



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
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY §20

Date Received

22-JAN-2002

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

8002537

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

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Location at bottom of windshield and driver's side door)		Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1B4GH54R2NX328187		DODGE TRUCK	GRAND CARAVA	1992	
Purchase Date	Dealer's Name _____		Engine Size (CID/CC/L _____)	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection	
☐ New ☒ Used	City _____ State _____ Zip Code _____		No Cylinders _____		
Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type
☐ Manual ☐ Automatic	☒ Yes ☐ No	☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag	☐ Yes ☐ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☒ Van ☐ Minivan ☐ Other _____
		☐ Motorbelt ☐ 2-Point Bel		☐ Sport Util ☐ Truck ☐ Motorcycle	Body Style
					☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03250000	Part Name(s) BRAKES:HYDRAULIC:ANTI-SKID SYSTEM	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure	Dates of Failure(s) 01-NOV-2001	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ No
	Mileage at Failure(s) 162000		
	Vehicle Speed at Failure(s)		

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies) on the back of this form)

Crash ☐ Yes ☐ No	Fire ☐ Yes ☐ No	Number of Persons Injured C	Number of Fatalities 0	Estimated Property Damag	Reported to Police ☐ Yes ☐ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

VEHICLE IS EXPERIENCING A "HARD BRAKE PEDAL CONDITION" WHERE EXCESSIVE FORCE HAS TO BE APPLIED TO BRAKE PEDAL IN ORDER TO ACTIVATE BRAKE SYSTEM. ALSO, ABS LIGHT ON THE INSTRUMENT PANEL IS ILLUMINATED. DEALERSHIP HAS EXAMINED VEHICLE BUT COULD NOT REPRODUCE THE PROBLEM. PLEASE PROVIDE ANY ADDITIONAL INFORMATION / DOCUMENTATION.
NOTE: VEHICLE WAS SERVICED FOR RECALL CAMPAIGN 96V099000 IN 1996.*AK

COPIES OF THIS FORM ARE:

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.

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 920 Date Received <u>FEB 12 4 11 PM</u> <u>12-JAN-2002</u> Reference No. <u>8002537</u>	
OWNER INFORMATION (Type or Print) [Redacted] 734837				Work Number [Redacted] Home Number [Redacted]	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? (In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.) Signature of Owner [Redacted]				☒ YES ☐ NO Date <u>2/3/02</u>	
VEHICLE INFORMATION					
Vehicle Ident. No. (VIN) (positioned below windshield on driver's side) 1B4GH54R2NX328187		Vehicle Make DODGE TRUCK		Vehicle Model GRAND CARAVA	
Purchase Date 3-15-94		Dealer's Name <u>Dickman Dodge</u> City <u>Spokane</u> State <u>Wa.</u> Zip Code <u>99212</u>		Vehicle Year 1992 Current Odometer Reading 164440	
☐ New ☒ Used		Engine Size <u>3.3</u> No. Cylinders <u>6</u>		☐ Turbo ☐ Diesel ☒ Gas ☒ Fuel Injection	
Transmission Type ☐ Manual ☒ Automatic		Antilock Brakes ☒ Yes ☐ No		Restraint System ☐ 3-Point Belt ☒ Driver's Side Airbag ☐ Motorbelt ☐ 2-Point Belt ☐ Passenger's Side Airbag	
Cruise Control ☒ Yes ☐ No		Drive Train ☒ Front ☐ Rear ☐ 4-Wheel		Vehicle Type ☒ Car ☐ Van ☐ Minivan ☐ Other	
Body Style ☐ 2-Door ☐ 4-Door ☒ Stationwagon ☐ Pick Up ☐ Truck					
FAILED COMPONENT(S)/PART(S) INFORMATION					
Component 03250000		Part Name(s) BRAKES:HYDRAULIC:ANTI-SKID SYSTEM		Location ☐ Left ☐ Right ☐ Front ☐ Rear	
No. of Failures 1		Date(s) of Failure(s) <u>01-NOV-2001</u> Mileage at Failure(s) <u>162000</u> Vehicle Speed at Failure(s) _____		Failed Part(s) ☒ Original ☐ Replacement	
NHTSA Previously ☐ Yes ☒ No					
APPLICATION INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)					
Crash ☐ Yes ☒ No		Fire ☐ Yes ☒ No		Number of Persons Injured 0	
Number of Fatalities 0		Estimated Property Damage 0		Reported to Police ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES) VEHICLE IS EXPERIENCING A "HARD BRAKE PEDAL CONDITION" WHERE EXCESSIVE FORCE HAS TO BE APPLIED TO BRAKE PEDAL IN ORDER TO ACTIVATE BRAKE SYSTEM. ALSO, ABS LIGHT ON THE INSTRUMENT PANEL IS ILLUMINATED. DEALERSHIP HAS EXAMINED VEHICLE BUT COULD NOT REPRODUCE THE PROBLEM. PLEASE PROVIDE ANY ADDITIONAL INFORMATION / DOCUMENTATION. NOTE: VEHICLE WAS SERVICED FOR RECALL CAMPAIGN 96V099000 IN 1996.*AK					
CONTINUE ON BACK IF NEEDED					
The Privacy Act of 1974-Public Law 93-57. 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.					

Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.*

D O T

MANUFACTURER/TIRE NAME

SIZE

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

When taken to dealer in Nov. 2001 the anti lock + brake light were on and the brake pedal was hard + at the top. Extreme pressure on the brake pedal was required to slow it down + stop. When I took it to the dealer the first service man said they had a similar incident a week or two before and that it would be covered on a recall. The service man "James" who wrote up the order said they would probably have to order the part and it would be a few days. They would have to check it out. The next week I was told on the phone basically what is stated by the dealer on the invoice dated "1/27/01". On Jan 14 I was approaching an intersection when the ^{traffic} light turned red, a pedestrian stepped off the curb into the crosswalk and the brakes failed again as before. I was halfway into the crosswalk and narrowly missed the pedestrian before I could stop. The anti lock + brake light on the dash were on and stayed on with a hard brake pedal again. It was too late to go to the dealers so got up the next morning to take it to the dealer and the lights were off + brakes working O.K. The dealer service man said it was probably the pump that was on the recall but had to get the light to come on again I refused to drive the car until they fixed it. Copies of invoices enclosed. I paid for something that was ~~not~~ the problem.

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

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

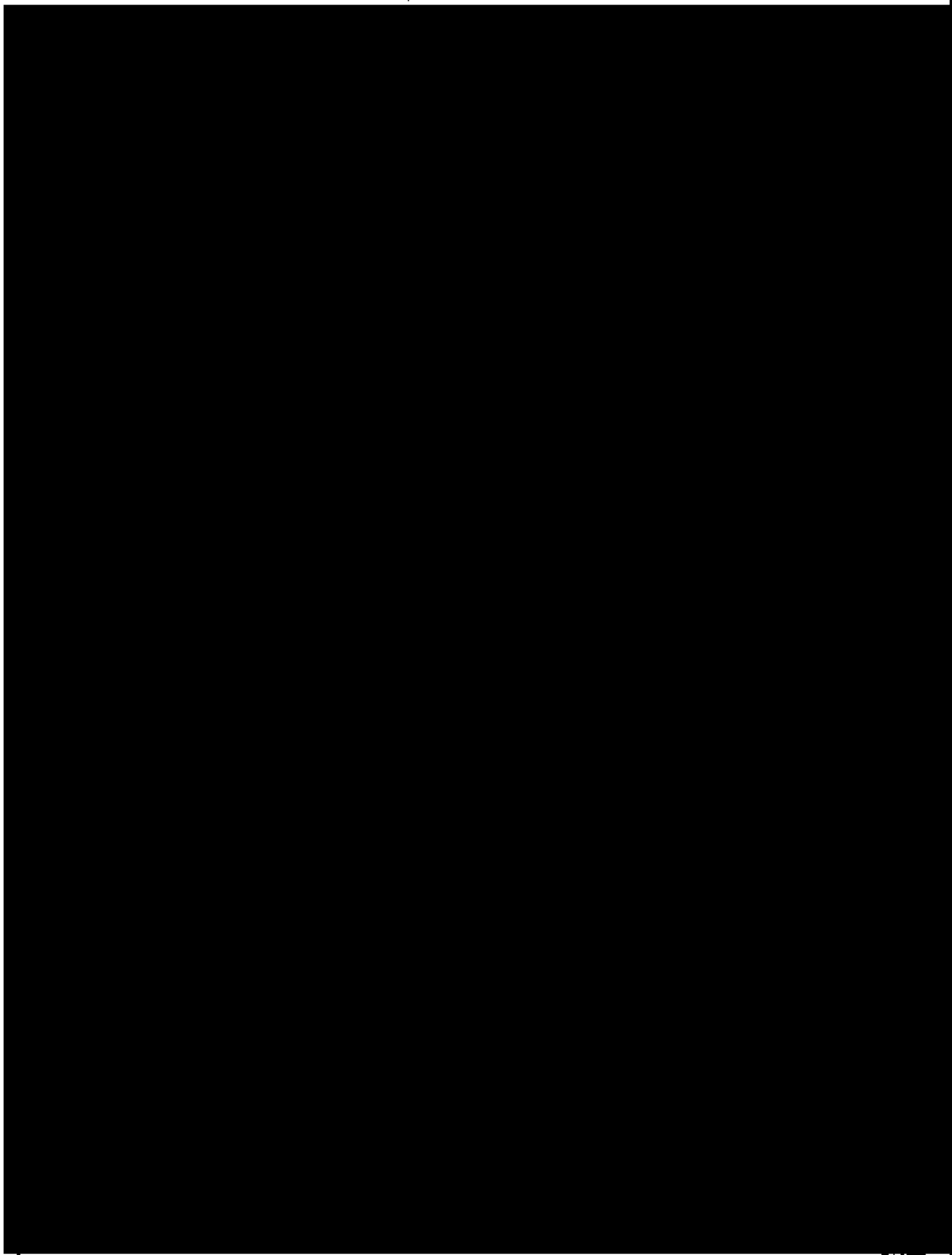
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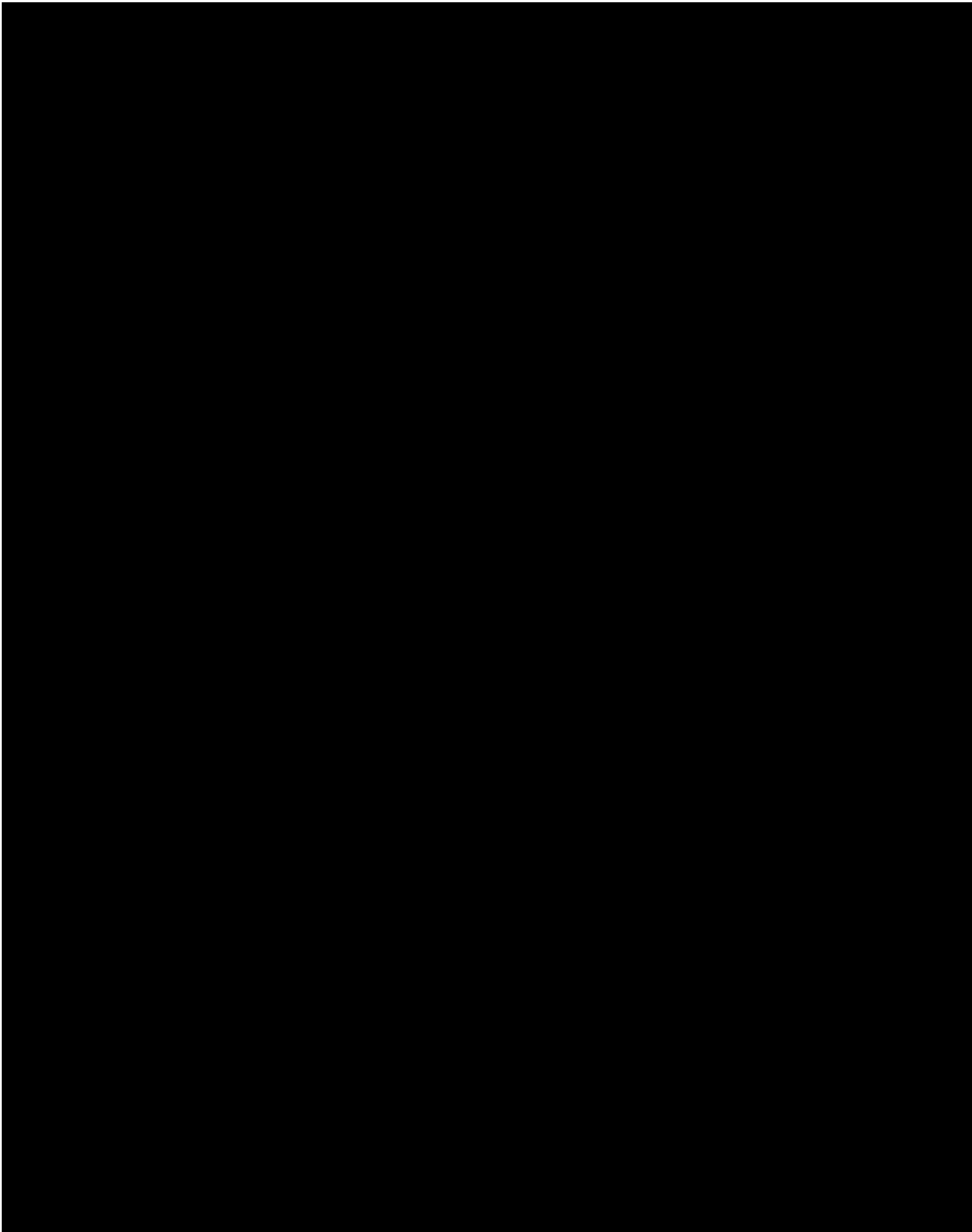
U.S. Department of Transportation
National Highway Traffic Safety Administration
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590

