

**UNITED STATES DISTRICT COURT
FOR THE EASTERN DISTRICT OF MICHIGAN**

LISA WHITE,)
on behalf of herself and all others) Case No.:
similarly situated,)
)
)
Plaintiff,)
)
)
v.)
) **DEMAND FOR JURY TRIAL**
FCA US LLC,)
)
)
Defendant.)
_____)

CLASS ACTION COMPLAINT

Plaintiff Lisa White brings this action against Defendant FCA US, LLC (“FCA”), by and through their attorneys, individually and on behalf of all others similarly situated, and allege as follows:

I INTRODUCTION

1. This is a class action lawsuit brought by Plaintiff on behalf of herself and a class of current and former owners and lessees of certain Chrysler and Dodge-brand vehicles (the “Class Vehicles”)¹ sold with defective door-latching systems. This action arises from Defendant’s failure, despite its longstanding knowledge of a material design and manufacturing defect, to disclose to Plaintiff and other consumers that the Class Vehicles have latch systems that fail on the doors, causing the door to either refuse to lock or to prevent the door from opening after it is locked (the “Door Latch Defect”).

2. This defect—which appears to arise from defective actuators preventing the locks from functioning—causes the Class Vehicles’ door sensors to fail. Once these sensors cease operating properly, the Class Vehicles’ door latching mechanism(s) and door locking system(s) fail to function as intended and expected.

¹ The Class Vehicles include all model year 2013-2020 model year Dodge Grand Caravan and model year 2013-2016 Chrysler Town & Country vehicles. Plaintiff reserves the right to amend or add to the vehicle models and model years included in the definition of Class Vehicles.

As a result, the door latch assemblies must be replaced, resulting in costly repairs to consumers that also fail to remedy the root cause of the Door Latch Defect.

3. All of the Class Vehicles were manufactured with same sliding door latches—Part Numbers 68030378 (right door) and 68030379 (left door)—and sliding door actuators—Part Numbers 5020678 (right door) and 5020679 (left door).

4. Significantly, when the Door Latch Defect occurs it poses a safety risk to the operator and passengers of the vehicle because the door latching system fails to operate correctly. In some instances, single or multiple doors on the Class Vehicles may not lock at any time, whether the vehicle is turned on or off, despite the necessary commands being made by the operator. In other circumstances, the door may be locked and not open, requiring passengers to evacuate by means of other doors, or even windows. This jeopardizes the safety of the Class Vehicles' occupants by making them more vulnerable to potential crime, including theft, unintentional door openings during operation, not being able to quickly egress from the vehicle in the event of an accident, and other risks that could have otherwise been avoided. The Door Latch Defect poses a particular risk to young children because it can result in a vehicle's doors opening while it is in motion. Furthermore, if this condition continues when the vehicle is turned off, it can drain the vehicle's battery and leave the vehicle's operator and passengers stranded.

5. Not only did FCA actively conceal the fact that particular components within the door latch system do not function properly, FCA also failed to advise Class members that the components within the door latch system—particularly the sliding door lock actuator at the source of the problem—are defective (and require costly repairs to fix), and that the existence of the Door Latch Defect diminishes the intrinsic and resale value of the Class Vehicles, leading to the safety concerns described herein.

6. FCA has long been aware of the Door Latch Defect. Yet notwithstanding its longstanding knowledge, FCA routinely has refused to repair the Class Vehicles without charge after the defect manifests.

7. Many other owners and lessees of Class Vehicles have communicated with FCA and its agents to request that they remedy and/or address the Door Latch Defect and/or resultant damage at no expense. Defendant has failed and/or refused to do so.

8. FCA has taken no action to correct the root cause of the Door Latch Defect, whether its effects manifest either in or outside of the relevant warranty period. Because the Door Latch Defect typically manifests within and shortly outside of the warranty period for the Class Vehicles—and given Defendant’s knowledge of this concealed, safety-related design defect—FCA’s attempt to limit the applicable warranties with respect to the Door Latch Defect is unconscionable.

9. Despite notice and knowledge of the Door Latch Defect from the numerous consumer complaints it has received, information received from dealers, pre-sale durability testing, National Highway Traffic Safety Administration (“NHTSA”) complaints, and its own internal records, including similar door latch part failures in prior model year vehicles, FCU has not recalled the Class Vehicles to repair the Door Latch Defect, offered its customers a suitable repair or replacement free of charge, or offered to reimburse consumers who have incurred out-of-pocket expenses to repair the Door Latch Defect.

10. As a result of FCA’s unfair, deceptive, and/or fraudulent business practices, owners and/or lessees of Class Vehicles, including Plaintiff, have suffered an ascertainable loss of money and/or property and/or loss in value. The unfair and deceptive trade practices FCA committed were conducted in a manner giving rise to substantial aggravating circumstances.

11. Had Plaintiff and other Class members known about the Door Latch Defect at the time of purchase or lease, they would not have purchased or leased the Class Vehicle or would have paid substantially less for them.

12. As a result of the Door Latch Defect and the monetary costs associated with attempting to repair it, Plaintiff and other Class members have suffered injury in fact, incurred damages, and have otherwise been harmed by FCA’s conduct.

13. Accordingly, Plaintiff brings this action to redress FCA's violations of the Magnusson-Moss Warranty Act and Maine's consumer fraud statutes.

II JURISDICTION AND VENUE

14. This Court has diversity jurisdiction over this action pursuant to 28 U.S.C. § 1332(a) and (d) because the amount in controversy for the Class exceeds \$5,000,000 and Plaintiff is a citizen of a different state than FCA.

15. This Court has personal jurisdiction over Plaintiff because she submits to the Court's personal jurisdiction. This Court has personal jurisdiction over FCA because FCA conducted and continues to conduct substantial business in this District; its corporate headquarters is located in this District; and because it has committed the acts and omissions complained of herein in this District, including the marketing, selling, and leasing of Class Vehicles in this District.

16. Venue as to FCA is proper in this judicial district under 28 U.S.C § 1391 because Defendant sells a substantial number of automobiles in this District, has dealerships in this District, maintains its corporate headquarters within this District, and many of FCA's acts complained of herein occurred within this District, including the marketing and leasing of the Class Vehicles to Plaintiff and members of the putative Class in this District.

III PARTIES

A. **Plaintiff White**

17. White is a citizen of Maine, residing in Wells, Maine.

18. On or around September 15, 2018, Plaintiff purchased a new model year 2018 Dodge Grand Caravan from Marc Motors Chrysler Dodge Jeep Ram, an authorized FCA dealer and repair center located in Sanford, Maine.

19. White purchased (and still owns) this vehicle, which is used for personal, family, and/or household uses. Her vehicle bears Vehicle Identification Number: 2C4RDGBG7JR216823.

20. On or before March 12, 2021, White recognized that the rear passenger side door on her vehicle had stopped locking. She presented the vehicle to Marc Motors Chrysler Dodge Jeep Ram on March 12, 2021, with the vehicle having 53,429 miles on its odometer. The technician verified the problem but charged White \$630.80 for the parts and labor necessary to repair the vehicle.

21. White has suffered an ascertainable loss as a result of FCA's omissions associated with the Door Latch Defect, including, but not limited to, her out-of-pocket loss associated with having to repair the Door Latch Defect and future attempted repairs and diminished value of her vehicle.

22. Neither FCA, nor any of its agents, dealers or other representatives informed White of the existence of the Door Latch Defect prior to either her purchase of the vehicle, or when she took the vehicle in for repair.

B. Defendant FCA

23. Defendant FCA is a Michigan limited liability company, with its principal office located in Auburn Hills, Michigan. FCA designs, tests, manufactures, distributes, warrants, sells, and leases various vehicles under several prominent brand names, including Chrysler, Jeep, and Dodge in this District and throughout the United States. FCA manufactured the Class Vehicles at issue in this case.

IV FACTUAL ALLEGATIONS

A. The Door Latch Defect

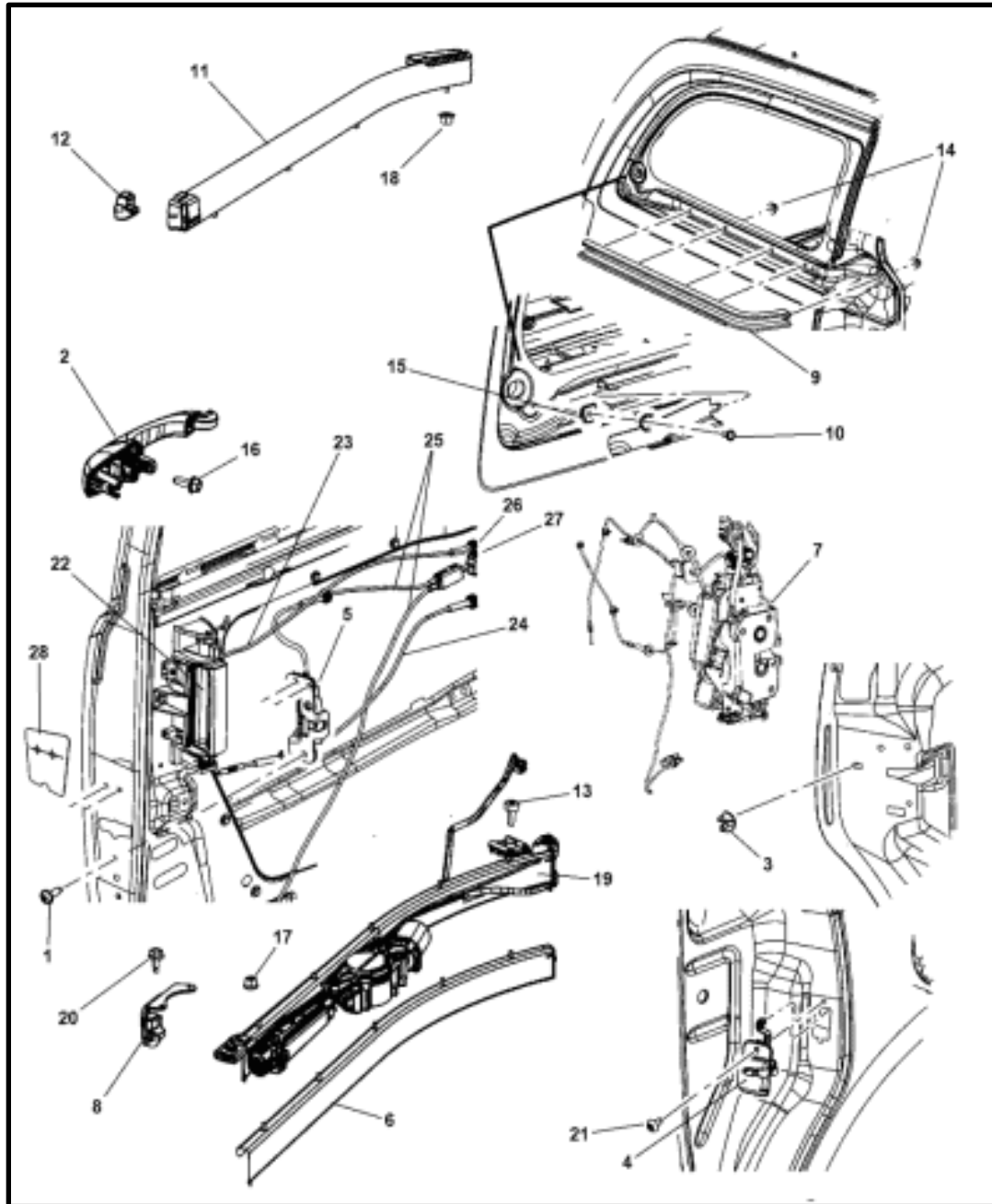
24. The Dodge Caravan (and long-wheelbase Dodge Grand Caravan) was a minivan manufactured by FCA and sold across the United States. The Dodge Grand Caravan was first made available in as a 1984 model-year vehicle. As of 2020, FCA had discontinued the Dodge Grand Caravan model and replaced it with a similar model, the Chrysler Voyager.

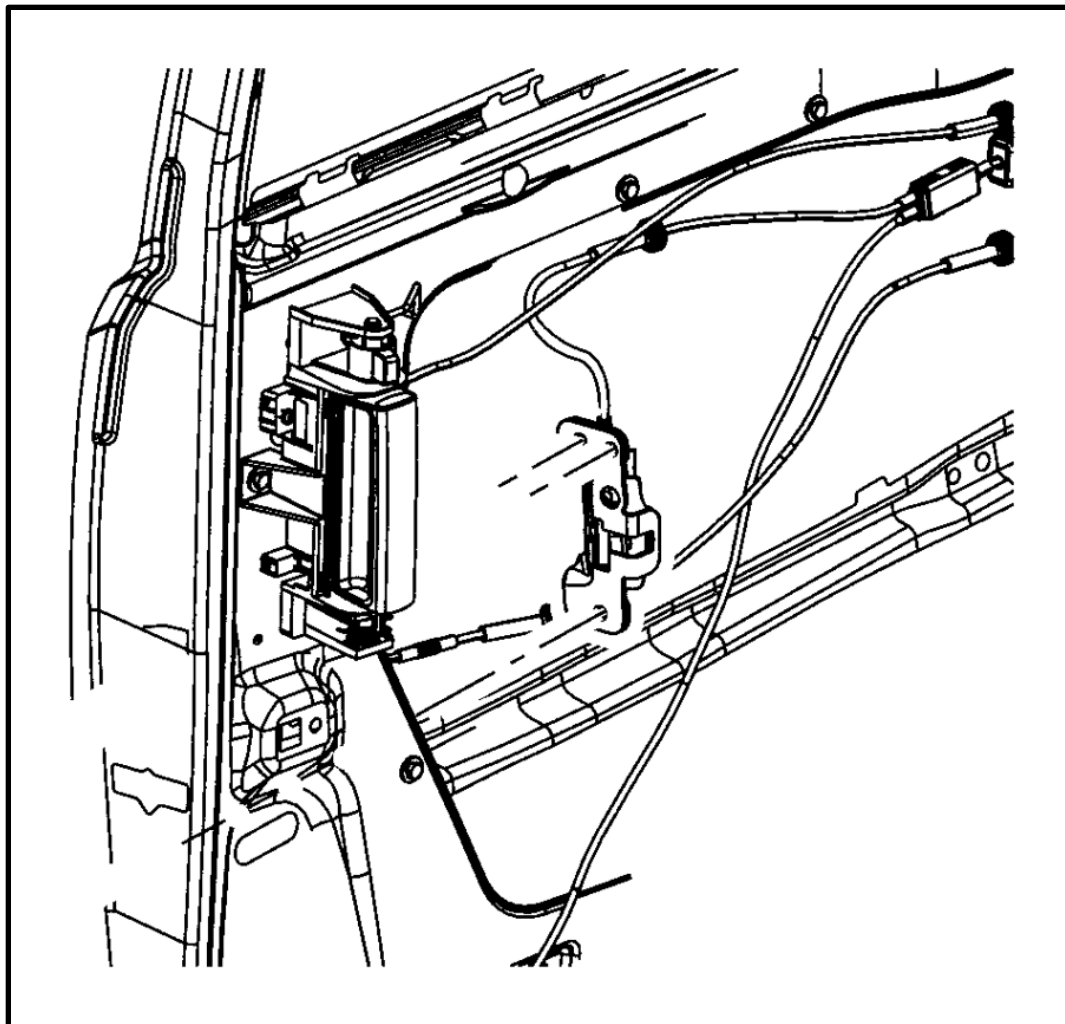
25. From 2013-2020, the Dodge Grand Caravan used the same design, manufacturing, and parts, including those parts involved in the Door Latch Defect.

26. The Chrysler Town & Country was also a minivan manufactured and marketed beginning in 1990. From 2013-2016, the Chrysler Town & Country used the same design, manufacturing, and parts, including those parts involved in the Door Latch Defect.

27. Power door latches (also known as electronic door locks or central locking) allow the driver or front passenger to simultaneously lock or unlock all of the passenger doors of an automobile or truck, through use of an interior lock/unlock button or switch, an exterior manual locking mechanism, and/or a wireless key fob. Additionally, many modern vehicles are pre-programmed to utilize the electronic door latching system to engage safety features such as locking the doors when a vehicle reaches a certain speed and unlocking the doors if the vehicle is turned off or determined to have been in an accident.

28. The components of the power door latching system in the Class Vehicles include, inter alia, a door latch assembly, electronic switches, a central communication brain, metal rods, and cables. In the Class Vehicles, the door latch assemblies will mechanically lock and unlock the door latches, thereby allowing the doors to be open or closed, based upon the electrical signals that are sent to it. The pictures below illustrate the interior door components comprising the door latching system in the Class Vehicles. Specifically, figure number “22” identifies the parts at issue.





29. A door actuator is an electric motor that controls the locking and unlocking of vehicle doors. When a button is pressed on the key fob (or in the vehicle), a signal to lock or unlock the door is sent to the Body Control Module (BCM) which, in turn, communicates with the sliding door actuator. In some of the Class Vehicles, the lock actuator is mounted between the lock cylinder and the lock and latch assembly. The actuator is essentially attached to the lock linkage (a cable or rod) inside the door and responds to the signal from the BCM to move the linkage back and forth, to lock and unlock. Many new Dodge vehicles have the actuator built

into the door latch assembly. The picture below illustrates the inside of a generic door actuator.



30. In the Class Vehicles, the sliding door fails to lock or unlock with the electronic controls, and often will not open—even manually. Failure to lock or unlock the sliding door with electronic controls or even manually is an indicator that the actuator is not functioning properly. Normally, a slight clunking sound or whirring sound can be heard when the locks are activated. If the sound of the actuator becomes weak or excessively noisy, it is a sign that the actuator may be failing. In

some cases, the lock may move partially, but not all the way. The picture below illustrates an actuator contained in the Class Vehicles.

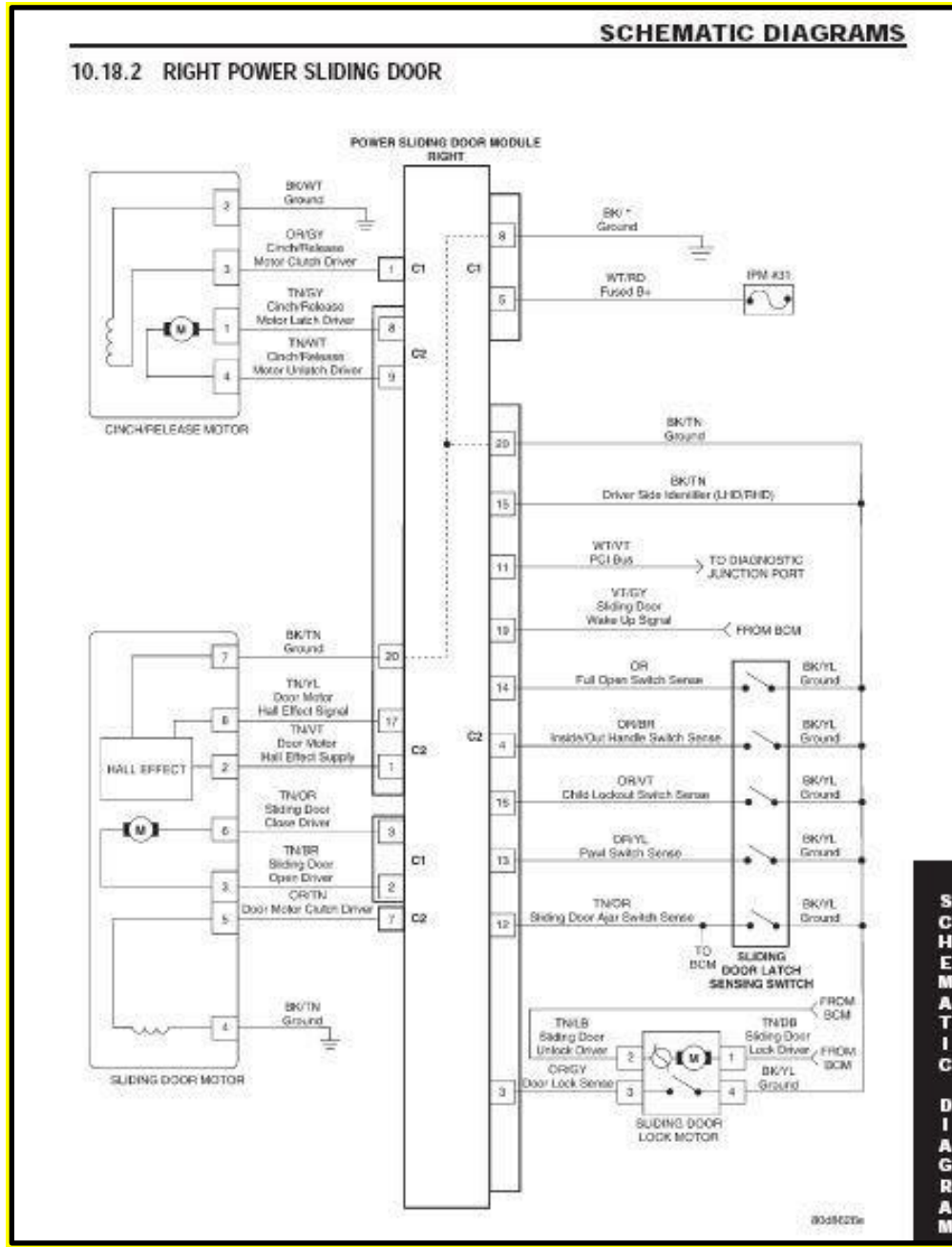


31. Furthermore, a failing lock actuator can be a symptom of a larger issue with the central locking system, including problems with the BCM or multiple actuators. A fault with the sliding door actuator can cause problems with all the actuators and present a safety hazard, as with the Class Vehicles.

32. In the Class Vehicles, the opening and closing of the electrical circuit by the door sensor sends electrical signals to other components of the vehicle, including the Body Control Module (“BCM”), to communicate that the passenger doors on the vehicle are either opened or closed. If a door sensor communicates that one of the passenger doors is not adequately closed then the vehicle’s interior dome light will continuously illuminate, the door chime will sound, the alarm system will not function properly, and the “door ajar” indicator light, located in the instrument cluster, will illuminate. Additionally, the vehicle doors will not lock, neither while the vehicle is parked nor while being driven. Furthermore, if this condition continues when the vehicle is turned off, it can completely drain the vehicle’s battery and leave the vehicle operator and passengers stranded.

33. The picture below illustrates that the door latch assembly (including door sensor) communicates only with the BCM. The BCM is a major module that handles multiple tasks including, *inter alia*, lighting, climate control, keyless entry, anti-theft duties, and managing communications between other modules. The BCM then uses this erroneous message from the door sensor (when a faulty door ajar situation is created) and causes other inappropriate and unsafe functions to be carried out within the vehicle while in motion, i.e. the interior dome light will continuously illuminate, the door chime will continuously sound, and the “door ajar” indicator light, located in the instrument cluster, will illuminate.

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34. Power door latch systems are designed to function for periods (and mileages) substantially in excess of those specified in Defendant's warranties, and given past experience, consumers legitimately expect to enjoy the use of an automobile without worry that the door latch systems will fail for significantly longer than the limited times and mileages identified in Defendant's warranties.

35. Automobiles must incorporate designs that are able to withstand foreseeable usage conditions such as opening and closing doors, as well as, locking and unlocking the doors electronically. A vehicle can suffer extensive damage and costly repairs from customary environmental and usage conditions when the vehicle contains a defect.

36. The Class Vehicles were manufactured with insufficient and defective door latch systems, which defects arise from defective lock actuators. These defects render the Class Vehicles prone to door failure. Once the door locks cease operating properly, the door latch assemblies and door latching system fail to function as intended and expected and can result in further problems with the BCM. As a result, the door latch assemblies, including the actuators, must be replaced. As explained above, the Door Latch Defect poses serious safety and security issues for operators and occupants of the Class Vehicles.

37. In many instances, consumers have incurred and will continue to incur expenses for the continued repair and/or replacement of the defective door latch

assemblies despite such defect having been contained in the Class Vehicles when manufactured by Defendant.

38. Upon information and belief, FCA, through (1) its own records of customers' complaints, (2) dealership repair records, (3) records from and to the National Highway Traffic Safety Administration (NHTSA), (4) warranty and post-warranty claims, (5) door latch and door sensor failure in prior model years, (6) pre-sale durability testing, and (7) other various sources, was aware of the Door Latch Defect but failed to notify customers about it, or provide any adequate remedy for it.

39. FCA failed to adequately research, design, test, and/or manufacture the electronic door latch system before warranting, advertising, promoting, marketing, and selling the Class Vehicles as suitable and safe for use in an intended and/or reasonably foreseeable manner.

40. Buyers, lessees, and other owners of the affected vehicles were without access to the information concealed by FCA as described herein, and therefore reasonably relied on FCA's representations and warranties regarding the quality, durability, and other material characteristics of their vehicles. Had these buyers and lessees known of the defect and the potential danger, they would have taken steps to avoid that danger and/or would have paid less for their vehicles than the amounts they actually paid or would not have purchased the vehicles. FCA is aware that many

Class Vehicle owners experienced door sensor failure and door latch assembly replacement. Regardless, it has refused to correct the defect. Instead, FCA seeks to burden Class members with its failure while also reaping the benefit of profits from costly repairs paid for by Class members.

41. FCA is, and has been, aware that the Door Latch Defect in the Class Vehicles exists. The rear sliding doors on each Class Vehicle each contain the same door latch design and door sensor switch.

42. According to FCA, the Door Latch Defect manifests when either “one or both of the sliding door locks do not function and/or emit a loud buzzing noise during lock/unlock operation.” But FCA will only provide repairs for Class Vehicles that fall under the general warranty period. FCA charges Class members for attempted repairs and parts to correct the Door Latch Defect.

43. FCA has long-standing and material knowledge of the Door Latch Defect. FCA routinely monitors the internet for complaints similar in substance to those quoted below. Its customer relations department routinely monitors the internet for customer complaints, and it retains the services of third parties to do the same. Further, FCA’s customer relations division regularly receives and responds to customer calls concerning, *inter alia*, product defects. Through these sources, FCA knew about the Door Latch Defect. The NHTSA complaints also indicate

FCA's knowledge of the defect and the danger it poses to passengers and the general public.

44. Moreover, FCA should have known about the Door Latch Defect because its customer relations department, which interacts with FCA-authorized service technicians in order to identify potentially widespread vehicle problems and assist in diagnosing vehicle issues, has received numerous reports that the Door Latch Defect causes a sudden loss of braking power. FCA's customer relations department also collects and analyzes field data including, but not limited to, repair requests made at dealerships and service centers, technical reports prepared by engineers that have reviewed vehicles for which warranty coverage is requested, parts sales reports, and warranty claims data.

45. FCA's warranty department similarly reviews and analyzes warranty data submitted by its dealerships and authorized technicians in order to identify defect trends in its vehicles. FCA dictates that when a repair is made under warranty (or warranty coverage is requested), service centers must provide FCA with detailed documentation. FCA also requires service centers to save the broken parts in case FCA audits the dealership, or otherwise acts to verify the warranty repair. For their part, service centers are meticulous about providing this detailed information about in-warranty repairs because FCA withholds payment for the repair if the complaint, cause, and correction are not sufficiently described.

46. FCA's knowledge can also be inferred because several NHTSA complaints reference that FCA was notified of consumers' concerns regarding the Class Vehicles' transmissions.

47. FCA's acts and omissions have unnecessarily put the safety of Class Members and the public in jeopardy. The Door Latch Defect causes a safety event that can directly injure passengers, or create fear and surprise.

48. Further, because of FCA's unfair, deceptive, and/or fraudulent business practices, owners, and/or lessees of the Class Vehicles, including Plaintiff, have suffered an ascertainable loss of money and/or property and/or loss in value. FCA undertook these unfair and deceptive trade practices in a manner giving rise to substantial aggravating circumstances.

49. Had FCA known of the Door Latch Defect at the time of purchase or lease, she would not have bought or leased the Vehicle, or she would have paid substantially less for the Vehicle.

50. As a result of the Door Latch Defect and the monetary costs associated with attempting to repair it, FCA and the other Class members have suffered injury in fact, incurred damages, and have otherwise been harmed by FCA's conduct. Accordingly, Plaintiff brings this action to redress FCA's violations of various consumer protection statutes, and also seek recovery for FCA's breach of express

warranty, breach of implied warranty, breach of the duty of good faith and fair dealing, and fraudulent concealment.

B. FCA's Knowledge of the Defect, as Evidenced by Its Technical Service Bulletins

1. August 10, 2016 Technical Service Bulletin 10177524

51. On August 10, 2016, FCA first acknowledged issues with the sliding door latch, model numbers 68030378A\$ (left door) and 68030379A\$ (right door), and Sliding Door Actuator Module on its 2016 and 2017 Dodge Grand Caravan and Chrysler Town & County. This secret communication from FCA to its dealers that when dealers received reports of an intermittent issue or complaint that the sliding door does not power open or close, they should first inspect the Sliding Door Actuator Module and latch for fretting and oxidation corrosion at connections, prior to replacing any parts. Dealers were instructed that "If concerns are found with the Module, then replace the Sliding Door Actuator Module. Otherwise replace the Sliding Door Latch."

52. FCA instructed its dealers contact for feedback related to this service bulletin.

53. FCA did not instruct its dealers to perform the necessary repairs at FCA's expense nor did it provide for any additional time under the new vehicle limited warranty to have the problem addressed at no cost to the vehicle owner.

2. June 4, 2020 Technical Service Bulletin 23-017-250

54. Nearly four years later, on June 4, 2020, FCA issued a second Technical Service Bulletin, number 23-017-20, in an attempt to quietly address continuing issues with non-functioning locks on the vehicles' sliding doors that were still being reported with the sliding doors on the Chrysler Town & Country and Dodge Grand Caravan.

55. This technical service bulletin called for the replacement of the sliding door lock actuator, part number 05020678AC (right door) and 0502679AC (left door), on its model year 2016 and 2017 Dodge Grand Caravan and Chrysler Town & Country.

56. The technical service bulleting was limited to vehicles built from November 1, 2015, to June 30, 2017, and FCA did not instruct its dealers to perform the necessary repairs at FCA's expense, nor did it provide for any additional time under the new vehicle limited warranty to have the problem addressed at no cost to the vehicle owner.

C. Investigation by NHTSA

57. In July 2021, NHTSA opened a Defects Investigation (PE 21-016) after receiving 476 consumer complaints alleging one or both of the sliding doors on the 2016 Dodge Grand Caravan and Chrysler Town & Country. The complaints describe consumers having to remove passengers in the rear of the vehicle through the front

doors, the operable side door (if applicable), and even through windows in certain cases. NHTSA expressed the concern of the complainants 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.”

D. FCA’s Knowledge of the Defect as Evidenced by Complaints of Other Class Members

58. An important source of field data is NHTSA’s Consumer Complaint Database. This publicly available database contains all motor vehicle-related consumer complaints submitted to NHTSA since January 2000. Consumers submit what is called a “Vehicle Owner Questionnaire” in which they asked to provide information that includes, the make, model, and model year of the vehicle, the approximate incident date, the mileage at which the incident occurred, whether the incident involved a crash or a fire, whether any persons were injured or killed in the incident, the speed of the vehicle at the time of the incident, and a description of the incident along with a description of the vehicle components they believe were involved in the incident.

59. The majority of consumer complaints are submitted online at www.safercar.gov where consumers can input this information directly into the database through their computer. They can also submit complaints by telephone through the Auto Safety Hotline, through submitting a paper Vehicle Owner Questionnaire form, and by mailing consumer letters to NHTSA. This information

is then entered into NHTSA's ARTEMIS database where it can be searched and reviewed by the general public and vehicle manufacturers alike, by make, model, model year, and component. NHTSA promotes this database as a valuable consumer information tool.

60. Consumers have submitted hundreds of complaints about the Class Vehicles to the Consumer Complaint database about the Door Latch Defect. The vast majority of these complaints pre-date Plaintiff's purchase of her vehicle in 2018, including complaints that were publicly reported as far back as April 23, 2014. These complaints reveal that the Door Latch Defect extends far beyond just the 2016 and 2017 model year vehicles that are the subject of FCA's technical service bulletins and NHTSA's preliminary investigation. These complaints demonstrate a consistent issue with the Class Vehicles' door latches and door latch actuators extending from model year 2011 through model year 2018 Class Vehicles, as reflected in this table:

Model Year	Dodge Grand Caravan	Chrysler Town & Country	Total Complaints
2013	30	13	43
2014	13	31	44
2015	25	18	43
2016			476
2017	80	N/A	80
2018	43	N/A	43
2019	9	N/A	9
		Total	738

61. These complaints, registered on NHTSA's website, with the exception of the 476 complaints relating to model year 2016 Class Vehicles identified in NHTSA's Opening Resume of Preliminary Investigation, are set forth in Exhibit 1 to this Complaint.² A small representative sample of some of the oldest complaints is included here for ease of reference:

April 23, 2014 NHTSA ID NUMBER: 10584504

Components: STRUCTURE

NHTSA ID Number: 10584504

Incident Date July 17, 2013

Consumer Location NEWTON, NJ

Vehicle Identification Number 2C4RC1BGXDR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

TL* THE CONTACT OWNS A 2013 CHRYSLER TOWN AND COUNTRY VAN. THE CONTACT STATED THE DRIVER'S SIDE SLIDING DOOR WOULD CONSTANTLY BECOME STUCK. THE VEHICLE WAS TAKEN TO THE DEALER, WHERE THE TECHNICIAN DIAGNOSED THAT THE DOOR LATCH NEEDED TO BE REPLACED. THE REPAIRS WERE MADE TO THE VEHICLE. THE MANUFACTURE WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 6,000 AND THE CURRENT MILEAGE WAS 14,000.

1 Affected Product

² These complaints are reproduced as they appear on NHTSA's website. Any typographical errors are attributable to the original author of the complaint.

Vehicle

MAKE	MODEL	YEAR
CHRYSLER	TOWN AND COUNTRY	2013

June 9, 2014 NHTSA ID NUMBER: 10597074
Components: ELECTRICAL SYSTEM, STRUCTURE
NHTSA ID Number: 10597074

Incident Date March 27, 2014

Consumer Location OCEANSIDE, NY

Vehicle Identification Number 2C4RC1CGXER****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

FROM AN HALF HOUR OF PICKING UP MY CAR AND GETTING IT HOME I HAVE HAD A SEVERE SAFETY PROBLEM TO WHERE THE SLIDING DOOR EITHER DOESN'T CLOSE ALL THE WAY OR IF IT DOES IT MAKES A CLICKING NOISE AS IF TRY TO LATCH CLOSE. CALLED DEALER RIGHT OF WAY BROUGHT IT BACK NEXT DAY SAID THE COMPUTER FOR DOOR NEEDED TO BE UPDATED(REALLY BRAND NEW CAR) WORKED WHILE I WAS THERE GOT HOME LATER THAT DAY HAPPENED AGAIN DEALER LOOKED HAVE TO CHANGE MODULE WAITED FOR PART TO COME GOT IT BACK STILL HAPPENING NOW DEALER SAID LATCH NEEDED TO BE ADJUSTED SO THEY DID GOT IT BACK STILL HAPPENING. GOT A CHRYSLER CASE MANAGER THEY ARE DOING NOTHING ALL I ASKED WAS TO SWITCH CAR OUT SO NONE OF MY KIDS FALL OUT AND GET HURT OR POSSIBLY DIE NO

ONE WANTS TO HELP STUCK WITH A DEFECTIVE VEHICLE FOR THE NEXT 3 YEARS. NEVER AGAIN WILL I GET CHRYSLER OR RECOMMEND ONE. HOPEFULLY NO ONE FALLS OUT OR THEY WILL BE IN A LOT OF TROUBLE. *TR

**1 Affected Product
Vehicle**

MAKE	MODEL	YEAR
CHRYSLER	TOWN AND COUNTRY	2014

[October 27, 2014 NHTSA ID NUMBER: 10650220](#)

[Components: LATCHES/LOCKS/LINKAGES](#)

NHTSA ID Number: 10650220

Incident Date October 1, 2014

Consumer Location ANTIOCH, IL

Vehicle Identification Number 2C4RDGCG3DR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

TL* THE CONTACT OWNS A 2013 DODGE GRAND CARAVAN. THE CONTACT STATED THAT THE REAR PASSENGER SIDE DOOR FAILED TO LATCH. THE FAILURE OCCURRED TWICE. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 42,000.

**1 Affected Product
Vehicle**

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2013

May 28, 2015 NHTSA ID NUMBER: 10722023

Components: ELECTRICAL SYSTEM

NHTSA ID Number: 10722023

Incident Date March 18, 2015

Consumer Location BRUNSWICK, OH

Vehicle Identification Number 2C4RDGBG2DR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE DOOR LOCKS STOPPED WORKING FOR BOTH THE LOCK BUTTON AND THE KEY FOB. THIS BECOMES A SAFETY ISSUE BECAUSE THE SIDE DOORS CAN BE LOCKED MANUALLY, BUT THE LIFT GATE DOES NOT HAVE A MANUAL LOCK. ADDITIONALLY ONLINE RESEARCH SHOWS THAT THE TIPM FAILURE CAN CAUSE CATASTROPHIC EVENTS SUCH AS SUDDEN AIRBAG DEPLOYMENT FOR NO REASON, FAILURE TO START, STALLING WHILE DRIVING, ETC.!! CHRYSLER IS SAID TO BE WELL AWARE OF THIS ISSUE AND HAS YET TO INITIATE A RECALL AND WE WERE PLANNING ON A FLORIDA VACATION THIS YEAR (WE LIVE IN OHIO) AND DUE TO THE POSSIBILITY OF GETTING STUCK ON OUR WAY OR ONCE THERE, WE DECIDED NOT TO GO TO THE DISMAY OF OUR KIDS. FIX THIS PROBLEM CHRYSLER AND QUIT SCREWING YOUR CUSTOMERS!!!

