



U.S. Department of Transportation  
National Highway Traffic Safety Administration

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1368

Date Received  
APR 15 AM 11:29  
26-FEB-2003

Repository   
Reference No.  
10009470

**OWNER INFORMATION (Type or Print)**

Name [Redacted]  
Address [Redacted]  
City PEMROKE State MA Zip Code [Redacted]

Daytime Telephone Number [Redacted] E-mail Address [Redacted]  
Evening Telephone Number [Redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorized signature, please provide your name or address to the vehicle manufacturer.  
Signature of Owner [Redacted] Date 3/8/03

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
PLEASE PROVIDE: 1B4GP44R9Y8419340  
Make DODGE Model CARAVAN Model Year 1997  
Date Purchased [Redacted] Dealer's Name and Telephone Number Horizon Dodge  
Engine: No: Cylinders 6 Fuel Type: Gas  
Original Owner  Dealer's City Horizon State MA Zip Code 023  
Transmission Type [Redacted]  Antilock Brakes Powertrain  
 Cruise Control Vehicle Component Code  
015300 STEERING:HYDRAULIC POWER ASSIST:POWER STEERING FI  
Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s) 23-FEB-2003 Failure Mileage [Redacted] Failure Speed [Redacted]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make [Redacted] Tire Model (Name or Number) [Redacted] Tire Size (Example P215/65R15)  
DOT No. (Example: DOTM19ABC036)  Original Equipment  Prior Repair Failure Location: [Redacted]  
Tire Component Code [Redacted] Tire Failure Type [Redacted]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]  
Seat Type: [Redacted] Installation System: [Redacted]  
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash  Yes  No Fire  Yes  No  
Number of Persons Injured [Redacted] Number of Deaths [Redacted] Reported to Police N

Narrative Description of Incident(s), Crash(es), and Injury(ies).  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure;  
i.e. parts repaired or replaced (and if old part is available).

WHEN THE VEHICLE HIT A POLE IN THE ROAD, THE VEHICLE LOST POWER STEERING. \*JB WATER CAUSES SEPARATING BELT  
small POLE  
TO FALL OFF WHICH IN TURN CAUSE VEHICLE TO HAVE NO POWER STEERING. VERY DIFFICULT TO STEER VEHICLE.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-502) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Service Mgr @

Webber Dodge told Pete @ Bare Car Auto

Serp Belt notorious for falling off<sup>97 Car</sup>. Just keep replacing. I was told this by Pete @ Bare Car Auto. I told Pete that I had no problem with belt till it was replaced ~~or later~~. Pete told he ~~he~~ told this to service mgr @ Webber and service mgr. said he has had many customers with 97 carevans with same problem. All he can do is just keep replacing belt.

The first time I had a problem with the serpentine belt I was live parked waiting for my daughter to come out from an appointment on 12/9/03. I put the the shift into drive I heard a bang. I put the shift back into park and my daughter opened the hood and the belt was broken and there was a plastic piece under the car. I called the tow truck. See attached bill # 000603. The Second time was on 12/14/03 my husband was bringing my son up to a basketball game and he lost the power steering luckily he was only 1/2 mile away from home & was able to get back to our house. Called tow truck See Bill # 001312 The third time was when I was bringing my daughter to the movies. I would like to state that I have a disability which is called dystonia which limits my upper body strength. As I was driving my daughter to the movies

I was approximately going about 35 mph luckily had not reached the expressway yet. As I had reached the bend in the road I had realized that the steering had gotten very difficult. The road I was on had no shoulder to pull off onto so I had to just stay where I was. It was raining. I feel that I was in a very dangerous situation, and both my daughter and I could have met very dangerous circumstances. I feel that further investigation is needed into this matter. Please see bill # 001215

I contacted Dodge myself regarding this on 2/25/03

I spoke with a man named Chris and told him of this situation and asked him why there was no recall of this and he told me that they would have covered it if it was under the 30,000 mile warranty please send my note on (subject: Serpentine Belt slip shield) confirmation # 10950542

I did ask him to cover the price of the new bracket that was installed \$119.05 on (Bill # 001215) he refused. Please feel free to call me with any questions you may have.