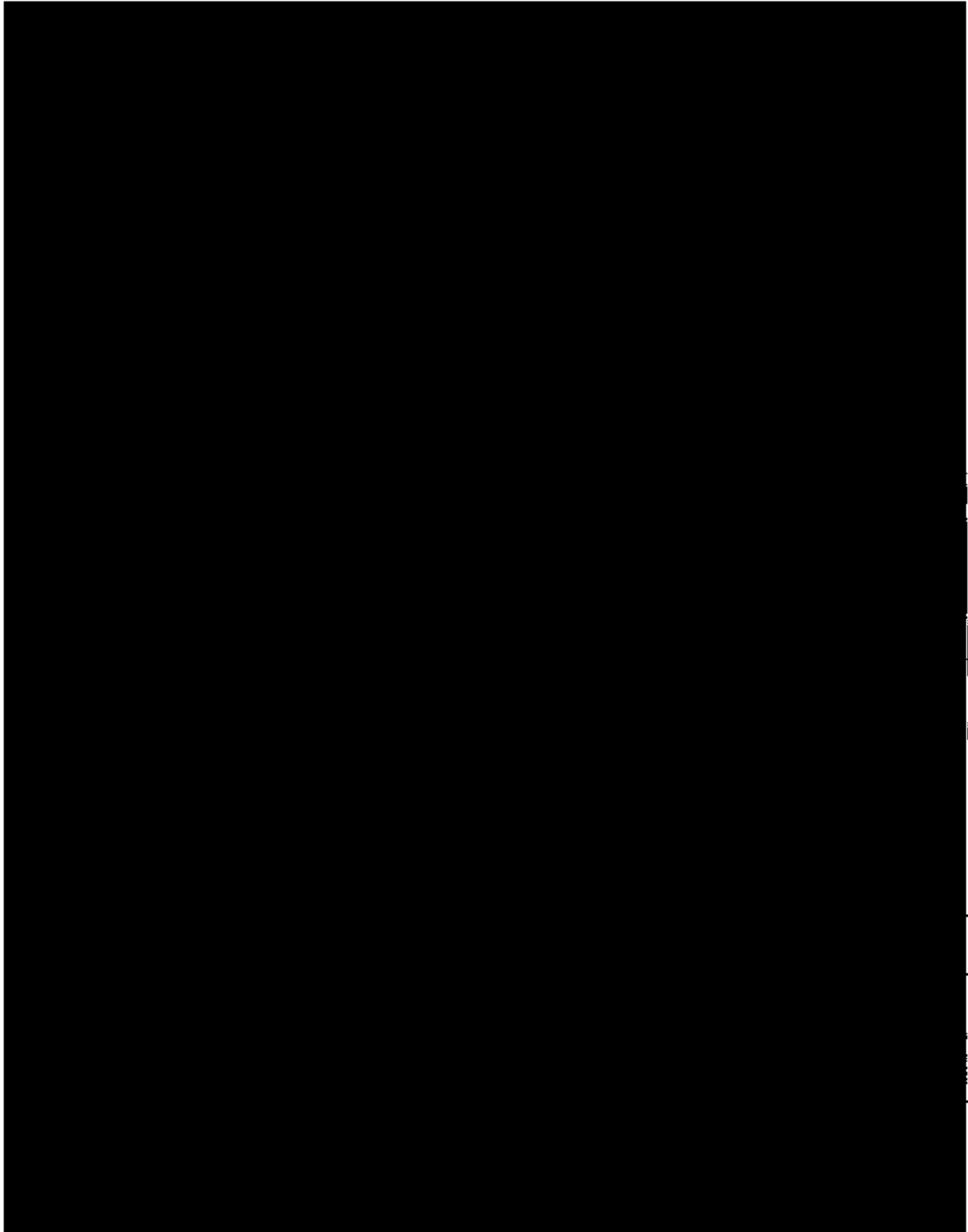
NO POSTAGE
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IN THE
UNITED STATES

