



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 ☐

03-DEC-2007

Reference No.

10210705

2008 MAR 4 PM 2:23

OWNER INFORMATION (Type or Print)

Name
Address
City EXCELSIOR SPRINGS State MO Zip Code
Daytime Telephone Number E-mail Address
Evening Telephone Number

Do you authorize NHTSA to
In the absence of an author
Signature of Owner

er of your vehicle? ☒ YES ☐ NO
or address to the vehicle manufacturer.
Date 12/17/07

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1C4GP54LXW
Make CHRYSLER Model TOWN AND COUNTRY Model Year 1998
Date Purchased 12-DEC-03 Dealer's Name and Telephone Number
Engine: No: Cylinders 6 Fuel Type: Gas
Original Owner ☐ Dealer's City State Zip Code
Transmission Type AUTOMATIC ☒ Antilock Brakes ☒ Cruise Control
Powertrain FRONT WHEEL DRIVE
Vehicle Component Code 070000 FUEL SYSTEM, GASOLINE
Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 07-NOV-2007 Failure Mileage 142000 Failure Speed 20

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) ☐ 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).

TL*THE CONTACT OWNS A 1998 CHRYSLER TOWN AND COUNTRY. ON NOVEMBER 7, 2007, WHILE DRIVING 20 MPH, THE CONTACT SMELLED GASOLINE. HE LIFTED THE HOOD AND NOTICED FUEL LEAKING. HE TOOK THE PART TO CHRYSLER TO PURCHASE THE CLAMP TO REPAIR THE FUEL LINE HIMSELF. THE CONTACT WAS INFORMED THAT HE HAD TO PURCHASE THE ENTIRE FUEL RAILS AND NOT JUST THE CLAMP. THIS IS THE SECOND TIME THE FUEL RAILS LEAKED AND HAD TO BE REPLACED. THEY WERE PREVIOUSLY REPLACED ON MAY 17, 2002 BY THE ORIGINAL OWNER. THE CONTACT STATED THAT DAIMLER CHRYSLER DOES NOT HAVE A PERMANENT REPAIR AND JUST KEEP REPLACING THE FUEL RAILS INSTEAD. THE CURRENT AND FAILURE MILEAGES WERE 142,000.

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.

Chrysler Customer Center
PO-4839
Oak Ridge Tenn 37831
November 29-2007.

Chrysler
I am asking for re-
imbursement for repairing again
a fuel rail leak mentioned in
recall 895. This repair was first
performed on 05-17-02. I was not
the owner at that time. The
fuel rail began to leak recently
and was repaired at Cannon
Chrysler dealership. This recall
repair doesn't seem to fix the
problem. In my opinion, Exelcor
is copy of work order and check.
Thank you

Excelsior Springs Mo

DAIMLERCHRYSLER

SAFETY RECALL TO INSTALL SEALS ON YOUR MINIVAN'S FUEL RAIL

Dear DaimlerChrysler Minivan Owner:

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

DaimlerChrysler Corporation has determined that a defect, which relates to motor vehicle safety, exists in some 1996 through 2000 model year Dodge Caravan/Grand Caravan, Plymouth Voyager/Grand Voyager and Chrysler Town & Country minivans equipped with a 3.3L or 3.8L gasoline engine.

The problem is...

After extended use, the fuel rail crossover tube O-rings on your minivan may leak fuel. Fuel leakage in the presence of an ignition source can result in an engine compartment fire.

What DaimlerChrysler and your dealer will do...

DaimlerChrysler will repair your minivan free of charge (parts and labor). To do this, your dealer will inspect the fuel rail assembly. If the fuel rail is NOT leaking fuel, your dealer will install external fuel rail seals. If your fuel rail is leaking fuel, it will be replaced. Fuel rail seal installation will take less than ½ hour to complete. Fuel rail replacement, if necessary, will take about 1½ hours to complete. However, additional time may be necessary depending on how dealer appointments are scheduled and processed.

What you must do to ensure your safety...

- Simply contact your dealer right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment.
- Bring the enclosed form with you to your dealer. It identifies the required service to the dealer.

If you need help...

If you have questions or concerns which the dealer is unable to resolve, please contact the DaimlerChrysler Customer Assistance Center at 1-800-853-1403. A representative will assist you.

If you have already experienced the problem described above 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 Customer Assistance Center, P.O. Box 1040, St. Charles, MO 63302-1040, Attention: Reimbursement.

Call at 1-800-853-1403 - DaimlerChrysler

CANNON

2017 WEST JESSE JAMES RD.
EXCELSIOR SPRINGS, MO 64024
(816) 630-2200
FAX - (816) 630-2250

EXCELSIOR SPRINGS

MO

CUSTOMER COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
11/05/07	98	CHRYSLER	TOWN & COU	1C4GP54LXWE	301904	142405	142405	
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
	11/07/07	46	00:00			01	11/07/07	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
77218						RED		1

REPAIR LINE 001

CUSTOMER STATES THERE IS FUEL LEAKING AT THE FUEL RAIL
FOUND 02 SENSOR BURNT AND ORDERED PART FOR NEXT WEEK QUOTED \$352.75
RECALL 895 HAS BEEN PERFORMED ON 05-17-02

Bill Code - C
R&R FUEL RAIL 03 M A 75.20
Total Labor 75.20
CH CBXJ8950 RAIL 1 34.68
Total Parts 34.68
Total Line 109.88

REPAIR LINE 002

PERFORM FREE 23 POINT VEHICLE INSPECTION
COMPLETED FREE 23 POINT VEHICLE INSPECTION TO INCLUDE CHECK TIRE WEAR
AND PRESSURE, FLUID LEVELS, BELTS, HOSES, AIR FILTER, WINDSHIELD WIPER
, LAMPS, BRAKES, SUSPENSION AND EXHAUST SYSTEM.
COMPLETED FREE 23 POINT VEHICLE INSPECTION

Bill Code - C
23P 23 POINT INSP 03 M A
Payment Type - 01 CASH SALES 119.80

Chrysler

Reference #

www.SaferCar.gov check for recall

03E053000

Fuel System Gas

Case #

We care about your
business.
If you are not completely
satisfied with services
performed, please call
630-9711.

DISCLAIMER OF WARRANTIES - Any warranties on the products sold hereby are those made by the manufacturer. CANNON CHRYSLER DODGE JEEP hereby expressly disclaims all warranties, either express or implied, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, and CANNON CHRYSLER DODGE JEEP, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

REC'D
BY

LABOR AMOUNT	75.20
PARTS AMOUNT	34.68
MISC. SALES	
MATERIALS	6.77
TOTAL CHARGE	116.65
DEDUCTIBLE	
SALES TAX	3.15
OTHER PAY	
CUSTOMER PAY	119.80