



US Department of Transportation  
National Highway Traffic Safety Administration

**COPIED**

SAFETY HOTLINE

**VEHICLE OWNER'S QUESTIONNAIRE**

NATIONWIDE 1-800-424-9393  
DC METRO AREA 366-0120

MAR 20 2002

FOR AGENCY USE ONLY

564597

DATE RECEIVED

3/14/01

RECEIVED POSTED

**OWNER INFORMATION (TYPE OR PRINT)**

LAST NAME

FIRST NAME & MIDDLE INITIAL

SIGNATURE OF OWNER

DATE 10-30-01

**VEHICLE INFORMATION**

VEHICLE IDENTIFICATION NO.

VEHICLE MAKE & MODEL

MODEL YEAR

2B4GP44RXTR834357

Dodge Grand Caravan

1996

\* LOCATED AT BOTTOM OF WINDSHIELD ON DRIVER'S SIDE

CURRENT ODOMETER READING

DATE PURCHASED Sep 1998

DEALER'S NAME, CITY, & STATE

ENGINE SIZE

3.8

TURBO

040092

NEW  USED

Bruce Campbell  
Dodge Redford, MI

NO. CYLINDERS

6

DIESEL

GAS

FUEL INJECTED

TRANSMISSION TYPE

AUTOMATIC

CRUISE CONTROL

POWER STEERING

POWER BRAKES

AIR CONDITIONED

BODY STYLE

HATCH BK

MANUAL  
L 3  4  5 (Speed)

Yes  No

Yes  No

Yes  No

Yes  No

STAWAG  
4 DR  
2 DR

VAN  
 PK UP TRK  
 OTHER

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

COMPONENT/PART NAME(S)

Computer Board  
(controls all instrument panel gauges + readings)

LOCATION

Left  Right  
 Front  Rear

FAILED PART(S)

ORIGINAL  
 REPLACEMENT

NO. OF FAILURES

DATE(S) OF FAILURE(S)

9-19-01

MANUFACTURER CONTACTED

NHTSA PREVIOUSLY CONTACTED

MILEAGE(S) AT FAILURE(S)

38485

YES  NO

YES  NO

VEHICLE SPEED AT FAILURE(S)

N/A

**APPLICABLE ACCIDENT INFORMATION**

ACCIDENT

FIRE

NUMBER PERSONS INJURED

NUMBER OF FATALITIES

PROPERTY DAMAGE (Est.) \$

POLICE REPORT FILED

YES  NO

YES  NO

YES  NO

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

The instrument panel wouldn't work one time after car was started. Remedied problem by turning car OFF + ON. Stopped working for good on above noted date.

It cost \$500 to replace part at dealership and my concern is that not everyone will be able to pay this amount to get a part fixed that SHOULD last lifetime of vehicle! It is a safety concern if not fixed because don't know speed or if/how much fuel is in vehicle or what gear vehicle is in. (Chrysler has told

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.

