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		Evening Telephone Number	
Zip Code		E-mail Address			
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		Make		Model	
2C4RDGCG5DP		DODGE		GRAND CARAVAN	
Model Year		Engine:		Fuel Type:	
2013		No: Cylinders		gas	
Date Purchased		Dealer's Name and Telephone Number		State	
Aug 2013		203 790 9998 Wheelchair Getaways of CT		CT	
Original Owner		Dealer's City		Zip Code	
☒		Bethel, CT		06801	
Transmission Type		Powertrain		Multiple Failure:	
☐ Antilock Brakes ☐ Cruise Control				Incident Date(s) 01-OCT-2013	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 020000 SUSPENSION				Failure Mileage	
				?	
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 2013 DODGE GRAND CARAVAN. THE CONTACT RECEIVED A NOTICE FOR NHTSA CAMPAIGN NUMBER: 15V264000 (SUSPENSION). THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC, WHO STATED THE VEHICLE WAS UNSAFE TO DRIVE. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE.					
About 1 or 2 months after purchase a noise like metal rubbing together was detected on the passenger rear side of the van. I took it to the dealer a couple of times but they could find nothing wrong. for more information see the attached letter and photos					
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.					

U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Ave SE
Washington, D.C. 20590
Attn.: Randy Reid

September 4, 2015

NHTSA Campaign Number: 15V264000 van conversion by Eldorado Mobility of Salina, KS.

Reference #10734590 2013 Dodge Grand Caravan id #2C4RDGCG5DR [REDACTED]

Mr. Randy Reid,

I am writing this letter to you to ask for your input on the safety recall made by your administration for a potential suspension failure. In our case the failure was more than "potential", it was catastrophic, the shock mount was ripped out of the car leaving a couple of torn holes as well as several cracks to the mounting area. The Eldorado Co. sent a metal plate to be welded on either side of the break after shoving the shock mount back into the car. Our local body shop refused to repair it in this manner since they felt it would not be safe. In their opinion the compromised metal should have been cut back to a safe area of the chassis with new metal added then remount the suspension parts. The Eldorado Co. suggested that we go to another body shop and have the work done. I am sure a less responsible shop could have been found that would "take the money and run". I refused to have that done so they took the van back to Kansas and repaired it themselves by shoving the shock back into the chassis and welding the plates either side on the fatigued metal. I am inclosing photos of the damage before and after the repair. I had complained to our dealer a couple of months after purchasing the van about a noise sounding like metal rubbing against metal in the passenger rear of the car. It didn't do it all the time but I am sure that was the beginning of the failure. During this past winter I notice rust showing up on welds near both rear sliding doors which Eldorado agreed to have repaired I took the van to the shop on May 20, 2015 and still do not have it back as of today because when they were through your recall came out. That is 106 days ago as of today!

I don't know if you can do anything for me but I appreciate your time. I am sending a registered letter to the Eldorado Co. informing them that if anything else happens with the suspension repair resulting in damage to the van or injury to occupants as long as I own this van I will hold them responsible.

Thank you for your time in this matter.

[REDACTED] Sherman, CT. [REDACTED] [REDACTED]

cc:

[REDACTED]
CT. State Attorney General Office

Wheelchair Getaways of CT.

