

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148	
		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 21-APR-2017 MAY 30 2017	
Name		Address		Repository ☐	
City		State		Reference No.	
MURRELLS INLET		SC		10979724	
Zip Code		Evening Telephone Number		E-mail Address	
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		Make		Model	
2C4RDGCG5CR		DODGE		GRAND CARAVAN	
Model Year		Engine:		Fuel Type:	
2012		No: Cylinders			
Date Purchased		Dealer's Name and Telephone Number			
2014		Addys			
Original Owner		Dealer's City		State	
☐		Conway, S.C.		S.C.	
Zip Code		Multiple Failure:		Incident Date(s)	
				20-APR-2017	
Transmission Type		Powertrain			
☒ Antilock Brakes					
☒ Cruise Control					
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 130000 VISIBILITY/WIPER (PWS)				Failure Mileage	
				38000	
				Failure Speed	
				Ø	
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		Fire		Number of Persons Injured	
☐ Yes ☒ No		☐ Yes ☒ No		0	
				Number of Deaths	
				0	
				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 2012 DODGE GRAND CARAVAN. THE CONTACT STATED THAT BOTH THE FRONT DRIVER'S AND PASSENGER'S SIDE WINDOW GLASSES OPENED AUTOMATICALLY WITHOUT WARNING. THE WINDOWS FAILED TO CLOSE. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHERE IT WAS DIAGNOSED THAT THE WINDOW REGULATOR NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 38,000. THE VIN WAS NOT AVAILABLE.					
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)

The window failure happened three times. Two times on one side, once on the other. The second failure on one side happened after it was repaired. Basically, the window fell into the door and could not be raised.

① My issue as far as safety is "could this happen when the car was in motion"? ② What happens if a child was up against the window with the car stopped? That child was in potential danger of falling out of the car.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

Official Business
Penalty for Private Use \$300

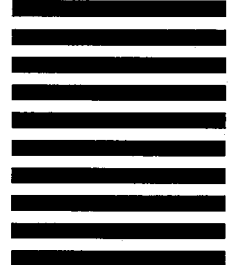
SC 290

17 MAY '17

PM 2 L



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**



BUSINESS REPLY MAIL

FIRST CLASS MAIL

PERMIT NO. 1888

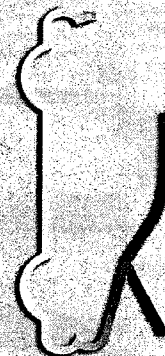
WASHINGTON, DC

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 Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



CAROLINA CAR CARE, INC

860 Inlet Square Drive

Murrells Inlet SC 29576

843-357-0862

CELEBRATING "20 YEARS" OF SERVICE

5/16/2017 3:12 PM

page 1

Repair Order #

Day Phone

Eve Phone

WIFE

MURRELLS/GARDEN SC

Vehicle : 2012 Dodge Truck Caravan (Grand) 3.6 L 220 CID V6

VIN : 2C4RDGCG5CF

Last Mileage : 40258

Odometer In : 39711

Created : 4/20/2017 11:35:47 AM

Odometer Out : 39711

Complete : 4/21/2017 10:20:49 AM

Labor/Notes

Qty	Code/Tech*	Reference	Description	Unit Price	Price
1.5	WN*	L	LABOR DESCRIPTION	\$96.00	\$144.00

Parts

Qty	Code/Tech*	Reference	Description	Condition	Unit Price	Price
1	NOE	6655432	Window Regulator - Right Front		\$91.99	\$91.99

Labor		\$144.00
Parts		\$91.99
Sublet/Misc.		\$0.00
Shop/Enviroment Fee		\$5.76
Charges		\$0.00
Sales Tax	Tax @ \$91.99 * 8.0000%	\$7.36
	Repair Total	\$249.11

Tech Certification #

WN

Recommended Service

Service / Notes

Due

Interval

CUSTOMER NOTICE !!!!!!!!!!!!!!!!!!!!!!!

40258 miles or on 5/16/2017

DID NOT ROTAT TIRES NEED NEW TIRES DRY ROT AND WEARING ON OUTSIDE

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or Inspection. An express garagekeeper's lien is hereby acknowledged on above vehicle to secure the amount or repairs thereto. All Vehicles left over 48 hrs. after repairs are completed WILL INCUR A \$5.00 PER DAY STORAGE FEE.

