

 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 27-NOV-2019 MAR 03 2020		Repository ☐ Reference No. 11282664	
OWNER INFORMATION (Type or Print)					
Name		Address		City	
State		Zip Code		City	
Daytime Telephone Number		Evening Telephone Number		E-mail Address	
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		Make		Model	
2D4RN6DX3AR		DODGE		GRAND CARAVAN	
Date Purchased		Dealer's Name and Telephone Number		Engine:	
7/15/19		A + J MOBILITY 1(608) 579-1500		No: Cylinders	
Original Owner		Dealer's City		Fuel Type:	
☐		McFARLAND		REG. UNLEADED	
Transmission Type		Powertrain		Incident Date(s)	
☒ Antilock Brakes		Multiple Failure:		25-NOV-2019 10 TIMES IN TWO MONTHS.	
☒ Cruise Control					
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 100000 POWER TRAIN, 030000 BRAKES (PWS)				Failure Mileage	
				105000	
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	
				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 2010 DODGE GRAND CARAVAN. WHILE DRIVING AT AN UNKNOWN SPEED, THE VEHICLE SHUT DOWN, AND LOST POWER STEERING AND POWER BRAKING ABILITY. THERE WAS NO WARNING INDICATOR ILLUMINATED. THE VEHICLE WAS PULLED OVER AND RESTARTED. THE VEHICLE WAS TAKEN TO DON MILLER DODGE CHRYSLER JEEP (5802 ODANA RD, MADISON, WI 53719-1212, 608-270-5000) WHERE A DIAGNOSTIC TEST WAS RECOMMENDED. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE FAILURE RECURRED FOUR TIMES. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND STATED THAT THERE WAS NO RECALL. THE FAILURE MILEAGE WAS APPROXIMATELY 105,000.					
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.					

2010 Dodge

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

RECALL Dodge R03, FORMERLY L25, IS EXACTLY WHAT IS HAPPENING TO MY 2010 GRAND CARAVAN. ALSO RECALL L02 (WIN MODULE). THIS HAS HAPPENED AT LEAST 10 TIMES SINCE I BOUGHT THE USED VAN FROM BRAUN LAST YEAR. I'M SURE THIS VAN SHOULD BE ON RECALL. AS IT HAS THE SAME PROBLEMS AS VAN'S ON THE RECALL. HURRY, BEFORE I GET IN A ACCIDENT OR WORSE, GET KILLED!! I HAD A COMPUTER CHECK AT AUTO ZONE, & ALL WAS NORMAL. HE SAID UNLESS THE CHECK ENGINE LIGHT COMES ON, A PROBLEM WILL NOT SHOW. I BELIEVE Dodge SHOULD REPLACE SWITCH + WIN MODULE SO THIS DOES NOT HAPPEN AGAIN.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

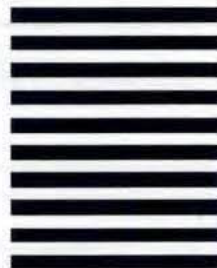
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National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
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safercar.gov

**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