



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

12-FEB-2008

JUN -9 AM 7:27

Repository

Reference No.

10217851

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City MUNSTER

State IN

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 authorized signature, your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 04/10/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
2B4GP44G9YF [REDACTED]

Make DODGE

Model GRAND CARAVAN

Model Year 2000

Date Purchased

Dealer's Name and Telephone Number
THOMAS DOBES 219.924.3000

Engine:
No: Cylinders 6

Fuel Type:
Gas

Original Owner

Dealer's City
HIGHLAND

State IN

Zip Code 46322

Transmission Type
AUTOMATIC

Antilock Brakes
 Cruise Control

Powertrain
FRONT WHEEL DRIVE

Vehicle Component Code
073100 FUEL SYSTEM, GASOLINE:FUEL INJECTION SYSTEM:FUEL RA

Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
11-FEB-2008

Failure Mileage
36000

Failure Speed
35

SEE REPAIR INVOICE

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 2000 DODGE GRAND CARAVAN. WHILE DRIVING APPROXIMATELY 35-45 MPH, THE CONTACT NOTICED GAS LEAKING ON THE FUEL RAIL. THE GASOLINE SMELL ENTERED THE PASSENGER COMPARTMENT. THE FAILURE OCCURRED TWICE. THE CONTACT DISCOVERED A LEAK UNDER THE HOOD. DAIMLER CHRYSLER STATED THAT HIS VIN WAS NOT INCLUDED IN NHTSA CAMPAIGN ID NUMBER 00V268000 (FUEL SYSTEM, GASOLINE:FUEL INJECTION SYSTEM). THE PURCHASE DATE WAS UNKNOWN. THE CURRENT AND FAILURE MILEAGES WERE APPROXIMATELY 36,000.

WHEN TAKEN TO DEALER FOR REPAIR, I WAS TOLD THAT THE RECALL WAS FOR ANOTHER SIZE ENGINE THAN THAT WHICH IS IN MY VEHICLE.

SEE ATTACHED DOCUMENTS FOR FURTHER DETAILS.

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 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.



Thomas Dodge Chrysler-Jeep
of Highland, Inc.

9850 INDIANAPOLIS BLVD.
HIGHLAND, INDIANA 46322
(219) 924-3000

Jeep.



PAID

CUSTOMER NO.	ADVISOR TIM BALES	25381	TAG NO.	INVOICE DATE 02/22/08	INVOICE NO. H1CS85413
	LABOR RATE	LICENSE NO.	MILEAGE 36,775	COLOR SILVER FERN	STOCK NO.
MUNSTER, IN	YEAR / MAKE / MODEL 00/DODGE/GRAND CARAVAN/4 DOOR EXTEND			DELIVERY DATE 10/16/99	DELIVERY MILES 24
	VEHICLE I.D. NO. 2 B 4 G P 4 4 G 9 Y R			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 02/22/08	REPRINT# 1
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS MO: 36777			

JOB# 1 CHARGES-----
LABOR-----
J# 1 00DOZSHERRI APPT/SHERRI UNITS: 0.00 TECH(S):184227 0.00
APPT/SCH
APPT/SCH
APPT/SCH

JOB# 1 TOTALS-----
JOB# 1 JOURNAL PREFIX H1CS JOB# 1 TOTAL 0.00
JOB# 2 CHARGES-----

LABOR-----
J# 2 14DOZ INSPECT FUEL SYSTEM UNITS: TECH(S):184227 399.12
CUST SAYS THERE IS A GAS SMELL IN THE CABIN OF VAN. ALSO CUST TOUCHED THE FUEL RAIL AND SAID THERE IS GAS THERE/ CK AND AD 49.95\$ INSP FEE/
CUST STATES HE CAN SEE FUEL LEAKING ON COLD DAYS WHEN THE VEHICLE IS WARMING UP. COMING FROM THE LINES THAT GO INTO THE FUEL RAIL. BUT COULD BE FUEL RAIL LEAKING TO CHECK OUT FOUND THE FUEL RAIL LEAKING FUEL AND THE PLENUM HAS ALOT OF CARBON BUILD UP.
REPLACED THE FUEL RAIL CLEANED THE CARBON OUT OF THE PLENUM AND FUEL INJECTORS. REPROGRAMED COMPUTER AND ROAD TEST FINE.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		4861048	RAIL FUEL 14107030	225.00	225.00
	1		4621966	GASKET IN 9001004	4.35	4.35
	1		5174566-AA	CLEANER F 1081025	38.33	38.33
TOTAL - PARTS						267.68

