



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

Repository ☐

29-AUG-2007
2007 SEP 23 PM 1:32

Reference No.
10201082

OWNER INFORMATION (Type or Print)

Name

Address

City

PAHRUMP

State NV

Zip

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to use your information to report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of a signature, please provide your name or address to the vehicle manufacturer.
Signature of Owner Date 9/16/07

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

2B4GP443

Make

DODGE

Model

GRAND CARAVAN

Model Year

2000

Date Purchased
15-NOV-00

Dealer's Name and Telephone Number
SAITTA TREADU

Engine:

No: Cylinders

Fuel Type:

Gas

Original Owner

☒

Dealer's City

PAHRUMP

State

NV

Zip Code

89040

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

UNKNOWN

Vehicle Component Code

980000 OTHER

Multiple Failure: 7

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
28-AUG-2007

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: DOTMAL9ABC036)

☐ Original Equipment
☐ 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

☐ 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).

I FILED A COMPLAINT ON 28 AUG 2007 REGARDING MY VEHICLE AND THE SERPENTINE BELT ISSUE. I HAD TO HAVE MY VEHICLE TOWED AND IT IS GOING TO COST APPROX. 500.00 TO REPAIR THE VEHICLE FOR THE 7TH TIME. I HAVE FOUND THE ANSWER TO THE PROBLEM THAT 30+ FOLKS ON THIS SITE ALONE IS HAVING. #1 THE BELT IS SMOOTH ON ONE SIDE AND GROOVED ON THE OTHER SIDE SO WHEN OIL, RAIN ETC. TOUCHES THE BELT, IT SLIPS OFF. WHAT I FOUND IT THAT THERE IS A DRAIN HOSE THAT SITS ON THE LEFT SIDE OF THE BELT WHEN THE WATER FROM RAIN COMES THROUGH THE DRAIN FROM THE WINDSHIELD INTO THIS HOSE, AND DRIPS RIGHT ON TOP OF THE BELT CAUSING IT TO BE FAULTY. THE HOSE HAS TO BE DIRECTED INTO A DIFFERENT PLACE. I ALSO FOUND THAT G. AUTO MAKES A KIT THAT COMES WITH THE BELT, TENSIONER AND ALL ACCESORIES TO FIX THE PROBLEM PERMANETLY. THE DIFFERENCE IS THAT THE HOSE AND THE TENSIONER IS GROOVED TO PROVIDE NO SLIPAGE. I HAVE SPOKEN TO 2 AUTO DEALERS THAT HAVE ADVISED ME THAT THEY HAVE HAD NUMEROUS PROBLEMS WITH THIS ISSUE INCLUDING A SHOP IN TENNESSEE THAT SAID THAT THEY HAVE WORKED ON 15 2000 DODGE GRAND CARAVANS IN THE LAST 2 MONTHS WITH AN AVERAGE OF 4-8 BELTS BEING LOST AND HAVING TO BE REPLACED FOR EACH VAN FROM 2000. MOST FOLKS DO NOT KNOW ABOUT YOUR WEB SITE SO THEY SIMPLY BRING THE VEHICLE TO DODGE OR A REPAIR SHOP AND THINK THAT THEY HAVE NO WHERE TO COMPLAIN TO, SO YOU WOULD NOT BE AWARE OF THE SEVERITY OF THIS ISSUE WITH OUT CHECKING INVENTORIE!

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.

September 16, 2007

To: National Highway Traffic Safety Administration
Office of Defects Investigation, NVS 210
400 7th Street NW
Washington, D.C. 20590

From:

[REDACTED]
Pahrump, Nevada 89061 [REDACTED]

Dear Defect Department,

Thank you so much for your reply regarding our on going problem with our serpentine belt. Enclosed you will find our receipts with the exception of 2 which I cannot find. As I told you in my letter, this has been an on going problem as you can see. I originally too the vehicle into the original dealership where we purchased our vehicle. On the first visit to Saitta Trudeau on August 6, 2002, our vehicle was at this point, 2 years old. I was advised that the serpentine belts, tensioners and pulleys had been a problem by the repair department at the Dodge dealer for the 2000 Dodge Caravans. The original problem was taken care of due to us purchasing an extended warranty so the cost to us was \$100.00 however it took days to repair.