**1 Affected Product
Vehicle**

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2013

[September 21, 2015 NHTSA ID NUMBER: 10763639](#)
[Components: ELECTRICAL SYSTEM, LATCHES/LOCKS/LINKAGES](#)
NHTSA ID Number: 10763639

Incident Date August 16, 2015

Consumer Location MOREHEAD, KY

Vehicle Identification Number 2C4RDGCG9DR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

2013 DODGE GRAND CARAVAN. CONSUMER WRITES IN REGARDS TO DOOR LOCK ACTUATOR FAILED ON THE PASSENGER SIDE SLIDING DOOR. *SMD THE CONSUMER STATED THE DOOR ACTUATOR FAILURE, CAUSED THE BATTERY TO DRAIN AND WAS DAMAGED TO THE POINT, WHERE IT HAD TO BE REPLACED. *JB

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2013

[December 12, 2015 NHTSA ID NUMBER: 10809794](#)

Components: STRUCTURE

NHTSA ID Number: 10809794

Incident Date November 27, 2015

Consumer Location DEXTER, MO

Vehicle Identification Number 2C4RC18G7ER****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

DRIVERS SIDE SLIDING DOOR OPENS UNEXPECTEDLY WHEN CAR IS PARKED. TOOK TO DEALER AND THEY SAID IT WAS IN THE COMPUTER SYSTEM. A BAD LATCH THAT NEEDED REPLACEMENT. SINCE THIS HAPPENS IS IT NOT CONSIDERED A SAFETY HAZARD. ONLY HAD THE VEHICLE 4 MONTHS AND HAS BEEN DOING THIS FOR THREE WEEKS. WHILE SHOPPING, PARKED IN THE GARAGE, JUST WHENEVER THE CAR IS IN PARK.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
CHRYSLER	TOWN AND COUNTRY	2014

April 11, 2016 NHTSA ID NUMBER: 10854752

Components: STRUCTURE

NHTSA ID Number: 10854752

Incident Date March 18, 2016

Consumer Location SUMMERVILLE, SC

Vehicle Identification Number 2C4RDGBG5DR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

MANUALLY OPERATED SLIDING DOOR WILL NOT UNLOCK MAKING THE DOOR UNABLE TO BE OPENED. HOWEVER DRIVING DOWN THE HIGHWAY THE DOOR WILL OPEN ON ITS OWN. ONLY THE SAFETY LATCH KEEPS THE DOOR FROM OPENING ALL THE WAY. I CALLED DETROIT (800-423-6343 REP KAREN) AND REPORTED THE PROBLEM. SHE HAD ME CALL THE DEALER TO MAKE AN APPOINTMENT TO HAVE IT LOOKED AT. AS THE CAR IS JUST OUT OF WARRANTY, REPAIRS MAY OR MAY NOT BE COVERED.

1 Affected Product Vehicle

MAKE	MODEL	YEAR
DODGE	CARAVAN	2013

E. FCA’s Warranties

62. FCA has issued a Limited Vehicle Warranty for the class vehicles. Under the Limited Vehicle Warranty, FCA agreed to repair defects reported on the Class Vehicles within the earlier of 3 years or 36,000 miles. Repairs associated with the Door Latch Defect are included in this warranty.

63. FCA instructs vehicle owners and lessees to bring their vehicles to a certified dealership for the warranty repairs. Many owners and lessees have

presented Class Vehicles to FCA-certified dealerships with complaints related to the Door Latch Defect.

64. FCA has evaded its warranty obligations by (1) failing to tell consumers that the Class Vehicles are defective and (2) refusing to perform repairs to correct the Door Latch Defect.

v TOLLING OF STATUTES OF LIMITATIONS

65. FCA's knowing and active concealment and denial of the facts alleged herein act to toll any applicable statute(s) of limitations. Plaintiff and other Class members could not have reasonably discovered the true, latent nature of the Door Latch Defect until shortly before commencing this class-action litigation.

66. In addition, even after Plaintiff and other Class members contacted FCA and/or its authorized dealers to repair the Door Latch Defect, FCA and/or its dealers repeatedly and consistently told them the Class Vehicles were not defective.

67. FCA has had, and continues to have, a duty to disclose to Plaintiff and the other Class members the true character, quality, and nature of the Class Vehicles, including the facts that the Class Vehicles require costly repairs, pose safety concerns, and have a diminished resale value. As a result of FCA's active concealment, any and all applicable statutes of limitations otherwise applicable to the allegations herein have been tolled.

VI **CLASS ACTION ALLEGATIONS**

68. Plaintiff brings this action as a class action pursuant to Federal Rule of Civil Procedure 23(a), (b)(2), and (b)(3) on behalf of the following class:

The Nationwide Class:

All persons or entities in the United States who are current or former owners and/or lessees of a Class Vehicle.

69. Alternatively, Plaintiff proposes the following state-specific sub-classes:

The Maine Class:

All persons or entities in Maine who are current or former owners and/or lessees of a Class Vehicle.

70. Excluded from the Classes are Defendant, its affiliates, employees, officers and directors, persons or entities that purchased the Class Vehicles for resale, and the Judge(s) assigned to this case. Plaintiff reserves the right to modify, change, or expand the Class definition.

71. Certification of Plaintiff's claims for class-wide treatment is appropriate because Plaintiff can prove the elements of her claims on a class-wide basis using the same evidence as would be used to prove those elements in individual actions alleging the same claim.

72. This action has been brought and may be properly maintained on behalf of each of the Classes proposed herein under Federal Rule of Civil Procedure 23.

73. **Numerosity of the Class (Federal Rule of Civil Procedure 23(a)(1))**

– The members of the Class are so numerous that their individual joinder is impracticable. Plaintiff is informed and believe that hundreds of thousands of Class Vehicles were sold across the United States. The number and identity of Class members can be obtained through business records regularly maintained by Defendant, its employees, and agents and state agencies. Members of the Class can be notified of the pending action by e-mail and mail, supplemented by published notice, if necessary.

74. **Commonality and Predominance (Federal Rule of Civil Procedure 23(a)(2))** – There are questions of law and fact common to the Class. These questions predominate over any questions only affecting individual Class members. The common legal and factual issues include, but are not limited to:

- a. Whether Defendant engaged in the conduct alleged herein;
- b. Whether Defendant designed, advertised, marketed, distributed, leased, sold, or otherwise placed Class Vehicles into the stream of commerce in the United States;
- c. Whether Defendant designed, manufactured, marketed, distributed, leased, sold, or otherwise placed Class Vehicles into the stream of commerce in the United States knowing the door latching system was prone to malfunction;

- d. When Defendant learned of the Door Latch Defect;
- e. Whether Defendant concealed the Door Latch Defect from consumers;
- f. Whether Plaintiff and other Class members have been harmed by the fraud alleged herein;
- g. Whether Defendant was unjustly enriched by its deceptive practices;
- h. Whether Plaintiff and members of the Class are entitled to equitable relief in the form of rescission of the purchase agreement or other injunctive relief and, if so, in what amount.

75. **Typicality (Federal Rule of Civil Procedure 23(a)(3))** – Plaintiff’s claims are typical of the claims of each member of the Class. Plaintiff, like all other members of the Class, have sustained damages arising from FCA’s conduct as alleged herein. Plaintiff and the members of the Class were and are similarly or identically harmed by FCA’s unlawful, deceptive, unfair, systematic, and pervasive pattern of misconduct.

76. **Adequacy (Federal Rule of Civil Procedure 23(a)(4))** – Plaintiff will fairly and adequately represent and protect the interests of the Class members and has retained counsel who are experienced and competent trial lawyers in complex litigation and class action litigation. There are no material conflicts between Plaintiff’s claims and those of the members of the Class that would make class

certification inappropriate. Counsel for the Class will vigorously assert the claims of all Class members.

77. **Superiority (Federal Rule of Civil Procedure 23(b)(3))** – This suit may be maintained as a class action under Federal Rule of Civil Procedure 23(b)(3), because questions of law and fact common to the Class predominate over the questions affecting only individual members of the Class and a class action is superior to other available means for the fair and efficient adjudication of this dispute. The damages suffered by individual Class members are small compared to the burden and expense of individual prosecution of the complex and extensive litigation needed to address Defendant’s conduct. Further, it would be virtually impossible for the members of the Class to individually redress effectively the wrongs done to them. Even if Class members themselves could afford such individual litigation, the court system could not. In addition, individualized litigation increases the delay and expense to all parties and to the court system resulting from complex legal and factual issues of the case. Individualized litigation also presents a potential for inconsistent or contradictory judgments. By contrast, the class action device presents far fewer management difficulties; allows the hearing of claims which might otherwise go unaddressed because of the relative expense of bringing individual lawsuits; and provides the benefits of single adjudication, economies of scale, and comprehensive supervision by a single court.

78. Plaintiff contemplates the eventual issuance of notice to the proposed Class members setting forth the subject and nature of the instant action. Upon information and belief, Defendant's own business records and electronic media can be utilized for the contemplated notices. To the extent that any further notices may be required, Plaintiff would contemplate the use of additional media and/or mailings.

VII CAUSES OF ACTION

A. Claims Brought on Behalf of the Nationwide Class

COUNT I

VIOLATIONS OF THE MAGNUSON-MOSS WARRANTY ACT

(Brought by Plaintiff on Behalf of the Nationwide Class)

79. Plaintiff and the Class incorporates by reference each preceding and succeeding paragraph as though fully set forth at length herein.

80. Plaintiff brings this claim on behalf of themselves and on behalf of the Nationwide Class or, alternatively, on behalf of the State subclasses.

81. Plaintiff and the Class Members are "consumers" within the meaning of the Magnuson-Moss Warranty Act, 15 U.S.C. § 2301(3).

82. FCA is a supplier and warrantor within the meaning of 15 U.S.C. §§ 2301(4)-(5).

83. The Class Vehicles are "consumer products" within the meaning of 15 U.S.C. § 2301(1).

84. FCA's 3 year/36,000 miles Limited Basic Warranty is a "written warranties" within the meaning of 15 U.S.C. § 2301(6).

85. FCA breached the express warranties by:

86. Selling and leasing Class Vehicles with suspensions/steering linkage system that were defective in materials and/or workmanship, requiring repair or replacement within the warranty period; and

87. Refusing and/or failing to honor the express warranties by repairing or replacing, free of charge, the suspension or any of its component parts in order to remedy the Door Latch Defect.

88. Plaintiff and the other Class members relied on the existence and length of the express warranties in deciding whether to purchase or lease the Class Vehicles.

89. FCA's breach of the express warranties has deprived Plaintiff and the other Class members of the benefit of their bargain.

90. The amount in controversy of Plaintiff's individual claims meets or exceeds the sum or value of \$25.00. In addition, the amount in controversy meets or exceeds the sum or value of \$50,000 (exclusive of interests and costs) computed on the basis of all claims to be determined in this suit.

91. FCA has been afforded a reasonable opportunity to cure their breach of the written warranties and/or Plaintiff and the other Class members were not required to do so because affording FCA a reasonable opportunity to cure their breach of

written warranties would have been futile. FCA was also on notice of the alleged defect from the complaints and service requests it received from Class members, as well as from their own warranty claims, customer complaint data, and/or parts sales data.

92. As a direct and proximate cause of FCA's breach of the written warranties, Plaintiff and the other Class members sustained damages and other losses in an amount to be determined at trial. FCA's conduct damaged Plaintiff and the other Class members, who are entitled to recover actual damages, consequential damages, specific performance, diminution in value, costs, including statutory attorney fees and/or other relief as deemed appropriate.

B. Claims Brought on Behalf of the Maine Class

COUNT II

VIOLATION OF MAINE UNFAIR TRADE PRACTICES ACT

(Me. Rev. Stat. Ann. Tit. 5 § 205-a *et seq.*)

(Brought by Plaintiff on Behalf the Maine Class)

93. Plaintiff and the Class incorporate by reference each preceding and succeeding paragraph as though fully set forth herein.

94. Plaintiff brings this cause of action against FCA on behalf of herself and the Maine Class.

95. Plaintiff, the Maine State Class members, and FCA are “persons” within the meaning of Me. Rev. Stat. Ann. Tit. 5 § 206(2).

96. FCA is engaged in “trade” or “commerce” within the meaning of Me. Rev. Stat. Ann. Tit. 5 § 206(3)

97. The Maine Unfair Trade Practices Act (“Maine UTPA”) makes unlawful “[u]nfair methods of competition and unfair or deceptive acts or practices in the conduct of any trade or commerce....” Me. Rev. Stat. Ann. Tit. 5 § 207.

98. In the course of its business, through its agents, employees, and/or subsidiaries, violated the Maine UTPA as detailed above. Specifically, in marketing, offering for sale, and selling the defective Class Vehicles, FCA engaged in one or more of the following unfair or deceptive acts or practices as defined in Me. Rev. Stat. Ann. Tit. 5 § 207:

- (1) Causing likelihood of confusion or of misunderstanding as to the approval or certification of the Class Vehicles;
- (2) Representing that the Class Vehicles have approval, characteristics, uses, or benefits that they do not have;
- (3) Representing that the Class Vehicles are of a particular standard, quality and grade when they are not;
- (4) Advertising the Class Vehicles with the intent not to sell or lease them as advertised;

(5) Engaging in other conduct which created a likelihood of confusion or of misunderstanding; or

(6) Using or employing deception, fraud, false pretense, false promise or misrepresentation, or the concealment, suppression or omission of a material fact with intent that others rely upon such concealment, suppression or omission, in connection with the advertisement and sale/lease of the Class Vehicles, whether or not any person has in fact been misled, deceived or damaged thereby.

99. FCA's concealment of the Door Latch Defect in the Class Vehicles were material to Plaintiff and the Maine Class. Had they known of the Door Latch Defect, Plaintiff and the Maine Class would not have purchased or leased the Class Vehicles, or—if the Class Vehicles' true nature had been disclosed and mitigated, they would have paid significantly less for them.

100. The Maine Class members had no way of discerning that FCA's representations were false and misleading, or otherwise learning the facts that FCA's had concealed or failed to disclose the Door Latch Defect in the Class Vehicles.

101. FCA had an ongoing duty to the Maine Class members to refrain from unfair and deceptive practices under the Maine UTPA in the course of their business.

102. FCA owed Plaintiff and the Maine Class members a duty to disclose all the material facts concerning the Suspension Defect because they possessed

exclusive knowledge, they intentionally concealed it from the Maine Class members, and/or they made misrepresentations that were rendered misleading because they were contradicted by withheld facts.

103. Plaintiff and the Maine Class members suffered ascertainable loss and actual damages as a direct and proximate result of FCA's concealment, misrepresentations, and/or failure to disclose material information.

104. FCA's violations present a continuing risk to the Maine Class members, as well as to the general public. FCA's unlawful acts and practices complained of herein affect the public interest.

105. Pursuant to Me. Rev. Stat. Ann. Tit. 5 § 213, Plaintiff and the Maine Class members seek an order awarding damages, punitive damages, and any other just and proper relief available under the Maine UTPA.

COUNT III

FRAUDULENT CONCEALMENT

(Based on Maine Law)

(Brought by Plaintiff on Behalf of the Maine Class)

106. Plaintiff and the Class incorporate by reference each preceding paragraph as though fully set forth herein.

107. Plaintiff brings this count on behalf of herself and the Maine Class members.

108. FCA made material omissions concerning a presently existing or past fact in that, for example, FCA did not fully and truthfully disclose to its customers the true nature of the Door Latch Defect which was not readily discoverable until many years after purchase or lease of the Class Vehicles. These facts, and other facts as set forth above, were material because reasonable people attach importance to their existence or nonexistence in deciding which vehicle to purchase.

109. FCA was under a duty to disclose these omitted facts, because where one does speak one must speak the whole truth and not conceal any facts which materially qualify those facts stated. One who volunteers information must be truthful, and the telling of a half-truth calculated to deceive is fraud.

110. In addition, FCA had a duty to disclose these omitted material facts because they were known and/or accessible only to FCA who had superior knowledge and access to the facts, and FCA knew they were not known to or reasonably discoverable by Plaintiff and the Maine Class members. These omitted facts were material because they directly impact the safety of the Class Vehicles.

111. FCA was in exclusive control of the material facts and such facts were not known to the public or the Maine Class members. FCA also possessed exclusive knowledge of the defects rendering Class Vehicles inherently more dangerous and unreliable than similar vehicles.

112. FCA actively concealed and/or suppressed these material facts, in whole or in part, with the intent to induce Plaintiff and the Maine Class members to purchase the Class Vehicles at a higher price for the vehicles, which did not match the vehicles' true value.

113. Plaintiff and the Maine Class members were unaware of these omitted material facts and would not have acted as they did if they had known of the concealed and/or suppressed facts. The actions of Plaintiff and the Maine Class members were justified.

114. Plaintiff and the Maine Class members reasonably relied on these omissions and suffered damages as a result.

115. As a result of these omissions and concealments, Plaintiff and the Maine Class members incurred damages including loss of intrinsic value and out-of-pocket costs related to repair of the systems.

116. As a result of the concealment and/or suppression of the facts, Plaintiff and the Maine Class members sustained damage. Plaintiff and the Maine Class members reserve their right to elect either to (a) rescind their purchase or lease of the Class Vehicles and obtain restitution or (b) affirm their purchase or lease of the Class Vehicles and recover damages.

117. As a result of these omissions and concealments, Plaintiff and the Maine members incurred damages including loss of intrinsic value and out-of-pocket costs related to repair of the systems.

118. FCA's acts were done maliciously, oppressively, deliberately, with intent to defraud, and in reckless disregard of the rights of Plaintiff and the Maine members. FCA's conduct warrants an assessment of punitive damages in an amount sufficient to deter such conduct in the future, which amount is to be determined according to proof.

COUNT IV

BREACH OF IMPLIED WARRANTY

(Me. Rev. State Tit. 11 §§ 2-314 and 2-1212)

(Brought by Plaintiff on Behalf of the Maine Class)

119. Plaintiff and the Class incorporates by reference each preceding and succeeding paragraph as though fully set forth herein.

120. Plaintiff brings this count on behalf of herself and the Maine Class.

121. A warranty that the Class Vehicles were in merchantable condition and fit for the ordinary purpose for which vehicles are used is implied by law pursuant to Me. Rev. Stat. Ann. Tit. 11 §§ 2-314, and 2-1212.

122. FCA was at all relevant times a “merchant” with respect to motor vehicles under Me. Rev. Stat. Ann. Tit. 11 §§ 2-104(1), and 2-1103(3), and is a “seller” of motor vehicles under § 2-103(1)(d).

123. With respect to leases, FCA was all relevant times a “lessor” of motor vehicles under Me. Rev. Stat. Ann. Tit. 11 § 2-1103(1)(p).

124. A warranty that the Class Vehicles were in merchantable condition and fit for the ordinary purpose for which vehicles are used is implied by law pursuant to Me. Rev. Stat. Ann. Tit. 11 §§ 2-314, and 2-1212.

125. FCA sold and/or leased Class Vehicles that were not in merchantable condition and/or fit for their ordinary purpose in violation of the implied warranty. The Class Vehicles were not in merchantable condition because their design violated state and federal laws.

126. The Class Vehicles were not fit for their ordinary purpose of providing safe and reliable transportation.

127. FCA breaches of the implied warranty of merchantability caused damage to the members of the Maine State Class in an amount of damages to be proven at trial.

COUNT V

BREACH OF EXPRESS WARRANTY

(Me. Rev. Stat. Tit. §§ 2-313 and 2-1210)

(Brought by Plaintiff on Behalf of the Maine Class)

128. Plaintiff and the Class incorporate by reference each preceding and succeeding paragraph as though fully set forth at length herein.

129. Plaintiff brings this count on behalf of herself and the Maine Class.

130. FCA was at all relevant times a “merchant” with respect to motor vehicles under Me. Rev. Stat. Ann. Tit. 11 §§ 2-104(1), and 2-1103(3), and is a “seller” of motor vehicles under § 2-103(1)(d).

131. With respect to leases, FCA was all relevant times a “lessor” of motor vehicles under Me. Rev. Stat. Ann. Tit. 11 § 2-1103(1)(p).

132. The Class Vehicles are and were at all relevant times “goods” within the meaning of Me. Rev. Stat. Ann. Tit. 11 §§ 2-105(1), and 2-1103(1)(h).

133. In connection with the sale or lease of the Class Vehicles, FCA provided purchasers of the Class Vehicles with its 3-year/36,000-mile New Vehicle Limited Warranty, which was an express warranty and became part of the basis of the parties’ bargain.

134. FCA’s warranty formed a basis of the bargain that were reached when Plaintiff and other Maine Class members purchased or leased their Class Vehicles.

135. Plaintiff and the Maine Class members experienced the Door Latch Defect within the warranty period. Despite the existence of warranties, FCA failed to inform Plaintiff and Maine Class members Class Vehicles contained the Defect.

136. FCA breached the express warranty by failing to provide Plaintiff and the Maine Class members with a remedy to the Door Latch Defect at no cost to Plaintiff.

137. Finally, because of FCA's breach of warranty as set forth herein, Plaintiff and the other Maine Class members assert, as additional and/or alternative remedies, the revocation of acceptance of the goods and the return to Plaintiff and the other Maine Class members of the purchase or lease price of all Class Vehicles currently owned or leased, and for such other incidental and consequential damages allow.

VIII PRAYER FOR RELIEF

WHEREFORE, Plaintiff and the Class pray for judgment as follows:

1. For an order certifying this action as a class action;
2. For an order appointing Plaintiff as a representative of the Class and Plaintiff's counsel of record as Class counsel;
3. For an award of actual, general, special, incidental, statutory, compensatory, and consequential damages and in an amount to be proven at trial;

4. For an award of exemplary and punitive damages in an amount to be proven at trial;
5. For an order enjoining the wrongful conduct alleged herein;
6. For costs;
7. For interest;
8. For such equitable relief as the Court deems just and appropriate, including but not limited to, rescission; restitution; and disgorgement; and
9. For such other relief as the Court deems just and proper.

DEMAND FOR JURY TRIAL

Plaintiff hereby demands a jury trial for all claims so triable.

Dated: July 21, 2021

THE MILLER LAW FIRM, P.C.

/s/ E. Powell Miller

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*Attorneys for Plaintiff and the
Proposed Class*

Exhibit 1

Model Year 2013 Dodge Grand Caravan (30 Complaints)

April 11, 2016 NHTSA ID NUMBER: 10854752

Components: STRUCTURE

NHTSA ID Number: 10854752

Incident Date March 18, 2016

Consumer Location SUMMERVILLE, SC

Vehicle Identification Number 2C4RDGBG5DR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

MANUALLY OPERATED SLIDING DOOR WILL NOT UNLOCK MAKING THE DOOR UNABLE TO BE OPENED. HOWEVER DRIVING DOWN THE HIGHWAY THE DOOR WILL OPEN ON ITS OWN. ONLY THE SAFETY LATCH KEEPS THE DOOR FROM OPENING ALL THE WAY. I CALLED DETROIT (800-423-6343 REP KAREN) AND REPORTED THE PROBLEM. SHE HAD ME CALL THE DEALER TO MAKE AN APPOINTMENT TO HAVE IT LOOKED AT. AS THE CAR IS JUST OUT OF WARRANTY, REPAIRS MAY OR MAY NOT BE COVERED.

1 Affected Product Vehicle

MAKE	MODEL	YEAR
DODGE	CARAVAN	2013

September 13, 2016 NHTSA ID NUMBER: 10906087

Components: ELECTRICAL SYSTEM

NHTSA ID Number: 10906087

Incident Date August 30, 2016

Consumer Location GERMANTOWN, TN

Vehicle Identification Number 2C4RDGCG1DR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

LOCK ACTUATOR ON REAR PASSENGER SLIDING DOOR IS FROZEN IN THE UNLOCK POSITION AND WILL NOT LOCK. VEHICLE WAS STATIONARY AT TIME OF ISSUE. WHILE THE DOOR IS OPERATIONAL IT COULD BE A SAFETY ISSUE IF THE LOCK ACTUATOR HAD FROZEN IN THE LOCKED POSITION.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2013

April 4, 2016 NHTSA ID NUMBER: 10853300

Components: ELECTRICAL SYSTEM, LATCHES/LOCKS/LINKAGES

NHTSA ID Number: 10853300

Incident Date January 20, 2016

Consumer Location CONNEAUT, OH

Vehicle Identification Number 2C4RDGCG6DR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

TL* THE CONTACT OWNS A 2013 DODGE GRAND CARAVAN. THE CONTACT STATED THAT THE REAR DRIVER SIDE SLIDING DOOR FAILED TO OPEN. THE FAILURE RECURRED CONTINUOUSLY. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS DIAGNOSED THAT THE POWER DOOR LOCK ACTUATOR FAILED AND NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 58,600.

1 Affected Product Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2013

[September 21, 2015 NHTSA ID NUMBER: 10763639](#)

[Components: ELECTRICAL SYSTEM, LATCHES/LOCKS/LINKAGES](#)

NHTSA ID Number: 10763639

Incident Date August 16, 2015

Consumer Location MOREHEAD, KY

Vehicle Identification Number 2C4RDGCG9DR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

2013 DODGE GRAND CARAVAN. CONSUMER WRITES IN REGARDS TO DOOR LOCK ACTUATOR FAILED ON THE PASSENGER SIDE SLIDING DOOR. *SMD THE CONSUMER STATED THE DOOR ACTUATOR FAILURE, CAUSED THE BATTERY TO DRAIN AND WAS DAMAGED TO THE POINT, WHERE IT HAD TO BE REPLACED. *JB

1 Affected Product Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2013

[May 28, 2015 NHTSA ID NUMBER: 10722023](#)
Components: ELECTRICAL SYSTEM

NHTSA ID Number: 10722023

Incident Date March 18, 2015

Consumer Location BRUNSWICK, OH

Vehicle Identification Number 2C4RDGBG2DR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE DOOR LOCKS STOPPED WORKING FOR BOTH THE LOCK BUTTON AND THE KEY FOB. THIS BECOMES A SAFETY ISSUE BECAUSE THE SIDE DOORS CAN BE LOCKED MANUALLY, BUT THE LIFT GATE DOES NOT HAVE A MANUAL LOCK. ADDITIONALLY ONLINE RESEARCH SHOWS THAT THE TIPM FAILURE CAN CAUSE CATASTROPHIC EVENTS SUCH AS SUDDEN AIRBAG DEPLOYMENT FOR NO REASON, FAILURE TO START, STALLING WHILE DRIVING, ETC.!! CHRYSLER IS SAID TO BE WELL AWARE OF THIS ISSUE AND HAS YET TO INITIATE A RECALL AND WE WERE PLANNING ON A FLORIDA VACATION THIS YEAR (WE LIVE IN OHIO) AND DUE TO THE POSSIBILITY OF GETTING STUCK ON OUR WAY OR ONCE THERE, WE DECIDED NOT TO GO TO THE DISMAY OF OUR KIDS. FIX THIS PROBLEM CHRYSLER AND QUIT SCREWING YOUR CUSTOMERS!!!

**1 Affected Product
Vehicle**

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2013

[October 27, 2014](#) NHTSA ID NUMBER: 10650220

[Components: LATCHES/LOCKS/LINKAGES](#)

NHTSA ID Number: 10650220

Incident Date October 1, 2014

Consumer Location ANTIOCH, IL

Vehicle Identification Number 2C4RDGCG3DR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

TL* THE CONTACT OWNS A 2013 DODGE GRAND CARAVAN. THE CONTACT STATED THAT THE REAR PASSENGER SIDE DOOR FAILED TO LATCH. THE FAILURE OCCURRED TWICE. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 42,000.

1 Affected Product Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2013

[April 11, 2021](#) NHTSA ID NUMBER: 11407516

[Components: STRUCTURE](#)

NHTSA ID Number: 11407516

Incident Date April 11, 2021

Consumer Location CONNEAUT LAKE, PA

Vehicle Identification Number 2C4RDGCGXDR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

POWER SLIDING DOOR FROZEN IN LOCKED POSITION. WILL NOT OPEN USING INSIDE OR OUTSIDE DOOR HANDLE, KEY FOB, CENTER CONTROL CONSLE SWITCH OR SIDE PILLAR SWITCH. MANUAL DOOR LOCK SLIDE IN INSIDE HANDLE NOT MOVING. COMPLETELY UNABLE TO USE DOOR TO ENTER OR EXIT VEHICLE. POTENTIAL FOR TRAPPING REAR PASSENGERS INSIDE VEHICLE IN CASE OF CRASH OR FIRE. GAS TANK COVER DOOR CLOSED SO IT IS NOT KEEPING THE LEFT SIDE DOOR FROM OPENING. CAR WAS PARKED WHEN PROBLEM APPEARED. NO PHYSICAL DAMAGE TO DOOR EITHER INTERIOR OR EXTERIOR.

1 Affected Product Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2013

Request Research (Services fees apply)

March 24, 2021 NHTSA ID NUMBER: 11404613

Components: ELECTRICAL SYSTEM, UNKNOWN OR OTHER

NHTSA ID Number: 11404613

Incident Date March 23, 2021

Consumer Location TOLEDO, OH

Vehicle Identification Number 2C4RDGCG7DR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

MY DRIVERS SIDE REAR SLIDING DOOR WILL NOT UNLOCKED MANUALLY OR WITH THE KEY FOB OR WITH THE UNLOCK BUTTON IN THE VAN. SO THIS DOOR WILL NOT OPEN AT ALL. IT'S STUCK SHUT. ALSO WHEN I PRESS THE UNLOCK BUTTON INSIDE THE VAN AND ON THE FOB IT MAKES A LOUD BUZZING NOISE. THIS HAPPENED LAST EVENING AFTER I HAD LOADED MY KIDS IN THE CAR TO GO HOME AND PARKED IN THE DRIVEWAY. I WAS UNABLE TO GET MY 1 YEAR OLD OUT OF HER CAR SEAT FROM

THE REAR DRIVERS SIDE **SLIDING DOOR**. THIS IS DEFINITELY A SAFETY HAZZARD. WHAT IF THAT WAS THE ONLY WAY OUT OF THE VEHICLE DUE TO AN ACCIDENT. WE WOULD BE TRAPPED.

1 Affected Product Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2013

Request Research (Services fees apply)

March 12, 2021 NHTSA ID NUMBER: 11402628

Components: STRUCTURE

NHTSA ID Number: 11402628

Incident Date March 3, 2021

Consumer Location COLUMBIAVILLE, MI

Vehicle Identification Number 2C4RDGCG3DR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE **SLIDING DOOR** SUDDENLY QUIT WORKING. IT IS LOCKED BUT WILL NOT UNLOCK ELECTRONICALLY OR MANUALLY. THE **DOOR** CANNOT BE OPENED AT ALL. WORKED FINE WHEN ENTERING THE VEHICLE BUT WOULDN'T OPEN WHEN TRYING TO EXIT.

1 Affected Product Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2013

Request Research (Services fees apply)

February 16, 2021 NHTSA ID NUMBER: 11396406

Components: ELECTRICAL SYSTEM

NHTSA ID Number: 11396406

Incident Date February 14, 2021

Consumer Location WILLIAMSTON, SC

Vehicle Identification Number 2C4RDGEG2DR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

PASSENGER SLIDING DOOR BUZZES WHEN LOCKED OR UNLOCKED. STATIONARY

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2013

Request Research (Services fees apply)

December 8, 2020 NHTSA ID NUMBER: 11378572

Components: STRUCTURE

NHTSA ID Number: 11378572

Incident Date December 8, 2020

Consumer Location PORT CHARLOTTE, FL

Vehicle Identification Number 2C4RDGCG6DR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

DRIVER'S SIDE REAR PASSENGER AUTOMATIC DOOR WILL NOT OPEN. THE LOCKING MECHANISM SEEMS TO BE FROZEN AND I CANNOT OPEN IT USING THE KEY FOB, MANUALLY, OR WITH THE BUTTON IN THE DRIVER'S AREA. I CANNOT ACCESS MY CHILDREN FROM THE EXTERIOR OF THE CAR UNLESS I USE THE OTHER SIDE DOOR. THIS IS A SERIOUS SAFETY HAZARD, ESPECIALLY IF WE WERE IN A VEHICLE ACCIDENT ANY REAR PASSENGER COULD GET TRAPPED INSIDE. THIS IS APPARENTLY A KNOWN COMMON PROBLEM AND SHOULD BE ADDRESSED WITH A SAFETY RECALL.

1 Affected Product Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2013

Request Research (Services fees apply)

November 13, 2020 NHTSA ID NUMBER: 11374548

Components: ELECTRICAL SYSTEM, FUEL/PROPULSION SYSTEM

NHTSA ID Number: 11374548

Incident Date November 13, 2020

Consumer Location RIVERVIEW, FL

Vehicle Identification Number 2C4RDGCG4DR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

A FEW WEEKS AGO MY 2013 DODGE GRAND CARAVAN WOULD HAVE A HARD TIME STARTING UP. A FEW DAYS AFTER THIS HAPPENED THE CHECK ENGINE LIGHT CAME ON WHILE I WAS DRIVING AND I TOOK IT IN AND HAD THE BATTERY REPLACED. THIS PAST WEEK THE SAME ISSUE STARTED HAPPENING. IT WOULD CRANK UP, BUT NOT TURN OVER. THIS HAPPENED 3 TIMES BEFORE THE CAR ACTUALLY STARTED. I ALSO NOTICED THAT THE PASSENGER SIDE DOOR WOULD LOCK AND UNLOCK WHEN IT

FELT LIKE IT (WHEN THE CAR WAS ON) AND THE ALARM LIGHTS WOULD WORK INTERMITTENTLY (WHEN TRYING TO ARM THE CAR). YESTERDAY IT CRANKED UP AND IT TOOK 3 TIMES TO TURN OVER. WHEN I GOT OUT OF WORK IT WOULD CRANK, BUT DIDN'T TURN OVER AT ALL. I HAD TO GET A JUMP AND WAS ABLE TO DRIVE IT TO AN AUTO SHOP. THEY KEPT IT OVERNIGHT, CALLED, AND SAID I HAD TO TAKE IT TO THE DEALER BECAUSE THEY CONCLUDED IT WAS A BAD TIPM MODULE.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2013

Request Research (Services fees apply)

October 12, 2020 NHTSA ID NUMBER: 11363873

Components: STRUCTURE

NHTSA ID Number: 11363873

Incident Date October 5, 2020

Consumer Location DUNDALK, MD

Vehicle Identification Number 2C4RDGCG6DR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE DRIVER'S SIDE PASSENGER **SLIDING DOOR** IS STUCK CLOSED AND IN THE LOCKED POSITION. I CANNOT UNLOCK THE **DOOR** IN ANYWAY POSSIBLE NOT THE REMOTE, OVER HEAD BUTTON, DRIVER'S **DOOR** BUTTON OR MANUALLY WITH MY FINGER. I HAVE FIVE CHILDREN AND I FEEL THIS IS A COMPLETE SAFETY HAZZARD I HAVE SEARCHED THE WEB FOR DIY INFO AND FOUND AT LEAST 60 OTHER PEOPLE WITH THE EXACT SAME PROBLEM. I FEEL WITH THE RISK OF CHILDREN BEING STUCK IN THE VEHICLE THIS SHOULD BE A SAFETY RECALL. THE LOCKING MECHANISM IS FAULTY

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2013

Request Research (Services fees apply)

September 6, 2020 NHTSA ID NUMBER: 11353418

Components: UNKNOWN OR OTHER

NHTSA ID Number: 11353418

Incident Date September 5, 2020

Consumer Location VANCOUVER, WA

Vehicle Identification Number 2C4RDGBG3DR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

SLIDING DOOR GET STUCK IN A LOCKED POSITION AND CANNOT OPEN. FOB DOESN'T WORK OR MANUAL **LOCK** DOESN'T WORK.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2013

Request Research (Services fees apply)

August 14, 2020 NHTSA ID NUMBER: 11349172

Components: STRUCTURE

NHTSA ID Number: 11349172

Incident Date July 26, 2020

Consumer Location KOKOMO, IN

Vehicle Identification Number 2C4RDGBG1DR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

TL* THE CONTACT OWNS A 2013 DODGE GRAND CARAVAN. THE CONTACT STATED THAT THE PASSENGER'S SIDE SLIDING DOOR FAILED TO OPEN OR CLOSE WITH THE KEY FOB OR MANUALLY. ADDITIONALLY, THE TIRE PRESSURE WARNING LIGHT WAS ILLUMINATED DUE TO THE SENSOR BEING FRACTURED. THE CONTACT CALLED BUTTON CHRYSLER JEEP DODGE RAM (1220 E BLVD ST, KOKOMO, IN 46902, (765) 360-4063) HOWEVER, THE VEHICLE WAS NOT DIAGNOSED NOR REPAIRED. THE MANUFACTURER WAS NOT CONTACTED. THE FAILURE MILEAGE WAS 200,000.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2013

Request Research (Services fees apply)

June 8, 2020 NHTSA ID NUMBER: 11327865

Components: STRUCTURE

NHTSA ID Number: 11327865

Incident Date May 26, 2020

Consumer Location BEVERLY HILLS, FL

Vehicle Identification Number 2C4RDGBG7DR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

REAR DRIVERS **SLIDING DOOR** BUZZES AND REMAINS IN A LOCKED POSITION. THIS HAPPENS WHEN USING THE FOB TOO. THE VAN AUTOMATICALLY LOCKS WHEN YOU REACH ABOUT 25 MPH. MOST OF THE TIME I GET A LOUD BUZZING FROM THAT **DOOR** WHEN IT DOES. SOMETIMES YOU CAN MANUALLY UNLOCK IT BUT MOST TIMES NOT. I HAVE READ MORE PEOPLE THAN ME ARE HAVING THIS ISSUE WITH A RANGE OF YEARS FOR THE DODGE CARAVAN. I HAVE MY GRANDSON WITH ME MOST OF THE TIME AND THAT IS THE SEAT HE IS IN. MY CONCERN IS IF THERE IS AN ACCIDENT AND THE **DOOR** CAN BE UNLOCKED THEN WHAT? I TRULY THERE IS A BIG SAFETY ISSUE GOING ON WITH THESE VEHICLES. PLEASE INVESTIGATE.