I am sure that my mechanic will answer any questions you may have also his name is Peter Brown at Barra Cave Auto

1800 992 1997

*[Handwritten signature]*

Chris

NO: 07-02-99

SUBJECT: Serpentine Belt Slips Off Idler Pulley

DATE: June 14, 1999

**OVERVIEW:**

This bulletin involves replacing the bracket that the idler pulley attaches to.

**NOTE: THIS BULLETIN APPLIES TO VEHICLES EQUIPPED WITH A 3.3L OR 3.8L ENGINE.**

**SYMPTOM/CONDITION:**

Loss of power steering assist and occurs when driving through deep snow or standing water. Snow or rain can enter the engine compartment from underneath the vehicle and force the serpentine belt off of the idler pulley.

**DIAGNOSIS:**

Visually inspect the serpentine belt and idler pulley to determine if mis-alignment exists (If the serpentine belt is off the pulleys install the serpentine belt). Start the engine and let it run for one minute before checking alignment). The belt should be approximately 2mm (0.08 in.) from the inboard edge of the idler pulley (Figure 1) when alignment is correct and this bulletin does not apply. If the belt and pulley appear as in Figure 2, perform the Repair Procedure.

**PARTS REQUIRED:**

Qty	Part No.	Description
1	04612412	Bracket, Engine Mount
AR (1)	04861322	Belt, Serpentine

*1-800-992-1997*  
*2125103*  
*cut*  
*10990942*  
*from Dodge*  
*serp belt that*  
*is known to better*  
*Spk - Chris*

**REPAIR PROCEDURE:**

**THIS REPAIR IS COMPATIBLE WITH DAIMLERCHRYSLER'S MOBILE SERVICE PROGRAM AND DOES NOT REQUIRE HOISTS OR OTHER FULL SERVICE FACILITY SPECIAL EQUIPMENT.**

1. Remove the serpentine belt from around the idler pulley by rotating the tensioner clockwise (Figure 3).
2. Remove the purge duty cycle solenoid and wiring harness from the right side engine mount.
3. Remove the two right side engine mount insulator vertical fasteners and loosen the horizontal fastener. DO NOT remove the large nut in the center of the core of the insulator (Figure 4).
4. Remove the load on the engine mount by carefully supporting the engine with a floor jack.
5. Remove the vertical and horizontal fasteners from the engine side bracket. Remove the engine mount assembly.
6. Remove the idler pulley from the engine mounting bracket. (Figure 3).
7. Remove the engine mounting bracket
8. Install a new engine mounting bracket. Torque the fasteners to 40-68 Nm (30-50 ft. lbs.).
9. Install the idler pulley to the engine mounting bracket. Torque the fastener to 40-68 Nm (30-50 ft. lbs.)
10. Properly route and position a serpentine belt onto all pulleys except the idler pulley (Use a new belt if there is any evidence of damage to the original one).
11. Rotate the belt tensioner clockwise until the belt can be installed onto the idler pulley. Slowly release the belt tensioner.
12. Install the engine mount; torque the assembly in the following order, engine mount to rail fasteners 68 Nm (50 ft. lbs.), vertical fastener 102 Nm (75 ft. lbs.), and horizontal fastener 150Nm (111 ft. lbs.).
13. Install the purge duty cycle solenoid to the engine mount.
14. Start the vehicle and let it run for one minute then turn the engine off.
15. Verify the serpentine belt is properly aligned (Figure 1).

recall info 1-800-853-1403

**CHRYSLER MINIVAN FACT SHEET**

Chrysler Technical Service Bulletins are listed in brackets below.

**Air Conditioner/Heater:** A/C clutch failure & improved clutch assembly design 1985-86 (24-01-85, 24-02-86); Coolant seepage at connectors 1995-96 (24-04-96A); A/C lines crack 1996-97 (24-15-96); Bump during A/C compressor engagement 1996-98 (18-19-97A).

