

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

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

DOT Auto Safety Hotline

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

Repository ☐23-JAN-2017
MAY 16 2017Reference No.
10946999**OWNER INFORMATION (Type or Print)**

Name [REDACTED]

Address [REDACTED]

City DELBARTON

State WV

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 INFORMATION17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
2C4RDGBG0GR [REDACTED]Make
DODGEModel
GRAND CARAVANModel Year
2016

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)
01-DEC-2016☐ Cruise Control**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 030000 BRAKES (PWS)

Failure Mileage
1900

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: DOTMAL9ABC036)

☐ 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

Fire

Number of Persons Injured

Number of Deaths

Reported to Police
N☐ Yes ☒ No☐ Yes ☒ No**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 2016 DODGE GRAND CARAVAN. THE CONTACT STATED THAT WHEN THE BRAKE PEDAL WAS DEPRESSED AT VARIOUS SPEEDS, IT WENT TO THE FLOORBOARD. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE TECHNICIAN INFORMED THAT THE VEHICLE WAS OPERATING AS DESIGNED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 1,900.

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

WIFE CAR IS RUNNING AND YOU HOLD YOUR FOOT ON THE BRAKE PEDDAL
THE PEDDAL GOES TO THE FLOOR. TO ME THIS IS UNSAFE. WHILE
OWNING MANY VEHICLES IN MY LIFE AND I AM [REDACTED] YEARS OLD
AND HAVE PROBLEMS LIKE THIS BEFORE AND IT WAS ALWAYS THE
MASTERSYLINDER BYPASSING. THE DEALER INFORMED ME THAT THE
(ABS) (SYSTEM WAS DESIGNED THIS WAY) I HAVE TWO FORDS
WITH (ABS) AND THEY DO NOT DO THIS WHEN YOU PUSH ON THE
BRAKE PEDDAL THEY DO NOT GO TO THE FLOOR THIS IS STILL SOMETHING
THAT I AM WORRIED ABOUT SOMEONE SHOULD LOOK INTO THIS.

THANK YOU

ATTACH ADDITIONAL SHEETS IF NECESSARY THANK YOU [REDACTED]

CHARLESTON

WV 250

27 FEB '17

PM 1 L



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS MAIL

PERMIT NO. 1888

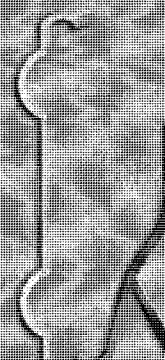
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



Vehicle Owner's Choice (VOC)
U.S. Department of Transportation
National Highway Traffic Safety Administration