



DOT Auto Safety Hotline

FOR AGENCY USE ONLY 100148

U.S. Department of Transportation  
National Highway Traffic Safety Administration

Vehicle Owner's Questionnaire  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT (1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

Date Received: 07-AUG-2008  
Repository:   
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2008 SEP -9 PM 4:24

OWNER INFORMATION (Type or Print)

Name: [Redacted]  
Address: [Redacted]  
City: JAMESTOWN State: NY Zip Code: [Redacted]  
Daytime Telephone Number: [Redacted] E-mail Address:  
Evening Telephone Number:

Do you authorize NHTSA to contact the manufacturer of your vehicle?  YES  NO  
In the absence of a signature, please print the name or address to the vehicle manufacturer.  
Signature of Owner: [Redacted] Date: / /

VEHICLE INFORMATION

17 digit Vehicle Identification Number: 1B4GT44L3VB [Redacted]  
Make: DODGE Model: GRAND CARAVAN Model Year: 1997  
Date Purchased: 6/06 Dealer's Name and Telephone Number: PVA Purchases  
Original Owner:  Dealer's City: N/A State: NY Zip Code: 14701 Engine: 3.8L No. Cylinders: 6 Fuel Type: unleaded  
Transmission Type: 4 SPD Antilock Brakes:  Powertrain: Vehicle Component Code: 130000 VISIBILITY  
Cruise Control:  Multiple Failure: YES

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 13-SEP-2005 Failure Mileage: 149766 Failure Speed: 0  
Wipers / front O. Side parking light / transmission  
AWOL electrical / check engine light / headlamps  
serpentine belt

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 1997 DODGE GRAND CARAVAN. WHENEVER THE CONTACT SHIFTS, THE VEHICLE MAKES AN UNFAMILIAR NOISE. WHEN THE VEHICLE IS PARKED, IT OPERATES NORMALLY. THE TRANSMISSION STALLS AND WILL START BACK UP, BUT IT IS UNRELIABLE. THE VEHICLE WOULD REV AND HAVE TO BE RESTARTED IN ORDER FOR THE REVING TO STOP. IF THERE IS A POWER FLUCTUATION, THE REAR WIPERS WILL TURN ON AND OFF AT RANDOM. THE HIGH BEAMS ON THE HEADLIGHTS DO NOT WORK, BUT THE FAILURE WAS REPAIRED. THE PARKING LIGHT ON THE FRONT DRIVER'S SIDE FAILED. HE REPLACED THE BULB, BUT IT STILL DOES NOT WORK. THE CONTACT STATED THAT HE IS CONSTANTLY REPLACING THE LOW BEAM LIGHTS. THE SERPENTINE BELT SLIPS OFF; HOWEVER, IT HAS BEEN REPAIRED. THE CHECK ENGINE LIGHT FLASHES ON AND OFF AND THERE IS A BURNING ELECTRICAL SMELL COMING FROM THE VEHICLE. THE FRONT STRUT ASSEMBLY IS RUSTING AND ROTTING. THE RÖCKER PANEL ON THE DRIVER'S SIDE IS RÜSTED COMPLETELY. THE CURRENT MILEAGE WAS 186,000 AND FAILURE MILEAGE WAS 149,766.

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.

# When an "Unfixable" becomes "Fixable"

Gates introduces  
a Micro-V® Kit  
for Belt Jump-Off

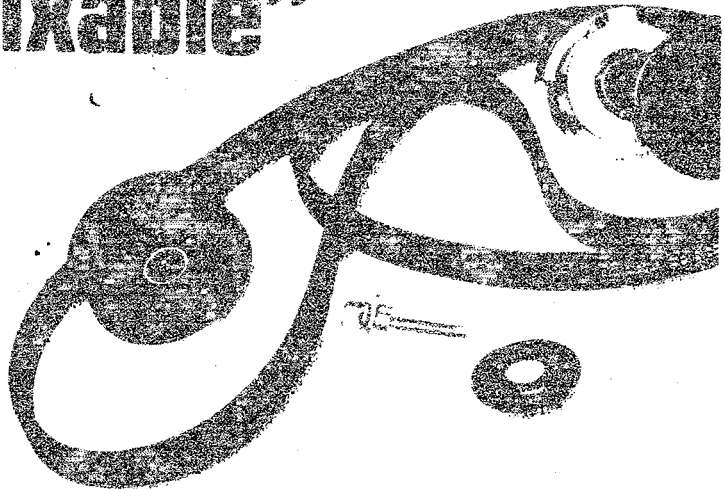
Once in awhile a design comes  
along that can test your wits.

Take the 3.0L, 3.3L and 3.6L engines found on 1996-2000  
Chrysler Voyager, Grand Voyager, Caravan and Grand  
Caravan mini vans. The serpentine belt can come off  
the drive when the vehicle is driven into a deep puddle  
of water or through a snow bank. And when the belt  
comes off, your customer can be left stranded.

Solutions range from installation of a "snow shield" or  
adjustment of the front engine mounts to changing the belt,  
tensioner and idler. Too often the problem persists leading to  
come-backs and damage to the technician's reputation and  
customer good-will.

A better solution has been developed by Gates engineers.  
The System Solution Kit (Part Number 38342K for 3.0L  
engines and Part Number 38375K for 3.3 and 3.6L engines)  
includes a double-sided Micro-V belt, a grooved idler pulley  
and matching tensioner which includes a grooved pulley.  
Each of the components are designed to work precisely  
with other parts in the system and offer a true solution.

The pulley grooves and belt ribs of Gates System Solution Kit  
lock together making it virtually impossible for the belt to  
jump off the drive. Even misalignment problems can be solved.  
The "unfixable" now becomes "fixable" thanks to Gates.



Have a troublesome  
front end accessory  
drive application?  
Look to Gates for a solution.



Gates Corporation  
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