

U.S. Department
of TransportationNational 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 241

Date Received

02-MAY-2000

Od_or _____
rt_dt _____
od_rt _____
up_ltr _____

Reference No.

861214

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.) <small>(located at bottom of windshield or on vehicle)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1B4GP44RXMB276219	DODGE TRUCK	GRAND CARAVA	1997	

Purchase Date	Dealer's Name _____	Engine Size (CID/CCL) _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driver Side Airbag <input type="checkbox"/> Passenger Side Airbag <input type="checkbox"/> Inertial <input type="checkbox"/> 2-Point Belt	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input checked="" type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other <input type="checkbox"/> Sport Util Truck <input type="checkbox"/> Motorcycle	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Station Wagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05240000	Part Name(s) ENGINE COOLING SYSTEM:FAN	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
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No. of Failures	Date(s) of Failure(s) 01-MAR-2000 Mileage at Failure(s) 55000 Vehicle Speed at Failure(s) _____	Failed Part(s) Available? Yes No	NHTSA Previously Contacted? Yes No
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APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)


Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

ENGINE COOLING FAN FAILED TO OPERATE WHILE TRAVELING, CAUSING VEHICLE TO OVERHEAT. DEALER NOTIFIED, AND REPLACEMENTS/REPAIRS DONE AT CONSUMER'S COST.*AK

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.

DOT Auto Safety Hotline		FOR AGENCY USE ONLY 241	
 U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline	
OWNER INFORMATION (Type on Print)		RECEIVED JUL 23 10 40 AM '00 OFFICE DEFECTS INVESTIGATION	
[Redacted]		Reference No. 861214	
[Redacted]		Work Num [Redacted] Home Num [Redacted]	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of a signature, NHTSA will provide your name and address to the vehicle manufacturer.		<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Signature of Owner [Redacted]		Date <u>6/21/00</u>	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year
1B4GP44RXMB278219	DODGE TRUCK	GRAND CARAVA	1997
Purchase Date	Dealer's Name		Engine Size (CID/CC/L)
<u>12-</u>	<u>AUTONATION USA</u>		<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City	State	Zip Code
<u>HOUSTON</u>	<u>TX</u>		
Transmission Type	Antilock Brakes	Restraint System	Cruise Control
<input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag	<input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Drive Train	Vehicle Type	Body Style	
<input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	<input checked="" type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other	<input type="checkbox"/> Sport UT <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle <input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component	Part Name(s)	Location	Failed Part(s)
06240000	ENGINE COOLING SYSTEM:FAN	<input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	<input type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failures	Date(s) of Failure(s)	Failed Part(s) Available?	NHTSA Previously Contacted?
	<u>01-MAR-2000</u> <u>55000</u> <u>35-55 MPH on hwy</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> 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	Fire	Number of Persons Injured	Number of Fatalities
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<u>0</u>	<u>0</u>
Estimated Property Damage		Reported to Police	
		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
ENGINE COOLING FAN FAILED TO OPERATE WHILE TRAVELING, CAUSING VEHICLE TO OVERHEAT. DEALER NOTIFIED, AND REPLACEMENTS/REPAIRS DONE AT CONSUMER'S COST.*AK			
<p><i>I took my car to auto repair shop - they said there was a recall on this exact problem, advised me to take to Dodge - was told recall was on 96 model only - I figure if same problem is apparent</i></p>			
<small>CONTINUE ON BACK IF NEEDED</small>			
<small>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 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.</small>			

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.*

DOT

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)

on 97 model Dodge should cover cost to repair - Don't you? I paid 252.⁷⁶ for repair see attached.

☆ U.S. G.P.O.: 1992 - 623-997 / 00006

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
Auto Safety Hotline, NEF-11 HL
400 7th Street, SW
Washington, DC 20590



April 1, 2000

RE: Recall on 1996 coolant fan relay.


