



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

ODI RESUME

Investigation: PE 21-016
Date Opened: 07/09/2021
Investigator: Iulian Gugiu **Reviewer:** Bruce York-B
Approver: Stephen Ridella
Subject: Power Sliding Door(s) Inoperable

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: Chrysler (FCA US, LLC)
Products: 2016 Dodge Caravan / Town and Country
Population: 233,084 (Estimated)
Problem Description: One or both power sliding doors can become inoperable preventing them from being opened either by mechanical or electronic means.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	364	TBD	TBD
Crashes/Fires:	0	TBD	TBD
Injury Incidents:	0	TBD	TBD
Number of Injuries:	0	TBD	TBD
Fatality Incidents:	0	TBD	TBD
Number of Fatalities:	0	TBD	TBD

ACTION / SUMMARY INFORMATION

Action: Open this Preliminary Evaluation

Summary:

The National Highway Traffic Safety Administration (NHTSA) Office of Defects Investigation (ODI) has received 364 consumer complaints alleging one or both of the sliding doors on 2016 Model Year (MY) Grand Caravan or Town and Country vehicles could not be opened. The door(s) could not be opened either by using the mechanical handle or electronic remote switches or controls. Many of the complaints describe consumers having to remove passengers in the rear of the vehicle through the front doors, the second sliding door (if it was operational), the windows, or the rear hatch of the vehicle. The complainants express concern that in the event of an emergency or crash, if the sliding door (s) cannot be opened, it could trap passengers or delay their egress.

ODI also received a Technical Service Bulletin (TSB 10177524) issued by the manufacturer on August 10, 2016 that instructs technicians on replacing either one or both of the sliding door lock actuators when the consumer describes either one or both sliding door locks not functioning and/or emitting a loud buzzing noise during lock/unlock operation. After discussing the TSB with the manufacturer they described a defect that was identified in the lock actuator that could lead to the locks failing or creating the buzzing noise.

ODI is opening this investigation to evaluate the scope, frequency, and consequence of the alleged defect in the subject vehicles. The VOQs cited above can be reviewed at: <https://www.nhtsa.gov/> using the complaint identification numbers attached to this resume.

The VOQs associated with the opening of this investigation are: 11422795, 11422410, 11422209, 11422205, 11422011, 11421634, 11421234, 11421194, 11420953, 11420751, 11420719, 11418817, 11418631, 11416810, 11416398, 11416057, 11415947, 11414927, 11414776, 11414534, 11413347, 11413063, 11408078, 11408030, 11407755, 11407493, 11407473, 11405734, 11405476, 11404852, 11403113, 11402951, 11402688, 11400157, 11399590, 11397827, 11395423, 11394909, 11389451, 11389269, 11388745, 11388289, 11387411, 11387004, 11385237, 11384077, 11384030, 11383696, 11383648, 11382884, 11382814, 11378366, 11377597, 11377495, 11376116, 11373653, 11373161, 11372686, 11365958, 11365643, 11364904, 11364430, 11363983, 11363785, 11363594, 11362686, 11361653, 11361414, 11361353, 11361305, 11361273, 11361073, 11360625, 11360576, 11360564, 11360347, 11360332, 11360028, 11355209, 11355166, 11354319, 11353430, 11352605, 11352578, 11352349, 11352122, 11352081, 11351295, 11351156, 11351148, 11350720, 11350352, 11349665, 11349610, 11348850, 11348749, 11348723, 11348704, 11348693, 11348648, 11344191, 11344023, 11343689, 11342862, 11342574, 11342511, 11341770, 11341717, 11341591, 11341349, 11341313, 11341081, 11341030, 11340511, 11339912, 11339783, 11339702, 11339578, 11339527, 11339165, 11339147, 11338457, 11337610, 11337279, 11337130, 11331796, 11331516, 11330478, 11330168, 11329973, 11329807, 11329647, 11329294, 11329206, 11329037, 11328773, 11328590, 11328577, 11328552, 11328469, 11328267, 11328002, 11327531, 11327114, 11327106, 11327053, 11326697, 11326696, 11326377, 11326194, 11326188, 11324197, 11324020, 11323616, 11323614, 11323303, 11323296, 11322301, 11321973, 11321835, 11320961, 11320849, 11320343, 11319733, 11318047, 11317260, 11317236, 11316757, 11316592, 11316047, 11315839, 11311627, 11311374, 11311161, 11310707, 11310383, 11309846, 11309560, 11309510, 11309411, 11309200, 11308245, 11308082, 11307949, 11307676, 11307619, 11307476, 11307475, 11307175, 11307122, 11302341, 11301918, 11301201, 11300978, 11300234, 11299303, 11299252, 11299070, 11297211, 11297115, 11291163, 11290924, 11290105, 11289752, 11289702, 11289514, 11289042, 11287890, 11287538, 11283002, 11282258, 11281772, 11281485, 11281320, 11281268, 11280551, 11279706, 11279091, 11278806, 11277808, 11277598, 11277247, 11277037, 11271753, 11271175, 11270979, 11270652, 11270089, 11270022, 11269857, 11268761, 11268759, 11268661, 11268187, 11268071, 11267590, 11267409, 11266995, 11266715, 11266645, 11266419, 11265420, 11259082, 11259036, 11258638, 11258442, 11257232, 11256434, 11255654, 11254833, 11254790, 11254635, 11254241, 11253918, 11253373, 11253031, 11253019, 11252926, 11252772, 11252610, 11246576, 11246403, 11246236, 11246066, 11244114, 11243423, 11243420, 11243183, 11243009, 11242995, 11242986, 11242155, 11241879, 11241786, 11241781, 11240752, 11240736, 11234960, 11234166, 11233585, 11232079, 11231259, 11230909, 11229864, 11229598, 11229062, 11228369, 11222340, 11222326, 11221985, 11221776, 11221517, 11221008, 11220942, 11220681, 11220442, 11219919, 11218582, 11218566, 11218271, 11217610, 11217454, 11210597, 11210542, 11210375, 11209772, 11209637, 11209469, 11209283, 11208701, 11208572, 11208517, 11207921, 11207915, 11207616, 11205540, 11204399, 11204030, 11203825, 11203824, 11203585, 11203007, 11202941, 11202722, 11202625, 11197191, 11196592, 11195503, 11195038, 11193508, 11192503, 11192275, 11191124, 11191063, 11190271, 11189713, 11186965, 11186329, 11185073, 11183957, 11180818, 11174884, 11173041, 11172334, 11170683, 11170133, 11165114, 11161149, 11144683, 11144194, 11142092, 11139599, 11139026, 11133361, 11129817, 11123034, 11122665, 11113679, 11103607, 11101876, 11092237, 11088950, 11030385, 10908848