



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 100148

Date Received 2006 NOV 14 AM 8:40
29-SEP-2006
Repository
Reference No. 10169593

OWNER INFORMATION (Type or Print)

Name			Daytime Telephone Number		E-mail Address	
Address			Evening Telephone Number			
City HUNTSVILLE		State AL	Zip Code			

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 ____/____/____

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2B4GP44G5		Make DODGE	Model GRAND CARAVAN	Model Year 1999
Date Purchased 11-JAN-99	Dealer's Name and Telephone Number		Engine: No: Cylinders 6	Fuel Type: Gas
Original Owner <input checked="" type="checkbox"/>	Dealer's City	State	Zip Code	
Transmission Type AUTOMATIC	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain FRONT WHEEL DRIVE	Vehicle Component Code 140000 AIR BAGS	Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 29-SEP-2006	Failure Mileage 147000	Failure Speed	
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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: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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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).

DT*: THE CONTACT STATED THE MANUFACTURER DENIED REIMBURSEMENT FOR RECALL # 04V480000 REGARDING AIRBAGS. THE RECALL NOTICE WAS SENT, THEN THE HORN FAILED TO OPERATE 2 DAYS LATER. THE VEHICLE WAS TAKEN TO A PRIVATE REPAIR SHOP, WHERE THE MECHANIC DETERMINED THAT THE AIR BAG, THE HORN, AND THE CRUISE CONTROL HAD ALL FAILED. THE CLOCKSPRING ASSEMBLY WAS REPLACED, WHICH CORRECTED THE PROBLEM. THE MANUFACTURER WAS CONTACTED ON SEVERAL OCCASIONS. FIRST, THE CONTACT WAS TOLD THE REASON FOR DENIAL OF REIMBURSEMENT WAS BECAUSE THE VEHICLE WAS NOT UNDER THE SAME OWNERSHIP ANYMORE. THE SECOND TIME, THE GIVEN REASON FOR DENIAL WAS THAT THE RECALL NOTICE WAS SENT OUT IN 2004, BUT THE RECALL REPAIR WORK WAS PERFORMED IN 2006. THE THIRD AND FINAL TIME, THE REASON FOR DENIAL WAS THAT THE CONTACT HAD TAKEN THE VEHICLE TO A PRIVATE REPAIR SHOP TO HAVE THE RECALL REPAIRED. THE CONTACT STATED THE REASON THE VEHICLE WAS TAKEN TO A PRIVATE REPAIR SHOP AS OPPOSED TO A DEALER, WAS THAT THE AIR BAG LIGHT NEVER ILLUMINATED.

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 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.

To Whom It May Concern:

The safety recall directs consumers to contact their dealer IF the airbag warning light does not operate normally. We did not contact the dealer because our airbag warning light was operating normally.

The vehicle was taken to a private repair shop because the horn did not work. The private repair shop determined that the clockspring assembly needed to be replaced and informed us that the airbag was not operating as well as the horn not operating.

The safety recall is for the clockspring and that is what we had repaired. We feel we should be reimbursed for the repair. I send in the original receipt to the manufacturer and was denied reimbursement. I was given several reasons for the denial.

1. I no longer owned the vehicle. (a month after the clockspring was repaired, the vehicle was totaled in a car accident.)

2. The vehicle was out of warranty

3. The recall was in 2004 and my clockspring did not break until 2006.

And the final reason – 4. I had the repair done at a private repair shop.

But -- The safety recall directs consumers to contact their dealer IF the airbag warning light does not operate normally. We did not contact the dealer because our airbag warning light was operating normally.

We did experience a clockspring failure and had to pay to have it repaired. We should be reimbursed as per the safety recall.

Thank You



DAIMLERCHRYSLER

1-800-992-9997
Customer Service

Buckle up
for Safety!

XR229506 D17

159773

HUNTSVILLE, AL

SAFETY RECALL - CLOCKSPRING

Dear

This recall is being 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: 2B4GP44G5XR229506) 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, your dealer will replace it without charge (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 (XR229506) 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 lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.