

**Type:** Customer E-mail  
**From:**  
**To:** webmaster@nhtsa.dot.gov  
**Subject:** I need assistance re: Dodge Caravan

*Received  
1/19/05*

**From:**  
**Comments:**  
 January 5, 2005

10128077

DaimlerChrysler  
 P.O. Box 610207  
 Port Huron, MI 48061-0207

Dear DaimlerChrysler,

One December 29, 2004, I made a two day journey, and what was suppose to be a simple turn around trip to Gainesville, Florida from Philadelphia, Pennsylvania in my 1996 Dodge Grand Caravan. On the second day of that journey, 50 miles outside of Gainesville Florida, my Caravan caught on FIRE.

After escaping, the fire alive, I was able to get the Caravan into Gainesville Florida. There I spent a stressful, traumatic, devastating three days, trying to rectify and repair this problem.

After spending all day on Monday having the Caravan repaired, Allied Tires and Service informed me of the cause of the fire.

The fire on my engine compartment was caused by your Defective Leaking Fuel Rail.

I contacted DaimlerChrysler once I returned to Philadelphia. After waiting on hold for about five minutes, your customer service agent Melissa got on the phone. After informing Melissa about my experience with your Defective leaking fuel rail, Melissa then asked for my mailing address for the Caravan. She then informed me that the part in question along with another part was a "recall part". I informed Melissa that I had in no way received a recall notice that informed me that I was driving around with a Defective leaking fuel rail on my car, that was leaking fuel onto my engine and would cause my car to ignite in flames. Melissa proceeded to pass me on to what she said was Customer Service for this problem. I was kept on hold for 30minutes until I no longer had the time to wait. I called once again and was kept on hold for another 20 minutes. All of this just adding insult to injury and devastation that I had just experienced in one of your vehicles.

I'm sending you receipts of my out of pocket cost for the repairs that I incurred due your Defective Leaking Fuel Rail installed by your company.

I look forward to an expedite resolution to this matter.

Respectfully,

Cc: National Highway Traffic Safety Administration  
 Allen B. Snipe

*1/19/05  
6/6/05*

Allied Tires & Service  
Dan Scheu

From NHTSA Web Site.