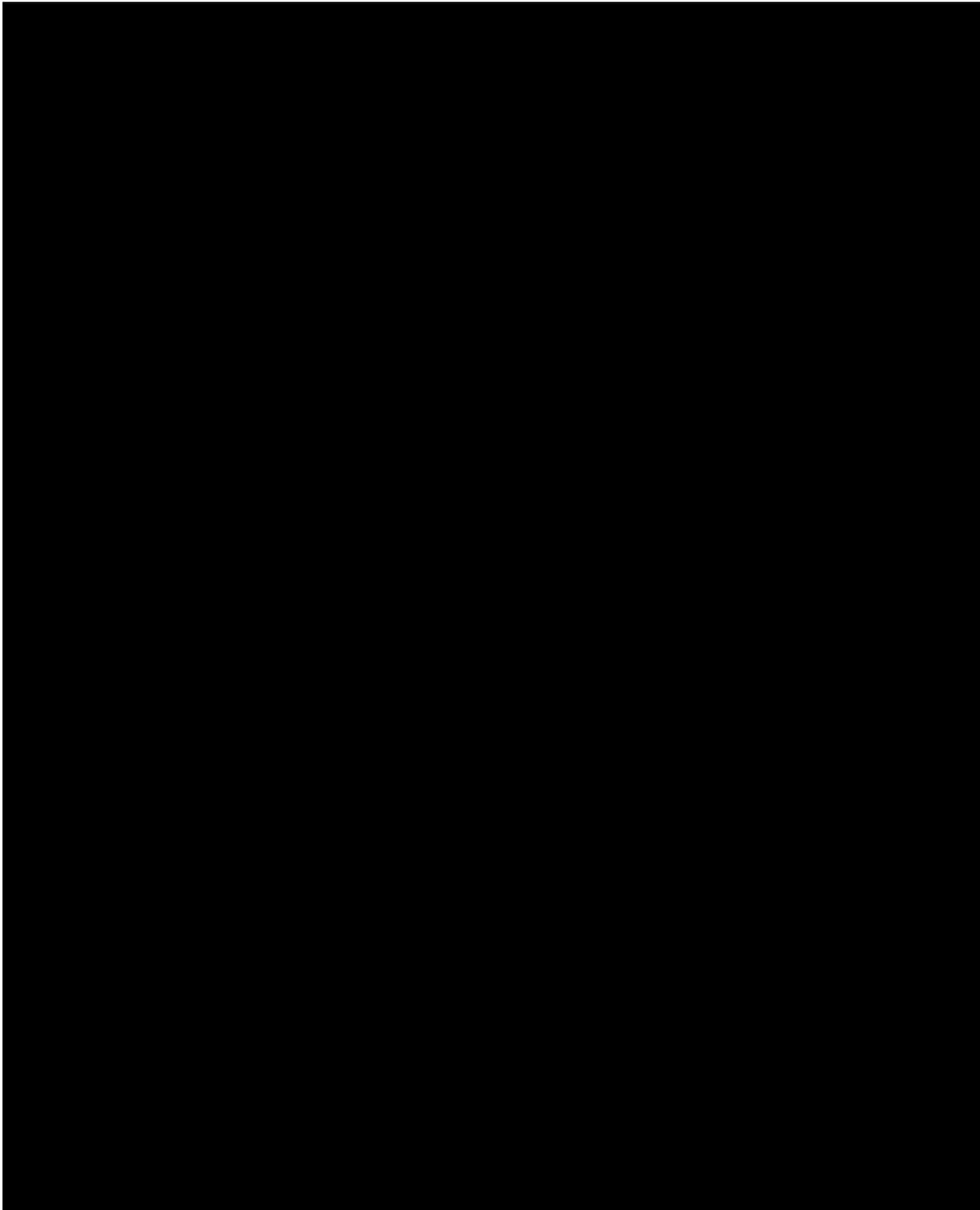
**THE FOLLOWING PAGES ARE WITHHELD TO
PROTECT UNWARRANTED INVASION OF
PERSONAL PRIVACY PURSUANT TO
EXEMPTION 6 OF THE FREEDOM OF
INFORMATION ACT, 5 U.S.C. 552(b)(6)**

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