As you can see the repair work became a yearly issue. On November 22, 2004 I was driving and all of a sudden the steering went completely out. I almost hit another vehicle and the just missed a tree trying to get off of the road. This became a common issue at this point and it was nothing to have to have Center Auto come our and put the belt on each time that it slipped off. The reason that I did not take it back to the dealership was due to the fact that it would cost for the dealership to tow the car and approx. \$500-\$600 to do the repair. I continued to contact the Dodge corporation and complained that this was happening all of the time and they refused to do anything, simply saying that the warranty had run out and there was nothing that they could do. I have in all these years known the warning signs of the belt going but that has not helped the fact that I have almost been in numerous accidents.

This last time that the belt went out seemed to be the last straw. We were driving o our highway home and at 65 MPH the belt went out, another possible accident. It was all that we could do to get the vehicle home. Again, we had to get the vehicle towed. This would be the 6th tow at 125.00 per tow that we had to pay. I called and e-mail Damiler Corporation for their assistance once again and once again they refused. Very frustrated finally got a hold of a woman named Katie and received a Re [REDACTED] I explained that this was again happening with the serpentine belt and told her again that this was very dangerous and explained the

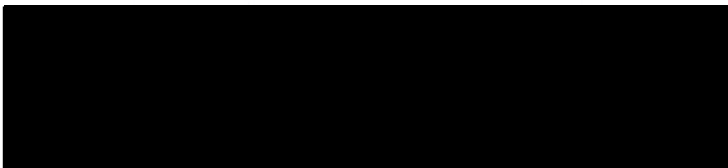
past and she advised me that there was nothing that they could do. I advised her that this was a safety issue and explained to her that I was afraid that someone was going to get killed. She advised me once again, there was nothing that they could do and that they will not be responsible for anything. This woman, who had no idea what a serpentine belt was and what it does in a vehicle was refusing help and was refusing to let me talk to a supervisor. I spoke to this woman on August 30, 2007 and then received an e-mail which I will forward to you. She said that her word was the final word and she has all the authority to make these decisions. I told her that I was going to contact Highway Safety again and the FTC and she said, "go ahead, they cannot do anything to make our decision change".

I feel that this is a real safety hazard and that someone is going to get killed if this problem is not corrected. I have found mechanics that have seen this problem on an average of 4 times per vehicle. Saitta Trudeau has told me on numerous occasions that they have had a lot of problems with this issue and when you address the issue with them and what Dodge is doing to correct the problem, they just shrug their shoulders.

I have done minimal research and found so many complaints on your website and mechanics that see this all of the time. I have found what is causing the problem and I have found a solution. Why can something not be done. Why is Dodge ignoring this problem. How many people may have died because of this already that we do not know about. I am scared to drive this car. We have put the new belt on our car once again and the new Gates belt and the readjustment of the hose has been done again losing the loss of our vehicle for 1 week and at a cost to us again. I will be happy if you can please help with this matter. We bought this car with safety in mind and all of these years we have been so scared to drive the vehicle and have been constantly been told by Dodge there is nothing that we can do. They get your money and then they don't want to have anything to do with you. I will appreciate all of the assistance that you can give to us.

You are the last hope of the folks that are driving this vehicle that they paid good money for and you find that you have been popoed by the maker and safety does not seem to be an issue with them. I will look forward to your response. I am also sending you an e-mail that I received from the FTC about the warranty issues. Is this true, should we not have to had to pay for all of this work that has been done to this vehicle?

