



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 1039

Date Received

28-MAY-2002

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

8010543

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) (Locate at bottom of windshield and driver's side door)		Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1B4GP44R9TB306016		DODGE TRUCK	CARAVAN	1996	
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 ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	☐ Yes ☐ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Sport Util ☒ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____
					Body Style
					☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 10310000	Part Name(s) VISUAL SYSTEMS:WINDSHIELD WIPER	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure	Dates of Failure(s) _____ Mileage at Failure(s) _____ Vehicle Speed at Failure(s) _____	Failed Part(s) ☐ Yes ☐ No	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	Number of Fatalities	Estimated Property Damag	Reported to Police ☐ Yes ☐ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WINDSHIELD WIPERS ARE INOPERABLE DUE TO DEFECTIVE BODY CONTROL MODULE. DEALER CONTACTED. *AK

COPIES OF REPORTS ARE KEPT FOR:

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
Vehicle Owner's Questionnaire (VOQ)
DOT Auto Safety Hotline
www.nhtsa.dot.gov/hotline
1-888-DASH-2-DOT
1-888-927-4236

FOR AGENCY USE ONLY 1039

Reference No. 8010543

DATE RECEIVED 28 MAY 2002

OFFICE INVESTIGATION

Work Number

Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? YES ☒ NO ☐

In the absence of an authorized signature, please print name and address to the vehicle manufacturer.

Signature of Owner

Vehicle Identification No. (VIN) 1B4GP44R9TB306016

Vehicle Make DODGE TRUCK

Vehicle Model CARAVAN

Vehicle Year 1996

Current Odometer Reading 77,762

Purchase Date 12/95

Dealer's Name STEVENSON & SONS

City ST. LOUIS

State MO

Zip Code 63104

Engine Size (CID/CYL) 3.3

Engine Type Gas

Fuel Injection Turbo

Transmission Type Automatic

Antilock Brakes Yes ☒ No ☐

Restraint System 3-Point Belt ☒ 2-Point Belt ☐ Motorized ☐

Cruise Control No ☐ Yes ☒

Drive Type Front ☐ Rear ☐ 4-Wheel ☐

Vehicle Type Car ☒ Van ☐ Truck ☐ Motorcycle ☐ Other ☐

Body Style 2-Door ☒ 4-Door ☐ Station Wagon ☐ Pick Up ☐ Truck ☐

Failed Component(s)/Part(s) Information

Component 10310000

Part Name(s) VISUAL SYSTEMS: WINDSHIELD WIPER

Location Front ☒ Left ☐ Right ☐ Rear ☐

Failed Part(s) Original ☒ Replacement ☐

No. of Failures

Date(s) of Failure(s)

Mileage at Failure(s)

Vehicle Speed at Failure(s)

Failed Part(s) Yes ☐ No ☐

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

Number of Fatalities

Estimated Property Damage

Reported to Police Yes ☐ No ☐

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

WINDSHIELD WIPERS ARE INOPERABLE DUE TO DEFECTIVE BODY CONTROL MODULE. DEALER CONTACTED. OK

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.

CONTINUE ON BACK IF NEEDED

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

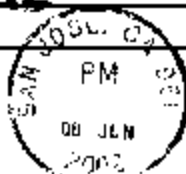
I TOOK THE VAN TO DEALERSHIP WHILE UNDER WARRANTY, WIPERS WERE INTERMITTANT AT TIME AND THEY COULD NOT DUPLICATE PROBLEM SO THEY SENT ME ON MY WAY. SINCE, THE WIPERS HAVE COMPLETELY FAILED.

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



ATTACH ADDITIONAL SHEETS IF NECESSARY

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
DOT Auto Safety Hotline, NSA-10.1
400 7th Street, SW
Washington, DC 20590

20590+0001



**VEHICLE
OWNER'S**

QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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