



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

2007 FEB 10 AM 7:11
20-FEB-2007

Repository

Reference No.
10183028

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: JIM THORPE State: PA Zip Code: [REDACTED]

Daytime Telephone Number

Evening Telephone Number

E-mail Address

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 2B4GP4531VR [REDACTED]		Make DODGE	Model CARAVAN	Model Year 1997
Date Purchased 05-JUL-01	Dealer's Name and Telephone Number		Engine: No. Cylinders 6	Fuel Type: Gas
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code	
Transmission Type AUTOMATIC	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain FRONT WHEEL DRIVE	Vehicle Component Code 072100 FUEL SYSTEM, GASOLINE:DELIVERY:FUEL PUMP	
Multiple Failure: 3				

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 08-SEP-2006	Failure Mileage 110000	Failure Speed 35	
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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: DOTM1A9ABC036)	<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 the event (e.g., hydraulic failure, crash, and rollover).

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).

TL* THE CONTACT OWNS A 1997 DODGE CARAVAN. THE CONTACT RECEIVED A SAFETY RECALL NOTICE FOR THE VEHICLE AFTER PAYING FOR THE RELATED REPAIRS. THE CONTACT STATED THAT THE FUEL PUMP WAS REPLACED THREE TIMES. THE CONTACT HAD TWO FAULTY FUEL PUMPS, AND BROKE DOWN TWICE WHILE DRIVING 35 MPH. THE VEHICLE WAS TOWED TWICE. THE FAILURE MILEAGE WAS 110,000. AFTER THE THIRD FAILURE THE MECHANIC INSTALLED A BRAND NAME OTHER THAN THE ONE LISTED ON THE RECALL NOTICE. THE CONTACT REQUESTED 100% REIMBURSEMENT AND RECEIVED 50% FOR THE REPAIRS. THE REPLACEMENT FUEL PUMP WAS AN AFTER MARKET FUEL PUMP MODULE AND THE SAFETY RECALL NOTICE WAS FROM RECALL MANAGEMENT, INC., AND THE MANUFACTURER OF THE PART WAS MASTER/TIGAS. THE CONTACT WOULD LIKE A COPY OF THE COMPLAINT SENT TO MASTER TIGAS AND NOT DAIMLER CHRYSLER DUE TO THE SPECIFICS LISTED ON THE RECALL NOTICE. THE CURRENT MILEAGE WAS 145,000. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoices.

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)

I had (2) bad fuel pumps put in and each time I had to pay out of pocket for the labor and towing charges. I later got the attached letter stating that there is a recall. I believe that I should be reimbursed for the total amount paid out of pocket for the fact that ~~the~~ all this happened because of the faulty fuel pumps I purchased. This was a period of time that I ended up breaking down on (3) separate occasions all because of these faulty fuel pumps. I would appreciate your help in helping me recover my expenses.

ATTACH ADDITIONAL SHEETS IF NECESSARY

Thanks [redacted] I look forward to hearing from you in a timely fashion.

DOT
NATIONAL HIGHWAY
TRAFFIC SAFETY ADM
400 7TH ST SW
WASHINGTON DC 20590

OFFICIAL BUSINESS



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO 1888 WASHINGTON DC

POSTAGE WILL BE PAID BY ADDRESSEE

US DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
OFFICE OF DEFECTS INVESTIGATION, NVS-210
400 7TH ST SW
WASHINGTON DC 20077-8214



Think your vehicle
has a safety defect?



if so:

Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236

www.nhtsa.gov
NHTSA

Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



Recall Management Inc.

"Your Retrofit/Recall Specialists"™

A Division of Safe-T-Source Inc.

February 8, 2007

Control Number: 000000001284

JIM THORPE, PA
USA

Re: Notice of Safety Recall of Fuel Pump Modules
MASTER Part Numbers E7089M, E7094M, E7113M and E7129M
NHTSA Recall Number 06E-091

Dear Sir or Madam:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

TI Group Automotive Systems (TIGAS) has decided that a defect which relates to motor vehicle safety exists in certain MASTER brand *aftermarket* fuel pump module manufactured by TIGAS between June 1, 2006 and September 24, 2006.

The root cause of the failure associated with this defect is the use of out-of-specification polymer material which is used in the manufacture of a "flapper valve" which serves to retain fuel in the reservoir of the module assembly. The defect results in a swelling of the valve material which can restrict the free movement of the valve and the free flow of fuel into the fuel pump. These conditions could lead to stall, rough running or no start.

Please review the following information carefully and follow all applicable instructions.

Note: THIS RECALL ONLY PERTAINS TO AFTERMARKET FUEL PUMP MODULES AND HAS NO APPLICATION TO ANY ORIGINAL EQUIPMENT FUEL PUMP MODULES INSTALLED ON VEHICLES BY DAIMLERCHRYSLER.

MASTER and TIGAS have initiated a program to replace fuel pump modules that may be affected by this defect, at no charge to the owners. Please complete the following instructions to determine whether you should take advantage of this program.

UNTSU

800-992-1991

Instructions:

1. If you own or have serviced one of the following motor vehicles and if you installed or had a mechanic or garage install an **AFTERMARKET** fuel pump module on the vehicle since June 1, 2006, proceed to Instruction # 4.
 - 1995-1997 Chrysler Cirrus
 - 1996-1999 Chrysler Sebring
 - 1995-1996 Dodge Stratus
 - 1996-1997 Plymouth Breeze
 - 1996-2000 Chrysler, Dodge and Plymouth Mini-Vans
 - 1998-2000 Chrysler Cirrus, Dodge Stratus or Plymouth Breeze
 - 1999-2000 Chrysler Sebring
 - 1998-2000 Chrysler/Plymouth Voyager, Grand Voyager, Dodge Caravan or Grand Caravan
2. If you own one of the vehicles listed above and have not had a fuel pump module replaced, or had one replaced before June 1, 2006 proceed to Instruction # 3.
3. Your fuel pump module is not covered by this recall. Phone Recall Management at 1-866-867-3759 for confirmation and no further action is required on your part.
4. Your fuel pump module may be covered by this recall. Please contact Recall Management Inc. at 1-866-867-3759 for instructions on how you can have your vehicle and fuel pump module inspected. If the module is found to be subject to the recall it will be replaced at no cost to you.

NOTE: IF YOU HAVE ANY QUESTIONS REGARDING THESE INSTRUCTIONS, CANNOT COMPLETE THEM, OR ARE UNCERTAIN AS TO HOW TO PROCEED, PLEASE CALL RECALL MANAGEMENT INC. AT 1-866-867-3759 FOR ASSISTANCE or log on to our web site for this recall at www.recallresponse.com.

In accordance with federal law, if you believe that MASTER/TIGAS have failed to adequately remedy the defect discussed in this notice without charge or within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, D.C. 20590, or by calling the toll-free Vehicle Safety Hotline at 1-800-424-9393 (TTY: 888-327-4236); or go to <http://www.safercar.gov>.

Thank you for your cooperation in this matter. Any questions regarding this recall or any information discussed in this notice should be referred to Recall Management Inc. at 1-866-867-3759 or log on to our web site for this recall at www.recallresponse.com.

Sincerely,



Kenneth R. Van Hook
Recall Management Inc.

conf. # 10183028

**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).**