



U.S. Department of Transportation  
National Highway Traffic Safety Administration

AUTO SAFETY HOTLINE  
VEHICLE OWNER'S QUESTIONNAIRE

NATIONWIDE 1-800-424-9393  
DC METRO AREA 202-366-0123

POSTED

FOR AGENCY USE ONLY

DATE RECEIVED

01 MAR -2 11 09 95

DEFILE  
OFFICIALS INFORMATION

560040

DAY TIME TELEPHONE (AREA CODE)

OWNER INFORMATION (TYPE OR PRINT)

NAME and ADDRESS

[Redacted Name and Address]

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 Signature]

DATE 12-27-1997

VEHICLE IDENTIFICATION NO. 1B4GP44R0TB421782  
VEHICLE MAKE Dodge  
VEHICLE MODEL Grand Caravan  
MODEL YEAR 1996

CURRENT ODOMETER READING [ ] DATE PURCHASED 6-96  
DEALER'S NAME, CITY & STATE Ragland Motor Angleton, Texas  
ENGINE SIZE (CID/CC/L) [ ] TURBO DIESEL GAS FUEL INJECTOR  
NO. CYLINDERS 6

TRANSMISSION TYPE [ ] MANUAL [x] AUTOMATIC  
ANTILOCK BRAKES [x] YES [ ] NO  
RESTRAINT SYSTEM [x] DRIVERSIDE AIRBAG [ ] MOTORBELT [x] PASSENGERSIDE AIRBAG [ ] 3-POINT BELT [ ] 2-POINT BELT  
CRUISE CONTROL [x] YES [ ] NO  
DRIVETRAIN [x] FRONT [ ] REAR [ ] 4-WHEEL  
BODY STYLE STAWAG 4 DR 2 DR [ ] HATCH BK [ ] VAN [ ] PK UP TRK [ ] OTHER

FAILED COMPONENT(S)/PART(S) INFORMATION (REPORT TIRE INFORMATION ON BACK)

COMPONENT windshield wiper switch  
PART NAME(S) windshield wiper switch on steering column  
LOCATION [ ] LEFT FRONT [ ] RIGHT REAR  
FAILED PART(S) [x] ORIGINAL REPLACEMENT

NO. OF FAILURES 4  
DATE(S) OF FAILURE(S) ~3 times 1996 & 1997 also 1999 & 2001  
MILEAGE AT FAILURE(S) [ ]  
VEHICLE SPEED AT FAILURE(S) [ ]  
MANUFACTURER CONTACTED [x] YES [ ] NO  
NHTSA PREVIOUSLY CONTACTED [ ] YES [x] NO

APPLICABLE ACCIDENT INFORMATION NA

ACCIDENT [ ] YES [ ] NO  
FIRE [ ] YES [ ] NO  
NUMBER PERSONS INJURED [ ]  
NUMBER OF FATALITIES [ ]  
PROPERTY DAMAGE EST\$ [ ]  
POLICE REPORTED [ ] YES [ ] NO

NARRATIVE DESCRIPTION OF FAILURE(S), ACCIDENT(S), INJURY(IES)

[Empty space for narrative description]

CONTINUE ON BACK IF NEEDED

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.