INFORMATION REDACTED PURSUANT TOTHE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

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 100415	
Date Received	Repository ☐
05-AUG-2019	Reference No. 11242550

OWNER INFORMATION (Type or Print)

Name [redacted]	Daytime Telephone Number [redacted]
Address [redacted]	E-mail Addre[redacted]
City WASHINGTON **State** DC **Zip Code** [redacted]	Evening Telephone Number [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 b[redacted]er's side	Make	Model	Model Year
2B4GP25G9YR[redacted]	DODGE	CARAVAN	2000
Date Purchased 9-5-2009 / Dealer's Name an[redacted] auction, MD		Engine: No: Cylinders 6 3.3 liter	Fuel Type:
Original Owner ☐ / Dealer's City	State / Zip Code		
Transmission Type OD3 / ☐ Antilock Brakes / ☒ Cruise Control NONE / Powertrain	Multiple Failure:	Incident Date(s) 03-JUN-2015	

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 150000 SEAT BELTS, 500000 CHILD SEAT	Failure Mileage	Failure Speed
2 Nd Time Belt Swoop strong left Both Crying		

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: DOTMAL9ABC036)	☐ 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	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			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).

THE CONSUMER STATED THIS IS THE 2ND TIME THE CHILD SEAT BELT BECAME JAMMED AND WAS NOT ABLE TO GET HIS NEPHEW OUT OF THE SEAT.

my Grand Daughter Same way Cut
2nd stuck can not Release button Belt
time accident Belt swoope tighten with
Happen 2Nd time my Granddaughter my Knife

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

who will pay compensation for there injury ?

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

I My Granddaughter Sitting van Belt on ... seat ... tight strong ... cut ... she crying pain

II My Nephew Sitting van Belt on ... tight ... 3 time strong ... cut ... very ... no crying

ATTACH ADDITIONAL SHEETS IF NECESSARY

who Pay Compensation for the injured

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

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

NHTSA
www.nhtsa.gov

Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

[redacted]

9:30 9-20-19
urgent letter

[redacted] what [redacted] years
[redacted] take long time why?

I am 100% Deaf cannot Hear Phone
NO TTY — NO text — NO Computer

Special attn:
U.S. Department of Transportation

National Highway Traffic Safety
Administration

2ND Time My Seat Belt
Swage 3 Time Strong Tight

Both Granddaughter / Nephew
Crying in Pain / Scare

I had to cut Seat Belt why?
I Still Have Same On Now

2000
Dodge Mini Caravan 3.3 liter V6 201.
Engine

1) 1st Time Please investigate ASAP 9 years ago ?
my Grandaught infect I was at
Conn ave NW Parkauto Insurance
Wash D.C. Summer Time
* who gonna compensation them ?
2) 2nd time crazy Pain
my nephew of sister I was
at thrift store Clinton md
Summer time

Both scare Crazing Pain
Belt So Tight I had
to cut Belt with my knife
very very Strange this whether
Happen very Strange
Thank you
Please Respond ASAP (9:30 P.M.)

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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NEF-160

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failures(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

NHTSA
www.nhtsa.gov

[redacted]

...TAL DISTRICT 20...

07 OCT 2019 PM 6

PURPLE HEART

FOREVER USA

Washington D.C.

[redacted] [redacted]

U.S. Department of Transportation
National Highway Traffic Safety administration
Office of Defect Investigation NEF-100
1200 New Jersey ave SE. Randy Reid chief
Washington D.C. 20017-9380