I am the owner of a 1997 Dodge Grand Caravan SE. Purchased from Autoration USA - Houston Texas in December 1997. VIN # 1B4GP44RXVB276219

Recently I had to have the relay-radiator fan replaced. Please see copy of paid invoice attached.

I spoke with Bernard at Dodge #1800 992-1997 (phone) and asked him if this problem was of the same nature as 1996 recall. Reply "Yes"

He gave me a file number 7016700 and advised me to write to you requesting a refund or written explanation as to why 97's although supposedly having new fan parts upon manufacture of said vehicle had the same exact problem.

Please acknowledge receipt of this letter and respond with either refund or explanation of refund denial.



April 1, 2000

RE: Recall on 1996 coolant fan relay.


I am the owner of a 1997 Dodge Grand Caravan SE. Purchased from Autoration USA - Houston Texas in December 1997. VIN # 1B4GP44RXVB276219

Recently I had to have the Relay-Radiator Fan replaced. Please see copy of paid invoice attached.

I spoke with Bernard at Dodge #1800 992-1997 (phone) and asked him if this problem was of the same nature as 1996 recall. Reply "Yes"

He gave me a file number 7016700 and advised me to write to you requesting a refund or written explanation as to why 97's although supposedly having new fan parts upon manufacture of said vehicle had the same exact problem.

Please acknowledge receipt of this letter and respond with either refund or explanation of refund denial.



INVOICE

P.O. BOX 5019 KINGWOOD, TX 77325-5019
SERVICE (281)-359-7101 FAX (281)-358-7180
WATTS 800 353-7702

SERVICE ADVISOR: 448 JANET C. STAIR

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAB. Includes details for a teal 97 Dodge Caravan with VIN 1B4GR44RXV276219.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes work performed on 3/30/00.

A C/S THAT VEH RUNS HOT-NEEDLE GOES ALL THE WAY HOT. A/C COOLS OK BUT THEN STARTS TO BLOW WARM AIR THAT IS MUSTY SMELLING
COOL TESTED & REPLACED COOLANT FAN RELAY

Summary table for Line A: 1 4707286AF RELAY-RADIATOR FAN. PARTS: 58.05, LABOR: 105.00, OTHER: 0.00, TOTAL LINE A: 163.05

B RECALL #791 CHILD SEAT BELT EXTENSIONS
CAUSE: F

23791184 RECALL #791 CHILD SEAT BELT EXTENSIONS

460 WFL 1.20

1 CCNK7918 BELT PRG-SEAT BELT

PC:

PART#: CCNK7918

COUNT:

CLAIM TYPE:

AUTH CODE:

PAID

MAR 31 2000

CHARGED

Summary table for Line B: PARTS: 0.00, LABOR: 0.00, OTHER: 0.00, TOTAL LINE B: 0.00

55865 RECALL 23791184 1.2 INSTALL CHILD SEAT BELT EXTENSIONS AND CLEAN AND LUBE BOTH CHILD SEAT LATCH PLATES PER RECALL

C ORDERED WHEEL COVER FOR VAN FROM JOHN ORANGE

TRI INSTALLED WHEEL COVER

460 CP 0.00

1 4684260 COVER

Summary table for Line C: PARTS: 73.15, LABOR: 0.00, OTHER: 0.00, TOTAL LINE C: 73.15

Handwritten notes: 'Big run in v. this inv into come letter into file 10/16/00'

Main invoice table with columns: DESCRIPTION, TOTALS. Includes rows for LABOR AMOUNT (105.00), PARTS AMOUNT (131.20), GAS OIL LUBE (0.00), SUBFT AMOUNT (0.00), MRC CHARGES (5.25), TOTAL CHARGES (241.45), LESS INSURANCE (0.00), SALES TAX (11.25), and PLEASE PAY THIS AMOUNT (252.70).

CUSTOMER COPY

Handwritten note: 'refund request' with a circle around the total amount 252.70.