1 Affected Product Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2013

Request Research (Services fees apply)

March 25, 2020 NHTSA ID NUMBER: 11319223

Components: ELECTRICAL SYSTEM, STRUCTURE

NHTSA ID Number: 11319223

Incident Date March 9, 2020

Consumer Location CALIFORNIA, MO

Vehicle Identification Number 2C4RDGEG1DR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE DRIVER SIDE REAR **SLIDING DOOR** CANNOT BE OPENED MANUALLY OR ELECTRICALLY. THE **DOOR** WILL NOT UNLOCK ELECTRICALLY OR MANUALLY, SO THE INTERIOR AND EXTERIOR OPENING HANDLES CANNOT BE OPERATED. USING THE KEY FOB OR INTERIOR BUTTONS TO OPEN THE **DOOR** CAUSE A MESSAGE TO DISPLAY ON THE DASH INFORMATION AREA SAYING "UNLOCK **DOOR** TO OPERATE." THIS POSES A RISK IF THERE IS AN ACCIDENT AND MY CHILDREN NEED TO EXIT OR BE REMOVED FROM THE VEHICLE, ESPECIALLY IF OTHER DOORS ARE BLOCKED OR

DAMAGED DUE TO AN ACCIDENT. THE VEHICLE HAS BEEN STATIONARY. I HAVE NOT TRIED TO OPEN THE **DOOR** WHILE IN MOTION.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2013

Request Research (Services fees apply)

January 15, 2020 NHTSA ID NUMBER: 11299572
Components: UNKNOWN OR OTHER
NHTSA ID Number: 11299572

Incident Date January 2, 2020

Consumer Location Unknown

Vehicle Identification Number 2C4RDGBG9DR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

MY PASSENGER **SLIDING DOOR** IN A PERMANENT LOCKED POSITION. I AM NOT ABLE TO EVEN MANUALLY OPEN THE **DOOR**. THIS IS SECURITY ISSUE.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2013

Request Research (Services fees apply)

December 7, 2019 NHTSA ID NUMBER: 11287622

Components: ELECTRICAL SYSTEM, UNKNOWN OR OTHER

NHTSA ID Number: 11287622

Incident Date November 1, 2019

Consumer Location COLORADO SPRINGS, CO

Vehicle Identification Number 2C4RDGCG7DR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

ABOUT A MONTH AGO THE DRIVER'S SIDE SLIDING DOOR STOPPED WORKING IN MY WIFE'S 2013 DODGE GRAND CARAVAN SXT. THE LOCK WILL NOT ACTUATE TO EITHER LOCK OR UNLOCK AND SO THE DOOR IS STUCK EFFECTIVELY LOCKED AND WILL NOT OPEN. THIS IS THE ONLY DOOR THAT HAS THIS PARTICULAR ISSUE BUT A FEW TIMES I HAVE RIDDEN WITH MY WIFE I HAVE NOTICED THAT THE OTHER DOOR LOCKS DO NOT AUTOMATICALLY TRIGGER AND AUTO-LOCK AS THEY SHOULD WHEN THE VEHICLE IS INITIALLY PUT INTO DRIVE FOR ABOUT 10MIN AFTER THE VEHICLE HAS BEEN IN MOTION. THE LOCKED SLIDING DOOR CREATES A SAFETY HAZARD IN MY OPINION SINCE THE DOOR CANNOT BE OPENED ELECTRONICALLY OR MANUALLY. THE DELAYED ACTIVATION OF THE AUTO-LOCK COULD ALSO INDICATE A LARGER ISSUE WITH EITHER THE DOOR LOCK MECHANISMS IN GENERAL OR THE ELECTRICAL SYSTEM THAT CONTROLS THEM. AFTER SEARCHING ONLINE I HAVE FOUND THAT THERE IS AN ABUNDANCE OF ISSUES LIKE THESE CONCERNING VARIOUS YEARS AND MODELS OF DODGE MINIVANS. ENOUGH TO POSSIBLY CONSTITUTE A RECALL.

1 Affected Product Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2013

Request Research (Services fees apply)

November 19, 2019 NHTSA ID NUMBER: 11281212

Components: STRUCTURE

NHTSA ID Number: 11281212

Incident Date April 1, 2018

Consumer Location LAPORTE, IN

Vehicle Identification Number 2C4RDGCG9DR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

PASSENGER SIDE SLIDING DOOR WILL NOT UNLOCK. IS CLOSED AND WILL NOT OPEN USING ANY MEANS. IT IS LOCKED SHUT. POWER LOCK, KEY FOB, AND INTERIOR LOCK MECHANISM WILL NOT OPEN DOOR. THIS IS DANGEROUS IN THE EVENT REAR PASSENGERS NEED TO EXIT VEHICLE. WILL NOT UNLOCK WITH ENGINE RUNNING OR OFF, PARKED, MOVING OR AT ANY TIME. THE SLIDING DOOR WILL NOT UNLOCK. NO CRASH.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2013

Request Research (Services fees apply)

July 2, 2019 NHTSA ID NUMBER: 11228946

Components: UNKNOWN OR OTHER

NHTSA ID Number: 11228946

Incident Date February 2, 2018

Consumer Location GREENSBURG, IN

Vehicle Identification Number 2C4RDGBG6DR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

DRIVER'S SIDE MANUAL SLIDING DOOR WON'T OPEN. LOCK WON'T MOVE. WORKED ONE DAY AND HASN'T SINCE

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2013

Request Research (Services fees apply)

June 22, 2019 NHTSA ID NUMBER: 11221886

Components: STRUCTURE

NHTSA ID Number: 11221886

Incident Date May 21, 2019

Consumer Location MONROE CENTER, IL

Vehicle Identification Number 2C4RDGBG1DR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE SLIDING DOOR ON DRIVERS SIDE NO LONGER OPENS. THE HANDLE MOVES BUT DOESN'T SEEM TO LATCH OR UNLATCH. DOOR INOPERABLE IN CLOSED POSITION. IT WILL NOT OPEN AT ALL FROM OUTSIDE OR INSIDE THE VEHICLE. IT IS NOT A POWER DOOR, MANUAL ONLY. IT JUST WOULDN'T OPEN ONE DAY, WITHOUT WARNING, AROUND MAY 21, 2019. I HEAR OF MANY OTHERS HAVING SAME PROBLEM WITH THEIR DODGE GRAND CARAVAN. PLEASE INITIATE A RECALL, AS THIS IS NOT ONLY AN EXPENSIVE REPAIR, BUT MORE IMPORTANTLY A SAFETY ISSUE FOR EXITING THE VEHICLE IN AN EMERGENCY.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2013

Request Research (Services fees apply)

May 10, 2019 NHTSA ID NUMBER: 11206773

Components: STRUCTURE

NHTSA ID Number: 11206773

Incident Date May 8, 2019

Consumer Location CHICAGO, IL

Vehicle Identification Number 2C4RDGB4DR5****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

DRIVER'S REAR, MANUAL, **SLIDING DOOR** JUST STOPPED WORKING. IT WILL NOT UNLOCK OR OPEN FROM INSIDE OR OUT.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2013

Request Research (Services fees apply)

May 3, 2019 NHTSA ID NUMBER: 11205613

Components: ELECTRICAL SYSTEM

NHTSA ID Number: 11205613

Incident Date May 1, 2019

Consumer Location BURBANK, CA

Vehicle Identification Number 2C4RDGCG6DR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

DRIVER SIDE PASSENGER **SLIDING DOOR** IS STUCK IN THE LOCKED POSITION. IT WILL NOT UNLOCK MANUALLY OR WITH THE KEY FOB. OBVIOUSLY MINI-VANS ARE VERY POPULAR AMOUNT MOMS WITH KIDS - THIS CREATES A SERIOUS SAFETY RISK. AT THE MOMENT IN THE EVENT OF AN EMERGENCY MY PASSENGERS WOULD ONLY BE ABLE TO GET OUT OF ONE FUNCTIONING **DOOR**.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2013

Request Research (Services fees apply)

April 4, 2019 [NHTSA ID NUMBER: 11193843](#)

Components: POWER TRAIN, ELECTRICAL SYSTEM, SERVICE BRAKES

NHTSA ID Number: 11193843

Incident Date December 1, 2018

Consumer Location SKOKIE, IL

Vehicle Identification Number 2C4RDGCG7DR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

LEFT SIDE REAR PASSENGER **DOOR** STUCK IN THE **LOCK** POSITION, UNABLE TO OPEN IT NEITHER ELECTRIC OR MANUAL, NEITHER FROM OUTSIDE OR INSIDE. THE ENGINE JUST TURNED ITSELF OFF IN FOUR SEPARATE OCCASIONS, TWICE WHILE CROSSING THE INTERSECTION. GASKETS (Y CONECTOR BETWEEN HOSES) OF THE COOLING SYSTEM BLOWN OFF WHILE DRIVING ON THE HIGHWAY , TOXIC ANTIFREEZE SPILLED OUT OF THE SYSTEM, DANGEROUS FOR PASSENGERS AND ENVIRONMENT. REAR CALIPERS JAMED BECAUSE OF EXCESSIVE AND UNUSUAL RUST. STEERING WHEEL JAMED FEW TIMES WHILE DRIVING, BEING NECESSARY TO STOP THE CAR, TURNING THE ENGINE OFF AND ON TO BE ABLE TO CONTINUE DRIVING(THIS HAPPENED ON THE HIGHWAY, AND IN THE CITY, EXTREMELY DANGEROUS). TRANSMISSION SHATTERS IN DIFFERENT STAGES OF DRIVING, BEFORE STOPPING,AFTER STOPPING, WHILE REDUCING THE SPEED OR ACCELERATING.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2013

Request Research (Services fees apply)

March 20, 2019 NHTSA ID NUMBER: 11190176

Components: LATCHES/LOCKS/LINKAGES

NHTSA ID Number: 11190176

Incident Date December 1, 2018

Consumer Location HENDERSON, TX

Vehicle Identification Number 2C4RDGBGXDR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

TL* THE CONTACT OWNS A 2013 DODGE GRAND CARAVAN. THE CONTACT STATED THAT THE PASSENGER SIDE **SLIDING DOOR** WAS UNABLE TO BE LOCKED EITHER MANUALLY OR BY USING THE FOB. ADDITIONALLY, THE DRIVER'S SIDE **SLIDING DOOR** SEIZED IN THE **LOCK** POSITION AND WAS UNABLE TO BE

UNLOCKED. THE VEHICLE WAS NOT TAKEN TO BE DIAGNOSED OR REPAIRED. THE DEALER AND MANUFACTURER WERE NOT NOTIFIED OF THE FAILURES. THE APPROXIMATE FAILURE MILEAGE WAS 151,000.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2013

Request Research (Services fees apply)

February 15, 2019 NHTSA ID NUMBER: 11180238

Components: ELECTRICAL SYSTEM, STRUCTURE

NHTSA ID Number: 11180238

Incident Date January 17, 2019

Consumer Location MEMPHIS, TN

Vehicle Identification Number 2C4RDGCG5DR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE PASSENGER SIDE **SLIDING DOOR** DOES NOT OPEN. I HAVE FOUR SMALL CHILDREN AND I AM CONCERN THAT IF THEIR AN ACCIDENT I WILL NOT BE ABLE TO GET THEM OUT OF THE AUTOMOBILE. *DT *TR

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2013

Request Research (Services fees apply)

August 7, 2018 NHTSA ID NUMBER: 11118375

Components: UNKNOWN OR OTHER

NHTSA ID Number: 11118375

Incident Date June 1, 2018

Consumer Location LAKE FOREST, CA

Vehicle Identification Number 2C4RDGCG7DR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

2013 DODGE GRAND CARAVAN, DRIVER
SIDE SLIDING DOOR ACTUATOR FAILURE. SLIDING DOOR WILL NO LONGER OPEN.
APPROXIMATE MILEAGE IS 43,000 MILES.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2013

Request Research (Services fees apply)

March 5, 2018 NHTSA ID NUMBER: 11076224

Components: STRUCTURE, STRUCTURE

NHTSA ID Number: 11076224

Incident Date March 5, 2018

Consumer Location ABBEVILLE, MS

Vehicle Identification Number 2C4RDGCG4DR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

TL* THE CONTACT OWNS A 2013 DODGE GRAND CARAVAN. AFTER ATTEMPTING TO OPEN THE DRIVER'S SIDE **SLIDING DOOR**, THE **DOOR** COULD NOT BE OPENED FROM INSIDE OR OUTSIDE THE VEHICLE. THE FAILURE WAS NOT DIAGNOSED OR REPAIRED. A LOCAL UNKNOWN DEALER AND MANUFACTURER WERE NOT NOTIFIED. THE FAILURE MILEAGE WAS 199,000.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2013

Request Research (Services fees apply)

September 13, 2016 NHTSA ID NUMBER: 10906087

Components: ELECTRICAL SYSTEM

NHTSA ID Number: 10906087

Incident Date August 30, 2016

Consumer Location GERMANTOWN, TN

Vehicle Identification Number 2C4RDGCG1DR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

LOCK ACTUATOR ON REAR PASSENGER **SLIDING DOOR** IS FROZEN IN THE UNLOCK POSITION AND WILL NOT **LOCK**. VEHICLE WAS STATIONARY AT TIME OF ISSUE. WHILE THE **DOOR** IS OPERATIONAL IT COULD BE A SAFETY ISSUE IF THE **LOCK ACTUATOR** HAD FROZEN IN THE LOCKED POSITION.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2013

Request Research (Services fees apply)

Model year 2013 Chrysler Town & Country (13 Complaints)

July 27, 2016 NHTSA ID NUMBER: 10889046

Components: STRUCTURE

NHTSA ID Number: 10889046

Incident Date July 26, 2016

Consumer Location STATEN ISLAND, NY

Vehicle Identification Number 2C4RC1BG2DR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

TL* THE CONTACT OWNS A 2013 CHRYSLER TOWN AND COUNTRY. WHILE DRIVING AT AN UNKNOWN SPEED, THE AUTOMATIC PASSENGER SIDE SLIDING DOOR FAILED AND OPEN INDEPENDENTLY WITHOUT WARNING. THE VEHICLE WAS NOT DIAGNOSED NOR REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 55,000.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
CHRYSLER	TOWN AND COUNTRY	2013

April 23, 2014 NHTSA ID NUMBER: 10584504

Components: STRUCTURE

NHTSA ID Number: 10584504

Incident Date July 17, 2013

Consumer Location NEWTON, NJ

Vehicle Identification Number 2C4RC1BGXDR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

TL* THE CONTACT OWNS A 2013 CHRYSLER TOWN AND COUNTRY VAN. THE CONTACT STATED THE DRIVER'S SIDE SLIDING DOOR WOULD CONSTANTLY BECOME STUCK. THE VEHICLE WAS TAKEN TO THE DEALER, WHERE THE TECHNICIAN DIAGNOSED THAT THE DOOR LATCH NEEDED TO BE REPLACED. THE REPAIRS WERE MADE TO THE VEHICLE. THE MANUFACTURE WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 6,000 AND THE CURRENT MILEAGE WAS 14,000.

1 Affected Product Vehicle

MAKE	MODEL	YEAR
CHRYSLER	TOWN AND COUNTRY	2013

February 19, 2021 [NHTSA ID NUMBER: 11396980](#)

Components: STRUCTURE

NHTSA ID Number: 11396980

Incident Date February 14, 2021

Consumer Location Unknown

Vehicle Identification Number 2C4RC1CG7DR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

TL* THE CONTACT OWNS A 2013 CHRYSLER TOWN AND COUNTRY. THE CONTACT STATED THAT THE PASSENGER'S SIDE **SLIDING DOOR** OPENED AND CLOSED INDEPENDENTLY WHILE THE VEHICLE WAS TURNED ON OR TURNED OFF. THE CONTACT ALSO STATED THAT THE FAILURE OCCURRED INTERMITTENTLY WITH THE DRIVER'S SIDE **SLIDING DOOR**. THE CONTACT CALLED LANDMARK DODGE CHRYSLER JEEP RAM (1900 S. NOLAND RD, INDEPENDENCE, MO 64055) AND INFORMED THE DEALER OF THE FAILURE. THE CONTACT WAS ADVISED TO SCHEDULE AN APPOINTMENT TO HAVE THE VEHICLE DIAGNOSED AND REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 175,000.

1 Affected Product Vehicle

MAKE	MODEL	YEAR
CHRYSLER	TOWN AND COUNTRY	2013

Request Research (Services fees apply)

August 9, 2020 NHTSA ID NUMBER: 11344177

Components: ELECTRICAL SYSTEM

NHTSA ID Number: 11344177

Incident Date July 1, 2019

Consumer Location ELIZABETH CITY, NC

Vehicle Identification Number 2C4RC1BG8DR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

DRIVERS SIDE **SLIDING DOOR** 'DOOR AJAR' SENSED DURING WARM/HOT DAYS. WHILE DRIVING **DOOR** TRIES TO RE-LATCH, LIGHTS COME ON, AND CHUMMING IS HEARD CONTINUOUSLY THROUGHOUT THE DRIVE. SOMETIMES THE **DOOR** TRIES TO RE-LATCH WHEN JUST SITTING IN THE DRIVEWAY WITH KEYS OUT OF THE IGNITION. THE LOCAL DEALERSHIPRAN A DIAGNOSTIC WITH MULTIPLE CODES: I 121300, B19ED, B2501, B2506, B19E0, B2509, B19CD. THEY TOLD ME TO REPLACE THE TRACK

WIRE BUNDLE. I REPLACED THE DOOR TRACK WIRE RUN WITH NEGATIVE RESULTS. I'VE SWAPPED THE SLIDING DOOR MOTOR MODULE AND THE DISCREP REMAINS WITH THE DRIVERS SIDE. I'VE SWAPPED THE DOOR WIRING LOGIC MODULE AND THE DISCREP REMAINS WITH THE DRIVERS DOOR. I'VE REPLACED THE LATCH ACTUATOR MOTOR AND THE WHOLE LATCH ACTUATOR ASSEMBLY WITH NO CHANGE TO THE DISCREPANCY. I BELIEVE IT TO BE A WIRING ISSUE IN THE DOOR PANEL. THE DOOR CHIMING AND LIGHTS FLASHING WHILE DRIVING IS EXTREMELY DISTRACTING AND IF IT'S A WIRE ISSUE I DON'T WANT IT TO CATCH FIRE. THIS IS AN ONGOING ISSUE WITH AN UNKNOWN FIX.

1 Affected Product Vehicle

MAKE	MODEL	YEAR
CHRYSLER	TOWN AND COUNTRY	2013

Request Research (Services fees apply)

March 9, 2020 NHTSA ID NUMBER: 11317136
Components: UNKNOWN OR OTHER
 NHTSA ID Number: 11317136

Incident Date March 9, 2020

Consumer Location Unknown

Vehicle Identification Number 2C4RC1BG9DR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

DOOR ON DRIVERS SIDE FRONT AND DOOR ON PASSENGER REAR SLIDING DOOR DOES NOT LOCK. YOU CAN NO LOCK WITH KEY FOB ON EITHER DOOR OR YOU CANNOT EVEN LOCK MANUALLY ON PASSENGER SIDE SLIDING DOOR. THIS IS A SECURITY SAFETY ISSUE AND NEEDS TO BE ADDRESSED.

1 Affected Product Vehicle

MAKE	MODEL	YEAR
CHRYSLER	TOWN AND COUNTRY	2013

Request Research (Services fees apply)

February 8, 2020 NHTSA ID NUMBER: 11307854

Components: ELECTRICAL SYSTEM, SEATS, ENGINE

NHTSA ID Number: 11307854

Incident Date January 2, 2020

Consumer Location Unknown

Vehicle Identification Number 2C4RC1BG3DR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE DOORS **LOCK** AND TRUNK DOESN'T TAKE THE **LOCK**. SOUND FRONT SUSPENSION, FRONT SEAT ADJUSTMENT, CAN'T USE HAND FREE SYSTEM

1 Affected Product Vehicle

MAKE	MODEL	YEAR
CHRYSLER	TOWN AND COUNTRY	2013

Request Research (Services fees apply)

October 13, 2019 NHTSA ID NUMBER: 11268160

Components: ELECTRICAL SYSTEM

NHTSA ID Number: 11268160

Incident Date October 13, 2019

Consumer Location STAFFORD, VA

Vehicle Identification Number 2C4RC1BG4DR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

FOR THE SECOND TIME IN ABOUT 4 YEARS, THE LEFT REAR DOOR HAS FAILED UNEXPECTEDLY. THE DOOR IS USED NORMALLY AND JUST STOPPED WORKING. WE STOPPED AT A STORE AND THE LEFT REAR DOOR DID NOT WORK AT ALL. IT HAD WORKED EARLIER IN THE DAY. THERE IS NO DAMAGE TO THE DOOR AND NOTHING HAPPENED TO THE DOOR TO BELIEVE IT WOULD BE THE CAUSE OF THE FAILURE.

1 Affected Product Vehicle

MAKE	MODEL	YEAR
CHRYSLER	TOWN AND COUNTRY	2013

Request Research (Services fees apply)

September 7, 2019 NHTSA ID NUMBER: 11253819

Components: UNKNOWN OR OTHER

NHTSA ID Number: 11253819

Incident Date September 5, 2019

Consumer Location COQUILLE, OR

Vehicle Identification Number 2C4RC1BG9DR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

TAKATA RECALL. OUR PASSENGER SIDE **SLIDING DOOR** OFTEN DOESN'T LATCH SHUT AND WILL ALSO OPEN AT RANDOM SOMETIMES.

**1 Affected Product
Vehicle**

MAKE	MODEL	YEAR
CHRYSLER	TOWN AND COUNTRY	2013

Request Research (Services fees apply)

January 28, 2019 NHTSA ID NUMBER: 11172498

Components: STRUCTURE

NHTSA ID Number: 11172498

Incident Date January 26, 2019

Consumer Location HUDSON, WI

Vehicle Identification Number 2C4RC1BG3DR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

TL* THE CONTACT OWNS A 2013 CHRYSLER TOWN AND COUNTRY. THE CONTACT STATED THAT THE REAR PASSENGER SIDE **SLIDING DOOR** WOULD NOT REMAIN CLOSED. THE VEHICLE WAS NOT TAKEN TO AN INDEPENDENT MECHANIC OR DEALER FOR DIAGNOSTIC TESTING. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 54,000.

**1 Affected Product
Vehicle**

MAKE	MODEL	YEAR
CHRYSLER	TOWN AND COUNTRY	2013

Request Research (Services fees apply)

April 15, 2018 NHTSA ID NUMBER: 11085164
Components: ELECTRICAL SYSTEM
NHTSA ID Number: 11085164

Incident Date April 15, 2018

Consumer Location NORTH CHESTERFIELD, VA

Vehicle Identification Number N/A

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

PASSENGER SLIDING DOOR OPENS BY ITSELF. FINALLY HAD TO LOCK TO KEEP DOOR SHUT. VEHICLE WAS STOPPED.

1 Affected Product Vehicle

MAKE	MODEL	YEAR
CHRYSLER	TOWN AND COUNTRY	2013

Request Research (Services fees apply)

March 15, 2018 NHTSA ID NUMBER: 11079552
Components: ELECTRICAL SYSTEM
NHTSA ID Number: 11079552

Incident Date March 14, 2018

Consumer Location DETROIT, MI

Vehicle Identification Number 2C4RC1BG4DR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE. CAR HAD ELECTRICAL FAILURE STARTED WITH THE LEFT FRONTBTURN SIGNAL. NEXT MYNRADIO WOULD SHUT DOWN AND RESTART ON ITS OWN. THEN THE RADIO SHUT DOWN AND I HAS TO RESTART IT. NEXT THE DASHBOARD WOULD LIGHT UP THE ABS SYSTEM OR ENGINE LIGHT AND THEN CUT THEM OFF. NEXT IT SHUT COMPLETELY DOWN WHILE I WAS PARKED. IT WAS COLD THAT SAY AND A BOOST STARTED IT UP. NEXT IT SHUT DOWN WHLLE I WAS DRIVING A CAR FULL OF CHILDREN HOME FROM SCHOOL. IT LIT UP EACH WARNING LIGHT AND SHUT DOWN. IT WOULD NOT START WITH A JUMP. I HAD THE BATTERY AND ALTERNATOR CHECKED BY A SPECIALIST WHO APPROVED BOTH. NOW AFTER OWNING THIS VAN AFTER 9 MONTHS IM READY TO SEND IT BACK. I SHOULD ALSO MENTION THAT THE RIGHT PASSENGER **DOOR** WILL REFUSE TO OPEN BY SWITCH.

1 Affected Product Vehicle

MAKE	MODEL	YEAR
CHRYSLER	TOWN AND COUNTRY	2013

Request Research (Services fees apply)

February 15, 2017 [NHTSA ID NUMBER: 10954975](#)

Components: STRUCTURE

NHTSA ID Number: 10954975

Incident Date February 15, 2017

Consumer Location GLENDALE, AZ

Vehicle Identification Number 2C4RC1BG8DR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE **SLIDING** SIDE PASSENGER DOORS ON MY VAN WILL OCCASIONLY **CLOSE** BY THEMSELVES, JUST AFTER HAVING OPENED THEM TO LOAD PASSENGER. THIS IS EXTREMELY SCARY WHEN THE PASSENGERS ARE MY GRAND CHILDREN. HEARD OF OTHER PROBLEMS LIKE THIS, BUT THEY WERE WITH VEHICLE ON A INCLINE. MINE HAPPEN ON LEVEL SURFACE.

1 Affected Product Vehicle

MAKE	MODEL	YEAR
CHRYSLER	TOWN AND COUNTRY	2013

Request Research (Services fees apply)

July 27, 2016 NHTSA ID NUMBER: 10889046

Components: STRUCTURE

NHTSA ID Number: 10889046

Incident Date July 26, 2016

Consumer Location STATEN ISLAND, NY

Vehicle Identification Number 2C4RC1BG2DR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

TL* THE CONTACT OWNS A 2013 CHRYSLER TOWN AND COUNTRY. WHILE DRIVING AT AN UNKNOWN SPEED, THE AUTOMATIC PASSENGER SIDE **SLIDING DOOR** FAILED AND OPEN INDEPENDENTLY WITHOUT WARNING. THE VEHICLE WAS NOT DIAGNOSED NOR REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 55,000.

1 Affected Product Vehicle

MAKE

MODEL

YEAR

CHRYSLER

TOWN AND COUNTRY

2013

Request Research (Services fees apply)

Model Year 2014 Dodge Grand Caravan (13 Complaints)

April 8, 2021 NHTSA ID NUMBER: 11407010

Components: AIR BAGS

December 20, 2020 NHTSA ID NUMBER: 11384281

Components: ELECTRICAL SYSTEM, STRUCTURE

NHTSA ID Number: 11384281

Incident Date October 15, 2017

Consumer Location SMITHS GROVE, KY

Vehicle Identification Number 2C4RDGCG4ER****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

WHENEVER THE PASSENGER **SLIDING DOOR** UNLOCKS, THE **ACTUATOR** MAKES A LOUD BUZZING SOUNDS THAT IS HEARD BOTH INSIDE AND OUTSIDE THE VEHICLE.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2014

Request Research (Services fees apply)

December 14, 2020 NHTSA ID NUMBER: 11383341

Components: ELECTRICAL SYSTEM

November 26, 2020 NHTSA ID NUMBER: 11376456

Components: ELECTRICAL SYSTEM, SEATS

September 22, 2020 NHTSA ID NUMBER: 11360512
Components: STRUCTURE

September 10, 2020 NHTSA ID NUMBER: 11354317
Components: ELECTRICAL SYSTEM
NHTSA ID Number: 11354317

Incident Date September 10, 2020

Consumer Location BAKERSFIELD, CA

Vehicle Identification Number 2C4RDGBG6ER****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

SIDE DRIVER'S PASSENGER SLIDE **DOOR** WILL NOT UNLOCK OR **OPEN**. **LOCK** ON INSIDE WILL NOT MOVE. UNABLE TO UNLOCK WITH KEY FOB OR DRIVERS **DOOR** UNLOCK SWITCH. THIS CAN BE A SAFETY HAZARD WITH KIDS IN THE BACK. I ONLY HAVE A LITTLE OVER 60,000 MILES ON THE CAR THE CAR WAS PARKED IN THE DRIVE WAY. I WENT TO LOAD THE KIDS AND COULDN'T **OPEN** THE **DOOR**

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2014

Request Research (Services fees apply)

August 4, 2020 NHTSA ID NUMBER: 11343243
Components: STRUCTURE
NHTSA ID Number: 11343243

Incident Date August 2, 2017

Consumer Location MOUNTAIN VIEW, AR

Vehicle Identification Number 2C4RDGCG2ER****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

WHEN THE TEMPERATURE IS WARM THE DRIVER SIDE PASSENGER DOOR MALFUNCTIONS. I DON'T HAVE THE EXACT DATE WRITTEN DOWN BUT LEAST NOW TWO SUMMERS IN A ROW WE HAVE HAD THIS PROBLEM AND IT HAPPENS EVERY TIME WE USE THE DOOR IN THE HEAT. WE GOING OVER A BUMP IN THE ROAD THIS WILL MAKE THE DOOR AJAR LIGHTS COME ON AND THE DOOR WILL ACT LIKE IT IS OPENED SOME. THE REAR OF THE DOOR BEGINS TO MAKE A CONTINUOUS POUNDING NOISE. ALSO JUST CLOSING THE DOOR IN THE HEAT THE EXACT SAME THING WILL HAPPEN DOESN'T MATTER IF YOU USE THE AUTOMATIC DOOR OR NOT. THE REAR OF THE DOOR CONTINUES MAKING A NOISE, A POUNDING NOISE THAT IS VERY LOUD. WITH TWO CHILDREN IN THE BACK SEAT THIS CONCERNS ME VERY MUCH. I DO NOT WANT TO BE DRIVING AND THE DOOR OPEN. I DON'T KNOW IF THE LATCH IS FAILING OR WHAT IS HAPPENING. MANY WITH THE SAME MODEL IN VARIOUS YEARS HAVE THE SAME ISSUE WITH NO LUCK FINDING THE REASON. THIS IS A MAJOR HAZARD. I WOULD SUBMIT A VIDEO BUT DO NOT SEE AN OPTION FOR VIDEO

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2014

Request Research (Services fees apply)

July 13, 2020 NHTSA ID NUMBER: 11339090

Components: SEATS

July 12, 2020 NHTSA ID NUMBER: 11338916

Components: UNKNOWN OR OTHER

April 25, 2020 NHTSA ID NUMBER: 11322219

Components: STRUCTURE

NHTSA ID Number: 11322219

Incident Date March 1, 2020

Consumer Location HOLLYWOOD, FL

Vehicle Identification Number 2C4RDGCG0ER****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

DRIVERS SIDE SLIDING DOOR COMPLETELY SHUT. WON'T OPEN REMOTELY NOR MANUALLY. I'VE READ TOO MANY COMPLAINTS ON THIS MATTER . MANUFACTURE SHOULD TAKE RESPONSIBILITY AND DO A RECALL FOR FREE REPAIR.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2014

Request Research (Services fees apply)

April 5, 2020 NHTSA ID NUMBER: 11320256

Components: UNKNOWN OR OTHER

NHTSA ID Number: 11320256

Incident Date March 25, 2020

Consumer Location PIEDMONT, SC

Vehicle Identification Number 2C4RDGCG7ER****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE REAR PASSENGER **SLIDING DOOR** MAKES A LOUD BUZZING SOUND AND SOMETIMES REFUSES TO **CLOSE**. I HAVE SEEN MANY COMPLAINTS FOR THE CARAVANS AND CHRYSLER TOWN AND COUNTRY MINIVANS WITH THE SAME ISSUE. THE BUZZING SOUND SOUNDS LIKE AN AIR COMPRESSOR RUNNING. THE DOORS LOOK AS THOUGH IT LATCHES BUT COMES BACK UNMATCHED. I'M READING THAT THIS WOULD BE THE **LOCK ACTUATOR**. I ALWAYS DOUBLE CHECK THAT THE **DOOR** IS CLOSED BUT I'M AFRAID I WILL BE IN A HURRY AND THE **DOOR** WILL COME **OPEN** WHILE MY CHILDREN ARE RIDING IN THE BACK.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2014

Request Research (Services fees apply)

March 15, 2020 NHTSA ID NUMBER: 11318079

Components: ENGINE

December 23, 2019 NHTSA ID NUMBER: 11290915

Components: STRUCTURE

NHTSA ID Number: 11290915

Incident Date December 12, 2019

Consumer Location LAS VEGAS, NV

Vehicle Identification Number 2C4RDGBG3ER****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

TL* THE CONTACT OWNS A 2014 DODGE GRAND CARAVAN. THE CONTACT STATED THAT THE DRIVER'S SIDE **SLIDING DOOR** SEIZED. SAHARA CHRYSLER JEEP DODGE RAM (5050 W SAHARA AVE #3400, LAS VEGAS, NV 89146, (800) 506-5050) WAS CONTACTED BY PHONE. THE CONTACT WAS INFORMED THAT

THE **DOOR ACTUATOR** NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE CONTACT WAS QUOTED A REPAIR COST BETWEEN \$1,800-\$2,200. THE MANUFACTURER WAS NOT INFORMED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 102,574.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2014

Request Research (Services fees apply)

November 8, 2019 NHTSA ID NUMBER: 11278912

Components: ELECTRICAL SYSTEM

NHTSA ID Number: 11278912

Incident Date September 30, 2019

Consumer Location WICHITA, KS

Vehicle Identification Number 2C4RDGBG5ER****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

ANYTIME THE CAR IS MOVING OR IN PARK AND YOU UNLOCK OR **LOCK** THE BACK REAR RIGHT **DOOR** MAKES A BUZZING NOISE I HAVE SEEN HUNDREDS OF PEOPLE ONLINE WITH THE SAME COMPLAINT IT NEEDS A RECALL

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2014

Request Research (Services fees apply)

November 3, 2019 NHTSA ID NUMBER: 11277761
Components: UNKNOWN OR OTHER

October 28, 2019 NHTSA ID NUMBER: 11271445
Components: SEATS

August 28, 2019 NHTSA ID NUMBER: 11252094
Components: STRUCTURE
NHTSA ID Number: 11252094

Incident Date August 28, 2019

Consumer Location ALGONQUIN, IL

Vehicle Identification Number 2C4RDGCG2ER****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

REAR PASSENGER SLIDING DOOR LOCK STUCK IN ENGAGED POSITION. DOOR WILL NOT OPEN AT ALL. LOCK WILL NOT DISENGAGE. VEHICLE OFF/STATIONARY, UPON RETURN FROM DRIVE. CHILD IN CAR SEAT RESTRAINT INACCESSIBLE.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2014

Request Research (Services fees apply)

August 17, 2019 NHTSA ID NUMBER: 11244603
Components: STRUCTURE

NHTSA ID Number: 11244603

Incident Date August 6, 2019

Consumer Location TOBYHANNA, PA

Vehicle Identification Number 2C4RDGCGXER****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

PASSENGER SIDE **SLIDING DOOR** IS STUCK CLOSED. WILL NOT **OPEN** AT ALL.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2014

Request Research (Services fees apply)

[June 22, 2019](#) **NHTSA ID NUMBER:** 11221925

Components: STRUCTURE

NHTSA ID Number: 11221925

Incident Date June 22, 2014

Consumer Location PHILADELPHIA, PA

Vehicle Identification Number N/A

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

DROVE VAN FROM 9AM TILL 11AM ALL DOORS FUNCTIONED WELL. PARKED AT HOME. LOCKED CAR. AT 1PM WENT TO STORE IN VAN SHOPPED AND FOUND THAT

DRIVER SIDE PASSENGER **DOOR** WOULD NOT **OPEN** FROM INSIDE OR OUTSIDE AFTER UNLOCKED.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2014

Request Research (Services fees apply)

June 3, 2019 NHTSA ID NUMBER: 11217614
Components: UNKNOWN OR OTHER

June 3, 2019 NHTSA ID NUMBER: 11217616
Components: ELECTRICAL SYSTEM

December 13, 2018 NHTSA ID NUMBER: 11161204
Components: STRUCTURE
NHTSA ID Number: 11161204

Incident Date December 5, 2018

Consumer Location SAN DIEGO, CA

Vehicle Identification Number 2C4RDGBG9ER****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

MY 2014 DODGE GRAND CARAVAN LEFT SIDE **SLIDING DOOR** HAS SUDDENLY BECOME STUCK. THE VEHICLE WAS JUST SITTING IN MY DRIVEWAY WHEN I CAME OUT ONE MORNING AND IT WOULD NOT **OPEN**. I CANT UNLOCK IT MANUALLY OR WITH THE FOB. WHEN I GOOGLED THE PROBLEM I SEE THERE IS A SLEW OF PEOPLE ALL OVER THE COUNTRY WITH THE SAME PROBLEM, WITH MANY DIFFERENT YEARS OF GRAND CARAVAN'S. DODGE HAS NOT DONE A RECALL BECAUSE, I UNDERSTAND FROM OTHERS, THAT DODGE IS CHARGING \$1100 PER VEHICLE TO FIX THE

PROBLEM. CAN YOU PRESS THEM TO DO A RECALL? THIS IS A SAFETY ISSUE SINCE IN AN EMERGENCY TO THE RIGHT SIDE OF THE VEHICLE, PASSENGERS WILL NOT BE ABLE TO EXIT THROUGH THE LEFT SIDE **DOOR**.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2014

Request Research (Services fees apply)

November 12, 2018 NHTSA ID NUMBER: 11150964
Components: AIR BAGS, SEAT BELTS

August 28, 2018 NHTSA ID NUMBER: 11123037
Components: ELECTRICAL SYSTEM

June 25, 2018 NHTSA ID NUMBER: 11103770
Components: AIR BAGS

November 26, 2017 NHTSA ID NUMBER: 11048524
Components: VISIBILITY/WIPER

June 26, 2017 NHTSA ID NUMBER: 11001365
Components: STRUCTURE

May 1, 2017 NHTSA ID NUMBER: 10981601
Components: ELECTRICAL SYSTEM, STRUCTURE
NHTSA ID Number: 10981601

Incident Date April 29, 2017

Consumer Location PHILLIPSBURG, NJ

Vehicle Identification Number 2C4RDGCG2ER****

Summary of Complaint

CRASHNo

FIREYes

INJURIES0

DEATHS0

TL* THE CONTACT OWNS A 2014 DODGE GRAND CARAVAN. WHILE THE VEHICLE WAS PARKED, THE CONTACT ATTEMPTED TO OPEN THE FRONT DRIVER'S SIDE DOOR, BUT IT FAILED TO OPEN. THE CONTACT NOTICED A BURNING ODOR AND SMOKE EMITTING FROM BETWEEN THE DRIVER'S SEAT AND THE DOOR. THE CONTACT ENTERED THE VEHICLE AND OBSERVED THAT THE DOOR AND DOOR FRAME WERE MELTED. THERE WERE NO INJURIES AND A POLICE REPORT WAS FILED. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND STATED THAT THEY WOULD SEND SOMEONE TO INVESTIGATE WITHIN 3-4 BUSINESS DAYS. THE VIN WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 14V234000 (ELECTRICAL SYSTEM). THE APPROXIMATE FAILURE MILEAGE WAS 85,000.

