



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

Repository ☐

09-MAY-2018

Reference No.

JUL 11 2018

11092639

OWNER INFORMATION (Type or Print)

Name

Address

City ST. CHARLES

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

2C4RDGCGXCP

Make

DODGE

Model

GRAND CARAVAN

Model Year

2012

Date Purchased

MAY 7-2018

Dealer's Name and Telephone Number

12750 W. GRAY RD. SHOWCASE AUTO SALES (989)-845-1091

Engine: 3.6

No: Cylinders

6

Fuel Type:

FLEX FUEL

UNLEADED

Original Owner

☐

Dealer's City

CHEASAWING

State

MI

Zip Code

481616

Transmission Type

Automatic

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Auto - OIL PAN RUST F/W/O LEAKING RUST OUT

Multiple Failure:

AIR BAG Light ON WHEN PURCHASED

Incident Date(s)

08-MAY-2018

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 060000 ENGINE (PWS)

Failure Mileage

146000

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: DOTM19A8C036)

☐ 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

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 2012 DODGE GRAND CARAVAN. AFTER RECENTLY PURCHASING THE VEHICLE, THE CONTACT PARKED IT IN THE GARAGE OVERNIGHT. UPON MOVING THE VEHICLE OUT OF THE GARAGE, THE CONTACT NOTICED THAT ENGINE OIL LEAKED OUT ONTO THE GARAGE FLOOR. UPON INSPECTING THE VEHICLE, THE CONTACT BECAME AWARE OF THREE AREAS ON THE OIL PAN THAT WERE RUSTED AND HAD HOLES, WHICH ALLOWED ENGINE OIL TO LEAK FROM THE OIL PAN. THE CONTACT WAS CONCERNED THAT THE OIL LEAK COULD CAUSE A FIRE AND INJURIES TO THE VEHICLE OCCUPANTS. AN UNKNOWN DEALER WAS CONTACTED AND INFORMED THE CONTACT THAT THERE WAS NO RECALL OR WARRANTY FOR THE OIL PAN ON THE VEHICLE. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 146,000. Called Fiat-Chrysler Manufacturer

Air Bag Light ON For Faulty Problem - manu. stated recall had been done for column problem adjusted column wires & insulated in NOV. 2017 was fail to beok oil leaked back from PAN onto exhaust pipes and under garage - fire hazard

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)

Test drove van to salesman something smelled hot SALES MAN SAID WOULD HAVE LOOKED AT & FIXED - AIR ALSO WAS NOT WORKING RIGHT AIR BAG Light on - ONLY AFTER READING FOUND TO BE WARNING OF FAILURE FAULT PROBLEM - NO WARRANTY GIVEN ON VEHICLE Oil Leak Safety Hazard FIRE FROM EXHAUST - ENGINE FAILURE NO OIL - SEVEN PASSENGER VEHICLE CHILDREN IN CAR SEATS WITH FIRE COULD YOU GET ALL OUT SAFELY IN TIME OIL PAN DROP ALL OIL OUT WITH COMPLETE FAILURE ROAD HAZARD FOR TIRE SKIDDING OFF ROAD HIT ANYTHING IN SKID ROAD DEBRIS BOUNCING UP. VEHICLE 6 YRS OLD OIL PAN RUSTED SO BAD HOLES DEVELOPED LEAKS.

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

METROPLEX

MI 480

20 JUN '08

PM 1 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



REF. # 11092639

1. FIRE HAZARD - BLOWING BACK ON EXHAUST MANIFOLD AT CROSSOVER POINT - THEN DOWN THE EXHAUST PIPE TO MUFFLERS AND BACK TO MAKE LARGE OIL FIELD FOR FIRE TO FOLLOW UNDER VAN WITH HIDEAWAY SEATS BOXING AND LARGER AREA OIL TO SPREAD ON.
2. WEAKEN PAN RUSTING OUT & LEAKING. DEBRIS ON ROADWAY BE STONES - METAL - BRANCH - ETC. COULD FLY UP & PUNCH OUT LARGE HOLE OR SECTION OF OIL PAN CAUSE FULL ENGINE FAILURE OR WET PAVEMENT OR CURVE SKIDING OR MULTI-LANE TRAFFIC WITH NO MOTOR TO GET TO SAFE PLACE, FIRE OPTION TRAFFIC ALL AROUND & NEED TO GET OUT 7 PEOPLE OR CIBERN IN SAFETY SEATS ON MULTI LANES & HIGH SPEED TRAFFIC WERE DO THEY GO TO VAN ENVELOPED IN FLAMES?
3. WHAT IS PER. UNIT PRICE TO MAKE PAN TO LAST MORE THAN SIX YEARS WITHOUT RUSTING HOLES THRU IT? HAVE 98 PLYMOUTH VAN OVER 330,000 MILES PAN NOT LEAKING BUT IS RUSTY, COULD OIL PRODUCTS NOW CAUSE PROBLEM OR WAS CHANGE IN PAN MATERIALS BE ISSUE.
4. FIAT-CHRYSLER SAID REPAIR DONE ON COIL WIRE WOULD HAVE TO SHOW WIREING IS PROBLEM SINCE RECALL TO HARNESS WAS DONE, BY SHIFTING WIRES SOME & PLACING INSULATOR WAS ALL THAT WAS NEEDED. KNOW 98 PLYMOUTH WIREING HAS TO BE JUST RIGHT FOR AIR BAGS OVER.

To work. Along with many other units Running thru Column to Steering wheel.

is RECALL meet by ONE check & adjustment that may effect other units in harness by adjusting when it has such a touchy SE system. And with issues on AIR bags & NOT OPERATING properly CAUSING INJURIES & DEATH.

Let's KEEP Roads Safe for Kids & people!

Thank you!!

Oil & Filter ON SALE \$40.25

5-9-2018

Auto Zone Parts # 2143 Store Trans. # [REDACTED]
Saginaw, MI.

Sincerely
[REDACTED]

GARBER 5-9-2018

Chrysler - Jeep - Dodge (989) 399-8550

Saginaw, MI INVOICE [REDACTED]

Oil pan & SEALER \$142.04

6-19-2018

AIR BAG ISSUE NOT DONE due to costs AT This time

REPAIRED PAN AT home & oil change & Filter
AT my own cost of time.