



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

FOR AGENCY USE ONLY 100184

Date Received

10-JUN-2004

Repository

Reference No. 11: 32
10076086

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City OREGON State OH 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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 10/28/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 2B4GP44G7XR [REDACTED]
Make DODGE Model GRAND CARAVAN Model Year 1999
Date Purchased About Nov. 1, 1999 Dealer's Name and Telephone Number Charlie's Dodge 419-893-0241
Original Owner Dealer's City MAUMEE, OHIO State OH Zip Code 43537
Engine: No. of Cylinders [REDACTED] Fuel Type: [REDACTED]
Transmission Type AUTO Antilock Brakes Cruise Control Powertrain [REDACTED]
Vehicle Component Code 061110 ENGINE AND ENGINE COOLING:ENGINE:GASOLINE:BELTS AP
Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 26-DEC-2002 Failure Mileage 56,679 - 2ND NO 6000 - 3RD NO Failure Speed 37,852 - 1ST TURNING CORNER 37,997 - 2ND 56,679 - 3RD

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]
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 0 Number of Deaths 0 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 SERPENTINE BELT GETS WET IT WILL COME OFF OF THE PULLEY. THIS PROBLEM OCCURRED THREE TIMES AND CAUSED LOSS OF CONTROL. *AK

Dec. 26, 02 was the first time we had a measurable amount of snow since we got the van. We paid a toll and had the belt put back on. One Hundred and twenty five miles later it happened again. On 6/10/04 we had a heavy rain and the belt came off again. Dodge doesn't seem to care. I was driving every time it happen. The engine heats up right now and you lose power steering. I would hate to have my wife or daughters driving when this happened.

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 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.

Dear Representative:

Dodge has had a recall on their Serpentine Belt. They say it doesn't cover our van. after it coming off three times it seems like we could get some action from them.

They don't seem to care and there was no notice on this problem when we got the van. If they would solve the problem we'll paid the cost.

When it snows or rains my wife and daughters do not want to drive the van.

Thank you

[REDACTED]

SERPENTINE BELT COMES OFF WHEN DRIVING THROUGH SNOW**TECHNICAL SERVICE BULLETIN**

Reference Number(s): 07-01-99, Date of Issue: February 19, 1999

SERPENTINE BELT COMES OFF WHEN DRIVING THROUGH DEEP SNOW

Model(s): 1998-99 Chrysler (NS) Town & Country

1998-99 Dodge (NS) Caravan

1998-99 Plymouth (NS) Voyager

Group: Cooling

Bulletin No.: 07-01-99

Effective Date: February 19, 1999

OVERVIEW

This bulletin involves installing a snow shield and if necessary, a new serpentine belt.

NOTE: This bulletin applies to vehicles equipped with a 3.0L engine.

SYMPTOM/CONDITION

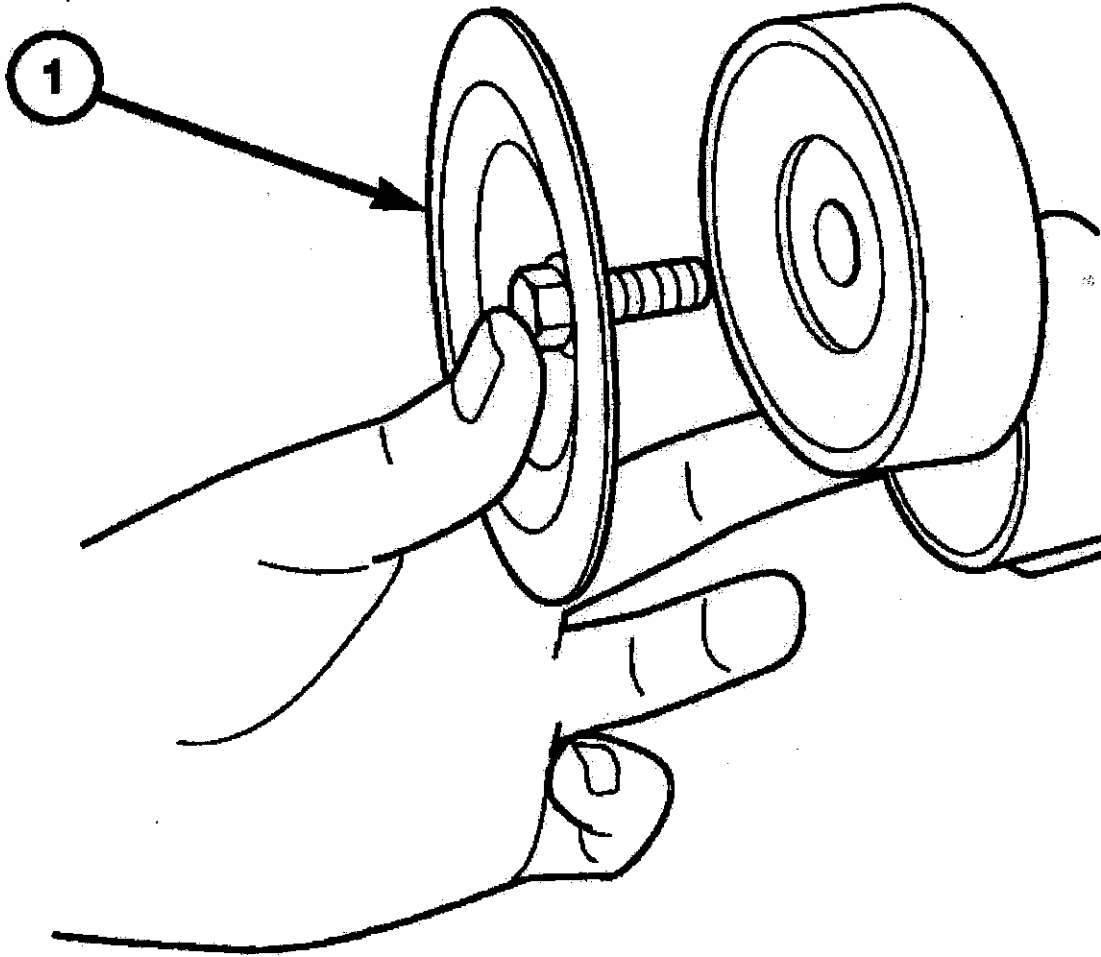
Loss of power steering assist occurs when driving through deep snow (6 in. or more). Snow/sleet enters the engine compartment from underneath the vehicle and forces the serpentine belt off of the pulleys.

DIAGNOSIS

If the vehicle operator states the serpentine belt comes off when driving in deep snow conditions, perform the **REPAIR PROCEDURE**.

PARTS REQUIRED**PARTS INFORMATION**

| Qty. | Part Number | Part Name |
|------|-------------|------------------------|
| 1 | 05003480AA | Shield, Tensioner Snow |
| 1 | 04556218 | Bolt, Tensioner Pulley |



| | |
|---|-------------|
| 1 | Snow Shield |
|---|-------------|

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Fig. 2: Installing Snow Shield