

 <b>DOT Auto Safety Hotline</b> U.S. Department of Transportation <b>National Highway Traffic Safety Administration</b>			FOR AGENCY USE ONLY 100148		
<b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline			Date Received 15-OCT-2019 <b>JUN 24 2021</b>		Repository <input type="checkbox"/> Reference No. 11268628
<b>OWNER INFORMATION (Type or Print)</b>					
Name			Daytime Telephone Number		E-mail Address
Address			Evening Telephone Number		
City	State	Zip Code			
ST. PETERSBURG	FL				
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).					
<b>VEHICLE INFORMATION</b>					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side			Make	Model	Model Year
2C4RDGCG8FR			DODGE	GRAND CARAVAN SXT	2015
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
	DAYTON ANDREWS 927-565-1156		No: Cylinders 6	UNLEAD	
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code		
	ST PETERSBURG,	FL	33713		
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
AUTO	<input checked="" type="checkbox"/> Cruise Control	FWD		01-OCT-2019	
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>					
Vehicle Component Codes: 220000 SEATS, 221300 SEATS: FRONT ASSEMBLY: HEAD RESTRAINT				Failure Mileage	Failure Speed
				70000	5
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>					
Tire Make	Tire Model (Name or Number)		Tire Size (Example P215/65R15)		
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment	Failure Location:			
	<input type="checkbox"/> Prior Repair				
Tire Component Code				Tire Failure Type:	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>					
Make:	Date Manufactured:	Model No./Name:			
Seat Type:	Installation System:				
Child Seat Component Code:	Failed Part:				
<b>APPLICABLE INCIDENT INFORMATION</b> (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	Number of Deaths	Reported to Police	
		0	0	N	
<b>Narrative Description of Incident(s), Crash(es), and Injury(ies).</b> 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 DRIVING APPROXIMATELY 5 MPH, THE FRONT PASSENGER SIDE HEAD REST ERRONEOUSLY ACTIVATED. UPON INSPECTION, IT WAS DETERMINED THAT THE INTERNAL BRACKET FRACTURED, CAUSING THE HEAD REST TO DEPLOY. THE PASSENGER SEAT WAS NOT OCCUPIED DURING THE FAILURE. THE CAUSE OF THE FAILURE WAS NOT DETERMINED. AN UNKNOWN DEALER WAS NOTIFIED OF THE FAILURE, BUT NO ASSISTANCE WAS OFFERED. THE MANUFACTURER WAS NOT NOTIFIED. THE FAILURE MILEAGE WAS 70,000. <i>- see other side</i>					
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)

owner contacted the dealer where vehicle was purchased, Dayton Andrews of St. Petersburg, Florida. The dealer said 'they knew nothing of the issue, the vehicle was out of warranty and it would cost \$600-800 to repair.'

Zipties are currently used to hold the head rest together and the safety feature of the air bag is disabled.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-8362  
Official Business  
Penalty for Private Use \$300

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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](http://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