I wish you good luck. They said that you can't do anything but I hope that they are wrong.



ftc

August

31, 2007

Pahrump, NV

Re: FTC

Ref. No.

Dear

We are pleased to respond to your correspondence describing your difficulty obtaining warranty performance.

The Magnuson-Moss Warranty Act is intended to help consumers with warranty disputes enforce their rights. The Act permits consumers to sue a company that fails to live up to its promises under a warranty. Among other provisions, the Act allows consumers who prevail in suits for breach of warranty under the Act to recover attorney's fees and court costs, as well as damages and other relief awarded by the court. Enclosed is a brochure that explains your rights and responsibilities under the Act.

The Commission's role is to identify those companies that consistently violate consumers' warranty rights and pursue corrective action through administrative proceedings rather than by resolving individual complaints. In addition, we hope the following information is helpful.

You may be interested to know that there are no federal or state laws that require companies to provide assistance for problems that occur after the warranty ends. A company's obligation to repair or replace a defective product is limited to the terms of its written warranty. On the other hand, a company must take care of problems that are first complained about during the warranty period, even if the warranty runs out before the problems are resolved. Until the problems are resolved, the warrantor has not performed as promised. It is a good idea to keep a copy of any letter or receipt that shows when problems were first brought to the attention of the company or servicing dealer.

If the company is unable to repair the product, you may have a right under state law to receive a refund, even if the warranty indicates that no refunds will be given. Under Section 2-719 of the Uniform Commercial Code, effective in nearly all states, if a warranty limits the remedy available under it, and that remedy given does not work, the consumer has the right to seek other appropriate remedies.

For example, if the warranty provides that the company will only repair a product, and not provide a refund or replacement, the company is entitled to a reasonable opportunity to repair the product in question. However, if the product is seriously defective and a number of repair attempts do not place it in proper condition, then the owner may have a right to a refund or replacement. You should ask a lawyer how this rule works in your state.

In addition, even if your product is no longer covered by the manufacturer's warranty, it may still be protected by an implied warranty created by state law. All states have such warranties, and they supplement the protection of any written warranty. The most important of these warranties is the implied warranty of merchantability, which promises that a product will be fit for the ordinary purpose for which it is sold. For example, in the case of an automobile, the warranty of merchantability guarantees that the vehicle is fit for transportation. If the automobile is not fit for transportation, the purchaser may be able to revoke acceptance due to a breach of the implied warranty. In most states, implied warranties run for four years from the date of sale. If you are unable to reach a satisfactory agreement for the repair of the product, a private attorney may be able

ftc
to provide advice on how to enforce implied warranty rights.

Thank you for bringing this matter to our attention. Letters such as yours help us maintain an awareness of those problems consumers are experiencing.

yours,

Sincerely

Response Center

Consumer

From: customerassist (customerassist@chrysler.com)

To: [REDACTED]

Date: Thursday, August 30, 2007 8:48:11 AM

Subject: Re: Chrysler LLC Customer Assistance (KMM5107950I25261L0KM)

Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center regarding your request for reimbursement of the repair on your 2000 Dodge Grand Caravan.

Your email has been received and the concerns you have raised are appreciated.

After thoroughly reviewing your request and the files on this matter, we respectfully concur with the decision rendered by our Senior Staff Representative.

Thank you for taking the time to communicate with us. It is regrettable that a more favorable reply can not be provided.

Thank you again for your email.

Sincerely,

Senior Staff Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK: [http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=[REDACTED])
trk_ID=[REDACTED]

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

Serpentine Belt-7th time since 2002

Comments:

I have called and written, no response so I decided to contact NHTSA and file a formal complaint. This is the 7th serpentine belt to be replaced and now I feel that it is Dodges place to reimburse or pay the bill.