1 Affected Product Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2014

Request Research (Services fees apply)

March 6, 2017 NHTSA ID NUMBER: 10958905
Components: UNKNOWN OR OTHER

August 30, 2016 NHTSA ID NUMBER: 10899523
Components: ELECTRICAL SYSTEM, ELECTRONIC STABILITY CONTROL, ENGINE

August 26, 2016 NHTSA ID NUMBER: 10898773
Components: UNKNOWN OR OTHER
 NHTSA ID Number: 10898773

Incident Date August 22, 2016

Consumer Location COLUMBUS, OH

Vehicle Identification Number 2C4RDGCG7ER****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

REAR PASSENGER RIGHT SLIDING DOOR NON-FUNCTIONAL. DOOR CANNOT BE OPENED OR CLOSED. G-D FORBID THIS VEHICLE IS INVOLVED IN AN ACCIDENT, MY GRANDCHILDREN WILL NOT BE ABLE TO EXIT THE VEHICLE QUICKLY. I CONSIDER THIS A SAFETY ISSUE. CHRYSLER DOES NOT.

1 Affected Product Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2014

Request Research (Services fees apply)

Model Year 2014 Chrysler Town & Country (31 Complaints)

June 9, 2014 NHTSA ID NUMBER: 10597074

Components: ELECTRICAL SYSTEM, STRUCTURE

NHTSA ID Number: 10597074

Incident Date March 27, 2014

Consumer Location OCEANSIDE, NY

Vehicle Identification Number 2C4RC1CGXER****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

FROM AN HALF HOUR OF PICKING UP MY CAR AND GETTING IT HOME I HAVE HAD A SEVERE SAFETY PROBLEM TO WHERE THE SLIDING DOOR EITHER DOESN'T CLOSE ALL THE WAY OR IF IT DOES IT MAKES A CLICKING NOISE AS IF TRY TO LATCH CLOSE. CALLED DEALER RIGHT OF WAY BROUGHT IT BACK NEXT DAY SAID THE COMPUTER FOR DOOR NEEDED TO BE UPDATED(REALLY BRAND NEW CAR) WORKED WHILE I WAS THERE GOT HOME LATER THAT DAY HAPPENED AGAIN DEALER LOOKED HAVE TO CHANGE MODULE WAITED FOR PART TO COME GOT IT BACK STILL HAPPENING NOW DEALER SAID LATCH NEEDED TO BE ADJUSTED SO THEY DID GOT IT BACK STILL HAPPENING. GOT A CHRYSLER CASE MANAGER THEY ARE DOING NOTHING ALL I ASKED WAS TO SWITCH CAR OUT SO NONE OF MY KIDS FALL OUT AND GET HURT OR POSSIBLY DIE NO ONE WANTS TO HELP STUCK WITH A DEFECTIVE VEHICLE FOR THE NEXT 3 YEARS. NEVER AGAIN WILL I GET CHRYSLER OR RECOMMEND ONE. HOPEFULLY NO ONE FALLS OUT OR THEY WILL BE IN A LOT OF TROUBLE. *TR

1 Affected Product Vehicle

MAKE	MODEL	YEAR
CHRYSLER	TOWN AND COUNTRY	2014

[December 12, 2015](#) NHTSA ID NUMBER: 10809794

Components: STRUCTURE

NHTSA ID Number: 10809794

Incident Date November 27, 2015

Consumer Location DEXTER, MO

Vehicle Identification Number 2C4RC18G7ER****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

DRIVERS SIDE SLIDING DOOR OPENS UNEXPECTEDLY WHEN CAR IS PARKED. TOOK TO DEALER AND THEY SAID IT WAS IN THE COMPUTER SYSTEM. A BAD LATCH THAT NEEDED REPLACEMENT. SINCE THIS HAPPENS IS IT NOT CONSIDERED A SAFETY HAZARD. ONLY HAD THE VEHICLE 4 MONTHS AND HAS BEEN DOING THIS FOR THREE WEEKS. WHILE SHOPPING, PARKED IN THE GARAGE, JUST WHENEVER THE CAR IS IN PARK.

1 Affected Product Vehicle

MAKE	MODEL	YEAR
CHRYSLER	TOWN AND COUNTRY	2014

[July 5, 2021](#) NHTSA ID NUMBER: 11423509

Components: STRUCTURE

NHTSA ID Number: 11423509

Incident Date July 5, 2021

Consumer Location SHOREWOOD, IL

Vehicle Identification Number 2C4RC1CG4ER****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

The passenger side **sliding door** will not latch when the weather is hot, over 80 degrees. Now when I drive the alarm bell of the **door** being open has started going off. Worried the **door** will open while driving putting my children im danger.

1 Affected Product Vehicle

MAKE	MODEL	YEAR
CHRYSLER	TOWN AND COUNTRY	2014

Request Research (Services fees apply)

June 1, 2021 NHTSA ID NUMBER: 11419287

Components: UNKNOWN OR OTHER

NHTSA ID Number: 11419287

Incident Date May 24, 2021

Consumer Location SHEPHERDSVILLE, KY

Vehicle Identification Number 2c4rc1bg5er****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

The drivers side passenger electric side **door** won't open. The **door** is permanently locked it normally opens with a electric motor that does it at the push of a button. None of the 4 ways to open the **door** with the electric motor works. The **door** also doesn't open manually from inside or outside the **door**. The vehicle hasn't been fixed or looked at it just stopped working. The was a unusual noise about a week before when the **door** would latch shut as soon as it closed. The **door** no longer functions as a way out of the van. This is a hazard in case passengers need to get out of the van in a emergency.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
CHRYSLER	TOWN AND COUNTRY	2014

Request Research (Services fees apply)

May 28, 2021 NHTSA ID NUMBER: 11418933

Components: ELECTRICAL SYSTEM, STRUCTURE, UNKNOWN OR OTHER

NHTSA ID Number: 11418933

Incident Date May 23, 2021

Consumer Location CASSELBERRY, FL

Vehicle Identification Number 2c4rc1bg8er****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

When attempting to **close** the rear **sliding** doors, they attempt to latch and then fail. If it's hot out the motor will randomly go off and randomly operate. The harness and motors have been replaced and yet it continues.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
CHRYSLER	TOWN AND COUNTRY	2014

Request Research (Services fees apply)

May 18, 2021 NHTSA ID NUMBER: 11417616

Components: STRUCTURE

NHTSA ID Number: 11417616

Incident Date May 18, 2021

Consumer Location GREENWOOD, IN

Vehicle Identification Number 2C4RC1BG6ER****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

On warm days, the sliding door on driver's side will not latch when it closes. The door constantly tries to latch shut. After the van has been sitting in a garage, out of the direct sunlight, it is able to latch shut again. This opening and closing occurs while the vehicle is in motion and stopped. Furthermore, there is a seat right next to the door. Thus, this is a safety risk because the unlatched door poses a risk of injury or death during a collision or accident. The Chrysler dealers have not able to solve this issue and there are countless instances online of other van owners reporting the same issue. This is well, documented issue that the manufacturer cannot explain or solve. Please recall the van before someone dies.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
CHRYSLER	TOWN AND COUNTRY	2014

Request Research (Services fees apply)

May 6, 2021 NHTSA ID NUMBER: 11415436

Components: ELECTRICAL SYSTEM, EXTERIOR LIGHTING, STRUCTURE

NHTSA ID Number: 11415436

Incident Date May 1, 2017

Consumer Location CHICAGO, IL

Vehicle Identification Number 2C4RC1BG4ER****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

IN WARM WEATHER MY DRIVERS SIDE POWER **DOOR** WILL NOT LATCH- THE MOTOR KEEPS CYCLING. ALSO, WHEN I HIT A BUMP THE CAR WILL CHIME, INTERIOR LIGHTS COME ON AND THE OPEN **DOOR** LIGHT WILL ENGAGE AD IF THE **DOOR** IS OPEN. THIS HAS BEEN HAPPENING FOR APPROXIMATELY 4 YEARS AND I CANNOT FIND A SOLUTION. IT IS ONLY AN ISSUE A WARM WEATHER (ABOVE 70 DEGREES). CHRYLSER HAS NOT BEEN ABLE TO FIX THE ISSUE. I CONDUCTED AN INTERNET AEARCH AND IT APPEARS THAT I AM NOT THE ONLY OWNER WITH THIS PROBLEM.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
CHRYSLER	TOWN AND COUNTRY	2014

Request Research (Services fees apply)

March 20, 2021 NHTSA ID NUMBER: 11404039

Components: UNKNOWN OR OTHER

NHTSA ID Number: 11404039

Incident Date March 11, 2020

Consumer Location OVIEDO, FL

Vehicle Identification Number 2C4RC1BG2ER****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE **SLIDING DOOR** ON THE DRIVER'S SLIDE DOES NOT FULLY **CLOSE**. IT LEAVES A GAP AT THE REAR OF THE **DOOR**. I HAVE TO MANUALLY PUSH THE **DOOR** TO GET IT TO LATCH. I HAVE STARTED DRIVING NOT REALIZING THE **DOOR** IS NOT FULLY CLOSED. IN ONLINE FORUMS I HEAR THAT MANY OTHERS ARE EXPERIENCING A SIMILAR ISSUE WITH THIS MAKE/MODEL CAR.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
CHRYSLER	TOWN AND COUNTRY	2014

Request Research (Services fees apply)

October 17, 2020 [NHTSA ID NUMBER: 11364863](#)

Components: STRUCTURE

NHTSA ID Number: 11364863

Incident Date October 1, 2019

Consumer Location GEORGETOWN, TN

Vehicle Identification Number 2C4RC1BG1ER****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

SLIDING DOORS HAVE DIFFICULTY OPENING AND CLOSING ON BOTH SIDES. PLASTIC COVERING BREAKS OFF EVERY TIME THE DOORS OPEN/**CLOSE**, LEAVING EXPOSED WIRES ON THE OUTSIDE OF THE VEHICLE.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
CHRYSLER	TOWN AND COUNTRY	2014

Request Research (Services fees apply)

September 21, 2020 NHTSA ID NUMBER: 11360147

Components: UNKNOWN OR OTHER

NHTSA ID Number: 11360147

Incident Date July 16, 2018

Consumer Location COON RAPIDS, MN

Vehicle Identification Number 2C4RC1BG3ER****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

REAR PASSENGER DOOR WILL OPEN AND CLOSE NORMALLY BUT WHEN IT GETS HOT OUTSIDE THE DOOR WILL NOT LATCH WHEN IT CLOSES. DOOR SOUNDS LIKE IT IS CONSTANTLY TRYING TO LATCH SHUT. THIS WILL ALSO START HAPPENING IF THE VEHICLE GOES OVER A BUMP WHILE DRIVING AND THE LIGHTS GO ON THAT THE DOOR IS OPEN. THE DOOR IS TRYING TO OPEN AND CLOSE WHILE DRIVING

1 Affected Product Vehicle

MAKE	MODEL	YEAR
CHRYSLER	TOWN AND COUNTRY	2014

Request Research (Services fees apply)

September 19, 2020 NHTSA ID NUMBER: 11359979

Components: STRUCTURE

NHTSA ID Number: 11359979

Incident Date June 1, 2020

Consumer Location TAMPA, FL

Vehicle Identification Number 2C4RC1BGXER****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

DRIVER SIDE REAR **SLIDING DOOR** WILL NOT LATCH ALL THE WAY. KEEPS POPPING IN AND OUT. WHEN DRIVING THE **DOOR** AJAR LIGHT COMES WHEN WHEN I HIT A BUMP. I HAVE READ ONLINE THIS HAPPENING TO MANY OTHER TOWNS AND COUNTRIES.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
CHRYSLER	TOWN AND COUNTRY	2014

Request Research (Services fees apply)

September 1, 2020 [NHTSA ID NUMBER: 11352487](#)

Components: ELECTRICAL SYSTEM

NHTSA ID Number: 11352487

Incident Date July 6, 2020

Consumer Location DANVILLE, IL

Vehicle Identification Number 2C4RC1BG8ER****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE REAR PASSENGER **SLIDING DOOR** CONTINUES TO TRY TO LATCH AFTER CLOSED, GENERALLY ONLY ON VERY HOT DAYS. THIS HAPPENS WHEN THE VEHICLE IS STATIONARY OR IN MOTION. THIS IS A WELL KNOWN PROBLEM WITH THESE VEHICLES. PLEASE READ THE COMMENTS ON THE SITE BELOW TO SEE HOW MANY PEOPLE HAVE BEEN EFFECTED BY THIS- HOW IS THIS NOT A RECALL YET??
 HTTPS://WWW.CARGURUS.COM/CARS/DISCUSSION-C24092_DS899542

1 Affected Product Vehicle

MAKE	MODEL	YEAR
CHRYSLER	TOWN AND COUNTRY	2014

Request Research (Services fees apply)

August 4, 2020 NHTSA ID NUMBER: 11343376
Components: ELECTRICAL SYSTEM
 NHTSA ID Number: 11343376

Incident Date August 4, 2020

Consumer Location PITTSBURG, CA

Vehicle Identification Number 2C4RC1BG7ER****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE REAR **SLIDING DOOR** MAKES A LOUD BUZZING NOISE WHEN THE **DOOR** LOCKS AND UNLOCKS. I'VE BEEN TOLD THAT IT IS THE **ACTUATOR**. IT HAPPENS EVERY SINGLE TIME THE **DOOR** IS LOCKED OR UNLOCKED, WETHER DRIVING OR STATIONARY.

1 Affected Product Vehicle

MAKE	MODEL	YEAR
CHRYSLER	TOWN AND COUNTRY	2014

Request Research (Services fees apply)

August 3, 2020 NHTSA ID NUMBER: 11343029

Components: STRUCTURE

NHTSA ID Number: 11343029

Incident Date April 1, 2016

Consumer Location AIKEN, SC

Vehicle Identification Number 2C4RC1BG0ER****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

MY WIFE AND I PURCHASED THIS VEHICLE IN FEBRUARY OF 2016. AT THAT TIME, EVERYTHING WAS FULLY FUNCTIONAL AND WORKING CORRECTLY. IT WASN'T UNTIL THE WEATHER WARMED UP (STARTED APPROXIMATELY IN APRIL OF 2016) THAT WE NOTICED THAT THE DRIVER'S SIDE PASSENGER DOOR WOULD NOT CLOSE PROPERLY, WHILE STATIONARY NOR WHILE IN MOTION AT TIMES. THIS HAPPENS ANY TIME, BUT IT PARTICULARLY HAPPENS WHEN THE WEATHER IS ABOVE 75 DEGREES. THE DOOR HAS A PROBLEM LATCHING CLOSED COMPLETELY. THE DOOR WITH MAKE A JERKING NOISE AS IF IT'S TRYING TO CLOSE, AND IT DOES NOT STOP UNTIL WE PUSH FORCEFULLY ON THE REAR OF THE DOOR TO CATCH THE LATCH. THE DOOR INDICATOR LIGHT ALSO FLASHES ON AND OFF AS THE DOOR IS ATTEMPTING TO CLOSE COMPLETELY. THIS ALSO HAPPENS SOMETIMES WHILE DRIVING. IF THERE IS THE SLIGHTEST BUMP, THE DOOR WILL START TO MAKE THE NOISE AS IF IT'S TRYING TO LATCH. THERE HAVE BEEN TIMES WHEN WE CAN SEE THE DAYLIGHT THROUGH THE DOOR BECAUSE THE DOOR ISN'T CLOSED PROPERLY. THIS STARTED OUT AS A SPORADIC ISSUE BUT IT HAS INCREASINGLY OCCURRED OVER THE YEARS. WE'VE BEEN TRYING TO FIND SOLUTIONS FOR A WHILE NOW. IT HAS BEEN WORSE THIS YEAR AND MORE DANGEROUS WITH BEING ABLE TO SEE THE DAYLIGHT/ROADWAY WHILE DRIVING IF IT'S NOT CLOSED COMPLETELY. THIS IS VERY UNSAFE FOR ANYONE. WE KNOW THAT WE ARE NOT THE ONLY FAMILY WITH THIS VEHICLE THAT ARE HAVING THESE ISSUES. WE JOINED A GROUP THREAD ON

CARGURUS.COM WHERE SO MANY OTHERS ARE HAVING THIS ISSUE. THIS SHOULD BE A SAFETY RECALL. I'VE CONTACTED MOPAR/CHRYSLER AND THE ONLY RESPONSE I RECEIVED IS THAT MY VEHICLE IS NO LONGER UNDER WARRANTY AND I NEED TO PAY FULL PRICE TO HAVE THIS ISSUE FIXED. THEY DON'T EVEN KNOW WHAT THE ISSUE IS.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
CHRYSLER	TOWN AND COUNTRY	2014

Request Research (Services fees apply)

July 26, 2020 NHTSA ID NUMBER: 11341516

Components: STRUCTURE

NHTSA ID Number: 11341516

Incident Date July 8, 2020

Consumer Location BROWNSBURG, IN

Vehicle Identification Number 2C4RC1BG2ER****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE **SLIDING DOOR** ON THE DRIVER'S SIDE WILL SOMETIMES START OPENING AND CLOSING, AS IF IT IS ATTEMPTING TO RE-LATCH. THIS HAS HAPPENED WHEN THE CAR WAS IN MOTION AND HAD TRAVELED OVER A BUMP. THIS HAS ALSO HAPPENED WHEN THE **DOOR** IS CLOSING BUT DOES NOT SEEM TO BE ABLE TO LATCH PROPERLY.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
CHRYSLER	TOWN AND COUNTRY	2014

Request Research (Services fees apply)

March 11, 2020 NHTSA ID NUMBER: 11317574

Components: ELECTRICAL SYSTEM, ENGINE

NHTSA ID Number: 11317574

Incident Date March 11, 2020

Consumer Location FAYETTE, OH

Vehicle Identification Number 2C4RC1BG7ER****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

SLIDING RIGHT SIDE **DOOR** OPENING BY ITSELF (MOSTLY HAPPENING OVERNIGHT), REAR LIFT GATE HAS OPENED BY ITSELF TWICE (SO FAR), DRIVER'S SIDE **SLIDING DOOR** HAS OPENED BY ITSELF ONCE (OVERNIGHT). I SHUT THE POWER SWITCH TO IT OFF, BUT IT'S STILL HAPPENING. SO FAR, THAT HAS NOT HAPPENED WHILE THE VEHICLE WAS ON OR IN MOTION. I WORRY ABOUT IF I'M AWAY AND IT HAPPENS THAT SOMEONE COULD STEAL ARTICLES FROM MY VAN. THE ENGINE TEMPERATURE HAS BEEN RUNNING HIGH LATELY, WITH A SMELL OF ANTIFREEZE. I HAD THE RADIATOR FLUSHED AND THERMOSTAT REPLACED, BUT IT'S STILL RUNNING HOT. IT DOES THIS MOSTLY WHEN IT'S IDLING, EVEN IN COLD WEATHER.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
CHRYSLER	TOWN AND COUNTRY	2014

Request Research (Services fees apply)

January 31, 2020 NHTSA ID NUMBER: 11306397

Components: ELECTRICAL SYSTEM, STRUCTURE

NHTSA ID Number: 11306397

Incident Date January 31, 2020

Consumer Location HENDERSON, NV

Vehicle Identification Number 2C4RC1BG4ER****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE PASSENGER SIDE SLIDING DOOR LOCK STOPPED FUNCTIONING TRAPPING MY CHILD INSIDE. WE HAD TO MOVE THE VEHICLE DUE TO WHERE IT WAS PARKED AS WE COULD NOT EXIT ON THE DRIVER SIDE DOOR. THE DOOR ACTUATOR JAMMED AND PULLING THE DOOR HANDLE WOULD NOT RELEASE THE LOCK. AFTER FORCING THE LOCK ACTUATOR TO RELEASE THE ACTUATOR STILL ACTS UP AND MAKES A BUZZING SOUND. THIS APPEARS TO BE A COMMON ISSUE ON THE 2014 THROUGH 2016 TOWN AND COUNTRY AS I'VE ENCOUNTERED HUNDREDS OF OTHER POSTS ABOUT THIS SAME ISSUE. HAD THERE BEEN AN EMERGENCY IT WOULD HAVE BEEN IMPOSSIBLE TO EXIT THE VEHICLE ON THE PASSENGER SIDE FOR THE REAR PASSENGERS.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
CHRYSLER	TOWN AND COUNTRY	2014

Request Research (Services fees apply)

December 30, 2019 NHTSA ID NUMBER: 11292146

Components: ELECTRICAL SYSTEM, STRUCTURE

NHTSA ID Number: 11292146

Incident Date December 14, 2019

Consumer Location CYPRESS, TX

Vehicle Identification Number 2C4RC1CG2ER****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

PASSENGER SLIDING DOOR IS BUZZING ANY TIME THE CAR IS UNLOCKED REMOTELY, USING A SWITCH, OR A BUTTON. NOW CONTINUOUSLY BUZZES ANY TIME A DOOR OR DOOR LOCK IS ACTIVATED.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
CHRYSLER	TOWN AND COUNTRY	2014

Request Research (Services fees apply)

September 19, 2019 NHTSA ID NUMBER: 11256562

Components: ELECTRICAL SYSTEM

NHTSA ID Number: 11256562

Incident Date September 7, 2019

Consumer Location DAVENPORT, WA

Vehicle Identification Number 2C4RC1BG2ER****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

SLIDING DOOR LOCK ACTUATOR IS POORLY DESIGNED. THE MOTOR IS CHEAPLY MADE AND HAS BURNT OUT TWICE IN THE PAST YEAR ON THE RIGHT SIDE OF THE SLIDING DOOR. WHEN THE MOTOR IN THE ACTUATOR BURNS OUT IT CAUSES

THE DOOR TO SEIZE WITHOUT WARNING AND YOU CAN NO LONGER OPEN THE DOOR. THIS HAPPENED WITHOUT WARNING WHEN WE NEEDED TO GET OUR YOUNG CHILD OUT OF THE VEHICLE IN A HURRY AND COULD NOT OPEN THE DOOR. WE HAD TO HAVE A BODY SHOP MAKE THE REPAIR TO EVEN OPEN THE DOOR ON EACH OCCASION AS THE DOOR LOCK SEIZES AND YOU CANNOT UNLOCK IT MANUALLY OR OPERATE HANDLE. UPON DISCOVERY OF THE ISSUE WE LOOKED ONLINE ONLY TO DISCOVER FORUMNS OF MANY TOWN AND COUNTRY OWNERS HAVE THE SAME ISSUE. THIS IS A SAFETY ISSUE BECAUSE IN AN EMERGENCY OR COLLISION THE DOOR WILL NOT BE ABLE TO OPEN AND THUS PASSENGERS BECOME STUCK INSIDE THE VEHICLE.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
CHRYSLER	TOWN AND COUNTRY	2014

Request Research (Services fees apply)

September 18, 2019 NHTSA ID NUMBER: 11256398

Components: ELECTRICAL SYSTEM, UNKNOWN OR OTHER

NHTSA ID Number: 11256398

Incident Date September 18, 2019

Consumer Location ROCHESTER, MI

Vehicle Identification Number 2C4RC1CG9ER****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

PASSENGER SIDE SLIDING DOOR DOOR WILL OPEN AND CLOSE NORMALLY BUT WHEN IT GETS HOT OUTSIDE THE DOOR WILL NOT LATCH WHEN IT CLOSES. DOOR SOUNDS LIKE IT IS CONSTANTLY TRYING TO LATCH SHUT. IT WILL CONTINUE TO DO THIS WHILE DRIVING AND RANDOMLY START AND STOP AGAIN.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
CHRYSLER	TOWN AND COUNTRY	2014

Request Research (Services fees apply)

August 19, 2019 NHTSA ID NUMBER: 11245048

Components: ELECTRICAL SYSTEM, STRUCTURE, ELECTRONIC STABILITY CONTROL

NHTSA ID Number: 11245048

Incident Date August 19, 2019

Consumer Location METAMORA, IL

Vehicle Identification Number 2C4RC1CG3ER****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE PASSENGER SIDE **SLIDING DOOR** TRIES TO OPEN AND **CLOSE** REPEATEDLY WITHOUT SUCCESS. THIS CAUSES THE EXTERNAL LIGHTS AND AND TURN ALL LIGHTS TO CONSTANTLY GO OFF AND THE VAN TO DING LIKE A **DOOR** IS OPENING. ONCE THIS STARTS, IT DOES NOT MATTER IF THE CAR IS PARKED, DRIVING, ON, OR OFF.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
CHRYSLER	TOWN AND COUNTRY	2014

Request Research (Services fees apply)

May 30, 2019 NHTSA ID NUMBER: 11216955

Components: ELECTRICAL SYSTEM

NHTSA ID Number: 11216955

Incident Date February 2, 2019

Consumer Location PITTSBURGH, PA

Vehicle Identification Number 2C4RC1CG4ER****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

DRIVER SIDE SLIDING DOOR WILL NOT OPEN FROM INSIDE OR OUT. JUST STOPPED WORKING ON ITS OWN. AUTOMATIC BUTTON WON'T OPEN IT FROM DRIVERS DOOR OR FROM BUTTONS ON REMOTE.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
CHRYSLER	TOWN AND COUNTRY	2014

Request Research (Services fees apply)

May 15, 2019 NHTSA ID NUMBER: 11207894

Components: STRUCTURE

NHTSA ID Number: 11207894

Incident Date May 1, 2019

Consumer Location O'FALLON, MO

Vehicle Identification Number 2C4RC1BG8ER****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

TL* THE CONTACT OWNS A 2014 CHRYSLER TOWN AND COUNTRY. WHILE DRIVING VARIOUS SPEEDS, THE AUTOMATIC PASSENGER **DOOR** OPENED WITHOUT WARNING INTERMITTENTLY. THERE WERE NO WARNING INDICATORS ILLUMINATED. THE MANUFACTURER WAS NOTIFIED. THE DEALER WAS NOT CONTACTED. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE FAILURE MILEAGE WAS 94,000.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
CHRYSLER	TOWN AND COUNTRY	2014

Request Research (Services fees apply)

January 4, 2019 [NHTSA ID NUMBER: 11165232](#)
Components: UNKNOWN OR OTHER

NHTSA ID Number: 11165232

Incident Date December 20, 2018

Consumer Location MESA, AZ

Vehicle Identification Number 2C4RC1BG8ER****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

OUR VAN DRIVER SIDE **SLIDING DOOR** WON'T OPEN. YOU CAN'T UNLOCK IT. IT WORKED IN THE MORNING AND THEN WENT TO OPEN IT AGAIN AND WON'T OPEN.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
CHRYSLER	TOWN AND COUNTRY	2014

Request Research (Services fees apply)

December 26, 2018 NHTSA ID NUMBER: 11163469

Components: STRUCTURE

NHTSA ID Number: 11163469

Incident Date December 13, 2018

Consumer Location BOCA RATON, FL

Vehicle Identification Number 2C4RC1BG5ER****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

TL* THE CONTACT OWNS A 2014 CHRYSLER TOWN AND COUNTRY. THE CONTACT STATED THAT THE **SLIDING** DOORS AND TRUNK RANDOMLY OPENED WHEN THE VEHICLE WAS PARKED. THE DEALER AND MANUFACTURER WERE NOT CONTACTED. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE FAILURE MILEAGE WAS 90,000.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
CHRYSLER	TOWN AND COUNTRY	2014

Request Research (Services fees apply)

October 4, 2018 NHTSA ID NUMBER: 11133304

Components: ELECTRICAL SYSTEM, STRUCTURE

NHTSA ID Number: 11133304

Incident Date September 21, 2018

Consumer Location Unknown

Vehicle Identification Number 2C4RC1BG6ER****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE DRIVERS SIDE SLIDING DOOR DOES NOT OPEN ITS SHUT CLOSE AND IT WON'T OPEN AND THE DRIVER SEAT DOES NOT GO BACK OR FORTH THIS JUST STARTED HAPPENING THE SEAT STOP WORKING IN AUGAST AND THE DOOR LOCKED SHUT 2 WEEKS AGO IT'S A CONCERN FOR ME WHY DOES IT DO THAT

1 Affected Product Vehicle

MAKE	MODEL	YEAR
CHRYSLER	TOWN AND COUNTRY	2014

Request Research (Services fees apply)

June 13, 2018 NHTSA ID NUMBER: 11101641

Components: ELECTRICAL SYSTEM, LATCHES/LOCKS/LINKAGES, ENGINE

NHTSA ID Number: 11101641

Incident Date May 5, 2018

Consumer Location Unknown

Vehicle Identification Number 2C4RC1BG6ER****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

TL* THE CONTACT OWNS A 2014 CHRYSLER TOWN AND COUNTRY. WHEN THE VEHICLE WAS STARTED, THE CHECK ENGINE AND P517 CODE INDICATORS ILLUMINATED. WHILE DRIVING APPROXIMATELY 40 MPH, THE REAR PASSENGER DOOR OPENED WITHOUT WARNING. THE DEALER WAS NOT CALLED.

THE FAILURES WERE NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURES AND REFERRED THE CONTACT TO NHTSA. THE FAILURE MILEAGE WAS APPROXIMATELY 69,400.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
CHRYSLER	TOWN AND COUNTRY	2014

Request Research (Services fees apply)

May 7, 2018 NHTSA ID NUMBER: 11092253

Components: ELECTRICAL SYSTEM, ENGINE, FUEL/PROPULSION SYSTEM

NHTSA ID Number: 11092253

Incident Date January 1, 2016

Consumer Location SENOIA, GA

Vehicle Identification Number 2C4RC1BGXER****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE VAN STALLS A LITTLE BIT I WENT AND HAD A DIAGNOSTIC DONE ON IT AND THE CATALYTIC CONVERTER KEEPS CLOGGING UP CAUSING THE VAN TO SLOW UP OR TO SWITCH GEARS. ALSO THE DOORS DON'T CLOSE ALL THE WAY THE SLIDING DOORS DO NOT CLOSE ALL THE WAY YOU HAVE TO OPEN AND CLOSE THEM SOMETIMES IT WILL SAY THAT THEIR CLOTHES AND THEN THEY COME OPEN. ALSO THE AC SYSTEM DOES NOT WORK IN THE BACK OF THE CAR THE DOOR FROM THE AC THAT GOES TO THE BACK OF THE VAN CLOSES AND WILL NOT OPEN TO IT GETS EXTREMELY HOT IN THE CAR EVEN THOUGH THE AC IS ON FULL BLAST. ALSO THE DVD SYSTEM MY VAN IS 2 YEARS OLD THE DVD PLAYER WENT OUT AND THE COMPANY WOULD NOT FIX THE DVD PLAYER I HAD TO SPEND OVER \$1,000 JUST TO GET A NEW REPLACEMENT FOR THE DVD PLAYER. ALSO THE WIPERS WILL FOG UP

THE WINDOWS CAUSING A HAZARDOUS WHERE YOU CANNOT SEE AND THE WIPER CORD FOR THE RAIN-X COMES UNDONE.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
CHRYSLER	TOWN AND COUNTRY	2014

Request Research (Services fees apply)

March 16, 2018 NHTSA ID NUMBER: 11079841
Components: ELECTRICAL SYSTEM
 NHTSA ID Number: 11079841

Incident Date March 7, 2018

Consumer Location YPSILANTI, MI

Vehicle Identification Number 2C4RC1CG8ER****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

WE HAVE MULTIPLE ELECTRICAL PROBLEMS INVOLVING DIFFERENT SYSTEMS. ORC AND SEAT BELT TENSION-ER NEEDS TO BE REPLACED. BLIND SPOT SENSOR AND HARNESS NEEDS TO BE REPLACED. ALONG WITH LEFT SIDE MODULE. **LOCK ACTUATOR** ON PASSENGER SIDE **DOOR** NEEDS TO BE REPLACED. AIR BAG SENSOR FOR DRIVER IS MALFUNCTIONING AND NEEDS TO BE REPLACED.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
CHRYSLER	TOWN AND COUNTRY	2014

Request Research (Services fees apply)

December 7, 2017 NHTSA ID NUMBER: 11052960

Components: STEERING, SERVICE BRAKES, ENGINE

NHTSA ID Number: 11052960

Incident Date November 24, 2017

Consumer Location PICAYUNE, MS

Vehicle Identification Number 2C4RC1BG4ER****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

NOTE REPORTING THREE DIFFERENT DISCREPANCIES DATES INCLUDED AFTER DRIVING VEHICLE APPROXIMATELY 1 MILE, VEHICLE WHICH WAS IN MOTION BEGAN TO STUTTER AND EVENTUALLY STALLED OUT. THE STALL CAUSED THE VEHICLE TO LOSE BRAKE FUNCTION AND POWER STEERING. VEHICLE WAS PUT IN PARK AND RESTARTED, VEHICLE RESUMED WITH NORMAL FUNCTION AND OPERATION. INCIDENT OCCURRED 12/1/17 WHILE DRIVING ON A HIGHWAY, THE VEHICLES TRANSMISSION BECAME STUCK IN 3RD GEAR AND WOULD NOT SHIFT. I WAS FORCED TO DRIVE VEHICLE AT AN EXTREMELY HIGH RPM TO MAINTAIN HIGHWAY SPEED IN ORDER TO EXIT HIGHWAY AT A SAFE LOCATION. AGAIN I PUT VEHICLE IN PARK AND RESTARTED IT. THE VEHICLE RESUMED NORMAL OPERATION. INCIDENT OCCURRED 11/24/17 WHILE STATIONARY THE VEHICLES LEFT PASSENGER SLIDING DOOR WILL NOT GO IN TO LOCK POSITION WHILE ATTEMPTING TO CLOSE CAUSING DOOR TO CYCLE REPEATEDLY. IT IS A NECESSITY TO MANUALLY PUSH THE DOOR CLOSED OR IT WILL CONTINUE THIS CYCLE INDEFINITELY. INCIDENT OCCURS DAILY

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
CHRYSLER	TOWN AND COUNTRY	2014

Request Research (Services fees apply)

August 31, 2016 NHTSA ID NUMBER: 10899698

Components: ELECTRICAL SYSTEM, UNKNOWN OR OTHER

NHTSA ID Number: 10899698

Incident Date August 26, 2016

Consumer Location NORTH MIAMI BEACH, FL

Vehicle Identification Number 2C4RC1BG9ER****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

DRIVER SIDE **SLIDING DOOR** MOTOR BEGINS TO OPERATE ON ITS OWN WHILE THE VEHICLE IS ON OR OFF. THE VEHICLE HAS NOW BEEN AT A DEALER 3 TIMES FOR REPAIR WITHOUT ANY SUCCESS. THIS TIME IT ALSO HAS CAUSED COMPLETE FAILURE OF SEVERAL BATTERY CELLS CAUSING THE VEHICLE TO BE HAZARDOUS TO DRIVING AS THE VEHICLE DOES STILL START AND DRIVE, HOWEVER, THERE ARE TIMES IT DOES SHUT OFF DUE TOT HE BATTERY ISSUE.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
CHRYSLER	TOWN AND COUNTRY	2014

Request Research (Services fees apply)

Model Year 2015 Dodge Grand Caravan (25 Complaints)

July 14, 2021 NHTSA ID NUMBER: 11424826

Components: LATCHES/LOCKS/LINKAGES

NHTSA ID Number: 11424826

Incident Date June 14, 2021

Consumer Location BLOOMINGTON, CA

Vehicle Identification Number 2C4RDGBG8FR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

The contact owns a 2015 Dodge Grand Caravan. The contact stated that the rear passenger's side sliding door would not unlock when the contact attempted to unlock and open the door. The vehicle also made an abnormal sound while the contact attempted to lock or unlock the doors. The vehicle was not diagnosed nor repaired. The dealer and manufacturer were not made aware of the failure. The failure mileage was 126,447.

