



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

2008

FOR AGENCY USE ONLY 100148

Date Received

Repository

29-JAN-2008

Reference No.

FEB 14 AM 8:09

10216412

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City FAIR OAKS State CA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Evening Telephone Number [REDACTED]

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 [REDACTED] Date 2/2/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side: 2B4GP44RXXR [REDACTED]
Make: DODGE Model: GRAND CARAVAN Model Year: 1999
Date Purchased: 30-DEC-02 Dealer's Name and Telephone Number: SCOTTIES AUTOMOTIVE 916-988-2349 Engine: No: Cylinders 6 Fuel Type: Gas
Original Owner: Dealer's City: ORANGEVALE State: CA Zip Code: 95662
Transmission Type: AUTOMATIC Antilock Brakes Powertrain: UNKNOWN Cruise Control
Vehicle Component Code: 061110 ENGINE AND ENGINE COOLING:ENGINE:GASOLINE:BELTS AI
Multiple Failure: 10

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 28-JAN-2008 Failure Mileage: 605 Failure Speed: 30

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]
DOT No. (Example: DOTM19ABC036): [REDACTED] Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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 1999 DODGE GRAND CARAVAN. WHILE DRIVING 30 MPH IN THE RAIN, THE SERPENTINE BELT DETACHES. THE MECHANIC REPLACED THE BELT EIGHT TIMES; HOWEVER, THE FAILURE RECURRED ON JANUARY 25, 2008. THE MECHANIC ADVISED THAT THE DEALER SHOULD PERFORM A DIAGNOSTIC. THE DEALER REPLACED THE PULLEY BRACKET, THE BOLTS, AND THE SERPENTINE BELT ACCORDING TO THE MANUFACTURER'S TECHNICAL SERVICE BULLETIN. THE FAILURE RECURRED ON JANUARY 27, 2008. THE BULLETIN NUMBER AND POWERTRAIN WERE UNKNOWN. THE CURRENT MILEAGE WAS 160,669 AND FAILURE MILEAGE WAS 605.

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Serp, Belt has come off 8 times in 9 months. Scotty's told me to take it to the dealer. The dealer could not find anything wrong - then looked up bulletins. Changed pulley + bracket 2 DAYS LATER in middle of major street - pouring rain - came off again - stuck in middle of traffic.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE, Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

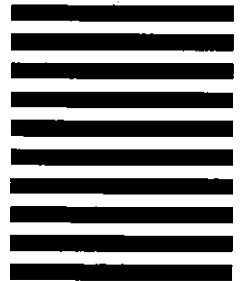


NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

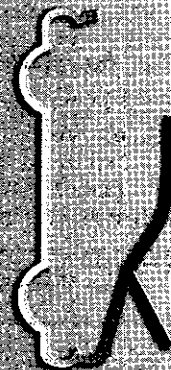
BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Ave SE
Washington, DC 20077-9382**



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**



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



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).