This

is costing \$497.00 plus \$145.00 for the towing. While checking with the NHTSA I found something ver interesting. They have over 30 complaints

<http://us.mg2.mail.yahoo.com/dc/launch?action=welcome&YY=671497264&.rand=8cfcpt...> 9/16/2007

for
the same issue. I have also contacted our local Dodge and they said
that
this is a common problem. My brother is a mechanic in Tenn. and he said
that he has worked on 15 2000 Grand Caravans for the same issue in the
last
2 months. After doing a little research I found that #1 there is a
drain
hose that drains right on top of the belt and makes it slip off # 2 I
found
that there is a kit available that should fix the problem. I believe
that
this is a design issue and I believe that I am going to take all of the
necessary step to # 1 have a recall on this issue and # 2 file a class
action suit. From what I am seeing people are replacing these parts on
an
average of 4 times and this is unacceptable to me. I have almost hit a
tree and the 3rd time I almost hit a car going 60 and may have lost my
life. If NHTSA has over 30 complaints and I in 30 min found out about
more, how many more have there been? This is a dangerous situation when
the steering goes and it needs to be investigated. I would like your
opinion on paying this bill for me. After all of the money that we have
spent on serpentine belt, tensioners and pulleys, Dodge can do this at the
least. I will appreciate a reply within 5 business days to this matter.
I
am without a vehicle for the 7th time and I want something done. Thank
you
Adonna and Manuel Perez

VIN: [REDACTED]

Y

Mileage:

113000

Servicing Dealer:

Auto World

Title:

First Name:

Middle Initial:

Last Name:

Address 1:

Address 2:

City:

Pahrump

State:

NV

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

From: customerassist (customerassist@chrysler.com)

To: [REDACTED]

Date: Thursday, August 30, 2007 1:45:56 PM

Subject: Re: Chrysler LLC Customer Assistance (KMM5108980I25261L0KM)

Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center referring to previous communication with us.

Your email does not contain any information that would cause a change in the previous decision. Therefore, your request must again be respectfully declined.

Any future communication related to this issue will be retained in corporate records.

If, at some future date, we can be of assistance to you in some other area, please let us know.

Thank you again for your email.

Sincerely,

[REDACTED]
Senior Staff Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER [REDACTED]

REPLY LINK: [http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=[REDACTED])
trk_ID=[REDACTED]

Original Message Follows:

please deal with the issue of the serpentine belt. I will not stop until I have created a recall or a class action suit. There is a problem and you need to address. I have filed one complaint and now I am going to go to the FTC and the States Attorney. So please stop ignoring the issue. And by the way, your senior person does not even know what a serpentine belt is and the danger of the belt coming loose. I have almost gotten into 2 accident and you can bet that you will be sued if I get into an accident.

----- Original Message -----

<http://us.mg2.mail.yahoo.com/dc/launch?action=welcome&YY=671497264&.rand=8cfcpt...> 9/16/2007

From: customerassist <customerassist@chrysler.com>
To: [REDACTED]
Sent: Thursday, August 30, 2007 8:40:00 AM
Subject: Re: Chrysler LLC Customer Assistance (KMM5107925I25261L0KM)

Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2000 Dodge Grand Caravan.

Our records show that you have contacted us by telephone and we have addressed your concern. We have updated your file to reflect the latest information you provided in the email message.

If your concerns have not been addressed, or you have other concerns, please email or contact the Customer Assistance Center by telephone at 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday.

Our records indicate your vehicle is involved in the factory recall campaign listed below.

Please contact your local authorized Dodge dealer to arrange for these repairs. The recall services are performed free of charge.

Recall Campaign # D17 Clockspring/Lifetime Warranty

Thank you again for your email.

Sincerely,

[REDACTED]
Senior Staff Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER [REDACTED]

EMAIL CASE NUMBER [REDACTED]

REPLY LINK: [http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=[REDACTED])
trk_ID: [REDACTED]

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

Serpentine Belt-7th time since 2002

Comments:

<http://us.mg2.mail.yahoo.com/dc/launch?action=welcome&YY=671497264&.rand=8cfcpt...> 9/16/2007

At this moment my Caravan is sitting in the drive waiting to be towed again.

