

 <p><b>DOT Auto Safety Hotline</b>  <b>Vehicle Owner's Questionnaire</b>                  To Report Vehicle Safety Defects                  1-888-DASH-2-DOT                  (1-888-327-4236)                  INTERNET:www.nhtsa.dot.gov/hotline</p>		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) FOR AGENCY USE ONLY 100148	
		Date Received OCT 19 2010 04-AUG-2010	Repository <input type="checkbox"/> Reference No. 10347262
<b>OWNER INFORMATION (Type or Print)</b>			
Name <input type="checkbox"/>		Daytime Telephone Number <input type="checkbox"/>	
Address <input type="checkbox"/>		E-mail Address <input type="checkbox"/>	
City ELMWOOD PARK	State IL	Zip Code <input type="checkbox"/>	
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).			
<b>VEHICLE INFORMATION</b>			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1B4GP44R7VB <input type="checkbox"/>		Make DODGE	Model GRAND CARAVAN
Model Year 1997		Date Purchased 01/31/03	Dealer's Name and Telephone Number 888 878 8127 PART PLAZA DODGE
Original Owner <input type="checkbox"/>	Dealer's City Forest Park	State IL	Zip Code 60130
Engine: No: Cylinders 6	Fuel Type: Gasoline	Transmission Type Auto	
<input checked="" type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain Front wheel Drive	Multiple Failure:	Incident Date(s) 10-MAY-2009 and 06/10/10
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>			
Vehicle Component Code: 070000 FUEL SYSTEM, GASOLINE		Failure Mileage 108000	Failure Speed 20
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>			
Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)	
DOT No. (Example: DOTMAL9ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:	
Tire Component Code		Tire Failure Type:	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>			
Make:	Date Manufactured:	Model No./Name:	
Seat Type:	Installation System:		
Child Seat Component Code:	Failed Part:		
<b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)			
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths
		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 A1997 DODGE GRAND CARAVAN. WHILE DRIVING APPROXIMATELY 20 MPH, THE CONTACT SMELLED A STRONG ODOR OF FUMES. THE VEHICLE WAS DRIVEN TO THE SIDE OF THE ROADWAY. THE CONTACT INSPECTED THE VEHICLE AND OBSERVED A FUEL LEAKAGE COMING FROM THE FUEL RAIL ASSEMBLY. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHERE A TEMPORARY REPAIR WAS PERFORMED ON THE FUEL RAIL. THERE WAS A PRIOR RECALL REPAIR PERFORMED ON THE VEHICLE APPROXIMATELY FIVE YEARS AGO UNDER THE NHTSA CAMPAIGN ID NUMBER 00V268000 (FUEL SYSTEM, GASOLINE: FUEL INJECTION SYSTEM). THE CONTACT STATED THE REMEDY DID NOT CORRECT THE PROBLEM AND THE REPAIR PART WAS DEFECTIVE. ALSO, THE HIGH FUEL PRESSURE LINE SEPARATED FROM THE ENGINE DUE TO MASSIVE CORROSION AND THE FUEL PUMP LINE EXHIBITED A CRACK. THE REPAIRS WERE PERFORMED AT AN INDEPENDENT MECHANIC WITH REPLACEMENT OF THE FUEL PUMP. THE FAILURE MILEAGE WAS 108,000. THE VIN WAS UNAVAILABLE.			
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. <span style="float: right;">ATTACH ADDITIONAL SHEETS IF NECESSARY</span>			
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.			

Part Plaza Dodge supposedly replaced fuel rail in 2004 per NHTSA campaign ID # 00V268000. \* This "replacement" rail broke 5/10/09 and temporarily fixed by Low Price Auto Service on 5/12/09. (see bill) Mileage was 108000. One year later on 6/10/10 high pressure fuel line disconnects from fuel filter separates at connection to fuel line to engine. Cause of failure corrosion on steel ridge/lip of line to engine. OK once cleaned. Cracks in fuel line in sending unit. ATTACH ADDITIONAL SHEETS IF NECESSARY Mileage 118000

See Quality Service repair Bill 6/11/10  
\* suspect Part Plaza. Never replaced fuel rail but lied about doing it.

U.S. Department of Transportation

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

CAROL STREAM IL 601

08 OCT 2010 PM 2 L

**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 Avenue SE.  
Washington, D.C. 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





4402174788Z  
QUALITY SERVICE IN MEC  
7600 W NORTH AVE  
ELMWOOD PK, IL 60707  
708-456-9345

TERMINAL I.D.:

1747882

VISA

XXXXXXXXXXXX

SALE

BATCH: 000458

INU: 1

DATE: JUN 11, 10

TIME: 15:07:17

AUTH NO: 00796C

TOTAL

\$261.93

X  
I AGREE TO PAY ABOVE TOTAL AMOUNT  
ACCORDING TO CARD ISSUER AGREEMENT  
(MERCHANT AGREEMENT IF CREDIT VOUCHER)

\*\*\*CUSTOMER COPY\*\*\*

337801

Elmwood Park BP  
Low Price Auto Service

708-456-9345

DATE

5-12-09

NAME

7600 W. North Ave

Elmwood Park, IL 60707

ADDRESS

CITY, STATE, ZIP

SOLD BY CASH C.O.D. CHARGE ON ACCT. MDSE PAID OUT  
RET.D.

QUAN.	DESCRIPTION	AMOUNT
1	Fuel line Repair Kit	
2	installed PART & LABOR	
3		
4		\$95.00
5		
6		
7		
8		
9		
10		
11		
12		
		\$95.00

RECEIVED BY

KEEP THIS SLIP FOR REFERENCE

3705