JOB# 2 TOTALS-----
LABOR 399.12
PARTS 267.68
JOB# 2 JOURNAL PREFIX H1CS JOB# 2 TOTAL 666.80

COMMENTS-----
THERE IS NO RECALL FOR THE FUEL RAIL. THERE IS NO WARRANTY ON THE FUEL RAIL THAT WAS LEAKING FUEL FROM CHRYSLER THAT SHOWS UP ON THE VIP SUMMARY REPORT.

TECHNICIAN CERTIFICATION-----
184227 WILLIAM G KNOX 1089

DISCLAIMER OF WARRANTIES
The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including all warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

*Always Bring Your
Vehicle Here For
Factory Authorized
Service*

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL. NOT RESPONSIBLE FOR DAMAGE FROM FREEZING DUE TO LACK OF ANTIFREEZE.



Thomas Dodge Chrysler-Jeep of Highland, Inc.

9850 INDIANAPOLIS BLVD.
HIGHLAND, INDIANA 46322
(219) 924-3000

Jeep.



Form with fields: CUSTOMER NO., ADVISOR (TIM BALES), TAG NO. (25381), INVOICE DATE (02/22/08), INVOICE NO. (HICS85413), LABOR RATE, LICENSE NO., MILEAGE (36,775), COLOR (SILVER FERN), STOCK NO., YEAR / MAKE / MODEL (00/DODGE/GRAND CARAVAN/4 DOOR EXTEND), DELIVERY DATE (10/16/99), DELIVERY MILES (24), VEHICLE I.D. NO. (2 B 4 G P 4 4 G 9 Y R), SELLING DEALER NO., PRODUCTION DATE, F.T.E. NO., P.O. NO., R.O. DATE (02/22/08), REPRINT# (1), RESIDENCE PHONE, BUSINESS PHONE, COMMENTS, MO: 36777

TOTALS table with columns for item and amount. Items include TOTAL LABOR (399.12), TOTAL PARTS (267.68), TOTAL SUBLET (0.00), TOTAL G.O.G. (0.00), TOTAL MISC CHG. (0.00), TOTAL MISC DISC (0.00), TOTAL TAX (16.07), and TOTAL INVOICE \$ (682.87).

CUSTOMER SIGNATURE

DISCLAIMER OF WARRANTIES
The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including all warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

Always Bring Your Vehicle Here For Factory Authorized Service

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2000 MODEL YEAR

GRAND CARAVAN SE

The New Dodge

PRICE INFORMATION

MANUFACTURER'S SUGGESTED RETAIL PRICE OF THIS MODEL INCLUDING DEALER PREPARATION

Base Price: \$24,080

Dodge Grand Caravan SE FWD

Exterior Color: Light Cypress Green Pearl Coat

Interior Color: Silver Fern

Interior: Seats - Cloth High-Back Bucket

Engine: Engine - 3.3L V6 FFV

Transmission: Transmission - 4-Speed Automatic

STANDARD EQUIPMENT (UNLESS REPLACED BY OPTIONAL EQUIPMENT)

FUNCTIONAL/SAFETY FEATURES

Air Bags - Next Generation**

Door Beams - Side Impact Protection

Brakes - Anti-Lock

Height Adjustable Shoulder Belts, Front & 2nd Row

Door - Sliding Driver Side

Windshield Wipers - Var Intermittent

Windshield Wiper De-Icer

Demisters - Front Side Windows

Defroster - Rear Window

INTERIOR FEATURES

Seating - 7 Passenger w/Recline/Fold

Easy Out Roller Seats (TM)

Air Conditioning

Windows - Power, Driver One-Touch

Windows - Power Quarter Vents

Locks - Power, Speed Sensitive

Speed Control

Radio - AM/FM Cassette

Steering Column - Tilt

Mirrors - Illuminated Visor Vanity

Light Group - Ignition/Glove Box/Ash

Tachometer

Floor Mats - Front & Rear

Storage Drawer - Underseat Lockable

Cargo Net - Front Seat

Grocery Bag Hooks - Rear Seatback

Power Outlets - Front & Rear, 12V DC

Silencer - Rear Floor

Insulation Group - Deluxe

EXTERIOR FEATURES

Windows - Tinted Glass

PRICE INFORMATION (cont'd)