I already knew what was wrong, this is the 7th time since we have owned this car. It is the Serpentine Belt again. Do you have any idea how much

money this belt has cost us. I understand that there has been a lot of problems with these belts. I don't care about the past but I want this to

be fixed and stop. I have contacted Dodge about this before but all you have done is popo it away. I think the 7th time with this problem is enough and if one of us is in an accident or gets killed because the steering goes out this will all be on the record. Please reply to me.

Thank you [REDACTED]

VIN:

YR649 [REDACTED]

Mileage:

113000

Servicing Dealer:

Saita

Title:

First Name:

Middle Initial:

Last Name:

Address 1:

Address 2:

City:

Pahrump

State:

NV

Zip:

89061

Email:

Home Phone:

Need a vacation? Get great deals to amazing places on Yahoo! Travel.

From: customerassist (customerassist@daimlerchrysler.com)

To: [REDACTED]

Date: Wednesday, August 1, 2007 6:27:48 PM

Subject: Re: DaimlerChrysler Customer Assistance [REDACTED]

Dear [REDACTED]

Thank you for contacting the Dodge Customer Assistance Center regarding issues with your 2000 Dodge Grand Caravan.

I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.

Unfortunately, given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.

Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Should your dealer require factory assistance, it is available through the regional Business Center.

If you have been working with an authorized dealership but the problem is not yet resolved, seeking a second opinion from a different dealer may be a viable option.

Our records indicate your vehicle is involved in the factory recall campaign listed below.

Please contact your local authorized Dodge dealer to arrange for these repairs. The recall services are performed free of charge.

Recall Campaign #d17 Clockspring

Thank you again for your email.

Sincerely,

[REDACTED]
Senior Staff Representative

Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK: [http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=\[REDACTED\]](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=[REDACTED])

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

recalls

Comments:

Although we have been happy with our Caravan it has come to my attention that there have been recalls and we have NEVER been notified. I realize that our vehicle is a 2000 but the trouble that we have had has cost us.

We have had to replace the serpentine belt 4 times and we are and are still

having issues with our brakes. we need to have a response to why and what

recalls have been done and why we have never been notified. Thank you

Adonna and Manuel Perez

VIN:

YR649628

Mileage:

120000

Servicing Dealer:

Saita

Title:

Mr.-Mrs.

First Name:

Middle Initial:

Last Name:

Address:

Address 2:

City:

Pahrump

State:

NV

Zip:

Email:

Home P:

From: customerassist (customerassist@chrysler.com)
To: [REDACTED]
Date: Thursday, August 30, 2007 8:48:11 AM
Subject: Re: Chrysler LLC Customer Assistance (KMM5107950I25261L0KM)

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Your email has been received and the concerns you have raised are appreciated.

After thoroughly reviewing your request and the files on this matter, we respectfully concur with the decision rendered by our Senior Staff Representative.

Thank you for taking the time to communicate with us. It is regrettable that a more favorable reply can not be provided.

Thank you again for your email.

Sincerely,

[REDACTED]
Senior Staff Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK: [http://www.chrysler.com/vccs/brand_forms/us/reply.jsp?](http://www.chrysler.com/vccs/brand_forms/us/reply.jsp?trk_ID=[REDACTED])
trk_ID=[REDACTED]

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

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Comments:

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this is a design issue and I believe that I am going to take all of the
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spent on serpentine belt, tensioners and pulleys, Dodge can do this at the
least. I will appreciate a reply within 5 business days to this matter.
I
am without a vehicle for the 7th time and I want something done. Thank
you

VIN:

YR649628

Mileage:

113000

Servicing Dealer:

Auto World

Title:

First Name:

Middle Initial:

Last Name:

Address 1:

Address 2:

City:

Pahrump

State:

NV

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXAMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).