

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

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

FOR AGENCY USE ONLY 100148



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

Date Received

17-AUG-2015

Repository ☐

Reference No.
10749054

Daytime Telephone Number

E-mail Address

Evening Telephone Number

OWNER INFORMATION (Type or Print)

Name

Address

City OMAHA

State NE

Zip Code

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

2D4RN4DCC6R

Make

DODGE

Model

CARAVAN

Model Year

2011

Date Purchased

6/7/11

Dealer's Name and Telephone Number

BAXTER DODGE 402 493 7800

Engine:

No: Cylinders

6

Fuel Type:

GAS

Original Owner

☒

Dealer's City

OMAHA

State

NE

Zip Code

68118

Transmission Type

AUTO

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

14-AUG-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 100000 POWER TRAIN

Failure Mileage

52000

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 2011 DODGE CARAVAN. WHILE STARTING THE VEHICLE, THE SHIFT LEVER BECAME STUCK IN THE PARK POSITION. THE CONTACT MENTIONED THAT THE INSTRUMENT PANEL DISPLAYED THAT THE TRANSMISSION WAS IN THE REVERSE POSITION, BUT ON THE SHIFT LEVER THE VEHICLE WAS IN THE PARK POSITION. ONCE THE CONTACT EXITED THE VEHICLE, IT STARTED TO ROLL AWAY. THE VEHICLE WAS TAKEN TO A DEALER, WHERE IT WAS DIAGNOSED THAT THE SHIFT LEVER NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 52,000.

Vehicle would NOT START with shifter in this position
lever could NOT be shifted to any other position

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.

INVOICE

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BAXTER
CHRYSLER • JEEP • DODGE
 17950 BURT STREET - OMAHA, NEBRASKA 68118
 PHONE: (402) 493-7800
 SERVICE DIRECT (402) 493-7820



Jeep

OMAHA, NE
 HOME:
 BUS:

SERVICE ADVISOR: **5011 WILLIAM ALVAREZ**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BRIGHT SIL	11	DODGE CARAVAN	2D4RN4DG0BR		52350 52350	T9250
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	PAYMENT	INV DATE
06JUL11	07DEC10		11:32 15AUG15		CASH	18AUG15
R.O. OPENED	READY	OPTIONS: SOLD-STK DLR ENG:3.6 Liter 1)CHRYSLER MAINTENANCE 2)3 MONTHS 36000 MILES				
13:50 14AUG15	11:32 18AUG15					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET TOTAL

A VEHICLE WILL NOT GO INTO PARK HAVE TO PUT THING INTO HOLE IN DASH TO GET OUT OF GEAR
 S180 REPLACE SHIFTER CABLE

3104 CPC
 68080123AF CABLE-GEARSHIFT CONTROL

TOTAL LINE A: 385.07

52350 REPLACED SHIFTER CABLE 1.8HR

B ELECTRICAL SYSTEM DIAGNOSIS. \$99.95. CHECK & INSPECT CONTROL MODULES & FUSES FOR THE REPAIR OF CONCERN.
 4 MISC OP CODE

3104 CPC

TOTAL LINE B: 0.00

52350 FOUND SHIFTER CABLE CLIP BROKEN SO SHIFTER CABLE WOULD NOT SAY IN PLACE, CABLE NEEDS REPLACED

C PERFORMED MULTI-POINT INSPECTION
 MPI PERFORMED MULTI-POINT INSPECTION

3104 CPC

TOTAL LINE C: 0.00

52350 PERFORMED INSPECTION

CREATED 2015-08-14 10:53:00AM
 TAKEN BY TAMMY NELSON

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount or repairs thereto.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

STATEMENT OF DISCLAIMER

The seller, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and, neither assumes nor authorized any other person to assume for it any liability in connection with the sale of said products.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	231.51
PARTS AMOUNT	153.56
TOWING	0.00
SUBLET AMOUNT	0.00
SHOP SUPPLIES	39.95
TOTAL CHARGES	425.02
LESS DEDUCTIBLE	0.00
SALES TAX	8.45
PLEASE PAY THIS AMOUNT	433.47