1 Affected Product Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2015

Request Research (Services fees apply)

June 4, 2021 NHTSA ID NUMBER: 11419616

Components: UNKNOWN OR OTHER

NHTSA ID Number: 11419616

Incident Date May 30, 2021

Consumer Location KANSAS CITY, MO

Vehicle Identification Number 2C4RDGBG2FR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

Rear passenger **sliding door actuator** failed. This is a COMMON problem with these vehicles and poses an extremely dangerous safety risk when an owner is unable to **open/close** the **door** and when the **door** opens on its own due to failed **lock actuator**. This poses a risk for fire safety, wreckage safety to exit vehicle and poses significant risk to person's riding in the seat while the **door** can **open** spontaneously. There is also a risk factor because the **door** cannot **LOCK** or UNLOCK (depending on which position the **door** gets stuck in when the part fails). Thousands of owners of these specific vehicles are asking for a recall for safety reasons.

1 Affected Product

Request Research (Services fees apply)

April 22, 2021 NHTSA ID NUMBER: 11413326

Components: UNKNOWN OR OTHER

NHTSA ID Number: 11413326

Incident Date August 1, 2020

Consumer Location FATE, TX

Vehicle Identification Number 2C4RDGCG2FR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

FAULTY **ACTUATOR**, DOORS MAKE A SOUND WHEN UNLOCKING AND NOW RESULTING IN ONE **DOOR** NOT OPENING. THE NOISE HAPPENS ALL OF THE TIME (PARK OR GOING) JUST THE UNLOCK BUTTON HAS TO BE PRESSED.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2015

Request Research (Services fees apply)

March 26, 2021 NHTSA ID NUMBER: 11405075

Components: ELECTRICAL SYSTEM, STRUCTURE

NHTSA ID Number: 11405075

Incident Date March 24, 2021

Consumer Location BURLESON, TX

Vehicle Identification Number 2C4RDGCG9FR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

TL* THE CONTACT OWNS A 2015 DODGE GRAND CARAVAN. THE CONTACT STATED THAT THE AUTOMATIC **SLIDING DOOR** WAS CEASED IN THE LOCKED POSITION AND WOULD NOT UNLOCK MANUALLY. THE VEHICLE WAS NOT TAKEN TO A LOCAL DEALER. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT INFORMED OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 78,000.*DT*JB

1 Affected Product Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2015

1 Associated Document

Request Research (Services fees apply)

March 9, 2021 NHTSA ID NUMBER: 11400050

Components: SEATS

December 13, 2020 NHTSA ID NUMBER: 11383189

Components: STRUCTURE

NHTSA ID Number: 11383189

Incident Date November 25, 2020

Consumer Location COEUR D'ALENE, ID

Vehicle Identification Number 2C4RDGBG1FR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE PASSENGER **SLIDING DOOR** IS STUCK IN THE LOCKED POSITION OUT OF NOWHERE. IT CANNOT BE UNLOCKED WITH THE BUTTONS ON THE **DOOR**, MANUALLY, OR WITH THE KEY FOB. IT WAS PARKED IN THE DRIVEWAY OVERNIGHT, THE NEXT MORNING I WENT TO LOAD UP MY KIDS, AND IT WOULDN'T WORK.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2015

Request Research (Services fees apply)

November 2, 2020 NHTSA ID NUMBER: 11372700

Components: VEHICLE SPEED CONTROL, ELECTRONIC STABILITY CONTROL, ENGINE

NHTSA ID Number: 11372700

Incident Date February 5, 2020

Consumer Location BREMERTON, WA

Vehicle Identification Number 2C4RDGBG3FR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

(AUTOMATIC) HIGHWAY, LOCAL ROADS, UPHILL OR STRAIGHTAWAY. CAR HAS DIFFICULTY ACCELERATING PAST START UP SPEED. WHEN STARTING FROM A RED LIGHT INTO 2ND GEAR THE CAR WILL QUICKLY SLOW THEN GO FROM 1ST GEAR TO 3RD. SPUTTERING, HESITATION. AFTER I'VE ALREADY REACHED SPEED LIMIT. THIS HAS CAUSED MANY ISSUES WITH **CLOSE** 'REAR ENDING ' ISSUES. PEOPLE REAR ENDING ME OR MY REAR ENDING THEM BECAUSE OF THE QUICK/HARD SHIFTING. CAR HAS BEEN SEEN 2X SINCE FEB. 2020 GOING ON 3X. SAME COMPLAINTS. EXHAUST HAS THICK WHITE SMOKE, SMELLS SLIGHTLY OF GAS. ENGINE CHECK LIGHT DIAGNOSTIC: 2ND CYLINDER MISFIRE. 1ST SERVICE FIX FOCUSED ON THERMOSTAT AND REPAIRED IT. 2ND SERVICE DIAGNOSTIC SHOWED CYLINDER 2MISFIRE AGAIN. REPAIRS FOCUSED ON CHANGING SPARK PLUGS AND FUEL INJECTION DECARBONIZER. LAST SEEN 8/2020 TODAY IS NOV 1ST. I HAVE ANOTHER CHECK ENGINE LIGHT WITH SAME ISSUES. 2ND CYLINDER MISFIRE. I FEEL AS MANY UNSAFE ISSUES THIS CAR HAS I'M AFRAID TO DRIVE IT. SO IT IS SITTING IN MY DRIVE WAY. I'VE READ IT COULD BE THE TRANSMISSION OR IT COULD BE A COIL. I'VE HEARD THE REPAIRS COULD COST UPWARD OF \$2500 AND THAT THIS IS A COMMON ISSUE WITH THIS TYPE OF ENGINE.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2015

Request Research (Services fees apply)

August 28, 2020 NHTSA ID NUMBER: 11351847

Components: SEATS

August 13, 2020 NHTSA ID NUMBER: 11348964

Components: STRUCTURE

NHTSA ID Number: 11348964

Incident Date August 7, 2020

Consumer Location FORT STEWART, GA

Vehicle Identification Number 2C4RDGEG0FR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE DRIVER SIDE **SLIDING DOOR** IS STUCK SHUT! IT DON'T WORK ANY MORE. HUGE SAFETY CONCERN!!!!!! IT STOPPED WORKING AFTER I DROVE IT. I CAN'T EVEN UNLOCK THE **DOOR** OR MANUALLY **OPEN** IT..

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2015

Request Research (Services fees apply)

[August 11, 2020](#) **NHTSA ID NUMBER:** 11348560

Components: STRUCTURE

NHTSA ID Number: 11348560

Incident Date August 4, 2020

Consumer Location FLORISSANT, MO

Vehicle Identification Number 2C4RDGCG5FR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

TL* THE CONTACT OWNS A 2015 DODGE GRAND CARAVAN. THE CONTACT STATED THAT THE REAR PASSENGER'S SIDE **SLIDING DOOR** FAILED TO **OPEN**. THERE WERE NO WARNING LIGHTS ILLUMINATED. THE VEHICLE WAS TAKEN TO MARTY CANGILA DODGE CHRYSLER JEEP RAM (2175 N HWY 67, FLORISSANT, MO 63033, (314) 831-3300) BUT WAS NOT DIAGNOSED NOR REPAIRED. THE MANUFACTURER WAS NOT CONTACTED. THE FAILURE MILEAGE WAS 132,000.*DT CONSUMER ALSO HAD AN ISSUE WITH PASSENGER AIRBAG LIGHT WHICH REMAINS ON.*JB

1 Affected Product Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2015

1 Associated Document

Request Research (Services fees apply)

August 9, 2020 NHTSA ID NUMBER: 11344171

Components: ELECTRICAL SYSTEM

NHTSA ID Number: 11344171

Incident Date August 6, 2020

Consumer Location FLORISSANT, MO

Vehicle Identification Number 2C4RDGCG5FR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE PASSENGER **SLIDING DOOR** WILL NOT **OPEN**. BEFORE THE THE **DOOR** BECAME UNABLE TO **OPEN** A PERSISTENT SOUND WAS MADE WHEN THE POWER LOCKS WERE LOCKED AND UNLOCKED.

1 Affected Product Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2015

Request Research (Services fees apply)

August 8, 2020 NHTSA ID NUMBER: 11344110

Components: STRUCTURE, ELECTRONIC STABILITY CONTROL

NHTSA ID Number: 11344110

Incident Date June 5, 2020

Consumer Location SPRING LAKE PARK, MN

Vehicle Identification Number 2C4RDGCG8FR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE SLIDING POWER DOOR MAKE LAUD NOISE WHEN CLOSING AND OPENS ITSELF , I CHECK THE PROBLEM ONLINE AND I NOTICED IT IS COMMON PROBLEM , I WONDER IF THERE WAS A RECALL ?

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2015

Request Research (Services fees apply)

June 10, 2020 NHTSA ID NUMBER: 11328092

Components: SEATS

June 4, 2020 NHTSA ID NUMBER: 11327253

Components: STRUCTURE, UNKNOWN OR OTHER

NHTSA ID Number: 11327253

Incident Date May 4, 2020

Consumer Location ALIQUIPPA, PA

Vehicle Identification Number 2C4RDGBG5FR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE ACTUATOR ON THE PASSENGER SLIDING DOOR WAS MAKING A BUZZING NOISE FOR A FEW WEEKS AND THEN THE DOOR JUST FROZE SHUT. AFTER GOOGLING SOME THINGS, THIS IS A COMMON PROBLEM ON THESE VEHICLES AND IT SHOULD BE A RECALL!!! I AM LETTING THE SEVERAL OTHERS KNOW TO FILE A COMPLAINT AS WELL. *TR

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2015

Request Research (Services fees apply)

May 7, 2020 NHTSA ID NUMBER: 11323613

Components: STRUCTURE

NHTSA ID Number: 11323613

Incident Date March 16, 2020

Consumer Location NICEVILLE, FL

Vehicle Identification Number 2C4RDGEG2FR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE REAR RIGHT PASSENGER **SLIDING DOOR** STOPPED WORKING BOTH ELECTRONICALLY AND MANUALLY CAUSING A PARTIAL HAZARD SO AS NO ONE CAN EXIT/ENTER THAT **DOOR** TO THE VEHICLE. IT WAS FIRST OBSERVED NEARLY 4 WEEKS AGO WHEN THE VEHICLE WAS STATIONARY. *TR

1 Affected Product Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2015

Request Research (Services fees apply)

April 23, 2020 NHTSA ID NUMBER: 11321989

Components: UNKNOWN OR OTHER

NHTSA ID Number: 11321989

Incident Date April 17, 2019

Consumer Location COLORADO SPRINGS, CO

Vehicle Identification Number 2C4RDGEG8FR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

DRIVER'S SIDE **SLIDING DOOR** WILL NOT **OPEN** MANUALLY, WITH KEY FOB OR OVERHEAD PUSH BUTTON. **DOOR** REMAINS LOCKED AT ALL TIMES MAKING IT IMPOSSIBLE FOR PASSENGERS TO EXIT VEHICLE THROUGH THAT **DOOR** IN CASE OF AN EMERGENCY.

1 Affected Product Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2015

Request Research (Services fees apply)

March 4, 2020 NHTSA ID NUMBER: 11315978
Components: ELECTRICAL SYSTEM
 NHTSA ID Number: 11315978

Incident Date November 20, 2019

Consumer Location SAN JUAN, PR

Vehicle Identification Number 2C4RDGCG9FR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

DRIVER'S SIDE DOOR TAKES TIME TO OPEN. 30 TO 45 SECONDS APPROXIMATELY TO OPEN. HAPPENS VERY OFTEN. AFRAID IT MAY STOP FUNCTIONING COMPLETELY. THE SLIDING DOORS (BOTH) OPEN ON THEIR OWN. HAVE FOUND SLIDING DOORS AND CARGO DOOR OPEN. THIS HAPPENS RANDOMLY, SOME DAYS IT MAY NOT OCCUR, BUT AFRAID TO LEAVE CAR IN THE STREET. HAVE TRIED TO SOLVE THIS ISSUE BY LOCKING DOORS MANUALLY WITH DOOR LOCK ON DRIVER'S DOOR PANEL, HOWEVER IT IS STILL MALFUNCTIONING. THE ISSUES OCCURS WHEN THE VEHICLE IS PARKED. BOUGHT THE VEHICLE IN OCTOBER 2019, HAS BEEN HAPPENING SINCE A MONTH AFTER PURCHASE ON AND OFF.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2015

Request Research (Services fees apply)

October 23, 2019 NHTSA ID NUMBER: 11270473
Components: ELECTRICAL SYSTEM

NHTSA ID Number: 11270473

Incident Date September 1, 2019

Consumer Location BRAZIL, IN

Vehicle Identification Number 2C4RDGCG5FR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

2015 DODGE CARAVAN - PASSENGER **SLIDING DOOR** STARTED MAKING A CLICKING NOISE WHEN LOCKING OR UNLOCKING THE DOORS.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2015

Request Research (Services fees apply)

October 6, 2019 NHTSA ID NUMBER: 11266675
Components: STRUCTURE

NHTSA ID Number: 11266675

Incident Date October 6, 2019

Consumer Location WHITE CITY, OR

Vehicle Identification Number 2C4RDGBG9FR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

PASSENGER **SLIDING DOOR LOCK** IS STUCK AND WILL NOT UNLOCK WITH THE KEY FOB OR UNLOCK MANUALLY. WILL NOT **OPEN** AT ALL. THE POSES A SERIOUS SAFETY RISK. THIS HAPPENED AFTER SHUTTING THE **DOOR**. THE NEXT TIME WE WENT TO **OPEN** THE **DOOR** IT WOULD NOT UNLOCK

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2015

Request Research (Services fees apply)

September 21, 2019 NHTSA ID NUMBER: 11257122

Components: SEATS

September 17, 2019 NHTSA ID NUMBER: 11256190

Components: ELECTRICAL SYSTEM, STRUCTURE

NHTSA ID Number: 11256190

Incident Date August 16, 2019

Consumer Location YORKTOWN, VA

Vehicle Identification Number 2C4RDGEG5FR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

NEED A RECALL ISSUED! 2015 DODGE GRAND CARAVAN WITH **SLIDING DOOR** ISSUES. **LOCK** MAKES LOUD NOISE WHEN TRYING TO UNLOCK. SOMETIMES IT WILL NOT UNLOCK OR **LOCK**, CAUSING THE **DOOR** TO WORK INCORRECTLY. THIS IS A SAFETY ISSUE THAT MULTIPLE PEOPLE HAVE ENCOUNTERED. THERE IS SHOULD BE A RECALL ON THIS LOCKING MECHANISM.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2015

Request Research (Services fees apply)

September 10, 2019 NHTSA ID NUMBER: 11254574

Components: STRUCTURE

NHTSA ID Number: 11254574

Incident Date September 8, 2019

Consumer Location MODESTO, CA

Vehicle Identification Number 2C4RDGCG6FR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

27K MILES ON MY CAR. AT 16K, LAST YEAR, THE PASSENGER SIDE SLIDER DOOR WAS STUCK. WOULD NOT OPEN, WOULD NOT LOCK OR UNLOCK. WAS UNDER WARRANTY AND DODGE FIXED. NOW A YEAR LATER, THE OTHER DOOR IS DOING THE SAME, EXCEPT DODGE WANTS TO CHARGE ME \$1,468 TO FIX IT!!! ARE YOU INSANE? THIS IS OBVIOUSLY A FAILED PART AND SHOULD BE FIXED FOR THE SAFETY OF MY CHILDREN!

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2015

Request Research (Services fees apply)

September 8, 2019 NHTSA ID NUMBER: 11253942

Components: STRUCTURE

NHTSA ID Number: 11253942

Incident Date September 7, 2019

Consumer Location Unknown

Vehicle Identification Number 2C4RDGBGXFR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

MY 2015 GRAND CARAVAN BOTH SLIDING DOORS WERE WORKING FINE, THEN YESTERDAY THE DRIVER'S SLIDING DOOR JUST FROZE--CAN'T OPEN IT ELECTRONICALLY OR MANUALLY. THE LOCK IS STUCK IN THE LOCKED POSITION AND THE POWER DOOR LOCK SWITCH WON'T MOVE THAT DOOR'S LOCK TO THE 'UNLOCK' POSITION. WHEN YOU TRY TO MOVE THE LOCK/UNLOCK BUTTON/LEVER ON THAT SLIDING DOOR, IT'S STUCK IN THE LOCKED POSITION--EVEN WITH A BUNCH OF FORCE I CAN'T MOVE THE LEVER TO THE UNLOCKED POSITION--I FEEL LIKE I'M GOING TO BREAK THE LEVER IF I FORCE IT TOO MUCH. SO THE DOOR IS BASICALLY UNUSEABLE UNOPENABLE RIGHT NOW. I FEEL IT'S A FAILURE AND SAFETY ISSUE.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2015

Request Research (Services fees apply)

August 10, 2019 NHTSA ID NUMBER: 11242947

Components: ELECTRICAL SYSTEM

NHTSA ID Number: 11242947

Incident Date August 9, 2019

Consumer Location CINCINNATI, OH

Vehicle Identification Number 2C4RDGBG1FR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

FOR ABOUT A MONTH THE VAN'S LOCK SYSTEM TO THE DOORS WOULD MAKE A BUZZING NOISE WHEN YOU UNLOCK OR LOCK THEM. SINCE FRIDAY, AUGUST 9TH 2019, THE BACK SLIDING DOOR ON THE DRIVER'S SIDE WILL NOT UNLOCK. THIS COULD CAUSE A HAZARD TO SOMEONE IN THE BACK, THAT NEEDED TO GET OUT OF VAN IN CASE OF AN EMERGENCY. THIS HAPPENS WHEN THE VAN IS STOPPED, OF COURSE I WOULD NOT TRY OPENING IT, IF VEHICLE WAS MOVING. THIS SHOULD BE AN AUTOMATIC FIX FROM THE SERVICE DEPARTMENT, BECAUSE OF SAFETY DUE TO PASSENGERS. THANK YOU!

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2015

Request Research (Services fees apply)

June 18, 2019 NHTSA ID NUMBER: 11220848

Components: UNKNOWN OR OTHER

NHTSA ID Number: 11220848

Incident Date June 10, 2019

Consumer Location NORTH BILLERICA, MA

Vehicle Identification Number 2C4RDGBG5FR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

SLIDING DOOR LOCK ACTUATOR, BUZZING SOUND WHEN UNLOCK ALL DOORS. CAN'T MOVE THE **LOCK** BY HAND IT GETS STUCK

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2015

Request Research (Services fees apply)

May 20, 2019 [NHTSA ID NUMBER: 11208574](#)

Components: UNKNOWN OR OTHER, ELECTRONIC STABILITY CONTROL

NHTSA ID Number: 11208574

Incident Date May 17, 2019

Consumer Location HOMESTEAD, FL

Vehicle Identification Number 2C4RDGBGXFR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

LEFT **SLIDING DOOR** IS STUCK. IT WONT UNLOCK FROM INSIDE OR OUTSIDE TRYED TO DO IT MANUALLY AND STI DOES NOT WORK. HAVE TRYED EVERYTHING. THIS IS A VERY CONCERNING ISSUE CAUSE IN CASE OF ACCIDENT OR FIRE WE WILL BE STUCK INSIDE VAN AND WONT BE ABLE TO GET OUT. I HAVE READ ONLINE AND HAVE FOUND THOUSANDS OF PEOPLE WITH THE SAME PROBLEM. DEALER WANTS TO CHARGE \$1000 FOR A PROBLEM THAT IS A SAFETY AND DANGEROUS ISSUE AND IT SHOULD. E RECALLED CAUSE IS HAPPENING TO EVERYBODY. HOW CAN I GET HELP ??

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2015

Request Research (Services fees apply)

April 24, 2019 NHTSA ID NUMBER: 11203365
Components: UNKNOWN OR OTHER
 NHTSA ID Number: 11203365

Incident Date April 20, 2019

Consumer Location NORTHGLENN, CO

Vehicle Identification Number 2C4RDGCG0FR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

MY DRIVERS SIDE ELECTRONICA **DOOR** FOR THE MIDDLE SEAT IS STUCK IN A LOCKED POSITION AND WILL NOT **OPEN** WITH EITHER THE REMOTE CONTROL OR BY HAND. THIS IS VERY CONCERNING BECAUSE OF SAFETY ISSUES WHEN I HAVE PASSENGERS IN THE MIDDLE SEAT. WHAT WOULD HAPPEN IN CASE OF AN EMERGENCY? I HAVE DONE MY RESEARCH AND HAVE FOUND THAT THIS IS A VERY COMMON SAFETY ISSUE IN MULTIPLE YEARS OF DODGE GRAND CARAVAN'S. I AM URGING THIS BOARD TO RECALL DODGE GRAND CARAVAN'S WITH **SLIDING DOOR** ISSUES. PLEASE HELP!!!

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2015

Request Research (Services fees apply)

April 11, 2019 NHTSA ID NUMBER: 11195624

Components: ELECTRICAL SYSTEM, STRUCTURE, ELECTRONIC STABILITY CONTROL

NHTSA ID Number: 11195624

Incident Date April 11, 2019

Consumer Location DENISON, TX

Vehicle Identification Number N/A

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

ON 9-22-2018. MY 2015 DODGE GRAND CARAVAN DRIVERS REAR **SLIDING DOOR** CLOSED LIKE NORMAL. THEN WHEN I TRYED UNLOCKING AND OPENING THE **DOOR** WOULD DO ANYTHING THE **LOCK** MECHANISM ON IT DOESN'T DO ANYTHING TRYED MANUALLY UNLOCKING IT WOULDN'T UNLOCK. THE **DOOR** JUST WILL NOT **OPEN**...IT WAS STATIONARY IN PARK.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2015

Request Research (Services fees apply)

March 16, 2018 NHTSA ID NUMBER: 11079817

Components: ELECTRICAL SYSTEM, STRUCTURE, STRUCTURE

NHTSA ID Number: 11079817

Incident Date March 10, 2018

Consumer Location SEABROOK, TX

Vehicle Identification Number 2C4RDGCG2FR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

TL* THE CONTACT OWNS A 2015 DODGE GRAND CARAVAN. THE CONTACT STATED THAT THE PASSENGER SIDE **SLIDING DOOR** DID NOT **OPEN** MANUALLY OR ELECTRONICALLY. THERE WERE NO WARNING INDICATORS ILLUMINATED. THE CONTACT CALLED CLEAR LAKE CHRYSLER JEEP DODGE AT 281-481-1000 (15711 GULF HWY, WEBSTER, TX 77598) AND WAS INFORMED THAT THE **ACTUATOR** MAY NEED TO BE REPLACED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE VIN WAS NOT PROVIDED. THE FAILURE MILEAGE WAS APPROXIMATELY 71,500.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2015

Request Research (Services fees apply)

Model Year 2015 Chrysler Town & Country (18 Complaints)

March 9, 2021 NHTSA ID NUMBER: 11399949

Components: ELECTRICAL SYSTEM

NHTSA ID Number: 11399949

Incident Date March 6, 2021

Consumer Location NORTH CHESTERFIELD, VA

Vehicle Identification Number 2C4RC1GG0FR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

PASSENGER SIDE SLIDING DOOR IS BUZZING, WHEN OPENING PASSENGER FRONT DOOR AND VARIOUS OTHER TIMES.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
CHRYSLER	TOWN AND COUNTRY	2015

Request Research (Services fees apply)

February 1, 2021 NHTSA ID NUMBER: 11391075

Components: ELECTRICAL SYSTEM, UNKNOWN OR OTHER

NHTSA ID Number: 11391075

Incident Date January 31, 2021

Consumer Location CHANDLER, AZ

Vehicle Identification Number 2C4RC1BG6FR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

I HAVE TWO DISTINCT ELECTRICAL PROBLEMS FIRST FRONT WINDOWS WHEN USING THE WINDOW BOTH SIDE WHEN ROLLING UP WINDOW HAS BROKEN LETTING WINDOW FALL BACK DOWN INTO **DOOR** AND WILL NOT WORK. I HAVE ALREADY REPLACED DRIVER SIDE JULY 2020 AM IN PROCESS OF REPAIRING PASSENGER SIDE JAN-FEN 2021. SECONDLY SIDE DOORS DO NOT ALWAYS SHUT SECURELY AND KEEP CLICKING LIKE THEY ARE STUCK AND WILL NOT LATCH. DOES THIS ON BOTH SIDES MUST GET OUT AND MANUALLY SHUT THE DOORS A FEW TIMES TO GET IT SECURED. THE SIDE **DOOR** ON DRIVER SIDE DID HAVE TO HAVE ELECTRICAL REPAIRED IN 2020 AS THE **DOOR** SHUT AND WOULD NOT REOPEN AT ALL. THIS REPAIR WAS DONE BY MY MECHANIC.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
CHRYSLER	TOWN AND COUNTRY	2015

Request Research (Services fees apply)

September 15, 2020 NHTSA ID NUMBER: 11355101

Components: ELECTRICAL SYSTEM

NHTSA ID Number: 11355101

Incident Date September 1, 2020

Consumer Location CHARLOTTE, NC

Vehicle Identification Number 2C4RC1BG2FR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE **LOCK** FAULT **ACTUATOR** MAKES A BUZZING SOUND WHEN LOCKING OR UNLOCKING

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
CHRYSLER	TOWN AND COUNTRY	2015

Request Research (Services fees apply)

August 29, 2020 NHTSA ID NUMBER: 11352011

Components: STRUCTURE

NHTSA ID Number: 11352011

Incident Date August 28, 2020

Consumer Location KANSAS CITY, MO

Vehicle Identification Number 2C4RC1BG2FR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

REAR PASSENGER SIDE **DOOR** DOES NOT LATCH PROPERLY SOME OF THE TIME. MOST THE TIMES IT DOES IT WHEN THE VEHICLE IS STATIONARY. BUT HAS HAPPENED WHEN I HIT A BUMP DRIVING DOWN THE ROAD.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
CHRYSLER	TOWN AND COUNTRY	2015

Request Research (Services fees apply)

August 14, 2020 NHTSA ID NUMBER: 11349251

Components: ELECTRICAL SYSTEM, STRUCTURE, UNKNOWN OR OTHER

NHTSA ID Number: 11349251

Incident Date May 1, 2020

Consumer Location BURNSVILLE, MN

Vehicle Identification Number 2C4RC1CG5FR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE DRIVERS SIDE REAR **SLIDING DOOR** (AUTOMATIC) DOES NOT FULLY LATCH, ESPECIALLY DURING HOT DAYS. IT CONTINUES TO TRY AND FULLY LATCH UNTIL I MANUALLY **CLOSE** IT BY HITTING THE AREA WHERE THE LATCH IS WITH A HIP OR FIST. AT TIMES IT WILL SET OFF THE ALARM WHILE STATIONARY IF THE DOORS ARE LOCKED AS THE **DOOR** WILL EVEN ATTEMPT TO **OPEN** ON IT'S OWN. BASED ON OTHER REPORTS I'VE READ OF PEOPLE HAVING THIS SAME PROBLEM, THEIR DOORS HAVE EVEN UNLATCHED WHEN DRIVING. THIS IS A MAJOR CONCERN AS IT POSES A SAFETY HAZARD AND BASED ON RESEARCH I'VE CONDUCTED IT'S A KNOWN PROBLEM FOR THIS MODEL YEAR. PLEASE SEND TO CHRYSLER. THANK YOU!

1 Affected Product Vehicle

MAKE	MODEL	YEAR
CHRYSLER	TOWN AND COUNTRY	2015

Request Research (Services fees apply)

August 1, 2020 NHTSA ID NUMBER: 11342656

Components: ELECTRICAL SYSTEM

NHTSA ID Number: 11342656

Incident Date July 31, 2020

Consumer Location WATAUGA, TX

Vehicle Identification Number 2C4RC1BG9FR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE PASSENGER SIDE **SLIDING DOOR ACTUATOR** IS GOING BAD AND IS FAILING TO UNLOCK MAKING THIS VEHICLE HAZARDOUS FOR MY CHILDREN WHO SIT IN THE BACK SEAT. WHEN THE **ACTUATOR** FAILS, THE **DOOR** WILL NOT UNLOCK AND SUBSEQUENTLY WILL NOT **OPEN** MAKING EXITING THE VEHICLE IN AN EMERGENCY MUCH MORE DIFFICULT FOR REAR SEAT PASSENGERS.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
CHRYSLER	TOWN AND COUNTRY	2015

Request Research (Services fees apply)

July 11, 2020 [NHTSA ID NUMBER: 11338798](#)
Components: ELECTRICAL SYSTEM
NHTSA ID Number: 11338798

Incident Date July 11, 2020

Consumer Location EAST NORTHPORT, NY

Vehicle Identification Number 2C4RC1CG2FR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

DOOR LOCK BUZZES WHEN OPENING LOCKS ON AUTOMATIC **LOCK**. PASSENGER SIDE **SLIDING DOOR**. CAR IS STATIONARY, PARKED AND OPENING DOORS WHILE LOCKED.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
CHRYSLER	TOWN AND COUNTRY	2015

Request Research (Services fees apply)

July 5, 2020 NHTSA ID NUMBER: 11337560

Components: ELECTRICAL SYSTEM

NHTSA ID Number: 11337560

Incident Date July 1, 2020

Consumer Location HALLANDALE, FL

Vehicle Identification Number 2C4RC1CG0FR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

RIGHT **SLIDING DOOR** IS MAKING AND BUZZING SOUND THIS CAUSES AN ISSUE WITH UNLOCKINH THE **DOOR**.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
CHRYSLER	TOWN AND COUNTRY	2015

Request Research (Services fees apply)

February 26, 2020 NHTSA ID NUMBER: 11311572

Components: ELECTRICAL SYSTEM

NHTSA ID Number: 11311572

Incident Date December 2, 2019

Consumer Location SPRING HILL, FL

Vehicle Identification Number 2C4RC1BG6FR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE PASSENGER DOOR LOCK ACTUATOR DOES NOT FUNCTION CORRECTLY AND DOES NOT RELIABLY LOCK THE DOOR. THIS STARTED ON 12/02/2019 AND THE VEHICLE HAD ONLY 35000 MILES ON IT. DOORS THAT DO NOT LOCK WHEN THE VEHICLE IS IN MOTION IS AN EXTREME DANGER AND SHOULD BE RESOLVED BY CHRYSLER.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
CHRYSLER	TOWN AND COUNTRY	2015

Request Research (Services fees apply)

January 29, 2020 NHTSA ID NUMBER: 11302922

Components: ELECTRICAL SYSTEM

NHTSA ID Number: 11302922

Incident Date January 26, 2020

Consumer Location ETOWAH, TN

Vehicle Identification Number 2C4RC1BG2FR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

DRIVERSIDE PASSENGER DOOR LOCK ACTUATOR FAIL. DOOR WILL NOT OPEN STUCK IN THE LOCKED POSITION. IT WILL NOT OPEN MANUALLY EITHER. VEHICLE WAS IN THE PARKED POSITION. WENT TO OPEN IT AND IT WOULD NOT OPEN AT ALL HAD TO HAVE THE KIDS GETS OUT ON OTHER SIDE.

1 Affected Product Vehicle

MAKE	MODEL	YEAR
CHRYSLER	TOWN AND COUNTRY	2015

Request Research (Services fees apply)

December 17, 2019 NHTSA ID NUMBER: 11289583

Components: STRUCTURE

NHTSA ID Number: 11289583

Incident Date December 1, 2019

Consumer Location BISMARCK, IL

Vehicle Identification Number 2C4RC1BG8FR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

TL* THE CONTACT OWNS A 2015 CHRYSLER TOWN AND COUNTRY. THE CONTACT STATED THAT THE REAR SLIDING DOOR DID NOT OPEN. THE VEHICLE WAS TAKEN TO COURTESY FORD (3533 N VERMILION ST, DANVILLE, IL 61832) WHERE IT WAS DETERMINED THAT THE DOOR ACTUATOR NEEDED TO BE REPLACED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 53,000.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
CHRYSLER	TOWN AND COUNTRY	2015

Request Research (Services fees apply)

September 2, 2019 NHTSA ID NUMBER: 11252783

Components: ELECTRICAL SYSTEM

NHTSA ID Number: 11252783

Incident Date August 5, 2019

Consumer Location CAYUGA, IN

Vehicle Identification Number 2C4RC1BG5FR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE CINCH MOTOR STARTED VIBRATING LIKE A JACKHAMMER WHENEVER THE BACK PASSENGER DOOR WOULD SLIDE CLOSED WHILE THE VEHICLE WAS STATIONARY. AFTER LESS THAN A WEEK OF THIS THE DOOR REFUSED TO OPEN AT ALL.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
CHRYSLER	TOWN AND COUNTRY	2015

Request Research (Services fees apply)

July 29, 2019 NHTSA ID NUMBER: 11240317

Components: POWER TRAIN

June 18, 2019 NHTSA ID NUMBER: 11220950

Components: ELECTRICAL SYSTEM

NHTSA ID Number: 11220950

Incident Date May 24, 2019

Consumer Location PITTSFORD, NY

Vehicle Identification Number 2C4RC1BG3FR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

DOOR LOCK ACTUATOR ON PASSENGER SLIDING DOOR REPLACED BEFORE 60,000 MILES.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
CHRYSLER	TOWN AND COUNTRY	2015

Request Research (Services fees apply)

March 14, 2019 NHTSA ID NUMBER: 11186878

Components: UNKNOWN OR OTHER

NHTSA ID Number: 11186878

Incident Date March 14, 2019

Consumer Location HOUSE SPRINGS, MO

Vehicle Identification Number 2C4RC1BGXFR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES1

DEATHS0

AUTOMATIC SLIDING DOOR ENGAGED AND TRAPPED ARM OF CHILD REQUIRING 2 ADULTS TO FORCEFULLY OPEN. CHILD TRAPPED FOR MORE THAN 1 MINUTE.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
CHRYSLER	TOWN AND COUNTRY	2015

Request Research (Services fees apply)

March 10, 2019 NHTSA ID NUMBER: 11185652

Components: UNKNOWN OR OTHER

NHTSA ID Number: 11185652

Incident Date March 9, 2019

Consumer Location EL CAJON, CA

Vehicle Identification Number 2CARC1HG9FR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE LOCKS ON 3 OF THE DOORS QUIT WORKING. THE RIGHT SIDE SLIDING DOOR WAS STUCK ON UNLOCK, NOT ABLE TO LOCK THE DOOR. THE LEFT SLIDING DOOR IS STUCK ON LOCK, CANNOT OPEN THE DOOR. THE FRONT PASSENGER DOOR, NEEDS TO BE UNLOCKED 3 TIMES BEFORE IT RELEASES.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
CHRYSLER	TOWN AND COUNTRY	2015

Request Research (Services fees apply)

March 5, 2019 NHTSA ID NUMBER: 11184412

Components: POWER TRAIN

January 18, 2019 NHTSA ID NUMBER: 11170806

Components: POWER TRAIN

December 13, 2018 NHTSA ID NUMBER: 11161179

Components: POWER TRAIN, UNKNOWN OR OTHER, ENGINE

NHTSA ID Number: 11161179

Incident Date December 13, 2018

Consumer Location JOHNSTON, IA

Vehicle Identification Number 2C4RC1BG3FR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

VEHICLE IS ONLY 3 YEARS OLD AND STARTED MAKING A CONSTANT CLICKING NOISE THAT WOULD SPEED UP WITH THE SPEED OF THE CAR IN ADDITION TO THAT THE RPM SHOTS UP BUTVEHICLE STRUGGLES TO SPEED UP, TOOK IT IN TO GET LOOKED AT, THE ENGINE AND TRANSMISSION ARE GOING OUT AND IS GOING TO COST MORE TO FIX THAN THE CAR IS WORTH. ALSO THE AIR BAG IN THE PASSENGER HEAD REST EXPLODED EARLIER IN THE YEAR WHILE THE VEHICLE WAS MOVING AND WAS NOT IN AN ACCIDENT, AND THE BACK PASSENGER DOOR WILL MECHANICALLY OPEN BUT NOT SHUT. THIS VEHICLE HAS HAD AN EXCESSIVE AMOUNT OF PROBLEMS FOR ONLY BEING 3 YEARS OLD.

