

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

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

DOT Auto Safety Hotline

FOR AGENCY USE ONLY 100148



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

Date Received
28-DEC-2015
APR 01 2018

Repository
Reference No.
10816471

OWNER INFORMATION (Type or Print)

Name [Redacted]
Address [Redacted]
City MENTONE State IN Zip Code [Redacted]

Daytime Telephone Number [Redacted]
Evening Telephone Number

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: 2D8HN54189P [Redacted]
Make: DODGE Model: GRAND CARAVAN Model Year: 2009
Date Purchased: Dealer's Name and Telephone Number: Engine: No: Cylinders: Fuel Type:
Original Owner: Dealer's City: State: Zip Code:
Transmission Type: Antilock Brakes Cruise Control Powertrain: Multiple Failure: Incident Date(s): 16-MAY-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, ~~140000 AIR BAGS~~
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

Crash: Yes No Fire: Yes No
Number of Persons Injured: Number of Deaths: 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 2009 DODGE GRAND CARAVAN. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 14V373000 (AIR BAGS, ELECTRICAL SYSTEM); HOWEVER, THE PART TO DO THE REPAIR WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS NOT MADE AWARE OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE.

*Safety recall repair was completed on 12/30/15
(see attached invoice)*

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.



MIKE
ANDERSON
ROCHESTER

1702 MAIN STREET • P.O. BOX 646
ROCHESTER, IN 46975
(888) 223-2724 OR (574) 223-2711
FAX (574) 223-2158
EMAIL: macdj@rtcol.com



VIN 2 D 8 H N 5 4 1 8 9 R				DATE	12/30/15
YEAR	MAKE	MODEL	COLOR	TIME	15:05
2009	DODGE	GRAND CARA	O	PROM.	09:27
MILES IN	MILES OUT	FIRST USE	LISC.	WRITER	12/31/15
123813	123813	/ /	IN	LOUIE\1	
H: [REDACTED] W: () -					

CALL WHEN READY

(1) NODE MODULE
R03: SAFETY RECALL R03 - WIRELESS IGNITION
PERFORM
(40- TED-) A

Warranty Claim

[REDACTED] UC T40 8
(F)CBXZR036AB (RECEIVER) 1
.....(Warranty).....

THANK YOU FOR YOUR VISIT TODAY
! PLEASE PROVIDE ANY COUPONS UPON ARRIVAL!

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W/C	INT.	DESCRIPTION	CUSTOMER
		TERMS	
		No returns on electrical or special order items. A restocking charge will be applied on all merchandise returned for credit or refund. No returns after 15 days without this invoice.	
		DISCLAIMER OF WARRANTIES	
		Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.	
		Labor	.00
		Parts	.00
		Sublet	.00
		Shop Supplie	.00
		Oil/Grease	.00
		Sub Total	.00
	.00	Tax	.00
		Total	.00

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Job 1



Customer Copy