National Traffic Safety Board

State of CT. Motor Vehicle Inspection

Attorney Rudolf Kuss

Senator Michael McLachlan

2013 Dodge Grand Caravan vin.#2C4RDGCG5DR [REDACTED]

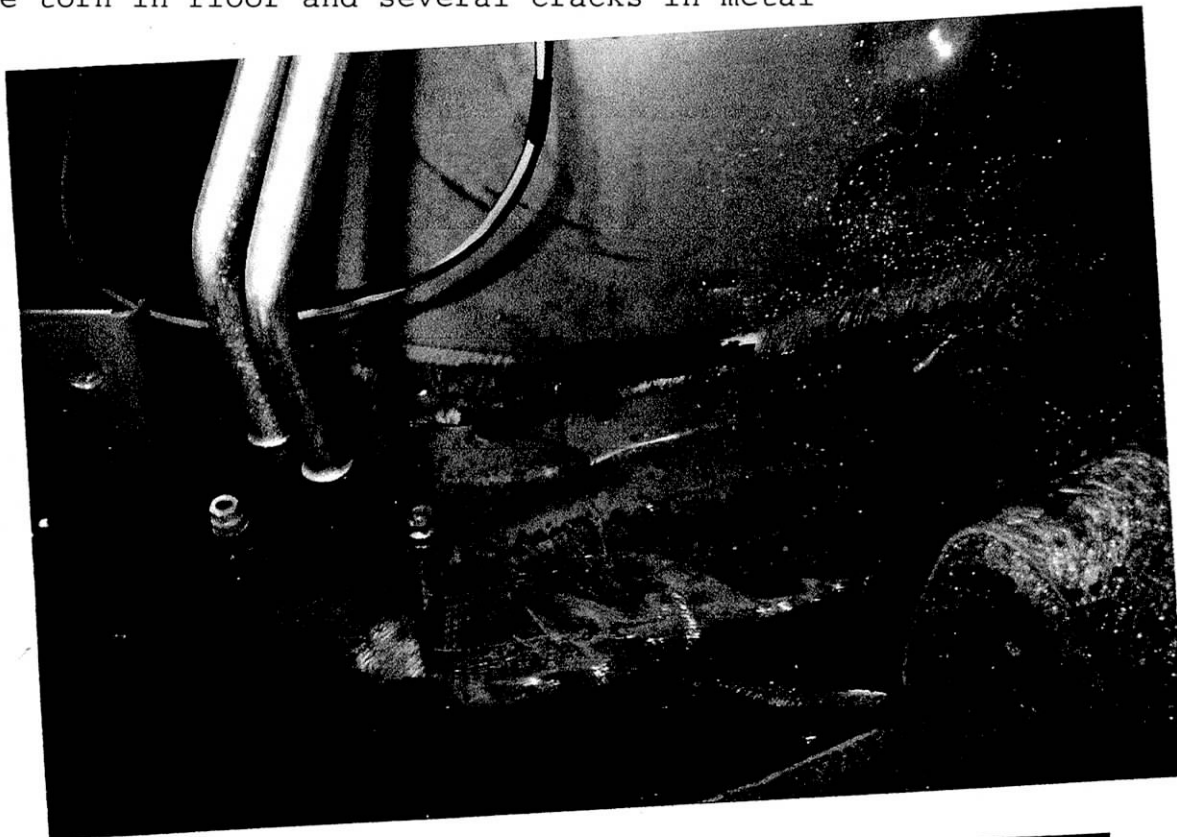
Right rear shock mount



*note welds broken and hole torn in frame



Inside van---above shock mount note floor ripped from sidewall,
hole torn in floor and several cracks in metal



