



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

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 AGENCY USE ONLY 100148

Date Received
JUN - 5 2016
31-MAY-2016

Repository ☐

Reference No.
10871636

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City WASHINGTON State MO Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] 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
2D4RN4DEXAR [REDACTED] Make DODGE Model GRAND CARAVAN Model Year 2010
Date Purchased 1-2010 Dealer's Name and Telephone Number Royal Motor 636-394-3400 Engine: No: Cylinders Fuel Type:
Original Owner ☒ Dealer's City St. Louis, Mo State Mo Zip Code
Transmission Type ☐ Antilock Brakes Powertrain Multiple Failure: Incident Date(s) 10-MAR-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 2010 DODGE GRAND CARAVAN. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 14V373000 (AIR BAGS, ELECTRICAL SYSTEM). THE PART NEEDED FOR THE REPAIR WAS NOT AVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. PARTS DISTRIBUTION DISCONNECT.

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.

BARRETH CHRYSLER/RAM/JEEP
(800) 489-6500

5824 HIGHWAY 100
WASHINGTON, MO 63090

Customer Name
AR

Phone
52213

Service Advisor
YMB

Vehicle Year/Model
10 Caravan
Date
6-3-11

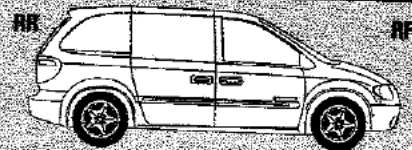
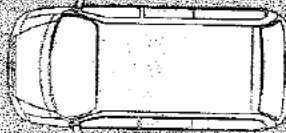
VEHICLE CHECKUP

VEHICLE CHECKUP PLUS

CHECKED AND OK

WILL NEED FUTURE ATTENTION

REQUIRES IMMEDIATE ATTENTION



VEHICLE CHECKUP

LEFT FRONT TIRE
Pressure _____ lbs
Wear Pattern _____
Tread Depth _____ /32nds

LEFT REAR TIRE
Pressure _____ lbs
Wear Pattern _____
Tread Depth 3 /32nds

RIGHT REAR TIRE
Pressure _____ lbs
Wear Pattern 3 /32nds
Tread Depth 3 /32nds

RIGHT FRONT TIRE
Pressure _____ lbs
Wear Pattern _____
Tread Depth _____ /32nds

FLUIDS

LEVEL

MOTOR OIL Empty Full

ENGINE COOLANT Empty Full

BRAKE Empty Full

POWER STEERING Empty Full

TRANSMISSION Empty Full

WIPER WASHER Empty Full

DIESEL EXHAUST FLUID Empty Full

BELTS • HOSES • FILTER • COOLING • WIPERS • LAMPS • BATTERY

BELTS
Serpentine _____
Other _____
Power Steering _____

HOSES
Radiator Hoses _____
Power Steering Hoses _____
Heater Hoses _____
Air Conditioning Hoses _____

AIR FILTER _____

CABIN AIR FILTER _____

WINDSHIELD WIPERS & BLADES _____

LAMPS
Headlamps _____
Turn Signal Lamps _____
Taillamps _____
Parking Lamps _____

BATTERY _____

VEHICLE CHECKUP PLUS (INCLUDES ITEMS LISTED ABOVE)

FRONT BRAKES
Left Front _____
Right Front _____

SHOCKS/STRUTS
Front _____
Rear _____

TRANSFER CASE N/A Empty Full

DIFFERENTIAL _____

REAR BRAKES
Left Rear _____
Right Rear _____

STEERING COMPONENTS _____

U-JOINTS N/A _____

SUSPENSION _____



PuroClean
The Paramedics of Property Damage

PuroClean Emergency Restoration Services
24/7 Emergency Service
(573) 468-8797

This is the only receipt they gave me.

AIR SYSTEM

may be necessary or recommended.

Signature: [Handwritten Signature]

Appointment Date:

registered trademarks of FCA US LLC.

www.PuroClean.com/pers-mo

Water ■ Fire ■ Mold ■ Biohazard

To whom it may concern,

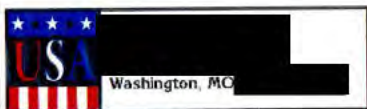
On June 3rd 2016 I received a recall card on my emission. In 2015 I received a recall card on my emission. I took the card up to Barrett Chrysler and I was told they did not have the part but will call when they get the part. They put me on the waiting list #80. In the meantime I received other recall cards, but to no avail, I was never called. It took from early 2015 to just recently that I got another card and decided to call the hotline.

After I talked to the lady at the hotline dept, I took my recall card again to Barrett Chrysler and told them

It's been a year in a half
since I got my first recall
card and has never been
called.. The gentlemen I
talked to, he said let me
see if we have the part.
They did have the emmission
part, so on June 3, 2016 I
had my emmission part put
in.

Sincerely,

[REDACTED]



SAINT LOUIS MO 630

15 JUN 2016 PM 10 L



US Department of Transportation
National Highway Traffic Safety Admin
Office of Defects Investigation
1200 New Jersey Ave SE
Washington, D.C. ~~20077-9382~~ 20590

2007739382

