

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOO \(NHTSA\)](#)
Subject: FW: Complaint # 11419965 - Vehicle TPIM Issues
Date: Friday, July 16, 2021 11:28:03 AM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Friday, July 16, 2021 10:51 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Complaint # 11419965 - Vehicle TPIM Issues

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

I have attached the required complaint form regarding my 2011 Dodge Caravan. My vehicle is still having the same issues and has just recently stalland quit on me in the middle of a busy intersection. This vehicle has had MANY complaints for this and it needs to be addressed soon before someone is severely injured or killed.

Thank you,
[REDACTED]



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

07-JUN-2021

Repository ☐

Reference No.
11419965

OWNER INFORMATION (Type or Print)

Name
Address
City Athens State AL 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
2D4RN5DG5BF

MAKE
DODGE

Model
GRAND CARAVAN

Model Year
2011

Date Purchased

Dealer's Name and Telephone Number
Prestige Chrysler, Dodge, Jeep 303) 219-1

Engine:
No: Cy inders

Fuel Type:

Original Owner
☐

Dealer's City Longmont

STATE
CO

ZIP Code
80501

Transmission Type

☐ Antilock Brakes
☐ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)
01-OCT-2020

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 110000 ELECTRICAL SYSTEM

Failure Mileage
160000.0

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: DOTM19ABC036) ☐ Original Requirement ☐ 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), Injury(ies).)

Crash ☐ Yes ☒ No Fire ☐ Yes ☒ No Number of Persons Injured Number of Deaths Reported to Police

Narrative Description of Incident(s), Crash(es), 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 contact owns a 2011 Dodge Grand Caravan. The contact stated while driving at various speeds, the vehicle stalled without warning. The contact stated that several electrical failures had occurred on the vehicle while the vehicle was turned off. The failures included the sliding doors independently unlocking and opening without warning or input. The contact also stated that the safety alarm would sound independent while the power windows rolled down independently while the vehicle was turned off. The contact had the vehicle towed by a dealer and was informed that the Totally Integrated Power Module (TIPM) was defective and needed to be replaced. The manufacturer was not notified of the failure. The vehicle was not repaired. The failure mileage was approximately 160,000.

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.