



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

Repository ☐

20-JAN-2023
AUG 17 2023

Reference No.
11502782

OWNER INFORMATION (Type or Print)

Name

Address

City

Baldwin

State

FL

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
2C4RDGBG4DR

MAKE
DODGE

Model
GRAND CARAVAN

Model Year
2013

Date Purchased

Dealer's Name and Telephone Number

Private Owner

Engine:
No: Cylinders

Fuel Type:

flex

Original Owner

Dealer's City Jacksonville

STATE
FL

ZIP Code
32220

Transmission Type

☐ Antilock Brakes
☐ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)
01-JUL-2022

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 114400 ELECTRICAL SYSTEM:WIRING:FUSES AND CIRCUIT BREAKERS

Failure Mileage

Failure Speed

20 mph

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: DOTM1 9ABC036)

☐ 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
N

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 2013 Dodge Grand Caravan. The contact stated that while driving at an undisclosed speed, the vehicle was shuddering and then lost motive power. The vehicle was towed to the residence and then later to the dealer, where it was diagnosed with a faulty automatic shutdown relay (ASD) fuse. The dealer replaced the ASD fuse; however, the failure recurred. The dealer determined that the fuse box and the Totally Integrated Power Module (TIPM) needed to be replaced; however, the replacement parts were on backorder. The vehicle was not repaired. The manufacturer was not made aware of the failure. The failure mileage was unknown. After replacing the TIPM the van still wouldn't run. The replaced part then caused other electrical issues (PCM) to show inoperable and shattered 2 already replaced coil packs. We are still waiting for repairs.

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)

Vehicle started jerking while driving. I pressed the brake to stop vehicle and it shut off and would not restart. We had to push it through an intersection with 3 minor kids inside to get it out of the roadway.

ATTACH ADDITIONAL SHEETS IF NECESSARY

JACKSONVILLE FL 320

3 MAY 2023 PM 3 L

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



safercar.gov

**Think your vehicle
has a safety defect?**



If so:

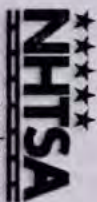
**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



www.nhtsa.gov

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