



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

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

13-JUN-2017

JUL 11 2017

Repository ☐

Reference No.

10994940

OWNER INFORMATION (Type or Print)

Name

Address

City

BUFFALO

State

NY

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

ZC4RDGCG9DF

Make

DODGE

Model

GRAND CARAVAN

Model Year

2013

Date Purchased

10/2013

Dealer's Name and Telephone Number

Mullane Motors

Engine:

No. Cylinders

6

Fuel Type:

gas

Original Owner

Dealer's City

Lockport

State

NY

Zip Code

14094

Transmission Type

Auto

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Multiple Failure:

twice

Incident Date(s)

07-JUN-2017

10 July 17

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 162000 STRUCTURE: BODY, 162300 STRUCTURE: BODY: DOOR

Failure Mileage

70000

Failure Speed

N/A

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

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

1

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. THE CONTACT STATED THAT HER GRANDSON CLOSED THE AUTOMATIC PASSENGER SIDE SLIDING DOOR WHILE THE CONTACT WAS LEANING THROUGH THE DOOR. THE DOOR FAILED TO RETRACT AND STRUCK THE CONTACT. THE CONTACT SUSTAINED BRUISING TO THE LEFT FOREARM THAT DID NOT REQUIRE MEDICAL ATTENTION. THE VEHICLE WAS NOT TAKEN TO A DEALER OR MECHANIC. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE CONTACT SPOKE TO MULLANE MOTORS INC (6200 S TRANSIT RD, LOCKPORT, NY 14094) WHO ADVISED HER TO CALL NHTSA. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 70,000.

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.