Customer Signature _____

CAROLINA CAR CARE, INC

860 Inlet Square Drive

Murrells Inlet SC 29576

843-357-0862

CELEBRATING "20 YEARS" OF SERVICE

5/16/2017 3:12 PM

page 1

Invoice # [REDACTED]

Day Phone [REDACTED]

Eve Phone [REDACTED]

WIFE

MURRELLS/GARDEN SC [REDACTED]

Vehicle : 2012 Dodge Truck Caravan (Grand) 3.6 L 220 CID V6

VIN : 2C4RDGCG5CR [REDACTED]

Created : 4/17/2017 12:50:49 PM

Odometer In : 0

Complete : 4/20/2017 11:30:47 AM

Odometer Out : 39711

Invoiced : 4/20/2017 11:30:47 AM

Labor/Notes

Code/Tech*	Reference	Description	Price
WN*	L	LABOR DESCRIPTION	\$144.00

Parts

Qty	Code/Tech*	Reference	Description	Condition	Unit Price	Price
1	NOE	6655431	Window Regulator - Left Front		\$62.31	\$62.31

Labor		\$144.00
Parts		\$62.31
Sublet/Misc.		\$0.00
Shop/Enviroment Fee		\$5.76
Charges		\$0.00
Sales Tax	Tax @ \$62.31 * 7.0000%	\$4.36
	VISA \$216.43	
	Paid	\$216.43

Tech	Certification #
WN	

Recommended Service

Service / Notes	Due	Interval
CUSTOMER NOTICE !!!!!!!!!!!!!!!!!!!!!!!!!!!!!	40258 miles or on 5/16/2017	
DID NOT ROTAT TIRES NEED NEW TIRES DRY ROT AND WEARING ON OUTSIDE		

Customer Signature _____

PAYMENT METHOD: () CASH () CREDIT/DEBIT CARD () CHECK () OTHER

CAROLINA CAR CARE, INC

860 Inlet Square Drive

Murrells Inlet SC 29576

843-357-0862

CELEBRATING "20 YEARS" OF SERVICE

5/16/2017 3:13 PM

page 1

Invoice # [REDACTED]

Day Phone : [REDACTED]
Eve Phone : [REDACTED] WIFE

MURRELLS/GARDEN SC [REDACTED]

Vehicle : 2012 Dodge Truck Caravan (Grand) 3.6 L 220 CID V6

VIN : 2C4RDGCG5CR [REDACTED]

Created : 12/12/2016 1:11:01 PM

Odometer In : 36324

Complete : 12/13/2016 3:25:32 PM

Odometer Out : 36324

Invoiced : 12/13/2016 4:53:16 PM

Labor/Notes

Code/Tech*	Reference	Description	Price
WN*	CCC	CUSTOMER COMMENTS/CONCERNS	\$110.40
		REPLACE PASSENGERS FRONT WINDOW REGULATOR	
WN*	LOF	COMPLETE LUBE, OIL AND FILTER SERVICE	\$18.00
		INCLUDES: CHANGE OIL AND FILTER. LUBE ANY NECESSARY FITTINGS ON STEERING LINKAGE, BALL JOINTS & DRIVE SHAFT(S). CHECK AND CORRECT ALL FLUID LEVELS TO INCLUDE BRAKE FLUID, POWER STEERING FLUID, COOLANT, AUTOMATIC TRANSMISSION FLUID. CHECK TIRE PRESSURE. INSTALL "NEXT SERVICE DUE" STICKER.	
-	OWD	OIL WASTE DISPOSAL	\$1.00

Parts

Qty	Code/Tech*	Reference	Description	Condition	Unit Price	Price
1	NOE	6655432	Window Regulator - Right Front		\$91.99	\$91.99
5	-	MOTOR OIL	MOTOR OIL		\$2.60	\$13.00
1	SFI	27526MP	Oil Filter (ProSelect) - Master Pack		\$4.29	\$4.29
-1	-	COUPON	***** DISCOUNT *****		\$25.00	(\$25.00)

Labor	\$128.40
Parts	\$84.28
Sublet/Misc.	\$0.00
Shop/Enviroment Fee	\$0.00
Charges	\$1.00
Sales Tax	\$7.65
VISA \$221.33	
Paid	\$221.33

Tech : WN
Certification #

Recommended Service

Service / Notes	Due	Interval
CUSTOMER NOTICE !!!!!!!!!!!!!!!!!!!!!!!!!!!!!	40258 miles or on 5/16/2017	
DID NOT ROTAT TIRES NEED NEW TIRES DRY ROT AND WEARING ON OUTSIDE		

Customer Signature _____

PAYMENT METHOD: () CASH () CREDIT/DEBIT CARD () CHECK () OTHER