

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

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

Repository

19-FEB-2016

APR 19 2016

Reference No.

10837141

OWNER INFORMATION (Type or Print)

Name [REDACTED]
 Address [REDACTED]
 City MISSION State KS Zip Code [REDACTED]

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: 2D8HN54199[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 Powertrain Multiple Failure: Incident Date(s) 08-OCT-2015
 Cruise Control

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 Failure Location:
 Prior Repair
 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 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 RECALL REPAIR WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS NOT AWARE OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. PARTS DISTRIBUTION DISCONNECT.

See Attached log of attempts to contact dealers

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.

Copy of action by vehicle owner

- 10-18-15 Called Overland Park Jeep 4 different times was told I was #8 on the list for parts
- 10-13-16 Called Olathe Dodge Dept. made for 1-15-16 8:30AM. Confirmed by service writer part was on hand.
- 1-15-16 Olathe Dodge went to my apt. was told at 9:38AM by service writer Dustin that they had no parts, but would order part with my name on it & would call when they came in (NO CALL)
- 1-15-16 Called FCA talked Alexis, she contacted Overland Park Jeep and State Line Dodge while Jim on hold. Said part would be in on 1-26-16 will call when to bring in my van.
- 1-27-16 (No Contact) from Overland Park Dodge.
- 1-29-16 Called man in charge (NO ANSWER)
- 1-29-16 Called recall line again asked please respond. (NO ANSWER)
- 2-1-16 Called Overland Park Jeep again, recall line. (NO RETURN CALL)
- 2-15-16 Talked to Tiffany at FCA said she would set up with Victory Dodge, KC. Mo. (NO RESPONSE FROM THEM)