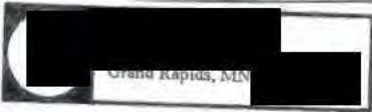


INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

U.S. Department of Transportation National Highway Traffic Safety Administration 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 09-APR-2020 JUL 16 2020		Repository ☐ Reference No. 11320656
				Daytime Telephone Number [REDACTED]		E-mail Address [REDACTED]
OWNER INFORMATION (Type or Print)						
Name [REDACTED]				Evening Telephone Number [REDACTED]		
Address [REDACTED]				[REDACTED]		
City GRAND RAPIDS		State MN	Zip Code [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 bottom of windshield on driver's side 2C4RDGEG1E[REDACTED]			Make DODGE	Model GRAND CARAVAN	Model Year 2014	
Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:	
Original Owner ☐	Dealer's City	State	Zip Code			
Transmission Type ☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:		Incident Date(s) 14-MAR-2020		
FAILED COMPONENT(S)/PART(S) INFORMATION						
Vehicle Component Code: 060000 ENGINE (PWS)				Failure Mileage 115000	Failure Speed 0	
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 2014 DODGE GRAND CARAVAN. THE CONTACT NOTICED OIL ON THE FLOOR OF THE GARAGE. THE VEHICLE WAS DRIVEN TO AN INDEPENDENT MECHANIC, WHERE IT WAS DETERMINED THAT THE OIL FILTER COOLER HOUSING FRACTURED AND NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE VEHICLE WAS NOT TAKEN TO THE DEALER FOR A DIAGNOSTIC. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 115,000.						
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 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)

ATTACH ADDITIONAL SHEETS IF NECESSARY



ST PAUL
MN 550
05 MAY '20
PM 11



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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

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

National Highway Traffic Safety
Administration

ODI-11320656

Reference #

~~Bea~~ A
Bea -

Customer Care + Chrysler

1-800-992-1997

Vin# 2C4RD6EG1ER

2014 Dodge Grand Caravan R/T 3.6 VVT V6 Auto

CUSTOMER'S ORDER NO. DEPARTMENT Miles 115,135.0 DATE 3-14-20

NAME

ADDRESS

CITY, STATE, ZIP

SOLD BY

CASH

C.O.D.

CHARGE

ON ACCT.

MOSE. RETD.

PAID OUT

QUANTITY	DESCRIPTION	PRICE	AMOUNT
1	oil filter		10.00
2	upper + lower intake gaskets		48.00
3	oil filter/cooler housing		265.00
4	6 QTS 5W20 Valvoline oil		32.00
5	1 Carb cleaner		4.00
6		Labor	316.00
7		Total	675.00
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			

RECEIVED BY