



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 13-SEP-2010	Repository <input type="checkbox"/>
	Reference No. 10355268

OWNER INFORMATION (Type or Print)

Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City FRUITLAND PARK	State FL	Zip Code			

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).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2D4GP44L93F		Make DODGE	Model GRAND CARAVAN	Model Year 2003
Date Purchased 6-13-2003	Dealer's Name and Telephone Number Bill Bryn's Chrysler + Dodge 352-787-2223		Engine: No: Cylinders 6	Fuel Type: Reg Gas
Original Owner <input checked="" type="checkbox"/>	Dealer's City FRUITLAND PARK	State FL	Zip Code 34731	
Transmission Type Automatic	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: SEVERAL TIMES	Incident Date(s) 31-AUG-2010

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 110000 ELECTRICAL SYSTEM WIRING HARNESS FOR AIR UPPER MANIFOLD FOR INJECTORS PART # FU 8015002	Failure Mileage 98000	Failure Speed 25
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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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured None	Number of Deaths None	Reported to Police No
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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 2003 DODGE GRAND CARAVAN. THE CONTACT STATED THAT THE VEHICLE WOULD SPORADICALLY STALL AND HESITATE WHEN DRIVING 25 MPH AND UP. THE CONTACT WAS ABLE TO RESTART THE VEHICLE MOMENTARILY BEFORE THE FAILURE WOULD REPEAT ITSELF. THE DEALER DISCOVERED THAT THE INSULATION ON THE WIRING HARNESS HAD SHORTENED AND BURNED OUT. THE DEALER REPLACED THE WIRING HARNESS AT THE CONTACT'S EXPENSE. THE MANUFACTURER WAS NOT CONTACTED. THE FAILURE MILEAGE WAS 98,000. I did CONTACT CHYSLER AT DETROIT AND WAS GIVEN A POLITE BRUSH OFF BECAUSE OF THE MILEAGE, UNTIL I TOLD THEM THAT I HAD FILED A COMPLAINT WITH THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION. I DO HAVE THE OLD PART. ON 9-10-10 I TOOK MY VAN TO BILL BRYAN'S DODGE DEALERSHIP TO HAVE THEM FIND THE PROBLEM OF MY VAN. THE SHOP FOREMAN AND HIS MECHANIC AND I TOOK A TEST DRIVE OF THE VAN. IT STALLED A NUMBER OF TIMES, BUT DID RESTART. WE WENT BACK TO THE GARAGE

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.

Continued on back

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

AT 8:30 AM And they started to find the problem. The check engine light was on and the code was that the right bank of cylinders was running rich. So they did a fuel pump check which was O.K. Then checked the spark plugs and wires, again O.K. Next was a compression check, again O.K. At one time there was three other mechanics working on the van. Finally a mechanic working in the next bay, came over to see what was going on. And when the men working on the van told him what was happening, he told them to shut the van off and let it cool. He recognized the symbols and knew what the problem was. After it cooled he reached in and unplugged the injector harness then turned the plug over and almost every wire was bare and shorting out. They ordered a new

ATTACH ADDITIONAL SHEETS IF NECESSARY



U.S. Department of Transportation

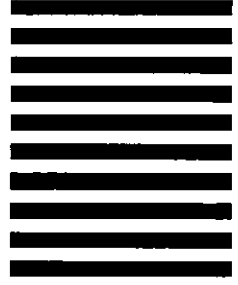
National Highway Traffic Safety Administration

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 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

HARNES, AND SAID IT WOULD BE IN BY MONDAY, AND IT WAS. SINCE THEN I HAVE DISCOVERED THAT, THEY HAD TWO OTHER CASES OF THE SAME PROBLEM, THATS HOW THE OTHER MECHANIC KNOW WHAT THE PROBLEM WAS. THAT MAKES THREE ALL TOGETHER IN THIS AREA. AND ALSO THE YOUNG MAN THAT CUTS OR TRIMS OUR TREES, HAS THE SAME PROBLEM WITH HIS MOTHERS 2000 VAN.

SINCE I FILED THIS COMPLAINT WITH YOU. CHRYSLER HAS CALLED ME AT LEAST FOUR OR FIVE TIMES, WANTING MORE INFORMATION, WHICH I DID TELL THEM AND SENT THEM INFORMATION IN WRITING OF WHAT BILL BRYAN COULD NOT OR WOULD NOT SEND THEM. AND ON 9-22-10, I RECEIVED A CALL FROM CHRYSLER OF TROY MICH. AND THE FACTORY REP. SAID THAT THEY WOULD REFUND ME THREE HUNDRED DOLLARS TOWARD THE COST OF THE INJECTOR HARNES, WHICH I HAVE RECEIVED ON 11-25-2010 THANK YOU. Sincerely



CHRYSLER



BRYAN

CHRYSLER DODGE JEEP SUBARU

3401 U.S. Hwy. 27/441
Fruitland Park, FL 34731
(352) 787-2223



SUBARU

CUSTOMER NO. 16490	ADVISOR JOHN L OUELLETTE	TAG NO. 34	INVOICE DATE 09/13/10	INVOICE NO. CHCB180956
	LABOR RATE	LICENSE NO.	MILEAGE 98,882	COLOR RED/
	YEAR / MAKE / MODEL 03/DODGE/GRAND CARAVAN/4 DOOR MINIVA	DELIVERY DATE 12/31/67	DELIVERY MILES 43	STOCK NO.
FRUITLAND PARK, FL	VEHICLE I.D. NO. 2 D 4 G P 4 4 L 9 3 R	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 09/10/10	
RE	BUSINESS PHONE	COMMENTS	MO: 98892	