**Body/Paint:** For info on paint, body noise or leaks, go to Chrysler Paint.

**Brakes:** 1991-93 w/ Bendix 10 ABS can have total brake failure without warning & were recalled three times with 3rd recall including 100,000 mile warranty on all ABS components. TSBs include: Redesigned parts available 1991-93 (05-24-94), 1991-92 (05-14-92); ABS warning light comes on 1993 (05-10-93); ABS warning light stays on, antilock disabled 1993-94 (05-22-94); Brake pedal fails to release 1991-92 (05-08-92A); Rear brake howl 1996-97 (05-01-97); Rear drum water/snow ingestion & rust 1996-00 (05-10-99).

**Electrical:** Wiring harness damage causes various engine problems 1996-97 (08-38-97); Remote entry dies 1997-99 (08-39-97); Radiator fan relay fails 1996-97 (08-34-96); Airbag warning light malfunctions 1994-95 (08-07-96); Front W/S wipers self-activate or will not turn off 1996-97 (08-31-96A); Speed control does not maintain set speed 1996-00 (08-27-99); Poor AM radio reception 1996-00 (08-45-99).

**Engine:** Timing chain guide failure can destroy engine 1984-86 w/ Mitsubishi 2.6L (09-02-86); Driveway stall, rough idle, power loss, hesitation 1987-97 w/3.0L (18-05-97); Timing belt damage 1996 (09-11-96A); Vibration, drill crankshaft to balance 1997 w/3.6L (09-10-96); New oil filter to prevent road damage 1996 w/2.4L (09-03-96); No start, cam/crank sensor failure 1997 (18-24-97); Head gasket replacement 1996-99 w/2.4L (09-05-98); Ticking at idle 1997-99 w/3.0L (09-01-98B).

**Steering/Suspension:** Saginaw & TRW steering units in 1984-86 prone to fluid leaks, rack & pinion failure; consumers report problems in 1987-89's. Chrysler sent repair procedures in 1983 TSB (19-01-83); P/assist loss with A/C or defroster on 1996-98 (19-01-97A); Steering column vibration 1996-97 (19-04-97); Front end pop, clunk, snap 1996-98 (19-14-97); Honk noise in parking lot turns 1998-99 (19-05-99); Rattle from rear over bumps 1996-98 (02-09-98); Squeaking from strut tower 1996-99 (02-10-99); P/S assist loss, serpentine belt comes off in snow/water '98-99, '98-99 (07-01-99, 07-02-99); Steering wheel click/rattle '98-00 (19-09-99).

**Transmission:** Column-mounted automatics jump out of Park. NHTSA investigated many 1981-90 Chrysler models; despite hundreds of accidents, closed investigation without recall. For info on trouble prone 4-speed electronic overdrive (Ultradrive or A-604 from 1989-92 & 41TE thereafter, go to Ultradrive. Other: Transaxle slips during Reverse engagement at low temperature 1989-95 (21-06-96).

**Other:** Fuel tank thud 1996-97 (14-09-96); CV Boot grease seepage 1996-99 (03-06-98); Accelerator pedal vibrates 1996-00 (14-03-99).

# Automotive Recalls and Technical Service Bulletins for 1997 Dodge Truck Grand Caravan FWD V6-201 3.3L VIN R MFI.

Provided by ALLDATA

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[Click Here For Full Technical Service Bulletins, Recall Information & More](#)

### Bulletins for 1997 Dodge Truck Grand Caravan FWD V6-201 3.3L VIN R MFI

#### Safety Recalls

TSB Number	Issue Date	TSB Title
1. 791	NOV 98	Recall - Child Seat Belt Extension
2. 749	DEC 97	Recall - 15 inch Tires on Steel Wheels
3. 724	MAY 97	Recall - Stamped Steel Road Wheels
4. 714	APR 97	Recall - Master Cylinder Leak
5. 712	APR 97	Recall - Passenger Air Bag Safety