1 Affected Product Vehicle

MAKE	MODEL	YEAR
CHRYSLER	TOWN AND COUNTRY	2015

Request Research (Services fees apply)

May 7, 2018 NHTSA ID NUMBER: 11092361

Components: POWER TRAIN

December 23, 2017 NHTSA ID NUMBER: 11056253

Components: ELECTRICAL SYSTEM

NHTSA ID Number: 11056253

Incident Date December 1, 2017

Consumer Location EL MONTE, CA

Vehicle Identification Number 2C4RC1BG1FR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

RIGHT PASSANGER SLIDING DOOR DOES NOT LOCK WITH FOB NOR MANUALLY, THE PHYSICAL LOCK IS STUCK. DOOR CAN BE OPENED AND ALARM DOES NOT GO OFF.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
CHRYSLER	TOWN AND COUNTRY	2015

Request Research (Services fees apply)

August 4, 2017 NHTSA ID NUMBER: 11012820

Components: AIR BAGS, SEAT BELTS

December 28, 2016 NHTSA ID NUMBER: 10937841

Components: ELECTRICAL SYSTEM

NHTSA ID Number: 10937841

Incident Date December 28, 2016

Consumer Location MANDEVILLE, LA

Vehicle Identification Number 2C4RC1CGXFR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

WHEN VEHICLE IS PARKED AND THE AUTO-DOOR LOCK SYSTEM IS ACTIVATED BY REMOTE AND/OR MANUAL DOOR LOCK ACTIVATION, THE LOCKS WILL ACTIVATE AND THE DOORS WILL APPEAR TO BE LOCKED; HOWEVER, WHEN YOU PULL ON THE DOOR HANDLES TO CHECK THE LOCK, THE LOCKS WILL ACTIVATE AND RE-OPEN. THIS EVENT WILL OCCUR AFTER A FEW SECONDS, MINUTES, HOURS, OR EVEN OVER NIGHT. IN OTHER WORDS, EVEN AFTER YOU ACTIVATE THE AUTO-DOOR LOCKS, YOU CAN WALK UP TO THE CAR AT ANY TIME, PULL ON THE DOOR HANDLES, AND THE CAR WILL UNLOCK ALLOWING YOU TO OPEN THE DOORS.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
CHRYSLER	TOWN AND COUNTRY	2015

Request Research (Services fees apply)

Model Year 2017 Dodge Grand Caravan (80 Complaints)

July 16, 2021 NHTSA ID NUMBER: 11425199

Components: UNKNOWN OR OTHER

NHTSA ID Number: 11425199

Incident Date July 14, 2021

Consumer Location NEDERLAND, TX

Vehicle Identification Number 2C4RDGBG7HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

Rear driver's side **sliding door** will not open. It is stuck in the locked position. Research shows this is a common problem with the 2017 and other years of Dodge Grand Caravan. This is a safety issue for anyone sitting in that rear passenger seat, as that **door** will not open from the inside. In the event of an accident blocking the rear passenger side **door**, anyone in the rear would have to climb up to the front to exit. There is no check engine light. I have not yet taken it to a dealer, because it is not warranty work and I cannot afford to have it fixed.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

July 15, 2021 NHTSA ID NUMBER: 11424888

Components: ELECTRICAL SYSTEM

NHTSA ID Number: 11424888

Incident Date July 14, 2021

Consumer Location SEATTLE, WA

Vehicle Identification Number 2C4RDGEGXHR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

Driver’s side **sliding door** is stuck shut and will not unlock with key FOB, the unlock buttons on the passenger and driver side doors, and also will not unlock manually. Tried opening the **door** with automatically with key FOB button, the button located by the rearview mirror, and also opening it manually from the inside and outside, but **door** does not open. It was functioning properly the day before, and there were no warning signs ahead of time that there was going to be an issue with the locking mechanism. Safety concern since this could potentially happen to the other **sliding door**, and if in an emergency back passengers have no immediate access to an exit.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

July 8, 2021 NHTSA ID NUMBER: 11423919

Components: ELECTRICAL SYSTEM, UNKNOWN OR OTHER

NHTSA ID Number: 11423919

Incident Date July 3, 2021

Consumer Location MARIETTA, GA

Vehicle Identification Number 2C4RDGEGXHR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

The rear **sliding door** on the driver side is stuck in the locked position and cannot be opened either manually or electronically.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

July 7, 2021 NHTSA ID NUMBER: 11423772

Components: ELECTRICAL SYSTEM

NHTSA ID Number: 11423772

Incident Date May 12, 2021

Consumer Location IONIA, MI

Vehicle Identification Number 2c4rdgbg6hr****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

There is a loud buzzing sound coming from the passenger **sliding door** whenever the vehicle is locked or unlocked. **Door actuator** is failing.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

June 11, 2021 NHTSA ID NUMBER: 11420554

Components: LATCHES/LOCKS/LINKAGES

NHTSA ID Number: 11420554

Incident Date June 11, 2021

Consumer Location ORANGE CITY, FL

Vehicle Identification Number 2c4rdgeg1hr****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

The contact owns a 2017 Dodge Grand Caravan. The contact stated while attempting to enter the vehicle, the driver's side sliding door failed to unlock and open electronically. The contact attempted to manually unlock the door but the door failed to open. The local dealer was contacted and informed the contact that there would be an out-of-pocket cost to repair the vehicle. The vehicle was not diagnosed nor repaired. The manufacture was not made aware of the failure. The failure mileage was approximately 70,000.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

May 18, 2021 NHTSA ID NUMBER: 11417686

Components: ELECTRICAL SYSTEM, STRUCTURE

NHTSA ID Number: 11417686

Incident Date September 4, 2020

Consumer Location PASADENA, MD

Vehicle Identification Number 2C4RDGEG2HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

The drivers side rear passenger sliding door is stuck in lock mode. The locking mechanism is stuck shut and cannot be unlocked either manually or with the remote unlock button. Therefore the door is stuck closed and can not open. It's dangerous that any backseat passenger cannot exit the vehicle through that door if they need to. Also, the passenger side door does not lock or unlock with the remote; it only locks and unlocks when the locking mechanism on the door is pushed manually. When the alarm is turned on with the remote, pulling this door open manually sets off the alarm when the door is pulled open. There were no warning lights or indicators set off prior to these issues. These issues manifested in September 2020.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

May 10, 2021 NHTSA ID NUMBER: 11416019

Components: STRUCTURE, UNKNOWN OR OTHER

NHTSA ID Number: 11416019

Incident Date May 9, 2021

Consumer Location MAGNOLIA, DE

Vehicle Identification Number 2C4RDGEG1HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

DRIVERS SIDE PASSANGER DOOR IS STUCK IN THE LOCK POSITION AND WON'T OPEN OR UNLOCK

1 Affected Product Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

May 3, 2021 NHTSA ID NUMBER: 11414952

Components: LATCHES/LOCKS/LINKAGES

NHTSA ID Number: 11414952

Incident Date April 26, 2021

Consumer Location MAGNOLIA, IL

Vehicle Identification Number 2C4RDGBG7HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

TL* THE CONTACT OWNS A 2017 DODGE GRAND CARAVAN. THE CONTACT STATED THAT THE REAR DRIVER'S SIDE DOOR FAILED TO UNLOCK AS NEEDED. THERE WAS NO WARNING LIGHT ILLUMINATED. THE VEHICLE WAS TAKEN TO CORONET DODGE CHRYSLER JEEP RAM FIAT (3705 FRONTAGE RD, PERU, IL 61354, (844) 801-3239) AND THE DEALER WAS MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT YET REPAIRED. THE MANUFACTURER WAS NOT INFORMED OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 97,000.

1 Affected Product Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

April 14, 2021 NHTSA ID NUMBER: 11408158

Components: ELECTRICAL SYSTEM, STRUCTURE

NHTSA ID Number: 11408158

Incident Date March 24, 2021

Consumer Location FLORENCE, OR

Vehicle Identification Number 2C4RDGCG9HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE DRIVER SIDE **SLIDING DOOR** WILL NOT UNLOCK TO OPEN. I HAVE PAID 725 AT A MECHANIC FOR AN **ACTUATOR** AND LABOR, WHEN I GOT HOME THE **DOOR** STILL DODNT OPEN. I TOOK IT TO AN AUTO BODY SHOP AND PAID \$89.00 FOR IT TO OPEN ONCE AFTER GREASED THEN IT JAMMED AGAIN. TOOK IT BACK TO AUTO BODY SHOP AFTER 4 HOURS OF LABOR TURNS OUT TO BE AN ELECTRICAL ISSUE. THE PASSENGER **SLIDING DOOR** IS STARTING TO JAM AS WELL.. BODY SHOP SAID VERY SOON IT WILL **CLOSE** AND NOT OPEN AS WELL.THAT'S WHERE I'M AT NOW. . NOT SURE IF I WANT.TO PAY FOR AN ELECTRICAL ISSUE. I'VE PAID ENOUGH TO COME THIS FAR. SO MAYBE THIS WILL SAVE SOMEONE ELSE THE STEPS.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

April 11, 2021 NHTSA ID NUMBER: 11407517

Components: ELECTRICAL SYSTEM, UNKNOWN OR OTHER

NHTSA ID Number: 11407517

Incident Date April 4, 2021

Consumer Location FLORISSANT, MO

Vehicle Identification Number 2C4RDGBG3HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE DRIVE SIDE SLIDING DOOR THE DOOR WON'T UNLOCK.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

April 8, 2021 NHTSA ID NUMBER: 11407007

Components: ELECTRICAL SYSTEM, STRUCTURE

NHTSA ID Number: 11407007

Incident Date April 7, 2021

Consumer Location JERSEY SHORE, PA

Vehicle Identification Number 2C4RDGCG3HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE DRIVERS SIDE PASSENGER **SLIDING DOOR** IS STUCK IN THE **LOCK** POSITION. I CAN NOT MANUALLY UNLOCK IT, IT WILL NOT UNLOCK WITH MY KEY FOB OR THE BUTTONS ON THE INTERIOR. THE **DOOR** IS STUCK CLOSED AND LOCKED.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

March 23, 2021 NHTSA ID NUMBER: 11404430

Components: ELECTRICAL SYSTEM, UNKNOWN OR OTHER

NHTSA ID Number: 11404430

Incident Date March 22, 2021

Consumer Location HANOVER, MD

Vehicle Identification Number 2C4RDGCG6HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE REAR **SLIDING** DOORS OPENED, I LOADED MY CHILD AND GEAR INTO THE VAN. WHEN WE REACHED OUR DESTINATION, THE DIES WOULD NOT UNLOCK OR OPEN, TRAPPING HER IN THE CAR. WE HAD TO HAVE HER CLIMB INTO THE PASSENGER SEAT AND EXIT THAT WAY. THE VAN WAS PARKED, ENGINE OFF.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

March 19, 2021 NHTSA ID NUMBER: 11403940

Components: ELECTRICAL SYSTEM, STRUCTURE

NHTSA ID Number: 11403940

Incident Date March 19, 2021

Consumer Location PENSACOLA, FL

Vehicle Identification Number 2C4RDGCG8HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

TL* THE CONTACT OWNS A 2017 DODGE GRAND CARAVAN. THE CONTACT STATED THAT THE **SLIDING DOOR** FAILED TO OPEN FROM INSIDE OR OUTSIDE THE VEHICLE. THE VEHICLE WAS NOT TAKEN TO A DEALER. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT INFORMED OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 77,724.

1 Affected Product Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

March 1, 2021 NHTSA ID NUMBER: 11398328

Components: UNKNOWN OR OTHER

NHTSA ID Number: 11398328

Incident Date August 4, 2020

Consumer Location SOUTH EUCLID, OH

Vehicle Identification Number 2C4RDGBG8HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

I'VE HAD THE VEHICLE SINCE LITERALLY 1 YEAR 6 MONTHS AGO THE PASSENGER REAR DOOR STOPPED LOCKING/UNLOCKING I SEARCHED FOR ANSWERS ONLINE AND FOUND FORUMS WITH THIS DOOR ACTUATOR ISSUE I SEE IT AS A HAZARD BECAUSE DUE BELOW AVERAGE USE IT WENT OUT WHAT IF THE OTHER 1 GOES OUT THEN I LOSE ACCESS TO THE REAR OF MY VEHICLE IN AN EMERGENCY OR ANYTHING MOST PEOPLE SAYS IT'S AT LEAST \$650 FIX WHICH IS 2 MONTHS WORTH OF CAR PAYMENTS I CAN'T AFFORD

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

February 26, 2021 [NHTSA ID NUMBER: 11398018](#)

Components: STRUCTURE

NHTSA ID Number: 11398018

Incident Date February 15, 2021

Consumer Location BUMPASS, VA

Vehicle Identification Number 2C4RDGBG1HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

DRIVERS SIDE SLIDING DOOR IS STUCK IN THE LOCK POSITION AND WILL NOT OPEN

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

February 12, 2021 NHTSA ID NUMBER: 11395876

Components: ELECTRICAL SYSTEM, UNKNOWN OR OTHER

NHTSA ID Number: 11395876

Incident Date January 20, 2021

Consumer Location SAINT PETERSBURG, FL

Vehicle Identification Number 2C4RDGCG5HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE DRIVER'S SIDE SLIDING DOOR BECAME STUCK IN THE LOCK POSITION. IT WILL NOT UNLOCK MANUALLY OR ELECTRICALLY WITH THE POWER LOCK BUTTON OR KEY FOB. THE DOOR WILL NOT OPEN AT ALL.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

February 10, 2021 NHTSA ID NUMBER: 11395613
Components: ELECTRICAL SYSTEM
NHTSA ID Number: 11395613

Incident Date August 24, 2020

Consumer Location NAVASOTA, TX

Vehicle Identification Number 2C4RDGCG1HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

EVERYTIME I UNLOCK THE DOOR OR OPEN THE DOOR (SLIDING LEFT PASSENGER DOOR IN THE BACKSEAT) IT MAKES A LOUD BUZZING NOISE. IT SEEMS TO BE GETTING LOUDER AND LOUDER AND IS SO LOUD IT IS A DISTRACTION AND CAN BE HEARD FROM OUTSIDE OF THE VEHICLE.

1 Affected Product Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

February 1, 2021 NHTSA ID NUMBER: 11390970

Components: ELECTRICAL SYSTEM, STRUCTURE, UNKNOWN OR OTHER

NHTSA ID Number: 11390970

Incident Date January 28, 2021

Consumer Location MUSKOGEE, OK

Vehicle Identification Number 2C4RDGCG5HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

2017 DODGE GRAND CARAVAN DRIVER SIDE DOOR JUST STOPPED OPERATING. CANNOT OPEN WITH KEY FOB OR MANUALLY INSIDE OR OUT. THIS POSES A SAFETY CONCERN AS YOU CANNOT GET IN OR OUR OF VEHICLE ON THAT SIDE IN THE BACK SEATS. THIS HAPPENED ALL OF A SUDDEN. JUST STOPPED WORKING AS SITTING IN DRIVEWAY.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

January 28, 2021 NHTSA ID NUMBER: 11390464

Components: UNKNOWN OR OTHER

NHTSA ID Number: 11390464

Incident Date January 15, 2020

Consumer Location SANDY CREEK, NY

Vehicle Identification Number 2C4RDGBG9HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

I HAVE A 2017 DODGE CARAVAN ABOUT A YEAR AFTER I BOUGHT IT MY HAZARD LIGHTS STARTED ACTIVATING WHEN MY MIDDLE SLIDING DOORS WOULD OPEN. I THOUGHT IT WAS A GREAT SAFETY FEATURE, WHILE BEING CONFUSED WHY IT HAD JUST STARTED HAPPENING 1 DAY. THEN A FEW MONTHS LATER MY LOCKS WOULD AND STILL MAKE A DISTRACTING BUZZING SOUND WHEN THE DOORS GET LOCKED OR UNLOCKED. IS THERE A SAFETY RECALL ON ANY OF THESE ISSUES?

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

January 28, 2021 [NHTSA ID NUMBER: 11390463](#)
Components: ELECTRICAL SYSTEM

NHTSA ID Number: 11390463

Incident Date October 3, 2020

Consumer Location NEW MARKET, AL

Vehicle Identification Number 2C4RDGEG2HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

FOR NO REASON MY RIGHT SLIDING DOOR STARTED MAKING A BUZZING SOUND WHEN UNLOCKING IT. SO, NOW EVERY TIME I OPEN OR UNLOCK THE DOOR I HEAR THIS VERY LOUD BUZZING SOUND. I HAVE READ THAT THIS IS VERY COMMON WITH DODGE GRAND CARAVANS. VEHICLE HAS NEVER BEEN IN AN ACCIDENT AND HAS NEVER BEEN HIT IN THE SIDE. THIS STARTED IN THE FALL OF 2020 WHILE IN MY DRIVEWAY.

1 Affected Product Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

January 21, 2021 NHTSA ID NUMBER: 11389167
Components: ELECTRICAL SYSTEM, STRUCTURE
 NHTSA ID Number: 11389167

Incident Date September 28, 2020

Consumer Location FREDERICKSBURG, VA

Vehicle Identification Number 2C4RDGEG0HR****

Summary of Complaint

CRASHNo
 FIRENo
 INJURIES0
 DEATHS0

I OWN A 2017 DODGE GRAND CARAVAN GT AND MY REAR SLIDING DRIVER SIDE DOOR JUST STOPPED WORKING FOR NO REASON. IT IS LOCKED IN POSITION AND THE DOOR WON'T OPEN. I GOT IN THE VEHICLE ONE MORNING AND WHILE WARMING IT UP I WENT TO OPEN THE DOOR AND IT JUST WOULD NOT OPEN. SO I WENT TO THE DEALERSHIP THAT I PURCHASED THE VAN AT AND THEY CHECKED IT OUT AND TOLD ME THAT THE LEFT SIDE SLIDING DOOR LOCK ACTUATOR IS BROKEN.

1 Affected Product Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

January 19, 2021 NHTSA ID NUMBER: 11388811

Components: STRUCTURE

NHTSA ID Number: 11388811

Incident Date December 5, 2020

Consumer Location ENIGMA, GA

Vehicle Identification Number 2C4RDGEG8HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

DRIVER'S SIDE REAR SLIDING DOOR WON'T OPEN. IT IS STUCK IN PLACE. THE LOCK WON'T LOCK OR UNLOCK. IT WAS WORKING ONE DAY AND THEN THE NEXT IT STOPPED. NOTHING IS BLOCKING ITS PATH.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

January 12, 2021 NHTSA ID NUMBER: 11387720

Components: ELECTRICAL SYSTEM, UNKNOWN OR OTHER

NHTSA ID Number: 11387720

Incident Date January 11, 2021

Consumer Location KEYSTONE HEIGHTS, FL

Vehicle Identification Number 2C4RDGEG8HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

COULD MEAN THE DIFFERENCE BETWEEN LIFE AND DEATH. 2017 DODGE GRAND CARAVAN DRIVER'S SIDE **SLIDING DOOR** WILL NOT UNLOCK. THIS A SAFETY ISSUE BECAUSE IT PREVENTS THE PASSENGERS IN THE BACK FROM EXITING QUICKLY IN CASE OF EMERGENCY. IN THE CASE OF PARENTS WITH CHILDREN IN CAR SEATS THEY ARE UNABLE TO GET THE CHILD OUT SAFELY.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

January 6, 2021 NHTSA ID NUMBER: 11386826

Components: STRUCTURE

NHTSA ID Number: 11386826

Incident Date January 6, 2021

Consumer Location HILLSBORO, TX

Vehicle Identification Number 2C4RDGBG8HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

PASSENGER SIDE **DOOR** WILL NOT UNLOCK AND IS STUCK I **LOCK** MODE. I CANNOT OPEN THE **DOOR**.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

November 13, 2020 NHTSA ID NUMBER: 11374410

Components: ELECTRICAL SYSTEM, UNKNOWN OR OTHER

NHTSA ID Number: 11374410

Incident Date June 15, 2019

Consumer Location Unknown

Vehicle Identification Number 2C4RDGCG0HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

DRIVER SIDE **DOOR** DOES NOT **LOCK** OR UNLOCK WITH BUTTON INSIDE OR BUTTON ON KEY FOB

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

November 5, 2020 NHTSA ID NUMBER: 11373148

Components: ELECTRICAL SYSTEM, STRUCTURE

NHTSA ID Number: 11373148

Incident Date October 27, 2020

Consumer Location IRWIN, PA

Vehicle Identification Number 2C4RDGCG0HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

REAR POWER SLIDING DOOR STUCK CLOSED. THE REAR POWER SLIDING DOOR APPEARS TO HAVE NO MANUAL METHOD OF OPENING. WHEN ELECTRICAL COMPONENTS FAIL THE PASSENGERS HAVE NO WAY OF FORCING OPEN. THE DEALERSHIP HAD THE VEHICLE FOR 2 DAYS BEFORE BEING ABLE TO OPEN THE DOOR.

1 Affected Product Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

October 7, 2020 NHTSA ID NUMBER: 11363142

Components: UNKNOWN OR OTHER

NHTSA ID Number: 11363142

Incident Date October 7, 2020

Consumer Location STATESVILLE, NC

Vehicle Identification Number 2C4RDGCG2HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

DRIVER'S SIDE PASSENGER **DOOR** LOCKING MECHANISM BUZZES WHEN LOCKING. IT MUST BE MANUALLY UNLOCKED TO OPEN **DOOR**.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

October 7, 2020 NHTSA ID NUMBER: 11363256

Components: UNKNOWN OR OTHER, ELECTRONIC STABILITY CONTROL

NHTSA ID Number: 11363256

Incident Date July 13, 2020

Consumer Location HARTFORD, AR

Vehicle Identification Number 2C4RDGCG0HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

DOORS WON'T OPEN OR UNLOCK WITH KEY FOB, ROOF PANEL BUTTONS OR MANUALLY. THIS HAPPENS RANDOMLY. BACK **SLIDING** DOORS WILL ALSO RANDOMLY OPEN WHEN VAN IS PARKED AND TURNED OFF.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

October 7, 2020 NHTSA ID NUMBER: 11363199

Components: STRUCTURE

NHTSA ID Number: 11363199

Incident Date July 1, 2018

Consumer Location JACKSONVILLE, FL

Vehicle Identification Number 2C4RDGEG6HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

LOUD BUZZING NOISE WHEN LOCKING AND UNLOCKING REAR PASSENGER **SLIDING DOOR**. YOU HEAR THE NOISE 100% OF THE TIME WHEN DEPRESSING THE ELECTRIC **DOOR LOCK** BUTTON, EITHER TO **LOCK** OR UNLOCK.

1 Affected Product Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

October 5, 2020 NHTSA ID NUMBER: 11362936

Components: STRUCTURE

NHTSA ID Number: 11362936

Incident Date October 5, 2020

Consumer Location MESQUITE, TX

Vehicle Identification Number 2C4RDGCG7HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

SLIDING DOOR ON SIDE GOT STUCK AND IS STUCK IN THE LOCK POSITION AND WON'T OPEN MANUALLY OR ELECTRONICALLY OR BY BUTTON. VEHICLE WAS STATIONARY.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

October 2, 2020 NHTSA ID NUMBER: 11362465

Components: ELECTRICAL SYSTEM

NHTSA ID Number: 11362465

Incident Date September 15, 2020

Consumer Location WOODBURY, TN

Vehicle Identification Number 2C4RDGEG0HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE ACTUATOR ON THE SLIDING BACK DOOR HAS STOPPED WORKING PROPERLY. THE DOOR WILL NOT UNLOCK OR OPEN, CAUSING A MAJOR SAFETY ISSUE. THIS COULD POTENTIALLY TRAP ME OR MY FAMILY IN THE CAR DURING A FIRE OR WRECK. UPON RESEARCHING THIS ISSUE, IT IS A COMMON ISSUE FOR DOGE CARAVANS, YET DODGE REFUSES TO RECALL THESE FAULTY ACTUATORS. THE REPAIR RUNS UPWARDS OF \$1000 TO \$1500, NOT SOMETHING MANY PEOPLE CAN AFFORD. NOT ONLY THAT, BUT CONSUMERS SHOULDNT HAVE TO PAY FOR THIS SINCE DODGE IS KNOWINGLY INSTALLING FAULTY ACTUATORS. THIS COULD CAUSE

SOMEONE'S DEATH IF THEY ARE UNABLE TO GET OUT OF THEIR CAR DURING AN EMERGENCY. SOMETHING NEEDS TO BE DONE ABOUT IT.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

September 25, 2020 NHTSA ID NUMBER: 11361065

Components: STRUCTURE

NHTSA ID Number: 11361065

Incident Date September 16, 2020

Consumer Location WADDINGTON, NY

Vehicle Identification Number 2C4RDGCG7HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

ARRIVING HOME FROM A DR. APPOINTMENT THE DOOR DIRECTLY BEHIND THE PASSENGER SEAT QUICK WORKING COMPLETELY. THERE WAS/IS ABSOLUTELY NO WAY OF OPENING THIS DOOR. THE PASSENGER IN THAT SEAT WAS A 92 YEAR OLD MAN WHO HAD EXTREME DIFFICULTY EXITING IN AN ALTERNATIVE MANNER THROUGH THE DOOR BEHIND THE FRONT PASSENGER SEAT. FORTUNATELY IT ONLY CAUSED HIM PAIN AND DISCOMFORT FOR A FEW DAYS. THIS PRESENTS A SERIOUS SAFETY HAZARD IN THE EVENT OF AND ACCIDENT / FIRE AND THE OCCUPANT IS UNABLE TO ESCAPE. PLEASE RECALL ALL VEHICLES WITH THIS ISSUE.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

September 17, 2020 NHTSA ID NUMBER: 11355670

Components: STRUCTURE

NHTSA ID Number: 11355670

Incident Date September 4, 2020

Consumer Location TEMECULA, CA

Vehicle Identification Number 2C4RDGCG0HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

DRIVERS SIDE **SLIDING DOOR** WILL NOT OPEN FROM INSIDE OR OUTSIDE EITHER MANUALLY, BY KEY FOB, OR INSIDE BUTTONS.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

September 13, 2020 NHTSA ID NUMBER: 11354779

Components: STRUCTURE

NHTSA ID Number: 11354779

Incident Date June 28, 2020

Consumer Location SNELLVILLE, GA

Vehicle Identification Number 2C4RDGCG2HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

DRIVER SIDE SLIDING DOOR IS STUCK IN THE LOCKED POSITION.SUDDENLY STOPPED RESPONDING T TO THE THE KEY FOB OR THE CONTROL INSIDE OF THE VAN. IT CANNOT BE OPENED MANUALLY EITHER. FIRST NOTED IN LATE JUNE OF 2020

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

September 13, 2020 NHTSA ID NUMBER: 11354737

Components: SEATS

NHTSA ID Number: 11354737

Incident Date September 11, 2020

Consumer Location PALM COAST, FL

Vehicle Identification Number 2C4RDGCG6HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

MY HUSBAND PULLED INTO A PARKING SPACE. HE PLACED THE CARAVAN IN PARK AND LEFT IT RUNNING. I HAD TO RUN INTO THE RESTAURANT TO GRAB THE PIZZA. AFTER I HAD CLOSED THE PASSENGER DOOR THE HEADREST POPPED APART. I

KNOW THAT IT IS A SAFETY FEATURE AND ONLY GOES OFF IF THERE IS AN IMPACT. THERE WERE ZERO IMPACTS OR ACCIDENTS. THERE WAS A PARKED CAR ON THE DRIVERS SIDE BUT NO ONE WAS IN IT.

1 Affected Product Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

September 10, 2020 NHTSA ID NUMBER: 11354116

Components: UNKNOWN OR OTHER

NHTSA ID Number: 11354116

Incident Date September 10, 2020

Consumer Location JACKSON, MI

Vehicle Identification Number 2C4RDGCG2HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

PASSANGER SIDE **SLIDING DOOR LOCK** IS STUCK IN THE LOCKED POSOTION. IT WILL NOT UNLOCK MANUELLY, KEY FOB OR USING THE UNLOCK BUTTONS IN HT FRONT OF THE VAN.

1 Affected Product Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

September 4, 2020 NHTSA ID NUMBER: 11353203

Components: ELECTRICAL SYSTEM, STRUCTURE

NHTSA ID Number: 11353203

Incident Date September 3, 2020

Consumer Location LAKEVILLE, MN

Vehicle Identification Number 2C4RDGCG2HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

DOOR STUCK IN LOCKED POSITION, 78000 MILES. CAN NOT MANUALLY UNLOCK OR UNLOCK WITH AUTOMATIC OPENER.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

September 2, 2020 NHTSA ID NUMBER: 11352807

Components: STRUCTURE

NHTSA ID Number: 11352807

Incident Date September 2, 2020

Consumer Location WOODLAND, WA

Vehicle Identification Number 2C4RDGCGXHR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE DRIVERS SIDE SLIDING DOOR ACTUATOR HAS STUCK IN THE LOCKED POSITION. I AM UNABLE TO OPEN THE DOOR, AND IF THERE WAS AN ACCIDENT OR FIRE, I WOULD HAVE TO GO AROUND TO THE OTHER SIDE TO GET MY INFANT OUT OF HER CAR SEAT.*DT

1 Affected Product Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

August 21, 2020 NHTSA ID NUMBER: 11350685

Components: ELECTRICAL SYSTEM

NHTSA ID Number: 11350685

Incident Date April 25, 2020

Consumer Location MACHESNEY PARK, IL

Vehicle Identification Number 2C4RDGEG2HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

PASSENGER SIDE REAR SLIDING DOOR WOULD NOT LOCK. HAD TO GET A NEW ACTUATOR. ONE MONTH LATER, THE DRIVER SIDE REAR SLIDING DOOR WAS STUCK IN THE LOCK POSITION. OFF TO GET ANOTHER NEW ACTUATOR.

1 Affected Product Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

August 19, 2020 NHTSA ID NUMBER: 11350287
Components: ELECTRICAL SYSTEM
NHTSA ID Number: 11350287

Incident Date August 19, 2020

Consumer Location WELLSBORO, PA

Vehicle Identification Number 2C4RDGCG1HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

MY DRIVER'S SIDE REAR DOOR IS STUCK IN THE LOCK POSITION. I CAN'T UNLOCK IT MANUALLY, I CAN'T UNLOCK IT WITH THE KEY FOB OR THE PANEL BUTTON ON THE ROOF. THE DOOR WILL NOT OPEN. THIS IS A HUGE SAFETY ISSUE BECAUSE IF I'M IN AN ACCIDENT MY KIDS COULD BECOME TRAPPED BECAUSE I CAN'T OPEN THE DOOR.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

August 15, 2020 NHTSA ID NUMBER: 11349618
Components: ELECTRICAL SYSTEM
NHTSA ID Number: 11349618

Incident Date March 13, 2019

Consumer Location MEDINA, OH

Vehicle Identification Number 2C4RDGCGXHR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

REAR PASSENGER DOOR ACTUATOR BUZZES, DOOR STICKS OPEN AND WON'T CLOSE. STARTED RANDOMLY.

1 Affected Product Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

August 1, 2020 NHTSA ID NUMBER: 11342695

Components: STRUCTURE

NHTSA ID Number: 11342695

Incident Date July 31, 2020

Consumer Location Unknown

Vehicle Identification Number 2C4RDGEG4HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

DRIVERS SIDE SLIDING DOOR STUCK SHUT WITH MY MOM IN THE SEAT, SHE IS HIGHLY CLAUSTROPHOBIC, SHE ALMOST HAD A PANIC ATTACK BY THE TIME WE WERE ABLE TO GET THE OTHER SIDE UNLOADED SO SHE COULD SLIDE OUT OF THE

BACK SEAT. THIS WAS A SERIOUS HEALTH ISSUE FOR MY 76 YEAR OLD MOTHER, WHAT IF BOTH SIDES HAD STUCK SHUT, SHE PROBABLY WOULD HAVE HAD A HEART ATTACK BEFORE WE WERE ABLE TO FIGURE OUT HOW TO GET HER OUT. THIS NEEDS TO BE FIXED AND NOW. **DOOR** STILL STUCK LOCKED SHUT AND THERE WAS NO WARNING WHEN IT HAPPENED, IT JUST DID. SHE IS SCARED TO RIDE IN MY VEHICLE NOW BECAUSE SHE DOESN'T WANT TO BE STUCK INSIDE AGAIN.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

July 28, 2020 NHTSA ID NUMBER: 11341779
Components: ELECTRICAL SYSTEM
 NHTSA ID Number: 11341779

Incident Date July 27, 2020

Consumer Location HENDERSONVILLE, TN

Vehicle Identification Number 2C4RDGEG2HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE DRIVE SIDE **SLIDING DOOR** LOCKING MECHANISM GETS STUCK AND WILL NOT OPEN, **CLOSE**, OR UNLOCK CORRECTLY, PRESENTING A SAFETY ISSUE IF SOMETHING WERE TO HAPPEN AND YOU COULD NOT GET OUT QUICKLY AND SAFELY. THE ONLY WAY TO GET THE **DOOR** WORKING PROPERLY IS TO HOLD DOWN THE MANUAL **LOCK** AND PRESS THE BUTTON ON THE FOB TO OPEN THE **DOOR** AT THE SAME TIME. IT WILL WORK FINE FOR A BIT BUT THEN THE SAME ISSUE WILL HAPPEN. THIS DOES NOT SEEM TO BE AN ISOLATED INCIDENT IN READING ONLINE REPORTS.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

July 27, 2020 NHTSA ID NUMBER: 11341692
Components: UNKNOWN OR OTHER
NHTSA ID Number: 11341692

Incident Date July 27, 2020

Consumer Location LADSON, SC

Vehicle Identification Number 2C4RDGBG3HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

BUZZING NOISE FROM PASSENGER RIGHT SIDE **DOOR** WHEN UNLOCKING VEHICLES

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

July 6, 2020 NHTSA ID NUMBER: 11337612
Components: UNKNOWN OR OTHER
NHTSA ID Number: 11337612

Incident Date June 30, 2020

Consumer Location STRONGSVILLE, OH

Vehicle Identification Number 2C4RDGCG1HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE FRONT LOCKS FOR FOR THE TWO FRONT DOORS DOES NOT LOCK PROPERLY. THE LATCHING LOCK MECHANISM DOES NOT ENGAGE. THE ALARM WILL SET AND GO OFF IF EITHER OF THE DOORS IS OPENED BUT THEY ARE NOT LOCKED. WHEN DRIVING AND THE SPEED GOES OVER 25MPH THE AUTOMATIC LOCKS DO NOT ENGAGE AND LOCK THE VEHICLE. I WILL INVESTIGATE FURTHER TO SEE IF THERE IS A PART IN NEED OF REPLACING.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

June 18, 2020 NHTSA ID NUMBER: 11329662

Components: STRUCTURE, LATCHES/LOCKS/LINKAGES, UNKNOWN OR OTHER

NHTSA ID Number: 11329662

Incident Date June 18, 2020

Consumer Location COLORADO SPRINGS, CO

Vehicle Identification Number 2C4RDGCG5HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

SLIDING DOOR LOCKS AND WON'T OPEN OR UNLOCK. DOORS ARE AUTOMATIC DOORS. **DOOR** WILL NOT UNLOCK OR OPEN MANUALLY OR AUTOMATICALLY. *TR

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

June 14, 2020 NHTSA ID NUMBER: 11328743

Components: UNKNOWN OR OTHER

NHTSA ID Number: 11328743

Incident Date January 25, 2020

Consumer Location LAGUNA VISTA, TX

Vehicle Identification Number 2C4RDGEG7HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

MY REAR **DOOR** MAKES A LOUD BUZZ WHEN I UNLOCK IT AND APPARENTLY IT IS A REOCCURRING ISSUE IN THE CARAVAN AND WON'T OPEN FROM THE AUTOMATIC BUTTONS.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

June 9, 2020 NHTSA ID NUMBER: 11327920

Components: STRUCTURE

NHTSA ID Number: 11327920

Incident Date February 26, 2020

Consumer Location ALBANY, NY

Vehicle Identification Number 2C4RDGEG9HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE PASSENGER SIDE SLIDING DOOR IS STRUCK IN THE LOCK POSITION. ONCE CLOSED IT IS UNABLE TO OPEN. THERE IS NO WAY TO OPEN IT WITH THE FOB OR INSIDE UNLOCK BUTTON. *TR

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

June 8, 2020 NHTSA ID NUMBER: 11327773

Components: STRUCTURE

NHTSA ID Number: 11327773

Incident Date May 8, 2020

Consumer Location LYNCHBURG, VA

Vehicle Identification Number 2C4RDGCG0HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

SLIDING DOOR ON DRIVER'S SIDE WILL NOT UNLOCK AND THEREFORE WILL NOT OPEN. NOTHING HAPPENED, JUST STOPPED WORKING. CANNOT UNLOCK IT USING ANY OF THE BUTTONS AND CANNOT MANUALLY UNLOCK IT. VAN IS ONLY 3 YEARS OLD AND THERE HAS BEEN NO DAMAGE TO THE DOOR OR VAN. MAY CREATE UNSAFE SITUATION IF UNABLE TO EXIT THE VEHICLE, ESPECIALLY IF THERE IS AN ACCIDENT THAT DAMAGES OTHER DOORS. *TR

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

June 7, 2020 NHTSA ID NUMBER: 11327632

Components: UNKNOWN OR OTHER

NHTSA ID Number: 11327632

Incident Date March 20, 2020

Consumer Location CICERO, NY

Vehicle Identification Number 2C4RDGCGXHR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE DRIVERS SIDE PASSENGER SLIDING DOOR WAS STUCK SHUT IN THE LOCKED POSITION FOR 3 MONTHS. I BROUGHT IT TO THE DEALER AND THEY WANTED TO CHARGE ME ALMOST \$1000 TO BASICALLY REPLACE MOST OF THE DOOR, THIS DIAGNOSIS WAS DONE WHILE DOOR WAS STUCK SHUT. I FINALLY GOT IT OPEN BY PUSHING ON THE UNLOCK BUTTON AND PRESSING THE KEY FAB UNLOCK AT THE SAME TIME (SOMETHING I READ ON THE INTERNET). NOW IT OPENS AND CLOSES, BUT MAKES A BUZZING, CRUNCHING SOUND WHEN THE AUTO LOCK KICKS IN WHEN DRIVING, AND PERIODICALLY MAKES THE NOISE FOR NO REASON. ONLY BEEN 2

DAYS SINCE IT WOULD OPEN AND WAITING FOR IT TO BECOME STUCK OR ANOTHER ISSUE. SURE IS LOUD.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

June 4, 2020 NHTSA ID NUMBER: 11327313

Components: UNKNOWN OR OTHER

NHTSA ID Number: 11327313

Incident Date June 1, 2020

Consumer Location CEDAR HILLS, UT

Vehicle Identification Number 2C4RDGCG6HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE RIGHT **SLIDING DOOR** MAKES A LOUD BUZZING SOUND WHENEVER IT IS UNLOCKED. *TR

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

June 2, 2020 NHTSA ID NUMBER: 11327015

Components: STRUCTURE, UNKNOWN OR OTHER

NHTSA ID Number: 11327015

Incident Date June 1, 2020

Consumer Location PARKERSBURG, WV

Vehicle Identification Number 2C4RDGCG1HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE PASSENGER DRIVER SIDE DOOR WILL NOT OPEN. IT IS POWER IT WILL NOT OPEN WITH ANY OF THE BUTTON IT WILL ALSO NOT OPEN MANUALLY. THIS IS A HUGE SAFETY CONCERN. IF I WAS IN A ACCIDENT OR ANYTHING AND NEEDED TO GET THAT DOOR OPEN I WOULD NOT BE ABLE TO GET MY CHILDREN OUT OF THE CAR. IF THE OTHER DOOR BREAKS I WOULD NOT BE ABLE TO USE MY CAR AT ALL. I'M EXTREMELY WORRIED ABOUT NEEDED THAT DOOR AND NOT BEING ABLE TO AND SOMETHING HAPPENING TO MY CHILDREN. I CALLED DODGE CUSTOMER SERVICE THEY TOLD ME I WAS OUT OF LUCK AND WOULD HAVE TO PAY FOR IT TO GET FIXED MY SELF. I WOULD NEED TO FIRST PAY FOR THE DEALER TO FIGURE OUT WHAT IT IS AND PAY AROUND 1,000 DOLLARS FOR IT TO BE FIXED. I HAVE SEEN HUNDREDS OF PEOPLE COMPLAIN ABOUT THIS HAPPENED TO VANS. PLEASE HELP WITH PROBLEM MANY FAMILIES IN DANGER WITH THESE DOOR NOT OPENING AT ALL. I'M TERRIFIED FOR MY CHILDREN WITH THIS DOOR NOT OPENING AT ALL. *TR

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

June 2, 2020 NHTSA ID NUMBER: 11327037

Components: STRUCTURE

NHTSA ID Number: 11327037

Incident Date June 2, 2020

Consumer Location HERMISTON, OR

Vehicle Identification Number 2C4RDGCG3HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE PASSENGER REAR SLIDING DOOR IS STUCK IN THE LOCKED POSITION, CANNOT MANUALLY UNLOCK, AND WILL NOT OPEN. THE PROBLEM WAS NOTICED IN THE PARK POSITION AND COULD NOT EXIT THE VEHICLE FROM THE PASSENGER SIDE.

