



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

Date Received: **RECEIVED**
JAN 22 AM 1:17
OFFICE DEFECTS INVESTIGATION

Reference No. **550550**

Daytime Telephone Number: [REDACTED]

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
 Street No: [REDACTED]
 City: [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
 In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner: [REDACTED] Date: **1, 13, 00**

PRODUCT INFORMATION

Vehicle Identification No. (VIN): **1B4GP54R9VB33678E** (Located at bottom of windshield on driver's side)
 Make: **DODGE** Model: **GRAND CARAVAN** Year: **97**

Purchased Date: **12-31-96** Dealer's Name: **PRESTON DODGE, JEEP, PACE, TOYOTA** Engine Size (CID/CYL): **3.3**
 New Used Dealer's City: **BUTLER** State: **PA** Zip Code: **16002** No. Cylinders: **6**
 Gas Fuel Injection

Manufacture Date (on driver's door or pillar): **12-96** Transmission Type: Manual Automatic
 Restraint System: Unwaride Air Bag Motorbell Passengerside Air Bag 2-Point Belt 3-Point Belt
 Cruise Control: Yes No
 Drivetrain: Front Rear 4-Wheel
 Vehicle Type: Car Sport Utility Truck Van Minivan Motorcycle Other
 Body Style: 2 Door 4 Door Stationwagon Pick Up Truck Other **S-OR**

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s): **#1 HEADREST LOCKS/RODS** Location: **(ALL)**
 Left Right Front Rear
#2 WINDSHIELD
 Failed Part(s): Original Replacement
 Handicap Adaptive Equip: Yes No

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand: _____ Tire Name: _____ Complete Tire Size: _____

No. of Failures: _____ Date(s) of Failure(s): _____ Mileage at Failure(s): _____ Vehicle Speed at Failure(s): _____
 Failed Part(s) Available? Yes No
 NHTSA Previously Contacted? Yes No

APPLICABLE INCIDENT INFORMATION
 (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies). Attach photos if available.)

Crash: Yes No Fire: Yes No
 Number of Persons Injured: _____ Number of Fatalities: _____ Reported to Manufacturer: Yes No **NOT SURE! MAYBE BY PHONE?**

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies):
#1 HEADREST (LOCK/ROD) COMBINATIONS HAVE A DESIGN FLAW, WHICH ALLOWS HEADRESTS TO BE COLLAPSED (LOWERED) WHILE PRESSING HEAD BACKWARDS. THE NOTCHES ARE "SYMMETRICAL" IN THE RODS ([diagram]) INSTEAD OF "ASYMMETRICAL" [diagram] !!!
#2 INADEQUATE WINDSHIELD DEFROSTING (DESIGN FLAW) IN LOWER LEFT QUADRANT [IN WIPER AREA] RESTRICTING VISIBILITY TO DRIVER. THIS IS THE LAST AREA TO EVENTUALLY CLEAR! BY THAT TIME ONE COULD BE IN A WRECK, IF ONE IS EAGER TO GET GOING!

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration 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)

* I NOTICED THAT THE HEADREST DEFECT WAS CORRECTED ON LATER YEAR PRODUCTIONS, BUT, UNFORTUNATELY, I'M STUCK WITH THE OLD DESIGN!

** I ENDED UP "PROFING-UP" THE HEADRESTS WITH SPLIT CARDBOARD TUBES FROM CENTER TOILET PAPER ROLLS !!!

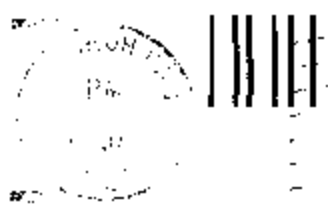
ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W. Washington, D.C. 20590

Official Business Penalty for Private Use \$300

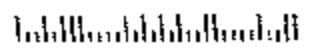


NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590



Complete and return or place in your car manual for future use



VEHICLE OWNER'S

QUESTIONNAIRE (V00)

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

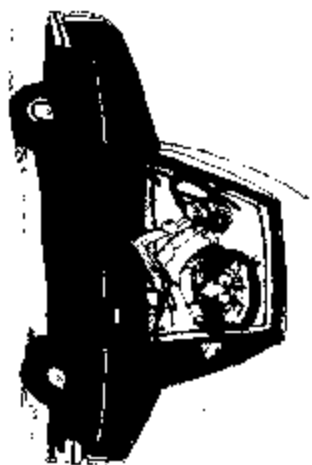
DASH 2 DOT

and dial toll free at

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