



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 16-OCT-2017 DEC 27 2017	Repository <input type="checkbox"/>
	Reference No. 11033811

OWNER INFORMATION (Type or Print)

Name		
Address		
City STEVEN	State MI	Zip Code

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 INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2C4RDGBG9FR		Make DODGE	Model GRAND CARAVAN	Model Year 2015
Date Purchased	Dealer's Name and Telephone Number Boyd Earls Lakeshore 231 893 1945		Engine: No. Cylinders 6	Fuel Type: Reg
Original Owner <input checked="" type="checkbox"/>	Dealer's City Montague mi	State mi	Zip Code 49437	
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain 3.6	Multiple Failure: 2 X's air actuator	Incident Date(s) 01-MAR-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 130000 VISIBILITY	Failure Mileage 11000	Failure Speed
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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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 2	Number of Deaths 0	Reported to Police N
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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 2015 DODGE GRAND CARAVAN. WHILE THE VEHICLE WAS STATIONARY, THE HEATER AND DEFROSTER ON THE DRIVER'S SIDE OF THE VEHICLE FAILED. LAKESHORE CHRYSLER PLYMOUTH DODGE IN MONTAGUE, MICHIGAN WAS MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. THE CONTACT SUGGESTED THAT TSB: R62 REGARDING THE ACTUATOR COULD BE A POSSIBLE CAUSE OF THE FAILURE. THE FAILURE MILEAGE WAS 11,000.

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.

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

Looked upon internet got part & repaired ourselves.

Should get reimbursed part & time of one hour.

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

2007-01-10
1425
WASHINGTON DC
20547

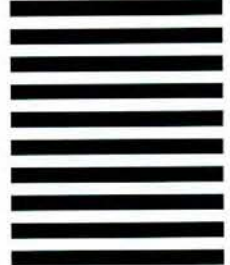


NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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



AUTO VALUE MUSKEGON
1350 WHITEHALL ROAD

NORTH MUSKEGON, MI 49445
(231)744-2426

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TIME

202 0010 0210 00000000
1350 WHITEHALL RD
NORTH MUSKEGON MI 49445
(231) 744 2426

Bank ID: 1340
Retailer ID: 000109201699
Term ID: 004

Sale

XXXXXXXXXX
VISA

Entry Method: (

Total: \$ 31.

10/17/17

16:0

Inv #
Apprvd: Online

Appr Code: 10

Batch#:

Refers to Ref No 50100001

VISA CREDIT
CID: 0000000000000000
ISL: 6800
TR: 0000000000

Freight's Tax

UNEMPLOYMENT INSURANCE

CUSTOMER

Invoice [REDACTED] Vi:
Date: 10/17/2017
MUSKEGON, MI [REDACTED]

QUANTITY	LINE	PART NUMBER	DESCRIPTION	RECYCLE	LIST EA.	YOU
1	1	2015 DODGE GRAND CARAVAN V6-3604 3.6L DOHC DOR 604-024	AIR DOOR ACTUATOR	0.00	39.99	2
		call when in				
TOTAL UNITS		0.00	0.00	0.00	39.99	0.00
		FREIGHT	LABOR	MISC.	RECYCLE TOTAL	LIST TOTAL
						NON-TAXABLE
						TAXABLE
						TOTAL TAX

RECEIVED
BY: X

31.79

PAY THIS AMOUNT

replaced actuator 10-17-17
\$31.79 auto value

Miles 44,101