



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-DO1
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100216

Date Received
12-MAY-2004
2004 JUN 22 PM 3:30

Repository
Reference No.
10073562

OWNER INFORMATION (Type or Print)

Name [Redacted]
Address [Redacted]
City TUCSON State AZ Zip Code [Redacted]

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

Do you authorize NHTSA, in the absence of an authorized signature of the manufacturer of your vehicle? YES NO
Signature of Owner [Redacted] your name or address to the vehicle manufacturer. Date 05/29/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1B4GP44ROVB [Redacted]
Make DODGE Model GRAND CARAVAN Model Year 1997

Date Purchased 09/07/01 Dealer's Name and Telephone Number CACTUS AUTO COMPANY
Original Owner Dealer's City TUCSON State AZ Zip Code 85705
Engine: No. Cylinders 6 Fuel Type: Regular 3.3 Liter

Transmission Type AT Antilock Brakes Cruise Control Powertrain
Vehicle Component Code 114100 ELECTRICAL SYSTEM: WIRING: FRONT UNDERHOOD
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 03-MAY-2004 Failure Mileage 119,000 Failure Speed 2-3mph
FUEL RAIL FAILURE AFTER DEALERSHIP HANDLED THE RECALL

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [Redacted] Tire Model (Name or Number) [Redacted] Tire Size (Example P215/85R15) [Redacted]
DOT No. (Example: DOTMALSABC036) 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: 0 Number of Deaths: 0 Reported to Police: Y

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 RECEIVED NHTSA RECALL 00V288000 CONCERNING FUEL LEAKAGE. CONSUMER TOOK THE VEHICLE TO THE DEALER FOR A ROUTINE CHECK UP, AND MECHANIC INFORMED THE DRIVER THAT RECALL REPAIRS WAS DONE PROPERLY. ON MAY 3, 2004 WHILE DRIVING CONSUMER NOTICED THAT SMOKE WAS COMING FROM THE HOOD. SUDDENLY THE VEHICLE CAUGHT ON FIRE. CONSUMER EXTINGUISHED THE FIRE. VEHICLE WAS TAKEN TO THE DEALER FOR INSPECTION, BUT DEALER WAS UNABLE TO RESOLVE THE PROBLEM. *AK

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

- 09/07/01: '97 Dodge Grand Caravan SE was purchased from Cactus Auto Company second hand.
- 03/02/04: The vehicle was brought in for service work on the alternator at Jim Click Dodge Dealership. Upon receipt of the vehicle, service advisor Daniel Medina informed that a fuel rail recall issue was also corrected on top of the other services. I was not aware of the recall issue up to this point.
- 05/03/04: Backed out of my drive-way. (The vehicle hesitated at first) Backed out of driveway pulled forward and turned vehicle off. (Air conditioner and Radio were on and no service warning lights were on) Turned vehicle on again to return it back to driveway when smoke started coming out of the engine compartment. Opened the hood and noticed large flames coming out of the in-take system + underneath fuel rail. Extinguished the fire with water hose from my house.
- 05/04/04 Had vehicle towed to Cactus Auto Co. where mechanics identified rubber bushings on the original fuel rail. The gas leak was still present coming from the bushings which were installed. (I had to call a mechanic to replace the bushings if necessary)
- 05/04/04 called Daniel Medina and asked why fuel rail was not replaced instead of having bushings installed. He mentioned that Dealer/Chrysler only authorizes replacement of fuel rail if the bushings do not pass the pressure test. He stated that the bushings did pass the pressure test.

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400 Seventh St., S.W. Washington, D.C. 20590

Official Business Penalty for Private Use \$300

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U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
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TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DOT AUTO SAFETY HOTLINE

VEHICLE OWNER'S QUESTIONNAIRE



⇒ 05/29/04 up to this point, damages and repairs have exceeded \$3,200.— including purchase of a new fuel rail, new injectors, new gaskets, new planam. (in-take system aluminum was warped)

Also, Daimler/Chrysler is awaiting a decision after reviewing an inspection report conducted the inspection on 05/17/04 through "Engineering-Analysis Associates" - (480) 654-6720 Richard Gaines