



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

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire
2004 MAR 10 To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1388

Date Received: 2004 FEB 20 11:11 AM
Repository:
Reference No.: 10056023

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: MARION State: OH Zip Code: [Redacted]

Daytime Telephone Number: [Redacted]
Evening Telephone Number: [Redacted]
E-mail Address: [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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner: _____ Date: 1/1

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1B4GP54LX [Redacted]
Make: DODGE Model: GRAND CARAVAN Model Year: 1996
Date Purchased: Sept 2002 Dealer's Name and Telephone Number: Personal
Original Owner: Dealer's City: _____ State: _____ Zip Code: _____
Transmission Type: Antilock Brakes Cruise Control Powertrain: _____
Vehicle Component Code: 051110 ENGINE AND ENGINE COOLING:ENGINE:GASOLINE:BELTS AT
Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 09-FEB-2004 Failure Mileage: 109000 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: DOTM18JABC036): _____ 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).

WHEN DRIVING THROUGH WATER SERPENTINE BELT SLIPPED OFF FROM THE ENGINE, CAUSING VEHICLE TO LOSE POWER STEERING. DEALERSHIP WAS NOTIFIED, BUT DID NOT RESOLVE THE PROBLEM. *AK Thelbelt slipped off Sz from May 03 - Jan 04.
We repaired vehicle according to Tech Service Bulletin # 02-02-99. Both this did not resolve the problem. We then replaced roller & front cover pulleys with improved types. Hopefully this resolves the situation.

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 Administration 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.

Vehicle: All Technical Service Bulletins
Serpentine Belt - Loss of Power Steering Assist
Number: 07-02-99

Group: Cooling

Date: June 4, 1999

SUBJECT:
Serpentine Belt Slips Off Idler Pulley

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

MODELS:

1996 - 1999 (NS) Town & Country/Caravan/Voyager
1996 - 1999 (GS) Chrysler Voyager (International Market)

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.

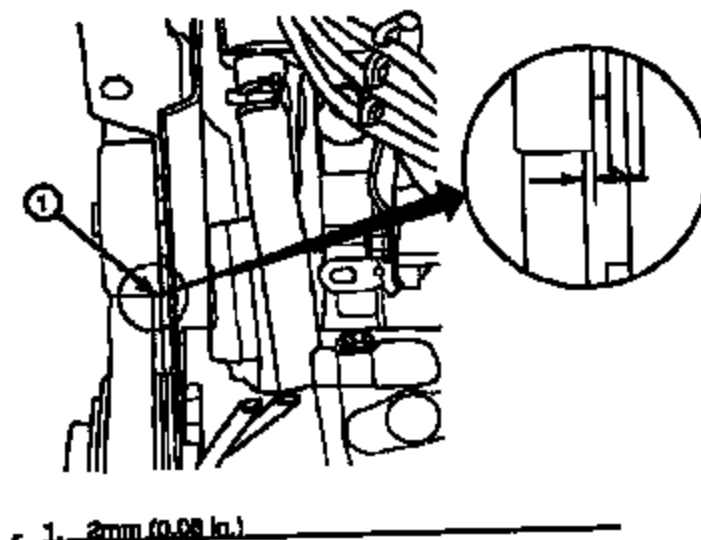


FIGURE 1

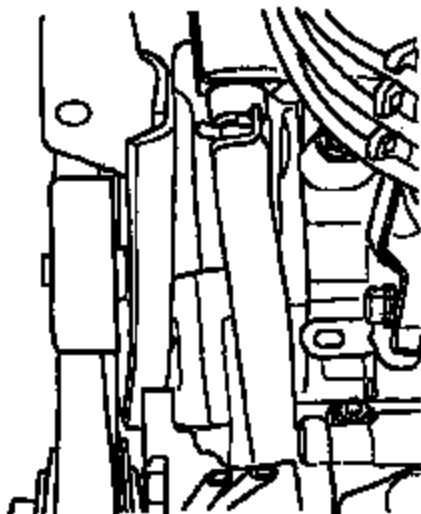


FIGURE 2

DIAGNOSIS:

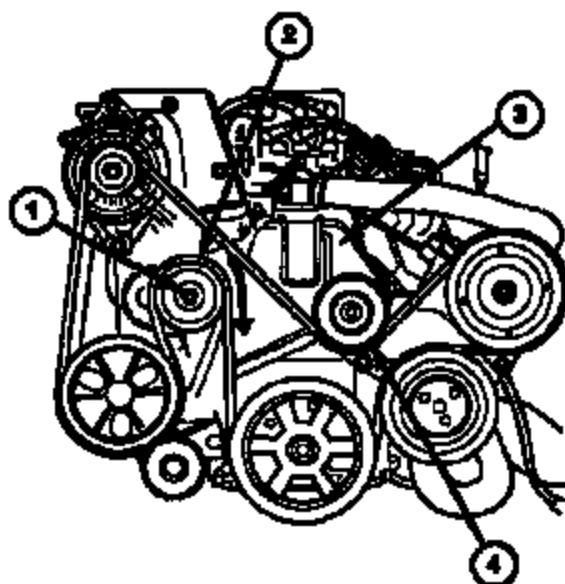
Visually inspect the serpentine belt and idler pulley to determine if mis-alignment exists (If the serpentine belt is off the pulleys install the serpentine belt). Start the engine and let it run for one minute before checking alignment). The belt should be approximately 2mm (0.08 in.) from the inboard 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:

1	04612412	Bracket, Engine Mount
AR (1)	04861322	Belt, Serpentine

REPAIR PROCEDURE:

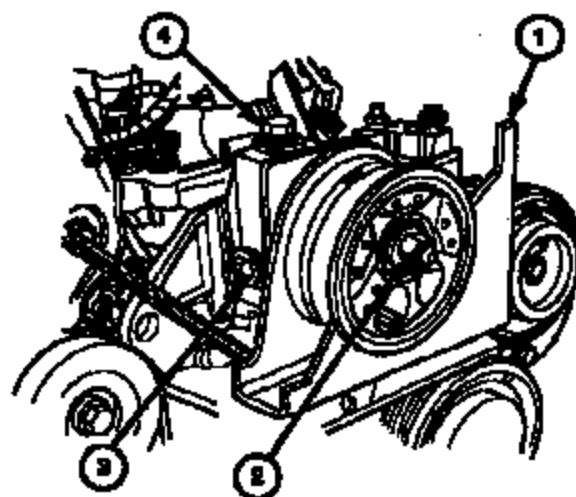
THIS REPAIR IS COMPATIBLE WITH DAIMLERCHRYSLER'S MOBILE SERVICE PROGRAM AND DOES NOT REQUIRE HOISTS OR OTHER FULL SERVICE FACILITY SPECIAL EQUIPMENT.



1. ROTATE CLOCKWISE TO RELEASE BELT TENSION
2. ACCESSORY DRIVE BELT TENSIONER
3. ENGINE MOUNTING BRACKET
4. IDLER PULLEY

FIGURE 3

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.



1. PURGE DUTY SOLENOID MOUNT
2. DO NOT REMOVE THIS NUT
3. HORIZONTAL FASTENER
4. VERTICAL FASTENER

FIGURE 4

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 150 Nm (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).
16. If the serpentine belt has moved toward the outboard edge of the idler pulley, further diagnosis will be required.

POLICY: Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No: 07-20-20-96

0.7 Hrs.

FAILURE CODE: P8 - New Part

**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).**