#### General Recalls

TSB Number	Issue Date	TSB Title
1. 721	JUL 97	Recall - Child Safety Seat

#### Service Bulletins

TSB Number	Issue Date	TSB Title
1. 24-009-02	OCT 02	A/C - System Leak Detection
2. 09-007-02	OCT 02	Engine - Camshaft/Bearing Inspection/Service
3. 23-044-02	OCT 02	Suspension/Body - Strut Tower Corrosion
4. 05-001-02A	SEP 02	Brakes - Rear Drum Brake Freezing/Water/Snow Ingestion
5. 08-011-02	AUG 02	Air Bags - Warning Lamp ON Intermittently/Constantly
6. 23-015-02	APR 02	Outside Rearview Mirror - Glass Replacement
7. 08-025-01	NOV 01	Air Bag - On/Off Switches
8. 19-008-01	NOV 01	Steering Wheel - Popping/Ticking Sound
9. 07-006-1	NOV 01	A/T Oil Cooler Line Hose Clamp - Revised
10. 02-004-01	JUL 01	Front Suspension - Knock/Squawk Sound
11. 08-010-01	MAY 01	Airbag/Clock Spring - Service
12. 18-012-01	MAY 01	Generic Scan Tool - Reference Information
13. 05-003-01	APR 01	Brakes - Howl/Moan From The Rear
14. 23-042-00	NOV 00	Sliding Door Power Lock Actuator - Chatter Sound
15. 23-23-00	JUN 00	Ignition Key - Will Not Turn And/Or Cannot Be Removed
16. 23-11-00A	APR 00	Roof Panel - Wavy/Has Depressions
17. 19-09-99	FEB 00	Steering Wheel - Click/Rattle Sound
18. 18-01-00	FEB 00	EVAP System - Leak Detection Pump Misdiagnosis
19. 08-45-99	DEC 99	Radio - Poor AM Reception/Ignition Noise
20. 05-09-99	NOV 99	Rear Wheel Park Brake Actuator/Lever - Service
21. 23-35-99A	OCT 99	Child Seat Tether Anchor - Labor/Parts Identification
22. 19-06-99	SEP 99	Ignition Switch - Housing Service
23. 21-05-99A	SEP 99	A/T Pan Gasket - Reusable Design/Installation
24. 08-27-99	AUG 99	Speed Control - Does Not Maintain Speed on Grades
25. 23-26-99	AUG 99	Sliding Door - Rattle Noise At B-Post Area
26. 23-27-99	JUL 99	Quad Seat Easy Entry Latch - Rattles