Bracket to be welded onto ripped and torn metal over ripped out

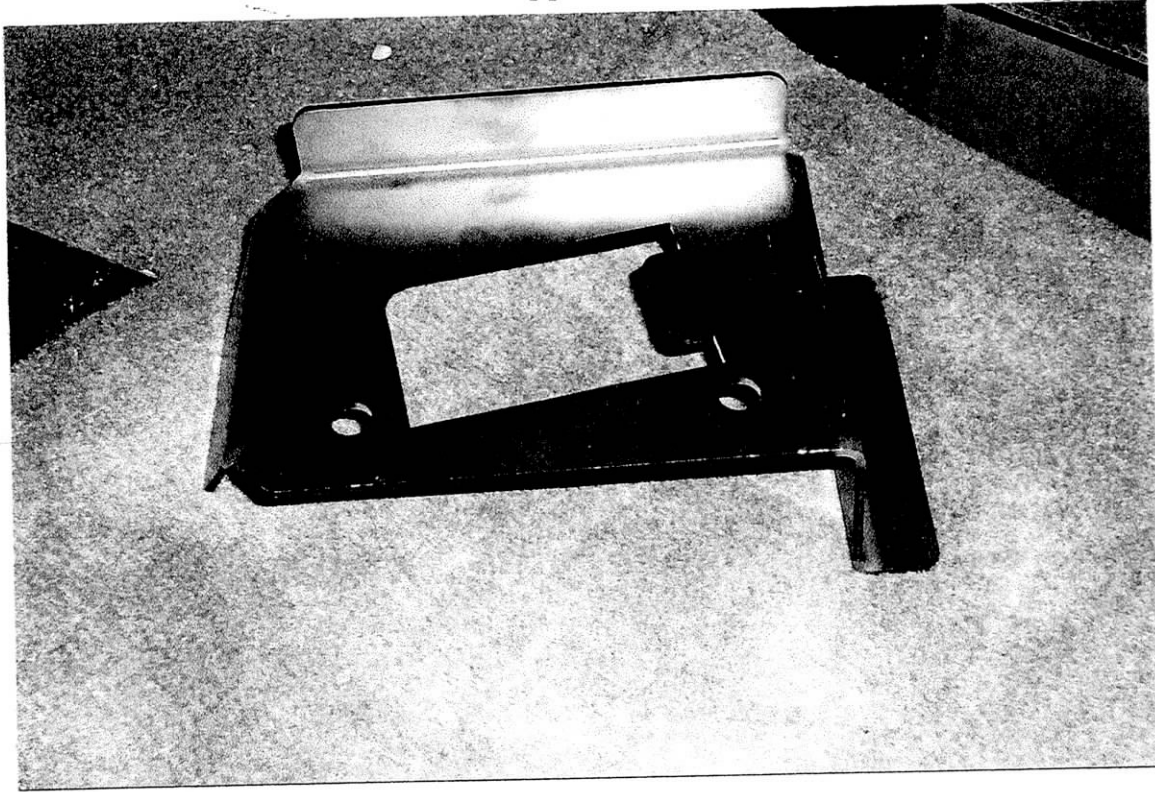
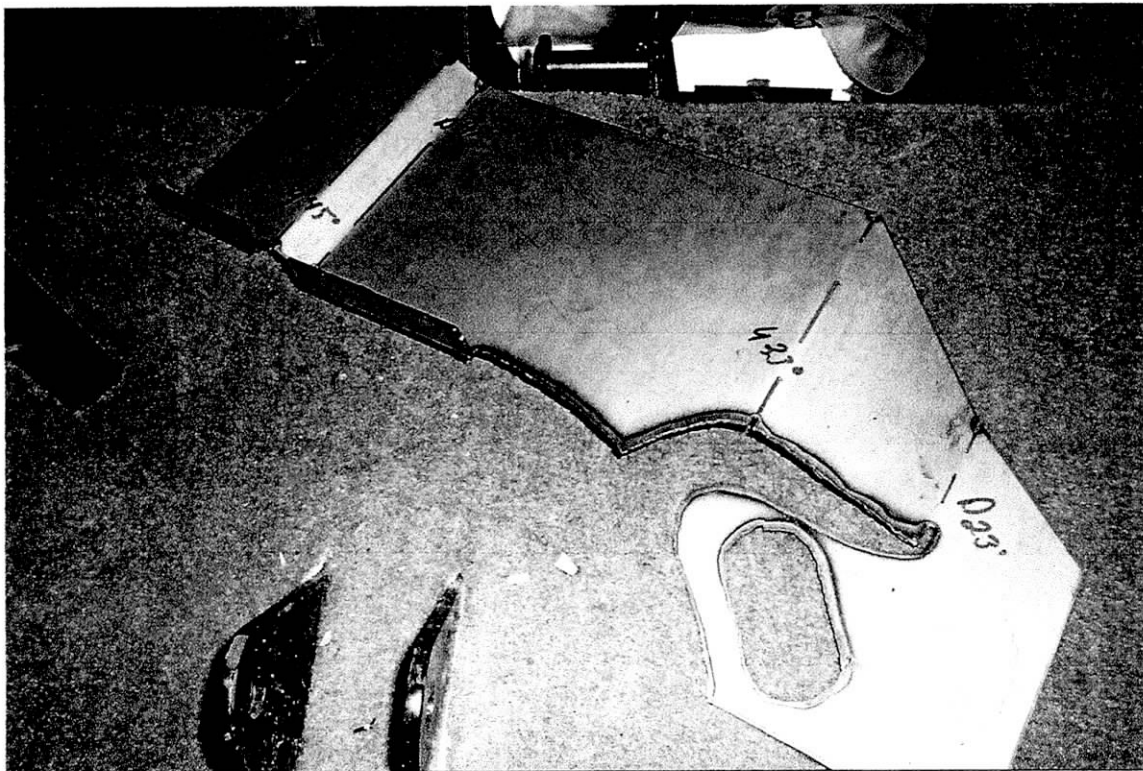
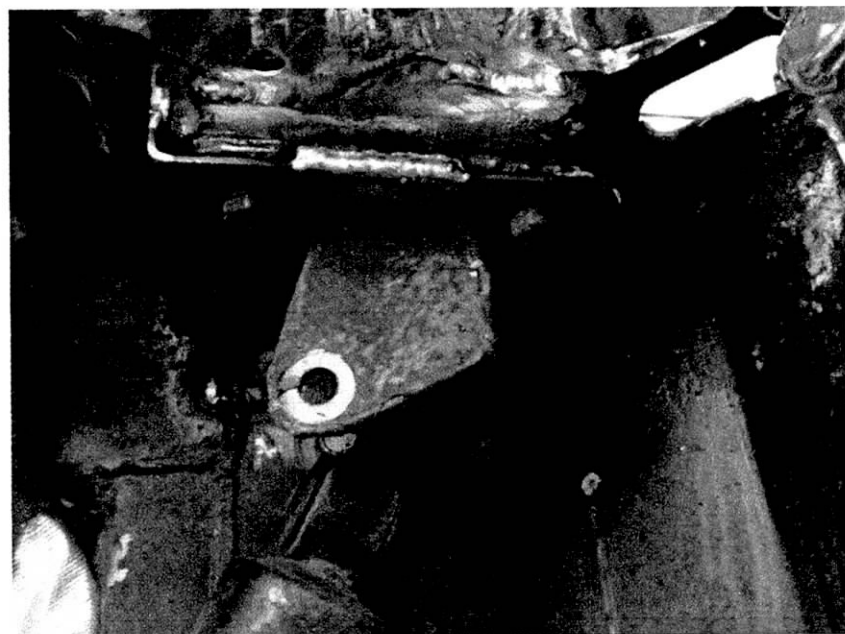


