

U.S. Department
of TransportationNational 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

24-OCT-2016

Repository ☐Reference No.
10918604**OWNER INFORMATION (Type or Print)**

Name [REDACTED]

Address [REDACTED]

City EAST FREETOWN

State ME

Zip Code [REDACTED]

Daytime Telephone Number

[REDACTED]

E-mail Address

[REDACTED]

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

2C4RDGCGXDR [REDACTED]

Make

DODGE

Model

GRAND CARAVAN

Model Year

2013

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

☐ Cruise Control

Multiple Failure:

Incident Date(s)

25-SEP-2015

FAILED COMPONENT(S)/PART(S) INFORMATIONVehicle Component Codes: 030000 BRAKES (PWS), 034520 SERVICE BRAKES, HYDRAULIC: FOUNDATION
COMPONENTS: DISC: PADS

Failure Mileage

42000

Failure Speed

35

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

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 2013 DODGE GRAND CARAVAN. WHILE DRIVING APPROXIMATELY 35 MPH AND ATTEMPTING TO APPLY THE BRAKES, ONE OF THE BRAKE PADS FRACTURED AND CAUSED THE REAR DRIVER SIDE TIRE TO LOCK UP. THE VEHICLE WAS TOWED TO THE CONTACT'S RESIDENCE. THE CONTACT REMOVED THE WHEEL IN ORDER TO RELEASE THE TIRE AND NOTICED THAT THE BRAKE PAD WAS COMPLETELY FRACTURED. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHO REPLACED THE BRAKE PADS AND ROTORS. THE FAILURE RECURRED ONE YEAR LATER. THE VEHICLE WAS TAKEN TO A LOCAL DEALER WHERE IT WAS DIAGNOSED THAT THE BRAKE PADS NEEDED TO BE REPLACED AND PROTECTED BY A CALIPER ADAPTER TO AVOID UNEVEN WEARING OF THE PADS. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND STATED THAT THERE WAS NO RECALL. THE FAILURE MILEAGE WAS APPROXIMATELY 42,000.

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.

Fogle, Brenda CTR (NHTSA)

From: Abbew, Margaret CTR (NHTSA)
Sent: Tuesday, January 10, 2017 6:44 AM
To: Fogle, Brenda CTR (NHTSA)
Subject: FW: Safety issue
Attachments: 10918604.pdf

-----Original Message-----

From: Williams, Maritza CTR (NHTSA) On Behalf Of DataQuality, DataQuality (NHTSA)
Sent: Monday, January 09, 2017 2:58 PM
To: Abbew, Margaret CTR (NHTSA)
Subject: FW: Safety issue

Questionnaire.

-----Original Message-----

From: [REDACTED]
Sent: Thursday, December 29, 2016 10:47 AM
To: DataQuality, DataQuality (NHTSA)
Subject: Safety issue

Sent from my iPhone