*TR

1 Affected Product Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

May 26, 2020 NHTSA ID NUMBER: 11326031

Components: ELECTRICAL SYSTEM, LATCHES/LOCKS/LINKAGES, UNKNOWN OR OTHER

NHTSA ID Number: 11326031

Incident Date May 23, 2020

Consumer Location LENEXA, KS

Vehicle Identification Number 2C4RDGEG9HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

DRIVER SIDE **SLIDING DOOR** WILL NOT OPEN AND IS IN THE UNLOCK POSITION. SEEMS TO BE A COMMON PROBLEM ON THESE. HAVE 4 KIDS SO THIS VERY UNSAFE/HUG INCONVENIENCE. DEALER WANTS A UNREASONABLE AMOUNT. FIGURED THEY WOULD FIX THIS BY NOW. SAME PROBLEM IN OTHER DODGE VAN I HAVE HAD. *TR

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

May 20, 2020 NHTSA ID NUMBER: 11325291

Components: STRUCTURE

NHTSA ID Number: 11325291

Incident Date May 20, 2020

Consumer Location LOUISVILLE, KY

Vehicle Identification Number 2C4RDGCG7HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

TL* THE CONTACT OWNS A 2017 DODGE GRAND CARAVAN. THE CONTACT STATED THAT THE PASSENGER'S SIDE **SLIDING DOOR** FAILED TO OPERATE AS DESIGNED. THE CONTACT STATED THAT THE FAILURE WAS A KNOWN ISSUE WITH SIMILAR VEHICLES. THE DEALER WAS NOT MADE AWARE OF THE FAILURE. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT DIAGNOSED NOR REPAIRED. THE FAILURE MILEAGE WAS APPROXIMATELY 57,000.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

May 18, 2020 NHTSA ID NUMBER: 11325086

Components: STRUCTURE

NHTSA ID Number: 11325086

Incident Date May 8, 2020

Consumer Location FORT WAYNE, IN

Vehicle Identification Number 2C4RDGCGXHR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE DRIVERS SIDE POWER SLIDER DOOR WILL NOT OPEN, IT LITERALLY JUST STOP WORKING. NONE OF THE BUTTONS IN THE CAR WORK TO OPEN IT OR THE KEY FOB. THE DOOR IS STUCK IN THE "LOCKED" POSITION. I READ ABOUT THE SAME ISSUES FROM HUNDREDS OF OTHER PEOPLE. THIS NEEDS RECALLED AND IS A SAFETY HAZARD. HOW AM I SUPPOSE TO GET MY KIDS OUT OF THE CAR IN AN EMERGENCY?!?! *TR

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

May 17, 2020 NHTSA ID NUMBER: 11324873

Components: STRUCTURE

NHTSA ID Number: 11324873

Incident Date May 15, 2020

Consumer Location Unknown

Vehicle Identification Number 2C4RDGEG8HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

DRIVERS SIDE SLIDING BACK DOOR WILL NOT OPEN. LATCH WILL NOT AUTOMATICALLY OR MANUALLY UNLOCK. SAFETY HAZARD AS NOBODY CAN GET OUT THAT BACK DOOR. 2017 CARAVAN GT 66K MI

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

May 6, 2020 NHTSA ID NUMBER: 11323518

Components: ELECTRICAL SYSTEM

NHTSA ID Number: 11323518

Incident Date May 5, 2020

Consumer Location PHOENIX, AZ

Vehicle Identification Number 2C4RDGEGXHR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

LOCK ACTUATOR IS STUCK IN THE UNLOCK POSITION WHICH MEANS MY KIDS COULD OPEN THE **DOOR** MANUAL WHILE DRIVING. **DOOR** WILL NOT **LOCK** AT ALL ON THAT **DOOR**. ONLY NOTICE IT TODAY WHEN MY SON TRIED TO OPEN THE **DOOR** WHILE THAT CAR WAS LOCKED AND HAD SET OFF THE ALARM. SO I HAVE NO IDEA ON WHEN THIS PROBLEM ORIGINATED. *TR

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

March 30, 2020 [NHTSA ID NUMBER: 11319738](#)

Components: STRUCTURE

NHTSA ID Number: 11319738

Incident Date March 27, 2020

Consumer Location SCRANTON, PA

Vehicle Identification Number 2C4RDGCG8HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

TL* THE CONTACT OWNS A 2017 DODGE GRAND CARAVAN. THE CONTACT STATED THAT THE DRIVER'S SIDE REAR ELECTRONIC **SLIDING DOOR** WAS INOPERABLE. THE CAUSE OF THE FAILURE WAS NOT YET DETERMINED. THE LOCAL DEALER AND MANUFACTURER WERE NOT YET NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 46,870.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

March 28, 2020 NHTSA ID NUMBER: 11319584

Components: STRUCTURE

NHTSA ID Number: 11319584

Incident Date March 26, 2020

Consumer Location PHOENIX, AZ

Vehicle Identification Number 2C4RDGCG4HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

BOTH **SLIDING** DOORS ARE STUCK IN LOCKED POSITION. CANNOT BE OPENED WITH KEYFOB, MANUALLY, OR WITH THE OVERHEAD BUTTON IN THE CABIN. THE DOORS MAKE A CLICKING NOISE EVEN WHEN THEY TRY TO OPEN.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

March 12, 2020 NHTSA ID NUMBER: 11317814

Components: ELECTRICAL SYSTEM, STRUCTURE

NHTSA ID Number: 11317814

Incident Date February 5, 2020

Consumer Location SHERIDAN, AR

Vehicle Identification Number 2C4RDGEG5HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

BOTH REAR DOORS WILL NOT OPEN AT TIMES FROM ANY SOURCE (IE. HANDLE, KEY, OR BUTTON ON UPPER DASH). WORKED FINE THEN ALL OF THE SUDDEN THE DOOR WON'T OPEN. I AM WORRIED THAT IF SOMETHING WAS TO HAPPEN MY YOUNG DAUGHTER WOULD NOT BE ABLE TO GET OUT OF THE CAR.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

March 6, 2020 [NHTSA ID NUMBER: 11316538](#)

Components: ELECTRICAL SYSTEM, ELECTRONIC STABILITY CONTROL

NHTSA ID Number: 11316538

Incident Date March 2, 1952

Consumer Location EL PASO, TX

Vehicle Identification Number 2C4RDGCG1HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

I BOUGHT THIS DODGE CARVAN 2017 IT HAS 41700 MILES AFTER I START THE VAN AND MOVE IT ABOUT 20 FEET IT AUTOMATICALLY LOCKS THE DOORS AND THE RIGHT SIDE **SLIDING DOOR** IN THE BACK MAKES A BIG NOISE THIS HAS BEEN GOING ON FOR A WEEK NOW THE BACK **SLIDING DOOR** IS STUCK AND CANNOT BE MOVED , TOOK IT TO DEALER SAID IT WILL COST \$1100 . IT I HAVE AN ACCIDENT AND MY CHILD IS TRYING TO GET OUT AND CANT . I DONT KNOW WHAT I WILL DO WITH MY ANGER IF I LOSE MY CHILD!! I NOTICE THAT THIS HAS BEEN GOING ON WITH DODGE CARVANS AND NOTHING HAS HAPPEN I WANT A RECALL ON THIS ISSUE, DOES A LIFE HAS TO BE LOST IN ORDER FOR THIS TO HAPPEN OR WHAT ?

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

March 1, 2020 NHTSA ID NUMBER: 11315479

Components: STRUCTURE, UNKNOWN OR OTHER

NHTSA ID Number: 11315479

Incident Date February 22, 2020

Consumer Location SHELBY, NC

Vehicle Identification Number 2C4RDGCG2HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

2017 DODGE CARAVAN REAR DRIVER SIDE **SLIDING DOOR** IS STUCK IN THE **LOCK** POSITION. IT WON'T OPEN OR UNLOCK AUTOMATICALLY OR MANUALLY. IT WAS FINE WHEN I WENT TO BED THE NIGHT BEFORE. WENT TO PUT THE KIDS IN THE CAR THE NEXT MORNING IT WOULDN'T OPEN.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

February 27, 2020 NHTSA ID NUMBER: 11311950
Components: UNKNOWN OR OTHER
NHTSA ID Number: 11311950

Incident Date December 15, 2019

Consumer Location PENSACOLA, FL

Vehicle Identification Number 2C4RDGCG5HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

VEHICLE WAS STATIONARY, HAD THE CAR FOR NOT EVEN ONE YEAR. THE DRIVER'S SIDE BACK **SLIDING DOOR** IS STUCK IN THE **LOCK** POSITION. IT WILL NOT UNLOCK MANUALLY OR ELECTRONICALLY. WE HAVE 2 LITTLE KIDS AND THIS WOULD BE A DANGEROUS SITUATION IF AN ACCIDENT OCCURRED AND WE HAD TO GET OUR KIDS OUT QUICKLY.

1 Affected Product Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

February 21, 2020 NHTSA ID NUMBER: 11310645
Components: ELECTRICAL SYSTEM, STRUCTURE

NHTSA ID Number: 11310645

Incident Date February 21, 2020

Consumer Location WAKEMAN, OH

Vehicle Identification Number 2C4RDGCG9HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

FRONT PASSENGER DOOR UNLATCHED WHILE THE VEHICLE WAS IN MOTION AND WILL NOT LATCH. DOOR CAN NOT BE SHUT AND REMAIN LATCHED RENDERING THE VEHICLE INOPERABLE. THIS ALSO HAPPENED TO THE DRIVER SIDE DOOR AND WAS REPAIRED ON 01/06/20

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

February 15, 2020 NHTSA ID NUMBER: 11309377

Components: ELECTRICAL SYSTEM

NHTSA ID Number: 11309377

Incident Date February 14, 2020

Consumer Location FRIDLEY, MN

Vehicle Identification Number 2C4RDGCG9HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE **SLIDING** BACK PASSENGER DOORS DO NOT OPEN WITH THE REMOTES. THEY ALSO **LOCK** UP AND CANNOT BE UNLOCKED OR EVEN OPENED MANUALLY. THIS IS A HUGE DANGER AS IN THE EVENT OF AN EMERGENCY PASSENGERS CANNOT GET OUT OF THE VEHICLE.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

February 15, 2020 NHTSA ID NUMBER: 11309333
Components: UNKNOWN OR OTHER
NHTSA ID Number: 11309333

Incident Date February 14, 2020

Consumer Location FRIDLEY, MN

Vehicle Identification Number 2C4RDGCG9HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

WHILE STATIONARY, PASSENGER SIDE **SLIDING DOOR** WILL NOT RELIABLY OPEN; MANUALLY OR WITH KEYLESS ENTRY. KEY FOB DOES NOT ACTIVATE THE **ACTUATOR** TO UNLOCK THE **DOOR**. UNABLE TO GET INTO THE VEHICLE IN THE EVENT OF AN EMERGENCY. **DOOR** CAN ONLY BE OPENED FROM INSIDE.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

February 14, 2020 NHTSA ID NUMBER: 11309108

Components: STRUCTURE

NHTSA ID Number: 11309108

Incident Date February 11, 2017

Consumer Location ALBANY, NY

Vehicle Identification Number 2C4RDGEG9HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

PASSENGER **SLIDING DOOR** STUCK IN **LOCK** POSITION CAN NOT OPEN WITH FOB, INSIDE BUTTON OR MANUALLY. THIS OCCURRED AT APPROXIMATELY 66,756 MILES. THE VEHICLE HAS AUTOMATIC LOCKS AND LOCKS WHEN DRIVING.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

February 4, 2020 NHTSA ID NUMBER: 11306955

Components: UNKNOWN OR OTHER

NHTSA ID Number: 11306955

Incident Date February 2, 2020

Consumer Location MONTEVALLO, AL

Vehicle Identification Number 2C4RDGCG6HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE DRIVER SIDE **SLIDING DOOR** IS STUCK SHUT IN LOCKED POSITION. WE ARE UNABLE TO MANUALLY OR ELECTRONICALLY UNLOCK. WE ALSO CANNOT OPEN THE **DOOR** ELECTRONICALLY OR MANUALLY. **DOOR** WAS WORKING PROPERLY WITH NO ISSUES UNTIL THIS POINT.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

January 8, 2020 NHTSA ID NUMBER: 11297967

Components: STRUCTURE

NHTSA ID Number: 11297967

Incident Date January 5, 2020

Consumer Location JACKSONVILLE, FL

Vehicle Identification Number 2C4RDGCG6HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

TL* THE CONTACT OWNS A 2017 DODGE GRAND CARAVAN. THE CONTACT STATED THAT THE REAR DRIVER'S SIDE **SLIDING DOOR** CEASED. JACKSONVILLE CHRYSLER JEEP DODGE LOCATED 11101 NURSERY FIELD DRIVE, JACKSONVILLE, FL 32256, (904-570-4758, WAS CONTACTED BY PHONE AND INFORMED OF THE FAILURE. THE CONTACT WAS INFORMED THAT THE VEHICLE WAS NOT SUBJECTED TO A RECALL BUT WAS COVERED UNDER THE WARRANTY. THE CONTACT WAS ALSO INFORMED THAT THERE WOULD BE A SMALL OUT-OF-POCKET FEE ASSESSED AS A PART OF THE REPAIR. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS APPROXIMATELY 48,484.

1 Affected Product Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

[January 6, 2020](#) NHTSA ID NUMBER: 11297504
Components: ELECTRICAL SYSTEM, STRUCTURE

[November 24, 2019](#) NHTSA ID NUMBER: 11282102
Components: STRUCTURE
 NHTSA ID Number: 11282102

Incident Date November 24, 2019
Consumer Location LEWISVILLE, TX
Vehicle Identification Number 2C4RDGCG7HR****

Summary of Complaint

CRASHNo
 FIRENo
 INJURIES0
 DEATHS0

I AM UNABLE TO OPEN PASSENGER SIDE **DOOR**, MANUAL OR AUTOMATICALLY I HAVE 2 TODDLERS. I NEED TO BE ABLE TO GET ONE OF MY KIDS OUT IF IT WAS AN

EMERGENCY. I HAVE A 2017 DODGE GRAND CARAVAN THIS SHOULD NOT BE DOING THIS AT ALL.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

November 13, 2019 [NHTSA ID NUMBER: 11279760](#)

Components: STRUCTURE

NHTSA ID Number: 11279760

Incident Date November 13, 2019

Consumer Location MARIETTA, GA

Vehicle Identification Number 2C4RDGCG8HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

PARKED IN DRIVEWAY, TRIED TO OPEN REAR DRIVER SIDE **DOOR** AND IT IS LOCKED AND I CANNOT UNLOCK IT. MY HUSBAND SUFFERED A MASSIVE STROKE AND THIS VAN IS HOW WE GET AROUND. IT IS IMPERATIVE THIS BE FIXED AS HE IS IN A WHEELCHAIR PERMANENTLY AND WOULD BE STUCK INSIDE IF, GOD FORBID, AN ACCIDENT OR FIRE HAPPENED.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

October 8, 2019 NHTSA ID NUMBER: 11267160

Components: UNKNOWN OR OTHER

NHTSA ID Number: 11267160

Incident Date October 8, 2019

Consumer Location OOLTEWAH, TN

Vehicle Identification Number 2C4RDGCG7HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

OUR 2017 DODGE GRAND CARAVAN DRIVERS SIDE **SLIDING DOOR** IS LOCKED AND WON'T IPEN WITH ANY REMOTES, BUTTONS OR MANUALLY. THIS IS A HUGE SAFETY CONCERN IF WE NEED TO GET OUT THAT **DOOR**. I NOTICED A LOT OF OTHER PEOPLE ON THE INTERNET ARE STATING THE SAME PROBLEM WITH BACK TO 2014. THE OTHER CONSUMERS ENCOURAGE US TO REPORT. WE HAVE JUST HAD THAT SEAT STUCK AND WON'T STOW/ FIXED TO TUNE OF \$800, SEVERAL COMPLAINTS ONLINE ABOUT SAME PROBLEM AND SAME SIDE, REPLACED A BATTERY ON 2 YEAR OLD VAN!?!? DODGE NEEDS TO MAKE THIS ONE RIGHT- IT'S A SAFETY ISSUE!!

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

August 23, 2019 NHTSA ID NUMBER: 11246105

Components: STRUCTURE

NHTSA ID Number: 11246105

Incident Date May 1, 2019

Consumer Location CLAY CITY, IL

Vehicle Identification Number 2C4RDGCG8HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

TL* THE CONTACT OWNS A 2017 DODGE GRAND CARAVAN. THE CONTACT STATED THAT THE REAR DRIVER'S SIDE **SLIDING DOOR** FAILED TO OPEN. THERE WERE NO WARNING INDICATORS ILLUMINATED. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. A DEALER AND THE MANUFACTURER WERE NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 58,000.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

August 16, 2019 NHTSA ID NUMBER: 11244457
Components: ELECTRICAL SYSTEM
NHTSA ID Number: 11244457

Incident Date August 15, 2019

Consumer Location ALLENTOWN, PA

Vehicle Identification Number 2C4RDGCG3HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

DRIVER SIDE REAR **SLIDING DOOR** GOT STUCK IN A LOCKED AND CLOSED POSITION RENDERING THE **DOOR** UNABLE TO OPEN WHILE IN A STATIONARY POSITION (IN PARK). MECHANISM TO **LOCK/UNLOCK** THE **DOOR** STUCK IN THE MIDDLE POSITION UNABLE TO BE ENGAGED INTO EITHER A FIRM LOCKED OR LOCKED POSITION. PROBLEM IS SUSPECTED TO BE WITH THE **DOOR ACTUATOR**. PASSENGERS ARE UNABLE TO EXIT THE VEHICLE FROM THIS **DOOR** CAUSING A POSSIBLE UNSAFE CONDITION DURING AN EMERGENCY.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

August 16, 2019 [NHTSA ID NUMBER: 11244362](#)
Components: ELECTRICAL SYSTEM
NHTSA ID Number: 11244362

Incident Date August 12, 2019

Consumer Location ORLAND PARK, IL

Vehicle Identification Number 2C4RDGEG3HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

SLIDING DOOR BEHIND DRIVERS SIDE STUCK IN "**LOCK**" POSITION. WILL NOT UNLOCK. THIS IS A VERY WIDESPREAD PROBLEM WITH 100S OF COMPLAINTS ONLINE.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

August 13, 2019 NHTSA ID NUMBER: 11243689
Components: ELECTRICAL SYSTEM, STRUCTURE
 NHTSA ID Number: 11243689

Incident Date August 13, 2019

Consumer Location FAIRFAX, VT

Vehicle Identification Number 2C4RDGEG7HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

TL* THE CONTACT OWNS A 2017 DODGE GRAND CARAVAN. THE CONTACT STATED THAT THE REAR DRIVER'S SIDE **SLIDING DOOR** FAILED TO FUNCTION PROPERLY. THERE WERE NO WARNING INDICATORS ILLUMINATED. THE MANUFACTURER AND DEALER WERE NOT NOTIFIED OF THE FAILURE. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE FAILURE MILEAGE WAS 55,000.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

June 26, 2019 NHTSA ID NUMBER: 11222800
Components: STRUCTURE

NHTSA ID Number: 11222800

Incident Date June 26, 2019

Consumer Location BUENA PARK, CA

Vehicle Identification Number 2C4RDGCG7HR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

DRIVER SIDE PASSENGER DOOR IS STUCK IN THE LOCKED POSITION. IT CANNOT BE UNLOCKED MANUALLY, WITH THE KEY FOB, OR THE UNLOCK BUTTONS ON THE DOORS. THE DOOR WILL NOT OPEN. THIS IS A HORRIBLE SAFETY HAZARD!!!

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

[April 23, 2019 NHTSA ID NUMBER: 11203137](#)

Components: ELECTRICAL SYSTEM

NHTSA ID Number: 11203137

Incident Date April 23, 2019

Consumer Location FRANKFORT, IL

Vehicle Identification Number N/A

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

PASSENGER SIDE **SLIDING DOOR** STOPPED LOCKING AND UNLOCKING CAUSING A SAFETY HAZARD FOR CHILDREN AND PASSENGERS IN THE BACK SEAT.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Request Research (Services fees apply)

April 22, 2019 NHTSA ID NUMBER: 11202904

Components: STRUCTURE

NHTSA ID Number: 11202904

Incident Date April 22, 2019

Consumer Location GASTON, SC

Vehicle Identification Number 2C4RDGCG0GR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

DRIVER SIDE REAR PASSENGER **SLIDING DOOR** WILL NOT OPEN. IT SEEMS TO BE LOCKED AND WON'T UNLOCK ELECTRICALLY OR MANUALLY. VEHICLE IS STATIONARY.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2017

Model Year 2018 Dodge Grand Caravan (43 Complaints)

May 18, 2021 NHTSA ID NUMBER: 11417620

Components: ELECTRICAL SYSTEM

NHTSA ID Number: 11417620

Incident Date May 17, 2021

Consumer Location MORRISTOWN, TN

Vehicle Identification Number 2C4RDGEG5JR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

My driver side rear door will not open or shut at all. I believe the locking mechanism is stuck preventing the door from unlocking and opening. I have a child that rides on this side of the vehicle and if we was to have an accident no one would be able to get that door open to get to child. There was no warning to this happening. I just came out of no where and one day stopped working.

1 Affected Product Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2018

Request Research (Services fees apply)

May 7, 2021 NHTSA ID NUMBER: 11415498

Components: UNKNOWN OR OTHER

NHTSA ID Number: 11415498

Incident Date May 7, 2021

Consumer Location ANNISTON, AL

Vehicle Identification Number 2C4RDGCG0JR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

PASSENGER SIDE SLIDING DOOR STUCK IN LOCK POSITION AND WILL NOT OPEN AT ALL.

1 Affected Product Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2018

Request Research (Services fees apply)

April 27, 2021 NHTSA ID NUMBER: 11414210

Components: ELECTRICAL SYSTEM

NHTSA ID Number: 11414210

Incident Date April 25, 2021

Consumer Location HEBRON, KY

Vehicle Identification Number 2C4RDGCG3JR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE REAR PASSENGER DOOR IS STUCK IN A LOCKED POSITION. IT CANNOT BE UNLOCKED MANUAL. THE LATCH IS COMPLETELY STUCK. WITH THREE KIDS, IT IS A SAFETY ISSUE FOR IT NOT TO OPEN. IT QUIT WORKING WITHOUT ANY WARNING AND THE VAN HAS LESS THAN 34,000 MILES ON IT. WE WENT IN TO CHURCH ON SUNDAY AND LOCKED THE DOORS WITH THE KEYLESS REMOTE. WE CAME OUT AND IT

WOULDN'T UNLOCK. I SEE THIS IS AN ISSUE FOR MULTIPLE PEOPLE. THERE SHOULD BE A RECALL ISSUED.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2018

Request Research (Services fees apply)

April 24, 2021 NHTSA ID NUMBER: 11413636

Components: STRUCTURE

NHTSA ID Number: 11413636

Incident Date April 23, 2021

Consumer Location HONOLULU, HI

Vehicle Identification Number 2C4RDGEG0JR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

PASSENGER **DOOR**, ONE ON THE DRIVER SIDE, IS STUCK ON **LOCK** POSITION. I CAN'T OPEN MANUALLY OR KEY FAB TO DO ANY FUNCTIONS AS A **DOOR**. IT DOESN'T MAKE ANY NOISE, JUST WON'T OPEN.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2018

Request Research (Services fees apply)

April 20, 2021 NHTSA ID NUMBER: 11413107

Components: STRUCTURE

NHTSA ID Number: 11413107

Incident Date April 10, 2021

Consumer Location OMAHA, NE

Vehicle Identification Number 2C4RDGEG3JR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE LEFT SIDE PASSENGER **SLIDING DOOR** LOCKING MECHANISM FAILS AND STICKS IN THE **LOCK** POSITION. AFTER DOING SOME RESEARCH ON THE INTERNET IT HAS BEEN CLEAR THAT THIS IS A PRETTY COMMON OCCURRENCE WITH DODGE GRAND CARAVANS. IF I WOULD NEED TO GET MY BABY OUT QUICKLY FROM THIS SIDE OF THE VAN, THE **LOCK** MALFUNCTIONS AND THIS IS A HIGH SAFETY PROBLEM.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2018

Request Research (Services fees apply)

April 19, 2021 NHTSA ID NUMBER: 11412805

Components: ELECTRICAL SYSTEM, STRUCTURE

NHTSA ID Number: 11412805

Incident Date April 17, 2021

Consumer Location LOS BANOS, CA

Vehicle Identification Number 2C4RDGEG4JR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

DRIVER SIDE SLIDING DOOR STUCK ON LOCK POSITION CAN'T MANUALLY DOOR BUTTON ON DRIVER'S DOOR ALSO WON'T RESPOND AND FOB UNLOCKS OTHER DOORS EXCEPT THAT ONE. DOOR IS CLOSED AND LOCKED AND I HAVE SMALL CHILDREN IN CASE OF AN EMERGENCY THERE IS NO WAY TO OPEN THE DRIVER SIDE DOOR TO GAIN ACCESS TO THEM OR TO SAFELY GET THEM OUT OF VAN IT'S A KNOWN ISSUE IN VANS FROM OTHER YEARS AND NEVER RECALLED.

1 Affected Product Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2018

Request Research (Services fees apply)

April 10, 2021 NHTSA ID NUMBER: 11407422

Components: ELECTRICAL SYSTEM, STRUCTURE

NHTSA ID Number: 11407422

Incident Date April 9, 2021

Consumer Location MAYODAN, NC

Vehicle Identification Number 2C4RDGBG4JR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

2018 DODGE GRAND CARAVAN DRIVER SIDE PASSENGER SLIDE DOOR STUCK IN THE LOCKED POSITION WILL NOT RELEASE TO OPEN. VEHICLE WAS IN MOTION WHEN THE AUTOMATIC DOOR LOCKED, NOW IT WILL NOT UNLOCK AND UNABLE TO OPEN FOR NORMAL USE OR INCASE OF AN EMERGENCY. , PER DEALER THIS IS ONGOING PROBLEM AND ESTIMATED COST TO REPAIR \$ 1100.00.

1 Affected Product Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2018

Request Research (Services fees apply)

March 26, 2021 [NHTSA ID NUMBER: 11404964](#)

Components: ELECTRICAL SYSTEM

NHTSA ID Number: 11404964

Incident Date March 26, 2021

Consumer Location IRVINE, CA

Vehicle Identification Number 2C4RDGEG9JR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

WE WERE DRIVING OUR VAN FROM YERMO, CA TO LAS VEGAS, NV ON 3/25/2021. WHEN WE ARRIVED IN LAS VEGAS, THE DRIVER-SIDE REAR **SLIDING DOOR** BECAME INOPERABLE BECAUSE THE **LOCK** WAS STUCK IN THE ENGAGED POSITION. THIS OCCURRED WITHOUT WARNING; THE **DOOR** WAS OPERABLE IN YERMO AND THERE WERE NO UNUSUAL SOUNDS THAT WOULD INDICATE AN IMPENDING PROBLEM. AFTER A LITTLE RESEARCH, I FOUND THAT THIS IS A COMMON PROBLEM WITH GRAND CARAVANS, AND IS USUALLY CAUSED BY A FAILURE OF THE ELECTRONIC **LOCK ACTUATOR**. IT OFTEN OCCURS AFTER ABOUT 3 YEARS, OR 40K MILES. INDEED, OUR VAN WAS AT ABOUT 42K MILES AT THE TIME OF FAILURE. THE THING THAT TROUBLES ME ABOUT THE ELECTRONIC **LOCK** FAILURE IS THAT IT PREVENTS THE USER FROM MANUALLY UNLOCKING THE **DOOR**. IT SEEMS TO ME LIKE THE VEHICLE HAS BEEN DESIGNED TO COMPLY WITH 49 CFR 571.602 S4.3 FOR ONLY THREE YEARS. THEN DODGE CHARGES ~\$1,100 TO REPLACE THE FAILED **ACTUATOR**, MEANING THAT THE ANNUALIZED COST TO THE DRIVER IS \$367 PER REAR **DOOR**. WE HAVE FOUR YOUNG KIDS WITH AGES RANGING FROM 8 YEARS TO 5 MONTHS. THE INFANT CAR SEAT WAS PLACED ON THE PASSENGER SIDE, SO OUR OTHER THREE CHILDREN COULD ONLY REALLY ENTER AND EXIT THE VAN FROM

THE DRIVER SIDE. THE FAILURE OF THE DRIVER-SIDE **DOOR** MEANT THAT WE HAD TO REMOVE THE ENTIRE INFANT CAR SEAT TO ALLOW THE OTHER KIDS EGRESS FROM THE VAN. HAVING ONLY ONE OPERATING **DOOR** IS NOT SUSTAINABLE FOR US, NOR IS SPENDING \$733 PER YEAR TO KEEP BOTH DOORS OPERABLE.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2018

Request Research (Services fees apply)

March 24, 2021 [NHTSA ID NUMBER: 11404622](#)

Components: STRUCTURE

NHTSA ID Number: 11404622

Incident Date October 15, 2020

Consumer Location LANSING, KS

Vehicle Identification Number 2C4RDGEG9JR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

DRIVERS SIDE PASSENGER **DOOR** WILL NO LONGER OPEN.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2018

Request Research (Services fees apply)

March 15, 2021 NHTSA ID NUMBER: 11403108

Components: ELECTRICAL SYSTEM, UNKNOWN OR OTHER

NHTSA ID Number: 11403108

Incident Date November 2, 2020

Consumer Location EAST PEORIA, IL

Vehicle Identification Number 2C4RDGEG3JR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

2018 GRAND CARAVAN DRIVER REAR SLIDER DOOR IS LOCKED CLOSE AND WILL NOT OPEN!!! I'VE SEEN MULTIPLE COMPLAINTS OF SAME ISSUE

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2018

Request Research (Services fees apply)

March 11, 2021 NHTSA ID NUMBER: 11400390

Components: STRUCTURE

NHTSA ID Number: 11400390

Incident Date November 20, 2020

Consumer Location PENSACOLA, FL

Vehicle Identification Number 2C4RDGEG1JR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

PASSENGER SIDE, REAR SLIDING DOOR LOCKING MECHANISM FAILED. THE DOOR IS STUCK IN THE LOCK POSITION AND CANNOT BE UNLOCKED REMOTELY OR MANUALLY. THIS CREATES A SAFETY ISSUE AS THE DOOR CANNOT BE OPENED.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2018

Request Research (Services fees apply)

February 21, 2021 NHTSA ID NUMBER: 11397201

Components: ELECTRICAL SYSTEM

NHTSA ID Number: 11397201

Incident Date February 21, 2021

Consumer Location LUMBERTON, TX

Vehicle Identification Number 2C4RDGBG2JR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

MY POWER LOCKS WILL NOT WORK.I USED THE KEY FOB AND THE MANUAL IN THE VAN BUT THEY WORK OFF AND ON.THEN COMPLETELY LOCK UP AND WILL NOT LOCK OR UNLOCK.ITS NPT THE KEY FOB SO SOMETHING ELSE IS HAPPENING CAUSING ME TO BE LOCKED OUT OF MY VEHICLE.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2018

Request Research (Services fees apply)

January 31, 2021 NHTSA ID NUMBER: 11390904

Components: **STRUCTURE**

NHTSA ID Number: 11390904

Incident Date December 3, 2020

Consumer Location JACKSONVILLE, NC

Vehicle Identification Number 2C4RDGEG0JR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

MY DRIVER SIDE **SLIDING DOOR** HAS BEEN STUCK IN THE **LOCK** POSITION. IT WAS WORKING FINE AND THEN NOTHING. SYSTEM SAYS TO UNLOCK TO OPERATE WHILE PARKED WHETHER THE CAR IS STARTED OR NOT. EVERY **DOOR** UNLOCKS EXCEPT THIS ONE. DEFINITELY A SAFETY HAZARD. THE CAR IS FAIRLY NEW WITH LESS THAN 70 K MILES ON IT.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2018

Request Research (Services fees apply)

January 26, 2021 NHTSA ID NUMBER: 11390049

Components: **ELECTRICAL SYSTEM, STRUCTURE**

NHTSA ID Number: 11390049

Incident Date December 18, 2020

Consumer Location ALEXANDRIA, VA

Vehicle Identification Number 2C4RDGEG7JR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE DRIVER'S DOOR WILL NOT LOCK, OR UNLOCK, WITH EITHER THE FOB OR WITH THE BUTTON ON THE DOOR. I NEED TO TAKE THE PHYSICAL KEY OUT OF THE FOB AND MANUALLY UNLOCK THE DOOR TO GET INSIDE. ONCE INSIDE THE VAN, I NEED TO REMEMBER TO MANUALLY LOCK THE MY DOOR, BECAUSE IT WILL NOT AUTOMATICALLY LOCK LIKE THE REST OF THE DOORS. ONCE I EXIT THE VAN, I NEED TO PUSH THE LOCK DOWN BECAUSE THE FOB WILL NOT LOCK IT. IT ONLY HAS 66,000 MILES.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2018

Request Research (Services fees apply)

January 2, 2021 NHTSA ID NUMBER: 11386162

Components: SEATS

December 23, 2020 NHTSA ID NUMBER: 11384689

Components: UNKNOWN OR OTHER

NHTSA ID Number: 11384689

Incident Date December 16, 2020

Consumer Location NORTH LAS VEGAS, NV

Vehicle Identification Number 2C4RDGCG4J4****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

PASSENGER SIDE **SLIDING DOOR** WILL NOT **LOCK** PROPERLY. WHEN VEHICLE IS PARKED, LOCKING AND SETTING ALARM ON THE VEHICLE WITH THE KEY FOB THE **SLIDING DOOR** CAN STILL BE OPENED. THE **DOOR** WILL NOT **LOCK**. DEALER ADVISED THAT **DOOR** LOCKING **ACTUATOR** WAS BAD AND ESTIMATED \$1,650 TO REPAIR. THIS APPEARS TO BE A MANUFACTURING DEFECT.