27.	24-14-99	JUL 99	A/C Suction/Discharge Line - Service
28.	08-23-99	JUL 99	Radio Communication Equipment - Recommendations
29.	18-12-99	JUN 99	Leak Detection Pump - Monitor Test
30.	07-02-99	JUN 99	Serpentine Belt - Loss of Power Steering Assist
31.	23-01-99A	JUN 99	B-Pillar - Tick Type Noise While Driving
32.	22-03-99	APR 99	Tires/Wheels - Smooth Road Vibration/Shake/Wobble.
33.	23-11-99	APR 99	Front Seat Assist Handle - Loose Or Pulled Out
34.	22-02-99	APR 99	Wheels & Tires - Low Speed Wobble
35.	21-06-99	APR 99	Speed Sensor - Intermittent Loss of Cruise Control
36.	18-05-99	FEB 99	PCM - Sag/Hesitation/Stumble/Stall
37.	21-04-99	FEB 99	Transmission Range Sensor - Production Change
38.	23-03-99	FEB 99	Power Door Lock Motor - Whirling Noise
39.	08-17-98C	DEC 98	Air Bag System - ON-OFF Switch Availability
40.	23-59-98	DEC 98	Front Door Glass- Windnoise
41.	08-44-98	DEC 98	Memory Power Seat - Travel Range
42.	18-34-98	NOV 98	Knock Sensor - One Time Miss or Buck
43.	25-02-98	OCT 98	I/M Testing - OBDII CARB Readiness Monitor Information
44.	03-06-98	OCT 98	CV Boot - Grease Seepage Explanation
45.	18-32-98	SEP 98	PCM - Flash Programming Failure Recovery
46.	19-05-98	AUG 98	Power Steering - Honk Or Squeal Noise at Low Speed
47.	02-09-98	AUG 98	Rear Shock Absorber - Rattles on Bumps
48.	08-36-98	JUL 98	Auto Computers - Y2K Effects
49.	08-31-98A	JUL 98	Front Wipers - Self Activate Or Won't Turn Off
50.	21-02-98A	JUN 98	A/T - Shudder on 1 - 2/2 - 3 Upshift
51.	21-07-98	APR 98	A/T - 41TE/AE 42LE Delayed Gear Engagement
52.	23-14-98	APR 98	Roof Rack - Rattles at Highway Speeds
53.	09-09-97	DEC 97	Aluminum Engine - Gasket Surface Preparation
54.	19-14-97	DEC 97	Tie Rod - Intermittent Popping in Front End
55.	23-01-97A	DEC 97	Front Suspension - Knocking/Creaking on Deceleration
56.	19-11-97	DEC 97	Power Steering Line - Honk Noise At Low Speed
57.	26-12-97	DEC 97	Service Manual - Description of Revisions and Changes
58.	08-39-97	NOV 97	RKE Transmitter - Premature Battery Failure
59.	14-08-97	NOV 97	Engine - High Driveability Index Fuels
60.	26-11-97	NOV 97	Service Manual - Description of Revisions & Changes
61.	02-09-97A	OCT 97	Rear Suspension - Thumping Noise
62.	08-27-97A	SEP 97	Radio/CD Player - Inoperative
63.	23-43-97A	SEP 97	Evaporator Housing - Water Leaks Onto The Floor
64.	18-24-97	AUG 97	Cam/Crank Sensor - No Start Diagnostics
65.	24-11-97	JUL 97	A/C Evaporator - Emits Odors
66.	24-10-97	JUN 97	A/C Suction/Discharge Line - Cracking
67.	21-08-97	JUN 97	A/T - Burned Fluid/Internal Damage
68.	22-01-97	JUN 97	Tire & Wheel - Runout
69.	08-15-97A	JUN 97	Windshield Wipers - Don't Park or Wipe on INTERMITTENT
70.	26-06-97	JUN 97	Service Manual - Revisions, Description of Changes
71.	240697	MAY 97	Front Blower Motor - Inoperative/Operates Erratically
72.	21-09-97	MAY 97	41TE/42LE Transmission - Service Information
73.	07-03-97	MAY 97	Engine - Coolant Recommendations
74.	23-28-97	MAY 97	Rear Bench Seats - High Unlatching Effort
75.	240297	MAR 97	Auxiliary Rear Heater Line - Coolant Seepage
76.	231297	MAR 97	Sliding Door - Poor Fit at Rear
77.	21-05-97	MAR 97	41TE/42LE A/T - Shudder During EMCC Shift
78.	08-09-97	FEB 97	Air Bag - Warning Label Requirements
79.	23-03-97	FEB 97	Black Plastic Body Components - Chalky Residue
80.	05-02-97	FEB 97	Rear Brakes - Cyclic Rubbing Noise
81.	05-01-97	FEB 97	Rear Brakes - Moan/Howl Noise
82.	140197	JAN 97	Fuel Tank - Service Information
83.	084396A	JAN 97	Mini Trip Computer/Compass - Malfunction
84.	180497	JAN 97	PCM - MIL ON/Stumble/Miss/Display Errors
85.	26-01-97	JAN 97	Service Manual - Description of Changes
86.	23-75-96	DEC 96	Windshield - Difficult Urethane Primer Removal
87.	26-12-96	DEC 96	Service Manual - Description of Revisions And Changes
88.	236996	NOV 96	Paint - Fallout Damage Repair
89.	084096	NOV 96	Radiator Cooling Fans - Intermittently Inoperative
90.	235896	SEP 96	Sliding Door Latch Area - Dents From Inside
91.	140996	SEP 96	Fuel Tank - Thud or Thump Noise

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