JOB# 1 CHARGES

LABOR J# 1 09DOZ ENGINE STALLS ON RESTART HESITATES ON ACCEL CK ENGINE LIGHT ON CLEAN T BODY REPLACE FUEL FILTER REPLACE O2 SENSOR HOURS: TECH(S):46368 156.00

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
	1	10131	THROTTLE	3.81
	1	4809118-AE	FILTER FU 14029003	50.87
	1	4686938-AB	SENSOR OX 8037155	99.75
	1	4868408-AC	WIRING FU 8015002	375.00
TOTAL - PARTS				529.43

MISC CODE PA DESCRIPTION PARTS SALES PROMO CONTROL NO -80.50 TOTAL - MISC -80.50

JOB# 1 TOTALS LABOR 156.00 PARTS 529.43 MISC -80.50

JOB# 1 JOURNAL PREFIX CHCB JOB# 1 TOTAL 604.93

SHOP SUPPLIES AND HAZARDOUS WASTE DISPOSAL CHARGES

This charge represents costs and profits to the motor vehicle repair facility for items such as miscellaneous shop supplies and/or waste disposal. [f.s.509.905(1)(h)]

A small percentage of the labor charge is included for supplies used on your vehicle. Such items as tape, pins, aerosprays, solvent, rags, towels, solder, wire, sealer, and etc., are covered by this charge.

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s. 403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state [s. 403.7185].

ALL PARTS NEW UNLESS OTHERWISE SPECIFIED

12 MONTHS/12,000 MILES WARRANTY ON ALL PARTS AND LABOR UNLESS OTHERWISE SPECIFIED.

JOB# 2 CHARGES

LABOR J# 2+44DOZ BODY ELECTRICAL REPLACE BAD WIREING HARNESS FOR INJECTORS R/R UPPER MANIFOLD AND REPLACE HARNESS HOURS: TECH(S):46368 120.00

JOB# 2 TOTALS LABOR 120.00

JOB# 2 JOURNAL PREFIX CHCB JOB# 2 TOTAL 120.00

DISCLAIMER OF WARRANTIES

LIMITED WARRANTY: THE ONLY WARRANTIES APPLYING TO THE PART(S) PURCHASED OR INSTALLED IN ACCORDANCE WITH THIS ESTIMATE ARE THOSE THAT MAY BE OFFERED BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY 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 PRODUCTS OR SERVICE SOLD UNDER THE TERMS OF THIS ESTIMATE. PARTS AND LABOR ARE GUARANTEED AS PER THE INDIVIDUAL MANUFACTURER'S POLICY. SELLER DOES NOT GUARANTEE THAT THE WORK PERFORMED IN ACCORDANCE WITH THIS ESTIMATE WILL CORRECT ANY PROBLEM SPECIFIED ON THE DESCRIPTION OF THE COMPLAINT. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF.

ESTIMATE CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$900.00 (+TAX)

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NATIONAL Highway Traffic Safety Administration

NHTSA

SEP 13 2010

It is expressly understood and agreed by the purchaser that, at some time or place, the parts and/or accessories being purchased or installed hereunder may have been subject to major or minor repairs as a result of damages incurred during manufacturing, assembly, shipping or while in the possession of Bill Bryan Chrysler Jeep Dodge Subaru, for which Bill Bryan Chrysler Jeep Dodge Subaru, disclaims any and all liability.

REYNOLDS AND REYNOLDS TO ORDER: www.reynolds.com 1-800-344-0996 Fax: 1-800-331-9055



BILL BRYAN

CHRYSLER DODGE JEEP SUBARU

3401 U.S. Hwy. 27/441
 Fruitland Park, FL 34731
 (352) 787-2223



CUSTOMER NO. 16490	ADVISOR JOHN L OUELLETTE 34	TAG NO.	INVOICE DATE 09/13/10	INVOICE NO. CHCB180956
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 98,882	COLOR RED/
FRUITLAND PARK, FL [REDACTED]	YEAR / MAKE / MODEL 03/DODGE/GRAND CARAVAN/4 DOOR MINIVA		DELIVERY DATE 12/31/67	DELIVERY MILES 43
	VEHICLE I.D. NO. 2 D 4 G P 4 4 L 9 3 R [REDACTED]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 09/10/10	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE	COMMENTS	MO: 98892	

TOTALS

CUSTOMER SATISFACTION SURVEY

(1) HOW SATISFIED WERE YOU WITH YOUR SERVICE VISIT TODAY ?
 - COMPLETELY SATISFIED
 - SOMEWHAT SATISFIED
 - DISSATISFIED

(2) WAS YOUR VEHICLE READY WHEN PROMISED ?
 - YES
 - NO

THE STATE OF FLORIDA REQUIRES A \$1.00 FEE TO BE COLLECTED FOR EACH NEW TIRE SOLD IN THE STATE (S.403.718), AND A \$1.50 FEE TO BE COLLECTED FOR EACH NEW OR REMANUFACTURED BATTERY SOLD IN THE STATE (S.403.7185).

TOTAL LABOR.... 276.00
 TOTAL PARTS.... 529.43
 TOTAL SUBLET... 0.00
 TOTAL G.O.G.... 0.00
 TOTAL MISC CHG. 0.00
 TOTAL MISC DISC -80.50
 TOTAL TAX..... 50.75

TOTAL INVOICE \$ 775.68

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It is expressly understood and agreed by the purchaser that, at some time or place, the parts and/or accessories being purchased or installed hereunder may have been subject to major or minor repairs as a result of damages incurred during manufacturing, assembly, shipping or while in the possession of Bill Bryan Chrysler Jeep Dodge Subaru, for which Bill Bryan Chrysler Jeep Dodge Subaru, disclaims any and all liability.

CUSTOMER SIGNATURE _____

Reynolds and Reynolds
 ERALZBRYAN TO ORDER, www.reynolds.com, 1-800-344-0966 fax 1-603-531-9855