



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
2003 OCT -1 PM 2:23
04-SEP-2003

Repository
Reference No.
10038167

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: CHESTERFIELD State: MO Zip Code: [Redacted]

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

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an address or address to the vehicle manufacturer. Yes No
Signature of Owner: [Redacted] Date: 9/16/2003

VEHICLE INFORMATION

17 digit Vehicle Identification Number (located at bottom of windshield on driver's side):
2B4GP44G0XR378521

Make: DODGE Model: GRAND CARAVAN Model Year: 1999

Date Purchased: 13 Nov 2000 Dealer's Name and Telephone Number: Royal Gate Dodge 314 394-3400
Original Owner: Dealer's City: State: Zip Code: Engine: No. Cylinders: 6 Fuel Type: GAS

Transmission Type: Antilock Brakes Powertrain: Vehicle Component Code: 061110 ENGINE AND ENGINE COOLING; ENGINE GASOLINE; BELTS A1
 Cruise Control Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 31-AUG-2003 Failure Mileage: 36000 Failure Speed: 30

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: DOTM15A8C086) Original Equipment Prior Repair Failure Location:
Tire Component Code: The 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 field part is available).

WHEN DRIVING AT 30 MPH AND WITHOUT WARNING BELT PULLEY DISCONNECTED FROM VEHICLE, CAUSING THE CONSUMER TO LOSE POWER STEERING.*AK
Serpentine belt

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

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incident

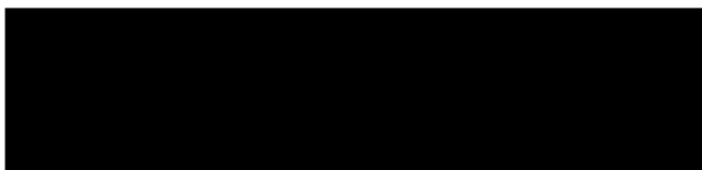
On August 31, 2003, I was crossing a four lane highway in my Dodge Caravan when I lost the power steering and all functions controlled by the serpentine belt. I had traveled only two blocks from my point of departure at a speed of approx. 30 mph. It was raining, but I had not traveled through any deep water or flooded areas. The AAA driver of the tow truck told me that losing the serpentine belt is not uncommon with Chrysler Corp. vehicles. The belt was not broken. It simply came off. I am a powerful man and it was all that I could do to control the vehicle. What concerns me is that I had a new belt and tensioner put on at 26, 215 miles which to me was too soon for an item of this importance, and now less than 10,000 miles later the belt and tensioner fail again.

On top of this, I also owned a Plymouth Grand Voyager purchased from the same dealer and had the belt and tensioner also fail on that vehicle in less than 25,000 miles.

A service manager told me in person that the serpentine belt will "occasionally slip off" when driven in the rain if the belt tensioner becomes a little loose. This condition is dangerous and needs to be addressed immediately by Chrysler Corporation. I have included copies of the service record on my vehicle showing the mileage and dates when the serpentine belts and belt tensioners were installed.

Thanking you in advance for your consideration of this problem.

Sincerely,

A large black rectangular redaction box covering the signature area.

**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).**