1 Affected Product Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2018

Request Research (Services fees apply)

December 7, 2020 NHTSA ID NUMBER: 11378364

Components: STRUCTURE

NHTSA ID Number: 11378364

Incident Date November 2, 2020

Consumer Location GARRISON, ND

Vehicle Identification Number 2C4RDGCG6JR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

PASSENGER SIDE **SLIDING DOOR** NOT LOCKING/UNLOCKING WHEN THE KEY FOB LOCKS/UNLOCKS THE OTHER DOORS. VEHICLE IS STATIONARY, RUNNING OR TURNED OFF IN PARK.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2018

Request Research (Services fees apply)

December 3, 2020 NHTSA ID NUMBER: 11377773
Components: UNKNOWN OR OTHER

November 1, 2020 NHTSA ID NUMBER: 11372523
Components: ELECTRICAL SYSTEM
 NHTSA ID Number: 11372523

Incident Date July 1, 2020

Consumer Location HOMER GLEN, IL

Vehicle Identification Number 2C4RDGEG6JR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

SLIDING SIDE **DOOR LOCK** ISSUES. ONE DAY WORKS OTHER DAYS DON'T. **SLIDING** POWER **DOOR** DOES NOT LATCH ON IN OPEN POSITION THUS KEEP CLOSING AND HITTING A PERSON WHEN ITS AUTOMATICALLY CLOSING. MY SON AND MYSELF HAS SLAMMED BY **DOOR** MORE THAN I WOULD LIKE TO SAY.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2018

Request Research (Services fees apply)

October 22, 2020 NHTSA ID NUMBER: 11365844

Components: ELECTRICAL SYSTEM

NHTSA ID Number: 11365844

Incident Date September 26, 2020

Consumer Location WOODBURN, OR

Vehicle Identification Number 2C4RDGEG1JR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THIS PROBLEM BEGAN ABOUT A MONTH AGO. WE HAD LOCKED THE DOOR AND WE HEARD A LOUD BUZZING SOUND COME FROM THE RIGHT SIDE SLIDING DOOR. NOW EVERY TIME WE OPEN ,LOCK OR UNLOCK THE CAR IT MAKES A LOUD BUZZING SOUND ON THAT SIDE.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2018

Request Research (Services fees apply)

October 22, 2020 NHTSA ID NUMBER: 11365686

Components: ELECTRICAL SYSTEM

NHTSA ID Number: 11365686

Incident Date October 1, 2020

Consumer Location VALDOSTA, GA

Vehicle Identification Number 2C4RDGCG4JR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES1

DEATHS0

JUST LIKE THE THOUSANDS OF OTHER MY REAR **SLIDING DOOR** IS LOCKED SHUT AND WILL NOT OPEN. IT STARTED AS A BUZZING SOUND THEN COMPLETELY FAILED. THIS IS A HUGE SAFETY ISSUE AND NOW MY ALMOST NEW VAN WITH ONLY 54,000 MILES IS WORTHLESS. THE WHOLE POINT OF BUYING IT IS TO HAVE THE TWO **SLIDING** DOORS. THE DEALER SAYS IT WILL BE \$1,700 TO FIX. I PROMISE THIS MUCH. IF DODGE DOES NOT DO A RECALL ON THIS SPECIFIC ISSUE I WILL NEVER PURCHASE FROM THEM AGAIN. THIS IS RIDICULOUS THAT THERE IS NO RECALL ALREADY ON THE DOORS. I HAVE READ ALL THE FORUMS AND SUBMISSIONS AND THIS IS A WIDE SPREAD ISSUE. CHRYSLER/DODGE IS WELL AWARE OF THE PROBLEM AND HAVE STEPPED UP LIKE AN HONEST COMPANY AND MADE IT RIGHT. BUYERS BEWARE.

1 Affected Product Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2018

Request Research (Services fees apply)

September 18, 2020 NHTSA ID NUMBER: 11359794

Components: ELECTRICAL SYSTEM

NHTSA ID Number: 11359794

Incident Date September 18, 2020

Consumer Location FAYETTEVILLE, NC

Vehicle Identification Number 2C4RDGEG1JR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

PASSENGER **SLIDING DOOR** WILL NOT UNLOCK/**LOCK** OTHER THAN DOING SO MANUALLY BY MOVING THE **LOCK** BY HAND. THIS RENDERS THE AUTOMATIC **LOCK**/UNLOCK BUTTON, KEY FOB AND AUTOMATIC OPENER USELESS.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2018

Request Research (Services fees apply)

September 11, 2020 NHTSA ID NUMBER: 11354497

Components: ELECTRICAL SYSTEM

NHTSA ID Number: 11354497

Incident Date September 8, 2020

Consumer Location LOUISVILLE, KY

Vehicle Identification Number 2C4RDGCG5JR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

WITHOUT WARNING, THE DRIVERS SIDE **SLIDING DOOR** OF MY 2018 DODGE GRAND CARAVAN INITIALLY BEGAN MAKING A VERY LOUD BUZZING NOISE WHEN THE AUTOMATIC POWER LOCKS ENGAGE WHILE DRIVING, HOWEVER, THIS QUICKLY ESCALATED TO NOT ONLY AN EXTREMELY LOUD BUZZING NOISE WHEN LOCKED WHILE DRIVING, TO AN EXTREMELY LOUD BUZZING NOISE ANYTIME THE LOCKS ARE ACTIVATED AT ALL. THIS ISSUE ALONE, WHILE NOT EXACTLY A SAFETY CONCERN, IS CONCURRENT WITH THE SAME **DOOR** INTERMITTENTLY EITHER STAYING LOCKED DESPITE ANY EFFORT TO OPEN IT, OR NOT BEING ABLE TO **LOCK** AT ALL. BOTH OF THESE LATTER PROBLEMS COULD PRESENT A DANGEROUS SITUATION IF NOT RECTIFIED.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2018

Request Research (Services fees apply)

August 13, 2020 NHTSA ID NUMBER: 11349062
Components: UNKNOWN OR OTHER
NHTSA ID Number: 11349062

Incident Date August 1, 2020

Consumer Location RALEIGH, NC

Vehicle Identification Number 2C4RDGCG7JR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

SLIDING DOOR LOCK PROBLEMS, MY DRIVER'S SIDE SLIDING DOOR WILL NOT OPE WHEN STATIONARY, THE DOOR STOP WORKING, AFTER 5 DAYS THE RIGHT SIDE STOPPED WORKING AND MY FAMILY BEGAN TO EXIT THROUGH DRIVER'S DOOR OR FRONT PASSENGER'S SIDE. I CONTACTED DODGE THEY SAID IT WILL COST \$150 TO DIAGNOSE AND \$1500 TO REPAIR DEPENDING ON WHAT THEY FIND OUT.

1 Affected Product Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2018

Request Research (Services fees apply)

August 13, 2020 NHTSA ID NUMBER: 11348989
Components: ELECTRICAL SYSTEM

NHTSA ID Number: 11348989

Incident Date July 3, 2020

Consumer Location LOCUST GROVE, GA

Vehicle Identification Number 2C4RDGBG6JR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

I HAVE LESS THAN 56,000 MILES AND HAVE ALREADY HAD TO REPLACE THE LOCKING MECHANISMS ON BOTH SLIDING DOORS. THE DRIVERS SIDE WAS STUCK IN THE LOCK POSITION AND THE PASSENGERS SIDE WAS STUCK IN THE UNLOCK POSITION. BOTH POSE A SAFETY CONCERN FOR CHILDREN IN THE BACKSEAT AND THEFT OF VALUABLES BECAUSE I COULD NOT LOCK ONE OF THE DOORS. BOTH WERE REPAIRED BY CHRONIC CHEVROLET UNDER MY PAID EXTENDED WARRANTY BUT I STILL HAD TO PAY THE DEDUCTIBLE FOR EACH ONE.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2018

Request Research (Services fees apply)

[August 12, 2020 NHTSA ID NUMBER: 11348778](#)

Components: STRUCTURE

NHTSA ID Number: 11348778

Incident Date July 27, 2020

Consumer Location VIRGINIA BEACH, VA

Vehicle Identification Number 2C4RDGEG3JR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

DRIVER SIDE PASSENGER **SLIDING DOOR** STOPPED UNLOCKING AND WONT OPEN

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2018

Request Research (Services fees apply)

August 3, 2020 NHTSA ID NUMBER: 11342990

Components: ELECTRICAL SYSTEM

NHTSA ID Number: 11342990

Incident Date July 26, 2020

Consumer Location OAKLAND, FL

Vehicle Identification Number 2C4RDGEG6JR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

OUR DODGE CARAVAN IS 2 YEARS OLD AND THE PASSENGER SIDE **DOOR** LOCKS WON'T **LOCK** OR UNLOCK WITH THE FOB OR THE ACTUAL **DOOR** LOCKS ON THE INSIDE. IT JUST STOPPED WORKING. IT WAS STUCK IN THE **LOCK** POSITION AND WE COULDN'T GET MY DAUGHTER OUT OF THE CAR WITHOUT USING THE OTHER **DOOR**. THE VAN IS NOT LONGER UNDER WARRANTY FOR THIS ISSUE AS IT HAS 45,000 MILES ON IT. WE BOUGHT THE VAN FROM HERTZ 11 MONTHS. THIS IS A SAFETY ISSUE AND IS A KNOWN ISSUE WITH DODGE CARAVANS. THERE SHOULD BE A RECALL ON IT. THE DODGE DEALERSHIP WANTS TO CHARGE \$1700 FOR THE **ACTUATOR** ANOTHER OTT THAT WILL PROBABLY BREAK WHEN THEY REPLACE IT AND ALSO AN ISSUE WITH THE LEFT CONTROL STICK ALTHOUGH WORKING WASN'T REGISTERING WITH THE CODES. IT IS \$1300 JUST FOR THE **ACTUATOR**,

MASTER SWITCH AND LABOR. THE VAN WAS STATIONARY WHEN WE FIRST NOTICED IT. WE GOT BACK TO THE VAN WHEN IT WAS LOCKED AND PARKED AND WE COULDN'T OPEN THE PASSENGER SIDE DOOR BECAUSE IT WAS STUCK IN THE LOCK POSITION.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2018

Request Research (Services fees apply)

July 22, 2020 NHTSA ID NUMBER: 11340797

Components: STRUCTURE

NHTSA ID Number: 11340797

Incident Date February 12, 2020

Consumer Location MORENO VALLEY, CA

Vehicle Identification Number 2C4RDGCG3JR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE SLIDING DOOR WILL OPEN COMPLETELY THEN START CLOSING ONCE OPEN. THE UP TOP BUTTON IS SET TO OFF SO THE OPEN/ CLOSE BUTTON BY THE DOOR WOULD NOT WORK. THIS HAS HAPPENED ON SEVERAL DATES UP TO NOW. THE DOOR DOESN'T LOCK OR UN LOCK USING THE KEY FOB OR IN CAR LOCK BUTTON.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2018

Request Research (Services fees apply)

July 13, 2020 NHTSA ID NUMBER: 11339132
Components: ELECTRICAL SYSTEM
NHTSA ID Number: 11339132

Incident Date May 20, 2020

Consumer Location FORT WORTH, TX

Vehicle Identification Number 2C4RDGEG0JR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

SLIDING DOOR LOCKS MALFUNCTIONING. AT TIMES EVEN TRYING TO MANUALLY UNLOCK THE **DOOR** WILL NOT UNLOCK. THIS IS EXTREMELY UNSAFE SHOULD A SITUATION REQUIRING A QUICK EXIT ARISE AND THE CHILDREN ARE UNABLE TO OPEN THE **DOOR(S)**. THIS HAPPENS WITH THE VEHICLE IS IN PARK. THE REAR LOCKS ALWAYS MAKE A BUZZING SOUND BUT WILL **LOCK**/UNLOCK ONLY WHEN IT FEELS LIKE IT.

1 Affected Product Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2018

Request Research (Services fees apply)

June 30, 2020 NHTSA ID NUMBER: 11331663

Components: STRUCTURE, UNKNOWN OR OTHER

NHTSA ID Number: 11331663

Incident Date January 25, 2020

Consumer Location RALEIGH, NC

Vehicle Identification Number 2C4RDGEG6JR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

REAR RIGHT SLIDING DOOR LOCK ACTUATOR BUZZING WHEN UNLOCKING DOOR.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2018

Request Research (Services fees apply)

June 17, 2020 NHTSA ID NUMBER: 11329307

Components: POWER TRAIN, ELECTRICAL SYSTEM, UNKNOWN OR OTHER

NHTSA ID Number: 11329307

Incident Date May 25, 2020

Consumer Location LOS LUNAS, NM

Vehicle Identification Number 2C4RDGBG3JR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

BOUGHT THE VAN IN DECEMBER OF 2019. A FEW MONTHS AGO I NOTICED THAT THE VAN WASN'T ACCELERATING/SHIFTING WHEN GOING UP HILLS. IT DELAYED STARTED ONE NIGHT AND I HAD TO SHIFT IF OFF AND RESTART IT. MY FRONT A/C STOPPED WORKING AND KICKS ON RANDOMLY. THE DOORS DON'T AUTOMATICALLY LOCK UNTIL A FEW MINUTES AFTER BEING PUT INTO DRIVE. BACK RIGHT DOOR DOESN'T LOCK. RECENTLY TOOK IT TO MY MECHANIC AND WAS INFORMED THAT THERE IS BURNT WIRING AND POSSIBLE PLUGGED CAD. CONVERTER. *TR

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2018

Request Research (Services fees apply)

June 2, 2020 NHTSA ID NUMBER: 11326934

Components: ELECTRICAL SYSTEM, STRUCTURE

NHTSA ID Number: 11326934

Incident Date May 29, 2020

Consumer Location PATTERSON, LA

Vehicle Identification Number 2C4RDGCG2JR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

DRIVER SIDE SLIDE DOOR STUCK ON LOCK. *TR

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2018

Request Research (Services fees apply)

May 23, 2020 NHTSA ID NUMBER: 11325663

Components: STRUCTURE, UNKNOWN OR OTHER

NHTSA ID Number: 11325663

Incident Date May 23, 2020

Consumer Location KILLEEN, TX

Vehicle Identification Number 2C4RDGBG7JR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

SLIDING DOOR LOCKS ON BOTH DRIVER AND PASSENGER ARE NOT WORKING DRIVER SIDE SLIDING DOOR IS IN LOCKED POSITION AND WILL NOT OPEN WITH KEY FOB, MANUAL LOCK PASSENGER SIDE SLIDING DOOR DOES NOT LOCK WITH KEY FOB, HAVE TO MANUALLY LOCK AND UNLOCK DOOR. *TR

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2018

Request Research (Services fees apply)

May 14, 2020 NHTSA ID NUMBER: 11324550

Components: ELECTRICAL SYSTEM

NHTSA ID Number: 11324550

Incident Date April 1, 2020

Consumer Location STATEN ISLAND, NY

Vehicle Identification Number 2C4RDGEG6JR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE DRIVERSIDE DOOR LOCK DOES NOT OPERATE WITH REMOTE OR UNLOCK OR LOCK USING THE INSIDE DOOR LOCK BUTTON. MUST USE THE KEY INSIDE THE FOB REMOTE DEVICE TO UNLOCK DOOR FROM OUTSIDE. I MANUALLY HAVE TO PUSH KNOB DOWN TO LOCK AND INSIDE HANDLE TO UNLOCK DOOR. *TR

1 Affected Product Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2018

Request Research (Services fees apply)

April 10, 2020 NHTSA ID NUMBER: 11320734

Components: ELECTRICAL SYSTEM, STRUCTURE

NHTSA ID Number: 11320734

Incident Date October 21, 2019

Consumer Location OWENSBORO, KY

Vehicle Identification Number 2C4RDGCG9JR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

DRIVER'S SIDE **SLIDING DOOR** WILL NOT UNLOCK/OPEN. I GOT TO MY DESTINATION AND USED THE POWER BUTTON OVER VISOR TO OPEN THE **DOOR** AND UNLOAD CHILDREN. USED POWER BUTTON AT THE **DOOR** TO **CLOSE** THE **DOOR** AFTER UNLOADING CHILDREN. CAME OUT TO VAN TO GO HOME AND **DOOR** WOULD NOT OPEN. THE VEHICLE HAD AROUND 42,000 MILES AND I HAD ONLY OWNED THE VEHICLE FOR 3 MONTHS. I BOUGHT IT USED FROM A DEALER. I HAVE RESEARCHED THIS PROBLEM AND IT APPEARS TO BE A COMMON PROBLEM WITH THE VANS MODELS 2014 AND LATER. THE REPAIR COST IS ABOUT \$1100 FOR A FAULTY **LOCK** MECHANISM. I HAVE TRIED MULTIPLE TIMES TO FORCE THE **DOOR** TO UNLOCK AND IT WILL NOT UNLOCK AND CAN NOT BE OPENED WHICH LIMITS ACCESS TO THE BACK ON THE VAN ON THE DRIVER'S SIDE.

1 Affected Product Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2018

Request Research (Services fees apply)

March 14, 2020 NHTSA ID NUMBER: 11318026

Components: ELECTRICAL SYSTEM, UNKNOWN OR OTHER

NHTSA ID Number: 11318026

Incident Date March 11, 2020

Consumer Location EGLIN AFB, FL

Vehicle Identification Number 2C4RDGBG8JR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE DRIVER-SIDE REAR **SLIDING DOOR** HAS LOCKED AND WILL NOT UNLOCK MANUALLY, WITH **DOOR** UNLOCK BUTTON, OR BY KEY FOB. WHEN TRYING TO UNLOCK MANUALLY THE MECHANISM RUBBER BANDS BACK TO THE **LOCK** POSITION AS IF THE LOCKING MECHANISM IN THE **DOOR** IS STUCK. THIS PRESENTS A SAFETY

HAZARD IN CASE OF EMERGENCIES. THIS LUCKILY HAPPENED AS I WAS GOING TO PUT MY SON IN THE VEHICLE BEFORE LEAVING MY HOME.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2018

Request Research (Services fees apply)

February 13, 2020 NHTSA ID NUMBER: 11309037

Components: UNKNOWN OR OTHER

NHTSA ID Number: 11309037

Incident Date February 12, 2020

Consumer Location GANADO, AZ

Vehicle Identification Number 2C4RDGCG9JR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE PASSENGER REAR **SLIDING DOOR** HAS LOCKED AND WILL NOT OPEN MANUALLY, WITH BUTTON, REMOTE AND OVERHEAD BUTTON. THIS PRESENTS A SAFETY HAZARD INCASE OF EMERGENCIES. UPON FURTHER RESEARCH, IT SEEMS THIS IS A COMMON PROBLEM WITH DODGE GRAND CARAVANS AND HAVE COST CUSTOMERS MORE THAN \$1,000 FOR REPAIRS. THIS SHOULD BE RECOMMENDED FOR A RECALL.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2018

Request Research (Services fees apply)

December 19, 2019 NHTSA ID NUMBER: 11290206

Components: ELECTRICAL SYSTEM

NHTSA ID Number: 11290206

Incident Date December 13, 2019

Consumer Location CAPE CORAL, FL

Vehicle Identification Number 2C4RDGBG4JR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

ON 9/19 THE POWER LOCKS ARE FAILING TO WORK. RIGHT NOW PASSENGER DOOR AND SLIDING DOOR LOCKS STOPPED WORKING. SOMETIMES YOU CANT EVEN UNLOCK THE DOOR TO OPEN THEM. WHICH IS A BIG SAFETY PROBLEM. NOW 12/19 DRIVER SIDE LOCKS ARE HAVING PROBLEMS AND NOT LOCKING AND UNLOCKING. AND SOMETIME THE DRIVER SIDE SLIDING DOOR WILL NOT UNLOCK SO THE DOOR IS STUCK MAKING IT A MAJOR PROBLEM FOR EXIT IF THERE WAS AN EMERGENCY

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2018

Request Research (Services fees apply)

December 16, 2019 NHTSA ID NUMBER: 11289376

Components: STRUCTURE

NHTSA ID Number: 11289376

Incident Date October 21, 2019

Consumer Location OWENSBORO, KY

Vehicle Identification Number 2C4RDGCG9JR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

MY DRIVER'S SIDE SLIDING DOOR STOPPED WORKING. I BOUGHT MY VAN FROM A DEALER AT THE END OF JULY 2019 WITH AROUND 40,000 MILES ON IT. IN THE MIDDLE OF OCTOBER 2019 (AROUND 45,000 MILES) THE DOOR STOPPED WORKING. I USED THE KEY FOB BUTTON TO OPEN THE DOOR AND PUT MY GRANDSON IN HIS CARSEAT. I USED THE DOOR POWER BUTTON TO CLOSE THE DOOR. WHEN WE GOT TO OUR DESTINATION, I USED THE POWER BUTTON ON THE ROOF DASH TO OPEN THE DOOR, I GOT MY GRANDSON OUT AND USED THE DOOR POWER BUTTON THO CLOSE THE DOOR. EVERYTHING WORKED AS USUAL. WHEN WE CAME OUT, I TRIED TO USE THE KEY FOB BUTTON TO OPEN THE DOOR. THE LIGHTS BLINKED, BUT THE DOOR DID NOT OPEN. I TRIED TO OPEN THE DOOR MANUALLY AND IT WOULD NOT OPEN. WHEN I GOT HOME I TRIED TO FIGURE OUT WHAT WAS WRONG. I TRIED TO UNLOCK THE DOOR, BUT IT WILL NOT UNLOCK. THE BUTTON WILL MOVE SOME MANUALLY BUT WILL NOT UNLOCK. I TRIED CALLING THE DEALER AND THEY SAID THEY COULDN'T DO ANYTHING BECAUSE IT WAS OUT OF WARRANTY. I CALLED DODGE TO SEE IF THERE WAS A RECALL ON IT AND THEY SAID THERE WAS NOT A RECALL AND THEY COULD DO NOTHING TO HELP ME. I WAS LOOKING ONLINE AND SAW THAT MANY PEOPLE HAVE HAD THE SAME PROBLEM AND MOST OF THE VEHICLES WERE FAIRLY NEW LIKE MINE. THEY SUGGESTED COMING HERE TO FILE A COMPLAINT TO TRY AND GET A RECALL ON THESE DOORS.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2018

Request Research (Services fees apply)

October 11, 2019 NHTSA ID NUMBER: 11267848

Components: STRUCTURE

NHTSA ID Number: 11267848

Incident Date October 1, 2019

Consumer Location JACKSONVILLE, FL

Vehicle Identification Number 2C4RDGBG3JR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

REAR PASSENGER DOORS OFTEN DON'T UNLOCK OR OPEN. HUGE SAFETY ISSUE. CAR IS TURNED OFF. INSIDE UNLOCK BUTTON PRESSED TWICE, REAR PASSENGER DOOR DOESN'T UNLOCK. WHEN KEY FOB IS USED TO UNLOCK THE DOORS, REAR PASSENGER DOOR DOESN'T UNLOCK. WHEN CAR IS TURNED ON AND THE INSIDE UNLOCK BUTTON IS PRESSED, REAR PASSENGER DOORS DON'T UNLOCK.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2018

Request Research (Services fees apply)

[September 30, 2019](#) [NHTSA ID NUMBER: 11259097](#)

Components: ELECTRICAL SYSTEM

NHTSA ID Number: 11259097

Incident Date September 13, 2019

Consumer Location CAPE CORAL, FL

Vehicle Identification Number 2C4RDGBG4JR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE POWER LOCKS ARE FAILING TO WORK. RIGHT NOW PASSENGER DOOR AND SLIDING DOOR LOCKS STOPPED WORKING. SOMETIMES YOU CANT EVEN UNLOCK THE DOOR TO OPEN THEM. WHICH IS A BIG SAFETY PROBLEM.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2018

Request Research (Services fees apply)

August 1, 2019 NHTSA ID NUMBER: 11241050

Components: ELECTRICAL SYSTEM, STRUCTURE

NHTSA ID Number: 11241050

Incident Date July 31, 2019

Consumer Location OLD HICKORY, TN

Vehicle Identification Number 2C4RDGCG7JR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

TL* THE CONTACT RENTED A 2018 DODGE GRAND CARAVAN. WHILE THE PASSENGER SIDE SLIDING DOOR WAS BEING CLOSED FROM INSIDE THE VEHICLE, THE CONTACT'S SON'S HAND WAS CRUSHED FROM STOPPING TO CLOSE THE DOOR. THE CONTACT MENTIONED THAT THE DOOR SENSOR FAILED TO DETECT HIS SON BETWEEN THE DOOR. THERE WERE NO INJURIES. IN ADDITION, THE DOOR CONTINUED TO LATCH. THE CONTACT RELEASED THE DOOR MANUALLY FROM THE OUTSIDE LATCH. THE VEHICLE WAS NOT TAKEN TO A DEALER. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND INFORMED THE CONTACT THAT THE DOOR WAS NOT SUPPOSED TO CONTINUE TO CLOSE. THE APPROXIMATE FAILURE MILEAGE WAS 35,400.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2018

Request Research (Services fees apply)

July 15, 2019 NHTSA ID NUMBER: 11232022
Components: UNKNOWN OR OTHER
NHTSA ID Number: 11232022

Incident Date July 15, 2019

Consumer Location WICHITA, KS

Vehicle Identification Number 2C4RDGBG4JR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

TAKATA RECALL RIGHT SIDE PASSENGER DOOR WON'T LOCK.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2018

Request Research (Services fees apply)

June 16, 2019 NHTSA ID NUMBER: 11220384
Components: STRUCTURE
NHTSA ID Number: 11220384

Incident Date June 15, 2019

Consumer Location FAIRLESS HILLS, PA

Vehicle Identification Number 2C4RDGBGXJR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

SLIDING DOOR ON PASSENGER SIDE SUDDENLY LOCKED AND CANNOT BE OPENED FROM THE INSIDE OR OUTSIDE, MANUALLY FROM LATCH OR UNLOCK BUTTONS, OR FROM KEY FOB. IN AN EMERGENCY, A PASSENGER COULD BE TRAPPED INSIDE THE VEHICLE. VEHICLE HAS APPROX. 12000 MILES ON IT.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2018

Request Research (Services fees apply)

October 1, 2018 NHTSA ID NUMBER: 11132682

Components: UNKNOWN OR OTHER

NHTSA ID Number: 11132682

Incident Date September 29, 2018

Consumer Location CINCINNATI, OH

Vehicle Identification Number 2C4RDGCGXJR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES1

DEATHS0

THE **SLIDING** PASSANGER **DOOR** CLOSED ON MY CHILD'S HAND. THE **DOOR** DID RE-OPEN BUT NOT IMMEDIATELY. IT ENDED UP CAUSING A BREAK IN HER HAND.

1 Affected Product
Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2018

Request Research (Services fees apply)

Model Year 2019 Dodge Grand Caravan (9 Complaints)

[April 26, 2021](#) NHTSA ID NUMBER: 11413995

Components: STRUCTURE

NHTSA ID Number: 11413995

Incident Date March 31, 2021

Consumer Location FULTON, IL

Vehicle Identification Number 2C4RDGEG0KR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE PASSENGER REAR **SLIDING DOOR** WILL NOT OPEN WITH THE KEYFOB. YOU HAVE TO MANUALLY **LOCK** AND UNLOCK. WHEN YOU HIT THE **DOOR** BUTTON ON THE KEYFOB IT WILL UNLOCK THE REST OF THE DOORS BUT NOT OPEN THE **DOOR**. IF THE REST OF THE DOORS ARE UNLOCKED AND YOU GRAB THE **SLIDING DOOR** IT WILL SET OFF THE ALARM. IF IT IS LOCKED IT WILL NOT UNLOCK AND OPEN WITH THE BUTTON ON THE ROOF UNTIL MANUALLY UNLOCKED.

1 Affected Product Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2019

Request Research (Services fees apply)

[April 26, 2021](#) NHTSA ID NUMBER: 11414019

Components: LATCHES/LOCKS/LINKAGES

NHTSA ID Number: 11414019

Incident Date March 30, 2021

Consumer Location FULTON, IL

Vehicle Identification Number 2C4RDGEG0KR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

TL* THE CONTACT OWNS A 2019 DODGE GRAND CARAVAN. THE CONTACT STATED THAT THE PASSENGER'S SIDE SLIDING DOOR LOCK WAS INOPERABLE. THE CONTACT STATED NO WARNING LIGHT WAS ILLUMINATED. THE VEHICLE WAS TAKEN TO KUNES COUNTRY CHRYSLER JEEP DODGE RAM OF MORRISON, INC. (SCHULER MOTORS) (727 E LINCOLN WAY, MORRISON, IL 61270, (815) 772-2171) TO BE DIAGNOSED. THE CONTACT WAS INFORMED THAT THE SLIDING DOOR ACTUATOR NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT INFORMED OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 56,000.

1 Affected Product Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2019

Request Research (Services fees apply)

April 15, 2021 NHTSA ID NUMBER: 11408240
Components: UNKNOWN OR OTHER
NHTSA ID Number: 11408240

Incident Date April 14, 2021

Consumer Location POINT PLEASANT, NJ

Vehicle Identification Number 2C4RDGEG6KR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

SLIDING DOOR ON PASSENGER SIDE WILL NOT LOCK...BROUGHT VEHICLE TO DEALER AND THEY DIAGNOSED AS LOCKING MECHANISM IS FAULTY AND WILL COST \$1600 TO REPAIR...VEHICLE HAS 52,524 MILES

1 Affected Product Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2019

Request Research (Services fees apply)

March 22, 2021 NHTSA ID NUMBER: 11404349
Components: ELECTRICAL SYSTEM

NHTSA ID Number: 11404349

Incident Date March 22, 2021

Consumer Location WAIANAE, HI

Vehicle Identification Number 2C4RDGCG4KR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

REAR LEFT SLIDING PASSENGER DOOR LOCK ACTUATOR STUCK IN THE LOCKED POSITION. WILL NOT UNLOCK AND DOOR IS UNABLE TO BE OPENED. THE REAR LEFT SIDE PASSENGERS WILL BE UNABLE TO GET OUT IN CASE OF EMERGENCY.

1 Affected Product Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2019

Request Research (Services fees apply)

January 30, 2021 NHTSA ID NUMBER: 11390742
Components: ELECTRICAL SYSTEM
NHTSA ID Number: 11390742

Incident Date August 10, 2020

Consumer Location DAPHNE, AL

Vehicle Identification Number 2C4RDGCG0KR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

PASSENGER SIDE SLIDING DOOR NO LONGER LOCKS WITHOUT LOCKING IT BY HAND. MY CHILDREN CAN OPEN THE DOOR WHILE WE ARE DRIVING BECAUSE IT DOESN'T LOCK UNLESS I REACH OVER AND LOCK IT BY HAND. I HAVE TO UNLOCKED IT AS WELL BY HAND TO GET THE KIDS OUT. TO USE THAT DOOR, I HAVE TO UNLOCK THE FRONT DOOR, REACH BACK AND UNLOCK THE DOOR.

1 Affected Product Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2019

Request Research (Services fees apply)

December 4, 2020 NHTSA ID NUMBER: 11377852
Components: ELECTRICAL SYSTEM
NHTSA ID Number: 11377852

Incident Date November 4, 2020

Consumer Location FULTON, MS

Vehicle Identification Number 2C4RDGBG4KR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE PASSENGER **SLIDING DOOR** NO LONGER LOCKS. THE LOCKING MECHANISM IS STUCK IN THE UNLOCK POSITION. THE VEHICLE CANNOT BE SECURED (🚫). BEFORE THE **LOCK** STOPPED WORKING IT MADE A BUZZING SOUND A COUPLE OF TIMES AND STOPPED WORKING. I JUST REALIZED THIS WHEN MY DAUGHTER OPENED THE **DOOR** WITHOUT ME OPENING THE DRIVER'S **DOOR** FIRST. IT WAS STATIONARY THE FIRST TIME THEN THE SECOND TIME IT BUZZED THE VAN WAS IN MOTION ON A CITY STREET.

1 Affected Product Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2019

Request Research (Services fees apply)

November 5, 2020 NHTSA ID NUMBER: 11373141

Components: ELECTRICAL SYSTEM

NHTSA ID Number: 11373141

Incident Date October 30, 2020

Consumer Location MURRELLS INLET, SC

Vehicle Identification Number 2C4RDGEG6KR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

THE CHILD PROTECTION **LOCK** SYSTEM NO LONGER FUNCTIONS ON MY 2019 DODGE GRAND CARAVAN DUE TO THE **SLIDING DOOR LOCK ACTUATOR** MALFUNCTIONING.

WE ONLY DISCOVERED THE PROBLEM BY ACCIDENT WHEN MY WIFE WAS ABLE TO OPEN THE PASSENGER SIDE SLIDING DOOR BEFORE I UNLOCKED THE VEHICLE. WHILE SPEAKING WITH THE MANUFACTURER ON 11/5/2020, I WAS TOLD THERE WAS NO RECALL BEING ISSUED EVEN THOUGH THERE ARE MANY INSTANCES OF THIS PROBLEM OCCURRING IN SIMILAR VEHICLES. I AM GREATLY CONCERNED THAT PARENTS ARE DRIVING AROUND THINKING THE CHILD PROTECTION LOCK IS ACTIVE WHEN A CHILD CAN OPEN THE SLIDING DOOR AT ANY TIME, EVEN WHILE THE VEHICLE IS IN MOTION. I CANNOT GET A PHOTO THAT SHOWS THIS PROBLEM, SO THERE IS NO DOCUMENTATION.

1 Affected Product Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2019

Request Research (Services fees apply)

October 30, 2020 NHTSA ID NUMBER: 11372415
Components: ELECTRICAL SYSTEM
NHTSA ID Number: 11372415

Incident Date October 29, 2020

Consumer Location Unknown

Vehicle Identification Number 2C4RDGEG1KR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

PASSENGER SIDE POWER SLIDING REAR DOOR,LATCHES,BUT WILL NOT LOCK.DOOR.USED KEY FOB TO LOCK DOORS WHEN GOING INTO A STORE TO SHOP.ALL THE DOORS LOCKED, BUT THE ONE .MENTIONED..VECHICLE WAS PARKED AT THE TIME.OTHER THAN NOT BEING ABLE TO SECURE THE VEHICLE,I WORRY THAT A CHILD COULD OPEN THIS DOOR WHEN MOVING,SINCE THIS DOOR WILL NOT LOCK.

1 Affected Product Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2019

Request Research (Services fees apply)

August 7, 2020 NHTSA ID NUMBER: 11343842

Components: ELECTRICAL SYSTEM, LATCHES/LOCKS/LINKAGES

NHTSA ID Number: 11343842

Incident Date August 7, 2020

Consumer Location ADA, OK

Vehicle Identification Number 2C4RDGCG3KR****

Summary of Complaint

CRASHNo

FIRENo

INJURIES0

DEATHS0

TL* THE CONTACT OWNS A 2019 DODGE GRAND CARAVAN. THE CONTACT STATED THAT THE VEHICLE'S PASSENGER'S SIDE SLIDING DOOR LOCKED AND FAILED TO UNLOCK. THE CONTACT STATED THEY WERE UNABLE TO UNLOCK THE DOOR. THE CONTACT HAD NOT TAKEN THE VEHICLE TO THE DEALER. THE VEHICLE HAD NOT BEEN DIAGNOSED NOR REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE ISSUE. THE APPROXIMATE FAILURE MILEAGE WAS 27,000.

1 Affected Product Vehicle

MAKE	MODEL	YEAR
DODGE	GRAND CARAVAN	2019

Request Research (Services fees apply)