

 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	
OWNER INFORMATION (Type or Print)		Date Received 11-AUG-2016		Repository ☐	
Name [REDACTED]		Daytime Telephone Number [REDACTED]		Reference No. 10895153	
Address [REDACTED]		Evening Telephone Number		E-mail Address	
City HUBBARD		State OH		Zip Code [REDACTED]	
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 1B4GH54R3PA [REDACTED]		Make DODGE		Model GRAND CARAVAN	
Model Year 1993		Engine: No: Cylinders 6		Fuel Type: Regular gas	
Date Purchased 03/20/98		Dealer's Name and Telephone Number Cole Brothers Dodge LTD		State OH	
Original Owner ☐		Dealer's City Warren, Ohio		Zip Code 44483	
Transmission Type Automatic		☒ Antilock Brakes ☒ Cruise Control		Powertrain	
Multiple Failure:		Incident Date(s) 02-AUG-2016			
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 030000 BRAKES (PWS)				Failure Mileage 140000	
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:			

There is one correction or elaboration that needs to be done. Yes, the brakes would work with the relay continuously operating, which activates the brake pump and motor assembly. The problem is that the pump/motor assembly would burn out if the van were driven for any length of time.

Since my phone call to you, I have gone through a lot of calls to Chrysler Corp. and different dealers. Several of these Chrysler dealers would not take the Van in for service. I called the Attorney General of Ohio and was assigned a case number and agent. He called the area manager for the dealer that had my part, and the area manager then called me. I finally got an appointment for Sept. 6th to bring the van in.

Whether the reason is that the brake problem was covered (recall 685) with a life time warranty, or they just did not want to work on the brake system, because of its complexity, is hard to say! However it amazes me that several major dealerships would not service their own model!!