

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)				FOR AGENCY USE ONLY 100148	
 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		Date Received 20-JUL-2017 AUG 30 2017	
OWNER INFORMATION (Type or Print)				Repository ☐	
Name [REDACTED]				Daytime Telephone Number [REDACTED]	
Address [REDACTED]				E-mail Address	
City SAINT LOUIS		State MO	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 2D4RN5D11AR [REDACTED]			Make DODGE	Model GRAND CARAVAN	Model Year 2010
Date Purchased 5/5/14	Dealer's Name and Telephone Number Don Brown 72-1400			Engine: No: Cylinders 6	Fuel Type: Gas
Original Owner ☐	Dealer's City St. Louis	State MO	Zip Code		
Transmission Type 6 Speed	☒ Antilock Brakes ☒ Cruise Control	Powertrain ☒	Multiple Failure:	Incident Date(s) 01-JUN-2017	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 250000 ELECTRONIC STABILITY CONTROL, 110000 ELECTRICAL SYSTEM, 353600 EQUIPMENT: AIR CONDITIONER				Failure Mileage 125393	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:			
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 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'S MOTHER OWNS A 2010 DODGE GRAND CARAVAN. THE CONTACT STATED THAT ON SEVERAL OCCASIONS, THE FRONT AND REAR DRIVERS SIDE, AND THE FRONT AND REAR PASSENGER SIDE WINDOWS BECAME INOPERABLE. ALL MENTIONED WINDOWS WOULD INDEPENDENTLY OPEN AND CLOSE. THE CONTACT ALSO STATED THAT ALL OF THE DOORS LOCKED AND UNLOCKED INDEPENDENTLY. THE CONTACT MENTIONED THAT THE A.C. UNIT FAILED. THE VEHICLE WAS TAKEN TO ALL STAR DODGE CHRYSLER JEEP RAM AT 11503 ST CHARLES ROCK RD, BRIDGETON, MO 63044, (314) 291-2050 WHERE IT WAS DIAGNOSED THAT THE POWER CONTROL MODULE NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 125,393.					
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)

Once the vehicle is stopped and the engine is off the vehicle sometimes - unlocked the doors and the front doors windows will roll down and some times - the back windows on the side doors would windows rolls down also. They never does all of this together every day. The side doors sometimes would open and close - by sliding open and closes. My biggest concern is I'm afraid that one day the vehicle might lock and me and my children could be locked up in that vehicle. I put the alarm on and come back to the vehicle - the doors are unlocked

ATTACH ADDITIONAL SHEETS IF NECESSARY

the window on both front doors are rolled all the way down - Any body can steal that vehicle and I can't do anything about it.

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

HD 630

22 AUG '17

PM 6 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 (VOC)
U.S. Department of Transportation
National Highway Traffic Safety Administration

