


VIN 1B4GT44L8XB

 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 100216	
Name: [REDACTED]		Date Received: 01-DEC-2004		Repository: <input type="checkbox"/> Reference No.: 10101978	
Address: [REDACTED]		Daytime Telephone Number: [REDACTED]		E-mail Address: [REDACTED]	
City: BELMONT		State: MA		Zip Code: 02478	
Do you authorize NHTSA to contact the manufacturer of your vehicle? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO In the absence of an authorized signature, your name or address to the vehicle manufacturer.		Signature of Owner: [REDACTED]		Date: 12/16/04	
VEHICLE INFORMATION					
17 digit Vehicle Identification Number (located at bottom of windshield on driver's side) 1B4GT44L8XB		Make: DODGE		Model: GRAND CARAVAN	
Date Purchased: 2/9/00		Dealer's Name and Telephone Number: COLONIAL JEEP CHRYSLER 617-484-7500		Engine: No. Cylinders: 6	
Original Owner: <input checked="" type="checkbox"/>		Dealer's City: BELMONT		State: MA Zip Code: 02478	
Transmission Type: AUTOMATIC		<input checked="" type="checkbox"/> Antilock Brakes		Powertrain: AWD	
<input checked="" type="checkbox"/> Cruise Control		Vehicle Component Code: 141000 AIR BAGS:FRONTAL		Multiple Failure: 1	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Incident Date(s): 01-DEC-2004		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: DOTM1A8ABC036)		<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Fire: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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).					
NHTSA RECALL 04V460000 CONCERNING AIR BAG CLOCK SPRING. VEHICLE WAS TAKEN TO THE DEALER FOR RECALL REPAIRS. HOWEVER, MECHANIC CHARGED \$74.75 FOR THE REPLACEMENT OF THE CLOCK SPRING. *AK SEE ENCLOSED COPY OF INVOICE & RECALL NOTICE. I BELIEVE I SHOULD BE REIMBURSED FOR THE \$74.75 I HAD TO PAY EVEN THOUGH THE RECALL NOTICE SAID IT WOULD BE REPLACED WITHOUT CHARGE.					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoices.					
ATTACHMENTS: [REDACTED]					
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.					

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DAIMLERCHRYSLER

*Recall up
for Safety*

010210

BELMONT, MA

SAFETY RECALL - CLOCKSPRING

Dear [REDACTED]

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. DaimlerChrysler has determined that a defect, which relates to motor vehicle safety, exists in some late-1998-2000 model year Dodge Caravan/Grand Caravan, Plymouth Voyager/Grand Voyager and Chrysler Town & Country minivans.

The clockspring assembly that connects steering wheel mounted electrical components to the electrical system on your minivan (VIN: 1B4GT44L8XB [REDACTED]) may lose the electrical connection to those components. This could cause the driver's airbag, horn, speed control system and/or steering wheel mounted radio controls (if equipped) to be inoperative. An inoperative driver's airbag will not deploy and can result in increased injury to the driver in a frontal crash.

You can detect a failed airbag clockspring by checking the AIRBAG warning light on your minivan's instrument panel. The AIRBAG warning light normally illuminates for a few seconds after you start your minivan, and then goes out if the airbag system is functioning properly.

- > A failed clockspring will cause the AIRBAG warning light to either remain on (beyond the normal few seconds after you start your minivan), or illuminate intermittently while you are driving. If this occurs, contact your dealer immediately to have the airbag system inspected. If your dealer determines that the clockspring has failed, it will be replaced without charge to you (diagnosis, parts and labor).
- > If your minivan currently has 70,000 miles or LESS, contact your dealer to have the clockspring assembly replaced without charge to you (diagnosis, parts and labor), even if it appears to be functioning properly.

When contacting your dealer, ask to have a clockspring held for your minivan or to order one before your appointment. Remember to bring this letter with you to your dealer. The work will take less than one hour to complete. However, additional time may be necessary, depending on how dealer appointments are scheduled and processed.

- > If your minivan currently has MORE than 70,000 miles and the AIRBAG light operates normally (illuminates for a few seconds after you start your minivan, and then goes out), the clockspring in your vehicle is functioning properly and no further action is necessary at this time. If the clockspring assembly fails at any time in the future, regardless of mileage, your dealer will replace it without charge to you (diagnosis, parts and labor). Remember to check the AIRBAG warning light to be sure that the airbag system is functioning properly. Keep this letter with your minivan's other owner information for future reference.

This recall does NOT include replacement of other airbag system components. If other components cause illumination of the AIRBAG warning light, the associated repair costs are the owner's responsibility.

Please help us update our records, by filling out the enclosed prepaid postcard, if any of the conditions listed on the card apply to you or your vehicle. Be sure to print the last eight (8) characters of the VIN (XE [REDACTED] and notification code D17 on the postcard.

If you have already experienced a clockspring failure and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: DaimlerChrysler, P.O. Box 610207, Port Huron, MI 48061-0207, Attention: Reimbursement.

★ If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, DC 20590, or call the toll-free Auto Safety Hotline at 1-888-327-4236.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services Field Operations
DaimlerChrysler Corporation
Notification Code D17

Note to lessees receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.

**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).**