Mirrors - Power, Heated, Fold-Away

Molding-Bodyside, Wide, Accent Color

Wheel Covers - 15"

Tires - P215/65R15 BSW All Season

OPTIONAL EQUIPMENT

"Value Plus" Climate Group **\$450**

Glass - Sunscreen

Smoker's Group **\$20**

Ash Receiver - Front & Rear

Lighter - Cigar

Roof Rack **\$195**

DESTINATION CHARGE **\$590**

TOTAL BEFORE DISCOUNT \$25,335

"Value Plus" N/C Sunscreen Glass **-\$450**

TOTAL PRICE: * \$24,885

** Certified to the federal regulations that allow less forceful airbags

Assembly Point/Port of Entry: WINDSOR, ONTARIO, CANADA

VIN: 2B4-GP44G9YR

L4-VON: 1845

0813

SHIP TO: 41850 15
THOMAS DODGE OF HIGHLAND INC
9600 INDIANAPOLIS BLVD
HIGHLAND IN 46322-2637

SOLD TO: 51 41850
THOMAS DODGE OF HIGHLAND INC
9600 INDIANAPOLIS BLVD
HIGHLAND IN 46322-2637

THIS LABEL IS ADDED TO THIS VEHICLE TO COMPLY WITH FEDERAL LAW. THE LABEL CANNOT BE REMOVED OR ALTERED PRIOR TO DELIVERY TO THE ULTIMATE PURCHASER.

* STATE AND/OR LOCAL TAXES IF ANY, LICENSE AND TITLE FEES AND DEALER SUPPLIED AND INSTALLED OPTIONS AND ACCESSORIES ARE NOT INCLUDED IN THIS PRICE. DISCOUNT, IF ANY, IS BASED ON PRICE OF OPTIONS IF PURCHASED SEPARATELY.



RECALLS SUMMARY

Make / Models :**Model/Build****Years:**

1996-2000

1996-2000

1996-2000

1996-2000

1996-2000

CHRYSLER / TOWN AND COUNTRY

DODGE / CARAVAN

DODGE / GRAND CARAVAN

PLYMOUTH / GRAND VOYAGER

PLYMOUTH / VOYAGER

Recall Number:

00V268000

Summary:

VEHICLE DESCRIPTION: MINI VANS BUILT WITH 3.3L AND 3.8L ENGINES HAVE FUEL RAILS WITH NITROLE RUBBER O-RING SEALS THAT CAN DEGRADE OVER TIME. FUEL LEAKAGE FROM THE UNDERHOOD FUEL INJECTION FUEL RAIL COULD RESULT, INCREASING THE LIKELIHOOD OF A VEHICLE FIRE.

Consequence:

FUEL LEAKAGE IN THE PRESENCE OF AN IGNITION SOURCE CAN RESULT IN A FIRE.

Remedy:

DEALERS WILL INSTALL A SEAL ON THE VEHICLE FUEL RAILS TO PREVENT EXTERNAL LEAKAGE OF FUEL FROM THE FUEL RAIL CROSSOVER TUBE, SHOULD THE EXISTING O-RINGS CONTINUE TO DEGRADE. OWNER NOTIFICATION BEGAN ON JANUARY 25, 2002. DUE TO THE LARGE QUANTITY OF VEHICLES INVOLVED IN THIS CAMPAIGN, THE OWNER NOTIFICATION WILL BE PHASED OVER THE NEXT SEVERAL MONTHS. HOWEVER, IF A VEHICLE IS LEAKING FUEL FROM THE O-RINGS, THE VEHICLE SHOULD BE TAKEN INTO A DEALER TO HAVE THIS REPAIRED AS SOON AS POSSIBLE. OWNERS WHO TAKE THEIR VEHICLES TO AN AUTHORIZED DEALER ON AN AGREED UPON SERVICE DATE AND DO NOT RECEIVE THE FREE REMEDY WITHIN A REASONABLE TIME SHOULD CONTACT DAIMLERCHRYSLER AT 1-800-853-1403.

Notes:

ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-888-DASH-2-DOT (1-888-327-4236).

[Close Window](#)