



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 2003 JUL 10 PM 12:15
(1-888-327-4236) 13 JUN 2003
INTERNET www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1375

Date Received

Repository

Reference No.
10024716

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City ELYRIA State OH Zip Code 44035

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Evening Telephone Number

SAME

Do you authorize NHTSA to contact the manufacturer of your vehicle? YES NO
In the absence of an authorized representative, please provide your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 7/12/03

VEHICLE INFORMATION

Make DODGE Model GRAND CARAVAN Model Year 1996
Date Purchased 12-03-98 Dealer's Name and Telephone Number FACTORY AUTO OUTLET (440) 327-5595 Engine: 3.3 L Fuel Type: 87 unleaded gasoline
Original Owner RND Dealer's City ELYRIA, OH State OH Zip Code 44035 No. Cylinders 6
Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain Vehicle Component Code 021230 SUSPENSION:FRONT:SPRINGS:AIR SUSPENSION SYSTEM
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) Failure Mileage Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make Tire Model (Name or Number) Tire Size (Example P215/65R15)
DOT No. (Example: DOTM4LSABC036) Original Equipment Prior Repair Failure Location:
Tire Component Code Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

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

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 Number of Deaths 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).

CONSUMER STATES THAT THE LEFT STRUT TOWER IS RUSTING THROUGH, INCREASING THE RISK OF A FRONT SUSPENSION DROP.*AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoic. 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.

Sent to: United States Chrysler Customer Center

P.O. Box 302

Center line, MI 48015-9302

Phone (800) 992-1997

Sent May 30, 2003 - No reply

May 30, 2003

Dear Sir,

I own a 1996 Dodge Grand Caravan with 73,742 miles on it. The car is in excellent shape with absolutely no rust on it except in one place. That is the top of the shock, or strut tower, only on one side. The car has never been in an accident or abused in anyway.

I cannot understand why one side would rust and not the other side, since both sides were painted at the factory. I think it was probably bad metal or something in the construction on one side.

I think this part should be replaced by the company under the 100,000-mile warranty like the other painted parts are covered.

If this part rusts through, it would be a catastrophe in the wings waiting to happen. In other words, this is a safety issue.

I enjoy this automobile so much as it performs so well and rides so nice. The complete options are so convenient that I would have to say this is the best car I have ever owned. My wife is in need of a new car and will be trading her Dodge Caravan in for another Dodge.

Please give this request your utmost attention as I am so afraid of an accident.

Respectfully yours/

VIN # 1B46P54R3TB [REDACTED]

[REDACTED]
Elyria, Ohio
[REDACTED]



CHRYSLER Jeep

SERVICE BULLETIN

1000037

NUMBER: 23-044-02

GROUP: Body

DATE: Oct. 14, 2002



This bulletin is applicable to vehicles equipped with the following body styles and an identification for repair. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, or otherwise, without written permission of DaimlerChrysler Corporation.

SUBJECT:
NS Strut Tower Corrosion

OVERVIEW:
This bulletin involves correcting a corrosion staining, surface corrosion, or corrosion perforation condition at the top of the strut towers.

MODELS:
1998 - 2000 NS Town & Country/Voyager/Caravan

SYMPTOM/CONDITION:
Cosmetic corrosion or perforation at upper strut towers usually between the strut end upper load path beam inner panel (inner fender).

DIAGNOSIS:
Inspect left and right strut towers for condition. If corrosion is present, perform one of the following repair procedures.

NOTE: ANY UNDER HOOD LABELS REQUIRING REPLACEMENT DURING THESE REPAIRS SHOULD BE OBTAINED PRIOR TO BEGINNING REPAIRS.

PARTS/MATERIALS REQUIRED:

Qty.	Part No.	Description
1	05080008AA	Strut Cap (Left Side)
1 KIT	05080513AA	NS Strut Cap Installation Kit (Left Side).
1	05080008AA	Strut Cap (Right Side)
1 KIT	05080512AA	NS Strut Cap Installation Kit (Right Side).
1 1/2 - 2 Cartridges Per Side	05083855AA	Mopar Structural Adhesive

EQUIPMENT REQUIRED:

W-7804R	90-degree drill motor (PSE)
W-861	High-speed air cutter (die grinder) (PSE)

DaimlerChrysler Corporation

1000037

05018570AA	Adhesive dispenser (MOPAR)
W-AK175 ACH	Power act rivet gun (PBE)

REPAIR DESCRIPTION:

Repair A - Cosmetic corrosion removal and the application of corrosion resistant materials and/or primers and topcoats.

Repair B - Corrosion perforation removal and installation of 1 or 2 new caps and kits.

NOTE: REPAIR PROCEDURES ARE OUTLINED IN THE INSTRUCTION SHEET INCLUDED IN THE PARTS KITS.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Amount
23-85-86-80	Perform Repair Procedure A- Surface Corrosion (Rusted) - One Side	1.7 Hrs.
23-85-86-81	Perform Repair Procedure A- Surface Corrosion (Rusted) - Both Side	2.8 Hrs.
23-85-86-82	Perform Repair Procedure B- Corrosion Perforation(Rust Perforation) - One Side	3.9 Hrs.
23-85-86-83	Perform Repair Procedure B- Corrosion Perforation (Rust Perforation) - Both Side	6.8 Hrs.

FAILURE CODE:

87	Rusted
P1	Rust Perforation

11-200317

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**