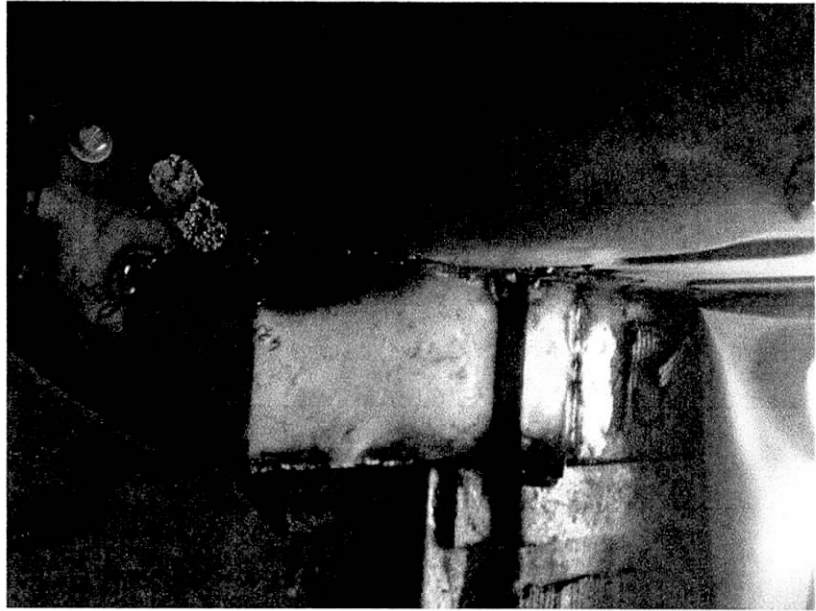
Plate to be welded over floor of car that has holes, cracks and sidewall separation.



Brackets would be OK to strenghten mount if it had not been ripped out of floor and chassis! repair totally unacceptable and not safe to be on road



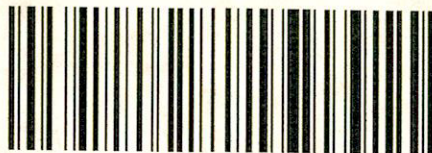
Bottom after repair



Top inside
After repair



Sherman Ct



7015 0640 0004 1494 5594



1000



20590

U.S. POSTAGE
PAID
GAYLORDSVILLE, CT
06755
SEP 08, 15
AMOUNT
\$7.67
R2305K135390-1003

W48-226

National Highway Traffic Safety Adm.
1200 New Jersey Ave. S.E.
Washington, D.C. 20590

Att: Randy Reid

